

Appendix B

Compliments – April to September 2013

	Service	Compliment / Comment Details
Planning and Regulatory Services	Planning	Thank you for dealing with the search reply so promptly.
	Planning	Regarding planning hearing – agents’ agreed the reports were amongst the best they had seen.
	Planning	Thank you for chasing the developers, we received a cheque this morning.
	Planning	Regarding planning hearing - you dealt with a relatively unprecedented situation in an extremely efficient and professional manner. It is evident that you put an inordinate amount of time in ensuring all the information was correctly communicated in the Committee Reports and then explained it to the Committee.
	Planning	A note to say thank you to all the team for your hard work on the planning applications over the last two years.
	Planning	Well done for all the hard work on a complicated planning matter.
	Planning	Very impressed with the professionalism and excellent approach with which the Forest Heath Planning Department had performed and handled the applications.
	Planning	It was a pleasure working with you and the process was very impressively (and professionally) dealt with.
	Planning	Planning process and hearing – email from interested party who said they had witnessed a long and complicated series of issues handled very professionally by the officers. It showed the Council of Forest Heath in a good light
	Planning	Thank you so much for your help and support for my extension approval.
Regulatory Services	Compliments to Environmental Health for the swift resolution of a noise complaint.	
Policy Communications and Customers	Customer Service	Card received thanking team for all their help over the years.
Waste Management and Property Services	Waste Management	Thank you for clearing up the rubbish at St Johns close today.
	Waste Management	Call from customer to say well done and thank you to the crew who litter picked and cleared the area. It is looking very good now.
	Waste Management	Letter thanking team for cleaning area so quickly and so well.

	Service	Compliment / Comment Details
	Waste Management	Telephone call from customer to express grateful thanks that men had collected their mattresses today.
	Waste Management	Complimentary feedback regarding the clearing of a large drain at the end of cul de sac by the Scarab Minor.
	Waste Management	Huge thank you to the crew who collected the bins from their drive as they had forgotten to put them out.
	Waste Management	Please pass on compliments to crew for speed at which the fly tipped TV was cleared.