

## APPENDIX 6

### COMPLIMENTS RECEIVED BY THE COUNCIL

The total number of compliments received in 2016/17, as outlined below, is 754, compared to 723 received in 2015/16.

Communities and Environment recorded	236
Care, Wellbeing & Learning recorded	171
Corporate Services & Governance recorded	19
Corporate Resources recorded	29
The Gateshead Housing Company recorded	299

The examples below are just a small selection of the compliments and comments that have been recorded in the 2016/17. Individuals' details have been removed.

- Housing Services – The member of staff who was the interpreter in a housing/risk identifying appointment was totally amazing. More information was obtained from the client in that one appointment than had been managed in four previous face to face appointments.
- Sport and Leisure – I attended a 12 week wellness course and I think that Gateshead residents are very lucky and privileged to have this service especially in times of Austerity. I have found it very motivational and educational.
- Libraries - I must praise the staff at Gateshead Library. They tried to solve a problem I had with my TalkTalk provider about my losing my phone and broadband service. She was tolerant and professional and patient. I am elderly and I have poor hearing. I have always found your staff friendly, patient and very professional and credit to any company. Let your staff know how much they are appreciated.
- Arts Development - Just to say a big thank you as my two children had a great time at the Culture Camp Make A Movie In A Day and they've not stopped talking about it. We would definitely be interested in attending any future courses.
- Council Housing, Design and Technical Services – The Citizens Advice Gateshead wrote in to say how fantastic the team had been in supporting them with the move in to the Civic Centre. Nothing has been too much trouble.
- Planning and Environmental Strategy – the Community Infrastructure Levy presentation was most informative and I am grateful to all who arranged and led the event. It was a good opportunity for the public and private sectors to come together and gain a greater understanding.

- Environmental Health – Two members of the Private Sector Housing team were thanked for the help they had given and for attending a residents' meeting about action that can be taken to resolve issues of noise and anti-social behaviour from two households in the area. The meeting was well structured and they understood what was needed from them to help the Council and Police to do their job.
- Trading Standards - formal action was taken against a business who had been trading fraudulently and this amounted to compensation of £108,000 being split amongst 372 consumers.
- Development Control – two members of staff were thanked for their efforts in dealing with a dangerous structure.
- Housing Renewal - I had works carried out to my property as part of the falls prevention scheme. I was very pleased at the professional approach and thanks to the team including the fitter for a job well done.
- Transport Strategy - What a huge difference the installation of speed humps on Kibblesworth Front Street has made to the speed of traffic passing through the village especially morning and early evening. My elderly neighbours are equally pleased and have said that they feel much safer pulling off their drives on to the main road. Well done Gateshead Council.
- Council Tax - After resolving a resident's enquiry about having difficulties paying his council tax, he said it was great that the Council's policy was to extend payments to March making payments smaller. It made the difference between him not being able to pay to being able to pay and he was really pleased.
- Benefits Section - Information was provided to the fraud and error service regarding an appeal. The Department for Works and Pensions thanked the officer for her quick response and excellent work.
- Payroll Section - An employee said that the member of staff who dealt with his issues with HMRC and his tax code had been very proactive and took ownership of the query. He was impressed that he was emailed after 5pm to let him know that HMRC had advised payroll of his correct tax code for September pay date.
- Repairs and Maintenance - A tenant said thank you to the workers who attended today to repair the heating as they were very helpful and have done a good job.
- Construction Services - I would like to pass on my thanks and appreciation of a very difficult job very well done. My property has been virtually rebuilt. The workers were cheerful in nature, kept him informed as to what was to happen and when and ensured the place was clean and tidy when they left.

- Highways and street lighting – the staff were thanked for repairing the street lights and for sorting it all out.
- Waste Services and Grounds Maintenance - This is to thank you in appreciation for the collection (besides the usual one on a Tuesday) of the green bins before Passover and managing the extra loads after Passover.
- Neighbourhood Services - We arranged to have some discarded furniture items removed and we were overwhelmed with the attitude of the two operatives who came. They should be commended for the help and consideration they gave to us as disabled people. If more people had this attitude then we would know all was well.
- Horticultural and Technical Services - rang to thank crew, fly tipping was reported earlier in the day and it has been cleared straight away.
- Gateshead Housing Company – I reported that the scaffolding on next door's Council owned property had knocked out my satellite dish signal. By the time I got back from work the dish had been moved and my Sky signal was back up and running. Please pass on my thanks to the staff involved for the very good service we received.
- Gateshead Housing Company - Thank you for the help I received from the Advice and Support Officer with my Universal credit claim. It was a pleasure meeting her and I enjoyed working with her as she was very thorough and professional and an inspiration.
- Gateshead Housing Company – My thanks to everyone in the Lettings Team who made the whole registration process simple, helped with my bidding and advised on areas leading to allocation of the property.
- Gateshead Housing Company – A tenant complimented the decorator that had attended his property. He would like to give him a pat on the back for doing an excellent job.
- Gateshead Housing Company - The workforce that carried out the re-wiring and boiler change in our property were very helpful and pleasant nothing was a bother for them. Their work was very efficient and they never left any mess. Thank you for the great job they did, I cannot praise them highly enough.
- Gateshead Housing Company – thanks for helping me to remove pay as you go energy meters and replace with normal credit meters. He made it all very straight forward and I have saved a huge amount of money.