

Appendix Two

1 COMPLIMENTS

1.1 Compliments tend to relate to the quality of the service provided by an individual or team, particularly where support and care has been shown by staff during emotional and difficult situations:

- A tenant with disabilities thanked the housing officer for their help and support with arranging adaptations, which will help them live independently
- A tenant thanked the housing officer for their help with resolving a situation with a neighbour, which allowed them to live comfortably in their home
- A tenant thanked the customer finance team for their help and support when they had lost their job during lockdown
- An elderly tenant praised the customer service and repairs team for their prompt and efficient service when their kitchen window needed repairing
- An NHS professional thanked a customer engagement worker for the valuable support they have provided, which has made a positive impact on the customer's life
- The family of a tenant with disabilities thanked the customer engagement and inclusion team for their support when moving properties, which was appreciated at such a stressful time
- A tenant thanked various teams for their help, which resulted in the tenant being able to clear their arrears and improve their life. This included support from the energy advice team and independent living services to complete an application for Personal Independence Payment.