

Compliments 1/10/21 - 31/3/22

Date Received	Summary	Department
04/10/21	<p>To the benefits department, Thank you for your help sorting out my son's housing benefit. I have spoken to 3 of your team and they have all been helpful, caring and efficient. I have really appreciated the way you have handled things and want it to be recognised. I'm sure people are often so quick to complain!</p> <p>Keep up the good work,</p>	Revenues & Benefits
06/10/21	<p>Customer would like to say what a brilliant, fantastic job that gas engineer/plumber and his partner who was working with him installing a gas combi boiler at 5 Maple Grove Glapwell. Customer stated that he cleaned up after and left everything in working order. A job well done.</p>	Housing Repairs
11/10/21	<p>Advised claim should have been in payment for period 05.08.19-02.03.20 and info she provided wasn't dealt with at the time. Advised of underpaid CTS and that this will be awarded onto ctax account - advised her that I had spoken to Ctax dept and they are going to update balance with Bristow & Sutor now balance is considerably lower. Claimant said thank you for looking through everything and amending claim and that I had been a great help.</p>	Revenues & Benefits
12/10/21	<p>Customer said he was very grateful officer had sorted him a payment arrangement, felt like a weight had been lifted from his shoulders after her help and said 'thank you so so much'</p>	Revenues & Benefits
13/10/21	<p>Many thanks for your continued swift responses, I look forward to hearing from housing officer in the near future regarding the progress of the matter. We appreciate all the assistance from everyone concerned from this year onwards, and I want to say a huge thank you for the noticeable improvements in communication and updates there have been since Housing Officer and colleague visited us in the summer. It is reassuring as we had previously felt we and our boys had been forgotten about, so thank you again and I hope it's not too long before we know what the plan is .</p>	Housing, Legal, Governance & Elections
15/10/21	<p>I just wanted to say a massive thank you for helping to arrange officer visit to our school to speak to the Travel and Tourism GCSE students. Her session was fantastic. It was really interesting and she is a very engaging speaker.</p>	Economic Development
15/10/21	<p>I would just like to say thank you for helping me to apply for the payment, it will come as a massive help at this difficult time.</p> <p>All the best and kind regards</p>	Revenues & Benefits
19/10/21	<p>2 lovely young men came to replace fascia boards today. They were so polite, worked very quickly to carry out the repair, cleared up every speck of mess and they are a credit to the service.</p> <p>Pass this comment on to them and thank them for completing the job so well but also taking the time to clear up and being so polite.</p>	Housing Repairs

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20/10/21	Please pass on our thanks to the team responsible for dealing with the complaint re. antisocial behaviour/ ref no RA372108940. We have had a visit from the police, who assured us that they are aware of the people involved, and will take an appropriate action.	Community Safety Contact Centres
20/10/21	Cllr rang wishing to pass on his thanks to the CAN Rangers. He said they have been having some problems with Anti Social Behaviour in Pinxton and he would like to thank them for their patrols etc. and for the help that have given in dealing with these problems. He said that residents have also asked him to pass on their thanks to the Rangers.	Community Safety
26/10/21	Customer thanked CA for her help with his payment and chat and would like to thank customer service and all other staff for their help whenever he rings up	Contact Centres
27/10/21	From resident to Revenues re. setting up an arrangement to pay CT arrears: Thank you. That has helped so much.	Revenues & Benefits
04/11/21	I would like to thank you for the support you gave to Healthy Living Week. Everyone seemed to enjoy it and gave a good response	Leisure
01/11/21	Thank you so much for this. We'll be very excited to share it on our social media. Many thanks for the fantastic article, we're extremely grateful Emma :)	Communications
10/11/21	That's wonderful news, thank you so much for all your help in this matter. I hope you have a lovely evening. With warmest wishes	Revenues & Benefits
10/11/21	Thank you so much for clearing my query up. I understand now. I have been told by the Universal Credit that the £16 a month is with my housing cost on. May I ask does this mean if I could claim discretionary payment if needed. A bit of help will help. Thank you, for all your help and I understanding.	Revenues & Benefits
10/11/21	Tenant called to thank our contractors (Evedine) who have recently been out and fitted his ramp. He says that he was out at the time when they attended however they have done a fantastic job.	Housing Repairs
10/11/21	Resident wants to say thank you for the prompt service which she has received after she reported a street name sign down. This has all been sorted within 3 working days.	Property Services
12/11/21	Just wanted to thank you for your patience. I know I have a bit of a sarcastic tongue when I am stressed, but I promise I wasn't intending to be disrespectful to anybody, it was my way of saying that I wasn't surprised as she was probably totally stressed out with me. I do thank you for calming me down.	Housing
15/11/21	Thank you very much for your consideration when assessing our application and the additional time required in doing so.	Planning

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17/11/21	The session was brill and the officer was amazing with all the children. Looking forward to the next 5 sessions.	Leisure
18/11/21	Customer has telephoned in to say he has had an repairs operative out today (18/11/21) to fix your gate. The operative was very well mannered and great. Also he made it look very presentable and did a great job.	Housing Repairs
24/11/21	Tenant called to pay his rent and council tax and said that everyone he speaks to in our department are helpful and courteous.	Contact Centres
25/11/21	Customer would like to say how nice and helpful all of the contact centre staff are and he never has any problems when he calls, and was thankful for the repair that Jordan Kyle logged for him and wanted to pass on his thanks to everyone.	Contact Centres
29/11/21	Mr xxxx made compliment whilst communicating to the occupants at the Clowne Business Centre the advice he had received in relation to business rates. He stated that....."You will be initially be quoted (or even invoiced) the gross amount, For space you lease, however most will be able to claim Small business Rates Relief unless you have space elsewhere, and Brian Flanagan from BDC will assist with this. He is very quick, and very helpful and is a pleasure to deal with."	Revenues & Benefits
29/11/21	Customer wanted to thank customer advisor for her help after helping the customer arrange an inspection	Contact Centres
01/12/21	Very professional, very helpful, very nice people. We fully recommend. Thank you for your help with EU Settlement Scheme, job application and tax refund. I just wanted to let you know that I was pleased with the service.	Leader's Executive Team
02/12/21	Thank you kindly for getting back to me and solving that so quick. If you were a pub on TripAdvisor I'd give you five stars.	Revenues & Benefits
09/12/21	Thank you for your call today about Council Tax support. It is so lovely to know that lovely people still existing out there. Thank you so much again and I wish you Very Merry Christmas.	Revenues & Benefits
10/12/21	Customer telephoned to say thank you for contacting her and regarding her bus pass that handed in to Clowne CC by a member of the public	Contact Centres
14/12/21	Customer thanked benefits officer for her help and said she gives her 10 out of 10 for customer services when heping her to apply for CTS.	Revenues & Benefits
16/12/21	Customer wished to thank C tax officerl for her assistance with his enquiry regarding locating the Single Occupier Discount forms. Customer stated the following..... <i>brought clarity to the situation by me providing me with the solution professionally to my query in an extremely friendly helpful manner.</i>	Revenues & Benefits.
16/12/21	Customer wished to thank the Balanceability team as follows - 'Thank you all so much for everything and getting xxx riding her bike she has so much confidence now.'	Leisure

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17/12/21	<p>Over the last few months I've been constantly ringing Kay inquiring about the projects she is dealing with for us. The garden centre and both are now granted, the nursery housing will hopefully be done by Christmas and Scarcliffe in January!</p> <p>Thank you for constantly answering all emails, phone calls and trying to work with us.</p>	Planning
06/01/22	<p>Customer wished to thank Clare Betts for her assistance with her Test & Trace Isolation Payment application. Customer stated the following.....<i>Thank you very much for all the help!</i></p>	Revenues & Benefits
10/01/22	<p>The Administrative Assistant at Langwith Parish Council passed on the following comment after the assistance with the removal of abusive graffiti from a bus shelter was provided by Mark and Jonathan. The compliment was as follows, 'The bus shelter is the responsibility of Langwith Parish Council and I would like to pass on my thanks on behalf of Langwith Parish Council to you both for reporting this, and arranging for the cleaning and payment through funding of this abusive graffiti'.</p>	Housing
17/01/22	<p>3 compliments from PCSO about CAN Rangers service</p>	Community Safety
24/01/22	<p>I refer to the above matter in respect of a complaint regarding land which caused damage to our client fence. You kindly assisted by ensuring the fencing was replaced before xxxxx final birthday on 8th June and on which she had hoped to have one last gathering with friends and family.</p> <p>I have today heard from xxxx who advised that unfortunately xxxx had to go in for surgery on her birthday and passed away shortly afterwards on the 3rd July. Based on the above we will now be arranging to close our file but would like to again thank you for the compassion you showed to Mrs Staniforth prior to her sad passing.</p>	Legal, Governance & Elections
31/01/22	<p>Angela regularly rings up to report litter and fly tipping around her area, Steetley Lane. She wished to pass on her thanks to the grounds maintenance team who she says do a great job in clearing up what people drop as it is a big problem around there</p>	Grounds Maintenance
28/01/22	<p>xxxx would like to say a big thank you to (Electrician), for being very efficient and polite today when he visited to carry out repairs to the outside light.</p>	Housing Repairs
31/01/22	<p>The operative that attended to install the new bath today has done an absolute brilliant job.</p>	Housing Repairs
31/01/22	<p>The Electrician that attended her property had done an amazing job</p>	Housing Repairs
31/01/22	<p>would like to thank everyone involved in sorting out the noisy neighbour issue. He has completed diary sheets and since friday he has been able to sleep without any noise</p>	Housing / Community Safety
31/01/22	<p>would like to thank Repairs Inspector for fixing the kitchen trim while he was there carrying out an inspection today; customer very appreciative of his help.</p>	Housing Repairs

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07/02/22	Customer wished to thank Benefits Officer for her assistance with her Test & Trace Isolation Payment application. Customer stated the following..... <i>Thank you , sorry it wasn't plain sailing. I appreciate your help and patience.</i>	Revenues & Benefits.
10/02/22	<p>Officer received a comment from a colleague that did not wish to be named. The comment was as follows....."I just want to make it known how good xxx is, nothing is ever too much trouble for him."</p> <p>"Today a member of the public reported graffiti on a bus stop and xxx found a bucket and brush and went straight out and scrubbed it off"</p> <p>I know this is just one example of many that can be given about your dedication to the job Brian, and this follows on from the great job you had yesterday where you caught offenders in the act of fly tipping and gathered all the relevant evidence which looks set to lead onto a prosecution.</p> <p>Thank you for all your hard work Brian, it's things like this that make a positive difference in our communities and it is certainly appreciated</p>	Housing
04/02/22	wished to pass on a customer compliment that was aimed at a member of the Contact Centre staff. The customer stated the following . "..... I sought help from Citizens Advice before Christmas as recommended by a lovely staff member through your Live Chat on the Council website and she was amazing with me and my situation when I discussed then my partner leaving and my need to access a foodbank on the 8th December and she couldn't do enough".	Contact Centres
15/02/22	<p>Customer wished to thank the repairs team for prompt response to repairing and replacing of their shower. Customer stated....."I would just like to thank the council and the staff for the quick response to our shower Repair and replacement yesterday and prompt action, The Job Number was R0034737.</p> <p>The person sent was excellent . cleanliness ,polite . The person on the switchboard Was also excellent</p>	Housing Repairs
09/03/22	Bolsover CC today. He saw advisor deal with a customer and was impressed with her attitude and professionalism	Contact Centre
14/03/22	would like to thank the tradesperson that attended her property today to fit a mixer tap. She stated that the person was 'very good' and a 'very nice person'.	Housing Repairs

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14/03/22	Compliment taken over the telephone. Customer called to complain about her missed bulky waste collection. She was contacted by a gentleman on Friday who assured her the collection would be made today. The collection has been made today and she wanted to pass on her thanks for this service. She added that we are all quick to complain but not as quick to compliment so she asked I pass the info on to SS	Streetscene Services
14/03/22	Tenant called to say that the tradesman that carried out her annual gas service was very pleasant, a lovely man and always does a good job. She said he is a pleasure to have in her house. unfortunately she doesn't know his name as she forgot to ask.	Housing Repairs
17/03/22	Many thanks to the polish gentleman that came to fit my door and windows alarms yesterday , he was very helpful and such an invigorating person could not do enough for you , so compassionate about his work and towards my self . I am a great believer in giving credit to where it is due , please say a big thank you from my self . Also the young lady I spoke to on the phone at your no , 242424 , she was also excellent in her phone Manner towards me , very helpful , once again a big thank you to the BDC and your staff .	Community Safety Contact Centres
17/03/22	Thanks for wet room, great service	Housing Repairs Contact Centre
17/03/22	Following a drainage complaint. Customer has called in to say thank you for the quick response and a very good job done, very polite and very helpful and explained everything they were doing.	Property Services
17/03/22	Customer rang to pass on thanks for responding to repair so promptly today. Very pleased with the electrician who customer said found something else even more dangerous whilst there.	Housing Repairs
21/03/22	Bless you and thank you for your prompt response. I do apologise for misreading the rate bands on your page. I can confirm that the link you sent with your email took me straight to the topic and im very happy with the contents. Great service. Thank you	Revenues & Benefits
24/03/22	would like to thank Officers in Planning. He explained, It is a very refreshing experience for him when he is constantly working as an agent with LA planners across the country who do not attend site. He likes the Bolsover approach enabling you to chat through the proposals further.	Planning
24/03/22	I would like to thank you for considering me in this round and appreciate you and your team have had a mammoth task in deciding who gets the award or not I would like to thank you and your team for all your assistance in the previous awards and can only thank everyone from the bottom of my heart for the award I have received in the past. The grants received helped myself and my family with some security and much needed assistance in the troubling times we all faced. I cannot thank you enough for that.	Economic Development