

## Housing Compliments – January 2011

Mr T of Stourbridge wishes to thank all concerned with the problems he has experienced with frozen pipes. He reported having no water from frozen pipes and after short while of reporting the problem and a couple of hours hard work in very very low temperatures, job done.

Miss B of Brierley Hill wishes to thank all involved in her complaint regarding condensation in her property and the conduct of the inspector. Everyone was polite, easy to deal with and cleaned up very nicely after themselves. I could not have for more from any tradesperson working in my home

Miss G of Halesowen commented - over the last 18 months I have had numerous occasions to contact your repairs team and each time I have been overly impressed with your entire process of dealing with problems from your telephone operator, texting for confirmation and your well mannered workmen. Dudley council should give themselves a pat on the back because your process works.

Mr J of Dudley complimented a housing manager, regarding the go ahead for central heating to be installed. The job is all finished and is up and running smoothly. I am very grateful.

Mr F of Stourbridge complimented he work on the kitchen has began and the work is to a very high standard. The workmen kept work site clear and tidy despite the area of the kitchen being so small. The time keeping was also excellent, thank you.

The response to my claim was very good and the personnel were all polite and helpful (*Customer comment from Home Contents Insurance survey undertaken Jan11*)

Your service is very good. Your housing manager and her team were obliging and very helpful. The property you allocated to me is lovely and neighbours are nice. It is all very good. Many thanks (*Customer comment from Housing Register survey undertaken May10*)

I would like to take this opportunity to thank Sue Steel for her unbiased, balanced and objective approach to our problem. She spoke with myself and my son frankly and honestly without judgement or criticism. As a parent, the support and guidance Sue gave to my son was invaluable to me. I would be considered as a "nag" etc but my son listened to Sue's advice which prompted him to see himself in a clearer light and move forward with his life. Thank you again Sue - you're a star (*Customer comment from Mediation Service survey undertaken Jan-Jun10*)