



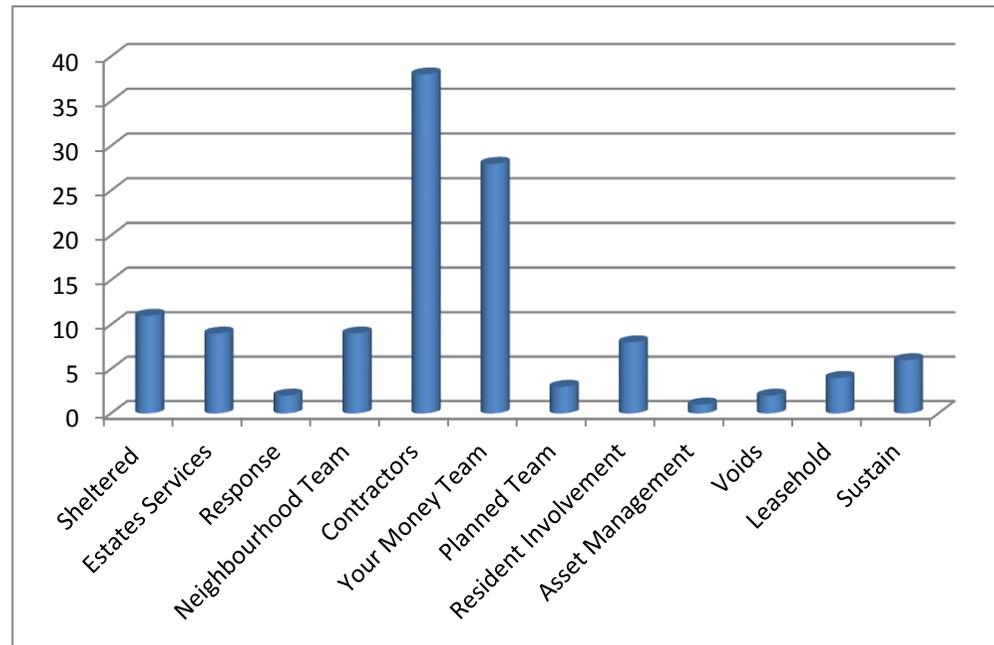
Annual Compliments Report

(April 2014 – March 2015)

132 Compliments Received (Apr 2014 – March 2015)

Compliments breakdown			
Sheltered Housing	11	Voids	2
Estates Services	9	Leasehold	4
Response Repairs	2	Sustain	6
Neighbourhood Team	9	Aids & Adaptations	1
Contractors	38	Technical Team	1
Your Money Team	28	Volunteer Service	3
Planned Team	3	More than 1 team	6
Resident Involvement	8		
Asset Management	1		
<ul style="list-style-type: none"> • Please note 6 of the recorded compliments cut across different teams. 			

Annual Compliments (April 2014 – March 2015)



Compliments by Service (April 14 – March 15)

Date Received	Service Area	Comments	Received from	Method
02/04/14	Estates	thank you for resurfacing road at back of property Turlin Road	Tenant	E-mail
04/0/2014	Sustain	Thank you for all help and assistance and professional way it was dealt with (Helen Steel)	Joint Tenants	At sign up meeting
07/04/2014	Planned/Novus	The painter and decorator did a very good job. He is very good at his job and perfect in all he did. It was very well done and I am very pleased Thank you	Tenant Dolbery Road North	Novus Spreadsheet
07/04/2014	Planned/Novus Cinnamon Lane	Very satisfied	Tenant	Novus Spreadsheet
07/04/2014	Planned/Novus Cinnamon Lane	Excellent, perfect job	Tenant	Novus Spreadsheet
07/04/2014	Planned/Novus Cinnamon Lane	Very professional. Stairwell work, very good	Tenant	Novus Spreadsheet
07/04/2014	Planned/Novus Cinnamon Lane	The work completed is of very high quality (very make good make of paint used)	Tenant	Novus Spreadsheet
10/04/2014	Estates/Caretaker	Thank you to Malcolm for a brilliant job taking chain off door to gain entry where tenant had suffered a stroke	Tenant Rodney Court	E-mail
23/04/2014	Planned/Novus Puddletown Crescent	Congratulations to the workers of Novus they were polite and helpful	Tenant	Novus Spreadsheet
23/04/2014	Continental Landscapes	Thank you for the work outside the building, putting wood chippings down it looks really nice	Tenant Malthouse	Telephone call
30/04/2014	Disabled Adaptations	Thank you very much for all your help (Viv Callendar)	Tenant	Telephone call
06/05/2014	Estates/New Roots	You must be justifiably pleased with the progress of your initiative and hard work (Clare Sutton)	Tenant	E-mail

14/05/2014	Sheltered/Staff Trinidad House	We would like to thank you all for the care, attention and kindness you have shown my mother over the years of living at Trinidad House (Toni Fleet, Mara Goodenough)	Daughter of tenant	Card
15/05/2014	Helpdesk	Stacey is always so helpful and so good at her job that I always ask to speak to her (Stacey Furnell)	Tenant	Report back from Inspector
21/05/2014	Planned/Contractors	Compliment to the operatives that installed over the bath shower. It was a great job and the workmen were very polite. Tenant very happy	Tenant	Telephone call helpdesk
28/05/2014	Sheltered	I really appreciated you hosting the meeting and am forever grateful for the care and kindness you have shown my mum. (Julia Druce)	Son of tenant	E-mail
28/05/2014	Your Money Team	Thank you to the officer that helped me complete the Attendance Allowance Form for my husband (Michelle Butler)	Tenant	Telephone call
13/06/2014	Estates	Thank you Gail P for all you're help with removing the tree that is on PHP land to the rear of my property. I am very happy and grateful that you kept your word. (Gail Percival)	Tenant	Telephone call
17/06/2014	Sheltered	For Viv and Mara "the girls in the office are absolute treasures and are very helpful and made me feel at ease when I was at my wits end". (Viv Custard, Mara Goodenough)	Tenant	Letter
23/06/2014	Sheltered	I think I have been very lucky in having Mara to help me, nothing is too much trouble I think she should be recognised for all her hard work. It is also good to have Viv Custard back. (Mara Goodenough/Viv Custard)	Tenant/Peel Close	Letter
24/06/2014	Estates	Thank you for getting the dumped stuff moved from the rear of Sherrin Close so quickly (Gail Percival)	Councillor/Oakdale Ward	e-mail
24/06/2014	Planned/Spectrum	"I have nothing but praise for the two men. I have never known two harder workers, they are two gems. They are the best workers I have ever had. I couldn't believe it, they were fantastic. They were so clean and tidy and worked so hard."	Tenant	Letter
30/06/2014	Planned/Spectrum	"they did everything they possibly could to make it easy for him. He said he has a medical issue which made him very	Tenant/Board member	Telephone call

		nervous about the works but he made it so easy for him. He said that their quality of work was excellent. He also said that the house was cleaner after they left than it was before.		
01/07/2014	New Roots	Thanks for your visit, we have picked and sold all broad beans and lettuces and have raised £26 (Clare Sutton)	Tenant/Trinidad House	e-mail
01/07/2014	Sheltered/Belmont Court	Thank you to all staff for allowing us to attend 100 year birthday celebrations for resident in Belmont Court. The staff were so kind and friendly and gave us all an afternoon to remember (Sheltered Staff)	Relation to Tenant Belmont Court	Letter
08/07/2014	Sheltered Housing Awareness Event	Great to see so many people and your officers enjoying the event, it certainly oils the wheels of life. . keep up the good work (Sheltered Housing Team)	Councillor	e-mail
15/07/2014	Estates	Big Clean up going on today, litter picking and grass cutting Many thanks most grateful (Gail Percival)	Tenants/Farwell Road	e-mail
16/07/2014	Sheltered/Belmont Court	So happy and pleased that you could offer my mum a place at Belmont Court she loves the place. Thank you	Tenants daughter	Letter
16/07/2014	Contractor/Spectrum	I would like to say a big thank you for a wonderfully fantastic job the contractors have done on my bathroom, they worked with us throughout the whole thing, they left property clean and I am very pleased with the finish of the final job.(Gary Wilson/Scott Sinclair)	Tenant/Rockley Road	Letter
16/07/14	Contractor/Spectrum	Tenant is very pleased with the hand rails that been installed at her property	Tenant/Sheltered	e-mail
17/07/2014	Contractor/Novus	I was particularly impressed with the carpenter that fitted my outside toilet door, and organising of removal of bees nest. A good job done. The lads were very polite, couldn't have asked for better workmen. Work Was brilliant. One of the best company done work on this property	Tenants/ Gough Crescent	Feedback Forms
17/07/2014	Contractor/Novus	Very happy with the work all very polite, really very nice	Tenant/No address given	Feedback Forms
17/07/2014	Contractor/Novus	The operatives were very nice, polite and courteous. They did	Tenants/Cavan	Feedback

		a good job with minimum fuss. All operatives very polite and helpful	Crescent	Form
17/07/2014	Contractor	Thank you for the canopies over the door, contractor did a wonderful job. So nice and polite, really putting themselves out	Tenant/Stamfield Close	Telephone call
17/07/2014	Your Money Team	Lady called to advise after help to complete AA form she has been awarded highest rate. She is over the moon and very grateful to the officer for all her help (Michelle Butler)	Resident	Telephone call
17/07/14	Your Money Team	Tenants are very happy following YMT visit they are now receiving benefit	Tenant/Knowlton Road	e-mail from SHO
21/07/2014	Your Money Team	Residents of PHP are very lucky to have Your Money Team to help them, you do a fantastic job, keep up the good work (Cath Carter)	SHO/Phylton Close	e-mail
21/07/2014	Your Money Team	Tenant very grateful to Your Money Team for the assistance with reducing Utility payments (Michelle Butler)	Resident	Telephone Call
21/07/2014	Contractor/Novus	All workmen were very efficient and professional The white guttering is better than the brown and it is nice to see paint work looking clean and bright.	Tenants/Kitchener Crescent	Feedback Forms
28/07/2014	Your Money Team	So comforting to know you were so lovely to me, thank you so very much a real help brilliant (Cath Carter)	Resident	Face to Face
28/07/2014	Your Money Team//Resident Engagement	Without the joint working and engagement with tenant the outcome would not have been so positive. Your efforts are greatly appreciated.(Cath Carter/Sandra Wilson)	CYPL/BOP	e-mail
29/07/2014	Your Money Team	Thank you for all your help in assisting me to successfully claim for Attendance Allowance and for the information regarding Compass. (Sue Allport)	Client	Telephone Call
29/07/2014	Your Money Team	Just a quick thank you for all your help with the forms it worked I got the higher rate (Sue Allport)	Tenant/Trinidad Crescent	E-mail
31/07/2014	Resident Involvement/PHP/AJL	Thank you for your support of the Alderney West Fun Day held on 30/07/2014, was really pleased with the event	Tenant/Alderney	Telephone Call

01/08/14	Neighbourhood Team	Team member has been commented on her helpfulness, her willingness to roll up her sleeves and get on with things. Please pass on my thanks for the work that she is doing helping to solve some of the pressing housing issues.	HCS/BOP	e-mail
01/08/14	Neighbourhood Team	Thank you for the way you helped the tenant navigate through the processes and for the sympathy and understanding you gave him alleviating his anxiety. (Matt Roberts)	Tenant/Benbow Crescent	e-mail
05/08/14	Your Money Team	Very grateful for your help in getting her Attendance Allowance (Cath Carter)	Resident	Telephone Call
14/08/2014	Contractor	Tenant wanted to pass on what a good job the operative did in (Ady Cook) her bathroom , what a lovely and funny man he is	Tenant/ Selkirk	Telephone Call
15/08/2014	Your Money Team	The lady that helped us was marvellous, helped understand HB letter and obtain refund on under occupation tax which we should not have been paying and assisted with PIP application.	Tenant	Via Satisfaction survey
18/08/2014	Sustain	Sustain is the best and my support manager is a darling she has given me so much support thank you (Helen Steel)	Sustain client	Via Satisfaction Survey
19/08/2014	Contractor	Tenant wanted to let the contractor know that fitted fencing at the property that she is very happy. They did a really good job and the men doing the work were polite and she wanted to pass on her thanks	Tenant/ Turbary Road	Telephone Call
29/08/2014	Resident Involvement/Communications	Thank you for including the Quay Advice Article in the At Home Magazine. Really happy with the article and my compliments on how the magazine looks and feels (Sandra Wilson)	Partnership Agency	e-mail
8/09/2014	Your Money Team /Staff member	Officer absolutely brilliant and so helpful.(Michelle Butler)	Your Money Team/client	Phone call
10/09/2014	Aids Adaptations/ Contractor	Thank you to staff and contractor so courteous and kind. Contractor had gone out of his way to help her and she was very grateful	Tenant/Cynthia Close	Phone call
12/09/2014	Estates/Staff	Thank you for getting communal bin area cleaned, very happy	Tenant/Simmonds Close	Phone call

12/09/2014	Ferndown Aerials/Staff	Impressed with contractor, how lovely he was and that he came out so quickly (Terry)	Tenant/Hasler Road	Phone call
22/09/2014	Contractor	Thank you for contractor attending for stair lift	SHO	e-mail
22/09/2014	Contractor	Very impressed with speed and quality of works	Tenant/Baiter Gardens	e-mail
23/09/2014	Your Money Team /staff	Many Thanks for all your help and advice (Cath Carter)	Tenant/Puddletown	Letter
24/09/2014	Your Money Team Staff	Your notes were fantastic and have made the process so much easier, I really do appreciate your support thank you so much. (Cath Carter)	Client	sms
26/09/2014	Planned/Complaints Staff/Spectrum	I just wanted to take the time to say a massive thank you to you and your team that have worked closely together to ensure a smooth job has been carried out at my home. The house looks so different already and am so happy with how PHP staff, contractors etc have left my home. Would it please be possible to pass this message on and to say a big thank you to the cleaner for doing a lovely job. Many thanks again for ensuring this work was completed to what appears a great standard.	Tenant/Granville Road	e-mail
30/09/2014	Leasehold/staff	Just to confirm the caravan has been moved. Very happy how quick and efficiently this matter has been dealt with. Many thanks to you and your team	Leaseholder/Hasler Road	e-mail
30/09/2014	Resident Involvement/estates team	Thank you all very much for your help on Sunday and thank you to all PHP staff who gave up their Sunday to make the event the success it was	LCR	e-mail
1/10/2014	Resident Involvement	Thank you very much for bringing us all together what a lovely day it is something that I will remember with joy (Marie Marsh and Sandra Wilson re: community event).	Tenant	e-mail
2/10/2014	Contractor (SPC)	Thank you all for great and swift service	Tenant/Frobisher Ave	Phone call

2/10/2014	Resident Involvement	We enjoyed Wednesday thanks.	Tenant/Trinidad House	e-mail
2/10/2014	Neighbourhood Team	Thank you to Housing Officer (Kirstie Ellis) for work put into ASBO application outlining the long history. The information and history provided was instrumental in the court imposing interim order	BOP	e-mail
3/10/2014	Your Money Team	Very big thank you for help in obtaining Attendance Allowance very grateful for all your help (Sue Allport).	Client/Plantation Road	Phone call
6/10/2014	Resident Involvement	How wonderful for us all to have an opportunity to exchange ideas for next year, this would not have been possible without the exemplary support from Estates Team (Stanfield Close Gardening Club)	Tenant/Stanfield Close	e-mail
10/10/2014	Sheltered	SHO is always really happy and gets things done and is really lovely (Debbie Le Page)	Tenant/Selkirk Close	Phone call
10/10/2014	Sustain	I just thought I would let you know, what a good job the sustain team is doing in respect of my rent arrears cases. They always seem to be supportive and seem to get a lot of results especially Helen (Helen Steel)	Income Team	e-mail
10/10/2014	Resident Involvement	You are a very nice person thank you it was nice seeing you at the roots meeting (Claire Sutton)	Tenant/Vale Close	e-mail
13/10/2014	Response Repairs	Grateful for you getting the issue sorted out with her heating so quickly. She said that the electrician had just been and has rectified the problem with the heating and she is very impressed and very pleased and wants to thank you very much (Charlie Adams).	Tenant/Whatleigh Close	Phone call
14/10/2014	Leasehold	Thank you, you are amazing (Karen Toft).	Leaseholder/Trinidad Crescent	e-mail
14/10/2014	Sheltered	Thank you for all the kindness shown over the years by the sheltered housing staff. She thought highly of you all and it has been such a comfort to know you are there (Julia Druce).	Tenants daughter/Belmont Court	Letter

17/10/2014	Resident Involvement	Wow what a great job you have done, fantastic job (Claire Sutton, New Roots)	Tenant	e-mail
20/10/2014	Asset Management	Staff member was excellent, helpful and very thorough (Theresa Bailiff).	Tenant/Millfield	Right to Buy Monitoring Form
21/10/2014	Leasehold	Thank you for all your help in answering our questions and thank you for your quick response (Karen Toft).	Tenant/ Richmond Road	e-mail
23/10/2014	Leasehold	Thank you for getting back to me so quickly (Karen Toft)	Leaseholder/ Hasler Road	e-mail
24/10/2014	Your Money Team	Thank you for your help and assistance in applying for Attendance Allowance which has been successful (Sue Allport)	Client/Wimborne Road	Phone call
24/10/2014	Contractor (SPC)	What a wonderful job the operative has made of the disabled adaptation to my downstairs wc	Tenant/Gwynne Road	Phone call
12/11/2014	Contractor (Liftability)	Stair lift has been fitted and the tenant and her sister who lives with her are very pleased and thankful	OT/Adult Social Care	e-mail
13/11/2014	Estate Services (Joint with BOP)	Joint exercise in hedging blitz, very successful	Highways Inspector/Street Scene	e-mai
14/11/2014	Contractors (PH Jones)	Very happy with the way repairs carried out, engineer was very efficient	Tenant/Bob Hann Close	Phone Call
17/11/2014	Voids	Voids Officer very good excellent (Natalka Andrews)	Tenant/ Cranbrook Road	New Homes Survey
17/11/2014	Estate Services/Contractor	Please pass on compliments to the gardener who tidied and blew leaves away in Christopher Crescent. Our outlook is superb thanks to this gentleman's efforts.	Tenant/ Christopher Crescent	e-mail
20/11/2014	Sustain	A huge thank you, what would I have done without you. You have been amazing (Helen Steele).	Client	Thank You Card
21/11/2014	Sustain	Your gift for the jolly trolley was kind and thoughtful. We are deeply grateful for your support. Please pass on sincere thanks to all colleagues (Helen Steele).	MacMillan Unit Christchurch	Letter
25/11/2014	Contractor (Novus)	I am delighted that the contractor returned to put right the painting works. I am very grateful thank you	Tenant/Selby Close	e-mail

27/11/2014	Contractor (SPC)	Please than your call out plumber for his prompt action, he did a good job. Very good thanks all round.	Tenant/Ralph Jessop Court	Letter
28/11/2014	Income Team/Your Money Team	Sincerest thanks for arranging and organising our visit with you, we learned a lot. Please extend thanks to the team	Slough Housing Association	Card
5/12/2014	Estate Services/Contractors	The residents at Simmonds close are very pleased with the hedge cutting there is much happiness around the works (Continental Landscapes)	Tenants/Simmonds Close	Phone call
5/12/2014	Sustain	Officer wanted her client to stay with Sustain as the support they provide is second to none.	Community Mental Health Team	Phone call
5/12/2014	Sheltered	Wish to thank PHP for SHO support; she is helpful, polite and always ready to listen. She does a good job with people who are often grumpy, rude and moaning. We feel it is important for her to know she is appreciated (Lynne Holloway)	Tenants/Cynthia Court	Letter
8/12/2014	Your Money Team	Thanks for sorting out Housing Benefit, well done (Cath Carter)	Income Team	e-mail
11/12/14	Your Money Team	Thank you for your help I have been given the high rate of AA, I don't know how you did it, but thank you so much (Sue Allport).	Client	Phone Call
23/12/2014	Sustain	I would like to thank everyone, all the staff for help over the years to get me back on my feet. I am grateful for your help (Helen Steele)	Client/Sustain	Card
30/12/2014	Contractor (AJL Cleaning)	Thank you so much for all the hard work you do in keeping our block so lovely	Tenant/Dale Close	Card
15/01/2015	Your Money Team	Thank you for helping me to get ESA (Cath Carter)	Resident	Phone Call
19/01/2015	Your Money Team	Thank you for your support and help to get PIP it is going to make an enormous difference and will ease his mind. It is not often you meet such helpful genuine people we both really appreciate your support (Cath Carter)	YMT Client	e-mail
21/01/2015	PHP and Neighbourhood Team	Your service to me after I moved has been exemplary; you had a heart of gold, really helpful, priceless, worth her weight in gold. The HO was so kind I was nearly in tears. (Emily Watts)	Tenant/Benbow Crescent	Via contractor by phone
22/01/2015	Neighbourhood Team	Thank you to HO and Inspector for being so understanding during the MX visit (Sally Ross)	Tenant/Herbert Court	Phone call

26/01/2015	Response Repairs	Very big thank you for getting our repairs sorted out promptly and being very friendly and helpful over the phone (Rachel Franks)	Tenant/ Russell Gardens	Card
28/01/2015	Contractor (Novus)	Works to communal area are excellent well done and thank you 'the washing of the cladding is wonderful' (Novus)	Tenant/Selkirk Close	Satisfaction Survey
29/01/2015	Your Money Team	Great well done you have saved PHP £100 (Cath Carter)	Income Manager/PHP	e-mail
03/02/2015	Neighbourhood Team	I wanted to thank you for quick response for letting me have two lady dogs, I am so happy and it is down to you and your team (Matt Roberts)	Tenant/Rockley Road	Card
3/02/2015	Volunteer Service	Thank you for the help you gave us in completion of Dorset Home Choice Application, the way he wrote it and the help he gave them (Ed Beardsley)	Volunteer Client	Appointment
3/02/2015	Volunteer Service	I just wanted to say thank you for the certificate of appreciation and the comments from my client it was lovely to get both (Esther Brown)	PHP/Volunteer	e-mail
3/02/2015	Volunteer Service	I just wanted to thank you for the appreciation certificate , it was very nice and I was very surprised (Esther Brown)	PHP/Volunteer	e-mail
9.02.15	Contractor (SPC)	Pleased with rewire	Tenant/Hasler Road	Monthly Contractor Meeting
09.02.15	Contractor (SPC)	Very nice guys, both men worked very hard	Tenant/Puddletown Crescent	Monthly Contractor Meeting
09.02.15	Contractor (SPC)	Couldn't fault any of their work, spotless, polite, would give them a good service award if I could (Barry & Nathan)	Tenant/Puddletown Crescent	Monthly Contractor Meeting
09.02.15	Contractor (SPC)	Pleased with the way that Spectrum had carried out the electrical test a the property. Very thorough, tested everything, it was brilliant.	Tenant/Selby Close	Phone Call
11.02.15	Your Money Team	Thank you really appreciate all your help and support (Sue Allport)	Tenant/Trinidad Crescent	Phone Call

11.02.15	Neighbourhood Team	Thank you for your kindness and patience (Emily Watts)	Tenant/Wallisdown Road	Phone Call
16.02.15	Contractor (SPC)	The man who did my electrical test made me feel at ease, like I had known him for years and he worked hard (Mr Pickford) I would put him at the top of the list 10 out of 10	Tenant/Skinner Street	Letter
17/02/2015	Your Money Team	Thank you to Matt Roberts for helping my Dad with completion of AA form, which he has been awarded	Client/Alexander Road	Phone Call
19/02/2015	Neighbourhood Team	Your involvement has prompted District Nurses to become more involved so we can ensure Mr X receives correct support at home. Thank for all your support with regard to this case (Emily Watts)	Care Manager/Adult Social Services	E-mail
23/02/2015	Neighbourhood Team	Very grateful to David Ulldemolins for the help given during MX process. If it wasn't for his advice exchange would not have happened	Tenant/Fitzworth Avenue	Sign up appt.
23/02/2015	Void Team	Thank you so much we are so grateful and so excited thanks (Natalka Andrews)	Tenant/Farwell Road	Void Form
24/02/2015	Planned Team	Thank you very much for helping me get my problem with my washing machine sorted out. (Gary Nesbitt and Jon-Paul Elwart)	Tenant/Legion Close	Thank you card
26/02/2015	Your Money Team	Very pleased and thank you for help given in completing application for Attendance Allowance (Michelle Butler)	Client/Non PHP tenant	Phone Call
27/02/2015	Your Money Team/Sustain	Thank you for all you have done with regard to accessing benefits, and to let you know the huge difference you have made to him and his life since you helped him (Sandra McLaren, Michelle Butler and Matt Roberts)	Client/Non PHP	Phone Call
3/03/2015	Your Money Team	Very grateful for help in completing application for Attendance Allowance which he has been granted (Matt Roberts)	Client/YMT	Phone Call
9/03/2015	Your Money Team	Thank you so pleased with all the help and assistance that Michelle Butler provided	Client/YMT	Phone Call
11/03/2015	Estates Team	Thank you for cutting the hedge in Boyd Road, my kitchen is so much lighter thank you.	Tenant/Boyd Road	e-mail
13/03/2015	Your Money Team	Thank you so much for all your help my husband has got his	Client/YMT	Phone Call

		AA (Sue Allport)		
16/03/2015	Your Money Team	Thank you I have been awarded Attendance Allowance (Matt Roberts)	Client/YMT	Phone Call
17/03/2015	Estates/Neighbourhood	Thank you for a wonderful job, it was a pleasure dealing with Clare Sutton, Sally Ross and Gail Percival who just get on with the job and report back promptly	Councillor	Phone Call
18/03/2015	Your Money Team	Thank you I have been granted Attendance Allowance and I am moving, really happy with the assistance given (Matt Roberts)	Client/YMT	Phone Call
25/03/2015	Contractor (AJL)	Who cleaned up the garage block? What an excellent job they have done, please thank them on my behalf	Chargehand/Street Scene/BOP	e-mail
27/03/2015	Technical	I would like to take this opportunity to thank the repairs officer who has visited for his swift action and for the repairs which have already been implemented. (Charlie Adams)	Tenant/Roberts Road	e-mail
27/03/2015	Contractor (AJL)	Carpet looks lovely thank you and chairs look cleaner	Tenant/Stamfield Close	e-mail