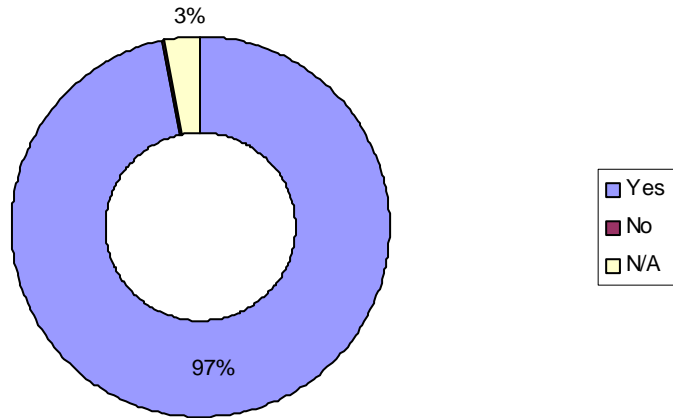
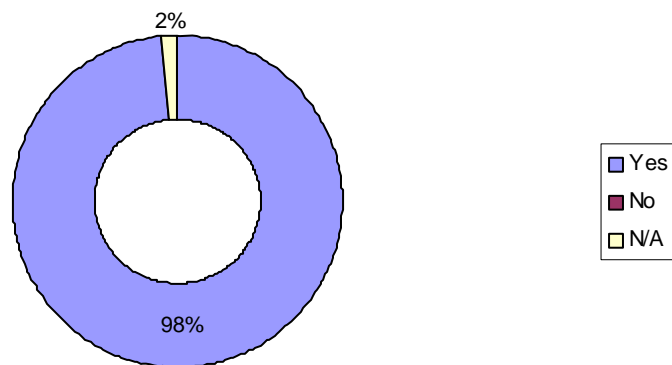


## RESULTS FROM LOCAL RESIDENTS 2009/2010

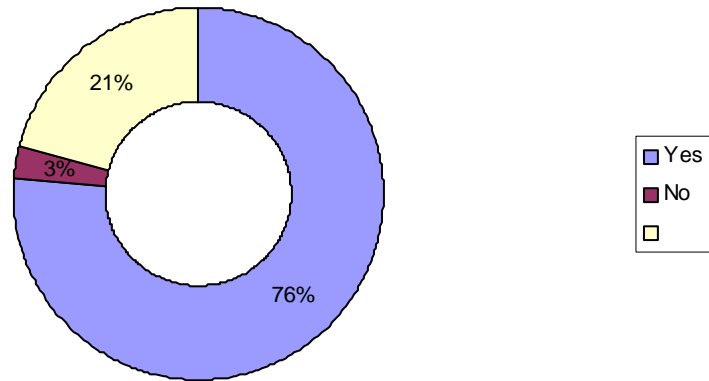
1. Did you find contacting this department easy?



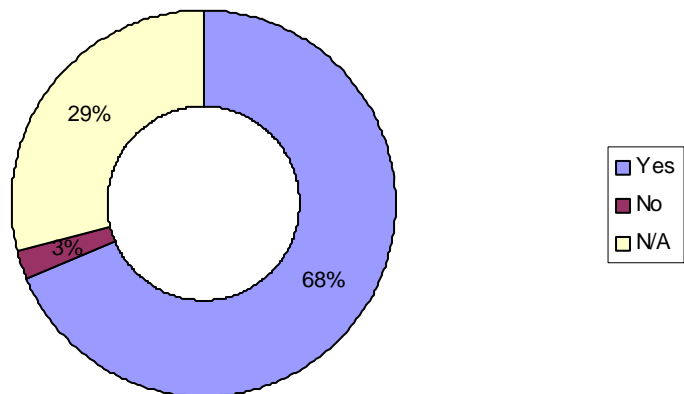
2. Was the person who handled your initial enquiry polite and helpful



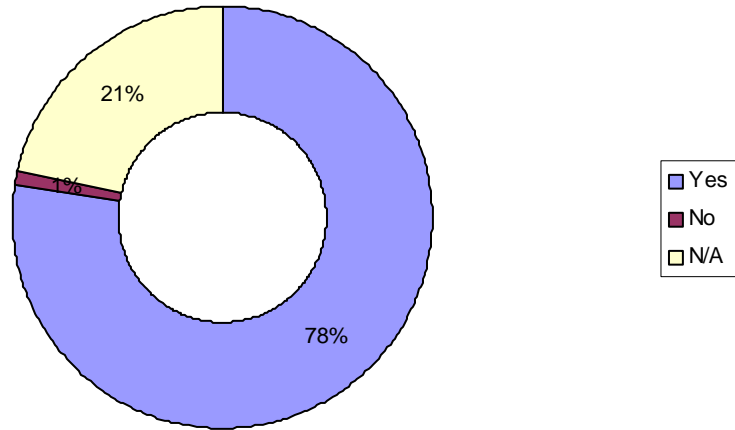
3. If you were asked to take action did you understand what was required of you



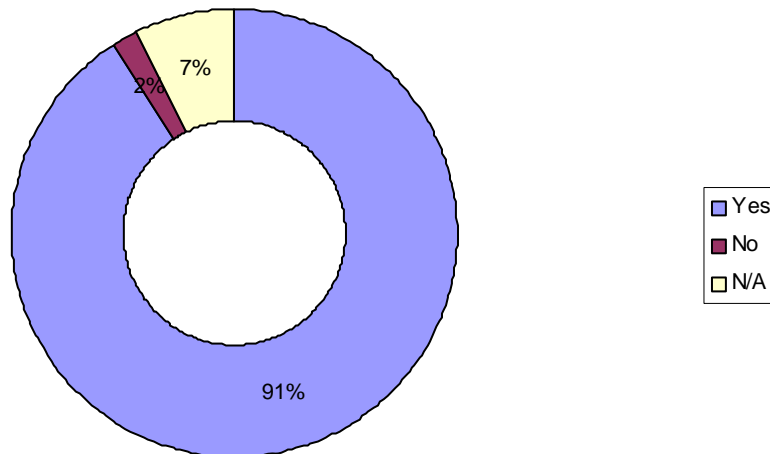
4. If you received written information, did you understand it.



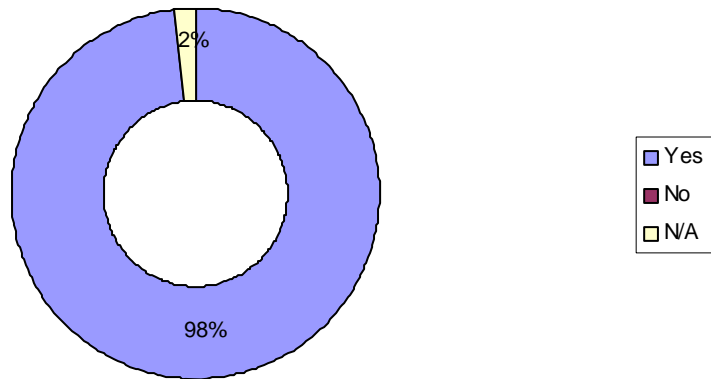
5. If visited by an Officer did they deal with your complaint/enquiry satisfactorily



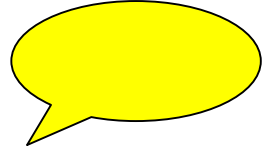
6. Was the response time to your enquiry satisfactory



7. Overall would you say our contact with you made a positive difference



## COMMENTS FROM LOCAL RESIDENTS



**I do not always understand written information**

**Very helpful and clear in manor**

**Very happy with the professional, prompt and courteous service**

**We appreciate your help in this matter and for an apparent resolution reached without undue acrimony**

**I would like to place on record my thanks to your Officer for his support and advice during our ongoing dispute with the water company. At times we felt that no one could give us the right advice or information but the officer put himself out on a number of occasions by returning our calls promptly and personal visits to our house.**

**Cannot improve on perfection, very impressed.**

**The entire transformation from start to finish was faultless**

**We were very happy with the service provided.**

**The service was very good. The person was very helpful and polite, thank you.**

**Cannot improve the service**

**I am very please with everything and am most grateful to you all for being so kind and helpful to me - Thank you.**

**Cannot improve service and would like to thank the Officer and Agency for all their help and prompt action. It is much appreciated.**

**The service is very good.**

**It took 91/2 minutes before I spoke to someone and that was at No 1 in the queue.**

**Excellent service - can't think of any improvement.**

**Two weeks is a long time for first call out when you have a problem with rats.**

**I waited 2 weeks for someone to call to look at the rats - I think a quicker call could have been made.**

**Many thanks for finding my lurcher.**

**Your pest control service was very very good and the officer was very polite and helpful.. With his help you could not improve the service.**

**Service was excellent and your representative most pleasant and helpful.**

**It may be an idea to have a small card to leave for the customer to let them know the person has been.**

**Reduce the application costs**

**I would suggest that your taxi licensing department, efficient as it is, is under staffed because my badges were late and there is a backlog of applications.**