

SERVICE AREA	ADDITIONAL INFORMATION
Benefits	customer thanked me for helping her with a few queries on her benefits.
Benefits	customer services are very helpful.
Benefits	Customer wanted to compliment us on how well all was executed and the speed in which it was done. Many Thanks sent
Benefits	Benefits officer was so helpful and really took the time out of me, made me feel so at ease, he was just wonderful
Building Control	Building control for help with building a disabled toilet within a community shop in Milland
Building Control	customer very happy with given information said I made his day!
Contact Centre	just a big thankyou to customer services for arranging her missed bin to be recollected, she was so grateful for your help.
Contact Centre	customer was extremely happy with information provided and the vast knowledge of a number of services said i was a diamond and so helpful.
Contact Centre	thanked me for being helpful and understanding regarding Rebate and why she needed this money and leading on to getting a foodbank voucher.
Contact Centre	for listening to her complaints about dustcart crew in a pleasing way
Contact Centre	Julia from hebdon design called for planning and said that both officers very helpful
Contact Centre	How helpful we are in customer services.
Contact Centre	He couldn't make a SDNP planning payment himself and was impressed how we organised the details and call back and took the payment with him.
Contact Centre	Assisted Duty officer helpful as customer is not good with computers and wanted to apply for personal licence.
Contact Centre	In Reception, customer commented I was doing my job brilliantly
Contact Centre	customer said thank you and was much more helpful than the other council he called and was really grateful
Contact Centre	wants to say a huge thank you to the council for keeping Customer services as we are always a great help to her for information, she is very grateful to us being here thank you
Contact Centre	Caller saying was extremely helpful with the matter and that even though not fully at a solution I was able to help as best as possible
Contact Centre	Helpful in cancelling the green bin for property.
Contact Centre	Customer was very impressed with who he spoke to in customer services.
Contact Centre	rang regarding green bin. ended up doing council tax COA payment for waste and registering to vote. very helpful. thanks.
Contact Centre	Planning call regarding pre-application. Customer rang in and I rang her back to assist her further. She commented after she hopes all calls are recorded because I have been lovely and very helpful.
Contact Centre	i have had a thank you for being so kind and friendly , its made all the difference to her move to the area
Contact Centre	help understanding made her feel a bit better regarding the situation with Benefits
Contact Centre	was I the lady that helped him with this application in December, yes i was. very grateful.
Contact Centre	Customer services pleasant telephone manner
Council Tax	A particular thank you to officer in CT for helping customer get her £150 rebate.
Council Tax	Customer would like me to pass on that the taxation Team have been excellent and very endearing in the way we have dealt with the passing of his mother and the taxation account. He would like to thank CDC for this as he has said that other Authorities have been less than helpful and compassionate
Council Tax	Helpful regarding change of address and land charges and council tax .

Council Tax	I was very helpful and understanding and helped to register at a property as a landlord.
Council Tax	Customer wanted to compliment officer on all his help when his wife passed away - he made the whole process much easier and he really appreciated this
Council Tax	Customer moved properties within district sorted bins, elections, green bin, council tax old and new property. Very grateful
Development Management CDC	helpful in regard to CIL and self build and Do I Need Planning Permission and Duty Officer
Development Management CDC	Help to know if he can put a small fence round his garden. Gave him details and sent a link showing this on the planning portal. Very grateful
Development Management CDC	Customer said i was very helpful
Development Management CDC	had been on the phone a while waiting for us to answer but said it was worth it as I was able to help her with whether she needed planning permission or not for changing windows like for like.
Development Management CDC	Helpful re planning surgery information
Development Management CDC	Very helpful and signed up to alerts re planning
Development Management CDC	Looking if TPO on trees in garden, restored his faith in the council. I said would email the plan so he had this.
Development Management CDC	Very helpful in organising the planning surgery and what was required.
Development Management CDC	Very helpful in looking at our mapping on website and answering questions regarding planning the area and the property.
Elections	wanted to know is a person was at the address he still has for them. Thank you - saved him a trip into the office.
Environmental Protection	How helpful the officer was
Housing Services	Problem with getting on homemove to bid. Helped customer who was a bit upset. Thank for having a kind voice.
Housing Services	Glad spoke to someone who was friendly and helpful
Parking Services	wanted to say a big thank you to the person who was helping to day with the ADC and the issues with the barriers not going up and being helpful letting her out the car park today.
Parking Services	Mi Permit would not help customer who had put Avenue instead of Road on his dispensation request. I spoke to parking who managed to alter the road. He was very happy with this
Parking Services	Allowed to have x2 N RVPs by parking when their car was hit whilst parked and now have a courtesy car. Very happy with this
Parking Services	Very helpful as these would have gone up as he had washed the tickets.
Taxi Licensing	He was suspended but officer is working on his case today so that the customer can work this weekend. He is very grateful.
Waste Services	Customer is in Australia and has a man helping her in this country who told her that can cost up to £1000 to take items to the amenity tip. Told her that is not the case. She is very grateful and I have emailed her details of website page for us and WSCC.
Waste Services	thanking both domestic and green waste crews as they do a great job and always leave bins so can be collected after as residents are disabled thank you
Waste Services	wanted to say how pleased they are with the green bin service they have
Waste Services	Customer housebound rang to say how grateful they are that the bins although taken down to the end of the drive by neighbour, the crew always bring them back up the drive.
Waste Services	Team went back out to collect some spilled rubbish as lady is disabled. She called back to thank me and Waste
Waste Services	Customer wanted to thank the crew that went back to pick up the recycling that had been left in the road and to all those involved with getting it done so quickly.