

Title	Service	Case Description
Compliment	Planning Policy	We received the Prior Approval decision yesterday. Thank you very much for all your work on this application- we know it took quite a bit of time and effort over a number of months and it is much appreciated by ourselves and the applicant
Compliment	Taxation	Just a note of thanks to you and your colleagues for the recent grant of £4,000. It has helped us enormously and has made a real difference to the hall and the village as a whole. Please also thank David (whose surname I have unfortunately forgotten) who phoned me last Wednesday, just before 6.00pm and helped me with our application. I hope we all have a better year to look forward to
Compliment	Debt Recovery	Just wanted to pass on my thanks again for your help on our grant application. I have just received a response to say that a grant was approved. It's not huge but it will be very helpful in covering some of our expenses. It would not have happened without your guidance and intervention at a crucial stage. I really do appreciate your personal involvement and taking time to help us through this procedure. It's simple for some, but not me, so a good outcome. Thank you very much.
Compliment	Parking Services	Just Spoken to Pete who has been very helpful. - Many thanks
Compliment	Customer Services ()	Thank you so much for this. You have been far more helpful than Hyde! I really appreciate you taking the time to do this. I don't think Hyde bother reading things properly. Hopefully now it will be sorted but I am really grateful for all your help
Compliment	Taxation	Many thanks for your email and for the good news of the reduction in the rate payable : I will pass this on to her and it will certainly be a considerable relief for her. Many thanks again for your prompt and considerate action in this case.
Compliment	Taxation	Thank you very much for your help today. Fingers crossed we can get this sorted out now :)
Compliment	Street Cleaning	I took the liberty of requesting your details by phoning the council offices this morning because I felt strongly that you would want to know about the sterling job that your employee Roger Davis does here in Petworth. I am a town-centre resident and Petworth business owner and have had the pleasure of getting to know Roger and enjoy his excellent work for some time. I am not alone in appreciating the effort he puts in when emptying bins (always overflowing in our local park due to the teenagers who frequent it nightly) and clearing the streets meticulously. I meet him daily on my morning dog-walk where he is always early and hard at work. He is conscientious and thorough, and always smiling and polite. It is quite apparent when Roger is on holiday because the town is never quite as spotless! I hope that you will take the time to pass on the town's appreciation for all of his hard work. I'm sure having employees like Roger makes your job easier and more enjoyable. Many thanks & kind regards
Compliment	Licensing & Events ()	It was very good to meet you too and thank you for your time and your excellent summary & assessment of the situation regarding events for this summer. Thank you for the very helpful checklist and will get our paperwork sorted for the Stansted Park event on 10th & 11th July. Thanks again for all your help which is much appreciated; you have a great deal to contend with!

Compliment	Customer Services ()	Many thanks indeed for you help with this (and Mandy, excellent customer service!).
Compliment	Customer Services ()	Thanks to Claire; Thank you ever so much for your help. I have just submitted the request for single persons discount. I cant thank you enough for your help. I will still be trying to get hold of Hyde as well.
Compliment	Customer Services ()	Dear Helen, Thank you for below confirmation and a most pleasant conversation - always a warm feeling to start the day with a smiling voice. I wish you a good day and week & stay safe.
Compliment	Customer Services ()	Thank you for your help Amanda
Compliment	Customer Services ()	Claire phoned me earlier today and left me a lovely message, connected with awarding the full council tax benefit allowance! Also stating that I will receive a refund of £133.00. Thank you very much!!
Compliment	Parking Services	Thank you for your e-mail regarding my Wife's new blue badge and disabled parking in Midhurst and Chichester. I spoke today with your Parking Officer in Midhurst, a very nice man, very friendly and very very helpful and knowledgeable. He gave me all the information we needed for disabled parking in Midhurst.
Compliment	Customer Services ()	Claire, This lady rang to say thank you for all the help you gave her today
Compliment	Licencing & Events ()	Hi Laurence Just a quick note of thanks for your help with our event that took place at the weekend. It was much appreciated. The feedback was excellent from the participants and it was very safe and successful.
Compliment	Taxation	Janet this is for you. Thank you from Mr S and myself. It's always good when customers take the time to appreciate what officers do and this one is for you!
Compliment	Parking Services	Thank you, I thought the machine would bring me back after making the payment so I could say thank you personally.
Compliment	CCS ()	I attended Tillington Parish Council tonight who were singing the praises of the refuse collectors. Words like brilliant, fantastic superb were being banded about. I said I would pass it on.
Compliment	CCS ()	we were pleased to have met you although we regret that it was not under happier circumstances. Our thanks to you and the team. It is of considerable solace to us that our parents are buried in such a well maintained, ordered and peaceful environment. When my time comes, I hope that my ashes can be popped in with them.

Compliment	CCS ()	Its nice to be able to give credit when credit is due! The last two days there has been a gentlemen from CDC sweeping the eastern end of Westgate and clearing away all the weeds from the house frontages. I thanked him for his work and said it looked very nice but he said he doesnt speak much English. Anyway he has done a fantastic job and it's been a pleasure to watch someone take pride in their work. I would be grateful if you could pass on my thanks and that your department recognises this gentleman for the good work that he does.
Compliment	CCS ()	Thank you for your prompt action
Compliment	Parking Services	Thank you for your e-mail regarding my Wife's new blue badge and disabled parking in Midhurst and Chichester. The on-line map you sent us by e-mail looks fine but we cannot print it off the internet so will have to collect one when next in Chichester from your offices in the Pallant. I spoke today with your Parking Officer in Midhurst, a very nice man, very friendly and very very helpful and knowledgeable. He gave me all the information we needed for disabled parking in Midhurst.
Compliment	Land Charges ()	Dear Kristy and Tracey, I am extremely grateful to you both for your help, I am completely new to this sort of enquiry so greatly appreciate the work you've done. My enquiry originated from us just discovering the existence of the 106 document and the existence of the Local Land Charge entries. Some of it's content may have considerable consequences for us here, so we are concerned that significant entries were not identified at conveyancing.
Compliment	Customer Services ()	Hi Julia customer praising Julia and Nina Wheeler. Great customer service
Compliment	Customer Services ()	Thank you for your call this morning, so sorry I was unable to speak with you. I have read your e-mail and thank you for the work you have done to help me in this matter. Michelle has been very helpful also and I appreciate all that you have all done to help regarding sorting this situation out for me. I will do as you suggest and get in-touch with Citizen Advice to see what help they can give us with Universal Credit. Once again Thank you and your team.
Compliment	Taxation	On a personal note we would like to thank the Taxation department and whoever else was involved in the very rapid response last year in distributing funds to our local businesses. Well done you guys and apologies for not saying Thank You sooner.
Compliment	Customer Services ()	Thank you very much Sally; I don't know if you are the lady who answered the phone who was so helpful but I am already impressed with Chichester Council and I've not moved yet!
Compliment	Debt Recovery	Please can I pass on my sincere thanks to your colleague, Pat Mason, to whom I spoke a few minutes ago. She went out of her way to contact me before your offices closed in order to provide reassurance regarding an unexpected bill. She could easily have postponed this call until Monday but her efforts to get hold of me today have ensure I have a pleasant, rather than an anxious, weekend. I imagine you don't get many examples of positive feedback but I, for one, am very grateful for Pat's thoughtfulness, thank you.
Compliment	Customer Services ()	wanted to compliment the customer services Team as each time he has a called he has been helped by a knowledgeable and kind team. He is so pleased that he has chosen Chichester as a place to live as we have taken on his queries and really helped.

Compliment	Customer Services ()	Once again thank you so much for your teams help & advice, it's been really appreciated, and a credit to CDC.
Compliment	Customer Services ()	Many thanks for all your very professional assistance on the telephone this morning in unravelling and clarifying the situation re. the Council Tax Bill (see the Heading above) for 2021-2022.
Compliment	Customer Services ()	Our new large bin has been delivered this morning. Thank you so much for sorting this out for me, I do appreciate your help. We computer illiterate oldies are a pain aren't we! As you see, I can do emails!
Compliment	Taxation	Please pass on our sincere thanks and gratitude for the grant award. It will be of great help. Also a mention that your department has been so helpful and efficient
Compliment	Housing Services	Thank you very much for your prompt response and action re the above property & my request from the Council to confirm the empty property status. Knowing how busy life is at the Council, I was so impressed by your speedy response to the issue and can't thank you enough for sending the appropriate letter.
Compliment	Wellbeing	I have learnt so much these past 12 weeks and will endeavour to keep applying things to my daily life, who knew so much could affect your weight!
Compliment	Wellbeing	I feel we got off to a good start this week, both losing 2 lbs each. We did the exercise video, plus more walking and kept a food diary. The diary was helpful in highlighting areas we need to change e.g having a small portion of potato or rice and increasing vegetables. We cut down on sugar too by having none on our porridge, this was quite a challenge but we will persevere. The Tania scales showed improvements in areas other than weight loss, so we thought that was quite inspiring. Looking forward to week 2.
Compliment	Wellbeing	I learnt so much again from last nights meeting. As you know I have tried slimming groups before but have never drilled down to the nutritional element. I'm determined to change the way I see, cook and eat food in the future. Looking forward to next weeks meeting.
Compliment	Wellbeing	I think the team are great, I've spoken to them twice so far and they've helped me have a better perspective on things. They're easy to talk to, I don't feel silly about what I talk about even if I think it is minimal and they listen. I will be using them again.
Compliment	Wellbeing	They give good advice. I've already suggested them to some of my colleagues and I know one has already been in touch. They just help validate that what you're feeling is ok and suggest ways of dealing with that. Plus they're lovely :-)
Compliment	Wellbeing	There are positives to talking to a third person hopefully without judgment and the service has varied helping tools
Compliment	Wellbeing	Useful to talk things over. Thank you for being so kind

Compliment	Wellbeing	Very supportive and a good listener
Compliment	Wellbeing	one to one advice was very helpful
Compliment	Wellbeing	Learnt more about food, and certainly understand more good eating as a result. it was just what I needed
Compliment	Wellbeing	I was astounded by the personalised care and attention paid to my lifestyle and needs
Compliment	Wellbeing	My energy and motivation increased throughout the course, better diet habits improved mind set. Totally positive experience Thank You All.
Compliment	Wellbeing	Very Educational
Compliment	Wellbeing	Thank you to the team for all the input and guidance
Compliment	Wellbeing	Please pass on my grateful thanks to the admin staff, Miranda, Helen & Sylvia. The course has been a life saver and I know I will continue on this journey
Compliment	Wellbeing	I thoroughly enjoyed the experience. Miranda is so knowledgeable and supportive loved every moment.
Compliment	Wellbeing	An excellent course, with valuable information put across in an understandable and interesting way. Best course I have ever taken
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Compliment	Wellbeing	A great programme so thank you CDC for putting it on. It was very informative and great staff.

Compliment	Wellbeing	Miranda was so knowledgeable and explained things so well, to help understand the hidden problems
Compliment	Wellbeing	Very good thank you
Compliment	Wellbeing	Found it useful
Compliment	Wellbeing	Nice to have a chat with someone neutral and with a qualified opinion and good advice
Compliment	Wellbeing	It was lovely to have someone with an non-judgemental and objective POV from outside the College
Compliment	Wellbeing	Amazing support when I was in need of help thank you
Compliment	Wellbeing	I felt that the adviser listened to me. while many of her suggestions were things I already did or was aware of, it confirmed that I am on the right path
Compliment	Wellbeing	It is a great way to think about what you are eating and making positive choices about your lifestyle
Compliment	Wellbeing	You are all super efficient, thank you so much! Drew, bless him, worked on this on Sunday, through his rest day. He is splendid and I know he's very popular in Bracklesham and Wittering. He probably deserves a medal with all the grief we all give him!
Compliment	CCS ()	Compliment for parks team for clearing up green on East Boyle, Chichester, after the travellers were evicted yesterday.They are a credit to the Council and I and my neighbours are extremely grateful to them.
Compliment	CCS ()	Hi Lisa customer called regarding having the dog bin moved as it has made her life so much better and she just wanted to thank you!
Compliment	Parking Services	our Chairman would like to thank you for your support in providing enforcement officers full time for both Saturday and Sunday. They did a great job and we are most grateful. The number of penalty notices issues demonstrates to us the need for the fines to be increased considerably. Hopefully some progress nationally is being made on this. I am sure the officers appreciated the use of our building and facilities and this is available to you at any time.

Compliment	Customer Services ()	Brilliant and many thanks for your efforts. Much appreciated
Compliment	Customer Services ()	Many thanks Super efficient and very helpful.
Compliment	Parking Services	Thank you so Much for sorting this issue out for me. I successfully gained access to the car park this morning which was a relief! Your help in this matter is very much appreciated.
Compliment	CCS ()	H Samuel would like to thank you for sorting the fly tipping out for them. It was picked up yesterday. Once again thank you
Compliment	CCS ()	Plenty of moaning - Credit where it is due - Thanks ! All gone within two days of dumping ! I'm not a great fan of Sociial Media but gave your people a pat on the back in Next Door.....see screengrab....
Compliment	Customer Services ()	thank you for all your help
Compliment	Customer Services ()	Thank you excellent service
Compliment	Customer Services ()	Thanks for your help and prompt reply
Compliment	CCS ()	I drove past the scene of the reported fly tipping this evening and I'm pleased to report that it has been cleared! I don't know whether this was as a result of your department acting so quickly or whether somebody locally undertook the clearance but if it was your department then can I congratulate you on your efficiency!
Compliment	CCS ()	Thank you for your email. I have had the nursery for eighteen years and have always received excellent service and would highly recommend you to anyone.
Compliment	Housing Services	With due respect I hope that this email finds you well. I have been to the court. The Court gave the decision in my favour. I would not be able to do this without you. Thank you for your help. Thank you so much. I really appreciate this. I and my family will be grateful to you forever. Thank you so much. I will send you the documents. Thank you again. Take care.

Compliment	Taxation	Hi Rosie, Thanks for such a prompt and clear response. I'll complete the declaration as soon as I have the Property Declaration Number in front of me which will be tomorrow evening Thanks again
Compliment	CCS ()	Thanks so much - cleared away very quickly.
Compliment	Customer Services ()	Just a short note to say we think that the guys providing this service are excellent and hard working. We really appreciate this faultless service during these difficult times.
Compliment	Taxation	Following our conversations today with Nick and Claire, who were both very helpful. As discussed, we are receiving universal credit and wondered if we can get help with the council tax costs. Please find attached the requested print outs. As we have not used this email address before, can you please reply to confirm that we have correctly typed the email address and that you have received this correspondence OK.
Compliment	Parking Services	Thank you for your help, I will endeavour to ensure this doesn't happen again. Have a great day, I truly appreciate the help
Compliment	Taxation	Hi Mrs Divey and Pat. I am overwhelmed by your kind regards and by the Council's generosity. John was physically unable to say more than a few words to me on the telephone yesterday and I could hear a dreadful hacking and liquid cough which I presume is Covid. I am awaiting a call from the hospital doctor.
Compliment	Licencing & Events ()	I just wanted to send a hearty well done on behalf of the City Council for the VERY successful Summer Street Party yesterday. We had a good footfall in to the building and the Town Crier had a whale of a time meeting people. Personally, I haven't seen Chichester buzzing like that for a very long time, pandemic or not.
Compliment	Licencing & Events ()	Thank you for all the hard work that went into organising and running the summer street party ,please pass on my thanks to any other volunteers. I am just really sorry I couldn't be there to enjoy it with you all .
Compliment	Licencing & Events ()	if it was not for john i would have had to book in an mot again and then wait for another fitness test which wold have put 2 drivers out off work thank you to you and the licencing team i know we are all under pressure and every thing possible was done under these conditions thank you stephen courtney.
Compliment	Taxation	just a quick email to thank you for the very prompt payment, it is really appreciated. I wish every client was the same. See you on the 13th, have a good weekend.
Compliment	Taxation	I have just attended a meeting with the BID and CEO of the BID. I, wanted to officially make it known that the BID are extremely appreciative of your efforts and your timely responses to their queries.

Compliment	Environmental Strategy	<p>I wanted to write to you about CDC Wildlife Officer, Sarah Hughes. I have attended many meetings that Sarah has spoken at, and also spoken to her at length about her work.</p> <p>There is no other word for her but OUTSTANDING.</p> <p>It is exceptionally rare to meet someone these days who is as committed, passionate, hard-working, empowering and so well informed.</p> <p>As biodiversity crashes, and Chichester faces an unprecedented destruction of its wildlife and its wild places, I urge the Council to keep on recognising how exceptional Sarah is, and to give her more support, promotion and the power to make more change.</p>
Compliment	Legal ()	<p>I just felt I had to drop you a line to inform you of my experience with your colleague, Giusj Di Lauro.</p> <p>We have had the most stressful few months being in the restaurant industry fighting for survival during a pandemic and as directors being prosecuted by the Council. Throughout all the stress and the unfortunate situations we have found ourselves in, during our interaction with Giusj Di Lauro, she was always a calm head, professional and her conduct was exemplary.</p> <p>Although Ms Di Lauro was never able to give any advice to us she did have an exceptional ability to explain complicated legal principles and scenarios in a precise and easily understandable way. Ms Di Lauro, however busy she was, always remained patient, professional and empathetic. I cannot thank her enough for never seeming vexatious or aggressive but always appearing firm and fair. I have worked with many lawyers in my time but none who have impressed me as much as Ms Di Lauro. She really is a great asset in your team.</p>
Compliment	CCS ()	<p>Thank you so much for taking up the cleaning of Eastgate Square!</p> <p>It looks so much better! As you can see there was a tour going on and I was so pleased you had cleaned before they came.</p>
Compliment	Customer Services ()	<p>Following up on call with Michelle regarding £1140.00 refund. I have submitted a form.</p> <p>I look forward to receiving my refund to my account this Friday.</p> <p>Michelle was absolutely lovely a pleasure to talk to.</p>
Compliment	Licensing & Events ()	<p>I am writing to thank you for the excellent cooperation from your team led by Amy Sykes in preparing and managing the Summer Street Party on August 26.</p> <p>It was a great success in terms of atmosphere and also in terms of increased footfall. For the whole day the increase over the average of the four previous Thursdays was 62 % and in the crucial afternoon slot of 2 to 8pm it was 88 %. So far as we can tell this did not result in a reduction in the following days which were also above average. We have received much appreciative feedback from BID businesses.</p> <p>We are also working closely with Amy on preparations for Christmas which we think has been a lost opportunity in past years. In conjunction with the Rotary we are planning to switch on the lights on November 27 and follow this with four late night's shopping on the following Thursdays. We are working with retailers keen to benefit from these later hours and plan to provide a variety of street entertainment to encourage footfall.</p> <p>I am also pleased to report that the CDC's collection of the BID levy is going well this year together with a significant recovery of levies not paid in the last financial year.</p> <p>We look forward to seeing you on November 30 to discuss the results of the ballot and the Christmas events.</p>
Compliment	Public Relations	<p>I just wanted to send you a quick note to say how great it is to work with Rehannah, she is always efficient and helpful. She was a real help with the Summer Street Party and all of the comms and photo consents issues, and we have just had a meeting with regards to the new Events & Markets FB page and she had come with ideas and suggestions, which was a great help!</p>
Compliment	Taxation	<p>Cocking Village Hall sent a letter to say thank you for all the financial help inb Lockdown if they did not have this they would not have survived.</p> <p>They are now full operational again after being shut for over a year.</p>
Compliment	Customer Services ()	<p>You are such a lovely team.</p> <p>Everything is fine now.</p>

Compliment	Customer Services ()	Many thanks Emma! Amazing service!
Compliment	CCS ()	customer came into the reception today to say how helpful and nice all the staff are at westhampnett but mainly Sebastian, and how helpful he was when she came there recently.
Compliment	Customer Services ()	thank you for your patience over the telephone on Monday and for your kind email. Apologies if, not being familiar with bureaucracy, I provided the wrong documents earlier in the month. After speaking with you, it made perfect sense
Compliment	Taxation	Thank you so much. I have to say I'm really impressed with the service, for keeping me updated and following up to make sure I'm refunded. Even though there is an issue with refunding me it's nice to see you following up before I even notice there was an issue.
Compliment	Parking Services	called to ask some questions regarding his permit at the end of the call he wanted me to pass on to the parking team what a lovely team we have and how efficient they are. He said they have always been so helpful and friendly to him.
Compliment	Customer Services ()	You are such a lovely team. Everything is fine now. Hugs to all of you.
Compliment	Licensing & Events ()	Thank you Jon your professionalism I received was in total contrast to dismissive behaviour from the ADC taxi liaison officer . I will await the conclusion Again thank you
Compliment	Taxation	However, I am very grateful for all the support from Chichester District Council. You have all been absolute stars, in my many hours of need, over the years. Thank you.
Compliment	Parking Services	Please pass on my thanks to your team for arranging transfer of my permit to my new vehicle so quickly
Compliment	Licensing & Events ()	I'm really pleased to report it was a huge success, we sold out (499). The feed back from our customers has been incredible. There wasn't one single incident or any complaint about noise. Over 30 local residents attended after receiving our information letter, along with the offer of complimentary tickets, which was great. Can I please thank all of you for your invaluable advice and guidance which enabled this to be a huge success.
Compliment	Customer Services ()	Thank you for your kind words and help today

Compliment	Taxation	My sincere and heartfelt thanks for all of your help and the help of Chichester District Council throughout the intensity of Covid 19 personally for all of your time, help and support. If any further funding becomes available I would be enormously grateful if you would be kind enough to let me know as we continue to recover from the pandemic.
Compliment	CCS ()	wanted to thank both crews for their services- they do a wonderful job. wants to leave them a Xmas gift so please look out for this in the near future
Compliment	CCS ()	It was my household rubbish collection day this morning and as the men were emptying the bins I took out an extra small bag from a late fish supper. The men were very courteous as in fact they always are and I just wanted to say what an excellent job they do in any weather and any time of the year. They are a credit to the council.
Compliment	Customer Services ()	Thanks so much Sally .. you have been really so helpful. I had not expected such a helpful response so quickly!
Compliment	Planning ()	Received the decision notice yesterday. Just a quick note to say thanks for your help and guidance in getting this over the line. In my experience, having a capable and fully engaged Local Authority makes a considerable difference to both the process, and outcome, and you should be commended on that. I am, of course, sorry for the unnecessary confusion throughout (to you Pam in particular), but please be assured I intend for Phase 2 to be far easier to deal with.
Compliment	CCS ()	Thank you very much, greatly appreciated.
Compliment	CCS ()	Hi refuse collection service Just wanted to say thank you and well done to the refuse collection men that do the round at Grove road Selsey PO20 0AS They are very polite ,friendly ,professional and take good care of emptying the bins and always put the bins back and the Driver is excellent at his job taking good care on the roads . Brilliant service.
Compliment	Development management	Thank you very much. You and your department have provided a excellent service.
Compliment	Taxation	I thought you might like to hear we have received a compliment from a customer I spoke to on the phone this afternoon. S called about her Council Tax account and at the end said she would like to say Thank you to Chichester District Council as we have always been organised, efficient and helpful when dealing with her
Compliment	CCS ()	Thanks Lisa It's gone already- great service!

Compliment	Benefits	I have just got off the phone to a customer who wanted to say ¿Thank you to Guy ¿ He has been so kind and helpful when dealing with her recently¿ Thanks
Compliment	Parking Services	I can report to you that your Parking Services staff relined the parking bays in St Cyriacs car park here in Chichester this morning. I am not certain whether this was undertaken to address some of the concerns that I expressed in our correspondence but I can tell you that your staff carried out the task very efficiently and skilfully. The result is a significant improvement in the car park with the bays now effectively outlined. Whether or not my letters had any effect I am very grateful to you and your staff. I would be grateful if you could express my gratitude to the appropriate manager and his excellent staff. As mentioned in my last email, the placement of an appropriate sign on the wall close to the bay adjacent to our garage would be a great help.
Compliment	Parking Services	To Paul for parking, Thank YOU so much. I appreciate your help and full detail. I have now followed your concise instruction. _____
Compliment	Customer Services ()	Thank you Ellen. I hope the planning department will be as helpful/prompt when we apply for planning permission!
Compliment	Customer Services ()	I¿d like to thank the Chichester District Council for their efficient and helpful support which I¿ve received while living here. Bless you.
Compliment	Customer Services ()	A lady called and wanted to thank switchboard lady for being so cheery and she really appreciated how helpful we all are ¿
Compliment	Development management	I had to ask for proof of Building Regulations as my buyers solicitor was trying to say there were not any. I would like this email to be seen by the Manager of your department as I would like to compliment one of your colleagues Heidi Harrison for the fast and efficient manor this was dealt with. In these present times I know most working environments have changed and it¿s still so nice to know that people are there willing to help others. Thank you so much
Compliment	Development management	Thank you SO much for this really helpful reply, and apologies for my late reply - work has got very busy. We will be definitely be checking out the articles and links you sent, when we stop for a break. Many thanks, much appreciated.
Compliment	CCS ()	Good Morning I left my garden waste bin in the wrong place this morning (up by the house, not on the drive). It was clearly visible and the collection team came and got it when they could have just ignored it. Please thank them for me. I have only lived here 4 weeks, and it was lovely that the team looked out for me. Very grateful Jane. What Council should do to put matters right: Perfect service - shows a caring side - very appreciative.
Compliment	CCS ()	A huge Thank You from the PC and residents of Westhampnett for all the leaf sweeping done yesterday in Claypit Lane, Stane Street and Maudlin. Please pass onto to Si and the 2 drivers who did a great job. It looks so much better and good that these leaves will not end up blocking the drains.

Compliment	CCS ()	Just a quick email to say thank you for arranging the bigger recycling bin for our rental property at 29 The Broadway The bin arrived really quickly and the old one was removed as agreed Really good service from start to finish
Compliment	CCS ()	A huge thank you to the team on this mornings run. I forgot to bring my bin out this morning only realising this when I heard the lorry pull up from my warm bed. The wonderful man went around to the back of my garage collected the bin and even took it back. Fantastic service thank you so much
Compliment	CCS ()	Thank you Lisa for the teams prompt action to clean our pavement. It is very much appreciated. I just wish we could catch the perpetrator.
Compliment	Building Control	Morning Claire, sorry I didn't reply yesterday I was out and my phone ran out of battery. Thank you so much from my whole family this honestly means the world to us. You've given us the greatest opportunity to have a home and just in time for Christmas too. It still hasn't sunk in lol. I'll go in the office later today to pay my service charge. I popped in to the new estate yesterday and one of the builders kindly FaceTimed me and showed me inside one of the houses and it is gorgeous. You're an angel thank you for your help you've gone above and beyond for me and I honestly cannot thank you enough. Jessica.
Compliment	Customer Services ()	I have received several compliments today (12/11); Complimenting the support in fulfilling a housing advice application form with Lauren H, both said that she was very helpful and that she was extremely patient and supportive as they filled the housing advice application. I just felt that such positive feedback should be cherished ÷÷
Compliment	Taxation	Hi, ÷ You folks really helped me out. It's been a rubbish year for all of us but you lifting some financial pressures really helped, especially when I've been a box of frogs. Thank you ALL again. You all make a difference and it's appreciated, especially as I have no doubt you folks have been under a tonne of pressure and subject to some grieving too ÷
Compliment	licencing & Events ()	I am writing to thank you for all the support that colleagues at Chichester District Council have given to enable the expansion of the vaccination centre at Northgate. All colleagues who we have dealt with have appreciated the urgency of the need to accelerate the vaccination programme and have, without exception, gone above and beyond what we could reasonably expect to enable the expansion to take place at pace. In particular, I would like to single out a number of colleagues and their teams for being especially helpful
Compliment	Env Protection	I wanted to take a moment to thank you and your team for the excellent work they are doing to help reduce the risk of flooding to the communities across our area. We are seeing the difficulties of continuing to deliver capital works in the face of Covid but, your team continue to find ways to deliver excellent results for us all. For context, as a Council you are spending £300,000 this year alone to help us reduce this risk of flooding to over 5,000 homes across Sussex and Hampshire over the next six years.
Compliment	Env Protection	May I say that the response of the Council when we reported another incident of soiling recently was exemplary. The street cleaning unit was round within 20 minutes and cleaned up thoroughly and sympathetically. We could not have hoped for a better service. Thank you.

Compliment	CCS ()	<p>Would you thank your team who were cleaning up the mess at 7.30 this morning.</p> <p>We now have photographic evidence of a gentleman caught in the act late at night and will be sending this to Simon and the police.</p> <p>Hopefully things will improve from now on.</p>
Compliment	CCS ()	<p>wanted me to pass on what a great job the Chichester District Council do and without us the district would be in a very bad state and he thinks we all do a wonderful job, and thanked us for all our hard work.</p>
Compliment	CCS ()	<p>It was lovely to meet the 3 of you too. I'm so impressed by your service on a personal and professional level.</p>
Compliment	Communities	<p>Dear Declan, I just wanted to message to thank you again for your kindness yesterday. You were very calming and reassuring when you helped me yesterday, when I had 'lost' my husband. I appreciated your time and sensible suggestions to my dilemma. Please show this to your manager.</p>
Compliment	customer Services ()	<p>Hello again,</p> <p>Thank you so much for your help today you have been great! I am very grateful indeed.</p>
Compliment	Taxation	<p>Can I just put on record my thanks to Ruth for dealing with my call today and providing such good support.</p> <p>Ruth dealt with my matter calmly, provided all the required detail and advice and the issue was settled very efficiently.</p>
Compliment	licencing & Events ()	<p>thank you so much for taking the time to respond on a Friday evening. When I got your out of office I emailed the general licensing inbox and Helena gave me a call and also explained this and I can confirm that now ok with it all.</p> <p>I take your point about the report and I apologise for the time we have taken. With the deadline of an agenda looming I just needed to check it out. I have to say that the service I and the Councillors have received from your service has been exceptional and we appreciate it very much.</p>
Compliment	Housing Services	<p>I'm just sending you and everyone who has been dealing with my housing problems at Chichester council , Stone pillow, Westward house and Grayfriars housing association a huge thank you. You all have been wonderfully understanding ,caring and extremely helpful.</p> <p>I was at my wit's end with worry and had never felt so helpless and useless but thanks to you all I now find myself in a place that I can call home . That means so much to me . I am so grateful and find it hard to believe. I have spoken to a lot of good people who have actually made this personal rather than just a job , I could tell that it was genuine. You have restored my faith in humankind in such a difficult time for everyone.</p> <p>Thank you all from my heart, I wish only good things for you all.</p>
Compliment	CCS ()	<p>Please pass on my sincere thanks and appreciation to the "Westbourne Wednesday" refuse collection and recycling team. In more than two years of lockdowns and restrictions, they have never once missed a collection. Their contribution to public health has been superb and we are indeed fortunate to have them.</p>
Compliment	Housing Services	<p>Thank you for all you have done for me since becoming my housing officer, not giving up on me and helping me get my forever home with my daughter</p> <p>Thank you to the team as well for getting me where I am today honestly your all amazing</p>

Compliment	Housing Services	: Dear housing department, I just wanted to send a message to say a huge thank you of gratitude to all of your department but a special mention to James, Sindy, Laura, John and Claire who have all been incredible in assisting us in securing our dream home and helping us out of the most difficult situation of our lives I will always be eternally grateful. They are a credit to you.
Compliment	development management	Hi all ĳ just wanted to say thank you for your work on the above planning application. Jane did a lot of hard work throughout the process and has been really good at working with us to find solutions and I appreciate the attempts you made Jo and Fjola to try to get Members to consider the planning merits at the committee. Thought you summarised the points really well.
Compliment	CCS ()	Many thanks for scheduling this litter pick which has been carried out. Please pass on our grateful thanks to your team - they have done a very thorough job.
Compliment	Taxation	Thank you for your email and the attached. We found the process all very straight forward and just wanted to thank everyone involved.
Compliment	Customer Services ()	Many thanks to you after our telephone conversation on WEdnesday 9th March, you put my mind at ease and you were so good at reassuring me, I felt much better after the call and your kind words. You were lovely Bless you

Compliment	Customer Services	Needed to go on the electoral role but could not do this himself so completed on his behalf he said he could not have answered the questions as he was just out of prison and was concerned of putting the wrong information. he was very grateful and had put his mind at rest.
Compliment	customer services	Very efficient
Compliment	customer services	extremely helpful
Compliment	Customer Services	Said that our process ie in customer services was much easier than in parking and how helpful
Compliment	Waste Services	Customer did not want to do online and wanted to speak with a person and was happy with the service - polite and friendly
Compliment	Building Control	Asked for a building control certificate for property and was amazed that we could help so quickly.
Compliment	Development Management SDNP	help with outbuildings SDNP area. Using planning portal sent link very helpful
Compliment	customer services	Made her day with information with parking
Compliment	customer services	very helpful and grateful for the support
Compliment	Customer Services	thankful for help given

Compliment	customer services	customer stated I had been very helpful in giving information about joining the housing register
Compliment	Taxation	Council tax final. Helped sort the account out was very grateful
Compliment	Taxation	Customer has said that he loves our website and has used it today for Parking and for Council Tax.
Compliment	Customer Services	really grateful for my help in giving planning advice
Compliment	Customer Services	Council tax. grateful for the help with her payments so that customer can get back on track after a reminder and a final.
Compliment	customer services	Very helpful
Compliment	Waste Services	Customer complimented the kindness of Waste Operatives at Brooks Lane Bosham yesterday
Compliment	Waste Services	trade waste missing invoice. Amount required. Very helpful
Compliment	Parking Services	grateful for our help in getting a permit
Compliment	Housing Services	Helpful in giving information on how to get back on the Housing register and what to send in
Compliment	Housing Services	Being made homeless, split from partner here after two years. Email housing advice form, very grateful
Compliment	Parking Services	may be able to have a carers permit. I am to send details, she was grateful for my help.
Compliment	Taxi Licensing	Customer making a complaint about a taxi driver grateful for my understanding and getting all the information to give to our team.
Compliment	customer services	I have spoken to customer before and she recognised my voice and said how helpful i was just like last time. I said I love my job and she said she could tell and it was nice to hear.
Compliment	Customer Services	helpful customer services and read the telephone number slowly
Compliment	Parking Services	Very helpful and got to the problem. Solved
Compliment	Alcohol Licensing	Customer complimented me, Lynn and Tammy on being so nice and helpful
Compliment	Parking Services	needed the tickets urgently and grateful we could sell them to him in the office.
Compliment	Waste Services	Thank you for a fantastic green waste service could not manage without it as no longer drives so can not get to the tip herself; thank you so much
Compliment	Customer Services	Customer wanted to pass on her thanks to MD-R for a parking query she had last week. Very complimentary.
Compliment	Housing Services	Couldn't log in to Homemove, both officers out in reception helped him understand what he needs to do; very grateful

Compliment	Parking Services	Grateful for the information as she is moving and this helps with where to park and what to do with the removal van
Compliment	Waste Services	lovely compliment about the depot and that she has never had any problems with her Assisted Waste Collection and she cannot fault the Crew in any way. They are marvellous.
Compliment	Parking Services	glad we were open again
Compliment	Taxi Licensing	wanted to continue with vehicle application having decided to withdraw this. Customer very relieved that customer services and licensing would be able to assist
Compliment	Alcohol Licensing	Although could not get through on Friday 9th July to make payment, was grateful for the call today to take the two payments for TENS.
Compliment	Parking Services	needed RVPs. Website eforms down, glad we could order and collect in our reception.
Compliment	Customer Services	council tax eform down for SPD will try tomorrow. grateful for help if she has further problem she will ring for a paper form.
Compliment	Building Control	Looking at regularising on BC and could not quite decide what needed to do. Was very grateful for help.
Compliment	Taxation	Council tax. Customer under pressure financially was able to alter payments over more months. Very grateful chap.
Compliment	Customer Services	council tax payment missed one payment and account is under pressure. Thanked for help
Compliment	Development Management SDNP	Trees on property. Will email the link and application for tree works. Very helpful
Compliment	Development Management SDNP	Needed tree information in conservation area affecting her listed building, very grateful for the help.
Compliment	Development Management SDNP	glad for the assistance re how to get the tree preservation order map on the website had found the tree works on planning portal already
Compliment	customer services	Customer said she was going to send Chocolates as I was so helpful.
Compliment	Building Control	having trouble finding the building control application number and was checking all the application numbers she had. We found the right one, she was so grateful.
Compliment	Waste Services	pleased with new recycling initiative for elec and textiles
Compliment	customer services	Told me I had been really helpful and that I gave really good service
Compliment	Environmental Protection	Customer called to say Thank You to the EP team for dealing with neighbours noisy dogs. He said he has had the best sleep in a long time. I have sent a case through to the Team with customer's appreciation.
Compliment	Taxi Licensing	gave details in chichester area and how to go about gaining a licence; he had already looked at the website but wanted to know more

Compliment	Customer Services	caller said I had been most helpful, friendly & kind
Compliment	Building Control	said that i had been helpful
Compliment	Customer Services	payment problem with council tax. Rescheduled payments, very happy customer
Compliment	Development Management CDC	Information regarding conservation area and article 4 directions. Been very helpful
Compliment	Customer Services	council tax query, glad for some help
Compliment	Environmental Protection	EP rats in a neighbouring property did not know what to do. Very happy with assistance
Compliment	customer services	Compliment to Michelle and everyone else in customer services and Benefits for being so helpful. He has worked all his life and now been in hospital and we have been amazing when he has needed the help.
Compliment	Development Management CDC	very grateful for help as important to find this planning information
Compliment	Development Management CDC	Very happy with help given regarding his neighbours single storey
Compliment	Customer Services	EP letter received; officer not working until weds. Made a note for her to say he had called and he was grateful for help
Compliment	Waste Services	Thanked for caring about the graffiti being there
Compliment	Building Control	glad that BCO could go out for the type of problem he had
Compliment	customer services	customer said I had been so smashing in helping her today
Compliment	Waste Services	glad was able to order a second green bin simply
Compliment	Housing Services	said I was helpful and kind
Compliment	Development Management CDC	showed customer online application for large development very grateful for help
Compliment	Environmental Protection	EP re dangerous dog. She felt much happier having reported the incident to us and speaking to someone direct.
Compliment	Development Management CDC	Grateful for the help and friendliness he has received today and on another occasion that customer services are helpful

Compliment	Housing Services	Environmental housing glad someone was listening to her about the state of her hyde property and maybe we could move Hyde forward
Compliment	Waste Services	clear waste sacks. Very helpful
Compliment	Taxi Licensing	thanked for the help regarding taxi licensing
Compliment	Customer Services	Thanked for my help and good humour by customer.
Compliment	Customer Services	thanked for help with moving into the city centre and various parking removal permit questions.
Compliment	Waste Services	wanted to call to say how wonderful the crew are; the lady in the crew is always happy and smiling and they do a fantastic job thank you to you all :-)
Compliment	Elections	elections help to re-register at his new property
Compliment	customer services	so happy with how nice it was to come in and be helped, she could cry
Compliment	customer services	such a lovely council, everyone helpful
Compliment	Waste Services	Lady said they were all very happy and think the bin chaps have been wonderful over the last 18 months.
Compliment	Customer Services	Council tax. Tried to do online but was confusing for moving into district and being a tenant and them becoming an owner. Glad of the help.
Compliment	Development Management CDC	wanted some information regarding planning and said i was very kind and this was important to her.
Compliment	customer services	very happy; absolute star and so easy to talk to. Reassured and very happy.
Compliment	Building Control	got an answer to a question that she has been asking of a BCO for a while now; very grateful
Compliment	Customer Services	very grateful of giving information as to how can find out who owns the land behind a row of houses.
Compliment	customer services	council tax and elecoral register completed over the phone very happy
Compliment	Customer Services	Customer so glad we could reschedule payments to March 2022
Compliment	customer services	'very helpful' - planning advice
Compliment	Taxation	Revenues. Glad for clarification of a solicitors letter received regarding the banding of an old property he used to live at.
Compliment	customer services	most helpful person she has talked to in her process so far when trying to sort out planning, extremley grateful.
Compliment	Benefits	complimented Guy Evans and said how brilliant and helpful he was
Compliment	customer services	Customer wanted to say what a pleasure it was coming into offices today and how lovely and helpful Adriana and Lisa were.

Compliment	Development Management CDC	very impressed with everyone at Council including customer services and planning. She says everyone has been really kind and helpful
Compliment	Waste Services	Lady very happy with the crew that are collecting in her area she would like to give them a tin of chocolate. Midhurst area
Compliment	Waste Services	Flytipping team he also wanted to say a big thank you for all the work you guys do in clearing up when reported. you guys do a great job, thank you
Compliment	customer services	thanked me for my help with a pre-app enquiry
Compliment	Building Control	thank you for being so helpful
Compliment	customer services	customer said I'd been very helpful with a planning pre app query
Compliment	Waste Services	ordering of a second green bin, very helpful
Compliment	Customer Services	very helpful in customer services
Compliment	Customer Services	was very confused on bill received and was very happy with me explaining. Now fully understands and was very grateful for the help.
Compliment	Customer Services	glad that customer services could order the bags for textiles and WEEE online on her behalf.
Compliment	Taxation	Revenues. Has COVID and behind by payment; rescheduled these so very happy.
Compliment	Waste Services	team that do collection are fantastic and always really helpful.
Compliment	Waste Services	she would have to drive nine miles to drop off an item so collection is very convenient.
Compliment	Housing Services	customer said I'd been most helpful with advice on how to bid & how to appeal their banding
Compliment	customer services	helpful in explaining building control apps
Compliment	Customer Services	Customer services, kind and helpful person
Compliment	customer services	Thanking for help, been extremely helpful
Compliment	Housing Services	Has said that everyone he has spoken to at the Council has been very helpful and accommodating.
Compliment	Customer Services	land registry details regarding ownership very helpful
Compliment	Waste Services	customer phoned to thank depot for replacement street sign - call transferred to CD to talk to customer

Compliment	customer services	customer is going to put me in for a promotion, thanked me for my help in completing an enforcement form
Compliment	Waste Services	Big Thank you to Waste Collectors as Resident had forgotten to put his Black Bin out, and Operative went and got it out for him. He is so so appreciative. It was Bosham run, last Thursday.
Compliment	customer services	emailed our list of private landlords to a caller who was moving down this way for a new job, she was very grateful
Compliment	Development Management CDC	gave information regarding using the planning portal and also about rendering his property and notification of planning nearby by signing up to our alerts. He was grateful for the information and taking the time to tell him.
Compliment	Council Tax	trying to find on the website the banding of property may like to purchase. Gave her instructions over the phone whilst looking myself. Very grateful.
Compliment	Waste Services	caller from Southbourne village hall passed on his comments to say the crew are 'absolutely great'
Compliment	Development Management CDC	Customer services very helpful to book this in.
Compliment	Licensing and Events	grateful for our information re the platinum jubilee for the queen
Compliment	Customer Services	Very helpful team, super service
Compliment	Customer Services	Helpful when just moved into the area. Info given on bins, council tax and green bin and how to do online.
Compliment	Waste Services	Dustbin men have been brilliant and supportive of elderly parents. Karl Wingate has been particularly brilliant in helping.
Compliment	Waste Services	Called to say a very big thank you to the crew. He is an assisted collection but last few times he has not been able to get the bin to the location for the crew and they have gone to get it and put it back after again. He was very grateful to the crew for this and wanted it passed on. He will try and catch the crew himself but just in case he does not please pass on his gratitude thank you