

Below are the compliments our customers paid our services during October, November and December 2011.

**Responsive Repairs Surveys:-**

- High Ridge, Kendal – Shed door won't open – Reported on 28/09/11 – Repair completed same day . I call that brilliant service
- Yewbarrow Lodge, Grange – Door won't lock – Was very pleased
- Droomer Drive, Windermere – S/F Co Detector – The workman was very courteous, quick and left my home immaculate
- Park Avenue, Swarthmoor – No hot water following visit yesterday – the man that came on the second visit was very polite, helpful and charming
- Quebec Street, Ulverston – Two door handles are loose – Understand new handles fitted after waiting for delivery
- Thwaites Lane, Windermere – Renewal W.C pine seat – Very helpful
- Owlet Ash Fields, Milnthorpe – Confirmation of emergency call out – 24/09/11 – Leak through lounge ceiling from bedroom above – one of the best jobs done to date in 20 years+ of dealing with yourself
- Burlington close, Kirkby-In-Furness – Board ceiling 5ft x 4.5ft and plaster – this work was dealt with over 3 visits due to unforeseen leaks. Plumber and plasterer's mate was very good. Satisfactory work, many thanks
- Little Moss, Coniston – Kitchen light is not working – No problem, was dealt with promptly and efficiently
- Greenbank Road, Ambleside – Bathroom light is not working – The work of getting the bathroom light fitting was completed quickly and efficiently by a competent polite workman without any mess
- Birthwaite, Windermere – Small leak behind W.C. – Workment arrived early morning and soon rectified leak – very good service
- Kirk Flatt, Great Urswick – W.C handle is loose – As usual well done
- Beck Nook, Staveley – Garage door lock is faulty – Excellent service – on time and quick to execute – Well done and thank you
- Castlefield, Ambleside – Confirmation of emergency call out 23.09.11 – manhole on patio leaking raw sewage into garden – Very pleased
- Droomer Drive, Windermere - Renew ball valve washer / check all the tap washer / check all the tap washers / put a ball fix valve on the cold feed tap – thank you
- Soutergate, Ulverston – Bathroom light is out – My repair was dealt with quickly and efficiently by a very nice young man. The lady I spoke to on the phone was also very nice and helpful. Could not have had a better response to my request.
- Hawksgarth, Hawkhead – The electrics keep going off – thank you very much
- Sparrowmire Lane, Kendal – S/F Co detector - A good young chap did the job – thank you
- Neville Street, Ulverston - S/F Co detector – very good
- Kirkbarrow, Kendal – Leak under kitchen sink – The U bend under the sink had missed a thread from the last repair – 2 young men who fixed it were very polite and courteous – thank you
- Upper Oak Street, Windermere – False drawer front came off and panels flaking– Joiner was very helpful
- Wynsore Avenue, Milnthorpe – Fit new immersion heater – It only needed a cap not a new immersion heater
- Orrest Drive Flats, Windermere – No electricity – thank you very good service

- Maple Avenue, Ulverston – Smoke alarm is going off – Quick and prompt response to my phone call – workman arrived approx.. 30 minutes later
- Thornfield Road, Grange – Can't get a plug in the double socket in bedroom – he came early in the morning which I like and was very quick as well as pleasant – good job!
- Claife Avenue, Windermere – Smoke alarm sounded now light flashing – Very helpful
- School Knott Drive, Windermere – Red lights flashing on boiler / boiler is very noisy / pressure keeps dropping – attended 4<sup>th</sup> October – Replacement part to be fitted 6<sup>th</sup> October. Workman completely checked out all parts of boiler and arranged for new part. Left the unit in full working order. Phone call today 5<sup>th</sup> October – to arrange fitting of new unit tomorrow 6<sup>th</sup> October Tyson Square, Ulverston – loose kickboard in kitchen – Very pleased with prompt and efficient service
- The Croft, Grasmere - C/H Timer is not working – Matt always does a first class job
- High Greenbank, Ambleside – Renew white bath panel – good crew men
- Castlefield, Ambleside – Replace front door and frame with new door and frame etc. – the doors and windows are great – thanks a lot
- Birthwaite, Windermere – Flat door is sticking – thank you for your help
- Langdale Crescent, Kendal – Bathroom door handle coming off and door won't close properly – A very good job
- Langdale Crescent, Kendal – Confirmation of emergency call out 2/10/11 - Faulty S/A constantly sounding - we were very grateful to the young man who came from Ulverston as the alarm had been going off for 1.5 miles
- Orrest Drive, Windermere – Confirmation of emergency call out 9/10/11 - No heating / hot water– Well pleased
- Beech Drive, Ulverston – Hallway window won't open – Always receive great service from nice workmen
- Beathwaite Close, Levens - S/F CO detector – from the phone call to doing the job only took an hour, well done!
- Beech Drive, Ulverston – Measure up for new outhouse window – Looking forward to new window
- William Street, Ulverston – Hallway radiator is leaking – was extremely impressed with the service I received
- Yewbarrow Lodge, Grange – Several tiles have come loose on bath / shower wall – I was very satisfied with the quality of work carried out and the short time I had to wait for it to be done
- Queens Drive, Arnside – Supply Co Alarm – Very nice lad worth a pay rise
- North Road, Holme - S/F wireless room stat – work was done in a tradesman like manner Droomer Drive, Windermere – Gate at the back will not close properly – Apologies for not realising this repair had been carried out
- Greengate Lane, Kendal – Hallway light fitting is broken – The man was very helpful and explained all he was doing
- Rydal Road, Kendal – Renew immersion heater and stat – please give my thanks to everyone concerned especially the supervisor who diagnosed the fault and the plumber who installed the new heater – I can now have a lovely deep hot bath
- Quebec Street, Ulverston – Refix kitchen wall unit / refix kitchen kick board – very pleased to have my wall unit back up. Reported way back in March when my boiler was put in

- Owlet Ash Field, Milnthorpe – Block up hole in bathroom to redundant vent pipe – Excellent work
- Kirk Flatt, Great Urswick – W.C. is blocked – They Came! They Smelt! They Conquered!!
- Glebe Road, Kendal – Light on stairs is not working – Nice young man
- Soutergate, Ulverston – Unblock gutter above front – At last! After reporting this fault many times both by phone and through the scheme manager I was extremely pleased to be told that the job had been done yesterday 11/10/11. I noticed the difference immediately in the next shower of rain – thank you
- Gatehouse, Grange - Dig out and investigate – hole appeared in the driveway – very satisfactory and reassuring explanation for the hole in the drive
- Claife Avenue, Windermere – Shower leaking even when switched off - I called the office at 8.30 am and within 1 hour of this the work was completed. I would like to say both the admin assistants and the plumber could not have done anymore to provide this excellence service. I hope that they are both congratulated for their first class response and are aware that I am a very satisfied tenant. After all people are very quick to complain when things go wrong and it makes a nice change to be given a pat on the back for excellent work – many thanks
- North Lonsdale Terrace, Ulverston – One tile missing under the shower exposing cable – A job well done
- Ellerside, Ulverston – Box in water meter behind W.C. - I am very satisfied with this job and the quick way it was put through
- Headless Close, Cartmel - Fit a core vent for coal fire / renew fire cement around chair brick and there are large holes in brickwork above chair brick – The workman was very polite and courteous and tidied up after the job was completed – very good
- Tyson Square, Ulverston – Boiler is leaking – Very good
- Levens Close, Kendal – Call out – door won't lock – Excellent in every way
- Castle Walk, Kendal – Security light at back of block 33-36 not working – Completed the same day
- Underwood Road, Ulverston – Kitchen tap will not turn off – Workman a credit to the council – very pleased – thank you
- Green Square Flats, Kirkby Lonsdale – No heating / water – Brilliant
- Glebe Road, Kendal – Pilot light went out on boiler – reset boiler – now there is smoke coming out of the vent outside – arrived super quick – brilliant
- Kingsway, Ulverston – Carry out periodic electrical inspection – job well done
- Tyson Square, Ulverston – Paint edge of steps to front door with white paint – I am well pleased – thank you
- Orrest Drive Flats, Windermere – Window sill needs cleaning off and repointing – window
- Edgecombe Court, Kendal – Fit blind – Thank you very much, it was very much appreciated
- Grasmere Crescent, Kendal – Check CH timer is set correctly – The work was excellent
- Kirk Flatt, Great Urswick – No heating – storage heaters – Job well done thank you
- Greenbank Road, Ambleside – Front door won't lock – Very polite workman
- Yewbarrow Lodge, Grange – Bathroom light pull does not work – first class service and response – very polite and efficient tradesman

- Beck Nook, Staveley – RCD tripped – Very good response – prompt action – took a man nearly all day – had my hot water back and heating before kids came home from school – excellent service overall
- School Knott Drive, Windermere – Front door is sticking – Done same day thank you all
- Ghyll Road, Windermere – Bathroom light pull is not working - 100% Satisfactory – thank you
- Eskrigg Lane, Endmoor – Overboard and replaster living room ceiling as required – we were very pleased with the work that was done and at how helpful and courteous the workmen were
- Fell Close, Sedbergh – Core vent required / fire cement around chairbrick failed – polite and clean
- Lake View, Coniston – Confirmation of emergency call out 22/10/11 – Water leak in airing cupboard – very pleasant workman – thank you
- Beck Nook, Staveley – Renew W.C seat in white – very helpful workman – pleasant
- Rydal Road, Ulverston – Carry out periodic electrical inspection – I hardly knew I had him in the house, he was quiet and just got on with his job
- Dale Street, Ulverston – Carry out periodic electrical inspection – the lad who carried out the electrical testing was very polite
- Waterside, Kendal – Base unit coming away, broken side panel where the basin sits – very polite and explained what he had done – many thanks
- Boon Town, Burton – Check smoke alarms – Receptionists very helpful in arranging a convenient appointment – Electrician dealt with problem very quickly and even called back the following day to check all ok. Very good service – thank you
- Bailey Street, Ulverston – Bracket snapped off shower riser rail and bathroom radiator is not heating up fully – after workmen replaced shower rail he appeared to have no knowledge of any further work (i.e. radiator) but dealt with radiator on request
- Natland Road, Kendal – Can't lock the back door – Excellent job done. Work person very pleasant
- Mill Dam, Ulverston – Kitchen drawer front has come off – very rapid response with excellent service
- Rydal Road, Ulverston – Carry out periodic electrical inspection – I would like to report on this young man's manner and the way he worked, both were exemplary. He is a wonderful example of a craftsman work ethic – well done
- Headless Close, Cartmel – Found on CP12 – Install CO detector – thank you. The work was completed quickly and in a friendly
- Oakwood Drive, Ulverston – W.C is leaking – Many thanks for your prompt action for the above repair
- Long Close, Kendal – Replace living room light fitting – the work was completed by 10.30am on 27/10/11 – very satisfied
- Hawthorn Avenue, Ulverston – Heating or hot water not working at all - The workman was very pleasant
- Birthwaite, Windermere – Bathroom light & living room radiator is not working – Thanks to Matt, Good Service – thank you
- Shaw Green, Storth – Tenant has locked herself out – You made a pensioner very happy !!
- Sparrowmire Lane, Kendal – Shower head keeps coming off – The plumber did an excellent job. Very well mannered etc – thank you

- Dale Street, Ulverston – W.C is leaking - I reported the repair at approximately 2.30 pm and the job had been done by 3.15 pm – hows that for service – Well Done !!
- Orrest Drive Flats, Windermere – Fit barrel bolt to front door – David the joiner is very good
- Greengate Lane, Kendal – Shower keeps cutting out – Work carried out the same day as reported, I don't think you can do better than that - Well done
- Tyson Square, Ulverston – Change batteries in wireless room stat – Very nice and courteous young man, also very friendly
- Castle Oval, Kendal – Bathroom window draughty – Thank you very much
- Dale Street, Ulverston – Renew W.C seat in Pine – No problem what so ever thank you
- Greengate Lane, Kendal – Leak under kitchen sink - I couldn't believe the speed of response – very good customer relationship at all levels – completed within 2 hours of reporting
- Burlington Close, Kirkby-in-Furness – Rough cast is cracked adjacent to front small bedroom window above front door – good work, very helpful – thanks once again
- Lake View, Coniston – Low pressure to shower – mira advance – again a nice pleasant young man did a good job – thank you
- Sunderland Terrace, Ulverston – Garage door handle has broken off – Sean (the joiner) was very helpful and courteous (nice to meet a good workman)
- High Ridge, Kendal – Careline smoke alarm faulty – thank you for the quick response
- Park Close, Windermere – Bathroom radiator is leaking – Very good as usual
- Rydal Road, Kendal – Check light in bedroom – Excellent service, could not fault anything
- Levensgarth, Haverthwaite – Overflow is over the door and is dripping – extend pipe to side of the porch– Nice guys, did a great job!
- Park Road, Windermere – Supply and erect scaffolding – fit hip irons and new ridge tiles – nice job done, could have been done in the spring or summer, I realise the winter was a bit harsh
- Capper Close, Kendal – Draught under front door – Excellent work carried out on the day reported. Thank you very much
- Lane Ends, Elterwater – Stop tap is leaking - I am very pleased with work so very quick – thank you
- Claife Close, Windermere – Renew rear fence complete – The work was a first class professional job. Good quality robust materials. The workmen were very polite and helpful
- Vicars Garth, Kendal - 3 slates off front porch and one hanging in the corner – I reported the repair on Tuesday morning and workmen came and repaired it about two hours later. I thought it was an excellent job and I am very pleased with it. Thank you very much
- Well Ing, Kendal – Repair floor in bathroom – Very good work
- Cross Lane, Kendal – Tenant has lost keys to outside cupboard – change lock – Good work as always – thank you
- West Ing, Ambleside – Kitchen light is not working – Electrician was at West Ing when I reported the fault. Fixed then and there – 2 repairs for one visit – That is value for money
- Well Ing, Kendal – Bathroom light is flickering on and off – Quick and clean worker – thank you

- Almond Road, Ulverston - W.C. handle broken and cannot flush the W.C – my thanks to the ladies who answered the phone – Marvellous, helpful and courteous – Every one of the staff – Super !!
- Hall Park, Burneside – W.C is leaking badly – They were at my home within 20 minutes of reporting repair – Excellent response
- Meadow Bank, Beetham – Inspect all external cement bands / kitchen ceiling / kitchen and bathroom tiles – thank you. I actually spoke to someone who knew what he was talking about and acted upon it immediately – 1<sup>st</sup> Class
- Oakwood Drive, Ulverston – Confirmation of emergency call out 6/11/11 – Tenant has lost keys – I have since recovered my keys. An old lady I visited had put them in her handbag my mistake as she has Alzheimer's. But I am pleased with the response to my call – Thank you
- Helm Close, Windermere – Bathroom fan disconnected / dehumidifier that is hard wired in bedsit is not working– Brilliant job done
- Maryfell, Sedbergh – Kitchen mixer tap is coming loose – the service was very prompt, efficient and we were very grateful
- Mill Dam, Ulverston -

#### **Aids & Adaptations Surveys:-**

- Droomer Drive, Windermere – Aids & Adaptations – Carry out installation of wet room – Excellent
- Garth Bank, Kendal - Thank you for your time and effort in the improvements of my home. Please make note of the great service provided by Deafvision and Claire from Adult Social Services for their co-operation with you and each other to achieve this. Also Amy from SLDC housing who was extremely helpful and persevered in the matter.
- High Ridge, Kendal – Aids & Adaptations – Carry out installation of wet room – We were very impressed with the workman (Rob). His work and consideration while carrying out the work. His attention to detail and finish – second to none – brilliant
- Droomer Drive, Windermere - Tenant rang to thank us for wet room that has been installed and thanked us for the speed in which we had it fitted.

#### **Gas Surveys:-**

- Bowfell Crescent, Windermere – Low boiler pressure – Fantastic service, so pleased Rogersons are back again – so much better than the last company!!
- Cross Lane, Kendal – Central heating timer is faulty – Very good job done – thank you
- Kings Close, Arnside – Water keeps running cold – Appreciated greatly the speed in which the notification was dealt with by both the housing and the contractors
- Greengate Lane, Kendal – Boiler pressure low – Repair carried out within 2 hours of it being reported, excellent response

- Browside, Grange – Confirmation of emergency call out 21/10/11 – no heating / hot water – top rate emergency call out – all sorted in less than 2 hours on a Friday night – Excellent
- Longlands View, Kendal – No heating / hot water – Fault was reported by email which could be more user friendly

### Relet Surveys:-

- I think staff do very well
- I was pleased with the high standard of the service and how accessible everyone was when I had queries and requests – full marks from me.

### Compliments

Letter received by the Scheme Manager at Binfold Croft, Kirkby Lonsdale – from the family of a lady who lived there:

*‘would like to convey our sincere thanks to you all for your friendly and attentive care shown to Mum over many years. It has been a great comfort to us to know that she was so closely monitored and that immediate assistance would be available if necessary. Mum really enjoyed the community spirit so evident at Binfold, both when she was able to get to the coffee mornings and other social functions and latterly when unable to do so, when wardens or residents popped in to see her’.*

Leather Lane, Ulverston



‘Mrs H’ – ‘finally the job has been completed – thank you’.

As you can see, cars kept hitting the corner of the wall and causing damage to the downpipe – each time this occurred ‘Leaseholders’ were charged for the repair, but the damage wasn’t caused by them. Hopefully this solution will stop the damage, save time in recharging and reduce Officer’s time in numerous repairs.