

Customer Compliments Q4 2018-19



Business & Democracy			
Title	Format of compliment	Description	Received Date
Help with electoral registration application	Email	I just wanted to offer sincere thanks to a member of your team. They assisted with helping a homeless gentleman to register to vote. This made a huge difference for him.	03-Mar-2019

Community Team			
Title	Format of compliment	Description	Received Date
Motorhome Parking Helmsley	Email	Just to say how pleased we were to be able to stay overnight in our motorhome on Monday 14 January in this very pleasant car park. We only wish more councils were as forward thinking as this, especially with motorhome tourers being on the increase, and yet increasing numbers of car parks are putting up height restricting barriers and "no overnight parking" signs. Most, like us, will spend money to benefit the local community, and leave no mess behind.	16-Jan-2019
Motorhome Parking Helmsley	Email	I visited the area around Helmsley recently and used the car-park area reserved for visitors with a motorhome. We stayed for a longer period than usual in doing so brought more to the local economy. Well done Ryedale for having the foresight to develop this facility and welcome visitors with motorhomes!	11-Feb-2019
Community Grant support	Email	I would like to personally thank yourself for your input and guidance when we were first applying for a grant and helping to make the process an easy one and to Ryedale District Council for awarding us these funds so essential to maintain the future of Pickering Recreation Club.	19-Feb-2019
Community visit to Greener Planet group	Email	Just wanted to say a big thank you from myself and the guys in the Greener Planet group. We all enjoyed your visit and have been sharing info etc with the rest of the community. Thank you again, I will send you pictures etc of our first eco brick project.	07-Mar-2019
Motorhome Parking in Cleveland Way car park	Email	It was a pleasure to be welcomed to park overnight at Cleveland Way Car Park in our Motorhome last night. We moved from an exposed location to shelter from the storm in your lovely village. Please keep this facility and welcome open in the future. Great to see a progressive District Council.	14-Mar-2019

Title	Format of compliment	Description	Received Date
Motorhome Parking	Email	Wish to say how good it was to stay on your dedicated Motorhome parking site in Helmsley. It enabled us to enjoy the lovely town...stock up with supplies at the local Co-Op...Buy from your diverse shops and drink in the local pub all close to the car park!	16-Mar-2019

Customer Services			
Title	Format of compliment	Description	Received Date
Travel information	Email	Thank you very much for this information, it is appreciated.	19-Mar-2019

Ryecare			
Title	Format of compliment	Description	Received Date
Ryecare service	Phone call	XXX would like to thank us on behalf of her and her mother for the wonderful service we give at Ryecare.	18-Feb-2019
Ryecare service	Phone call	XXX would like to thank Ryecare for reassurance during a power cut, marvellous service.	19-Feb-2019

Streetscene			
Title	Format of compliment	Description	Received Date
Dealing with bin problems	Phone call	XXX rang to say thank you for sorting out the bin problems very promptly.	08-Feb-2019
New Bin service	Email	Thanks for the swift response and for collecting the bin.	28-Feb-2019
Collection of Recycling	Email	I just wanted to pass on a massive thank you to the team who were collecting the recycling today in Norton. The waste had been blown everywhere including down the street and in front gardens and by the time they had left everywhere had been cleared. A great job	15-Mar-2019

Title	Format of compliment	Description	Received Date
Fly-Tipping removal	Email	Excellent service, thank you	18-Mar-2019
Rubbish clearance at Riverside View	Email	A big thank you to Streetscene for their prompt action, and in particular Tracey, who came along on Saturday morning (16th March) to Riverside View, in the rain and cleared up the rubbish which had blown, yet again, down the street and also picked up a broken garden swing seat from the muddy bank. She was very obliging and obviously cared about what she was doing. I found this very supportive as I do hate litter pollution. It would be great if there were better (heavier) recycling bins with heavy lids to keep people's rubbish in. I don't mind sometimes clearing up rubbish people discard as they go but several bins worth is another matter. Anyway, thanks to Tracey	18-Mar-2019
Help to stuck motorist	Email	We'd like to send our appreciation to the two recycling truck crew members who came to our rescue this Friday lunchtime down the lane at Scrayingham. We had to pull over to let them past...and got stuck in mud. These two very nice men got out and came and pushed us out. I can't thank them enough	18-Mar-2019
New bin delivery	Phone call	XXX rang to say a huge thank you to Tracy who recently went out of her way to deliver a new wheelie bin.	19-Mar-2019

Electric Vehicle Charging project			
Title	Format of compliment	Description	Received Date
EV Charging Infrastructure	Email	Great to hear Ryedale is thinking about the EV charging network.	15-Feb-2019
Electric Vehicle Charging Points	Email	Thank you for your very prompt response. Delighted you are installing infrastructure adequate for the task. Providing domestic vehicle charge points is key to promoting electric vehicle adoption. Furthermore the provision of domestic charge	15-Feb-2019

Title	Format of compliment	Description	Received Date
		points in new build homes puts the cost with the developer and not the taxpayer.	