

Customer Feedback

In addition to undertaking regular customer satisfaction surveys, Customer Service also regularly receives positive feedback about the services provided by the council

Customer Service Advisers

Compliments received in June 2013

“The adviser was very helpful and dealt with the issue quickly.”

“The adviser I saw when I came into the Council went above and beyond to help me and her manager should know.”

Compliments received in May 2013

“Thank you for being so helpful today. Richmond Borough is number 1 in the UK, and I’m so sorry I moved to Hounslow. You’re all diamonds and gems!”

“I wanted to say how blown away I was by the service from one of your staff members. My husband and I are moving to London from Manchester in next month or so and I have spent the last week ringing various council's to find out costs for Council Tax etc to help us decide where we want to move to. In total I rung 8 councils and just as I imagined most I spoke to sounded as if they were being forced to speak to customers with no enthusiasm in their voice, and half didn't even seem to be able to give answers without putting me on hold for 5 minutes. So you can imagine my shock when a young gentleman called Jamie answered the phone at Richmond Council with a cheerful voice. Not only did he manage to give me council tax charge information quickly and sufficiently, but he also gave me helpful information about moving in forms and Richmond online account without me even having to ask. To make the experience even better he told me all about Parking Permits, Electoral Register, Waste & Recycling, and parking suspensions for moving van without having to pass me to several different departments. It was not till yesterday evening when discussing this with my husband that I realised how brilliant this customer service was and thought that people in these jobs most probably hardly ever get thanked but get a lot of angry residents on an hourly basis. Please pass my gratitude to your staff and I look forward to more of this excellent service once me and husband move to Richmond soon.”

“I wish you were the planning officer looking at this – you are very precise and very much to the point and clearly very organised. I’ve made more progress with you than the last 6 months – I am grateful for what you’ve done for me on the phone today.”

“I would like to praise one of your advisers who I spoke to regarding my council tax. Having moved from Hounslow borough to Richmond Borough I have already seen a big difference; the customer service in Hounslow Council was terrible but my first point of contact with Richmond Council has been very pleasant and that’s thanks to this gentleman he was professional, friendly and extremely helpful. It’s been a great start with this borough and I hope to have many more great experiences with the council and please do pass on my comments to the lovely guy on the phone.

Compliments received in April 2013

"My compliment is about a particular member of the Housing benefit / council tax benefit team whom I have found to be exemplary at her job. She has been able to give me fast and accurate advice and help on more than one occasion. I was starting to despair with my situation and she was simply lovely. She's brilliant at her job and deserves a huge pat on the back. I can imagine that her job is not an easy one and that she has to deal with some unpleasant people throughout her average day, and yet, she was charming and able to tell me where I was going wrong and what I needed to do to straighten out my situation. She is a diamond in the rough. Please make sure her boss tells her."

"The service offered was superb and this was the best call I've made to a council."

"Thank you, you have achieved more for me in a few days than anyone else in the last six months."

"I moved into the borough a year ago, and have recently changed address (also within the borough), meaning I have had to deal with various services / departments including changing parking permits, council tax, etc. This note is just to say that it has been an absolute pleasure in all cases with the service and responsiveness being superb, and in stark contrast to much of the rest of London. Please continue to be as polite, helpful and absolutely brilliant going forward; it makes dealing with you painless and pleasant."

Compliments received in March 2013

"The adviser was professional, efficient and patient. I was very impressed with the service you provided."

"You've been the most helpful person I've ever spoken to at the council, and I've encountered a lot of people at the council. Thank you, I really appreciate it."

"Very friendly and professional service"

"I am writing in high praise of one of your team. The adviser was hugely helpful, hugely patient, hugely well informed, hugely professional and hugely thorough this morning when I phoned on behalf of one of my staff to try and sort out a complicated tangle of arrears for them.

They displayed an impressive knowledge of all aspects of council tax and benefits and patiently worked with me to get to the bottom of several aspects of the case. He applied an excellent problem solving and information sharing approach, the result being that between us we got to the nub of the matter and have made a really positive intervention and sorted out my staff member's situation.

Even beyond solving the particular problem for my staff member (which as a socially responsible local employer I'm pleased to have done), he provided me as the employer with a far fuller understanding of the whole situation around benefits, allowances, ceilings, transitions, reasoning and has demystified the whole situation that revolves around above or below 16 hours work for many of my staff.

I now have a really favourable impression of the council tax and benefits team and their disposition towards solving the problems of those people who find themselves for one reason or another caught up in a complicated tangle.

I would also like to speak well of another member of the team. My interaction with the adviser was far shorter as it was an initial phone call, but he too was very helpful and got the ball rolling in the right direction by providing me with information and a suggested approach that allowed me to get to the heart of matters with your third party collection company.

At the risk of watering down my praise by extending it too far, you'll also be pleased to know that the two members of staff to whom I spoke at the third party collection company were very helpful and efficient."

"I am writing to you in response to a telephone conversation I had with one of your advisers on your helpline desk this morning.

Firstly can I say how helpful and polite she was - I put the phone down feeling very satisfied that my queries had been answered fully."

"The adviser was a pleasure to speak to, was very helpful especially for a Monday morning and resolved the issue I had about a tree."

"I spoke to one of your council tax advisor and would like to say he was one of the most helpful people I have spoken to in the council. He took his time in explaining the new bill and another issue I had which was not dealt correctly before. I strongly recommend you give this young man a pat on his back and I look forward to speak to him again."

Compliments received in January 2013

"Thank you so much for your help and kindness a few months ago."

Compliments received in December 2012

"It is always a pleasure to speak to you and even though I got in trouble (summoned) I was never made to feel bad and was supported. I wanted to compliment your advisers as this is an excellent example of providing good customer service in a difficult situation."

Compliments received in August 2012

"I rang to close my Council tax account as I'm moving to Australia, but just wanted to advise that every time I call this number I'm really happy with the service provided."

Compliments received in July 2012

"Recently there was a mix up (of my own doing) concerning my Council Tax. I was lucky enough to come across one of your advisers who went out of her way to help me and rectify the problem. I am well aware authorities like yourselves are more used to people moaning and generally complaining about the work/service you endeavour to offer, I however could not have anything but positive feedback. The adviser was an absolute star, friendly concise polite and extremely efficient. I am relocating to Hong Kong later this month with work and I only wish I had people like this working in my own department. Please accept my thanks and indeed gratitude for all the efforts that have been made on my behalf."

"I rang today to your special waste collection department and spoke to a very nice and extremely helpful girl for a start, she completed the request. I then realised that I had

given the wrong date for collection so rang back and once again I spoke to another very nice helpful girl who told me that she would pass on the request to bring forward the date of collection and told me that someone would ring me back. A short while later a young man rang me to confirm the change of date and asked me if there was anything else he could help me with. He was also very pleasant and I told him that I thought the people I had spoken to were very nice and helpful and he said we like to do our best. So I just wanted to say a big thank you to the three people who helped me in a very polite and friendly manner. I hope they will be told of my gratitude. Thank you.”

“I am pleased to report to you that your staff member was both compassionate and professional. I really appreciate this.”

“I am due to get married this weekend and I rung up a couple of weeks ago very stressed and upset after finding out the church and venue I am using is affected by the road closures and routes of the Olympics. I rung up and spoke to a very lovely guy who was very helpful spending about 15 minutes looking at alternative routes me and my guests could use, and possible venue changes. As you can imagine I was very stressed and upset but he was amazing, his friendly calming voice and helpful attitude was a great help and I not sure what I would have done without his help. I know it's a few weeks ago but leading up to wedding is a very busy time and I kept forgetting to email in. Please pass my compliments onto the adviser, and your other very helpful staff I have spoken to in past, as a management you should be very proud to have staff like this”.

Waste and recycling collections

Compliments received in November 2012

“When I called customer services this morning I was given the option to take part in a survey. At the time I declined as I had had no prior experience of your customer services dept. However, having now spoken to one of your staff, I thought I must contact you immediately to congratulate you on the EXCELLENT service I received. My enquiry about a replacement garden recycle bin was dealt with by one of your advisers. He was polite, efficient, friendly and helpful. He explained the whole process clearly and followed it up promptly, calling me back, as promised, when he had all the details. Thank you for your excellent service.”

“I'd like to thank you for dealing so efficiently with the replacement of my recycling boxes. I logged it only yesterday and the boxes have already been delivered today. I would like to thank all involved and let you know I'm very happy with the service!”

Compliments received in August 2012

“Just wanted to say thank you for sorting out my Garden Waste. They came round very quickly and I'd like to say a big thank you to the adviser who provided a fantastic service.”

“After booking a special collection, I’d like to say the adviser was a very pleasant girl with a great manner”.

Compliments received prior to July 2012

“Just a quick note to compliment the dustmen on their work over the last few weeks. Not one missed pick-up despite the conditions. Well done.”

“I would just like to thank your refuse collection team who haven’t missed a collection throughout all the disruption caused by the snow - especially when a lot of other services e.g. trains, failed miserably.”

“I would like to pass on my praise to your recycling team for the delivery of my recycling containers. I am extremely impressed by the service and its efficiency”

“I’d like to extend my personal thanks to Customer Service for arranging the crew to collect all the recycling that was missed for all the cottages on our road. Very much appreciated. Missed collection was logged yesterday and collected this morning, even the mess was cleared. The crew even knocked on my door this morning to ensure that it has been done.”

Street Services

Compliments received in February 2013

“After I dropped my keys down a drain, I telephoned the council and arranged after payment for them to be recovered. I was informed that this would happen within 4 hours. This did not happen. On Friday I telephoned to report the above did not happen and spoke to your adviser. I would like to praise him for his handling of my complaint. He was very polite as I was a bit grumpy after yesterday’s experience. I have a husband who is disabled with Parkinson’s and is quite demanding. So I was unable to leave him for four hours to sit by the drain to await the recovery team. I arranged for a friend who nearby whose husband also has Parkinson’s to stay in to wait for the recovery team but as I have already stated they did not appear. Your adviser was very apologetic and stated that he would investigate, He kept me informed of the progress he was making and once the recovery team had arrived and finding my friend out who lived nearby, asked the team to stay there until I could attend to collect the keys which they did. I learned from the recovery team that they were all in a meeting yesterday afternoon so no one would have attended. I have informed your adviser of this and he is investigating it”.

Compliments received in December 2012

“Many thanks for all your help over the past year. Both of you are always very helpful when we need a quick answer - it’s very much appreciated.” - Skip company.

Compliments received in October 2012

“I wanted to say a BIG THANK YOU to all those involved in the removal of a vehicle that has caused me much concern. Everybody from the advisers I spoke to on the front desk to the Street Scene enforcement officer were extremely helpful. All went above & beyond what was required!”

Compliments received in August 2012

“I’d like to thank your adviser specifically for finally getting my lighting issue resolved. Had been logged before and been promised contact but never heard back. The adviser sorted it all out for me there and then.”

Compliments received prior to July 2012

“It's brilliant!

The street cleaning team have arrived and are doing a tremendous job cleaning the road!”

“Thank you for the excellent service provided when there was a risk from street flooding recently. Your telephone service responded to an urgent call and your Street Scene Inspector turned up within the hour as a result of which your machine was on site later the same day.”

Website Feedback

Compliments received prior to July 2012

“The information was clearly written, useful and relevant as well as being very easy to find. Generally very impressive. Hopefully the pot hole I reported will be repaired in a similarly impressive fashion!”

“I was able to report a fly-tip online without any trouble. The online service was really easy to use.”