

Appendix 2 – DFG compliments received January 2021 – present

<p>More than happy, lovely chaps and is making my life so much easier already.</p>
<p>I received a compliment today from [REDACTED]. We installed a Closomat toilet in 2018 under a DFG, but unfortunately a fault developed very recently. The problem is being rectified today and he wanted to tell me that all of WLDC have been brilliant and very helpful to him and he wanted to thank us for dealing with it and getting the repair organised so quickly.</p>
<p>Hi, just wanted to pass some feedback on for Mark [REDACTED] – I have just rang a service user who's bathroom was done by them and he could not praise him high enough. He said he was a lovely chap and they have done a damn good job.</p>
<p>Dear local authority colleague, Thank you for the amazingly quick turn around for previous people i have referred, You're amazing!</p>
<p>Hi Andrea, I hope this email finds you well I just wanted to say a massive thank you for getting my stairlift sorted it has made the world of difference and it has opened my whole home back to me again. This weekend I move back home, back to my independence and that is thanks to you. I got quite emotional yesterday realising that I'm finally going home. Please have a wonderful weekend and stay safe. Warm regards</p>
<p>DFG Feedback - The contractors were amazing, friendly, respectful very tidy. worked well around me, amazing transformation. Has certainly changed my everyday life, many thanks.</p>
<p>DFG Satisfaction survey comment - Due to my anxiety issues I was so nervous but my mind was put at ease all the way through.</p>
<p>I cant say how much this adaption has made such a difference to my life, thank you so very much</p>
<p>Thanks for everything!</p>
<p>Andrea was supportive throughout, service was exceptional given the difficulties covid raised, thank you.</p>
<p>Good afternoon, Just wanted to say thank you for the adaptations completed at the above address, the bathroom looks lovely and the lady is very pleased with it and the steps. Many thanks</p>
<p>Thank you very much, it has made things easier for my husband, John. What a work force you have there, one certainly to be proud of, they never stopped, even for a dinner break. Andy was brilliant from getting here to going.</p>
<p>I wish to thank all concerned for putting in a new bathroom at above address. Many thanks for all your help.</p>

When I called [REDACTED] to ask if she was satisfied with the completed works, she told me "the lift is fantastic, the workers were marvellous and left everywhere clean and spotless, they used carpet protectors and were really clean workers and she would highly recommend them, they really went over and above" I forgot to add that the customer said that having the lift fitted has enhanced her life because on Monday for the first time in a long time, she was able to come downstairs with a basket of washing in the lift and go back up with it once it was ironed. So having the lift installed has made her independent again.

It is very good and meets her needs exactly. Everything that I asked for they have done for her to a high specification. Janet reports that the building company were very professional and very good

The letter stated that [REDACTED] is very pleased with the work and she said how good the contractor was and sung your praises very loud. She said that you have indeed made a very neat job of things. She is very happy and thrilled with her new step/door/ramp etc and can now get out to the washing line.