

To receive staff compliments and consider any actions and associated expenditure

1. Administration Officer:

From: member of the public

Sent: 25 September 2024 16:48

To: enquiries <enquiries@saltash.gov.uk>

Subject: Compliment to Dawn

I used the number provided and Dawn from Saltash town council was the first to answer, Dawn has gone above and beyond to help me out over the last couple weeks with an issue I have been trying to get sorted out for a while regarding who owns certain bit of land behind my property in pillmere. I feel like I have been listened to as a Saltash resident. Thank you.

2. Receptionist / Mayors Secretary and Service Delivery Team:

From: from a member of the public

Sent: Tuesday, August 13, 2024 3:54 PM

To: enquiries <enquiries@saltash.gov.uk>

Subject: Wedding reception 10/8/24 at the Railway Station

Hi,

Craig and I dropped in to say a huge 'thank you' to everyone for being so brilliant in the run up to (and during) our wedding reception at the Railway Station on Saturday. We left a card and a little something to show our appreciation with the lady on the Guildhall reception.

I'll share the pictures that were taken on Saturday when we receive them from our photographer. We specifically asked her to take a few of the empty venue, so as we can share with you. In the meantime, I've attached a video that Craig took, which you're welcome to use on Social Media etc.

Thanks again for delivering such great customer service. All of our guests were so impressed with the venue, and I'm sure that you'll receive lots of future wedding/event bookings.

See attached thank you card.

Best wishes,

3. Planning and General Administrator:

The Town Clerk spoke with a member of the public regarding the fire fighter's graves at St Stephen's. He couldn't thank the Planning and General Administrator enough for everything she did to assist him with his query. He said she was very pleasant to deal with and would like his thanks passed on to the relevant people.

4. Service Delivery General Assistants:

From: from a member of the public

Sent: Thursday, August 22, 2024 8:01 AM

To: Services (Saltash Town Council) <services@saltash.gov.uk>

Subject: Re: Hedge in Pillmere

Hi

I wanted to send an email about the fabulous service your staff provided Dickie, Michael & Kevin.

Lovely friendly guys , did an amazing job.

I wanted to pass this on as so little praise and thank you are given now days .

Thank you again very much appreciated.

Pictures below of the work undertaken:



5. Service Delivery General Assistants:

From: from a member of the public
Sent: 15 October 2024 16:00
To: enquiries <enquiries@saltash.gov.uk>
Subject: Saltash Town Council Web Site enquiry

Saltash Town Council Web Site enquiry

ref : 163846504
message : Hi There

This is not an enquiry so i hope it is passed on to the relevant person we walk our dog every day at waterside and i would just like to say what an excellent job the guys are doing cleaning up the area it is starting look really nice, everyone of the men who work out of the office situated in the carpark are friendly extremely helpful and deserve a big pat on the back
Kindest regards

6. Service Delivery General Assistants and Administration Officer:

From: from a member of the public
Sent: 04 October 2024 12:51
To: enquiries <enquiries@saltash.gov.uk>
Subject: Grassmere Way tree cutting

Good afternoon,

I am writing to say what an amazing job the tree cutters have done this morning. They came to cut down some dead trees and they were quick, polite and cleaned up after. They also managed to cut down one in a difficult position that they thought they'd have to come back for.

Thank you for getting this issue resolved so quickly, I believe a lady called Dawn was instrumental in this, so many thanks to her also.

Regards,

End of Report

Town Clerk/RFO