

## APPENDIX B. Localities Feedback April – October 2016

*Unbelievable response Tim....bumped into Alan walking back to my car...he was already on the case! Localities Rule!*

**Email from a resident regarding repair to a bench in Dartmouth, 17 October 2016**

*I am most grateful to Dan for his help today.*

**Email from a Member regarding survey assistance, 27 September 2016**

*Thank you for your ultra-fast response.*

**Email from a Member re a fly tipping incident, 08 September 2016**

*Thank you very much for this work and support, this shows good work in the field by SHDC officers working with communities and other organisations.*

**Email from a Member regarding a beach clean event, 05 September 2016**

*The Localities Team are doing well in rapidly processing Members Locality Budget applications, in some cases on the day the forms are submitted!*

**Email from a Member, 31 August 2016**

*Superb!*

**Email from a Town Clerk regarding prompt waste clearance, 25 August 2016**

*Very helpful on all manner of topics over recent months – always responds promptly and either from his own knowledge gives a response or liaises with the relevant people at SHDC quickly.*

**Email from a Town Clerk re place case management issues 04 August, 2016**

*Thanks to Tim and Dan for all their hard work at the Show. I saw for myself that they worked flat out throughout the day in continuous contact with the public. Everyone was pleased with our attendance.*

**Email from a Member regarding a Joint local Plan Engagement event, 29 July 2016**

*Dai, how thrilled I was on our return from the west country this afternoon to find your photos waiting for me in my inbox. I had not realised you were the photographer too! Your photographs have put my few snaps to shame. Thank you for thinking of sending those on to me and for the lovely time we had during and after the ceremony in Dartmouth where everyone remarked on how well you had organised such a splendid occasion.*

**Email from an attendee at a Memorial Event, 26 July 2016**

*Just to say how very helpful Tim has been. He always gets back to me so quickly and directly answers the questions I ask. Very impressed.*

**Email from a Parish Clerk re a Locality Engagement Officer, 14 July 2016**

*So efficient after weeks of discussions with Follaton House! I now have a brand new black bin & and opted for the smaller brown bin as only have a court yard garden so minimal garden waste which I can just take to the tip! Didn't realise the small bins were available so all sorted and can't thank you enough.*

**Email from a resident regarding waste collection, 17 May 2016**

*Thank you very much for arranging the collection of the brown caddy I did not need. It was collected within an hour or so of our conversation on the phone on Thursday. Brilliant service! Thank you again.*

**Email from a resident regarding the Round Review, 08 May 2016**

*Thank you for all the effort and dedication you have put in that ensured this was a success. You outstripped my expectations.*

**Email from Extended Leadership Team member regarding Round Review, 25 April 2016**