

**Quarterley Complaints and Compliments stats
IDVerde – July/August/September 2017**

	July	August	September
Complaints	1	0	0
Compliments	1	1	2

Reference number	Date Received	Area	Details of Complaint/Compliment
Complaints July			
1910990	4/7/17	Bramley Close, Sileby,	Resident is furious that CBC seem to be doing nothing regarding the 'no man's land' which lies behind his property /garage block. The brambles are so high and these are pushing on the residents fence which is only being held up by his wheelie bins.
Compliments July			
1913887	6/7/17	Cabin Leas, Loughborough	Resident rang to compliment Queen's Park and wanted CBC to know how much the local community thoroughly enjoy the park especially the whole thing - arrangement of the park, lots of benches, flowers, trees, cafe - well designed and well-kept with the flowers - gardeners are always so friendly when you speak to them.

Reference number	Date Received	Area	Details of Complaint/Compliment
Complaints August			
Compliments August			
1942541	9/8/17	Heathcote Drive,	Resident would like to thank

		Sileby	idverde for the prompt work in removing the elder from behind his and his neighbours property.
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Reference number	Date Received	Area	Details of Complaint/Compliment
Complaints September			
Compliments September			
1963407	5/9/17	Phoenix Drive, Sileby	Resident called to say that Idverde were very quick to respond to the concerns regarding the drainage grate on Ratcliffe Rd in Sileby.
1969306	12/9/17	Church Lane, Anstey,	Resident wanted to praise the operatives, she is very happy with the 3 men who attended today to clear up the rear pathway & garden area. She can now take her scooter around the pathway without worrying about the overgrown shrubs etc