

EXTRACTS FROM RECEIVED THANK YOU LETTERS

Letter 1:

I am writing to commend the excellent work that is carried out by your team in helping senior citizens in their homes with small repairs. It is a truly wonderful initiative and I cannot thank you enough for helping my parents.

My parents... have received assistance from you on several occasions now and cannot praise you highly enough for the really fabulous help given.

I live and work in Belgium and therefore cannot help them on a day-to-day basis. As they become more elderly this has been a considerable worry to me. My parents are fortunately fit and healthy, but nevertheless due to their age it was becoming increasingly difficult for them to cope with small repairs which they can no longer handle themselves. They are rightly nervous of finding workmen and of the considerable cost this might involve for even a small job. We all hear of the many horror stories where pensioners have been cheated by rogue tradesmen! Now with this new service offered we have found a fabulous solution and cannot thank you enough.

My parents have been spreading the word of your service around their friends and I am sure requests will grow as people learn of the assistance provided. It is so important that elderly people are given this type of support which in the long run gives them the opportunity to remain longer in their own homes and maintain a pleasant and comfortable living environment. It might seem like small repairs but it makes a very big difference to the quality of life.

Thank you so much to everyone on the team. I am told that when my parents contact the office the reception they receive is warm and encouraging and that the two lovely men... who come to do the repairs are a pleasure to have in their home - they brighten the day with their enthusiasm and willingness to help. So a special thank you to all and continued success in this project

Letter 2:

'....I would like to congratulate Falkirk Council on the introduction of this excellent service. May you long continue to be able to provide this service to the community....'

Letter 3:

'.....to have my blind re-fitted and found the gentleman most helpful, polite and friendly. This is a wonderful project for people like myself who are wary of tradesmen entering their homes.....'

Letter 4:

'....Care and Repair is a wonderful service. I am 78, I live on my own, it's good to have someone to do small repairs for me now.....'

Letter 5:

'....All the repairs that I requested were carried out to my complete satisfaction and I am sure that it provides peace of mind to senior citizens who are unable to carry out the repair works that your department provides. Here's hoping that this service continues to be provided for a long time to come. '