

Comments November 99	APPENDIX D
A useful,	
All problems have been dealt with discretion and kindness. Staff have been brilliant at all times.	
Are the hard of hearing catered for? The office is rather noisy, telephones ringing etc	
Called in to get help with a rat problem and it was dealt with in 3 days. Not clear which area to approach when you come in.	
Came in to find out about Concerts in the area	
Excellent service, staff smart and very helpful.	
Generally excellent - well pleased.	
How well the aged group is well provided for especially in Council property.	
I feel a Citizens advice department would be a another worthwhile point (finances permitting).	
I had excellent attention from the staff but no action about the problem I went in with.	
In my opinion officers at HQ Town Hall don't want to know.	
Information and the service is excellent. Staff are efficient , courteous and caring.	
It is extremely handy for us because we live in Kenilworth	
Kenilworth Connection is the best thing that WDC has done for Kenilworth in a very long time.	
Kenilworth is fortunate to have this establishment.	
Learn the rules about the apostrophes!	
Long tel answers	
Not a complete range of Council services. I was informed that a car parking permit for the year is only available at Leamington Spa.	
On first visit very impressed, helped out with a parking ticket . The staff were very understanding.	
Problems with paper recycling collection, still not satisfactorily resolved.	
Red lines in Leyes Lane to slow the cars down	

Reported tree outside property in need of pruning as in high winds branches fall and could be dangerous on main road.
So much better to deal face to face with people than just a voice at the end of the phone.
Thank you for helping when I needed it.
The Connection needs an area where one can discuss any concern without being overheard.
Understand the Connection has proved very helpful for Kenilworth residents.
Very good service - query dealt with efficiently. Staff did more than was strictly necessary to help.
Very helpful ladies.
We find it is in a very good position , easy to find.
Your staff member was very helpful and pleasant.
<b>Comments August 99</b>
Absolutely superb.
Always a pleasure to call in . Staff are wonderful.
Everyone is very polite and helpful.
Excellent, very handy. A lot cleaner/neater than Leamington
Excellent service & friendliness. Co-operative & sympathetic.
Good service, pleasant staff.
Helpful & friendly staff. Easy to go & talk in pleasant surroundings
I found the staff very polite and helpful.
Most helpful and courteous

No
No
No
No
Position of KC is excellent, re-assuring that you can ask questions & get advise.
Smart, efficient and quick. All very helpful & pleasant
Staff good looking lot. Could do with a letter box for after hrs posting
Thank you for such good help.
Thank you.
The Saturday morning opening has been a great help.
The staff always helpful.
The staff are friendly and polite and are always helpful.
Very helpful