

## **Appendix 1**

Many Thanks for such an efficient and prompt response. I am very impressed by the service your department has provided. I will ensure that I pass my experience on to other residents and also to my Local Councillor

I and others concerned with this issue cannot thank you enough for the professionalism and speed with which you have kindly handled this matter on our behalf.

Thanks for prompt reply. I'm impressed, appreciated and now better informed

Many thanks for your help, and for going "the extra mile" to help clarify what I need to do now re. the application.