



community energy action  
charitable trust

## **Customer Feedback 2007**

### **21st August 2007**

On the 12th August you had arranged to have my home insulated through the installation of ceiling batts. Since then we have already felt the benefit of the work done. On the morning of the 12th August three young men arrived to do the job. They looked up at the roof, and commented that it was a low roof. I said to them that it was not going to be an easy job to do as there was not a lot of room between the ceilings and the roof. They replied that they could do the job. Well they set about it in good spirits, worked hard and got the job done in quick time. They were very friendly and polite. Afterwards I commended them on the great attitude they had about a difficult job. To which they replied that they do not complain when a job is difficult, but set about to enjoy their work and do a good job. This they did.

I had spent time in the roof before and knew just what they would be faced with. I had to crawl around on my stomach to each part of the roof, and knew how little space there was all through. I do really commend these three young men on a job well done, and a tremendous attitude that they showed. You can be very proud of them.

When I first inquired about the possibility of having my home insulated, I was told of a wait of about 6 weeks, and think the date of inspection given was the 12 August, but soon after that I received a call from your office to say that you had a cancellation and could bring forward the inspection date. So my time in getting the job done was cut in half, and this made it that the job was complete before another cold spell came upon us. So I also wish to thank the one who made it possible for the work to be brought forward, and also Garry who did the inspection and was so helpful. You have a very good team at C.E.A.

**Sincerely**

**M. M.**

**South New Brighton**

### **8 August 2007**

My heartfelt thanks to all for you for making my home so warm and comfortable. I am completely overwhelmed by your kindness and generosity and that of the sponsors. Having a warm home has made a huge difference to my health which has improved in such a short space of time. You are doing a marvellous job helping people like myself who otherwise would be sitting in cold and damp homes. You are angels in disguise and I applaud you for all the great work you are doing.

**With Sincerest Thanks**

**C.H.**

**Burnside**