

Winners: Team Property - SES Inspectors

Nominated by the Portfolio Manager at Network Rail as follows:

"It often occurs to me that people can find the time and energy to make a complaint about poor service, but rarely take the same time to say a 'thank you' for a job well done.

So, I just wanted to reach out to you to praise the service that I have received from your team this week. As is so frequently the case for the Network Rail portfolio, there were a couple of 'political' adhoc matters, for which I really needed the urgent support of the SES Inspectors. Lisa, Yaw and Rob in the office were excellent in making the arrangements, but I wanted to especially say a thank you to Shahid and Jan who re-arranged their days at such short notice to help me out. That they did so with such willingness, and with a smile on their faces, is an absolute credit to your organisation.

I would be really grateful if you could pass on my thanks."

Team Property are highly commended for their professionalism and outstanding customer service to deliver for our client at short notice.