

Dear CCC

You have just delivered my sofa to match the riser recliner you supplied. From the moment your Managing Director personally collected me from my home to view your showroom it was clear that I was dealing with an excellent, caring and thoughtful company.

I have found your staff in every department to be thoughtful and considerate and will be recommending your company to everyone I know. I am sorry I was abrupt with you when you telephoned hours after the delivery to see if I was happy, we thought it was another telephone canvasser telling me I had "won a prize".

Many thanks, keep up the good work!

Yours sincerely

Mrs Kathleen Goodwin

Dear Mr Simpson

I am writing to thank you from the bottom of my heart for getting involved after a chair was ordered from a big mobility company. This firm, whose representative had taken an order at our home, were charging us over £4,000 plus interest. It was obviously a mistake and we were caught out during difficult times with my husband's quickly deteriorating health.

After your help, the firm have collected the chair and refunded our deposit. Also we are extremely grateful to Beverley McCreedie of Staffordshire County Council Trading Standard Department who made sure of things.

John, my husband, is now over the moon with his Castle Comfort recliner AND bed which you have supplied at less than half the cost of what the national company was trying to charge us just for a chair.

God bless you all and I wish you well in the future.

Mrs Mitchell (75) Kidsgrove

Staffordshire County Council

Consumer Services Trading Standards

CASTLE COMFORT CENTRE wish to point out that the excellent service and free, impartial advice of this department is always available to both the public and businesses in the event of any trading or consumer problems.

Consumer Services, Trading Standards,
Social Care and Health Directorate,
14 Martin Street, Stafford. ST16 2LG
Tel: (01785) 277852 Fax: (01785) 259760

Meet a CCC Senior Duo



NORMAN BREEZE, former Stoke jeweller, has no doubt about the most enjoyable medicine there is. This happy Castle Comfort

'Senior' client has been a faithful regular to the Marquis of Granby pub for just SEVENTY YEARS! Now in his 96th year, this sprightly, healthy and chatty gentleman is clearly still off the right 'pedigree'. Cheers Norm!



Castle Comfort Centre's oldest gentleman client is **JACK BLOOR**, formerly of Sneyd Green and now living

at the Milehouse, Newcastle. Jack, a remarkable 98, found out about the Wolstanton homecare specialist when a Clarion arrived through his letterbox and soon invested in a riser recliner chair.



At 18 he quickly left 'not so enjoyable times' at the pit to embark upon a distinguished military career first serving in Shanghai in the Army following many years right through the war as Corporal Electrician in the RAF based in Jerusalem. Up until retirement he spent over 30 years with the MEB and sends regards to any of his old colleagues who recognise him.

Pictured: Jack Bloor of Newcastle both young and maturing versions!

Sadly, Mr Bloor has now peacefully passed away, but his family proudly asked us to go ahead with the article.

RESPONSE SERVICE
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