

PTSG receives glowing praise following spot-audit

2 years ago



[Premier Technical Services Group Ltd \(PTSG\)](#) has received excellent feedback on an audit carried out by one of its clients, Denbighshire County Council.

[PTSG Water Services Ltd](#) (via constituent company Total Environmental Compliance - TEC) provides a range of services including: water monitoring works, legionella risks assessments, tank clean and disinfections, maintenance and/or replacements of TMVs, and more for schools and other sites for Denbighshire County Council.

Denbighshire County Council is a large public sector organisation, employing approximately 4,200 people and supporting 94,000 residents. We provide the community with essential services, and are one of the largest employers in the county. We are located in a beautiful part of North Wales, with a mix of scenic coastline, busy shopping opportunities, and historic towns and villages set against the backdrop of the Clwydian Range and Dee Valley Area of Outstanding Natural Beauty.

Many clients have their own internal process regarding auditing. This can involve unannounced site visits where PTSG's engineers are working. Denbighshire County Council carried out a spot check on Rob Thompson, one of TEC's water hygiene technicians. Here is an excerpt of their feedback:

"To say I was impressed, is an understatement. When asked he explained in detail to me how your simPRO system works on his tablet and it looks very user friendly.

"My main reason for emailing was to commend Rob for his rapport with the school staff on site; they were very pleased to see him, one school had had a kitchen refurbishment and the cook insisted he was shown around it.

“Both schools were closing for the summer break today and having pre-holiday fun days, but both Head Teachers took the time and effort to speak to him and offered their thanks and said they looked forward to seeing him in September.”

PTSG and its constituent companies strive to deliver outstanding customer service; for over ten years, the Group has achieved a contract renewal ten years of 88% or above, which speaks for the overwhelming satisfaction amongst its client for the service they receive.