

## Appendix A – Examples of residents' comments about Community Hubs

'Beautiful place. Well done. Excellent services. Enjoy the place.'

'The revamped Hub is lovely. They've kept the features but praise the Lord have added toilets.'

'The library is smaller but nicer and we will be able to do lots of other handy things here now.'

'Very impressed with the new Hub. It's very easy to access. Received good customer service.'

'Wow!'

'The new Hub is a delight to use.'

'Lovely space and lovely staff.'

'Very impressed with the Hub – modern open plan. Very approachable staff. Will recommend to others.'

'Very lovely building and services.'

'My kids want to come to the Library every day now.'

'Sensational.'

'What a transformation.'

'What a fabulous new Hub. Well done everyone.'

'I am marvelling at the job well done.'

'Fantastic service for our diverse community.'

'Really glad you've added a job shop.'

'I was a bit apprehensive about the change but I love the Hub and the range of services it offers.'

'The change is phenomenal.'

'Lovely the door is now accessible for my electric wheelchair.'

'So pleased the Council is investing in Community Hubs at a time others are closing libraries.'

'All the staff are friendly, even the security guard is smiling.'

'The Council has done a superlative job creating a Hub here.'

'Bringing the Post Office and the Library together safeguards both.'

'Just what our area needs.'

'Thank you Leeds City Council for our Hub.'

'I can't believe the Council has provided this for us.'

'Great to have friendly staff to help me job search.'

'We are not forgotten anymore – thank you.'

'It's great having this service locally rather than having to go into Town with the kids.'