

Ark Housing Association Ltd
The Priory
Canaan Lane
Edinburgh
EH10 4SG
Tel No: 0131 447 9027
Fax No: 0131 478 8173

MAINTENANCE WORKS ORDER ACKNOWLEDGEMENT

PLEASE RETURN THIS MAINTENANCE WORKS ORDER ACKNOWLEDGEMENT IN THE ENCLOSED SAE WITHIN 7 DAYS OF COMPLETION OF THE WORK.

The Priory 37 Canaan Lane
Edinburgh
EH10 4SG

Works Order No
Issue Date
Contact
Right to Repair
Recharge
Tenants Contact Tel No:
(Please amend if incorrect)
Access: **Acces Telephone**

Dear

ARK Housing Association has issued a Maintenance Works Order for the detailed below:

DESCRIPTION OF WORKS

The Contractor instructed to carry out the work is
The Target Date for completion of the work is

Once the work has been completed, please answer the questions below and return this sheet in the SAE provided. This will help us to check the quality of your repair and improve our Repairs Service.

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord (Please Tick)?

Very Satisfied Fairly Satisfied Neither Satisfied nor Dissatisfied
Fairly Dissatisfied Very Dissatisfied

Did the Contractor telephone to arrange access (Please Tick)? Yes No

Was the Contractor on time?

Was any follow-up work required?

What date did the Contractor complete the works?

Was the Contractor polite?

Did the Contractor tidy up before leaving?

Any other comments?