

Dear

We have today ordered the following works to be carried out in your home.

Description of Work:

Order Number: \_\_\_\_\_ For completion by: \_\_\_\_\_

Contractor: \_\_\_\_\_ Appointment Date: \_\_\_\_\_

**(If you fail to keep this appointment you may be charged unless a prior agreement has been made)**

If the works have not been completed within the period shown, please telephone us on 01206 244700. Alternatively you can e-mail us at repairs@colnehousing.co.uk.

We welcome your views of our repairs service and would be grateful if you would complete and return the satisfaction survey, once the work has been carried out, by ticking the boxes below, to help us monitor our performance. **A monthly draw will be held of all the replies we receive, with a top prize of £30 and two runner up prizes of £10 each. Thank you for your co-operation.**

**SATISFACTION SURVEY**

	YES	NO
Has the repair been completed?		
Was the repair completed by the date shown above?		
Was the tradesperson able to complete the repair in one visit?		

	Excellent	Good	Acceptable	Poor	Very Poor
Quality of Service from Colne Staff					
Quality of the repair work					
Conduct of tradesperson					
How would you rate the repairs service overall?					

If you have any comments about this repair, or our repairs service, please give further details below.

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**RESPONSE REPAIR PERIODS** – (Please note the examples of repairs given are for guidance and are not a complete list)

<b>Emergency “A”</b>	Risk of significant harm to persons or property e.g. unsafe walls, severe water burst/flood – <b>attend within 2 hours to make safe and/or complete repair</b>
<b>Emergency “B”</b>	Other emergencies such as no power, no heating (winter months) tap running full bore, secure/board up doors/windows, severe roof leak – <b>same day response</b>
<b>Emergency “C”</b>	No hot water to be <b>attended and completed the following working day</b>
<b>Urgent</b>	Minor plumbing leaks, no heating (summer months), tripping electrical circuits/partial loss of power, faulty light switch – <b>3 working days</b>
<b>Routine</b>	All other repairs not deemed to be Emergency or Urgent – <b>15 working days</b>

**EMERGENCY CONTACT TELEPHONE NUMBERS**

➤ Out of office hours repairs	01553 760671	➤ Anglian Water	08457 145145
➤ Gas leaks (Transco)	0800 111 999	➤ Essex & Suffolk Water	08457 820999
➤ Loss of electric power (EDF Energy)	0800 783 8838	➤ Tendring Hundred Water Services	01206 399333

**IF THINGS SHOULD GO WRONG**

If you are not satisfied with the standard of the repair, please contact us immediately. We will then arrange for a member of staff to inspect the work and if necessary arrange for a contractor to call again to correct the problem.

**GAS BOILER SERVICING**

We are legally required to service your gas boiler every year. **It is vitally important that you allow our gas engineers to do this work by giving them access to your home.** If you do not, you are putting yours and your family's lives in danger. **Faulty gas boilers can kill.** Please help us to carry out this work by replying to your annual gas service letter promptly.

PLEASE FOLD

You do not need a stamp or envelope  
Fold the form so that this address panel shows at the front  
Wet the strip at the bottom of the form and seal the flap down  
Please do not staple the form

Colne Housing Society  
FREEPOST ANG11553  
COLCHESTER  
CO1 1ZZ