

General – System Should be Supported With

- Info on Category of Repair
- How long tenant will have to wait
- Whose responsible for repairs
- Discretionary Repairs
- Vulnerable tenant categories
- Where to find a stopcock, consumer unit, gas tap etc
- Appointment system info
- Info on Safety Etiquette - Gas, Electrical, Asbestos, Fire, Hot Water Cylinder etc

General - Gas Safety

Required Questioning

- To be in compliance with company guidelines or as attached
- Note – Some organisations phone National Grid in conjunction with tenant in case in shared flats/ blocks tenant doesn't do so.
- Also add info that if in block tell caretaker/ warden/ inform others.
- Whether tenant should leave property
- Note examples over

1. No Cold Water

Required Questioning

Manipulative Priority Markers

- Do you mean no cold water at all or to one or more appliances
- If none can you remember any utility company warning being given? Anyone working on/ or near property ?
- Does anyone else have any cold water – check neighbours - – If No- Phone utility company on
- Have you checked the stop tap to see if operating or has been touched/ affected ?
- If only to one appliance is this the kitchen sink
- Problem not during cold period/ frozen pipes ?
- Is hot water affected also ?
- How long has it been like this ?
- If to a single appliance any noticeable problem to feed and/or has service valve to tap been touched and/or closed ?

2. No hot water

Required Questioning

Manipulative Priority Markers

- Do you mean no hot water at all or simply to one appliance or simply not very hot
- Do you have cold water ? Refer cold water procedure
- is it just at certain times and have timers been set appropriately or been adjusted
- If not hot enough have you checked the thermostat on the boiler etc has been set to right/ desired temperature
- What form of hot water system do you have ?
- If hw cylinder/ immersion heater – Do you have any electric/ credit on meter ? Have you checked consumer unit ? Are switches on to cylinder etc If no hot water coming out of hot tap do you have cold water running eg element fault
- If combination boiler – Do you have gas, electric as previous, credit etc. Is the boiler igniting, Is it showing a fault code – Can we have it along with make, model if known etc. Is it pressurised appropriately ? Do you know how to re-set pressure ?
- Communal heating ? Do neighbours have any hot water ? Have you told the caretaker/ warden ?

3. Sink/ bath/ whb is blocked

Required Questioning

- What fitting is affected and location ?
- Is it just one appliance or a number eg blocked stack. Are other neighbours if a flat affected ?
- If one appliance have you tried unblocking it by using plunger, undoing bottle trap if necessary etc following instructions in our repairs booklet etc
- Is there any reason that the waste may be blocked ? In the knowledge that if a tenant cause then a recharge will be applied
- How long has it been like this ?

Manipulative Priority Markers

4. Leaking pipe

Required Questioning

Manipulative Priority Markers

- Is it possible to see where the leak is coming from ? Waste pipe or service pipe ?
- If service pipe can you turn off the water to the property at the stop tap, gate valve or if immediately on a feed or to an appliance on the service valve etc If turning off at top stop remember to turn off boiler, heating etc etc
- If service pipe can you open all taps to drain system down to help prevent further damage. Turn off when drained down
- If on waste pipe do not use fittings on that run
- Can you contain the leak ?
- Is leak coming from above and another property – can you contact same or do you know number of flat etc
- If roof above is it a problem from penetrating water from rain etc – pattern of leak, continuous or related to weather etc
- Advise on protecting property – towels, buckets - moving furniture and other etc
- If water is coming near electrics turn off electric at consumer unit
- What do you think has caused the leak eg frozen pipes ? Refer procedure
- If water coming through ceiling and bulging place bucket under bulge and pierce a hole with screwdriver etc
- How long have you had this leak ?

5. WC damaged

Required Questioning

Manipulative Priority Markers

- What do you mean by damaged – Is it loose, Is it leaking, chipped, toilet seat .Is it the pan or cistern
- describe
- Is pan or cistern leaking and where from and can you contain leak and/ or turn off water to same or if waste, overflow leaking
- Does toilet if leaking only leak when flushed, how much – do not flush if so.
- What type of wc/ cistern do you have eg high level, close coupled etc
- What is the fitting made of plastic, ceramic etc
- Is this your only toilet ? Location of affected wc ?
- How did the damage happen ?
- How long has it been damaged for ?

6. Toilet blocked

Required Questioning

- Is the toilet the only appliance/ fitting blocked or failing to drain away eg soil stack problem
- Is there any issues like upsurge to suggest problems with drains etc ?
- Have neighbours a similar problem eg flat
- Any noticeable reason why the toilet may be blocked or reason why it may have happened ?
- Have you tried to clear the blockage
- Is this your only toilet ? If so location of toilet affected ?
- How long has the toilet been blocked ?

Manipulative Priority Markers

7. Toilet will not flush

Required Questioning

- Do you have water running to the toilet to enable the toilet to flush and/ or to adjacent fittings ?
- If so is the toilet handle/ push fitting working properly. If necessary removing lid to ascertain same eg has the flushing arm become detached from the syphon or has the float arm in the stuck up position ?
- Can you temporarily use a bucket to flush the toilet to maintain use ?
- Do you have another toilet ? Location of toilet affected ?
- How long have you had this problem

Manipulative Priority Markers

8. Overflow running

Required Questioning

Manipulative Priority Markers

- Which overflow is running ? From tank or wc ?
- Is it running continuously or dripping ?
- By overflow running do you mean to outside if wc or discharging into wc if internal overflow
- Can you remove the cistern lid to ascertain eg has the ball valve / float sunk or arm regulator able to be adjusted etc
- Do you have a water meter ?
- Do you have another wc ?
- If a wc can you make temporary arrangements to stop flow by tying up float/ arm mechanism or turn off water at service valve feeding fitting
- How long have you had the problem ?

9. Toilet seat faulty

Required Questioning

- Determine company policy – often not landlord responsibility but may be discretionary
- If actionable what do you mean by faulty
- Can seat be refixed or does it need replacing
- What colour is the seat is and what is it made from (if applicable) as standard typically given
- How the toilet seat became faulty
- How long have you had the problem ?

Manipulative Priority Markers

10. Shower faulty

Required Questioning

Manipulative Priority Markers

- Is the shower the organisation's or a tenant installation ?
- What do you mean by faulty ?
- Shower head, Shower hose dripping or faulty ?
- Shower tray – cracked, chipped, broken, loose, sealant ? If so how did the damage happen ? Make – ceramic or plastic ?
- Shower rail or screen problem – type - If damaged how did it happen ?
- Leaking – Is it containable – refer leak protocol/ procedure
- No hot water – Is it an electric powered shower, a shower unit with a mixer tap or is it a combined tap and shower attachment on the bath ?
- If electric is it a pull cord or switch problem ? Do you have electric to unit eg consumer unit, credit etc? Do you have cold water to the appliance but not hot water emerging ?
Differentiate between plumber and electrician.
- Combi boiler fed – Need for gas, electric, hot water to other appliances etc is boiler charging/ igniting. Is it simply not hot enough water eg thermostat setting etc
- Immersion heater – electric on, cold water but not hot eg element etc etc

11. Tap faulty

Required Questioning

- Which tap – Location whb, sink, bath etc
- What do you mean by faulty – loose, stiff, dripping, running/ seized (water meter ?), leaking, spraying oddly
- Type of tap – style if pictured – lever, pillar, mixer etc
- If seized / running – can you isolate if needed by service valve or if running turn off boiler if hot tap and isolate by stop tap if cold service
- If leaking - is leak containable if underneath. If lime-scale build up often tenant responsibility ?
- How long have you had the problem ?

Manipulative Priority Markers

12. WHB damaged

Required Questioning

- What do you mean by damaged – Is it loose, Is it leaking, chipped
- Is it pedestal, basin, brackets, seal
- If leaking where from and can you contain leak and/ or turn off water to same by service valve if on supply pipes to same. If waste leak do not use appliance temporarily till fixed.
- How did the damage happen ?
- How long has it been damaged for ?

Manipulative Priority Markers

13. Wall tiles damaged

Required Questioning

- Location of tiles – splashback to whb, worktop, shower walls ,other ?
- What do you mean by damaged – cracked, missing, chipped, broken, fallen off etc
- How many tiles are affected – nr , sq m
- Can tiles be re-fixed, re-used,
- Size and colour
- How was the damage caused ?
- How long have the tiles been damaged ?

Manipulative Priority Markers

14. Bath damaged

Required Questioning

- What do you mean by damaged – Is it loose, Is it leaking, chipped, stained, seal , panel
- What is it made of - plastic or metal ?
- What colour is it ?
- If leaking where from and can you contain leak and/ or turn off water to same by service valve if on supply pipes to same. If waste leak do not use appliance temporarily till fixed.
- If panel – is it loose, broken, rotten, corner angle come off ? Made of plastic, hardboard etc Side or end panel ? Can it be repaired ?
- How did the damage happen ?
- How long has it been damaged for ?

Manipulative Priority Markers

15 Pipes banging /knocking – water hammer

Required Questioning

- Where is it occurring – Location ?
- It is possible to stop it on occasions if on cold water supply by turning down mains at stop cock a little to reduce water pressure. (ball valve etc)
- How long has it been like that ?

Manipulative Priority Markers

16. No heating

Required Questioning

Manipulative Priority Markers

- Do you mean you have no heating at all - Yes
- What type of heating do you have ?
- Communal heating – Are all other flats/ properties affected, contact warden etc
If not is it the room thermostat, is it set high enough . Is it affecting all rooms in the property ? If not which rooms are not affected ? Do you have any other form of heating ?
- Central heating boiler/ Combi
- No heating to all rooms – Yes ! Do you have hot water ? Is the selector switched on to heating ? Do you have credit on gas/ electricity ? Is the electric switched on to boiler. Is consumer unit set correct/ tripped ? Is the boiler igniting – pilot light if seen ? Has a fault code appeared – Can we have it ? Make and model of boiler ? Is the selector switched on to heating ? Is the timer set correct – constant, twice, once ? Is the pressure fine – re-pressurise. Has condensate pipe frozen if applicable ? Is the thermostat set correctly – room thermostat, sensor? Do you have any other form of heating temporarily ?

16. No heating (Cont'd)

Required Questioning

Manipulative Priority Markers

- Immersion Heater
 - Do you have electric – check credit and consumer unit ?
 - Is switch to cylinder on
 - Is thermostat set correctly
 - Do you have hot water ?
 - Do you have any other form of heating ?
- Electrical Storage Heater
 - Do you have electric – check credit and consumer unit ?
 - Is the socket to the heater on?
 - Is the heating control to input turned up high enough to provide enough heat during needed periods ? Not too high on output etc
 - Which heater is it – Type, model, nr
 - Have you had operating instructions to identify matching need with output and setting regulators and that it can take up to 24 hours for a heater to adjust to new temperature etc

17. Radiator not heating up

Required Questioning

Manipulative Priority Markers

- Do you have heating to other radiators ? If no go to I have no heating
- If one or more radiators have you checked the thermostat or room sensor or settings and/or thermostatic or other valves to radiators ? Or if open etc
- Is the radiator cold at the top – possible to bleed radiator. Warn of issue of pressurised boiler needs to be 'topped up' Some organisations do not encourage this ! Advise how to obtain key and procedure etc
- Is radiator cold at the bottom ? Sludge
- Which radiator/s are affected ?
- How long has it been like this ?

18. Radiator loose/ Damaged ?

Required Questioning

- Which radiator is it ?
- What happened to make it loose/ damaged ?
- What do you mean by loose/ damaged – is it bracket from wall, radiator from bracket, valve etc
- Has any other damage been caused ?
- Is the radiator leaking in any way or likely to cause damage. Can leak be contained if so or can it be turned off at the valve ?
- How long has it been like this ?

Manipulative Priority Markers

19. No electric/ power

Required Questioning

Manipulative Priority Markers

- Is it total loss of power ? Yes
- If so have you checked your consumer unit/ fuse box for fault. Go through procedural guidance ?.....
- If consumer unit fault have you checked appliances, sockets, lights individually to ascertain fault source. You must unplug every appliance and re-set circuit breakers etc etc
- Are circuits overloaded...too many plugs ?
- If not fault do you have enough credit on your card if applicable ?
- If not consumer unit fault - Have your neighbour's got any power ? If no phone utility company - Tel nr
- How long has problem been like this ?

20. Lights not working

Required Questioning

- Do you have power to other circuits ? If No go through procedural guidance with checking of consumer unit etc as per no power etc
- If Yes – has it affected all lights upstairs and down - check consumer unit for trip on circuit/s for lighting
- If partial what lights have been affected – bathroom, kitchen, landing, staircase higher priority ? – Bulkhead/ Fluorescent ?
- If individual or small nr have you checked bulbs etc or check to see if it is an obvious problem like a broken light fitting or bulb, tube blown
- How long has problem been like this ?

Manipulative Priority Markers

21. Lights flickering

Required Questioning

- Are all lights flickering. If yes turn off requisite circuit at consumer unit/ fuse box
- If individual – Is there any noticeable problem/ damage to the fitting, part – lampholder, rose, pendant etc
- If individual and no noticeable problem have you tried to change the bulb/ tube ?
- What type of lighting is the affected eg bulkhead/ fluorescent type often landlord taken back responsibility for same and will action !
- If fluorescent tube have you changed the starter etc
- How long has the problem been like this ?

Manipulative Priority Markers

22. Plug/ socket not working

Required Questioning

- Can you see any noticeable damage to the socket in question. If so do not use!
- Do you still have lighting ? No – Go through consumer unit check procedure
- If yes check consumer unit to see if circuit tripped - If not
- Is it the appliance placed in it and have you checked if the fuse has blown in it ? Try in another socket or check another appliance in the same socket.
- Are other appliances working in other sockets on that floor ?
- If still not working which plug/ socket is it that is not working.
- How long has the problem been like this ?

Manipulative Priority Markers

23. Electrical appliance not working

Required Questioning

Manipulative Priority Markers

- Identify firstly if appliance can be checked in another socket to see if it works
- This will normally be tenants responsibility unless item organisation's responsibility for appliance and once a check that it is not the plug/ socket which is at fault – Go through plug / socket not working procedure – Nr 22.

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24. Electrical fitting smoking

Required Questioning

- Assumed light, switch plug etc
- Important not to place tenant in vulnerable position by offering ill advice
- Do not touch the fitting
- Turn off the electricity at the mains
- What kind of fitting is it and it's location
- Is there any noticeable damage to the fitting in question or why it might be like same ?
- How long has the problem been like this and is it a socket, switch that may have been placed in by others eg tenant ?

Manipulative Priority Markers

25. Smoke alarm faulty

Required Questioning

Manipulative Priority Markers

- What do you mean by faulty – beeping, not working ?
- Is there any noticeable damage to the unit and how did this happen if so ??
- What type of smoke alarm is it- battery or hard wired ?
- If battery - tenants responsibility and one needs to be fitted asap
- If continues to beep and no fire - open windows or door or is heater or clothes drier too near, aerosol spray, excess cooking fumes etc may be the problem
- Check appliance by pressing button and holding it in for up to 8 seconds and if alarm still sounding needs checking
- Detectors should be cleaned with a nozzle and vacuum cleaner to remove dust in vents
- Note many organisations check detectors annually. Is this awaiting/ been done ?
- How long has it been like this ?
- Note is detector linked to an emergency alarm and alerting a contact centre who can re-set if it goes off or offer instructions on what to do in event of fire

26. No signal on communal tv/ tv aerial is faulty

Required Questioning

Manipulative Priority Markers

- If traditional dwelling normally tenants responsibility unless otherwise damaged by organisational work etc
- If communal do you live in a block with a communal aerial...if so which block and location
- Will normally have either traditional single hole socket or three hole socket – upgraded for integrated reception system
- Does plate on wall have 3 sockets – FM,TV and satellite
- What is fault – Is TV not working or not receiving a signal – If so are neighbours receiving a signal – probably something wrong with tenant TV or digital equipment
- Has tenant put in new equipment – may not have been installed correctly or may be needed to be re-programmed

27. Fan not working / faulty

Required Questioning

Manipulative Priority Markers

- Which fan – ensure not vent, spinner in glass, free standing or fan connected by tenant on light fitting
- Location of extractor fan – kitchen, bathroom
- What do you mean by faulty ?
- Not working – check electricity to appliance and if consumer unit or switch problem. If humidistat as only operates approx 75 % relative humidity.
- Any noticeable damage to the unit which may have caused this ?
- Noisy – need cleaning/ faulty blade?
- Casing damaged ?
- If damaged how did this happen ?
- How long has it been like this ?

28. Damp, Condensation and Mould

Required Questioning

Manipulative Priority Markers

- Refer Procedural Guidance to be actioned
 - and as afterward

Stage 1 of Damp and condensation administration procedure.

Tenant reports damp or condensation problem.

1. Check the repairs history to see if we have already sent a condensation leaflet and the date this was sent.
2. If no condensation leaflet has been sent, refer to your damp diagnostic key to help diagnose the problem. Using the key should provide the tenant with the confidence that you are listening to their problems, asking sequential relevant questions and diagnosing the problem. Act on the outcome of the diagnostic key.
3. If you reach the conclusion that the problem is condensation, explain to the tenant that the problem is condensation and can often be reduced or stopped by following some advice that we are going to send them. Advise the tenant that they should try this for 4-6 weeks and if the problem gets worse or does not improve they should contact us again.
4. If the tenant insists on a pre inspection to be carried out, explain further that you have questioned them fully and have diagnosed condensation as being the problem. If necessary reassure them that you are trained (and qualified if applicable to you) in dealing with such issues. Tell them that it is our policy that we will not send an inspector until the tenant has tried following the advice leaflet. If an inspector were to visit he would only be able to provide the same advice in the first instance and we therefore feel it is better to send written literature that the tenant can follow and refer to throughout the first month.
5. Should you decide that the problem is bad enough to warrant further investigation book an inspector to carry out a full survey for a minimum of ¼ a day. Make a note on the inspection that the condensation key has been followed but it has been decided that more help/investigation is required. Send the condensation advice leaflet in advance of the inspection.
6. The inspector should allow a further ¼ day for raising any necessary repairs, writing a tailored advice follow up letter and working out heat loss calculations etc.

DAMP DIAGNOSTIC KEY

Give condensation advice,
log on simdell, send leaflet.
If advice given previously,
send Inspector.

Are brown or black
mould spores visible
or is there a constant
wet patch, sometimes
surrounded by a
mustard coloured ring

Wet Patch

Does the
patch get
bigger after
rainfall?

Raise order for roofer to
inspect or repair. Has
tenant noticed any missing
roof tiles? If so location of
tile on roof & shape/colour

Mould

Y

Is it on the
ceiling?

N

Does it appear
to get bigger
every day
regardless of
the weather?

Y

Raise order for plumber to check
for leak and report back on findings
if no leak found.

Tenant reports
Damp – Is it
upstairs?

Y

N

Is it on the
ceiling?

N

Is there a constant wet patch
that never dries out usually
accompanied with a tide mark,
or, brown or black mould
spores in the corners of the
room & behind furniture?

N

Have you had a
previous leak
that you recently
decorated over?

Y

Tenant to
seal ceiling
prior to
redecorating

N

Raise inspection to
check with meter to
see if damp.

Is there a bathroom, wc,
airing cup'd or radiator
above stain?

Y

N

Mould

Wet patch

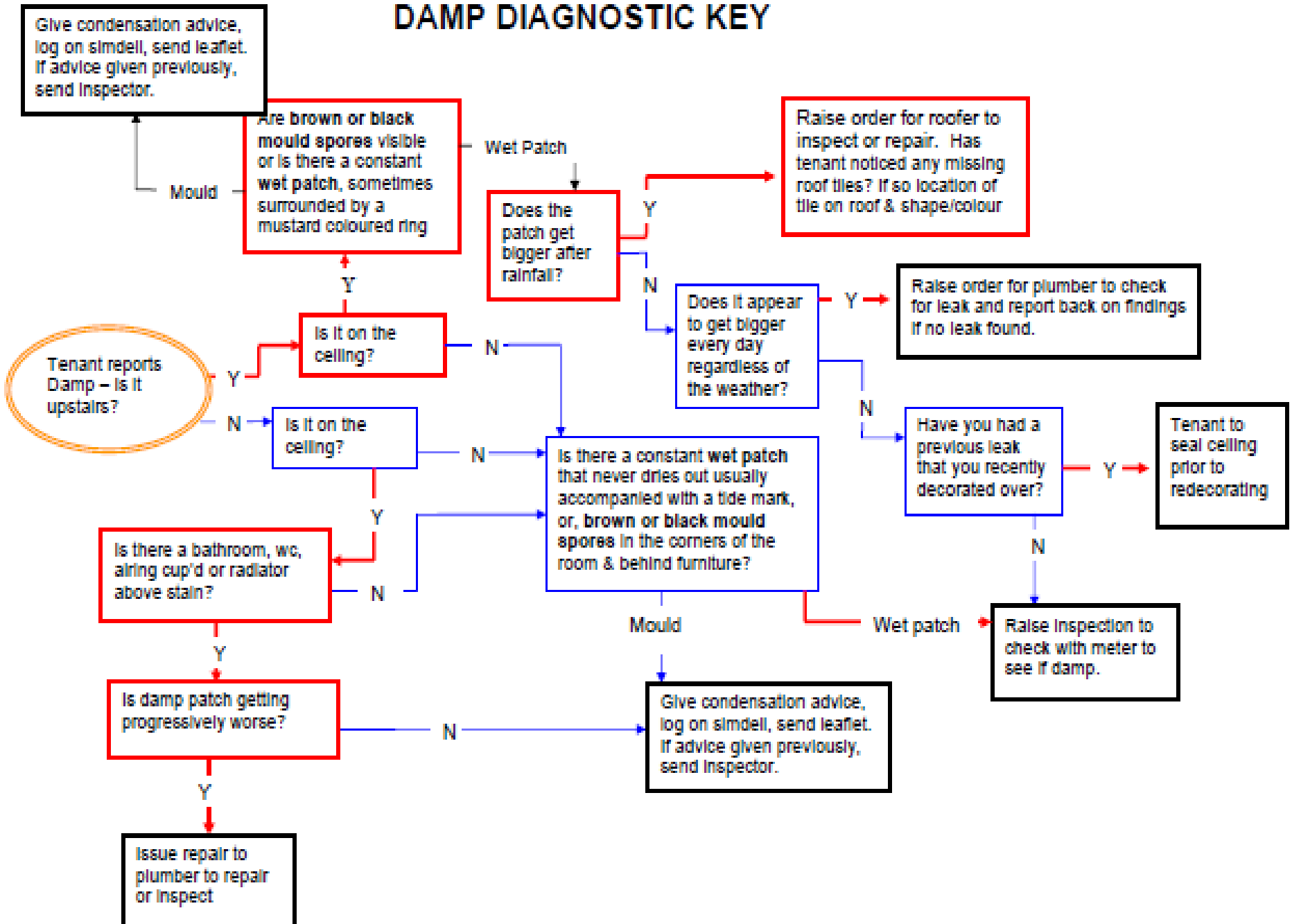
Is damp patch getting
progressively worse?

N

Give condensation advice,
log on simdell, send leaflet.
If advice given previously,
send Inspector.

Y

Issue repair to
plumber to repair
or inspect



Damp



FILE	XLS DOWNLOAD		XLS EDIT IN BROWSER		FIND	
	A	B	C	D	E	F
1	Address:				Property details: ie construction type, approx age	
2						
3	Inspected by:				Date of inspection:	
4					Inspection / Job Number	
5	Location and description of damp problem:					
6						
7						
8						
9						
10	Internal				Recommendations / Comments	
11	Leaking pipework		Yes	No		
12	Are extractor fans present		Yes	No		
13	Kitchen Extractor fan working		Yes	No		
14	Bathroom Extractor fan working		Yes	No		
15	Are windows condensated		Yes	No		
16	Trickle Vents Fitted / Open Closed		Yes	No		
17	Is heating on		Yes	No		
18	Is ventilation provided		Yes	No		
19	Room Stat (Temperature Setting)		Yes	No		
20	Evidence of drying clothes internally		Yes	No		
21	Tumble drier vented to the outside		Yes	No		
22	All internal doors are present		Yes	No		
23	Plaster is grounded / Perished		Yes	No		
24	Insulation Present in roof space & Depth		Yes	No		
25	Cooking with lids off pans		Yes	No		
26	External					
27	Porous Brickwork		Yes	No		
28	Brickwork needs repointing		Yes	No		
29	Rendering is in good condition		Yes	No		
30	Leaking / blocked gutters		Yes	No		
31	Ground level above floor level		Yes	No		
32	Leaking overflows		Yes	No		
33	Sarking felt leaking		Yes	No		
34	Cavity wall insulated		Yes	No		
35	Window Type		Timber	Upvcu		
36	Glazing		Single	Double		
37	Damp test carried out		Yes	No	Results	
38	Photographs Taken		Yes	No		
39						

Mr

2013

Dear

RE: DAMPNESS

Further to my Senior Maintenance Officers recent visit to your property regarding concerns with damp, I confirm the following:

It was identified that the dampness you are experiencing in the is being caused by the excessive amount of moisture within the atmosphere (condensation).

"During our visit, we carried out an inspection of the interior and exterior of the property and are satisfied that no parts of the structure are contributing to the problems being encountered.

"During our visit, we carried out an inspection of the interior and exterior of the property and identified the following repairs:

-
-
-
-

Works have been ordered and are scheduled for completion as detailed above.

However, during my officers visit the following items were specifically identified to be contributing to the problems you are encountering:

-
-
-
-

To help you understand how condensation occurs and how to prevent it, I have enclosed a useful leaflet for you to read. Once you have read the attached leaflet and implemented that necessary measures to assist with the problems you are encountering, the condensation problems should not recur.

The repairs you have reported are not a repairs and maintenance issue and therefore fall outside the scope of our responsibility.

Yours sincerely

For Director of Technical & Works Services

29. External Door/ door frame is damaged

Required Questioning

Manipulative Priority Markers

- Which door is it ? Location – front or rear?
- What do you mean by damaged – rotten, hole in door ?
- Which part is damaged - frame, door, panel, threshold, weatherboard, cill, ironmongery, locking mechanism , striking plate etc – glazing refer elsewhere
- Can you access/ egress the property ?
- Is it your only form of access/ egress eg flat ?
- How did the damage occur ?
- How long has the problem been like this ?

30. External door jammed /sticking

Required Questioning

Manipulative Priority Markers

- Location of Door – front, back ?
- What type of door is It – plastic, metal, wood
- Is this your only means of access/ egress to outside
- Is the door jammed - open or shut ?
- What do you think is causing the door to stick eg has door been painted recently, or is the problem with frame, door, threshold, locking mechanism, hinge etc ?
- How do you think the problem was caused eg have you had carpet, tiling laid ?
- Is it a problem caused by another issue eg rotted member through damp
- How long has it been jammed, sticking ?

31. Faulty external lock / keys lost

Required Questioning

Manipulative Priority Markers

- Which door is it - front, back ?
- What do you mean by faulty ? – mechanism or door, key etc ?
- If lock - what type of lock is it and is it one you have fitted yourself ? eg Companies maintain yale, main security locks, back door fb locks, not bolts or chains etc
- What type of door is it – plastic, wood, metal etc
- Is there a second lock on the door temporarily ?
- How long has it been faulty and how did it become damaged if faulty ?
- If problem is lost key – we do not replace lost/ misplaced keys – unless broken in lock ?
- If keys have been stolen do you have a crime ref nr ?
- Do you have a make and ref nr of key ?

32. Internal door is faulty

Required Questioning

Manipulative Priority Markers

- Which door is it ? Location ?
- What do you mean by faulty – Is it the door ? Is it sticking, jammed, lever handle damaged, broken or missing, worn out spring/ mechanism, sticking latch, striking plate out of position, hole in door etc
- Type, nature of door if applicable ?
- How did the fault occur – have you replaced furniture, put down carpeting etc if sticking ?
- How long has the problem been like this ?

33. Window jammed / sticking

Required Questioning

Manipulative Priority Markers

- Which window is it ground, first or second floor etc
- What type of window is it – plastic, metal, wood ? Sash, Casement, Pivot if applicable ?
- Is it jammed open or shut ?
- Is the cause of the problem obvious – rotten, damaged, mishaped, ironmongery issue, fastener, locking mechanism, restrictor ?
- Is it a fire access/ egress type of window ?
- How was the problem caused ?
- How long has it been like this ?

34. Skirting damaged

Required Questioning

- Location of skirting
- What do you mean by damaged
 - loose, missing, rotten etc
- What is it made of – plastic, wood, tiles etc
- Approximate length affected – m, size – height approx etc
- How did it happen ?
- Any reason adjacent which might have led to the fault ?
- How long has it been like this ?

Manipulative Priority Markers

35. Floorboard/ Boarding loose/ damaged

Required Questioning

Manipulative Priority Markers

- Location of Floorboards/ Boarding
- What do you mean by damaged – loose, missing, rotten etc
- Is it individual floor boards or boarding ?
- Approximate length/nr/ area affected – m, size
- How did it happen ?
- Any reason adjacent which might have led to the fault ?
- How long has it been like this ?

36. Window cill damaged

Required Questioning

Manipulative Priority Markers

- Location of window cill damaged
- Internal or external cill/ window board ?
- Is cill at ground, first or 2nd floor if external etc
- What is the cill made of - plastic, wood, metal, concrete, tiled etc
- What do you mean by damaged ?
- What area/ length is damaged – m, nr of tiles etc
- How did the damage happen ?
- Is it related to another issue eg rot by damp etc
- If external is it a H+S issue or dangerous ?
- How long has it been like this ?

37. Glass damaged

Required Questioning

Manipulative Priority Markers

- Location of the glass damaged- window, door, front, rear, communal etc
- If window is the glass at 1st, 2nd, 3rd floor level
- Is it single or double glazed- external or internal skin
- How did it happen ? If external - Crime Ref Order Nr ?
- When did the damage happen?
- Is it smashed or cracked ? (Use of Maxim film, or boarding needed ?)
- What medium is the glass in – plastic, wood, metal etc
- What type of glazing is it – safety, clear, patterned
- Is it a security problem ?
- Is it a H+S issue/ dangerous ?
- What size is the window ? Rough size – small, medium, large for boarding purposes or other ?

38. Kitchen unit damaged

Required Questioning

Manipulative Priority Markers

- Which unit/ cupboard is it ? Wall, floor, sink or other unit ?
- What do you mean by damaged ? Door, hinge, drawer, drawer front, runner, handle, shelf, worktop, worktop edging, plinth ?
- How did it happen ?
- Is it possible to repair damage ?
- How long has it been like this ?

39. Floor tiles damaged

Required Questioning

Manipulative Priority Markers

- Location of floor tiles ?
- What do you mean by damaged – missing, loose, cracked?
- Can the tiles be re-used/ need replacing ?
- What type of tiles are affected – vinyl, quarry, ceramic etc
- Approximate area/ nr of tiles affected
- Colour of tiles and size
- How did the damage happen ? Was the cause by eg water, leak etc
- How long has it been like this ?

40. Plaster damaged

Required Questioning

Manipulative Priority Markers

- Location of plaster affected – room - wall or ceiling ?
- What do you mean by damaged – cracked, holed or patch missing ?
- Approximate area of plaster – or crack ?
- If minor cracks – can they be filled by yourself with filler from a DIY shop ?
- Are the cracks structural or seem to relate to something urgent ?
- How did the plaster get damaged ?
- Does the damage relate to another issue eg leak or other etc
- How long has it been like this ?

41. Tiles/ slates missing/ damaged/ leaking

Required Questioning

Manipulative Priority Markers

- Location of missing/ damaged slates/ tiles ?
- Does the roof have slates / tiles ?
- Approximate size of the damaged area
 - nr of tiles affected / sq m etc
- Are the slates/ tiles missing, slipped
- If slipped or affected are the slates/ tiles dangerous ?
- Type of property - nr of storeys high ?
- Is water apparent and coming through as a leak, how bad ?
- If so take appropriate arrangements to temporarily protect the property and turn off electric if these are being affected ?
- How long has it been like this?

42. Flat roof damaged

Required Questioning

Manipulative Priority Markers

- Location of damaged area?
- What type of roof covering is it – eg felt, asphalt etc
- Approximate size of the damaged area
- Type of property - nr of storeys high ?
- Is water apparent and coming through as a leak, how bad ?
- If so take appropriate arrangements to temporarily protect the property and turn off electric if these are being affected ?
- How long has it been like this ?

43. Chimney damaged

Required Questioning

Manipulative Priority Markers

- Which part of the chimney is damaged – brickwork, chimney pot, flashing etc
- Is the chimney shared with next door ?
- Has further damage been caused by this failure eg to roof etc
- Is the damaged area potentially dangerous or a H+S issue ?
- Type of property and nr of storeys ?
- How do you believe the damage happened ?
- How long has it been like this ?

44. Guttering / Downpipe Faulty

Required Questioning

Manipulative Priority Markers

- Location of guttering/ downpipe
- Is it the gutter or the downpipe which is affected and does the part have a name eg bracket etc?
- What do you mean by faulty – loose, missing, blocked, leaking etc
- If loose is it a H+S issue?
- How long has it been like this ?
- What is the component made of – plastic, metal, asbestos
- Shape if known – half round, deep flow, etc and colour
- Can the faulty part be fixed or does it need replacing ?
- If leaking, where from – a joint, crack etc or simply blocked and cascading over due to weather etc?
- Is it causing any related problem eg water penetration, signs of problems inside ?
- If guttering or a downpipe – how much is affected ?
- Type of property – nr of storeys ?
- How did the damage happen if known and when did it happen?

45. Gulley defective

Required Questioning

- Location of the gulley ? Is it beside the house, on a path or driveway or in the road ?
- What shape is the grid, round or square ?
- What exactly is the fault – blocked, grid missing, surround damaged etc ?
- If grid what is it made of ?
- If surround what is it made of ?
- Can it be fixed or does it need to be replaced ?
- If blocked have you tried to unblock same ?
- How long has it been like this ?
- Has it affected/ damaged anything as a result ?

Manipulative Priority Markers

46. Drains blocked

Required Questioning

- Which part of the drain is blocked – gulley, drain, manhole ?
- Location of the problem/ affected run ?
- Are other properties affected or just yours ?
- Is it a public or domestic sewer eg outside boundary ?
- Is the blocking creating problems eg upsurge inside affecting your use of the toilet or other fittings etc
- How long as it been like this ?

Manipulative Priority Markers

47. Wall crack

Required Questioning

- Where is the crack – location – external – if internal see plaster cracks
- Is it in brickwork, render, concrete
- How long has it been apparent
- Has it got worse of recent – If so how much
- Do you consider it to be dangerous ?
- Approx size of crack – 3-5 mm threshold
- Is it right through the structure, daylight
- Can it be filled
- How did it happen ?

Manipulative Priority Markers

48. Faulty pavings

Required Questioning

- Location of pavings/ slabs
- What exactly is wrong ? – missing, cracked, broken, risen
- Type of pavings – eg individual concrete paviors, concrete , brick paviors etc
- Approx size – nr of missing/ damaged, area eg sq m
- How long has it been like this
- Do you consider it to be dangerous?
- How do you believe the damage happened?

Manipulative Priority Markers

49. Damaged fencing

Required Questioning

- Location of fence – boundary, communal
- Whose fence is it – ours, leaseholder, other if known
- What type of fence is it – timber, close boarded, panel chainlink , post and wire etc
- What do you mean by damaged – down, post damaged, rail, panel etc
- Is it a security issue – vicious dog – refer hsg officer
- Quantity/ area affected
- Can it be repaired/ need replacing
- Would you consider it dangerous
- How long has it been like this ?

Manipulative Priority Markers

50. Gate damaged

Required Questioning

- Location of gate
- What type of gate is it – timber, metal
- What do you mean by damaged
 - won't close, stuck – Is it the post, latch, hinge, rail, panel etc
- Can it be repaired/ need replacing
- How did the damage happen?
- How long has it been like this ?

Manipulative Priority Markers

51. Garage door faulty

Required Questioning

- Location of garage door
- What do you mean by faulty – won't close, stuck etc
- Is it the frame, door, tracks, springs, locking mechanism
- If door - what is it made of – metal, wood
- Can it be repaired/ need replacing
- How did the damage happen?
- How long has it been like this ?
- Is it a security issue ?
- Is it dangerous/ health and safety issue ?

Manipulative Priority Markers

52. Communal entrance door faulty

Required Questioning

Manipulative Priority Markers

- Location of door, block etc
- What type of door is it – timber, metal, upvc
- What do you mean by faulty – won't close, stuck – Is it the frame, door, entry system, hinges, lock, door closer
- Is it a security issue – can it be locked etc
- Can it be repaired/ need replacing
- How did the damage happen?
- How long has it been like this ?

53. Communal door entry system not working

Required Questioning

Manipulative Priority Markers

- Location of door, block etc
- Which part of the system is faulty – speaker, amplifier, phone in flat, door lock etc
- Has the system completely failed or is it only to your home ?
- Is it a security issue – can access/ egress still be made ?
- How long has it been like this ?
- Any reason why the fault has occurred ?

54. Communal lighting not working

Required Questioning

Manipulative Priority Markers

- Location of light/s affected, block, position etc
- How many are affected – one or a run
- What type of light – fluorescent tube, bulkhead light
- How long has it been like this ?
- Would you consider it to be a H+S issue / likely to be dangerous ?
- Any evidence of any damage to the unit/ light/ lights which may have caused the failure ?

55. Emergency lighting not working

Required Questioning

Manipulative Priority Markers

- Location of light/s affected, block, position etc
- How many are affected – one or a run
- What type of light – fluorescent tube, bulkhead light
- How long has it been like this ?
- Any evidence of any damage to the unit/ light/ lights which may have caused the failure ?

56. Lights on estate not working

Required Questioning

Manipulative Priority Markers

- Location of light/s affected, position etc
- How many are affected – one or a run
- What type of light - column , bulkhead, post
- How long has it been like this ?
- Would you consider it to be a H+S issue / likely to be dangerous ?
- Any evidence of any damage to the unit/ light/ lights which may have caused the failure ?