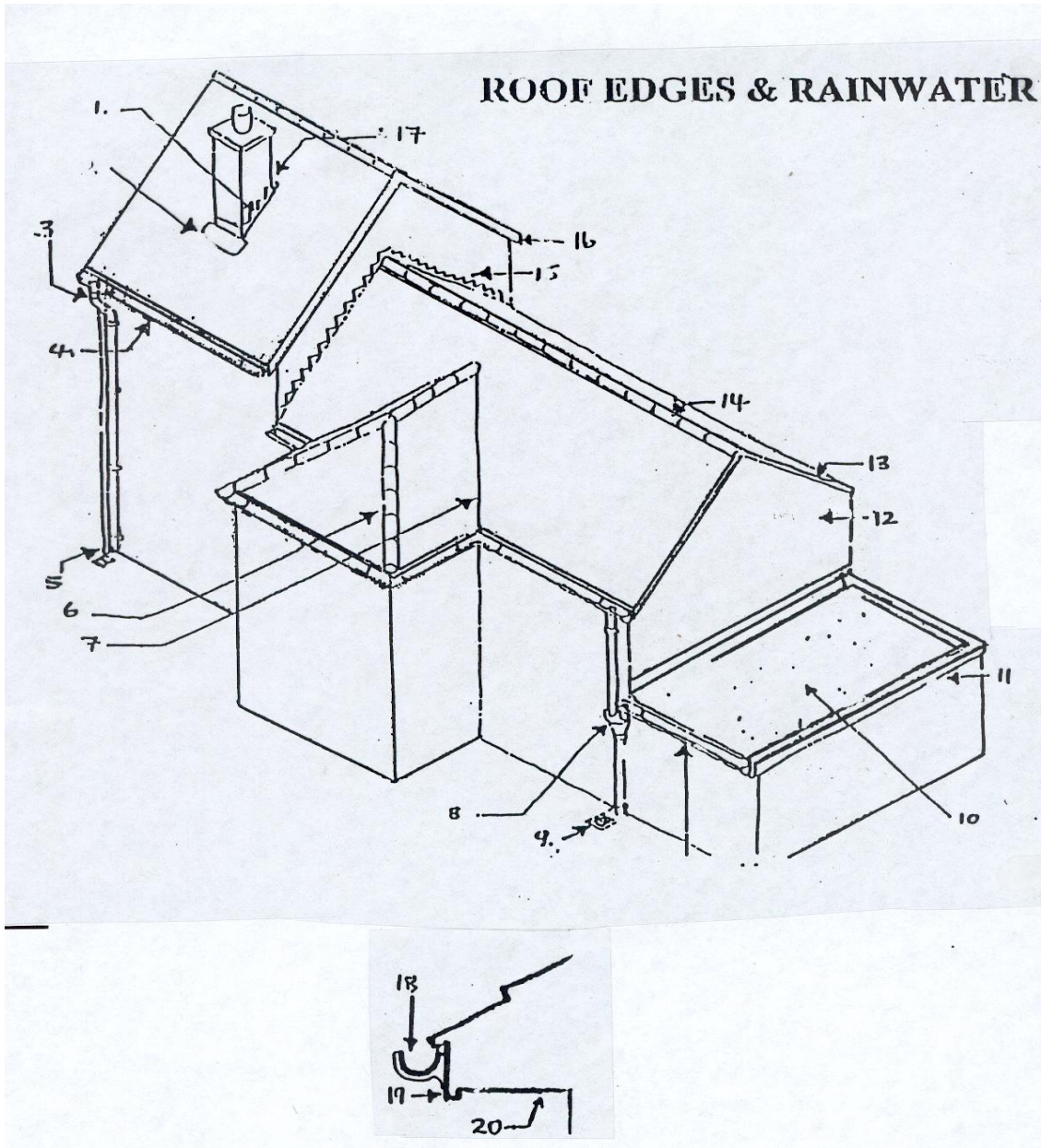


Repair Diagnostics Workshop Booklet

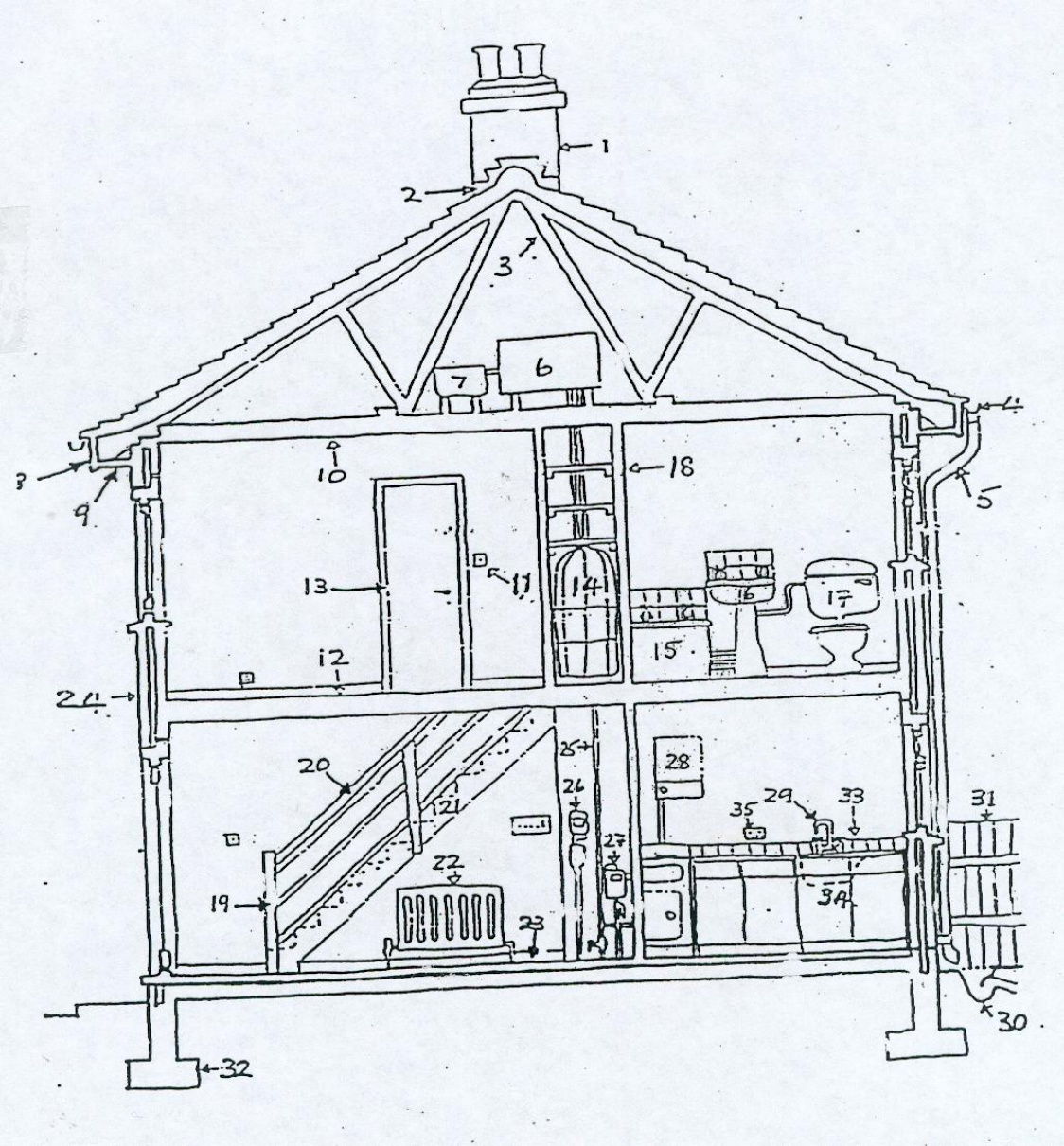
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Workshop one

Roof edges and rainwater goods



Workshop two



Workshop three

Common repair requests

Below are a number of common repair requests. Discuss each in your group and decide what further information you need to effectively diagnose and action an appropriate repair order.

- 1 I've got water running down my bathroom walls.
- 2 I've got mould spots on the clothes in my bedroom.
- 3 My fire smokes.

Doors and windows

- 1 My glass is damaged.
- 2 My window frame is jammed.
- 3 My door is jammed.
- 4 My door is faulty.
- 5 I've got a draught coming from around my door.
- 6 I've got water coming under my door.
- 7 My lock doesn't turn.
- 8 My cill is rotten and faulty.

Plumbing

- 1 I have no hot water.
- 2 I have no cold water.
- 3 My central heating boiler is defective.
- 4 My radiator is not heating up.
- 5 My radiator is leaking.
- 6 My central heating gurgles, hums and knocks.
- 7 My shower is broken.

Workshop three (Cont'd)

- 8 My toilet is leaking.
- 9 My toilet will not flush.
- 10 My overflow is leaking.
- 11 My toilet is blocked.
- 12 I've got water leaking from my bath.
- 13 My basin is blocked.
- 14 I've got a water leak.
- 15 My kitchen unit is broken.

Electrical

- 1 I've got no power at all.
- 2 My fitting is smoking.
- 3 My lights have gone off.
- 4 My plug is not working.
- 5 My new appliance won't come on.
- 6 The fluorescent tube won't light.
- 7 My smoke detector is defective.
- 8 My fan is faulty.

Externals

- 1 My fence is down again.
- 2 My garage door is faulty.
- 3 My 'pavings' are broken and faulty.
- 4 My gate is jamming.
- 5 My wall is collapsing.

Workshop four

Communication workshop – Identify the following commonly used abbreviations

dpc.....

dpm.....

sw.....

m.....

m2.....

m3.....

t+g.....

kps+3.....

lg.....

hw.....

asb.....

clg.....

ct.....

lab.....

plt.....

mat.....

fr.....

dp/dwnp.....

dr.....

no/nr.....

eml.....

flshg.....

h.c.....

htg.....

ins.....

jsts.....

skrtg.....

m.h.....

b/off.....

i.c.....

c.i.....

m.g.....

trd.....

ptg.....

scrd.....

galv.....

e.o.....

fin.....

Workshop six

Emergency Repair Request Workshop

Consider the following repair requests and identify in the box alongside each whether the request would be classified as an 'Emergency'.

Question	Emergency?
There is a drip from my living room dropping on to my TV	
Water is flooding down into my flat from above.	
One of my pipes has burst	
Someone has kicked my front door in and I cannot make it secure.	
I live on the ground floor and someone has smashed my window	
I have locked myself out/ lost my keys	

I cannot get into my flat as the lock has broken	
The system on my wc is leaking	
The only toilet in the house is completely blocked and will overflow if flushed	
My WC will not flush	
I cannot turn a tap off	
One of my taps will not turn on	
There is a smell of burning coming from the electric meter cupboard	
The power has failed completely in my flat – and not in other flats in the close/street.	
The power has failed in part of my flat/ on some circuits	
I have no heating or hot water	
A drain is blocked in the back court	

Workshop seven

Consider the following conversation recorded by the repairs quality assurance team between a front line customer services advisor and a tenant requesting a leak in their home. Identify the shortcomings in the collection of information by the call handler and what might have been a more considered approach to the reaction proposed.

CSA Hello there ... Can I help you please?

Tenant I'd like to report a leak in my home please.

CSA.... No problem. Can I take your name, address of the property concerned, your telephone number and unique customer/ tenant reference please.

Tenant.....Most certainly.....

CSA..... Thank you providing that. So how can I help?

Tenant.....I'd like to report an emergency please. It's a leak coming from the ceiling of my flat and it's pouring in with water.

CSA..... Oh dear!! It certainly sounds like an emergency. Have you any idea where the leak is coming from?

Tenant.... I'm not sure but I've never known it as bad as this!

CSA....Well don't worry. I can see you are very concerned and anxious. We'll get a plumber straight out to you. You will be in for the next four hours will you if I arrange this straight away?

Tenant....Most certainly thank you so very, very much. What a lovely person you are!