

# *Repairs Diagnostic Questioning for Non Technical Housing Officers*

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## *Participants will learn about :-*

- *The important role played by front line officers in repairs reporting;*
- *The importance of gathering effective information and the passing over of same to interested and affected parties’;*
- *The ‘Right First Time/ First Time Fix’ culture and what’s involved;*
- *Effective diagnostic questioning across the most commonly reported repairs;*
- *The appropriate application of construction and repair terminology and the enhancement of skills and technical knowledge;*
- *The importance of giving timely and effective advice in order to protect parties’ interests in line with applicable legislation;*

# Improving the Repairs Reporting and Diagnostics Function

- *Are Housing Repairs Reporting Staff trained in :-*
  - *An appreciation of Interested Parties Aspirations*
  - *Overall Repairs Strategy and Pressure on Organisations - Planned, Cyclical, Day to Day*
  - *Statutory Repairing Obligations and Legislative Frameworks - Implications of Failure*
  - *Building Technology, Diagnostic Skills*
  - *Repairs Priorities - Effect of Ordering Emergencies*
  - *The Contract Conditions and Company Policy, Recharges, Schedule of Rates*
  - *Interviewing and Questioning Skills*
  - *Customer care*
  - *The I T System*
  - *Basic Skills eg Measurement*

- *What is the Definition of Right First Time ?*
  - *First Time Fix ?*



## Right first time! Introduction

- Which of these three statements best fits the term 'right first time'?
  - a. Job completed in the priority timescale
  - b. Job completed at first visit to a property
  - c. Job completed same day after leaving job to pick up materials and returning to complete the work

## *Right first time! Introduction*

- *Which of these three statements best fits the term 'right first time'?*
  - a. *Job completed in the priority timescale*
  - b. *Job completed at first visit to a property*
  - c. *Job completed same day after leaving job to pick up materials and returning to complete the work*
  
- *Best practice says that 'right first time' is a job completed at the first visit to the property; the answer is (b)*

- *How can an organisation go about achieving a right first time - first time fix culture / practices ?*

# Improving the Repairs Reporting Function

## ● *Innovative Delivery :-*

- *Sophisticated Diagnostic Tools*
- *Multi - Skilled operatives - Empowerment*
- *Stocked Vans - Satellite Tracked, Navigation Systems, Handhelds*
- *Competent info to Contractors – Handhelds*
- *Property attributes updated – Handhelds*
- *Partnering – Contractor Ownership of Repairs*
- *Caretaker, Warden, Housing Officer, Minor Repairs and Maintenance*
- *Secondment, Shadowing, Pilot Housing, Training Academies*
- *Call centres, Neighbourhood Office*
- *Free-phones, direct access to telephone at local offices, Web Site Access, Web Chat ,Text etc*
- *Effective feedback/ review systems - Networking*

# Workshop

- *What do you think are the aspirations of the following parties when it comes to housing management and repairs to their properties*
- *Tenants'/ Customers*
- *Landlord's*
- *Contractors*

# *Time, Cost and Quality*

## Tenants Perspective

*The Achievement of a Good Property Management and Maintenance Service is :-*

- *Provision of and maintenance of safe, sound, affordable and appropriate housing and estates as best suited to occupying tenant – in compliance with Legal Obligations and Codes of Practice etc*
- *Treatment of Tenant as a Valued Customer – Care, Respect, Courtesy and Fairness. A service that takes into account Customers' Views*
- *Organization's Approach to Customer Care – Clear and Effective Policies and Procedures – Application of Appropriate Re-let Standards, Transfer and Exchange*
- *That Officers understand procedures and are knowledgeable*

# *Tenants Perspective*

## *The Achievement of a Good Service is :-*

- *That the Service Satisfies the Customer and meets set or agreed timetables/ targets*
  - *That Repairs when needed can be easily Reported, Quick Response, Appointment kept and if not informed of change*
  - *General Appearance – Facilities, Finishes of Stock and Estates, Contractors and Staff*
  - *Workmanship and Quality of Service and Finished End Product*
- *Right First Time !*



# *Service Delivery Contractor's Perspective :-*

- *Profit / At least be viable*
- *Predictable Payment*
- *Predictability of Workload – where possible!*
- *Consistency of Approach by those Informing and Clear Setting of Standards*
- *Appropriate Information provided to facilitate 'Right First Time/ First Time Fix' ethic*
- *Continuity of Work*
- *Effective use of Resources*
- *Provision of Quality Service and satisfaction of interested parties' aspirations*
- *Treated as a Valued Party and Appreciated*

# *Typical Repairs and Property Maintenance and Management Policy Objectives*

- *Compliance with Legal Obligations and codes of practice in terms of Property and Estate Management*
- *Provision and maintenance of safe, sound and appropriate housing and estates as best suited to occupying tenant – decent homes, hhsrs etc, minimum re-let property standards, mutual exchange protocol compliance and fairness*
- *Maximise the Useful Life of the Housing Stock*
- *Affordable and sustainable housing!*
- *Servicing all relevant appliances and fittings in line with their legal responsibilities*
- *Provision of a prompt, economic and efficient maintenance and repairs service to same*
- *High standards of customer care and satisfaction*
- *Completion of repairs and work at a single visit, where practicable and arrange appointments to inspect and carry out work where necessary*

# Typical Repairs and Property Maintenance and Management Policy Objectives

- *Provide a 'value for money' service*
- *Secure Best Contractors/ Value for Money - Cohesive Contract and Tendering Strategy*
- *Provide opportunities for tenants to be involved in the decision making process*
- *Ensure that all tenants are given clear information on the division of responsibility of landlord and tenant for managing properties and the maintenance*
- *Maintain a comprehensive and systematic programme of cyclical painting, planned maintenance, major repairs and property improvements*
- *Recover all mutual repair costs from owners*
- *Recover all repair costs that are not due to fair wear and tear*
- *Fairness and consistency in customer dealings*

# *Why Are Front Line Officers Important !*

*Because You Make It Work !*

- *What are the implications of ineffective Repairs Reporting and Not Getting it Right First Time ?*

# IMPLICATIONS OF INEFFECTIVE REPAIRS REPORTING / DEFECT DIAGNOSIS

- *Failure to maximise resources – Follow up orders, pre-inspections,*
- *Duplication of effort – client, contractor, inspectorate and front line staff – wrong trade sent*
- *Wrong priority issued - Increased number of emergency repairs etc*
- *Inconsistency in approach to ordering repairs*
- *Delay in repair completion,*
- *Deterioration of the fabric - Environmental, Aesthetics and Quality*
- *Diminished Capital Value of the Asset*
- *Loss of amenity – Damage to properties – vandalism , loss of rent*

# IMPLICATIONS OF INEFFECTIVE REPAIRS REPORTING / DEFECT DIAGNOSIS

- *Inconvenience to the tenant - Failure of acid test ?*
- *Loss of Employee/ Tenant, Motivation and Respect*
- *Complaint / Legal Action*
- *Compensation*
- *Health and Safety – Legal and Moral Aspects*
- *Implications to yourself?*
- *Not Getting it Right First Time/ First Time Fix !*



# *Property Management Statutory and Other Requirements*

- *Common Law - Torts*
- *Legislation/ Statute*
- *Tenancy Agreements*



# Property Management

## Statutory and Other Requirements

- *Law of Property Act 1925, 1949*
- *Landlord and Tenants Acts - 1985 – 11,12 - Tenancy Agreements - age, character*
- *Homes (Fitness for Human Habitation) Act 2018*
- *The Social Housing (Regulations) Act 2023*
- *Occupiers Liability Acts 1957,84*
- *Right to Repair Regulations 1994*
- *Housing Acts 1961,74,85,88; Local Gov't and Hsg Act 89 offences - 'Unfitness', free from serious disrepair, free from dampness prejudicial to health*
- *The Environmental Protection Act 1990 – Sections 80 – Statutory nuisance*
- *Defective Premises Act 1972 ; HHSRS – HHSRS Housing Act 2004*
- *Decent Homes Standard 2006*
- *Homes Standard – Regulator of Social Housing 2015*
- *Health and Safety Legislation eg H+S at Work Act etc*
- *Building Regulations, Gas. Electric Regs, Codes of Practice etc etc*

## Which repairs are Clanmil responsible for?



Here's a list of the type of repairs that we will as your landlord

- Ensuring your home is secure, structurally sound and weather-tight
- Repairs and upkeep of internal and external communal areas
- Repairs to fixtures and fittings that we have installed in your home
- Maintaining hot and cold water supply systems
- Maintaining windows, doors, gutters and drains
- Maintaining all gas pipes, heating systems, electric wiring, power and light fittings
- Repairs to any items we originally provided that are not listed as your responsibility

## What are my repair responsibilities?



There are some repairs that you are responsible for. We expect you to do these as part of the upkeep of your home.

- Keeping your home and garden clean and tidy
- Letting us know about repairs that are needed for which we are responsible
- Allowing us into your home to carry out repairs, safety checks and inspections - this is particularly important when it involves the annual gas, solid fuel and oil servicing and safety checks
- Repairing, maintaining, and fitting an appliance you have installed
- All painting and decorating inside your home
- Preventing pipes from freezing or bursting during

## Cause of repair issue







It is important to find out what the cause of a repair issue is as this may have an impact on whether the council completes the repair, expects the resident to complete the repair or decides to recharge a tenant for the works.

### What are the main causes of a repair issue?

A repair is likely to be caused by one of the following:





| Caused By  | Explanation  | Likely outcome   |
|--|--|--|
| General wear and tear<br> | Wear and tear caused by day to day living has caused the issue. This is likely to be impacted by the number of people and age of people living in the property.      | H&F council responsibility to complete repair (if it falls within general landlord repair responsibilities).   |
| Misuse or neglect<br>     | The issue is caused by misuse or neglect for example toilet blocked by a nappy, sink blocked with fat, mould growth from condensation.                               | Tenant responsibility to complete the works or the works may be recharged if completed by H&F.<br><br>CSA should give advice and guidance on how to fix the problem.   |
| Criminal damage<br>       | The damage has been caused as a result of criminal behaviour e.g. window smashed by a stranger, garden gate pulled off its hinges.                                   | H&F council will complete the repair if a crime reference number can be provided.  |
| Accidental damage<br>   | Accidental damage can include issues such as a key snapping in a lock, not turning a tap off properly and causing water damage, putting a nail through a water pipe. | H&F council will complete the repair if the tenant is eligible for discretionary repairs (see discretionary repair guidance)<br><br>If the tenant is not eligible for discretionary repairs <u>advise</u> the tenant they are responsible for completing the repair or may be recharged for the works if H&F council do complete them. |

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|  |  |  |
|--|--|--|
| <p>Damage caused by a known person not deemed to be the responsibility of the tenant</p>  | <p>Some issues may be caused by a member of a household or someone known to them which is not the responsibility of the tenant. Examples include a member of the household who causes damage as a result of behaviour stemming from a medical or social issue (e.g. autism, bi-polar) or an ex or existing partner who causes damage as a result of domestic violence.</p> | <p>H&amp;F council will take responsibility for the repair.</p> <p>The tenant may be asked to provide extra details and they should be flagged as 'vulnerable' on Northgate.</p> |
| <p>Tenant alterations made without permission</p>   | <p>Where a tenant has carried out property alterations without permission which have prompted a repair issue the general principle is they are responsible for the cost of putting things right.</p>   | <p>Tenant advised to complete the works themselves.</p> <p>Advised they may be recharged if the council carry out the works.</p>   |

# Rechargeable Repairs

- *Landlords tend to charge for repairs in the following circumstances :-*
- *Where the work is needed because of damage caused by the tenant, their family or visitors to their property*
- *The landlord has to force entry to a tenant's home due to their negligence eg loss of front door keys or emergency repair that is a tenant's responsibility*
- *To repair the property, remove rubbish or belongings after a tenant moves out*
- *A tenant has falsely told the landlord that they are eligible for a discretionary repair*
- *The tenant has provided a false or unrelated crime reference number for a repair they reported as a result of a crime*
- *Lock changes and lumber removal from garages and the like*
- *Missed appointments*



# Property Management

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- Homes Standard – Regulator of Social Housing 2015
- Health and Safety Legislation eg H+S at Work Act etc
- Building Regulations, Gas. Electric Regs, Codes of Practice etc etc



## Your right to repair

As a Council tenant you have the right to have repair work done under the terms of your Tenancy Agreement, which is a legal contract between the Council and you.

You also have the right to have certain small urgent repairs that are likely to affect your health, safety or security done within a specified time. These are called 'qualifying repairs'.

If we have not completed your repair within the set time, you should contact us and explain what needs to be done.

If the repair is a 'qualifying repair' you can ask us to send a second contractor to complete the job.

We will send you a copy of the repair notice we send to the contractor. This will show you the name, address and telephone number of the contractor who will do the repair, the arrangements (date and time) made for the contractor to do it, what the repair is, and when it should be completed.

There is also a compensation scheme if the second contractor does not complete the repair in time. To find out more, contact your local housing office.

## Qualifying repairs

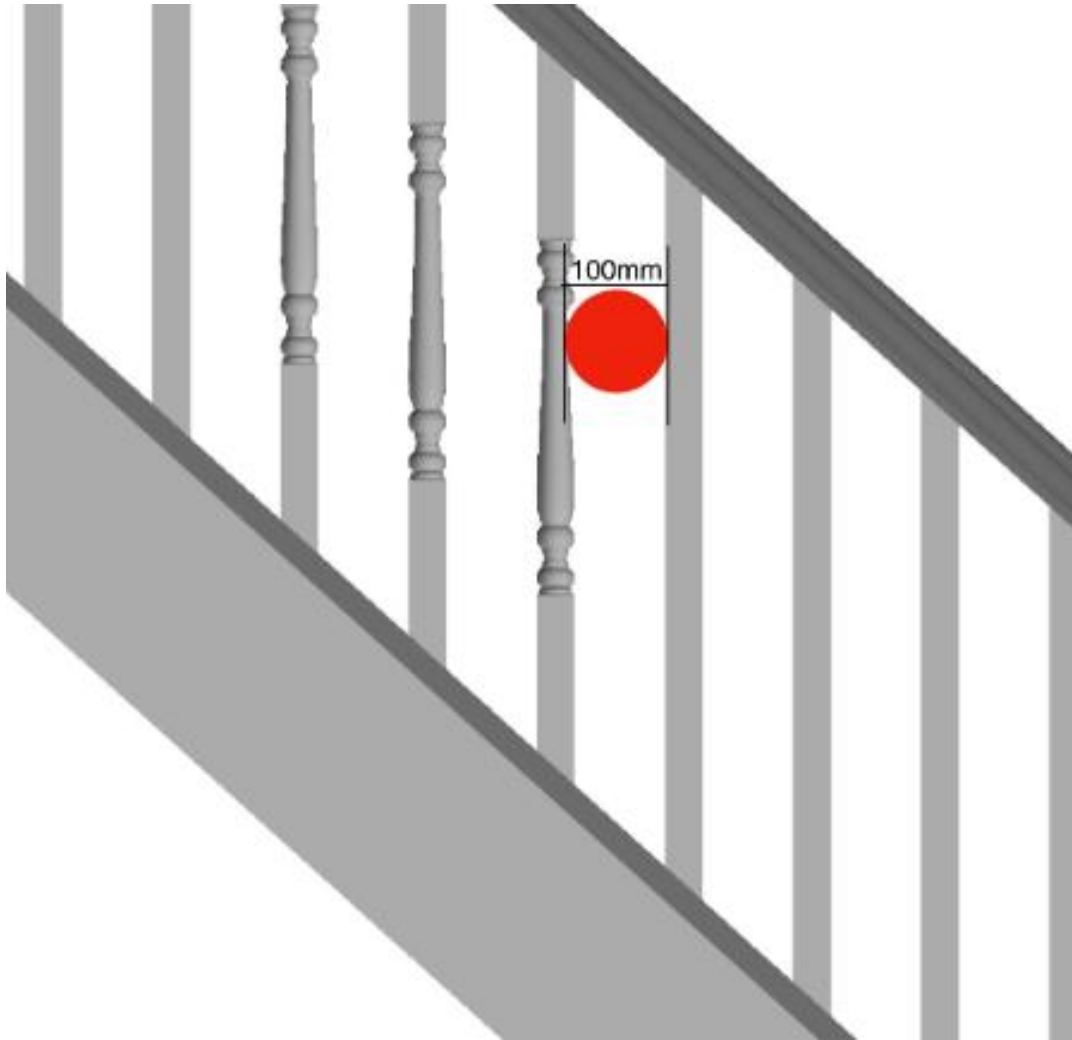
### Time limit (working days) for second contractor

|   |   |
|---|---|
| • total loss of electric power  | 1 |
| • partial loss of electric power  | 3 |
| • unsafe power, lighting socket or electric fitting   | 1 |
| • total loss of water supply  | 1 |
| • partial loss of water supply  | 3 |
| • total or partial loss of gas supply   | 1 |
| • blocked flue to open fire or boiler   | 1 |
| • total or partial loss of space or water heating between 31st October and 1st May              | 1 |
| • total or partial loss of space or water heating between 30th April and 1st November           | 3 |
| • blocked or leaking toilet waste system (where you have no other working toilet)               | 1 |
| • blocked or leaking toilet pan or toilet not flushing (where you have no other working toilet) | 1 |
| • blocked bath, basin or sink   | 3 |
| • tap which cannot be turned  | 3 |
| • leaking water pipe, heating pipe, tank or cistern   | 1 |
| • leaking roof  | 7 |
| • insecure external window, door or lock  | 1 |
| • loose or detached banister or handrail  | 3 |
| • rotten timber flooring or stair tread   | 3 |
| • door entryphone not working   | 7 |
| • mechanical extractor fan in internal kitchen or bathroom not working                          | 7 |

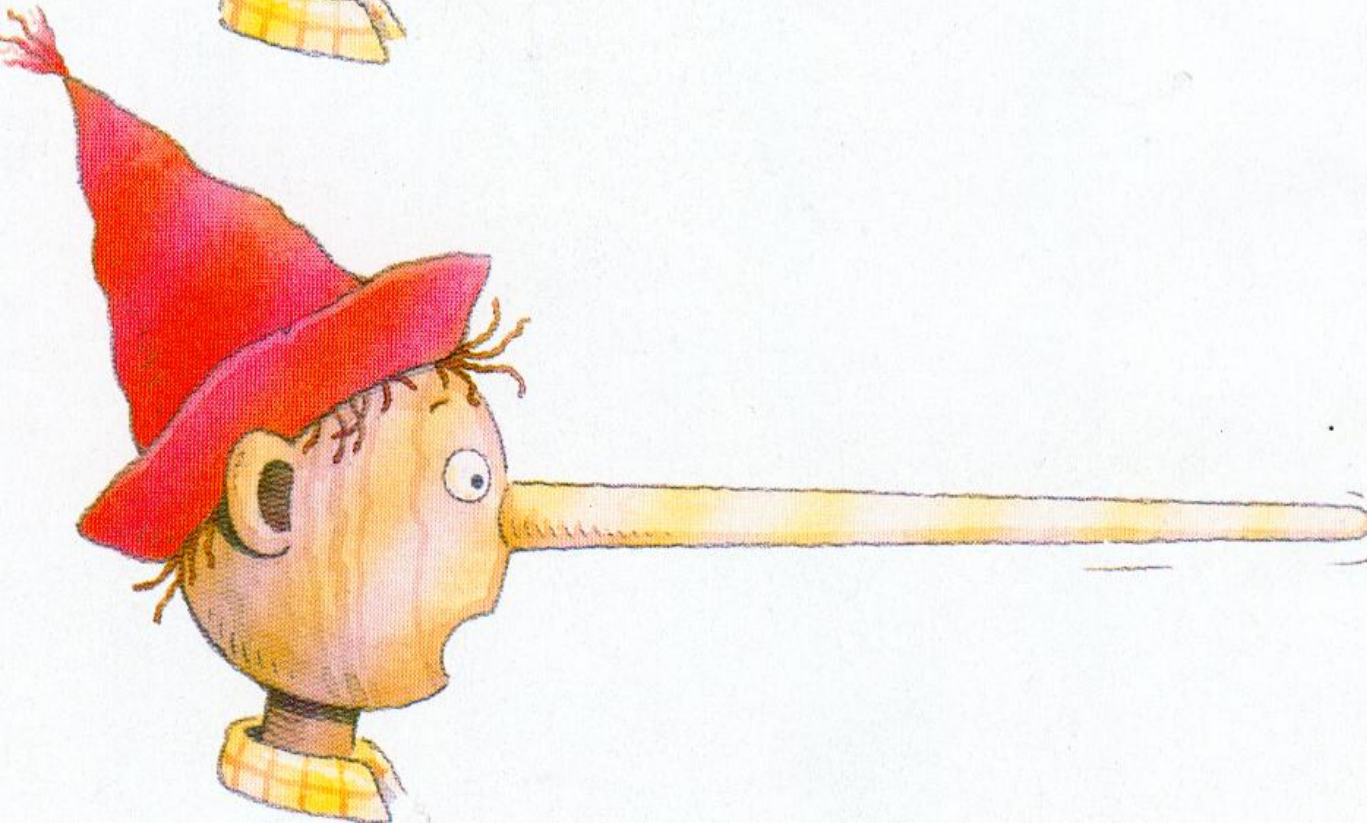
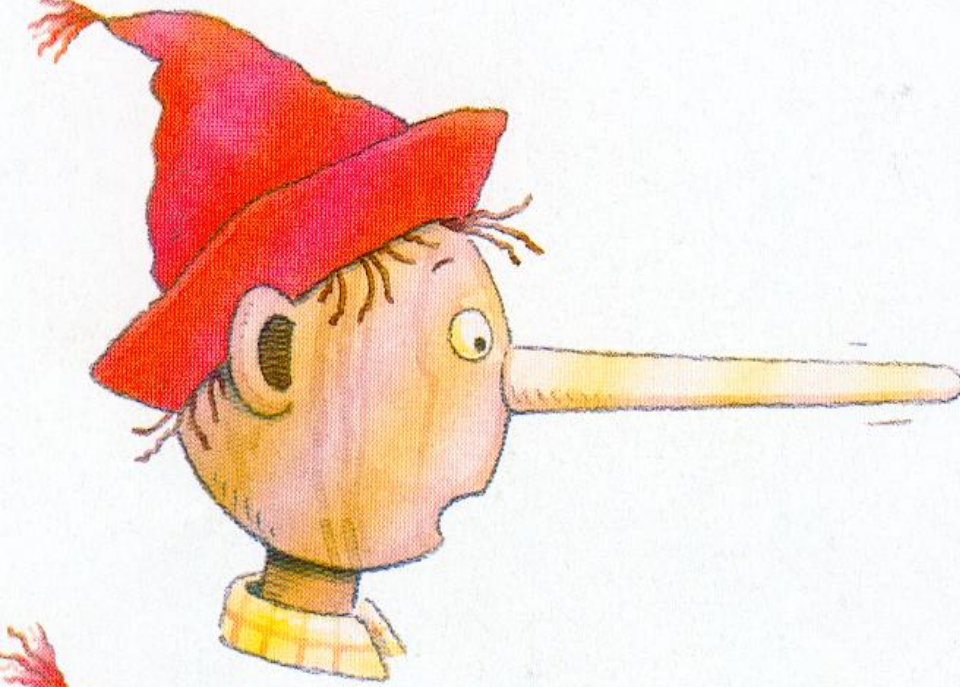
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*Property  
Management  
Safety  
Implications*







## Gas safety and servicing



### What should I do if I smell gas?

If you suspect a gas leak in your property, you should immediately:

- open all doors and windows
- shut off all gas supply at the meter control valve
- call Gas Emergency line (Cadent) on 0800 111 999.

## What to do when someone reports a gas leak or carbon monoxide alarm is sounding



If a resident calls to report a Gas leak (Smell, leak or fumes) or a Carbon Monoxide Alarm is sounding or if they ring complaining of headaches, nausea and/or flu like symptoms when using gas appliances follow the gas emergency procedure below. Don't delay at all – even if you think it might be a false alarm.

|   |  |
|---|--|
| <b>Step 1:</b> Give the resident basic safety information             | Tell the resident that it is hugely important that they DO NOT: <ul style="list-style-type: none"><li>• Smoke</li><li>• Use naked flames</li><li>• Operate electrical switches (either on or off)</li><li>• Use telephones/other electrical equipment inside the property</li></ul>  |
| <b>Step 2:</b> Ask the resident to make the property safe             | Ask the resident, if they can, to: <ul style="list-style-type: none"><li>• Open all doors and windows – to ventilate the area and let the gas disperse.</li><li>• Turn off all gas appliances (if possible)</li><li>• Turn off the gas supply at the meter – This might be outside the property. The handle needs to be turned to a horizontal position for off.</li></ul>   |
| <b>Step 3:</b> Ask the resident to evacuate                           | <ul style="list-style-type: none"><li>• Ask the resident to leave the property, leaving all doors and windows open.</li><li>• It is important that they DO NOT re-enter the property until they have been advised it is safe to do so.</li><li>• It is important that they DO NOT attempt to use any gas appliances or turn the gas back on until the property has been checked by a competent person.</li></ul>   |
| <b>Step 4:</b> Call the gas emergency service helpline on 0800 111999 | <ul style="list-style-type: none"><li>• Ask the resident if they have already called the gas emergency line on 0800 111999</li><li>• Inform the customer that you will ring the helpline, then ring the helpline give them all details e.g. postcode, address, contact details of customer and advise them if the escape has been isolated by the tenant.</li><li>• Get a reference number from the gas emergencies helpline and then add that to the service request in NG.</li></ul> |



When you report a potential gas leak, you will be asked the following questions:

- How long have you been able to smell gas?
- Is the smell from inside or outside the property?
- Where is your gas meter?
- Can you still smell gas when the gas is turned off?
- Is anyone else affected by the smell?

Under the Gas Safety Regulations 1998, Gentoo has a legal responsibility to make sure your gas appliances are safe. If you have a gas meter in your home, whether or not it has a gas appliance connected (e.g. a gas boiler or fire), we will make an appointment on or before the anniversary of the last gas service. If you have any solid fuel appliances we will service these twice a year.

Your Tenancy Agreement clearly states you must allow us in your home to carry out this work. Failure to do so will result in legal action being taken against you. We will write to you to tell you when we will be coming out to carry out these checks. Please make sure you allow us access and keep your appliance(s) turned off while we carry out these checks. Our safety records will contain details of any faults we have found during a safety check and the appropriate action.

**Please note:** It is an offence to use or allow anyone else to use an appliance you know is unsafe.



### Step 1: Plunger

Place the plunger over the plughole, and ensure a seal is formed, then drive the handle down and up in a pumping action. You'll know the blockage is clear when you fill the sink up and it drains quickly.



### Step 2: Blast it out

Sometimes a hard burst of water can push out whatever is blocking your sink. Take a plastic milk bottle or 2-litre drink bottle, fill it with hot water, tip it upside down with the bottle hole against the plughole, and squeeze as hard as you can. The fast, directed flow of water may well fix the problem.

### Step 3: Down the drain

Sometimes a plunger can't unblock the sink so you need to do something to break down the blockage. There are a lot of hardcore drain unblocking products on the market, and though they will often get the job done they're pretty harsh, and can linger in the drain and around your sink too. Always follow the manufacturer's instructions.





#### Step 4: Baking Soda and Vinegar

A more friendly solution to unblocking a sink uses a simple mix of baking soda and vinegar. First, pour a load of baking powder down your plughole. Then tip in the vinegar. You'll hear a lot of fizzing, and may even get some froth coming back up the plughole. Once the chemical reaction subsides tip some hot water down to flush the pipe through.

#### Step 5: Bleach

If that doesn't work you can also use bleach to dissolve blockages. The best approach with bleach is to pour some through the plughole last thing at night and then flush with hot water in the morning.

#### Step 6: U Bend Clearing

Most blocked sinks happen because the U bend gets clogged up, and sometimes the only solution is to remove the U bend and clear it out by hand. To do this you'll need:

- Small bucket or dish
- Plumber's tape (PTFE Tape)
- Wire coat hanger

#### Step 7:

Look under your sink and find the U bend, it's the first bend in the pipe immediately below the plughole. Put your bucket or dish under the U bend and carefully unscrew the section of pipe. The U bend has two sets of threads, one at either end. As you loosen them any backed up water will drain out, so take your time. Once the flow of water has stopped, remove the U bend and use the wire coat hanger to clean out the inside of the pipe, you can also use a dishcloth and warm water to help clean everything out.

#### Step 8:

Once it's all clean, fix the U bend back into place, using plumber's tape to make it watertight if needed. Run the tap to n



# Your health and safety

## Carbon Monoxide

**We are undertaking a programme to install Carbon Monoxide Detectors in all Council tenant homes in 2016.**

### **Causes and symptoms of Carbon Monoxide poisoning**

The signs and symptoms are not always obvious. Some people may have a pre-existing condition with similar symptoms. At-risk groups include babies and young children, pregnant women and people with heart or breathing problems.

### **Low levels of Carbon Monoxide**

Symptoms can be similar to food poisoning and flu but without the high temperature. Symptoms include:

- Headache
- Nausea
- Dizziness
- Tiredness and confusion
- Stomach pain
- Shortness of breath

### **High levels of Carbon Monoxide**

These are likely to be more severe symptoms such as:

- Impaired mental state
- Loss of physical co-ordination
- Tiredness and confusion
- Chest pain and/or muscle spasms
- Loss of consciousness

### **Common causes of Carbon Monoxide poisoning**

- Faulty gas appliances or blocked flues and chimneys
- Paint fumes and some strong cleaning fluids used without ventilation in the room
- Heavy smoking without ventilation in rooms

**Consult your doctor immediately if you are experiencing any of the above. Call the customer contact centre if you suspect a gas appliance in your home may be the cause.**

# Carbon monoxide, the silent killer: How to stay safe



## Getting into your home to service your appliances

Part of your tenancy agreement says that you should give us access to your home for gas maintenance or safety work and we should take all reasonable steps to make sure that this work is carried out. This may involve giving written notice to ask for access to your home.

**If we can't get into your home after repeated contact, we'll take legal action. If we do have to take action, we'll recover all legal costs from you.**

## What is carbon monoxide?

Carbon monoxide is a very poisonous gas that has no colour, taste or smell. It can be released by any appliance that burns wood, gas, oil or coal, such as BBQ's, camp stoves and gas appliances. Carbon monoxide emissions from poorly installed or badly maintained gas appliances and flues cause the death of 50 people and the hospitalisation of 200 people every year.

The Gas Safety (Installation and Use) Regulations 1998 specify that it is the duty of landlords to make sure that all gas appliances, fittings and flues provided for tenants in their homes are safe.

## How to tell there could be carbon monoxide in your home

- Look out for gas appliances burning with a yellow/orange flame that's normally blue
- Extra condensation
- Pilot lights blowing out on your appliances
- Sooting and/or yellow stains around appliances.



## Water safety



To help prevent burst pipes in cold weather, try to keep your home fairly warm at all times, even when you are not there. Leave the heating on a low setting. Know where your water stopcock is and make sure you can turn off the main water supply if you need to. Make sure outside taps are lagged. If they have separate stopcocks, turn them off in winter.

**If your pipes freeze or burst you should:**

- **Turn off the main stopcock**
- **Switch off your immersion heater if you have one**
- **Switch off your heating and hot water system**
- **Turn on all your taps to drain off as much water as possible**
- **Try to find out where the water is coming from**
- **Contain it if possible by putting rags or a bucket under the leak**
- **Do not use your lights if water is dripping through a light fitting**
- **Report the problem to us on 01726 874450**

# ASBESTOS

- *Asbestos Regulations 1931*
- *Asbestos Regulations 1969*
- *Control of Asbestos at Work Regulations 1987*
- *Asbestos (Licensing) Regs 1983 and 1998*
- *Asbestos Prohibitions Regs 1985*
- *Asbestos Prohibitions Regs 1992*
- *Asbestos Prohibitions (Amendment) Regs 1999*
- *Control of Asbestos at Work Regs 2002*
- *Control of Asbestos Regs 2006*
- *Control of Asbestos Regs 2012 etc*



KEY

**ROOF AND EXTERIOR WALLS**

- 1 Roof sheets and tiles
- 2 Guttering and drainpipe
- 3 Wall cladding
- 4 Soffit/facia boards
- 5 Panel beneath window
- 6 Roofing felt and coating to metal wall cladding

**BOILER, VESSELS AND PIPEWORK**

- 7 Lagging on boiler, pipework, calorifier etc.
- 8 Damaged lagging and associated debris
- 9 Paper lining under non-asbestos pipe lagging
- 10 Gasket in pipe and vessel joints
- 11 Rope seal on boiler access hatch and between cast iron boiler sections
- 12 Paper lining inside steel boiler casing
- 13 Boiler flue

**CEILING**

- 14 Spray coating to ceiling, walls, beams/columns
- 15 Loose asbestos in ceiling/floor cavity
- 16 Tiles, slats, canopies and firebreaks above ceilings
- 17 Textured coatings and paints

**INTERIOR WALLS/PANELS**

- 18 Loose asbestos inside partition walls
- 19 Partition walls
- 20 Panel beneath window
- 21 Panel lining to lift shaft
- 22 Panelling to vertical and horizontal beams
- 23 Panel behind electrical equipment
- 24 Panel on access hatch to service riser
- 25 Panel lining service riser and floor
- 26 Heater cupboard around domestic boiler
- 27 Panel behind/under heater
- 28 Panel on or inside, fire door
- 29 Bath panel

**FLOORING MATERIALS**

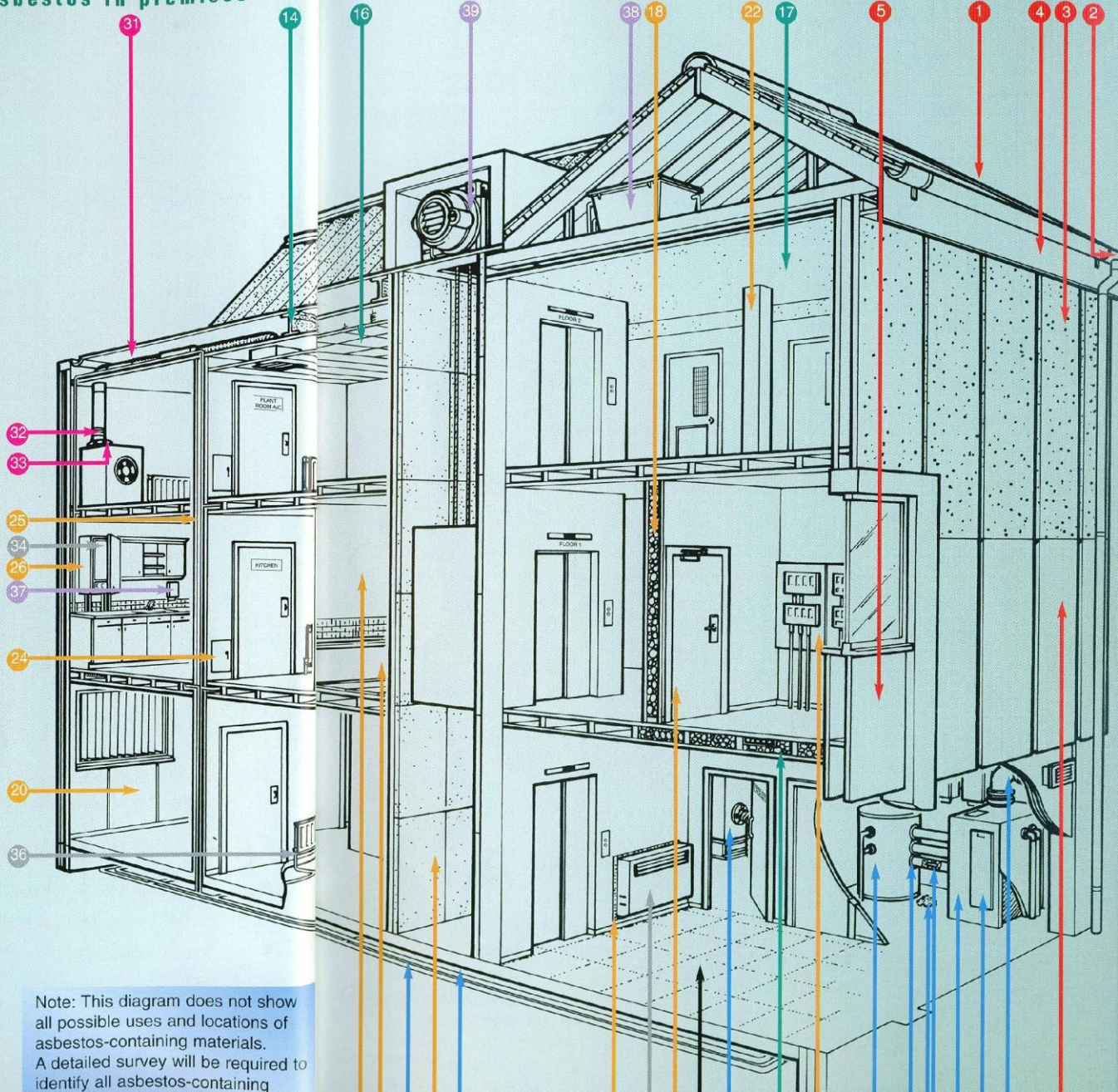
- 30 Floor tiles, linoleum and paper backing, lining to suspended floor

**AIR HANDLING SYSTEMS**

- 31 Lagging
- 32 Gaskets
- 33 Anti-vibration gaiter

**DOMESTIC APPLIANCES**

- 34 Gaskets, rope seals and panels in domestic boilers
- 35 'Caposil' insulating blocks, panels, paper, string etc in domestic heater
- 36 String seals on radiators



Note: This diagram does not show all possible uses and locations of asbestos-containing materials. A detailed survey will be required to identify all asbestos-containing materials present in a building.

Further information can be found in



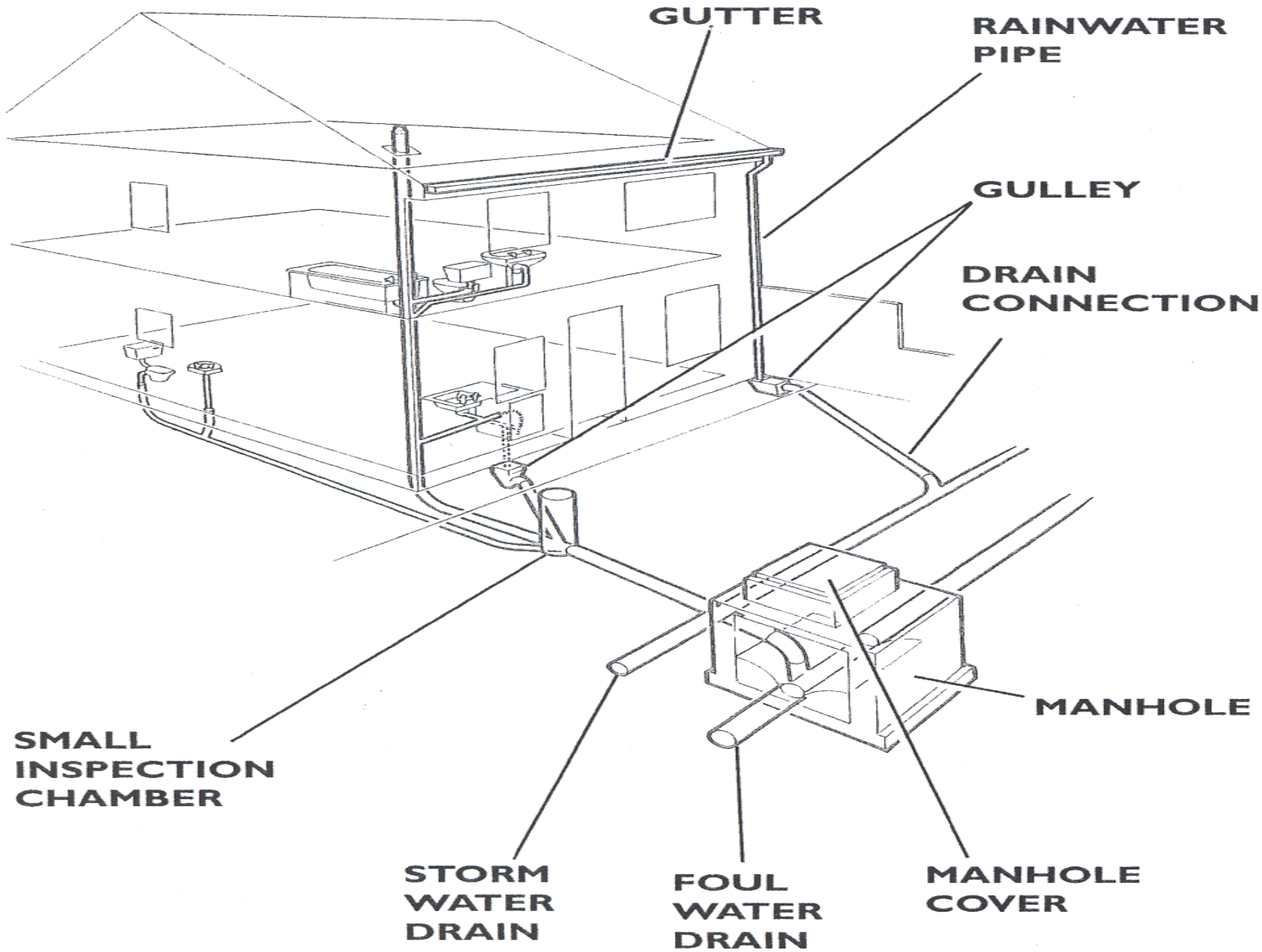
# Workshop

- *The collection of appropriate and relevant information from tenants, and the like, to facilitate the effective processing of a repair request and action an appropriate repair response is paramount to embedding and achieving a 'Getting It Right First Time' culture and mindset.*
- *In order to fulfil this requirement Front Line Officers will find it easier to adopt a structured approach in questioning technique. To this end.... identify 6 words you would recommend to an officer in order to formulate a consistent approach and achieve this effective questioning technique.*

# *Workshop*

- What ?
- Where ?
- Which ?
- When ?
- Why ?
- How ?
- Who ?
- Quantity ?

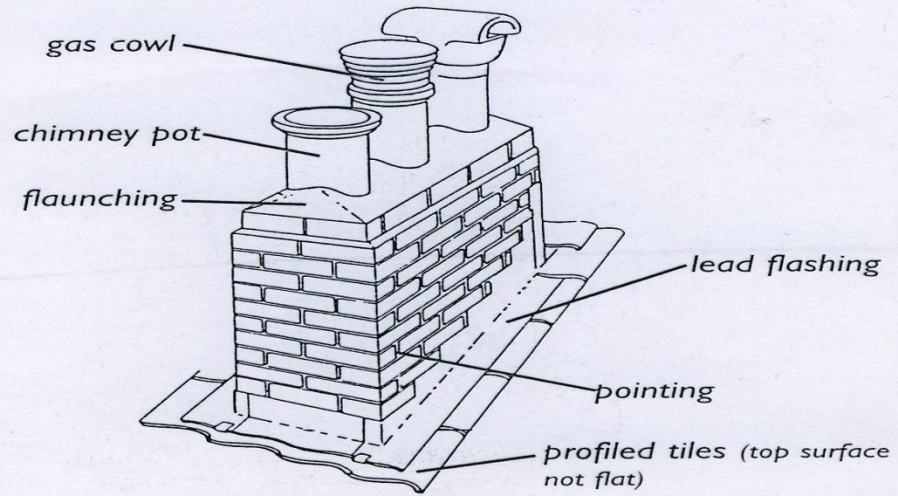




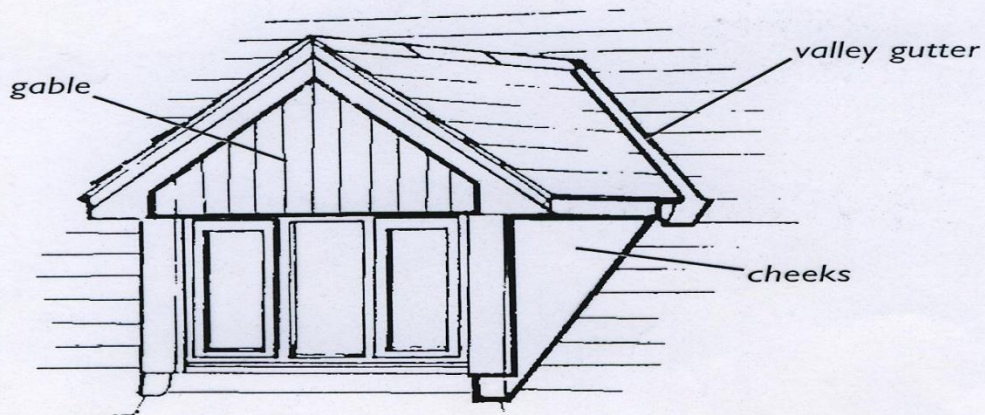




### **Chimney stack with three flues**

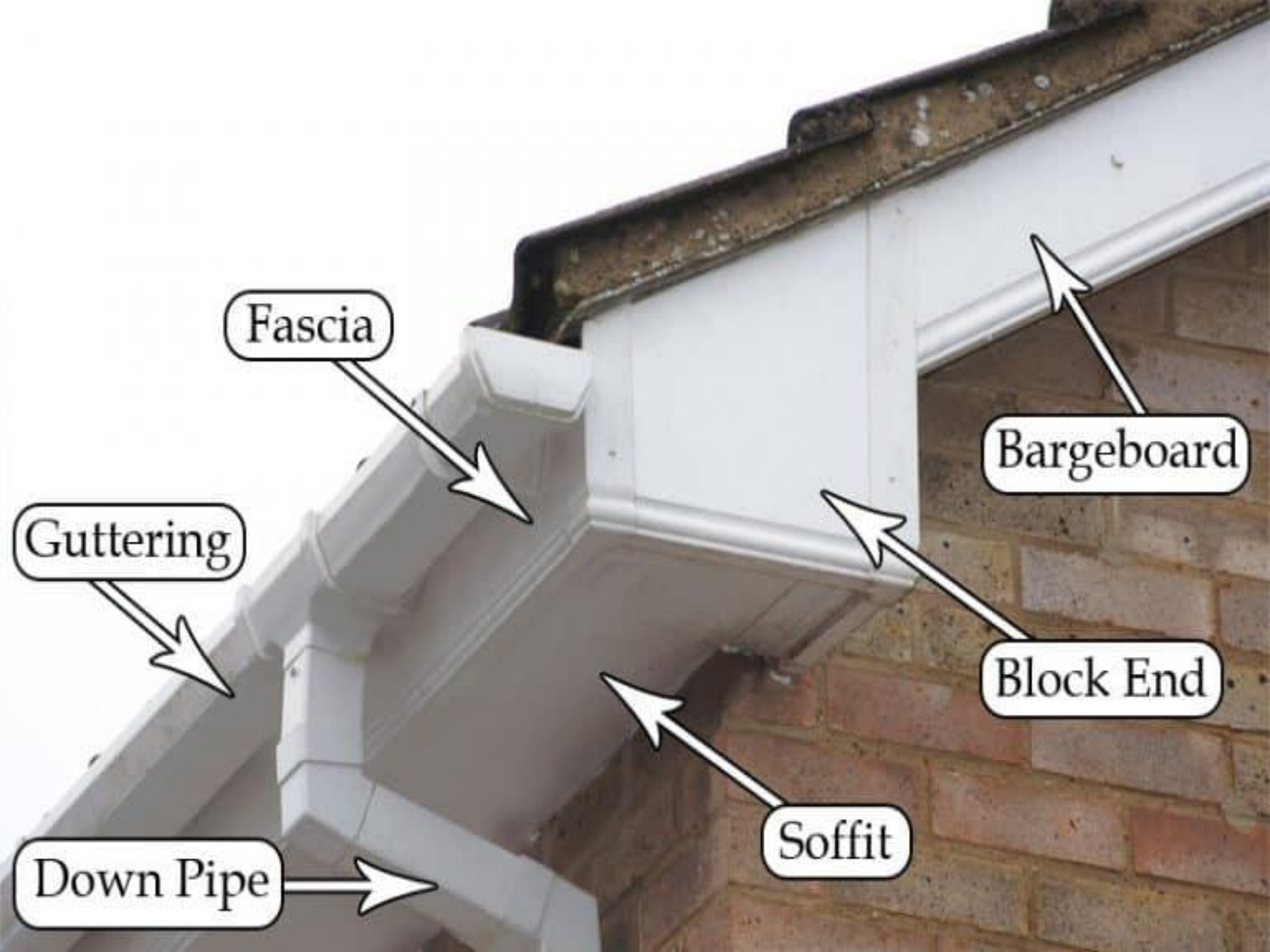


### **Dormer window (with pitched roof)**









Fascia

Guttering

Down Pipe

Bargeboard

Block End

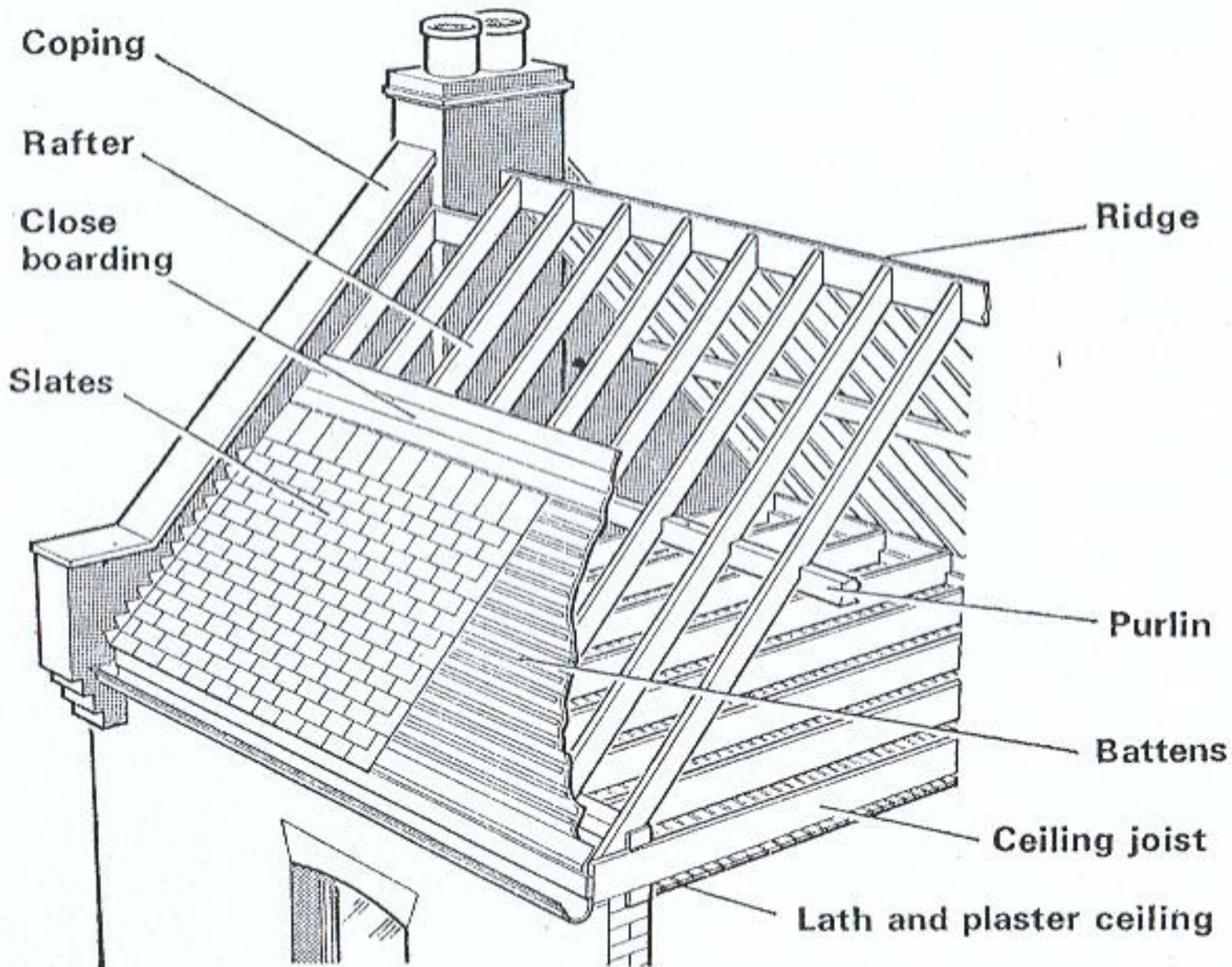
Soffit

















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# *Trade or Other Implications*

















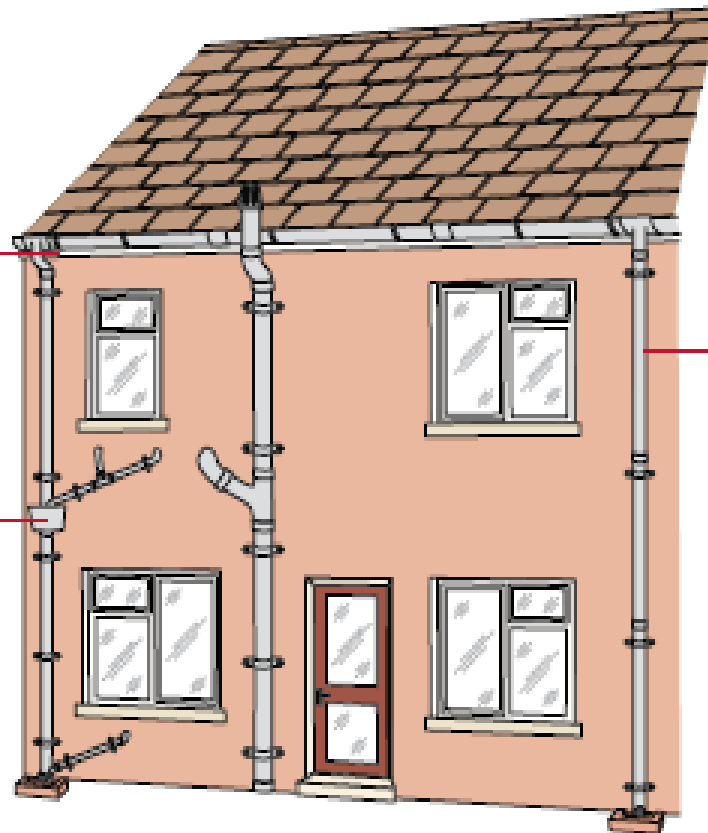




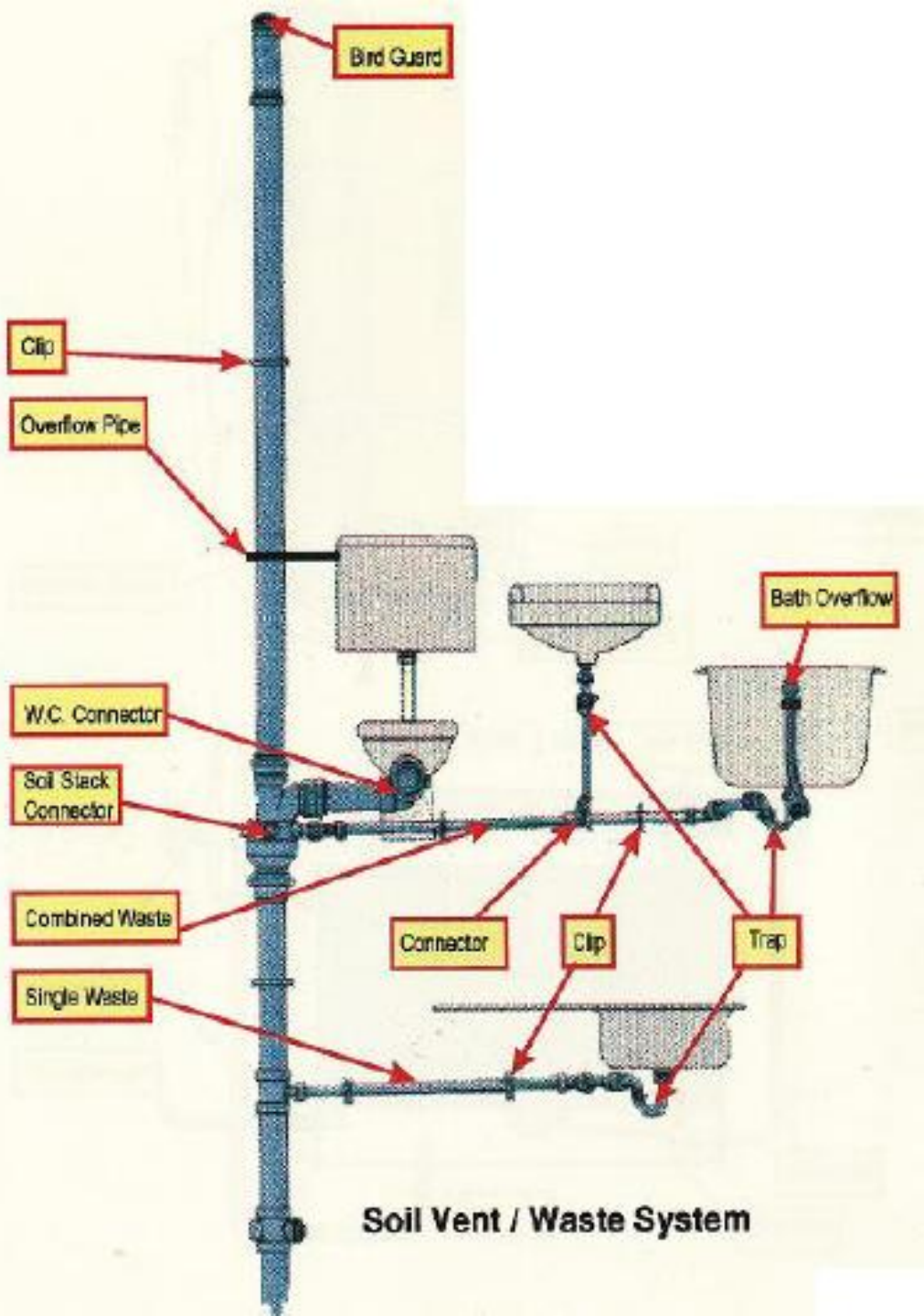
# Repairs picture finder

## Gutters

- 1 Gutter blocked along elevation
- 2 Plastic gutter leaking
- 3 Plastic gutter bracket broken or missing
- 4 Metal gutter leaking
- 5 Metal gutter bracket broken or missing
- 6 Hopperhead blocked



- 7 Downpipe blocked over 4 storeys
- 8 Downpipe blocked 2 to 4 storeys
- 9 Downpipe blocked up to 2 storeys
- 10 Plastic downpipe leaking
- 11 Plastic downpipe loose
- 12 Metal downpipe leaking
- 13 Metal downpipe loose



**Soil Vent / Waste System**





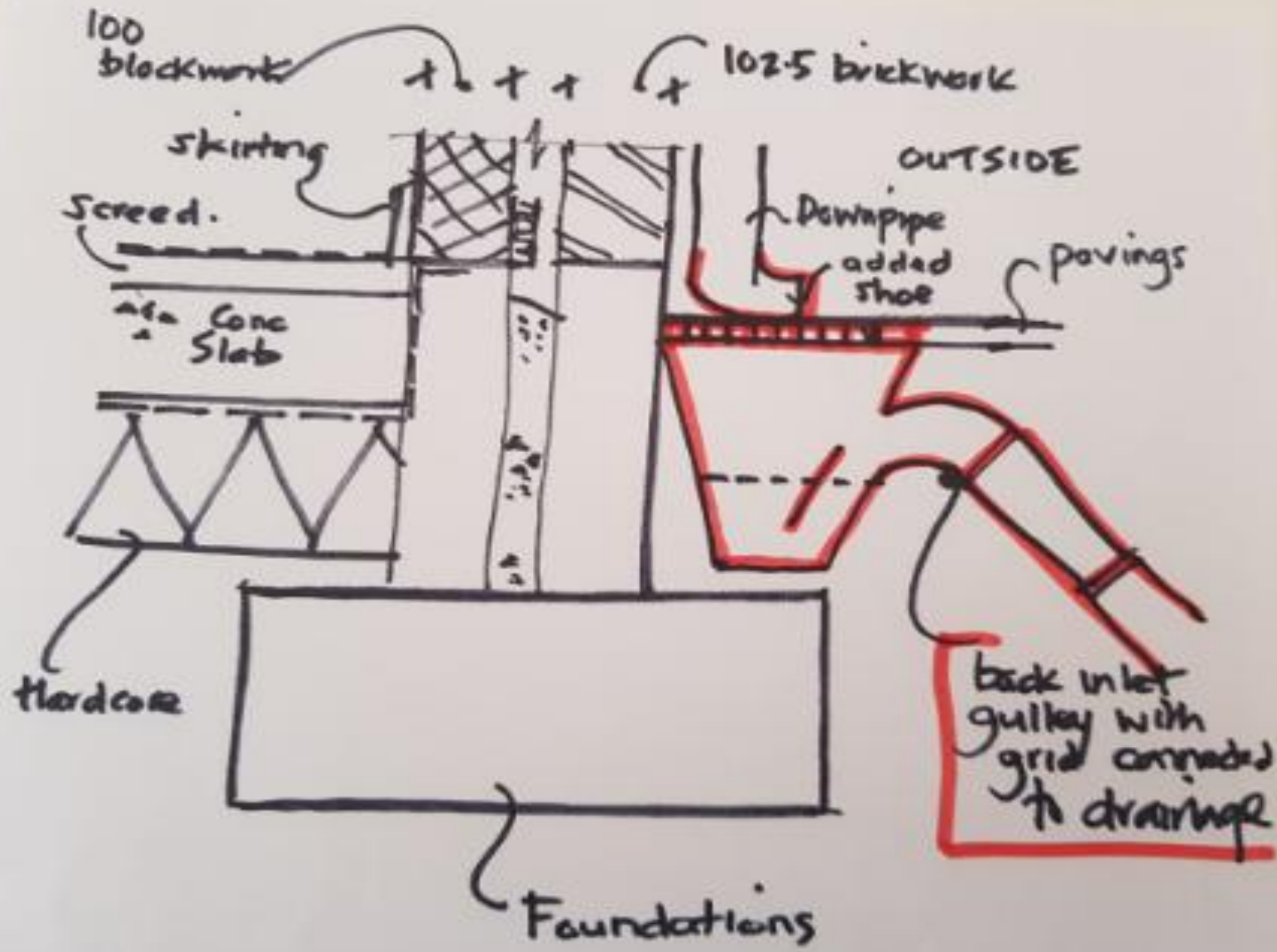














### 3.2 Poor workmanship







































# How might one differentiate between Condensation being the form of damp as opposed to others such as leaks, penetrating or rising ?

- *Tends to have a 'season' – September to March/ April;*
- *Can have a 'misty' surface;*
- *Stains or streaks of water running down – particularly in bathrooms and kitchens;*
- *Damp patches with no definitive edge;*
- *Mould growth – black pin mould;*
- *Found generally behind wardrobes, external walls where air circulation is restricted and on 'colder surfaces'*
- *No sign of efflorescence, hygroscopic salts*
- *Penetration, leaks will have pattern of occurrence – rain, use of appliance eg whbasin intermittent as opposed to service pipe - continuous etc*



# *Factors Affecting Condensation Levels*

- *The Residents*
- *The Building*
- *Heating*
- *Insulation*
- *Ventilation*
- *Weather*
- *Orientation*
- *Moisture Movement and Absorption*

