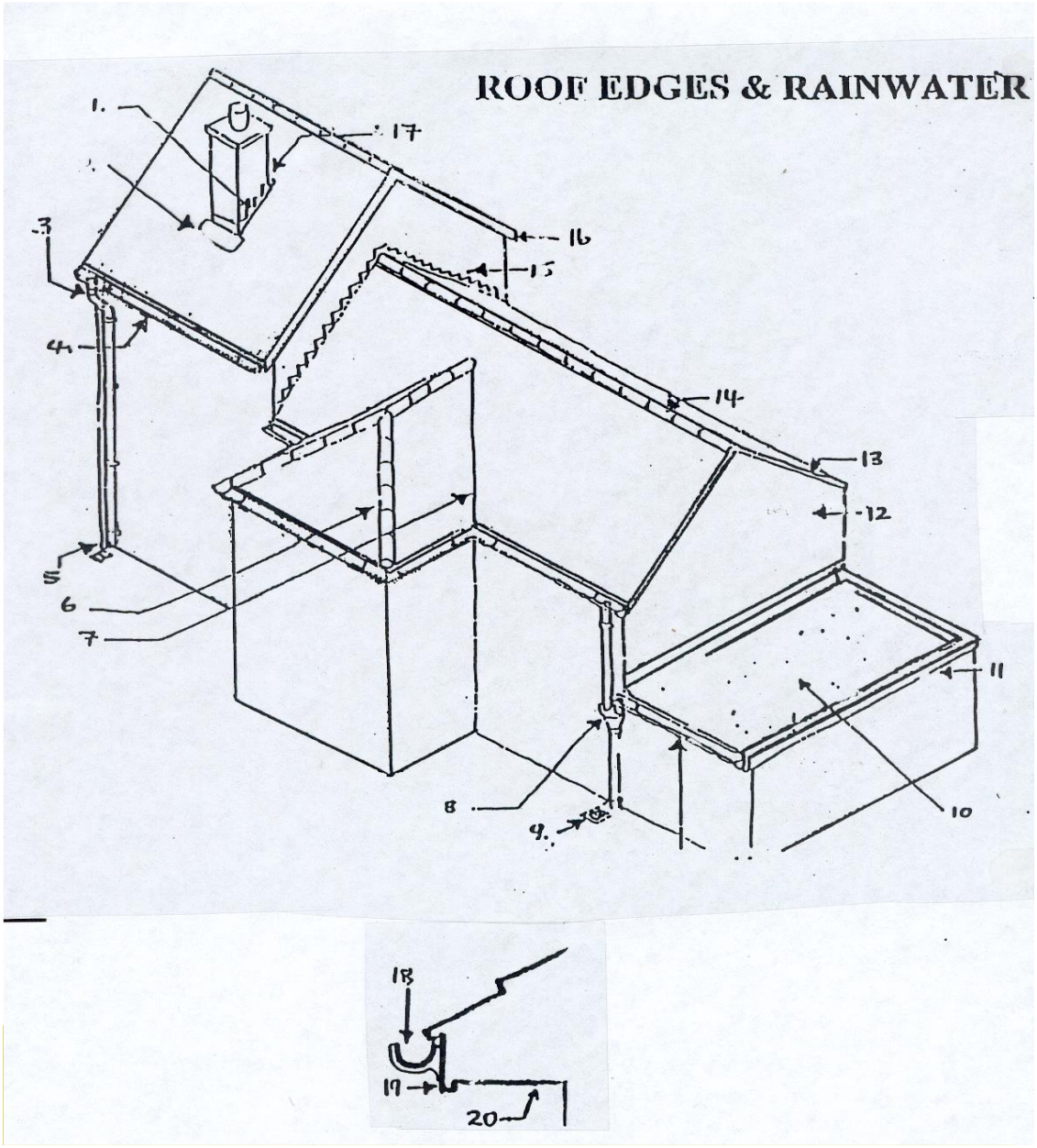
# Repair Diagnostics Workshop Booklet

**Wayne Anderson**
**BSc MSc Dipl H+S MRICS MCIArb FHEA**

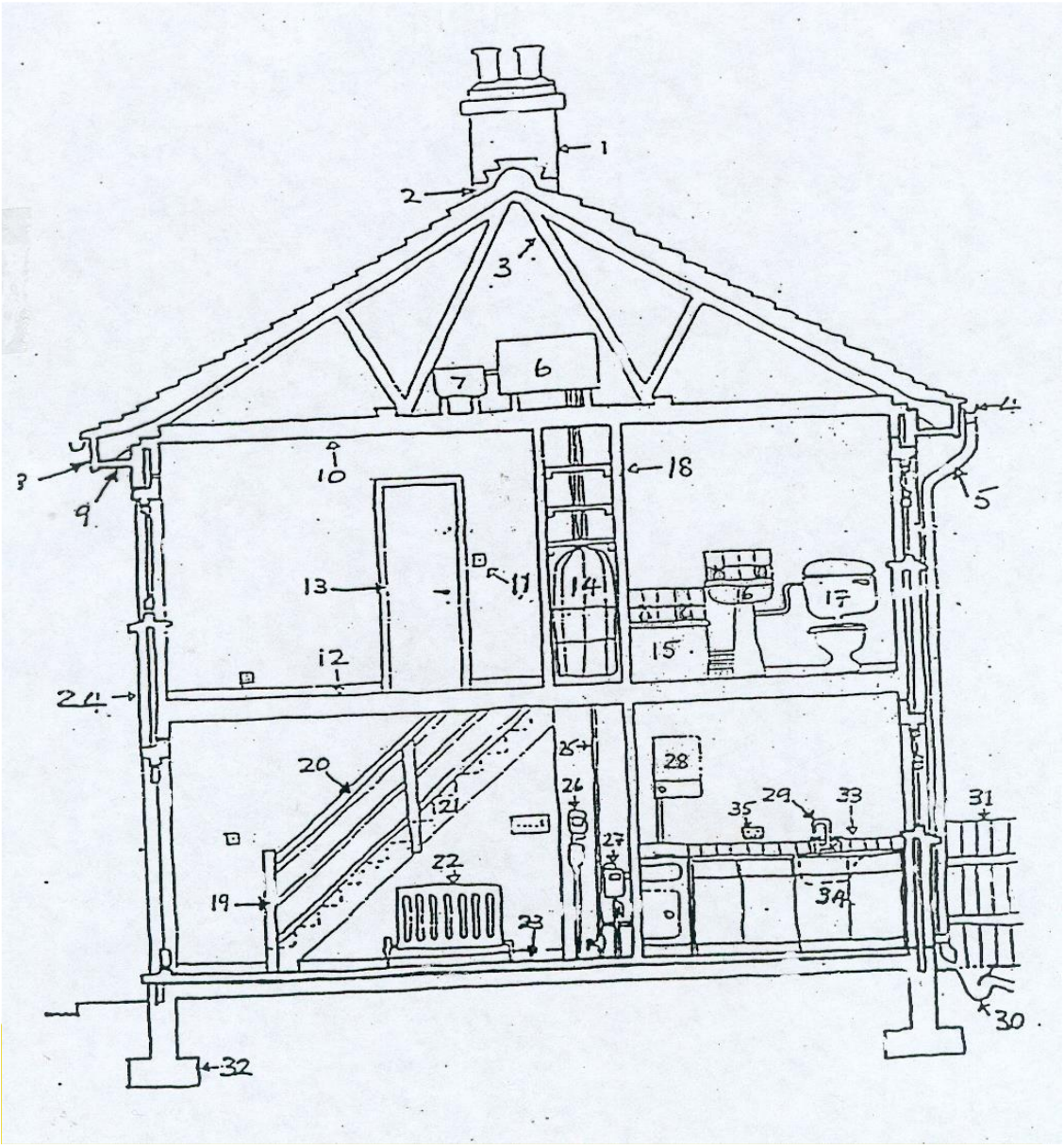
hqn training

# 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 five

Carefully consider and answer the following questions related to the effective application of the ‘repairs reporting’ function:

1 List five implications of ineffective repairs reporting.

2 Identify the criteria typically applied against the classification of a repair as an ‘emergency’.

3 What advice would you give a tenant in the case of a reported gas leak/smell.

4 Identify the criteria that might be applied against the raising of a repair being deemed ‘re-chargeable’.

5 Identify the eligibility criteria that might be applied to ‘discretionary repairs’.

# Workshop six

Consider the following repair requests and identify in the box alongside whether the request would be classified as an ‘emergency’

| Question | Emergency ? |
|---|---|
| There is a drip from my living room ceiling dropping on to my | |
| Water is flooding down into my flat from above ! | |
| One of my pipes have burst ! | |
| Someone has kicked my front door in and I cannot make it | |
| I live on the ground floor and someone has smashed my | |
| I’ve lost my keys and locked myself out of my house ! | |
| I cannot get into my flat because the lock is broken ! | |
| The cistern 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’s a smell of burning coming from the electric meter | |
| The power has failed completely in my flat but not in other flats in the street ! | |

# 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!