

Thurs. 16th. May 2019.

Accompanied an operative on a repair visit.

This was his second visit as he could not gain access first time.

The task was a mutual exchange electrical test.

The task was carried out quickly, efficiently and professionally with the consent of the tenant .

During the tests 2 problems were encountered :-

a) the vent fan in the bathroom was on a 240v supply but under the latest regs. It should have been either above 2metres over the bath or be on a 24v supply. As the operative had a 24v fan in his van this was quickly changed and tested.

b) during the testing procedure some of the bonding was found not to be up to standard was immediately remedied and tested to the required standard.

The whole task, though taking longer than expected due to the problems, was completed to the satisfaction of the tenant and left in a clean state removing dust etc following the installation of the new fan, with the new parts fitted from the stock in his van.

A possible slip in inter departmental communication took place in that at the same time that we were carrying out the full electrical test a mutual exchange final inspection took place involving a council inspector , the leaving tenant and the new incoming tenants.

The operative was very efficient, polite to the tenant and explained what was happening to the tenant and left the house with the thanks of the tenant.

During our general chat it seems that there are times when communication between operators and the deployment office slip up ie. Operator sent to a job which turns out to be a broken window. He measures for a new pane and reports back to the office placing an order for the pane. Later a new operative is sent to the job, he is deployed to a new task. Later a new operative is sent to replace the glass does not know that the glass is now in the depot and measures for a new pane. By ensuring that the second visit operatives are shown the first visit reports both time and money could be saved.

