

IMS - Advanced Component Replacement request form V1

61 Sidford Road, Bedminster, Bristol, BS3
5DN / Lee Dorrington D2D B3 PDTM

Complete

Score	8 / 12 (66.67%)	Flagged items	0	Actions	0
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ACR Requested By:

Lee Dorrington D2D B3 PDTM,
IMS North - Martin Daymond,
Region 4 - John Forester, D2D
Repairs Team B3 - Lee Dorrington

Customer Name:

Lian Stephens

Customer Address:

61 Sidford Road, Bedminster,
Bristol, BS3 5DN

Untitled Page		8 / 12 (66.67%)
Component requiring replacement:	Door/ Doors	
Which door/s need replacing?	Rear Door	
What type of door?	Patio door	
Keystone review date:	23 Apr 2045	
Keystone Replacement Cost:	£1535.14	
Number of previous repair attempts:	3	
Relating job numbers: UR0737331,UR0707660,UR0609565		
Please tick all relevant options below:		5 / 5 (100%)
Health and safety concern	No	
Works relate to a complaint	No	
Works relate to a disrepair case	No	
HHSRS	No	
Works relate to a compliance issue	No	
Information		1 / 1 (100%)
Can a mitigatory repair be utilised to see the component into the next financial year? Please provide details 3 previous attempts made	No	
Please select appropriate Red/ Amber/ Green status for this request:	Red - component must be replaced as soon as possible. There is a risk to the customer and/ or the business.	

Any other relevant information to support the request:

Please see photos attached for your reference regarding this uPVC rear patio French door. Both Danny and Rowan have attended the above door to overhaul it as best they could by adjusting and resecurig the shoe bolts, but the door is still not closing fully, meaning the customer is worried when they are out for extended periods that someone will easily gain entry. The top and bottom mullion end caps are missing, I ordered a couple of options from eurocell to see if we could source a match but due to the age of this door it is proving difficult. This is letting in a big draught, causing damp and mould around the door, as you can essentially see daylight through the door. The door was installed in 2015, so only 10 years old but no longer has a warranty. Please can you advise if you would consider this door for ACR or if you wish to explore another

avenue?

Opener size - 1870mm x 2140mm (these are exact brick to brick measurements).

Evidence:

Clear photos demonstrating the need for the component replacement must be provided with this form.

1.Photo



Photo 1

2.Photo



Photo 2

3.Photo

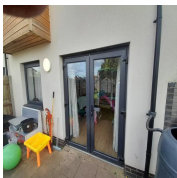


Photo 3

4.Photo

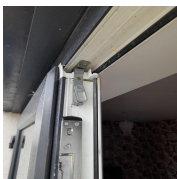


Photo 4

6.Photo

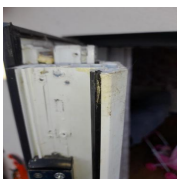


Photo 5

7.Photo

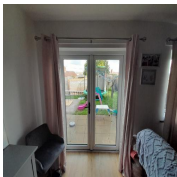


Photo 6

Media summary



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6