

IMS - Advanced Component Replacement request form V1

Carrie ormerod / 2, Ecos Court, Frome,
Somerset, BA11 1HZ

Complete

Score	6 / 6 (100%)	Flagged items	0	Actions	0
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ACR Requested By:

Carrie ormerod

Customer Name:

Miss Carla Box - 07512849791

Customer Address:

2, Ecos Court, Frome, Somerset,
BA11 1HZ

Untitled Page		6 / 6 (100%)
Component requiring replacement:	Windows	
Keystone review date:	1 Jan 2049	
Keystone Replacement Cost:	6,185.19	
Number of previous repair attempts:	7	
Relating job numbers: UR0051595 - 08/11/2021 - Bedroom window split wood and rotting UR0211983 - 4/11/22 - wooden framework around windows are completely rotten UR0287709 - 01/03/2023 - EPOXY resin window frame repair to rear windows UR0433746 - 02/11/2023 - Damp and mould Customer reports that the windows throughout the property are getting rotten from the damp and mould and condensation. This is occurring through the property not just one room. UR0473443 - 02/01/2024 - Timber window has become rotten UR0698160 - 19/12/2024 - Mouldy and damp windows in a conservation and listed property wooden sash x2 and non sash windows have all rotted and the condensation is dripping down the walls in all rooms windows are open fans are all working UR0707998 - 08/01/2025 - RBS Inspection - RBS to investigate ongoing issues causing the damp and mould in property.		
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	No	
the timber windows are rotten and letting in water and drafts.		
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:

Keystone indicates due for replacement in 2049 as there stock condition states replaced 2019 - this was not done.
 the property is listed and in a conservation area but other properties in the court have had replacement

windows.
the windows are rotten causing mould and damp to the property, the windows are drafty, the tenant is struggling to heat the property due to this, also water pools on all cills running onto the floor causing damage to items of property.

Evidence:

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

1.Photo



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6



Photo 7



Photo 8



Photo 9

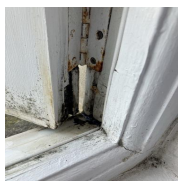


Photo 10



Photo 11



Photo 12

2.Photo

3.Photo

4.Photo

6.Photo

7.Photo

Media summary



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6



Photo 7



Photo 8



Photo 9

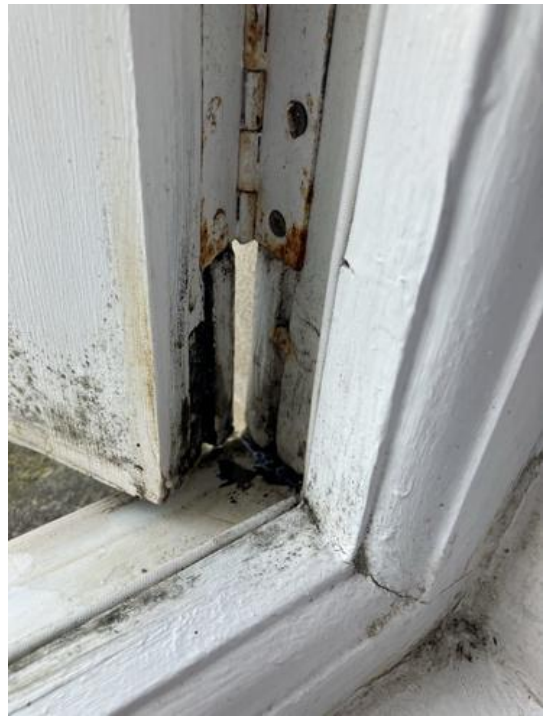


Photo 10



Photo 11



Photo 12