

RBS Damp & Mould Customer Sheet



Work Order
Number 00000216

Status Completed

References

Case Number	00001326	CX Repair Request Id	1169711
Work Order Number	00000216	CX Work Order Reference	LW806661
Property Address	113 Lower Ashley Road, Easton, Bristol, BS5 0FH	Last Modified By	Julian Mallia, 15/05/2025, 12:39

Customer Information

Account Name	Ms Fartuun Abdi Mohamuud		
Preferred Contact Name	Ms Fartuun Abdi Mohamuud	Preferred Contact	07736782490

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Visit Findings

Damp & Mould Information

Issue(s) or Defect(s) Identified	<p>There has been an ongoing leak into the lounge from an area of the balcony above the window. The damage is outside the first floor rooms.</p> <p>The balcony is finished with pre-cast concrete paving slabs and it will be necessary to lift the slabs to allow an inspection and repairs to the membrane and flashings below. The exact cause of damage could not be determined with certainty because of the slabs and it will be necessary to inspect the area once the slabs have been lifted.</p>
Works to be raised	Lift the paving slabs to the balcony to locate and repair source of water penetration
D&M Category	No CAT
Needs Post Inspection or Data Sensors	Yes
Any other comments?	

Mechanical Ventilation with Heat Recovery System (MVHR)

Does the property have a MVHR?	Yes - switched on and working
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Tumble Dryer

Is there a tumble dryer in the property?

No

Additional Drying Habit Details

Drying clothes on Radiators/Indoors?

Yes

Heating

Heating Type

Gas

Heating Additional Info

Customer not present at the time of inspection

Are they using Installed Heating?

Yes

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Advice

Customer is
aware of
Damp &
Mould Advice

No

D&M Advice
given

Not applicable

Customer is
aware of
Energy
Advice

No

Energy
Advice given

Not applicable

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Photographs



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