

Emergency job in Flat 14 Griffin Court - 4501553763

6 messages

Kata Peters <kata.peters@bpm-cs.co.uk>

Fri, Jul 18, 2025 at 5:13 PM

To: Jesbir Singh <jesbir.singh@sanctuary.co.uk>, Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>
Cc: jobs@bpm-cs.co.uk

Good afternoon,

Our engineer attended an emergency call out today at Flat 14, Griffin Court, Trinity Close, Bath, BA1 1US. He found the source of the leak, which is before the flat's isolation valve, and therefore to fix the leak we need to isolate the water mains for that section of flats. We tried to reach out to Sanctuary to allow us access to the main stop tap for that section of the building, however we were unable to get in touch with anyone. If you would like us to carry out the repairs out of hours, please call us on 01225462598 and our OOH engineer will be able to attend and carry out the repairs if he is given access to the main stop tap.

Otherwise we will attempt getting in touch with you again on Monday to arrange repairs.

Kind regards,
Kata Peters



Kata Peters
Contract Administrator

01225 462598
bpm-cs.co.uk



Retrofit West
Trusted Professional

'Ailsa Tustian' via Kata Peters <Kata.Peters@bpm-cs.co.uk>

Fri, Jul 18, 2025 at 5:20 PM

Reply-To: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>

To: Rod Brown <rod.brown@sanctuary.co.uk>, Steven Rathband <Steven.Rathband@sanctuary.co.uk>, SMCL South West <smclsouthwest@sanctuary.co.uk>, Joanne Stringer <joanne.stringer@sanctuary.co.uk>

Cc: Jesbir Singh <jesbir.singh@sanctuary.co.uk>, Kata Peters <kata.peters@bpm-cs.co.uk>

Hi all,

Please see below re the emergency attendance tonight – looks like BPM have located it – please can someone contact Kata re this? I've no idea where the stop tap is or how they'd access it?

Thanks,

Ailsa Tustian
Area Manager – Housing

she/her

Sanctuary Housing

South West – Area 4
Customer line: 0808 168 3477

HfOP: 0800 917 0092

Mobile: 07990 834388

From: Kata Peters <kata.peters@bpm-cs.co.uk>

Sent: 18 July 2025 17:13

To: Jesbir Singh <jesbir.singh@sanctuary.co.uk>; Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>

Cc: jobs@bpm-cs.co.uk

Subject: Emergency job in Flat 14 Griffin Court - 4501553763

[EXTERNAL EMAIL] This email is from an external source – be careful when opening attachments or clicking links.

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Sanctuary, Chamber Court, Castle Street, Worcester, WR1 3ZQ
Tel: 01905 334000

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'Steven Rathband' via **Kata Peters** <Kata.Peters@bpm-cs.co.uk>

Fri, Jul 18, 2025 at 5:39 PM

Reply-To: Steven Rathband <Steven.Rathband@sanctuary.co.uk>

To: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>, Rod Brown <rod.brown@sanctuary.co.uk>, SMCL South West <smclsouthwest@sanctuary.co.uk>, Joanne Stringer <joanne.stringer@sanctuary.co.uk>, Kata Peters <kata.peters@bpm-cs.co.uk>

Cc: Jesbir Singh <jesbir.singh@sanctuary.co.uk>

Hi [@Kata Peters](#)

Unfortunately I'm not sure where the stopcock is. If the water is only going to be isolated for a short period could we potentially do this via the main stopcock in the road or possibly freeze it?

It's vital this gets done tonight.

Best Regards

Steven Rathband - (Assistant Operations Manager - Midlands and South West)

[07483426562](tel:07483426562)

Email: Steven.Rathband@sanctuary.co.uk

Website: <http://www.sanctuary-group.co.uk>

Property Services

Unit 8i Maybrook Business Park

Minworth

B76 1AL

Your property is our priority

I am sending this email at a convenient time for me. However, I do not expect a response outside of your working hours.

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[Quoted text hidden]

'Ailsa Tustian' via **Kata Peters** <Kata.Peters@bpm-cs.co.uk>

Mon, Jul 21, 2025 at 8:44 AM

Reply-To: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>

To: Steven Rathband <Steven.Rathband@sanctuary.co.uk>, Rod Brown <rod.brown@sanctuary.co.uk>, SMCL South West <smclsouthwest@sanctuary.co.uk>, Joanne Stringer <joanne.stringer@sanctuary.co.uk>, Kata Peters <kata.peters@bpm-cs.co.uk>

Cc: Jesbir Singh <jesbir.singh@sanctuary.co.uk>, Tina Lister <tina.lister@sanctuary.co.uk>

Morning all,

Please see attached from Tina – I don't know what to suggest, would an operative be able to attend to find the stop tap?

Thanks,

Ailsa Tustian
Area Manager – Housing

she/her

Sanctuary Housing

South West – Area 4
Customer line: 0808 168 3477

HfOP: 0800 917 0092

Mobile: 07990 834388

[Quoted text hidden]

[Quoted text hidden]

----- Forwarded message -----

From: Tina Lister <tina.lister@sanctuary.co.uk>
To: Jesbir Singh <jesbir.singh@sanctuary.co.uk>, SW Estates Property Delivery <swestates.propertydelivery@sanctuary.co.uk>, Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>
Cc: "jobs@bpm-maintenance.co.uk" <jobs@bpm-maintenance.co.uk>
Bcc:
Date: Sun, 20 Jul 2025 19:35:17 +0000
Subject: Flat 14, Griffin Court, Trinity Close, Bath BA1 1US

Hi

RE 1004693307/ Purchase Order 4501553763

Following attendance by contractor BPM on 18/7/2025 and 19/7/2025

Access is needed immediately to the sites main's water stop tap – supply to site will have to be shut off for approx 20 mins to effect a repair to a leak in Flat 14, Griffin Court, Trinity Close, Bath BA1 1US which is impacting three flats below for the last two weeks

Please note the resident Alison Armshaw is unable to prepare meals in the kitchen until the repair is done , she is having to eat out or buy take away , she does have a disabled daughter , everyone just wants to get this sorted out stating its gone on long enough

The contractor spent most , if not all of the day on Saturday on site trying to find an internal / external stop tap – without any luck

Do we have a caretaker for this site ?

IMMEDIATE ACTION IS REQUIRED WOULD SOMEONE KINDLY RING BPM ON 01225 587594 QUOTING Purchase Order 4501553763 AND ARRANGE TO GIVE ACCESS TO STOP TAP -RICHARD AND LOGAN WAS DEALING

Kindly let me done when done – Resident Alison Armshaw can be contacted on 07900797464

Regards

Tina Lister
Customer Care Agent

Sanctuary Housing Association
Customer Hub (Repairs & Housing)
[160 Francis Street, Hull. HU2 8DT](#)
Contact: 01482 383036

'Steven Rathband' via Kata Peters <Kata.Peters@bpm-cs.co.uk>

Mon, Jul 21, 2025 at 9:17 AM

Reply-To: Steven Rathband <Steven.Rathband@sanctuary.co.uk>

To: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>, Rod Brown <rod.brown@sanctuary.co.uk>, SMCL South West <smclsouthwest@sanctuary.co.uk>, Joanne Stringer <joanne.stringer@sanctuary.co.uk>, Kata Peters <kata.peters@bpm-cs.co.uk>, Chris Gray <chris.gray@sanctuary.co.uk>

Cc: Jesbir Singh <jesbir.singh@sanctuary.co.uk>, Tina Lister <tina.lister@sanctuary.co.uk>

Hi @Rod Brown @Chris Gray

Are you able to advise Tina on the location of the stopcocks here? If not, Rod, is there any chance you can arrange to meet BPM onsite.

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Kata Peters <kata.peters@bpm-cs.co.uk>

Mon, Jul 21, 2025 at 10:16 AM

To: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>, Rod Brown <rod.brown@sanctuary.co.uk>, SMCL South West <smclsouthwest@sanctuary.co.uk>, Joanne Stringer <joanne.stringer@sanctuary.co.uk>, Steven Rathband <Steven.Rathband@sanctuary.co.uk>, Chris Gray <chris.gray@sanctuary.co.uk>

Cc: Jesbir Singh <jesbir.singh@sanctuary.co.uk>, Tina Lister <tina.lister@sanctuary.co.uk>, Logan Fraser <logan.fraser@bpm-cs.co.uk>

Good morning,

Our out of hours engineer attended the property on Saturday and carried out a temporary repair to stop the leak. Unfortunately he was unable to locate any stop taps externally or internally so he was not able to isolate to carry out replacement on the leaking pipework. We are sending one of our plumbers again today to try some alternative ways to access and isolate the pipe and then carry out the necessary replacement.

We've been trying to get in touch with Jesbir to locate the stop tap, but were unable to get hold of him. If anyone else is able to assist us with the information of where the external stop tap for the whole block is located, please let us know, as we were unable to locate it during our attendance on Saturday.

Kind regards,
Kata Peters



Kata Peters
Contract Administrator
01225 462598
bpm-cs.co.uk



Retrofit West
Trusted Professional

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