	A	B
1	**Grenfell Defects in Defects Period Raised and Actioned by JSW**	
2	**Client Ref Number**	**Property Number**
3	N/A	154
4	N/A	154
5	N/A	185
6	N/A	185
7	N/A	126
8	N/A	205
9	N/A	407
10	N/A	161
11	N/A	132
12	N/A	Communal
13	N/A	Communal
14	202-160416	71
15	N/A	Plant room
16	N/A	Plant room
17	N/A	102
18	N/A	107
19	N/A	193
20	N/A	106
21	N/A	124
22	N/A	124
23	N/A	124
24	MAC1/23903	Plant room
25	MAC1/23903	Plant room
26	MAC1/23903	Plant room
27	MAC1/23903	Plant room
28	MAC1/23903	Plant room
29	MAC1/23903	Plant room
30	MAC1/23903	Plant room
31	MAC1/23903	Plant room
32	N/A	156
33	N/A	156
34	N/A	156
35	N/A	156
36	N/A	122
37	N/A	Plant Room
38	N/A	Plant Room
39	329/070716	105
40	N/A	26
41	MAC1/24579	103
42	MAC1/24579	103
43	MAC1/24603	113
44	MAC1/24635	175
45	MAC1/24635	175

	C
1	
2	**Defect Reported**
3	Heating not working - it was never commissioned after HIU install as resident went away for 6 weeks – Hot water is working OK
4	Heating not working - it was never commissioned after HIU install as resident went away for 6 weeks – Hot water is working OK
5	Heating not working - Radiators not getting warm enough
6	Heating not working - Radiators not getting warm enough
7	Water is leaking in the kitchen from an unknown source.
8	No heating or hot water in the property
9	No heating or hot water
10	No heating or hot water
11	No heating or hot water
12	No heating or hot water in the block
13	No heating or hot water in the block
14	no hot water
15	Plant room failure
16	Plant room failure
17	No heating or hot water in the property
18	No heating or hot water in the property
19	Smoke smell in the HIU cupboard
20	Leak in the kitchen
21	Large radiator in the living room has come away from the wall. Both brackets have come away from the wall meaning the radiator is supported by the pipework underneath.
22	Large radiator in the living room has come away from the wall. Both brackets have come away from the wall meaning the radiator is supported by the pipework underneath.
23	Large radiator in the living room has come away from the wall. Both brackets have come away from the wall meaning the radiator is supported by the pipework underneath.
24	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
25	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
26	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
27	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
28	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
29	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
30	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
31	The pressurisation Unit in basement is letting hot water out, beeping and reading 'high pressure.
32	radiator in his hallway wasn't working.
33	radiator in his hallway wasn't working.
34	radiator in his hallway wasn't working.
35	radiator in his hallway wasn't working.
36	A soldered joint under the bath panel.
37	Boiler is in fault
38	Boiler is in fault
39	Leak in HIU cupboard
40	No water to the property
41	Tnt reports that there is a leak coming from the bottom of the boiler, complete loss of hot water for the past couple of days
42	Tnt reports that there is a leak coming from the bottom of the boiler, complete loss of hot water for the past couple of days
43	JSW advised that the leak reported from 103 could be coming from 113
44	We had a call today from flat 175 Grenfell tower regarding no hot water throughout the property.
45	We had a call today from flat 175 Grenfell tower regarding no hot water throughout the property.

	D	E	F	G
1		Note Period expired		
2	Category	Area	Sub Category	Issue
3	Defect	HIU cupboard	HIU	Pump
4	Defect	HIU cupboard	HIU	Pump
5				
6	Defect	HIU cupboard	HIU	Air in system
7	Leak	Kitchen	Pipework - Carbon Steel	Other
8	Defect	HIU cupboard	HIU	Fill & Vented
9	Defect		Pipework - Carbon Steel	Other
10	Defect		Pipework - Carbon Steel	Other
11	Defect	Whole property	Heating system	Radiators
12	Defect	Plant room	BMS Controls	Fire alarm
13	Defect	Plant room	Pipework - Carbon Steel	Other
14	Defect	Whole property	HIU	Low Pressure
15	Defect		Pipework - Carbon Steel	Other
16	Defect	Tank room	Boilers	Pump
17	Defect	HIU cupboard	HIU	Low Pressure
18	Defect	Whole property	Heating system	Radiators
19	End Of Defect	HIU cupboard	HIU	Low Pressure
20	Leak	Kitchen	Pipework - Carbon Steel	Other
21				
22	Defect	Lounge	Radiator	Radiator
23	Defect	Lounge	Heating system	Radiators
24	Leak	Plant room	Plantroom	Pressurisation unit
25	Defect	Boiler room	Plantroom	Pressurisation unit
26	Leak	Boiler room	Plantroom	Pressurisation unit
27	Defect	Plant room	Plantroom	Pressurisation unit
28	Leak	Boiler room	Plantroom	Pressurisation unit
29	Defect	Boiler room	Plantroom	Pressurisation unit
30	Defect	Boiler room	Plantroom	
31	Defect	Boiler room	Plantroom	
32	Defect	Hallway	Radiator	
33	Defect	Hallway	Radiator	Radiator
34				
35	Defect	Hallway	Radiator	
36	Leak	Bathroom 1	Pipework - Copper	Not soldered
37	Defect	Boiler room	Plantroom	Boilers
38	Defect	Plant room	Plantroom	Boilers
39	Leak	HIU cupboard	Pipework - Carbon Steel	Other
40	Defect	Bathroom 1	WHB	Tap
41	Leak	HIU cupboard	Pipework - Carbon Steel	No defect found
42	Leak	HIU cupboard	Pipework - Carbon Steel	Other
43	Leak	Hallway	Pipework - Carbon Steel	No defect found
44	Defect	HIU cupboard	HIU	Zone valves
45	Defect	HIU cupboard	HIU	Actuators

	H
1	**Means areas applicable to landlords areas**
2	**Work Carried Out**
3	Pump seized drained system stripped pump cleaned refitted filled tested, okay, incoming actuator not connected to the credit meter.
4	Pump seized drained system stripped pump cleaned refitted filled and tested, okay, incoming actuator not connected to the credit meter.
5	
6	Low pressure filled and vented. System tested all working fine. Left in working order.
7	Investigation found the waste pipe connection with dishwasher waste hose damage carried out temporary repair and tested all ok require replacement
8	Found unit on fault. Reset and bled all radiators and tested for operation, all ok
9	This defect is for 407 Grenfell Court whichis not a JSW contract
10	Call made to the occupier who has informed us that heating and hot water is now working fine and does not required an appointment to be arranged.
11	Call made to the occupier who has informed us that the heating and hot water is now working fine and does not require an appointment with an engineer.
12	Foud smike extract fan making loud noise. Accessed the plant room and found nothing working, no warning lights apart from gas valve was off. Set everything to manual, all came on except the boilers . Went to find out what made the fan w
13	Reset pumps and could not find any further issues. Tested the system and there are no issues.
14	Call received from Nick Ball who has informed us that one of his site operative attended to this defect and found not problems. The occupier reported the issue on Saturday but after a couple of hours the hot water was working again and she
15	Arrived at the property but could not have access to plant room, went on the back and found same leaves and plastic bags on ventilation grill, cleared all the debris from the grill.
16	The outage with the heating and hot water last night was caused by a minor fault on the primary heating system pressurisation unit.This fault shut down the system and pumps because of a safety circuit.The fault has been bypassed as a tem
17	Carried out cheeks and found the HIU to be fine but solenoid valve shut off, the problem is with the meter / suppliers. Tenant shows he had money on the meter but the tablet shows no credit , advised the occupier to get In touch with suppli
18	This defect will now be closed as we have not received any response from the occupier since sending out a no contact letter on 05/05.
19	Checked HIU and component but nothing wrong found, all was working fine, no signs of burning found or smoke. Left in working order.
20	Leak is on the waste pipe in the cupboard, this leak is on the waste pipe witch we have not installed and is not a JS Wright defect.
21	
22	As we have not received a response from the occupier since sending out a missed appointment letter on 06/06. this defect will now be closed.
23	Rehung radiator. Filled tested and left in working order.
24	Found water coming from unit, removed cover pump continually running tank constantly filling condense everywhere, reset unit stopped pumps and tank filling, condense stopped but safety valve which apparently changed is constantly drip
25	Unit in alarm, phoned flamco went through settings, pump purge set at 020 should be 120, reset everything fine.
26	Someone from flamco has put pump 1 in constant which is now causing pressure to go above 10bar which is causing safety valve on top of buffer unit to spew water out, is not safe as their is no pipe attached to valve to allow it to discharge
27	Arrived at the plant room to have louts of water on the floor ,the alarm was activated on pressurisation unit, activated the pressurisation unit and topet up pressure ,1 the temperature pressure relive valve on the top of the big silver heat ex
28	Spoke to flamco guy who changed part, he admitted his fault hadn't programmed part to match unit, talked me through it now working okay, drained system from 9bar to 7.6 to stop safety valve releasing, system now working okay but rela
29	New prv for controlling the digaser is needed and the safety valve 6bar. Checked and tested the unit is working fine. The engineer is coming back next week to change them after he has spoken with Flamco. The prv on the top of the buffer ve
30	Returned visit to meet client to check working of unit, pressure side of unit working Ok.PRV on de-gasser failed, requires replacing.
31	Supply and fit new PR valve – set tested still giving problem on safety valve – Set isolated non-return valvesremoved. Plastic internals found to have melted, no Flamco spares available. New NRV fitted in commondischarge pipe (LA Maintena
32	This appointment has been cancelled by the occupier due to not being able to attend to this appointment. the occupier has informed us that he will contact us on 20/06 to rebook this appointment.
33	Call made to the occupier who has asked if we could attend to this defect at the same time as the window engineers. The occupier will call us once he has arranged an appointment with them and we will try and arrange an appointment for t
34	
35	Call received from the occupier that he does not want an engineer to attend to this defect as he is not using the heating. The occupier will raise a new defect if he is still having issue with this radiator when he uses the heating.
36	Stripped cleaned re soldered joint tested and left in working order.
37	Boiler 3 locked out e25 which is flue gas temperature to high reset, running, other 2 boilers working, checked 161 who reported no hot water but that was yesterday, okay now, need hovel!
38	Attend site to investigate defect on boiler 3.On arrival found boiler 3 locked out E25.Traced fault to defective flue sensor.Replaced sensor and tested. Boiler now functioning correctly.Re-checked combustion on boiler 3 and boilers 1 and 2 to e
39	Attended property but was not allow access as the occupier informed us that he has not reported any defect.
40	Arrived at the property due to no water, checked and found that was not the case, the tenant did not have water at the cold tap in wash hand basin only, isolated water supply took out cold water handle, and fixed it. refitted cold handle and
41	The occupiers have not reported no hot water only stain on the ceiling possibly from 113 above. There was no access to 113 so I left a card. The occupier also reported a leak in the garage but this is not a JSW defect.
42	E-mail has been received @ 17.01 on 30/08 from Rydon with a defect notice for 113 Grenfell Tower. This defect will now be closed and future reports will be on JSW9965.
43	Checked the HIU and turned the CH on, there was drop in pressure from the HIU, there was a stain in the ceiling in flat 113 outside the bathroom in the hallway, how ever after talking to the tenant she said that she has had water showing in
44	Blue actuator not working. Removed it and applied a temporary fix, there is power to unit.
45	Part was not available to fit, new appointment is required.

	I	J
1		
2	**Work Category**	**Completed Reason**
3	D - Damaged	Tested and left complete
4	D - Damaged	Tested and left complete
5		
6	E - Commissioning	Tested and left complete
7	D - Damaged	NOT A JSW DEFECT
8	E - Commissioning	Tested and left complete
9	C - User	Instruction to close
10	F - Principal Contractor	Defect resolved by phone
11	F - Principal Contractor	Defect resolved by phone
12	B - Manufacturer Product Fault	Further investigation required
13	B - Manufacturer Product Fault	Tested and left complete
14	C - Not Maintained / User Fault	Tested and left complete
15	C - Not Maintained / User Fault	Further investigation required
16	B - Manufacturer Product Fault	Manufacturer required
17	C - Not Maintained / User Fault	Tested and left complete
18	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
19	C - Not Maintained / User Fault	Tested and left complete
20	A - Installation Fault	NOT A JSW DEFECT
21	C - Not Maintained / User Fault	
22	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
23	A - Installation Fault	Tested and left complete
24	B - Manufacturer Product Fault	Manufacturer required
25	B - Manufacturer Product Fault	Tested and left complete
26	B - Manufacturer Product Fault	Manufacturer required
27	B - Manufacturer Product Fault	Manufacturer required
28	B - Manufacturer Product Fault	Manufacturer required
29	B - Manufacturer Product Fault	NOT A JSW DEFECT
30	G - Sub Contractor	Parts / materials required
31	G - Sub Contractor	Tested and left complete
32	C - Not Maintained / User Fault	Further investigation required
33	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
34		
35	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
36	A - Installation Fault	Tested and left complete
37	B - Manufacturer Product Fault	Manufacturer required
38	B - Manufacturer Product Fault	Tested and left complete
39	F - Principal Contractor	Closed by JSW Aftercare Administrator
40	B - Manufacturer Product Fault	Tested and left complete
41	F - Principal Contractor	No Defect Found
42	F - Principal Contractor	Closed by JSW Aftercare Administrator
43	C - Not Maintained / User Fault	No Defect Found
44	B - Manufacturer Product Fault	Parts / materials required
45	B - Manufacturer Product Fault	Temporary repair - re-attendance required

	A	B
46	MAC1/24635	175
47	MAC1/24635	175
48	OOH	Communal
49	MAC1/24637	Communal
50	MAC1/24637	Communal
51	MAC1/24638	25
52	MAC1/24644	175
53	MAC1/24646	Communal
54	MAC1/24646	Communal
55	MAC1/24733	Communal
56	N/A	Nursery
57	MAC1/24762	9
58	MAC1/24698	103
59	MAC1/24698	103
60	MAC1/24698	103
61	MAC1/24698	103
62	MAC1/24803	Plant Room
63	MAC1/24806	Nursery
64	MAC1/24822	Plant Room
65	MAC1/24844	194
66	MAC1/24934	Communal
67	MAC1/24963	44
68	N/A	Plant Room
69	MAC1/25130	8
70	MAC1/25196	8
71	MAC1/25199	185
72	MAC1/25200	82
73	MAC1/25204	10
74	MAC1/25213	Plant Room
75	MAC1/25264	Communal
76	MAC1/25263	Communal
77	MAC1/25342	Communal
78	MAC1/25342	Communal
79	MAC1/25294	81
80	MAC1/25438	22
81	MAC1/25464	194
82	MAC1/25474	25
83	MAC1/25521	3
84	MAC1/25581	162
85	MAC1/25595	5
86	MAC1/25606	Communal
87	MAC1/25611	166
88	MAC1/25632	194
89	MAC1/25659	Communal
90	MAC1/25661	9
91	MAC1/25686	144
92	MAC1/25703	21

	C
46	We had a call today from flat 175 Grenfell tower regarding no hot water throughout the property.
47	We had a call today from flat 175 Grenfell tower regarding no hot water throughout the property.
48	No water to 9 Properties
49	New lighting – to the bike store it is not on at all, to the refuse bay it is on 24/7 – can this be corrected please
50	New lighting – to the bike store it is not on at all, to the refuse bay it is on 24/7 – can this be corrected please
51	their thermostat in the living room is apparently showing nothing at all – it is 'dead'.
52	No Heating
53	main block door is not shutting properly
54	main block door is not shutting properly
55	Door Entry System
56	No running water
57	tenant reported a leak under the kitchen sink
58	extractor fan in kitchen not working
59	extractor fan in kitchen not working
60	extractor fan in kitchen not working
61	extractor fan in kitchen not working
62	Flamco unit is leaking again.
63	Plug hole plunger broken
64	Flood in the basement, client reports that Coffleys have attended and reported that this is not their issue.
65	Mr Disson reports that his newly fitted boiler is not working and has had no heating and hot water for over three weeks.
66	leak on the Y strainer
67	no hot water
68	Install PRV in plant room
69	Heating Defective & Shower not workingMr Bandi (carer) to elderlyresident in flat 8 Grenfell Tower reports no heating and shower not working.Requesting this looked into ASAP. Phoned quite a few times according tohim.
70	During a six week visit at the above property, it was noted that the extractorfan serving bathroom and kitchen were not working. This has resulted incondensation build up within the property which has caused tenant to have toleave the win
71	no heating or hot water
72	No heat or hot water to address at all.
73	boiler is not working
74	OCS operatives attended boiler room to carry out a clearance of water and reported that the leak is still continuing. Please can a repair be raised to investigate where the leak is coming from
75	Interim door to lobby still not working if resident buzzes you in. If as a visitor you buzz the main block door and the resident opens the main door, there is then a period /20 secs when the interim door is supposed to beopen. This is not worki
76	3rd floor communal lights not working
77	Plant room failure - no heating or hot water to any properties
78	Plant room failure - no heating or hot water to any properties
79	Faulty radiator leaking from the valve needs repair
80	Please can the tenant be contacted she has reported she ahas no heatingthroughout.
81	rads not heating up properly
82	Thermostat is stuck on the highest setting and needs to be checked and repaired
83	Flat 3 Grenfell Tower has reported that she has no heating. Tenant is disable and would like someone to attend today.
84	elderly tenant is without heating
85	I visited this resident yesterday, and she reported that her BT phone point in the living room does not work. The engineer came out and said the point was not 'live' – this is important as the elderly mother has an emergency pendant which r
86	Flat 73 and 95 Grenfell Tower have reported no water supply throughoutblockContact - Flat 95 – Mr Smith – 07833371141Contact – Flat 73 - Anne – 0777 569 8320
87	resident attended reception to report she has had a loss of heating for a few days. Resident advises that she does have credit on the meter. please arrange for an enginner to look in to this.
88	Mr Disson attended our reception this morning to report that the heat meter to his property is faulty and is not displaying anything. Our RLOs have attended and have reported back that a new heat meter will be required.
89	The emergency light in the disabled WC: the neon charging unit is not working. This has come up on our Fire Risk Assessment – can this be remedied please. Keys are available through the local housing office – 1 Station Walk, Nicola Barthol
90	Ms Lewis reports a loss of heating - residnet is disabled with four children.Please arrange for engineers to attend.
91	Resident reports that heat meter display unit has stopped displaying digits and reports that the unit itself is faulty. please arrange for this to be changed
92	Resident above reports that his boiler has broken down.

	D	E	F	G
46	Defect	HIU cupboard	HIU	Actuators
47	Defect	HIU cupboard	HIU	Actuators
48	Defect	Tank room	Plantroom	Booster sets
49	Electrical	Commercial Unit	Electrical	
50	Electrical	Electrical	Electrical	
51	Defect	Lounge	Controls - heating & hot water	Programmer
52	Defect	Whole property	Heating system	No defect found
53	Defect	Corridor	Pipework - Carbon Steel	Other
54	Defect	Corridor	Pipework - Carbon Steel	Other
55	Electrical	Electrical	Electrical	
56	Defect	Plant room	Plantroom	Booster sets
57	Defect	Kitchen	Kitchen Sink	
58	Defect	Kitchen	Extractor fan	
59	Defect	Kitchen	Extractor fan	Fan
60	Defect	Kitchen	Extractor fan	
61	Defect	Kitchen	Extractor fan	Fan
62	Leak	Boiler room	Plantroom	Pressurisation unit
63	Defect	Cloakroom	WHB	Plug
64	Leak	Plant room	Pipework - Mild Steel	Joints
65	Defect		Pipework - Carbon Steel	Other
66	Leak	Plant room	Plantroom	
67	Defect	HIU cupboard	HIU	Low Pressure
68	Defect	Plant room	Plantroom	PRV
69	Defect	Whole property	Heating system	No defect found
70	Defect	Bathroom 1	Extractor fan	No defect found
71	Defect		Pipework - Carbon Steel	Other
72	Defect	Whole property	Pipework - Carbon Steel	Other
73	Defect	HIU cupboard	Heating system	No defect found
74	Leak	Plant room	Boilers	
75	Electrical	Electrical	Electrical	No defect found
76	Defect	Electrical	Electrical	
77	Defect	Plant room	Heating system	Radiators
78	Defect	Plant room	Plantroom	BMS
79	Leak	Lounge	Radiator	Lockshield
80	Defect	Whole property	HIU	Pump
81	Defect	Whole property	Radiator	
82	Defect	Lounge	Controls - heating & hot water	Thermostat
83	Defect	Whole property	Heating system	Radiators
84	Defect	Whole property	Controls - heating & hot water	No defect found
85	Defect		Pipework - Carbon Steel	Other
86	Defect	Plant room	Plantroom	Cat 5 booster
87	Defect	HIU cupboard	Controls - heating & hot water	No defect found
88	Defect	HIU cupboard	HIU	Fill & Vented
89	Defect	Electrical	Electrical	
90	Defect	HIU cupboard	Heating system	No defect found
91	Defect	HIU cupboard	HIU	Heat Meter
92	Defect		Pipework - Carbon Steel	Other

	H
46	Fitted new actuator, as soon as I turned on power the actuator closed (did come in open position). I checked with meter people, they still have no records on this property but they said if switch is live is live their is credit and valve should ope
47	Rewired actuator, Tested and left the unit in working operation.
48	Found booster set that feeds our gravity tanks on the roof in faulty;. Tried to reset but would not. went to the roof and found the tank empty. float switch on one tank not in the tank and lying on top. Thames water engineer attended. phoned
49	Our engineer visited site this morning and believes that the PIR in the refuse bay requires replacing.
50	replaced faulty PIR and left in working order
51	Found the programer to be faulty due to the lack of battery life, changed the battery's then reset the programer tested all working fine.
52	Call made to the occupier at 11.02 who has informing us that there is no issue with the heating in the property. This defect will now be closed.
53	SW Security engineer attended and found that the door closer required adjustment and that the door magnet at the bottom fixing was broken. They were able to adjust the door closer but a further appointment is required.
54	Magnet on bottom fixing has been replaced and the door has been left in working order.
55	SW Security visited the premises on Monday 26/9/16 and changed the setting to 30 seconds as per Client request.
56	Call made to Dave Hughes @ Rydon who ahs informed us that thsi defect is being dealt with by Coffley's and does not require a JSW to attend.
57	Checked and found couple of leaks on tap connected and waste pipe,fixed leaks and checked. Left in working order.
58	The extractor fan is damaged the fan it self runs but had come of the back bracket, some one from rydon come and installed some flaps on the window. New fan is needed with front and back plate.
59	Fitted and tested fan and found it not working. Tested wiring and there was a permanent live and switch lives okay. Changed the parts with fan as that was supposed to be running before I started although it was switched off on arrival. Furtl
60	Tested the extractor fan and then called the manufacturers and found out that there is a part missing on it that's why it will not work. They told me to get In touch with them and order part number 776513 is a magnet on the front grill that v
61	Replaced front cover grill and tested. Left in working order.
62	Flamco replaced pumps. tested and left in working order.
63	Refitted popup waste assembly. Left in working order.
64	Tighten up the joint to stop the leak on the flow pipe, the insulation was already cut off. Checked the rest of the plant room found that pump number 2 was on fault, cleared the fault on the display.Left in working order.
65	This defect will now be closed as we have not received any response from the occupier since sending out a no contact letter on 22/09.
66	Strainer was leaking. tightened up and left in working order.
67	Found valves on top of the HIU turned off, asked the tenant to tell me who had turned these and when. Tenant is not sure, all he knows is that the hot water stopped working about 1 week ago.
68	Attended and site Drained boiler and replaced teh PRV as requested.Tested and left in working order.
69	The occupier was unaware of how to operate the heating system. Her son has showed her to use the system and the heating is in full working order.
70	Fan working fine readings above required levels 9.5ltr in bathrooms 13 in kitchen he has an unused disabled shower which is stacked with rolls of carpets, told him he needs to put water in trap to stop smells.
71	Call made to the occupier at 08.18 who has informed us that the heating and hot water is working fine within the property and he does not require an engineer appointment. This defect will now be closed.
72	This defect will now be closed as we have not received any response from the occupier since sending out a no contact letter on 07/10.
73	Heating switched off in HIU cupboard, switched on tested and left in working order.
74	Call made at 15.16 to Ruby at Rydon asking if she requires JSW to attend to this defect or can we close this defect down. Ruby has informed us that this leak was coming from one of the old boilers and she has agreed that we can close this d
75	Attended site and tested system, System in working order. Tested system in flats 25 and 43 all okay.
76	Investigated defect. Fault found to be lamps required replacing in 3 no surface wall luminaires. Lamps replaced, fittings left in working order.
77	Only light on BMS is gas valve off checked alarms and supply fan 2 is faulty the only way I could get system up and running was to put everything to manual, if I put any thing to auto it went off. Manufacturer required.
78	The cause of the original airflow failure was the fire alarm being activated, this should have been cleared by on site facilities staff.Also found the damper motor was not opening. Opened up damper motor and enabled fan.Tested all and left in
79	Valve was found loose, tightened tested, checked system and the pressure was fine. System was left in working order.
80	Turned up thermostat and the pump seized, drained system, stripped and cleaned the pump. Refitted it and tested, left in working order.
81	This defect will now be closed as we have not received any response from the occupier since sending out a no contact letter on 19/10.
82	Found screen blank on programmer, tenant said the battery's were replaced 3 weeks ago. Pressed reset button and half the screen appeared, no time just thermostat. I was able to turn heating on and off but still no time on face. Pressed up
83	Checked and found Danfos valve on the HIU stuck and not fully opened. Released the valve and it was now was working fine. Vented heating system and checked, all left working fine.
84	Occupier does not know how to turn thermostat up, turned up the thermostat and tested, heating is working in the property.
85	Ruby @ Rydon has advised that this is not a JSW defect and it can be closed.
86	Call received from Ruby at Rydon who has informed us that Coffleys have attended to the defect this morning and have reset the units onsite and everything is now working fine. Ruby has asked for us to close this defect.
87	On arrival I found the HIU was turned off, turned the HIU back on tested and left in working order.
88	Occupier had issue with rads not heating up. Vented system and topped up pressure checked and left it working fine.
89	Our engineers have visited the premises and this was found to be a faulty charge light within the fitting. This was repaired and left in working order.
90	No problem found with heating. Occupier did not know how to use the programmer. Explained how to use and set it for the occupier to her requirements.
91	This defect will be closed as there is no mechanical fault with the system.The occupier has confirmed the heating and hot water is working fine and the screen display is working but the credit amount is incorrect.This is a defect for his service
92	Fuse spire found off, turned it on then vented the heating system, checked and all left working fine.

	I	J
46	B - Manufacturer Product Fault	Manufacturer required
47	D - Damaged Parts After Install	Tested and left complete
48	B - Manufacturer Product Fault	NOT A JSW DEFECT
49	B - Manufacturer Product Fault	Parts / materials required
50	B - Manufacturer Product Fault	Tested and left complete
51	C - Not Maintained / User Fault	Tested and left complete
52	F - Principal Contractor	No Defect Found
53	D - Damaged Parts After Install	Parts / materials required
54	D - Damaged Parts After Install	Tested and left complete
55	F - Principal Contractor	Tested and left complete
56	F - Principal Contractor	NOT A JSW DEFECT
57	A - Installation Fault	Tested and left complete
58	D - Damaged Parts After Install	Parts / materials required
59	B - Manufacturer Product Fault	Further investigation required
60	C - Not Maintained / User Fault	Parts / materials required
61	B - Manufacturer Product Fault	Tested and left complete
62	B - Manufacturer Product Fault	Tested and left complete
63	B - Manufacturer Product Fault	Tested and left complete
64	C - Not Maintained / User Fault	Tested and left complete
65	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
66	A - Installation Fault	Tested and left complete
67	C - Not Maintained / User Fault	Tested and left complete
68	A - Installation Fault	Tested and left complete
69	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
70	C - Not Maintained / User Fault	No Defect Found
71	F - Principal Contractor	Closed by JSW Aftercare Administrator
72	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
73	C - Not Maintained / User Fault	Tested and left complete
74	F - Principal Contractor	NOT A JSW DEFECT
75	C - Not Maintained / User Fault	No Defect Found
76	F - Principal Contractor	Tested and left complete
77	D - Damaged Parts After Install	Manufacturer required
78	F - Principal Contractor	NOT A JSW DEFECT
79	D - Damaged Parts After Install	Tested and left complete
80	D - Damaged Parts After Install	Tested and left complete
81	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
82	B - Manufacturer Product Fault	Tested and left complete
83	B - Manufacturer Product Fault	Tested and left complete
84	C - Not Maintained / User Fault	No Defect Found
85	F - Principal Contractor	Closed by JSW Aftercare Administrator
86	F - Principal Contractor	NOT A JSW DEFECT
87	C - Not Maintained / User Fault	No Defect Found
88	C - Not Maintained / User Fault	Tested and left complete
89	G - Sub Contractor	Tested and left complete
90	C - Not Maintained / User Fault	No Defect Found
91	F - Principal Contractor	NOT A JSW DEFECT
92	C - Not Maintained / User Fault	Tested and left complete

	A	B
93	MAC1/25713	Nursery
94	MAC1/25713	Nursery
95	MAC1/25724	176
96	MAC1/25727	86
97	MAC1/25727	86
98	MAC1/25725	195
99	MAC1/25758	186
100	MAC1/25755	165
101	MAC1/25797	35
102	MAC1/25845	186
103	MAC1/25895	9
104	MAC1/25896	9
105	MAC1/25901	14
106	MAC1/25952	63
107	MAC1/25971	10
108	MAC1/25971	10
109	MAC1/26001	Communal
110	MAC1/26018	26
111	MAC1/26018	26
112	MAC1/26027	11
113	MAC1/26026	25
114	MAC1/26070	96
115	MAC1/26077	173
116	MAC1/26085	64
117	MAC1/26091	Communal
118	MAC1/26108	9
119	MAC1/26115	95
120	MAC1/26115	95
121	MAC1/26117	64
122	MAC1/26118	91
123	OOH	Communal
124	OOH	Communal
125	OOH	Communal
126	OOH	Communal
127	OOH	Communal
128	OOH	Communal
129	OOH	Communal
130	OOH	Communal
131	MAC1/26001	Communal
132	MAC1/26143	31
133		25
134	MAC1/26258	66
135	MAC1/26332	9
136	MAC1/26421	Plant Room
137	MAC1/26421	Plant Room
138	MAC1/26421	Plant Room
139	N/A	2

	C
93	Electrics for kitchen not working
94	Electrics for kitchen not working
95	Tenant has reported she has no heating
96	Could you please urgently get your engineers to look at this heating system – the residents are elderly and do not have English as a first language, and the daughters visit intermittently. I visited yesterday and the resident has hot water, but t
97	Could you please urgently get your engineers to look at this heating system – the residents are elderly and do not have English as a first language, and the daughters visit intermittently. I visited yesterday and the resident has hot water, but t
98	When the extractor fan is switched on, the fan immediately makes a loud ticking noise, it looks like something is loose on the fan as it spins around. Also when boost is used, the noise is louder
99	Leak from the HIU
100	no heating
101	Resident reports that all radiators to flat are not warming up and all radiatorsare cold.
102	Heating is not working properly in the property
103	Hot water is only luke warm to bathroom –Disable resident is having to boil the kettle to bathe her children.
104	Intercom – Door release button is not working. Disabled resident has carers that visit her throughout the day in which she physically has to go and open the door herself.
105	Ms Adam reports of an issue with her heating. Resident advises that her heating does not work
106	Tenant has reported she has no heating throughout
107	Resident just attended reception to report that underneath the kitchen sink, the waste pipe is leaking. there is a puddle of water on the floor.
108	Resident just attended reception to report that underneath the kitchen sink, the waste pipe is leaking. there is a puddle of water on the floor.
109	When intercom is used from outside the outer door opens but not the inner and people get stuck
110	can you please inspect the radiators in this property as they failing to heat up properly and are remaining luke warm
111	can you please inspect the radiators in this property as they failing to heat up properly and are remaining luke warm
112	Resident advises that bedroom radiator is not warming up and is lukewarm.
113	Resident reports a loss of heating to property. resident has checked controls but cant get heating to work. young children in property
114	no hot water
115	No heating throughout property, it went off in the middle of last week
116	No hot water
117	Can you please check the community room kitchen radiator, as we think there is an airlock, but we are wary of the pressure that the system is set at. Access is through the Latimer Housing Office, at 1 Station Walk on 0208 968 2738 from 9a
118	phone line needs connecting
119	Tnt reporting he has no heating and hot water Claire checked to see if any other tnts was affected but it is just this address. He says that the unit is flashing red
120	Tnt reporting he has no heating and hot water Claire checked to see if any other tnts was affected but it is just this address. He says that the unit is flashing red
121	tenant from Flat 64 has reported a water leak from their boiler.
122	Our tenant has reported no heating throughout property. I have asked if he has money on his meter he confirms he has £6 on there
123	No heating and hot water
124	No heating and hot water
125	No heating and hot water
126	No heating and hot water
127	No heating and hot water
128	No heating and hot water
129	No heating and hot water
130	No heating and hot water
131	door entry system not work correctly
132	no heating or hot water
133	No central heating in the property
134	one radiator is not warming up
135	Kitchen sink waste pipe is dripping
136	Can you please get the basement fans checked out, as the query below that their malfunction is shutting off gas boilers serving approx. 300 homes
137	Can you please get the basement fans checked out, as the query below that their malfunction is shutting off gas boilers serving approx. 300 homes
138	Can you please get the basement fans checked out, as the query below that their malfunction is shutting off gas boilers serving approx. 300 homes
139	Leak in flat 2 going into communal area

	D	E	F	G
93	Defect	Electrical	Electrical	
94	Electrical	Electrical	Electrical	
95	Defect	Whole property	HIU	Air in system
96	Defect	HIU cupboard	HIU	Pump
97	Defect	HIU cupboard	HIU	Strainers/filters
98	Defect	Kitchen	Extractor fan	Fan
99	Leak	Kitchen	Drainage	
100	Defect	HIU cupboard	HIU	Air in system
101	Defect	HIU cupboard	Heating system	Radiators
102	Defect	HIU cupboard	HIU	Air in system
103	Defect	Bathroom 1	Shower	No defect found
104	Defect	Electrical	Electrical	
105	Defect	HIU cupboard	HIU	Heat Meter
106	Defect	Whole property	Heating system	No defect found
107	Leak	Kitchen	Kitchen Tap	Flexi connection
108	Defect	Kitchen	Kitchen Sink	Tap
109	Defect	Electrical	Electrical	No defect found
110	Defect	HIU cupboard	HIU	SAV
111	Defect	HIU cupboard	HIU	Low Pressure
112	Defect	HIU cupboard	HIU	Air in system
113	Defect	HIU cupboard	HIU	Low Pressure
114	Defect	Whole property	Pipework - Carbon Steel	Other
115	Defect	HIU cupboard	HIU	No defect found
116	Leak	HIU cupboard	Pipework - Copper	
117	Defect		Heating system	Radiators
118	Defect	Electrical	Electrical	No defect found
119	Defect	HIU cupboard	HIU	Actuators
120	Defect	HIU cupboard	HIU	Low Pressure
121	Leak	HIU cupboard	HIU	Filling loops
122	Defect	HIU cupboard	Heating system	No defect found
123	Defect	Plant room	Plantroom	
124	Defect	Plant room	Controls - heating & hot water	
125	Defect	Whole property	Controls - heating & hot water	
126	Defect	Plant room	BMS Controls	Fire alarm
127	Defect	Plant room	BMS Controls	No defect found
128	Defect	Plant room	Heating system	Radiators
129	Defect	Plant room	Pipework - Carbon Steel	Other
130	Defect	Plant room	Plantroom	
131	Defect	Electrical	Electrical	No defect found
132	Defect	Whole property	Heating system	No defect found
133	Defect	HIU cupboard	HIU	Low Pressure
134	Defect	Hallway	Radiator	Vented / Air in system
135	Leak	Kitchen	Kitchen Tap	Body
136	Defect	Plant room	Extractor fan	
137	Defect	Plant room	Plantroom	Ventilation
138	Defect	Plant room	BMS Controls	No defect found
139	Leak	Bathroom 1	WHB	Tap

	H
93	Our engineers have visited the premises and found a cable fault, for which the cable will have to be replaced when the nursery is closed. We have temporarily converted the ring circuit into 2 radial circuits and left in working order. We will m
94	The fault was traced to a screw through a cable, through boxing, around one of the main steel beams, it was a very slight nick which has only touched down to earth through building movement, which is why the fault has only identified itself
95	Found system with low pressure. Filled and vented the system, tested and left in working order.
96	Found pump stuck. Managed to release the pump. Cleared air lock from living room radiator, vented the system and filled and checked. Left in working order/
97	Strainer was blocked so I cleaned it out, then filled the system up as it was low, and vented system. Heat meter was good and had enough flow rate through. Tested all radiators all working fine.
98	Fan was making noise as the impela had come of the hinges, removed impela, cleaned it and tightened the clips. Reconnected and tested, all working fine.
99	Checked the HIU for leaks which was how the defect was reported. I did not find any signs of water leak from the HIU or the pipe work to it. Then tenant pointed out that when the kitchen sink is used she can hear water at the back of washir
100	Filled and vented the system there was air in the system that's why the CH was not working. Tested all radiators, working fine.
101	Cleaned filters, vented and tested .All left working fine.
102	Low pressure in the system. Filled and vented the system. Tested all radiators and they are all working fine, left in good working order.
103	Tenant not turning control from safe shower 39 degrees to maximum at around 50 degrees. Set programmer for heating and tested heating, all working OK
104	Attended property and found the handset was faulty. Replaced handset and tested. Left in working order.
105	Call made to the occupier who has informed us that there is no money on the meter. We have informed the occupier that this is the reason the heating will not work and once there is money on the meter the heating will work.This is not a JS
106	Tenant said now working checked system anyway found nothing wrong.
107	Leak on 10mm braided hose connector possible split, checked van stock have only got 12mm connectors had to cap off for now so no cold water to tap tenant not happy daughter said because she reported it as a leak under sink I should hav
108	Took tap out, replaced house hot and cold re fitted, and tested. Tap is working fine.
109	Attended site and tested the inner door release. Tested and could not find anything wrong with the system and left in working order.
110	Thermostat for heating not opening properly will only let enough flow through when turned to maximum, either head or body unable to remove head to check body will have to cut head off to free up body if stuck so will need new head so r
111	Replaced thermostat control valve and tested, all working okay. Checked and cleaned all filters whilst at the property
112	No pressure in the system, filled and vented the system and tested, all radiators all working fine. Left in working order.
113	Checked the HIU and found no pressure on the system and then found a leak on the pipe work on the radiator in the hallway. Isolated and removed the TRV valve on the radiator and removed the olive on the pipe, fitted new olive ring and p
114	Call made to the occupier who has informed us that the hot water is now working fine and she does not require an engineer appointment. This defect will now be closed.
115	Checked and found fuse spur for HIU switched off. filled up system and vented. Turned switch on checked And it was working fine. Left in working order.
116	Very small drip on the cap to the filling loop non return valve, replaced washer and tested. Left the property with the hot water working fine.
117	Air lock in system, cleared air and refilled the system. Heating left in working order.
118	As agreed our original site supervisor and Andy visited site last Saturday (14/1/17). They were able to locate the cable in level 2 riser, next to level 2 BT distribution panel. As flat 10 has already been terminated we make the assumption that
119	Checked HIU the flow and return temperatures were fine, 72c flow, 60c return. Then checked the temperature of he hot water, the temperature was at 54c. However the flow rate on the HIU unit was close to 400, 3LH. Checked the central h
120	Vented system and regulated heating and hot water temperature, re fitted valve as it had come out of place slightly and was effecting the hot water. Tested and checked. all left in good working order.
121	Small drip was coming from caps on the filling loop, found fibre washers inside but they were hand tight and were leaking so tighten them up with grips, leak stopped. Left in working order.
122	Call made to the occupier who has informed us that the heating is not working as he has no money on the meter but he has lost his payment card. We have informed the occupier that he would need to speak to his service provider regarding
123	Upon arrival nothing running except supply and extract fans temperature down to 25deg, checked IQ panel fire alarm active at 9/12/16 15.54pm gas valve shut at 15.56pm and cleared at 22.00 but nothing else reset? Unable to check alarm
124	Found all plant off except fans checked IQ panel fire alarm activated 15.54 29/12/16 gas valve shut down 2 minutes later, gas valve reopened at 22.00 but nothing else on tried to check alarm status but behind locked panel no key! Put every
125	Property 203 was the only one to report no heating or hot water so I attend to his flat and found the smoke extract fans by the lifts going full blast. The occupier said its not just his property its communal, checked his bypass and there was no
126	Call received from Alan at JSW informing us that DCS did attend to this defect on 13/12 and have reactivated the smoke detection system what was on alarm following the fire alarms going off on Friday which shut the plant room down. Alan
127	On arrival found that there was no fault on the system. Alan put the mini pump speed down from 70% to 40%.The Pressure Transducer was reading 0.14Bar with 2v on the Pump Inverter (pump was reading 2.1H/m) from the Controller. Trac
128	Assisted in the removal and refitting of dirt separators and inline filter reset boilers and pumps brought system up to pressure and temperature tested okay.
129	Helped chemical cleaning company in plant room
130	E-mail has been received from Alan Whyte with the results of the water test carried out by Hydrosphere.Water test results have been sent to Mandy Mulvaney at Rydon for their records.
131	E-mail has been received from Dianne @ RJ Electrical informing us that she has been in contact with SW Security who have informed her that they are not required to attend to this defect as there is no issue with the entry system. This defec
132	Call made to the occupier @ 15.34 who has informed us that he did lose the heating and hot water over the weekend but everything is back up and running. We did inform the occupier that there was a communal issue over the weekend wh
133	Found filter on the secondary return blocked. Cleaned and tested and checked the heating and it was left in working order.
134	Filled and vented system tested all radiators working fine and left in good working order.
135	The kitchen tap was loose so water was running through the kitchen sink into the cupboard underneath, tighten the kitchen tap and tested no more leak. Left in working order.
136	Checked the history on the ventilation of the boilers in the plant room and found that the alarms started yesterday and I checked the history, I cancelled the faults and reset the bms panel, then manually tested the fans one by one and they v
137	Further to our engineers inspection of the units I see no issues were reported, and everything running ok
138	Plant Room "Supply Fan 1" Found Running As The "LEAD" Fan With No Active Failure.Plant Room "Supply Fan 2" Found Disabled As The "LAG" Fan With No Active Failure.Successfully Tested Supply Fan Duty Rotation On Flow Failure, Manually
139	Connection from braided tap connection to our pipe not quite tight enough has been leaking probably since fitted, tightened tested okay. Left in working order.

	I	J
93	B - Manufacturer Product Fault	Parts / materials required
94	D - Damaged Parts After Install	Tested and left complete
95	C - Not Maintained / User Fault	Tested and left complete
96	B - Manufacturer Product Fault	Tested and left complete
97	B - Manufacturer Product Fault	Tested and left complete
98	B - Manufacturer Product Fault	Tested and left complete
99	C - Not Maintained / User Fault	NOT A JSW DEFECT
100	C - Not Maintained / User Fault	Tested and left complete
101	C - Not Maintained / User Fault	Tested and left complete
102	C - Not Maintained / User Fault	Tested and left complete
103	C - Not Maintained / User Fault	No Defect Found
104	B - Manufacturer Product Fault	Tested and left complete
105	C - Not Maintained / User Fault	NOT A JSW DEFECT
106	C - Not Maintained / User Fault	Tested and left complete
107	B - Manufacturer Product Fault	Parts / materials required
108	B - Manufacturer Product Fault	Tested and left complete
109	C - Not Maintained / User Fault	No Defect Found
110	D - Damaged Parts After Install	Parts / materials required
111	B - Manufacturer Product Fault	Tested and left complete
112	C - Not Maintained / User Fault	Tested and left complete
113	B - Manufacturer Product Fault	Tested and left complete
114	F - Principal Contractor	Closed by JSW Aftercare Administrator
115	C - Not Maintained / User Fault	Tested and left complete
116	B - Manufacturer Product Fault	Tested and left complete
117	B - Manufacturer Product Fault	Tested and left complete
118	F - Principal Contractor	No Defect Found
119	D - Damaged Parts After Install	Tested and left complete
120	B - Manufacturer Product Fault	Tested and left complete
121	E - Unit Not Commissioned	Tested and left complete
122	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
123	B - Manufacturer Product Fault	Further investigation required
124	D - Damaged Parts After Install	Further investigation required
125	D - Damaged Parts After Install	Specialist sub-contractor required
126	B - Manufacturer Product Fault	Tested and left complete
127	B - Manufacturer Product Fault	Tested and left complete
128	D - Damaged Parts After Install	Further investigation required
129	B - Manufacturer Product Fault	Tested and left complete
130	G - Sub Contractor	Tested and left complete
131	F - Principal Contractor	Closed by JSW Aftercare Administrator
132	F - Principal Contractor	Closed by JSW Aftercare Administrator
133	C - Not Maintained / User Fault	Tested and left complete
134	C - Not Maintained / User Fault	Tested and left complete
135	A - Installation Fault	Tested and left complete
136	E - Unit Not Commissioned	Further investigation required
137	E - Unit Not Commissioned	Tested and left complete
138	E - Unit Not Commissioned	Tested and left complete
139	A - Installation Fault	Tested and left complete but remedial works needed to make good - General Building Works

	A	B
140	MAC1/26506	Communal
141	MAC1/26506	Communal
142	MAC1/26524	175
143	MAC1/26523	165
144	MAC1/26573	63
145	MAC1/26581	136
146	MAC1/26703	15
147	MAC1/26832	122
148	MAC1/26852	193
149	MAC1/26869	161
150	MAC1/26870	15
151	MAC1/26918	74
152	MAC1/26991	Communal
153	MAC1/26983	165
154	MAC1/27073	14
155	MAC1/27074	22
156	MAC1/27075	96
157	MAC1/27076	122
158	MAC1/27077	146
159	MAC1/27078	201
160	MAC1/27170	176
161	MAC1/27170	176
162	MAC1/27201	Communal
163	MAC1/27223	31
164	MAC1/27223	31
165	MAC1/27072	2
166	MAC1/27344	143
167	MAC1/27581	22
168	MAC1/27581	22
169	MAC1/27584	10
170	MAC1/27724	11
171	MAC1/27770	Boxing Club
172	MAC1/27770	Boxing Club
173	MAC1/27770	Boxing Club
174	OOH	Communal
175	MAC1/28204	Plant Room
176	MAC1/28205	Plant Room
177	MAC1/28205	Plant Room
178	MAC1/28318	65

	C
140	Communal lighting on the 12th floor is not working outside flat 95 as well please can this be looked into.
141	Communal lighting on the 12th floor is not working outside flat 95 as well please can this be looked into.
142	INTERCOM NOT OPENING SECOND COMMUNAL DOOR FLAT 175
143	FLAT 165 DOOR RELEASE NOT WORKING FOR 2ND ENTRANCE
144	Tenant has reported there is not heating to her hallway and living room radiators please can this be looked into
145	The resident from the flat above has reported that they have no heating throughout their property. I asked if they have money on the meter and they have confirmed they do
146	The resident from the address above has reported the radiator in his children bedroom very cold and not heating up. Both his children are under the age of 3 and is classed as urgency
147	that the fan in his kitchen is fault. Although it is switched off there is a bad draft in the kitchen area
148	Resident reports that new shower pump is leaking heavily in to her heavily pregnant neighbours property at flat 183
149	Has called to report that the boiler is leaking
150	Rad valve is loose not fixed tnt worried child keeps pulling out pls look into
151	Tenant called to report he has no hot water
152	We have had a report from our Housing officer that the leak in Grenfell Tower Community Room has returned after Rydons had attended and fixed it. Can you return to inspect the leak please, you will be able to gain access via the Latimer R
153	The tenant from the address below has reported that the radiator in her living room has stopped working. Please can you attend and repair.
154	check the HIU valves. Essentially the valves should work with Wilson Energy to shut down the systems when the system reaches a debit level of -£20. Wilson Energy have checked their systems and there seems to be nothing at their end.
155	check the HIU valves. Essentially the valves should work with Wilson Energy to shut down the systems when the system reaches a debit level of -£20. Wilson Energy have checked their systems and there seems to be nothing at their end
156	check the HIU valves. Essentially the valves should work with Wilson Energy to shut down the systems when the system reaches a debit level of -£20. Wilson Energy have checked their systems and there seems to benothing at their end.
157	check the HIU valves. Essentially the valves should work with Wilson Energy to shut down the systems when the system reaches a debit level of -£20. Wilson Energy have checked their systems and there seems to benothing at their end.
158	check the HIU valves. Essentially the valves should work with Wilson Energy to shut down the systems when the system reaches a debit level of -£20. Wilson Energy have checked their systems and there seems to benothing at their end
159	check the HIU valves. Essentially the valves should work with Wilson Energy to shut down the systems when the system reaches a debit level of -£20. Wilson Energy have checked their systems and there seems to benothing at their end.
160	The above resident has just reported that the heating pipes in the hallway, outside their bathroom are leaking. I spoke to the resident and she was talking about high level and a panel. She said it was originally just a small patch, but has recei
161	The above resident has just reported that the heating pipes in the hallway, outside their bathroom are leaking. I spoke to the resident and she was talking about high level and a panel. She said it was originally just a small patch, but has recei
162	There is still a problem with the block intercom. Visitors ring the main block door intercom, and are let into the foyer by their friend/resident in Grenfell. The 'interim' lobby door at the ground floor foyer should open, I think for 16 secs at the
163	I met this resident earlier in the week – he says he is only getting luke warm water from the HIU. I contacted Wilson Energy to see if there was any issue with them, and they reported: Unfortunately I won't be able to get an accurate tempera
164	I met this resident earlier in the week – he says he is only getting luke warm water from the HIU. I contacted Wilson Energy to see if there was any issue with them, and they reported: Unfortunately I won't be able to get an accurate tempera
165	check the HIU valves. Essentially the valves should work with Wilson Energy to shut down the systems when the system reaches a debit level of -£20. Wilson Energy have checked their systems and there seems to benothing at their end.
166	tnt said new tank was installed by Rydon and its making a really loud noise you will need to contact tnt for more details
167	The tenants from the above address are complaining that the heating pipes are making a continuous noise 24hrs a day, since the heating has been installed.
168	The tenants from the above address are complaining that the heating pipes are making a continuous noise 24hrs a day, since the heating has been installed.
169	no heating
170	WE have received a call from the above address to advise their intercom handset is not working properly and they are unable to hear their guests
171	The boxing club have one shower cubicle (the one nearest the door in the big changing room) that is continuously coming on and off. They would normally use it by pressing the button to start the water flow – and it runs for a while. Howeve
172	The boxing club have one shower cubicle (the one nearest the door in the big changing room) that is continuously coming on and off. They would normally use it by pressing the button to start the water flow – and it runs for a while. Howeve
173	The boxing club have one shower cubicle (the one nearest the door in the big changing room) that is continuously coming on and off. They would normally use it by pressing the button to start the water flow – and it runs for a while. Howeve
174	The fire alarm is sounding and a plumber is required to attend
175	Leak in plant room
176	bms panel as there is a red light on but no alarms logged
177	bms panel as there is a red light on but no alarms logged
178	complete loss of hot water throughout.

	D	E	F	G
140				
141	Defect	Corridor	Electrical	No defect found
142	Electrical	Electrical	Electrical	
143	Electrical	Electrical	Electrical	
144	Defect	HIU cupboard	HIU	Low Pressure
145	Defect	HIU cupboard	HIU	Air in system
146	Defect	Bedroom 2	Heating system	Radiators
147	Defect	Kitchen	Extractor fan	No defect found
148	Defect	Bathroom 1	Shower	Shower gully
149	Defect	HIU cupboard	HIU	Low Pressure
150	Defect	Bedroom 1	Radiator	TRV
151	Defect	HIU cupboard	HIU	No defect found
152	Leak	Bathroom 1	WHB	Not secure
153	Defect	Lounge	Radiator	TRV
154	Defect	HIU cupboard	HIU	No defect found
155	Defect	HIU cupboard	HIU	No defect found
156	Defect	HIU cupboard	HIU	
157	Defect	HIU cupboard	HIU	No defect found
158	Defect	HIU cupboard	HIU	
159	Defect	HIU cupboard	HIU	
160	Leak	Hallway	Bath	No defect found
161	Leak	Bathroom 1	WC	Not secure
162	Defect	Electrical	Electrical	Electrical
163	Defect	HIU cupboard	HIU	
164	Defect	Bathroom 1	Bath	No defect found
165	Defect	HIU cupboard	HIU	Heat Meter
166	Defect	HIU cupboard	Heating system	No defect found
167	Defect			
168	Defect	Corridor	Heating system	Radiators
169	Defect	Whole property	Controls - heating & hot water	Programmer
170	Electrical	Electrical	Electrical	No defect found
171	Defect	Gym	Shower	Head
172	Defect	Cloakroom	Shower	Head
173	Defect	Gym	Shower	Isolation valves
174	Defect	Plant room	BMS Controls	No defect found
175	Defect	Plant room	Plantroom	Boilers
176	Defect	Plant room	Plantroom	BMS
177				
178	Defect	HIU cupboard	HIU	No defect found

	H
140	
141	Light in the hallway outside apartment 95 was working fine there was no issue with it. Left in working order.
142	We have sorted the problem, for some reason flats above the 18th floor on one side of the building could open the outer door but not the inner door. It had something to do with the earthing in the building because it used to work ok. We ha
143	We have sorted the problem, for some reason flats above the 18th floor on one side of the building could open the outer door but not the inner door. It had something to do with the earthing in the building because it used to work ok. We ha
144	Cleared air from system, filled up system, explained how programmer worked. Left in working.
145	Cleared air from system ,re pressurised system checked and left it working. Explained how timer room stat works. Left in working order.
146	The radiator in question was warm at top hot at bottom air in radiator vented, all of radiator heated okay, he had all other radiators in flat turned off on valves because he is decorating and saving energy, he has a fan heater directed into be
147	Attended to find out that the extractor fan was working fine, tenant was complaining about air coming through the window seal and round the extractor fan. Especially when there is an easterly wind. The occupier wants the fan to be remove
148	Drain for the shower in flat 203 was blocked and overfills which then leaks into the property below.
149	E-mail has been received from Emma at Rydon who has informed us that she has been informed by David Hughes at Rydon that this defect has been resolved today. This defect will now be closed.
150	E-mail has been received from Dave Hughes at Rydon informing us that he has not received any response from the occupier of this property but has informed us that when he replaced the TRV with the occupier present they were happy with
151	Investigated and found main valve was in off position due to no credit in the meter, told occupier he had no credit, he called the supplier and found out had no credit so he topped up credit . Checked HIU and it was working fine.
152	Investigated and found leak is coming from flat 2 above. Got access to flat 2, checked and found leak on wash hand basin. Took out fitting, fitted new washer and checked. Leak fixed and left in working order.
153	Found that the TRV in the living room was turned off, opened the TRV and vented system. Found air in the lounge radiator, filled and vented system, tested left in good working order.
154	Checked the prepay meter and found it shut, checked the balance and it was 0 pound 0 pence, asked tenant if she had hot water she said no, she said that she does not use heating or hot water so she does not top up the meter, she said that
155	Checked the prepay meter and found it opened, asked tenant to show me the prepay meter and she said that she does not have one any more as she has a direct debit set up. Checked the valve to see if it was tampered with and I couldn't se
156	This defect will now be closed as we have not received any response from the occupier since sending out a no contact letter on the 9th March.
157	The defect has bee closed until access can be arranged via KCTMO.
158	This defect will now be closed as we have not received any response from the occupier since sending out a no contact letter on the 8th March.
159	This defect will now be closed as we have not received any response from the occupier since sending out a no contact letter on the 8th March.
160	Ceiling in 176 stained and damp removed bottom of boxing to check pipes their are no joints and pipes are okay, he then decides to tell me that they have water marks in toilet as well so is probably coming from flat above, knocked at 186 n
161	Other plumbers been in the property, had found a leak and is been booked for the 23 March to be fixed. So the occupier had left the property, I phoned the occupier and then she came back to property to give me access, investigated the hea
162	The relay to open the second door was faulty I have fitted a new one and tested with flat 92.
163	Called the occupier with a 1 hour warning who informed us that this appointment would need to be rescheduled as no-one will be at the property. This appointment will need to be rescheduled.
164	He has a telephone style monster tap fitted on flow rate on hiu has already been turned up high to accommodate tap, temperature at tap when opened fully is 43deg when turned down to a normal tap flow rate temperature is up to 50 plus
165	Primary valve works fine she has no credit meter which tells how much credit she has and shuts unit when in debt spoke to Wilson Energy they said she needs to speak to Claire at KCTMO, not JSW defect
166	Investigated and vented the system. found no fault with unit. Then after same more investigation found that heating was coming on but all the radiator valves were closed and water could not circulate. Told the occupier when she has heatin
167	As we have not received nay response from the occupier since sending out a no contact letter on the 20th April. This defect will now be closed.
168	Ticking noise when heating on boxing possibly touching pipes, told him boxing will look messy if removed to remove obstructions but he insisted so removed covers, knocked away plaster board from pipes and the ticking seems okay now, o
169	Wrong times set on programmer, checked everything else can find no reason for heating not to work.
170	The occupier was unable to hear the intercom, the volume on the intercom was increased to suit the occupier. There was no defect with the intercom.
171	Further investigation required and a copy of the manufactures fitting instructions.
172	Stripped shower head and found all components listed in instructions apart from one small O ring, checked in valve body had become dislodged, refitted and tested, left in working order.
173	Finally got through to manufacture, explained what was happening and he said there was a concealed screw beneath push button that had not been tightened and there was a certain way it had to be done, he explained how tighten it and te
174	Attended site and found someone from T-MO and asked him to explain what had happened, he didn't know himself what had happened. He was told to attend as the fire alarm had gone off and by the time he arrived there was no alarm an
175	Removed the aluminium case and then removed the lagging till I got to the flange and the bolts. Due to the expansion and contraction the bolts were letting by and causing the flange to leak. Isolated and then tighten up all the bolts and the
176	Checked the BMS panel and there was a red light but that had been there for months. All the rest of the pumps and the boilers were running fine no low pressure or any other leaks.
177	
178	Checked HIU and straight away found the valves on top of the HIU were turned off. Tenant had just moved in the apartment. Turned the valves on, tested the hot water, hot water started to come out. Checked the pressure on HIU, found the

	I	J
140		
141	F - Principal Contractor	No Defect Found
142	G - Sub Contractor	Tested and left complete
143	G - Sub Contractor	Tested and left complete
144	B - Manufacturer Product Fault	Tested and left complete
145	E - Unit Not Commissioned	Tested and left complete
146	C - Not Maintained / User Fault	No Defect Found
147	F - Principal Contractor	No Defect Found
148	C - Not Maintained / User Fault	NOT A JSW DEFECT
149	F - Principal Contractor	Closed by JSW Aftercare Administrator
150	F - Principal Contractor	Closed by JSW Aftercare Administrator
151	C - Not Maintained / User Fault	NOT A JSW DEFECT
152	A - Installation Fault	Tested and left complete
153	C - Not Maintained / User Fault	Tested and left complete
154	F - Principal Contractor	No Defect Found
155	F - Principal Contractor	No Defect Found
156	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
157	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
158	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
159	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
160	D - Damaged Parts After Install	Further investigation required
161	F - Principal Contractor	Not J S Wright Defect
162	G - Sub Contractor	Tested and left complete
163	C - Not Maintained / User Fault	Further investigation required
164	C - Not Maintained / User Fault	No Defect Found
165	C - Not Maintained / User Fault	NOT A JSW DEFECT
166	C - Not Maintained / User Fault	Tested and left complete
167	C - Not Maintained / User Fault	Closed by JSW Aftercare Administrator
168	A - Installation Fault	Tested and left complete but remedial works needed to make good - General Building Works
169	C - Not Maintained / User Fault	Tested and left complete
170	C - Not Maintained / User Fault	No Defect Found
171	B - Manufacturer Product Fault	Parts / materials required
172	B - Manufacturer Product Fault	Tested and left complete
173	A - Installation Fault	Tested and left complete
174	F - Principal Contractor	No Defect Found
175	B - Manufacturer Product Fault	Tested and left complete
176	B - Manufacturer Product Fault	Further investigation required
177		
178	C - Not Maintained / User Fault	Tested and left complete