

Engineer Asses:

PITCH  
 MOST  
 IMPORTANT

Assessment Completed By:	KR
Date of Assessment:	7.9.16
Time of Arrival:	1.00
Time of Departure:	1.30
JIRA Reference	GW-2140
SAGE Quote No.	
Work Code	403?
Van Make	Swift
Van Model	Bordeaux
Van Serial Number	10639h- 2012
Van Stock Number	
Van Size	28107
Quote Information  PITCH 71 =	<p>Window/ wallboard in main bedroom has water ingress. Steve has previously attended to this issue in Jan 2015.</p> <p>can you see what you think so we can go back to Swift with more Infor/ evidence if you feel that it should go back to swift and what repairs need doing please</p>
<p>Description of the Issue Including the Following:</p> <ul style="list-style-type: none"> <li>• Internal or External?</li> <li>• Which Room of the Caravan/ Which Panel?</li> <li>• Which Parts does the issue affect?</li> <li>• Plus any other useful information</li> </ul> <p>REND WALL MAIN BRDROOM 3 WALL BOARDS</p>	<p>THIS AREA IS SWATHING W/ BIRD VENT IN FLOOR</p>
<p>What is the cause of the issue?</p> <p>Don't know</p>	<p>WINDOW FRAME LOOKS OK - SEALANT GOOD BUT COULD BE APPLIED DOWN SIDES ALSO CHECK SECTION OF BARKER BOARD COULD BE SEALED AROUND FORM ALSO REMOVE + CHECK BARKER BOARDS</p>

Basic Materials Required (Please Tick as Applicable and give details)	YES	NO	
Sealant			
Screws			
Flooring V313			
Flooring Celotech			
Wallboards			
Ceiling Boards			
Other (Please Give Details)			
<b>Parts Required</b>			
Part Name	Manufacturer	Part Number	In Stock? (Tick where applicable)
Measurements:			
Man Power: Number of Days/ Hours + Number of Men Required			

Photographs Taken?	
Samples?	
<b>For Office Use Only</b>	
Insurance Company	
Insurance Reference/ Claim Number	
Excess Amount	
Excess Payment Received?	
Assessor Details	
Customer Name:	
Address:	
Telephone:	
Email:	

C

**SURF BAY LEISURE AFTERSALES WORKSHEET**

**I AUTHORISE SURF BAY LEISURE TO ENTER THE CARAVAN LISTED BELOW:**

**SIGNATURE----- DATE-----**

**POSITION-----**

WORK CODE: 28107 LOG NO: GW-662 MAKE: Good Will MODEL: bordeaux SIZE: 38x12 SERIAL NO: 10639h STOCK NO: 28107	ADDRESS: Trevella Caravan Park (550) <b>Crantock</b>  <b>Newquay</b> <b>TR8 5EW</b>  PITCH NO: 71 TEL:
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**Problem**

wallboard in main bedroom has water damage rain is leaking in and around the top of the window, steve has sealed top of window frame as there was a gap in sealer. Please replace wallboard
Notes:

**Details of Work Done**

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ARRIVAL TIME	12:05
DEPARTURE TIME	3:30

DATE: 6/1/15	FITTER: Steve
I AM HAPPY WITH THE WORK CARRIED OUT TODAY BY SURF BAY LEISURE	
<b>PARK/CUSTOMER SIGNATURE:</b>	

MATERIALS USED	NOTES



Good Will GW-662

# wallboard in main bedroom has water damage

## Details

Type:	Wallboards/Ceiling Boards (8 Weeks)	Status:	<b>COMPLETE</b>
Priority:	▼ Agreed Date	Resolution:	Completed
Labels:	None		
Park_Company:	Trevella Caravan Park		
Park_Code:	TREV06		
Park_Postcode:	TR8 5EW		
Park_Email:	rob.lomas@trevella.co.uk		
Park_Phone:	01637 830308		
Plot:	71		
ID Number:	sbh004129		
Model:	bordeaux		
Stock_Number:	28107		
Serial:	10639h		
Size:	38x12		
Status Colour:	Complete		

## Description

rain is leaking in and around the top of the window, steve has sealed top of window frame as there was a gap in sealer.  
this is a bonded wall

## Attachments



9.12.14.jpg  
186 kB 09/Dec/14 11:46 AM



CCF08012015\_00001.jpg  
617 kB 08/Jan/15 10:15 AM



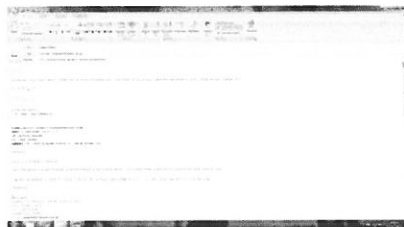
screenshot-1.jpg  
215 kB 20/Nov/14 2:47 PM



screenshot-2.jpg  
187 kB 20/Nov/14 2:50 PM



screenshot-3.jpg  
187 kB 20/Nov/14 3:14 PM



screenshot-4.jpg  
205 kB 25/Nov/14 1:26 PM



screenshot-5.jpg  
201 kB 12/Dec/14 12:03 PM



Steve 21.11.14 002.JPG  
1.98 MB 01/Dec/14 11:37 AM



Steve 21.11.14 003.JPG  
2.10 MB 01/Dec/14 11:37 AM

Steve 21.11.14 004.JPG  
2.06 MB 01/Dec/14 11:37 AM

## Issue Links

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Same Van

QUOT-1440 Wallboard to be replaced in the master bedroom t... COMPLETE

## Activity

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All **Comments** History Activity Emails Transitions Reopenings History  
Stateoscope SLA Overview

 Claire Folland added a comment - 19/Nov/14 2:27 PM


submitted into swift, linked this to quot-1440

 Adrienne Barwell added a comment - 20/Nov/14 2:47 PM

This has been rejected by Swift as the unit is out of warranty, I will appeal to Swift

 Adrienne Barwell added a comment - 20/Nov/14 3:15 PM

I have e-mailed Rea to reconsider this rejection and perhaps send Andy out as a gesture of good will, awaiting her response

 Adrienne Barwell added a comment - 25/Nov/14 1:27 PM

Rea has asked us to confirm whether this is a fitting issue or a manufacture fault. I have asked Claire to ring Steve and get his opinion and then update Rea

 Claire Folland added a comment - 25/Nov/14 1:38 PM

spoke to Steve, he has advised this is a window fitting issue, there was a gap in the silicone which the rain was getting in and going around the window, this does not show up on the bonded wall until it is too late, emailed Rea

 Claire Folland added a comment - 26/Nov/14 11:41 AM

Rea has asked if he have taken any pictures, tried to call Steve, no answer

 Claire Folland added a comment - 01/Dec/14 11:36 AM

emailed pictures to Rea as requested

 Claire Folland added a comment - 04/Dec/14 2:41 PM

Lee from the park called wanting to speak to Ade, she was not in her office, Lee has

advised he spoke to Ade this morning and she was going to try and find out what is happening with this one,  
called swift and spoke to Rea, she can not understand why this window has not leaked before as the van is 2 years old, she would like more information before she can go to her manager, tried to call steve but he is out of signal

 Claire Folland added a comment - 04/Dec/14 2:56 PM

spoke to Steve, he thinks it has been leaking over time and as it is a bonded wall it has taken longer to show up, called Rea back, she thinks she knows what the problem is but needs to speak to her engineer, once she has spoken to the engineer she will go to her manager for authorisation, called Lee back to advise, he would like me to keep him updated

 Adrienne Barwell added a comment - 04/Dec/14 3:13 PM

Spoke to Lee this morning and have just gone to chase the issue, but can see that Claire has already chased it. I will look at this one again when I am back in the office on Monday

 Claire Folland added a comment - 08/Dec/14 2:14 PM

Did not hear back from Rea on friday, have emailed her asking for an update as we are having problems with the phones, emailed Lee at the park

 Claire Folland added a comment - 09/Dec/14 11:46 AM


Rea has emailed to ask if our engineer can ring Andy and he will tell him what he needs to do, can not ring steve as our phones are not working

 Claire Folland added a comment - 10/Dec/14 2:51 PM

spoke to Steve, he will give Andy a call

 Claire Folland added a comment - 11/Dec/14 1:09 PM

Steve has spoken to Andy, Andy has advised him how to change the wallboard, it looks like swift want us to do the work, will speak to Ade

 Adrienne Barwell added a comment - 11/Dec/14 3:51 PM - Restricted to jira-users

The issue has just been emailed to: \*claire@surfbay.co.uk\*, \\ with subject: \*(SWIFT-7461) wallboard in main bedroom has water damage \* \\ \\ and content:\\

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Hi Claire,

Please can you give me an update on this one.

Thanks

Ade

 Claire Folland added a comment - 12/Dec/14 11:28 AM

spoke to Ade, she wants me to go back to Rea and advise this is a warranty issue, we do not have anyone who can do this, emailed Rea

 Claire Folland added a comment - 12/Dec/14 12:53 PM

swift have advised this is 2 years out of its guarantee period, they will not cover it under warranty, have issued a worksheet for us to attend

 Claire Folland added a comment - 12/Dec/14 12:54 PM

have emailed Lee at the park to advise we will be there wc 5-1-15

 Claire Folland added a comment - 22/Dec/14 1:36 PM

this is scheduled in for wc 5-1-15

 Claire Folland added a comment - 02/Jan/15 10:05 AM

Steve attending this week

 Adrienne Barwell added a comment - 08/Jan/15 9:16 AM

paperwork passed back to Claire

 Claire Folland added a comment - 08/Jan/15 10:15 AM

complete by Steve, emailed Lee at the park

**Xporter for JIRA**

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Template:

Output format:

 Export

**People**

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Assignee:

 Claire Folland

Assign to me

Reporter:

 Claire Folland

Participants:

Adrienne Barwell, Claire Folland

Watchers:

- o Start watching this issue

**Dates**

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Due:

14/Jan/15

Created:

19/Nov/14 2:23 PM

Updated:

30/Apr/15 2:17 PM

Resolved:

08/Jan/15 9:16 AM

Work Scheduled:

05/Jan/15