

# Arranging access for a leak investigation

A short guide for residents before an agreed survey appointment.

## Before the appointment

- Confirm the appointment and access arrangements with your property manager.
- Tell the access coordinator where you have noticed water and when it appears.
- Clear a reasonable route to the areas agreed for inspection.
- Keep pets safely away from the work area.
- Mention practical access requirements through the agreed private contact route.

## During the visit

Ask for the investigator's identification. Explain the problem in your own words and point out any earlier repairs or changes. The investigator may need to discuss additional access or tests with the person who instructed the work.

Do not assume walls or floors will be opened. Any intrusive work, service isolation or further visit should follow the agreed permissions and scope.

## After the visit

The property manager will coordinate the next step under the agreed instruction. A survey does not necessarily include the repair. Let the coordinator know if the symptoms change or water appears elsewhere.

For an immediate danger, use the building's emergency arrangements. This guide is not an emergency contact service.