



Leaks from Above process

The purpose of this procedure is to ensure that when a leak from above is not resolved through normal contractor activities that those jobs are escalated and managed to a swift conclusion.

It is the expectation that the contractor will resolve the majority of reported leaks from above without triggering this process.

The primary reason for engaging the TQO is:

- When access is required which the contractor has been unable to arrange.
- When the leak proves elusive in diagnosis.

The process is triggered after two failed attempts to access or resolve the leak. The TQO will then take the lead in organising the works until completion.

The contractor will flag such cases in order to generate a report which will be used to monitor the LFAs.

A monthly monitoring meeting will take place between the relevant teams in order to ensure progress in closing complaints.