

SITE SURVEY REPORT

Site Visit Report

Prepared for	Riverside Court, 12 Quay Road, Hull (fictional)
Date	23 Sep 2026
Site	Riverside Court, 12 Quay Road, Hull
Prepared by	A. Okafor

FORM

Site Visit Report

1. Visit

Project	Riverside Court, 12 Quay Road, Hull
Site	Riverside Court, basement plant room
Site location (GPS)	Riverside Court, plant room entrance · 53.741020, -0.332150 (TA 10100 28472, ±9 m)
Date of visit	23 Sep 2026
Purpose of the visit	Fault or complaint
What was the visit for?	Residents on floors 5 and 6 reported slow hot water and low pressure in the mornings. Visit to check the boilers, hot water return pump and booster set.
People present	A. Okafor, Elmfield Facilities Ltd (engineer) K. Shah, Northgate Housing (estate manager)

2. Findings

Findings 1: Plant room, cold water booster set

Area	Plant room, cold water booster set
Observation	Booster set running, both pumps cycling normally. No leaks on the pipework or valves. Pressure held steady while a tap was run on floor 6.

Photos



Is action needed?

No

Findings 2: Plant room, hot water return pump

Area

Plant room, hot water return pump

Observation

Return pump noisy with a bearing rumble and flow on the return is weak. Return at the calorifier 47 °C, below the 50 °C that HSE legionella guidance (HSG274 Part 2) expects. Isolation valve on the outlet side is stiff. Likely cause of the slow hot water on the top floors.

Photos



Is action needed?

Yes

Priority

High

Action

Replace the hot water return pump and free off the isolation valve. Low return temperature reported to Northgate's legionella responsible person on the day.

Who will do it?

Elmfield Facilities Ltd, A. Okafor

Due date

30 Sep 2026

Findings 3: Boiler room

Area

Boiler room

Observation

Boilers 1 to 4 running, no fault codes. Flow temperature at the calorifier 62 °C. Pipework labelled, no leaks seen.

Photos

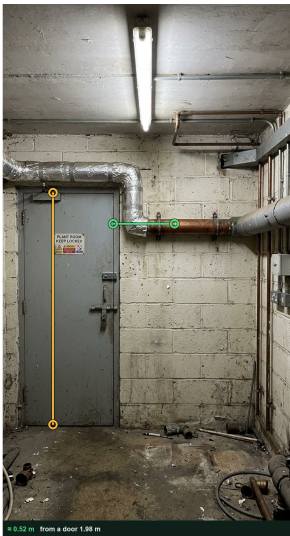


Is action needed? No

Findings 4: Plant room, hot water flow to the risers

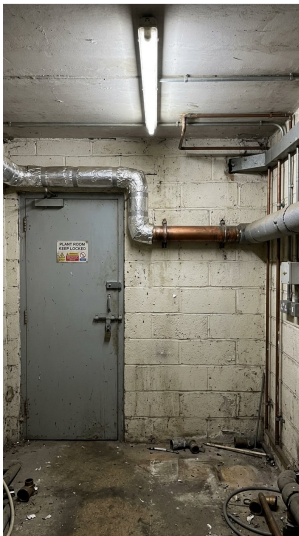
Area	Plant room, hot water flow to the risers
Observation	Pipe insulation missing on the hot water flow along the wall by the plant room door, probably not refitted after the valve change in August. Heat loss into the plant room and a hot surface at head height.
Measurement, if one is needed (m)	0.52

Measurement, if one is needed (m): measuring photo



What was measured? Length of uninsulated pipe, measured from a photo against the plant room door

Photos



Is action needed?	Yes
Priority	Medium
Action	Refit pipe insulation to the exposed run, about 0.5 m of 42 mm pipe
Who will do it?	Elmfield Facilities Ltd, A. Okafor
Due date	30 Sep 2026

Findings 5: Floor 6, communal corridor

Area	Floor 6, communal corridor
Observation	Two residents spoken to. Hot water takes about 3 minutes to come through at the kitchen tap before 8am.
Is action needed?	Yes
Priority	Medium
Action	Letter to residents on floors 5 and 6 explaining the repair date
Who will do it?	Northgate Housing, K. Shah
Due date	25 Sep 2026
Findings recorded	5
Actions raised	3
High priority actions	1

High priority actions are listed. Agree who will do each one before you leave site.

3. Summary and follow-up

Overall notes	Boilers and booster set working. The hot water return pump is failing, is the likely cause of the complaints and is letting the return temperature drop below 50 °C, so it has been reported as a legionella risk. New pump ordered, fitting booked for 30 September. Residents to be told. Pipe insulation to be refitted on the exposed hot water flow at the same visit.
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Is another visit needed?	Yes
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Next visit date	7 Oct 2026
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Sign-off

Name	A. Okafor
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Date	23 Sep 2026
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Signature	
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A. Okafor