

SITE SURVEY REPORT

Water Leak Investigation

Prepared for	Brookmere Property Management
Date	29 Sep 2026
Site	Kingsway House, Swindon
Prepared by	R. Hensley

FORM

Water Leak Investigation

1. Record details and scope

Project	Kingsway House, Swindon: water leak investigation
Site or premises address	Kingsway House, 22 Prince Street, Swindon SN1
Client or organisation	Brookmere Property Management
Record date	29 Sep 2026
Person completing the record	R. Hensley

This is an investigation record, not a guaranteed leak-location diagnosis, insurance liability decision, destructive survey authorisation or gas-leak procedure.

HSE risk and electrical maintenance guidance support assessing hazards and safe access before investigation. Record observed evidence and uncertainty; water near electrical equipment may require competent isolation and specialist support.

2. Reported problem

Property, room and affected area	Kingsway House, first floor open-plan office 1.04, ceiling and carpet by the east wall
Reported symptoms, timing and previous events	Tenant reported brown staining on the ceiling tiles on 21 September. On 28 September one tile cracked and dropped and the carpet below was wet. Staining gets worse on weekday mornings, not after rain. No earlier leaks logged here.
Authority, access and exclusions	Instructed by the managing agent, job BPM-4471. Access to floors 1 and 2 and the roof. Tenant's server room and the risers excluded.
Electrical, access and contamination concerns	Two ceiling light fittings in the wet area isolated at the floor board by the building electrician before tiles were lifted. Wet carpet coned off as a slip risk. Water from the tea point waste treated as dirty, gloves worn.

3. Evidence log

Observation or test 1: Office 1.04 ceiling below the second-floor tea point, 29/09/2026 09:10

Location and date/time	Office 1.04 ceiling below the second-floor tea point, 29/09/2026 09:10
Observation or authorised method	Visual check with tiles lifted, non-invasive moisture meter on the slab soffit

Actual result and evidence reference

Three tiles stained, one cracked and hanging. Soffit damp directly under the tea point, dry 1 m either side. Carpet tiles wet below. Photos WL-01 and WL-02.

Weather, occupancy or system conditions

Dry week, office occupied, heating off

Observation photographs**Observation or test 2: Second-floor tea point, sink base unit, 29/09/2026 10:05****Location and date/time**

Second-floor tea point, sink base unit, 29/09/2026 10:05

Observation or authorised method

Visual check under the sink with the tap run for 5 minutes

Actual result and evidence reference

Water dripping from the trap joint while the sink drained. Cupboard base soaked, stained and pooling. Photo WL-03.

Weather, occupancy or system conditions

Tea point in normal use, about 30 staff on floor 2

Observation photographs

Observation or test 3: Flat roof above the east core, 29/09/2026 11:00

Location and date/time	Flat roof above the east core, 29/09/2026 11:00
Observation or authorised method	Visual check of the covering, outlets and upstands
Actual result and evidence reference	Outlets clear, no ponding, covering intact over the east core. No sign of water getting in from the roof.
Weather, occupancy or system conditions	Dry, light wind

4. Interpretation

Possible source and reasoning	Most likely source is the leaking trap at the second-floor tea point. Water has soaked the cupboard base and run down the floor penetration for the waste pipe onto the first-floor ceiling. The staining follows tea point use, not rainfall.
Alternative explanations and investigation limits	The waste pipe through the floor was not opened up, so a leak in that hidden section cannot be ruled out. The dishwasher connection was not tested as the appliance was out of use.
Isolation or temporary protection reference	Sink taken out of use and signed, ref WL-TEMP-01. Light fittings isolated, electrician job E-2291.
Further specialist tests or repair recommendation	Plumber to remake or replace the trap and check the waste where it passes through the floor. Recheck the ceiling for fresh water after a week of normal use before new tiles go in.

5. Actions and review

Are further actions required?	Yes
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Further action 1: Replace the sink trap and test the waste run at the tea point. Job BPM-4475.

Action and evidence reference	Replace the sink trap and test the waste run at the tea point. Job BPM-4475.
Person responsible	D. Marsh, plumber
Target date	2 Oct 2026
Action status	Completed
Completion evidence	New trap fitted 1 October. No drips after 10 minutes of running water. Photo on job BPM-4475.

Further action 2: Recheck the slab soffit with the moisture meter after a week of normal use.

Action and evidence reference	Recheck the slab soffit with the moisture meter after a week of normal use.
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Person responsible	R. Hensley
Target date	8 Oct 2026
Action status	Open

Further action 3: Replace the cupboard base and four ceiling tiles once dry, then reinstate the light fittings.

Action and evidence reference	Replace the cupboard base and four ceiling tiles once dry, then reinstate the light fittings.
Person responsible	M. Coyle, building manager
Target date	12 Oct 2026
Action status	Open
Outstanding limitations and information to pass on	Hidden section of the waste through the floor not inspected. If staining returns after the trap repair, open the floor around the waste pipe.
Record status	Further work needed
Reviewed by	M. Coyle
Review date	2 Oct 2026

Author signature

R. Hensley

Signing records the information entered. It does not itself certify legal compliance, remove a limitation or authorise unsafe work.