Boiler repair: evidence pack

REFERENCE	14 Alder Court
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PREPARED BY	Maya Collins
DATE	12 September 2026

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EXHIBIT A

Assured shorthold tenancy agreement

Signed 25 August 2025

This agreement is made between Tom Beckett (the landlord) and Maya Collins (the tenant) for the flat at 14 Alder Court, and sets out the terms on which the flat is let.

The landlord is responsible for keeping the structure and exterior of the flat in repair, and for keeping the installations for the supply of water, gas, electricity, space heating and heating water in repair and proper working order.

A deposit equal to five weeks rent has been paid and is held in a government approved deposit protection scheme. The prescribed information has been given to the tenant separately.

Assured shorthold tenancy agreement (continued)

The tenancy runs for twelve months from 1 September 2025. Rent is payable monthly in advance on the first day of each month by bank transfer to the account the landlord nominates in writing.

The tenant will report any disrepair or defect to the landlord promptly, and will give reasonable access at reasonable times, on at least 24 hours written notice, for the landlord or contractors to inspect and carry out repairs.

Either party may end the agreement at the end of the fixed term by giving the notice required by law. Nothing in this agreement removes any right the tenant has under statute.

EXHIBIT B

Maya Collins, 14 Alder Court

Boiler not working

13 January 2026

Dear Tom, I am writing to confirm what I told you by message this morning. The boiler stopped working last night and there is no heating or hot water in the flat.

The display shows the code F22 and the pressure gauge reads zero. I have not attempted any repair myself.

I will be at home tomorrow morning to let a plumber in. Please let me know when to expect them.

Kind regards, Maya Collins

EXHIBIT C

Harris Plumbing and Heating

Invoice HP-2291

22 January 2026

Work carried out at 14 Alder Court for Tom Beckett. Payment due within 14 days.

Item	Detail	Amount
Call out	14 January, diagnosis and repressurise	$85.00
Expansion vessel	Part, 8 litre	$64.00
Labour	22 January, fit vessel and bleed radiators	$120.00
Total		$269.00

EXHIBIT D

Service report

22 January 2026

The expansion vessel had lost its charge, causing the system pressure to drop and the boiler to lock out on fault F22.

The vessel was replaced and the system refilled to 1.5 bar. Pressure held steady over a 40 minute test.

Radiators were bled. The back bedroom radiator was air locked and is now heating fully.

No further work is needed. Recommend an annual service in September.