KEYDAY KIT

BTO defect checklist

For key collection. Print it, take it with you, tick as you go.

Bring

- Painter's tape (blue or green) and a marker
- A coin or tile-tapping stick
- A bottle of water, to test floor traps
- A phone charger, to test sockets
- Your phone (camera and torch)

How to log a defect

- Stick a piece of tape on the defect and write the next number on it: #01, #02, #03...
- Take one close-up photo and one wider photo with the tape number in the picture.
- Write it in the defect log at the back: number, room, what is wrong and the exact spot.
- Leave the tape on. The Building Service Centre (BSC) uses the numbers to find each spot.

Timing

- You have 1 month from key collection to report defects, so you do not need to rush the first visit.
- Your flat has a 1-year defects liability period (DLP). Check again before it ends.
- Follow your BSC's current instructions for how to submit the list.

Each room page lists what to check with a short tip. Tick OK, Defect or N/A for each item. Bathroom and bedroom pages are meant to be used once per room: print extra copies.

Entrance

OK Defect N/A

Door

☐ ☐ ☐

Open and close fully. It should not rub the frame, the gap should be even, and the lock should turn smoothly.

Common: door rubs frame, uneven gap, lockset stiff, scratch or dent, door swollen.

Tape #: ____ ____ ____

Door frame

☐ ☐ ☐

Look for chips, dents and gaps where the frame meets the wall.

Common: chipped frame, gap at wall, dent.

Tape #: ____ ____ ____

Main gate (if installed)

☐ ☐ ☐

Open, close and lock the gate. Check hinges and paint. Mark N/A if not installed.

Common: gate hard to close, lock faulty, paint peeling, rust.

Tape #: ____ ____ ____

Floor tiles

☐ ☐ ☐

Tap every tile with a coin or tile stick. A dull, hollow sound means a hollow tile. Also look for chips, cracks, uneven edges and missing grout.

Common: hollow tile, chipped tile, cracked tile, uneven tile edge, missing grout.

Tape #: ____ ____ ____

Walls & paint

☐ ☐ ☐

Hold your phone torch flat against each wall. Patches, cracks and uneven paint stand out clearly.

Common: paint patch, hairline crack, uneven wall, stain.

Tape #: ____ ____ ____

Living & dining

OK Defect N/A

Floor tiles

☐ ☐ ☐

Tap every tile with a coin or tile stick. A dull, hollow sound means a hollow tile. Also look for chips, cracks, uneven edges and missing grout.

Common: hollow tile, chipped tile, cracked tile, uneven tile edge, missing grout.

Tape #: ____ ____ ____

Skirting

☐ ☐ ☐

Check the skirting along the floor for gaps, chips and hollowness.

Common: gap, chipped, hollow skirting.

Tape #: ____ ____ ____

Walls & paint

☐ ☐ ☐

Hold your phone torch flat against each wall. Patches, cracks and uneven paint stand out clearly.

Common: paint patch, hairline crack, uneven wall, stain.

Tape #: ____ ____ ____

Ceiling

☐ ☐ ☐

Check corners and around light points for cracks, water stains and uneven paint.

Common: crack, water stain, uneven paint.

Tape #: ____ ____ ____

Windows

☐ ☐ ☐

Open, close and lock every panel. Check it slides smoothly, the lock holds, the rubber seal is in place and the glass has no scratches.

Common: hard to slide, lock faulty, glass scratched, seal loose or missing, gap when closed.

Tape #: ____ ____ ____

Sockets & switches

☐ ☐ ☐

Plug a phone charger into every socket and check it charges. Flip every switch. Check faceplates are straight and firm.

Common: socket not working, loose faceplate, switch faulty, faceplate crooked.

Tape #: ____ ____ ____

Distribution board

☐ ☐ ☐

Open the DB box. Breakers should be labelled and the cover should close properly.

Common: cover faulty, breakers not labelled.

Tape #: ____ ____ ____

Kitchen

OK Defect N/A

Floor tiles

☐ ☐ ☐

Tap every tile with a coin or tile stick. A dull, hollow sound means a hollow tile. Also look for chips, cracks, uneven edges and missing grout.

Common: hollow tile, chipped tile, cracked tile, uneven tile edge, missing grout.

Tape #: ____ ____ ____

Wall tiles

☐ ☐ ☐

Tap the wall tiles too. Check that grout lines run straight and no tile is chipped or cracked.

Common: hollow tile, chipped tile, cracked tile, uneven grout line.

Tape #: ____ ____ ____

Floor trap & drainage

☐ ☐ ☐

Pour a bottle of water on the floor near the trap. It should all flow into the trap with no pooling.

Common: water pools, slow drainage, trap cover loose.

Tape #: ____ ____ ____

Taps & pipe points

☐ ☐ ☐

Run each tap for a minute and check underneath for drips. Check capped pipe points are not leaking.

Common: leaking tap, low water pressure, pipe point leaking.

Tape #: ____ ____ ____

Walls & paint

☐ ☐ ☐

Hold your phone torch flat against each wall. Patches, cracks and uneven paint stand out clearly.

Common: paint patch, hairline crack, uneven wall, stain.

Tape #: ____ ____ ____

Ceiling

☐ ☐ ☐

Check corners and around light points for cracks, water stains and uneven paint.

Common: crack, water stain, uneven paint.

Tape #: ____ ____ ____

Windows

☐ ☐ ☐

Open, close and lock every panel. Check it slides smoothly, the lock holds, the rubber seal is in place and the glass has no scratches.

Common: hard to slide, lock faulty, glass scratched, seal loose or missing, gap when closed.

Tape #: ____ ____ ____

Sockets & switches

☐ ☐ ☐

Plug a phone charger into every socket and check it charges. Flip every switch. Check faceplates are straight and firm.

Common: socket not working, loose faceplate, switch faulty, faceplate crooked.

Tape #: ____ ____ ____

Service yard

OK Defect N/A

Floor tiles

☐ ☐ ☐

Tap every tile with a coin or tile stick. A dull, hollow sound means a hollow tile. Also look for chips, cracks, uneven edges and missing grout.

Common: hollow tile, chipped tile, cracked tile, uneven tile edge, missing grout.

Tape #: ____ ____ ____

Floor trap & drainage

☐ ☐ ☐

Pour a bottle of water on the floor near the trap. It should all flow into the trap with no pooling.

Common: water pools, slow drainage, trap cover loose.

Tape #: ____ ____ ____

Clothes drying rack

☐ ☐ ☐

Check the brackets are fixed firmly, level and not rusted.

Common: bracket loose, rust, not level.

Tape #: ____ ____ ____

Windows

☐ ☐ ☐

Open, close and lock every panel. Check it slides smoothly, the lock holds, the rubber seal is in place and the glass has no scratches.

Common: hard to slide, lock faulty, glass scratched, seal loose or missing, gap when closed.

Tape #: ____ ____ ____

Walls & paint

☐ ☐ ☐

Hold your phone torch flat against each wall. Patches, cracks and uneven paint stand out clearly.

Common: paint patch, hairline crack, uneven wall, stain.

Tape #: ____ ____ ____

Sockets & switches

☐ ☐ ☐

Plug a phone charger into every socket and check it charges. Flip every switch. Check faceplates are straight and firm.

Common: socket not working, loose faceplate, switch faulty, faceplate crooked.

Tape #: ____ ____ ____

Bathroom

Use this page for each bathroom (common and master). Room: _____

OK Defect N/A

Door

Open and close fully. It should not rub the frame, the gap should be even, and the lock should turn smoothly.

Common: door rubs frame, uneven gap, lockset stiff, scratch or dent, door swollen.

Tape #: ____ ____ ____

Floor tiles

Tap every tile with a coin or tile stick. A dull, hollow sound means a hollow tile. Also look for chips, cracks, uneven edges and missing grout.

Common: hollow tile, chipped tile, cracked tile, uneven tile edge, missing grout.

Tape #: ____ ____ ____

Wall tiles

Tap the wall tiles too. Check that grout lines run straight and no tile is chipped or cracked.

Common: hollow tile, chipped tile, cracked tile, uneven grout line.

Tape #: ____ ____ ____

Floor trap & drainage

Pour a bottle of water on the floor near the trap. It should all flow into the trap with no pooling.

Common: water pools, slow drainage, trap cover loose.

Tape #: ____ ____ ____

WC & basin (if installed)

Flush the WC and watch the base for leaks. Check the basin is level and firmly fixed. Mark N/A if not installed.

Common: wc leaks at base, flush faulty, basin loose, basin chipped.

Tape #: ____ ____ ____

Taps & pipe points

Run each tap for a minute and check underneath for drips. Check capped pipe points are not leaking.

Common: leaking tap, low water pressure, pipe point leaking.

Tape #: ____ ____ ____

Bathroom ceiling

Look for water stains or cracks, and check the access panel sits flat.

Common: water stain, crack, access panel loose.

Tape #: ____ ____ ____

Windows

Open, close and lock every panel. Check it slides smoothly, the lock holds, the rubber seal is in place and the glass has no scratches.

Common: hard to slide, lock faulty, glass scratched, seal loose or missing, gap when closed.

Tape #: ____ ____ ____

Sockets & switches

Plug a phone charger into every socket and check it charges. Flip every switch. Check faceplates are straight and firm.

Common: socket not working, loose faceplate, switch faulty, faceplate crooked.

Tape #: ____ ____ ____

Bedroom

Use this page for each bedroom. Room: _____

OK Defect N/A

Door

Open and close fully. It should not rub the frame, the gap should be even, and the lock should turn smoothly.

Common: door rubs frame, uneven gap, lockset stiff, scratch or dent, door swollen.

Tape #: ____ ____ ____

Door frame

Look for chips, dents and gaps where the frame meets the wall.

Common: chipped frame, gap at wall, dent.

Tape #: ____ ____ ____

Bedroom floor

Walk the whole floor. Look for lifting edges, gaps between strips, scratches and soft or squeaky spots.

Common: lifting edge, gap between strips, scratch, soft spot.

Tape #: ____ ____ ____

Skirting

Check the skirting along the floor for gaps, chips and hollowness.

Common: gap, chipped, hollow skirting.

Tape #: ____ ____ ____

Walls & paint

Hold your phone torch flat against each wall. Patches, cracks and uneven paint stand out clearly.

Common: paint patch, hairline crack, uneven wall, stain.

Tape #: ____ ____ ____

Ceiling

Check corners and around light points for cracks, water stains and uneven paint.

Common: crack, water stain, uneven paint.

Tape #: ____ ____ ____

Windows

Open, close and lock every panel. Check it slides smoothly, the lock holds, the rubber seal is in place and the glass has no scratches.

Common: hard to slide, lock faulty, glass scratched, seal loose or missing, gap when closed.

Tape #: ____ ____ ____

Sockets & switches

Plug a phone charger into every socket and check it charges. Flip every switch. Check faceplates are straight and firm.

Common: socket not working, loose faceplate, switch faulty, faceplate crooked.

Tape #: ____ ____ ____

Household shelter

OK Defect N/A

Shelter door

☐ ☐ ☐

Close the steel door fully and turn all the handles. It should seal evenly without forcing.

Common: hard to close, handle stiff, seal damaged, rust.

Tape #: ____ ____ ____

Floor tiles

☐ ☐ ☐

Tap every tile with a coin or tile stick. A dull, hollow sound means a hollow tile. Also look for chips, cracks, uneven edges and missing grout.

Common: hollow tile, chipped tile, cracked tile, uneven tile edge, missing grout.

Tape #: ____ ____ ____

Shelter vents & walls

☐ ☐ ☐

Check the vent openings are clear and the walls have no cracks or damp patches.

Common: vent blocked, crack, damp patch.

Tape #: ____ ____ ____

Sockets & switches

☐ ☐ ☐

Plug a phone charger into every socket and check it charges. Flip every switch. Check faceplates are straight and firm.

Common: socket not working, loose faceplate, switch faulty, faceplate crooked.

Tape #: ____ ____ ____

Defect log

One line per tape number. Tick "Photo" once you have the close-up and the wide shot.

#	Room	What is wrong	Exact spot	Photo
#01				☐
#02				☐
#03				☐
#04				☐
#05				☐
#06				☐
#07				☐
#08				☐
#09				☐
#10				☐
#11				☐
#12				☐
#13				☐
#14				☐
#15				☐
#16				☐
#17				☐
#18				☐
#19				☐
#20				☐
#21				☐
#22				☐
#23				☐
#24				☐

Defect log (continued)

One line per tape number. Tick "Photo" once you have the close-up and the wide shot.

#	Room	What is wrong	Exact spot	Photo
#25				☐
#26				☐
#27				☐
#28				☐
#29				☐
#30				☐
#31				☐
#32				☐
#33				☐
#34				☐
#35				☐
#36				☐
#37				☐
#38				☐
#39				☐
#40				☐
#41				☐
#42				☐
#43				☐
#44				☐
#45				☐
#46				☐
#47				☐
#48				☐

Number labels

No marker? Cut these out and stick them on with tape. Print on plain paper or sticker paper.

#01	#02	#03	#04	#05	#06
#07	#08	#09	#10	#11	#12
#13	#14	#15	#16	#17	#18
#19	#20	#21	#22	#23	#24
#25	#26	#27	#28	#29	#30
#31	#32	#33	#34	#35	#36
#37	#38	#39	#40	#41	#42
#43	#44	#45	#46	#47	#48