

INCIDENT REPORT Due Diligence Report
DUE DILIGENCE REPORT FOR LEAK AT DG74 APT 116

Incident Title	Water leak from Apt 216 master washroom to Apt 116 master washroom			Date	13.10.2021	Incident No:
				Time	10.15AM	Job No:
Site location information	Discovery Gardens Building 79					
Building system (Highlight the category in red)	Electrical	AC	Plumbing	S. System (Fire Fighting)	Others	
Impact on Client's operation	NA					

DESCRIPTION OF THE INCIDENT
Summary Of the Complaint

On 11.10.2021 ASFM received a complaint through email from NCM stating that there was a water leak in the Master washroom ceiling in DG74 Apt 116.

Based on the complaint, the ASFM team visited the unit and carried out the detail inspection and confirmed that the leaking water is coming from above apartment 216 master washroom, due to failure of wash basin drain pipe penetration seal (Waterproofing) and Bidet drain pipe damaged.

WLIR forwarded to Nakheel and Advisory Notice issued to Apt 216.

Assessment Study	On 13.10.2021 NCM instruction Nakheel HSSE manager, Nakheel Supervisor and ASFM Manager visited the Apt 216 and 116 to investigate the damage and identify the root cause of the water leak in Apt 116.
Apt 216 Tenant statement	As per the tenant they are facing the Water blockage issue in master washroom wash basin drain line and to carry out the rectification they have contacted the Nakheel Customer care and below apt 116 to carry out the necessary rectification work but they couldn't get the access to apt 116 as this apartment is vacated for a long time.
Root cause for leakage	If resident 216 uses the wash basin the water leaking from the drain pipe due to blockage and leaking water dripping into the below apt ceiling as pipe penetration seal waterproofing failed. Bidet drain pipe damaged near floor trap connector, to stop the leakage in Apt 116 it needs to be replaced.
Apt 116 damage report	Ceiling Damaged Ceiling lamps damaged Exhaust system disconnected from main duct Minor damage on the Washroom door and Water stain marks on the door handle. Water leak stains on WC, Bidet, Bathtub, Floor, Wash Basin, Wash Basin counter and Washroom door.
Conclusion	Advice from NCM HSSE manager: <ul style="list-style-type: none"> Landlord of Apt 116 agreed to leave the key at security desk in order to carry out the rectification work

- Once the security pass is approved, apt 216 MEP contractor will start the rectification work immediately.
- Upon the approval contractor will start repairing the water leak related rectification work to stop the leak in the below apt 116.
- HSSE instructed to submit the documents of waterproofing product data sheet
- After leak testing the ASFM and NCM team MEP contractor will repair the damaged Ceiling, Fused lamp and Connect the exhaust system in apt 116.
- The ASFM and NCM HSSE team will visit the apartment to inspect the quality of the work.
- After overall MEP and civil rectification work ASFM will do the deep cleaning of the master washroom to remove water stains marks and disinfection. If marks are not removable then it needs to be replaced.
- The replacement of any sanitary fittings will be charged additionally

Photos - Evidence



Wash Basin Drain pipe



Wash basin drain pipe leaking at Apt116



Bidet drain pipe leaking at Apt 116 master washroom ceiling



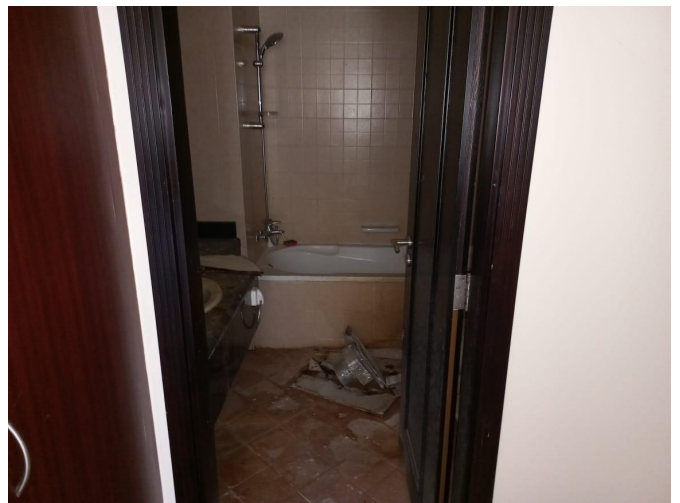
Apt 116 Water stain on the mirror, Wash basin & Counter



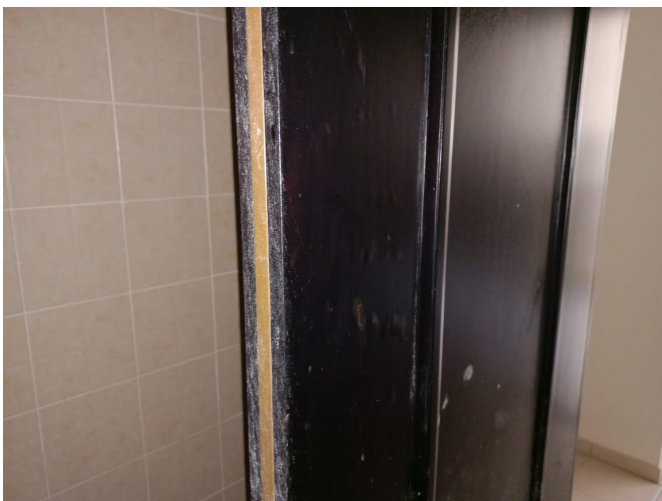
Apt 116 Water stains on the WC and Floor tiles



Apt 116-Water stain marks on the bathtub



Apt 116 - Master washroom



Apt 116- Damaged washroom door



Apt 116- Water stain on the door handle



Apt 116- Water stain on the Door and door frame



Apt 116- Water stain on the Door and door frame

INTERIM CORRECTIVE ACTION

Reported to the management
NCM HSSE and Supervisor visited the apartment and implemented the work process

Initiated by: Al Shirawi FM

Date of Implementation: 10-13-2021

Root cause(s) of the problem:

DG74 Apt 216 master washroom drain pipe and waterproofing damaged.

Proposed corrective action:

DG74 Apt 216 has to arrange for the team to repair the water leak related issues which are affecting apt 116 master washroom. ASFM team will carry out the deep cleaning of the master washroom
If water marks are not removable it needs to be replaced.

Implemented date: 13-10-2021

Status: Open

Systematic preventive action to the buildings (for other buildings if required):

Responsibility: Al Shirawi Facilities Management

Reported by:

Validated by:
(FM Supervisor)

Verified by: Akshath Bangera
(Asst. Facilities Manager)