

VSS and BBW Ceiling Leak Checklist

- Arrive at the location and conduct walkthrough with the Manager on duty
- Assess the issue and document findings
 - Documentation includes but not limited to:
 - Photos of the area both above/behind the area of the leak
 - Photos of what the leak looks like from customer eye level
 - Photos of the transition leading to the room with the leak
 - Photos of source of leak
 - Specific notes detailing the location in the store, the location of the leak and the source of the leak
- Identify if the issue is an HVAC leak, Roof leak or other
 - If the issue is:
 - HVAC
 - Call home office to ensure an HVAC ticket is created for assessment and repairs
 - Roof Leak
 - During business hours:
 - Walk over to the mall office and ask for maintenance
 - Conduct a walkthrough INSIDE the store and of the roof with maintenance
 - Document the name, phone number and email of the POC for follow-up questions/status
 - After business hours:
 - Document the name, phone number and email of the POC for follow-up questions/status
 - Inform home office to ensure follow up is made first thing the following AM
- Contain the leak to not cause obstructions in the store
 - If a water diversion kit is needed, ensure that the kit is properly installed to avoid any dripping, collapsing and additional damage to the ceiling
 - Do NOT attach the water diversion to any lighting or ceiling tile grid
 - DO remove wet ceiling tile
 - DO cut a relief hole in the dry wall ceiling
- Conduct a final walkthrough with the Manager on duty to:
 - Explain what was found during your assessment
 - Inform the manager of next steps for resolution
 - Set expectations with the Manager of the resolution timeline based on the reason for the leak
 - HVAC
 - Tech from HVAC company will be dispatched to assess the HVAC and make repairs as needed

- Roof Leak
 - We will continue to follow up with mall maintenance (either thru office or onsite) until the roof repairs have been completed

Final documentation before leaving the job site

- Documentation includes but not limited to:
 - Photos of the leak being contained (*includes diversion install*)
 - Notes on leak details as well as actions taken to contain the leak
 - Mall Maintenance contact information
 - Name of POC
 - Phone Number
 - Email