

FREE FACILITIES & PROPERTY PLUMBING MAINTENANCE INSPECTION TEMPLATE

Plumbing Maintenance Inspection Checklist

Use this 60-point checklist to inspect water supply, isolation valves, fixtures, hot-water equipment, drainage, pumps and tanks, pipework, specialist plumbing controls, safe maintenance, leaks, water damage, corrective work, reinspection, and final sign-off.

Property / building

Inspection date

Plumbing zone / asset

Inspector / maintenance owner

Internal Facilities & Property template. Apply manufacturer instructions, approved plumbing-maintenance procedures, specialist inspection or testing requirements, safe-work rules, service contracts, building standards, and local plumbing requirements as controlling references.

1. Inspection scope, plumbing asset register, service areas, schedules, ownership, and previous issues

- 1
- Confirm the property, building, floor or zone, inspection date, maintenance period, and plumbing-maintenance inspection scope are clearly identified.
- CRITICAL
- PLUMBING

Plumbing Item	Condition / result	Owner	Evidence	Action
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Execution tip: Start from the plumbing asset register and current maintenance schedule. Record the location, system served, isolation point, service history, and unresolved defects before...

- 2
- Identify the plumbing assets and systems included in scope, such as supply lines, valves, fixtures, water heaters, pumps, tanks, drains, traps, and specialist devices.
- CRITICAL
- PLUMBING

Plumbing Item	Condition / result	Owner	Evidence	Action
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Execution tip: Start from the plumbing asset register and current maintenance schedule. Record the location, system served, isolation point, service history, and unresolved defects before...

- 3
- Verify the preventive-maintenance schedule defines required tasks, frequencies, responsible technician or contractor, and expected completion dates for sampled plumbing assets.
- CRITICAL
- PLUMBING

Plumbing Item	Condition / result	Owner	Evidence	Action
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Execution tip: Start from the plumbing asset register and current maintenance schedule. Record the location, system served, isolation point, service history, and unresolved defects before...

- 4
- Review previous leaks, blockages, low-pressure complaints, drainage odors, water damage, pump failures, fixture defects, recurring repairs, and open work orders before the inspection.
- PLUMBING

Plumbing Item	Condition / result	Owner	Evidence	Action
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Execution tip: Start from the plumbing asset register and current maintenance schedule. Record the location, system served, isolation point, service history, and unresolved defects before...

- 5
- Confirm ownership is defined across facilities, plumbing maintenance, property management, specialist contractors, housekeeping, and operations for plumbing defects and follow-up.
- CRITICAL
- PLUMBING

Plumbing Item	Condition / result	Owner	Evidence	Action
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Execution tip: Start from the plumbing asset register and current maintenance schedule. Record the location, system served, isolation point, service history, and unresolved defects before...

- 6
- Record property, floor or zone, inspection date, inspector, plumbing or maintenance owner, facilities owner, contractor where applicable, and next planned inspection date.
- PLUMBING

FINAL STATUS | Enter

MAINTENANCE OWNER | Enter

FACILITIES APPROVAL | Enter

Execution tip: Start from the plumbing asset register and current maintenance schedule. Record the location, system served, isolation point, service history, and unresolved defects before...

2. Water supply, incoming services, meters, isolation valves, pressure controls, and visible service condition

7 Inspect visible incoming water services, meters, main isolation valves, branch isolation valves, pressure-reducing devices, gauges, and related plumbing components in scope. **CRITICAL** PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Know where the system can be isolated before work begins. Repeated pressure fluctuations, inaccessible valves, leakage, or damaged service components should be...

8 Confirm key isolation valves are accessible, identified, not obstructed by storage or finishes, and can be located quickly during a leak or maintenance event. **CRITICAL** PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Know where the system can be isolated before work begins. Repeated pressure fluctuations, inaccessible valves, leakage, or damaged service components should be...

9 Check visible valves, meter unions, flanges, fittings, regulators, gauges, and joints for leakage, corrosion, staining, looseness, or physical damage. **CRITICAL** PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Know where the system can be isolated before work begins. Repeated pressure fluctuations, inaccessible valves, leakage, or damaged service components should be...

10 Review available pressure readings, pressure complaints, regulator service records, water-hammer reports, or repeated low/high-pressure conditions where these are part of the maintenance programme. PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Know where the system can be isolated before work begins. Repeated pressure fluctuations, inaccessible valves, leakage, or damaged service components should be...

11 Confirm maintenance has not left valves unintentionally closed, partially closed, bypassed, or in an undocumented temporary position after service. **CRITICAL** PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Know where the system can be isolated before work begins. Repeated pressure fluctuations, inaccessible valves, leakage, or damaged service components should be...

12 Escalate active leakage, failed isolation, damaged meters, abnormal pressure, severe corrosion, or other supply-side conditions requiring corrective plumbing work. **CRITICAL** PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Know where the system can be isolated before work begins. Repeated pressure fluctuations, inaccessible valves, leakage, or damaged service components should be...

3. Fixtures, taps, toilets, urinals, basins, sinks, showers, seals, and sanitary fitting condition

13

Inspect taps, faucets, basins, sinks, toilets, urinals, showers, flush valves, cisterns, hoses, and other fixtures included in the maintenance scope.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect both serviceability and the surrounding surfaces. Small fixture leaks can create hidden damage, odor, slip risk, staining, and repeat maintenance calls.

14

Check fixtures for continuous running, dripping, leakage, loose fittings, poor drainage, cracked components, damaged seals, staining, or unstable mounting.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect both serviceability and the surrounding surfaces. Small fixture leaks can create hidden damage, odor, slip risk, staining, and repeat maintenance calls.

15

Verify flush mechanisms, taps, valves, controls, handles, sensors, and other user-operated components function correctly without sticking or repeated activation failure.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Inspect both serviceability and the surrounding surfaces. Small fixture leaks can create hidden damage, odor, slip risk, staining, and repeat maintenance calls.

16

Inspect flexible hoses, connectors, supply stops, traps, waste connections, sealant joints, and visible pipe interfaces below or behind fixtures for leakage or deterioration.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect both serviceability and the surrounding surfaces. Small fixture leaks can create hidden damage, odor, slip risk, staining, and repeat maintenance calls.

17

Check surrounding floors, walls, cabinets, ceilings, partitions, and finishes for water staining, swelling, corrosion, dampness, or other evidence of concealed leakage.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect both serviceability and the surrounding surfaces. Small fixture leaks can create hidden damage, odor, slip risk, staining, and repeat maintenance calls.

18

Escalate failed fixtures, uncontrolled leakage, repeated blockages, damaged sanitary fittings, or concealed-leak indicators for corrective maintenance.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Inspect both serviceability and the surrounding surfaces. Small fixture leaks can create hidden damage, odor, slip risk, staining, and repeat maintenance calls.

4. Hot-water equipment, heaters, calorifiers, cylinders, recirculation, valves, insulation, and controls

19

Inspect water heaters, storage cylinders, calorifiers, heat exchangers, recirculation pumps, mixing arrangements, and related hot-water equipment included in scope.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Hot-water systems combine pressure, heat, electrical or fuel sources, and water service. Use manufacturer instructions and specialist support for tasks beyond routine...

20

Check visible tanks, cylinders, valves, fittings, gauges, drains, expansion components, pipework, insulation, and supports for leakage, corrosion, damage, or deterioration.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Hot-water systems combine pressure, heat, electrical or fuel sources, and water service. Use manufacturer instructions and specialist support for tasks beyond routine...

21

Review approved temperature, pressure, operating, alarm, or recirculation readings where these are included in the maintenance programme.

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Hot-water systems combine pressure, heat, electrical or fuel sources, and water service. Use manufacturer instructions and specialist support for tasks beyond routine...

22

Confirm hot-water equipment maintenance records identify required cleaning, inspection, descaling, valve service, control checks, or specialist tasks where applicable.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Hot-water systems combine pressure, heat, electrical or fuel sources, and water service. Use manufacturer instructions and specialist support for tasks beyond routine...

23

Inspect pipe insulation and protective coverings for damage, missing sections, condensation, wet insulation, exposed hot surfaces, or deterioration.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Hot-water systems combine pressure, heat, electrical or fuel sources, and water service. Use manufacturer instructions and specialist support for tasks beyond routine...

24

Escalate leakage, overheating, repeated temperature faults, pressure concerns, failed controls, damaged insulation, or other conditions requiring specialist or corrective work.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Hot-water systems combine pressure, heat, electrical or fuel sources, and water service. Use manufacturer instructions and specialist support for tasks beyond routine...

5. Drainage, traps, floor drains, cleanouts, waste lines, sewer interfaces, blockages, and odor control

25

Inspect sinks, basins, floor drains, shower drains, gullies, traps, cleanouts, waste pipes, soil pipes, and accessible drainage components included in scope.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Do not treat recurring blockages or odors as isolated cleaning issues. Repeated drainage failure should trigger root-cause investigation of pipe condition, venting, slope,...

26

Check for slow drainage, standing water, leakage, overflow, staining, loose covers, damaged grates, broken traps, or repeated blockage indicators.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Do not treat recurring blockages or odors as isolated cleaning issues. Repeated drainage failure should trigger root-cause investigation of pipe condition, venting, slope,...

27

Confirm floor drains and traps required by the property's maintenance plan are clean, accessible, and maintained to reduce drying, blockage, or odor issues where applicable.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Do not treat recurring blockages or odors as isolated cleaning issues. Repeated drainage failure should trigger root-cause investigation of pipe condition, venting, slope,...

28

Inspect accessible cleanouts, rodding points, inspection openings, and drainage access locations for suitable covers, access, labeling, and obvious leakage.

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Do not treat recurring blockages or odors as isolated cleaning issues. Repeated drainage failure should trigger root-cause investigation of pipe condition, venting, slope,...

29

Review repeated blockages, sewage backup events, odor complaints, drainage service calls, or camera-inspection findings and confirm unresolved causes have corrective actions.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Do not treat recurring blockages or odors as isolated cleaning issues. Repeated drainage failure should trigger root-cause investigation of pipe condition, venting, slope,...

30

Escalate sewage backup, overflowing drains, failed traps, persistent odor, repeated blockage, damaged waste lines, or other unsanitary drainage conditions immediately.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Do not treat recurring blockages or odors as isolated cleaning issues. Repeated drainage failure should trigger root-cause investigation of pipe condition, venting, slope,...

6. Pumps, booster sets, sump pumps, sewage pumps, tanks, float controls, alarms, and standby condition

31

Inspect booster pumps, transfer pumps, sump pumps, sewage or ejector pumps, circulation pumps, tanks, and related plumbing equipment included in scope.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Pumps should be inspected as systems: pump, valves, float or level control, power, alarm, discharge route, standby unit, and surrounding housekeeping all matter.

32

Check pump casings, bases, couplings, visible seals, valves, pipework, strainers, supports, flexible connections, and surrounding areas for leakage, corrosion, vibration, or damage.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Pumps should be inspected as systems: pump, valves, float or level control, power, alarm, discharge route, standby unit, and surrounding housekeeping all matter.

33

Verify float switches, level controls, pressure switches, alarms, automatic start or stop functions, and standby changeover are maintained and tested where included in the approved procedure.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Pumps should be inspected as systems: pump, valves, float or level control, power, alarm, discharge route, standby unit, and surrounding housekeeping all matter.

34

Review run hours, pressure, level, alarm history, duty/standby status, repeated trips, abnormal noise, or other condition readings where available.

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Pumps should be inspected as systems: pump, valves, float or level control, power, alarm, discharge route, standby unit, and surrounding housekeeping all matter.

35

Inspect pump pits, sumps, tank rooms, drain areas, and access routes for standing water, debris, blocked covers, unsafe access, odor, or housekeeping issues.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Pumps should be inspected as systems: pump, valves, float or level control, power, alarm, discharge route, standby unit, and surrounding housekeeping all matter.

36

Escalate failed pumps, repeated trips, ineffective standby arrangements, leaking seals, blocked discharge, failed alarms, or overflowing pits or tanks for corrective maintenance.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Pumps should be inspected as systems: pump, valves, float or level control, power, alarm, discharge route, standby unit, and surrounding housekeeping all matter.

7. Pipework, joints, supports, hangers, insulation, corrosion, expansion movement, and leak indicators

37

Inspect visible domestic-water, hot-water, drainage, condensate, utility, and other plumbing pipework included in scope for physical condition.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect the full visible pipe route, not just fittings. Sagging supports, wet insulation, corrosion, movement, and staining can reveal problems before a pipe fails.

38

Check joints, unions, flanges, valves, fittings, flexible connectors, penetrations, and branch connections for leakage, staining, corrosion, looseness, or movement.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect the full visible pipe route, not just fittings. Sagging supports, wet insulation, corrosion, movement, and staining can reveal problems before a pipe fails.

39

Inspect supports, hangers, brackets, anchors, guides, sleeves, and visible expansion arrangements for secure condition, sagging, excessive movement, or missing support.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect the full visible pipe route, not just fittings. Sagging supports, wet insulation, corrosion, movement, and staining can reveal problems before a pipe fails.

40

Check insulation, vapor barriers, jacketing, labels, and protective coverings for damage, wetness, missing sections, condensation, or deterioration.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect the full visible pipe route, not just fittings. Sagging supports, wet insulation, corrosion, movement, and staining can reveal problems before a pipe fails.

41

Inspect walls, ceilings, shafts, floors, service risers, and pipe routes for water staining, mineral deposits, corrosion trails, dampness, or other leak indicators.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Inspect the full visible pipe route, not just fittings. Sagging supports, wet insulation, corrosion, movement, and staining can reveal problems before a pipe fails.

42

Escalate active leaks, severe corrosion, unsupported pipework, repeated movement, wet insulation, damaged penetrations, or concealed-leak indicators requiring corrective work.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Inspect the full visible pipe route, not just fittings. Sagging supports, wet insulation, corrosion, movement, and staining can reveal problems before a pipe fails.

8. Backflow controls, mixing valves, specialist devices, service records, and plumbing-protection interfaces

43

Identify backflow-prevention devices, check valves, vacuum breakers, mixing valves, pressure-control devices, or other specialist plumbing controls included in the property programme.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Backflow preventers, thermostatic mixing valves, pressure devices, and other specialist plumbing controls often have specific inspection or testing requirements. Use the...

44

Inspect visible specialist devices for leakage, corrosion, damaged caps, missing test fittings, poor access, missing labels, or signs of unauthorized bypass.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Backflow preventers, thermostatic mixing valves, pressure devices, and other specialist plumbing controls often have specific inspection or testing requirements. Use the...

45

Verify required specialist inspection, service, test, or certification records are current where applicable under local requirements, manufacturer instructions, or the property maintenance programme.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Backflow preventers, thermostatic mixing valves, pressure devices, and other specialist plumbing controls often have specific inspection or testing requirements. Use the...

46

Confirm isolation and bypass valves associated with specialist devices are in the documented normal operating position after service.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Backflow preventers, thermostatic mixing valves, pressure devices, and other specialist plumbing controls often have specific inspection or testing requirements. Use the...

47

Review repeated temperature-control issues, backflow-device faults, pressure-control problems, test failures, or service recommendations for corrective action.

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Backflow preventers, thermostatic mixing valves, pressure devices, and other specialist plumbing controls often have specific inspection or testing requirements. Use the...

48

Escalate failed or bypassed specialist plumbing protection, overdue required testing, uncontrolled cross-connection concerns, or other issues needing qualified review.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Backflow preventers, thermostatic mixing valves, pressure devices, and other specialist plumbing controls often have specific inspection or testing requirements. Use the...

9. Safe plumbing maintenance, isolation, contractors, tools, chemicals, housekeeping, water damage, and handback

49

Confirm maintenance requiring water isolation, confined access, hot-work controls, electrical isolation, elevated access, or other permits followed the site's approved safe-work procedure where applicable.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Maintenance is not complete until isolation is restored correctly, tools and waste are removed, wet areas are dried, penetrations and access panels are closed, and the...

50

Verify affected valves, pumps, heaters, controls, or other isolated plumbing equipment were returned to the correct operating position after maintenance.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Maintenance is not complete until isolation is restored correctly, tools and waste are removed, wet areas are dried, penetrations and access panels are closed, and the...

51

Check tools, rags, sealants, chemicals, drain-cleaning materials, removed parts, packaging, temporary hoses, buckets, and maintenance waste were removed or properly controlled after work.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Maintenance is not complete until isolation is restored correctly, tools and waste are removed, wet areas are dried, penetrations and access panels are closed, and the...

52

Inspect access panels, ceiling tiles, pipe-boxing, floor covers, service doors, insulation, guards, and penetrations disturbed during plumbing work for correct reinstatement.

CRITICAL

PLUMBING

Verified

Needs repair

Critical

LIVE PHOTO | Add

Execution tip: Maintenance is not complete until isolation is restored correctly, tools and waste are removed, wet areas are dried, penetrations and access panels are closed, and the...

53

Confirm contractor work includes clear service reports, parts replaced, test or inspection evidence, identified defects, housekeeping, and handback information where applicable.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Maintenance is not complete until isolation is restored correctly, tools and waste are removed, wet areas are dried, penetrations and access panels are closed, and the...

54

Escalate unsafe temporary repairs, uncontrolled leaks, incomplete isolation restoration, open penetrations, abandoned tools or waste, or equipment returned to service without verification.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Maintenance is not complete until isolation is restored correctly, tools and waste are removed, wet areas are dried, penetrations and access panels are closed, and the...

10. Inspection result, work orders, water-damage follow-up, repeat defects, verification, backlog, and final sign-off

55

Classify each finding by water supply, fixture, hot water, drainage, pump or tank, pipework, specialist device, environmental damage, contractor, documentation, or other approved category.

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Close only when plumbing condition and maintenance records agree. Repeat leaks, blockages, pump failures, pressure complaints, or water damage should be trended and...

56

Prioritize findings using leak severity, sanitation or service impact, water-damage potential, equipment criticality, recurrence, occupancy exposure, and urgency.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Close only when plumbing condition and maintenance records agree. Repeat leaks, blockages, pump failures, pressure complaints, or water damage should be trended and...

57

Create or link corrective plumbing work, leak investigation, drainage service, pump repair, valve replacement, specialist testing, water-damage repair, or contractor action with named owners and due dates.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Close only when plumbing condition and maintenance records agree. Repeat leaks, blockages, pump failures, pressure complaints, or water damage should be trended and...

58

Review repeated leaks, blockages, pressure issues, failed pumps, recurring odors, repeated fixture repairs, and maintenance backlog for systems needing stronger intervention.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Close only when plumbing condition and maintenance records agree. Repeat leaks, blockages, pump failures, pressure complaints, or water damage should be trended and...

59

Verify significant corrective work through reinspection, live photos, leak checks, drainage verification, functional tests, updated readings, service reports, or specialist evidence before closure.

CRITICAL

PLUMBING

Plumbing item	Condition / result	Owner	Evidence	Action
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Execution tip: Close only when plumbing condition and maintenance records agree. Repeat leaks, blockages, pump failures, pressure complaints, or water damage should be trended and...

60

Record final plumbing-maintenance status, critical open defects, active restrictions, overdue work, repeat issues, next inspection date, inspector, maintenance owner, facilities owner, and management approval.

CRITICAL

PLUMBING

FINAL STATUS | Enter

MAINTENANCE OWNER | Enter

FACILITIES APPROVAL | Enter

Execution tip: Close only when plumbing condition and maintenance records agree. Repeat leaks, blockages, pump failures, pressure complaints, or water damage should be trended and...