



Detector Inspector

Service Reports & Quotes Redesign

September 2024

Background

- As part of Detector Inspector's simplification project, we have focused efforts on **rethinking our Service Reports & Quotes** to ensure they can be easily understood by all stakeholders - property managers, rental providers and renters



What you've told us:

- Make it clearer if the result of a smoke alarm, electrical or gas safety check is that the property is "Compliant".
- As property managers, we care about safety, but we're responsible for renting the property so consider how you can focus our attention on things the owner must attend to under the RTA while keeping us across safety-related and other findings



What we've done:

- Re-categorised all findings to reflect the RTA's distinction between **Urgent** and **Non-urgent Repairs**
- Redefined Compliant (and Non-Compliant), and distinguished other findings that are not linked to Minimum Standards/Urgent Repairs
- Redesigned Service Reports and Quotes to make them radically simpler to understand and explain



Recategorising our findings



From this:

Finding types	Comment
Compliant	No action required
Recommendation	Actions are recommended to improve performance and/or comply with latest/future regulations
Faulty	Not currently working as designed
Non-compliant	No immediate risk identified
Safety Issue	Safety issue detected. Rectification of this issue is strongly recommended
Disconnected	Required immediate disconnection/capping to ensure safety of occupants
Not Tested	The appliance was unable to be tested during the service



To this:

 Urgent repairs required	Items that are identified in the safety check that meet the definition of an “urgent repair” under the RTA and require immediate action by the rental provider to rectify.
 Safety-related findings	Items that are identified in the safety check that do not constitute an “urgent repair” but are safety-related and require disclosure to the rental provider.
 Other findings	Items that are identified in the safety check that do not constitute an “urgent repair” and are not safety-related but still require disclosure to the rental provider.
Not tested	The appliance was unable to be tested during the service.
No action required	No adverse findings relating to the appliance, installation or fitting.



Illustrative examples by category



Urgent Repairs (must do)

- Gas leak
- Dangerous electrical fault
- An essential service or appliance not working
- Gas/electricity not working
- Faulty cooling appliance
- Safety-related device not working
- A fault or damage in the property that makes it unsafe
- Non-upgraded switchboard*
- No fixed, energy efficient heater in the main living area*



Safety-related Finding (should do)

- A defective heat exchanger where the appliance is operational and doesn't present an immediate safety risk
- Negative pressure
- Insufficient vertical clearance from burners (in most circumstances)
- Existing power point in a prohibited zone
- No earth detected at light fittings



Other Finding (could do)

- Faulty ignition system eg on a gas cooktop
- Gas leak found that falls under allowable leakage rate
- Old appliances that have efficiency or operational challenges
- Faulty/damaged exhaust fans
- No voltage at a power point
- No star rating sticker for a heating/cooling appliance in the main living area



Redefining Compliant (and Non-compliant)



Compliant

No urgent repairs ⓘ

Where no “urgent repairs”(as defined in the RTA) are identified during the check and therefore no immediate action is required by the rental provider in relation to the findings.



Non-compliant

Urgent repairs required ⓘ

Where “urgent repairs”(as defined in the RTA) are identified during the check and therefore immediate action is required by the rental provider in relation to the findings.

- What we do in a safety check remains **exactly the same**, carried out in accordance with all relevant legislation and standards.
- However, the focus of our findings of “compliance” is more tightly coupled with the requirements under the RTA.
- As such, the service report for a safety check will still be marked Compliant even where Safety-related or Other Findings are present, provided there are no Urgent Repairs identified.



Service Report & Quotation redesigns



Electrical safety check

Service Report



Detector Inspector

Property

2-4 Emily Street, Carnegie VIC 3163

Real estate agency

The Best Agency

Property Manager

Chris Doe



Compliant

No urgent repairs ⓘ

Date Performed: 29/08/2024

Technician Name: John

Licence Number: 123456789

Supervisor: Smith

Supervisor Licence Number: -

Reference Number: 7964934

[Download Service Report PDF](#) ↗

[View quote](#)



Urgent repairs
required
0 ⓘ



Safety-related
findings
2 ⓘ



Other findings
6 ⓘ

Safety-related findings (2) ▼

Other findings (6) ▼



Quotation

Gas service further works



Detector Inspector

Property

2-4 Emily St, Carnegie VIC 3163

Real estate agency

The Best Agency

Property manager

John Doe



Awaiting approval

Ref #: Q720809

Date Issued: 28/06/2024

Valid Until: 28/09/2024

[View Service Report Online](#) ↗

[Download Quote PDF](#) ↗

⚠	Urgent repairs required	1
🏠	Safety-related findings	1
🏠	Other findings	0

Accept all items

Includes discount

Accepting the entire quote leverages time efficiencies, potentially offering cost savings compared to selecting individual items. When Detector Inspector completes the work, you also benefit from compliance assurance provided by your trusted recurring service provider.

\$1,113.70

☒ Accept ☐ Decline

- OR -

Accept items individually

Appliance	Location
Ducted Heating in Roof	Laundry #1
⚠ URGENT REPAIR Why act on urgent repairs? ↗ Type of work: Repair	
Rectification: Support the flue system	
\$263	



Impacts of these changes

1

Simplifies conversations with rental providers as to what is required arising from checks

Urgent Repairs



Must do

Safety-related Findings



Should do

Other Findings



Could do

2

Makes getting a Compliant stamp more achievable, whilst preserving safety and aligning with RTA



3

Significantly less items falling into the “must-do” category, reducing friction with owners and property managers

% Problem items (by category)
arising from Elec/Gas Safety Checks
(estimate)

Urgent Repairs (30%)



Safety-related findings (20%)



Other findings (50%)



Reduce reattendances & cost of rectification with on-site fixes

- Detector Inspector now offers **on-site fixes** during our **electrical** and **gas safety checks** for some of the high volume, lower value items
- Based on historical data and the recategorized finding types, the percentage of items that can be rectified on-site during the safety checks are as follows:
 - Urgent Repairs - **62%** of Electrical and **24%** of Gas
 - Safety-related Findings – **55%** of Electrical and **50%** of Gas
- A pre-approved spending limit of just **\$300** would cover **~97%** of available on-site fixes per service.
- The benefits of agreeing to on-site fixes include:
 - Reduced attendances – better for tenant and property manager
 - Heavily discounted repair works to recognise efficiency of completion on-site – better for owner and property manager
- Ask your Account Manager for a schedule of rates for available On-site fixes today.





Recap and next steps

- We hope you'll agree that these changes are positive to your ongoing experience of Detector Inspector's services and will be a benefit to your owners
- Current schedule will see the new reporting generated for all services from **Wednesday 25 September, 2024**
- Your account managers and the help@DI team have been briefed and trained and are available for any questions you have
- To learn more about whether **on-site fixes** is right for your office, contact your account manager today to discuss





Detector Inspector

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