Example report — John Smith Plumbing, this job and the address are fictional. Photos are illustrative.



PHOTO 1 OF 3
Front of the property

→ Next: plumber · restoration / drying · plaster & paint

Split copper water line in the hallway wall — emergency make-safe

8 Example Street, Box Hill VIC 3128

CAUSE OF DAMAGE

The **15 mm** copper cold water line split along its length inside the hallway wall cavity, just above floor level. The pipe is original to the house and the split is consistent with age.

LOSS	REF	PHOTOS
14 Oct at 12:30 pm	Z-2610-G59HA	3

THE FACTS

CONTRACTOR
John Smith Plumbing
0400 000 000 · john@example.com

ATTENDED BY
John Smith

DATE & TIME OF LOSS
14 October 2026 at 12:30 pm

TYPE OF DAMAGE
Water

WATER, POWER OR GAS ISOLATED

Yes

SITE ADDRESS

8 Example Street, Box Hill VIC 3128

WHAT HAPPENED

AREAS AFFECTED

Hallway floor and skirting, with water wicking about **200 mm** up the hallway wall and into the edge of the carpet in the front bedroom.

MAKE-SAFE WORK PERFORMED

- Water **isolated** at the meter on arrival.
- Wall opened at the **leak**, split section cut out and capped.
- Standing water extracted and the skirting **removed** to vent the wall cavity.
- Water restored to the rest of the house and the line checked for further leaks.

EVIDENCE PHOTOGRAPHS



1 / 3 · PHOTO

Front of the property



2 / 3 · PHOTO

Split in the copper cold water line once the wall was opened



3 / 3 · PHOTO

Staining and standing water in the hallway

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