

CUSTOMER CARE

Investigation Report

PROPERTY		REPORT	
Plot 42		Report reference	R1042
Rear garden		Site visit	11 Sep 2026
42 Orchard Way		Investigator	Alex Morgan
Sampleton		Contact	Customer Care · 01234 567890
SO00 0AA		Investigation completed	12 Sep 2026
Site	Meadow View	Issued by	Example Landscapes Ltd
Developer	Example Homes		

Evidence in this report: Current Investigation Evidence, 2 photographs (page 2) · Original Work Evidence, 3 photographs from 1 original Work record (pages 3–4).

Reported issue

The issue as reported to the contractor, reproduced verbatim.

“The new lawn in the back garden has gone brown and is dying. I don't think it was laid properly.”

Professional Assessment

Assessment by Alex Morgan following site investigation on 11 Sep 2026.

Condition witnessed	Turf across the rear lawn has browned over most of its area, with joints shrunk open between rolls. The soil beneath is dry. Where lifted, the turf has rooted into the topsoil.
Possible causes	Rooting shows the turf established after laying. The Original Work record shows the ground prepared (P1), turf laid with tight joints (P2) and watered in on completion (P3). The browning is consistent with insufficient watering in dry weather after handover, not an installation fault.
Suggested remedy	Lift and replace the affected turf (approx. 30 m²) and water in on completion.

Conclusion

CONCLUSION	Chargeable remedy
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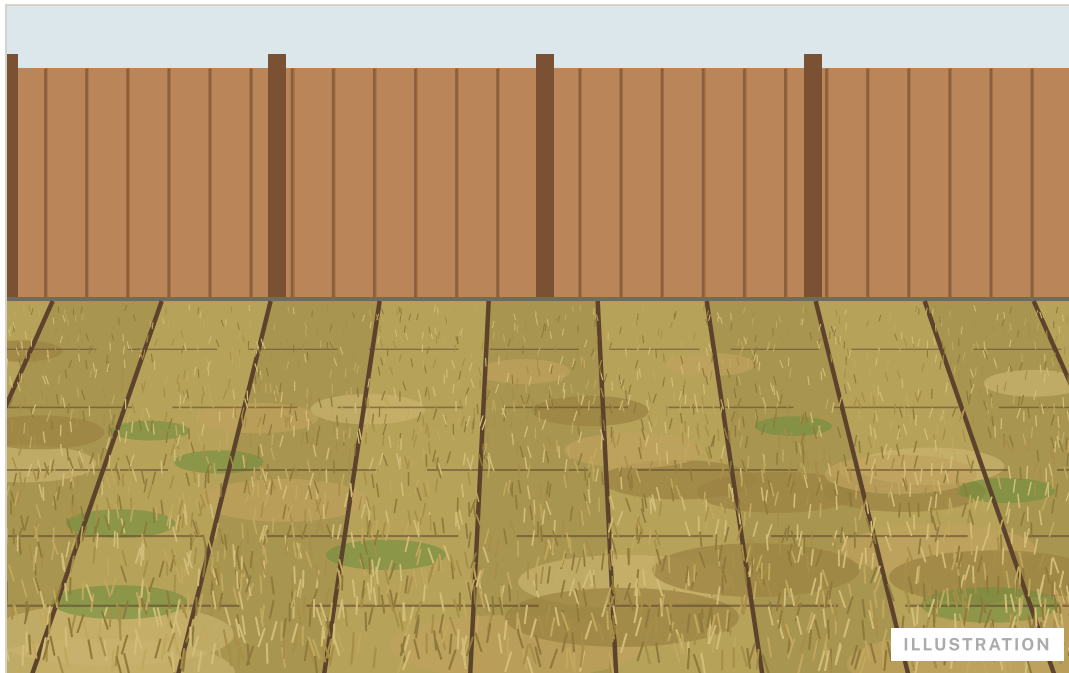
Costs

DESCRIPTION	AMOUNT (£)
Turf, approx. 30 m² @ £6.50 / m²	195.00
Labour and preparation, 1 operative, 1 day	280.00
Total	£475.00

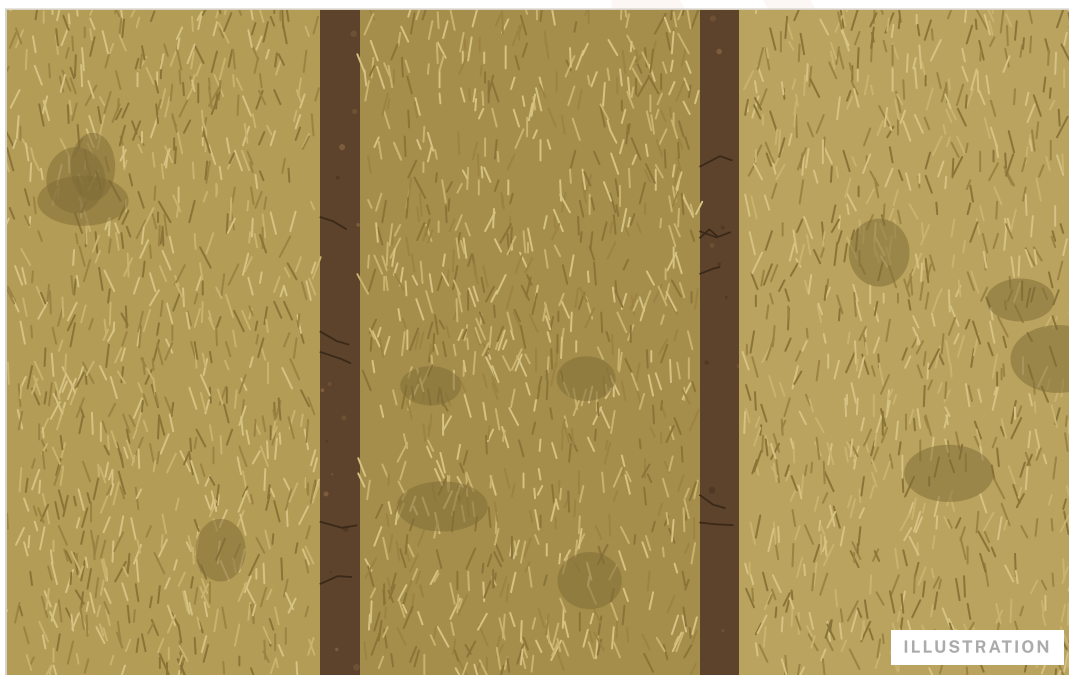
Costs shown exclude VAT.

Current Investigation Evidence

Photographs taken during this investigation on 11 Sep 2026 by Alex Morgan. 2 photographs, numbered C1–C2.



C1 Rear lawn viewed from the patio. Turf browned across most of the area; joints shrunk open.



C2 Close-up: shrunk joints between rolls and dry soil beneath.

Original Work Evidence

Evidence retained from original completed Work records. These photographs were recorded when that Work was completed; they were not taken during this investigation. Any caption is the evidence text recorded with the original Work. 3 photographs, numbered P1–P3, from 1 Work record.

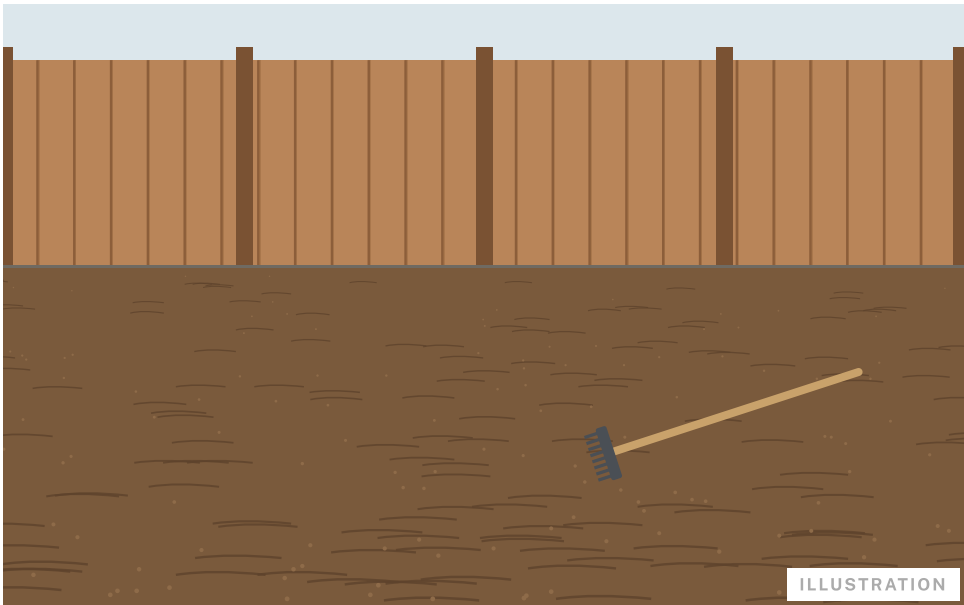
ORIGINAL WORK RECORD 1 OF 1

WORK
Turfing

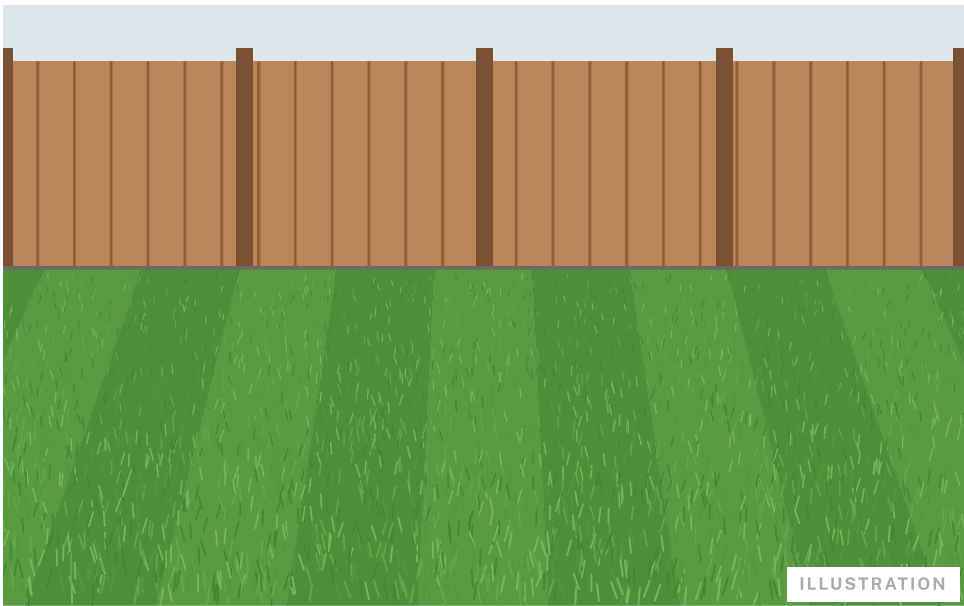
AREA
Plot 42 — Rear garden

COMPLETED
14 Jun 2026

RECORDED BY
Jamie Clarke



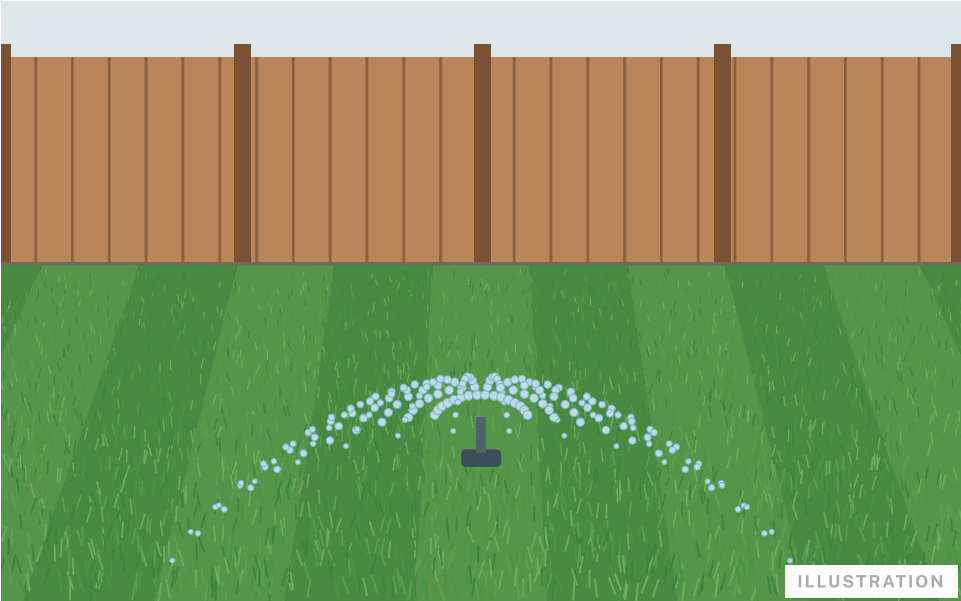
P1 Preparation: ground cultivated, levelled and raked before laying.



P2 Finished Result: turf laid, joints tight, edges cut.

Original Work Evidence (continued)

ORIGINAL WORK RECORD 1 OF 1 (CONTINUED)			
WORK Turfing	AREA Plot 42 — Rear garden	COMPLETED 14 Jun 2026	RECORDED BY Jamie Clarke



P3 Watering: turf watered in on completion.

End of Original Work Evidence · 3 photographs