

IELTS Listening Lesson 25

Setting statement:

A tenant calls a home maintenance company to report plumbing problems and schedule a repair visit.

Questions 1–8

Complete the sentences below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

1. The tenant reports a problem with the _____ in her kitchen.
 2. The leak has caused some _____ inside the cabinet.
 3. The tenant has already tried turning off the _____.
 4. The repair appointment is scheduled for _____ in the afternoon.
 5. The technician will send a _____ with their name and photo.
 6. A standard visit includes up to _____ of labour.
 7. Payment is made after the visit and can be made by card, cash, or _____.
 8. The tenant is advised to clear the space _____ the sink before the visit.
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Questions 9–10

Choose the correct letter, A, B, or C.

9. What will the tenant receive after the visit?
A. A detailed maintenance report

B. A receipt for the work

C. A written guarantee

10. What will happen if the technician fixes both the kitchen and bathroom issues within one hour?

A. The tenant will be charged extra for each repair

B. The appointment will need to be rescheduled

C. The tenant will only pay the flat call-out fee

Script

Home Repair Dialogue:

Tenant: Hello, is this GreenFix Home Maintenance?

Agent: Yes, GreenFix Home Maintenance Services. How can I help you today?

Tenant: I'm calling about a plumbing issue in my flat. I've got a leaky kitchen sink and I think the pipes under it might be loose.

Agent: I see. Can I take your name and the address of the property first?

Tenant: Sure. My name is Elena Cruz. The address is 18A Willow Street, Flat 2B, in Larchmont.

Agent: Got it. Just to confirm—18A Willow Street, Flat 2B, Larchmont. And the problem is a leaking kitchen sink with possibly loose pipes?

Tenant: Yes, that's right. It's been dripping steadily since last night and there's a bit of water damage forming in the cabinet below.

Agent: I'll make a note of that. Have you turned off the water valve under the sink?

Tenant: I did, but the leak hasn't completely stopped. I think it might be seeping from somewhere else too.

Agent: Understood. We'll definitely need to send a technician over to inspect it. Do you know if this is something covered by your building's landlord or if you're responsible?

Tenant: I believe plumbing repairs are included in my tenancy agreement, but I'd prefer to get a receipt just in case.

Agent: Absolutely, we always provide a receipt after each visit. Now, let's find a time for the repair. Are you available tomorrow?

Tenant: Tomorrow works, but only after 2 p.m. I have a meeting in the morning.

Agent: Let me check... yes, we have a slot available at 3:30 p.m. Would that be alright?

Tenant: That's perfect. How long does the appointment usually take?

Agent: For a minor leak and inspection, usually about 45 minutes to an hour. If parts need replacing, it could be slightly longer.

Tenant: Okay, and do you charge an hourly rate or a flat fee?

Agent: There's a flat call-out fee of £60, which includes up to an hour of labour. Additional time is charged at £20 per half hour. Parts, if needed, are extra.

Tenant: That sounds reasonable. Do I pay at the time of the visit?

Agent: Yes, the technician will take payment after the work is complete. We accept cards, cash, or bank transfer.

Tenant: Great. Oh, and one more thing—do your technicians wear ID or uniforms? I just want to be sure who I'm letting into the flat.

Agent: Definitely. All of our technicians wear GreenFix uniforms and carry official ID badges. You'll also get a text confirmation with the technician's name and photo beforehand.

Tenant: That's reassuring. What about insurance? Are your workers covered?

Agent: Yes, all our employees are fully insured, and we're certified for residential maintenance work. If there's any damage, we'll take full responsibility.

Tenant: Good to know. Actually, while I've got you—my bathroom tap has been dripping as well. Would that be something they can look at during the same visit?

Agent: Certainly. Just let the technician know when they arrive. As long as it fits within the time slot, we won't charge extra. If it runs over, the half-hour charge will apply.

Tenant: Got it. So if they fix both in under an hour, I still just pay the flat £60?

Agent: Exactly. And they'll let you know in advance if anything will take longer or cost extra.

Tenant: Okay, I think that covers everything. Oh wait—do I need to move anything out from under the sink?

Agent: If possible, yes. It helps if the area is clear so the technician can get straight to work. But if you're unable to, they can assist.

Tenant: Alright, I'll clear it tonight. Will I get a reminder before the visit?

Agent: Yes, we'll send a reminder text the morning of the appointment, and another when the technician is on their way.

Tenant: Excellent. So just to recap: I'm booked for 3:30 p.m. tomorrow, I'll get a text confirmation and the technician will inspect the kitchen sink and possibly the bathroom tap too.

Agent: That's correct. Is there anything else I can help you with?

Tenant: No, that's everything. Thank you for being so thorough.

Agent: You're very welcome, Elena. We'll see you tomorrow afternoon!

Tenant: Thanks again. Goodbye!

Agent: Goodbye!

Answer Key

1. pipes
2. water damage
3. main valve
4. three o'clock / 3:00
5. text message
6. one hour
7. bank transfer
8. under
9. B
10. C