



One hundred and eighteen homes, twenty-nine from one defect

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1,480 homes · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The factor is not the person: when two successive occupants report the same family of problems, what stays constant is the home.**

Finding	Value
Homes accounting for 41% of requests	118
Having changed occupant at least once	73
Fall in volume at the changeover	None
From a single design defect, in two buildings	29

Why it was invisible

Usual filing	What it shows
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By requester	People
By trade	Jobs
By home	Did not exist

A home behind nineteen requests in three years appeared as nineteen cases, **each closed within the deadline.**

What the agent groups

By home, then by building, **compared with the property's family** — same floor area, same year of construction, same heating.

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