

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.

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伝え方：スカイプチャット or 予約時のコメント欄に記入

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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.

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
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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.

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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?

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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?

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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

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