



# Housing

Tutor Resources for the AMEP

Housing

Intermediate

## **Tutor Resources for the AMEP**

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Theme:

Housing

Topic:

Housing

Task	Language focus	Learning activities	Resources
<p>1. Can demonstrate understanding of a news article on housing</p> <p>Can talk about their home</p> <p>Can write an opinion text</p>	<p><b>Vocabulary</b>                      statistician, analysis, research, proportion, trend, century, unparalleled growth, properties, prices, benefit, advantages, disadvantages, deposit, home loan, pre-approval, auction, negotiation</p> <p><b>Structures</b>                      I think/believe that, in my opinion, I agree/disagree with the statement</p>	<p>Answer questions about an article</p> <p>Discuss questions about housing</p> <p>Answer questions about how to buy a house</p> <p>Write opinion essay</p>	<p>Worksheet 1: The Great Australian Dream</p> <p>Dictionary</p> <p>Worksheet 2: Talking about my home</p> <p>Worksheet 3: Ten steps to home ownership</p> <p>Worksheet 4: Home ownership vs renting</p>
<p>2. Can demonstrate understanding of a spoken information text</p> <p>Can talk about home repair problems</p> <p>Can locate information from classified advertisements and quotes</p>	<p><b>Vocabulary</b>                      urgent, non urgent, recorded message, required details, tenant, tenancy, legal, advice, tradesman, tradesperson, quote</p>	<p>Answer questions about a dialogue</p> <p>Write message about a tenancy problem</p> <p>Answer questions about an announcement</p> <p>Match advertisements to tradespeople</p> <p>Find information from a quote</p> <p>Answer questions about a dialogue</p> <p>Role play calling a tradesperson</p>	<p>Worksheet 5: A tenancy problem</p> <p>Worksheet 6: A radio announcement</p> <p>Worksheet 7: Finding tradespeople</p> <p>Worksheet 8: A quote</p> <p>Worksheet 9: Ringing a tradesman</p>

Theme: **Housing**Topic: **Housing**

## Housing

<b>Task 1:</b>	Can demonstrate understanding of a news article on housing Can talk about their home Can write an opinion text
<b>Vocabulary:</b>	statistician, analysis, research, proportion, trend, century, unparalleled growth, properties, prices, benefit, advantages, disadvantages, deposit, home loan, pre-approval, auction, negotiation
<b>Language structure:</b>	I think/believe that, in my opinion, I agree/disagree with the statement

### Activity instructions

#### *Answer questions about an article*

- 📄 Worksheet 1: The Great Australian Dream
- 📄 Dictionary

Discuss with learner the meaning of The Great Australian Dream.

- A. Learner reads the words and looks up the meanings in their dictionary.
- B. Learner reads the article and underlines any unfamiliar words.  
Encourage learner to try to guess the meanings by reading the words in context or to look up the meanings in their dictionary.
- C. Learner reads the article again and ticks 'true' or 'false' to the statements.  
Ask learner the questions and together discuss the issues.

#### **Answers**

1 – True, 2 – True, 3 – False, 4 – False, 5 – True

- D. Discuss the questions together.

#### *Discuss questions about housing*

- 📄 Worksheet 2: Talking about my home
- Learner reads and answers the questions.

Encourage learner to ask the questions to you so it becomes a two way discussion.

#### *Answer questions about how to buy a house*

- 📄 Worksheet 3: Ten steps to home ownership

Learner reads the information about how to buy a house.

Discuss each point with the learner to ensure they understand the context.

Encourage learner to look up the meanings of any unknown words in their dictionary.

Learner reads and answers the questions.

#### **Answers**

1 – 10% of the purchase price.

2 – Research and shop around for the best home loan.

3a – 1, 3b – 2, 3c – 4, 3d – 3

- 4 – A qualified building inspector.
- 5 – By auction or through negotiation.
- 6 – Consult a lawyer.
- 7 – At settlement.

**Write opinion essay**

- 📄 Worksheet 4: Home ownership vs renting  
Learner reads the statement and agrees or disagrees with it.  
Encourage learner to discuss the reasons with you before they start writing.  
Instruct learner to plan their essay before proceeding. (This writing can be done as homework).

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**Repairs**

<b>Task 2:</b>	Can demonstrate understanding of a spoken information text Can talk about home repair problems Can locate information from classified advertisements and quotes
<b>Vocabulary:</b>	urgent, non urgent, recorded message, required details, tenant, tenancy, legal, advice, tradesman, tradesperson, quote

**Activity instructions****Answer questions about a dialogue**

- 📄 Worksheet 5: A tenancy problem  
Look at the picture together and discuss the title of the worksheet.  
Ask questions: What do you think this is about?  
What does the picture tell us about the problem?

- A. Ask learner to read the statements before listening to the dialogue.  
Read the script once.

**Script**

<b>Lydia:</b>	Hi Jan. Can I come in? I've got a real problem.
<b>Jan:</b>	Sure love. Come in. What's the matter?
<b>Lydia:</b>	I just tried to boil the kettle. I turned on my stove but there's something wrong with it. There's no gas. What should I do? Also can I boil my kettle here?
<b>Jan:</b>	Course you can. Give me the kettle and I'll pop it on my stove for you. But, about your stove. Can you smell gas in your kitchen? I hope the stove is not leaking gas.
<b>Lydia:</b>	No, I didn't smell anything unusual.
<b>Jan :</b>	Well that's good. Would you like a coffee?
<b>Lydia:</b>	No thanks Jan. I haven't got enough time. It's Hasina's birthday tomorrow. I've got to get everything ready. What am I going to do about the stove?
<b>Jan:</b>	Well, you'll have to ring the estate agent. They will call a plumber. He'll come and fix it for you.
<b>Lydia:</b>	But will they come? And will they do it today?
<b>Jan:</b>	Well it's urgent. It's an urgent repair so, yes they should come. When you ring the agent just let them know you have a problem and say it is urgent and that you need to have it fixed today.

**Lydia:** So I should say that my stove has no gas, I am worried because it could be leaking gas, and um... it's urgent.

**Jan:** Yes that's right. Now you'd better hurry and ring them because I think they close at 5.

**Lydia:** Thanks Jan. Thanks for all your help. And thanks for the hot water.

**Jan:** Not a problem. Let me know how you get on.

**Lydia:** I will. See you soon. Bye.

**Jan:** Bye now.

Learner answers 'true' or 'false'.

#### Answers

1 – False, 2 – False, 3 – False, 4 – False, 5 – True, 6 – False, 7 – True, 8 – True

Read the script again and learner corrects their work.

#### B. Learner reads the questions before listening.

Read the script once.

#### Script

Hello, you have called Smith and Sons Real Estate. Our office is currently closed. Our office hours are 8.30 to 5 Monday to Thursday, 8.30 to 7.30 on Friday and 8 to 4 Saturdays. For urgent matters you can contact Vivian Wang on 0411 232 233.

If you wish to leave a message, please do so after the beep, leaving your name, phone number, the time and date of your call. We will get back to you as soon as possible. Thank you. *(Beep)*

Learner answers the questions.

#### Answers

1 – b

2 – Smith and Sons Real Estate

3 – 8.30 to 5

4 – 8 to 4

5 – Her name, phone number, the time and date of call.

6 – Wait for the real estate agent to return her call.

Read the script again and learner corrects their work.

#### *Write message about a tenancy problem*

📄 Worksheet 5: A tenancy problem

#### C. Learner reads the problem.

Learner writes a message about the problem with the hot water system.

#### *Answer questions about an announcement*

📄 Worksheet 6: A radio announcement

Learner reads the questions before listening.

Read the script once.

To make it more meaningful to learner, substitute the relevant information of your state's Tenants Union in the script – underlined. (This information can easily be accessed on the Internet.)

**Script**

Are you renting a house or flat?

Do you have a problem with your real estate agent or landlord, or do you just need some information?

The Tenants Union of Victoria can help. We are a free legal advice and information service for all people who are renting. We can give information and advice on all sorts of tenancy problems such as getting repairs, getting your bond back and much more.

Just call our advice line on 9416 2577 on Monday, Tuesday, Thursday and Friday between 9 am and 4 pm, and on Wednesday between 4.30 and 8 pm. You can also drop into our office during business hours at 55 Johnston Street, Fitzroy.

Apart from our head office, we have other tenancy services across Victoria, so if you call us we can refer you to your nearest advice service. There is also information in many languages on the Internet at www.tuv.org.au.

Learner answers the questions.

**Answers**

- 1 – The services of the Tenants Union of Victoria.
- 2 – A legal advice and information service.
- 3 – Anybody who is renting.
- 4 – No, it's free.
- 5 – 94162577
- 6 – Monday to Friday.

**Match advertisements to tradespeople**

📄 Worksheet 7: Finding tradespeople

A. Ask learner to read the title of the worksheet.

Ask learner to name some tradespeople.

Ask questions: For what reason would you call a/an \_\_\_\_ (electrician, plumber etc)?

If I had a problem with my \_\_\_\_ (oven, toilet etc), who would I call?

If I wanted a \_\_\_\_ (new fence, new light etc) installed, who would I call?

Learner reads the advertisements and matches them to the corresponding tradesperson.

**Answers**

1 – plumber, 2 – washing machine repairer, 3 – painter, 4 – roof tiler, 5 – fencing contractor, 6 – electrician

B. Learner reads the classified ads.

Explain to learner that they will hear four people talk about what type of painter they want.

Read the script once (including the numbers).

**Script**

1. I want to paint my house inside and out. I'm looking for an experienced painter with a valid licence.
2. I'm looking for someone who'll give me a free quote and a written guarantee.
3. I need to paint the inside of my house. I want someone who is cheap and reliable.
4. I have to get my fence painted. But whoever I get, they'll have to give me a free quote and a discount for pensioners.

Learner writes the letter or letters of the advertisements that would be suitable for each person.

### Answers

- 1 – c, e
- 2 – a, d
- 3 – f
- 4 – b

### Find information from a quote

#### Worksheet 8: A quote

Ensure learner understands the concept of a quote.

Ask questions: Have you ever got a quote from a tradesperson for any work in your home?

How many quotes did you get?

Did you hire the tradesperson for the work?

If so, were you happy with their work?

Learner reads the quote and finds the information.

### Answers

- 1a – Front security gate: Hawthorn Green
- 1b – Front security door: Hawthorn Green
- 1c – Security window grille: Birch White
- 2 – Ace Metalwork
- 3 – Jenny Koo
- 4 – 24/8/11
- 5 – 30 days
- 6 – \$2,050
- 7 – 30% or \$615
- 8 – \$1,435
- 9 – Cash or cheque by arrangement.

### Answer questions about a dialogue

#### Worksheet 9: Ringing a tradesman

A. Ask learner to read the questions before listening.

Read the script twice.

### Script

- Bill:** Como plumbing. Bill speaking.
- Yousef:** Good morning. I'm ringing up about my gas and hot water.
- Bill:** And what's the problem?
- Yousef:** There's no hot water in the shower and I can smell gas. Can you help me?
- Bill:** OK. Well, first of all, could you give me your name and address, please and your phone number?
- Yousef:** Yes. My name is Yousef Khoury.
- Bill:** Sorry. Yousef...?
- Yousef:** Khoury.
- Bill:** And how do you spell your surname?
- Yousef:** K-H-O-U-R-Y.
- Bill:** Thanks. And your address?
- Yousef:** 8 Black Street, Parramatta.
- Bill:** Number 8 Black Street, Parramatta. Is that correct?
- Yousef:** Yes.



**Bill:** And your telephone number, please?  
**Yousef:** 9072 5488.  
**Bill:** Now, what you need to do is to turn off your gas until I can get there to take a look. Do you know where your gas meter is located?  
**Yousef:** My gas meter? No I don't. Can you please tell me?  
**Bill:** Well. When you're facing the house, on the left hand side is a meter.  
**Yousef:** On the left hand side?  
**Bill:** Yep. If you go out to the meter, you'll find a lever on it.  
**Yousef:** A lever?  
**Bill:** Yes, that's right. If you could turn the lever to the right, that'll cut off the gas until I can get out there. Could you do that please?  
**Yousef:** Turn it to the right. Is that correct?  
**Bill:** Yep, that's right.  
**Yousef:** And can you tell me what the lever looks like?  
**Bill:** It looks like a tap. If you have any problems, ring me back on my mobile.  
**Yousef:** OK. Thanks. When will you be able to get here?  
**Bill:** I'll be there within the next two hours. OK?  
**Yousef:** OK. See you then.

Learner answers the questions.

#### Answers

- 1 – A plumber.
- 2 – Bill
- 3 – Because there was no hot water in the shower and he could smell gas.
- 4 – 8 Black Street, Parramatta
- 5 – 9072 5488
- 6 – To locate the gas meter and turn the lever to the right. To turn off the gas.
- 7 – On the left hand side of the house.
- 8 – Within two hours.

Role play the dialogue several times, reversing roles.

- B. Learner reads the dialogue and corrects their work.
- C. Read the questions together and discuss.

#### *Role play calling a tradesperson*

- D. Learner reads the language structures.  
Encourage learner to verbally complete the sentences and practise the language.
- E. Role play the situation of ringing a tradesperson about a quote/problem.  
Use the dialogue in part B as a guide.

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## Worksheet 1: The Great Australian Dream



The Great Australian Dream is the desire for every Australian family to own their own home. Owning your own home on your own block of land was a symbol of success. But is the Great Australian Dream still possible? Or is it changing?

A. Read these words. Look up the meanings of words you don't know in your dictionary.

statistician	analysis	research
proportion	trend	century
unparalleled growth	property prices	benefit

B. Read this article and underline any words you don't know. Look up the meanings in your dictionary.

### Is this the end of the Great Australian Dream?

Families are giving up their back yards for shared laundries, community playgrounds and strata titles, according to a new analysis by the Australian Bureau of Statistics. Furthermore, the Government statistician suggests that there is nothing especially Australian about the home ownership ideal. The number of households owning their homes has slipped to 69 per cent. This is less than New Zealand, no different to Britain and only slightly higher than the Unites States.

“Historically, the Great Australian dream is a relatively new idea. As far as we can work out, it occurred in the 1950’s” said the director of a property research company.

About half of Australian households owned their homes through the first half of the century, but the proportion jumped to more than 70 per cent in the 20 years after the World War II.

Some fear that rising property prices will reverse this trend. Property prices in Melbourne have enjoyed unparalleled growth in the past five years with housing prices rising 141 per cent and apartment prices 147 per cent in the last 6 years. First-home buyers are the lowest proportion of the buying market.

But the Australian Bureau of Statistics (ABS) analysis suggests that home ownership is not dead. It is just changing. More people are opting for apartments. The reason may be the high cost of houses or it may be that some people are not convinced of the benefits of having their own backyard.

14 July 2003

**C. Tick *True* or *False*.**

	<b>True</b>	<b>False</b>
1. More people own their own homes in Australia than in the United States.		
2. Many more Australians began to own their own homes after World War II.		
3. House prices are falling in Melbourne.		
4. There are more people buying a home for the first time.		
5. More people are buying apartments instead of houses.		

**D. Discuss these questions.**

1. Do you rent or own your own place?
2. Is home ownership important in your country?
3. Do the majority of people from your country own or rent their home?
4. Do the majority of people live in a house or an apartment in your country?
5. Do you think it is better to live in an apartment or a house?
6. What are the advantages and disadvantages of living in a house?
7. What are the advantages and disadvantages of living in an apartment?
8. How important is it for you to own your own house or flat in Australia? Why? Why not?



## Worksheet 2: Talking about my home

*Discuss these questions.*



1. What type of place do you live in?
2. How long have you lived there?
3. Are you happy there? Why? Why not?
4. Is your home in a good location? Why? Why not?
5. Describe your home (e.g. number of rooms, size, garden, balcony etc).
6. Do you rent or do you own your property?
7. If you rent how did you find your rental home?
8. Did you inspect the property before you rented it?
9. Do you know your landlord?
10. If you own your home how did you find your property?
11. Did you buy your property at an auction or was it a private sale?
12. Describe the condition of your home. Are the carpets and the curtains clean?
13. Have you ever had problems with appliances (e.g. stove, oven, hot water system, heater)? What did you do?
14. Has the roof ever leaked or the electricity gone off? What did you do?
15. What do you do when there is a problem with your home?
16. Do you know your neighbours?
17. Have you ever had problems with your neighbours? What did you do?
18. If you had any problems with your neighbours what would you do?

## Worksheet 3: Ten steps to home ownership

*Read the advice about how to buy a house and answer the questions.*



1. Save enough money for a deposit. You should aim to save at least 10% of the purchase price of the kind of house you are looking for.
2. Research property prices and home loans. Think about how much you can afford in loan repayments while still maintaining a reasonable lifestyle. Shop around for the home loan that is best for you.
3. When you have chosen a home loan deal, you should arrange loan pre-approval with a bank or other lending institution. This tells you how much money you can borrow and therefore which houses you can consider.
4. Inspect properties and find a house you want. Before making a decision, give serious consideration to the location of the property and likely expenses such as repairs, new kitchen or new bathroom.
5. Research the property. Have an inspection done by a qualified building inspector.
6. Come to an agreement with the owner to buy the property, either by auction or through negotiation.
7. Finalise your home loan arrangements and make final legal checks.
8. Sign and exchange contracts with the owner, legally obliging both of you to carry through the deal. Before signing, read the contract carefully and if you are in doubt about anything, consult your lawyer. At this stage, you also have to pay a deposit of around 10% of the purchase price.
9. Prepare your move.
10. Finalise the deal. Pay the balance of the purchase price and move into your new home. This final stage is called settlement and can take place 30 to 120 days after the exchange of contracts.

1. How much money should you save for a deposit?

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2. How can you find a good home loan deal?

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3. Number these in the order you would do them.

a. Inspect properties.

b. Find a home.

c. Make a decision.

d. Consider the location and likely expenses.

4. Who should you get to inspect the property for you?

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5. What are two ways you can come to an agreement for buying a house?

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6. What can you do if you are not sure you understand the contract?

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7. At what stage do you pay the balance of the purchase price?

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## Worksheet 5: A tenancy problem



A. Listen to the conversation between Lydia and Jan.  
Answer **true** or **false** to the statements.

Lydia lives in a block of flats and her neighbour is Jan.

1. Lydia goes to Jan's flat for afternoon tea. \_\_\_\_\_
2. Jan's stove isn't working. \_\_\_\_\_
3. Lydia has a coffee at Jan's place. \_\_\_\_\_
4. There's a party at Lydia's place tonight. \_\_\_\_\_
5. Jan tells Lydia to ring the estate agent. \_\_\_\_\_
6. The estate agent will ring an electrician. \_\_\_\_\_
7. Jan suggests to Lydia to say the matter with her stove is urgent. \_\_\_\_\_
8. Lydia is renting her flat. \_\_\_\_\_



**B. Listen to the recorded message and answer the questions.**

Lydia rings about her stove, but the agent is closed. She hears a recorded message.

1. The topic of the message is:
  - a. flats and houses to rent
  - b. opening hours and contact details of the estate agent's office
  - c. how to get your stove repaired
  - d. how to listen to a recorded message.
  
2. What is the name of the real estate agent's office? \_\_\_\_\_
  
3. What time is the office open during the week? \_\_\_\_\_
  
4. What time are they open on Saturdays? \_\_\_\_\_
  
5. If Lydia wants to leave a message, what information does she need to give? \_\_\_\_\_
  
6. What should Lydia do now? \_\_\_\_\_

**C. Write your message about the problem. Remember to give all the required details.**

You have a problem with your hot water system. You cannot get any hot water in your flat. You ring the estate agent's office but get the recorded message.

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## Worksheet 6: A radio advertisement

Many organisations advertise their services on TV and radio.

*First read the questions.*

*Listen to the radio advertisement and answer the questions.*

1. The topic of the message is:

- problems with your real estate
- the services of the Tenants Union of Victoria
- getting repairs at your flat
- the Internet.

2. What is the Tenants Union of Victoria?

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3. Who can get advice from the Tenants Union of Victoria?

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4. Do you have to pay for advice or information?

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5. What number do you ring for advice?

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6. Which days can you ring for advice?

---

7. Where can you get information in other languages?

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## Worksheet 7: Finding tradespeople

Do you sometimes need things repaired at your house?  
You can find advertisements for tradespeople in the **classified** section of your local paper.

A. Match the advertisements to the tradespeople.

painter	fencing contractor	roof tiler
washing machine repairer	plumber	electrician

1.

**- Hot & cold water**  
**- Gutters & downpipes**  
**- Bathroom renovations etc.**  
**- Gasfitters**  
**- Electric eel**

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**Intermediate**  
**Housing: Housing**

**B. Listen to four people talk about the kind of painter they want.  
Read the advertisements for painters.  
Which painter would you choose for them? There may be more than one correct answer.**

a. **ABSOLUTELY**  
The best painting in Sydney.  
Free quotes, all work guaranteed.  
Phone Slattery Painting  
371271 or 0418660211

b. **PAINTING**  
Also all handyman jobs  
**FREE QUOTES GIVEN**  
Special prices for pensioners  
Ring after 5pm, ask for  
**JERRY AND TOM MYERS**  
**89552393 or 85487321**

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Person 1: \_\_\_\_\_  
Person 2: \_\_\_\_\_  
Person 3: \_\_\_\_\_  
Person 4: \_\_\_\_\_

## Worksheet 8: A quote

Read the quote and find the information.

<b>Ace Metalwork</b> <b>Security Window grilles, Doors, gates etc</b> Factory 2A, Brown Street, Leichhardt 2040 Telephone: 95604560 Mobile: 0422257021		<b>QUOTATION: 5545</b> <b>Customer:</b> Jenny Chan <b>ADDRESS:</b> 135 Bluff St, Lilyfield <b>DATE:</b> 24/8/11 <b>PH:</b> 96601517	
QTY	DESCRIPTION	PRODUCT NO.	PRICE
1	Front security gate with dead lock & steel jam. Powder coated Hawthorn Green.	10	\$1,200
1	Front security door with Chubb lock, brass handles, fly screen. Powder coated Hawthorn Green.	1	\$550
1	Security window grille. Galvanised & fitted. Powder coated Birch White.	3	\$300
<b>TERMS OF SETTLEMENT:</b> This quotation is valid for 30 days from date hereof. 30% deposit with order. Balance payable in cash on day of installation. Cheques will not be accepted unless prior arrangements have been made.		<b>TOTAL:</b>	\$2,050
		<b>DEPOSIT:</b>	\$615
		<b>BALANCE TO PAY:</b>	\$1,435
<b>QUOTE NUMBER:</b> 5545			
I/We accept this quotation. I/We agree to the terms of settlement and agree that the total quotation is <u>\$2,050</u> .			
Deposit paid <u>\$615</u> leaving balance payable on completion <u>\$1,435</u> .			
<b>SIGNED:</b> Jenny Koo		<b>DATE:</b> 24/8/11	

1. The quote is for installing:

a. \_\_\_\_\_ Colour: \_\_\_\_\_

b. \_\_\_\_\_ Colour: \_\_\_\_\_

c. \_\_\_\_\_ Colour: \_\_\_\_\_

2. Name of the company: \_\_\_\_\_

3. Name of the customer: \_\_\_\_\_

4. Date of quote: \_\_\_\_\_

**Intermediate**  
**Housing: Housing**

5. Length of time the quote is valid for:

---

---

6. Total quote:

---

7. Deposit necessary:

---

8. Balance payable on completion:

---

9. Methods of payment accepted:

---

## Worksheet 9: Ringing a tradesman



**A. Listen to the dialogue and answer the questions.**

1. What tradesman did Yosef ring?

---

2. What was the tradesman's name?

---

3. Why did Yousef ring this tradesman?

---

4. Where does Yousef live?

---

5.. What is Yousef's telephone number?

---

6. What did the tradesman ask Yosef to do? Why?

---

---

7. Where is the gas meter located?

---

8. When would the tradesman be at Yousef's house?

---

**B. Read the dialogue and correct your work.**

- Bill:** Como plumbing. Bill speaking.
- Yousef:** Good morning. I'm ringing up about my gas and hot water.
- Bill:** And what's the problem?
- Yousef:** There's no hot water in the shower and I can smell gas. Can you help me?
- Bill:** OK. Well, first of all, could you give me your name and address, please and your phone number?
- Yousef:** Yes. My name is Yousef Khoury.
- Bill:** Sorry. Yousef...?
- Yousef:** Khoury.
- Bill:** And how do you spell your surname?
- Yousef:** K-H-O-U-R-Y.
- Bill:** Thanks. And your address?
- Yousef:** 8 Black Street, Parramatta.
- Bill:** Number 8 Black Street, Parramatta. Is that correct?
- Yousef:** Yes.
- Bill:** And your telephone number, please?
- Yousef:** 9072 5488.
- Bill:** Now, what you need to do is to turn off your gas until I can get there to take a look. Do you know where your gas meter is located?
- Yousef:** My gas meter? No I don't. Can you please tell me?
- Bill:** Well. When you're facing the house, on the left hand side is a meter.
- Yousef:** On the left hand side?
- Bill:** Yep. If you go out to the meter, you'll find a lever on it.
- Yousef:** A lever?
- Bill:** Yes, that's right. If you could turn the lever to the right, that'll cut off the gas until I can get out there. Could you do that please?
- Yousef:** Turn it to the right. Is that correct?
- Bill:** Yep, that's right.
- Yousef:** And can you tell me what the lever looks like?
- Bill:** It looks like a tap. If you have any problems, ring me back on my mobile.
- Yousef:** OK. Thanks. When will you be able to get here?
- Bill:** I'll be there within the next two hours. OK?
- Yousef:** OK. See you then.



**C. Talk about your own experience.**

1. Have you ever rung a tradesperson about a problem in your home?  
If so, what was the problem and how did you handle it?
2. Have you ever rung a tradesperson for a quote?  
If so, what was the quote for?
3. In your home country, what did you do when you had a problem in your house?

**D. Read and practise.**

When you call a tradesperson about a quote, you should:

**Give a reason for calling**

- Could I speak to someone about a quote for...
- I'd like to talk to somebody about a quote for...
- I would like a quote for...

When you call a tradesperson about a problem, you should:

**Give a reason for calling**

- Could I speak to somebody about...?
- I'm ringing about...
- I'd like to talk to somebody about...

**State the problem**

- I think there's a problem with... It's...
- There's something wrong with... It's...

**Check that you understand**

- ... Is that correct?

**E. Role play ringing a tradesperson about a quote/problem.**

*Think about which tradesperson you would ring for the work.*

*Use the dialogue in part B as a guide.*

**Ring about these:**

- fridge
- kitchen sink
- TV
- ceiling
- washing machine
- toilet

**Describe the problems with these words:**

- leaking
- blocked
- not working properly