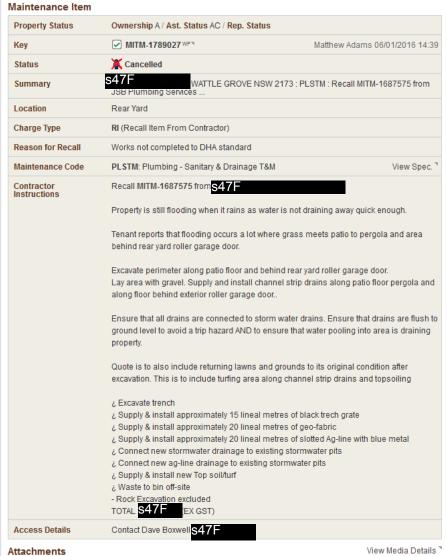


Mobile

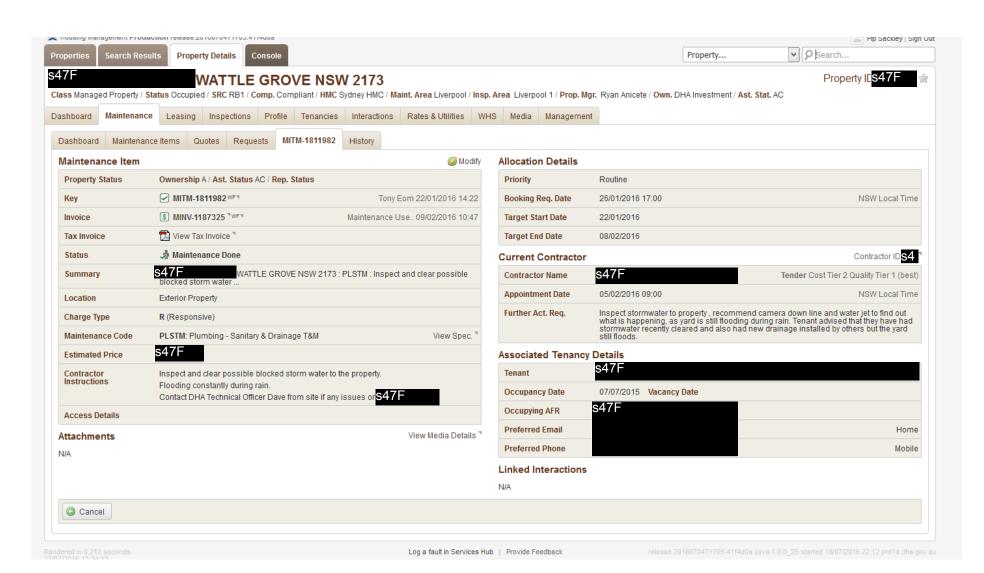


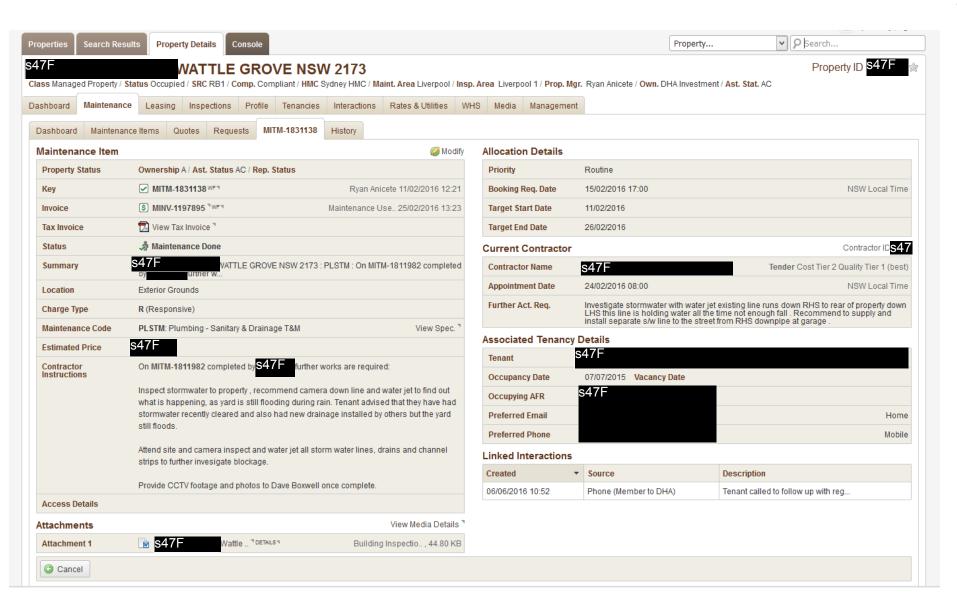
Allocation Details Priority Routine **Booking Req. Date** 08/01/2016 17:00 NSW Local Time **Target Start Date** 06/01/2016 Target End Date 22/01/2016 Contractor IDS47F **Current Contractor** s47F Contractor Name Tender Cost Tier 1 (best) Quality Tier 1 (best) **Appointment Date** N/A Further Act. Reg. **Associated Tenancy Details** s47F Tenant 07/07/2015 Vacancy Date Occupancy Date s47F Occupying AFR Preferred Email Home

Linked Interactions

Preferred Phone

N/A







Section 1

To be completed by the requesting party and emailed to the relevant Technical Officer, Senior Property Manager and Area Manager

REQUEST FOR TECHNICAL INSPECTION

REQUESTED BY: Ryan Anicete

MEMBERS NAME / CONTACT NUMBER: 547F

PROPERTY ADDRESS: \$47F

PROPERTY OWNERSHIP TYPE: DHA Investment

ISSUE/ITEM TO BE INSPECTED: Inspect rear yard with regards to drainage. New drainage has been installed by

plumber but tenant claims the garage still floods

ANNUAL INSPECTION: N/A

RESPONSE/ACTION DATE: ASAP

Section 2

To be completed by the Technical Officer and emailed to the requesting party.

TECHNICAL REPORT

DATE OF INSPECTION: 7/3/2016

BUILDING TYPE: Freestanding house

BUILDING CONSTRUCTION: Brick veneer, slab on ground, single storey - extended

OBSERVATIONS: I inspected this property in response to a request by Property Manager Ryan Anicete. At my inspection I found the following:

- The rear yard has four drainage pits installed (300x300mm) connected to the stormwater infrastructure.
- There are 7 downpipes installed to the house (100x50mm) and one pergola downpipe (65mm diameter)
- The tenant claims that the garage floods when it rains heavily, but it drains away within 20 minutes of the rain
- DHA's plumber has attended within the last week and water-jetted and camera inspected the stormwater lines. The plumber found a partial blockage of the stormwater approx. 2.0m up the line from the street kerb which he cleared while on site.

COMMENTS/RECOMMENDATIONS:

The situation as described by the tenant is completely normal and the fact that water got away since heavy rain within 20 minutes is a good sign.

The partial blockage has been cleared and the stormwater lines should clear quicker now the blockage has been cleared.

Given the volume of water going into one 90mm outlet (12 x downpipes and pits) the stormwater appears to working exceedingly well.

The tenant has been advised to keep possessions up off the floor within the garage area. The DRHM was present at the inspection along with the property manager.

SCOPE OF WORKS:

In the event that circumstances warrant it, consideration could be given to the installation of a separate stormwater line down the right side of the garage, picking up the two downpipes on the garage and the rear channel strip drain at the rear of the garage and the pergola area. This would lessen the load on the one 90mm stormwater pipe and effectively split the load. This would need to be costed and quoted.

RESPONSIBILITY:

DHA as DHA owns the property.

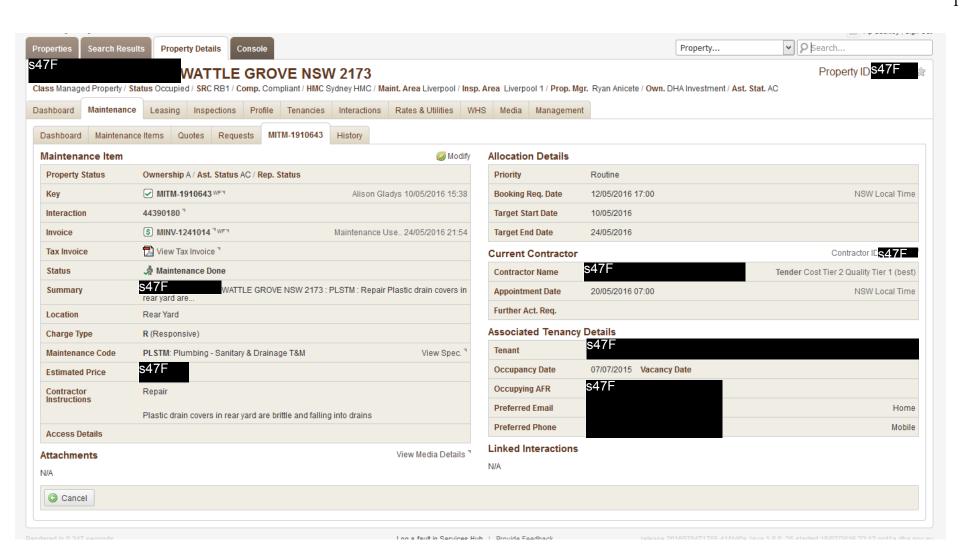
ESTIMATED COSTS: to be quoted – but estimated at \$2000 plus.

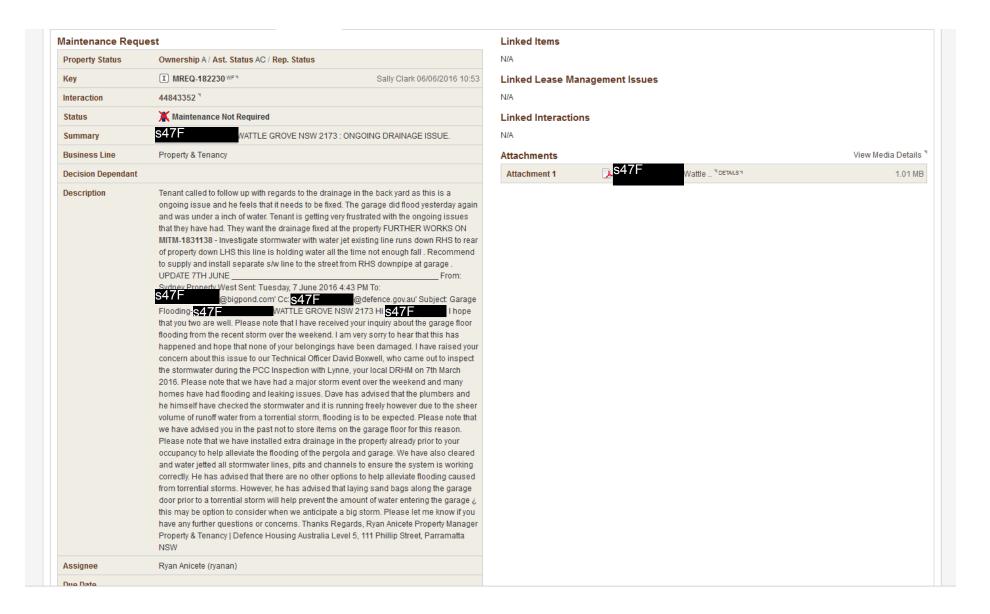
TIME FRAMES FOR WORK: Only if needed.

IMPLICATIONS FOR TENANCY OCCUPATION: Minimal at this stage.

PHOTOS

Dave Boxwell | Technical Officer Licensed Builder 123838C Property & Tenancy | Defence Housing Australia Locked Bag 5033 Parramatta NSW 2150 Tel 02 8836 5704 david.boxwell@dha.gov.au | www.dha.gov.au





Inspection Condition Report





Periodic Inspection, 7 March 2016 10:30 AM

Tenant	s47F
Employee ID	s47F
Email	s47F
Phone	s47F

Property Manager Ryan Anicete

Location/Fixture	Comments
Entry	
Internal Paint	
Tile Flooring	
Lounge	
Telephone Outlet	
Internal Paint	
Reverse Cycle Split A/C Internal Unit	
Carpet Flooring	
Ceiling Fan	
Dining	
Internal Paint	
Reverse Cycle Split A/C Internal Unit	
Tile Flooring	
Ceiling Fan	
Family	
Internal Paint	
Meals	
Internal Paint	
Kitchen	
Rangehood	
Telephone Outlet	

Internal Paint	
Wall Oven - Gas Main	
Tile Flooring	
Cooktop - Gas Main	
Laundry	
Internal Paint	
Storage Cupboard	
Maintenance	
Electrical	Re-secure or replace switch/GPO
Bathroom 1	
Internal Paint	
Exhaust Fan	
Ensuite 1	
Internal Paint	
Exhaust Fan	
Bedroom 1	
Built In Robe	
Telephone Outlet	
Internal Paint	
Reverse Cycle Split A/C Internal Unit	
Carpet Flooring	
Ceiling Fan	
Maintenance	
Electrical	Rebalance ceiling fan which is heavily wobbling and making ticking noises. Service and repair accordingly
Bedroom 2	
Built In Robe	
Internal Paint	
Carpet Flooring	
Ceiling Fan	
Bedroom 3	
Built In Robe	
Internal Paint	
Carpet Flooring	

S47F Page 2 of 6

Ceiling Fan	
Bedroom 4	
Built In Robe	
Internal Paint	
Carpet Flooring	
Ceiling Fan	
Study	
Internal Paint	
Interior Property	
Deadlock	
Window Lock	
Window Furnishings - Vertical Blinds	
Smoke Detectors	
Maintenance	
Carpentry	Repair closer pump on front screendoor, bracket on the timber frame has come off again due to rotting timber.
	Update 7th March Glue and timber plugs required in jam to reinstall door closer. Plastic plugs have not worked
Storeroom	
Internal Paint	
Exterior Grounds	
Landscaping	
Maintenance	
Tree Surgery	Trim tree branches back from guttering of house on the RHS front yard
Exterior Property	
Reverse Cycle Split A/C External Unit	
Concrete Tile Roof Construction	
Brick Veneer Wall Construction	
Security Screen Door	
Reverse Cycle Split A/C External Unit	
Security Screen Window	
Hot Water System - Gas Main	
External Paint	

947F

Reverse Cycle Split A/C External Unit	
Outdoor Entertainment Area	
Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	
Internal Paint	
Whole Site	
Maintenance	
Pest Control	Complete works to SOR as per FAR - MITM-1813882
	No live termites located at time of inspection Dirt/dust present is from black ants Recommend general treatment to internal & external of property with specific attention to ants

S47F

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

All works identified as a tenant charge will be carried out by DHA at my cost and I authorise the cost to be recovered as elected.

I will rectify all Potential Charges identified as non fair wear and tear by the 2nd Inspection or prior to vacancy as agreed. If not rectified they will become a tenant charge.

I will be liable for the actual costs incurred up to the estimated values.

Tenant Remedies

Туре	Location	Description	Estimated Price	Raised From	Accepted
Tenant Potential Charge	Bedroom 4	Paint patched hook holes to match existing colour damaged by tenant. Lazy boy rubbed and damaged wall. Paint wall to match existing colour from edge to edge	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Entry	Remove tenant installed coat racks. Then patch holes and then paint entire wall from edge to edge to match existing colour	\$250.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Damage to lawn from raised veggie patch. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016	
Tenant Potential Charge	Family	Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Meals	Stickers/Posters to be removed and if surface damaged then paint to match existing colour. Sticker is big decal clock.	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Outdoor Entertainment Area	Tenant had installed mounts and hooks to eaves to hang garden hose around doorway. Tenant is to remove screws and mounts. Tenant is to patch the eaves and makegood to eaves. Then tenant is to paint eaves from edge to edge to match existing colour.	\$500.00	Periodic 07/03/2016	
Tenant Potential Charge	Front Yard	Trim tree/shrubs away from roof and paths reachable with a 1.8 meter ladder and under 2.5 meter cutting point.	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Front Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Damage to lawn from dog holes and ammonia stains to lawns. Dog has dug holes by channel strip drains. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Tenant is to remove all dog droppings from lawns, garden beds and grounds	\$150.00	Periodic 07/03/2016	
Tenant	Rear Yard	Mow, edge lawns especially underneath fenceline	\$300.00	Periodic	

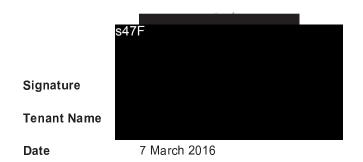
s47F

s4 [°]	7	E
٠.		

Potential Charge		throughout rear yard. Tenant is to also spray round up to overgrown grass growing in between garden bed and fence		07/03/2016
Tenant Potential Charge	Bedroom 3	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016
Tenant Potential Charge	Study	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016
Tenant Potential Charge	Study	Tenant is to remove self installed shelf in study. Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$180.00	Periodic 07/03/2016
Tenant Potential Charge	Outdoor Entertainment Area	Pressure clean all stains (dirt and mud stains from dog) and bird droppings from outdoor entertainment area. Tenant is to also remove sticky tape residue from pergola (new pergola installed June 2015)	\$250.00	Periodic 07/03/2016
Tenant Potential Charge	Front Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016
Tenant Potential Charge	Entry	Paint patched hook holes to match existing colour damaged by tenant	\$120.00	Periodic 07/03/2016

Payment Met

Deduct Tenant C



\$47F

DRH Inspection Condition Report





Periodic Inspec



Property Manager Ryan Anicete

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

All works identified as a tenant charge will be carried out by DHA at my cost and I authorise the cost to be recovered as elected.

I will rectify all Potential Charges identified as non fair wear and tear by the 2nd Inspection or prior to vacancy as agreed. If not rectified they will become a tenant charge.

I will be liable for the actual costs incurred up to the estimated values.

Tenant Remedies

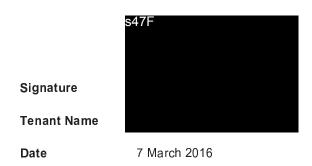
Key	Туре	Location	Description	Estimated Price	Raised From	Accepted
MITM-1851081	Tenant Potential Charge	Bedroom 4	Paint patched hook holes to match existing colour damaged by tenant. Lazy boy rubbed and damaged wall. Paint wall to match existing colour from edge to edge	\$350.00	Periodic 07/03/2016	
MITM-1851097	Tenant Potential Charge	Entry	Remove tenant installed coat racks. Then patch holes and then paint entire wall from edge to edge to match existing colour	\$250.00	Periodic 07/03/2016	
MITM-1851093	Tenant Potential Charge	Rear Yard	Damage to lawn from raised veggie patch. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016	
MITM-1851075	Tenant Potential Charge	Family	Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$350.00	Periodic 07/03/2016	
MITM-1851076	Tenant Potential Charge	Meals	Stickers/Posters to be removed and if surface damaged then paint to match existing colour. Sticker is big decal clock.	\$350.00	Periodic 07/03/2016	

s47F

MITM-1851085	Tenant Potential Charge	Outdoor Entertainment Area	Tenant had installed mounts and hooks to eaves to hang garden hose around doorway. Tenant is to remove screws and mounts. Tenant is to patch the eaves and makegood to eaves. Then tenant is to paint eaves from edge to edge to match existing colour.	\$500.00	Periodic 07/03/2016
MITM-1851086	Tenant Potential Charge	Front Yard	Trim tree/shrubs away from roof and paths reachable with a 1.8 meter ladder and under 2.5 meter cutting point.	\$350.00	Periodic 07/03/2016
MITM-1851088	Tenant Potential Charge	Front Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016
MITM-1851089	Tenant Potential Charge	Rear Yard	Damage to lawn from dog holes and ammonia stains to lawns. Dog has dug holes by channel strip drains. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016
MITM-1851090	Tenant Potential Charge	Rear Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016
MITM-1851092	Tenant Potential Charge	Rear Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016
MITM-1851094	Tenant Potential Charge	Rear Yard	Tenant is to remove all dog droppings from lawns, garden beds and grounds	\$150.00	Periodic 07/03/2016
MITM-1851095	Tenant Potential Charge	Rear Yard	Mow, edge lawns especially underneath fenceline throughout rear yard. Tenant is to also spray round up to overgrown grass growing in between garden bed and fence	\$300.00	Periodic 07/03/2016
MITM-1851080	Tenant Potential Charge	Bedroom 3	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016
MITM-1851082	Tenant Potential Charge	Study	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016
MITM-1851083	Tenant Potential Charge	Study	Tenant is to remove self installed shelf in study. Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$180.00	Periodic 07/03/2016
MITM-1851084	Tenant Potential Charge	Outdoor Entertainment Area	Pressure clean all stains (dirt and mud stains from dog) and bird droppings from outdoor entertainment area. Tenant is to also remove sticky tape residue from pergola (new pergola installed June 2015)	\$250.00	Periodic 07/03/2016
MITM-1851087	Tenant Potential Charge	Front Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016
MITM-1851096	Tenant Potential Charge	Entry	Paint patched hook holes to match existing colour damaged by tenant	\$120.00	Periodic 07/03/2016

Payment Method

Deduct Tenant Cha



47F



Section 1

To be completed by the requesting party and emailed to the relevant Technical Officer, Senior Property Manager and Area Manager

REQUEST FOR TECHNICAL INSPECTION

REQUESTED BY: Ryan Anicete

MEMBERS NAME / CONTACT NUMBER:

PROPERTY ADDRESS: \$47F

PROPERTY OWNERSHIP TYPE: DHA Investment

ISSUE/ITEM TO BE INSPECTED: Tenant called to follow up with regards to the drainage in the back yard as this is a ongoing issue and he feels that it needs to be fixed. The garage did flood yesterday again and was under a inch of water. Tenant is getting very frustrated with the ongoing issues that they have had. They want the drainage fixed at the property FURTHER WORKS ON MITM-1831138 - Investigate stormwater with water jet existing line runs down RHS to rear of property down LHS this line is holding water all the time not enough fall . Recommend to supply and install separate s/w line to the street from RHS downpipe at garage .

ANNUAL INSPECTION: N/A

RESPONSE/ACTION DATE: ASAP

Section 2

To be completed by the Technical Officer and emailed to the requesting party.

TECHNICAL REPORT

DATE OF INSPECTION: 4/7/2016

BUILDING TYPE: Freestanding House

BUILDING CONSTRUCTION: Brick veneer, slab on ground, single storey

OBSERVATIONS: I inspected this property in response to a request by Property Manager Ryan Anicete. At my inspection I found the following:

- The rear yard slopes down from the rear fence towards the front of the property and there is a rear roller door at the back of the garage.
- There are 6 x 100x50 downpipes, plus 1 x 65 Diameter pergola downpipe, plus 5 x 200 x 200mm pits plus one channel strip drain at side passage plus 14 lineal metres of channel strip drain all connected to one 90mm stormwater outlet at the kerb.
- The property had had water jetting of stormwater lines completed on 22/6/2015
- The property had extensive new drainage installed at the rear of the garage and the side of the pergola completed in early January 2016.
- Further water jetting was and camera inspection was completed in February 2016 after a further complaint from the tenant.

- The tenant raised the issue again in March 2016 at the Property Completion Certificate. The stormwater situation was explained to the tenant at this inspection and that all previous investigations had found the stormwater line was clear and unblocked with no major issues found. The stormwater line was tested at this inspection and found to be operating normally
- A further inspection was carried out by myself in July 2106 and the stormwater system was tested again. It was found when filling the stormwater line water line from a hose at the newly installed channel strip drain (2nd last point on the stormwater line) that it took approximately 14 Minutes to fill the complete line and exit at the street.
- The volume of water exiting the pipe outlet at the street kerb was the same as the hose providing water into the system.
- The test was stopped when the water exited at the kerb and then recommenced again once the flow had stopped. This time it took only 4 minutes to exit at the street kerb.
- It was found that there are several services located in the street corridor (including, power, gas, water, Telstra and possibly sewer) and the stormwater would appear to run under these services. This has resulted in a bellying of the stormwater line at this point which allows the collection of some water in the pipe line.
- There was no evidence of any backing up of stormwater pits, drains, or downpipes found when testing. I was also able to clearly hear the hose running at each downpipe on the house during testing indicating that there was no backing up of the line or any further blockages since the last water jetting.

COMMENTS/RECOMMENDATIONS:

The slight bellying of the pipe line under the services in the street services corridor presents no problems asd there is sufficient fall to the street kerb from the last point on the stormwater system, and is no different to a charged system commonly found on properties installed with a water tank. As there is sufficient "head" from the highest point to the lowest point it flushes the system clear when there is high volumes of water in the system.

The system has been inspected and water jetted twice within 12 months and extra drainage installed to cope with surface flow likely to enter the rear of the garage. The stormwater line is running free and clear and no major issues have been identified.

It has been explained to the tenant on several occasions that in sever rain events there will be some light flooding into the garage and this is completely normal and happens at most properties, however in the event that water enters the garage from the rear, it will at worst be 10-15mm deep and flow out the front door of the garage. It has been explained to the tenant that garages are constructed this way to allow easy access for vehicles. It has been further explained to the tenant that it is written into the DRA and tenancy handbook that garages are constructed lower than houses and that tenants store their possessions in this area at their risk and tenants are advised to store possessions up off the floor for this very reason.

The tenant for some reason appears to have an unrealistic expectation that absolutely no water will ever enter a garage and due to the site topography, this can never be guaranteed. Also in high volume rain events, there is load on stormwater systems and they can struggle to cope with the sheer volume of water and there may be some surface water that is not able to be captured by the drainage system. This has also been explained to the tenant and he has been further advised that once it stops raining if there is still water entering the garage 2-3 hours later there is a problem. The tenant has been assured that the water has never shown signs of entering the house proper and he agreed with this.

As far as I can determine there are no problems with the stormwater system and it functions correctly and within limits.

The only possibility I can see to improve the situation is to install a separate stormwater line down the right side of the driveway and connect the channel strip drain and the last two downpipes on the garage to a separate line. This would take some load off the system and would only be required in high volume rain events. This would only be considered as a last resort.

SCOPE OF WORKS:

POSSIBLE ONLY

Supply and install a new stormwater line in 100mm sewer grade pipe to the right side of the garage and driveway and connect to the street kerb. Connect the two downpipes at the side of the garage and the channel strip drain at the rear of

the garage to this new stormwater line. Reinstate site including any pavers disturbed, concrete and turf to make good the site.

RESPONSIBILITY: DHA

ESTIMATED COSTS: Approx \$3000

TIME FRAMES FOR WORK: As a last resort

IMPLICATIONS FOR TENANCY OCCUPATION: Minimal – tenant needs to store goods stored in garage up off the floor as per tenancy handbook.

PHOTOS



The channel strip drain installed at the rear of the garage.



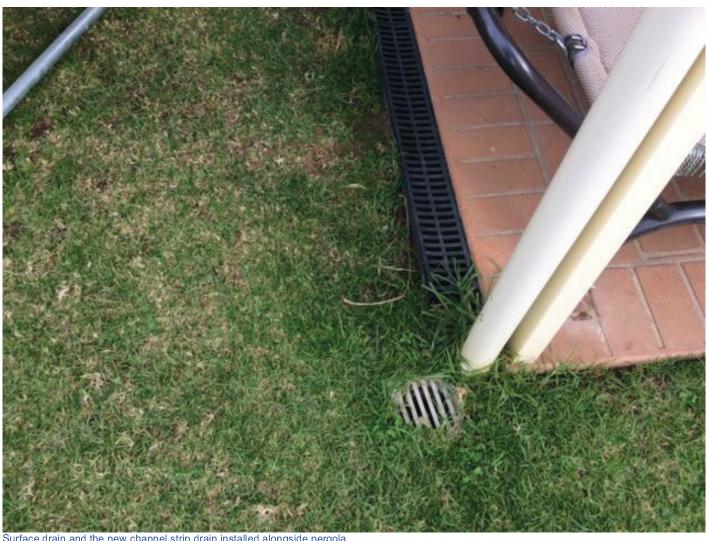
Channel strip drain across path between laundry and rear of house



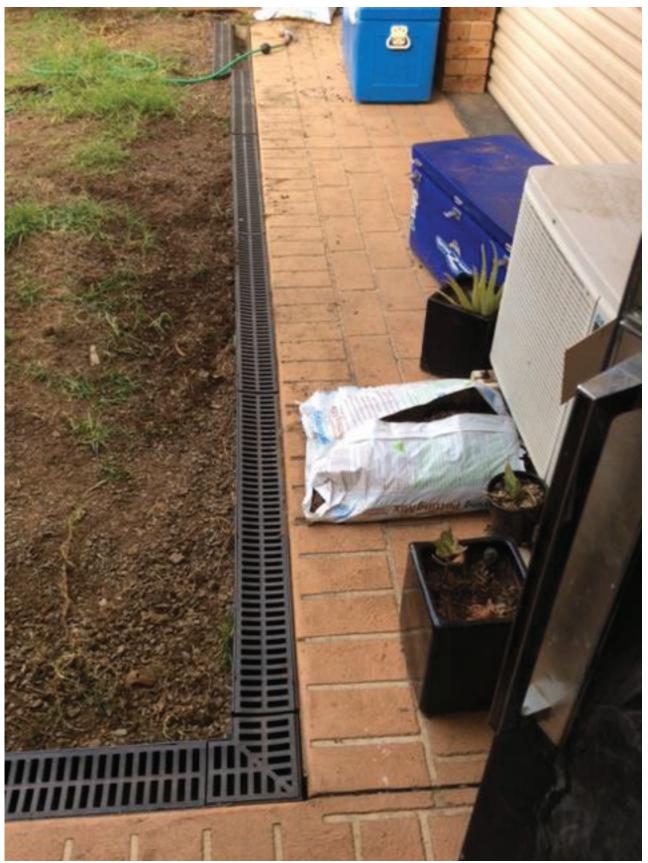
Two 200x200mm stormwater pits located in path at rear of the house below the retaining wall



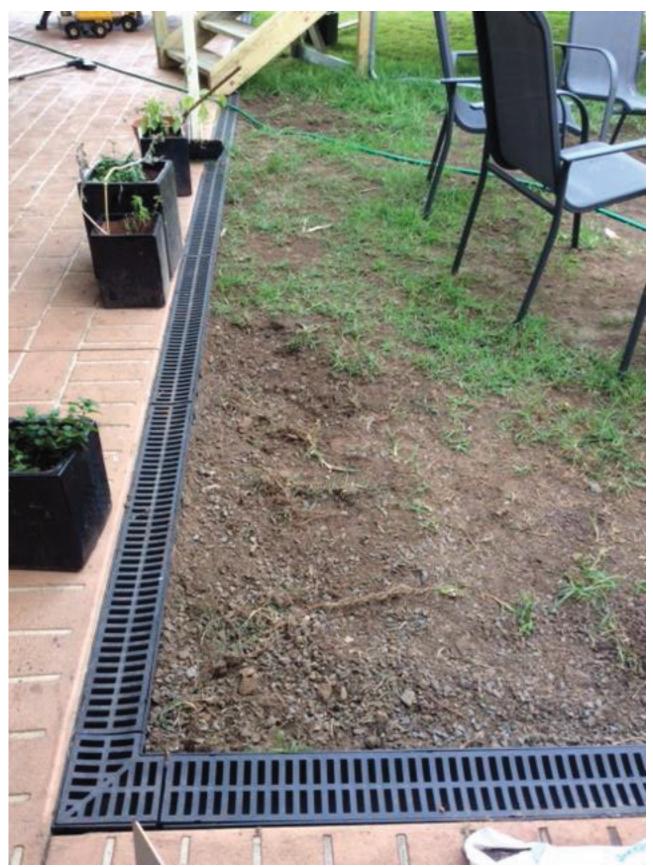
Additional stormwater pit in rear yard between pergola and right side fence



Surface drain and the new channel strip drain installed alongside pergola.



New channel strip drain installed across rear of garage and runs alongside pergola – looking across rear of garage. Note damage by tenants dog



New channel strip drain installed across rear of garage and runs alongside pergola – looking alongside pergola. Note damage by tenants dog



Additional stormwater pit in rear yard between pergola and right side fence



Water exits the street kerb after 14 minutes of filling the stormwater system.



Good water flow at street kerb and equals the hose putting water into the system



Services corridor contains, gas, water, phone and power. Stormwater exits at street kerb beyond Telstra pit.

Dave Boxwell | Technical Officer Licensed Builder 123838C Property & Tenancy | Defence Housing Australia Locked Bag 5033 Parramatta NSW 2150 Tel 02 8836 5704 david.boxwell@dha.gov.au | www.dha.gov.au