Hi

In reference to your request below:

Points 1 & 2 have been passed on to management and our technical officers.

As you are aware, the rectification of leaking balcony’s is a body corporate responsibility. We have installed flashing as a temporary fix to a complex wide systemic issue that ultimately needs to be addressed by the body corporate. We will endeavour to make the garage ceiling water tight to best of our ability but without addressing the initial leak from the balcony above, which is not a DHA managed property, we cannot resolve the problem indefinitely.

Compounding the issue is the body corporates inability to be contactable when needed, as well as not being able to provided a definitive deadline of works.

I have included the contact details for Independent Strata Management for your reference in full and honest disclosure. You are more than welcome to contact them in an effort to illicit further information.

In regards to point 3;

Our contractor has been allocated the works of installing air-conditioning three times now and on every occasion they have not been able to either contact you, or gain access to the property to complete the works. The works were completed at due to the property being empty and access was available. As you are in a property classed as a member choice accommodation, we are not obligated to install air-conditioning, as you initially agreed to occupy the property in its current configuration. We have chosen to install air-conditioning as a good will gesture at DHA’s expense. If we are continually un-able to access the property and our contractors are being inconvenienced, we will re-evaluate the necessity to proceed with works.

As previously stated, DHA is a Commonwealth Organisation and as such we operate under the Defence Housing Act 1987. We do not adhere to state residential tenancy legislation or local tribunals as we are a nationwide organisation.

Regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
UNCLASSIFIED

Cameron,

Please be advised that rectification work to stop water ingress into the garage has again failed and continues to damage our vehicles; see attached. Does this require reporting through standard maintenance request? (1)

I also have real concerns about the weight of water collecting above the cars and potential for the roof to collapse. I understand it is held in place with glue; I need confirmation from DHA that there is no risk of collapse. (2)

Finally, it is now eight weeks since we had contractors attend to quote for air-conditioning (Action 3) and still no progress. I understand a Defence member has moved into in the last week and had air conditioning installed within two days of moving in. What reason is there for lack of progress for my service residence? (3)

As you're probably aware, we have a pending FOI through DHA over maintenance of this service residence. In order to ensure we are presenting the tribunal with the most current information, can I request a response to points (1), (2) and (3) at your earliest.

Thank you,

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

UNCLASSIFIED

Hi Cameron,

From: [defence.gov.au]
Sent: Tuesday, 20 June 2017 9:00 PM
To: Cameron @dha.gov.au>
Cc: Mark @dha.gov.au>
Subject: FW: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]
Importance: High

From: [defence.gov.au]
Sent: Tuesday, 16 May 2017 2:03 PM
To: Cameron
Cc: Mark
Subject: RE: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]
Importance: High
Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breeched the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

From: Cameron [mailto:cameron@defence.gov.au]
Sent: Monday, 15 May 2017 11:52
To: Mark
Cc: Mark
Subject: RE: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning,

I’m pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.
Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.
As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

From: mark@defence.gov.au | defence.gov.au
Sent: Monday, 15 May 2017 10:58 AM
Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

Action item summary:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress into the garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. Contractors attended for quotations (x2) but have had nil contact since.

**Action (4) DHA:** Reseal the balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

From: Cameron [mailto@dha.gov.au]
Sent: Monday, 10 April 2017 15:12
To: Mark
Cc: Mark
Subject: RE: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon,

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED:**

Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.
**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:** Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have has attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. –

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED:** Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

From: @defence.gov.au | dha.gov.au
Sent: Monday, 10 April 2017 11:18 AM
To: Cameron @dha.gov.au>
Cc: Mark @dha.gov.au>
Subject: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,
Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. NIL CONTACT RECEIVED

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN

Action (3) DHA: Install air-conditioning in the apartment. NIL CONTACT RECEIVED

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath. NIL CONTACT RECEIVED

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED

From: Cameron [mailto: CAMERON.DHA.GOV.AU]
Sent: Tuesday, 14 March 2017 14:01
To: Mark
Cc: - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

** Please note that these works are dependant on access to as this is not a DHA property.

Action (3) DHA: Install air-conditioning in the apartment. – These works have been raised and allocated and you should be contacted by the contractor shortly.

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

---

From: Cameron [mailto @dha.gov.au]
Sent: Monday, 6 March 2017 16:03
To: Mark
Cc: Mark
Subject: RE: - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark and a representative from the executive committee attending.
The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an
appropriate course of action and ultimately rectify the issue.
If you have any questions or require further assistance please let me know.

Kind regards

[Property Manager]
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

[Property Manager]

---

From: [defence.gov.au] Sent: Monday, 6 March 2017 3:44 PM
To: Cameron
Cc: Emma;

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may
have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17,
but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably
for this week.

Thanks in advance,

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**IMPORTANT**: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.
Good morning Trent, Jeff, Kyle and Mark,

Could you please assist with the rectification of the leaking roof. Clearly the fix we have implemented has not achieved the desired outcome and is still leaking. Obviously this is a body corporate issue but they are dragging their heels to fix any of the leaking baloney's.

I have informed the member of the delay in works with the air-conditioning due to access and contact failures.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

From: Cameron@defence.gov.au
Sent: Tuesday, 20 June 2017 9:00 PM
To: Cameron@dha.gov.au>
Cc: Mark@dha.gov.au>
Subject: FW: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]
Importance: High

UNCLASSIFIED

Cameron,

Please be advised that rectification work to stop water ingress into the garage has again failed and continues to damage our vehicles; see attached. Does this require reporting through standard maintenance request? (1)

I also have real concerns about the weight of water collecting above the cars and potential for the roof to collapse. I understand it is held in place with glue; I need confirmation from DHA that there is no risk of collapse. (2)

Finally, it is now eight weeks since we had contractors attend to quote for air-conditioning (Action 3) and still no progress. I understand a Defence member has moved into our residence in the last week and had air conditioning installed within two days of moving in. What reason is there for lack of progress for my service residence? (3)

As you're probably aware, we have a pending FOI through DHA over maintenance of this service residence. In order to ensure we are presenting the tribunal with the most current information, can I request a response to points (1), (2) and (3) at your earliest.

Thank you,
Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breached the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

Good morning

I’m pleased almost all of the issue with the property have been rectified.
In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.
Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.
As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

From: @defence.gov.au
Sent: Monday, 15 May 2017 10:58 AM
To: Cameron@defence.gov.au>
Cc: Mark@defence.gov.au>
Subject: RE: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

Action item summary:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. *Contractors attended for quotations (x2) but have had nil contact since.*

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**
Kind Regards,

From: Cameron [mailto@dha.gov.au]
Sent: Monday, 10 April 2017 15:12
To: Mark
Cc: Mark
Subject: RE: Update Request: - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon,

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED:** Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:** Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule.

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED:** Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access. Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
[
@dha.gov.au | dha.gov.au

From: defence.gov.au
Sent: Monday, 10 April 2017 11:18 AM
To: Cameron
Cc: Mark

Kind regards
Subject: Update Request: Maintenance Issues. [SEC=UNCLASSIFIED]
Importance: High

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. NIL CONTACT RECEIVED

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN

Action (3) DHA: Install air-conditioning in the apartment. NIL CONTACT RECEIVED

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath. NIL CONTACT RECEIVED

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED

From: [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]
Sent: Tuesday, 14 March 2017 14:01
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.
** Please note that these works are dependent on access to [redacted] as this is not a DHA property.

**Action (3) DHA: Install air-conditioning in the apartment.** – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA: Reseal [redacted] balcony to prevent water from damaging the ceiling underneath.** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.** - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron [redacted] | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
[redacted]@dha.gov.au | dha.gov.au

From: [redacted]@defence.gov.au
Sent: Tuesday, 14 March 2017 11:14 AM
To: Cameron [redacted]@dha.gov.au>; Mark [redacted]@dha.gov.au>
Subject: RE: - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [redacted] garage space.**

**Action (2) DHA: Seal the balcony upper surface directly above [redacted] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).**

**Action (3) DHA: Install air-conditioning in the apartment.**

**Action (4) DHA: Reseal [redacted] balcony to prevent water from damaging the ceiling underneath.**

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.**

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.
Good afternoon,

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

From: Cameron [mailto: @dha.gov.au]
Sent: Monday, 6 March 2017 16:03
To: Mark
Cc: Cameron
Subject: RE: - Maintenance Issues. [SEC=UNCLASSIFIED]

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc’d on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,
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intmr02.dha.gov.au[19097938]

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intmr02.dha.gov.au[19634914]

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Good afternoon

Thankyou for your enquiry.

As discussed with you at our onsite meeting in March, it is unfortunate you have had belongings damaged by water egress into your car/storage area at [redacted] from the unit above.

The temporary repairs that DHA effected for you, including those done to the unit above, have been instigated and paid for by DHA as a good will gesture only, not through legal obligation. We have done this because of the ongoing damage to your belongings and slow action from the Body Corporate. We did not have to do this and we feel we have been more than fair with you in doing this.

As you are aware, Defence Housing Australia has no legal responsibility to undertake repairs and maintenance on area’s covered by Body Corporate responsibility. Any claim arising from damage to your personal affects as a result of this water egress, needs to be directed to the appropriate delegate. In this instance it would be your insurance company and/or alternatively - if you feel you have a case - the body corporate?

DHA is willing to assist and has provided contacts below FYI however, DHA is not responsible for the damage to personal effects and as a result will not pay any claim for compensation of these.

Body Corporate contacts – These people are both elected Executive Committee office bearers and representatives of the body corporate:
- Chairman of the Executive Committee - [redacted]
- [redacted] another member of the executive committee [redacted] (the lady we met on site)

Kind regards

Mark

Property and Tenancy Manager JP
Property and Tenancy | Canberra Regional Office
Defence Housing Australia
Level 5 TransACT House
470 Northbourne Ave, Dickson ACT 2602

@dha.gov.au | www.dha.gov.au
Mark,

Reference my request 16 May below, I'm still awaiting formal notification from DHA as to their intention to support a claim for loss of damaged goods. This claim for loss is founded on DHA's failure to provide maintenance repairs to my service residence in an acceptable timeframe.

For your information, a rough order of magnitude for the claim is detailed below:

1. Periodic professional car cleaning services to remove lime scale built-up on vehicle paintwork for two vehicles; October 2016 - May 2017 ~$500.

2. Replacement of: 1 x Large fabric suitcase $200, bedding linen and doona $300, garage shelving x4 ~$100.

I don't accept Cameron's suggestion that DHA do not need to comply with State legislation with respect to tenancy. Furthermore, I don't intend to make a claim against my personal insurance provider to cover this inaction.

A formal response from DHA is required in writing by COB today as requested on the 16th of May.

Can I also request that all communication from this point be via email/writing.

Thank you,

From: Kyle [mailto:kyle@aha.gov.au]
Sent: Tuesday, 16 May 2017 15:52
To: Cameron; , Mark
Cc:  
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Hi ,

I have spoken with Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at Narrabundah.

I’ve gone back through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA.

I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference.
I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work.

In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance.

Cameron also outlined that you were requesting clarification on DHA’s responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states:

**12. Repair, Maintenance and Damage to the Service Residence**

a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake:

   i. emergency repairs within 24 hours of notification; and
   ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA’s or its contractor’s reasonable control.

This information is derived from the Housing Management Instructions, which forms the basis of DHA’s agreement with Defence.

I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the issues experienced with the strata management.

Kind regards,

Kyle

**Team Leader – Property and Tenancy**

Defence Housing Australia

Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602

Tel: 139 342

@dha.gov.au | www.dha.gov.au

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From: [email]@defence.gov.au
Sent: Tuesday, 16 May 2017 2:03 PM
To: Cameron [email]
Cc: Mark [email]
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]
Importance: High

**UNCLASSIFIED**

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breeched the requirement to conduct normal repairs within 4 weeks. You’ll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA’s inaction.

I’m prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,
Good morning,

I’m pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.
Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate. As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

From: Cameron [mailto@dha.gov.au]
Sent: Monday, 15 May 2017 11:52
To: Mark
Cc:
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]
The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required** refer action (1).

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

---

From: Cameron [mailto:cameron@dha.gov.au]
Sent: Monday, 10 April 2017 15:12
To: Mark
Cc: Mark
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon,

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED:**
Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:**
Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have has attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. –

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED:**
Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to. Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**
Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED**

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

Action (3) DHA: Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**
Good afternoon,

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.** – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA: Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Please note that these works are dependent on access to the garage as this is not a DHA property.**

**Action (3) DHA: Install air-conditioning in the apartment.** – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath.** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.** - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

@dha.gov.au | dha.gov.au

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Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:
Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

Action (3) DHA: Install air-conditioning in the apartment.

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath.

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

[blank]

From: Cameron [mailto dha.gov.au]
Sent: Monday, 6 March 2017 16:03
To: Mark
Cc: Mark
Subject: RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon,

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

@dha.gov.au | dha.gov.au

From: [mailto defence.gov.au]
Sent: Monday, 6 March 2017 3:44 PM
To: Cameron@dha.gov.au
Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,
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From: Cameron
Sent: Tuesday, 23 May 2017 10:51 AM
To: Kyle
Subject: FW: Response required: Narrabundah [SEC=UNCLASSIFIED]

Importance: High

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

From: Mark @dha.gov.au
Sent: Friday, 19 May 2017 1:25 PM
To: Cameron @dha.gov.au>
Cc: Cameron @dha.gov.au; @dha.gov.au@dha.gov.au
Subject: Response required: Narrabundah [SEC=UNCLASSIFIED]
Importance: High

UNCLASSIFIED

Mark,

Reference my request 16 May below, I'm still awaiting formal notification from DHA as to their intention to support a claim for loss of damaged goods. This claim for loss is founded on DHA's failure to provide maintenance repairs to my service residence in an acceptable timeframe.

For your information, a rough order of magnitude for the claim is detailed below:

1. Periodic professional car cleaning services to remove lime scale built-up on vehicle paintwork for two vehicles; October 2016 - May 2017 ~$500.

2. Replacement of: 1 x Large fabric suitcase $200, bedding linen and doona $300, garage shelving x4 ~$100.

I don't accept Cameron's suggestion that DHA do not need to comply with State legislation with respect to tenancy. Furthermore, I don't intend to make a claim against my personal insurance provider to cover this inaction.

A formal response from DHA is required in writing by COB today as requested on the 16th of May.

Can I also request that all communication from this point be via email/writing.

Thank you,
Hi

I have spoken with Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at Narrabundah.

I’ve gone back through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA.

I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference.

I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work.

In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance.

Cameron also outlined that you were requesting clarification on DHA’s responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states:

12. Repair, Maintenance and Damage to the Service Residence
a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake:
   i. emergency repairs within 24 hours of notification; and
   ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA’s or its contractor’s reasonable control.

This information is derived from the Housing Management Instructions, which forms the basis of DHA’s agreement with Defence.

I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the issues experienced with the strata management.

Kind regards,

Kyle | Team Leader – Property and Tenancy
Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breeched the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA’s inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

Good morning,

I’m pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself.

Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.
Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.
As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

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From: [mailto: @defence.gov.au] Sent: Monday, 15 May 2017 10:58 AM
To: Cameron@dha.gov.au> Cc: Mark@dha.gov.au>
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,
Good afternoon

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED:** Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:** Contractor is having difficulty with Tenant allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule.

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED:** Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access. Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

@dha.gov.au | dha.gov.au
Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven’t been informed on the status of the work there.

I’ve made comments in-line below to advise you of the status at our end, I’d appreciate it if you can follow-up and get back to me.

Kind Regards,

ACTION (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED**

ACTION (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

ACTION (3) DHA: Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

ACTION (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

ACTION (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

From: Cameron [mailto] @dha.gov.au
Sent: Tuesday, 14 March 2017 14:01
To: Mark
Cc: 
Subject: RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon,

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.** – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Please note that these works are dependant on access to as this is not a DHA property.**

**Action (3) DHA: Install air-conditioning in the apartment.** – These works have been raised and allocated and you should be contacted by the contractor shortly.
Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,
Good afternoon,

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extent of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

UNCLASSIFIED

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,
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Hi [name],

I have spoken with Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at [address] Narrabundah.

I’ve gone back through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA.

I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference.

I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work.

In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance.

Cameron also outlined that you were requesting clarification on DHA’s responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states:

12. Repair, Maintenance and Damage to the Service Residence
   a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake:
      i. emergency repairs within 24 hours of notification; and
      ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA’s or its contractor’s reasonable control.

This information is derived from the Housing Management Instructions, which forms the basis of DHA’s agreement with Defence.

I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the issues experienced with the strata management.

Kind regards,

Kyle [name] | Team Leader – Property and Tenancy
Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602
Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breeched the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

From: Cameron [mailto: @dha.gov.au]
Sent: Monday, 15 May 2017 11:52
To: Mark
Cc: 
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning,

I’m pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself.

Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.

Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.
As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

From: [mailto]@defence.gov.au
Sent: Monday, 15 May 2017 10:58 AM
To: Cameron @dha.gov.au>
Cc: Mark @dha.gov.au>
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

Action item summary:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Re-seal balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,
Good afternoon,

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED:** Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:** Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have has attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule.

**Action (4) DHA:** Reseal the balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED:** Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

---

**UNCLASSIFIED**

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven’t been informed on the status of the work there.
I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

---

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal the balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

---

From: Cam, Cameron [mailto:cameron@dhagov.au]
Sent: Tuesday, 14 March 2017 14:01
To: Mark
Cc: Mark
Subject: RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon,

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA:** Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Please note that these works are depentant on access to as this is not a DHA property.**

**Action (3) DHA:** Install air-conditioning in the apartment. – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA:** Reseal the balcony to prevent water from damaging the ceiling underneath. A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.
Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

From: [mailto:@defence.gov.au]
Sent: Tuesday, 14 March 2017 11:14 AM
To: Cameron@defence.gov.au>; Mark@defence.gov.au>
Subject: RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

Action (3) DHA: Install air-conditioning in the apartment.

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath.

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,
Good afternoon,

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark and a representative from the executive committee attending.
The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.
If you have any questions or require further assistance please let me know.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,
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intmr02.dha.gov.au[19634914]

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Kind regards,

Emma | Property Manager
Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602
Contact: 139 342
@dha.gov.au | www.dha.gov.au

Morning,

Now on to you both.

Kind Regards,

Emma | Property Manager
Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602
@dha.gov.au | www.dha.gov.au
Hi Emma,

Thanks for the prompt reply. The information you shared definitely helps us understand why there has been no progress.

Whilst I understand there are complexities in working with the Strata, it’s not reasonable that we have to tolerate our personal property suffering damage for an indeterminate period.

It’s for this reason I need you to provide the HMC Manager’s contact details.

Best of luck on maternity leave.

Thank you,

[Email signature]

@defence.gov.au

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On 1 Mar 2017, at 8:08 AM, Emma [email] wrote:

Good Morning.
Thank you for your email.

The leaking garage issue as explained previously is not something easily to rectify as it is water leaking through the cement from the above apartments that DHA do not manage. It has become even harder now that the executive committee has advised we are not permitted to install anything in the basement to assist with the leaking from the above concrete due to it being a common area and their responsibility to rectify it. We did have Plumbing booked to attend for you but we told they would not be permitted to install it and if they did, we would be required to remove it immediately. We have requested they send a plumber out with our recommendations and I am trying to get them to work as fast as possible but cannot control their contractors.

I do apologise we have not come to a conclusion as this is now out of DHA control.

I have also ceased looking after Narrabundah as I will be going on maternity leave shortly and Cameron has taken over for me. I have cc'd him into this email.

If you would still like to sit with our manager, I am happy to arrange a time, however DHA are not able to control this situation any further and our manager cannot push for a resolution any further either as it is the executive committees responsibility and decisions.

Kind Regards,

Emma  | Property Manager
Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602
@dha.gov.au | www.dha.gov.au

On 28 Feb 2017, at 8:07 PM,  wrote:

Hi Emma,

In accordance with the DHA complaint resolution process, I would like to formally request a meeting with the Canberra HMC Manager.

Our complaint on the leaking garage has been sitting with you for close to four months now, and I’m not satisfied that it is receiving adequate attention.

Please provide the contact details of the HMC Manager so I can arrange a suitable time.
Thank you,

Emma @dha.gov.au

On 4 Jan 2017, at 1:21 PM, Emma @dha.gov.au> wrote:

Hi

Thank you for your email, apologies for the delay, we are currently in the thick of all moving a
which has caused a delay on following up with works.

The plumber has advised that the leak is coming from the balconies of the units above your car so it
is not an easy repair as they balcony will need to be wet sealed and the I do not believe it is a DHA
property which makes it harder.

They have advised they can install a catch tray to stop water dripping however it will not be a
permanent solution. I am just waiting on the quote now so we can get that installed in the mean
time.

That being said however, the strata management have sent through a letter regarding investigating
the balconies through the whole complex so they have found something to be an issue.

They will be requesting access to your property as well I believe in February, I will send through
their letter once I have access to my proper emails as I am currently working from iPad which isn't
as easy.
For the damaged items, can you please send me through a list of what is damaged and I will need to discuss this with my manager as I do not have compensation approval I'm afraid so it I'll need to be investigated and they will contact you regarding this.

Kind Regards,

Emma [Redacted] | Property Manager
Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602
@dha.gov.au | www.dha.gov.au

On 3 Jan 2017, at 7:52 PM, [Redacted] <[Redacted]@icloud.com> wrote:

Good morning Emma,

Happy new year, I hope you enjoyed your christmas break.

Further to the correspondence below, I’m emailing you to follow up on the leaking ceiling in the garage that has yet to be rectified. Since our last discussion a contractor has attended the site and suggested a repair option that will stop the ingress of limescale water into the garage space. Has there been any progress at your end?

As I’m sure you can appreciate, the lack of action for on this issue which was escalated to you in October is very frustrating for us as paying tenants. The limescale is damaging the paintwork on our vehicles and has recently destroyed shelving and other personal effects. The unit we occupy has limited storage space and we rely on the garage for storage of bulk items.

Please advise the method by which we can apply for compensation for damaged items and the timeline for works to rectify the leak.

Kind Regards,
On 3 Nov 2016, at 9:36 PM, @icloud.com> wrote:

Hi Emma,

Sorry for the late reply and thank you for getting back to us in regards to our concerns.

We so far has had the garage door remotes replaced and someone has visited us to quote for the roof to be repair in our ensuite.

We still have not heard from any contractors in regards to the water and limestone leaking into our garage. We are concerned about this because it continues to damage our cars.

I will need to pursue the costs for these cars to cleaned professional due to the limestone residue and stains on our cars. One car in particular has marks on the paintwork and the back rear vision window is very difficult to see out of when driving even after washing this window thoroughly.

Can you please advise use as soon as possible about the lease renewal. We would like to know the outcome very soon as we have various travel coming up over the next three months. We also were told that air-conditioning would be put into the house and wanted to know when this would happen as we are heading into hot weather soon and would like to avoid having to have out windows open as the neighbouring town houses have smokers who continuously smoke off their balcony. We wish to avoid being exposed to this as we are
worried about health implications that this will cause us and our two year old daughter.

Kind regards,

On 13 Oct 2016, at 1:56 PM, Emma @dha.gov.au wrote:

Good Afternoon and

Thank you for your time on the phone this morning again, I do apologise for all the delays – as I have now taken over this completely, I am hoping to have this all resolved for you quite quickly.

As discussed, the garage door remotes will be replaced by the contractor – as they are on our books as well, we are able to pay them directly and not have to wait for strata. They will be in contact shortly once the remotes are coded. They may also leave them in your letterbox if you are not at home.

The leak coming through the ceiling has been sent to our contractors as unfortunately who performed the works previously are no longer on our panel. They have been provided with the findings and have been requested to perform as much as possible until it exceeds a certain amount and we need a quote.
I have raised a request for the ceiling in the ensuite to be assessed and quoted by one of our builders as we would like to eliminate the mould completely. This may mean the whole ceiling gets re-plastered, but if it eliminates the issue, I am hoping the inconvenience is worth it.

Finally, I spoke with the leasing team regarding the lease of the property. At present, it is still being reviewed by management to see if we will be extending the lease. If we do, part of the lease will be upgrades to the property including air conditioning. If the property is handed back, we will provide adequate time and pay for all moving costs for you to go into another service residence, but we are not at that stage yet.

Again, I do apologise for the delays and inconveniences and should you have any further queries, please do not hesitate to contact me directly – my phone number is 02

Kind regards,

Emma [Redacted] | Property Manager
Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue,
Dickson ACT 2602
Contact: 139 342
@dha.gov.au | www.dha.gov.au

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intmr01.dha.gov.au[16420861]
Hi Kyle and Mark,

Can you please advise on this situation.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

From: Cameron [mailto: Cameron@dha.gov.au]
Sent: Tuesday, 16 May 2017 2:03 PM
To: Cameron@dha.gov.au, Mark@dha.gov.au
Cc: 
Subject: RE: Update Request: , Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]
Importance: High

UNCLASSIFIED

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breeched the requirement to conduct normal repairs within 4 weeks. You’ll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA’s inaction.

I’m prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,
Good morning

I’m pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself.

Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage. Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate. As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

@dha.gov.au | dha.gov.au

UNCLASSIFIED

Good morning Cameron,

I’m sure you’re aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

Action item summary:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into garage space. **COMPLETED**
**Action (2) DHA:** Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required** refer action (1).

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal the balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

---

From: Cameron [mailto: @dha.gov.au]
Sent: Monday, 10 April 2017 15:12
To: Mark
Cc: Mark
Subject: RE: Update Request: , Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon ,

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED:** Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:** Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. –

**Action (4) DHA:** Reseal the balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED :** Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to . Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards
Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven’t been informed on the status of the work there.

I’ve made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Good afternoon
Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Please note that these works are dependent on access to garage space as this is not a DHA property.**

**Action (3) DHA:** Install air-conditioning in the apartment. – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

From: [mailto]@defence.gov.au
Sent: Tuesday, 14 March 2017 11:14 AM
To: Cameron@dha.gov.au; Mark@dha.gov.au
Subject: RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.
**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy. If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

---

Good afternoon,

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

---

Hi Cameron,
I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,
IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

Important:

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Repairs

The law in the ACT
The terms of every tenancy are set out in the Residential Tenancies Act 1997 (‘RTA’) and Standard Lease. These terms set out procedures relating to the condition of the premises, maintenance and urgent repairs. References below are to the RTA and clauses in the standard terms.

LANDLORD’S OBLIGATIONS
At the beginning of your tenancy
A landlord is required to provide premises in a reasonable state at the start of the tenancy.

Standard term cl 54 says that, the landlord must ensure that the premises, including furniture, fittings and appliances (unless specifically excluded from the tenancy agreement in writing), are:

(a) fit for habitation;
(b) reasonably clean;
(c) in a reasonable state of repair; and
(d) reasonably secure.

What is reasonable depends on the circumstances in each case.

During your tenancy
A landlord is required to maintain the premises in a reasonable state of repair, having regard to their condition at the beginning of the tenancy (cl 55(1)).

When it comes to repairs, the law makes a distinction between normal (non-urgent) and urgent repairs

Normal repairs:
The landlord is obliged to make non-urgent repairs within 4 weeks of being notified of the need for the repairs, unless otherwise agreed (cl 57). However, the landlord is not obliged to repair damage caused by the negligence or wilful act of the tenant (cl 56).

Urgent repairs are those that have an immediate and significant effect or impact on the tenant’s ability to live in, or use, the premises.

Urgent Repairs:
In recognition of the need for some repairs to be made within a very short time frame, the standard terms (cl 60) include the following list of urgent repairs (note that this is not an exhaustive list):

(a) A burst water service;
(b) A blocked or broken lavatory system;
(c) A serious roof leak;
(d) A gas leak;
(e) Dangerous electrical fault;
(f) Flooding or serious flood damage;
(g) Serious storm or fire damage;
(h) A failure of gas, electricity or water supply to the premises;
(i) The failure of a refrigerator supplied with the premises;
(j) The failure or breakdown of any service essential for hot water, cooking, heating or laundering;
(k) A fault or damage that causes the premises to be unsafe or insecure;
(l) A fault or damage likely to cause injury to person or property;
(m) A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to or use of the premises.

In these cases the landlord is required to carry out repairs as ‘soon as necessary’, having regard to the nature of the problem (cl 59).

TENANT’S OBLIGATIONS
The standard terms specify that you are obliged to take reasonable care of the premises and keep them reasonably clean. Cl 63 says that during the tenancy the tenant must:

(a) not intentionally or negligently damage (or permit damage of) the premises (this covers not only the tenant, but also any guests, animals, children etc);
(b) notify the landlord of any damage as soon as possible (it is a good idea to put this in writing, sign, date and keep a copy);
(c) take reasonable care of the premises and keep the premises reasonably clean, having regard to their condition at the start of the tenancy and the normal incidents of living.

Alterations and Renovations
You can only make alterations or additions with the written permission of the landlord (cl 67). However, their consent should not be unreasonably withheld (cl 68).

Keep in mind that if you act without permission, you risk eviction for breach, and improvements or fixtures you install may become property of the landlord if you don’t remove them when you leave. You would not be
paid or compensated in this case.
The RTA prohibits any requirement on you to make any improvements, alterations or repairs to the premises as a condition of getting the tenancy (s15(3)), and a tenant cannot be required to improve the premises (cl 65).

**HOW TO GET YOUR LANDLORD TO DO REPAIRS**
Request repairs in writing (sign, date, and keep a copy of your letter). If they fail to make repairs within the specified time, you have several options, depending on the type of repairs needed:

**General repairs**
Write a “Notice to Remedy” to the landlord, pointing out their obligations under cl 55(1). State that the repairs are still outstanding, meaning the landlord is in breach of the lease agreement. Set a final time limit for completion of the repairs.

If the notice does not work, you can take the matter to the ACT Civil and Administrative Tribunal (ACAT) seeking an order requiring the landlord to carry out the repairs within a specified time. ACAT may also order a rent reduction (see below).

**Urgent Repairs**
If the landlord or agent refuses to respond to your request for urgent repairs, you can make an urgent application to ACAT for an order compelling the landlord to conduct the repairs.

Or you are able to authorise those repairs — but only if set procedures are followed:

If the landlord cannot be contacted, or fails to do the urgent repairs within a reasonable time, you may arrange for repairs to a maximum value of up to 5% of the rent of the property over a year (cl61). Eg if you pay $350 per week rent, your annual rent is $18,263. You could authorise urgent repairs costing up to $913.

This procedure is set out in cl62:
(a) the repairs must be made by the qualified tradesperson nominated by the landlord in your tenancy agreement;
(b) if a tradesperson hasn't been nominated, can't be contacted or is unavailable, the repairs must be performed by a qualified tradesperson of your choosing;
(c) where the repairs are arranged in accordance with these procedures, the landlord is liable for the cost of repairs and may be billed directly;
(d) where you have not acted in strict compliance with these procedures you are liable for the cost of the repairs you have arranged.

Depending on the seriousness of the problem, or if it persists over a long period, you may have grounds for termination of the agreement for breach. You should get specific advice before embarking on this course of action.

**Rent Reductions and Compensation**
If the repair issue has significantly reduced your use or enjoyment of the premises, ACAT can order a rent reduction from when the problem began (see Tenancy Factsheet: Rent Increases & Reductions). If the landlord has breached the agreement, eg by failing to carry out repairs within the required timeframe, or by providing the premises with repair issues, ACAT can also order compensation for losses caused by the breach, eg damage to your belongings or increased electricity bills. This can be useful to use in negotiations, because the longer the landlord waits before doing repairs, the larger the rent reduction or compensation.

**CAN I WITHHOLD RENT?**
As a tenant you must never just stop paying rent! Even if the landlord fails to carry out repairs, your obligation to pay rent continues and you risk eviction if you fall into arrears.

**HOWEVER**, you can seek to pay all or part of rent money into ACAT until the work is carried out. **You can ONLY do this if you get orders from ACAT FIRST:**

Sections 83 (b) and 83 (g) of the RTA states that ACAT may make orders:
(b) requiring performance of a residential tenancy agreement;
(g) requiring payment of all or part of the rent payable under the standard residential tenancy terms or standard occupancy terms into the ACAT until the ACAT orders otherwise.

Hopefully the prospect of ACAT making such an order will persuade the landlord to make the repairs.

This is a summary of your rights and responsibilities. If you have a specific problem, you should seek detailed advice.
To whom it may concern,

We have [REDACTED] at the above complex which is experiencing a severe water leak into their garage space from the unit above it which is affecting their cars and other belongings.

If this could please be remedied as soon as possible that would be greatly appreciated.

The details for our tenant in [REDACTED] so access can be arranged to their garage space are: [REDACTED] and [REDACTED] - [REDACTED] / [REDACTED]

Please don’t hesitate to let me know if you have any questions.

Kind regards

Kyle [REDACTED] | Property Manager
Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602
[REDACTED] | [REDACTED]
[REDACTED] | [REDACTED]

*If you have experienced exceptional customer service and would like to nominate for a Wow Card please email the relevant details to your regional Customer Relations Officer (CRO) or alternatively, you can send an email to the WOW.Nomination@dha.gov.au*
From: app-workflowPM-PRD
Sent: Wednesday, 2 September 2015 10:46 AM
To: Kyle
Subject: DHA (MREQ-s47F) NARRABUNDAH ACT 2604 : GARAGE LEAK -
Attachments: Archived attachment list.txt

Matthew assigned an issue to Kyle

Maintenance Request / MREQ-s47F
NARRABUNDAH ACT 2604 : GARAGE LEAK -

Change By: Matthew
Assignee: Maintenance Canberra Kyle

Add Comment
Hi Guys,

Can the property manager of Narrabundah please respond to this email?

Kind regards,

Mark | Housing Consultant
Canberra HMC | Defence Housing Australia
Level 5, Transact House, Northbourne Avenue, Dickson
canberrahousing@dha.gov.au | www.dha.gov.au

-----Original Message-----
From: [mailto: @live.com]
Sent: Wednesday, 18 December 2013 4:48 PM
To: Canberra Housing
Subject: Dealing with smoke drift

Good Afternoon Sir/Ma’am,

My wife and I are residents of a DHA property at Narrabundah, and have nuisance smoke drift problem arising from other apartments in our vicinity. Although originally a nuisance, my wife is now six months pregnant and we share health concerns regarding exposure to secondary cigarette smoke.

Considering our apartment is neither air-conditioned nor cooled through ceiling fans, the summer temperatures necessitate opening of doors and windows for adequate cooling. As such it is difficult for us to avoid exposure to the nuisance smoke drift by other means.

Can you please advise what DHA’s area of responsibility is concerning these type of complaints, and/or where I’m best to forward this problem; Owners Corporation or Strata Management? Please also provide contact details for the recipient.

If you have any questions, or require any further info please don’t hesitate to contact me.

Thanks in advance,
Frederick of the Information

From: Kyle
Sent: Wednesday, 28 June 2017 11:09 AM
To: Cameron; Mark
[SEC=UNCLASSIFIED]

Straight from our website:

Our legislative framework

The legislative framework we operate in largely informs our governance structure. The most influential pieces of legislation are the Defence Housing Australia Act 1987 (DHA Act) and the Public Governance, Performance and Accountability Act 2013.

Defence Housing Australia Act

The Defence Housing Australia Act 1987 established DHA as a statutory authority and sets out our functions and powers, corporate structure, and delegations. Section 5 of the Act prescribes our main function:

1. The main function of DHA is to provide adequate and suitable housing for, and housing-related services to:
   a. members of the Defence Force and their families; and
   b. officers and employees of the Department and their families; and
   c. persons contracted to provide goods or services to the Department, and their families;
   d. persons contracted to provide goods or services to the Department, and their families;

in order to meet the operational needs of the Defence Force and the requirements of the Department.

In 1992, we became a Government Business Enterprise to undertake commercial business activities on behalf of the Australian Government.

Public Governance, Performance and Accountability Act

Under the Public Governance, Performance and Accountability Act 2013, DHA is both a corporate Commonwealth entity and Government Business Enterprise (GBE). This Act sets the standards of governance, performance and accountability for all GBEs and imposes specific duties on our Board of Directors and Executive Group relating to the use and management of resources.

The Commonwealth Government Business Enterprise Governance and Oversight Guidelines (GBE Guidelines) provide additional guidance on board and corporate governance, financial governance and planning and reporting.

A principle objective is that we add to shareholder value by making commercial returns and paying commercial dividends. We must deliver on these requirements whilst also fulfilling our functions under the Defence Housing Australia Act 1987 (DHA Act).

Other applicable legislation

As a Government Business Enterprise, we also operate within the following Commonwealth legislation:
As an Australian Government employer, we also adhere to the provisions and statutes of various employment-related legislation, including but not limited to, the *Public Service Act 1999* and the *Work Health and Safety Act 2011*.

---

**Kyle** | Team Leader – Property and Tenancy  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
Tel: 139 342  
@dha.gov.au | www.dha.gov.au

---

**From:** Cameron  
**Sent:** Wednesday, 28 June 2017 11:02 AM  
**To:** Mark @dha.gov.au>

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**From:** Mark @dha.gov.au>  
**Sent:** Wednesday, 28 June 2017 10:58 AM  
**To:** Cameron @dha.gov.au>

---

**From:** [mailto: Cameron @defence.gov.au]  
**Sent:** Wednesday, 28 June 2017 10:58 AM  
**To:** Cameron @defence.gov.au>

---

**From:**  
**Sent:** Wednesday, 28 June 2017 10:58 AM  
**To:**  
**Cc:**  
**Subject:** FW: Update Request: Narabundah - Maintenance Issues. [SEC=UNCLASSIFIED]
Cameron,

Please see my response to your last below, and requested action from DHA going forward:

Response requested

1. Provide exact reference (and clause) in DHA Housing Act 1987 that precludes compliance with state law; Australian Government Solicitor legal briefing 36 contradicts the assertion that DHA are not required to comply;

2. Rectify leak in garage as a priority;

3. Enable installation of air-conditioning as currently scheduled; and

4. Advise process to enact clause 8(e). of the DHA Residence Agreement.

Garage leak

1. The DHA condition report conducted on 22 Jan 13 by Michele [redacted] (DHA employee) stated no defect with the garage space.

2. On 13 Oct 16, inaction on a reported leak to the garage ceiling was escalated through DHA complaint resolution process to Emma [redacted] (DHA property manager).

3. A temporary flashing was installed on the ceiling of the garage space 04 May 17.

4. Repairs to the temporary flashing for a continuing leak were completed on or around the third week of May 17.

5. DHA advised of continuing leak from temporary flashing 20 Jun 17.

6. In accordance with DHA Lease Agreement clause 17.5 'Resolution of strata scheme matters' states:

   “Where the Body Corporate does not, in DHA’s reasonable opinion, provide a satisfactory service, including failure to:
(c) repair and maintain common areas under the Strata Scheme; or

(d) resolve matters promptly,

"then the parties will cooperate to, and the Lessor must, take any action required to resolve the situation."

7. Resolution of this matter has therefore been, and remains within DHA’s reasonable control.

8. DHA have failed in their obligation to carry out maintenance in a reasonable timeframe.

9. We have not had peaceful enjoyment of the property for a period exceeding 7 months.

**Air-conditioning**

1. At no time have either myself or my wife denied the right of access to the service residence. Nor have we in any other way obstructed, or otherwise prevented the ability of DHA or others authorised by DHA to access the residence.

2. The assertion that we have or would deny access to the service residence to install air-conditioning is completely false and illogical.

3. On 13 Oct 16 Emma [redacted] (DHA property manager) stated in writing that if DHA chose to extend the lease of [redacted] service residence with the property owner, then upgrades to the property including air-conditioning would be carried out.

4. The lease of [redacted] service residence was due to expire in Feb 17, and has subsequently been extended.

5. On the 10 Mar 17 Cameron [redacted] (DHA property manager) made a verbal commitment to have air-conditioning installed at the service residence, and we have accepted his commitment in good faith.

6. On the 21 Jun 17 at 15:35, an authorised DHA contractor [redacted] arranged access to the service residence via telephone for the purpose of installing two air-conditioning units.

7. Installation of air-conditioning has been confirmed by the authorised DHA contractor, scheduled to commence Tuesday 27 Jun 17.

Regards,
Hi,

In reference to your request below:

Points 1 & 2 have been passed on to management and our technical officers.

As you are aware, the rectification of leaking balcony’s is a body corporate responsibility. We have installed flashing as a temporary fix to a complex wide systemic issue that ultimately needs to be addressed by the body corporate. We will endeavour to make the garage ceiling water tight to best of our ability but without addressing the initial leak from the balcony above, which is not a DHA managed property, we cannot resolve the problem indefinitely. Compounding the issue is the body corporates inability to be contactable when needed, as well as not being able to provided a definitive deadline of works.

I have included the contact details for Independent Strata Management for your reference in full and honest disclosure. You are more than welcome to contact them in an effort to illicit further information.

Strata Manager | Independent Strata Management Pty Ltd
REIA 2016 Awards for Excellence Large Residential Agency of the Year

In regards to point 3;

Our contractor has been allocated the works of installing air-conditioning three times now and on every occasion they have not been able to either contact you, or gain access to the property to complete the works. The works were completed at [redacted] due to the property being empty and access was available. As you are in a property classed as a member choice accommodation, we are not obligated to install air-conditioning, as you initially agreed to occupy the property in its current configuration. We have chosen to install air-conditioning as a good will gesture at DHA’s expense. If we are continually un-able to access the property and our contractors are being inconvenienced, we will re-evaluate the necessity to proceed with works.

As previously stated, DHA is a Commonwealth Organisation and as such we operate under the Defence Housing Act 1987. We do not adhere to state residential tenancy legislation or local tribunals as we are a nationwide organisation.

Regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
UNCLASSIFIED

Cameron,

Please be advised that rectification work to stop water ingress into the garage has again failed and continues to damage our vehicles; see attached. Does this require reporting through standard maintenance request? (1)

I also have real concerns about the weight of water collecting above the cars and potential for the roof to collapse. I understand it is held in place with glue; I need confirmation from DHA that there is no risk of collapse. (2)

Finally, it is now eight weeks since we had contractors attend to quote for air-conditioning (Action 3) and still no progress. I understand a Defence member has moved into the premises in the last week and had air conditioning installed within two days of moving in. What reason is there for lack of progress for my service residence? (3)

As you’re probably aware, we have a pending FOI through DHA over maintenance of this service residence. In order to ensure we are presenting the tribunal with the most current information, can I request a response to points (1), (2) and (3) at your earliest.

Thank you,

[Signature]

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

UNCLASSIFIED

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.
Regarding property damage, and in accordance with the attached, DHA have breeched the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

Cameron

From: Cameron [mailto: @dha.gov.au]
Sent: Monday, 15 May 2017 11:52
To: Mark
Cc: Mark
Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning,

I’m pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.
Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.
As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

@dha.gov.au | dha.gov.au

From: [mailto: @defence.gov.au]
Sent: Monday, 15 May 2017 10:58 AM
To: Cameron @dha.gov.au
Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

---

Good afternoon

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. **NIL CONTACT RECEIVED:**
Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.
**Action (2) DHA:** Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:** Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule.

**Action (4) DHA:** Reseal the balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED:** Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to. Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

---

**Hi Cameron,**

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

---

UNCLASSIFIED
Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. NIL CONTACT RECEIVED

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN

Action (3) DHA: Install air-conditioning in the apartment. NIL CONTACT RECEIVED

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath. NIL CONTACT RECEIVED

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED

From: Cameron [mailto@dha.gov.au]
Sent: Tuesday, 14 March 2017 14:01
To: Mark
Cc: 
Subject: RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon,

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

** Please note that these works are dependent on access to as this is not a DHA property.

Action (3) DHA: Install air-conditioning in the apartment. – These works have been raised and allocated and you should be contacted by the contractor shortly.

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602
Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

---

Good afternoon,

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark and a representative from the executive committee attending.
The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue. If you have any questions or require further assistance please let me know.

Kind regards

Cameron | Property Manager
Defence Housing Australia – Canberra HMC
470 Northbourne Ave Dickson ACT 2602

@dha.gov.au | dha.gov.au

From: [mailto: @defence.gov.au]
Sent: Monday, 6 March 2017 3:44 PM
To: , Cameron @dha.gov.au>
Cc: , Emma @dha.gov.au>; @icloud.com' < @icloud.com>
Subject: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,

[editorial redactions]

UNCLASSIFIED

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intmr02.dha.gov.au[18551262]

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intmr02.dha.gov.au[18670066]

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intmr02.dha.gov.au[19097938]

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intmr02.dha.gov.au[19634914]

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intmr01.dha.gov.au[17423723]

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### Maintenance Item

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Key</td>
<td>S47F</td>
</tr>
<tr>
<td>Interaction</td>
<td>S47F</td>
</tr>
<tr>
<td>Invoice</td>
<td>MINV S47F</td>
</tr>
<tr>
<td>Tax Invoice</td>
<td>View Tax Invoice</td>
</tr>
<tr>
<td>Status</td>
<td>Maintenance Done</td>
</tr>
<tr>
<td>Summary</td>
<td>NARRABUNDAH ACT 2604: PLSTM : Repair 3x toilet cisterns. All units are run...</td>
</tr>
<tr>
<td>Location</td>
<td>Interior Property</td>
</tr>
<tr>
<td>Charge Type</td>
<td>R (Responsive)</td>
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<tr>
<td>Maintenance Code</td>
<td>PLSTM: Plumbing - Sanitary &amp; Drainage T&amp;M</td>
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<tr>
<td>Estimated Price</td>
<td>S47F</td>
</tr>
<tr>
<td>Contractor Instructions</td>
<td>Repair</td>
</tr>
<tr>
<td>Access Details</td>
<td></td>
</tr>
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### Offers

<table>
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<tr>
<th>Offer Type</th>
<th>Offer Details</th>
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### Allocation Details

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<tr>
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<th>Routine</th>
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<tbody>
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<th>Booking Req. Date</th>
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<tbody>
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<td>Target Start Date</td>
<td>31/05/2016</td>
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<tr>
<td>Target End Date</td>
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<table>
<thead>
<tr>
<th>Contractor Name</th>
<th>S47F S47F S47F S47F</th>
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<tr>
<td>Appointment Date</td>
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### Associated Tenancy Details

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<tbody>
<tr>
<td>Occupancy Date</td>
<td>23/01/2013</td>
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<tr>
<td>Vacancy Date</td>
<td></td>
</tr>
<tr>
<td>Occupying AFR</td>
<td></td>
</tr>
<tr>
<td>Preferred Email</td>
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<td>Interaction</td>
<td>s47F s47F s47F s47F</td>
</tr>
<tr>
<td>Invoice</td>
<td>MINV s47F</td>
</tr>
<tr>
<td>Tax Invoice</td>
<td>View Tax Invoice</td>
</tr>
<tr>
<td>Status</td>
<td>Maintenance Done</td>
</tr>
<tr>
<td>Summary</td>
<td>NARRABUNDAH ACT 2604 : ELETM : Repair outdoor lights on ground level area.</td>
</tr>
<tr>
<td>Location</td>
<td>Rear Yard</td>
</tr>
<tr>
<td>Charge Type</td>
<td>R (Responsive)</td>
</tr>
<tr>
<td>Maintenance Code</td>
<td>ELETM: Electrical T&amp;M</td>
</tr>
<tr>
<td>Estimated Price</td>
<td>s47F</td>
</tr>
<tr>
<td>Contractor Instructions</td>
<td>Repair</td>
</tr>
<tr>
<td></td>
<td>Outdoor lights on ground level at rear of premise near patio area. Water is accumulating in the future. Tenants have not been using the light.</td>
</tr>
<tr>
<td>Access Details</td>
<td>View Media Details</td>
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</table>

### Allocation Details

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<tr>
<td>Target End Date</td>
<td>21/06/2016</td>
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### Current Contractor

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<tbody>
<tr>
<td>Appointment Date</td>
<td>20/06/2016 08:00 ACT Local Time</td>
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<td>Further Act. Req.</td>
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### Associated Tenancy Details

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<th>Vacancy Date</th>
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<tr>
<td>23/01/2013</td>
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<thead>
<tr>
<th>Preferred Email</th>
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<tbody>
<tr>
<td>Home</td>
<td>@live.com</td>
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<table>
<thead>
<tr>
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### Linked Interactions

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<th>Source</th>
<th>Description</th>
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<tr>
<td>08/06/2016 15:10</td>
<td>Phone (Contractor to DHA)</td>
<td>NARRABUNDAH ACT 26...</td>
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### Maintenance Item

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<tr>
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<tr>
<td>Key</td>
<td>M47/F</td>
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<td>Raised From</td>
<td>MREQ</td>
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<tr>
<td>Invoice</td>
<td>MINV</td>
<td></td>
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</tr>
<tr>
<td>Tax Invoice</td>
<td>View Tax Invoice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Maintenance Done</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summary</td>
<td>NARRABUNDAH ACT 2604 : ELETM : Please attend to replace cover on light in kitchen...</td>
<td></td>
<td></td>
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<tr>
<td>Location</td>
<td>Kitchen</td>
<td></td>
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<tr>
<td>Charge Type</td>
<td>R (Responsive)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance Code</td>
<td>ELETM</td>
<td>Electrical T&amp;M</td>
<td></td>
</tr>
<tr>
<td>Estimated Price</td>
<td>S47/F</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contractor Instructions</td>
<td>Please attend to replace cover on light in kitchen area that has fallen off and broken.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access Details</td>
<td>PM KyeS47/Fs47/F</td>
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### Allocation Details

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<tr>
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<td>Routine</td>
<td>24/06/2016 17:00</td>
<td>22/06/2016</td>
<td>20/07/2016</td>
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### Recent Contractors

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<tr>
<th>Contractor Name</th>
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<th>Date</th>
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<tbody>
<tr>
<td>S47/Fs47/F</td>
<td>Tier 3 (worst)</td>
<td>24/06/2016 14:30</td>
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### Associated Tenancy Details

<table>
<thead>
<tr>
<th>Tenant</th>
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<table>
<thead>
<tr>
<th>Occupancy Date</th>
<th>Vacancy Date</th>
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<tbody>
<tr>
<td>23/01/2013</td>
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<table>
<thead>
<tr>
<th>Occupying AFR</th>
<th>Preferred Email</th>
<th>Preferred Phone</th>
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### Linked Interactions

<table>
<thead>
<tr>
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</table>
## Maintenance Item

**Property Status**: Key
- **Raised From**: MREQ
- **Invoice**: MINV

**Tax Invoice**: View Tax Invoice
- **Status**: Maintenance Done

**Summary**: NARRABUNDAH ACT 2604: CARTM: Please attend to assess ensuite ceiling where leaks have come through over a number of years and previously been painted over - it has been found that the sky light is leaking and this is being repaired - provide quote to eliminate any further mould issues with the ceiling from the interior.

**Location**: Ensuite 1

**Charge Type**: R (Responsive)

**Maintenance Code**: CARTM: Carpentry T&M

**Estimated Price**: $47/F

**Contractor Instructions**: Please attend to assess ensuite ceiling where leaks have come through over a number of years and previously been painted over - it has been found that the sky light is leaking and this is being repaired - provide quote to eliminate any further mould issues with the ceiling from the interior.

**Access Details**: PM Emma

### Allocation Details

- **Priority**: Routine
- **Booking Req. Date**: 21/10/2016 10:55
- **Target Start Date**: 21/10/2016
- **Target End Date**: 28/10/2016

### Current Contractor

- **Contractor Name**: S47/F
- **Contractor ID**: S47/F

### Associated Tenancy Details

- **Tenant**: N/A
- **Occupancy Date**: 23/01/2013
- **Vacancy Date**: N/A
- **Occupying AFR**: N/A
- **Preferred Email**: N/A
- **Preferred Phone**: N/A

### Linked Interactions

- **N/A**
**Maintenance Details**

- **Property Status**: Ownership H / Ast. Status AC / Rep. Status BC
- **Key**: MITM-2
- **Interaction**: 47F
- **Invoice**: INVR-000-000-000-000
- **Tax Invoice**: View Tax Invoice
- **Status**: Maintenance Done
- **Summary**: NARRABUNDAH ACT 2604: GARTM: Repair Spouse has called to advise the garage door cannot close in the open position. If further major work is required, please report this to DHA Maintenance on 139-342 while on site.
- **Location**: Exterior Property
- **Charge Type**: R (Responsive)
- **Maintenance Code**: GARTM: Garage Door T&M
- **Estimated Price**: 47F
- **Contractor Instructions**: Repair Spouse has called to advise the garage door cannot close in the open position.

**Allocation Details**

- **Priority**: Emergency
- **Booking Req. Date**: 13/02/2017 19:00
- **Target Start Date**: 13/02/2017
- **Target End Date**: 27/02/2017
- **Current Contractor**: 47F/47F/47F
- **Contractor Name**: 47F/47F/47F
- **Appoint Date**: 13/02/2017 18:46
- **Further Act. Req.**: Garage door operator has failed and motor is BER. A larger more powerful motor has been quoted as the door is a large lift-a-door. Replacement cost $1,160

**Associated Tenancy Details**

- **Tenant**: [Redacted]
- **Occupancy Date**: 23/01/2013
- **Vacancy Date**: [Redacted]
- **Occupying AFR**: [Redacted]
- **Preferred Email**: [Redacted]@live.com
- **Preferred Home**: [Redacted]
- **Preferred Phone**: [Redacted]

**Linked Interactions**

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<td>Phone (DHA to Member)</td>
<td>Called member back to advise the qu...</td>
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<tr>
<td>14/02/2017 13:52</td>
<td>Phone (Member to DHA)</td>
<td>Follow up of the emergency call M...</td>
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<td>13/02/2017 16:22</td>
<td>Phone (DHA to Contractor)</td>
<td>[Redacted] NARRABUNDAH ACT 26...</td>
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**Maintenance Item**

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<td>Invoice</td>
<td>MINV</td>
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**Tax Invoice**
- View Tax Invoice

**Status**
- Maintenance Done
- Recalled from Contractor

**Summary**
- NARRABUNDAH ACT 2604: GARTM: As advised door is BER - please attend to replace...

**Location**
- Exterior Property

**Charge Type**
- R (Responsive)

**Maintenance Code**
- GARTM: Garage Door T&M

**Estimated Price**
- $47F

**Contractor Instructions**
- As advised door is BER - please attend to replace ASAP
  - PM Cameron

**Access Details**
- Contact spouse for access

**Attachments**
- N/A

**Allocation Details**

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<th>Priority</th>
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<td>15/02/2017</td>
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**Current Contractor**
- Contractor: $47F

**Associated Tenancy Details**

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<th>Tenant</th>
<th>Employees</th>
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**Occupancy Date**
- 23/01/2013

**Vacancy Date**
- 

**Occupying AFR**
- 

**Preferred Email**
- 

**Preferred Phone**
- 

**Linked Interactions**

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<td>Phone (Member to DHA)</td>
<td>MAINTENANCE FOLLOW UP. MMITM-231477...</td>
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<tr>
<td>14/02/2017 14:21</td>
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**Remarks**
- N/A
NARRABUNDAH ACT 2604

**Maintenance Item**

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<td>s47F</td>
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**Status**

- Maintenance Done

**Summary**

NARRABUNDAH ACT 2604: LCKTM: Repair Key has snapped in the front door. Ten...

**Location**

- Whole Site

**Charge Type**

- TD (Tenant Disputed Charge)

**Maintenance Code**

- LCKTM: Locksmith T&M

**Estimated Price**

- s47F

**Contractor Instructions**

- Repair

  Key has snapped in the front door. Tenant is advising that the lock has been problematic and this is what has caused the key to get stuck and snap.

  Please advise DHA in the further works if tenant related fault.

**Allocation Details**

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<td>Target End Date</td>
<td>13/04/2017</td>
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**Current Contractor**

- Contractor ID: s47Fs47Fs47F
- Tender Cost Tier 1 (best) Quality Tier 1 (best)

**Appointment Date**

- 12/04/2017 09:45

**Further Act. Req.**

**Associated Tenancy Details**

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<th>Tenant</th>
<th>Employee ID</th>
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**Occupying AFR**

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<tr>
<th>Preferred Email</th>
<th>Preferred Phone</th>
<th>Preferred Phone</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**Linked Interactions**

- Created: 13/04/2017 18:16
  - Source: SMS (DHA to Member)
  - Description: We believe that your DHA Emergency...

- Created: 12/04/2017 15:41
  - Source: Phone (DHA to Contractor)
  - Description: NARRABUNDAH ACT 26...
### Maintenance Details

**Property Status:**
- Ownership: H
- Asset Status: AC
- Rep. Status: BC

**Invoice:**
- Amount: $47
- Paid: Yes

**Tax Invoice:**
- Date: 12/04/2017
- Amount: $47

**Status:**
- Maintenance Done

**Summary:**
- HARRABUNDAH ACT 2604 - CARITM: Please rectify the following issues:
- Seal the garage ceiling of the car space with "Shower Plug" to stop the leaking of water and calcium through the concrete.
- Attend and seal their balcony floor with "Shower Plug" to prevent water seeping through to garage car space below.
- Seal the balcony floor tile in the "Shower Plug" to prevent water seeping through to underside of balcony.

**Estimated Price:**
- $47

**Contractor Instructions:**
- Please contact tenant for access to the property.
- Please contact executive committee member to arrange access details for the property.

### Allocation Details

**Priority:**
- Routine

**Booking Req. Date:**
- 14/03/2017 14:33

**Target Start Date:**
- 10/03/2017

**Target End Date:**
- 30/05/2017

**Current Contractor:**
- Contractor Name: $47
- Contractor Email: $47

**Associated Tenancy Details:**
- Occupancy Date: 23/01/2013
- Vacancy Date: 

**Linked Interactions:**
- N/A
## Maintenance Item

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Key</td>
<td>MREQ</td>
<td>s47F</td>
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<tr>
<td>Invoice</td>
<td>MINV</td>
<td>s47F</td>
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<tr>
<td>Tax Invoice</td>
<td>View Tax Invoice</td>
<td>s47F</td>
</tr>
<tr>
<td>Status</td>
<td>Maintenance Done</td>
<td>s47F</td>
</tr>
<tr>
<td>Summary</td>
<td>NARRABUNDAH ACT 2604: TICTM - Please re-grout shower</td>
<td>s47F</td>
</tr>
<tr>
<td>Location</td>
<td>Ensute 1</td>
<td>s47F</td>
</tr>
<tr>
<td>Charge Type</td>
<td>R (Responsive)</td>
<td>s47F</td>
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<td>Maintenance Code</td>
<td>TICTM: Tiling Ceramic T&amp;I</td>
<td>s47F</td>
</tr>
<tr>
<td>Estimated Price</td>
<td>s47F</td>
<td>s47F</td>
</tr>
<tr>
<td>Contractor Instructions</td>
<td>Please re-grout shower s47F</td>
<td>s47F</td>
</tr>
<tr>
<td>Access Details</td>
<td>Please contact tenant for access.</td>
<td>s47F</td>
</tr>
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<td>Attachments</td>
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### Allocation Details

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<tr>
<th>Priority</th>
<th>Routine</th>
<th>Booking Req. Date</th>
<th>Target Start Date</th>
<th>Target End Date</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>04/05/2017 10:35</td>
<td>02/05/2017</td>
<td>26/05/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ACT Local Time</td>
<td></td>
<td>ACT Local Time</td>
</tr>
</tbody>
</table>

**Current Contractor**

- **Contractor ID**: s47F
- **Contractor Name**: s47F/s47F/s47F
- **Appointment Date**: 22/05/2017 14:36
- **Further Act. Req.**: Nil - a pipe to PM - ensuite steam cleaned. Then shower re-grouted. Silicone removed and done in shower as well as perimeter. Note that when I was removing the old silicone - even though it looked white and clean on the outside it was very dark and mouldy within the wall.

### Associated Tenancy Details

- **Tenant**: [Redacted]
- **Occupancy Date**: 23/01/2013
- **Occupying AFR**: [Redacted]
- **Preferred Email**: [Redacted]@live.com
- **Preferred Phone**: [Redacted]
- **Preferred Phone**: [Redacted]

### Linked Interactions

- **N/A**
### Maintenance Item

<table>
<thead>
<tr>
<th>Property Status</th>
<th>Ownership Code</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key</td>
<td>MITM</td>
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<td>Interaction</td>
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<tr>
<td>Invoice</td>
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</tr>
<tr>
<td>Tax Invoice</td>
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<td></td>
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<tr>
<td>Status</td>
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<td></td>
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<tr>
<td>Summary</td>
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<td></td>
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<tr>
<td>Location</td>
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<tr>
<td>Charge Type</td>
<td>R (Responsive)</td>
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<tr>
<td>Maintenance Code</td>
<td>HWSTM: Hot Water System T&amp;M</td>
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<tr>
<td>Estimated Price</td>
<td></td>
<td></td>
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<tr>
<td>Contractor Instructions</td>
<td>Repair</td>
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<td>Contractor Name</td>
<td></td>
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<td>Appointment Date</td>
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<td></td>
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<tr>
<td>Further Act. Req.</td>
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### Allocation Details

- **Priority**: Emergency
- **Booking Req. Date**: 14/06/2017 15:10
- **Target Start Date**: 14/06/2017
- **Target End Date**: 15/06/2017
- **Current Contractor**
  - **Contractor Code**: S47F
  - **Contractor Name**: MSA Short Term Cost Tier 1 (best)
- **Appointment Date**: 14/06/2017 13:30
- **Further Act. Req.**

### Associated Tenancy Details

- **Tenant**: [Redacted]
- **Employee**: [Redacted]
- **Occupancy Date**: 23/01/2013
- **Vacancy Date**: [Redacted]
- **Occupying AFR**: [Redacted]
- **Preferred Email**: [Redacted]
- **Preferred Phone**: [Redacted]

### Linked Interactions

- 15/06/2017 08:43: SMS (DHA to Member) We believe that your DHA Emergency ...
- 14/06/2017 11:19: Phone (DHA to Contractor) NARRABUNDAH ACT 26...
- 14/06/2017 09:18: Phone (DHA to Contractor) NARRABUNDAH ACT 26...
<table>
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<tr>
<th>Maintenance Item</th>
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<tbody>
<tr>
<td><strong>Property Status</strong>: MTM S47F</td>
<td><strong>Priority</strong>: Routine</td>
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<tr>
<td><strong>Raised From</strong>: MOU S47F</td>
<td><strong>Booking Req. Date</strong>: 25/06/2017 15:10</td>
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<tr>
<td><strong>Invoice</strong>: MINUS S47F</td>
<td><strong>Target Start Date</strong>: 21/06/2017</td>
</tr>
<tr>
<td><strong>Tax Invoice</strong>: View Tax Invoice</td>
<td><strong>Target End Date</strong>: 30/06/2017</td>
</tr>
<tr>
<td><strong>Status</strong>: Maintenance Done</td>
<td><strong>Current Contractor</strong>: Contractor ID S47F</td>
</tr>
<tr>
<td><strong>Summary</strong>: NARRABUNDAH ACT 2604: AIRT. Please quote installations of 2 split reverse units.</td>
<td><strong>Appointment Date</strong>: 27/06/2017 07:30</td>
</tr>
<tr>
<td><strong>Location</strong>: Whole Site</td>
<td><strong>Further Act. Req.</strong></td>
</tr>
<tr>
<td><strong>Charge Type</strong>: R (Responsive)</td>
<td><strong>Associated Tenancy Details</strong></td>
</tr>
<tr>
<td><strong>Maintenance Code</strong>: AIRT. Air Conditioning T&amp;M</td>
<td><strong>Tenant</strong>: Employee ID [Redacted]</td>
</tr>
<tr>
<td><strong>Estimated Price</strong>: S47F</td>
<td><strong>Occupancy Date</strong>: 20/01/2013</td>
</tr>
<tr>
<td><strong>Contractor Instructions</strong>: Please quote installations of 2 split reverse units to be installed in lounge room and above stairs leading to level 3 to provide cooling to property.</td>
<td><strong>Occupying AFR</strong>: [Redacted]</td>
</tr>
<tr>
<td><strong>Access Details</strong>: Please contact tenant for access.</td>
<td><strong>Preferred Email</strong>: [Redacted] [Redacted] [Redacted] [Redacted]</td>
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**Linked Interactions**

- N/A
<table>
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<tr>
<th>Interaction ID</th>
<th>Employee ID</th>
<th>Description</th>
<th>Created Date Time</th>
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</thead>
<tbody>
<tr>
<td>Spouse calling in about outstanding garage remote request. MREQ One has deteriorated further, no longer works. One is not much better. -- Ensuite reporting mould appears to be bubbling water / mould issue, coming back quite badly. Reported 2 years ago, painted over. MITM -- Limestone and water leaking from apartment above garage on to cars. Can damage paintwork on the cars, so need to get BC to inspect / repair. -- Call BC for both latter issues, leave message.</td>
<td>6/09/2016 15:32</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spouse called regarding MREQ - not heard anything as yet and the cars are getting dripped on which has previously damaged their car. There are no allocated car parks where the tenants can park their cars either. MITM - quote attached but not in further works so RO have not picked up. Sent quote to RO for follow up. MREQ - following up with garage remotes.</td>
<td>19/09/2016 14:21</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Narabundah - Maintenance Issues  Good Afternoon and , Thank you for your time on the phone this morning , again, I do apologise for all the delays as I have now taken this completely, I am hoping to have this all resolved for you quite quickly. As discussed, the garage door remotes will be replaced by the contractor as they are on our books as well, we are able to pay them directly and not have to wait for strata. They will be in contact shortly once the remotes are coded. They may also leave them in your letterbox if you are not at home. The leak coming through the ceiling has been sent to our contractors as unfortunately Petherbridge who performed the works previously are no longer on our panel. They have been provided with the findings and have been requested to perform as much as possible until it exceeds a certain amount and we need a quote. I have raised a request for the ceiling in the ensuite to be assessed and quoted by one of our builders as we would like to eliminate the mould completely. This may mean the whole ceiling gets re-plastered, but if it eliminates the issue, I am hoping the inconvenience is worth it. Finally, I spoke with the leasing team regarding the lease of the property. At present, it is still being reviewed by management to see if we will be extending the lease. If we do, part of the lease will be upgrades to the property including air conditioning. If the property is handed back, we will provide adequate time and pay for all moving costs for you to go into another service residence, but we are not at that stage yet. Again, I do apologise for the delays and inconveniences and should you have any further queries, please do not hesitate to contact me directly my phone number is . Kind regards, Emma</td>
<td>13/10/2016 13:56</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spoke with member regarding their lease as they are aware it is upcoming - explained we did not have any concrete information, but we have extended the lease until June 2017 which gives all time to arrange any relocations if the handback occurs.</td>
<td>16/11/2016 10:05</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There has been a change to the cipher lock key code to access the parking area. Member cannot get into this area to access his vehicle. Called Independent Property group and they will be calling the member direct as the Strata manager was on lunch.</td>
<td>9/12/2016 13:53</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Spouse has called to advise the garage door cannot close is in the open position - called MitM- who have agreed to get out to the job asap. Advised member of this outcome, she is happy. Spouse also asked for an update of the job in relation to the leak - added a note on the MREQ for Emma to get back in contact to give an update.  

Follow up of the emergency call MitM- the garage door cannot be closed as it is still open the spouse has confirmed that the tradesman confirmed the garage needs a new motor and he will quote this through.  

 Called RO and spoke to Robin who will inform the PM Cameron that there is a quote in the system and to action this asap.  

Called member back to advise the quote for the garage door has been approved and reallocated to the contactor to attend to install the new garage door motor MitM- They will contact her to arrange an app to install the garage door motor as soon as they can.  

Research Services included the member in a sample for the Maintenance Survey, which is conducted by Research. Staff will contact the member during the next week. If tenants have questions about the survey, please ask them to email surveys@dha.gov.au  

Research Services received a complaint from after she was contacted as part of the maintenance survey. She is concerned that the maintenance request relating to the water leak in the garage (MitM- ) has still not been actioned, despite being raised some months ago. has already raised this with the MCC and their property manager, and would like the issue to be rectified.
RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good afternoon,
As per our phone discussion, the inspection booked for the 10/03/17 will have myself, our regional manager Mark, and a representative from the executive committee attending. The purpose of the inspection is to clarify to the executive committee the extent of the problem, agree on an appropriate course of action and ultimately rectify the issue. If you have any questions or require further assistance please let me know.
Kind regards
Cameron | Property Manager Defence Housing Australia

470 Northbourne Ave Dickson ACT 2602 T. 02 6203 1000 F. 02 6203 1001

From: Cameron Property Manager Defence Housing Australia
Sent: Monday, 6 March 2017 3:44 PM
To: Cameron Property Manager Defence Housing Australia
Cc: Emma

Hi Cameron,
I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence. I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,
Importante: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

Reminder: An inspection is scheduled for 9:00 AM 10/03/2017. Unable to attend? Please don't forget to appoint an agent. Any enquiries please ring DHA on 139 342.
Good afternoon Michael,

Thank you for your time and patience on Friday. The items identified have had the following action assigned:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

Action (2) DHA: Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks. ** Please note that these works are dependent on access to the garage as this is not a DHA property.

Action (3) DHA: Install air-conditioning in the apartment. These works have been raised and allocated and you should be contacted by the contractor shortly.

Action (4) DHA: Reseal the balcony to prevent water from damaging the ceiling underneath. A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turnaround but our contracted staff are subject to delays including parts availability, access to units and weather conditions. If there is any major delay we will let you know asap.

Kind regards,
Cameron
RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good afternoon,
Please see below for updates on works:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. NIL CONTACT RECEIVED: Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN: Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

Action (3) DHA: Install air-conditioning in the apartment. NIL CONTACT RECEIVED: Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible to facilitate your schedule.

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath. NIL CONTACT RECEIVED: Contractor has been instructed to return to fulfill full scope of works concurrently with attempts to gain access. Contractor should be in contact with you for access shortly.

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologize for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron | Property Manager Defence Housing Australia Canberra
Northbourne Ave Dickson ACT 2602
@dha.gov.au | dha.gov.au

From: Cameron [mailto:@dha.gov.au]
Sent: Tuesday, 14 March 2017 14:01
To: Mark
Subject: RE: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Hi Cameron,

Thank you for your time and patience on Friday. The items identified have had the following status:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. NIL CONTACT RECEIVED

Action (2) DHA: Seal the balcony upper surface directly above garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN

Action (3) DHA: Install air-conditioning in the apartment. NIL CONTACT RECEIVED

Action (4) DHA: Reseal balcony to prevent water from damaging the ceiling underneath. NIL CONTACT RECEIVED

Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED
Member has called to advise that the lock has been problematic in the past, MITM- was the last job, advise member of this. Member advised that his partner has snapped the key off in the front door due to the lock being difficult. Wife is currently stuck outside with their child due to this. Advise member that I am happy to send someone out but there could be potential tenant charges if it is noted that they have been rough with the lock. Call contractor to see if they would be able to get someone to the property today, contractor advise that they should be able to get there within the hour.

We believe that your DHA Emergency has been resolved. Any enquiries please ring DHA on 139 342.

MAINTENANCE FOLLOW UP. MMITM- Called to advise that the garage door is being used manually. Advised that a contractor attended and replaced the motor and not the door does not open. Tiles in the en suite shower are required to have new grout as the grout is coming away in several areas and you can see holes appearing in-between the tiles.

Research Services sent eligible tenants an invitation to complete the Annual Tenant Survey via email. The survey is open from 01 May until 26 May. If tenants have questions about the survey, please ask them to email surveys@dha.gov.au

MAINTENANCE Spouse following up on Air conditioning repair Contractor has attended about 3-4 weeks ago and hasn't heard anything since. Contractor has not responded to the quote Spouse advised that this is 2nd contractor who has done this. Spouse would like to ensure that she gets a call from the regional office about this. She advised that she has requested call backs in the past and finds that no one ever does contact her.
RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good morning Cameron,

I'm pleased almost all of the issue with the property have been rectified. In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us. In regards to the property damage. Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate. As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages. I am happy to discuss this further if you would like. Kind regards Cameron | Property Manager Defence Housing Australia Canberra HMC 470 Northbourne Ave Dickson ACT 2602 T. | dha.gov.au | dha.gov.au

From: [mailto: Cameron@dha.gov.au] Sent: Monday, 15 May 2017 10:58 AM To: Cameron@dha.gov.au, Mark@dha.gov.au Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress. Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required. Please advise progress.

Action item summary:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress to the garage space. COMPLETED

Action (2) DHA: Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): STATUS UNKNOWN; potentially no longer required refer action (1).

Action (3) DHA: Install air-conditioning in the apartment. Contractors attended for quotations (x2) but have had nil contact since.

Action (4) DHA: Reseal balcony to prevent water from damage the ceiling underneath. COMPLETED

Action (5) DHA: Arrange repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED

Kind Regards,

__________________________________________________________________________

From: Cameron@dha.gov.au Sent: Monday, 10 April 2017 15:12 To: Cameron@dha.gov.au, Mark@dha.gov.au Subject: RE: Update Request: Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good afternoon Cameron,

Please see below for updates on works:

Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the garage space. NIL CONTACT RECEIVED: Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

Action (2) DHA: Seal the balcony upper surface directly above the garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN: Contractor is having difficulty with Tenant of allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back. A
Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at [REDACTED] Narrabundah. I have gone through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA. I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference. I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work. In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance. Cameron also outlined that you were requesting clarification on DHAs responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states: 12. Repair, Maintenance and Damage to the Service Residence a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake: i. emergency repairs within 24 hours of notification; and ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA’s or its contractor’s reasonable control. This information is derived from the Housing Management Instructions, which forms the basis of DHAs agreement with Defence. I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the strata management.

Kind regards,

Kyle
Team Leader Property and Tenancy Defence Housing Australia
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT
2602 Tel: 139 342 @dha.gov.au @dha.gov.au> www.dha.gov.au

From: [REDACTED]  Sent: Tuesday, 16 May 2017 2:03 PM
To: Cameron & Mark @dha.gov.au @dha.gov.au>
Cc: Mark & Cameron @dha.gov.au @dha.gov.au>

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion. Regarding property damage, and in accordance with the attached, DHA have breached the requirement

16/05/2017 15:52