

S 47F Kathryn

From: S 47F
Sent: Friday, 19 January 2018 10:36 AM
To: Maint Toowoomba
Subject: S 47F S [SEC=UNOFFICIAL]
Attachments: 20180118_192248.jpg; 20180118_192353.jpg

UNOFFICIAL

Good Morning,

I am writing this email as a follow up from an ongoing maintenance issue at our DHA residence. Please see the attached pictures which shows the ingress of water flowing into my sons bedroom. These photos were taken last night after the plumber had left, not being able to locate the source of the problem. The shower within the main bathroom which back onto my sons wardrobe seems to have cracks within a tile which may be where the water is seeping into. Currently the carpet surrounding the wardrobe is consistently damp with the wardrobe sliding doors unable to be placed onto the rails as the constant moisture has caused the rails to lose the contact with the concrete. Also, as seen in the pictures, the bottom of the chipboard cupboards have swollen with the water.

At this stage, our family would welcome further investigation into this issue as this bedroom is currently borderline unliveable.

Happy to discuss further.

Regards,

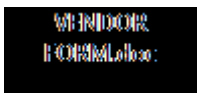
S 47F
[Redacted signature block]

[Redacted signature block]

S 47F
[Redacted signature block]

S 47F Kathryn

From: **S 47F** Lyn
Sent: Tuesday, 1 August 2017 1:10 PM
To: **S 47F**
Cc: **S 47F** Lyn
Subject: Reimbursement



Hi **S 47F**

I have sent your request with photos onto my Property and Tenancy Manager who has agreed to pay the reimbursement for the replacement item, you will need to provide a copy of the receipt of purchase of the new item and complete the following details into the attached Vendor form and return this to me.

It days take a week or so as a Vendor number is required and then processing the item through our system.

Let me know if you have any problems

Regards

Lyn

**DEFENCE HOUSING AUSTRALIA
ELECTRONIC FUNDS TRANSFER**

VENDOR FORM

Vendor Code:

ABN:

Vendor Name:

(as it appears on your remittance advice)

Address:

Telephone:

Fax:

Indigenous: Yes / No

Australian Owned: Yes / No

Company Size: Small / Medium / Large

Bank Account Details for Electronic Funds Transfer:

Account Name:

Bank Name:

Branch:

BSB Number

			-			
--	--	--	---	--	--	--

(Six digit number)

Account Number

--	--	--	--	--	--	--	--	--	--

Email Address for Remittance Advice: _____

PLEASE NOTE:

1. The Account Name is the name of the bank account as it appears on your bank statement.
2. The BSB number must be 6 digits, please contact your bank if you have a query regarding this number.
3. Account numbers may be up to 9 digits and not contain blank spaces or hyphens.
4. Only savings, cheque and statement accounts are currently available. Payments to credit cards and loan accounts are not available. Please contact your bank if you are unsure about your account.
5. Payment to overseas accounts is not available.

I hereby confirm that the above information is true and correct

Date: / /

SIGNATURE

RETURN TO SENDER VIA EMAIL

S 47F Kathryn

From: **S 47F** Lyn
Sent: Tuesday, 25 July 2017 2:31 PM
To: **S 47F**
Cc: **S 47F** Lyn
Subject: RE: **S 47F**

Hi **S 47F**

Can you please detailed why you believe DHA is responsible for the replacement of your item and send on photos of the damage to the item.

Regards

Lyn

Lyn **S 47F**
Toowoomba Regional Office | Defence Housing Australia
Shop 4A Highfields Plaza
Corner of New England Hwy & Plaza Crct
Highfields 4352
DHA 139 342
maint.toowoomba@dha.gov.au | www.dha.gov.au

From: Maint Toowoomba
Sent: Tuesday, 25 July 2017 2:21 PM
To: **S 47F** Lyn
Subject: FW: **S 47F**

Steven **S 47F** | Property & Tenancy Team Leader
Ipswich Regional Office | Defence Housing Australia
Level 1, 15 Gordon Street, Ipswich QLD 4305
Tel: 139 342
maint.ipswich@dha.gov.au | www.dha.gov.au

From: **S 47F**
Sent: Tuesday, 25 July 2017 12:13 PM
To: Maint Toowoomba <Maint.Toowoomba@dha.gov.au>
Subject: **S 47F**

UNOFFICIAL

Good Afternoon,

As requested (by **S 47F**), see attached the images regarding furniture and carpet damaged due to a water leak within the bathroom. Request the reimbursement of \$99, details of the item can be found at the following link <http://www.ikea.com/au/en/catalog/products/80351433/>.

Happy to discuss further.

Regards,

S 47F [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: S 47F
Sent: Tuesday, 3 April 2018 12:48 PM
To: Maint Toowoomba
Cc: S 47F
Subject: Ongoing leak [SEC=UNOFFICIAL]
Attachments: 20180402_190637.jpg

UNOFFICIAL

UNOFFICIAL

Good afternoon,

Attached is an image to provide additional information to the phone call made to the DHA maintenance hotline last night. This is an ongoing issue that I would appreciate gets resolved. As your records will show, we have had multiple DHA representatives and plumbers investigate this issue with no outcome. I believe that the persistent moisture in my son's bedroom may possibly cause health issues and has therefore been moved into his brothers room until the issue is fixed. Again, we have been forced to empty the contents of the cupboard and have again been forced to discard more ruined and mouldy toys and clothes including school uniforms.

I would appreciate that this issue is resolved ASAP.

Regards,

S 47F

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

S 47F Kathryn

From: Maint Toowoomba
Sent: Wednesday, 4 April 2018 8:37 AM
To: **S 47F**
Cc: **S 47F** Maint Toowoomba; **S 47F** Steven; **S 47F** Bill
Subject: RE: Ongoing leak [SEC=UNOFFICIAL] **S 47F**

Dear **S 47F**

Please be advised your maintenance issue is being dealt with, an Emergency job has been raised for the plumber to attend to investigate this leak today 4/4/18, to determine the cause and repair if able. I have asked the plumber to provide report and photos of his findings so we can determine and make the correct repairs as required to resolve this issue.

Regards,

Steven **S 47F** | Property & Tenancy Team Leader
Ipswich Regional Office | Defence Housing Australia
Level 1, 15 Gordon Street, Ipswich QLD 4305
Tel: 139 342
maint.ipswich@dha.gov.au | www.dha.gov.au

From: **S 47F**
Sent: Tuesday, 3 April 2018 12:48 PM
To: Maint Toowoomba
Cc: **S 47F**
Subject: Ongoing leak [SEC=UNOFFICIAL] **S 47F**

UNOFFICIAL

UNOFFICIAL

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I would appreciate that this issue is resolved ASAP.

Regards,

S 47F
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

S 47F

S 47F Kathryn

From: **S 47F** Steven
Sent: Thursday, 12 April 2018 1:05 PM
To: **S 47F**
Cc: **S 47F** Steven; **S 47F** Bill; **S 47F** Lyn; Maint Toowoomba
Subject: FW: Ongoing leak [SEC=UNOFFICIAL] **S 47F**

S 47F,

I have just received the plumbing report and photos of the breakdown of the wet seal to the main bathroom. I need to discuss with my Technical officer as to moving forward for repairs of the affected areas. I will contact you both within the next 24 hrs to discuss the required actions needed.

Regards,

Reference:

S 47F

Steven **S 47F** | Property & Tenancy Team Leader
Ipswich Regional Office | Defence Housing Australia
Level 1, 15 Gordon Street, Ipswich QLD 4305
Tel: 139 342
maint.ipswich@dha.gov.au | www.dha.gov.au

From: Maint Toowoomba
Sent: Wednesday, 4 April 2018 8:37 AM
To: **S 47F**
Cc: **S 47F** Maint Toowoomba <Maint.Toowoomba@dha.gov.au>;
S 47F Steven <steven.**S 47F**@dha.gov.au>; **S 47F** Bill <bill.**S 47F**@dha.gov.au>
Subject: RE: Ongoing leak [SEC=UNOFFICIAL] **S 47F**

Dear **S 47F**,

Please be advised your maintenance issue is being dealt with, an Emergency job has been raised for the plumber to attend to investigate this leak today 4/4/18, to determine the cause and repair if able. I have asked the plumber to provide report and photos of his findings so we can determine and make the correct repairs as required to resolve this issue.

Regards,

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Ipswich Regional Office | Defence Housing Australia
Level 1, 15 Gordon Street, Ipswich QLD 4305
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maint.ipswich@dha.gov.au | www.dha.gov.au

From: **S 47F**]
Sent: Tuesday, 3 April 2018 12:48 PM
To: Maint Toowoomba

Cc: S 47F [REDACTED]

Subject: Ongoing leak [SEC=UNOFFICIAL] S 47F [REDACTED]

UNOFFICIAL

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Good afternoon,

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I would appreciate that this issue is resolved ASAP.

Regards,

S 47F [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

S 47F Kathryn

From: S 47F
Sent: Thursday, 12 April 2018 1:42 PM
To: S 47F Steven
Subject: Re: Ongoing leak [SEC=UNOFFICIAL] S 47F

Thank you Steven for your update. Much appreciated.

Thanks,
S 47F

On Thursday, April 12, 2018, S 47F Steven <steven.S 47F@dha.gov.au> wrote:

Dear S 47F

I have just received the plumbing report and photos of the breakdown of the wet seal to the main bathroom. I need to discuss with my Technical officer as to moving forward for repairs of the affected areas. I will contact you both within the next 24 hrs to discuss the required actions needed.

Regards,

Reference:

S 47F

Steven S 47F | Property & Tenancy Team Leader
Ipswich Regional Office | Defence Housing Australia

Level 1, [15 Gordon Street, Ipswich QLD 4305](#)

Tel: 139 342

maint.ipswich@dha.gov.au | www.dha.gov.au

From: Maint Toowoomba
Sent: Wednesday, 4 April 2018 8:37 AM

To: S 47F
Cc: S 47F Maint Toowoomba <Maint.Toowoomba@dha.gov.au>;
S 47F Steven <steven.S 47F @dha.gov.au>; S 47F Bill <bill.S 47F @dha.gov.au>
Subject: RE: Ongoing leak [SEC=UNOFFICIAL] S 47F

Dear S 47F

Please be advised your maintenance issue is being dealt with, an Emergency job has been raised for the plumber to attend to investigate this leak today 4/4/18, to determine the cause and repair if able. I have asked the plumber to provide report and photos of his findings so we can determine and make the correct repairs as required to resolve this issue.

Regards,

Steven S 47F | Property & Tenancy Team Leader
Ipswich Regional Office | Defence Housing Australia

Level 1, [15 Gordon Street, Ipswich QLD 4305](#)

Tel: 139 342

maint.ipswich@dha.gov.au | www.dha.gov.au

From: S 47F
Sent: Tuesday, 3 April 2018 12:48 PM
To: Maint Toowoomba
Cc: S 47F
Subject: Ongoing leak [SEC=UNOFFICIAL] S 47F

UNOFFICIAL

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Good afternoon,

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I would appreciate that this issue is resolved ASAP.

Regards,

S 47F [REDACTED]

S 47F [REDACTED]

S 47F [REDACTED]

S 47F [REDACTED]

S 47F [REDACTED]

S 47F [REDACTED]

S 47F [REDACTED]

S 47F [REDACTED]

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intmr01.dha.gov.au[20709184]

S 47F Kathryn

From: S 47F
Sent: Monday, 16 April 2018 1:23 PM
To: S 47F Steven
Subject: RE: Ongoing leak S 47F

UNOFFICIAL

Hi Steve,

Is there any more news on this?

Regards,

S 47F
[Redacted]

[Redacted]

[Redacted]

From: S 47F Steven [mailto:steven.S 47F@dha.gov.au]
Sent: Thursday, 12 April 2018 1:05 PM
To: S 47F
Cc: S 47F Steven; S 47F Bill; S 47F Lyn; Maint Toowoomba
Subject: FW: Ongoing leak [SEC=UNOFFICIAL] S 47F

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Regards,

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From: Maint Toowoomba
Sent: Wednesday, 4 April 2018 8:37 AM

To: S 47F
Cc: S 47F Maint Toowoomba <Maint.Toowoomba@dha.gov.au>;
S 47F Steven <steven.S 47F @dha.gov.au>; S 47F Bill <bill.S 47F @dha.gov.au>
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To: Maint Toowoomba
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Subject: Ongoing leak [SEC=UNOFFICIAL] S 47F

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Regards,

S 47F
[Redacted signature block]

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intmr01.dha.gov.au[20709184]

S 47F Kathryn

From: **S 47F** Steven
Sent: Tuesday, 17 April 2018 9:03 AM
To: **S 47F**
Cc: **S 47F** Steven
Subject: RE: Ongoing leak **S 47F**

Hi **S 47F**
I believe Sue **S** spoke with you yesterday regarding exchange of SR

Cheers

Steven **S 47F** | Property & Tenancy Team Leader
Ipswich Regional Office | Defence Housing Australia
Level 1, 15 Gordon Street, Ipswich QLD 4305
Tel: 139 342
maint.ipswich@dha.gov.au | www.dha.gov.au

From: **S 47F**
Sent: Monday, 16 April 2018 1:23 PM
To: **S 47F** Steven <steven.**S 47F**@dha.gov.au>
Subject: RE: Ongoing leak **S 47F**

UNOFFICIAL

Hi Steve,

Is there any more news on this?

Regards,

S 47F
[Redacted]

[Redacted]

[Redacted]

From: **S 47F** Steven [[mailto:steven.**S 47F**@dha.gov.au](mailto:steven.S 47F@dha.gov.au)]
Sent: Thursday, 12 April 2018 1:05 PM
To: **S 47F**
Cc: **S 47F** Steven; **S 47F** Bill; **S 47F** Lyn; Maint Toowoomba
Subject: FW: Ongoing leak [SEC=UNOFFICIAL] **S 47F**

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Tel: 139 342
maint.ipswich@dha.gov.au | www.dha.gov.au

From: Maint Toowoomba
Sent: Wednesday, 4 April 2018 8:37 AM
To: S 47F
Cc: S 47F; Maint Toowoomba <Maint.Toowoomba@dha.gov.au>; S 47F Steven <steven.S 47F@dha.gov.au>; S 47F Bill <bill.S 47F@dha.gov.au>
Subject: RE: Ongoing leak [SEC=UNOFFICIAL] S 47F

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Sent: Tuesday, 3 April 2018 12:48 PM
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Subject: Ongoing leak [SEC=UNOFFICIAL] S 47F

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S 47F
[Redacted]
[Redacted]

[Redacted]
[Redacted]
[Redacted]

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intmr01.dha.gov.au[20709184]





