1

Client Management CLM Members Contractor	-	ese,20150318T1830.6c007 Estate Agents S47		Lessor	Aliey Fal	t Nowra HMC Sign Out
MR Email				- 	Lesso	New Interaction
Dashboard S47F		Interactions End	uiries History			
All Interactions Intera	action 15488901	All Notifications				
Interaction			Modify	Raised Issues		
Key	15488901	Yolanda Philli	o., 02/11/2012 14:02	N/A		
Source	Email (Lesso	or to DHA)		Referenced Issues		i
Description			View Full Description	N/A		
RE: Storm damage				Comments		
				N/A		
Attachments			42.50 KB			
Attachment 1	2012-0	1-02-1411.msg	42.50 KB			
Previous Interacti	on				W	Next Interaction
Rendered in 0.367 seconds 01/04/2015 07:47:11		···	Log a fault in Services H	release. 201503	318T1830.6c0079a Java 1.8.0_2	5 started 19/03/2015 21:35

From:

Phillips, Yolanda

Sent:

Friday, 2 November 2012 2:01 PM

To:

ر 47F

Subject:

RE: Storm damage

Helids47F

I have returned from \$47F and the next door neighbour called out a contractor and fixed the fence. It was the two side panels. I explained to the tenant as the neighbour fixed the fence there is no insurance claim and the neighbour has worn the responsibility of repair.

Problem solved and no action is further required

Thank You

Yolanda Phillips
P & T Admin and Property Manager
Defence Housing Australia

Phone 02 4421 1507 Fax 02 6222 2207

E-Mail nowrap&t@dha.gov.au

From: 847F

Sent: Friday, 2 November 2012 1:41 PM

To: Phillips, Yolanda

Subject: Re: Storm damage

Good Afternoon Yolanda,

Apologies for the mixup.

Mobiles47F

Home:

Work: n/a

I have made preliminary enquiries with my insurance company.

They may require two quotes depending on extent of damage.

We can discuss once photos are available.

Thanks & Regards

s47F

---- Original Message -----

From: Phillips, Yolanda

To: <u>\$47</u>F

Sent: Friday, November 02, 2012 12:47 PM

Subject: Storm damage

Hello Mrs47F

Due to heavy gusts of winds yesterday panelling from your fence has blown over As it is storm damage it will be an insurance claim

I will be heading out in 30 minutes to take photo's of the damage at \$47F

I have 3 phone numbers recorded but your mobile number I have on record is disconnected and when I rang your home number the gentleman advised me I had the wrong number

Could you please update your me with your mobile home and work phone number

The fence is being requested to be repaired as soon as possible as the current occupants have pets Either DHA can organise a contractor to fix your fence or you can go through your insurance claim Could you please advise DHA?

Kind Regards

Yolanda Phillips P & T Admin and Property Manager Defence Housing Australia

Phone 02 4421 1507 Fax 02 6222 2207

E-Mail nowrap&t@dha.gov.au

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[23640368]

Rendered in 0.022 seconds 01/04/2015 07:46:35

Aliey Falt Nowra HMC | Sign Out Client Management CLM PRD B jervis release.20150318T1830.6c0079a $\|$: Lessor... Estate Agents Contractors Lessors Lessor IDS47F MR \$47F New Interaction / Phone S47F Email S47F History Enquiries Interactions Dashboard Interaction 15485516 All Notifications All Interactions Raised Issues Modify Interaction Yolanda Phillip., 02/11/2012 12:48 N/A 15485516 Key Referenced Issues Email (DHA to Lessor) Source View Full Description Description Comments Storm damage N/A **Attachments** 28.00 KB ____ 2012-47-02-1211.msg Attachment 1 Next Interaction Previous Interaction release,20150318T1830.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Log a fault in Services Hub

From:

Phillips, Yolanda

Sent:

Friday, 2 November 2012 12:47 PM

To:

s47F

Subject:

Storm damage

Heilo Mr^{s47F}

Due to heavy gusts of winds yesterday panelling from your fence has blown over As it is storm damage it will be an insurance claim

I will be heading out in 30 minutes to take photo's of the damage at \$47F

I have 3 phone numbers recorded but your mobile number I have on record is disconnected and when I rang your home number the gentleman advised me I had the wrong number

Could you please update your me with your mobile home and work phone number

The fence is being requested to be repaired as soon as possible as the current occupants have pets Either DHA can organise a contractor to fix your fence or you can go through your insurance claim Could you please advise DHA?

Kind Regards

Yolanda Phillips P & T Admin and Property Manager Defence Housing Australia

Phone 02 4421 1507 Fax 02 6222 2207

E-Mail nowrap&t@dha.gov.au

Client Mar	nagement CLM PR	D B jervis rele	ase,20150318T1830.	6c0079a		t Nowra HMC Sign Out		
Members	Contractors	Lessors	Estate Agents	_{MR} s47F	Lessor			
MR S47 Email S47 Dashboard		/ P	thone S47F	Enquiries History	· · · · · · · · · · · · · · · · · · ·		Lesso	New Interaction
All Interacti	ions Interacti	on 14206444	All Notifications					
Interact	ìon			Modify	Raised Issues			
Key		14206444	Fiona (M	lat leav 07/09/2012 11:01	N/A			
Source		Email (DHA	to DHA)		Referenced Issues			
Descrip	tion			View Full Description	N/A			
	ER USAGE -S4	·7F			Comments			
					N/A			
								i
Attachr	ments							
Attachn	nent 1	2012-0	02-07-0909.msg	569.50 KB				*
Prev	vious Interaction						İ	Next Interaction
Rendered in 0. 01/04/2015 07:	024 seconds 43:40			Log a fault in Services H	iuto release.	20150318T1830.6c0079a	, Java 1.8.0_2	5 started 19/03/2015 21:33

From:

Bolton, Fiona

Sent:

Friday, 7 September 2012 9:02 AM

To:

Accounts Payable

Subject:

FW: WATER USAGE - \$47F

Attachments:

WATER ACCOUNT - SEPTEMBER 2012.pdf

DATE:

07 September 2012

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$71.75 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Bolton | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.bolton@dha.gov.au | www.dha.gov.au

From: s47F

Sent: Thursday, 6 September 2012 9:29 PM

To: Bolton, Fiona

Subject: WATER USAGE - \$47F

Hi Fiona,

Please find attached water usage charge for

47F

Nowra North.

Thanks & Regards

s47F



s47F



005 IDD0111

PLEASE NOTICY SHOALHAVEN CITY COUNCIL IN WRITING IMMEDIATELY IF ADDRESS IS INCORRECT

YOUR ACCOUNT SUMMARY

Property Details

(Res) Single Dwelling/Vac Land

s47F

Iorth Nowra

Supply Period

21/05/2012 From:

17/08/2012 To:

Amount Due:

Balance Brought Forward:

\$0.00

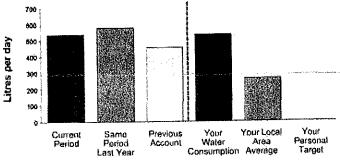
Current Charges (See over for details):

\$261.50

\$261.50

Daily Interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison



ACCOUNT DETAILS

Date of Issue:

23/08/2012

Assessment No:

3095-04100-4

Amount Due:

\$261.50

Please Pay By:

21/09/2012

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water Use		NEWS 4 U
	none	170	103	IACIAO 4 D:
	small	229	147	1
1	medium	288	160	Meter
11	large	344	176	Replacement
	none	322	208	Program
	small	390	250	A replacement
那啊	medium	457	263	program for old
<u> </u>	large	509	279	residential water
•	none	417	309	
111	small	550	353 366	meters is being
	medium	626 674	382	undertaken.
0111	large none	529	412	Minimal
	small	723	456	disruption
ana	medium		469	to house water
an an an an	large	854	485	supplies is
17 17 17	none	656	515	Supplied to
	small	949	559	expected and
Proprior	medium	1004	572	there is no cos
RETURN	large	1107	588	to customers.
	none	784	618	For more detail
	small	1354	662	please contact
电电电电电电电	medium		675	us on 4429321
19 U U U U U	large	1582	691	
Your Dally Ave	rige .	534 L	Your Parsi	nal faiget? O

*Contact Shoalhaven Water to set or namend your personal target level.

Description	This Account	Previous Acct	Change
Total Usage	47 kL	41 kL	6 kL
Days in Period	88	90	-2
Average Daily Usage	534 L	456 L	78 L
		1000 Litres (L)	= 1 kilolitre (kL)

Assessment No:

3095-04100-4

Amount Due: \$261.50

billpay



Biller Code: 858639

PAYMENT OPTIONS

Credit Card* Please Call 1300 66 20 25 or Logion to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.shoalhaven.nsw.gov.au

Post Bilipay

Please present your water account with your payment

Personal Payment

Present to cashier at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to Shoalhaven City Council.

For other payment options, see our website: www.shoalhaven.nsw.gov.au

Meter Detail and Reading Meter No	Pre	sent Reading	Previous Reading	Usage	(ki)
04W734456	1765		1718	47	
			Total Consu	umption	47 kL
Water Usage Charges		141		Charge/kL	Charge
Description	Circh	kL 25		\$1.55	38.75
Water Charge	First First	22		\$1.50	33.00
Pro Rata Water Charge	FIISU	22	Total Water Usage (\$71.75
Water Availability Charge			Period	Annual Charge	Charge
Description		Quantity	1 Jul to 30 Sep 2012	\$81.00	20.25
WATER 20MM		ı	Total Water Availability	***	\$20.25
				Section Control	
Sewer Availability Charge	•	Ougatibe	Period	Annual Charge	Charge
Description		Quantity	1 Jul to 30 Sep 2012	\$678,00	169.50
SEWER 20MM		,	Total Sower Availability		\$169.50



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Future Dated

Confirmation number:

Q6538970656

Created:

06/09/12

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

261.50

Payment date:

20/09/12

Authoriser:

12893344

End of Report

Date 06/09/12 Time 18:03 National Australia Bank Limited A.B.N. 12 004 044 937

Client Man	agement CLM PR	D B jervts relea	ise.20150318T1830.	6c0079a					Aliey Falf	Nowra HMC	C Sign Out	1
Members	Contractors	Lessors	Estate Agents	s47F		Lessor				-		,
MR S47	7	/ PI	none S47F	Enquiries	History			1	_essor	ID <mark>S47</mark> New i	nteraction	
Dashboard	s47F		interactions	Enquiries	HISTOLY							
All Interaction	ons Interacti	on 12656953	All Notifications									
Interacti	on				Modify	Raised Issues						
Key		12656953	Fiona (M	at leav 22/06	5/2012 11:20	N/A						
Source		Email (DHA	to DHA)			Referenced Issues						
Descrip	tion			View Fu	dl Description	N/A						
FW: WATE	ER USAGE - JUI	NE 2012				Comments						
						N/A						
												•
Attachn	nents											
Attachm	ent 1	2012-1	7-22-1106.msg		484.00 KB						1	
Prev	ious Interaction								1	Next Inter	action	
Rendered in 0.0 01/04/2015 07:4	025 seconds 42:49			Log a fa	ult in Services H	ub (refe	ease,20150318T1830.	6c0079a Java	1.8.0_2	5 started 19/	03/2015 21	:35

From:

Bolton, Fiona

Sent:

Friday, 22 June 2012 11:17 AM

To:

Accounts Payable

Subject: Attachments: FW: WATER USAGE - JUNE 2012 WATER USAGE - JUNE 2012.pdf

DATE:

22 June 2012

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$61.50 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Bolton | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.bolton@dha.gov.au | www.dha.gov.au

From: \$47F

Sent: Thursday, 21 June 2012 7:28 PM

To: Boiton, Fiona

Subject: WATER USAGE - JUNE 2012

Hi Fiona,

Please find attached water usage charge for \$47F

Nowra North.

Thanks & Regards

s47F

generalis Generalis generalis

Water Account

PLEASE NOTICE SHOULHAVEN CITY COUNCIL IN WAITING IMMEDIATELY IF ATCHESS IS INCORNECT

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

(Res) Single Dwelling/Vac Land

Property:

s47F s47F

Supply Period

From:

20/02/2012

To:

21/05/2012

Balance Brought Forward:

\$0.00

Current Charges (See over for details):

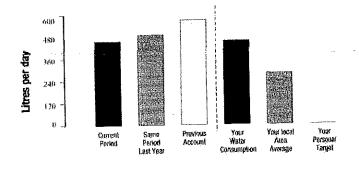
\$242.25 **\$242.25**

North Nowra

Amount Due:

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



shoothaven-w-ASA001-000503

ACCOUNT DETAILS

Date of Issue:

25/05/2012

Assessment No:

3095-04100-4

Amount Due:

\$242.25

Picase Pay By:

22/06/2012

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Siže none	Typical Water use 170	Efficient Water use 103	NEWS 4 UI
†	small medium large	229 288 344	147 160 176	Meter Replacement
tt	none sniall medlum large	322 390 457 509	206 250 263 279	Program A replacement program for old
	none small medium large	417 550 626 674	309 353 360 382	residential water meters is being undertaken.
***	none smail médium larga	529 723 786 854	412 456 469 485	Minimal disruption to house water supplies is
****	none small medium large	656 949 1004 1107	515 659 572 588	expected and there is no cost to customers. For
****	none smali medium large	784 1354 1437 1582	618 662 675 691	more details please contact us on 44293214.
vanaenieavo	ra (C)	450 L	Your Perso	Glasvout 0

Description	This Account	Previous Acct	Change
Total Usage	41 kL	52 kL	-11 kL
Days in Period	90	91	-1
Average Daily Usage	456 L	571 L	-115 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

() POST billpay



*2146 60632700

Biller Code: 858639 Ref: S47F

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.shoalwater.nsw.gov.gu

Post Bilipay

Amount Due: \$242.25

Please present your water account with your payment

Personal Payment

Prosent to cashler at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to Shoalhaven City Council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

Motor Botal alla lica			to the transfer of the second	14 31.1		
Meter No	Present Reading		Previous Reading	Usage (kl)		
04W734456		1718	1677	41 kl	41 kl	
	A rec		Total Consumption		41 ki	
Water Usage Charges		All				
Description		kl		Charge/KL	Charge	
Water Charge Current	First	41		\$1.50	61.50	
vrater charge current			Total Water Usage Charges		\$61.50	
Water Availability Cha	rgé	1.5.	and the second s			
Description		Quantity	Period	Annual Charge	Charge	
WATER 20MM		1	1 Apr to 30 Jun 2012	\$78.00	19.50	
VICTORIUS			Total Water Availability Charges	makati i ma	\$19.50	
Sewer Availability Cha	arge					
Description		Quantity	Period	Annual Charge	Charge	
•		1	1 Apr to 30 Jun 2012	\$645.00	161.29	
SEWER 20MM		•	Total Sewer Availability Charges		\$161.2	



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Future Dated

Confirmation number:

M5700076465

Created:

29/05/12

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

242.25

Payment date:

21/06/12

Authoriser:

12893344

End of Report

Oate 29/05/12 Time 11:17 National Australia Bank Limited A.B.N. 12 004 044 937

Client Managed	mont CI M PRI	N R ionule relea	ase.20150318T1830.	6c0079a		Aljey Falt Nowra HMC Sign Out
	ntractors	Lessors	Estate Agents	s47F	Lessor	<u> </u>
s47F						Lessor ID S47F □
MR			647F			New Interaction
Email S47F		/ P	honeS47F			
Dashboard S4	7F		Interactions	Enquiries History		
All Interactions	Interaction	on 12656923	All Notifications	i		
Interaction	1			Modify	Raised Issues	
	ı	12656923	Fiona (A	Mat leav 22/06/2012 11:20	N/A	
Koy					D-f-wared boung	
Source		Email (Lesso	or to DHA)		Referenced Issues	
Description	n			View Full Description	N/A >	
RE: WATER U		NE 2012			Comments	
					N/A	
				**		
Attachmei	nts					
Attachment	t 1	2012-	17-22-1106.msg	29.00 KB		3
		1				Next Interaction
Previou	s Interaction					
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Rendered in 0.024 01/04/2015 07:42:1	seconds			Log a fault in Services	Hub rejease.201503	318T1830,6c0079a Java 1.8.0_25 started 19/03/2015 21:35

From:

Bolton, Fiona

Sent:

Friday, 22 June 2012 11:18 AM

To:

s47F

Subject:

RE: WATER USAGE - JUNE 2012

Thanks Robert.

I have forwarded to Accounts Payable for processing.

Yours sincerely,

Fiona Bolton | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541 (PO Box 1058 Nowra NSW 2541) Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.bolton@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Thursday, 21 June 2012 7:28 PM

To: Boiton, Fiona

Subject: WATER USAGE - JUNE 2012

Hi Fiona,

Please find attached water usage charge for \$47F

Nowra North.

Thanks & Regards

	D January 20150318T1830 6c00798		Aliey Falt Nowra HMC Sign Out
	B jervis release.20150316T1830.6c0079a Lessors Estate Agents S47F	Lessor]
Members Contractors	Lessors Later Agents		Lessor IDS47F
MR ^{s47F}	- 175		New Interaction
Email S47F	/ PhoneS47F		
Dashboard S47F	Interactions Enquiries History		
All Interactions Interactio	n 12609665 All Notifications		
Interaction	Modify	Raised Issues	: 1
Key	12609665 Sharon Herbert 20/06/2012 12:02	N/A	
-	PostMail (DHA to Lessor)	Referenced Issues	
Source	View Fuli Description	N/A	
Description	VIEW Full Description		1
		Comments	:
20th June 2012		N/A	:
			:
			1
s47F			
			:
Attachments			
Attachment 1	Property-inspection-repor. 219.50 KB		:
Attaciment		· · · · · · · · · · · · · · · · · · ·	Next Interaction
Previous Interaction			
Rendered in 0.034 seconds 31/03/2015 17:58:15	Log a fault in Services	Hub j release.20150318T1830.6c0079a Jav	a 1.8.0_25 started 19/03/2015 21:3



Dear^{s47F}

RE: PROPERTY INSPECTION

s47F NORTH NOWRA

I am writing to advise that Defence Housing Australia (DHA) has completed a periodic inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 14th June 2012 the property was occupied by a Defence tenant.

I am pleased to advise that the property is being well cared for by the tenant and is in a neat and tidy condition

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if you have a new mobile or email address since you last advised us please complete the attached \cap Change of Details \rangle form. Please note that you do not need to repeat information which has not changed. If you have not already authorized DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorization on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 4421 1501 or by email at nowrap&t@dha.gov.au.

Yours sincerely

Sharon Herbert Property Manager Nowra Housing Management Centre Defence Housing Australia

Advice of Change of Details

(Note: Please complete relevant section details only)

Telephone No: (w)&&&&&&&&&&&&&.. (h) ..&&&&&&&&&..&&.. (mobile) &&&&&&&&&&&&&. (fax) &&&&&&&&&&&&. Insurance Details*: Company **Policy Number** Insurance Cover (Building & Contents) **Public Liability** Date of Expiry \$..... * Please attach evidence of cover and proof of payment if not previously provided. You do not need to provide this information if DHA pays insurance on your behalf. Please note that it is your responsibility to ensure that insurance meets the lease requirements.

Instructions for termite inspections:

Do you wish regular termite inspections to be carried out: Yes / No

Lessor Code (HMC use)&&&&&&&&&&Unit Number (HMC use)&&&&&&...

If Yes, would you like DHA to arrange inspections for you and deduct the cost from your rent: Yes / No Frequency: Quarterly [6 monthly [Annually]

What month/months would you like this inspections to be conducted: &&&&&&&&...

LEASED PROPERTY INSPECTION REPORT



Inspection Date: 14th June 2012

Address of Property S47F NO		RTH NOWRA S47F		Lessor: Mr s47F			
Inspected by: Sharon Herbert			Lease: Lease 96	☐ Vacant	○ Occupied by Defence Tenant	☐ Occupied by Private Tenant	
CONDITION					CON	ACTION	
	0000	ACCEPTABLE	WORK REQUIRED				
Bedroom 1							
Bedroom 2			<u> </u>				
Bedroom 3							
Bedroom 4							
Study							
Ensuite		 					
Bathroom Toilet		H					
Living Room		 	╁				
Dining Room			+H				
Family Room			╁Ħ				
Rumpus Room		計					
Kitchen				Oven was no repaired and		d globe had blown	Maintenance completed
Laundry							
Hall	\boxtimes						
Ext. Front							
Ext. Rear							
Garage/Cpt							
Shed		Ш					
Grounds Front	$\bot \underline{\boxtimes}$		Щ.				
Grounds Rear	<u> </u>		1				
Other		H					
				-			
		┞╬	+ 💾				
Common Area							
COMMENTS: The	property	is bei	ng maii	ntained by tenant	t, and there w	ras no maintenance reported a	t inspection.
				**			

Olimet Mar	noncomord CI N DR	n Biarule rele	ase.20150318T1830.	6c0079a			Aljey Falt Nowra H	MC Sign Out
Cherti Mai	magement out in Fit				Lessor	·	***	}
Members	Contractors	Lessors	Estate Agents	MRs47F			. s47	7 = 1
	75						Lessor ID	· X
MR S4	7 [7.0	hone S47F				Ne	w Interaction
Email S47	4 -		lione o 171					
Dashboard	s47F	NORT.	Interactions	Enquiries History				
All Interact	tions Interacti	on 11015610	Ali Notifications	i				
Interact	tion			Modify	Raised Issues			!
Key		11015610	Fiona (N	flat leav 02/04/2012 15:26	N/A			! !
-					Referenced Issues			
Source		Email (DH#	(to Lessor)					1.
Descri	ption			View Full Description	N/A			!
FW: WAT	· TER USAGE - MA	VRCH 2012			Comments			
					N/A			
								:
								:
Attach	ments			_				:
Attach	ment 1	□ 2012-	-25-02-1504.msg	453.00 KB				
Auden	ment i	33 = - 1-					· · · · · · · · · · · · · · · · · · ·	
Pre	evious Interaction						Next	teraction
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From:

Lewis, Fiona

Sent:

Monday, 2 April 2012 3:26 PM

To:

Accounts Payable

Subject: Attachments: FW: WATER USAGE - MARCH 2012 WATER USAGE - MARCH 2012.pdf

DATE:

02 April 2012

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$78.00 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Lewis | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.lewis@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Monday, 2 April 2012 3:16 PM

To: Lewis, Fiona

Subject: WATER USAGE - MARCH 2012

Good Afternoon Fiona,

Please find attached water usage charge for \$47F

Nowra North.

Thanks & Regards

947F



PLEASE NOTIFY SHOW HAVEN CITY COUNTY, HE WAIT HIS MAIN PLATER A MIGHESS IS INCOMED

YOUR ACCOUNT SUMMARY

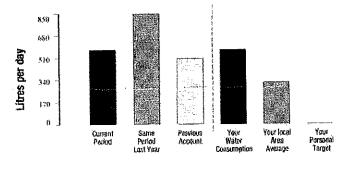
Property Details Customer Type: (Res) Single Dwelling/Vac Land North Nowra Property: **Supply Period** From: 21/11/2011 20/02/2012 To:

\$0,00 Balance Brought Forward: \$258.75 Current Charges (See over for details): \$258.75

Amount Due:

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



shoathaven-w-ASA001-000574

ACCOUNT DETAILS

24/02/2012 Date of Issue: 3095-04100-4 Assessment No: \$258.75 Amount Due: 23/03/2012 Please Pay By:

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size nove	Typical Water use 170	Efficient Water use 103	NEWS 4 UI
i e	small medium large	229 288 344	147 160 176	Meter Replacement
**	none small medium large	322 390 457 509	206 250 263 279	Program A replacement program for old
111	none small medium large	417 550 626 674	309 353 366 382	residential water meters is being undertaken
†††	none small stedkim large	529 723 786 854	412 456 489 485	Minimal disruption to house water supplies is
††††	none smail medium large	656 949 1004 1107	515 559 572 588	expected and there is no cost to customers. For
11111	none small medium large	784 1354 1437 1582	618 662 875 691	more details please contact us on 44293214.
Your Dally IV	erelje -	571 L	Youdfalla	ol.

Description	This Account	Previous Acct	Change	
Total Usage	52 KL	46 kL	6 KL	
Days in Period	91	91	Ō	
Average Daily Usage	571 L	505 L	66 L	
Commence of the Commence of th	S. S. CONSTRUCTION OF THE STREET, S. C. S.	1000 Litres (L) = 1 kilolitre (kl.)		

Assessment No: 3095-04100-4

() POST billpay



2146 60632700

Amount Due: \$258.75 Biller Code: 858639

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.shoalhayen.nsw.gov.au 'Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.shoalwater.nsw.gov.au

Post Billpay

Please present your water account with your payment

Personal Payment

Present to cashier at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to Shoalhaven City Council

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

Meter No	Present Reading		Previous Reading	Usage (kl)		
04W734456			1625	52 kJ		
The second secon		N. A. C. C. Commission of Philosophy (Princesson 14).	Total Consumption	52 kl		
Water Usage Charges	and the second s		and the second s			
Description		kl		Charge/KL	Charge	
Water Charge Current	First	52		\$1.50	78.00	
Trais, Orange Carrent	7,500		Total Water Usage Charges	\$7		
Water Availability Cha	rge					
Description		Quantity	Period	Annual Charge	Charge	
WATER 20MM		1	1 Jan to 31 Mar 2012	\$78.00	19.50	
MANIET FORMA			Total Water Availability Charges	e parent in the control of the contr	\$19.50	
Sewer Availability Cha	arge		1. JAMAS 1877 M. V. T.			
Description		Quantity	Period	Annual Charge	Charge	
SEWER 20MM		1	1 Jan to 31 Mar 2012	\$645.00	161.25	
DETTELS ZUMMI			Total Sewer Availability Charges		\$161.25	



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Future Dated

Confirmation number:

T4664046765

Created:

28/02/12

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47E

Amount:

258.75

Payment date:

22/03/12

Authoriser:

12893344

End of Report

Date 28/02/12 Time 11:35 National Australia Bank Limited A.B.N. 12 004 044 937

Client Mar	nagement CLM PR	D B jervis rele	ease.20150318T1830.	6c0079a			Aliey Falt	Nowra HMC Sign C	אל.	
Members	Contractors	Lessors	Estate Agents	mrs47F	Les	sor				
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Interact	tion			Modify	Raised Issues					
Key		38550213	David	Boxwell 04/03/2015 11:13	N/A					
Source	**	Email (DH/	A to Lessor)		Referenced Issues					
Reason		Maintenan	ce/Upgrade	• • •	ID	Type	1-47E		•	
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s47F	are unwilling to su			mable to assist you further	⊘ MITM-398462	Maintenance Item	becking up throu S4.7 E NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con	Maintenance Done		
able to s	show you the are:	as where the	sewer was worked o		Ø MITM-40542	Maintenance item	NORTH NOWRA NSW 2541: PLLTM: Repair broken junctions from the laundry line under t	Maintenance Done		
Unfortur	nately I do not ha	ve x-ray visioi	n and cannot see in	e pipes on the floor plan			ladialy the state of		1	
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From:

Boxwell, David

Sent:

Mednesday, 4 March 2015 11:13 AM

To: Cc: Falt, Aliey; Ricetti, Cathy

Subject:

North Nowra - sewer repairs

s47F

As you are unwilling to supply a sewer diagram plan I am unable to assist you further in this matter.

I have already stated (twice) the need for the complete sewer system diagram to be able to show you the areas where the sewer was worked on.

Unfortunately I do not have x-ray vision and cannot see the pipes on the floor plan you have supplied.

This is why I have requested the complete sewer diagram in order to be able to assist you as per your request to show the locations.

I wish you the best in your endeavours.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia Level 13, 2-12 Macquarie Street, Parramatta NSW 2150 Tel: 88365704 | Fax: 02 6222 2227 david.boxwell@dha.gov.au | www.dha.gov.au

Did you know you can track the progress of your logged maintenance? Log onto DHA's Online Services Available 24 hours a day, 7 days a week.

----Original Message----

From: S47F

Sent: Tuesday, 3 March 2015 11:18 PM

To: Boxwell, David

Cc: Falt, Aliey; Ricetti, Cathy

North Nowra - sewer repairs Subject: Re: \$47F

David,

If you are able to mark the relevant areas on a property allotment, then surely you can mark the relevant areas on the photos.

Quite straight forward when you consider that the excavations are clearly visible in the photos.

In any case, I will not be supplying you with a sewer diagram.

As I have stated previously, Aliey and I have already agreed on a mutually acceptable outcome.

I will be addressing future correspondence in respect of this matter to Aliey direct.

Thanks for your input.

Regards



---- Original Message -----

From: "Boxwell, David" < David.Boxwell@dha.gov.au>

Cc: "Falt, Aliey" <aliey.falt@dha.gov.au>; "Ricetti, Catny"

<cathy.ricetti@dha.gov.au>

Sent: Tuesday, March 03, 2015 9:59 PM

North Nowra - sewer repairs Subject: Re: \$47F

s47F

Correct, I was actually requesting you to supply the sewer diagram.

If you provide a sewer plan which includes the whole property allotment and shows the house located on the block I can mark the relevant areas, however i am unable do this on just a floor plan of the house.

The sewer system extends to the Shoalhaven Water sewer main and a proper sewer diagram shows the whole sewer system, the house and it's reference to boundaries, something which is impossible to show on just a house floor plan.

I am still conducting this investigation and acting on behalf of both DHA and the lessor. I don't understand your comment in relation to this remark.

As I stated earlier, once you supply the plan and make the arrangements for the payment I will be in a position to supply the marked plan for you.

We look forward to your cooperation in this matter.

Regards Dave Boxwell Defence Housing Australia Sent from my iPad

On 3 Mar 2015, at 7:24 pm, wrote:

Good Afternoon David,

I can assure that it has every relevance in respect of this matter.

There is no requirement for a sewer diagram and I am not asking you to provide one.

The attached photos will suffice since they show the areas that were excavated in January 2015.

From your plumber's description, and historical data from the MITM data base, it should be a simple matter to identify all 3 repairs.

The approximate locations can simply be marked on either the floor plan or the photo(s), whichever you prefer.

You were approached by Aliey to conduct this investigation on behalf of DHA, not the lessor.

It would be to our mutual benefit if you could assist.

Regards

s47F

---- Original Message -----

From: Boxwell, David<mailto:David.Boxwell@dha.gov.au>

To:^{S4}

Cc: Falt, Aliey<mailto:aliey.falt@dha.gov.au>; Ricetti,

Cathy<mailto:cathy.ricetti@dha.gov.au> Sent: Tuesday, March 03, 2015 4:13 PM

Subject: RE:

North Nowra - sewer repairs

Good Afternoon s47F

I am not sure of the relevance of this and this is not a matter that DHA would routinely conduct on behalf of lessors.

I now note that that DHA has paid for two of the three sewer repairs which are considered a lessor responsibility.

We do however need to resolve this matter and I urge you to contact Aliey in regards to making payments for the lessor responsibilities for this last sewer repair.

I don't have access the property's sewer diagrams and neither would DHA. These are however available from Shoalhaven Water and there is a fee involved for this.

As we had two different plumbers for the three jobs I can do my best to provide this information, if you provide me with the correct sewer diagram, once the repairs have been paid for.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227

david.boxwell<mailto:david.boxwell>@dha.gov.au |

www.dha.gov.auhttp://www.dha.gov.au/>

Did you know you can track the progress of your logged maintenance?

Log onto DHA's Online Services < https://online.dha.gov.au/Content/Security/FormsLogin.aspx> Available 24 hours a day, 7 days a week.

From: s47F

Sent: Tuesday, 3 March 2015 3:38 PM

To: Boxwell, David

Cc: Falt, Aliey; Ricetti, Cathy

North Nowra - sewer repairs Subject: Re: \$47F

Good Afternoon David,

Thank you for this information.

It is my understanding that there were three (3) sewer pipe repairs as follows;

1) 30/10/2009, MITM-40542

- 2) 28/03/2011, MITM-398462
- 3) 12/01/2015, MITM-1421673

Could you please mark the attached floor plan, referencing the above MITM numbers, to indicate the location of each of the 3 repairs.

Please email a copy of the marked up drawing back to me for my records.

Thanks in advance.

Regards

---- Original Message -----

From: Boxwell, David<mailto:David.Boxwell@dha.gov.au>

To:i

Cc: Falt, Aliey<mailto:aliey.falt@qna.gov.au>, kicetti,

Cathy<mailto:cathy.ricetti@dha.gov.au> Sent: Tuesday, March 03, 2015 1:28 PM

North Nowra - sewer repairs Subject: RE: 847F

Good Afternoons47F

I have obtained a report from the plumber who attended both issues in regards to the sewer issues in relation to your leased property. In the interests of transparency I have included it below.

REPORT FOR

NORTH NOWRA NSW 2541

SEPTEMBER 2009

FIRST REPAIR WAS JUNCTION LEADING TO THE BRANCH LINE.

JANUARY 2015

SECOND REPAIR, THE PROBLEM WAS FOUND APPROX 15MTRS UP ALONG THE BRANCH LINE

BETWEEN FRONT DOOR ENTRANCE AND DRIVE WAY SLAB.

INITIALLY THE OLD REPAIR WAS EXCAVATED TO MAKE SURE THERE WAS NO ISSUES IN THIS AREA, WHICH WAS FOUND TO BE CLEAR.

THE PROBLEM WAS CAUSED BY A BRICK IN THE TRENCH, WHICH MAY HAVE BEEN USED TO SEPERATE THE STORMWATER PIPE FROM THE SEWER LINE. THIS HAD BEEN LEFT IN DURING BACKFILLING WHICH PIERCED A HOLE THROUGH THE SEWER PIPE.

It is quite clear from the report that the sewer issues were completely unrelated, and in different locations and as I suspected and relayed to you in my last email, however they were on the same pipeline. The problems were however 15m apart and are unrelated to each other.

I note the request for photos for the second repair requested the following "Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records."

The plumber has provided this information and the photos which I have viewed. It may have been desirable to have shown the damaged pipe in situ with the brick, however the plumber has still provided the photo of the damaged pipe and the excavation as requested in the maintenance item.

The cuts in the pipe with a grinder are also consistent with the plumber performing a professional job and camera inspecting the pipeline while on site. Obviously as there was a break at this point which required repair, it makes perfect sense to cut the opening larger to permit the camera access to see if there were any further issues in the pipeline both upstream and downstream, and then repair the pipe.

As the break in pipe resulted from a brick between the two pipes (both pipes visible in photo as attached) and this was an installation error on behalf of the original plumbing contractor who laid the original drainage, DHA cannot be held responsible for this cost. This is spelt out clearly in the Lease conditions of your lease. Likewise the subsidence which caused the breakage of the first pipe junction at the slab edge beam is also a lessor issue. See lease clauses below.

LEASE 96 EDITION 5

- © Defence Housing Australia
- 13 (d) DHA's responsibilities under clause 13(a) shall not include the following
- (i) repair of structural defects,
- (ii) repair of structural damage, unless the primary cause of the damage is a negligent or malicious act by DHA or its employees or agents or any occupant of the Property who is an occupant pursuant to clause 16(b) or a DHA sub-tenant pursuant to clause 16(c) and clause
- (iii) landscaping work of a major, non-recurring maintenance nature, such as large tree removals and replacement of fencing and retaining walls,

(iv) work covered by any warranty held by the Landlord,

(v) work which is or would be covered by any insurance which the Landlord is required to

effect pursuant to clause 19(a) of this Lease,

(vi) work which is the obligation (at law or by resolution or agreement) of a body corporate or similar entity or some other third party at the Commencement Date of the initial term of this Lease or which becomes an obligation of this type at any time during the Lease Term, (vii) maintenance of swimming pools and associated equipment, including recurrent and

structural maintenance, (viii) work which is the consequence of any damage by fire, lightning, flood, storm, tempest or any other factor outside the control of DHA,

(ix) work, repairs and maintenance arising from subsidence of any nature, or

(x) pest inspection programs or treatments required to protect the Property or to treat infestation of the Property or which are undertaken for the purpose of producing or

maintaining pest control certificates.

13 (e) It shall be the responsibility of the Landlord, subject to clause 14, to carry out at his expense any repair and maintenance work of the nature described in clause 13(d). If the Landlord fails to carry out any such work within a reasonable period of time, then DHA may carry out such work, and recoup the cost of the work from the Landlord as a debt due, and/or offset that cost against monthly rent payments.

Unfortunately from time to time issues do arise in sewer pipes and as I explained earlier, as the lessor you would always be responsible for these costs. In your case DHA did not forward on the cost for the first repair and in interests of fairness we will not be back charging you for this repair, however you will need to be responsible for the cost of the second repair.

Aliey is quite correct in acting on your behalf immediately to arrange the repairs of an essential service, which is considered emergency maintenance, and she is also correct in forwarding the cost onto you. I am sure that you can arrange a payment plan through your lease payments with Aliey if financial considerations justify it.

Can you please make arrangement with Aliey to pay the \$895.00 for the sewer repair within the next 10 working days.

Should you wish to make a complaint in regards to how this issue has been handled you are free to do this and the weblink is here.

https://www.dha.gov.au/about-us/customer-relations/customer-service Alternatively you can write a letter to the National Customer Relations Department, Defence Housing Australia, 26 Brisbane Avenue, Barton ACT 2600

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227

david.boxwell<mailto:david.boxwell>@dha.gov.au |

www.dha.gov.au<http://www.dha.gov.au/>

Did you know you can track the progress of your logged maintenance? Log onto DHA's Online Serviceshttps://online.dha.gov.au/Content/Security/FormsLogin.aspx> Available 24 hours a day, 7 days a week.

From:

Sent: Saturday, 14 February 2015 9:01 AM

To: Boxwell, David

Cc: Falt, Aliey

Subject: Re: \$47F North Nowra - sewer repairs

Good Morning^{s47F}

With all due respect, the issues here do not require a great deal of expertise to analyse.

The simple fact of the matter is that the same branch of sewer pipe (laundry/kitchen) has become blocked 3 times in less than 6 years.

This is cause for concern and NFWT by any standard, I am sure that you would agree.

DHA would not be acting in the Lessor's (or DHA's) best interest if this recurring problem was not adequately addressed.

It was to this end that I requested DHA to investigate and to substantiate the cause of the current sewer blockage.

The requirement for photographic evidence was agreed with Ailey, well in advance of any repair work being commenced.

Hence, it was not an "emergency situation" in the sense that DHA had ample time to advise the plumber of what was required of him/her.

However, the photos that were supplied by the plumber, only depict the repaired pipe and not the damaged pipe in situ.

There was no sign of the brick which apparently caused the damage to the pipe in the first place.

Furthermore, the method of repair indicates a completely different blockage scenario than was described.

The above was discussed again with Ailey yesterday afternoon whilst we were both on site to conduct an inspection.

I believe that Ailey and I have agreed on a mutually acceptable outcome however, I welcome any further information that you provide.

Thanks & Regards

s47F

From: Boxwell, David < mailto: David. Boxwell@dha.gov.au >

To: \$47

Cc: Falt, Aliey<mailto:aliey.falt@dha.gov.au> Sent: Friday, February 13, 2015 12:42 PM

Subject: \$47F North Nowra - sewer repairs

Good Afternoon^{S47F}

I understand that you have had a couple of email conversations with Aliey Falt in our Nowra office in regards to two sewer repairs at your leased property.

I am a Technical Officer and Licensed Builder and am employed by DHA to manage escalated issues, and as a Contractor Manager for DHA contractors. I have previously worked in private industry as a builder in my own business, and as a Construction Supervisor for a project home company. I currently project manage upgrades on DHA and Defence properties including extensions and full renovations. I trust this background will assure you of my experience and qualifications to deal with your case.

Aliey has asked me to investigate the issues in regards to the sewer repairs conducted at your property, and to this end I have requested further information from the contractor on both of these repairs. From my initial investigation of the matter it would appear that these are two separate issues, however I will confirm this when I get further information. The repairs may have been conducted on the same sewer pipe but in different and separate locations.

Once we have the information which I expect in the next 10 days, I will communicate with you and then the decision will be made as to regards the party responsible for the cost.

I understand that Aliey has communicated to you that DHA paid for the initial repair, which should have been the lessor's responsibility due to the nature of the cause of the break in the sewer line. This is I suggest an oversight in DHA not following up with recouping the costs at that time. In view of the time frame that this occurred I would suggest that this has worked to your advantage as DHA will not be recouping the cost of this work.

However in regards to sewer blockages and breakages DHA must act quickly, and at times acts on the lessor's behalf in emergency situations such as sewer issues. DHA then has the right to re-coup costs for this work. This is actually written into the lease agreement we have with lessors.

I also I will be in contact with again when we have further information.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia Level 13, 2-12 Macquarie Street, Parramatta NSW 2150 Tel: 88365704 | Fax: 02 6222 2227 david.boxwell<mailto:david.boxwell>@dha.gov.au |

www.dha.gov.au<http://www.dha.gov.au/>

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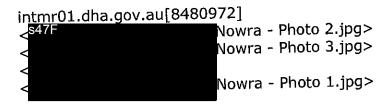
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Key		☑ MITM-1421673 ₩ Justine May 07/01/2015 09:46	Booking Req. Date	09/01/2015 17:00	NSW Local Time
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Invoice		(§) MINV-976434 W. Lintenance Use. 19/01/2015 12:51	Target End Date	14/01/2015	11
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		NORTH NOWRA NSW 2541 :	Contractor Name	S47F Tender Cost Tid	er 1 (best) Quality Tier 1 (best)
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Location	I	Laundry	Appointment Date	12)0112010 12:	•
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Marie		T&M	Tenant	5-171	
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Contract Instructi		REPAIR Blocked drains - weter is backing up through the laundry	Occupying AFR	592723	1 .
		through the drain in floor. Member has tried draino and	Preferred Email	s47F	Work
		caustic soda but still nothing. Member will be away from tomorrow until Saturday.	Preferred Phone	s47F	Work
Access	Details	Contact -S47F	Preferred Phone	-	Mobile
Attachr	ments	•••			
N/A					:
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Falt, Aliey

From: Sent:

Boxwell, David

Tuesday, 3 March 2015 10:00 PM

To: Cc: Falt, Aliev; Ricetti, Cathy

Subject:

North Nowra - sewer repairs

s47F

Correct, I was actually requesting you to supply the sewer diagram.

If you provide a sewer plan which includes the whole property allotment and shows the house located on the block I can mark the relevant areas, however i am unable do this on just a floor plan of the house.

The sewer system extends to the Shoalhaven Water sewer main and a proper sewer diagram shows the whole sewer system, the house and it's reference to boundaries, something which is impossible to show on just a house floor plan.

I am still conducting this investigation and acting on behalf of both DHA and the lessor. I don't understand your comment in relation to this remark.

As I stated earlier, once you supply the plan and make the arrangements for the payment I will be in a position to supply the marked plan for you.

We look forward to your cooperation in this matter.

Regards Dave Boxwell Defence Housing Australia Sent from my iPad

On 3 Mar 2015, at 7:24 pm,

wrote:

Good Afternoon David,

I can assure that it has every relevance in respect of this matter.

There is no requirement for a sewer diagram and I am not asking you to provide one.

The attached photos will suffice since they show the areas that were excavated in January 2015.

From your plumber's description, and historical data from the MITM data base, it should be a simple matter to identify all 3 repairs.

The approximate locations can simply be marked on either the floor plan or the photo(s), whichever you prefer.

You were approached by Aliey to conduct this investigation on behalf of DHA, not the lessor.

It would be to our mutual benefit if you could assist.

Regards

s47F

---- Original Message -----

From: Boxwell. David<mailto:David.Boxwell@dha.gov.au>

Cc: Falt, Aliey<mailto:aliey.falt@dha.gov.au>; Ricetti,

Cathy<mailto:cathy.ricetti@dha.gov.au> Sent: Tuesday, March 03, 2015 4:13 PM

North Nowra - sewer repairs Subject: RE: 847F

Good Afternoon s47F I am not sure of the relevance of this and this is not a matter that DHA would routinely conduct on behalf of lessors.

I now note that that DHA has paid for two of the three sewer repairs which are considered a lessor responsibility.

We do however need to resolve this matter and I urge you to contact Aliey in regards to making payments for the lessor responsibilities for this last sewer repair.

I don't have access the property's sewer diagrams and neither would DHA. These are however available from Shoalhaven Water and there is a fee involved for this.

As we had two different plumbers for the three jobs I can do my best to provide this information, if you provide me with the correct sewer diagram, once the repairs have been paid for.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227

david.boxwell<mailto:david.boxwell>@dha.gov.au |

www.dha.gov.au<http://www.dha.gov.au/>

Did you know you can track the progress of your logged maintenance?

Log onto DHA's Online

Serviceshttps://online.dha.gov.au/Content/Security/FormsLogin.aspx Available 24 hours a day, 7 days a week.

From: \$47F

Sent: Tuesday, 3 March 2015 3:38 PM

To: Boxwell, David

Cc: Falt, Aliey; Ricetti, Cathy

North Nowra - sewer repairs Subject: Re:

Good Afternoon David,

Thank you for this information.

It is my understanding that there were three (3) sewer pipe repairs as follows;

- 1) 30/10/2009, MITM-40542
- 2) 28/03/2011, MITM-398462
- 3) 12/01/2015, MITM-1421673

Could you please mark the attached floor plan, referencing the above MITM numbers, to indicate the location of each of the 3 repairs.

Please email a copy of the marked up drawing back to me for my records.

Thanks in advance.

Regards

s47F

---- Original Message ----

From: Boxwell, David<mailto:David.Boxwell@dha.gov.au>

To: \$476

Cc: Falt, Aliey<mailto:aliey.falt@dha.gov.au>; Ricetti,

Cathy<mailto:cathy.ricetti@dha.gov.au> Sent: Tuesday, March 03, 2015 1:28 PM

Subject: RE: S47F North Nowra - sewer repairs

Good Afternoon s47F

s47F

I have obtained a report from the plumber who attended both issues in regards to the sewer issues in relation to your leased property. In the interests of transparency I have included it below.

REPORT FOR

s47F

NORTH NOWRA NSW 2541

SEPTEMBER 2009

FIRST REPAIR WAS JUNCTION LEADING TO THE BRANCH LINE.

1ANUARY 2015

SECOND REPAIR, THE PROBLEM WAS FOUND APPROX 15MTRS UP ALONG THE BRANCH LINE

BETWEEN FRONT DOOR ENTRANCE AND DRIVE WAY SLAB.

INITIALLY THE OLD REPAIR WAS EXCAVATED TO MAKE SURE THERE WAS NO ISSUES IN THIS AREA, WHICH WAS FOUND TO BE CLEAR.
THE PROBLEM WAS CAUSED BY A BRICK IN THE TRENCH, WHICH MAY HAVE BEEN USED TO SEPERATE THE STORMWATER PIPE FROM THE SEWER LINE. THIS HAD BEEN LEFT IN DURING BACKFILLING WHICH PIERCED A HOLE THROUGH THE SEWER PIPE.

It is quite clear from the report that the sewer issues were completely unrelated, and in different locations and as I suspected and relayed to you in my last email, however they were on the same pipeline. The problems were however 15m apart and are unrelated to each other.

I note the request for photos for the second repair requested the following "Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records."

The plumber has provided this information and the photos which I have viewed. It may have been desirable to have shown the damaged pipe in situ with the brick, however the plumber has still provided the photo of the damaged pipe and the excavation as requested in the maintenance item.

The cuts in the pipe with a grinder are also consistent with the plumber performing a professional job and camera inspecting the pipeline while on site. Obviously as there was a break at this point which required repair, it makes perfect sense to cut the opening larger to permit the camera access to see if there were any further issues in the pipeline both upstream and downstream, and then repair the pipe.

As the break in pipe resulted from a brick between the two pipes (both pipes visible in photo as attached) and this was an installation error on behalf of the original plumbing contractor who laid the original drainage, DHA cannot be held responsible for this cost. This is spelt out clearly in the Lease conditions of your lease. Likewise the subsidence which caused the breakage of the first pipe junction at the slab edge beam is also a lessor issue. See lease clauses below.

LEASE 96 EDITION 5

- © Defence Housing Australia
- 13 (d) DHA's responsibilities under clause 13(a) shall not include the following
- (i) repair of structural defects,
- (ii) repair of structural damage, unless the primary cause of the damage is a negligent or malicious act by DHA or its employees or agents or any occupant of the Property who is an occupant pursuant to clause 16(b) or a DHA sub-tenant pursuant to clause 16(c) and clause 16(d),
- (iii) landscaping work of a major, non-recurring maintenance nature, such as large tree removals and replacement of fencing and retaining walls,
- (iv) work covered by any warranty held by the Landlord,
- (v) work which is or would be covered by any insurance which the Landlord is required to effect pursuant to clause 19(a) of this Lease,
- (vi) work which is the obligation (at law or by resolution or agreement) of a body corporate or similar entity or some other third party at the Commencement Date of the initial term of this Lease or which becomes an obligation of this type at any time during the Lease Term, (vii) maintenance of swimming pools and associated equipment, including recurrent and
- structural maintenance,
- (viii) work which is the consequence of any damage by fire, lightning, flood, storm, tempest or any other factor outside the control of DHA,
- (ix) work, repairs and maintenance arising from subsidence of any nature, or
- (x) pest inspection programs or treatments required to protect the Property or to treat infestation of the Property or which are undertaken for the purpose of producing or maintaining pest control certificates.
- 13 (e) It shall be the responsibility of the Landlord, subject to clause 14, to carry out at his expense any repair and maintenance work of the nature described in clause 13(d). If the

Landlord fails to carry out any such work within a reasonable period of time, then DHA may carry out such work, and recoup the cost of the work from the Landlord as a debt due, and/or offset that cost against monthly rent payments.

Unfortunately from time to time issues do arise in sewer pipes and as I explained earlier, as the lessor you would always be responsible for these costs. In your case DHA did not forward on the cost for the first repair and in interests of fairness we will not be back charging you for this repair, however you will need to be responsible for the cost of the second repair.

Aliey is quite correct in acting on your behalf immediately to arrange the repairs of an essential service, which is considered emergency maintenance, and she is also correct in forwarding the cost onto you. I am sure that you can arrange a payment plan through your lease payments with Aliey if financial considerations justify it.

Can you please make arrangement with Aliey to pay the \$895.00 for the sewer repair within the next 10 working days.

Should you wish to make a complaint in regards to how this issue has been handled you are free to do this and the weblink is here. https://www.dha.gov.au/about-us/customerrelations/customer-service Alternatively you can write a letter to the National Customer Relations Department, Defence Housing Australia, 26 Brisbane Avenue, Barton ACT 2600

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227

david.boxwell<mailto:david.boxwell>@dha.gov.au |

www.dha.gov.au<http://www.dha.gov.au/>

Did you know you can track the progress of your logged maintenance?

Log onto DHA's Online

Services<https://online.dha.gov.au/Content/Security/FormsLogin.aspx> Available 24 hours a day, 7 days a week.

From:

Sent: Saturday, 14 February 2015 9:01 AM

To: Boxwell, David

Cc: Falt, Aliey

North Nowra - sewer repairs Subject: Re: \$47F

Good Morning David,

With all due respect, the issues here do not require a great deal of expertise to analyse.

The simple fact of the matter is that the same branch of sewer pipe (laundry/kitchen) has become blocked 3 times in less than 6 years.

This is cause for concern and NFWT by any standard, I am sure that you would agree.

DHA would not be acting in the Lessor's (or DHA's) best interest if this recurring problem was not adequately addressed.

It was to this end that I requested DHA to investigate and to substantiate the cause of the current sewer blockage.

The requirement for photographic evidence was agreed with Ailey, well in advance of any repair work being commenced.

Hence, it was not an "emergency situation" in the sense that DHA had ample time to advise the plumber of what was required of him/her.

However, the photos that were supplied by the plumber, only depict the repaired pipe and not the damaged pipe in situ.

There was no sign of the brick which apparently caused the damage to the pipe in the first place.

Furthermore, the method of repair indicates a completely different blockage scenario than was described.

The above was discussed again with Ailey yesterday afternoon whilst we were both on site to conduct an inspection.

I believe that Ailey and I have agreed on a mutually acceptable outcome however, I welcome any further information that you provide.

Thanks & Regards

---- Original Message -----

From: Boxwell, David<mailto:David.Boxwell@dha.gov.au>

To: \$47F

Cc: Falt, Aliey < mailto:aliey.falt@dha.gov.au > Sent: Friday, February 13, 2015 12:42 PM

|North Nowra - sewer repairs Subject: \$47F

Good Afternoon S47F

I understand that you have had a couple of email conversations with Aliey Falt in our Nowra office in regards to two sewer repairs at your leased property.

I am a Technical Officer and Licensed Builder and am employed by DHA to manage escalated issues, and as a Contractor Manager for DHA contractors. I have previously worked in private industry as a builder in my own business, and as a Construction Supervisor for a project home company. I currently project manage upgrades on DHA and Defence properties including extensions and full renovations. I trust this background will assure you of my experience and qualifications to deal with your case.

Aliey has asked me to investigate the issues in regards to the sewer repairs conducted at your property, and to this end I have requested further information from the contractor on both of these repairs. From my initial investigation of the matter it would appear that these are two separate issues, however I will confirm this when I get further information. The repairs may have been conducted on the same sewer pipe but in different and separate locations.

Once we have the information which I expect in the next 10 days, I will communicate with you and then the decision will be made as to regards the party responsible for the cost.

I understand that Aliey has communicated to you that DHA paid for the initial repair, which should have been the lessor's responsibility due to the nature of the cause of the break in the sewer line. This is I suggest an oversight in DHA not following up with recouping the costs at that time. In view of the time frame that this occurred I would suggest that this has worked to your advantage as DHA will not be recouping the cost of this work.

However in regards to sewer blockages and breakages DHA must act quickly, and at times acts on the lessor's behalf in emergency situations such as sewer issues. DHA then has the right to re-coup costs for this work. This is actually written into the lease agreement we have with lessors.

I also I will be in contact with again when we have further information.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227

david.boxwell<mailto:david.boxwell>@dha.gov.au |

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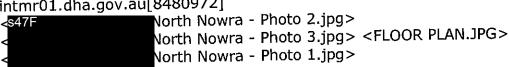
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Status	A Maintenance Done	Current Contracto		Contractor ID 3
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Raised From		MQUO-6950WF	Calhy Ricetti 15/10/2009 15:00	Target Start Date	16/10/2009	i
Invoice) MINV-31039 WF	CTM 23/11/2009 13:31	Target End Date	26/11/2009	0. 44410.004
Status	Å	Maintenance Done	•	Current Contractor		Contractor ID 894
Summary	PI	1 7 E N O LLTM : Repeir broken nder t	ORTH NOWRA NSW 2541: junctions from the laundry line	Contractor Name Appointment Date	30/10/2009 07:00	ost Tier 1 (best) Quality Tier 1 (best) NSW Local Time
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Estimated F Contractor Instructions	R	:540.00 tepair broken junction concrete edge includin	s from the laundry line under the g excavation. Remove all rubbish.	Occupancy Date Occupying AFR	592723	cy Date
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	iternoon David,	erv relevance	e in respect of this matter		⊘ MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes.	Maintenance Done	
There is	s no requirement f	or a sewer di	agram and I am not askin	ng you to provide one.	⊘ MITM-40542	Maintenance Item	Tenant reporting con \$4.7F NORTH NOWRA NSW 2541: PLLTM: Repair broken junctions from the taundry line under t	Maintenance Done	
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Falt, Aliey

From:

s47F

Sent:

Tuesday, 3 March 2015 7:23 PM

To:

Boxwell, David

Cc:

Falt, Aliey; Ricetti, Cathy

Subject:

Re: s47F

North Nowra - sewer repairs

Good Afternoon David,

I can assure that it has every relevance in respect of this matter.

There is no requirement for a sewer diagram and I am not asking you to provide one.

The attached photos will suffice since they show the areas that were excavated in January 2015.

From your plumber's description, and historical data from the MITM data base, it should be a simple matter to identify all 3 repairs.

The approximate locations can simply be marked on either the floor plan or the photo(s), whichever you prefer.

You were approached by Aliey to conduct this investigation on behalf of DHA, not the lessor.

It would be to our mutual benefit if you could assist.

Regards

-- Original Message ----From: Boxwell, David

Cc: Falt, Aliey ; Ricetti, Cathy

Sent: Tuesday, March 03, 2015 4:13 PM

North Nowra - sewer repairs Subject: RE: S47

Good Afternoon S47F

I am not sure of the relevance of this and this is not a matter that DHA would routinely conduct on behalf of lessors.

I now note that that DHA has paid for two of the three sewer repairs which are considered a lessor responsibility.

We do however need to resolve this matter and I urge you to contact Aliey in regards to making payments for the lessor responsibilities for this last sewer repair.

I don't have access the property's sewer diagrams and neither would DHA. These are however available from Shoalhaven Water and there is a fee involved for this.

As we had two different plumbers for the three jobs I can do my best to provide this information, if you provide me with the correct sewer diagram, once the repairs have been paid for.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia

Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227 david.boxwell@dha.gov.au | www.dha.gov.au

Did you know you can track the progress of your logged maintenance? Log onto DHA's Online Services Available 24 hours a day, 7 days a week.

From: s47F

Sent: Tuesday, 3 March 2015 3:38 PM

To: Boxwell, David

Cc: Falt, Aliev; Ricetti, Cathy

North Nowra - sewer repairs Subject: Re:

Good Afternoon David,

Thank you for this information.

It is my understanding that there were three (3) sewer pipe repairs as follows;

- 1) 30/10/2009, MITM-40542
- 2) 28/03/2011, MITM-398462
- 3) 12/01/2015 , MITM-1421673

Could you please mark the attached floor plan, referencing the above MITM numbers, to indicate the location of each of the 3 repairs.

Please email a copy of the marked up drawing back to me for my records.

Thanks in advance.

Regards

-- Original Message ----From Roxwell David

Cc: Falt, Aliey ; Ricetti, Cathy

Sent: Tuesday, March 03, 2015 1:28 PM

North Nowra - sewer repairs Subject: RE: 847F

Good Afternoon^{S47}F

I have obtained a report from the plumber who attended both issues in regards to the sewer issues in relation to your leased property. In the interests of transparency I have included it below.

REPORT FOR

NORTH NOWRA NSW 2541 s47F

SEPTEMBER 2009

FIRST REPAIR WAS JUNCTION LEADING TO THE BRANCH LINE.

JANUARY 2015

SECOND REPAIR, THE PROBLEM WAS FOUND APPROX 15MTRS UP ALONG THE BRANCH LINE

BETWEEN FRONT DOOR ENTRANCE AND DRIVE WAY SLAB.

INITIALLY THE OLD REPAIR WAS EXCAVATED TO MAKE SURE THERE WAS NO ISSUES IN THIS AREA, WHICH WAS

THE PROBLEM WAS CAUSED BY A BRICK IN THE TRENCH, WHICH MAY HAVE BEEN USED TO SEPERATE THE STORMWATER PIPE FROM THE SEWER LINE. THIS HAD BEEN LEFT IN DURING BACKFILLING WHICH PIERCED A HOLE THROUGH THE SEWER PIPE.

It is quite clear from the report that the sewer issues were completely unrelated, and in different locations and as I suspected and relayed to you in my last email, however they were on the same pipeline. The problems were however 15m apart and are unrelated to each other.

I note the request for photos for the second repair requested the following "Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records."

The plumber has provided this information and the photos which I have viewed. It may have been desirable to have shown the damaged pipe in situ with the brick, however the plumber has still provided the photo of the damaged pipe and the excavation as requested in the maintenance item.

The cuts in the pipe with a grinder are also consistent with the plumber performing a professional job and camera inspecting the pipeline while on site. Obviously as there was a break at this point which required repair, it makes perfect sense to cut the opening larger to permit the camera access to see if there were any further issues in the pipeline both upstream and downstream, and then repair the pipe.

As the break in pipe resulted from a brick between the two pipes (both pipes visible in photo as attached) and this was an installation error on behalf of the original plumbing contractor who laid the original drainage, DHA cannot be held responsible for this cost. This is spelt out clearly in the Lease conditions of your lease. Likewise the subsidence which caused the breakage of the first pipe junction at the slab edge beam is also a lessor issue. See lease clauses below.

LEASE 96 EDITION 5

- © Defence Housing Australia
- 13 (d) DHA's responsibilities under clause 13(a) shall not include the following
- (i) repair of structural defects,
- (ii) repair of structural damage, unless the primary cause of the damage is a negligent or malicious act by DHA or its employees or agents or any occupant of the Property who is an occupant pursuant to clause 16(b) or a DHA sub-tenant pursuant to clause 16(c) and clause 16(d),
- (iii) landscaping work of a major, non-recurring maintenance nature, such as large tree removals and replacement of fencing and retaining walls,
- (iv) work covered by any warranty held by the Landlord,
- (v) work which is or would be covered by any insurance which the Landlord is required to effect pursuant to clause 19(a) of this Lease,
- (vi) work which is the obligation (at law or by resolution or agreement) of a body corporate or similar entity or some other third party at the Commencement Date of the initial term of this Lease or which becomes an obligation of this type at any time during the Lease Term,
- (vii) maintenance of swimming pools and associated equipment, including recurrent and structural maintenance,
- (viii) work which is the consequence of any damage by fire, lightning, flood, storm, tempest or any other factor outside the control of DHA,
- (ix) work, repairs and maintenance arising from subsidence of any nature, or
- (x) pest inspection programs or treatments required to protect the Property or to treat infestation of the Property or which are undertaken for the purpose of producing or maintaining pest control
- 13 (e) It shall be the responsibility of the Landlord, subject to clause 14, to carry out at his expense any repair

and maintenance work of the nature described in clause 13(d). If the Landlord fails to carry out any such work within a reasonable period of time, then DHA may carry out such work, and recoup the cost of the work from the Landlord as a debt due, and/or offset that cost against monthly rent payments.

Unfortunately from time to time issues do arise in sewer pipes and as I explained earlier, as the lessor you would always be responsible for these costs. In your case DHA did not forward on the cost for the first repair and in interests of fairness we will not be back charging you for this repair, however you will need to be responsible for the cost of the second repair.

Aliey is quite correct in acting on your behalf immediately to arrange the repairs of an essential service, which is considered emergency maintenance, and she is also correct in forwarding the cost onto you. I am sure that you can arrange a payment plan through your lease payments with Aliey if financial considerations justify it.

Can you please make arrangement with Aliey to pay the \$895.00 for the sewer repair within the next 10 working days.

Should you wish to make a complaint in regards to how this issue has been handled you are free to do this and the weblink is here. https://www.dha.gov.au/about-us/customer-relations/customer-service Alternatively you can write a letter to the National Customer Relations Department, Defence Housing Australia, 26 Brisbane Avenue, Barton ACT 2600

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia

Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227 dayid.boxwell@dha.gov.au | www.dha.gov.au

Did you know you can track the progress of your logged maintenance? Log onto DHA's Online Services Available 24 hours a day, 7 days a week.

From:

Sent: Saturday, 14 February 2015 9:01 AIVI

To: Boxwell, David

Cc: Falt, Aliey North Nowra - sewer repairs Subject: Re:

Good Morning David,

With all due respect, the issues here do not require a great deal of expertise to analyse.

The simple fact of the matter is that the same branch of sewer pipe (laundry/kitchen) has become blocked 3 times in less than 6 years.

This is cause for concern and NFWT by any standard, I am sure that you would agree.

DHA would not be acting in the Lessor's (or DHA's) best interest if this recurring problem was not adequately addressed.

It was to this end that I requested DHA to investigate and to substantiate the cause of the current sewer blockage.

The requirement for photographic evidence was agreed with Ailey, well in advance of any repair work being commenced.

Hence, it was not an "emergency situation" in the sense that DHA had ample time to advise the plumber of what was required of him/her.

However, the photos that were supplied by the plumber, only depict the repaired pipe and not the damaged pipe in situ.

There was no sign of the brick which apparently caused the damage to the pipe in the first place.

Furthermore, the method of repair indicates a completely different blockage scenario than was described.

The above was discussed again with Ailey yesterday afternoon whilst we were both on site to conduct an inspection.

I believe that Ailey and I have agreed on a mutually acceptable outcome however, I welcome any further information that you provide.

Thanks & Regards

--- Original Message -----

From: Boxwell, David
To: \$47F

Cc: Falt, Aliey

Sent: Friday, February 13, 2015 12:42 PM

North Nowra - sewer repairs Subject: 4s47F

Good Afternoon \$47F

I understand that you have had a couple of email conversations with Aliey Falt in our Nowra office in regards to two sewer repairs at your leased property.

I am a Technical Officer and Licensed Builder and am employed by DHA to manage escalated issues, and as a Contractor Manager for DHA contractors. I have previously worked in private industry as a builder in my own business, and as a Construction Supervisor for a project home company. I currently project manage upgrades on DHA and Defence properties including extensions and full renovations. I trust this background will assure you of my experience and qualifications to deal with your case.

Aliey has asked me to investigate the issues in regards to the sewer repairs conducted at your property, and to this end I have requested further information from the contractor on both of these repairs. From my initial investigation of the matter it would appear that these are two separate issues, however I will confirm this when I get further information. The repairs may have been conducted on the same sewer pipe but in different and separate locations.

Once we have the information which I expect in the next 10 days, I will communicate with you and then the decision will be made as to regards the party responsible for the cost.

I understand that Aliey has communicated to you that DHA paid for the initial repair, which should have been the lessor's responsibility due to the nature of the cause of the break in the sewer line. This is I suggest an oversight in DHA not following up with recouping the costs at that time. In view of the time frame that this occurred I would suggest that this has worked to your advantage as DHA will not be recouping the cost of this work.

However in regards to sewer blockages and breakages DHA must act quickly, and at times acts on the lessor's behalf in emergency situations such as sewer issues. DHA then has the right to re-coup costs for this work. This is actually written into the lease agreement we have with lessors.

I also I will be in contact with again when we have further information.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer Sydney West HMC | Defence Housing Australia

Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227 <u>david.boxwell</u>@dha.gov.au | <u>www.dha.gov.au</u>

Did you know you can track the progress of your logged maintenance? Log onto <u>DHA's Online Services</u> Available 24 hours a day, 7 days a week.

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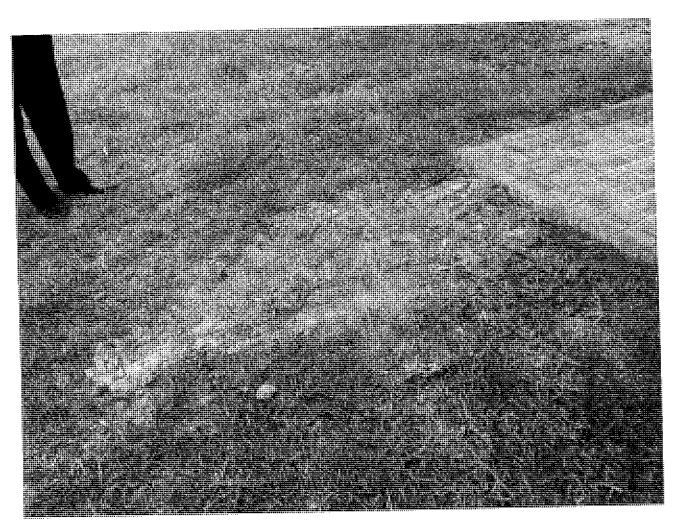
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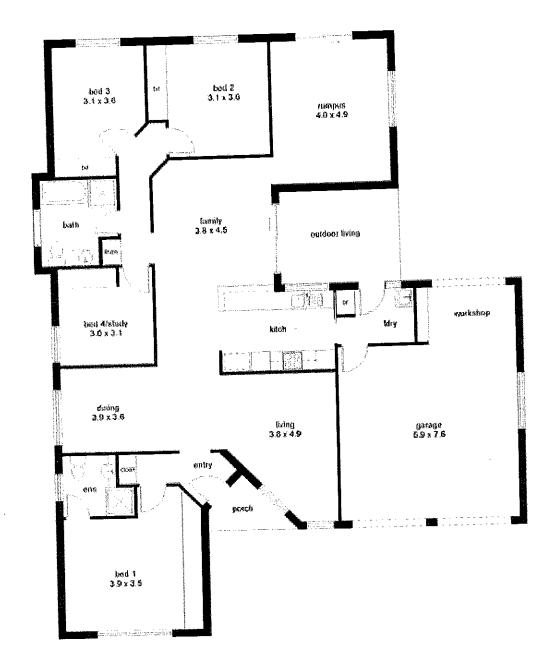
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Status	A Maintenance Done	Current Contract		Contractor ID 894
Summary	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked dreins - water is backing up	Contractor Name	s47F Tender Co	ost Tier 1 (best) Quality Tier 1 (best)
	throu	Appointment Date	12/01/2015 12:00	NSW Local Time
Location	Laundry	Further Act. Req.		
Charge Type	R (Responsive)		nov Dotaile	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage View Spec. T&M	Associated Tena Tenant	s47F	
Estimated Price	\$200.00	Occupancy Date	05/12/2006 Vacan	cy Date
Contractor	REPAIR	Occupying AFR	592723	
Instructions	Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and	Preferred Email	s47F	Worl
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Log a fault in Services Hub |

Falt, Aliey

From:

Boxwell, David

Sent:

<u>uesdav. 3 March</u> 2015 4:14 PM

To:

Cc: Subject: North Nowra - sewer repairs

Good Afternoon \$47F

I am not sure of the relevance of this and this is not a matter that DHA would routinely conduct on behalf of lessors.

I now note that that DHA has paid for two of the three sewer repairs which are considered a lessor responsibility.

We do however need to resolve this matter and I urge you to contact Aliey in regards to making payments for the lessor responsibilities for this last sewer repair.

I don't have access the property's sewer diagrams and neither would DHA. These are however available from Shoalhaven Water and there is a fee involved for this.

As we had two different plumbers for the three jobs I can do my best to provide this information, if you provide me with the correct sewer diagram, once the repairs have been paid for.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical Officer

Sydney West HMC | Defence Housing Australia

Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227 david.boxwell@dha.gov.au | www.dha.gov.au

Did you know you can track the progress of your logged maintenance? Log onto DHA's Online Services Available 24 hours a day, 7 days a week.

From: S47F

Sent: Tuesday, 3 March 2015 3:38 PM

To: Boxwell, David

Cc: Fait, Aliey; Ricetti, Cathy

North Nowra - sewer repairs Subject: Re: 847F

Good Afternoon David,

Thank you for this information.

It is my understanding that there were three (3) sewer pipe repairs as follows;

- 1) 30/10/2009 , MITM-40542
- 2) 28/03/2011, MITM-398462
- 3) 12/01/2015, MITM-1421673

Could you please mark the attached floor plan, referencing the above MITM numbers, to indicate the location of each of the 3 repairs.

Please email a copy of the marked up drawing back to me for my records.

Thanks in advance.

Regards

-- Original Message -----

From: Boxwell, David To: \$47

Cc: Falt, Aliey ; Ricetti, Cathy

Sent: Tuesda<u>v, March 03, 2</u>015 1:28 PM

Subject: RE: \$47F North Nowra - sewer repairs

Good Afternoor \$47F

I have obtained a report from the plumber who attended both issues in regards to the sewer issues in relation to your leased property. In the interests of transparency I have included it below.

REPORT FOR

NORTH NOWRA NSW 2541 s47F

SEPTEMBER 2009

FIRST REPAIR WAS JUNCTION LEADING TO THE BRANCH LINE.

JANUARY 2015

SECOND REPAIR, THE PROBLEM WAS FOUND APPROX 15MTRS UP ALONG THE BRANCH LINE

BETWEEN FRONT DOOR ENTRANCE AND DRIVE WAY SLAB.

INITIALLY THE OLD REPAIR WAS EXCAVATED TO MAKE SURE THERE WAS NO ISSUES IN THIS AREA, WHICH WAS FOUND TO BE CLEAR.

THE PROBLEM WAS CAUSED BY A BRICK IN THE TRENCH, WHICH MAY HAVE BEEN USED TO SEPERATE THE STORMWATER PIPE FROM THE SEWER LINE. THIS HAD BEEN LEFT IN DURING BACKFILLING WHICH PIERCED A HOLE THROUGH THE SEWER PIPE.

It is quite clear from the report that the sewer issues were completely unrelated, and in different locations and as I suspected and relayed to you in my last email, however they were on the same pipeline. The problems were however 15m apart and are unrelated to each other.

I note the request for photos for the second repair requested the following "Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records."

The plumber has provided this information and the photos which I have viewed. It may have been desirable to have shown the damaged pipe in situ with the brick, however the plumber has still provided the photo of the damaged pipe and the excavation as requested in the maintenance item.

The cuts in the pipe with a grinder are also consistent with the plumber performing a professional job and camera inspecting the pipeline while on site. Obviously as there was a break at this point which required repair, it makes perfect sense to cut the opening larger to permit the camera access to see if there were any further issues in the pipeline both upstream and downstream, and then repair the pipe.

As the break in pipe resulted from a brick between the two pipes (both pipes visible in photo as attached) and this was an installation error on behalf of the original plumbing contractor who laid the original drainage, DHA cannot be held responsible for this cost. This is spelt out clearly in the Lease conditions of your lease. Likewise the subsidence which caused the breakage of the first pipe junction at the slab edge beam is also a lessor issue. See lease clauses below.

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13 (d) DHA's responsibilities under clause 13(a) shall not include the following

(i) repair of structural defects,

(ii) repair of structural damage, unless the primary cause of the damage is a negligent or malicious act by DHA or its employees or agents or any occupant of the Property who is an occupant pursuant to clause 16(b) or a DHA sub-tenant pursuant to clause 16(c) and clause 16(d),

(iii) landscaping work of a major, non-recurring maintenance nature, such as large tree removals and replacement of fencing and retaining walls,

(iv) work covered by any warranty held by the Landlord,

(v) work which is or would be covered by any insurance which the Landlord is required to effect pursuant to clause 19(a) of this Lease,

(vi) work which is the obligation (at law or by resolution or agreement) of a body corporate or similar entity or some other third party at the Commencement Date of the initial term of this Lease or which becomes an obligation of this type at any time during the Lease Term, (vii) maintenance of swimming pools and associated equipment, including recurrent and structural

(viii) work which is the consequence of any damage by fire, lightning, flood, storm, tempest or any maintenance. other factor outside the control of DHA,

(ix) work, repairs and maintenance arising from subsidence of any nature, or

(x) pest inspection programs or treatments required to protect the Property or to treat infestation of the Property or which are undertaken for the purpose of producing or maintaining pest control

certificates. 13 (e) It shall be the responsibility of the Landlord, subject to clause 14, to carry out at his expense any repair and maintenance work of the nature described in clause 13(d). If the Landlord fails to carry out any such work within a reasonable period of time, then DHA may carry out such work, and recoup the cost of the work from the Landlord as a debt due, aud/or offset that cost against monthly rent payments.

Unfortunately from time to time issues do arise in sewer pipes and as I explained earlier, as the lessor you would always be responsible for these costs. In your case DHA did not forward on the cost for the first repair and in interests of fairness we will not be back charging you for this repair, however you will need to be responsible for the cost of the second repair.

Aliey is quite correct in acting on your behalf immediately to arrange the repairs of an essential service, which is considered emergency maintenance, and she is also correct in forwarding the cost onto you. I am sure that you can arrange a payment plan through your lease payments with Aliey if financial considerations justify it.

Can you please make arrangement with Aliey to pay the \$895.00 for the sewer repair within the next 10 working days.

Should you wish to make a complaint in regards to how this issue has been handled you are free to do this and the weblink is here. https://www.dha.gov.au/about-us/customer-relations/customer-service Alternatively you can write a letter to the National Customer Relations Department, Defence Housing Australia, 26 Brisbane Avenue, Barton ACT 2600

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Did you know you can track the progress of your logged maintenance? Log onto DHA's Online Services Available 24 hours a day, 7 days a week. From: S47F

Sent: Saturday, 14 February 2015 9:01 AM

To: Boxwell, David Cc: Falt, Aliey

Subject: Re: \$47F North Nowra - sewer repairs

Good Morning s47F

With all due respect, the issues here do not require a great deal of expertise to analyse.

The simple fact of the matter is that the same branch of sewer pipe (laundry/kitchen) has become blocked 3 times in less than 6 years.

This is cause for concern and NFWT by any standard, I am sure that you would agree.

DHA would not be acting in the Lessor's (or DHA's) best interest if this recurring problem was not adequately addressed.

It was to this end that I requested DHA to investigate and to substantiate the cause of the current sewer blockage.

The requirement for photographic evidence was agreed with Ailey, well in advance of any repair work being commenced.

Hence, it was not an "emergency situation" in the sense that DHA had ample time to advise the plumber of what was required of him/her.

However, the photos that were supplied by the plumber, only depict the repaired pipe and not the damaged pipe in situ.

There was no sign of the brick which apparently caused the damage to the pipe in the first place.

Furthermore, the method of repair indicates a completely different blockage scenario than was described.

The above was discussed again with Ailey yesterday afternoon whilst we were both on site to conduct an inspection.

I believe that Ailey and I have agreed on a mutually acceptable outcome however, I welcome any further information that you provide.

Thanks & Regards

s47F

--- Original Message -----

From: Boxwell, David To: \$47

Cc: Falt, Aliey

Sent: Friday, February 13, 2015 12:42 PM

North Nowra - sewer repairs Subject:S47F

Good Afternoons47F

I understand that you have had a couple of email conversations with Aliey Falt in our Nowra office in regards to two sewer repairs at your leased property.

I am a Technical Officer and Licensed Builder and am employed by DHA to manage escalated issues, and as a Contractor Manager for DHA contractors. I have previously worked in private industry as a builder in my own business, and as a Construction Supervisor for a project home company. I currently project manage upgrades on DHA and Defence properties including extensions and full renovations. I trust this background will assure you of my experience and qualifications to deal with your case.

Aliey has asked me to investigate the issues in regards to the sewer repairs conducted at your property, and to this end I have requested further information from the contractor on both of these repairs. From my initial investigation of the matter it would appear that these are two separate issues, however I will confirm this when I get further information. The repairs may have been conducted on the same sewer pipe but in different and separate locations.

Once we have the information which I expect in the next 10 days, I will communicate with you and then the decision will be made as to regards the party responsible for the cost.

I understand that Aliey has communicated to you that DHA paid for the initial repair, which should have been the lessor's responsibility due to the nature of the cause of the break in the sewer line. This is I suggest an oversight in DHA not following up with recouping the costs at that time. In view of the time frame that this occurred I would suggest that this has worked to your advantage as DHA will not be recouping the cost of this work.

However in regards to sewer blockages and breakages DHA must act quickly, and at times acts on the lessor's behalf in emergency situations such as sewer issues. DHA then has the right to re-coup costs for this work. This is actually written into the lease agreement we have with lessors.

I also I will be in contact with again when we have further information.

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Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

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ey		Target Start Date	07/01/2015	
teraction	37991638	Target End Date	14/01/2015	
ivolce	(§) MINV-976434 W.Jintenance Use., 19/01/2015 12:51	-		Contractor ID 894
tatus	A Maintenance Done	Current Contracto)	Tier 1 (best) Quality Tier 1 (best)
ummary	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up	Contractor Name	S47F Tender Cost	Ties I (Dess) Grants ties I (See)
•	throu	Appointment Date	12/01/2015 12:00	NSW Local Time
ocation.	Laundry	Further Act, Req.		
Charge Type	R (Responsive)		Dataile	
Aaintenance Code	PLSTM: Plumbing - Sanitary & Drainage View Spec.	Associated Tenar	s47F	
IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	T&M	Tenant		
Estimated Price	\$200.00	Occupancy Date	05/12/2006 Vacancy	Date
Contractor nstructions	REPAIR Blocked drains - water is backing up through the laundry	Occupying AFR	592723	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	through the drain in floor. Member has tried draino and	Preferred Email	s47F	Wor
	caustic soda but still nothing. Member will be away from tomorrow until Saturday.	Preferred Phone		Wor
	Contact S47F	Preferred Phone		Mobil
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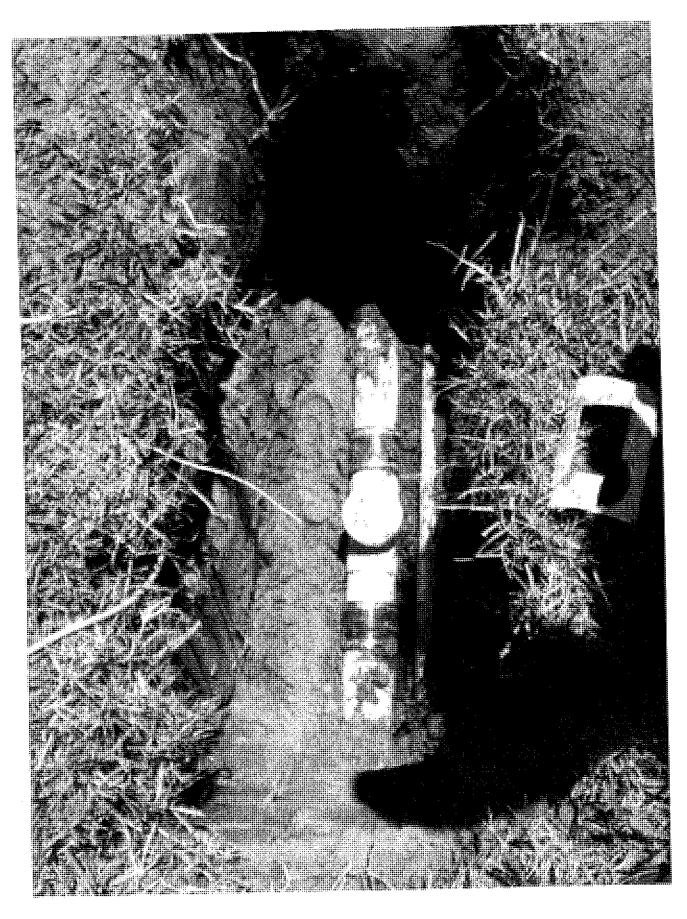
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Maintenance Item	Modify	Allocation Details		
Property Status	Ownership H / Ast. Status AC / Rep. Status	Priority	Routine	NSW Local Time
	MITM-398462 ^{WF} Cathy Ricetti 25/03/2011 15:12	Booking Req. Date	29/03/2011 17:00	N2M rocal time
Key	316957	Target Start Date	25/03/2011	
Interaction		Target End Date	21/04/2011	
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Summary	S47F NORTH NOWRA NSW 2541: PLLTM: Urgent: Blocked sewer pipes. Tenant reporting	Contractor Name	s47F	
	con	Appointment Date	28/03/2011 09:00	NSW Local Time
Location	Whole Site	Further Act, Req.	Cleared blockage in sewer pipes Blockage was located between b	
Charge Type	R (Responsive)		Blockage was caused by concret	e & bitumen inside of
Maintenance Code	PLLTM: Plumbing -Light T&M View Spec.		pipes.	
Estimated Price	\$300.00	Associated Tena	s47F	
	Urgent: Blocked sewer pipes. Tenant reporting constant	Tenant		: .
Contractor Instructions	issue. Please advise cause of blockage.	Occupancy Date	05/12/2006 Vacancy Date	: '
Access Details	centact tenant	Occupying AFR	592723	
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Key Raised From	© MQUO-6950 WF	Cathy Ricetti 15/10/2009 15:00	Target Start Date	16/10/2009	
Invoice	(E) MINV-31039 ₩F	CTM 23/11/2009 13:31	Target End Date	26/11/2009	Contractor ID 894
Status	🗳 Maintenance Don	e	Current Contractor	^r	•
Summary	c47E	ORTH NOWRA NSW 2541 : n junctions from the laundry line	Contractor Name Appointment Date	30/10/2009 07:00	ost Tier 1 (best) Quality Tier 1 (best) NSW Local Time
Location	Exterior Property		Further Act. Req.		
Charge Type	R (Responsive)	ht TAM View Spec.	Associated Tenan	cy Details	ı
Maintenance Code	PLLTM: Plumbing -Lig	int Letter	Tenant	s47F	
Estimated Price	\$540.00	and the state and or the	Occupancy Date	05/12/2006 Vacun	cy Date
Contractor Instructions	Repair broken junction concrete edge includi	ns from the laundry line under the ng excavation. Remove all rubbish.	Occupying AFR	592723	Work
Access Details	contact tenant		Preferred Email	s47F	Work
Attachments			Preferred Phone		Mobile
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Aliey Falt Nowra HMC | Sign Out Client Management CLM PRD B jervis release.20150318T1830.6c0079a Estate Agents Lessors Contractors Lessor IDS47F MRS47E New Interaction / PhoneS47F History Enquiries Interactions Dashboard Interaction 38542377 All Notifications All Interactions Raised Issues Modify Interaction David Boxweil 03/03/2015 13:28 N/A 38542377 Key Referenced issues Email (DHA to Lessor) Source Maintenance/Upgrade Reason Comments View Full Description Description Ν/A orth Nowra - sewer repairs RE: S47F Good Afternoon S47F I have obtained a report from the plumber who attended both issues in regards to the sewer issues in relation to your leased property. In the interests of transparency I have included it below. Attachments SEWER PIPE REPAIR 2015 1... 103.50 KB Attachment 1 2015-28-03-1303.msg 94.00 KB Attachment 2 SEWER PIPE REPAIR 2015 2... 122.14 KB Attachment 3 Next Interaction Previous Interaction relaase.20150316T1830.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Log a fault in Services Hub |

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Falt, Aliey

From:

Boxwell, David

Sent:

<u>Tuesday, 3 Ma</u>rch 2015 1:28 PM

To: Cc: <u>ılley, Kicetti,</u> Cathy

Subject:

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Tel: 88365704 | Fax: 02 6222 2227 <u>david.boxwefl</u>@dha.gov.au | <u>www.dha.gov.au</u>

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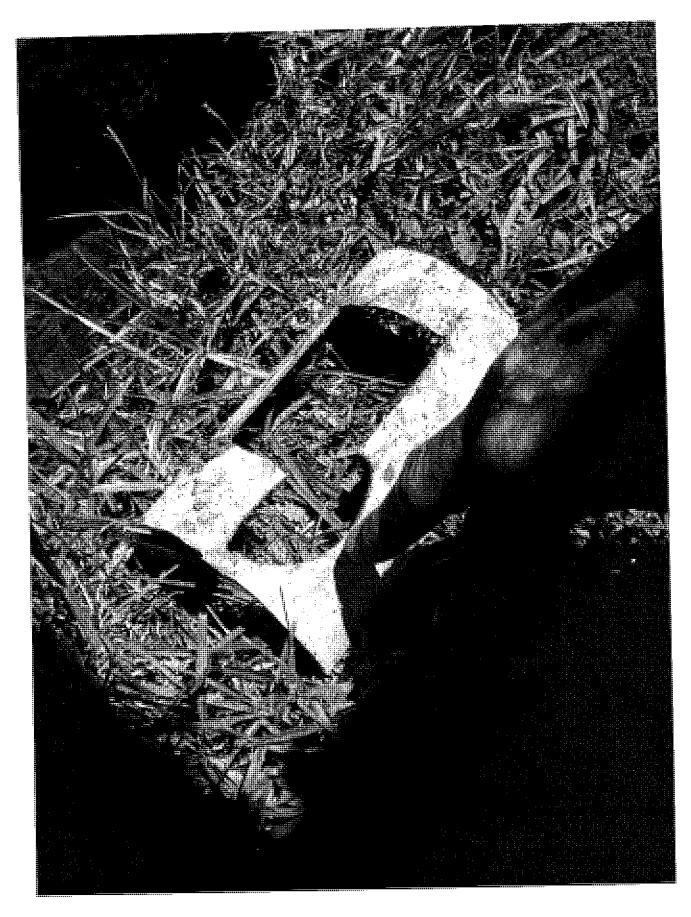
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intmr01.dha.gov.au[8299299]



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Falt, Aliev

From:

Sent:

Tuesday, 3 February 2015 8:13 AM

To:

Falt, Aliev

Cc: Subject: Nowra Property and Tenancy

Re: DHA Investment Property \$47F

North Nowra - Maintenance Feedback &

Photos

Good Morning Aliey,

I have not received your response to my last email below.

Could you please advise completion date of all your maintenance items by C.O.B. Thursday, 05/02/15.

Thank you.

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Sent: Thursday, January 22, 2015 1:12 PM Subject: Re: DHA Investment Property S47F

North Nowra - Maintenance Feedback & Photos

Hi Aliey,

Thanks for approving my site visit this afternoon.

During our site inspection on 13/01/2015, we both expressed dismay at the state of the property which can only be described as "putrid".

However, only one item appears to have made it on the DHA Inspection Report from 13/01/2015 i.e.

"Entry - Mber advised of damage to front doorframe - not caused by Mber - see attached photos - wood worm or similar."

As we both have witnessed, there are many items requiring urgent attention and the following ought to be added to the report for reference;

- 1) Lawns have deteriorated to clumps of grass due to not being mowed regularly
- 2) Cobwebs everywhere, internally and externally
- 3) Dirty, damaged and/or missing window blinds
- 4) Missing light covers/shades

- 5) Mould on tiled areas in the ensuite
- 6) Leaking toilet cistern in the ensuite
- 7) Mould growing up the side of the toilet bowl in the ensuite
- 8) Brown finger streaks on walls (hopefully only mud)
- 9) Grass clippings banked up against the fence
- 10) Grass clippings banked up against the outside walls of the building conducive to termite infestation
- 11) Leaking connection (gutter to downpipe) in entertainment area conducive to termite infestation
- 12) Grass clippings in containers (presumably for dog to sleep in) adjacent to leaking downpipe connection conducive to termite infestation
- 13) Pile of rotting tree timbers discarded on the ground between the house and the fence (bedroom side) conducive to termite infestation
- 14) Long ribbons of torn flyscreens or shadecloth (?) left flapping in the breeze between the house and the fence (bedroom side)

The above are just some of the issues that I have identified during our brief visit to site but there could be more.

Some of these items have featured in previous DHA inspection reports and appear not to have been actioned by the Member.

Firstly, I find it unacceptable that DHA has allowed the property to be neglected in this manner.

Evidently, the Member is not compelled to rectify defect items since DHA do not appear to be following up on reports to ensure that they are rectified.

Secondly, I find it unacceptable that the current planned works are stalled due to your Member becoming uncontactable.

As my Property Manager, I am requesting DHA to assume responsibility for completion of the "agreed maintenance plan".

Also, I am requesting DHA to give me an undertaking as to the scheduled date for completion of the above works.

Only when the works are completed to DHA's standard, will I be organising my own Pest & Building inspections.

Please advise completion date of your "agreed maintenance plan" as soon as practicable.

Thank you



--- Original Message --

From: Falt, Aliey

Sent: Wednesday, January 21, 2015 5:00 PM

Subject: FW: DHA Investment Property \$47F

North Nowra - Maintenance Feedback & Photos

His47F

I have still not be successful reaching the Mber, but I was able to speak to the Mbers partner. Lisa has advised me that it is ok for you to inspect the front yard tomorrow. As the maintenance plan is agreed with the Mber I was unable to confirm how far they have progressed with returning the property back to the required DHA standards.

META)

Would you like to have your pest and building inspectors attend prior to Mbers & DHA completing all the works in case they (the inspectors) identify any additional works?

Thanks, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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



Please consider the environment - do you really need to print this email?

From: Falt, Aliey

Sent: Wednesday, 21 January 2015 4:54 PM

To: \$47F

North Nowra - Maintenance Feedback & Photos Subject: RE: DHA Investment Property

I was unable to reach the Member to seek permission about viewing the front yard, I have left a voicemail requesting a call back urgently.

Under the agreement with Defence Members, DHA/Lessors must provide a minimum of 72 hours notice for inspections.

I will try again and let you know how I go.

Cheers, Aliev

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

Sent: Wednesday, 21 January 2015 4:44 PM

To: Falt, Aliey

Cc: Gately, Petta; Nowra Property and Tenancy

Subject: Re: DHA Investment Property \$47F North Nowra - Maintenance Feedback & Photos

Hi Aliey,

As a courtesy, could you please inform the member that I will be on site tomorrow afternoon.

Only access to the front lawn is required for the purpose of inspecting the sewer pipe repair.

I do not require access into the home and I will not disturb the occupants in any way.

Also, could I please have a time schedule for all DHA maintenance items as identified on 13/01/2015.

As mentioned previously, I would like to carry out my own Building and Pest inspections as soon as these items are completed.

Thank you



---- Original Message ----

From: Falt, Aliey

To: \$47F

Cc: Nowra Property and Tenancy

Sent: Monday, January 19, 2015 11:29 AM

Subject: RE: DHA Investment Property \$47F

North Nowra - Maintenance Feedback & Photos

Hi s47F

I will contact the Contractors and seek their response relating to point 1, once they have provided DHA with their feedback I will let know the outcomes.

In point 2, you have queried why this occasion DHA is seeking a recovery of costs for the works that have been completed at the property. To ensure that I provided you with the correct information, I requested assistance from the Lessor Management team and the below are some examples of DHA Maintenance Responsibility and Lessor Retained Responsibility that are under the Repair and Maintenance Function of your lease.

Responsibility for repair of a broken pipe would depend on the cause of the break, for example:

- A pipe broken due to subsidence or ground movement is outside of the control of DHA and the work is the Lessor's responsibility.
- A pipe broken by tree roots would be the result of tree damage and subsidence and would be the Lessor's responsibility.
- A pipe blocked because of inappropriate disposal by tenants is maintenance but is the tenant's responsibility and DHA would recover costs from the Defence Member.

Routine clearing of drainage pipes would generally be considered normal maintenance and would be a DHA responsibility.

The plumbing works completed at your DHA Investment property with responsibility listed.

30/10/2009 – MITM-40542 - Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish. – is a **Lessors retained responsibility**

02/11/2019 - MITM-57579 - Annual: renew relief valve on HWS - is a **DHA responsibility**

28/03/2011 - MITM-398462 - Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage. - is a **DHA Responsibility if routine cleaning - if further works required may be Lessors retained responsibility for repairs.**

12/01/2015 - MITM-1421673 - REPAIR- Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and caustic soda but still nothing. Member will be away from tomorrow until Saturday. - is a DHA responsibility if routine cleaning - if further works required may be Lessors retained responsibility for repairs

15/01/2015 - MITM-1436517 - As per further actions on MITM-1421673. Quote to repair damaged junction as per email 12/01/2015. Quote consists of excavating and repairing broken junction. Main line connecting bathroom and ensuite was found to be clear. Branch line which connects laundry and kitchen is blocked. Where these 2 lines meet the ground has subsided, showing evidence of A break in the sewer. This area will be dug up, cut out and replaced. Quote to replace \$895 Inc GST. Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records. – is a Lessor retained responsibility

As mentioned previously, the MITM-40542 (previous broken junction) should have been a Lessor retained responsibility. To find out the reason why DHA did not seek the recovery of funds from yourself on this occasion I checked the Mber's (Occupying Defence Member) interaction history and found that the Mber thought the problem surrounding the blocked drainage was from his young children flushing NFWT (non-fair wear & tear) items down the toilets. If the blockage was caused from NFWT it would have been a DHA responsibility. When the plumbers attended it must have been noted that the damage/blockage was not from NFWT (toys in the pipes) but instead from a broken junction, the repairs were still actioned without seeking your instructions first and this is my understanding of why DHA did not seek payment recovery from yourself at the time.

I hope this information is able to assist you with your enquiry.

Thank you, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207

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



Please consider the environment - do you really need to print this email?

From: S47F

Sent: Monday, 19 January 2015 10:30 AM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property \$47F

North Nowra - Maintenance Feedback & Photos

Good Morning Aliey,

Thank you for this information.

I would still like clarification on the following please;

1) The photos do not appear to show evidence of damage by tree roots as I was originally informed.

What was the cause of the damage as determined by the plumber?

2) I believe this repair is DHA responsibility under Clause 13 (a) of the Lease Agreement. This is supported by the fact that the previous two repairs were carried out at DHA's cost. Why should it be the Lessor's responsibility on this occasion?

Thanks & Regards

--- Original Message ----

From: Falt, Aliey

To: S47F

Cc: Nowra Property and Tenancy

Sent: Monday, January 19, 2015 8:45 AM

Subject: DHA Investment Property \$47F

North Nowra - Maintenance Feedback & Photos

Good morning s47F

Attached are the photos that the plumber has provided to DHA (damaged junction & completed repairs) for your review.

Petta will also be taking photos of the disturbed lawn/gardens so we can evaluate if any restoration works will be needed, these photos will also be emailed to you for your records hopefully this afternoon.

Sec. 25

Thanks, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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



Please consider the environment - do you really need to print this email?

From: S47F

Sent: Friday, 16 January 2015 5:15 PM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property \$47F Way North Nowra

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

s47F

---- Original Message -----

From: Falt, Aliey

To: \$47F

Cc: Nowra Property and Tenancy

Sent: Friday, January 16, 2015 4:49 PM

Subject: RE: DHA Investment Property S47F North Nowra

Hi s47F

Thank you for forwarding your email to the NowraPropertyandTenancy@dha.gov.au inbox, this is the best email address as the whole Nowra Property & Tenancy team can review emails and assist Lessors and Members with their enquiries.

I have contacted the contractor to seek an update on the outstanding works, and their office has advised that the plumber contacted the Mbers yesterday and arrange access to the property for this morning. The contractors have not received any feedback or photos yet from the plumber and currently he is unavailable by phone.

The contractors believe the junction replacement has been completed and no further works are required.

Once the plumber provides DHA with the required photos of the excavated area, I will send them across to you for your review and records. DHA will also take a photo of the area that has been disturbed for confirmation the location of the repairs on Monday when Petta is up in North Nowra on her inspections.

I will contact you on Monday with the outcomes so we can ensure that we are all satisfied with the results.

Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Sent: Friday, 16 January 2015 4:16 PM

To: Nowra Property and Tenancy; Falt, Aliey

Cc: Gately, Petta

Subject: Re: DHA Investment Property S47F

North Nowr

Good Afternoon,

I have received an out of office reply from Petta's mailbox.

As the week-end is now upon us, I am becoming increasingly more anxious about the sewer backing up into the laundry.

Is there anyone who can provide me with an update on the repair of the broken sewer pipe please?

Thanks

-- Original Message --

To: Gately, Petta

Sent: Friday, January 16, 2015 3:17 PM_

Subject: Re: DHA Investment Property \$47F

Good Afternoon Petta,

Do you have an update on when this sewer pipe will be repaired please?

Thank you.

Regards

--- Original Message -----

To: Gately, Petta

Sent: Thursday, January 15, 2015 1:36 PM

Subject: Re: DHA Investment Property 547F

Good Afternoon Petta,

Thanks for your email.

I need to reiterate that the sewer pipe repair is of urgent priority.

Perhaps you should phone your plumbing contractor in the interim.

Kind Regards

s47F

-- Original Message -----

From: Gately, Petta To: \$47F

Sent: Thursday, January 15, 2015 1:05 PM

Subject: RE: DHA Investment Property \$47F

North Nown

Good afternoon s47F

Sorry for the delay in my response, I have been away from the office on other inspections.

I have asked Aliey to review, as I am just new in this position as Aliey explained, and am seeking her experience to move forward.

I will endeavour to get you a response by close of business today.

Kind regards

Petta Gately | Property Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

From:s47F

Sent: Thursday, 15 January 2015 12:47 PM

To: Gately, Petta

Subject: Re: DHA Investment Property \$47F

North Nowr

Good Afternoon Petta,

Firstly, I presume that you are in the process of sourcing the below information since I have not received your reply.

You need to be aware that your member is still using their washing machine on site.

The floor drain in the laundry is still backing up onto the floor every time the washing machine is used.

This is of major concern as it could have detrimental effects on the structure of the property.

Please advise whether the sewer pipe has been repaired or when you expect it to be repaired.

Secondly, I am not at all satisfied with the way the property has been maintained.

There are areas of grave concern which need to be addressed immediately.

I intend to engage a Building and Pest Inspector (at my cost) to inspect the property thoroughly.

I would like these inspections to occur within 14 days of this email.

Please advise a suitable range of dates as soon as practicable.

Thank you.

Kind Regards

s47F

----- Original Message -----From: ^{\$47F}

To: Gately, Petta

Sent: Tuesday, January 13, 2015 6:57 PM

Subject: Re: DHA Investment Property \$47F

North Nowr

Hi Petta,

During our site inspection with Aliey today , it became apparent that the plumbing issue may be a recurring one.

Your Member has informed us that he recalls the same pipe being dug up approximately 6 years ago.

I have not been informed of any previous faults associated with the sewer system.

Could you please provide me with information as to what the original problem was and how it was rectified.

Thanks for your help.

Kind Regards

s47F

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Falt, Aliey

From:

Maint Nowra

Sent:

Thursday, 29 January 2015 4:17 PM

To:

Subject:

s47F

North Nowra

Dear Mr^{s47F}

As part of Defence Housing Australia's (DHA's) aim to meet Department of Defence 2017 compliance requirements and to improve the quality of life for our Defence members, DHA will be installing reverse cycle air conditioning in your investment property.

s47F who are both certified cooling specialists will be responsible for the installation, with Department of Defence covering all costs.

We will be installing reputable brand reverse cycle systems in your property, with warranty and required certification. Once installation is completed DHA will update your property profile in Online Services. Please note that this will be a permanent upgrade and will not be removed at lease end.

Should you not wish for reverse cycle air conditioning to be installed, please contact our Nowra office on 02 4421 1500, or via nowrapropertyandtenancy@dha.gov.au by 12pm, Thursday 5 February 2015. Should we not hear from you on or before this date we will assume your acceptance.

If you have any concerns or queries please do not hesitate to contact DHA on 139 342.

Regards

Property and Tenancy Services Defence Housing Australia T. 139 342 | www.dha.gov.au

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Falt, Aliey

From:

Falt, Aliey

Sent:

Wednesday, 21 January 2015 5:00 PM

To:

Subject:

FW: DHA Investment Property \$471

North Nowra - Maintenance Feedback

& Photos

Hi s47F

I have still not be successful reaching the Mber, but I was able to speak to the Mbers partner. Lisa has advised me that it is ok for you to inspect the front yard tomorrow. As the maintenance plan is agreed with the Mber I was unable to confirm how far they have progressed with returning the property back to the required DHA standards.

Would you like to have your pest and building inspectors attend prior to Mbers & DHA completing all the works in case they (the inspectors) identify any additional works?

Thanks, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207

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



Please consider the environment - do you really need to print this email?

From: Falt, Aliey

Sent: Wednesday, 21 January 2015 4:54 PM

Subject: RE: DHA Investment Property S47F

North Nowra - Maintenance Feedback & Photos

I was unable to reach the Member to seek permission about viewing the front yard, I have left a voicemail requesting a call back urgently.

Under the agreement with Defence Members, DHA/Lessors must provide a minimum of 72 hours notice for inspections.

I will try again and let you know how I go.

Cheers, Aliev

I will contact the Contractors and seek their response relating to point 1, once they have provided DHA with their feedback I will let know the outcomes.

In point 2, you have queried why this occasion DHA is seeking a recovery of costs for the works that have been completed at the property. To ensure that I provided you with the correct information, I requested assistance from the Lessor Management team and the below are some examples of DHA Maintenance Responsibility and Lessor Retained Responsibility that are under the Repair and Maintenance Function of your lease.

Responsibility for repair of a broken pipe would depend on the cause of the break, for example:

- A pipe broken due to subsidence or ground movement is outside of the control of DHA and the work is the Lessor's responsibility.
- A pipe broken by tree roots would be the result of tree damage and subsidence and would be the Lessor's responsibility.
- A pipe blocked because of inappropriate disposal by tenants is maintenance but is the tenant's responsibility and DHA would recover costs from the Defence Member.

Routine clearing of drainage pipes would generally be considered normal maintenance and would be a DHA responsibility.

The plumbing works completed at your DHA Investment property with responsibility listed.

30/10/2009 – MITM-40542 - Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish. – is a **Lessors retained responsibility**

02/11/2019 - MITM-57579 - Annual: renew relief valve on HWS - is a **DHA responsibility**

28/03/2011 – MITM-398462 - Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage. – is a **DHA Responsibility if routine cleaning – if** further works required may be Lessors retained responsibility for repairs.

12/01/2015 - MITM-1421673 - REPAIR- Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and caustic soda but still nothing. Member will be away from tomorrow until Saturday. - is a **DHA responsibility if routine cleaning - if further works required may be Lessors retained responsibility for repairs**

15/01/2015 – MITM-1436517 - As per further actions on MITM-1421673. Quote to repair damaged junction as per email 12/01/2015. Quote consists of excavating and repairing broken junction. Main line connecting bathroom and ensuite was found to be clear. Branch line which connects laundry and kitchen is blocked. Where these 2 lines meet the ground has subsided, showing evidence of A break in the sewer. This area will be dug up, cut out and replaced. Quote to replace \$895 Inc GST. Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records. – is a **Lessor retained responsibility**

As mentioned previously, the MITM-40542 (previous broken junction) should have been a Lessor retained responsibility. To find out the reason why DHA did not seek the recovery of funds from yourself on this occasion I checked the Mber's (Occupying Defence Member) interaction history and found that the Mber thought the problem surrounding the blocked

Cc: Nowra Property and Tenancy

Sent: Monday, January 19, 2015 8:45 AM

Subject: DHA Investment Property \$47F North Nowra - Maintenance Feedback & Photos

Good morning s47F

Attached are the photos that the plumber has provided to DHA (damaged junction & completed repairs) for your review.

Petta will also be taking photos of the disturbed lawn/gardens so we can evaluate if any restoration works will be needed, these photos will also be emailed to you for your records hopefully this afternoon.

Thanks, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

From: S47F

Sent: Friday, 16 January 2015 5:15 PM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property \$47F

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

s47F

---- Original Message -----

From: Falt, Aliey

To: \$47F

Cc: Nowra Property and Tenancy

I have received an out of office reply from Petta's mailbox.

As the week-end is now upon us, I am becoming increasingly more anxious about the sewer backing up into the laundry.

Is there anyone who can provide me with an update on the repair of the broken sewer pipe please?

Thanks

s47F

---- Original Message -From: S47F

To: Gately, Petta

Sent: Friday, January 16, 2015 3:17 PM

Subject: Re: DHA Investment Property S47F

North Nowr

Good Afternoon Petta,

Do you have an update on when this sewer pipe will be repaired please?

Thank you.

Regards

---- Original Message From:^{\$47F}

To: Gately, Petta

Sent: Thursday, January 15, 2015 1:36 PM

Subject: Re: DHA Investment Property s47F

North Nowr

Good Afternoon Petta,

Thanks for your email.

I need to reiterate that the sewer pipe repair is of urgent priority.

Perhaps you should phone your plumbing contractor in the interim.

Kind Regards

There are areas of grave concern which need to be addressed immediately.

I intend to engage a Building and Pest Inspector (at my cost) to inspect the property thoroughly.

I would like these inspections to occur within 14 days of this email.

Please advise a suitable range of dates as soon as practicable.

Thank you.

Kind Regards

--- Original Message -----

From:s47F

To: Gately, Petta

Sent: Tuesday, January 13, 2015 6:57 PM

Subject: Re: DHA Investment Property 47F North Nown

Hi Petta,

During our site inspection with Aliey today, it became apparent that the plumbing issue may be a recurring one.

Your Member has informed us that he recalls the same pipe being dug up approximately 6 vears ago.

I have not been informed of any previous faults associated with the sewer system.

Could you please provide me with information as to what the original problem was and how it was rectified.

Thanks for your help.

Kind Regards

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Falt, Aliey

From:

Falt, Aliey

Sent:

Wednesday, 21 January 2015 4:54 PM

To:

Subject:

RE: DHA Investment Property S47F

North Nowra - Maintenance Feedback &

Hi s47F

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Under the agreement with Defence Members, DHA/Lessors must provide a minimum of 72 hours notice for inspections.

I will try again and let you know how I go.

Cheers, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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



A Please consider the environment - do you really need to print this email?

Sent: Wednesday, 21 January 2015 4:44 PM

To: Falt, Aliey

Cc: Gately, Petta; Nowra Property and Tenancy

Subject: Re: DHA Investment Property \$47F

North Nowra - Maintenance Feedback & Photos

Hi Aliey,

As a courtesy, could you please inform the member that I will be on site tomorrow afternoon.

Only access to the front lawn is required for the purpose of inspecting the sewer pipe repair.

I do not require access into the home and I will not disturb the occupants in any way.

28/03/2011 - MITM-398462 - Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage. - is a DHA Responsibility if routine cleaning - if further works required may be Lessors retained responsibility for repairs.

12/01/2015 - MITM-1421673 - REPAIR- Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and caustic soda but still nothing. Member will be away from tomorrow until Saturday. - is a DHA responsibility if routine cleaning - if further works required may be Lessors retained responsibility for repairs

15/01/2015 - MITM-1436517 - As per further actions on MITM-1421673. Quote to repair damaged junction as per email 12/01/2015. Quote consists of excavating and repairing broken junction. Main line connecting bathroom and ensuite was found to be clear. Branch line which connects laundry and kitchen is blocked. Where these 2 lines meet the ground has subsided, showing evidence of A break in the sewer. This area will be dug up, cut out and replaced. Quote to replace \$895 Inc GST. Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records. - is a Lessor retained responsibility

As mentioned previously, the MITM-40542 (previous broken junction) should have been a Lessor retained responsibility. To find out the reason why DHA did not seek the recovery of funds from yourself on this occasion I checked the Mber's (Occupying Defence Member) interaction history and found that the Mber thought the problem surrounding the blocked drainage was from his young children flushing NFWT (non-fair wear & tear) items down the toilets. If the blockage was caused from NFWT it would have been a DHA responsibility. When the plumbers attended it must have been noted that the damage/blockage was not from NFWT (toys in the pipes) but instead from a broken junction, the repairs were still actioned without seeking your instructions first and this is my understanding of why DHA did not seek payment recovery from yourself at the time.

I hope this information is able to assist you with your enquiry.

Thank you, Aliey

Aliev Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207 NowraPropertyandTenancy@dha.gov.au | www.dha.gov.au



Please consider the environment - do you really need to print this email?

From S47F

Sent: Monday, 19 January 2015 10:30 AM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property North Nowra - Maintenance Feedback & Photos

Good Morning Aliey,

From:

Sent: Friday, 16 January 2015 5:15 PM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA investment Property Way North Nowra

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

---- Original Message -----

From: Falt, Aliey

Cc: Nowra Property and Tenancy

Sent: Friday, January 16, 2015 4:49 PM Subject: RE: DHA Investment Property

North Nowra

Thank you for forwarding your email to the NowraPropertyandTenancy@dha.gov.au inbox, this is the best email address as the whole Nowra Property & Tenancy team can review emails and assist Lessors and Members with their enquiries.

I have contacted the contractor to seek an update on the outstanding works, and their office has advised that the plumber contacted the Mbers yesterday and arrange access to the property for this morning. The contractors have not received any feedback or photos yet from the plumber and currently he is unavailable by phone.

The contractors believe the junction replacement has been completed and no further works are required.

Once the plumber provides DHA with the required photos of the excavated area, I will send them across to you for your review and records. DHA will also take a photo of the area that has been disturbed for confirmation the location of the repairs on Monday when Petta is up in North Nowra on her inspections.

I will contact you on Monday with the outcomes so we can ensure that we are all satisfied with the results.

Enjoy your day, Aliey

Aliev Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia

---- Original Message -----

From:s47F

To: Gately, Petta

Sent: Thursday, January 15, 2015 1:36 PM Subject: Re: DHA Investment Property

North Nowr

Good Afternoon Petta,

Thanks for your email.

I need to reiterate that the sewer pipe repair is of urgent priority.

Perhaps you should phone your plumbing contractor in the interim.

Kind Regards

-- Original Message -----

From: Gately, Petta

To:s47F

Sent: Thursday, January 15, 2015 1:05 PM

Subject: RE: DHA Investment Property \$47F

North Nowr

Good afternoon s47F

Sorry for the delay in my response, I have been away from the office on other inspections.

I have asked Aliey to review, as I am just new in this position as Aliey explained, and am seeking her experience to move forward.

I will endeavour to get you a response by close of business today.

Kind regards

Petta Gately | Property Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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



A Please consider the environment - do you really need to print this email?

Your Member has informed us that he recalls the same pipe being dug up approximately 6 years ago.

I have not been informed of any previous faults associated with the sewer system.

Could you please provide me with information as to what the original problem was and how it was rectified.

Thanks for your help.

Kind Regards

s47F

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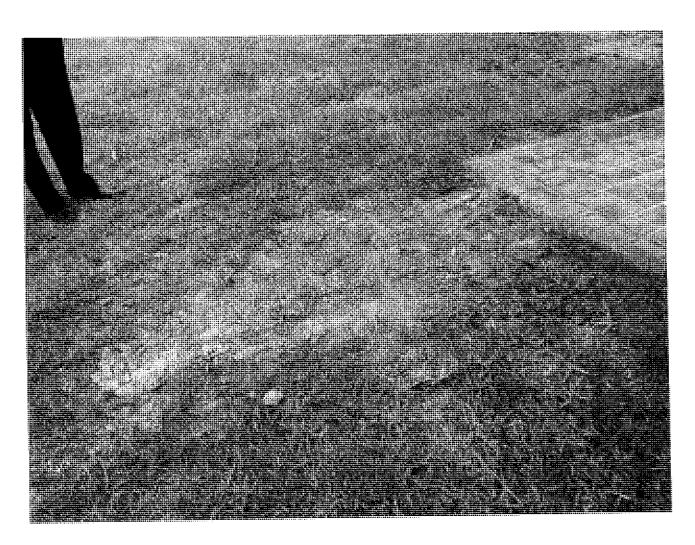
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Falt, Aliey

From:

Falt, Aliey

Sent:

Wednesday, 21 January 2015 4:30 PM

To:

Cc:

Nowra Property and Tenancy

Subject:

FW: DHA Investment Property \$47F

& Photos

North Nowra - Maintenance Feedback



Thank you for the opportunity to further investigate your enquiry, I have now received the feedback from the plumbers that provides us with their outcomes and the photos of the disturbed grounds.

The plumber has advised that there were no tree roots causing the problems, instead it was discovered once the area had been excavated that there was a brick in-between the two pipes to separate them (sic) that has been accidently left in when backfilling (during constructions), and overtime the brick has moved & cracked the pipe causing the problems that were identified at the property.

The plumber has also advised that the section he has replaced in 2015 was in a different area to the repairs that was completed previously in 2009. The plumber is certain of this as he had inspected and trouble shooted the area he replaced in 2009 first and found no problems prior to locating the new damaged junction.

As the invoice is an unexpected cost to yourself, DHA may be able to assist you with an interest free loan which would allow you to repay the \$895.00 over a few months to minimise the inconvenience to you.

Would you like me to apply on your behalf for the interest free loan (approx. \$150.00 per month from your monthly statement for 6 months) instead of the \$895.00 being deducted as one amount on your next monthly statement? Please let me know how you would like to proceed by emailing the NowraPropertyandTenancy@dha.gov.au inbox.

I currently do not believe that restoration works are required to the lawns and gardens at this moment. I would like to see an improvement with the upkeep of the lawns and gardens prior to requesting restoration works. Within the agreed maintenance plan that is ongoing with the occupying Members, DHA and the Members are carrying out maintenance and once completed I would like to schedule another inspection for the both of us to attend and view the completed works.

Please let me know if this will be suitable.

Once again, I really do appreciate your patience and understanding.

Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

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I hope this information is able to assist you with your enquiry.

Thank you, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

| www.dha.gov.au

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From:

Sent: Monday, 19 January 2015 10:30 AM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property S47F North Nowra - Maintenance Feedback & Photos

Good Morning Aliey,

Thank you for this information.

I would still like clarification on the following please;

1) The photos do not appear to show evidence of damage by tree roots as I was originally informed.

What was the cause of the damage as determined by the plumber?

2) I believe this repair is DHA responsibility under Clause 13 (a) of the Lease Agreement.

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

-- Original Message -----

From: Falt, Aliey To: \$47.

Cc: Nowra Property and Tenancy

Sent: Friday, January 16, 2015 4:49 PM Subject: RE: DHA Investment Property

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Aliev Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia

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Tel: 139 342 | Fax: 02 6222 2207

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Kind Regards

s47F

---- Original Message -----

From: Gately, Petta

To: s47F

Sent: Thursday, January 15, 2015 1:05 PM

Subject: RE: DHA Investment Property

North Nowr

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Tel: 139 342 | Fax: 02 6222 2207

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



Please consider the environment - do you really need to print this email?

From: s47F

Sent: Thursday, 15 January 2015 12:47 PM

To: Gately, Petta

Subject: Re: DHA Investment Property \$47F North Nowr

Good Afternoon Petta,

Firstly, I presume that you are in the process of sourcing the below information since I have not received your reply.

s47F

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Aljey Falt Nowra HMC | Sign Out Lessor.. Lessor ID S47 New Interaction Raised Issues Referenced Issues N/A Comments N/A

Client Management CLM PRD B jervis release.20150316T1830.6c0079a

Contractors

Lessors Estate Agents

MR^{S47F} Email A7

Dashboard S47F

Interactions Ali Notifications

Enquiries

History

Sent 1 year ago

Modify

Interaction 34770802 All Interactions

34770802

Notification Sy., 07/03/2014 16:12 Email (DHA to Lessor)

Source Template

Interaction

Key

Custom Email

s47F Recipient

Description

View Full Description

DHA Monthly Statement

Defence Housing Australia

Good Afternoon

There has been a delay in the generation of statements. This has now been rectified and your statement will be posted to your nominated postal address. In the meantime,

N/A

Previous Interaction

Log a fault in Services Hub

release.20150318T1830.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Next Interaction

Rendered in 0,02 seconds 01/04/2015 07:56:49

DHA Monthly Statement



Good Afternoon

There has been a delay in the generation of statements. This has now been rectified and your statement will be posted to your nominated postal address. In the meantime, you can view your statement from DHA Online Services. Should you require assistance logging in to your online services account, please email lessormanagement@dha.gov.au.

We apologise for any inconvenience this may have caused. Should you have any questions about your account, please feel free to contact the Accounts Payable team on 139 342.

Kind regards

Lessor Management Team

Defence Housing Australia

Aliey Fait Nowra HMC | Sign Out

New Interaction

Lessor ID S47F

Client Management CLM PRD B jervis release,20150318T1830.6c0079a Estate Agents Contractors Lessors Members MR^{S47E} / Phone A7F Email S47F History Enquiries Interactions Dashboard Interaction 31243449 All Notifications All Interactions Raised Issues Modify Interaction Notification Sy., 12/11/2013 10:19 N/A 31243449 Key Referenced issues Email (DHA to Lessor) Source Custom Email Template s47F Sent 1 year ago Comments Recipient To N/A View Full Description Description DHA Market Rent Review Service Defence Housing Australia Dear Lessor, The Annual Revaluation of your rental property is underway. To familiarise yourself with the timeline and procedures in relation to the secondary review process please view the notification via the DHA Website/Market Review 2013-14 **Attachments** N/A Previous Interaction

Next Interaction

release.20150318T1830.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Rendered in 0.02 seconds 01/04/2015 07:53:51

Log a fault in Services Hub

1/04/2015 7:55 AM

DHA Market Rent Review Service



Dear Lessor,

The Annual Revaluation of your rental property is underway. To familiarise yourself with the timeline and procedures in relation to the secondary review process please view the notification via the DHA Website/Market Review 2013-14

If you have any queries please contact DHA on 139 342

Defence Housing Australia

Tel: 139 342 | valuations@dha.gov.au

Client Mea	agament CI M PR	D R jervis rek	ease, 20150318T1830.	6c0079a			Aliey Falt Nowra HMC Sign Out
Members	Contractors	Lessors	Estate Agents	mrs47F	Lessor		
MR S47	F	1	Phone S47F				Lessor ID S47F
Dashboard			Interactions	Enquiries History	<u> </u>		
All Interacti	ions Interacti	ion 26451 7 5	6 All Notifications	: :			
Interact	ion			Modify	Raised Issues		
Key		26451756	Lis	a Amott 10/07/2013 17:42	N/A		
Source		Phone (Le	ssor to DHA)		Referenced Issues		
Descrip	ntion.			View Full Description	N/A		
-	spection and lette	er			Comments		
annuai III	spection and lete	· ·			N/A		
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Attach	ments	ra s 47	7				
Attachr	ment 1	§ 547		111.81 KB			
Attachr	ment 2	ø		141.05 KB			,
Pre	vious Interaction	-					Next Interaction
•							
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s47F

Dear Mr s47F

Re: Property Inspection \$47F North Nowra NSW 2541

I am writing to advise that Defence Housing Australia (DHA) has completed an annual inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 17/06/2013 the property was occupied by a Defence tenant.

Property was found to be in a tidy condition, work order raised for maintenance found at inspection, tenant advised to replace missing light shades.

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if your have a new mobile or email address since you last advised us please complete the attached 'Change of Details' form. Please note that you do not need to repeat information which has not changed. If you have not already authorised DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorisation on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 02 44211 512 or by email at nowrapropertyandtenancy@dha.gov.au

Yours sincerely

Lisa Arnott Property Manager Defence Housing Australia



Amend lessor information

Section 1 Lesso	r detaga	 	
Details as they appear	on your	Checitor cade	L
statement		emzn rożeeś	
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Address of DHA leased	property		Section (1973) to section (1973). It is the section of the section (1974) to the section
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			Home (
			Mobile
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			How would you prefer to be contacted? Phone work Phone home Mode Email
			Phone work Phone home Mobile Email
Section 3 Bank	caccount d	elails for electr	ebnuš sino
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account details?	Yes		rominating a low account pieces contact your early prior to educing DHA to
		ensure that per	ty payments will be accepted directly into the loan account.
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To assist DHA In i	resping per re	Koks up-to-date ha oa wax bebalf	the encourage you to deciare and provide copies of any legal continents that effect
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on that DHA can t	i patauna; zu Indata dha da	ially da nie 2000: Ialis, Ecomples lic	tiese but are not finated to; Power of Atlantic, Probate, Transfer, Marriage Certificate,
Deed of Name Ch	ance of Non	inated Signatories	
Have you attached		Ge to Section :	
documents?	\8s	•	tis) have you attacked?
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LEASED PROPERTY INSPECTION REPORT

Signed:



Address of Property: S47F Inspected by: Lisa Arnott CONDITION Bedroom 1 Bedroom 2 Bedroom 3 Bedroom 4 Study Ensuite Bathroom Toilet Living Room Dining Room Family Room Rumpus Room Kitchen Laundry Hall Ext. Front Ext. Rear Garage/Cpt Shed Grounds Front	Lease 96	work order raised tenant to replace
CONDITION A	comments se door knob t shade missing se door handle wel rail to be replaced by tens at shade missing t shade missing gpo cracked	work order raised tenant to replace tenant to replace tenant to replace tenant to replace
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Kitchen	gpo cracked	
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Ext. Rear Garage/Cpt Shed		
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Common Area		

Client Mar	nagement CLM PR	D B jervis relea	se.20150318T1830.0	6c0079a		Aliey Fall Nowra HMC Sign Out
Members	Contractors		Estate Agents	mrS47F	Lessor	
MR S4 Email S47 Dashboard		/ Pł	none <mark>S47F</mark> Interactions	Enquiries History		Lessor ID S47F 33 New Interaction
All Interact	ions Interacti	on 21843504	All Notifications			:
Interact	tion			Modify	Raised Issues	
Key	5	21843504	Fiona (M	lat leav 08/03/2013 13:48	N/A	
Source		Email (DHA	io DHA)		Referenced Issues	:
Descrip	otion			View Full Description	N/A	
FW: WAT	ER USAGE .S4	-7F			Comments	
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Attach	ments					
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Falt, Aliey

From:

Bolton, Fiona

Sent:

Friday, 8 March 2013 1:48 PM

To:

Accounts Payable

Subject:

FW: WATER USAGE -S47F

NOWRA NORTH

Attachments:

WATER USAGE - MARCH 2013.pdf

DATE:

08 March 2013

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$153.45 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Bolton | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.bolton@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Friday, 8 March 2013 12:46 PM

To: Boiton, Fiona

Subject: WATER USAGE - \$47F

NOWRA NORTH

Hi Fiona,

Please find attached water usage account for March 2013.

Thanks & Regards

s47F





005 1000108

PLEASE NOTIFY SHIDLINAVEN CITY COUNCIL IN WHITING IMMEDIATELY IF AND REES IS INCOMECT

YOUR ACCOUNT SUMMARY

Property Details

(Res) Single Dwelling/Vac Land

North Nowra

Supply Period

From:

19/11/2012

To:

19/02/2013

Balance Brought Forward:

\$0.00

Current Charges (See over for details):

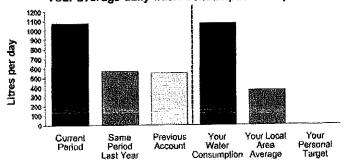
\$343.20

Amount Due:

\$343,20

Daily Interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison



ACCOUNT DETAILS

Date of Issue:

22/02/2013

Assessment No.

3095-04100-4

Amount Due:

\$343,20

Please Pay By:

22/03/2013

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water Use	Efficient Water Use	NEWS 4 U!
	none	170	103	INCARO - OF
*	small	229	147	
in the second	medium	288	160	Meter
I	large	344	176	Replacement
J	none	322	206	Program
	small	390	250	A replacement
動館	medium	457	263	A (apracement
11	large	509	279	program for old
	none	417	309	residential wate
	small	550	353	meters is being
††	medium	626	366	undertaken.
3110	large	674	382	Minimal
	none	529	412	3
	small	723	456	disruption
††††	medium	786	469	to house water
11 11 11 11	large	854	485	supplies is
	none	656	515	expected and
	smail	949	559	
	medium		572	there is no cost
	large	1107	588	to customers.
	none	784	618	For more detail
	smail	1354	662	please contact
南海南南南南	medium	1437	675	us on 44293214
*******	large	1582	691	US OII TTEVOR!
Your Daily Aver	āgė	1,076 L	Your Perso	nalizaceu o

Description	This Account	Previous Acct	Change
Total Usage	99 kL	52 kL	47 kL
Days in Period	92	94	-2
Average Daily Usage	1,076 L	553 L	523 L
		1000 Litres (L)	= 1 kilolitre (kL)

Assessment No:

3095-04100-4

Amount Due:

\$343.20

() POST





Biller Code: 858639

PAYMENT OPTIONS

Credit Card Please Call 1300 66 20 25 or Log on to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further Information: 4429 3340 or www.shoalhaven.nsw.gov.au

Post Bilipay Please present your

water account with your payment

Personal Payment

Present to cashier at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to Shoalhaven City Council.

For other payment options, see our website: www.shoalhaven.nsw.gov.au

Meter Detail and Reading Meter No	Present Reading	Previous Reading	Usage (ki)	
04W734456	1916	1817	99	99	
		Total Consu	nption	99 kL	
Water Usage Charges Description	kL		Charge/kl. \$1,55	Charge 153.45	
Water Charge	First 99	Total Water Usage C	\$153.45		
Water Availability Charge Description WATER 20MM	Quantity 1	Period 1 Jan to 31 Mar 2013 Total Water Availability C	Annual Charge \$81.00 harges	Charge 20.25 \$20.25	
Sewer Availability Charge Description SEWER 20MM	Quantity 1	Period 1 Jan to 31 Mar 2013 Total Sewer Availability C	Annual Charge \$678.00 harges	Charge 169.50 \$169.50	



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Future Dated 🔞

Confirmation number:

T5848493162

Created:

04/03/13

From account:

Biller code:

0000858639

Biller namer

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

343.20

of Helphylleric

Payment date:

21/03/13

计通信编码 資 电流通道 医毛囊性

End of Report

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Openagement

Date 04/03/13 Time 08:55

National Australia Bank Limited A.B.N. 12 004 044 937

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174943

主国美国中国共和国

金鐵(等)各個時間的過去,他们人的鐵路如戶上回轉列

4/03/201

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New Interaction

Next Interaction

release,20150318T1830.8c0079a Java 1.8.0_25 started 19/03/2015 21:35

Aliey Falt Nowra HMC | Sign Out Client Management CLM PRD B jerv/s release,20150318T1830.6c0079a Estate Agents Contractors Lessors Lessor IDS47 History Interactions Enquiries Dashboard S47F All Notifications Interaction 21843371 All Interactions Modify Raised Issues Interaction Fiona (Mat leav., 08/03/2013 13:46 N/A 21843371 Key Referenced Issues Email (DHA to Lessor) Source NΑ View Full Description Description Comments RE: WATER USAGE S47F NOWRA NORTH N/A **Attachments** 100.50 KB 2013-45-08-1303.msg Attachment 1 Previous Interaction

Log a fault in Services Hub

Falt, Aliey

From:

Bolton, Fiona

Sent:

<u>Fridav. 8 March 2</u>013 1:46 PM

To:

Subject:

RE: WATER USAGE - \$47F

2011 water & rates lessor info.pdf



Attachments:

Thankyou for sending this through, I will forward to Accounts Payable.

I will be going on maternity leave in coming months and my email address wont be monitored, so in future it may be best to send these directly to Accounts Payable via email to accountspayable@dha.gov.au to ensure that your water usage reimbursements are actioned. I have attached the information sheet with the contact details for accounts if needed.

NOWRA NORTH

Please let me know if you require any further information from me.

Yours sincerely,

Fiona Bolton | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541 (PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.bolton@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Friday, 8 March 2013 12:46 PM

To: Bolton, Fiona

Subject: WATER USAGE - 847F Nowra North

Hi Fiona,

Please find attached water usage account for March 2013.

Thanks & Regards



Rates, Water Rates, Strata, Land Tax and Insurance Information Sheet

Did you know that you have two options for paying your accounts?

Option one - You manage your accounts

You may choose to receive your bills and pay your accounts in full. For water rates you will then be entitled to receive a reimbursement of the metered consumption charges incurred during the lease period. Reimbursements will be credited to your monthly rental payment.

To submit a claim for reimbursement you must provide:

- A copy of all pages of the invoice (showing the property address, the itemised charges, the meter reading dates and the quantity of kilolitres consumed)
- Proof of payment, i.e. a receipt number (including date of payment)
- A notation requesting "reimbursement"

Reimbursement claims can be submitted by:

Email: accountspayable@dha.gov.au

Fax: 02 6222 2281

Mail: Defence Housing Australia

PO Box 7017

CANBERRA BC ACT2610

Option two - DHA manages your accounts

You may elect to have DHA pay your water, council rates, strata, land tax, and/or property insurance accounts on your behalf directly to the appropriate authority.

The following will be deducted from your monthly rental repayment:

- Insurance policy charges
- Strata levies
- Land tax (where liable)
- Council charges
- Fixed water rate charges

These deductions will be reported on your monthly and annual statements.

In order to have accounts sent directly to DHA you must contact the relevant authority and request that the billing address is amended to:

"Your Name"
C/- Defence Housing Australia
Accounts Payable
PO BOX 7017
CANBERRA BC ACT 2610

If you have any rate enquiries contact accountspayable@dha.gov.au or 1800 064 635.

Client Ma	nanement CLM PR	D R jervis reje	ase,20150318T1830.	6c0079a			Aliey Falt Nowra HMC	. Sign Out
Members	Contractors	Lessors	Estate Agents	MES47F	Lessor			
MR ^{S47}	'F						Lessor ID s47	
Email S47	F	/ P	hone <mark>s47F</mark>				New Ir	nteraction
Dashboard	s47F		Interactions	Enquiries History				
All Interact	lions Interacti	on 19873219	All Notifications					
Interact	lion			Modify	Raised Issues			
*	.ioii	19873219	Fiona (N	flat leav 11/12/2012 08:31	N/A			
Key					Referenced Issues			
Source		Email (Less	sor to DHA)					
Descri	ption			View Full Description	N/A			
WATER	USAGE S47F				Comments			
					N/A			
Attach	ments							•
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Falt, Aliey

From:

s47F

Sent:

Monday, 10 December 2012 9:46 PM Bolton, Fiona

To:

Subject:

WATER USAGE - \$47F Nowra North

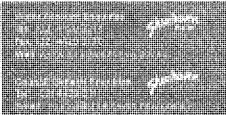
Attachments:

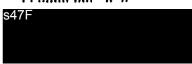
WATER USAGE - DECEMBER 2012.pdf

Hi Fiona,

Please find attached water usage account for December 2012.

Have a great Xmas and a Happy New Year!







005 (000097

PLEASE NOTIFY SHOALHAVEN CITY COUNCIL BEYNRITHIS BAMEDIATELY IF ADDRESS IS INCORRECT

YOUR ACCOUNT SUMMARY

Property Details

(Res) Single Dwelling/Vac Land

North Nowra

Supply Period

17/08/2012 From:

To:

19/11/2012

Balance Brought Forward:

\$0.00

Current Charges (See over for details):

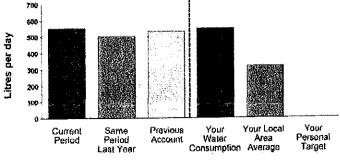
\$270.35

Amount Due:

\$270.35

Daily interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison



ACCOUNT DETAILS

Date of Issue:

22/11/2012

Assessment No:

3095-04100-4

Amount Due:

\$270.35

Please Pay By:

21/12/2012

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water Use	Efficient Water Use	NEWS 4 U!
	none	170	103	185 387 2 4 75
	small	229	147	
A	medium	288	160	Meter
)[large	344	176	Replacement
	none	322	206	Program
	small	390	250	
#	medium	457	263	A replacement
II II	large	509	279	program for old
	nonė	417	309	residential water
	smail	550	353	meters is being
nan	medium	626	366	undertaken.
TTT	large	674	382	
	none	529	412	Minimal
	small	723	456	disruption
南南南南	medium	786	469	to house water
W W W	large	854	485	supplies is
,,	none	656	515	expected and
	smali	949	559	
ተቀተተ	medium	1004	572	there is no cost
	large	1107	588	to customers.
	none	784	618	For more details
	small	1354	662	please contact
***	medium	1437	675	us on 44293214
	large	1582	691	105 00 444536 17
Your Daily Avo		553 L	Your Pers	onalvarybi OL
		let to est no	amend your i	personal tardet level.

Contact Shealhaven Water to set or amend your personal target level

Description	This Account	Previous Acct	Change
Total Usage	52 kL	47 kL	5 kL
Days in Period	94	88	G
Average Daily Usage	553 L	534 L	19 L
A CONTRACTOR OF THE CONTRACTOR	<u> </u>	1000 Litres (L.) =	1 kilolitre (kl.)

Assessment No:

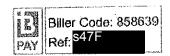
3095-04100-4

Amount Due:

\$270.35

billpay





PAYMENT OPTIONS

Credit Card* Please Call 1300 65 20 25 or Log on to: www.shoalhaven.nsw.gov.au

Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT Contact us for further information: 4429 3340 or www.shoalhaven.nsw.gov.au

Post Billpay Please present your water account with your payment

Personal Payment Present to cashier at SCC offices of post to PO Box 42 Nowra NSW 2541. Cheques made payable to Shoalhaven City Council.

For other payment options, see our website: www.shoalhaven.nsw.gov.au



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report: Páid 🕢

Confirmation number: Q6854828088

Created: 10/12/12

From account:

Biller gode; 0000858639

Biller name: SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no: \$47F

Amount: 270.35 Payment date: 10/12/12

End of Report

Date 10/12/12 Time 11:12 National Australia Bank Limited A.B.N. 12 004 044 937

Client Management CLM PRD B jervls release. 2015/0318T1830.6c0079a						Aliey Falt Nowra HMC Sign Out
Members	Contractors	Lessors	Estate Agents	_{MR} s47F	Lessor	
MR S47 Emai S47 Dashboard		/ P	hone S47F	Enquiries History		Lessor ID S47F New Interaction
All Interact	lions Interacti	on 19270445	All Notifications			
Interact	tion			Modify	Raised issues	
Кеу		19270445	Fiona (M	fat leav 16/11/2012 09:48	N/A	
Source	Source Email (DHA to Lessor)				Referenced Issues	
Descrip	otion			View Full Description	N/A	
FW: WATER USAGE - S47F Nowra North			Nowra North		Comments	
					N/A	
Attach Attachi Pre		2	48-16-0911.msg	570,00 KB		Next Interaction
Rendered in 0 01/04/2015 07	0.025 seconds 7:48:36			Log a fault in Services I	Aub release,20150318T1830	0.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

From:

Bolton, Fiona

Sent:

Friday, 16 November 2012 9:48 AM

To:

Accounts Payable

Cc:

s47h

Subject:

FW: WATER USAGE -s47F

Attachments:

WATER ACCOUNT - SEPTEMBER 2012.pdf

Nowra North

Good morning,

Please see attached for reimbursement.

Yours sincerely,

Fiona Bolton | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.bolton@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Thursday, 15 November 2012 1:30 PM

To: Bolton, Fiona

Subject: Fw: WATER USAGE -S47F

Nowra North

Good Afternoon Fiona,

According to my records I have not been reimbursed for this account to date.

Could you please forward to your accounts department for payment.

Thank you.

s47F

---- Original Message -----

From: S47F

To: FIONA LEWIS

Sent: Thursday, September 06, 2012 10:29 PM

Subject: WATER USAGE \$47F

Nowra North

Hi Fiona,

Please find attached water usage charge for s47F

Nowra North.

Thanks & Regards

s47F

gendere.

Water Account





005 1000111

PLEASE NOTIFY SHOALHAVEN CITY COUNCIL IN WRITING IMMEDIATELY IF ADDRESS IS INCORRECT

YOUR ACCOUNT SUMMARY

Property Details

(Res) Single Dwelling/Vac Land

s47F

North Nowra

Supply Period

From: 21/05/2012

To: 17/08/2012

Balance Brought Forward:

\$0.00

Current Charges (See over for details):

\$261.50

Amount Due:

\$261.50

Daily Interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison 700 600 Litres per day 400) 200 100 Your Your Local Current Period Same Period Previous Personal Target Water Account Consumption Average Last Year

ACCOUNT DETAILS

Date of Issue:

23/08/2012

Assessment No:

3095-04100-4

Amount Due:

\$261.50

Please Pay By:

21/09/2012

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water Use	Efficient Water Use	NEWS 4 U
	none	170	103	MENAGHA:
•	small	229	147	(m.)
	medium	288	160	Meter
11 .	large	344	176	Replacement
	none	322	208	Program
4.4	small	390	250 263	A replacement
PP	medium	457	279	program for old
N II	large	509	309	residential water
•	none	417		
111	small	550 626	353 366	meters is being
††	medium	674	382	undertaken.
11 11 12	large	529	412	Minimal
	none small	723	456	disruption
***	medium	786	469	to house water
***	large	854	485	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	лопе	656	515	supplies is
	small	949	559	expected and
க்க்க்க்	medium		572	there is no cos
††††	large	1107	588	to customers.
	none	784	618	For more detail
	smail	1354	662	please contact
mananan menanan	medium	1437	675	us on 4429321
AURTRU	large	1582	691	120021
Your Daily Av	rage	534 L	Your Perso	nal Target* 0

Description	This Account	Previous Acct	Change
Total Usage	47 kL	41 kL	8 kL
Days in Period	88	90	-2
Average Daily Usage	534 L	456 L	78 L
Average Dally Usage	534 L	456 L	

1000 Litres (L) = 1 kilolitre (kL)

Assessment No:

3095-04100-4

Amount Due:

\$261.50







PAYMENT OPTIONS

Credit Card* Please Call 1300 66 20 25 or Log on to: www.shoalhaven.nsw.gov.au

Note: A 1% surcharge applies

BPAY
Contact your financial institution to make payment from your bank account.

DIRECT DEBIT
Contact us for further
information: 4429 3340 or
www.shoalhaven.nsw.gov.au

Post Billpay
Please present your
water account with
your payment

Personal Payment
Present to cashier at SCC
offices or post to PO Box 42 Nowra
NSW 2541, Cheques made payable to
Shoalhaven City Council.

For other payment options, see our website: www.shoalhaven.nsw.gov.au

Meter Detail and Reading Meter No	Pre	sent Reading	Previous Reading	Usa	ge (ki)
04W734456		1.765	1718	•	47
			Total Consu	imption	47 kL
Water Usage Charges	<u></u>	kL	ACCURATE AND ACCUR	Charge/kL	Charge
Description	First	25		\$1.55	3 8.7 5
Water Charge	First	22		\$1.50	33.00
Pro Rata Water Charge	1 1150	2,2	Total Water Usage (Charges	\$71.75
Water Availability Charge	,		David	Annual Charge	Charge
Description		Quantity	Period	\$81.00	20.25
WATER 20MM		1	1 Jul to 30 Sep 2012 Total Water Availability (\$20.25
A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					
Sewer Availability Charge		Quantity	Period	Annual Charge	Charge
Description		Quartuty 1	1 Jul to 30 Sep 2012	\$678.00	169.50
SEWER 20MM		J	Total Sewer Availability	* - · - · ·	\$169,50



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Future Dated

Confirmation number:

Q6538970656

Created:

06/09/12

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

261.50

Payment date:

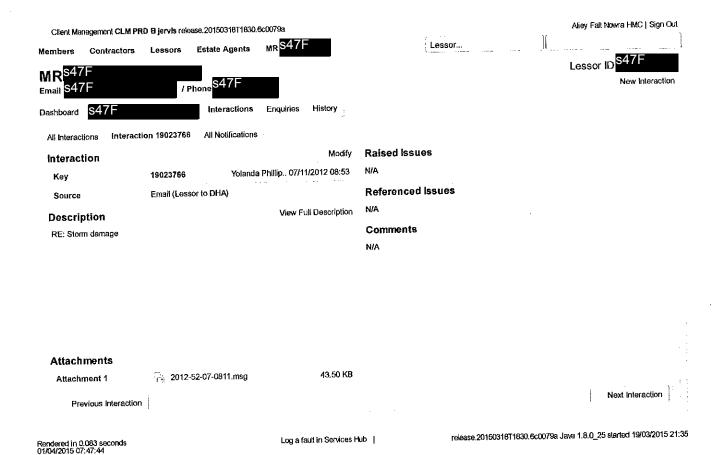
20/09/12

Authoriser:

12893344

End of Report

Date 06/09/12 Time 18:03 National Australia Bank Limited A.B.N. 12 004 044 937



From:

Phillips, Yolanda

Sent:

Wednesday, 7 November 2012 8:52 AM

To: Subject:

RE: Storm damage

His47F

As it turned out it ended up being a DHA contractor fixing the fence

reported it as storm damage directly through myself but the other DHA tenant reported the fence as damaged only through the maintenance call centre. The maintenance centre called up a contractor straight away. I thought when I expected the fence it was done properly!! No cost's involved on your part and all turned out well

Thank You

Yolanda Phillips P & T Admin and Property Manager Defence Housing Australia

Phone 02 4421 1507 Fax 02 6222 2207

E-Mail nowrap&t@dha.gov.au

From: S47F

Sent: Friday, 2 November 2012 1:41 PM

To: Phillips, Yolanda

Subject: Re: Storm damage

Good Afternoon Yolanda,

Apologies for the mixup.

Mobile: s47F

Home:

Work: n/a

I have made preliminary enquiries with my insurance company.

They may require two quotes depending on extent of damage.

We can discuss once photos are available.

Thanks & Regards

s47F

---- Original Message -----

From: Phillips, Yolanda

Sent: Friday, November 02, 2012 12:47 PM

Subject: Storm damage

Hello Mr s47F

Due to heavy gusts of winds yesterday panelling from your fence has blown over As it is storm damage it will be an insurance claim

I will be heading out in 30 minutes to take photo's of the damage at \$47F North Nowra

I have 3 phone numbers recorded but your mobile number I have on record is disconnected and when I rang your home number the gentleman advised me I had the wrong number

Could you please update your me with your mobile home and work phone number

The fence is being requested to be repaired as soon as possible as the current occupants have pets Either DHA can organise a contractor to fix your fence or you can go through your insurance claim Could you please advise DHA?

Kind Regards

Yolanda Phillips P & T Admin and Property Manager Defence Housing Australia

Phone 02 4421 1507 Fax 02 6222 2207

E-Mail nowrap&t@dha.gov.au

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[23640368]

(CLM PRD B_{jervis)}

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Summary	PLSTM: REPAIR Blocked drains - water is backing up throu	Appointment Date	12/01/2015 12:00	NSW Local Time
Location	Laundry	Further Act. Req.		
Charge Type	R (Responsive)	Associated Tena	anay Dotaile	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage View Spec.	Tenant	s47F	
Estimated Price	\$200.00	Occupancy Date	05/12/2006 Vacancy	Date
Contractor	REPAIR	Occupying AFR	592723	i
Instructions	Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and	Preferred Email	s47F	Work
	caustic soda but still nothing.	Praferrad Phone		Work
	Member will be away from tomorrow until Saturday.	Preferred Phone		Mobile
Access Details	Contact S47F			
Attachments				
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Good Morning,				
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Would you kindly complet lessormanagement@dha.	e the attacked form, sign and date it and			
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Log a fault in Services Hub |

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Amend lessor information

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tion 5 Additional information		
ection 6 Signatories		true
ote: All owners or nominated signatories for the leased roperty must sign this form to initiate any change in etails during the term of the lease.	I/We confirm t and correct.	hat the information provided on this form is true
	LESSOR 1	
	Signature	
	Printed name	
	Date	
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	Date	
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	Signature	
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	Date	

Thank you for taking the time to complete this form.

Please return it using the reply paid envelope provided.

Or: By post:

Accounts Payable

Attention: DHA Vendor

PO Box 7017

Canberra ACT 2610

By email:

DHA.Vendor@dha.gov.au

Online:

www.dha.gov.au/forms

From:

Lessor Management

Sent:

Monday, 12 January 2015 9:52 AM

To:

s47F

Subject:

RE: PROPERTY REF \$47F

NORTH NOWRA NSW 2541

Good Morning,

Would you kindly complete the attached form, sign and date it and send back to lessormanagement@dha.gov.au

Thanks so much,

Kind Regards,

Nicole Masters | Lessor Management Administration Officer Property and Tenancy Services | Defence Housing Australia P: 139 342 F: 02 6222 2255

E: <u>lessormanagement@dha.gov.au</u> | <u>www.dha.gov.au</u>

This year, your annual valuation will be available in online services. For more information, or to set up your account, call 139 342.

From S47F

Sent: Sunday, 11 January 2015 10:17 PM

To: Lessor Management

Subject: PROPERTY REPS47F

NORTH NOWRA NSW 2541

Hello DHA,

This is to advise my new mailing address as follows:



Could you please update your records accordingly.

Thank you

Yours sincerely

(Lessor)

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Log a fault in Services Hub



Amend lessor information

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Thank you for taking the time to complete this form.

Please return it using the reply paid envelope provided.

Or:

By post:

Accounts Payable Attention: DHA Vendor

PO Box 7017 Canberra ACT 2610

By email:

DHA.Vendor@dha.gov.au

Online:

www.dha.gov.au/forms

If you have any questions in relation to this form, please call 139 DHA (139 342) or email DHA.Vendor@dha.gov.au

From:

Lessor Management

Sent:

Monday, 12 January 2015 11:21 AM

To:

DHA Vendor

Subject:

FW: PROPERTY REF

NORTH NOWRA NSW 2541

Hi G, please find attached amending address,

Thanks,

Kind Regards,

Nicole Masters | Lessor Management Administration Officer Property and Tenancy Services | Defence Housing Australia P: 139 342 F: 02 6222 2255

E: lessormanagement@dha.gov.au | www.dha.gov.au

This year, your annual valuation will be available in online services. For more information, or to set up your account, call 139 342.

From: s47F

Sent: Monday, 12 January 2015 11:04 AM

To: Lessor Management

Subject: Re: PROPERTY REF \$47F

NORTH NOWRA NSW 2541

Good Morning,

Please find attached form as requested.

Thank you.

Kind Regards

---- Original Message ----

From: Lessor Management

To: \$47F

Sent: Monday, January 12, 201<u>5 9:52 AM</u>

Subject: RE: PROPERTY REFS47F

NORTH NOWRA NSW 2541

Good Morning,

Would you kindly complete the attached form, sign and date it and send back to lessormanagement@dha.gov.au

Thanks so much,

Kind Regards,

Nicole Masters | Lessor Management Administration Officer Property and Tenancy Services | Defence Housing Australia

P: 139 342 F: 02 6222 2255

E: <u>lessormanagement@dha.gov.au</u> | <u>www.dha.gov.au</u>

This year, your annual valuation will be available in online services. For more information, or to set up your account, call 139 342.

From: S47F

Sent: Sunday, 11 January 2015 10:17 PM

To: Lessor Management

IORTH NOWRA NSW 2541 Subject: PROPERTY REF S47F

Hello DHA,

This is to advise my new mailing address as follows:

s47F

Could you please update your records accordingly.

Thank you

Yours sincerely

s47F

(Lessor)

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intmr01.dha.gov.au[7963668]

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Log a fault in Services Hub [

Rendered in 0.021 seconds 01/04/2015 08:15:22

From:

Lessor Management

Sent:

Monday, 12 January 2015 11:21 AM

To: Subject:

RE: PROPERTY REF \$47F

NORTH NOWRA NSW 2541

Thank you s47F

I will ensure the details are updated,

Kind Regards,

Nicole Masters | Lessor Management Administration Officer Property and Tenancy Services | Defence Housing Australia

P: 139 342 F: 02 6222 2255

E: lessormanagement@dha.gov.au | www.dha.gov.au

This year, your annual valuation will be available in online services. For more information, or to set up your account, call 139 342.

From s47F

Sent: Monday, 12 January 2015 11:04 AM

To: Lessor Management

Subject: Re: PROPERTY REF 847F

NORTH NOWRA NSW 2541

Good Morning,

Please find attached form as requested.

Thank you.

Kind Regards

---- Original Message ----From: Lessor Management

Sent: Monday, January 12, 2015 9:52 AM

Subject: RE: PROPERTY REF

NORTH NOWRA NSW 2541

Good Morning,

Would you kindly complete the attached form, sign and date it and send back to lessormanagement@dha.gov.au

Thanks so much,

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E: lessormanagement@dha.gov.au | www.dha.gov.au

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s47F From:

Sent: Sunday, 11 January 2015 10:17 PM

To: Lessor Management Subject: PROPERTY REF NORTH NOWRA NSW 2541

Hello DHA,

This is to advise my new mailing address as follows:



Could you please update your records accordingly.

Thank you

Yours sincerely

s47F

(Lessor)

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intmr01.dha.gov.au[7963668]

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In accordance wi	REVIEW 2014-2015 With your Defence Hous Id an independent, regional achieved f	sing Australia (DHA) Lease Agreement, we istered market valuer to assess your property's from comparable properties in the surrounding in Property Institute guidelines, the market		
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Log a fault in Services Hub



Dear DHA Lessor

MARKET RENT REVIEW 2014-2015

In accordance with your *Defence Housing Australia (DHA) Lease Agreement*, we recently engaged an independent, registered market valuer to assess your property's market rent. Based on rents achieved from comparable properties in the surrounding area, and in accordance with Australian Property Institute guidelines, the market valuer has advised the outcome.

Your new weekly rental amount, rental certificate, FAQ sheet and guidelines for the secondary review process are now available to view on <u>Online Services</u>. The new weekly rent has been applied to your account as of 1 January 2015.

If you are dissatisfied with the market valuer's assessment, your *DHA Lease Agreement* provides a secondary review process. Please refer to the <u>Information for Lessors</u> online for more information. The final date for the secondary valuation submissions to DHA is 10 February 2015.

If you have any queries regarding the market rent review service, please email the <u>Valuations</u> <u>Team</u> or call 139 342 between 8.30am and 5.00pm, Monday to Friday, AEST.

Regards

Valuations Team

Defence Housing Australia

Tel: 139 342 | annual@dha.gov.au | www.dha.gov.au/online

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To: Subject: s47I

NORTH NOWRA NSW 2541

Good Morning Mr

s47F r

Thank you for your quick response. Glad to sort this issue out for you.

It is noted that you will be arranging your own Termite Inspections for your property if you wish to do so.

Regards

Danielle Sinclair
Termite Team | Termite Inspection Officer
Maintenance Contact Centre
Property and Tenancy Services | Defence Housing Australia

Suite 2, 45D Fitzroy Street Carrington NSW 2294, PO BOX 227 Carrington NSW 2294

Tel: 139DHA or 139342 | Fax: (02) 6222 2253

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

Did you know you can track the progress of your logged maintenance? Log onto <u>DHA's Online Services</u> Available 24 hours a day, 7 days a

From s47F

Sent: Friday, 21 November 2014 11:46 AM

To: Sinclair, Danielle

Subject: Re: \$47F NORTH NOWRA NSW 2541

Good Morning Danielle,

Most amicable of you, thanks for rectifying that.

FYI

One of the reasons for my objection is due to the deficiencies in the current inspection report.

Just a quick scan of the document revealed that the roof void was not inspected due to insulation.

Well, I have roof insulation in my home and the roof void is inspected by the company that I use.

There may be other deficiencies in the report but I have not had the time to read it yet.

So I am contemplating using my own service provider for future termite inspections.

I will advise DHA of the outcome.

Thanks again.

Regards

s47F

---- Original Message -----From: Sinclair, Danielle

To:s47F

Sent: Friday, November 21, 2014 11:07 AM

Subject: RE: \$47F NORTH NOWRA NSW 2541

Good Morning Mr^{S47F}

Thank you for your quick response.

Unfortunately this was raised in error and DHA will accept the cost of this report.

Our system has been updated and no further Termite Inspections will take place unless we are advised in writing that you would like this arranged.

Please accept my apologies for any inconvenience this has caused.

Regards

Danielle Sinclair

Termite Team | Termite Inspection Officer

Maintenance Contact Centre

Property and Tenancy Services | Defence Housing Australia

Suite 2, 45D Fitzroy Street Carrington NSW 2294, PO BOX 227 Carrington NSW 2294

Tel: 139DHA or 139342 | Fax: (02) 6222 2253

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

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From: s47F

Sent: Friday, 21 November 2014 10:43 AM

To: Sinclair, Danielle

Subject: Re: 847F

NORTH NOWRA NSW 2541

Good Morning,

I have not authorised DHA to carry out a termite inspection on my behalf.

Why was this done without my approval?

I request DHA not to deduct the cost of the report until a satisfactory explanation is received.

Regards

s47F

---- Original Message ----

From: Sinclair, Danielle To: \$475

Sent: Friday, November 21, 2014 9:48 AM

NORTH NOWRA NSW 2541 Subject: 847

Good Morning,

A termite inspection has been completed at the above property currently leased to Defence Housing Australia (DHA). This report is now ready for you to view via Online Services https://online.dha.gov.au/Login

The Pest Inspection Report identified <u>no</u> visible evidence of termite activity located at the time of inspection of the property. However please note that there may be recommendations that are not part of DHA's repair and maintenance responsibilities.

Under the terms of the DHA Lease, the cost of pest inspections and treatments is the Lessor's responsibility. You are also responsible for rectifying any resultant damage. Therefore DHA strongly recommends that you thoroughly read the completed report for your property.

The cost of this report is \$175.36 and will be deducted from your monthly rental payment and reported on your monthly statement.

Your next termite inspection is to take place in 12 months. If you would like to request a change to the frequency of your inspections, please email pest@dha.gov.au

If you have any queries regarding the pest inspection or need assistance accessing Online Services, please do not hesitate to contact DHA at our office on 139 342.

Regards

Danielle Sinclair

Termite Team | Termite Inspection Officer

Maintenance Contact Centre

Property and Tenancy Services | Defence Housing Australia

Suite 2, 45D Fitzroy Street Carrington NSW 2294, PO BOX 227 Carrington NSW 2294

Tel: 139DHA or 139342 | Fax: (02) 6222 2253

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

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intmr01.dha.gov.au[7479424]

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intmr01.dha.gov.au[7481109]

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From:

Falt, Aliey

Sent:

<u>uesdav. 13 Janua</u>ry 2015 11:24 AM

To:

Nowra Property and Tenancy

Cc: Subject:

RE: DHA Investment Property -Responsibility Works

Lessor Retained

Good morning s47F

Thank you for your email and for your instructions.

Your Property Manager will arrange for the works to be completed and once the works have been invoiced she will also send a copy of the Contractor Tax Invoice for your records.

It will be great to meet you today at the property to complete your Lessor Inspection, as I have not had an opportunity previously to inspect the Service Residence.

Enjoy your day and I will see you at 2.30 pm, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

From: S47F

Sent: Tuesday, 13 January 2015 10:52 AM

To: Falt, Aliey

Subject: Re: DHA Investment Property

Lessor Retained Responsibility Works

Good Morning Aliey,

Thank you for providing this information.

Now that I know what the job entails, I have no problem approving your plumber's quote.

Please go ahead with the repairs so as not to inconvenience your Member any longer.

As of yesterday, I had organised my own plumber to meet me on site this afternoon.

I will inform him of your latest information and it will be at his discretion whether he attends.

I would still like to inspect the property at 2.30 pm this afternoon as scheduled.

Regards

s47F

---- Original Message -----

From: Falt, Aliey

To: \$47F

Cc: Nowra Property and Tenancy

Sent: Tuesday, January 13, 2015 9:10 AM

Subject: DHA Investment Property 547F

North Nowra - Lessor Retained Responsibility Works

Good morning

s47F

As requested yesterday, DHA has sought additional information from our plumber who attended your DHA Investment Property - North Nowra on the 12 January 2015 to investigate the reported blocked drains in the laundry of the property.

Please find below their response that was received this morning;

Report for \$47F North Nowra.

QUOTE CONSISTS OF EXCAVATING AND REPAIRING BROKEN JUNCTION. MAIN LINE CONNECTING BATHROOM AND ENSUITE WAS FOUND TO BE CLEAR. BRANCH LINE WHICH CONNECTS LAUNDRY AND KITCHEN IS BLOCKED. WHERE THESE 2 LINES MEET THE GROUND HAS SUBSIDED, SHOWING EVIDENCE OF A BREAK IN THE SEWER. THIS AREA WILL BE DUG UP, CUT OUT AND REPLACED. Quote to replace \$895 Inc GST.

DHA is able to assist you by seeking further quotes to have the repairs actioned from another DHA Panel Contractor or alternately, you may chose to obtain additional quotes from your own contractors to have the works completed.

A Lessor inspection has been scheduled for 2.30 pm today, so you are able to inspect the site and allow access to the property for your Contractor to review the concerns and provide you with suitable solutions to repair.

Once you have had the opportunity to review and discuss the concerns with your Contractor, please advise the Nowra HMC via email NowraPropertyandTenancy@dha.gov.au of your instructions on how you will be proceeding either accepting the above quote (or seeking new quotes from the DHA Panel) or choosing to employ your own Contractor to complete the required works.

Enjoy your day, Aliey Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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



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intmr02.dha.gov.au[9966313]

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From:

s47F

Sent:

Tuesday, 13 January 2015 10:52 AM

To:

Falt, Aliey

Responsibility Works

Subject:

Re: DHA Investment Property - \$47F

North Nowra - Lessor Retained

Good Morning Aliey,

Thank you for providing this information.

Now that I know what the job entails, I have no problem approving your plumber's quote.

Please go ahead with the repairs so as not to inconvenience your Member any longer.

As of yesterday, I had organised my own plumber to meet me on site this afternoon.

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I would still like to inspect the property at 2.30 pm this afternoon as scheduled.

Regards

---- Original Message -----

From: Falt, Aliev

To:<u>\$47</u>F

Cc: Nowra Property and Tenancy

Sent: Tuesday, January 13, 2015 9:10 A Subject: DHA Investment Property

Lessor Retained Responsibility Works

Good morning^{s47}

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Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207 NowraPropertyandTenancy@dha.gov.au | www.dha.gov.au



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intmr02.dha.gov.au[9966313]

Client Mar	nagement CLM PR	D B jervis relea	ise,20150318T1630.	6c0079a		Aliey Falt Nowra HMC Sign Out
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From:

Falt, Aliey

Sent:

Tuesday, 13 January 2015 9:11 AM

To:

Cc:

Nowra Property and Tenancy

Subject:

DHA Investment Property -547F

Responsibility Works

Lessor Retained

Good morning

As requested yesterday, DHA has sought additional information from our plumber who on the 12 January attended your DHA Investment Property – \$47F 2015 to investigate the reported blocked drains in the laundry of the property.

Please find below their response that was received this morning;

Report for \$47F

QUOTE CONSISTS OF EXCAVATING AND REPAIRING BROKEN JUNCTION. MAIN LINE CONNECTING BATHROOM AND ENSUITE WAS FOUND TO BE CLEAR. BRANCH LINE WHICH CONNECTS LAUNDRY AND KITCHEN IS BLOCKED. WHERE THESE 2 LINES MEET THE GROUND HAS SUBSIDED, SHOWING EVIDENCE OF A BREAK IN THE SEWER. THIS AREA WILL BE DUG UP, CUT OUT AND REPLACED. Quote to replace \$895 Inc GST.

DHA is able to assist you by seeking further quotes to have the repairs actioned from another DHA Panel Contractor or alternately, you may chose to obtain additional quotes from your own contractors to have the works completed.

A Lessor inspection has been scheduled for 2.30 pm today, so you are able to inspect the site and allow access to the property for your Contractor to review the concerns and provide you with suitable solutions to repair.

Once you have had the opportunity to review and discuss the concerns with your Contractor, please advise the Nowra HMC via email NowraPropertyandTenancy@dha.gov.au of your instructions on how you will be proceeding either accepting the above quote (or seeking new quotes from the DHA Panel) or choosing to employ your own Contractor to complete the required works.

Enjoy your day, Aliev

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

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Good Eve	ening Ms Gately,						
Thank yo	u for your email.						
This is to afternoon		hone conversa	ation with your coll	eegue (Ally?) earlier this			! ! ! :
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From:

s47F

Sent:

Monday, 12 January 2015 11:29 PM

To:

Subject:

Re: DHA Investment Property \$47F

Good Evening Ms Gately,

Thank you for your email.

This is to confirm my telephone conversation with your colleague (Ally?) earlier this afternoon.

I requested a copy of the Contractor's report however, I was informed that this "would cost more money".

I find this difficult to comprehend since the Contractor ought to have supplied you with a report accompanying their quote.

Ally further advised me that DHA have a long standing relationship with Service Providers and that clients do not get "ripped off".

I am not disputing Ally's statements however, I do believe that my request is not unreasonable.

Clients are entitled to be informed as to what they are paying for.

In view of the above, I regret to inform you that I am unable to approve this quote at this stage.

I have arranged to meet Ally on site tomorrow (Tuesday, 13 January 15) at 2.30pm to get a clear understanding of what this work entails.

Please note that I will not be held accountable for any hardship suffered by the Lessee as a result of any delays.

Thanks for your co-operation.

Kind regards

---- Original Message -----

From: Gately, Petta To^{S47F}

Sent: Monday, January 12, 2015 2:42 PM Subject: DHA Investment Property S47F

Good afternoon Mr \$47F

I hope this email finds you well.

We had a Plumber attend your property today as the current Tenants phoned to report: Blocked drains - water is backing up through the laundry through the drain in floor.

On Inspection our Contractor discovered blocked drains because of a broken junction due to tree roots, which needs to be replaced. As the Tenants are unable to use the laundry, the kitchen sink is also on this line so will need to be replaced asap.

Quote to replace \$895 Inc GST.

If you would like me to advise our DHA contractor to go ahead with the above quoted price please advise. If you would like to get your own quotes please also advise.

Kind regards

Petta Gately | Property Manager Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

As this is a Lessor responsibility I look forward to your guidance.

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Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

| intmr01.dha.gov.au[7968966]

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Good Mo	s47F				
We have will upda	had the below respons te our systems you will	se form the valuer, we apo receive back payments fo	ologise for the error and we or month of January 2015.		
ive check correct a		ssment for this property ar	nd \$420 per week is the		
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From:

Annual Revaluation

To:

Annual Revaluation

Cc:

Fisher, Cindy (cindy.fisher@dha.gov.au)

Subject:

NORTH NOWRA, NSW 2541

Good Morning Mr S47F

We have had the below response form the valuer, we apologise for the error and we will update our systems you will receive back payments for month of January 2015.

I've checked our valuation assessment for this property and \$420 per week is the correct amount.

Regards

Cindy Fisher| Valuations Officer Capital Services Defence Housing Australia 26 Brisbane Ave Barton 2600 Ph: 02 62706038 Fax: 02 6222 2281

This year, your annual valuation will be available in online services. For more information, or to set up your account, call 139 342 and press 2, 2, 4.

From:

Sent: Monday, 19 January 2015 8:25 PM

To: Valuations

Cc: AP Leasing Mailbox

Subject: Re: DHA Investment Property

North Nowra

Hi Valuations Team,

I have received no response to date.

You will note that DHA is in default of rent payments at a rate of \$10 per week since January 01, 2015.

Please correct this anomaly inline with the requirements of the Lease agreement.

Thank you

s47F

---- Original Message -----From: AP Leasing Mailbox

To: Valuations

; AP Leasing Mailbox Sent: Wednesday, January 14, 2015 12:36 PM

Subject: FW: DHA Investment Property 547F

North Nowra

Hi Vals team, can you please assist

s47F

Thanks you

James

From: s47F

Sent: Wednesday, 14 January 2015 11:32 AM **To:** AP Leasing Mailbox; Lease Accounts

Cc: Valuations

Subject: Re: DHA Investment Property

s47

Good Morning James,

Your system is incorrect.

Refer attached rental valuation certificate which shows rent is \$420.

Regards

s47F

---- Original Message -----From: AP Leasing Mailbox

To: s47F Lease Accounts

Cc: Valuations

Sent: Wednesday, January 14, 2015 10:46 AM

Subject: RE: DHA Investment Property \$47F

Good morning s47F – according to the system your current rent is \$410, up from \$391 in 2014. If you require further information regarding this please forward to the Valuations email address attached.

Regards

James Kilpatrick | Financial Services

Defence Housing Australia

26 Brisbane Avenue | Barton ACT 2600 Tel: 02 6217 8516 | Fax: 02 6222 2281

www.dha.gov.au

From: S47F

Sent: Tuesday, 13 January 2015 9:59 PM

To: Lease Accounts

Subject: Re: DHA Investment Property s47F

To Whom It May Concern,

According to the current rent certificate for the above property, the rent amount is \$420.00 per week.

Your statement for the month of January 2015 (copy attached), does not appear to match the above figure.

Could you please revisit this statement and advise me of your findings.

Thank you

Kind Regards

s47F

(Lessor)

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From:

Falt, Aliey

Sent:

Monday, 19 January 2015 11:29 AM

To:

Cc: Subject: Nowra Property and Tenancy S47F

RE: DHA Investment Property

North Nowra - Maintenance Feedback &

Photos

His47F

I will contact the Contractors and seek their response relating to point 1, once they have provided DHA with their feedback I will let know the outcomes.

In point 2, you have queried why this occasion DHA is seeking a recovery of costs for the works that have been completed at the property. To ensure that I provided you with the correct information, I requested assistance from the Lessor Management team and the below are some examples of DHA Maintenance Responsibility and Lessor Retained Responsibility that are under the Repair and Maintenance Function of your lease.

Responsibility for repair of a broken pipe would depend on the cause of the break, for example:

- A pipe broken due to subsidence or ground movement is outside of the control of DHA and the work is the Lessor's responsibility.
- A pipe broken by tree roots would be the result of tree damage and subsidence and would be the Lessor's responsibility.
- A pipe blocked because of inappropriate disposal by tenants is maintenance but is the tenant's responsibility and DHA would recover costs from the Defence Member.

Routine clearing of drainage pipes would generally be considered normal maintenance and would be a DHA responsibility.

The plumbing works completed at your DHA Investment property with responsibility listed.

30/10/2009 - MITM-40542 - Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish. – is a Lessors retained responsibility

02/11/2019 - MITM-57579 - Annual: renew relief valve on HWS - is a DHA responsibility

28/03/2011 - MITM-398462 - Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage. – is a DHA Responsibility if routine cleaning – if further works required may be Lessors retained responsibility for repairs.

12/01/2015 - MITM-1421673 - REPAIR- Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and caustic soda but still nothing. Member will be away from tomorrow until Saturday. - is a DHA responsibility if routine cleaning - if further works required may be Lessors retained responsibility for repairs

15/01/2015 - MITM-1436517 - As per further actions on MITM-1421673. Quote to repair damaged junction as per email 12/01/2015. Quote consists of excavating and repairing broken junction. Main line connecting bathroom and ensuite was found to be clear. Branch

Thanks & Regards

- Original Message ----

From: Falt. Aliev

Cc: Nowra Property and Tenancy

Sent: Monday, January 19, 2015 8:45 AM

Subject: DHA Investment Property

Maintenance Feedback & Photos

Good morning

Attached are the photos that the plumber has provided to DHA (damaged junction & completed repairs) for your review.

Petta will also be taking photos of the disturbed lawn/gardens so we can evaluate if any restoration works will be needed, these photos will also be emailed to you for your records hopefully this afternoon.

Thanks, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207 NowraPropertyandTenancy@dha.gov.au | www.dha.gov.au

Please consider the environment - do you really need to print this email?

From:S47F

Sent: Friday, 16 January 2015 5:15 PM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property

Hi Aliey,

From: S47F

Sent: Friday, 16 January 2015 4:16 PM To: Nowra Property and Tenancy; Falt, Aliey

Cc: Gately, Petta

Subject: Re: DHA Investment Property S47F

Good Afternoon,

I have received an out of office reply from Petta's mailbox.

As the week-end is now upon us, I am becoming increasingly more anxious about the sewer backing up into the laundry.

Is there anyone who can provide me with an update on the repair of the broken sewer pipe please?

Thanks

s47F

Original Message --

From:s47F

To: Gately, Petta

Sent: Friday, January 16, 2015 3:17 PM Subject: Re: DHA Investment Property S47F

Good Afternoon Petta,

Do you have an update on when this sewer pipe will be repaired please?

Thank you.

Regards

----- Original Message --From: s47F

To: Gately, Petta

Sent: Thursday, January 15, 2015 1:36 PM Subject: Re: DHA Investment Property

Good Afternoon Petta,

Thanks for your email.

I need to reiterate that the sewer pipe repair is of urgent priority.

The floor drain in the laundry is still backing up onto the floor every time the washing machine is used.

This is of major concern as it could have detrimental effects on the structure of the property.

Please advise whether the sewer pipe has been repaired or when you expect it to be repaired.

Secondly, I am not at all satisfied with the way the property has been maintained.

There are areas of grave concern which need to be addressed immediately.

I intend to engage a Building and Pest Inspector (at my cost) to inspect the property thoroughly.

I would like these inspections to occur within 14 days of this email.

Please advise a suitable range of dates as soon as practicable.

Thank you.

Kind Regards

s47F

Original Message ----

From:s47F

To: Gately, Petta

Sent: Tuesday, January 13, 2015 6:57 PM Subject: Re: DHA Investment Property

Hi Petta,

During our site inspection with Aliey today, it became apparent that the plumbing issue may be a recurring one.

Your Member has informed us that he recalls the same pipe being dug up approximately 6 years ago.

I have not been informed of any previous faults associated with the sewer system.

Could you please provide me with information as to what the original problem was and how it was rectified.

Thanks for your help.

Kind Regards

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From:

Falt, Aliev

Sent:

Monday, 19 January 2015 8:45 AM s47F

To: Cc:

Subject:

Nowra Property and Tenancy DHA Investment Property s47F

Photos

Maintenance Feedback &

Good morning S47F

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Petta will also be taking photos of the disturbed lawn/gardens so we can evaluate if any restoration works will be needed, these photos will also be emailed to you for your records hopefully this afternoon.

Thanks, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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



APlease consider the environment - do you really need to print this email?

From: S47F

Sent: Friday, 16 January 2015 5:15 PM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

From: 847F

Sent: Friday, 16 January 2015 4:16 PM **To:** Nowra Property and Tenancy; Falt, Aliey

Cc: Gately, Petta

Subject: Re: DHA Investment Property

s47F

Good Afternoon,

I have received an out of office reply from Petta's mailbox.

As the week-end is now upon us, I am becoming increasingly more anxious about the sewer backing up into the laundry.

Is there anyone who can provide me with an update on the repair of the broken sewer pipe please?

Thanks

s47F

----- Original Message --

From S47

To: Gately, Petta

Sent: Friday, January 16, 2015 3:17 PM s47F

Subject: Re: DHA Investment Property

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Regards

s47F

---- Original Message ---------:\$47F

From:

To: Gately, Petta

Sent: Thursday, January 15, 2015 1:36 PM

Subject: Re: DHA Investment Property 847F

-

Good Afternoon Petta,

Thanks for your email.

I need to reiterate that the sewer pipe repair is of urgent priority.

Perhaps you should phone your plumbing contractor in the interim.

Kind Regards

Please advise whether the sewer pipe has been repaired or when you expect it to be repaired.

Secondly, I am not at all satisfied with the way the property has been maintained.

There are areas of grave concern which need to be addressed immediately.

I intend to engage a Building and Pest Inspector (at my cost) to inspect the property thoroughly.

I would like these inspections to occur within 14 days of this email.

Please advise a suitable range of dates as soon as practicable.

Thank you.

Kind Regards



---- Original Message ---

From: \$47F

To: Gately, Petta

Sent: Tuesday, January 13, 2015 6:57 PM

Subject: Re: DHA Investment Property

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I have not been informed of any previous faults associated with the sewer system.

Could you please provide me with information as to what the original problem was and how it was rectified.

Thanks for your help.

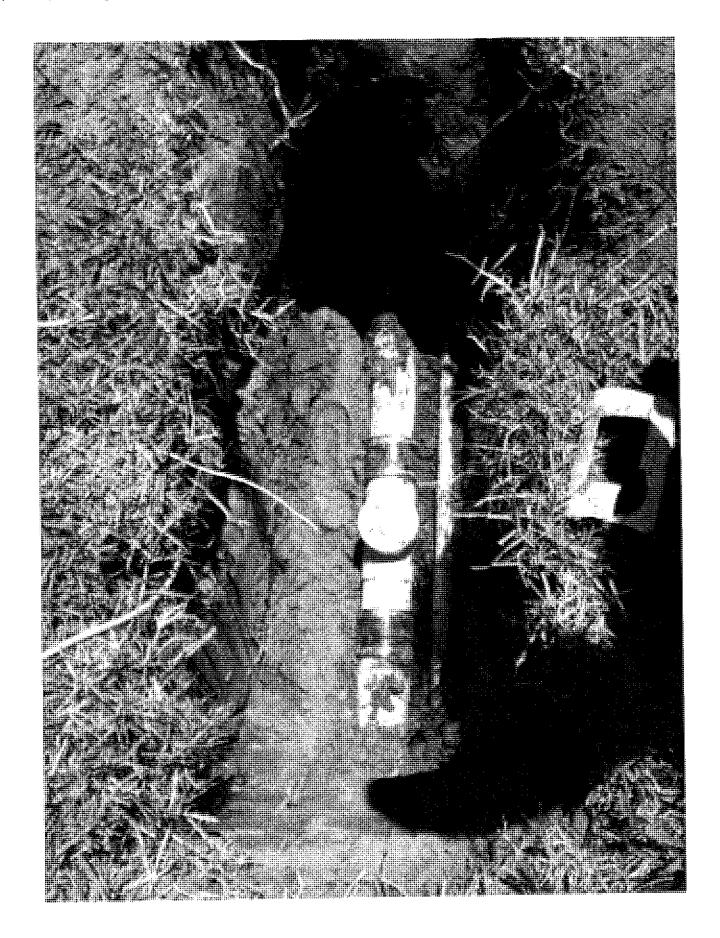
Kind Regards

s47F

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From:

Falt, Aliey

Sent:

Friday, 16 January 2015 4:50 PM

To:

Cc: Subject: Nowra Property and Tenancy RE: DHA Investment Property

Hi^{s47F}

Thank you for forwarding your email to the NowraPropertyandTenancy@dha.gov.au inbox, this is the best email address as the whole Nowra Property & Tenancy team can review emails and assist Lessors and Members with their enquiries.

I have contacted the contractor to seek an update on the outstanding works, and their office has advised that the plumber contacted the Mbers yesterday and arrange access to the property for this morning. The contractors have not received any feedback or photos yet from the plumber and currently he is unavailable by phone.

The contractors believe the junction replacement has been completed and no further works are required.

Once the plumber provides DHA with the required photos of the excavated area, I will send them across to you for your review and records. DHA will also take a photo of the area that has been disturbed for confirmation the location of the repairs on Monday when Petta is up in North Nowra on her inspections.

I will contact you on Monday with the outcomes so we can ensure that we are all satisfied with the results.

Enjoy your day, Aliev

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

A Please consider the environment - do you really need to print this email?

From

Sent: Friday, 16 January 2015 4:16 PM

To: Nowra Property and Tenancy; Falt, Aliey

Cc: Gately, Petta

Subject: Re: DHA Investment Property

Good Afternoon,

I have received an out of office reply from Petta's mailbox.

As the week-end is now upon us, I am becoming increasingly more anxious about the sewer backing up into the laundry.

Is there anyone who can provide me with an update on the repair of the broken sewer pipe please?

Thanks

s47F

---- Original Message ----From: S47F

To: Gately, Petta

Sent: Friday, January 16, 2015 3:17 PM

Subject: Re: DHA Investment Property \$47F

Good Afternoon Petta,

Do you have an update on when this sewer pipe will be repaired please?

Thank you.

Regards

---- Original Message -----

From: \$47F

To: Gately, Petta

Sent: Thursday, January 15, 2015 1:36 PM

Subject: Re: DHA Investment Property \$47F

Good Afternoon Petta,

Thanks for your email.

I need to reiterate that the sewer pipe repair is of urgent priority.

Perhaps you should phone your plumbing contractor in the interim.

Kind Regards

---- Original Message -----

From: Gately, Petta

To: \$47F

Sent: Thursday, January 15, 2015 1:05 PM

Subject: RE: DHA Investment Property \$47F

Good afternoon s47F

Sorry for the delay in my response, I have been away from the office on other inspections.

I have asked Aliey to review, as I am just new in this position as Aliey explained, and am seeking her experience to move forward.

I will endeavour to get you a response by close of business today.

Kind regards

Petta Gately | Property Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

From: s47F

Sent: Thursday, 15 January 2015 12:47 PM

To: Gately, Petta

Subject: Re: DHA Investment Property \$47F

Good Afternoon Petta,

Firstly, I presume that you are in the process of sourcing the below information since I have not received your reply.

You need to be aware that your member is still using their washing machine on site.

The floor drain in the laundry is still backing up onto the floor every time the washing machine is used.

This is of major concern as it could have detrimental effects on the structure of the property.

Please advise whether the sewer pipe has been repaired or when you expect it to be repaired.

Secondly, I am not at all satisfied with the way the property has been maintained.

There are areas of grave concern which need to be addressed immediately.

I intend to engage a Building and Pest Inspector (at my cost) to inspect the property thoroughly.

I would like these inspections to occur within 14 days of this email.

Please advise a suitable range of dates as soon as practicable.

Thank you.

Kind Regards

From: S47F

To: Gately, Petta

Sent: Tuesday, January 13, 2015 6:57 PM Subject: Re: DHA Investment Property \$47F

Hi Petta,

During our site inspection with Aliey today, it became apparent that the plumbing issue may be a recurring one.

Your Member has informed us that he recalls the same pipe being dug up approximately 6 years ago.

I have not been informed of any previous faults associated with the sewer system.

Could you please provide me with information as to what the original problem was and how it was rectified.

Thanks for your help.

Kind Regards

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Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr01.dha.gov.au[8006957]

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Key	38099688 Alie	ey Falt 15/01/2015 16:42	N/A			
Source	Email (DHA to Lessor)		Referenced Issue	es		
Reason	Maintenance/Upgrade		ID	Туре	o 4.7.C	1
Description	s47F	View Full Description	MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is	Maintenance Done
DHA Invastment Propert History	у	Previous Maintenance			backing up throu	
Good afternoon			⊘ MITM-1432754	Maintenance Item	S47F NORTH NOWRA NSW 2541 : CBUTM : Rake out and re-seal benchtop junction silicons t	Maintenance Done
plumbing maintenance t	request for additional information rel nistory at your DHA Investment Prop reviewing the system files I am able unce items). All of these MITMs were	erty \$4.75 to confirm the following	⊘ MITM-1434039	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : Inspect and repair leaking toilet cistem	Maintenance Done
Attachments Attachment 1	ं _{दिन} 2015-42-15-1601.msg	53.00 KB	⊘ MITM-1436517	. Maintenance Item	NORTH NOWRA NSW 2541 : PLSTM : As per further ections on MITM-1421673 Quote to	Maintenance Done
			Ø MITM-1436610	Maintenance Item	S47F NORTH NOWRANSW 2541: CBUTM: Inspect all wet areas - rake and re-grout / silico	Maintenance Done
			⊘ MITM-398462	, Maintenance , Item		Maintenance Done
			⊘ MITM-40542	Maintenence Item	S47F NORTH NOWRA NSW 2541: PLLTM: Repair broken junctions from the laundry line under t	Maintenance Done
			⊘ MITM-57679	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PŁLTM : Annual: renew relief valve on HWS	Maintenance Done
			Comments			
			N/A			
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Log e fault in Services Hub

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From:

Falt, Aliey

Sent:

Thursday 15 January 2015 4:42 PM

To: Cc:

Nowra Property and Tenancy

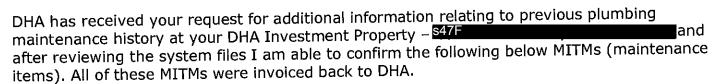
Subject:

DHA Investment Property -S47F

History

Previous Maintenance

Good afternoon s47F



30/10/2009 - MITM-40542 - Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish.

02/11/2019 - MITM-57579 - Annual: renew relief valve on HWS

28/03/2011 - MITM-398462 - Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage.

12/01/2015 - MITM-1421673 - REPAIR- Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and caustic soda but still nothing. Member will be away from tomorrow until Saturday.

Looking at the MITM-40542 previous broken junction, I checked the Mber's (Occupying Defence Member) interaction history and found that the Mber thought the problem surrounding the blocked drainage was from his young children flushing NFWT (non-fair wear & tear) items down the toilets and this is why DHA did not seek payment from yourself at the time as the completed works were found to be a Lessor Retained Responsibility but the works were completed prior to seeking your instructions whilst the plumbers were still on site.

From our discussions at site on Tuesday, I would like to provide you with a written confirmation that when the plumbers excavate the grounds whilst completing your approved junction replacement (MITM-1436517 - As per further actions on MITM-1421673 Quote to repair damaged junction as per email 12/01/2015. Quote consists of excavating and repairing broken junction. Main line connecting bathroom and ensuite was found to be clear. Branch line which connects laundry and kitchen is blocked. Where these 2 lines meet the ground has subsided, showing evidence of A break in the sewer. This area will be dug up, cut out and replaced. Quote to replace \$895 Inc GST. Lessor has requested that photos be taken of the excavated ground, and damaged pipes/junctions and copies be provided to DHA for his records.) and no evidence is provided of a damaged junction or tree roots interference causing problems (via the contactors photos that will sent to DHA prior to invoice payment) DHA will not seek the quoted amount of \$895.00 from yourself and the cost will be paid by DHA.

After viewing the property with yourself, I have provided feedback to the Mbers and notified them of the identified NFWT that requires immediate attention to bring the SR (Service Residence) back to the relevant standards. A DHA maintenance schedule is currently being negotiated and once actions and timelines have been agreed I will provide you with the outcomes of the communications and we will schedule another inspection (with you attending if you chose to) to review the standard of the Mbers completed works.

At the inspection, I also raised & allocated DHA responsibility MITM which will be actioned by our panel of contractors within the next 28 days.

MITM-1434039 - Ensuite - Inspect and repair leaking toilet cistern

MITM-1432754 – Kitchen - Rake out and re-seal benchtop junction silicons to match existing colours

MITM-1436610 – Whole site - Inspect all wet areas - rake and re-grout / silicon as required to restore locations to match existing colours. Advise and quote if major works identified to DHA - NowraPropertyandTenancy@dha.gov.au

When you have engaged a Building and Pest Inspector, please provide them with my contact details so I am able to assist them with arranging suitable access to the property with the Mbers, once the inspection has been booked in I will advise you of the appointment.

Thank you for your understanding and for allowing me the opportunity to resolve our concerns, I am looking forward to reaching a positive outcomes for both yourself and DHA.

Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager
Nowra HMC | Defence Housing Australia
Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541
Tel: 139 342 | Fax: 02 6222 2207
NowraPropertyandTenancy@dha.gov.au | www.dha.gov.au

Please consider the environment - do you really need to print this email?

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From:

s47F

Sent:

Thursday, 15 January 2015 1:37 PM

To:

Gately, Petta

Subject:

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Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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Falt, Aliey

From:

s47F

Sent:

Tuesday, 13 January 2015 6:57 PM

To:

Gately, Petta

Subject:

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Summary	S47F N PESSOR001 : Conduc	ORTH NOWRA NSW 2541: t annual pest inspection for the	Current Contracto	Scientific Tender Cost Tier	Contractor ID 9034977 1 (best) Quality Tier 1 (best)
Location	month o Whole Site			Pest Management (Nowra) 17/11/2014 13:00	NSW Local Time
Charge Type	G (Planned)		Appointment Date	(1777)	
Maintenance C	ode PESSOR001; Pest Ins	pection Report View Spec.	Associated Tenar	icy Details	
Quantity	1.00 Unit(s)		Tenant	s47F	
Contractor Instructions	Conduct annuat pest in November 2014 as pe	nspection for the month of r PESSOR001	Occupancy Date	05/12/2006 Vacancy Date	
	JUST A FRIENDLY RI	EMINDER & As per your	Occupying AFR	592723 S47F	Wor
	Customer Report (not	t with DHA please upload site report) to our MITM (work our invoice in our invoicing section	Preferred Email Preferred Phone		Wo
	separately.		Preferred Phone		Mobil
Access Detail		The second secon	-		_
Attachment	s 47F				
Attachment 1	入 DHAS47F	remite inspection , 269.07 KB		<u>.</u>	Recall Item
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Termite Inspection Coversheet

Pest Management Technician: S47F Date: 07.11.14		
Address of Property: S47F North Nowra, NSW 2541		
Results of Inspection		DHA Use Only
Were active termites found? If yes, where?	⊠No □Yes	
Was a termite nest found? If yes, where?	⊠No □Yes	
Was visible evidence of termite workings and/or damage located? If yes, where?	⊠No □Yes	
Was there visible evidence of wood decay? If yes, where?	⊠No □Yes	
Were water leaks/signs of water leaks detected? If yes, where?	⊠No □Yes	
Were weep holes partly or fully covered?	⊠No □Yes	
Existing termite barrier: Physical Chemical Combined Physical & Chemical Unknown, durable notice not located		
Risk assessment of property: Low Moderate Moderate-High High		
Drainage conditions: Adequate Inadequate Not able to comment Ventilation: Adequate Inadequate Not able to comment		
Recommendations to Owner		
Carry out regular inspections every 12 months.		
Arrange Chemical Barrier Treatment as per proposal. Is a proposal attached?	⊠No □Yes ⊠No □Yes	
Re-direct Hot Water System / Air Conditioner overflow to drain.	⊠No □Yes	
Comments:		



Visual Termite Inspection Report in accordance with AS 3660.2-2000

Important Information Any person who relies upon the contents of this report does so acknowledging that the clauses and information on pages 1, 5, 6 and 7 define the Scope and Limitations of the inspection and form an integral part of the report.

- 1. THIS IS A VISUAL INSPECTION ONLY in accordance with the Australian Standard Termite Management Part 2: In and around existing buildings and structures Guidelines AS 3660.2-2000. Visual inspection was limited to those areas and sections of the property to which reasonable access (See definition on page 5 of this report) was both available and permitted on the date of Inspection. The inspection DID NOT include breaking apart, dismantling, removing or moving objects including, but not limited to, foliage, mouldings, roof insulation or sisalation, floor or wall coverings, sidings, ceilings, floors, furnishings, appliances or personal possessions. The inspector CANNOT see inside walls, between floors, inside skillion roofing, inside the eaves, behind stored goods in cupboards or, in other areas that are concealed or obstructed. The inspector DID NOT dig, gouge, force or perform any other invasive procedures. An invasive inspection will not be performed unless a separate contract is entered into. In an occupied property it must be understood that furnishings or household items may be concealing evidence of termites which may only be revealed when the items are moved or removed.
- 2. SCOPE OF REPORT. This Report is confined to reporting on the discovery, or non-discovery, of infestation and/or damage caused by subterranean and dampwood termites (white ants), (hereinafter referred to as "termites"), present on the date of the Inspection. The Inspection did not cover any other pests and this Report does not comment on them. Dry wood termites (Family: KALOTERMITIDAE), borers of seasoned timber and wood decay fungi were excluded from the Inspection, but have been reported on if, in the course of the Inspection, any visual evidence of infestation happened to be found.
- 3. **LIMITATIONS.** Nothing contained in the Report implies that any inaccessible or partly inaccessible areas or sections of the property being inspected by the Inspector on the date of the Inspection were not, or have not been, infested by termites. Accordingly this Report is not a guarantee that an infestation and/or damage does not exist in any inaccessible or partly inaccessible areas or sections of the property. Nor is it a guarantee that a future infestation of termites will not occur or be found. No inspection of any furnishings or household items was made. No warranty is applicable, as this is an inspection only.
- 4. **DETERMINING EXTENT OF DAMAGE.** This Report does not and cannot state the extent of damage. It is NOT a structural damage report. If any evidence of termite activity or damage is reported, then it must be assumed there may be some degree of concealed damage. Where evidence of activity and/or damage is reported in the roof void timbers then damage is likely to be present in concealed wall timbers. A qualified person such as a Builder, Engineer, Architect or other qualified expert in the building trade should be asked to determine the full extent of the damage, if any, and the extent of repairs that may be required. This firm is not responsible for the repair of any damage whether disclosed or not.

- 5. POSSIBLE HIDDEN DAMAGE. If termite activity and/or damage is found, within the Structures OR the grounds of the property, then damage may exist in concealed areas, eg framing timbers. An INVASIVE INSPECTION is strongly recommended in this case. Damage may only be found when wall linings, cladding or insulation are removed to reveal previously concealed timbers.
- 6. CONSUMER COMPLAINTS PROCEDURE. In the event of any dispute or claim arising out of, or relating to the Inspection or the Report, You must notify Us as soon as possible of the dispute or claim by email, fax or mail. You must allow Us (which includes persons nominated by Us) to visit the property (which visit must occur within twenty eight (28) days of your notification to Us) and give Us full access in order that We may fully investigate the complaint. You will be provided with a written response to your dispute or claim within twenty eight (28) days of the date of the inspection.

If You are not satisfied with our response You must within twenty one (21) days of Your receipt of Our written response refer the matter to a Mediator nominated by Us from the Institute of Arbitrators and Mediators of Australia. The cost of the Mediator will be borne equally by both parties or as agreed as part of the mediated settlement.

Should the dispute or claim not be resolved by mediation then the dispute or claim will proceed to arbitration. The Institute of Arbitrators and Mediators of Australia will appoint an Arbitrator who will hear and resolve the dispute. The arbitration, subject to any directions of the Arbitrator, will proceed in the following manner:

- (a) The parties must submit all written submissions and evidence to the Arbitrator within twenty one (21) days of the appointment of the Arbitrator; and
- (b) The arbitration will be held within twenty one (21) days of the Arbitrator receiving the written submissions.

The Arbitrator will make a decision determining the dispute or claim within twenty one (21) of the final day of the arbitration. The Arbitrator may, as part of his determination, determine what costs, if any, each of the parties are to pay and the time by which the parties must be paid any settlement or costs.

The decision of the Arbitrator is final and binding on both parties. Should the Arbitrator order either party to pay any settlement amount or costs to the other party but not specify a time for payment then such payment shall be made within twenty one (21) days of the order.

In the event You do not comply with the above Complaints Procedure and commence litigation against Us then You agree to fully indemnify Us against any awards, costs, legal fees and expenses incurred by Us in having your litigation set aside or adjourned to permit the foregoing Complaints Procedure to complete.

Visual Termite Inspection Report in accordance with AS 3660.2-2000

Client:

Defence Housing Australia

Client Address:

State: NSW Postcode:

Re: Structure at: S47F State: NSW Postcode: 2541

Phone:

Fax:

Mobile:

Date of the Inspection:

Invoice No:

1. Brief description of the building and other structures on the property:

Type: Domestic

Height:Single Storey

Building: Brick Veneer

Piers: Not Applicable

Floor: Concrete Slab

Roof: Tile

Fences:

Colourbond Type

1.1 Brief description of areas inspected: Interior Roof Void Wall Exterior Garage Garden

Other areas inspected were:

Only structures, fences, trees etc within 50 m of the building but within the boundary of the property were inspected. If a building or part of a building, is constructed on a concrete slab it is always more susceptible to concealed termite entry.

1.2 Area/s* NOT Inspected and/or Area/s* to which REASONABLE ACCESS for Inspection was NOT AVAILABLE and the Reason/s why. These include Area/s* in which Visual Inspection was Obstructed or Restricted:

Interior due to house hold items.

Slab edge due to gardens, concrete and pathways.

Roof void due to insulation.

Other areas not inspected were

due to

* Since a complete inspection of the above areas was not possible, termite activity and/or damage may exist in these areas.

No inspection was made, and no report is submitted, of inaccessible areas. These include, but may not be limited to, concealed frame timbers, eaves, areas concealed by concrete floors, wall linings, soil, landscaping, rubbish, floor coverings, furniture, pictures, appliances, stored items, insulation, hollow blocks/posts. Furnishings, furniture & stored items were not inspected.

1.3 High Risk Area(s) to which Access should be gained, or fully gained, since they may show evidence of termites or damage:

Was insulation present in the roof void?

Yes

Where insulation is present in the roof void it is recommended it be moved or removed and an inspection be carried out to the wall top plate timbers and other roofing timbers covered by the insulation. This invasive inspection will not be performed unless a separate contract is entered into.

Was the property furnished at the time of inspection? Yes

Where a property is furnished at the time of the inspection then you must understand that the furnishings and stored goods may be concealing evidence of termite activity and/or damage. This evidence may only be revealed when the furnishings and stored goods are moved. In this case a further inspection of the property is strongly recommended.

2.0 SUBTERRANEAN TERMITES

2.1 At the time of the inspection were active termites (live insects) found? No. Go to 2.2.

Active termites were located in but not necessarily limited to the following areas: Not applicable as none found

Other areas, if any, where active termites were found are

If the answer was "Yes" then the termites are believed to be *Coptotermes Spp* and *Coptotermes Spp*. The termites have the potential to cause extensive and severe amounts of damage to structural and decorative timbers.

Other termite species found at the time of the inspection were: no other genus was found...

2.2 Was a termite nest found? NO. (If yes, describe & state the location):

Where a termite nest is located on or near the property, the risk of termite infestation is increased.

2.3 At the time of the inspection was visible evidence of subterranean termite workings and/or damage located? No

If no evidence of termites was found at this inspection be aware that at the initial stages of a termite attack there is often no evidence that an attack has commenced, such evidence may only become apparent sometime after the attack has commenced. As the inspection can only report details of what was found on the day of the inspection, we strongly recommend that should you find evidence of new termite workings or damage prior to the next recommended Inspection you should contact our company immediately.

2.4 Termite damage and/or workings were found mainly in but not limited to: Nil.

VERY IMPORTANT: Where any termite activity or damage is noted you must realise that further termite damage may be present in concealed areas. See Clauses 3, 4 and 5 on page 1.

Whilst we are not builders, the termite damage appears to be:- no visual damage found. See Clause 4 on page 1. If a treatment proposal is attached then note areas marked on the sketch (mud map) for more information on areas of damage and activity.

IMPORTANT: If no live termites were noted above but visual evidence of termite workings and/or damage or any other signs of termites are reported then there may be active termites in concealed areas. Termites may still be active in the immediate viciuity and may return to cause further damage. In most cases it may not be possible without the benefit of further investigation and subsequent inspections to ascertain whether an infestation is active or inactive. Active termites may simply have not been present at the time of inspection due to a prior disturbance, climatic conditions, or they may have been utilising an alternative feeding source. Continued, regular, inspections are essential. Unless written evidence of an appropriate termite management program that accords with "AS 3660 Termite Management" is provided, a treatment must always be considered to reduce the risk of further attack.

- 2.5 The following evidence of a possible previous treatment was found:
- 2.6 A durable sign was located. Meter Box.

If located, the sign was found in . This indicates a physical treated zone has been installed. This firm can give no assurances with regard to work that may have been previously performed by other firms.

2.7 Snbterranean termite treatment recommendation: A suitable management program that accords with AS 3660 against subterranean termites is considered to be not essential but 6 to 12 monthly inspections

A treatment proposal is not attached.

2.8 Termite Shields (Ant Caps) should be in good order and condition so termite workings are exposed and visible. This helps stop termites gaining undetected entry. Joins in the shielding should have been soldered during the installation. Whenever it is observed that the joins in the shielding have not been soldered then the shielding must be reported as inadequate. It may be possible for a

builder to repair the shielding. If not, a chemical treated zone may need to be installed to replace the use of the shielding. Missing, damaged or poor shields increase the risk of infestation.

Whilst not a builder it appears that termite shields are: not applicable.

If considered inadequate a builder or other building expert should be consulted. NB Physical barrier systems installed in wall cavities etc are not visible to inspection and no comment is made on such systems.

2.9 Wood rot: At the time of the inspection was visible evidence of wood decay fungi (rot) found?

Evidence was found in . Wood decay fungi are conducive to subterranean termites. You should consult a builder or other building expert to find out what must be carried out to prevent further decay (repairing of drainage, leaks and/or sealing the timber) and to repair the damage.

2.10 Other areas and/or situations that appear conducive to (may attract) subterranean termite

-Landscaping timbers in contact with soil (Rectify)

Patios and paths etc attached to building

Any Timber retaining walls should be replaced with non-susceptible material. You should consult a builder prior to removing/replacing retaining walls.

Other areas, if any, considered conducive are

2.11 At the time of the inspection the degree of risk of subterranean termite infestation to the overall property was considered to be: high

3.0 ENVIRONMENTAL CONDITIONS THAT ARE CONDUCIVE TO TERMITES

3.1 Drainage: Poor drainage, especially, in or into the subfloor or against the external walls, increases the likelihood of termite attack.

Whilst not a plumber, it appears that drainage is generally: adequate.

Areas where drainage should be attended to by a plumber or other expert and why:

3.2 Water leaks: Water leaks, especially in or into the subfloor or against the external walls, increases the likelihood of termite attack. Leaking showers or leaks from other 'wet areas' also increase the likelihood of concealed termite attack. Whilst not a plumber, it appears that water leaks are Not Present.

Areas where leaks should be attended to by a plumber or other expert and why:

Where drainage is considered inadequate or water leaks are reported then a plumber, builder or other building expert should be consulted.

3.3 Hot water services and air conditioning units: which release water alongside or near to building walls need to be connected to a drain as the resulting wet area is highly conducive to termites. If this is not possible the water needs to be piped several meters away from the building as the resulting wet area is highly conducive to termites.

Is there a need for this work to be carried out? Yes, both the hotwater and air conditioner

3.4 Ventilation: Ventilation, particularly to the sub-floor region is important in minimising the opportunity for termites to establish themselves within a property. Whilst not a builder the ventilation appears to be generally: **adequate**. Where ventilation needs to be improved consult a builder or other expert.

We have not attached a proposal to carry out ventilation improvement work.

3.5 Slab Edge Exposure: Where external concrete slab edges are not exposed there is a high risk of concealed termite entry. In some building built since July 1995 the edge of the slab forms part of the termite shield system. In these buildings an inspection zone of at least 75mm should be maintained to permit detection of termite entry. The edge should not be concealed by render, tiles, cladding, flashings, adjoining structures, paving, soil, turf or landscaping etc. Where this is the case you should arrange to have the slab edge exposed for inspection. Concealed termite entry may already be taking place but could not be detected at the time of this inspection. This may have resulted in concealed timber damage.

Does the slab edge inspection zone fully comply? No.

Note: A very high proportion of termite attacks are over the edge of both infill and other concrete slab types. Covering the edge of a concrete slab makes concealed termite entry easy. Infill slab type construction has an even higher risk of concealed termite ingress as the slab edge is concealed due to the construction design and cannot be exposed. The type of slab may only be determined by the assessment of the construction plans by a qualified person e.g. Builder or Architect. Construction plans may be obtainable from your local Council or Builder. Termite activity or damage may be present in concealed timbers of the building. **We strongly recommend** frequent regular termite or timber pest inspections in accordance with AS 3660.2 or AS 4349.3-2010. Where the slab edge cannot be determined then we strongly recommend termite or timber pest inspections every 3-6 months in accordance with AS 3660.2 or AS 4349.3-2010.

Infill Slabs: A slab on the ground cast between walls. Other slabs should be in accordance with AS 2870-2011 and/or AS 3660.1-2000 and for more information you should ask a builder.

3.6 Weep holes in external walls: It is very important that soil, lawn, concrete paths or pavers do not cover the weep holes. Sometimes they have been covered during the rendering of the brick work. They should be clean and free flowing. Covering the weep holes in part or in whole may allow undetected termite entry.

Were the weep holes clear allowing the free flow of air? Yes.

3.7 Environmental, other Conditions and/or general information:

You should read and understand the following important information. It will help explain what is involved in a termite inspection, the difficulties faced by a termite inspector and why it is not possible to guarantee that a property is free of termites. It also details important information about what you can do to help protect your property from termites. This information forms an integral part of the report. If you do not understand any part of this report then please ask the Inspector to explain.

IMPORTANT

This report is provided solely for the benefit of the person/s named in this report or their client. Any third party relying on this report either wholly or in part does so at their own risk. We accept no liability whatsoever to any third party relying on this report.

Filled areas, areas with less than 400 mm clearance, damp areas, leaking pipes, form work timbers, scrap timber, tree stumps etc either in the subfloor or adjoining, or close to the building are conducive to termite infestation. All leaks or drainage problems must be repaired. All form work, scrap and/or stumps must be removed from under and/or around the building/s. Rubbish should be removed from the subfloor areas to allow access for inspection. Items susceptible to termites, such as cardboard boxes, timber, firewood etc, should not be stored on the ground in the subfloor area.

This is an inspection only. No treatment or replenishment of any existing termite management system has taken place. Termites may still enter the buildings or other structures at any time. You acknowledge this fact and agree that this company is not liable for any termite entry, or for any damage that may result. Modern termiticides are designed to degrade. This means the length of life of these chemical treated zones is limited. It is important that the property is inspected at **least** annually.

REASONABLE ACCESS

Only areas to which reasonable access is available were inspected, AS 3660.2-2000 refers to AS 4349.3-2010 which defines reasonable access. Access will <u>not</u> be available where there are safety concerns, or obstructions, or the space available is less than the following:

ROOF VOID – the dimensions of the access hole must be at least 450mm x 400mm, and, reachable by a 2.1M step ladder or 3.6M ladder, and, there is at least 600mm x 600mm of space to crawl;

ROOF EXTERIOR – must be accessible by a 3.6M ladder placed on the ground;

SUBFLOOR – Industry accepted dimensions are that the access hole must be at least 500mm x 400mm and, there is at least 400mm of space to crawl beneath the lowest bearer, or, 500mm beneath the lowest part of any concrete floor

Reasonable access does not include the use of destructive or invasive inspection methods. Nor does reasonable access include cutting or making access traps, or moving heavy furniture or stored goods.

A MORE INVASIVE PHYSICAL INSPECTION IS AVAILABLE AND RECOMMENDED

As detailed above, there are many limitations to this visual inspection only. With the permission of the owner of the premises we WILL perform a more invasive physical inspection that involves moving or lifting: insulation, stored items, furniture or foliage during the inspection. We WILL physically touch, tap, test and when necessary force/gouge suspected accessible timbers. We WILL gain access to areas, where physically possible and considered practical and necessary, by way of cutting traps and access holes. This style of inspection is available by request. Several days notice may be required. Time taken for this type of inspection will be greater than for a VISUAL INSPECTION. It involves disruption in the case of an occupied property, and some permanent marking is likely. You must arrange for the written permission of the owner who must acknowledge all the above information and confirm that our firm will not be held liable for any damage caused to the property. Price is available on request.

CONCRETE SLAB HOMES

Homes constructed on concrete slabs present special problems with respect to termite attack. If concrete paths, patios, pavers, garden beds, lawns, foliage, etc conceal the edge of the slab, then it is possible for termites to effect concealed entry into the property. They can then cause extensive damage to concealed framing timbers. Even the most experienced inspector may be unable to detect their presence due to concealed by wall linings. Only when the termites attack timbers in the roof void, which may in turn be concealed by insulation, can their presence be detected. Where termite damage is located in the roof it should be expected that concealed framing timbers will be extensively damaged. With a concrete slab home it is imperative that you expose the edge of the slab and ensure that foliage and garden beds do not cover the slab edge. Weep holes must be kept free of obstructions.

You should read and understand the following important information. It will help explain what is involved in a termite inspection, the difficulties faced by a termite inspector and why it is not possible to guarantee that a property is free of termites. It also details important information about what you can do to help protect your property from termites. This

information forms an integral part of the report. If you do not understand any part of this report then please ask the Inspector to explain.

SUBTERRANEAN TERMITES

No property is safe from termites! Termites are the cause of the greatest economic losses of timber in structures in Australia. Independent data compiled by State Forests shows 1 in every 5 homes is attacked by termites at some stage in its life, however CSIRO data indicates that it could be as high as 1 in 3. Australia's subterranean termite species (white ants) are the most destructive termites in the world. In fact it can take "as little as 3 months for a termite colony to severely damage almost all the timber in a home".

How termites attack your home: The most destructive species live in large underground nests containing several million timber destroying insects. The problem arises when a nest matures near your home. Your home provides natural shelter and a food source for the termites. The gallery system of a single colony may exploit food sources over as much as one hectare, with individual galleries extending up to 50 metres to enter your home, where there is a smorgasbord of timber to feast upon. Even concrete slabs do not act as a barrier; they can penetrate through cracks in the slab to gain access to your home. They even build mud tubes to gain access to above ground timbers. In rare cases termites may create their nest in the cavity wall of the property without making ground contact. In these cases it may be impossible to determine their presence until extensive timber damage occurs.

Termite damage: Once in contact with the timber they excavate it, often leaving only a thin veneer on the outside. If left undiscovered the economic species can cause many thousands of dollars damage and may cost two to five thousand dollars (or more) to treat.

Subterranean termite ecology: These termites are social insects usually living in underground nests. Nests may be in trees or in rare instances they may be in above ground areas within the property. They tunnel underground to enter the building and then remain hidden within the timber making it very difficult to locate them. Where timbers are concealed, as in most modern homes, it makes it even more difficult to locate their presence, especially if gardens have been built up around the home and termite management systems are either not in place or poorly maintained. Termites form nests in all sorts of locations and they are usually not visible. There may be more than one nest on a property. The diet of termites in the natural environment is the various hardwood and softwood species growing throughout Australia. These same timbers are used in buildings. Worker termites move out from their underground nest into surrounding areas where they obtain food and return to nurture the other casts of termites within the nest. Termites are extremely sensitive to temperature, humidity and light and hence cannot move over ground like most insects. They travel in mud encrusted tunnels to the source of food. Detection of termites is usually by locating these mud tunnels rising from the ground into the affected structure. This takes an expert eye.

Termite Management Systems installed to AS3660-2000 help protect a building by forcing termites to show themselves. Termites can build mud tunnels around termite barriers to reach the timber above. The presence of termite tracks or leads does not necessarily mean that termites have entered the timber. A clear view of walls and piers and easy access to the sub-floor means that detection of termites should be fairly easy. However many styles of construction do not lend themselves to ready detection of termites. The design of some properties is such that they make the detection by a pest inspector difficult, if not impossible.

The tapping and probing of walls and internal timbers is an adjunct or additional means of detection of termites but is not as reliable as locating tracks. The use of a moisture meter is a useful aid for determining the presence of termites concealed behind thin wall panels, but it only detects high levels of activity. Damage and termite workings that have dried out will not be recorded. It may also provide false readings. Termite tracks may be present in the ceiling space however some roofs of a

low pitch and with the presence of sisalation, insulation, air conditioning ductwork and hot water services may prevent a full inspection of the timbers in these areas. Therefore since foolproof and absolute certain detection is not possible the use of termite management systems and regular inspections is a necessary step in protecting timbers from termite attack.

TIMBER DECAY FUNGI

The fruiting bodies of wood decay fungi vary in size, shape and colour. The type of fungi encountered by pest controllers usually resides in poorly ventilated subfloors, below wet areas of the home, exterior timbers and in areas that retain water in the soil. The durability and type of timbers are factors along with the temperature and environment. Removal of the moisture source usually alleviates the problem. **Fungal decay is attractive to termites** and if the problem is not rectified it may well lead to future termite attack.

IMPORTANT INFORMATION

There is no warranty given or implied as a result of the inspection or this report. The report can only give details of what was found on the day and at the time of the inspection. Termites can gain entry to the structures at any time.

General remarks: A more thorough INVASIVE INSPECTION is available. Where any current visible evidence of termite activity is found it is **strongly recommended** that a more invasive inspection is performed Trees on the property have been visually inspected up to a height of 2m, where possible and practicable, for evidence of termite activity. It is very difficult, and generally impossible to locate termite nests since they are mainly underground and evidence in trees is usually well concealed. We therefore strongly recommend that you arrange to have trees test drilled for evidence of termite nests.

Important Maintenance Advice regarding Integrated Pest Management for Protecting against termites

Termites can attack any structure. Periodic maintenance should include measures to minimise possibilities of infestation in and around a property. Factors that may lead to infestation from termites include: -

- Situations where the edge of the concrete slab is covered by soil or garden debris.
- Filled areas, areas with less than 400mm clearance.
- Foam insulation at foundations.
- Poor drainage, leaking pipes, damp areas, form-work timbers, scrap timber, tree stumps, mulch, tree branches touching the structure, wood rot and timber retaining walls. **Note:** Termites often build nest behind timber retaining walls.
- Gardens, pathways or turf abutting or concealing the edge of a concrete slab will allow for concealed entry by termites.

All timber in contact with soil such as formwork, retaining walls, scrap timbers, firewood or stumps must be removed from under and around the buildings and any leaks or poor drainage repaired. You should endeavour to ensure such conditions DO NOT occur around your property.

We further advise that you engage a professional pest control firm to provide a suitable termite management program in accord with AS 3660 to minimise the risk of termite attack. There is no way of preventing termite attack. Even AS 3660 advises when a complete termite management system is installed in accordance with AS 3660.1-2000 for pre-construction termite work or 3660.2-2000 for post-construction termite work and the Australian Pesticides and Veterinary Medicines Authority (APVMA) product label directions are followed precisely, termites may still bridge the management

system. However, if the label directions are followed and the Standard adhered to, and bridging occurs, evidence of the termite ingress will normally be evident to the inspector. Therefore regular inspections in line with the recommendations in this report are essential in addition to any suitable termite management system you install.

DISCLAIMER OF LIABILITY: - No liability shall be accepted on account of failure of the Report to notify any termite activity and/or damage present at or prior to the date of the Report in any areas(s) or section(s) of the subject property physically inaccessible for inspection, or to which access for Inspection is denied by or to the Licensed Inspector (including but not limited to any area(s) or section(s) so specified by the Report).

DISCLAIMER OF LIABILITY TO THIRD PARTIES: Compensation will only be payable for losses arising in contract or tort sustained by the Client named on the front of this report. Any third party acting or relying on this Report, in whole or in part, does so entirely at their own risk.

There are two very helpful books available, complete with excellent colour photos, which you might like to purchase. These are: -

- 1. A Homeowner's Guide to Detection and Control of Termites and Borers
- 2. A Homeowner's Guide to Detection and Control of Common Household Pests

Both books were written by Phillip Hadlington & Christine Marsden and Published by University of New South Wales.

Ask your inspector for details and prices.

It is strongly recommended that a full Inspection and Report be carried out every 12 Months. Regular inspections DO NOT stop termite attack, but are designed to limit the amount of damage that may occur by detecting problems early.

AS 3660 and AS 4349.3 both recommend at least 12 monthly inspections but strongly advise more frequent inspections. Regular inspections DO NOT stop termite attack, but are designed to limit the amount of damage that may occur by detecting problems early.

Important: "If you become aware of any termite activity DO NOT disturb or treat the termites or their workings in anyway but contact our Company immediately. Home treatments do not work and will invalidate any warranty in place."

ADDITIONAL INFORMATION AND/OR MUD MAP - .

KEPY Northerly Direction is -A. = Termite Activity -D. = Damage -Possible Damage -W = Evidence of a Previous Treatment -W = Vood Rot	; <u>;</u>		111			- 1		" "	1 "1	···;	····	····	<u> </u>		7	;	***			T	···i	<u> </u>	1		· i	1					X	.i.v.		1 i	T.	24									Ţ	
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The Inspection and Report was carried out by (Name of Inspector)
State Licence No: 101569
Dated this 07 th day of November 2014
SIGNED FOR AND ON BEHALF OF: (Name of Company)
Signature:

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Our syste	m has been up	dated and no I	further Termite Insp	ections will take place			
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Log a fault in Services Hub |

Falt, Aliey

To:

Subject:

s47F

NORTH NOWRA NSW 2541

Good Morning M

Thank you for your quick response.

Unfortunately this was raised in error and DHA will accept the cost of this report.

Our system has been updated and no further Termite Inspections will take place unless we are advised in writing that you would like this arranged.

Please accept my apologies for any inconvenience this has caused.

Regards

Danielle Sinclair

Termite Team | Termite Inspection Officer Maintenance Contact Centre Property and Tenancy Services | Defence Housing Australia

Suite 2, 45D Fitzroy Street Carrington NSW 2294, PO BOX 227 Carrington NSW 2294

Tel: 139DHA or 139342 | Fax: (02) 6222 2253

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

Did you know you can track the progress of your logged maintenance? Log onto DHA's Online Services Available 24 hours a day, 7 days a

From \$47F

Sent: Friday, 21 November 2014 10:43 AM

To: Sinclair, Danielle

NORTH NOWRA NSW 2541 Subject: Re: S47F

Good Morning,

I have not authorised DHA to carry out a termite inspection on my behalf.

Why was this done without my approval?

I request DHA not to deduct the cost of the report until a satisfactory explanation is received.

Regards

From: Sinclair, Danielle

To: \$47F

Sent: Friday, November 21, 2014 9:48 AM

NORTH NOWRA NSW 2541 Subject:\$47F

Good Morning,

A termite inspection has been completed at the above property currently leased to Defence Housing Australia (DHA). This report is now ready for you to view via Online Services https://online_dha.gov.au/Login

The Pest Inspection Report identified <u>no</u> visible evidence of termite activity located at the time of inspection of the property. However please note that there may be recommendations that are not part of DHA's repair and maintenance responsibilities.

Under the terms of the DHA Lease, the cost of pest inspections and treatments is the Lessor's responsibility. You are also responsible for rectifying any resultant damage. Therefore DHA strongly recommends that you thoroughly read the completed report for your property.

The cost of this report is \$175.36 and will be deducted from your monthly rental payment and reported on your monthly statement.

Your next termite inspection is to take place in 12 months. If you would like to request a change to the frequency of your inspections, please email pest@dha.gov.au

If you have any queries regarding the pest inspection or need assistance accessing Online Services, please do not hesitate to contact DHA at our office on 139 342.

Regards

Danielle Sinclair

Termite Team | Termite Inspection Officer Maintenance Contact Centre Property and Tenancy Services | Defence Housing Australia

Suite 2, 45D Fitzroy Street Carrington NSW 2294, PO BOX 227 Carrington NSW 2294

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Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

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To: Subject: s47F s47F

NORTH NOWRA NSW 2541

Good Morning,

A termite inspection has been completed at the above property currently leased to Defence Housing Australia (DHA). This report is now ready for you to view via Online Services https://online.dha.gov.au/Login

The Pest Inspection Report identified <u>no</u> visible evidence of termite activity located at the time of inspection of the property. However please note that there may be recommendations that are not part of DHA's repair and maintenance responsibilities.

Under the terms of the DHA Lease, the cost of pest inspections and treatments is the Lessor's responsibility. You are also responsible for rectifying any resultant damage. Therefore DHA strongly recommends that you thoroughly read the completed report for your property.

The cost of this report is \$175.36 and will be deducted from your monthly rental payment and reported on your monthly statement.

Your next termite inspection is to take place in 12 months. If you would like to request a change to the frequency of your inspections, please email pest@dha.gov.au

If you have any queries regarding the pest inspection or need assistance accessing Online Services, please do not hesitate to contact DHA at our office on 139 342.

Regards

Danielle Sinclair
Termite Team | Termite Inspection Officer
Maintenance Contact Centre
Property and Tenancy Services | Defence Housing Australia

Suite 2, 45D Fitzroy Street Carrington NSW 2294, PO BOX 227 Carrington NSW 2294 Tel: 139DHA or 139342 | Fax: (02) 6222 2253

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

Did you know you can track the progress of your logged maintenance? Log onto <u>DHA's Online Services</u> Available 24 hours a day, 7 days a

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DHA Annual Statement



Your annual statement is now available through <u>Online Services</u>. Should you require assistance logging in to your online services account, please email <u>lessormanagement@dha.gov.au</u>.

If you have not elected to receive your statements online, your annual statement has been sent to your nominated postal address.

If upon receiving your statement you have any questions please phone DHA on 139 342 or email the address above.

Regards

Lessor Management

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DHA update on Scoping Study information



Good afternoon

The tender documents for the scoping study into the future ownership options of DHA were released on Friday 27 June 2014 via AusTender. The tender closed on 11 July 2014 and contracts are expected to be awarded on 28 July 2014.

The scoping study contract includes investigations into Australian Hearing Services as well as DHA. It is a two-step process:

- Conduct the study into future ownership options.
- II. Provide independent advice on a recommended sales process if DHA should be considered for privatisation.

The scoping study report will be required to be completed no later than 15 January 2015 unless otherwise advised by the Department of Finance.

We will keep you up to date with any further announcements in relation to this process.

Lessor Management

lessormanagement@dha.gov.au

Client Mar	nagement CLM PR	D B jervis rek	ase.20150318T1830.	6c0079a			Aliey Falt Nowra HMC Sign Out
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DHA Annual Statement



Good afternoon

Your annual statement will be available to access via Online Services on Thursday 17 July. An email reminder will be sent to you on the day. If you are not registered for online statement delivery your annual statement will be sent to your nominated postal address.

Your annual statement is a true and accurate reflection of all transactions throughout the year. If upon receiving your statement you have any questions please phone DHA on 139 342 or email lessormanagement@dha.gov.au.

We apologise for any inconvenience this may have caused.

Regards

Lessor Management team

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Rendered in 0.0 01/04/2015 08:0	042 seconds 07:03			Log a fault in Services Hu	b [rejease.2015	50318T1830.6c0079a Java 1.8.0_	25 slarted 19/03/2015 21:35





Dear MR S47F

DHA has inspected S47F NORTH NOWRA NSW 2541 and details of the inspection are available through Lessors Online.

If you have any queries please contact DHA on 139 342.

Defence Housing Australia

Tel: 139 342 | www.dha.gov.au

Client Ma:	nagement CLM PR	lDBjervis rel	ease.20150318T1830.	6c00/9a			Miley Factioning Falls Cognition
Members	Contractors	Lessors	Estate Agents	MES47F	Lessor		
MR S4	7F						Lessor ID S47F
Email S47	'F	1	Phone S47F				New Interaction
Dashboard	s47F		Interactions	Enquiries History			
All Interact	tions Interacti	ion 35369616	6 Ali Notifications				i
Interact	tion			Modify	Raised Issues		
Key		35369616	Notifica	ition Sy., 19/05/2014 13:34	N/A		
Source		Email (DH/	A to Lessor)		Referenced Issues		
Templa	te	Custom En	nail		N/A		
Recipie	nt	s47F		Sent 10 months ago	Comments		
Descri	ption			View Full Description	N/A		
DHA to	be included in s	coping stud	у				•
	nu [*]	S					
	r nu/	•					
Defence	etizuA gnizuoH 2	ua					:
Dear Le	ssor						
Defence of the go	Housing Australi overnment agenc	ia (DHA) has ies to be a pa	been announced in art of a privatisation :	the Federal Budget as one scoping study.			:
Attach	ments						
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Pre	evious Interaction						Next Interaction
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DHA to be included in scoping study



Dear Lessor

Defence Housing Australia (DHA) has been announced in the Federal Budget as one of the government agencies to be a part of a privatisation scoping study.

This study may consider items such as the objectives for a sale, including any community service obligations; regulatory requirements; actions required to prepare the business for sale; the industry in which the entity operates and preferred method of sale. The results of this study will determine if and when DHA will be sold.

In the interim DHA will continue to operate as per usual, all current contracts will be honoured and there will be no change in the way that you do business with DHA.

We will continue to keep you informed as more information becomes available. If you have any questions or concerns please email lessormanagement@dha.gov.au.

Regards

Lessor Management Team

Property and Tenancy Services

Client Management CLM PRD B jervis release, 20150318T1830.6c0079a					Aliey Falt Nowra HMC Sign Out		
Members	Contractors	Lessors	Estate Agents	мгs47F	Lessor		
MR ^{S47} Email S47	7F F	/1	Phone S47F			Lessor ID S47F	
Dashboard	s47F		Interactions	Enquiries History			
Ali Interact	ions Interacti	on 35355940	All Notifications				
Interact	ion			Modify	Raised Issues		
Key		35355940	Notifica	tion Sy., 18/05/2014 09:54	N/A		
Source		Email (DHA	to Lessor)		Referenced Issues		
Templat	e	Change Us	ername Email		N/A		
Recipie	nt	s47F		Sent 10 months ago	Comments		
Descrip	tion			View Full Description	N/A		
DHA Onl	lne Services <mark>S4</mark>	-7F				:	
	DHA	\				:	
Defence	Housing Austral	ia					
18/05/20		unarnama h	ne boon successfull	v chenned			
Your DHA Online Services username has been successfully changed. Please ensure you use you new username when logging into DHA Online Services.							
Usernan	ne:S47F Housing Australia					:	
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18/05/2014

Your <u>DHA Online Services</u> username has been successfully changed.

Please ensure you use you new username when logging into <u>DHA Online Services</u>.

Username: S47F

Defence Housing Australia

Tel: 139 342 | www.dha.gov.au

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	OLUBBO Dienis reis	ease.20150318T1830.6c0079a	Y	Aliey Falt Nowra HMC Sign Out
		Estate Agents MRS47F	Lessor	
	ntractors Lessors	Estate Agents		Lessor ID S47F
MR S47F				New Interaction
Email S47F	/	Phone S47F		
Dashboard S4	·7F	Interactions Enquiries History	<u> </u>	
	Interaction 9321139	All Notifications		!
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Interaction		44	• • •	
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Source	Email		Referenced Issues	!
Description	,	View Full Descrip	tion N/A	<u>.</u>
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(41. 41. 12.11			N/A	i
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Attachment	1 G 2011	-48-22-1312.msg 461.00	KB	
Den Jave	Interaction			Next Interaction
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			roleoge 20150318T1830 6x000	9a Java 1.8.0_25 started 19/03/2015 21:35
Rendered in 0.052 s 31/03/2015 17:56:38	seconds O	Log a fault in Serv	ICES HUD ICES AUX	

From:

Lewis, Fiona

Sent:

Thursday, 22 December 2011 1:49 PM

To:

Accounts Payable

Subject:

FW: WATER USAGE - DECEMBER 2011

Attachments:

WATER USAGE DEC_2011.pdf

DATE:

22 December 2011

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$69.00 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Lewis | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.lewis@dha.gov.au | www.dha.gov.au

From: IS47F

Sent: Thursday, 22 December 2011 12:16 PM

To: Lewis, Fiona

Subject: WATER USAGE - DECEMBER 2011

Hi Fiona,

Please find attached water usage charge for

Nowra North.

Have a great Christmas & New Year.

Cheers

s47F



PLEASE HOTEY SHOALUAVEN CITY COUNCE, IN WRITING IMMEDIATELY IF ADDRESS IS INCORNECT

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

(Rea) Single Dwelling/Vac Land

Property:

North Nowra

Supply Period

From: To:

22/08/2011 21/11/2011

Balance Brought Forward:

\$0.00

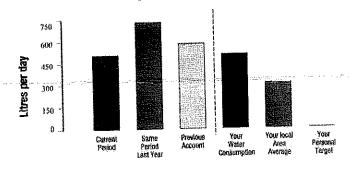
Current Charges (See over for details):

\$249.75 \$249.75

Amount Due:

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



shosihaven-w-ASA001-000414

ACCOUNT DETAILS

Date of issue:

25/11/2011

Assessment No:

3095-04100-4

Amount Due:

\$249.75

Please Pay By:

23/12/2011

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size none	Typical Water use 170	Efficient Water use 103 147	NEWS 4 U!
.	small medium large	229 288 344	160 176 206	Meter Replacement
*	none small medium large	322 390 457 509	250 263 279	Program A replacement program for old
***	none smail medium large	417 550 620 674	309 353 366 382	residential water meters is being undertaken.
***	none small medium large	529 723 786 854	412 456 469 485	Minimal disruption to house water supplies is
****	none small medium large	656 949 1004 1107	515 559 672 588	expected and there is no cost to customers. For
****	nonė small medium large	784 1354 1437 1582	618 662 675 691	more details please contact us on 44293214.
-Your Daily A		505 L	Yalir Pensi	onal targets 0

Description	This Account	Previous Acct	Change
Total Usage	46 KL	51 kL	~5 kL
Days in Period	91	88	3
Average Daily Usage	505 L	580 L	-74 L
Oloida Dalli		1000 Litres (L) =	1 kiloinre (kL)

Assessment No: 3095-04100-4

() POST bilipay



*2146 60632700

Amount Due: \$249.75



PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.shoolwater.nsw.gov.au

Post Billpay

Please present your water account with your payment

Personal Payment

Present to cashler at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to Shoalhaven City Council.

For other payment options, see our website: www.shoalwater,nsw.gov.au

Meter Detail and Reading

Micros Domit and Headania		AAAAAAA	Usage (kl)		
Meter No	Present Reading		Previous Reading		
04W734456		1625	1579	46 kl	
0401001			Total Consumption	46 kl	
Water Usage Charges	W	and the second s		40	Ohanaa
Description		ki		Charge/KL	Charge
•	First	46		\$1.50	69.00
Water Charge Current	1,100		Total Water Usege Charges	\$68	
Water Availability Cha	rge			4 1 Oh	Charge
Description		Quantity	Períod	Annual Charge	
WATER 20MM		1	1 Oct to 31 Dec 2011	\$78.00	19.50
VVA) LIT ZOIMIN			Total Water Availability Charges		\$19.50
Sewer Availability Cha	arge	n mandality of your constitution of the state of the stat			(1)
Description		Quantity	Period	Annual Charge	Charge
		1	1 Oct to 31 Dec 2011	\$645.00	161.25
SEWER 20MM		•	Total Sewer Availability Charges		\$161.25



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Future Dated

Confirmation number:

Y0490975428

Created:

11/12/11

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

249.75

Payment date:

22/12/11

· Gyman same

Authoriser:

12893344

End of Report

Date 11/12/11 Time 22:42 National Australia Bank Limited A.B.N. 12 004 044 937

		600 BANN70a	•	Aliey Fatt Nowra HMC Sign Out
	RD B jervis release.20150318T1: Lessors Estate Agent	- 17E	Lessor	
Members Contractors MR	Lessors Estate Agen		_	Lessor ID S47F
Email S47F Dashboard S47F	/ Phone	· · \		
All Interactions Interac	ction 9320682 All Notification		Daison Issues	- : : : : : : : : : : : : : : : : : : :
Interaction Key	93206B2 Fior	Modify na (Mat leav., 22/12/2011 13:49	Raised Issues N/A	: 1
Source	Email	View Full Description	Referenced Issues N/A	
Description FW: WATER USAGE - 1	DECEMBER 2011		Comments N/A	:
				: :
				:
Attachments	· · · · · · · · · · · · · · · · · · ·	**		
Attachment 1	2011-48-22-1312.m	sg 461.00 KB		Next Interaction
Previous Interacti	ion			
Dandarad in 0.035 seconds		Log a fault in Services	Hub release,20150318T183	0.6c0079a Java 1.8.0_25 started 19/03/2015 21:3

From:

Lewis, Fiona

Sent:

Thursday, 22 December 2011 1:49 PM

To:

Accounts Payable

Subject:

FW: WATER USAGE - DECEMBER 2011

Attachments:

WATER USAGE DEC_2011.pdf

DATE:

22 December 2011

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$69.00 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Lewis | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.lewis@dha.gov.au | www.dha.gov.au

From: S47

Sent: Thursday, 22 December 2011 12:16 PM

To: Lewis, Fiona

Subject: WATER USAGE - DECEMBER 2011

Hi Fiona,

Please find attached water usage charge for s47F

Nowra North.

Have a great Christmas & New Year.

Cheers

Water Account

հվկկլիկիկիկիկիկիկիկիսոնին ₈₀₂ 347F

PLEASE NOTIFY SHOOLHAVEN CITY COUNCIL IN WHITING WANTOWIFELY IF ADDRESS IS INCORRECT

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

(Rea) Single Dwelling/Vac Land

Property:

s47F

North Nowra

Supply Period

From:

22/08/2011

To:

21/11/2011

Balance Brought Forward:

\$0.00

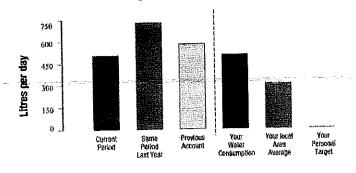
Current Charges (See over for details):

\$249.75 **\$249.75**

Amount Due:

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



shoalhaven-w-ASA001-000414

ACCOUNT DETAILS

Date of Issue:

25/11/2011

Assessment No:

3095-04100-4

Amount Due:

\$249.75

Please Pay By:

23/12/2011

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size none	Typical Water use 170	Efficient Water use 103	NEWS 4 U!
†	small medium large	229 288 344	147 160 176	Meter Replacement
†	none small medium large	322 390 457 509	206 250 263 279	Program A replacement program for old
Ħ	none small medium large	417 550 626 674	309 363 366 382	residential water meters is being undertaken.
***	none small medium large	529 723 786 854	412 456 469 486	Minimal disruption to house water supplies is
****	none small medlum large	656 949 1004 1107	515 659 672 588	expected and there is no cost to customers. For
****	none small medium large	784 1354 1437 1582	610 662 675 691	more details please contact us on 44293214.
Your Baile As	erane	505 L	Yajir Perso	nghTajggit 0 L

- Description	This Account	Previous Acct	Change
Total Usage	46 KL	51 kL	-5 kL
Days in Period	91	88	3
Average Daily Usage	505 L	580 L	-74 L
1110112	-t	1000 Litres (L) =	1 kilolitro (kL)

Assessment No: 3095-04100-4

() POST billpay

*2146 6083570

Amount Due: \$249.75



Biller Code: 858639

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.shoalwater.nsw.gov.au

Post Bilipay

Please present your water account with your payment

Personal Payment

Present to cashier at SCC offices or post to PO Box 42 Nowra NSW 2541, Cheques made payable to Shoalhaven City Council.

For other payment options, see our website; www.shoalwater.nsw.gov.au

Meter Detail and Reading

MCG Derait and nonama		Previous Reading	Usage (kl)		
Meter No	Present Reading		and the second s	46 kl	
04W734456		1625	1579	-10 14	
			Total Consumption	46 ki	41117
Water Usage Charges	DIP				Obarao
Description		kl		Charge/KL	Charge
•	First	46		\$1.50	69.00
Water Charge Current	1 3100		Total Water Usage Charges	\$69	
Water Availability Cha	arge			e ut Ohanio	Charge
Description		Quantity	Period	Annual Charge	19.50
WATER 20MM		1	1 Oct to 31 Dec 2011	\$78.00	
WA) ER ZUMM			Total Water Availability Charges		\$19.50
Sewer Availability Ch	arge			4l Oberson	Charge
Description		Quantity	Period	Annual Charge	
SEWER 20MM		·1	1 Oct to 31 Dec 2011	\$645.00	161.25
OCIACII VOLIMI			Total Sewer Availability Charges		\$161.2



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Future Dated

Confirmation number:

Y0490975428

Created:

11/12/11

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

249.75

Payment date:

22/12/11

Authoriser:

12893344

End of Report

Date 11/12/11 Time 22:42 National Australia Bank Limited A.B.N. 12 004 044 937

OF 4 14	CLM DDD E	lorule rolea	se.20150318T1830.6	Sc0079a		Aliey Falt Nowra HMC Sign Out
		essors	Estate Agents	mr s47F	Lessor	
MR S47F	nitractors .		one S47F	. —		Lessor ID S47F ST New Interaction
Dashboard S4	47F		nteractions	Enquiries History		
All Interactions		7628253	All Notifications	Modify	Raised Issues	. !
interaction					N/A	
Key	7	628253	Fiona (M	lat leav 23/09/2011 14:30		
Source	E	mail			Referenced issues	
Descriptio	ın			View Full Description	N/A	
	USAGE - SEPT	EMBER 20	11		Comments	
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Attachmen	nt 1	:⊡ 2011-3	30-23-1409.msg			Next Interaction
Previou	us Interaction					
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From:

Lewis, Fiona

Sent:

Friday, 23 September 2011 2:30 PM

To:

Accounts Pavable

Cc: Subject:

FW: WATER USAGE - SEPTEMBER 2011

Attachments:

WATER USAGE - SEPTEMBER 2011.pdf

DATE: 23 September 2011

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$75.45 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Lewis | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541 (PO Box 1058 Nowra NSW 2541)

. Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.lewis@dha.gov.au | www.dha.gov.au

From:S47F

Sent: Friday, 23 September 2011 1:47 PM

To: Lewis, Fiona

Subject: WATER USAGE - SEPTEMBER 2011

Good Afternoon Fiona,

Please find attached water usage charge for

Thanks & Have a Great Week-end

s47F

ς47F

Nowra North.

Water Account

PLEASE NOTICY SHOALHAVEN CITY COUNCE, SI WHITEIS IMMEDIATELY IF ADDRESS IS INCOMPECT

(Res) Single Dwelling Vac Land \$47F \$47F

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

Property.

Supply Period

From: To: 28/05/2011 22/08/2011

Balance Brought Forward:

\$0.00 \$256.20

Current Charges (See over for details):

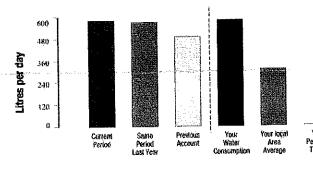
\$256.20

North Nowra

Amount Due:

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



shoalhaven-w-ASAQ01-000211

ACCOUNT DETAILS

Date of Issue: 26/08/2011
Assessment No: 3095-04100-4

Amount Due:

\$256.20

Please Pay By:

23/09/2011

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size none small	Typical Water use 170 229	Efficient Water use 103 147	NEWS 4 UI
	medium large	288 344	160 176	Meter Replacement
ė.	none small medium	322 390 457 509	206 250 263 279	Program A replacement
ėiė	large none small medium	417 550 626	309 353 366	program for old residential water meters is being
	none small medium	674 529 723 786	382 412 456 469 485	undertaken. Minimal disruption to house water supplies is
	large none small medium large	854 656 949 1004 1107	515 559 572 588	expected and there is no cost to customers. For
****	none small medium large	784 1354 1437 1582	618 662 675 691	more details please contact us on 44293214.
Your Dally Av	arane *	580 L	Your Perso	nal Targels 01

Description	This Account	Previous Acct	Change
Total Usage	51 kL	48 kL	3 kL
Days in Period	88	98	-10
Average Daily Usage	580 L	490 L	90 L
		1000 Litres (L) =	1 kilolitre (kL)

Assessment No: 3095-04100-4

() POST. billpay

*2146 60632700

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information; 4429 3340 or www.shoalwater.nsw.gov.au

Post Bilipay

Amount Due: \$256.20

Please present your water account with your payment

Personal Payment

Biller Code: 858639

Present to cashler at SCC offices or post to PO Box 42 Nowra NSW 2541, Cheques made payable to Shoalhaven City Council.

For other payment options, see our website; www.shoalwater.nsw.gov.au

Meter Detail and Reading

Meter Detail and Readi	ny			Unnan (VI)	
Meter No	Present Reading		Previous Reading	Usage (kl)	
04W734456		1579	1528	51 kl	
			Total Consumption	51 kl	
Water Usage Charges				Charan (VI	Charge
Description		kl		Charge/KL	45.00
Water Charge Current	First	30		\$1.50 \$1.45	30.45
Water Charge Pro-Rata	First 21			ψ1.45	\$ 75.45
			Total Water Usage Charges	Construction of the Constr	\$10,40
Water Availability Cha	rge				Charge
Description		Quantity	Period	Annual Charge	_
WATER 20MM		1	1 Jul to 30 Sep 2011	\$78.00	19.50
WATER ZUMIMI		·	Total Water Availability Charges	The second secon	\$19.50
Sewer Availability Cha	ırge	Addition of the Addition			Õt ava
Description		Quantity	Period	Annual Charge	Charge
Description Guard SEWER 20MM 1		1	1 Jul to 30 Sep 2011	\$645.00	161.2
		,	Total Sewer Availability Charges		\$161.2



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

K0283335531

Created:

22/09/11

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

256,20

Payment date:

22/09/11

1 Dynner is work

22/09/11

Authoriser:

12893344

End of Report

Date 22/09/11 Time 10:32 National Australia Bank Limited A.B.N. 12 004 044 937

Client Ma	nagement CLM PRI	Biervis rele	ase.20150318T1830.	6c0079a			Aliey Falt Nowra HMC Sign Out
Members	Contractors	Lessors	Estate Agents	_{MR} s47F	Less	sor	
s4	·7F						Lessor ID S47F
MR Email S47	7F	/ F	_{hone} s47F				New Interaction
Dashboard	s47F		Interactions	Enquiries History			
Ali Interac	tions Interaction	on 7000011	All Notifications				
Interac	tion			Modify	Raised Issues		
Key		7000011	Tath	ra Pitson 19/08/2011 07:19	N/A		
Source	•	Email (DH#	to Lessor)		Referenced issue	es	
Descri	ntion			View Full Description	n/A		•
	lline Services				Comments		i ·
Your DH	IA Online Services S47	account has	been created.		N/A		: :
Usernai	me: S-77 ord: ******						
							:
							:
							į
Attach	nments						!
N/A							:
		1		•			Next Interaction
: Pr	revious Interaction	[•
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o"	PRD B jervis release.20150318T1	830.6c0079a		Aliey Falt Nowra HMC Sign Out
		c/17E	Lessor	
Members Contractors	Lessors Estate Agent		Vicinia Committee Committe	Lessor IDS47F
MR S47F				New Interaction
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3-71	MILITAGOOOM		N/A	. :
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		Log a fault in Services	Hub release.201503161	1000,00001 34 0494 1.0.0_E0 001100 10.00

From:

Lewis, Fiona

Sent:

Tuesday, 28 June 2011 2:25 PM

To:

Accounts Pavable

Subject: Attachments: North Nowra WATER ACCOUNT - JUNE 2011

WATER USAGE JUNE 2011.pdf

DATE:

28 June 2011

TO:

Accounts Payable -

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$69.60 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Lewis | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.lewis@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Tuesday, 28 June 2011 2:17 PM

To: Lewis, Fiona

Subject: WATER ACCOUNT - JUNE 2011

Good Afternoon Fiona,

Please find attached copy of water account for June 2011.

Thanks & Regards

s47F



PLEASE NOTEY CHOOL BOYEN (11Y COUNCE IN ONE THIS DAVITUALITY F ADDRESS IS INCOMPTED

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

Property:

(Res) Single Dwelling/Vac Land S47F S47F North Nowra s47F

Supply Period

From:

17/02/2011

To:

26/05/2011

Balance Brought Forward:

\$0.00

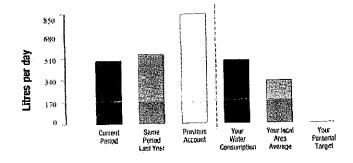
Current Charges (See over for details):

\$242.10 \$242.10

Amount Due:

Daily Interest Rates on Overdue Accounts is 9% per annum

Your average daily water consumption comparison



shoalhayon-w-ASA061-000228

ACCOUNT DETAILS

3/08/2011 Date of issue: 3095-04100-4 Assessment No: \$242.10 **Amount Due:** 1/07/2011 Please Pay By:

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Gardon Size none	Typical Water use 170	Efficient Water use 103	NEWS 4 U!
•	smail mediom large	229 288 344	147 160 176	Shoalhaven has again performed
	none small medium large	322 390 457 509	206 250 263 279	at the higher end of the scale in
***	none small medium large	417 550 626 674	309 353 366 382	comparison to the other similar water utilities in
***	none small medium large	529 723 786 854	412 456 469 485	the recent National Performance
****	none smail medium iarge	656 949 1004 1107	515 559 572 588	Report, Details can be found www.shoalwater
****	none small medium large	784 1354 1437 1582	618 662 675 691	nsw.gov.au or 4429 3214.
Your Dalis Av	erane)	490 L	- Your Porse	nanagos o

Description	This Account	Previous Acct	Change	
Total Usage	48 kL	77 kL	-29 kL	
Days in Period	98	91	7	
Average Daily Usage	490 L	846 L	-356 L	
		1000 Litres (L) =	1 kilolitre (kL)	

Assessment No: 3095-04100-4

() POST billpay



*2146 60832700

Amount Due: \$242.10 Biller Code: 858639

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429-3340 or www.shoalwater.naw.gov.au

Post Billpay

Please present your water account with your payment

Personal Payment

Present to cashier at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to Shoalhaven City Council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

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Meter No	Pres	ent Reading	Previous Reading	Usage (kl)	
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	- Annual Carlotte		Total Consumption	48 ki	
Water Usage Charges					
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Water ondige our on			Total Water Usage Charges	The state of the s	\$69.60
Water Availability Cha	arge				-4
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ANY CH Solalia			Total Water Availability Charges	Markey Markey Markey Markey Markey Markey Markey Markey Markey Markey Markey Markey Markey Markey Markey Markey	\$18.7
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Description		Quantity	Period	Annual Charge	Charg
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DEARCH SOMMA		,	Total Sewer Availability Charges		\$153,7



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

A5283738673

Created:

27/06/11

Last modified:

From account:

s47F

Biller code: >

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

242.10

Payment date:

27/06/11

Authoriser:

12893344

End of Report

Date 27/06/11 Time 10:28 National Australia Bank Limited A.B.N. 12 004 044 937 Rendered in 0.317 seconds 31/03/2015 17:37:21

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- 1dla	n 217 epends	•		Log a fault in Services	Hub release.20150318T1830.6c007	9a Java 1.8.0_25 started 19/03/2015 21:35

From:

Maint Nowra

Sent:

Thursday, 26 February 2015 5:18 PM

To:

Cc:

Subject:

Nowra Property and Tenancy FW: \$47F North Nowra - Air Conditioner Installation

Good afternoon Mr

Please find attached a plan provided by Climax Air Conditioning for location of air conditioning units for your consideration.

If you require further information, Aliey can assist next week.

Regards

Property and Tenancy Services Defence Housing Australia T. 139 342 | www.dha.gov.au

From: S47F

Sent: Thursday, 26 February 2015 5:07 PM

To: Nowra Property and Tenancy

Cc: Gately, Petta

Subject: Fw: 847F

North Nowra - Air Conditioner Installation

Good Afternoon All,

As per Aliey's auto-reply, I am forwarding this email to the Nowra HCM.

Please note the requirement to divert the condensate from A/C units away from the home.

As of 13/02/2015, Aliey was to obtain a sketch from the installers for approval prior to the A/C units being installed.

To date, I have received no further correspondence regarding this matter.

Could someone please update me on the above in Ailey's absence.

Thanks

Original Message --

From \$47 To: Falt, Aliey Cc: Gately, Petta

Sent: Thursday, February 26, 2015 4:29 PM

Subject: S47F North Nowra - Air Conditioner Installation

Good Afternoon Aliey,

Just following up on the A/C installation by DHA at the above residence.

As discussed on 13/02/15, pest control inspectors require the condensate from A/C units to be diverted away from the home.

Were you able to obtain a pre-installation "mud map" from the installers?

Thanks & Regards

s47F

or units will be mounted on DHA Steel brackets, Pre-cast s47F ilabs or existing concrete North Nowra, NSW 254 bad Z E bed 3.1 x 3.8 3,1 2 3,6 nunnus 4,0 x 4.9 4.2kw System All refrigeration pipes family bailt 3.8 x 4.5 covered by a plastic pig catidou living vorkshop ybuistk dig f.c. x dig kiry kildi 5.0kw System - daini 3,9 x 3.6 liying 3.8 x 4.9 gwage 5.9 x 7,6 antry porch 2.5kw System Condensate drains from indoor units wil bod i 3.9×3.5 ran to most appropriate location UPRN: S47F 3/11 ប់ពា 0 ğıri

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	tractors Lessors Estate Agents MR S47F	Lessor
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Key	38510818 Cathy Ricetti 26/02/2015 17:10	
Source	Email (Lessor to DHA)	Referenced issues
Reason	Maintenance/Upgrade	N/A
Description Fw: S47F Good Afternoo	- Air Conditioner Installation	n Comments N/A
As per Aliey's a	uto-reply, I am forwarding this email to the Nowra HCM.	
Please note th home.	e requirement to divert the condensate from A/C units away from the	
As of 13/02/20	15, Afiey was to obtain a sketch from the installers for approval prior to	
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Log a fault in Services Hub

From:

s47F

Sent:

Thursday, 26 February 2015 5:07 PM

To:

Nowra Property and Tenancy

Cc:

Gately, Petta

Subject:

North Nowra - Air Conditioner Installation

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s47F

---- Original Message -----

From: s47F
To: Falt, Aliey
Cc: Gately, Petta

Sent: Thursday, February 26, 2015 4:29 PM

Subject: \$47F North Nowra - Air Conditioner Installation

Good Afternoon Aliey,

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Were you able to obtain a pre-installation "mud map" from the installers?

Thanks & Regards

s47F

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From:

s47F

Sent:

Thursday, 26 February 2015 4:29 PM

To:

Falt, Aliey

Cc: Subject: Gately, Petta

North Nowra - Air Conditioner Installation

Good Afternoon Aliey,

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Were you able to obtain a pre-installation "mud map" from the installers?

Thanks & Regards

s47F

Aliey Fait Nowra HMC | Sign Out

Lessor ID S47F

MRS47F Email (247F Dashboard S47F All Interactions Interaction 38399357 All Notifications Interaction Key 38399357 David Boxwell 13/02/2015 12:43 N/A Source Email (DHA to Lessor) Referenced Issues Reason Maintenance/Upgrade N/A Description View Full Description S47F I understand that you have had a couple of email conversations with Aliey Falt in our Nowra office in regards to two sewer repairs at your leased property. I am a Technical Officer and Licensed Builder and em employed by DHA to menage escalated issues, and as e Confractor Managar for DHA contractors. I have previously worked in private industry as a builder in my own business, and as a Construction Supervisor for a project home company. I currently project manage Attachments Attachments Attachments Attachment 1 1 2015-42-13-1202.msg 41.00 KB		1	Estate Agents	MES47F		Lessor	
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Interaction Key 38399357 David Boxwell 13/02/2015 12:43 N/A Source Email (DHA to Lessor) Referenced Issues Reason Maintenance/Upgrade N/A Description View Full Description Comments \$47F - sewer repairs N/A Good Alternoor\$47F Lunderstand that you have had a couple of email conversations with Aliey Falt in our Nowra office in regards to two sewer repairs at your leased property. I am a Technical Officer and Licensed Builder and em employed by DHA to menage escalated issues, and as e Contractor Managar for DHA contractors. I have previously worked in private industry as a builder in my own business, and as a Construction Supervisor for a project home company. I currently project manage Attachments	Dashboard S47F		Interactions	Enquiries Histo	Ory .		
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release.20150318T1830.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Next Interaction

From:

Boxwell, David

Sent:

Friday, 13 February 2015 12:42 PM

To: Cc: s4/F

Subject:

Falt, Aliey 347F North Nowra - sewer repairs

Good Afternoons47F

I understand that you have had a couple of email conversations with Aliey Falt in our Nowra office in regards to two sewer repairs at your leased property.

I am a Technical Officer and Licensed Builder and am employed by DHA to manage escalated issues, and as a Contractor Manager for DHA contractors. I have previously worked in private industry as a builder in my own business, and as a Construction Supervisor for a project home company. I currently project manage upgrades on DHA and Defence properties including extensions and full renovations. I trust this background will assure you of my experience and qualifications to deal with your case.

Aliey has asked me to investigate the issues in regards to the sewer repairs conducted at your property, and to this end I have requested further information from the contractor on both of these repairs. From my initial investigation of the matter it would appear that these are two separate issues, however I will confirm this when I get further information. The repairs <u>may</u> have been conducted on the same sewer pipe but in different and separate locations.

Once we have the information which I expect in the next 10 days, I will communicate with you and then the decision will be made as to regards the party responsible for the cost.

I understand that Aliey has communicated to you that DHA paid for the initial repair, which should have been the lessor's responsibility due to the nature of the cause of the break in the sewer line. This is I suggest an oversight in DHA not following up with recouping the costs at that time. In view of the time frame that this occurred I would suggest that this has worked to your advantage as DHA will not be recouping the cost of this work.

However in regards to sewer blockages and breakages DHA must act quickly, and at times acts on the lessor's behalf in emergency situations such as sewer issues. DHA then has the right to re-coup costs for this work. This is actually written into the lease agreement we have with lessors.

I also I will be in contact with again when we have further information.

Regards

Dave Boxwell | Maintenance Contract Manager/ Technical OfficerSydney West HMC | Defence Housing Australia

Level 13, 2-12 Macquarie Street, Parramatta NSW 2150

Tel: 88365704 | Fax: 02 6222 2227 david.boxwell@dha.gov.au | www.dha.gov.au

Did you know you can track the progress of your logged maintenance? Log onto <u>DHA's Online Services</u> Available 24 hours a day, 7 days a week.

Client Mar	nagement CLM PR	D B jervis rele	ase.20150318T183	0,6c0079a				,	owra HMC Sign Our	t .
Members	Contractors	Lessors	Estate Agents	MRS47F		Les	sor			Ì
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	Investment Prop	erly - <mark>S47F</mark>		View Full Des	cription	MITM-1432754	Maintenance item	S47F NOWRA NSW 2541: CBUTM: Rake oul and re-seal benchtop junction silicons t	Maintenance Done	
Feedback Hi						MITM-1434039	Maintenance Item	NOWRA NSW 2541 : PLSTM: Inspect and repair leaking toilet cistem	Maintenance Done	
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From:

Falt, Aliev

Sent:

Friday, 13 February 2015 12:24 PM

To: Subject:

RE: DHA Investment Property

North Nowra - Maintenance Feedback

Hi s47F

I haven't received the email yet, sorry that we keep playing phone tag.

The inspection is still booked in for 3.30pm this afternoon and hopefully you are still able to attend.

I wanted to let you know that I have sought assistance from our Technical Officer re: the previous/current sewage maintenance that had/have occurred, and that you may receive communication from him (David Boxwell, DHA Technical Officer) advising of his investigation. But we will be able to chat about it this afternoon.

Thanks, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541 Tel: 139 342 | Fax: 02 6222 2207

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

A Please consider the environment - do you really need to print this email?

From: s47F

Sent: Friday, 13 February 2015 12:00 PM

To: Falt, Aliey

Subject: Re: DHA Investment Property -

North Nowra - Maintenance Feedback

Hi Aliey,

I tried calling you yesterday around lunchtime but I was told that you were out of the office.

The receptionist said that she would send you an email telling you that I had called.

Are we still meeting on site today at 3.30pm?

Thanks

---- Original Message -----

From:s47F

To: Falt, Aliey

Sent: Wednesday, February 11, 2015 9:58 PM

Subject: Re: DHA Investment Property - s47F

North Nowra - Maintenance Feedback

Hi Aliey,

Sorry, I won't be available until after 11.30am.

If I miss your call again tomorrow then I will call you back.

Cheers

---- Original Message ----

From: Falt, Aliey

To:s47F

Sent: Wednesday, February 11, 2015 4:22 PM

Subject: RE: DHA Investment Property

North Nowra - Maintenance Feedback

Hi s47F

I tried to call you this afternoon and unfortunately I was not able to reach you, I will be in the office tomorrow morning and I will try and ring you again.

400 M

Cheers, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

From: s47F

Sent: Tuesday, 10 February 2015 12:57 PM

To: Falt, Aliey

Subject: Re: DHA Investment Property - \$47F

North Nowra - Maintenance Feedback

Good Afternoon Aliey,

Apology accepted, we all make mistakes.

I would expect that the mould has already been eradicated and the leaking toilet repaired by now.

Otherwise, end of February is just not good enough for these items.

With regard to the sewer pipe repair, I have not received your response to my last email on this issue.

As I stated, I am not satisfied with the explanation that you or your plumber have provided.

I intend to escalate this matter to the Commonwealth Ombudsman unless we reach a mutually acceptable outcome whilst on site Friday 13th.

Thanks for the invitation and I look forward to meeting you on site at 3.30pm.

Regards

---- Original Message ----

From: Falt, Aliey

Sent: Friday, February 06, 2015 8:39 AM

Subject: FW: DHA Investment Property

North Nowra - Maintenance Feedback

Good morning s47F

I have realised this morning I did not send you this email, instead I emailed it back to myself yesterday afternoon.

Sorry, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

From: Falt, Aliey

Sent: Thursday, 5 February 2015 5:06 PM

To: Falt, Aliey

Subject: DHA investment Property - \$47F

North Nowra - Maintenance Feedback

Good afternoon s47F

Thank you for your patience in awaiting my response, currently we are still experiencing our peak posting period and I have been out of the office completing vacancy inspections.

DHA has been communicating with the occupying Members (Mber) and our concerns are still being addressed.

The Mber has advised me this morning that they are confident that the items that DHA has directed to be actioned will be completed by Thursday next week the 12 February 2015.

DHA has scheduled in an inspection with the Mber to view the property on Friday 13 February 2015 at 15.30 pm, would you like to attend with DHA to inspect the progress made to restore the property to DHA/Defence standards?

I would also like to confirm the following works have been allocated to be rectified by DHA Contractors;

MITM-1434039 - Ensuite toilet - repair leak

MITM-1436610 - Whole Site - inspect wet areas - rake and silicon as required

MITM-1432754 - Kitchen - rake and re-seal bench top junctions

MITM-1459365 - Whole site - repair damaged/leaking gutters/downpipes

MITM-1459193 - Replace damaged/missing light covers to lounge & family rooms

These works are due for completion prior to end of February 2015.

If DHA is notified of any changes with the maintenance plan, we will contact you and provide you with the amendments to ensure that we are able to resolve the outstanding concerns.

Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

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

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Client Ma	nagement CLM PRI	O B jervis rele	ase,20150318T1830),6c0079a			Aliey Falt N	bwra HMC Sign Out
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Falt, Aliey

From:

s47F

Sent:

Wednesday, 11 February 2015 9:59 PM

To:

Subject:

Re: DHA Investment Property -

North Nowra - Maintenance Feedback

Hi Aliey,

Sorry. I won't be available until after 11.30am.

If I miss your call again tomorrow then I will call you back.

Cheers

<u>s47</u>F

---- Original Message -----

From: Falt, Aliey

To: \$47F

Sent: Wednesday, February 11, 2015 4:22 P

Subject: RE: DHA Investment Property -

North Nowra - Maintenance Feedback

Hi s47F

I tried to call you this afternoon and unfortunately I was not able to reach you, I will be in the office tomorrow morning and I will try and ring you again.

Cheers,

Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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Please consider the environment - do you really need to print this email?

From S47F

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Subject: Re: DHA Investment Property 547F

North Nowra - Maintenance Feedback

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I would expect that the mould has already been eradicated and the leaking toilet repaired by now.

Otherwise, end of February is just not good enough for these items.

With regard to the sewer pipe repair, I have not received your response to my last email on this issue.

As I stated, I am not satisfied with the explanation that you or your plumber have provided.

I intend to escalate this matter to the Commonwealth Ombudsman unless we reach a mutually acceptable outcome whilst on site Friday 13th.

Thanks for the invitation and I look forward to meeting you on site at 3.30pm.

Regards

s47F

---- Original Message -----

From: Falt, Aliey

Subject: FW: DHA Investment Property -s47F North Nowra - Maintenance Feedback

Good morning s47F

I have realised this morning I did not send you this email, instead I emailed it back to myself yesterday afternoon.

Sorry, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

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From: Falt, Aliey

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To: Falt, Aliey

Subject: DHA Investment Property - \$47F

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MITM-1459193 - Replace damaged/missing light covers to lounge & family rooms

These works are due for completion prior to end of February 2015.

If DHA is notified of any changes with the maintenance plan, we will contact you and provide you with the amendments to ensure that we are able to resolve the outstanding concerns.

Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

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Ciient Ma	nagement CLM PR	D B fervis reie	ease, 20150318T183	0.6c0079a			Aliey Falt N	lowra HMC Sign Out
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Falt, Aliey

From:

Falt, Aliey

Sent:

Wednesday, 11 February 2015 4:23 PM

To: Subject:

RE: DHA Investment Property - \$47F

North Nowra - Maintenance Feedback



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Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

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To: Falt, Aliev

Subject: Re: DHA Investment Property

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---- Original Message -----

From: Falt, Aliey

To: s47F

Sent: Friday, February 06, 2015 8:39 AM

Subject: FW: DHA Investment Property - S47F

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Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

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Please consider the environment - do you really need to print this email?

From: Falt, Aliey

Sent: Thursday, 5 February 2015 5:06 PM

To: Falt, Aliey

Subject: DHA Investment Property ~

North Nowra - Maintenance Feedback

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Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

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Falt, Aliey

From:

Falt, Aliey

Sent:

Friday, 6 February 2015 8:40 AM

To: Subject:

FW: DHA Investment Property - \$47F

- Maintenance Feedback

Good morning

I have realised this morning I did not send you this email, instead I emailed it back to myself vesterday afternoon.

Sorry, Aliey

Aliey Falt | Regional Property and Tenancy Manager

Nowra HMC | Defence Housing Australia

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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

Please consider the environment - do you really need to print this email?

From: Falt, Aliey

Sent: Thursday, 5 February 2015 5:06 PM

To: Falt, Aliey

Subject: DHA Investment Property - \$471

- Maintenance Feedback

Good afternoon 547F

s47F

Thank you for your patience in awaiting my response, currently we are still experiencing our peak posting period and I have been out of the office completing vacancy inspections.

DHA has been communicating with the occupying Members (Mber) and our concerns are still being addressed.

The Mber has advised me this morning that they are confident that the items that DHA has directed to be actioned will be completed by Thursday next week the 12 February 2015.

DHA has scheduled in an inspection with the Mber to view the property on Friday 13 February 2015 at 15.30 pm, would you like to attend with DHA to inspect the progress made to restore the property to DHA/Defence standards?

I would also like to confirm the following works have been allocated to be rectified by DHA Contractors;

MITM-1434039 - Ensuite toilet - repair leak

MITM-1436610 - Whole Site - inspect wet areas - rake and silicon as required

MITM-1432754 - Kitchen - rake and re-seal bench top junctions

MITM-1459365 - Whole site - repair damaged/leaking gutters/downpipes

MITM-1459193 - Replace damaged/missing light covers to lounge & family rooms

These works are due for completion prior to end of February 2015.

If DHA is notified of any changes with the maintenance plan, we will contact you and provide you with the amendments to ensure that we are able to resolve the outstanding concerns.

Enjoy your day, Aliey

Aliey Falt | Regional Property and Tenancy Manager Nowra HMC | Defence Housing Australia Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra, NSW 2541

Tel: 139 342 | Fax: 02 6222 2207

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



Please consider the environment - do you really need to print this email?

Client Man	agement CLM PRD	B jervis relea	ase.20150318T1830.6	c0079a			/	Altey Fall I	AOMLS LAMC SIĞI	i Cuit
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	s47F		Interactions	Enquiries History						1
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Falt, Aliey

From:

s47F

Sent:

Monday, 30 May 2011 10:38 PM Lewis, Fiona \$47F NOWRA NO

To:

Subject:

■ NOWRA NORTH - LANDLORD INSURANCE COVER

Attachments:

LANDLORD INSURANCE 2011 pdf

Hi Fiona,

Hope all is well in your neck of the woods.

As per the requirements, I am forwarding a copy of my Landlord Insurance for your records.

Thanks & Regards



aami.com.au

Renewal Landlord Insurance 30 April 2017

Page 2 of 9

Insured Address

s47E

Policy Number

NORTH NOWRA NSW 2541

001154 20 024 H

Australian Associated Motor Insurers Ltd. ABN 92 004 791 744 AFSL No. 238173 99 Walker Street North Sydney 2060

Amounts shown are GST inclusive

Date Due

Midnight 11 June 2011

12 months

Amount Due

\$704.03

Building Policy with Tenant Protection

Please read the Insurance Schedule over the page to confirm important information about you and your policy.

By Credit Card 1300 369 708 VISA, Master Card, American Express



57331 Biller Code Ref No. S47

Reference No. 847F

INTERNET

Go to aami.com.au

Post your cheque and this payment slip to AAMI GPO Box 5356 SYDNEY NSW 1176

IN PERSON

At any AAMI Branch or Post Office.

Amount Due

\$704.03

() POST bilipay



2<u>6</u>0 HOM215970715 11862011 03



Landlord Insurance Schedule

This insurance schedule shows information about you and the policy we offer. When we receive the required premium from you by the date due, this schedule will form the basis of our agreement with you. It should be read along with your other policy documents for all conditions and limitations of cover. It's very important that you tell us if any information shown is wrong. If you don't tell us, we may not pay a claim or cancel your policy. To update any information or to request a receipt call us on 13 22 44 or email us at aomi@aami.com.au

30 April 2011

Page 3 of 3

Insured Address

NORTH NOWRA NSW 2541

Policy Number

Y (1	_	Excesses	**************************************
Your Home Insured Address 4.7F NORTH NOWRA NSW 2541 Description of Insured Home Single storey, brick veneer, tiled roof, built in or after 2 4 bedroom, 2 bathroom, double garage		Building Standard Excess Plus Flexi-Premium Excess Tenant Protection Standard Excess Plus Flexi-Premium Excess Plus Unoccupied Excess (if applicable)	\$200 \$1,000 \$200 \$1,000 \$1,000
Home Use	Private	Building Complete Replacement Cover	
National Trust Classification	No	Building Cover	Unlimited
Deadlocks	No	Repoir or rebuilding costs	Offillition
Keyed Window Locks	No	Building Additional Benefits Localing water leaks (policy booklet page 29)	\$1,000
Alarm	No		
Electronic Access	No.	Legal Liability	<u> </u>
Security Guard	No	\$10 million	
Video Surveillance	No	Endorsements	**************************************
Policy Details		Nil	
Policy Type Building with Tend			
Pariod of Cover 11/06/2011 to Midnight 1	1/06/2012	_	
Insured			



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

Z2261798058

Created:

30/05/11

Last modified:

From account:

c/17=

Biller code:

57331· ·

Biller name:

AAMI INSURANCE

Customer reference no:

s47F

Amount

704.03

Payment date:

30/05/11

Authoriser:

12893344

End of Report

Date 30/05/11 Time 21:42 National Australia Benk Limited A.B.N. 12 004 044 937

Client Man	agement CLM PR	D B jervis re	ease,20150318T1830.6	6c0079a		Aliey Falt Novra HMC Sign Out
Members	Contractors	Lessors	Estate Agents	mrs47F	Lessor	<u> </u>
c/17					•	Lessor ID S47F
MR	<u> </u>	1	Phone S47F			New Interaction
			interactions	Enquiries History		
Dashboard	s47F		: meractions	Eliquinos Taxony		
All Interacti	ions Interact	ion 306358	All Notifications			
Interact	ion			Modify	Raised Issues	:
Key		306356	Fiona (M	lat leav 15/03/2011 15:25	N/A	! ! ! !
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Descrip	ation			View Full Description	N/A	
-	5 March 2011				Comments	
D/ 11 Z. 1 .					N/A	:
TO:						
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Falt, Aliey

From:

Lewis, Fiona

Sent:

Tuesday, 15 March 2011 3:24 PM

To:

Accounts Payable

Subject:

FW: WATER ACCOUNT - MARCH 2011

Attachments:

WATER USAGE 18-11-2010 TO 17-02-2011.pdf

DATE:

15 March 2011

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$111.65 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Lewis | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.lewis@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Tuesday, 15 March 2011 10:58 AM

To: Lewis, Fiona

Subject: WATER ACCOUNT - MARCH 2011

Hi Fiona,

Please find attached copy of water account for March 2011.

Thanks & Regards





利亚ASE 46)维至SES对海南亚拉口亚区位的民主制力预测的指数在设置之下在前期65%的100m程代

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Property:

(Res) Single Dwelling/Vac Land

North Nowra

Supply Period

From:

18/11/2010

To:

17/02/2011

Balance Brought Forward:

\$0.00

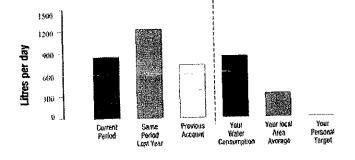
Current Charges (See over for details):

\$284.15 \$284.15

Amount Due:

Daily Interest Rates on Overdue Accounts is 9% per annum

Your average daily water consumption comparison



shoailteven-w-ASA001-000402

ACCOUNT DETAILS

Date of Issue:

25/02/2011

Assessment No:

3095-04100-4

Amount Due:

\$284.15

Please Pay By:

25/03/2011

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use	NEWS 4 U!
.	nene small medium	170 229 288	103 147 160 176	Shoalhaven has
**	large none small nredium large	344 322 390 457 509	206 250 263 279	again performed at the higher end of the scale in
***	none small niedium large	417 550 626 674	309 353 366 382	comparison to the other similar water utilities in
***	none smail medium large	529 723 786 854	412 458 469 485	the recent National Performance
1411	nono smali medium large	656 949 1004 1107	515 559 572 588	Report, Details can be found www.shoalwater
	none smali medium large	784 1354 1437 1582	618 662 675 691	nsw.gov.au or 4429 3214.
Your Dolly Av	erage	846 L	Youldkie	ristical or

Description	This Account	Previous Acct	Change
Total Usage	77 kL	62 kL	15 kL
Days in Period	91	85	₿,
Average Daily Usage	846 L	729 L	117 L
		1000 Lilres (L) =	1 kilolitre (kL)

Assessment No. 3095-04100-4

() POST billpay



*2146 60632700

Amount Due: \$284.15

Biller Code: 858639

PAYMENT OPTIONS

Credit Card*

Please Call 1300 88 20 25 or Log on to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further Information: 4429 3340 or www.shoalwater.nsw.gov.au

Post Bilipay

Please present your water account with your payment

Personal Payment

Present to cashier at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to Stoalhaven City Council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Readi		ent Reading	Previous Reading	Usage (kl)	
	MICIOLITO		1403	77 KI	
04W734456	to the control of the	1400	Total Consumption	77 kl	
Water Usage Charges				Charge/KL	Charge
Description		K		\$1.45	111,65
Water Charge Current	First	77	Total Water Usage Charges		\$111.65
Water Availability Cha	rge		Dariod	Annual Charge	Charge
Description		Quantity	Period 1 Jan to 31 Mar 2011	\$75.00	18.75
WATER 20MM		1	Total Water Availability Charges		\$ 18.75
Sewer Availability Cha	arge		P. J. d.	Americal Chargo	Charge
Description		Quantity	Period	Annual Charge	153.75
SEWER 20MM		1	1 Jan to 31 Mar 2011 Total Sewer Availability Charges	\$615.00	\$153.7



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

N9066900925

Created:

15/03/11

Last modified:

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

284.15

Payment date:

15/03/11

Authoriser:

12893344

End of Report

Date 15/03/11 Time 02:19 National Australia Bank Limited A.B.N. 12 004 044 937

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From: Lewis, Fiona

Sent: Tuesday, 4 January 2011 8:21 AM

To: Accounts Payable

North Nowra WATER ACCOUNT - DECEMBER 2010 Subject: 847F

Attachments: WATER ACCOUNT 25_08_2010 TO 18_11_2010.pdf

DATE:

04 January 2011

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage account for the above service residence. Please reimburse the Lessor \$89.90 as they have paid the water usage accounts for the above property.

If you require any further info please call me on x1510.

Yours sincerely,

Fiona Lewis | Lessor Relations Officer Nowra HMC | Defence Housing Australia

Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

(PO Box 1058 Nowra NSW 2541)

Tel: (02) 4421 1510 | Fax: (02) 6222 2207 fiona.lewis@dha.gov.au | www.dha.gov.au

From: s47F

Sent: Monday, 3 January 2011 11:40 AM

To: Lewis, Fiona

Subject: WATER ACCOUNT - DECEMBER 2010

Hi Fiona,

Please find attached copy of water account for December 2010.

Happy New Year!

Rendered in 0,417 seconds 31/03/2015 17:47:57

Client Management CL	LM PRD B ieryls rele	ase 20150318T1830.0	3c0079a		Aliey Falt Nowra HMC Sign Out
mbers Contract		Estate Agents	_{MR} s47F	Lessor	
R ^{S47F}		Phone S47F	 ■		Lessor IDS47F New Interaction
hboard S47F		Interactions	Enquiries History		
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teraction			Modify	Raised Issues	
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scription			View Full Description	N/A	i
nange of details form submitted				Comments	
-				N/A	
ttachments			h. 1.04 KB		
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Log a fault in Services Hub |

Advice of Change of Details

(Note: Please complete relevant section détails only)

847F

	S47F	HOWRA HO
eased property add		NSW 254
essor Code (HMC use).	S47F	(HMC use)
essor Name:	5-77	
ome Address:		
ailing Address:	AS ABOVE	***************************************
* < + < * + *	s47F	***************************************
elephone No: (w)	(h) \$47F	
(mobile)	N/A (fax)	***************************************
s47F mail:		
nsurance Details*:	•	
CONTRACTOR OF THE PROPERTY OF	AAMI	
Company	s47F	
Policy Number		
Insurance Cover	SUNLIMITED S.	
(Building & Contents)	10 4.4	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Public Liability	\$ 10 MIL	10027737744010101010101777777777
Date of Expiry	11/06/2011	
* Please attach evidenc	e of cover and proof of payment if not previously	provided. You do not need to
sesside this informatio	e of cover and proof of payment it not previously in if DHA pays insurance on your behalf. Please i neets the lease requirements.	note that it is your responsibility to
Instructions for term	<u>iite inspections:</u>	
Do you wish regular t	ermite inspections to be carried out:	Yes (No)
If Yes, would you like	e DHA to arrange inspections	Yes / No
for you and deduct the Frequency:	e cost from your rent: Quarterly 6 monthly	Annually 🗆
•	would you like this inspections to be conducted:	
44 Our Months Monma	s47F	
Date: 3./12/19	Signature of Lessor	
17ate: / 1.7 /	D. Britains	



gami.com.au 13 22 44

Receipt
Landlord Insurance

June 2010

Page t of 2

Insured Address S47F

NOWRA NORTH NSW 2541

Policy Number

s47F



Australian Associated Motor Insurers Ltd. ABN 92 004 791 744 AFSL No. 238173

99 Walker Street North Sydney 2060

Building Policy with Tenant Protection

Total Paid \$674

Taxes included:
GST \$56.21

Stamp Duty \$55.65

Fire Service Levy Allocation \$93.69

Please read the Insurance Schedule over the page to confirm important information about you and your policy.







Landlord Insurance Schedule

This insurance schedule shows information about you and your policy. It forms the basis of our agreement with you. It should be read along with your other policy documents for all conditions and limitations of cover. It's very important that you tell us if any information shown is wrong. If you don't tell us, we may not pay a claim or cancel your policy. To update any information call us on 13 22 44 or email us at aami@aami.com.au

1 June 2010

Page 2 of 2

Insured Address S47F

NOWRA NORTH NSW 2541

Policy Number

s47F

Your Home		Excesses		
Insured Address 347F NOWRA NORTH NSW 2541		Building Standard Excess Plus Flexi-Premium Excess Tenant Protection	\$200 \$1,000 \$200 \$1,000 \$1,000	
Description of Insured Home Single storey, brick veneer, built in ar after 2000s, 2 Bathroom, double garage		Standard Excess Plus Flexi-Premium Excess Plus Unoccupied Excess (if applicable)		
Home Use Private		Building Complete Replacement Cover		
National Trust Classification Deadlocks	No No	Building Cover Repair or rebuilding costs	Unlimited	
Keyed Window Locks Alarm	No	Building Additional Benefits Locating water leaks (policy booklet page 29)	\$1,000	
Electronic Access Security Guard	No No	Legal Liability		
Video Surveillance	No	\$10 million		
Policyholder claims in the past three years	Nil	Endorsements		
Policy Details		Nil		
Policy Type Building with	Cenant Protection			
Period of Cover 11/06/2010 to Midnig	ht 11/06/2011 s47F	·		

Looking after your policies has never been easier.

At AAMI we want to make your life easier. Benefit from the convenience of **My Policy Manager** where you can view, manage and change your policies online.

Visit the My Policy Manager section of **aami.com.au** and enter your policy number to register. It's that easy!

From:

Sent: Friday, 3 December 2010 6:27 PM

To: Lewis, Fiona

Subject: CHANGE OF DETAILS FORM

Attachments: DETAILS.pdf

Hello Fiona,

I have received a copy of DHA's recent Property Inspection report from Ms Cathy Ricetti. She has also included a blank Change Of Details form which I have completed and attached herein.

As I don't have Cathy's email address, could you please forward this on to her or other relevant party, as applicable.

Thanks and Best Regards.

Client Ma	nagement CLM PR	D B jervis rek	ease.20150318T1830.	6c0079a		Aliey Falt Nowra HMC Sign Out
Members	Contractors	Lessors	Estate Agents	mrs47F	Lessor	
MR ^{S47}	'F 'F	/ (Phone S47F	•		Lessor ID S47F New Interaction
Dashboard	s47F		Interactions	Enquiries History		
All Interac	tions Interacti	on 208204	All Notifications			
Interact	tion			Modify	Raised Issues	
Key		208204	Cath	y Ricetti 01/12/2010 15:02	N/A	:
Source		Post/Mail			Referenced Issues	
Descri	ption			View Full Description	N/A	,
	inspection report				Comments	
					N/A	
Attach	ments					
Attach	ment 1	<u>)</u> . 2010	1201104841633.pdf	f 149.10 KB		Next Interaction
Pre	evious Interaction		_	<u>-</u> .		1 1,000 1,000
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1 December 2010



Dear Mr⁸⁴⁷F

RE: PROPERTY INSPECTION

47F NORTH NOWRA

I am writing to advise that Defence Housing Australia (DHA) has completed a periodic inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 26 November 2010 the property was occupied by a Defence tenant.

At the inspection the cleanliness and presentation of the property was not to DHA's standard. We have given the tenant notice to tidy the gardens and will re-inspect the property in to ensure that the property has been brought up to our standard. We have also advised the tenant to have the carpet professionally steam cleaned and will assess again at next inspection.

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if you have a new mobile or email address since you last advised us please complete the attached 'Change of Details' form. Please note that you do not need to repeat information which has not changed. If you have not already authorized DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorization on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 4421 1505 or by email at cathy.ricetti@dha.gov.au.

Yours sincerely

Cathy Ricetti Property Manager Nowra Housing Management Centre Defence Housing Australia

NOWRA HOUSING



Advice of Change of Details

(Note: Please complete relevant section details only)

Leased property addi	ess;								
Lessor Code (HMC use)									
Lessor Name:									
Home Address:									
Mailing Address:									

Telephone No: (w)	(h)								
(mobile)	(fax)								
Email:	***************************************								
<u>Insurance Details*:</u>									
Company	***************************************								
Policy Number	***************************************								
Insurance Cover (Building &	\$\$								
Contents) Public Liability	\$								
Date of Expiry	***************************************								
* Please attach evidence of provide this information it ensure that insurance mee	Cover and proof of payment if not previously provided. You do not need to FDHA pays insurance on your behalf. Please note that it is your responsibility to its the lease requirements.								
Instructions for termite									
Do you wish regular termite inspections to be carried out: Yes / No									
If Yes, would you like D for you and deduct the co	HA to arrange inspections out from your rent: Yes / No								
Frequency:	Quarterly 6 monthly Annually								
What month/months wou	ıld you like this inspections to be conducted:								
Dotos / /	Signature of Lessor								

LEASED PROPERTY INSPECTION REPORT

Signed:

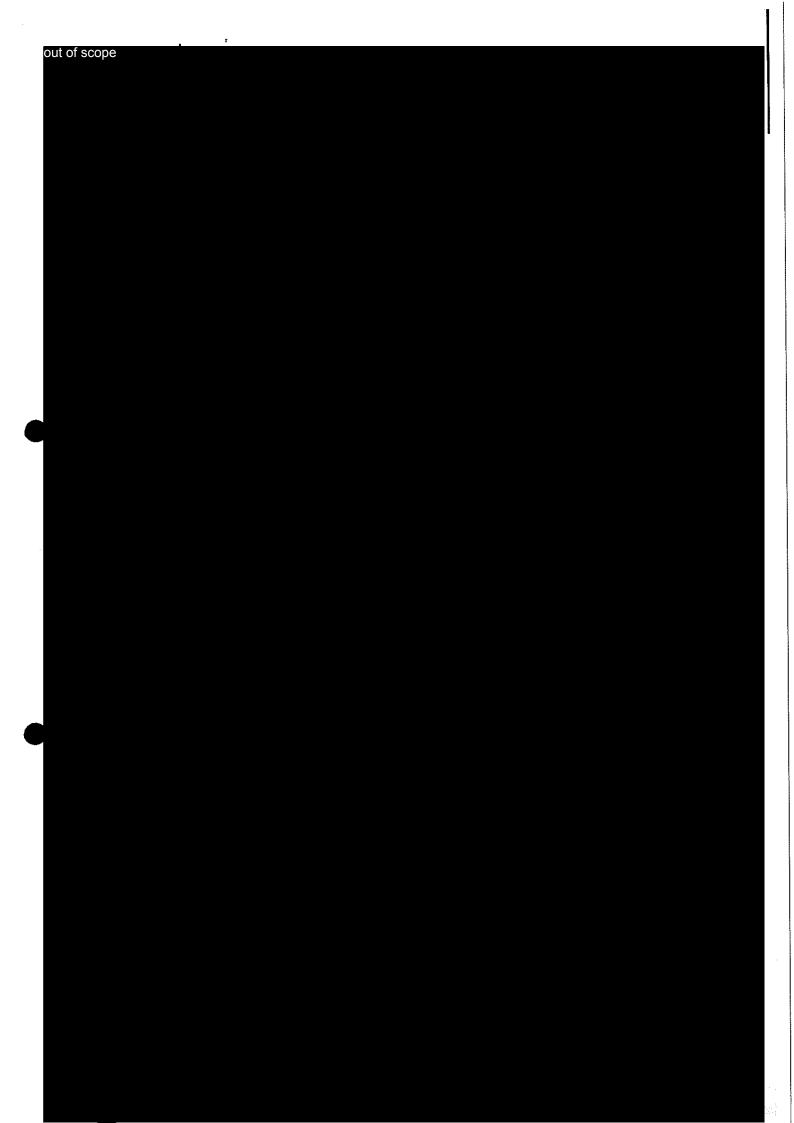


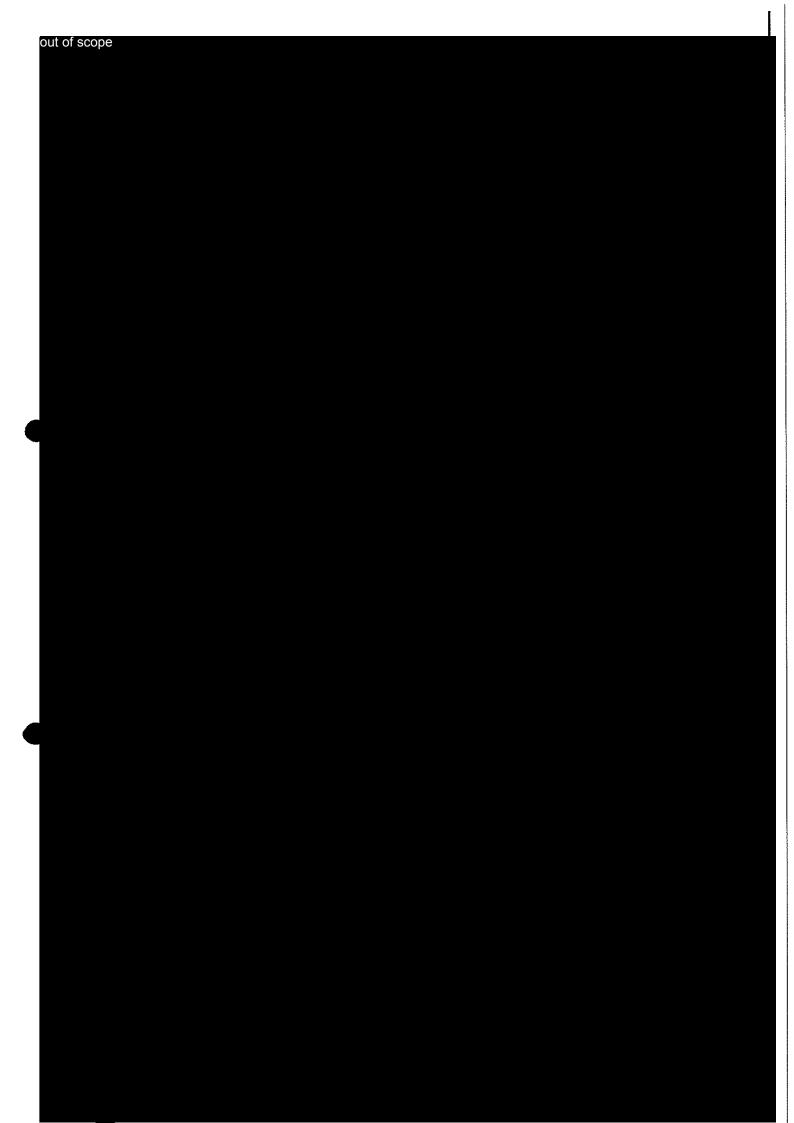
inspection Date: 26/11/10 Lessor; S47F Address of Property S47F North Nowra ☐ Occupied by Private □ Occupied by Defence Tenant □ Vacant Lease: Lease 96 Inspected by: Cathy Ricetti Tenant **ACTION** COMMENTS CONDITION 0000 Bedroom 1 Bedroom 2 Bedroom 3 Bedroom 4 Study Ensuite Bathroom Tollet Living Room Dining Room Family Room Rumpus Room Kitchen Laundry Hall Ext. Front Ext. Rear Garage/Cpt Shed **Grounds Front** Grounds Rear Other Common Area COMMENTS:

Client Man	agement CLM PRI	D B jervis rel	ease,20150318T1830.6	sc0079a		Aliey Falt Nowra HMC Sign Out
Members	Contractors	Lessors	Estate Agents	mr s47F	Lessor	
MR ^{s47}	F			·	•	Lessor ID S47F
Email S47	<u>-</u>	1	Phone S47F			New Interaction
Dashboard	s47F		Interactions	Enquiries History		
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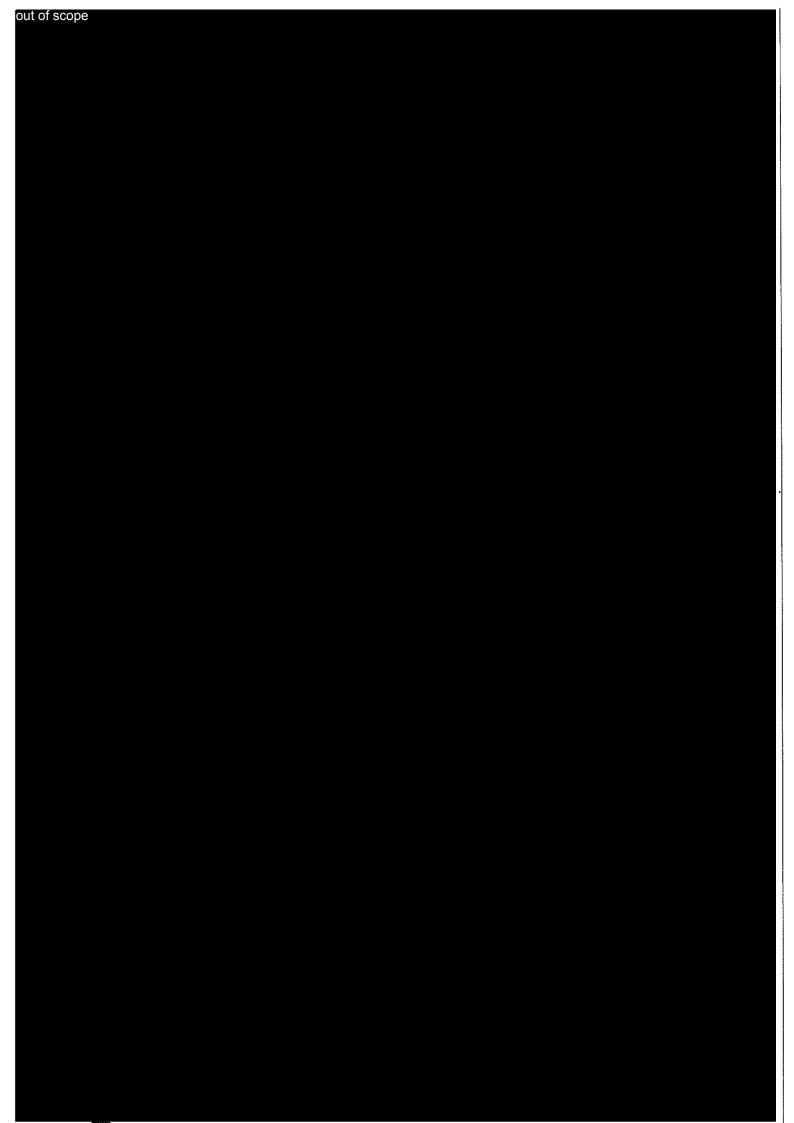
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out of scope









Form: 07L Release: 2.1

www.lands.nsw.gov.au

LEASE

Leave this space clear. Affix additional pages to the top left-hand corner.

New South Wales Real Property Act 1900

PRIVACY NOTE: Section 31B of the Real Property Act 1900 (RP Act) authorises the Registrar General to collect the information required by this form for the establishment and maintenance of the Real Property Act Register. Section 96B RP Act requires that the Register is made available to any person for search upon payment of a fee, if any.

STAMP DUTY	Office of State Revenue use only					
		,				
(A) TORRENS TITLE	Property leased	l; if appropriate, specify the part or premises				
•	s47F		:			
		Marie .				
(B) LODGED BY	Document	Name, Address or DX and Telephone	CODE			
	Collection Box					
		Reference:				
(C) LECCOR :	s47F					
(C) LESSOR	5477					
			:			
	The lessor leases to the lessee the property referred to above.					
(D)	Encumbrances	(if applicable):	····			
(E) LESSEE DEFENCE HOUSING AUSTRALIA ARBN 72 968 504 934						
		•				
(F)	TENANCY:					

- (G) 1. TERM: 9 years
 - 2. COMMENCING DATE: 11 June 2008
 - 3. TERMINATING DATE: 10 June 2017
 - 4. With an OPTION TO RENEW for a period of 3 years set out in clause 3 of Annexure "A"
 - 5. With an OPTION TO PURCHASE set out in clause N.A. of N.A.
 - 6. Together with and reserving the RIGHTS set out in clause N.A. of N.A.
 - 7. Incorporates the provisions set out in ANNEXURE "A" hereto
 - 8. Incorporates the provisions set out in MEMORANDUM filed in the Department of Lands, Land and Property Information Division as No(s) N.A.
 - 9. The RENT is set out in clause 4 of Annexure "A"

DATE	11.6-08	
(H)	•	
nersonally a	at the person(s) signing opposite, with whom I am acquainted or as to whose identity I am otherwise igned this instrument in my presence.	Certified correct for the purposes of the Real Property Act 1900 by the lessor.
Signature of Name of wi Address of	ritness:	Signature of lessor: S47F
by Defence Ho	SEALED AND DELIVERED A sattorney for ousing Australia under power of attorney registered No 460 in the presence of: 547F	By executing this deed the attorney states that the attorney is authorised to act under the power of attorney
Name of w	s47F	
·		ek.
I, sole 1. 2. I ma	The lessee under that lease has not exercised the op	g the same to be true and by virtue of the provisions of the Oaths Act 1900
	de and subscribed at in the presence of –	
Sign	nature of witness:	Signature of lessor:
	me of witness:	······································
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Qualification of witness:

* As the Department of lands may not be able to provide the services of a justice of the peace or other qualified witness, the statutory declaration should be signed and witnessed prior to lodgment of the form at land and Property Information Division.

This is the annexure marked "A" to the lease between and Defence Housing Australia as tenant

as landlord

RECITALS

- A. Defence Housing Australia and the Landlord named in this Lease acknowledge that Defence Housing Australia enters into this Lease for the purpose of performing its statutory function of providing residential housing under the Defence Housing Australia Act 1987.
- B. Defence Housing Australia and the Landlord acknowledge that in order for Defence Housing Australia to perform its statutory function and given the nature of the practical arrangements governing the occupation of the Property this residential lease transaction incorporates features which are not identical to a standard form residential lease where the tenant is occupying the Property for private purposes.
- C. The parties have agreed that the arrangements set out in this Lease reflect the intentions of the parties and the particular nature of the transaction.
- D. The parties enter into this Lease in good faith and with a commitment to regulate this transaction in accordance with the arrangements specifically stipulated in this Lease. The parties declare that it is their intention to abide by the spirit and intent of the arrangements set out in this Lease.



DEFENCE HOUSING AUSTRALIA - LEASE 96 - EDITION 5

1. The Lease

This is a Lease by which

s47F of

("the Landlord")

leases to

• DEFENCE HOUSING AUSTRALIA of

26 Brisbane Avenue BARTON, ACT 2600

("DHA")

the property known as

• North Nowra

the title reference for which is

s47F

("the Property")

2. Lease Term

The Lease is for a term of

9 years

("the Lease Term")

commencing on

. 11 June 2008

("the Commencement Date")

and expiring on

. 10 June 2017

("the Expiry Date")

DHA has the right to vary the Lease Term of this Lease or any renewal by

- (a) reducing the Lease Term by a period up to but not exceeding twelve (12) months, or
- (b) extending the Lease Term by a period up to but not exceeding twelve (12) months.

This right must be exercised in the manner set out in clause 8, and may be exercised only once during the Lease Term.

3. Option to Renew

- (a) DHA has an option to renew the Lease for a further term of
 - 3 years ("the Option Period")
- (b) This option must be exercised in the manner set out in clause 9.

4. Rent

- (a) The commencing rent payable under this Lease is the sum of
 - \$391.00 per week.
- (b) The rent shall be subject to periodic review to market rent in the manner set out in clause 10.
- (c) The rent shall be paid by DHA monthly in advance, in the manner set out in clause 11.

5. Management/Maintenance

- (a) DHA has responsibility for
 - (i) management of the Property in accordance with the terms of this Lease, and
 - (ii) certain aspects (but not all) of repair and maintenance of the Property.
- (b) The nature and scope of these obligations are set out in clause 12 (Management) and clause 13 (Maintenance).
- (c) As consideration for assuming these obligations, DHA shall be entitled to a management/maintenance fee equivalent to sixteen point five per cent (16.5%) of the rent (in this Lease referred to as the "Fee").
- (d) The Fee shall be paid by deduction from monthly rent payments during the term of this Lease, as set out in clause 11.

6. Further Terms and Conditions of Lease

- (a) This Lease is subject to the further terms and conditions set out in the ensuing clauses.
- (b) The terms and conditions of this Lease, as set out in this document



Australian Associated Motor Insurers Limited ABN 82 004 791 744 AFSL No. 238173 601 St Kilde Road Melbourne 3004 Telephone 520-1222 ые,поо,/пев.чу

3rd June 2008

s47F

HOME INSURANCE CERTIFICATE OF CURRENCY

This is to certify that Policy Number 1847F

as been issued for the period shown.

INSURED:

INSURED ADDRESS:

Nowra North New 2541

TYPE OF INSURANCE:

Landlord Building And Tenant Protection

BUILDING COMPLETE REPLACEMENT COVER:

Repair or rebuilding costs - Unlimited

CONTENTS SUM INSURED:

PERIOD OF INSURANCE:

11th June 2008 TO 11th June 2009

FINANCIAL INTEREST:

ST GEORGE BANK LIMITED

LEANNE HALL Policy Services Department



To:98045799



Our Ref: Your Ref: тьs47F

10th June 2008

s47F

RE: S47F From Defence Housing Australia
Nowra NSW 2164

Dear Sir/Madam

We refer to our recent telephone conversation and have been instructed that the insurance policy covers the following:

- Accidental Damage
- Tenant Protection
- Malicious Damage (due to extra Tenant Protection cover)
- Landlord Fixtures & Fittings
- Public Liability to \$10,000,000.00
- Flood
- The contents sum insured is \$0 because there are no landlord contents
 other than fixtures & fittings i.e. no furniture, no audio/visual equipment,
 no paintings, no collectables etc, etc.





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Entrance	Condition	Description / Comment
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors / Locks	G	Standard external with security screen and deadlock
Windows / Screens / Locks	N/A	N/A VORAGE
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A (1 JUL ZUU)
Light Fittings / GPOs	G	Downlight A Towns and Town
Other	N/A	Downlight N/A
Living Room		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	N/A	N/A
Windows / Screens / Locks	G	2 x standard sliding with screens and handle locks
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A 🐝
Light Fittings / GPOs	G	2 x frosted with silver trim; 3 x double GPO
Television / Telephone Outlets	G	Television outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	G	Gas outlet
Other	N/A	N/A
Dining Room		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	N/A	N/A
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Frosted with silver trim; 1 x double GPO
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Other	N/A	N/A
Family Room		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	G	Glass sliding with security screen and deadlock
Windows / Screens / Locks	N/A	N/A
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	2 x frosted with silver trim; 2 x double GPO
Television / Telephone Outlets	G	Telephone and television outlets
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A .
Other	N/A	N/A

Meals Area	Condition	
Walls / Ceiling		
Floor / Coverings		
Doors		
Windows / Screens / Locks		
Blinds / Drapes		Not applicable
Pelmets / Curtains Tracks		-lica Die
Light Fittings / GPOs		Mat applica
Television / Telephone Outlets		MOL OF
Ceiling Fans		
Air Conditioner		•
Heater		
Other		
Rumpus Room	THE STATE OF	
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors	G	Glass sliding with security screen and deadlock
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	2 x frosted with silver trim; 2 x double GPO
Television / Telephone Outlets	G	Television outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	G	Gas outlet
Other	N/A	N/A
Study	197	
	G	Cream walls; white ceiling
Walls / Ceiling	G	Brown carpet
Floor / Coverings	G	Standard internal
Doors	G	Standard litternar Standard sliding with screen and handle lock
Windows / Screens / Locks	G	Cream verticals
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks		Frosted with silver trim; 2 x double GPO
Light Fittings / GPOs	G G	Telephone outlet
Television / Telephone Outlets	N/A	N/A
Ceiling Fans	N/A	N/A
Air Conditioner		N/A
Heater	N/A	Sliding doors with 4 drawers and shelving
Other	G	Sliding doors with 4 drawers and shelving
Hall/Stairs		On the self-self-self-self-self-self-self-self-
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors	N/A	N/A
Windows / Screens / Locks	N/A	N/A
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Downlight
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Linen Cupboard	G	Single door with shelves
Smoke Detectors	G	Standard
Other	N/A	N/A

Kitchen	Condition	
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors	G	Cavity door to laundry
Windows / Screens / Locks	G	Standard sliding with screen and deadlock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	1 x standard oyster; 3 x double GPO; 2 x single GPO
Television / Telephone Outlets	G	Telephone outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Oven/Cooktop	G	Technika stainless steel
Range Hood	G	Technika stainless steel
Microwave	N/A	Space provided
Dishwasher	N/A	Space provided Space
	G	White with black/brown flecks; cream/brown tiles
Benchtops/Splashbacks	G	Laminate imitation wood
Cupboards/Drawers	G	1 1/2 stainless steel with flickmixer
Sink & Taps .		
Other	N/A	N/A
Laundry		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Small cream tiles
Doors / Locks	G	Standard external with security screen and deadlock
Windows / Screens / Locks	G	Standard sliding with screen and deadlock
Blinds / Drapes	G	Cream venetians
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	1 x fluorescent; 1 x double GPO
Celling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Cupboards	G	Built-in broom
Tub & Taps	G	Stainless steel tub with white cupboard; silver tapware
Exhaust Fan	N/A	N/A
Clothes Dryer	N/A	Battens provided
Other	G	White tiles around the tub
Bathroom		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Small cream tiles
Doors	G	Standard internal with lock
Windows / Screens / Locks	G	Standard sliding with screen and deadlock
Blinds / Drapes	G	Cream venetlans
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	IXL heater fan light; 1 x flurorescent
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
	G	IXL heater fan light
Heater	G	IXL heater fan light
Exhaust Fan	N/A	N/A
Solar HWS Booster Switch		
Bath / Taps / Soap Dish	G	White plastic with moulded soapdish; silver tapware
Shower / Taps / Soap Dish	G	Glass shower with ceramic soapdish; silver tapware
Hand Basin / Taps	G	White ceramic with silver tapware
Vanity Unit	G	White 2 x shelves and 3 x drawers
Mirrors	G	Large with silver trim
Towel Rail	G	Double silver towel rail; silver hand towel rail
Other	G	White tiles around the bath

Toilet	Condition	Located in the main bathroom
Walls / Ceiling	N/A	N/A
Floor / Coverings	N/A	N/A
Doors	N/A	N/A
Windows / Screens / Locks	N/A	N/A
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	N/A	N/A
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Exhaust Fan	N/A	N/A
Pedestal	G	White ceramic
Cistern	G	White Caroma
Toilet Paper Holder	Ğ	Silver
Other	N/A	
Bedroom 1 (Master)	1471	N/A
Walls / Celling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	G	Standard Internal with lock
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Frosted with silver trim; 2 x double GPO
Television / Telephone Outlets	G	Telephone outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Wardrobe	G	Built-in with sliding doors; 8 x drawers and shelving
Mirrors	G	On sliding doors
Other	G	Television outlet and 1 x double GPO located in wardrobe
Ensuite	- 6	relevision outlet and 1 x double of 0 located in wardrobe
Walls / Ceiling	G	Cream walls; white ceiling Small cream tiles
Floor / Coverings	G	Standard internal with lock
Doors Windows / Screens / Locks	G G	Standard sliding with screen and deadlock
	G	Cream venetians
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	G	IXL heater fan light; 1 x double GPO
Light Fittings / GPOs	N/A	N/A
Ceiling Fans Air Conditioner	N/A	N/A
Heater	G	IXL heater fan light
Exhaust Fan	G	IXL heater fan light
Bath / Taps / Soap Dish	N/A	N/A
	G	Glass shower with ceramic soapdish; silver tapware
Shower / Taps / Soap Dish	G	White ceramic with silver tapware
Hand Basin / Taps Vanity Unit	G -	White with shelving
	G	Large with silver trim
Mirrors Towel Rail	G	Double silver towel rail; silver hand towel rail
	G	White ceramic
Pedestal	G	White Caroma
Cistern		Silver
Toilet Paper Holder	G N/A	
Other	N/A	N/A

Bedroom 2	Condition	
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	G	Standard internal
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	Ğ	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Frosted with silver trim; 2 x double GPO
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
	G	
Wardrobe		Sliding doors with 4 x drawers and shelving
Mirrors	N/A	N/A
Other	N/A	N/A
Bedroom 3		
Walls / Ceiling	G _	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet 7
Doors	G	Standard internal
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Frosted with silver trim; 2 x double GPO
Celling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Wardrobe	G	Sliding doors with 4 x drawers and shelving
Mirrors	N/A	N/A
Other	N/A	N/A
Bedroom 4	77. T. TSTAN, SHIPA	
Walls / Ceiling		The Market Committee of the Committee of
Floor / Coverings		
Doors		
Windows / Screens / Locks		
		- - -
Blinds / Drapes		Not applicable
Pelmets / Curtains Tracks		- Conlicavio
Light Fittings / GPOs		Not app.
Ceiling Fans		
Air Conditioner		
Heater		
Wardrobe		
Mirrors		
Other		
Bedroom 5		
Walls / Ceiling		
Floor / Coverings		
Doors		
Windows / Screens / Locks		
Blinds / Drapes		
Pelmets / Curtains Tracks	· ·	
Light Fittings / GPOs		liaahie
Ceiling Fans		11-4 anniluari
Air Conditioner		NOT APP
		Not applicable
Heater		
Wardrobe		
Mirrors	·	
Other		1

Exterior	Condition	
Walls	G	Cream brick
Roof / Guttering	G	Dark grey tiles; grey guttering
Verandah / Outdoor Living Area	G	Stenciled concrete
Pergola	G	Laserlight
Awnings	N/A	N/A
Door Bell	G	Standard '
Letter Box	G	Cream metal
Fencing	G	Cream colourbond
Paths / Driveway	G	Stenciled concrete
Light Fittings / GPOs	G	2 x fluroescent; 2 x double GPO
Sensor Lights	G	3 x halogen
Ceiling Fans	N/A	N/A
TV Aerial	G	Standard
Hot Water System	G	Rheem 315L
Insulation	G	Bats
Pool	N/A	N/A 7
Spa	N/A	N/A
Clothes Hoist	G	Standard hoist
Paving	G	Concrete with pebbles
Garden	G	Landscaped; 2 trees
Lawns & Edging	G	Turfed with grey edging
Watering System	N/A	N/A
Garden Taps	G	2 x standard
Other	G	Gas fitting
Garage / Carport		
Walls / Ceiling	G	Cream and brick walls; white ceiling
Floor	G	Concrete
Doors / Locks / Remote Control	G	3 x manual roller doors; standard external with deadlock
Windows / Screens / Locks	G	Standard sliding with screen and deadlock
Light Fittings / GPOs	G	2 x fluorescent; 1 x double GPO
Bench / Shelving	G	3 x shelves
Other	N/A	N/A
Shed / Store Room		
Walls / Ceiling		
Floor		
Doors / Locks		Llo
Windows / Screens / Locks		-lica DIE
Light Fittings / GPOs		Net applied
Bench / Shelving		Not applicable
Other		

General Comments Heater & drawer units belong to DHA			
	······································	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Signed:		s47F	

Date Date

29/06/08
Date





Landlord Insurance Schedule

Australian Associated Motor Insurers Ltd. ABN 92 004 791 744 AFSL No. 238173 99 Walker Street North Sydney 2060 Telephone 13 22 44

4 June 2008

Dear M

6 1 JUL 2008

Basis of Our Agreement

Here is the particular information about you and your AAMI policy that is the basis of our Agreement to insure your home.

Check the information

Our Agreement relies on the accuracy of the information you have given us. If there is anything incorrect please tell us now. You can call us on 13 22 44. We will send you a new Policy Schedule.

It is very important to you that our information about you is correct.

If it is not correct and you don't tell us, any claim may be reduced, or not paid at all, or we may cancel your policy. Your personal information is held in strict confidence, however we may need to provide it to other insurers and associated organisations. For further details you can call us or visit us at aami.com.au.

Insured Home

Single storey, brick veneer, built in or after 2000s, 4 bedroom. 2 bathroom, double garage.

Insured Address

s47F

NOWRA NORTH NSW 2541

You advised us your home is not classified by the National Trust.

	s47F	
Policy No:		

Policy Type: Building with Tenant Protection

Financial Interest: St George Bank Ltd

Home Use: Private

Period of Cover: 11/06/2008 to midnight 11/06/2009

Claims History

You advised us that the history of the policy holders for the past three years is as follows.

Nil

Building Complete Replacement Cover

Repair or rebuilding costs	Unlimited
See Additional Benefits overleaf.	

Legal Liability

Including all legal and defence costs	\$10 million
including an legal and defence coms	\$10 mmon

Excesses

		
Building	•	
Standard Excess		\$.200
Plus Flexi-Premium Excess		\$1000
Plus Unoccupied Excess (if applicable)		\$1000

Endorsements

Nil

Building Additional Benefits

Locating water leaks (policy booklet page 29)
Damage to electric motors less than 10 years old (policy booklet page 29)

\$ 1000

See your policy for full details, and all limitations and conditions of cover.



PROPERTY INSPECTION REPORT

☑ Anr	nual In	spection	s47F	☐ Pre Vacation Inspection ☐ Pre Uplift Inspection		l <u>ol</u> ift Inspect	tion
Address	of Prope	erty: S4	17F		Unit No:	s47F	
Consulta	nt:		C.i	Clock Box / Other:			
Ownersh	ip (circle	e one); E	DHA F	PRE 96 POST 96 ONBASE Property identified for (circle one): Ro	etaining H	landing back	
Confirme				/ Reinspection Date (if requ		11	
Location Code	FLOOR COVERINGS	PAINT	STRUCTURE	Circle: Heating Cooling Dishwasher Microwave Dryer Washing Machine Model / Make: DUH 05 1902 d 2017. DONOUCH 5112106.	Charge	Trade EL - Electrician PL - Plumber CA - Carpenter PA - Painter	Work Order Raised ✓
	√ i	f work requ	uired	COMMENTS TOTAL + COOD ONLY.			
			ļ	service blinds - not chans	R.	WFU.	
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PROPERTY INSPECTION REPORT

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		The second second second		SCHEDULED	COMPLETED		
TRADE	CON	ITRACTOR DE	rails .	DATE	DATE		
						Turnaround Estimat	е
						(Circle A, B or C)	
						A = 5 working days	
		<u> </u>				B = 6-10 working da	ays
						C = 10+ working da	ıys
						Ready Date: / /	
Office Use	Date of	1 1	Orders Raised:	1 1	Call Reference:		
Only:	Inspection:		<u>. l </u>				
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eedback to	o Tenant on	Property In	<u>rspec</u> tion		Date: 1	.1	
ustomer Name				······································			
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				4144144444444	Reir	nspection Date: /	1
	,	s47F					
					Phone Number		
telocation Col	nsultant Signa	ıture:					DH1



25 September 2008



Dear Mr^{s47F}

RE:

PROPERTY INSPECTION

s47F

NORTH NOWRA

I am writing to advise that Defence Housing Australia (DHA) has completed a periodic inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 23 September 2008 the property was occupied by a Defence tenant.

I am pleased to advise that the property is being well cared for by the tenant and is in a neat and tidy condition.

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if you have a new mobile or email address since you last advised us please complete the attached 'Change of Details' form. Please note that you do not need to repeat information which has not changed. If you have not already authorized DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorization on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 4421 1505 or by email at cathy.ricetti@dha.gov.au.

Yours sincerely

Cathy Ricetti Property Manager Nowra Housing Management Centre Defence Housing Australia

NOWRA HOUSING MANAGEMENT CENTRE

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra NSW 2541 Telephone: 02 4421 1500 Fax: 02 4421 1560 Email: info@dha.gov.au Internet: www.dha.gov.au ABN 72 968 504 934

LEASED PROPERTY INSPECTION REPORT



Inspection Date: 23/8/08			AUSTRALIA				
Address of Property: S47F North Nowra Inspected by: Cathy Ricetti Lease: Lease 96			Nowra	UPRN: s47F	Lessor: s47F	•	
			Lease: Lease 96	☐ Vacant	Occupied by Defence Tenant	Occupied by Private Tenant	
٠	С	ONDIT	ION		CON	MENTS	ACTION
		T.,,	T				
	000p	ACCEPTABLE	WORK				-
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OMMENTS: Curre	ent tenant	s have	proper	ty neat and tidy.	Minor mainte	nance to be carried out by DHA	A includes repairs to
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							· Andrew Andrews
ined:							

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE:

24 September 2008

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage accounts for the above service residence. Please reimburse the Lessor \$56.40 as they have paid the water usage accounts for the above property.

If you require any further info please call Fiona on x1510.

Regards

s47F

Wendy Dell Manager Defence Housing Authority NOWRA

02 4421 1503

Viria Jacobini

S47F AUSCRAFT AND RESPONDENCE IN WHITHIN IMMEDIATELY IF ADDRESS IS INCUMBER?

VILLA ACCOUNT A SUMMARY welling or Vacant Land

810⁵/2008

8 JOB 2008

Accounts is 10% per annum

of the late of the present of the prese word daily water consumption comparison eppilitaren wakano andisez

ACCOUNT DETAILS

Date of Issue:

22/08/2008

Assessment No.

3095-04100-4

Amount Due:

\$210.90

Please Pay By:

19/09/2008

YOUR HOUSEHOLD WATER USE COMPARED

. No of people in household	Garden Size	Typical Water use 170	Efficient Water use 103	NEWS 4U!
	small medium large none	229 288 344 322	147 160 176 206	QUARTERLY WATER & SEWER
1	small riedium large	390 457 509 417	250 263 279 309	AVAILABILITY CHARGES
	nedium small large	560 626 674	353 366 382	From July 2008 your water and
Trif	none small medium large	529 723 786 854	412 456 459 485	od Aont mater charge will abbear sewet Brailsbillih
	none small medlum large	656 949 1004 1107	515 559 572 588	read the enclosed
	none smell medicini large	784 1354 1497 1582	618 662 675 691	brochure for further information:

Contact Shpallayer Water to set or amend your personal target level.

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\$0.00

\$210,90

\$210.90

-Déscription	This Account	Previous Acct	- Change -
Total Usage	-58 KL	77 KL	=19 kL
Days In Perind	98.	77	4 2 11
Average Daily Usage:	_592.t _€		
		1000 Litres (L) =	i kilofitre (kl.)

Amount Due: \$210.90

*2146.50632700

Your Water

BPAY

Contact your financial inelitution to make payment from voter bank account. DIRECT DEBIT

Your Personal Targot

Contact us for further Information: 4429 3340 or www.shoxiwater.nsw.gov.su

O Post Billpay

Please present your water account with your payment

Personal Payment

Present to cashier at SCO offices or post to PO Box 42 Nowra NSW 2541. Cheques maile payable t Chooliever Olly Council.

nini (Caro) www.shoalwater.nsw.gov.au

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Meter Detail and Reading

Meter No	Present Reading		er No. Present Reading Previous Reading		Usage (kl)	
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A STATE OF THE STA			Total Water Usage Charges	4	\$56.40	
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Description	-	Quantity	Penod.	Annual Charge	Charge	
SEWER 20MW		1	1. Jul to 30 Sep 2008.	\$557.00	139,25	
Medicit of Office		#	Total Sewer Availability Charges	ALL STATES	\$139.25	

From:

ernetadmin@stgeorge.com.au>

To: Sent:

Wednesday, 17 September 2008 7:07 AM

Subject:

St.George Internet Banking -- Receipt Notification for 17/09/2008



St.George Bank - Scheduled transfer to a BPAY Biller

Receipt Number:

110613705

Date:

17/09/2008

Time:

06:50 AM AEST

Schedule Frequency:

Transfer From: To Biller:

SHOALHAVEN WATER - A DIVISION OF SCC

Biller Code: 858639

Biller Alias: SHOALHAVEN WATER - A DIVISION OF SCC

Customer Reference:

Amount:

\$210.90

Payment Made by:

s47F

Important Information:

Please allow at least two working days for the payment to be received.

For assistance, please call the St.George Bank Internet Banking Helpdesk on 1300 555 203, 8am-9pm AEST, 7 days a week.

Thank you for using Internet Banking.

St.George Bank will NEVER send an email that redirects you to logon to Internet Banking or asks you to verify your account details, PIN, passwords or personal information.

© St.George Bank Limited ABN 92 055 513 070 AFS Licence No. 240997

***** IMPORTANT INFORMATION *****

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St George Bank Limited AFSL 240997, Advance Asset Management Limited

AFSL 240902, St George Life Limited AFSL 240900, ASGARD Capital Management Limited

AFSL 240695 and Securitor Financial Group Limited AFSL 240687 is not liable for the proper and complete transmission of the Information contained in this communication, nor for any delay in its receipt.

Lewis, Fióna

From:

Lewis, Fiona

Sent:

Friday, 28 November 2008 8:31 AM

To:

Subject:

RE: s47F

Attachments: Advise of Change of Details for Lessors (HO).doc

North Nowra

Good morning

Thankyou for your email, I hope this finds you well.

As you are requesting a change of bank details I need the original of the attached form completed; would you please complete, sign & return to DHA, PO Box 1058 Nowra NSW 2541.

hks and regards,

Fiona Lewis | Leasing Officer Nowra HMC | Defence Housing Australia Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541 (PO Box 1058 Nowra NSW 2541)

Tel: (02) 44211510 | Fax: (02) 44211560 fiona.lewis@dha.gov.au | www.dha.gov.au

From: S47F

Sent: Thursday, 27 November 2008 1:44 AM

To: Lewis, Fiona

Subject: \$47F

North Nowra

e recently changed from St George to National Australia Bank.

Could you please update your records for all future transactions as follows;

s47F

Please confirm via return email.

Thanks and Regards

Advice of Change of Details

(Please complete relevant section details only)

Leased property address:
HOWRA KLORTH KISW 2541
Lessor Code (office use only)
Lessor Name:
Home Address:
Mailing Address: AS ABOVE
Telephone No. (w)
(mobile) MA (fax) MA
(Email) .
Bank Details: s47F
Account Name:
Bank Name: NATIONAL AUSTRALIA BANK
Branch: 61-63 MAIN STREET BLACKTOWN NSW
Account Number: S47F BSB
Insurance Details:
Building \$ Contents \$
Public Liability \$
Company AS SUPPLIED PREVIOUSLY
Policy NoExpiry Date
DHA to pay Insurance?
If Yes, please have insurance company redirect account to:
NSSC Accounts Payable Defence Housing Authority 24 Mort Street

^{*}Please attach evidence of cover aud proof of payment if not previously provided. You do not need to provide this information if DHA pays insurance on your behalf. Please note that it is your responsibility to ensure that insurance meets the lease requirements.

<u>Instructions for termite inspections:</u>

Do you wish regular pest inspections to be carried out?	Yes /No
If Yes, would you like DHA to arrange a regular inspection for you and deduct this from your rent?	Yes / No
Nominate inspection frequency: Annual 6 monthly.	Ouarterly

Date: 29/.//./ Signature of Lessor/s

Lewis, Fiona

CLNSOR004:

From:

Tuesday, 2 December 2008 11:41 AM Sent: Lewis, Fiona; Dell, Wendy To: Amend Vendor/Lessor form Subject: Wendy Dell This message was submitted from a web-based form by Fiona Lewis (Nowra). Please approve and forward to dhavendor@dha.gov.au. Electronic form details amendments required. Amend ____ Vendor Trading Name: V-Lessor Name: S47F _____ ______ Property Address: 547F North Nowra UPRN: Payment Method: Paygroup: Terms: ABN: Contact Name: Address: Telephone: Mobile: Fax: **Email** Address for correspondence and delivery of cheques: Bank account details for Electronic Funds Transfer: National Australia Bank Bank: Branch Name: Blacktown BSB Number: s47F Account Name: Account Number: Contractor Details: Repairs Areas: Types of Work: Normal Hourly Rate: Min Hourly Rate: A/hrs Rate: PL Ins Expiry: WC/E Ins Expiry: Preferred Method of Communication: Contract Type: ______ Air Conditioning (AIR): AIRSOR001: Blind Cleaning (BLC): BLCSOR001: BLCSOR002: BLCSOR003: BLCSOR004: Cleaning (CLN): CLNSOR001: CLNSOR002: CLNSOR003:

fiona.lewis@dha.gov.au

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CLNSOR005:
CLNSOR006:
CLNSOR007:
CLNSOR008:
CLNSOR009:
CLNSOR010:
CLNSOR011:
Carpet Cleaning (CPT):
CPTSOR001:
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FLCSOR001:
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FLCSOR004:
FLCSOR005:
FLCSOR006:
FLCSOR007:
FLCSOR008:
FLCSOR009:
Floor Coverings (FLF):
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Glazing (GLA):
GLASOR001:
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GLASOR005:
GLASOR006:
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GLASOR008: .
Ground Maintainance (GMA):
GMASOR001:
GMASOR002:
GMASOR003:
GMASOR004:
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Painting (PNT):
PNTSOR001:
PNTSOR002:
PNTSOR003:
PNTSOR004:
Pest Control (PES):
PESSOR001:
PESSOR002:
PESSOR003:
PESSOR004:
PESSOR005:
PESSOR006:
Approving Manager:
            Wendy Dell
Name:
Title:
            Manager
Date:
            2/12/08
Comments:
Change of bank details
```

Financial Services Processing	
Entered By	Date Entered

Lewis, Fiona Dell, Wendy From: Tuesday, 2 December 2008 11:43 AM Sent: DHA Vendor To: Lewis, Fiona Cc: FW: Amend Vendor/Lessor form Subject: Approved. Wendy Dell ----Original Message-----From: fiona.lewis@dha.gov.au [mailto:fiona.lewis@dha.gov.au] Sent: Tuesday, 2 December 2008 11:41 AM To: Lewis, Fiona; Dell, Wendy Subject: Amend Vendor/Lessor form 1500 Wendy Dell This message was submitted from a web-based form by Fiona Lewis (Nowra). Please approve and forward to dhavendor@dha.gov.au. Electronic form details amendments required. ______ Amend ______ Vendor Trading Name: Lessor Name: \$47F ______ Property Address: \$47F North Nowra UPRN: Payment Method: Paygroup: Terms: ABN: Contact Name: Address: Telephone: Mobile: Fax: Email ______ Address for correspondence and delivery of cheques: Bank account details for Electronic Funds Transfer: National Australia Bank Blacktown Branch Name: BSB Number: s47F Account Name: Account Number:

Contractor Details: Repairs Areas: Types of Work: Normal Hourly Rate:

Min Hourly Rate:

A/hrs Rate:

PL Ins Expiry: WC/E Ins Expiry:

Preferred Method of Communication:

Contract Type:

Mir Conditioning (ATR).

Air Conditioning (AIR):

AIRSOR001:

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Blind Cleaning (BLC):
BLCSOR001:
BLCSOR002:
BLCSOR003:
BLCSOR004:
______
Cleaning (CLN):
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Floor Coverings (FLF):
FLFSOR001:
Glazing (GLA):
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Pest Control (PES):
PESSOR001:
PESSOR002:
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PESSOR003:	
PESSOR004:	
PESSOR005	:
PESSOR006:	
Approving	Manager:
Name:	Wendy Dell
Title:	Manager
Date:	2/12/08
Comments:	
Change of	bank details
Financial	Services Processing
Entered By	Date Entered

Hepol

3

∟ewis, Fiona **DHA Vendor** Tuesday, 2 December 2008 3:23 PM Sent: Lewis, Fiona To: Amend Vendor/Lessor form s47F Subject: Hi There Lessor bank details have been updated Cheers Victoria Wilson Defence Housing Australia Phone: 02 6270 6017 Fax: 02 6270 6037 victoria.wilson@dha.gov.au P Please consider the environment before printing this e-mail ----Original Message----From: Dell, Wendy Sent: Tuesday, 2 December 2008 11:43 AM To: DHA Vendor Cc: Lewis, Fiona Subject: FW: Amend Vendor/Lessor form Approved. Wendy Dell ----Original Message----From: fiona.lewis@dha.gov.au [mailto:fiona.lewis@dha.gov.au] Sent: Tuesday, 2 December 2008 11:41 AM To: Lewis, Fiona; Dell, Wendy Subject: Amend Vendor/Lessor form Wendy Dell This message was submitted from a web-based form by Fiona Lewis (Nowra). Please approve and forward to dhavendor@dha.gov.au. Electronic form details amendments required. Amend Vendor Trading Name: V-Lessor Name: S47F Property Address: S47F North Nowra UPRN: Payment Method: Paygroup: Terms: ABN: Contact Name: Address:

Address for correspondence and delivery of cheques:

Telephone: Mobile: Fax: Email

```
National Australia Bank
            Blacktown
Branch Name:
BSB Number:
           s47F
Account Name:
Account Number
Contractor Details:
Repairs Areas:
Types of Work:
Normal Hourly Rate:
Min Hourly Rate:
A/hrs Rate:
PL Ins Expiry:
WC/E Ins Expiry:
Preferred Method of Communication:
Contract Type:
_____
Air Conditioning (AIR):
                             1967,15
AIRSOR001:
______
Blind Cleaning (BLC):
BLCSOR001:
BLCSOR002:
BLCSOR003:
BLCSOR004:
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Cleaning (CLN):
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CLNSOR002:
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CLNSOR007:
CLNSOR008:
CLNSOR009:
CLNSOR010:
CLNSOR011:
Carpet Cleaning (CPT):
CPTSOR001:
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Floor Coverings (FLC):
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FLCSOR007:
FLCSOR008:
FLCSOR009:
Floor Coverings (FLF):
FLFSOR001:
            .
Glazing (GLA):
GLASOR001:
GLASOR002:
GLASOR003:
GLASOR004:
```

Bank account details for Electronic Funds Transfer:

Comments: Change of bank details Financial Services Processing	
Approving Manager: Name: Wendy Dell Title: Manager Date: 2/12/08	√°
Pest Control (PES): PESSOR001: PESSOR002: PESSOR003: PESSOR004: PESSOR006:	Mag of
Painting (PNT): PNTSOR001: PNTSOR002: PNTSOR003: PNTSOR004:	·
Ground Maintainance (GMA): GMASOR001: GMASOR002: GMASOR003: GMASOR004: GMASOR007: GMASOR008:	
GLASOR005: GLASOR006: GLASOR007: GLASOR008:	

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE:

05 December 2008

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage accounts for the above service residence. Please reimburse the Lessor \$61.00 as they have paid the water usage accounts for the above property.

If you require any further info please call Fiona on x1510.

Regards

s47F

Wendy Dell Manager Defence Housing Authority NOWRA 02 4421 1503

արդուրի հետև հետև բեր

a Garagaa Bregalah 130-46(1,9-11

Water Account



PAEAGE NOTIFY SHOALHAVEN CITY COUNCIL IN WRITING IMMEDIATELY IF ADDRESS IS INCORNECT

looz jan g g CHAON

ardinanga ding tanàng landah ara-dah dilikat 3 Gan.

shoelhaven w. ASA001-000308

ACCOUNT DETAILS

28/11/2008 Date of Issue: 3095-04100-4 Assessment No: \$215.50 **Amount Due:**

Please Pay By:

29/12/2008

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Single Dwelling or Vacant Land

Property:

Supply Period

From:

14/08/2008

To:

19/11/2008

Balance Brought Forward:

\$0.00

lorth Nowra

Current Charges (See over for details):

\$215.50 \$215.50

Amount Due:

Daily Interest Rates on Overdue Accounts is 10% per annum

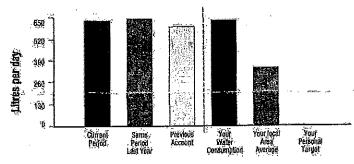
YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Gärden Size	Typical Water use	Efficient Water use:	NEWS 4 U
t	none small medjulit large	170 229 288 344	103 147 160 176	OUARTERLY WATER & SEWER
	enon Indibon agre	322 990 457 509	206 250 263 279	AVAILABILITY CHARGES
	none small medium large	417 550 626 674	309 353 366 382	Remember that from July 2008
	none small medlum large	529 723 786 854	412 466 469 485	your water and sewer availability charge will appear
a de la la la la la la la la la la la la la	none small medluni largé	656 949 1004 1107	515 559 572 588	on your water
***	none small medjum large	784 1354 1437 1582	618 662 675 691	
Your Daily Av	erage	629 L	Your Persi	mal Target* saa 61

Contact Shoothaven Water to set or amend your personal target level.

Description	This Account	Previous Acct	Change
Total Usage	61-kL	58 kL	- 3 kG
Days in Period	:97	.98	~1
Average Daily Usage	629 L	59,2 L	. 37 L
		1000 Litrés (L) =	7 klichtre (kl.)

Your average daily water consumption comparison



Assessment No: 3095-04100-4

12146 60632700

Biller ID: 858639

PAYMENT OPTIONS

Credit Card*

() POST billpay

Please Call 1300 66 20 25 or Log on fo: who should haven new gov au *Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your pank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.snoatwater.nsw.gov.au

O Post Bilipay

Amount Due: \$215.50

Please present your water account with your payment

Personal Payment

Present to cashler at SCG offices of post to PO Box 42 Nowra ISW 2541, Chemies made payable to Shoalhaven City Council.

For other payment options, see our website, www.shoalwater.nsw.gov.au

Meter Detail and Reading

Meter No	Pres	ent Reading	Previous Reading	Úsage (KÌ)	
04W734456		867	806:	61 kl	
			Total Consumption	61 ki	
Water Usage Charges					
Description		kl		Charge/KL	Charge
Water Charge Current	First	61		\$1.00	61.00
∓ ∙			Total Water Usage Charges		\$61.00
Water Availability Cha	ırge	A CONTRACTOR OF THE PARTY OF TH	All the second s		
Description		Quantity	Period ·	Annual Charge	Charge
WATER 20MM		1	1.0g/16 31 Dec 2008	\$61.00	15.25
			Total Water Availability Charges		\$15.25
Sewer Availability Ch	arge		7		
Description	:	Quantity	Period	Annual Charge	Charge.
SEWER ZOMM		4	1 Oct to 31 Dec 2008	\$557.00	139.25
ETHER SERVICES		•	Total Sewer Availability Charges	7x2	\$139.25

and the contract

INTERNET BANKING RECEIPT DETAILS

Receipt Number

Date: 04/12/2008

Time: 12:41 PM AEST

PAYMENT BY BPAY

BPAY® From: s47F

BPAY® To: SHOALHAVEN WATER - A DIVISION OF SCC

Biller Code: \$47F

Customer Reference: \$47F

Biller Alias: SHOALHAVEN WATER - A DIVISION OF SCC

Amount: \$215,50

Payment made by: \$47F

IMPORTANT INFORMATION

Payments that are confirmed before 5.30pm AEST Monday to Friday will be processed on the same business day. Please allow up to 2 working days for the payment to be received by the Biller.

Thank you for using Internet Banking.

. Lewis, Fiona

From:

Sent:

Friday, 5 December 2008 11:37 AM

To:

Lewis, Fiona

Subject:

WATER ACCOUNT - DECEMBER 2008

Attachments: WATER ACCOUNT - DECEMBER 2008.pdf

Hi Fiona,

Please find attached copy of water account for December 2008.

Thanks & Regards s47F

Lessor information form

Property address	s47F
, roporty dualities	NORTH NOWRA
	NSW 2541

If more than one person is listed on your lease with DHA we ask you to nominate a contact person or 'prime lessor'. This is the person who will be the first point of contact in an emergency or if we need to contact you by telephone or email. Please nominate a prime lessor for your lease and insert their details as Lessor 1

Lessor 1 (prime lessor)	
Company name (if applicable)	H/As47F
Title	547F
Forename	
Middle initial	
Surname	
Work phone number Home phone number	02 s47F 02
Mobile phone number (tick your preferred contact number)	s47F
Fax number	HIA
Email address	s47F
	\$47F

Postal address for statements and leasing correspondence	
Address	s47F
Postcode	2148

DHA is implementing a new property management system that will in time allow us to deliver some correspondence via email and fax instead of post. Please indicate which method you would prefer. Please note that this system is not yet in use and that rental statements are currently delivered by post. If you select fax or email, correspondence would be sent to the numbers for the nominated 'prime lessor' so it is important that you advise us or any changes.

Note that this facility will not be in place until 2006

				_
Email	Fax	Post	(please circle)	
Other lessors' details (if a	pplicable)			
Lessor 2				
Forename				
Middle initial	***************************************		····	
Surname			**************************************	
Work phone number	***************************************			
Home phone number	•••••			
Mobile phone number (tick your preferred contact number)				
Fax number				
Email address			······································	
L				_
Lessor 3				
Forename	.,			
Middle initial		• • • • • • • • • • • • • • • • • • • •		
Surname		• • • • • • • • • • • • • • • • • • • •		
Work phone number		·		
Home phone number				
Mobile phone number (tick your preferred contact number)	,			
Fax number		.,		
Email address				

Lessor 4	
Forename	
Middle initial	
Surname	
Work phone number	
Home phone number	
Mobile phone number (tick your preferred contact number)	
Fax number	
Email address	Policy of Control of C

Bank details

	s47F
Account name	
Bank	
Branch name/address	
BSB	
Account number	······································

Insurance Details

Company .	ω_{XY} .
Policy number	
Insurance cover (Building & contents)	
Accidental damage	
Public liability	,
Date of expiry	Yes / /No (please circle)
Copy of policy attached	

Bill paying service

Do you wish DHA to pay the following accounts on your behalf?

If YES please note that payment of accounts is dependent on you instructing the relevant authority/company to forward the account to you c/- DHA at the address below.

Lease Accounts Payable Defence Housing Australia 24 Mort Street Braddon ACT 2612

Water	Yes / (No)	
Council rates	Yes / (No)	
Land tax	Yes / (No)	
Insurance	Yes / No	
Body corporate	Yes / (No)	W. A.
	(please circle)	

Service provider details

Water	
VValGi	
Council & land tax	

If you have any other properties leased to DHA please record them below:

Address	
Postcode	
Lessor code (if known)	
Address	¹⁴ 12 क 7
	,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,
Postcode	
Lessor code (if known)	, i
Address	
Postcode	
Lessor code (if known)	

Termite inspections

I authorise the Authority to arrange termite inspections and deduct the cost from my rental payments

Yes	1	(No)

Frequency 2	24 months
1	12 months
6	6 months
3	3 months

Signatures

Lessor 1	s47F
Lessor 2	
Lessor 3	
Lessor 4	

5 June 2008





Dear s47F

Re: LEASE PROPERTY -

NORTH NOWRA

I would like to take this opportunity to welcome you as one of DHA's Lessors.

Please take a moment to read the information below, which provides an outline of our property management service.

Rental Payment

Rental payments and statements are processed from our Head Office accounts section in Canberra. Apart from the first and last payments, rent is paid monthly in advance by electronic transfer of funds to your nominated bank account and will be available in your account on the first day of each month. A statement will be forwarded to you on that date for your records. The first payment to you will include the adjustment from your lease start date.

If you have any account enquiries once your lease commences please call 1800 064 635.

Insurance

Clause 19 of your Lease Agreement requires you to insure the property for damage including coverage of landlords fixtures, fittings and inclusions (eg. stove, HWS, carpets, curtains, light fittings) for their insurable value with a reputable insurance company and maintain coverage for the term of the lease. Your policy should also include:

- accidental damage to the property and all fixtures and fittings owned by the landlord for their full insurable value;
- damage by fire, storm, tempest, explosion, impact damage and other such factors outside the control of the landlord; and
- Public Liability cover for not less than \$10 million.

Please note that your insurance must be in place before the lease commences. If you have not already done so, please forward a copy of the current insurance policy and receipt as proof of payment for our records so that we can contact the insurance company on your behalf if necessary. You will also need to provide evidence of renewal of insurance each year. If you change insurance companies be sure to notify us and provide a copy of the policy for our records. Note that sighting evidence of insurance by DHA does not constitute acceptance that your insurance policy meets the specific requirements of the lease. It is your responsibility to ensure the level of coverighted and meets the lease conditions. We recommend you review the level of cover each year familife to maintain appropriate insurance may expose you to significant risk.

If your property is part of a unit or strata development it is generally the responsibility of the body corporate or owners corporation to maintain property insurance for the buildings and public liability cover for common areas. You are required to maintain public liability and landlords contents or landlords fixtures and fittings insurance. If your property is part of such a development please provide evidence of both the insurance cover for the development and public liability and contents cover for your own property.

In the event of an insurance claim for damage that is the lessor's responsibility under the lease, you are responsible for any excess applicable under your insurance policy.

Body Corporate, Strata or Group Title

The Lease gives DHA the right to take up a proxy or (limited) power of attorney on strata or group title properties. If DHA wishes to take up this right a copy of the proxy or power of attorney will be attached.

Bill Paying Service

Our service extends to paying accounts on your behalf for the outgoings listed below for your property. This is for your convenience and we recommend that you avail yourself of this service. You as owner must however instruct the relevant authorities to direct accounts to our Head Office accounts section at the address as set out below.

Accounts Payable NSSC Defence Housing Australia 26 Mort Street BRADDON ACT 2612

a. Water Rates

Under the Lease Agreement DHA is responsible for payment of excess water or water usage. If you have your account redirected to our Canberra office, the account will be paid in full by DHA and the fixed service and environmental charges will be deducted from your rental payment. Alternatively, if you wish to pay the account yourself the original of the account should be forwarded to our office so that reimbursement of the water usage component can be made with the following month's rental payment.

b. Council Rates

If you have your account redirected to DHA we will pay the Council Rates in full and deduct quarterly instalments from your rent.

c. Insurance

DHA can pay the insurance premiums on your behalf once you have your account redirected to us at the address above. We will pay the premium for the recommended insurable value and forward the policy document to you for your records. If you wish to review the conditions of your insurance policy and amount of insurance before renewal each year you may prefer to continue to have insurance renewals directed to your own address.

d. Body Corporate charges

Where applicable DHA can pay Body Corporate charges on your behalf.

Termite Inspections

Termites (or white ants) are an increasing problem Australia-wide and can cause considerable damage if undetected for any length of time. The cost of treating a termite infestation would be your responsibility. We strongly advise that regular inspections be carried out to protect your investment.

DHA can arrange regular inspections for you as part of our Termite Inspection Program. If you request inspections we will arrange for a licensed contractor to carry out termite inspections according to your requirements and will send a copy of the report to you. The cost of each inspection is \$131.56 (this cost may change without notice) and will be deducted from your monthly rent payment.

Please note that if there was termite protection installed during construction, the warranty may specify the frequency of inspections required.

Keys

All keys to the property are held by the tenants and will be handed to you at the end of the lease.

Appliance Manuals

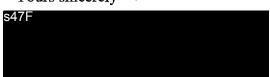
We will keep copies of manuals provided with appliances in the property to allow the tenants to use the items correctly.

Inspections

If you wish to inspect the property during the lease term, please contact DHA in the first instance providing as much notice as possible. We will endeavour to arrange a mutually convenient time with the tenant and will accompany you during the inspection.

If you would like further information on any of our services, or have any questions or concerns please contact me on 4421 1510.

Yours sincerely



Fiona Lewis Leasing Clerk Nowra



12 June 2008



Dear s47F

RE: LEASE PROPERTY

NORTH NOWRA

I would like to take this opportunity to welcome you as a DHA Lessor.

The term of the lease will be 11 June 2008 to 10 June 2017.

Enclosed are two copies of the condition report that was completed on 11 June 2008 you are required to sign and date both copies and then return one to this office.

We have received your personal and banking details and completed directions for payment of accounts. Your property has been <u>not</u> added to our termite inspection schedule as directed. Please notify our office if any of this information should change during the term of the lease.

Please forward a copy of your Insurance Policy to our office as a matter of priority. You can either fax this on (02) 4421 1560 or mail to PO Box 1058, Nowra 2541.

Also enclosed is your deprecation schedule for taxation purposes.

If you have any enquiries please contact me by phoning 02 4421 1510.

Yours sincerely

s47F

Fiona Lewis Leasing Officer Nowra

NOWRA HOUSING MANAGEMENT CENTRE

Suite 3, Level 2 Bridgeton House, 55-57 Berry Street, Nowra NSW 2541 Telephone: 02 4421 1500 Fax: 02 4421 1560 Email: info@dha.gov.au Internet: www.dha.gov.au ABN 72 968 504 934

Entrance	D1 W-101 22 1 1 1 22	Description / Comment
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors / Locks	G	Standard external with security screen and deadlock
Windows / Screens / Locks	N/A	N/A
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Downlight
Other Other	N/A	N/A
Living Room		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	N/A	N/A
Windows / Screens / Locks	G	2 x standard sliding with screens and handle locks
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	2 x frosted with silver trim; 3 x double GPO
Television / Telephone Outlets	G	Television outlet
Celling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	G	Gas outlet
Other	N/A	N/A
Dining Room	24.6000000000000000000000000000000000000	
Walls / Celling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	N/A	N/A
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Frosted with silver trim; 1 x double GPO
Celling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Other	N/A	N/A
Family Room		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings		Brown carpet
Doors	G N/A	Glass sliding with security screen and deadlock N/A
Windows / Screens / Locks	N/A	
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A 2 x frosted with silver trim; 2 x double GPO
Light Fittings / GPOs	G	
Television / Telephone Outlets	G	Telephone and television outlets
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Other	N/A	N/A

	Condition	
Meals Area	No. 6 - Children Con	Section of the sectio
Walls / Ceiling		
Floor / Coverings		
Doors		
Windows / Screens / Locks		
Blinds / Drapes		- II.aahie
Pelmets / Curtains Tracks		Not applicable
Light Eitlings / GPUS	*	NOT OF THE
Television / Telephone Outlets		
Ceiling Fans		
Air Conditioner		
l-leater		
Other		
Rumpus Room (3) 200 100 100 100 100 100 100 100 100 100	iyede di diyasi bi	
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors	G	Glass sliding with security screen and deadlock
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	2 x frosted with silver trim; 2 x double GPO
Television / Telephone Outlets	G	Television outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	G	Gas outlet
Other	N/A	N/A
Study:		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	Ğ	Standard internal
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G ·	Frosted with silver trim; 2 x double GPO
Television / Telephone Outlets	G	Telephone outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
	N/A	N/A
Heater Other	G	Sliding doors with 4 drawers and shelving
Other		Signify goods with 4 drawers and shelving
Hall/Stairs		O
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors	N/A	N/A
Windows / Screens / Locks	N/A	N/A
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Downlight
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	Ņ/A	N/A
Linen Cupboard	G	Single door with shelves
Linen Cupboard Smoke Detectors	G G	Single door with shelves Standard

Kitchen	Condition	
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Cream tiles
Doors	G	Cavity door to laundry
Windows / Screens / Locks	G	Standard sliding with screen and deadlock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	1 x standard oyster; 3 x double GPO; 2 x single GPO
Television / Telephone Outlets	G	Telephone outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Fleater	N/A	N/A
Oven/Cooktop	G	Technika stalnless steel
Range Hood	G	Technika stainless steel
Microwave	N/A	Space provided .
Dishwasher	N/A	Space provided
Benchtops/Splashbacks	G	White with black/brown flecks; cream/brown tiles
Cupboards/Drawers	G	Laminate imitation wood
Sink & Taps	G	1 1/2 stainless steel with flickmixer
Other	N/A	N/A
Laundry	rections and the	
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Small cream tiles
Doors / Locks	G	Standard external with security screen and deadlock
Windows / Screens / Locks	G	Standard sliding with screen and deadlock
Blinds / Drapes	G	Cream venetians
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	1 x fluorescent; 1 x double GPO
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Cupboards	G	Built-in broom
Tub & Taps	G	Stainless steel tub with white cupboard; silver tapware.
Exhaust Fan	N/A	N/A
Clothes Dryer	N/A	Battens provided
Other	G	White tiles around the tub
Bathroom		
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Small cream tiles
Doors	G	Standard internal with lock
Windows / Screens / Locks	G G	Standard litternal with lock Standard sliding with screen and deadlock
Blinds / Drapes	G	Cream venetlans
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G.	IXL heater fan light; 1 x flurorescent
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	G	IXL heater fan light
Exhaust Fan	G	IXL heater fan light
Solar HWS Booster Switch	N/A	N/A
Bath / Taps / Soap Dish	G	White plastic with moulded soapdish; silver tapware
Shower / Taps / Soap Dish	G	Glass shower with ceramic soapdish; silver tapware
Hand Basin / Taps	G	White ceramic with silver tapware
Vanity Unit	G	White 2 x shelves and 3 x drawers
Mirrors	G	Large with silver trim
Towel Rail	G	Double silver towel rail; silver hand towel rail
Other	G	White tiles around the bath
Otto	9	MATINE MES STORM ME DAM

Toilet		Located in the main bathroom
Walls / Ceiling	N/A	N/A
Floor / Coverings	N/A	N/A
Doors	N/A	N/A
Windows / Screens / Locks	N/A	N/A
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	N/A	N/A
	N/A	N/A
Ceiling Fans Air Conditioner	N/A	N/A
Heater	N/A	N/A
Exhaust Fan	N/A	N/A
Pedestal	G	White ceramic
Cistern	Ğ	White Caroma
Toilet Paper Holder	G	Silver
Other	N/A	N/A
Bedroom 1 (Master)		
(1) 10 10 10 10 10 10 10 10 10 10 10 10 10	C	Cream walls; white ceiling
Walls / Ceiling	G G	
Floor / Coverings		Brown carpet Standard internal with lock
Doors	G	
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Frosted with silver trim; 2 x double GPO
Television / Telephone Outlets	G	Telephone outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Wardrobe	G	Built-in with sliding doors; 8 x drawers and shelving
Mirrors	G	On sliding doors
Other	G	Television outlet and 1 x double GPO located in wardrobe
Ensuite :		1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,1996年,19
Walls / Ceiling	G	Cream walls; white ceiling
Floor / Coverings	G	Small cream tiles
Doors	G	Standard internal with lock
Windows / Screens / Locks	G	Standard sliding with screen and deadlock
Blinds / Drapes	G	Cream venetians
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	IXL heater fan light; 1 x double GPO
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	G	IXL heater fan light
Exhaust Fan	G	IXL heater fan light
Bath / Taps / Soap Dish	N/A	N/A
Shower / Taps / Soap Dish	G	Glass shower with ceramic soapdish; silver tapware
Hand Basin / Taps	G	White ceramic with silver tapware
Vanity Unit	Ğ	White with shelving
Mirrors	G,	Large with silver trim
Towel Rail	G	Double silver towel rail; silver hand towel rail
Pedestal	G	White ceramic
Cistern	G	White Caroma
Tollet Paper Holder	G	Silver
		N/A
Other	N/A	19//1

Bedroom 2	Condition	
Active (Secretary Secretary G	Cream walls; white ceiling	
Walls / Geiling	G	Brown carpet
Floor / Goverings	G	Standard internal
Doors	G	Standard sliding with screen and handle lock
Windows / Screens / Locks	G	Cream verticals
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	G	Frosted with silver trim; 2 x double GPO
Light Fittings / GPOs	N/A	N/A
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater		Sliding doors with 4 x drawers and shelving
Wardrobe	G	
Mirrors	N/A	N/A
Other	N/A	N/A
Bedroom 3	5·学0音图48图88	
Walls / Ceiling	<u>G</u>	Cream walls; white ceiling
Floor / Coverings	G	Brown carpet
Doors	G	Standard internal
Windows / Screens / Locks	G	Standard sliding with screen and handle lock
Blinds / Drapes	G	Cream verticals
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Frosted with silver trim; 2 x double GPO
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Wardrobe	G	Sliding doors with 4 x drawers and shelving
Mirrors	N/A	N/A
Other	N/A	N/A
Bedroom 4	正体所 "预验到	CATTER THE DESCRIPTION OF THE PROPERTY OF THE
Walls / Ceiling		
Floor / Coverings		
Doors		
Windows / Screens / Locks		
Blinds / Drapes		Not applicable
Pelmets / Curtains Tracks		licable
Light Fittings / GPOs		at and los
Ceiling Fans		NOT OFF
Air Conditioner		
Heater		
Wardrobe		
Mirrors		
Other		
Bedroom 5	李和 子传统的	
and the second s	<u>algitiseedelelel</u> es	
Walls / Ceiling		
Floor / Coverings		
Doors		
Windows / Screens / Locks		
Blinds / Drapes		
Pelmets / Curtains Tracks		Not applicable
Light Fittings / GPOs		- ANICAVIV
Ceiling Fans		Mot 2VV
Air Conditioner	<u> </u>	No
Heater		
Wardrobe		•
Mirrors		
Other	_	

Exterior	Condition			
Walls	G	Cream brick		
Roof / Guttering	G	Dark grey tiles; grey guttering		
Verandah / Outdoor Living Area	G	Stenciled concrete		
Pergola	G	Laserlight		
Awnings	N/A	N/A		
Door Bell	G	Standard		
Letter Box	G	Cream metal		
Fencing	G	Cream colourbond		
Paths / Driveway	G	Stenciled concrete		
Light Fittings / GPOs	G	2 x fluroescent; 2 x double GPO		
Sensor Lights	G	3 x halogen		
Ceiling Fans	N/A	N/A		
TV Aerial	G	Standard		
Hot Water System	G	Rheem 315L		
Insulation	G	Bats		
Pool	N/A	NA		
Spa	N/A	N/A Marian		
Clothes Hoist	G	Standard hoist		
Paving	G	Concrete with pebbles		
Garden	G	Landscaped; 2 trees		
Lawns & Edging	G	Turfed with grey edging		
Watering System	N/A	N/A		
Garden Taps	.G	2 x standard		
Other	G	Gas fitting		
Garage / Carport				
Walls / Ceiling	G	Cream and brick walls; white ceiling		
Floor	G	Concrete		
Doors / Locks / Remote Control	G	3 x manual roller doors; standard external with deadlock		
Windows / Screens / Locks	G	Standard sliding with screen and deadlock		
Light Fittings / GPOs	G	2 x fluorescent; 1 x double GPO		
Bench / Shelving	G	3 x shelves		
Other	N/A	N/A		
Shed / Store Room				
Walls / Ceiling				
Floor				
Doors / Locks				
Windows / Screens / Locks		icapie		
Light Fittings / GPOs		NA ADDIIO		
Bench / Shelving		Not applicable		
Other				

General Comments Heater & drawer units belong to DHA	
Signed:	
s47F	Lessor
Date Date	Date

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE:

23 March 2009

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra

Please find attached the water usage accounts for the above service residence. Please reimburse the Lessor \$99.00 as they have paid the water usage accounts for the above property.

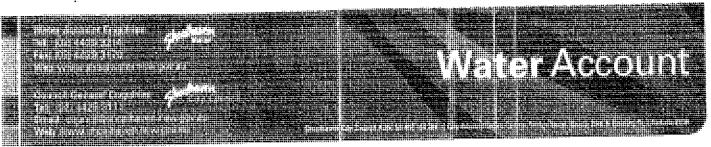
If you require any further info please call Fiona on x1510.

Regards

s47F

Wendy Dell Manager Defence Housing Authority NOWRA

02 4421 1503



R02

PLEASE NOTIFY SHIVALHAVEN CITY COUNTIL IN WAITING IMMEDIATELY IF ADDRESS IS IN DIVIDED $\frac{1}{16000}$

347F

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

Property:

Supply Period

From: To:

19/11/2008

19/02/2009

Balance Brought Forward:

\$0,00 \$253.50

North Nowra

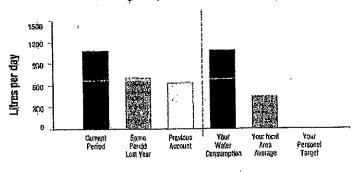
Current Charges (See over for details):

\$253.50

Amount Due:

Dally Interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison



shoalnaven-w-ASAUO:-000126

ACCOUNT DETAILS

27/02/2009 Date of Issue:

Assessment No:

3095-04100-4

Amount Due:

\$253.50

Please Pay By:

27/03/2009

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size none	Typical Water use 170.	Efficient Water use 103	NEWS 4U!
İ	lleme. mydiym eguşl	229. 288. 344	147 160 176	QUARTERLY WATER & SEWER
	none small medium large	322 390 457 509	206 250 263 279	AVAILABILITY CHARGES
	none small medium large	417 550 626 674	309 353 368 382	Remember that. from July 2008
tit	none smail medium large	529: 723: 786 854	412 456 469 485	your water and sewer availability charge will appear
iiii	none small medium lärge	656 949 1004 1107	515 559 572 588	on your water account.
iiiii	noné amali medium largé	784 1354 1437 1582	618 662 675 691	
Your Daily	verage	1076 L	Your Pers	onal Tanjelik DE

*Contact Shoulhaven Water to set or emend your personal torget level.

Description	This Account	Previous Acct	Change
Total Usage	99 kL	61 kL	38 KL
Days in Period	92	97	-5
Average Daily Usage	1076 L	629 L	447 L
		1000 Litres (L) = 1 kilolitre (kl	

Assessment No. 847F

() POST billpay

*2146 60632700

Biller ID: 858639

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.shozihaven.nsw.oov.au *Note: A 1% surcharge applies

BPAY

Contact your financial Institution to make payment from your bank account

DIRECT DEBIT

Contact us for further information: 4429 3340 or syrvashool vater, now gov.au

Post Billpay

Amount Due: \$253.50

Please present your water account with your payment

Personal Payment

Present to cashler at SCC offices or post to PO Box 42 Nowra NSW 2541. Cheques made payable to snoantaven cny council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

Meter No	Présent Réading		Present Réading Previous Reading		Usage (kl)	
- ,	. (100	966	867	99 kl		
04W734456	<u>L</u>	900	Total Consumption			
Water Usage Charges						
Description		ki		Charge/KL	Charge	
Water Charge Current	First	99		\$1.00	99.00	
Trans Stange Sality			Total Water Usage Charges		\$99.00	
Water Availability Cha	argė	and the distribution of the second second second second second second second second second second second second	AND THE PROPERTY OF THE PROPER			
Description		Quantity	Period	Annual Charge	Charge	
WATER 20MM		1	1 Jan to 31 Mar 2009	\$61.00	15.25	
\$\$ 14 lm2 1 4m24281111			Total Water Availability Charges		\$15.25	
Sewer Availability Ch	arge	1	7			
Description		Quantity	Period	Annual Charge	Charge	
SEWER ZOMM		1	1 Jan to 31 Mar 2009	\$557.00	139.25	
OPHEL HOMB			Total Sewer Availability Charges	* ₆ , * ,	\$139,25	

INTERNET BANKING RECEIPT DETAILS

Receipt Number:

Date: 03/03/2009

Time: 09:22 PM AEST

PAYMENT BY BPAY®

BPAY® From: 847F

BPAY® To: SHOALHAVEN WATER - A DIVISION OF SCC Biller Code:

Customer Reference: \$47F

Biller Alias: SHOALHAVEN WATER - A DIVISION OF SCC

Amount: \$253.50

Payment made by: 1847F

IMPORTANT INFORMATION

Payments that are confirmed before 5.30pm AEST Monday to Friday will be processed on the same business day. Please allow up to 2 working days for the payment to be received by the Biller.

Thank you for using Internet Banking.

ęwis, Fiona

From:

s47F

Sent:

Tuesday, 7 April 2009 7:58 PM

To:

Lewis, Fiona

Subject:

Fw: WATER ACCOUNT - MARCH 2009

Attachments: \$47F

NOWRA - WATER ACCOUNT MARCH 2009.pdf

nave not been reimbursed for this account in the April 09 rental payment. i Fiona, ould you please follow up and advise.
hanks & Regards

---- Or<u>iginal Message</u> ----

rom: s47F

[o: Fiona.Lewis@dha.gov.au

Sent: Thursday, March 05, 2009 8:25 PM Subject: WATER ACCOUNT - MARCH 2009

Please find attached copy of water account for March 2009.

Thanks & Regards s47F

Service Minister Confession

ACCOUNT DETAILS

27/02/2009 Date of Issue:

3095-04100-4 Assessment No:

Please Pay By:

Amount Due:

27/03/2009

\$253.50

PLEASE NOTIFY SHOALHAVEH CITY COUNCIL IN WAITING HAMEDIATELY IF ADDRESS IS INCORRECT

1-111-111-1-1111-1111-11

YOUR ACCOUNT SUMMARY

s47F

Property Details

Customer Type:

Single Dwelling or Vacant Land

North Nowra

R(Z

Property: **Supply Period**

From:

19/11/200B

To:

19/02/2009

Balance Brought Forward:

\$0,00

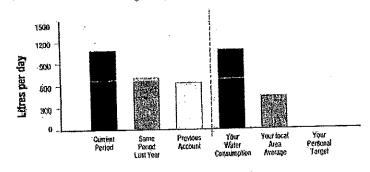
Current Charges (See over for details):

\$253.50 \$253.50

Amount Due:

Dally Interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison



YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size none small medium large	Typical Water use 170 229 288 344	Efficient Water use 103 147 160 176	NEWS 4 U!
†	none small médrim large	322 390 457 509	206 250 263 279	WATER & SEWER AVAILABILITY CHARGES
†††	none small medium large	417 550 626 674	309 353 366 382 412	Remember that
	none small medium targe	529 723 786 854	456 469 485	your water and sewer availability charge will appear
iii ii	none sinali medium large	656 949 1004 1107	515 559 572 588	on your water account.
*****	none small medium large	784 1354 1437 1582	618 662 675 691	
Your Dally A		10761		onal Target" Ö.L. rezsonal tardel level.

·Contact Shouldaven Water to set or amend your personal target level

Description	This Account	Previous Acct	Change
Total Usage	99 kL	61 kL	38 kL
Days in Period	92	97	-5
Average Daily Usage	1076 L	629 L	447 L
		1000 Litres (L) =	1 kilolitre (kL)

Assessment No: 3095-04100-4

() POST billpay



*2146 60632700

Biller ID: 858639

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.shoalhayen.nsw.oov.au *Note: A 1% surcharge applies

BPAY

Contact your financial Institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.shoolwater.now.gov.au

O Post Billpay

Please present your water account with

Personal Payment

Present to cashier at SCC offices of post to PO Box 42 Nowra VSW 2541. Cheques made payable to snowhaven City Council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

Moter betall alla licani		and the allege	Previous Réading	Usage (kl)	
Meter No	Pres	ent Réading	867	99 kl	
04W734456		966	OU!		
			Total Consumption	99 kl	
Water Usage Charges Description		Kİ		Čharge/ĶL \$1.00	Charge 99.00
Water Charge Current	First	99	Total Water Usage Charges	01,00	\$99.00
Water Availability Cha	rge			August Chargo	Charge
Description		Quantity	Period	Annual Charge	15.25
WATER 20MM		1	1 Jan to 31 Mar 2009 Total Water Availability Charges	\$61.00	\$15.25
Sewer Availability Ch	arge	I I	7	:	0)
Description		Quantity	Period	Annual Charge	Charge
		1	1 Jan to 31 Mar 2009	\$557.00	139,25
SEWER 20MM		,	Total Sewer Availability Charges		\$139.25

INTERNET BANKING RECEIPT DETAILS

Receipt Number:

Date: 03/03/2009

Time: 09:22 PM AEST

PAYMENT BY BPAY®

BPAY® From: S47F

BPAY® To: SHOALHAVEN WATER - A DIVISION OF SCC Biller Code \$47F

Customer Reference: \$47F

Biller Alias: SHOALHAVEN WATER - A DIVISION OF SCC

Amount: \$253.50

Payment made by: \$47F

IMPORTANT INFORMATION

Payments that are confirmed before 5.30pm AEST Monday to Friday will be processed on the same business day. Please allow up to 2 working days for the payment to be received by the Biller.

Thank you for using Internet Banking.

Lewis, Fiona

From:

Lewis, Fiona

Sent:

Thursday, 9 April 2009 2:09 PM

To:

347F

Subject: RE: WATER ACCOUNT - MARCH 2009

Good afternoon

s47F on

I have followed this up with Accounts Payable & they have assured me that the reimbursement will be included in May's rent.

I apologise for the inconvenience.

Thanks and regards,

Fiona Lewis | Leasing Officer Nowra HMC | Defence Housing Australia Suite 3, Level 2, 55-57 Berry St, Nowra NSW 2541

Box 1058 Nowra NSW 2541)

Ter: (02) 44211510 | Fax: (02) 44211560 fiona.lewis@dha.gov.au | www.dha.gov.au



From: S47F

Sent: Tuesday, 7 April 2009 7:58 PM

To: Lewis, Fiona

Subject: Fw: WATER ACCOUNT - MARCH 2009

Hi Fiona,

I have not been reimbursed for this account in the April 09 rental payment.

Could you please follow up and advise.

Thanks & Regards

s47F

Original Message -----From: \$47F

To: Fiona.Lewis@dha.gov.au

Sent: Thursday, March 05, 2009 8:25 PM Subject: WATER ACCOUNT - MARCH 2009

Hi Fiona,

Please find attached copy of water account for March 2009.

Thanks & Regards

s47<u>F</u>

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE:

22 June 2009

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra NSW 2541

Please find attached the water usage accounts for the above service residence. Please reimburse the Lessor \$46.00 as they have paid the water usage accounts for the above property.

If you require any further info please call Fiona on x1510.

Regards

s47F



Wendy Dell Manager Defence Housing Authority NOWRA 02 4421 1503



Water Account

PLEASE HOTHY SHOWLASTED CITY COURCIL HEYMITHIG IMPLICATELY IP ANTHERS IS HAROHISECT

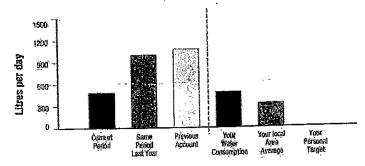
YOUR ACCOUNT SUMMARY

Gustomer Type: Single Dwelling of Vacant Land Property: \$47F \$47F North No.	vra .
Supply Period From: 19/02/2009	
From: 19/02/2009 To: 25/05/2009	

\$0,00 Balance Brought Forward: \$200.50. Current Charges (Sec over for details): \$200.50 Amount Due:

Dally Interest Rates on Overdire Accounts is 10% per armum

Your average daily water consumption comparison



skoalinavin-w-ASA00 i -000293

ACCOUNT DETAILS

29/05/2009 Date of issue: 3095-04100-4 Assessment No: Amount Due: \$200,50 26/06/2009 Please Pay By:

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use	annam ain
NI Conseilain	none	170	103	NEWS 4 UI
	medion medion egast	229 285 344	147 160 176	QUARTERLY WATER & SEWER
h	nond small medium large	322 390 457 509	206 250 263 279	AVAILABILITY CHARGES
	none small medium large	417 550 828 674	209 353 356 382	Remember that from July 2008
†††	none small medium large	529 723 786 854	412 456 469 485	your water and sewer availability charge will appear
****	noce email large large	656 949 1004 1107	515 559 572 588	on your water account:
	nonë smali medium large	784 1354 1437 1682	618 862 675 691	_
Your Dally Av	orage.	ABA L	Your Pers	onal Target* CARLO
*Contest Shoe	ihaven Wa	jet ga zej ar.	amend your t	ærsonal terget level.

Description	This Account	Previous Acet	Change-
Total Usage	46 kL	99 KL	-53 kL
Days in Period	9.5	92	.3
Average Daily Usage	484 L	1076 L	-592 L
	<u> </u>	1000 Litres (L) =	1 kilolitre (kl.)

Assessment No: 3095-04100-4

() POST billpay



12146 60632700

PAYMENT OPTIONS

Credit Card* Please Call 1300 66 20 25 or Log on to: www.shoalhaven.nsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your Imancial Institution to make payment Irom your bank account.

DIRECT DEBIT

Contact us for further Information: 4429 3340 or www.shoalwater.nsw.gov.au

O Post Bilipay

Please present your water account with your payment

Biller ID: 858639

Personal Payment
Present to dashler at SCG
offices or post to PO Box 42 Nowra
NSW 2541. Cheques made nayable to
Shoalhaven City Council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

Meter No	Pres	ent Reading	Previous Reading	Usage (kl)	
04W734456		1012	966	46 KI	
A STATE OF THE STA	2		Total Consumption	46 kl	***
Water Usage Charges	The same of the sa	~		¥ *	19 -5
Description		ki		Charge/KL	Charge
Water Charge Current	First	46		\$1.00	46.00
The state of the s			Total Water Usage Charges		\$46.00
Water Availability Cha	rge	The state of the s	and the state of t		
Description		Quantity	Period	Annual Charge	Charge
WATER 20MM		1	1 Apr to 30 Jun 2009	\$61.00	15.25
Attit mid more and			Total Water Availability Charges		\$ 15.25
Sewer Availability Cha	arge		7		
	estina no injerio.	Quantity	Period	Annual Charge	Charge
SEWER 20MM		1	1 Apr to 30 Jun 2009	\$557.00	139.25
			Total Sewer Availability Charges	(m) (1	\$139.25



NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

K3457711060

Created:

21/06/09

Last modified:

From account:

s47F

Biller code:

858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount

200.50

Payment date:

21/06/09

Authoriser:

s47

End of Report

Date 21/06/09 Time 11:49 National Australia Bank Limited A.B.N. 12 004 044 937

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE:

25 September 2009

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra NSW 2541

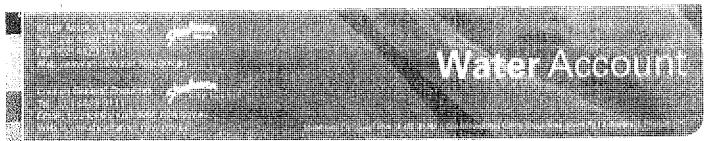
Please find attached the water usage accounts for the above service residence. Please reimburse the Lessor \$54.10 as they have paid the water usage accounts for the above property.

If you require any further info please call Fiona on x1510.

Regards

s47F

Fiona Lewis Defence Housing Authority NOWRA 02 4421 1510



PLEASE HOTHY SHOAL PAREN CITY COURCIL IN WHITHIG HAW EDIATELY IF ADDRESS IS INCORRECT

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Property: Single Dwelling or Vacant Land \$47F

North Nowia

Supply Period

From: To: 25/05/2009 21/08/2009

Balance Brought Forward:

\$0.00

Current Charges (See over for details):

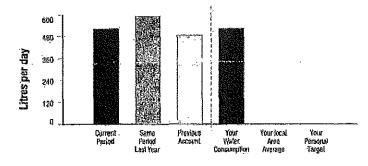
\$216.60

Amount Due:

\$216.60

Daily Interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison



strastiaven-w-ASADO1-000308

ACCOUNT DETAILS

Date of Issue: 28/08/2009

Assessment No: 3095-04100-4

Amount Due: \$216.60

Please Pay By:

25/09/2009

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size none small niedium largé	Typical Water use 170 229 288 344	Efficient Water use 103 147 160 176	NEWS 4 UI
	none small medium iarga	32 <u>2</u> 390 457 509	206 250 263 279	Programs There are a number of
	none small medium large nonë	417 550 626 674 529	353 366 382 412	assistance programs in place to help customers
+711	småll medium lärge	723 786 854	456 469 485	with water and sewerage
	no na sinall niedium lane	656 949 1004 1107	515 559 572 588	services, See the enclosed brochure for
initia	none small medium large	784 1354 1437 1582	618 662 675 691	further details.
Contact Shoo		523 L	young <u>ry</u> amend your s	ersonal target level

Description	This Account	Previous Acct	Change
Total Usage	46 KL	48 kL.	0 KL
Days in Period	88	95:	-7
Average Daily Usage	523 L	484 L	39 L
		1000 Litres (L) =	t kilolitre (kļ.)

Assessment No: 3095-04100-4

() **≥ost** billpay



Amount Due: \$216,60

*2146 60632700

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 or Log on to: www.cheathaven.new.gov.bu "Note: A 1% surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3840 or www.shoalwater.nsw.gov.äu

Post Billpay

Please present your water occount with your payment

Biller ID: 858639 Ref: \$47F

Personal Payment

Present to cashier at SCC offices or post to PO Box 42 Newra NOW 23-41. Olieques made payable t Shoathaven City Council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

Meter No	Pres	sent Reading	Previous Reading	Usage (kl)	
04W734456		1058	1012	46 kl		
			Total Consumption	4 6 kl		
Water Usage Charges	The second secon		A CONTRACTOR OF THE CONTRACTOR			
Description		kl		Charge/KL	Charge	
Water Charge Current Water Charge Pro-Rata	First First	27 19		\$1,30 \$1:00	35.10 19.00	
sidrei chidifle Lin-uara	, no	13	Total Water Usage Charges	ψ (1dO	\$54.10	
Water Availability Cha	rge					
Description		Quantity	Period	Annual Charge	Charge	
WATER-20MM		1	1 Jul to 30 Sep 2009	\$65,00	16,25	
			Total Water Availability Charges		\$16.25	
Sewer Availability Cha	ride					
Description		Quantity	Period	Annual Charge	Charge	
SEWER 20MM		1	1 Jul to 30 Sep 2009	\$585.00	146.25	
			Total Sewer Availability Charges		\$146.25	



NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

R2969385200

Created:

24/09/09

Last modified:

From account:

c47F

Biller code:

0000858639

:Biller name;

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount

216,60

Payment date:

24/09/09

Authoriser:

12893344

End of Report

Date 24/09/09 Time 19:37 National Australia Bank Limited A.B.N. 12 004 044 937

PROPERTY INSPECTION REPORT S47F



,					_		
☑ A	nnual	Inspe	ection	☐ Pre Vacation Inspection ☐ Pre Uplift Inspection ☐] Uplif	t Inspectio	า
Addres	ss of P	ropert	y:		it No:	s47F	
Consu	ltant:			S47F Lock Box/Other:			
Owner	- 1		•	DHA PRE 96 POST 96 ONBASE Property identified for (circle one): //	Retain	ing Handir	ng back
Location Code	FLOOR COVERINGS	PAINT	STRUCTURE	Circle: Heating Cooling Dishwasher Microwave Dryer Washing Machine Model / Make: MCONNAL GON 3904 500 d.	Charge	Trade EL – Elect. PL - Plumber CA - Carpenter PA - Painter	Work Order Raised
۲		if wor		COMMENTS			
				monty stilling dear fairly)	R	CAVL	
				Cathy- Note? P. M.			
				now celet raine Hows	<u>P</u> .	PLL.	/
	·			Cheen 315 litre.			
				Theen 315 litre. 1 Model 1/131508 4/5/08			
				7 3 08			
				Car ded handle + lock forming soon	R	LCK	1
				Tour not ormany (auros 9	1	`	
				,		***	
				fanasone and con, 1.			
				arst.			
	,						

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE:

07 December 2009

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra NSW 2541

Please find attached the water usage accounts for the above service residence. Please reimburse the Lessor \$85.80 as they have paid the water usage accounts for the above property.

If you require any further info please call Fiona on x1510.

Regards

s47

Fiona Lewis Defence Housing Authority NOWRA 02 4421 1510



PLEASE NOTIFY SHOALHAVEN CITY COLLECT IN WINTHIN IMMEDIATELY IF ADDRESS IS INCORRECT

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Property:

(Res) Single Dwelling/Vac Land S47F

Supply Period

From: To

21/08/2009 19/11/2009

Balance Brought Forward:

\$0.00

Current Charges (see over for details):

\$246,30

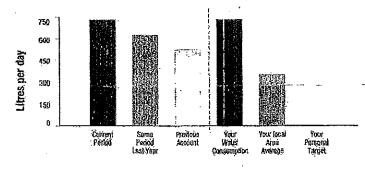
Amount Due:

\$248.30

dorth Nowra

Dally Interest Rates on Overdue Accounts is 10% per annum

Your everage daily water consumption comparison



ACCOUNT DETAILS

Date of Issue:

27/11/2009

Assessment No:

3095-04100-4

Amount Due:

\$248.30

Please Pay By

28/12/2009

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size none small medium large	Typical Water Use 170 229 288 344	Efficient Water use 103 147 160 176	NEWS 4 UI Energy & Water Ombudsman NSW
	none small ntedrum lärge none	322 390 457 669 417	206 250 263 279 309	As a service to our cystomers, Shoalhavan Water is
	small medium large none	550 626 674 529	353 366 382 412	now a member of EWON provides for an independent
	småli medlum large none	723 786 854 656	456 469 485 515	resolution to any issues that you may have with us.
inin	small medium targe none	949 1004 1107 784	559 572 588 618	Although Shoalhaven Water encourages customers to contact os first to address
******	sinall medium large	1354 1437 1582	662 675 691	issues, EWON can be confected on 1800 246 545 and is free.
Your Dally Ava *Contact Shealt		733 L	naug kom be	record target level.

	Description	This Account	Previous Acct	Change
•	Total Usage	66 kL	46 kl.,	20 kL
	Days in Period	90	88	: 2.
	Average Daily Usage	733 L	523 L	2101.
		,	1000 Litres (L) =	1.kilolitre (kL)

Assessment No: 3095-04100-4

D POST billpay



12146 60632700

BillerID

PAYMENT OPTIONS

Credit Card* Please Call 1300 66 20 25 or Log on to: www.shoalbayen.nsw.gov.au Note: A 1 % surcharge applies

BPAY

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4/29 3340 or www.shoalwater.nsw.gbv.au

Post Bilipay

Please present your with your payment.

Personal Payment

Present to cashler at SCC offices or post to PO Box 42 Nouvra NSW 2541, Cheques made payare t Shoalnayen City Council

For other payment options, see our website, www.shoalwater.nsw.gov.au



NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

X2815943882

Created;

05/12/09

Last modified:

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

Amount:

Payment date:

248.30

05/12/09

Authonser:

End of Report

Date 05/12/09 Time 20:31 National Australia Benk Limited A.B.N. 12 004 044 937

Ľewis, Flona

From:

Saturday, 5 Decemb

Sent:

To:

Lewis, Flona

WATER ACCOUNT - NOVEMBER 2009 Attachments: DHA WATER ACCOUNT - NOVEMBER 2009.pdf

Market St.

Please find attached copy of water account for November 2009.

Thanks & Regards

\$47F

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE:

03 March 2010

TO:

Accounts Payable

CC:

Property File

SUBJECT: WATER ACCOUNTS

s47F

North Nowra NSW 2541

Please find attached the water usage accounts for the above service residence. Please reimburse the Lessor \$146.90 as they have paid the water usage accounts for the above property.

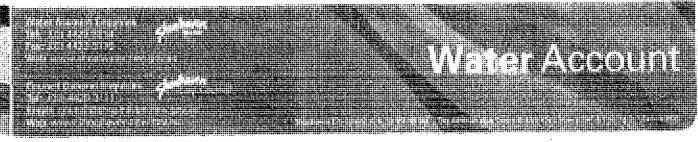
If you require any further info please call Fiona on x1510.

Regards

s47F

Fiona Lewis
Defence Housing Authority
NOWRA
02 4421 1510

5/



FU2

PLEASE HOTTEY SHOALHAVEN CITY COUNCIL BY WRITING HAMEDIATELY IF ALTORESS IS ALLOHIZED

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

(Res) Single Dwelling/Vac Land

Property:

Supply Period

From:

19/11/2009

To:

19/02/2010

Balance Brought Forward:

\$0.00

Current Charges (See over for details):

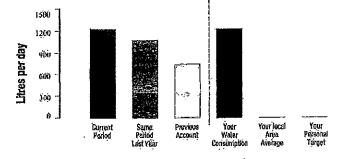
\$309.40

Amount Due:

\$309,40

Dally interest Rates on Overdue Accounts is 10% per annum

Your average daily water consumption comparison



\$7000Traven-w-ASA001-000434

ACCOUNT DETAILS

Date of Issue:

26/02/2010

Assessment No:

3095-04100-4

Amount Due:

\$309.40

Please Pay By:

26/03/2010

YOUR HOUSEHOLD WATER USE COMPARED

in household	Size. none	Water use	Water use 103	NEWS 4 U
þ	small niedken	229 288 344	147 160 176	Energy & Water
4.4	none small	322 390	206 250	Ombudsman NSV
	medium large	457 509	263 279	As a service to bur customers.
***	none small medium large	417 550 626 674	309 353 366 382	Shoalhaven Water is now a member of EWON, EWON provides for a
	none small medium large	529 723 786 854	412 456 469 485	independent resolution to any issues that you may
††††	none small medium large	656 949 1004 1107	515 559 572 588	have with us. Aithough Shoethaver Water encourages customers to contac
†††††	nohe smali medium large	784 1354 1437 1582	618 662 675 691	us firet to address issues, EWON can b contacted on 1800 246 545 and is free

Description	This Account	Previous Acct	Change
Total Usage	113 kL	66 kL	47 kL
Days in Period	92	90:	2
Average Daily Usage	1228 L	733 L	495 L
		1000 Litres (L) =	(kilolitre (kL)

Assessment No: 3095-04100-4

() POST bilipay



*2146 60632700

PAYMENT OPTIONS

Credit Card

Please Call 1300 66 20 25 or Log on to: www.shoalhavan.nsw.ooy.au Note: A 1% surcharge applies **BPAY**

Contact your financial institution to make payment from your bank account.

DIRECT DEBIT

Contact us for further information: 4429 3340 or www.sinoalwater.nsw.gov.au

Post Billpay

Amount Due: \$309.40

Please present your water account with your payment

Personal Payment

Biller Code: 858639

Present to cashler at SCC offices or post to PO Box 42 Novra NSW 2541, Chicago made payable to Shoalhaven City Council.

For other payment options, see our website: www.snoalwater.nsw.gov.au

Meter Detail and Reading

Meter No	Present Reading		Previous Reading	Usage (ki)		
04W734456		1237	1124	113 kl		
			Total Consumption	113 kì		
Water Usage Charges						
Description		kļ		Charge/KL	Charge	
Water Charge Current	First	113		\$1,30	146.90	
•			Total Water Usage Charges		\$146.90	
Water Availability Cha	irge					
Description		Quantity	Period	Annual Charge	Charge	
WATER 20MM		1	1 Jan to 31 Mar 2010	\$65.00	16.25	
			Total Water Availability Charges		\$16.25	
Sewer Availability Ch	arge		भिन्नु हो। १			
Description		Quantity	Period	Annual Charge	Charge	
SEWER 20MM		ì	1 Jan to 31 Mar 2010	\$585.00	146.25	
Attend macroids			Total Sewer Availability Charges	مبراه	\$146.25	



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

A7827758089

Created:

03/03/10

Last modified:

From account:

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

Amount:

309.40

Payment date:

Authoriser:

03/03/10 47 =

End of Report

Date 03/03/10 Time 01:12 National Australia Bank Limited A.B.N. 12 004 044 937



aami.com.au

Receipt Landlord Insurance

1 June 2010

Page 1 of 2

Insured Address

NOWRA NORTH NSW 2541

Policy Number



Australian Associated Motor Insurers Ltd.

ABN 92 004 791 744 AFSL No. 238173 99 Walker Street North Sydney 2060

Building Policy with Tenant Protection

Total Paid \$674 Taxes included: **GST** \$56.21 Stamp Duty \$55.65 Fire Service Levy Allocation \$93,69

Please read the Insurance Schedule over the page to confirm important information about you and your policy.



Insured

Landlord Insurance Schedule

This insurance schedule shows information about you and your policy. It forms the basis of our agreement with you. It should be read along with your other policy documents for all conditions and limitations of cover. It's very important that you tell us if any information shown is wrong. If you don't tell us, we may not pay a claim or cancel your policy. To update any information call us on 13 22 44 or email us at aami@aami.com.au

1 June 2010

Page 2 of 2

Insured Address

s47F

NOWRA NORTH NSW 2541

Policy Number

s47F

Your Home		Excesses	
Insured Address S47F NOWRA NORTH NSW 2541		Building Standard Excess Plus Flexi-Premium Excess	\$200 \$1,000
Description of Insured Home Single storey, brick veneer, built in or after 2000s, 4 2 Bathroom, double garage		Tenant Protection Standard Excess Plus Flexi-Premium Excess Plus Unoccupied Excess (if applicable)	\$200 \$1,000 \$1,000
Home Use	Private		
National Trust Classification	No	Building Complete Replacement Cover	
Deadlocks	No	Building Cover	
Keyed Window Locks	No	Repair or rebuilding costs	Unlimited
Alorm	No	Building Additional Benefits	\$1,000
Electronic Access	No.	Lacating water leaks (policy booklet page 29)	Ψίλουο
Security Guard	Nö	Legal Liobility	
Video Surveillance	No	\$10 million	
Policyholder claims in the past three years	Nil		
		Endorsements	
Policy Detoils		Nil	
Policy Type Building with Ten	ant Protection		
Period of Cover 11/06/2010 to Midnight	11/06/2011		

Looking after your policies has never been easier.

At AAMI we want to make your life easier. Benefit from the convenience of **My Policy Manager** where you can view, manage and change your policies online.

Visit the My Policy Manager section of **aami.com.au** and enter your policy number to register. It's that easyl

RO2

PLEASE NOTIFY SHOALHAVEN CITY COUNCIL IN WHITING IMMEDIATELY IF ADDRESS IS INCORRECT

(Res) Single Dwelling/Vac Land S4-7E

YOUR ACCOUNT SUMMARY

Property Details

Customer Type:

property: **Supply Period**

From: To:

19/05/2010 25/08/2010

Balance Brought Forward:

\$0.00 \$249,95

North Nowra

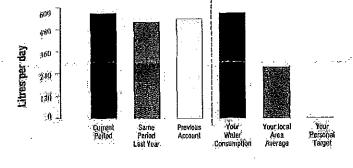
Current Charges (See over for details):

\$249,95

Amount Due:

Daily Interest Rates on Overdue Accounts is 9% per annum

Your average daily water consumption comparison



ACCOUNT DETAILS:

Date of Issue:

3/09/2010

Assessment No:

3095-04100-4

Amount Due:

\$249.95

Please Pay By:

1/10/2010

YOUR HOUSEHOLD WATER USE COMPARED

			and the second	
No of people in household	Garden Size none	Typical Water use 170	Efficient Water use 103	NEWS 4 U
	small medium large	229 288 344	147 160 176	Shoalhaven has again performed
11	none small medium large	322 390 457 509	206 250 263 279	at the higher end of the scale in
111	none small medium large	417 550 626 674	309 353 366 382	comparison to the other similar water utilities in
titi	none small medium large	529 723 786 854	412 456 469 485	the recent National Performance
****	none small medicin large	650 949 1004 1107	515 559 572 588	Report, Details can be found www.shoalwater
THIRT	none small medlum large:	784 1354 1437 1582	618 662 675 691	nsw.gov.au or 4429 3214.
Your Daily Ave	rage	57 i L	-Your Perso	nel Target 0

*Contact Shoalliaven Wale	r to set or amend	vour nersonal	tacuel fer	vei
Your Daily Average	57 i L Your	Personal Tar	graft	DL

		3.1.1.	
Description	This Account	Previous Acct	Change
Total Usage	56 KL	48 kL	8 KL
Days in Period	98	. 89	. 9 ``
Average Dally Usage	571 L	539 L	32 L
•		1000 Litres (L) ==	1 kilolitre (kL)

Assessment No: 3095-04100-4

() POST billpay

Amount Due: \$249,95

Biller Code: 858639

PAYMENT OPTIONS

Credit Card*

Please Call 1300 66 20 25 Please call found to 20 25 or Log on to: www.siluallaveil.irsw.gov.au *Note: A 1% surcharge applies

BPAY

Contact your financial nstitution to make paymer from your bank account.

DIRECT DEBIT

Contact us for further Information: 4420 3340 or www.shoalwater.nsw.gov.au

Post Billpay

Please present your water account with your payment

Personal Payment

Present to cashier at SCC ces or nost to PO Box 42 Nowra 2541. Cheques made payable to Shoalhaven City Council.

For other payment options, see our website: www.shoalwater.nsw.gov.au

Meter Detail and Reading

	10 010	. 3	77 N				
Present Reading					The second secon		
	1341	1285	56 kl				
	·	Total Consumption	56 kl				
	кl		Charge/KL	Charge			
First	31		\$1.45	44.95			
First	25		\$1,30	32,50			
		Total Water Usage Charges	and the second s	\$77.45			
rge							
-	Őuarltity	Period	Annual Charge	Charge			
	1	1 Jul to 30 Sep 2010	\$75.00	18.75			
	•	Intal Water Availability Charges		\$18,75			
rge			are we see that the see the				
- '	กแลกปัง	Perlod	Annual Charge	Charge			
	A. Windingsing	1 Jul to 30 Sep 2010	\$615.00	153.75			
	r 5 Î			\$153.75			
	First First	kl First 31 First 25 'ge Quartity 1	I 1341 1285 Total Consumption kl First 31 First 25 Total Water Usage Charges 'ge Quaritity Period 1 Jul to 30 Sep 2010 Total Water Availability Charges	Section Sect			



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

P9763036185

Created:

29/09/10

Last modified:

From account:

s47F

Biller code:

0000858639

Biller name:

SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no:

s47F

Amount:

249.95

Payment date:

29/09/10

Authoriser:

12893344

End of Report

Date 29/09/10 Time 22:29 National Australia Bank Limited A.B.N. 12 004 044 937

Advice of Change of Details

(Note: Please complete relevant section details only)

7/1

Leased property ad	dress:		HOWRA HOK NSW 2541
Lessor Code (HMC use)		Init Number (HMC use)	
Lessor Name:			4-
Home Address::			
Mailing Address:	AS ABOVE	Marie .	······································
Telephone No: (w)	A A management	0.17E	SED
	N/A		ras ellera engleste ga
s47F Email:			
Insurance Details*:			
Company	AAMI	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Policy Number	5-7/1		*******
Insurance Cover (Building & Contents)	\$ UNLIMITED		
Public Liability	φ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,	i
Date of Expiry	11/06/2011	**********************	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
		al de la la la la la la la la la la la la la	1 1 (6) 1 25
provide this information	of cover and proof of payment if n if DHA pays insurance on your be sets the lease requirements.	ot previously provided. You dehalf. Please note that it is you	o not need to ir responsibility to
Instructions for termit	e inspections:		
Do you wish regular ter	mite inspections to be carried ou	tr Yes	No
If Yes, would you like I for you and deduct the	OHA to arrange inspections	Yes	/ No
Frequency:	Quarterly \(\square \) 6 mont	hly Annually	Ó
What month/months we	ould you like this inspections to b	e conducted:	4124444444444
		s47F	
Date: 3 /12 / 10	Signature of Lessor	v	



aami.com.au 13 22 44

Renewal
Landlord Insurance

30 April 2011

Page 2 of 3

Insured Address S47F

NORTH NOWRA NSW 2541

18

Policy Number

s47F

Australian Associated Motor Insurers Ltd.
ABN 92-004-791-744 AFSL No. 238173 99 Walker Street North Sydney 2060

Amounts shown are GST inclusive

Date Due Midnight 11 June 2011

12 months

Amount Due

\$704.03

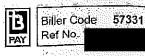
Building Policy with Tenant Protection

Please read the Insurance Schedule over the page to confirm important information about you and your policy.

Establisher saldis

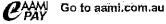
AAMI

PHONE By Credit Card 1300 369 708 VISA, Master Card, American Express



Reference No.

INTERNET



BY MAIL Post your cheque and this payment slip to AAMI GPO Box 5356 SYDNEY NSW 1176

IN PERSON At any AAMI Branch or Post Office, Amount Due

\$704,03

• POST billpay



*269 HOM215970715 11062011 03



Insured

Landlord Insurance Schedule

This insurance schedule shows information about you and the policy we offer. When we receive the required premium from you by the date due, this schedule will form the basis of our agreement with you. It should be read along with your other policy documents for all conditions and limitations of cover. It's very important that you tell us if any information shown is wrong. If you don't tell us, we may not pay a claim or cancel your policy. To update any information or to request a receipt call us on 13 22 44 or email us at aami@aami.com.au

30 April 2011

Page of 3

Insured Address S47F

NORTH NOWRA NSW 2541

Policy Number

s47F

Your Home		Excesses	
Description of Insured Home Single storey, brick veneer, tiled roof, built in or all 4 bedroom, 2 bothroom, double garage		Building Standard Excess Plus Flexi-Premium Excess Tenant Protection Standard Excess Plus Flexi-Premium Excess Plus Unoccupied Excess (If applicable)	\$200 \$1,000 \$200 \$1,000 \$1,000
Home Use	Private N.	Building Complete Replacement Cover	
National Trust Classification Deadlocks	No No	Building Cover Repair or rebuilding costs	Unlimi
Keyed Window Locks Alarm	No No	Building Additional Benefits Locating water leaks (policy booklet page 29)	\$1,000
Electronic Access	No	Legal Liability	
Security Guard	No	\$10 million	
Video Surveillance	No	Endorsements	
Policy Details		Nil	
	etiant Protection nt 11/06/2012		



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

Z2261798058

Created:

30/05/11

Last modified:

From account:

s47F

Biller code:

57331

Biller name:

AAMI INSURANGE

Customer reference no:

s47F

Amount:

704.03

Payment date:

30/05/11

Authoriser;

12893344

End of Report

Date 30/05/11 Time 21:42 National Australia Bank Limited A.B.N. 12 004 044 937



Property condition report

This form acknowledges that a condition report has been completed for this property. Please take the opportunity to review this report. Tenants must return the completed property condition report to Defence Housing Australia (DHA) within 14 days of the inspection date. If you have any questions, contact your DHA Property Manager or phone DHA on 139 DHA (139 342).

Tenant/Lessor	1	Vame						Pre-occ	Annual 🔀	Lessor
Property Manager	ı	Vame <	haron	Ha	where	- 1		Welcome	PVI	Other
Address of property	• [s47F	24 6201 (221,	1 (*****		**************************************		Date of Inspection	14/6	12
		Nort	la Naus	V ()	te NSW	Postcode 25		Time of inspection	2.00	+
	L	10017	/ i 1/2()N/	V CA DIA		rositotid X ()		TOTAL TOTAL PRODUCTION		TAK!
		eptable Tenant/								
	DHA	Lessor								
ENTRANCE / HALL	Y	J Y N	Comments/Actions						NTA V	
Walls/Ceiling]	•						
Floor/Coverings										
Doors										
Windows/Scroens			Panels	•						
Verticals/Drapes				.						
Light fittings/Power points			<u> </u>							
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Floor/Coverings			1							
Doors	I IV		1							
Windows/Screens	M.									
Verticals/Drapes				•••					3	
Light fittings/Power points										
Heater/Air con/Fan			Janon	<u>ts</u>						
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Floor/Coverings						ex		<u> </u>		
Doors ·										
Windows/Screens	V									
Verticals/Drapes										
Light fittings/Power points									~	,
Heater/Air con/Fan	V							- 1 m		
FAMILY	Y	YN	Comments/Actions		1,7(4-1					
Walls/Celling	M									
Floor/Coverings			tiled	•						
Doors				.,		445				
Windows/Screens	L									
Verticals/Drapes										
Light fittings/Power points	V,		covar	70	beren	lacod		Same	res au	mout
Heater/Air con/Fan	V		gas out	lot.						
White	: DHA	Pink:	Tenant copy		Recelpt of a	cknowledgement	ln	itials		

			Acceptable Tenant/		
	DHA			ant/ sor	
KITCHEN	Υ	N -	Υ	N	Comments/Actions
Walls/Ceiling	V				
Floor/Coverings	V	_			
Doors	1	_			
Windows/Screens					
Verticals/Drapes	$\langle \rangle$				
Light fillings/Power points	\square	_			
Cupboards/Drawers	V				Ix handle to be replaced.
Sink/Taps					
Bench tops/Tiling	V		Щ		
Oven/Cooktop/Griller	\square				
Rangehood					
Dishwasher		4			Spare.
Microwave		d			Space-
RUMPUS	Υ	N :	Υ	N	Comments/Actions
Walls/Ceiling					
Floor/Coverings	$\langle \rangle$		<u></u>		tiled.
Doors	\bigcup_{i}				
Windows/Screens					
Verticals/Drapes					·
Light fittings/Power points	M				
Heater/Air con/Fari		<u>/</u>			
STUDY	Υ	N	Υ	N	Comments/Actions
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Floor/Coverings		_			
Doors					
Windows/Screens					
Verticals/Drapes					
Light fittings/Power points				Ш	
PASSAGE/STAIRS	Υ/	N.	Y	N	Comments/Actions
Walls/Ceiling		<u> </u>	L		
Floor/Coverings]	u		thad.
Doors		$\sqrt{\ \ }$	<u> </u>		
Windows/Screens			L		
Verticals/Drapes					
Light fittings/Power points	Z)				
Cupboards .	V				

nt copy Receipt of acknowledgement Initials

Note. Dedicoms are manager		enny gorn eptable	d clockwise months life name
	DHA	Tenant	
BEDROOM 1	Y M	Lessor Y N	Comments/Actions
Walls/Ceiling			
Floor/Coverings			
Doors	V		
Windows/Screens			
Verticals/Drapes	Z,		
Light fittings/Power points			
Heater/Air con/Fan			
Robes			
BEDROOM 2	Y N	Y N	Comments/Actions
Walls/Ceiling	W		
Floor/Coverings	V		
Doors	M		
Windows/Screens			
Verticals/Drapes			
Light fittings/Power points			·
Heater/Air con/Fan			
Robes			
BEDROOM 3	YW	Y N	Comments/Actions
Walls/Ceiling			
Floor/Coverings			
Doors	V/		
Windows/Screens			
Verticals/Drapes	M_{Z}		
Light fittings/Power points	V		
Heater/Air con/Fan			
Robes			Atwork from boys.
BEDROOM 4	Y N	Y N	Comments/Actions O
Walls/Ceiling			
Floor/Coverings	V		
Doors	V/		
Windows/Screens	N/		
Verticals/Drapes	$\mathbb{Z}_{\mathbb{Z}}$		
Light fittings/Power points			
Heater/Air con/Fan			
Robes			(

Pink: Tenant copy Receipt of acknowledgement Initials

	Acceptable		
	DHA	Tenant/ Lessor	
LAUNDRY	YA	Y N	Comments/Actions
Walls/Ceiling			
Floor/Coverings	\mathbb{Z}		
Doors			
Windows/Screens			·
Verlicals/Drapes			Stimling.
Light fittings/Power points			
Cuphoards			
Tubs	\square		
Dryer			Battons.
BATHROOM	Y /	ΥN	Comments/Actions
Walls/Celling	Δ		
Floor/Coverings	V/		
Doors			
Windows/Screens			
Verticals/Drapes			Slimline.
Light fittings/Power points			
Exhaust tan/Tastic			
Taps	$\sqrt{\Box}$		
Towel rail			
Shower/Screen	$\sqrt{\Box}$		
Baih			
Vanity/Mirror	$\Delta \Box$		
Blinds			
TOILET	EY PEN	ΥN	Comments/Actions
Walls/Ceiling			in bathrooms.
Floor/Coverings			
Doors			
Windows/Screens			
Toilet			
ENSUITE	Y X	Y N	Comments/Actions
Walls/Ceiling			
Floor/Coverings			
Doors			
Windows/Screens	MU		
Light fittings/Power points			
Exhaust fan/Tastic			
Taps			
Towel rail			
Vanity/Mirror			
Shower/Screen	N/		
Toilet			Descript of advanced by the least of the lea

Page 3

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Receipt of acknowledgement

ln}tials

	T	Acceptable		ile	
	DHA		Tenant/ Lessor		•
OTHER	Y	N	Y		Comments/Actions .
Walls/Ceiling					•
Floor/Goverings			E		
Doors			E		•
Windows/Screens	Ē		F		
Verticals/Drapes	F				
Light fittings/Power points	F		F		
Heater/Air con/Fan					
Exhaust fan/Tastic	Ē		li		
Robes			F		
EXTERIOR GROUNDS	Υ	N	ľ	N	Comments/Actions
Shed		W			
Clothes hoist	7	7	F		·
Paths/Driveways	7				
Fences/Gates	V				
Gardens/Lawns/Edges					Edges need a trim.
Letterbox					Cages New a Trill
Pergola					
TV aerial Hotwater system			H		Ol ar
EXTRA		الــا N	<u> </u>	N N	Khoem 315.
Telephone			<u> </u>		OURRANIAVAGATO
Smoke detectors					
Bins		干] [
GARAGE/CARPORT	Y	<u> </u>	Y	N N	Comments/Actions
Walls/Ceiling	Ż		Ė	<u></u>	Guilliandiverse
Floor		厉			
Doors					
Windows/Screens	7	$\overline{\Box}$	/		
Blinds	H			<u> []</u>	
Light fittings/Power points	Z		Ħ		
Bench/Shelving		\mathcal{M}	<u></u>	<u> </u>	
general coniments v	<u>~</u>	18	<u>'</u>	} 	
10.115	N	-		ЭV.	- garden.
NO VICE	24		<u>-</u>		June
General Items	Υ	N	Qu	antity	Comments/Actions
Set of keys			l		
Remotes			L .		
Appliance check			 		
Bylaws acknowledged					
Common Area/Strata details (if a		ible)	, ,	<u></u>	
Claustare DHA	7F				14, 6,12 Signature Tenant/Lessor 15,06112
Property Manager				Dieks 7	

A Company of the Comp

Page 5

White: DFL4

Pink: Tenant copy



Dear Mr

RE: PROPERTY INSPECTION
S47F
NORTH NOWRA

I am writing to advise that Defence Housing Australia (DHA) has completed a periodic inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 14th June 2012 the property was occupied by a Defence tenant.

I am pleased to advise that the property is being well cared for by the tenant and is in a neat and tidy condition

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if you have a new mobile or email address since you last advised us please complete the attached Change of Details form. Please note that you do not need to repeat information which has not changed. If you have not already authorized DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorization on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 4421 1501 or by email at nowrap&t@dha.gov.au.

Yours sincerely

Sharon Herbert Property Manager Nowra Housing Management Centre Defence Housing Australia

Advice of Change of Details

(Note: Please complete relevant section details only)

Lessor Code (HMC use)&&&&&&&&&&Unit Number (HMC use)&&&&&&... (mobile) &&&&&&&&&&&&&&. (fax) &&&&&&&&&&&&. Insurance Details*: Company **Policy Number** Insurance Cover (Building & Contents) **Public Liability** Date of Expiry \$&&&&&&&&&&&&&&&&&& \$..... * Please attach evidence of cover and proof of payment if not previously provided. You do not need

to provide this information if DHA pays insurance on your behalf. Please note that it is your responsibility to ensure that insurance meets the lease requirements.

Instructions for termite inspections:

Do you wish regular termite inspections to be carried out: Yes / No

If Yes, would you like DHA to arrange inspections for you and deduct the cost from your rent: Yes / No Frequency: Quarterly | 6 monthly | Annually |

What month/months would you like this inspections to be conducted: &&&&&&&&.

LEASED PROPERTY INSPECTION REPORT



AUSTRALIA Inspection Date: 14th June 2012 Lessor: Mr S47F Address of Property S47F UPRN: NORTH NOWRA Occupied by Private Occupied by Defence Tenant Lease; Lease 96 ☐ Vacant Inspected by: Sharon Herbert Tenant **ACTION** CONDITION COMMENTS Bedroom 1 Bedroom 2 Bedroom 3 Bedroom 4 Study Ensuite Bathroom Toilet Living Room Dining Room Family Room Rumpus Room Oven was not heating and globe had blown Maintenance Kitchen completed repaired and replaced. Laundry Ext. Front Ext. Rear Garage/Cpt Shed **Grounds Front** Grounds Rear Other Common Area COMMENTS: The property is being maintained by tenant, and there was no maintenance reported at inspection.

Signed:			
Olgitica.		 	



Property condition report

This form acknowledges that a condition report has been completed for this property. Please take the opportunity to review this report. Tenants must return the completed property condition report to Defence Housing Australia (DHA) within 14 days of the inspection date. If you have any questions, contact your DHA Property Manager or phone DHA on 139 DHA (139 342).

Tenant/Lessor	Na	me s47F		Inspection type Pre-occ Annual X Lessor
Property Manager	Na	me	Arnott	Welcome PVI Other
Address of property	S ²	17F		Date of inspection
	N	malla	Nouva State NSV Postcode 2541	Time of inspection
			TOOM IS MANY TO PROPERTY OF THE PARTY OF THE	
		ptable Tenant/		
	DHA Y N	Lessor	Comments/Actions A	
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Heater/Air con/Fan	11_1			s47F
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Toilet					<i>™</i>

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Oven/Cooktop/Griller			Stati
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	DHA	Tenant/ Lessor	
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Floor/Coverings			
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Page 4

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Fences/Gates	V		Ī				-		
Gardens/Lawns/Edges		ā	F		(Pavire	ma	i, weed Si	ido Ar	es
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TV aerial			F					***************************************	
Hotwater system		$\overline{\sqcap}$							
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Telephone							!	le .	
Smoke detectors			E						
Bins									
GARAGE/CARPORT	Y	N	<u>\</u>	/ N	Comments/Actions				
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General comments		<u> </u>			· · · · · · · · · · · · · · · · · · ·		A		
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General Items	Y	N	\ Q	uantit	V Comments/Actions	3			
Set of keys									
Remotes									
Appliance check								,	
Bylaws acknowledged									
Common Area/Strata details/if a	oplica	hle)	_					_	
Signature DHA							Signature ×	7F	17,6,13
Property Manager					/	. /	Signature Tenant/Lessor		170113
Page 5 White:	DHA			Pint?	Tenant copy		Receipt of acknowledgement	Initials	

Page 5

White: DHA

Pinl& Tenant copy

Receipt of acknowledgement





Dear M

Property Inspection \$47F Re:

North Nowra NSW 2541

I am writing to advise that Defence Housing Australia (DHA) has completed an annual inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 17/06/2013 the property was occupied by a Defence tenant.

Sec.

Property was found to be in a tidy condition, work order raised for maintenance found at inspection, tenant advised to replace missing light shades.

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if your have a new mobile or email address since you last advised us please complete the attached 'Change of Details' form. Please note that you do not need to repeat information which has not changed. If you have not already authorised DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorisation on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 02 44211 512 or by email at nowrapropertyandtenancy@dha.gov.au

Yours sincerely

Lisa Arnott Property Manager Defence Housing Australia





Amend lessor information

Section 1 Less	sor details							
Detalks as they appea	ir on vour	Creditor code	1 L					
statement		Lessor name	ļ 					Albert Staff Co.
		FR250L BSHIR	L					
Address of DHA lease If multiple properties, pla								
on page 2 - Additional								
			State			Postcoda		
			,					
Section 2 Con	lect details							
Are you updating	No 🗍	Go to Section 3						
your contact details?	YBS 🔲	Postzi address						
			State			Postcoda		
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		•	Home (<u> </u>				
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Section 3 Bant	k account d	etails for electro	nic funds					
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		Bank name	<u> </u>				 	
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Section 4 Deci	aration of d	cuments						
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		g on your behalf re					•	•
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so that DHA can b Deed of Name Cha			යා හෝ නම එව	elinded [C	, rower of	нштву, Р	eseis, i	ransfer, Marriage Certificate
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nave you accaused documents?	tes[∏}	What document(s) baye you att	ached?				
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LEASED PROPERTY INSPECTION REPORT



AUSTRALIA Inspection Date: 17/06/2013 UPRN: Lessor: Mr S47F Address of Property: \$47F lorth Nowra Occupied by Private Occupied by Defence Tenant Lease: Lease 96 □ Vacant Inspected by: Lisa Arnott **ACTION** COMMENTS CONDITION WORK REQUIRED Bedroom 1 work order raised loose door knob Bedroom 2 tenant to replace light shade missing Bedroom 3 loose door handle Bedroom 4 Study Ensuite Towel rail to be replaced by tenant tenant Bathroom Toilet tenant to replace light shade missing Living Room Dining Room Family Room tenant to repair light shade missing Rumpus Room work order raised 2 x gpo cracked Kitchen Laundry work order raised loose door knob Hall Ext. Front Ext. Rear Garage/Cpt Shed **Grounds Front** Grounds Rear Other Common Area COMMENTS: Property tidy, work order raised for maintenance found at inspection, tenant advised to replace missing light shades

Signed:	

Housing Management HSM PRD A morton release		Property	The second of th	a HMC Sign Out
		V	Property IDS	47F
17F NOR	TH NOWRA NSW 25	541		
lass Managed Property / Status Occupied / Status AC	RC RB2 / Comp. Compliant / Maint /			
bashboard Maintenance Leasing Insp		KCI action of the control of the con	edia Management ACCACCWOON +	-
Dashboard Lessel of Alboris View IN	SP-160330 History (Y) (aintenanco Completec	ASSESSMENT 3/12/2013)
Summary Inspection Report		COMMENSE	3/12/2010)
Location Conditions			.	
Location Details	Fixture Details	Issues Raise	d lmages	
Entry				
Lounga				
Dining		· ·		
Family		\$		*
Meals				
Kitchen		•		1
Pantry				
Rumpus	•			
Laun dry				1
Bathroom 1				
Ensuite 1				
Bedroom 1				
Bedroom 2				
Bedroom 3				
Bedroom 4				
Interior Property				
Exterior Grounds		-		
Exterior Property				
Outdoor Entertainment Area				
Front Yard				
Rear Yard				
Garage				
Whole Site		•		

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Log a fault in Services Hub

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Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Proper	rties
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Search Results

Property Details

P	roperty		
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s47F

ORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. M Asset Status AC

Dashboard

Maintenance

Leasing

Inspections

Tenancies Profile

Interactions

Rates & Utilities

Media

Man

VERSOLVERAL VERSOLVER

Inspection Report

View INSP-196635

Dashboard

Summary

History

conducted 27/6/14.

1 Maintenance Item

Location Conditions

Location Details

Fixture Details

Issues Raised

Entry

Cob webs and grass clippings

Lounge

Light shades missing tenant to replace on

vacation

Carpet Flooring

minor stains

Dining

Carpet Flooring

Minor stains

Family

Light shade missing

Meals

Kitchen

2 x kitchne GPO cracked - maintenance to be raised to repair

Pantry

Rumpus

1 vertical blade missing tenant has a spare stored and will replace when they vacate

Laundry

Ease and adjust screen door

Bathroom 1

Bath rail has fallen off of wall maintenance item raised to replace the bath rail

Ensuite 1

Mould to tiles in shower bay tenant advised to clean off

Bedroom 1

Carpet Flooring

minor stains

Bedroom 2

Carpet Flooring

Minor staines

Bedroom 3

Carpet Flooring minor stains

Light shade missing tenant to replace

1/04/2015 11:47 AM

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Location Details	Fixture Details	Issues Raised
Bedroom 4		
Interior Property		
cobwebs		
Exterior Grounds		i
Exterior Property		i i
Security light dropped out of ceiling		U
Outdoor Entertainment Area		
Front Yard	garanta da manana da manana da manana da manana da manana da manana da manana da manana da manana da manana da	
Rear Yard		* :
Garage		
Whole Site		2 1 Maintenance Item
property and grounds in good condition		
Tenant has been asked to rectify mould to	\$ -	;
en-suit shower bay tiles and to remove cobwebs	3 *	· !
from around the property.		
Minor maintenance raised		1 1. J
	Log a fault in Services Hub	release.20150318T1830

Log a fault in Services Hub



Amend lessor information

Section 1	Lessor details	
Details as they a statement		Creditor code s47F Lessor name s47F
Address of DHA If multiple properti on page 2 - Addit	les, please include	NORTH NOWRA State NSW Postcode 2541
Section 2	Contact details	A CARLO CONTRACTOR OF THE STATE
Are you updatin		Go to Section 3
your contact det	alis? Yes 🔀	Postal address s47F
		Phone numbers
		Email
		How would you protes to no contactions
		Phone work Phone home Mobile Email
Section 3	Bank account de	etails for electronic funds
Are you updatin		Go to Section 4
account details	Yes]	NOTE: If you are nominating a loan account please contact your bank prior to advising DHA to ensure third party payments will be accepted directly into the loan account.
		Bănk name
		Branch name
		Account name as it appears on
		BSB number (must be 6 digits) — Contact your bank if you have a guery regarding this number
		Account number (May be up to 9 digits)
Section 4	Declaration of d	ocuments .
To assist Di	IA in keeping our red ip or person(s) actio	ords up-to-date we encourage you to declare and provide copies of any legal documents that affect g on your behalf regarding the leased property.
so that DHA	of the person(s) acti can update the deta ne Change or Nomin	ng on the account has changed since the leases inception, please provide the relevant documentation alls, Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate, lated Signatories.
Have you attach	, r	Go to Section 5
documents?	Yes 1	What document(s) have you attached?
	** U37	

Section 5	Additional information			
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	and the second of the second o			·
				
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<u> </u>		·		······································
 				
	·			
Section 6	Signatories			
	s or nominated signatories for the leased	I/Wa confirm	that the information provided or	this form is true
property must s	sign this form to initiate any change in	and correct.	High mo mostination bioxidos of	, 4.1 7 15(11) (\$ 4.44
details during t	he term of the lease.	LESSOR 1 _		<u> </u>
		Signature	s47F	
		Printed name	s47F	
	غد يو			
		Date	12/01/15	
		LESSOR 2	L D	•••
		Signature		
		Printed name		
		Date		
		LESSOR 3		
		Signature	L o	
		Printed name		
		Date		
		_ <u></u>		,
		LESSOR 4	£ 0	
		Signature		
		Printed name		

Thank you for taking the time to complete this form.

Please return it using the reply paid envelope provided.

Or: By post:

Accounts Payable

Attention; DHA Vendor PO Box 7017 Canberra ACT 2610

By email: Online: DHA.Vendor@dha.gov.au

www.dha.gov.au/forms

If you have any questions in relation to this form, please call 139 DHA (139 342) or email DHA.Vendor@dha.gov.au

Date

Housing Management HSM PRD A morton release 2015	0318T1830.6c0079a	<u> </u>
Properties Search Results Property Details		Property
NORTH N	NOWRA NSW 2541	_
Class Managed Property / Status Occupied / SRC RB2 Asset Status AC	2 / Comp. Compliant / Maint. Area Nowra	
Dashboard Maintenance Leasing Inspections		Rates & Utilities Media Mai
Dashboard Lesson 12016 View INSP-256 Summary Inspection Report	c onducted	spection 1 13/01/15
•	and the second s	
Location Conditions Location Details	Fixture Details	Issues Raised
Entry Mber advised of damage to front doorframe - not caused by Mber - see attached photos - wood worm or similar.		2 Maintenance Items
Lounge		☑ 3 Maintenance Items
Dining		☑ 1 Maintenance Item
Family		✓ 3 Maintenance Items
Kitchen		2 Maintenance Items
Pantry		:
Rumpus		3 Maintenance Items
Laundry Bathroom 1		☑ 4 Maintenance Items
Ensuite 1		4 Maintenance Items
Bedroom 1		1 Maintenance Item
Bedroom 2		2 Maintenance Items
Bedroom 3		☑ 3 Maintenance Items
Bedroom 4		2 4 Maintenance Items
Interior Property		
Exterior Grounds		5 Maintenance Items
Exterior Property		1 Maintenance Item
Outdoor Entertainment Area		✓ 3 Maintenance Items
Front Yard		3 Maintenance Items

Location Details	Fixture Details	Issues Raised
Rear Yard		2 Maintenance Items
Garage Whole Site		2 Maintenance Items
Rendered in 0.025 seconds 01/04/2015 11:48:09	Log a fault in Services Hub	release.20150318T183(

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Properties

Search Results

Property Details

Property	

Target

s47F

NORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. M Asset Status AC

Mana Tenancies Interactions Rates & Utilities Media Profile Inspections Maintenance Leasing Dashboard Quotes Requests History Maintenance items Dashboard

Pending Maintenance

N/A

Approval Required

N/A

Allocated Maintenance

N/A

Rejected Maintenance

N/A

Pending Possible Tenant Charges

Key	Statu s	Maintenance Code	Charge Type	Contractor Instructions	Target Date
⊘ MITM-1434028	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly wire to door	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
☑ MITM-1434030	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
⊘ MITM-1434048	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
☑ MITM-1434058	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove all members items from gardens and any items lying near SR - including but not limited to timber, logs, tyres, metals, toys and rubbish.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
⊘ MITM-1434059	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove and dispose all weeds from garden beds.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
⊘ MITM-1434024	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
				• •	

Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434025	Maintenance Pending	ELETM: Electrical T&M	T0: Tenant Potential Charge	Replace missing/damaged light cover lost/damaged by tenant - like for like	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434026	គ្នំ Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434041	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls and floors to remove marks and build up cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434046	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434050	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Кеу	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434054	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Paint patched hook holes to match existing colour damaged by tenants curtains	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434064	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434075	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean all external surfaces, bricks, gutters, fences to remove build up and excessive spider webs.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target
MITM-1434088	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove and dispose all weeds from garden beds.	Date 10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434089	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434090	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434092	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2

Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434020	Maintenance Pending	ELETM: Electrical T&M	T0: Tenant Potential Charge	Replace 2 missing/damaged light cover lost/damaged by tenant - like for like	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434021	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434023	Maintenance Pending	WFUTM: Window furnishings T&M	T0: Tenant Potential Charge	Tenant is to replace vertical weights and chains damaged during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MiTM-1434029	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Secure bung to waste pipe after dishwasher is removed	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434031	n Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove Mber installed curtains Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434032	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Paint patched hook holes to match existing colour damaged by tenant from curtains	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434033	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean Fan to remove built up dust	10/02/2
Key	Status	Maintenance Code		Contractor Instructions	Target Date
MITM-1434034	Maintenance Pending	CLNTM: Cleaning T&M		cleaned by tenant	10/02/2
Key	Status	Maintenance Code		Contractor Instructions	Target Date
MITM-1434036	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Remove built up mould/soap scum from the vanity drain in sink not cleaned by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434038	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls and floors to remove marks and build up cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434043	Maintenance Pending	CLNTM: Cleaning T&M		Remove built up mould/soap scum from the shower not cleaned by tenant	10/02/2
Key	Status	Maintenance Code	e Charge Type	Contractor Instructions	Target Date
MITM-1434045	🖏 Maintenance	CLNTM; Cleaning	T0: Tenant	Clean Fan to remove built up	10/02/2

Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
	Pending	T&M	Potential Charge	dust	
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434049	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove curtains installed by tenant Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434051	ត្តិ Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove curtains installed by Tenant. Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434052	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Paint patched hook holes to match existing colour damaged by tenants curtains	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434053	မှီ Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove curtains installed by tenant. Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434055	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Tenant is to replace fly screen frame and clips damaged	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434056	Maintenance Pending	CARTM: Carpentry T&M	T0; Tenant Potential Charge	Replace damaged fly-wire to window	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434057	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434062	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Weed all paved/pebbled areas including paths, driveways, dead side of property and pavers.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434077	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Pressure clean all stains from outdoor entertainment area	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434082	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean External surfaces to remove built up dust and excessive spider webs.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434083	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove portable garden me planters (tyres/soil) and allow suitable ventilation and keep area clear as not to encourage termites into the property.	10/02/2

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Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434084	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434014	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly wire to door	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434015	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Pending Possib	le Planned				
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1453763	្ទឹ Maintenance Pending	APGTM: Appliance Gas T&M	P0: Possible Planned	PM to remove gas heater at next vacancy and deactivate fixture	27/02/2

Log a fault in Services Hub

Property IC Job Description s47F s47F s47F	Item Description	Reporting Status	Registered Date	Completion Date 30/01/2007 0:00 12/02/2007 0:00 15/02/2007 0:00
s47F s47F	out of scope			6/10/2007 0:00
s47F s47F s47F "Annual: WFU"	Window Furnishing- Time & Material	APPROVED	23/09/2008 0:00	10/11/2007 0:00 29/02/2008 0:00 29/02/2008 0:00 16/10/2008 0:00
	-	7.1.1.0.125	23/03/2000 0100	10, 10, 2000 0.00
"Repair broken junctions from the laundry line under the concrete edge including excavation.				
s47F Remove all rubbish. "	Plumbing - Light	APPROVED	16/10/2009 0:00	30/10/2009 0:00
"Annual: renew relief valve on HWS" "Annual: service handle and lock on family	Plumbing - Light	APPROVED	2/11/2009 0:00	2/11/2009 0:00
s47F room door "	Locksmith	APPROVED	2/11/2009 0:00	3/11/2009 0:00
"L3 main bedroom door know has come loose and about to fall off. Tenant advised is happy to wait till other works are needed. 54 wk	Locksmith	APPROVED	2/11/2009 0:00	3/11/2009 0:00
"Service heater(s) in accordance with ¿Appendix A¿ of AS 4575-2005 and provide DHA with a report of action taken. Where repairs are required or the unit needs to be replaced, you must contact the HMC as soon as possible. Do not proceed without prior	Carpentry	APPROVED	4/06/2010 0:00	1/07/2010 0:00
s47F approv" "Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause	Plumbing - Gas	APPROVED	7/03/2011 0:00	1/04/2011 0:00
s47F of blockage. "	Plumbing - Light	APPROVED	26/03/2011 0:00	28/03/2011 0:00

s47F s47F	"Repair/Investigate Electric Technica Oven is not working heating the fan and grill work but the light and oven do not work at all. Please advise DHA if further work required" "External paint"	Appliance Electrical Painting	APPROVED APPROVED	7/09/2011 0:00 11/02/2013 0:00	15/09/2011 0:00 18/03/2013 0:00
	"Attend site & service smoke detector/s, replace only if not working or out of date. In addition fit CO2 alarm if house has gas heating or appliance, as required in locations as set down by manufacturers specifications, and tag				
s47F	& test electric cord to gas " "1 re-secure door handles to all robes and internal doors through out. 2 re-secure handle to kitchen drawers 3 rake and reseal kitchen	Specialist Trade	APPROVED	22/02/2013 0:00	1/05/2013 0:00
s47F	bench / wall junction"	Carpentry Builder	APPROVED	10/07/2013 0:00	19/07/2013 0:00
	"service window furnishing through out, replace chains as required. tenant advised				
s47F	they will make booking with contractor"	Window Furnishing	CANCELLED	10/07/2013 0:00	
s47F	"service window furnishing through out, replace chains as required. tenant advised they will make booking with contractor" "Inspect/repair frame around glass panel near the front door that looks like that warped down the bettern. Please advise if major.	Window Furnishing	CANCELLED	31/07/2013 0:00	
s47F	down the bottom. Please advise if major works are required. "	Carpentry Builder	APPROVED	5/11/2013 0:00	11/11/2013 0:00

s47F	"as per contractor information MITM 1014744, Door has been temporarily repaired To fix properly 3 - 5 tiles need replacing and grouted the screw holes need bogging . Spare tiles at property. update 05/12/13 threshold tiles to be replaced as close as p"	Tiling Ceramic	APPROVED	21/11/2013 0:00	5/12/2013 0:00
	"Attend site & service smoke detector/s, replace only if not working or out of date. In addition fit CO2 alarm if not already fitted at the property provided house has gas heating or gas appliance, as required in locations as set				
s47F	down by manufacturers spec"	Specialist Trade	APPROVED	29/01/2014 0:00	17/02/2014 0:00
	"replace 2 cracked double GPO's to Kitchen repair - external rear flood light hanging from eaves please re-secure and ensure it is in				
s47F	operational condition. " "Main bathroom towel rail will not stay on the wall, is bent and rusty please replace with like	Electrical	APPROVED	27/06/2014 0:00	7/07/2014 0:00
s47F	for like" "Conduct annual pest inspection for the month of November 2014 as per PESSOR001 JUST A FRIENDLY REMINDER ¿ As per your contractual agreement with DHA please upload Customer Report (not site report) to our MITM (work order), then upload your	Carpentry Builder	APPROVED	27/06/2014 0:00	7/07/2014 0:00
s47F	invoice in o"	Pest Control	APPROVED	3/11/2014 0:00	17/11/2014 0:00

	"REPAIR Blocked drains - water is backing up through the laundry through the drain in floor. Member has tried draino and caustic soda but				
	still nothing. Member will be away from				
s47F	tomorrow until Saturday."	Plumbing - Sanitary & Drainage	APPROVED	7/01/2015 0:00	12/01/2015 0:00
	" Rake out and re-seal benchtop junction				
s47F	silicons to match existing colours"	Carpentry Builder	APPROVED	13/01/2015 0:00	29/01/2015 0:00
s47F	"Inspect and repair leaking toilet cistern"	Plumbing - Sanitary & Drainage	APPROVED	14/01/2015 0:00	15/01/2015 0:00
	"As per further actions on MITM-1421673				
	Quote to repair damaged junction as per email				
	12/01/2015 Quote consists of excavating and repairing broken junction Main line connecting				
	bathroom and ensuite was found to be clear.				
s47F	Branch line which connects"	Plumbing - Sanitary & Drainage	APPROVED	15/01/2015 0:00	15/01/2015 0:00
	"Inspect all wet areas - rake and re-grout /				
	silicon as required to restore locations to				
	match existing colours. Advise and quote if				
s47F	major works identified to DHA - NowraPropertyandTenancy@dha.gov.au "	Carpentry Builder	APPROVED	15/01/2015 0:00	29/01/2015 0:00
54 <i>1</i> F	Now arroperty and remainly womangov.au	Carpentry Bunder	AFFROVED	13/01/2013 0.00	29/01/2013 0.00
	"S&I 3.5Kw New split system air conditioner to				
	the main bedroom. (Mitsubishi, Daikin, Fujitsu				
	or equivalent) Fix remote holder to the				
	bedroom wall as required. S&I 5.0Kw New split				
0.47E	system air conditioner to the rumpus room.	Air Conditioning	ODEN	20/01/2015 0:00	
s47F	(Mitsubishi, Daikin, Fujitsu o"	Air Conditioning	OPEN	30/01/2015 0:00	

	"Attend and repair damaged/leaking gutters/downpipes - like for like - to restore location back to original condition Report and				
s47F	quote if major works required"	Plumbing - Roof	APPROVED	5/02/2015 0:00	12/02/2015 0:00
	"check and repair verticals - ensure all are				
s47F	operational "	Window Furnishing	APPROVED	10/02/2015 0:00	14/02/2015 0:00
	"As per Further Actions on MITM-1459365 -				
	Inspected downpipes & gutters major works				
	required 5 Down pipes are leaking and should				
	be repaired & 3 Corners are leaking and need				
	resealing. Quote to complete the above				
- 470	·	Diversions Doof	ODEN	2/02/2015 0:00	
s47F	required repairs to restore location "	Plumbing - Roof	OPEN	2/03/2015 0:00	



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Renewal
Landlord Insurance

30 April 2011

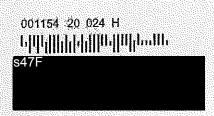
Page 2 of 3

Insured Address S47F

NORTH NOWRA NSW 2541

Policy Number

s47



Australian Associated Motor Insurers Ed.
ABN 92-004-791-744- AFSL No. 238173-99 Walker Street North Sydney 2060

Amounts shown are GST inclusive

Date Due Midnight 11 June 2011

12 months

Amount Due

\$704.03

Building Policy with Tenant Protection

Please read the Insurance Schedule over the page to confirm important information about you and your policy.

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AAMI

PHONE
By Credit Card 1300 369 708
VISA, Master Card, American Express



Biller Code 57331 Ref No. 547F Reference No. s47

INTERNET

CAMP

Go to aami.com.au

BY MAIL Post your cheque and this payment slip to AAMI GPO Box 5356 SYDNEY NSW 1176

IN PERSON At any AAMI Branch or Post Office, Amount Due

\$704.03

• POST billpay



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Insured

Landlord Insurance Schedule

This insurance schedule shows information about you and the policy we offer. When we receive the required premium from you by the date due, this schedule will form the basis of our agreement with you. It should be read along with your other policy documents for all conditions and limitations of cover. It's very important that you tell us if any information shown is wrong. If you don't tell us, we may not pay a claim or cancel your policy. To update any information or to request a receipt call us on 13 22 44 or email us at aami@aami.com.au

30 April 2011

Page of 3

Insured Address

NORTH NOWRA NSW 2541

Policy Number

s47F

Your Home		Excesses
Insured Address s47F Description of Insured Home Single storey, brick veneer, tile 4 bedroom, 2 bothroom, doub	d röof, built in or after 2000s, le garage	Building Standard Excess \$20 Plus Flexi-Premium Excess \$1,00 Tenant Protection Standard Excess \$20 Plus Flexi-Premium Excess \$1,00 Plus Unoccupied Excess (if applicable) \$1,00
Home Use	Privat	Building Complete Replacement Cover
National Trust Classification	И	Building Cover
Deadlocks	N	Repair or rebuilding costs Sales Unlimit
Keyed Window Locks Alarm	N	Building Additional Benefits
Electronic Access	N	Legal Liability
Security Guard	. N	\$10 million
Video Surveillance	N	Endorsements
Policy Details	•	Nil
Policy Type	Building with Terrant Protection 6/2011 to Midnight 11/06/201	



more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report:

Paid

Confirmation number:

Z2261798058

Created:

30/05/11

Last modified:

From account:

s47

Biller code:

57331

Biller name:

AAMI INSURANCE

Customer reference no:

s47F

Amount:

704.03

Payment date:

30/05/11

Authoriser;

s47F

End of Report

Date 30/05/11 Time 21:42 National Australia Bank Limited A.B.N. 12 004 044 937



Property condition report

This form acknowledges that a condition report has been completed for this property. Please take the opportunity to review this report. Tenants must return the completed property condition report to Defence Housing Australia (DHA) within 14 days of the inspection date. If you have any questions, contact your DHA Property Manager or phone DHA on 139 DHA (139 342).

Tenant/Lessor	s47F			Inspection type	
Property Manager					nnual X Lessor Diher
				Welcome	
Address of property			5	Date of Inspection	14/6/12
	Nort	h Nowva state NSK	Postcode Q541	Time of inspection	2.00pm
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	DHA Tenant Lessor				
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Page 3

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Receipt of acknowledgement

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Letterbox	Ź				
Pergola					
TV aerial					
Hotwater system	w w				Rhaem 315.
EXTRA	Υ.:	N	/1	N	Comments/Actions
Telephone					
Smoke detectors					
Bins	V				
GARAGE/CARPORT	Y	N	Υ	N	Comments/Actions
Walls/Ceiling					
Floor	\square	Z			
Doors					
Windows/Screens	otin oti				·
Blinds					·
Light fittings/Power points			1		
Bench/Shelving					
General comments		1	Λ		
Mulch fo	W.	u	Ya.	<i>7</i> V4	+ garden.
General Items Y N Quantity Comments/Actions					Comments/Actions
Set of keys					
Remotes					
Appliance check					
Bylaws acknowledged [] []					
Common Area/Strata details (if applicable)					
Signature DHA Property Manager	7F		, ,		14, 6,12 Signature Tenant/Lessor LD \$47F
Page 5 White:	DH4	ž		Pink: 7	enant copy Receipt of acknowledgement Initials

A Company of the Comp



s47F Dear Mr

RE: PROPERTY INSPECTION s47F NORTH NOWRA

I am writing to advise that Defence Housing Australia (DHA) has completed a periodic inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 14th June 2012 the property was occupied by a Defence tenant.

I am pleased to advise that the property is being well cared for by the tenant and is in a neat and tidy condition

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if you have a new mobile or email address since you last advised us please complete the attached Change of Details form. Please note that you do not need to repeat information which has not changed. If you have not already authorized DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorization on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 4421 1501 or by email at nowrap&t@dha.gov.au.

Yours sincerely

Sharon Herbert Property Manager Nowra Housing Management Centre Defence Housing Australia

Advice of Change of Details

(Note: Please complete relevant section details only)

Lessor Code (HMC use)&&&&&&&&&&Unit Number (HMC use)&&&&&&... (mobile) &&&&&&&&&&&&&&. (fax) &&&&&&&&&&&&. Insurance Details*: Company **Policy Number** Insurance Cover (Building & Contents) **Public Liability** Date of Expiry \$&&&&&&&&&&&&&&&&&& \$..... * Please attach evidence of cover and proof of payment if not previously provided. You do not need

to provide this information if DHA pays insurance on your behalf. Please note that it is your responsibility to ensure that insurance meets the lease requirements.

Instructions for termite inspections:

Do you wish regular termite inspections to be carried out: Yes / No

If Yes, would you like DHA to arrange inspections for you and deduct the cost from your rent: Yes / No Frequency: Quarterly | 6 monthly | Annually |

What month/months would you like this inspections to be conducted: &&&&&&&&.

LEASED PROPERTY INSPECTION REPORT



Inspection Date: 14th June 2012 Lessor: Mr S47F UPRN: NORTH NOWRA Address of Property ☐ Occupied by Private Occupied by Defence Tenant Lease; Lease 96 ☐ Vacant Inspected by: Sharon Herbert Tenant **ACTION** CONDITION COMMENTS Bedroom 1 Bedroom 2 Bedroom 3 Bedroom 4 Study Ensuite Bathroom Toilet Living Room Dining Room Family Room Rumpus Room Oven was not heating and globe had blown Maintenance Kitchen completed repaired and replaced. Laundry Ext. Front Ext. Rear Garage/Cpt Shed **Grounds Front** Grounds Rear Other Common Area COMMENTS: The property is being maintained by tenant, and there was no maintenance reported at inspection.

Signed:		
Signeu.		



Property condition report

This form acknowledges that a condition report has been completed for this property. Please take the opportunity to review this report. Tenants must return the completed property condition report to Defence Housing Australia (DHA) within 14 days of the inspection date. If you have any questions, contact your DHA Property Condition 139 DHA (139 342).

Tenant/Lessor	S47F Inspection type Pre-occ Annual X Lessor	
Property Manager	Welcome PVI Other	
Address of property	Date of inspection	
Mineas of brokers	North Norwa State NSW Postcode 2541 Time of inspection	
	TOTAL LOCATOR State LO SO POSICODE OC S 4. Initio of inspection	
	Acceptable	
	DHA Tenant/ Lessor	
ENTRANCE / HALL	Y N Y N Comments/Actions	
Walls/Ceiling	I I I I I I I I I I I I I I I I I I I	
Floor/Coverings		
Doors		
Windows/Screens	OP Py wire (T)	
Verticals/Drapes		
Light fittings/Power points		
LOUNGE	Y N Y N Comments/Actions	
Walls/Ceiling	DO Dircou(T) oysterlight shade x2 mssuy	
Floor/Coverings		
Doors		
Windows/Screens		
Verticals/Drapes		
Light fittings/Power points		
Heater/Air con/Fan		
DINING	Y N Y N Comments/Actions	
Walls/Ceiling		
Floor/Coverings	<u> </u>	
Doors		
Windows/Screens		
Verticals/Drapes		
Light fittings/Power points		
Heater/Air con/Fan		
FAMILY	Y N Y N Comments/Actions	
Walls/Ceiling		
Floor/Coverings		
Doors		
Windows/Screens		
Verticals/Drapes	Mana Service	
Light fittings/Power points		
Heater/Air con/Fan		
	Pink: Tegapt copy Receipt of acknowledgement Initials	

		Acce		Area in the	
	1	AHC		nant Ssor	
LAUNDRY	Y	/ <u>N</u>)]	N N	Comments/Actions
Walls/Ceiling		<u>}</u>] [] [
Floor/Coverings	11.				
Doors	<u> </u>				
Windows/Screens					
Verticals/Drapes	<u> </u>	1			
Light fittings/Power point	is V		L		
Cupboards					
Tubs	V				
Dryer	1				AMW/2004 600 D X1200 H
BATHROOM	Υ	N	Υ	N	Comments/Actions
Walls/Ceiling					
Floor/Coverings	4				
Doors					
Windows/Screens					
Verticals/Drapes					
Light fittings/Power points					
Exhaust fan/Tastic		П			
Taps	1				
Towel rail					Tavel sail Broven (BER) (T)
Shower/Screen					· abelian de la company
Bath					
Vanity/Mirror					
Blinds					
TOILET	Υ	N	Υ	N.	Comments/Actions
Walls/Ceiling				IN.	COHIHERIS/ACIONS
Floor/Coverings					
Doors			=		
Windows/Screens] [] [亅		
Toilet			뷬	井	<u> </u>
ENSUITE				النــ	
Walls/Ceiling	γ : [][N [N	Comments/Actions
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Doors			 	믞	
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] <u>[</u> _][井	
Light fittings/Power points Exhaust fan/Tastic		<u> </u>		4	· ·
				4	
Taps		4	<u> </u>	4	
Towel rail	<u> </u>			4	
vanity/iviirror	<u> </u>			4	
Shower/Screen		4	_][Take & (egyant reseal shares Bay Maer.
Toilet	<u> </u>				\$47F

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White: DHA

Pink · Tenant conv

Receipt of acknowledgement

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	Acce	ptable	
	DHA	Tenant/ Lessor	
KITCHEN	Y N	Y N	Comments/Actions Comments Actions
Walls/Ceiling			2 x GPO Cracked Suntah Broken. (P)
Floor/Goverings	H		
Doors			
Windows/Screens			
Verticals/Drapes			
Light fittings/Power points			2,600
Cupboards/Drawers			hardle and Draver (B) Rake = reseal Barch = Surk Turchan-
Sink/Taps	Y		Rake - Cospal Ranch & Suck Junction-
Bench tops/Tiling			
Oven/Cooktop/Griller			Stati
Rangehood			
Dishwasher			CaviM.
Microwave			Cary
RUMPUS	YN	YN	Comments/Actions 2
Walls/Ceiling			
Floor/Coverings			
Doors			
Windows/Screens			_
Verticals/Drapes			Service (P)
Light fittings/Power points			
Heater/Air con/Fan			
STUDY	YN	YN	Comments/Actions
Walls/Ceiling			
Floor/Coverings			
Doors [
Windows/Screens			
Verticals/Drapes			
Light fittings/Power points			
PASSAGE/STAIRS	YN	YN	Comments/Actions
Walls/Ceiling [
Floor/Coverings [1		
Doors			oose Doorhondle (P)
Windows/Screens			
Verticals/Drapes			
Light fittings/Power points			
Cupboards		4	

More: Decidoriis are	red from entry going Acceptable		
	DHA	Tenant/ Lessor	
BEDROOM 1	y N	ΥN	Comments/Actions
Walls/Ceiling	\square		
Floor/Coverings			
Doors			
Windows/Screens			
Verticals/Drapes			
Light fittings/Power points			
Heater/Air con/Fan -			
Robes			
BEDROOM 2	Y N	Y N	Comments/Actions
Walls/Ceiling			No. of
Floor/Coverings	Z,		
Doors			loose handle (P)
Windows/Screens			
Verticals/Drapes			3
Light fittings/Power points			
Heater/Air con/Fan			
Robes			
BEDROOM 3	Y N	Y N	Comments/Actions
Walls/Ceiling			
Floor/Coverings			
Doors			
Windows/Screens			
Verticals/Drapes			
Light fittings/Power points			missing cyster Shode (?)
Heater/Air con/Fan			
Robes			Scribble - Drawing Door.
BEDROOM 4	Y N	Y N	Comments/Actions
Walls/Ceiting			
Floor/Coverings			
Doors			bose Doorhandle (P)
Windows/Screens			
Verticals/Drapes			
Light fittings/Power points			
Heater/Air con/Fan			
Robes			Draver frat 2×3 Jame

s47F

	Τ	Acce	ental	de	
)HA	Te	nant/	
OTHER		N	LC .Y	ssor N	Comments/Actions
Walls/Ceiling					
Floor/Coverings					
Doors					
Windows/Screens]][
Verticals/Drapes][
Light fittings/Power points		<u> </u>		ى <u>ت</u> د	
Heater/Air con/Fan		<u> </u>		<u> </u>	
Exhaust fan/Tastic	L][][][
Robes	<u> </u>]]		ليبا <u>ا</u> ال	
EXTERIOR GROUNDS	<u> </u>	N N	l L_ v	N	Comments/Actions
Shed Shed	F]]	Conjunents/Actions
Clothes hoist					New replaced by Tenanto
Paths/Driveways	\ <u>\</u>				New Reproces for les and
		<u> </u>		<u> </u>	
Fences/Gates	_	<u></u> И			
Gardens/Lawns/Edges]]	require mar, weed side Areco
Letterbox	 	ν <u></u>			
Pergola					
TV aerial	<u> </u>			Щ	
Hotwater system	\ <u>'</u>				
EXTRA	Y	N	Y	N	Comments/Actions
Telephone					ļ.
Smoke detectors	√		L		
Bins	1				
GARAGE/CARPORT	Y	N	Υ	N	Comments/Actions .
Walls/Ceiling	V		L		
Floor	\				,
Doors	✓				
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Blinds	5				
Light fittings/Power points	V				
Bench/Shelving	_		E		
General comments		1-		4	
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Mark,	0	1	۲.	`	
General Items	Y	N	Qu	ıantity	Comments/Actions
Set of keys				•	
Remotes					
Appliance check			<u> </u>		
Bylaws acknowledged					
Common Area/Strata details of	ioplic s47	ahle)			
Signature DHA Property Manager					Signature Tenant/Lessor

Page 5

White: DHA

Pini& Tenant copy

Receipt of acknowledgement

Initials





Dear Mi

Re: Property Inspection \$47F

North Nowra NSW 2541

I am writing to advise that Defence Housing Australia (DHA) has completed an annual inspection of your property in accordance with the requirements of your lease agreement. At the time of the inspection on 17/06/2013 the property was occupied by a Defence tenant.

Sec.

Property was found to be in a tidy condition, work order raised for maintenance found at inspection, tenant advised to replace missing light shades.

To ensure that we can always contact you we would like to take this opportunity to ensure that our records are up to date. If your phone numbers or other information have changed or if your have a new mobile or email address since you last advised us please complete the attached 'Change of Details' form. Please note that you do not need to repeat information which has not changed. If you have not already authorised DHA to arrange regular termite inspections on your behalf we also invite you to complete and return the termite inspection authorisation on this form.

If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 02 44211 512 or by email at nowrapropertyandtenancy@dha.gov.au

Yours sincerely

Lisa Arnott Property Manager Defence Housing Australia

NOWRA HOUSING MANAGEMENT CENTRE





Amend lessor information

Section 1 Less	sor details							
Detalks as they appea	ir on vour	Creditor code	1 L					
statement		Lessor name	<u> </u>					Albert Staff Co.
		FR250L BSHIR	L					
Address of DHA lease If multiple properties, pla								
on page 2 - Additional								
			State			Postcoda		
			,					
Section 2 Con	lect details							
Are you updating	No 🗍	Go to Section 3						
your contact details?	YBS []	Postzi address						
			State			Postcoda		
		Phone rumbers	Ykork ()				
		•	Home (<u> </u>				
			<u> </u>					
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Section 3 Bant	k account d	etails for electro	nic funds					
Are you updailing you	r No 🔲	Ge to Section 4						
account detalis?	Yes	NOTE: If you are a ensure third party						tion to advising DHA to writ.
		Bank name	<u> </u>				 	
		Branch name						
								<u> </u>
		Account name as it appears on						
		your statement	-4 L - 8 - 41 - 14-1				Centac	t your bank if you baye a
		BSB number (mu:	ar ពត ១ ព្រឹក្សាន្ត)		<u></u> _			regerding this number
		Account number (May be up to 9 d	icitsi					
Section 4 Deci	aration of d	cuments						
n To assist DNA in k	eapino our rec	ords up-to-data w	encourage y	on to deci	are and pro	wide copie	of any	legal documents that affect
		g on your behalf re					•	•
								the relevant documentation
so that DHA can b Deed of Name Cha			යා හෝ නෑ මාව	elinded [C	, rower of	нштву, Р	eseis, i	ransfer, Marriage Certificate
Have you attached	No 🌅	Go to Section 5						
nave you accaused documents?	tes[∏}	What document(s) baye you att	ached?				
	ti f							
	-		··					
		 						

LEASED PROPERTY INSPECTION REPORT

Signed:



Inspection Date: 17/06/2013 Lessor: Mr s47F UPRN: s47F Address of Property: lorth Nowra Occupied by Private Occupied by Defence Tenant Lease: Lease 96 □ Vacant Inspected by: Lisa Arnott Tenant **ACTION** COMMENTS CONDITION WORK REQUIRED Bedroom 1 work order raised loose door knob Bedroom 2 tenant to replace light shade missing Bedroom 3 loose door handle Bedroom 4 Study Ensuite Towel rail to be replaced by tenant tenant Bathroom Toilet tenant to replace light shade missing Living Room Dining Room Family Room tenant to repair light shade missing Rumpus Room 2 x gpo cracked work order raised Kitchen Laundry work order raised loose door knob Hall Ext. Front Ext. Rear Garage/Cpt Shed **Grounds Front** Grounds Rear Other Common Area COMMENTS: Property tidy, work order raised for maintenance found at inspection, tenant advised to replace missing light shades

Housing Management HSM PRD A morton rele	ease.20150318T1830.6c0079a			Alley Falt Nowra HM	C Sign Out
roperties Search Results Property			Property		
Topolition desired	TH NOWER NEW	N 2541 Maint Area Nowra / Insp.	Area Nowra North / I		
Sashboard Washes	spections Profile Tenanci	es interactions Rete MAINTEN OMI	nance redia Nance r Octed	assessment 3/12/2013	
Location Conditions Location Details	Fixture Details		(ssues Raised	lmages	
Entry					
Lounga					
Dining			•		
Family			1		
Meals			•		
Kitchen Pantry			:		
Rumpus					
Laundry	•				- 1
Bathroom 1					* 1
Ensuite 1	•	-			
Bedroom 1					
Bedroom 2					
Bedroom 3					
Bedroom 4					
Interior Property					
Exterior Grounds					
Exterior Property			:		
Outdoor Entertainment Area					
Front Yard					
Rear Yard			÷		
Garage					
Whole Site			•		

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Log a fault in Services Hub

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Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Search Results

Property Details

ř	
l	Property
ŧ	

ORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. M Asset Status AC

Dashboard

Maintenance

Inspections Leasing

Profile

Tenancies

Interactions

Rates & Utilities

Media

Man

Inspection Report

Dashboard

Summary

VERSOLVERAL VERSOLVER

View INSP-196635

History

conducted 27/6/14.

1 Maintenance Item

Location Conditions

Location Details

Fixture Details

Issues Raised

Entry

Cob webs and grass clippings

Lounge

Light shades missing tenant to replace on

vacation

Carpet Flooring

minor stains

Dining

Carpet Flooring

Minor stains

Family

Light shade missing

Meals

Kitchen

2 x kitchne GPO cracked - maintenance to be raised to repair

Pantry

Rumpus

1 vertical blade missing tenant has a spare stored and will replace when they vacate

Laundry

Ease and adjust screen door

Bathroom 1

Bath rail has fallen off of wall maintenance item raised to replace the bath rail

Ensuite 1

Mould to tiles in shower bay tenant advised to clean off

Bedroom 1

Carpet Flooring

minor stains

Bedroom 2

Carpet Flooring

Minor staines

Bedroom 3

Carpet Flooring

Light shade missing tenant to replace

minor stains

1/04/2015 11:47 AM

Location Details	Fixture Details	Issues Raised
Bedroom 4		
Interior Property		
cobwebs		
Exterior Grounds		
Exterior Property		
Security light dropped out of ceiling		1
Outdoor Entertainment Area		
Front Yard	and the second s	
Rear Yard	:	
Garage		
Whole Site	:	2 1 Maintenance Item
property and grounds in good condition		
Tenant has been asked to rectify mould to		1
en-suit shower bay tiles and to remove cobwe	ebs ·	
from around the property.		
Minor maintenance raised	•	1
		<u></u>
Rendered in 0.02 seconds 01/04/2015 11:47:12	Log a fault in Services Hub	release.20150318T183(



Amend lessor information

Section 1	Lessor details	
		Suidher and S47F
Details as they a statement	ppear on your	Creditor code
nin filli fill k		Lessor name
Address of DHA I	lessed nronerty	
If multiple propertie		
оп page 2 - Additi		NORTH NOWRA
		State NSW Postcode 254/
Cartier O	Cantaint datalla	
	Contact details	A COMPANY AND A CONTRACT OF THE CONTRACT OF TH
Are you updating your contact deta	le?	Go to Section 3 Postal address S47F
)001 00 imig 00 m	"°' Yes [∑{]	· is a second se
		Phone numbers
		Email Email
		How would you protot to no contactor
		Phone work Phone home Mobile Email
Section 3	Bank account d	etails for electronic funds
Are you updating		Go to Section 4
account details?		NOTE; If you are nominating a loan account please contact your bank prior to advising DHA to
		ensure third party payments will be accepted directly into the loan account.
		Bankiname
		Double conta
		Branch name
		Account name
		as it appears on
		BSB number (must be 6 digits) — Contact your bank if you have a guery regarding this number
		Account number
		(May be up to 9 digits)
Section 4	Declaration of d	ocuments
To assist DH	A in keeping our red	cords up-to-date we encourage you to declare and provide copies of any legal documents that affect
		ng on your behalf regarding the leased property.
If the name of	of the person(s) acti	ng on the account has changed since the leases inception, please provide the relevant documentation alls. Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate,
	can upuate me cen 1e Change or Nomir	
Have you attach		Go to Section 5
documents?	Yes Yes	What document(s) have you attached?
	100 []	Control of the Contro

Section 5	Additional information			
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			<u> </u>	
	Employee and the first		en en en en en en en en en en en en en e	
			<u></u> .	
	Minaria Na			
Section 6	Signatories			<u> </u>
Note: All owner	s or nominated signatories for the leased ign this form to iniliate any change in	I I/We consum and correct.	that the information provided on this form is	uve
details during th	ne term of the lease.			·
		LESSOR 1 Signature	47F	
		Printed name		
		Date	12/01/15	
		LESSOR 2		
		Signature	Æ 10	
		Printed name		
		Date		Eastern of the Control of the Contro
	•	Date		
		LESSOR 3	Øn.	·
		Signature		
		Printed name	:	
		Date		
		•		
		LESSOR 4		
		Signature	L D	
		Printed name		

Thank you for taking the time to complete this form.

Please return it using the reply paid envelope provided.

Or: By post:

Accounts Payable

Attention; DHA Vendor PO Box 7017

Canberra ACT 2610

By email: Online: DHA.Vendor@dha.gov.au www.dha.gov.au/forms

If you have any questions in relation to this form, please call 139 DHA (139 342) or email DHA.Vendor@dha.gov.au

Date

Housing Management HSM PRD A morton release.2015	50318T1830.6c0079a	<u></u>
Properties Search Results Property Details		Property
NORTH NORTH	NOWRA NSW 2541	
Class Managed Property / Status Occupied / SRC RB Asset Status AC	2 / Comp. Compliant / Maint. Area Nowra /	Insp. Area Nowra North / Prop. I
Dashboard Maintenance Leasing Inspection	a Floring Terramones interven	Rates & Utilities Media Ma
Dashboard Lifesto 10704/2019 View INSP-250	6037 History LC SSOI IV R	spection 13/01/15
Summary Inspection Report	conducted	13/01/15
Location Conditions		Laure Beined
Location Details	Fixture Details	Issues Raised
Entry Mber advised of damage to front doorframe - not caused by Mber - see attached photos - wood worm or similar.		2 Maintenance Items
Lounge		✓ 3 Maintenance Items
Dining		2 1 Maintenance Item
Family		✓ 3 Maintenance Items
Kitchen		2 Maintenance Items
Pantry		
Rumpus		☑ 3 Maintenance Items
Laundry		
Bathroom 1		4 Maintenance Items
Ensuite 1		4 Maintenance Items
Bedroom 1		1 Maintenance Item
Bedroom 2		2 Maintenance Items
Bedroom 3		☑ 3 Maintenance Items
Bedroom 4		2 4 Maintenance Items
Interior Property		; r
Exterior Grounds		5 Maintenance Items
Exterior Property		2 1 Maintenance Item
Outdoor Entertainment Area		☑ 3 Maintenance Items
Front Yard		3 Maintenance Items

s47F

Location Details	Fixture Details	Issues Raised
Rear Yard		2 Maintenance Items
Garage Whole Site		2 Maintenance Items
Rendered in 0.025 seconds 01/04/2015 11:48:09	Log a fault in Services Hub	release.20150318T1830

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Properties

Search Results

Property Details

Property	

NORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. M Asset Status AC

Mana Tenancies Interactions Rates & Utilities Media Profile Inspections Maintenance Leasing Dashboard Quotes Requests History Maintenance items

Pending Maintenance

N/A

Dashboard

Approval Required

N/A

Allocated Maintenance

N/A

Rejected Maintenance

N/A

Pending Possible Tenant Charges

Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
⊘ MITM-1434028	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly wire to door	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
☑ MITM-1434030	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
⊘ MITM-1434048	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
☑ MITM-1434058	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove all members items from gardens and any items lying near SR - including but not limited to timber, logs, tyres, metals, toys and rubbish.	10/02/2
Key	Status	Maintenance Code		Contractor Instructions	Target Date
⊘ MITM-1434059	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove and dispose all weeds from garden beds.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
⊘ MITM-1434024	∯ Maintenance Pendiлg	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date

Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434025	Maintenance Pending	ELETM: Electrical T&M	T0: Tenant Potential Charge	Replace missing/damaged light cover lost/damaged by tenant - like for like	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434026	A Maintenance Pending	C LNTM : Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MiTM-1434041	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls and floors to remove marks and build up cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434046	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434050	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Кеу	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434054	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Paint patched hook holes to match existing colour damaged by tenants curtains	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434064	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434075	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean all external surfaces, bricks, gutters, fences to remove build up and excessive spider webs.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434088	Maintenance Pending	GMATM: Ground maintenance T&M	T0 : Tenant Potential Charge	Remove and dispose all weeds from garden beds.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434089	∰ Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434090	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434092	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2

Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434020	Maintenance Pending	ELETM: Electrical T&M	T0: Tenant Potential Charge	Replace 2 missing/damaged light cover lost/damaged by tenant - like for like	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434021	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434023	Maintenance Pending	WFUTM: Window furnishings T&M	T0: Tenant Potential Charge	Tenant is to replace vertical weights and chains damaged during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MiTM-1434029	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Secure bung to waste pipe after dishwasher is removed	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434031	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove Mber installed curtains Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434032	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Paint patched hook holes to match existing colour damaged by tenant from curtains	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434033	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean Fan to remove built up dust	10/02/2
Key	Status	Maintenance Code		Contractor Instructions	Target Date
MITM-1434034	Maintenance Pending	CLNTM: Cleaning T&M		cleaned by tenant	10/02/2
Key	Status	Maintenance Code		Contractor Instructions	Target Date
MITM-1434036	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Remove built up mould/soap scum from the vanity drain in sink not cleaned by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434038	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls and floors to remove marks and build up cause by tenant during tenancy	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434043	Maintenance Pending	CLNTM: Cleaning T&M		Remove built up mould/soap scum from the shower not cleaned by tenant	10/02/2
Key	Status	Maintenance Code	e Charge Type	Contractor Instructions	Target Date
MITM-1434045	& Maintenance	CLNTM: Cleaning	T0: Tenant	Clean Fan to remove built up	10/02/2

Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
-	Pending	T&M	Potential Charge	dust	
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434049	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove curtains installed by tenant Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434051	A Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove curtains installed by Tenant. Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434052	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Paint patched hook holes to match existing colour damaged by tenants curtains	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434053	Maintenance Pending	PNTTM: Painting T&M	T0: Tenant Potential Charge	Remove curtains installed by tenant. Patch hook/screw/nail hole damaged by tenant	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434055	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Tenant is to replace fly screen frame and clips damaged	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434056	Maintenance Pending	CARTM: Carpentry T&M	T0; Tenant Potential Charge	Replace damaged fly-wire to window	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434057	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434062	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Weed all paved/pebbled areas including paths, driveways, dead side of property and pavers.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434077	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Pressure clean all stains from outdoor entertainment area	10/02/2
Key	Status	Maintenance Code		Contractor Instructions	Target Date
MITM-1434082	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean External surfaces to remove built up dust and excessive spider webs.	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434083	A Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove portable garden me planters (tyres/soil) and allow suitable ventilation and keep area clear as not to encourage termites into the property.	10/02/2

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Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434084	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434014	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly wire to door	10/02/2
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1434015	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
Pending Possib	le Planned				
Key	Status	Maintenance Code	Charge Type	Contractor Instructions	Target Date
MITM-1453763	Maintenance Pending	APGTM: Appliance Gas T&M	P0: Possible Planned	PM to remove gas heater at next vacancy and deactivate fixture	27/02/2

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