

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents S47F

Lessor...

MRS S47F

Email

Lessor ID S47F

New Interaction

Dashboard S47F

Interactions Enquiries History

All Interactions Interaction 15468901 All Notifications

Interaction

Modify

Raised Issues

Key 15468901 Yofanda Phillip., 02/11/2012 14:02

N/A

Source Email (Lessor to DHA)

Referenced Issues

Description

View Full Description

N/A

RE: Storm damage

Comments

N/A

Attachments

Attachment 1

2012-01-02-1411.msg

42.50 KB

Previous Interaction

Next Interaction

Rendered in 0.367 seconds
01/04/2015 07:47:11

Log a fault in Services Hub

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

Falt, Aliey

From: Phillips, Yolanda
Sent: Friday, 2 November 2012 2:01 PM
To: s47F
Subject: RE: Storm damage

Hello s47F

I have returned from s47F 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: s47F
Sent: Friday, 2 November 2012 1:41 PM
To: Phillips, Yolanda
Subject: Re: Storm damage

Good Afternoon Yolanda,

Apologies for the mixup.

Mobiles s47F
Home s47F
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: s47F
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 S47F

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]

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 15486516 All Notifications

Interaction

Modify

Raised Issues

Key 15486516 Yolanda Phillip.. 02/11/2012 12:48

N/A

Source Email (DHA to Lessor)

Referenced Issues

Description

View Full Description

N/A

Storm damage

Comments

N/A

Attachments

Attachment 1 2012-47-02-1211.msg 28.00 KB

Previous Interaction

Next Interaction

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

Log a fault in Services Hub

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

Falt, Aliey

From: Phillips, Yolanda
Sent: Friday, 2 November 2012 12:47 PM
To: s47F
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 s47F

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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 14206444 All Notifications

Interaction

Modify Raised Issues

Key 14206444 Fiona (Mat leav.. 07/09/2012 11:01

N/A

Source Email (DHA to DHA)

Referenced Issues

Description

View Full Description

N/A

FW: WATER USAGE S47F

Comments

N/A

Attachments

Attachment 1 2012-02-07-0909.msg 589.50 KB

Previous Interaction

Next Interaction

Rendered in 0.024 seconds
01/04/2015 07:43:40

Log a fault in Services Hub

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

Falt, Aliey

From: Bolton, Fiona
Sent: Friday, 7 September 2012 9:02 AM
To: Accounts Payable
Subject: FW: WATER USAGE - s47F
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 - s47F

Hi Fiona,

Please find attached water usage charge for s47F Nowra North.

Thanks & Regards

s47F

Water Account



S47F



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

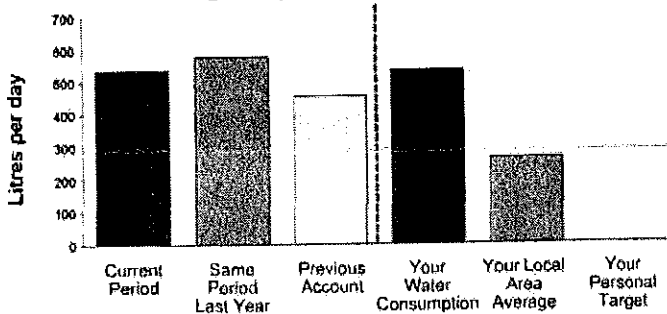
To: 17/08/2012

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



Assessment No: 3095-04100-4

Amount Due: \$261.50



*2146 60632700



Billers Code: 858639

Ref: S47F

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	
1	none	170	103	
	small	229	147	
	medium	288	160	
	large	344	176	
2	none	322	208	
	small	390	250	
	medium	457	283	
	large	509	279	
3	none	417	309	
	small	550	353	
	medium	626	366	
	large	674	382	
4	none	529	412	
	small	723	456	
	medium	796	469	
	large	854	485	
5	none	656	515	
	small	949	559	
	medium	1004	572	
	large	1107	588	
6	none	784	618	
	small	1354	662	
	medium	1437	675	
	large	1582	691	
Your Daily Average		534 L	Your Personal Target*	0 L

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

NEWS 4 U!

Meter Replacement Program

A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44293214.

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)

PAYMENT OPTIONS

Credit Card*

Please Call 1300 86 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

00000060632700

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1765	1718	47
Total Consumption			47 kL

Water Usage Charges

Description		kL	Charge/kL	Charge
Water Charge	First	25	\$1.55	38.75
Pro Rata Water Charge	First	22	\$1.50	33.00
Total Water Usage Charges				\$71.75

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jul to 30 Sep 2012	\$81.00	20.25
Total Water Availability Charges				\$20.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jul to 30 Sep 2012	\$678.00	169.50
Total Sewer Availability Charges				\$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
Bill code: 0000858639
Bill 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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Felt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 12656953 All Notifications

Interaction		Modify
Key	12656953	Fiona (Mat leav.. 22/06/2012 11:20
Source	Email (DHA to DHA)	
Description		View Full Description
FW: WATER USAGE - JUNE 2012		

Raised Issues

N/A


Referenced Issues

N/A

Comments

N/A

Attachments

Attachment 1	 2012-17-22-1106.msg	484.00 KB
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Previous Interaction

Next Interaction

Rendered in 0.025 seconds
01/04/2015 07:42:49

Log a fault in Services Hub

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

Falt, Aliey

From: Bolton, Fiona
Sent: Friday, 22 June 2012 11:17 AM
To: Accounts Payable
Subject: FW: WATER USAGE - JUNE 2012
Attachments: WATER USAGE - JUNE 2012.pdf

DATE: 22 June 2012

TO: Accounts Payable

CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] **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: s47F [REDACTED]
Sent: Thursday, 21 June 2012 7:28 PM
To: Bolton, Fiona
Subject: WATER USAGE - JUNE 2012

Hi Fiona,

Please find attached water usage charge for s47F [REDACTED] Nowra North.

Thanks & Regards

s47F [REDACTED]

Water Account

shoalhaven-w-ASA001-000503



R02

S47F

ACCOUNT DETAILS

Date of Issue: 25/05/2012

Assessment No: 3095-04100-4

Amount Due: \$242.25

Please Pay By: 22/06/2012

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: S47F S47F North Nowra

Supply Period

From: 20/02/2012
 To: 21/05/2012

Balance Brought Forward: \$0.00

Current Charges (See over for details): \$242.25

Amount Due: \$242.25

Daily Interest Rates on Overdue Accounts is 11% per annum

YOUR HOUSEHOLD WATER USE COMPARED

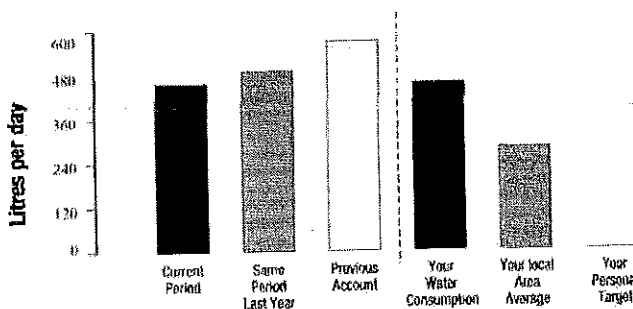
No of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3	none	417	309
	small	550	353
	medium	626	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	764	618
	small	1354	662
	medium	1437	675
	large	1502	691

NEWS 4 U!
Meter Replacement Program
 A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44203214.

Your Daily Average	456 L	Your Personal Target*	0 L
--------------------	-------	-----------------------	-----

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

Your average daily water consumption comparison



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

Amount Due: \$242.25



*2146 60632700



Billor 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.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

11 606 3 2 700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1718	1677	41 kl
Total Consumption			41 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	41	\$1.50	61.50
Total Water Usage Charges				\$61.50

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Apr to 30 Jun 2012	\$78.00	19.50
Total Water Availability Charges				\$19.50

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Apr to 30 Jun 2012	\$645.00	161.25
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: 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

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 12656923 All Notifications


Interaction Modify **Raised Issues**

Key 12656923 Fiona (Mat leav.. 22/06/2012 11:20 N/A
Source Email (Lessor to DHA)

Description View Full Description N/A

RE: WATER USAGE - JUNE 2012 **Comments**
N/A

Attachments

Attachment 1  2012-17-22-1106.msg 29.00 KB

[Previous Interaction](#)

[Next Interaction](#)

Rendered in 0.024 seconds
01/04/2015 07:42:17

Log a fault in Services Hub

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

Falt, Aliey

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: Bolton, Fiona
Subject: WATER USAGE - JUNE 2012

Hi Fiona,

Please find attached water usage charge for s47F Nowra North.

Thanks & Regards

s47F

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Atley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents

S47F

Lessor...

Lessor ID S47F

MR S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 12609665 All Notifications

Interaction

Modify

Raised Issues

Key 12609665 Sharon Herbert 20/06/2012 12:02
Source Post/Mail (DHA to Lessor)

N/A

Referenced Issues

Description

View Full Description

N/A

Comments

N/A

20th June 2012

S47F

Attachments

Attachment 1 Property-inspection-repor.. 219.50 KB

Previous Interaction

Next Interaction

Rendered in 0.034 seconds
31/03/2015 17:58:15

Log a fault in Services Hub

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

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

Lessor Name: &&&&&&&&&&&&&&&&&&&&&&&&&.

Home Address: &&&&&&&&&&&&&&&&&&&&&&&&&.

Mailing Address: &&&&&&&&&&&&&&&&&&&&&&&&&...

&&&&&&&&&&&&&&&&&&&&&&&&&...

Telephone No: (w) &&&&&&&&&&&&&.. (h) .. &&&&&&&&&&.&&&..&&.

(mobile) &&&&&&&&&&&&&. (fax) &&&&&&&&&&&&&.&&..

Email: &&&&&&&&&&&&&&&&&&&.

Insurance Details*:

Company

Policy Number

Insurance Cover (Building & Contents)

Public Liability

Date of Expiry

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&&&&&&&&&&&&&&&&&&&&&&&&&...

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\$.....

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* 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

LEASED PROPERTY INSPECTION REPORT



Defence Housing AUSTRALIA

Inspection Date: 14th June 2012

Address of Property: S47F [REDACTED] NORTH NOWRA	UPRN: S47F [REDACTED]	Lessor: Mr S47F [REDACTED]
Inspected by: Sharon Herbert	Lease: Lease 96	<input type="checkbox"/> Vacant <input checked="" type="checkbox"/> Occupied by Defence Tenant <input type="checkbox"/> Occupied by Private Tenant

	CONDITION			COMMENTS	ACTION
	GOOD	ACCEPTABLE	WORK REQUIRED		
Bedroom 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuite	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bathroom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Living Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Dining Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Family Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Rumpus Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Kitchen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Oven was not heating and globe had blown repaired and replaced.	Maintenance completed
Laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hall	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Garage/Cpt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Rear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area

COMMENTS: The property is being maintained by tenant, and there was no maintenance reported at inspection.

Signed: _____

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F NORT... Interactions Enquiries History

All Interactions Interaction 11015610 All Notifications

Interaction

Modify

Raised Issues

Key 11015610 Fiona (Mat leav.. 02/04/2012 15:26

N/A

Source Email (DHA to Lessor)

Referenced Issues

Description

View Full Description

N/A

FW: WATER USAGE - MARCH 2012

Comments

N/A

Attachments

Attachment 1 2012-25-02-1504.msg 453.00 KB

Previous Interaction

Next Interaction

Rendered in 0.033 seconds
31/03/2015 17:57:30

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0_25 started 18/03/2015 21:35

Falt, Aliey

From: Lewis, Fiona
Sent: Monday, 2 April 2012 3:26 PM
To: Accounts Payable
Subject: FW: WATER USAGE - MARCH 2012
Attachments: WATER USAGE - MARCH 2012.pdf

DATE: 02 April 2012
TO: Accounts Payable
CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] **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 [REDACTED]
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 s47F [REDACTED] Nowra North.

Thanks & Regards

s47F [REDACTED]

Water Account

s/shoalhaven-w-ASA001-000574



R02

s47F

ACCOUNT DETAILS

Date of Issue: 24/02/2012

Assessment No: 3095-04100-4

Amount Due: \$258.75

Please Pay By: 23/03/2012

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: s47F s47F North Nowra

Supply Period

From: 21/11/2011
 To: 20/02/2012

Balance Brought Forward: \$0.00

Current Charges (See over for details): \$258.75

Amount Due: \$258.75

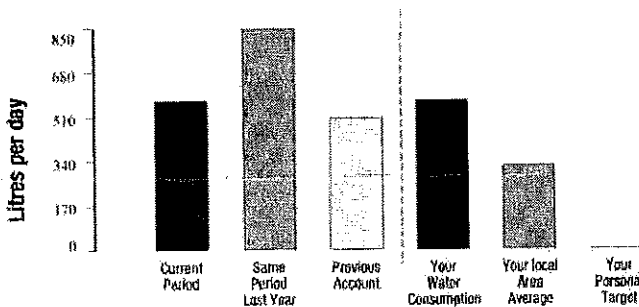
Daily Interest Rates on Overdue Accounts is 11% per annum

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use	NEWS 4 U!
1	none	170	103	Metor Replacement Program A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44293214.
	small	229	147	
	medium	280	160	
	large	344	176	
2	none	322	206	
	small	390	250	
	medium	457	263	
	large	509	279	
3	none	417	309	
	small	550	353	
	medium	626	366	
	large	674	382	
4	none	529	412	
	small	723	456	
	medium	786	469	
	large	854	485	
5	none	656	515	
	small	949	569	
	medium	1004	572	
	large	1107	588	
6	none	784	618	
	small	1354	662	
	medium	1437	675	
	large	1582	691	
Your Daily Average		571 L	Your Personal Target	0 L

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

Your average daily water consumption comparison



Description	This Account	Previous Acct	Change
Total Usage	52 kL	46 kL	6 kL
Days in Period	91	91	0
Average Daily Usage	571 L	505 L	66 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$258.75



*2146 60632700



Billor 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.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

6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1677	1625	52 kl
Total Consumption			52 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	52	\$1.50	78.00
Total Water Usage Charges				\$78.00

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jan to 31 Mar 2012	\$78.00	19.50
Total Water Availability Charges				\$19.50

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jan to 31 Mar 2012	\$645.00	161.25
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
Bill code: 0000858639
Bill name: SHOALHAVEN WATER - A DIVISION OF SCC
Customer reference no: s47F
Amount: 258.75
Payment date: 22/03/12
Authoriser: 12803344

End of Report

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Felt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS S47F

Lessor...

Lessor ID S47F

New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38550213 All Notifications

Interaction Modify

Key 38550213 David Boxwell 04/03/2015 11:13
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

Description View Full Description

RE: S47F 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

Attachments

Attachment 1 2015-13-04-1103.msg 81.00 KB

Previous Interaction

Raised Issues

N/A

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-1421873	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...	Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...	Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t...	Maintenance Done

Comments

N/A

Next Interaction

Rendered in 0.048 seconds
01/04/2015 10:41:41

Log a fault in Services Hub

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

Falt, Aliey

From: Boxwell, David
Sent: Wednesday, 4 March 2015 11:13 AM
To: s47F
Cc: Falt, Aliey; Ricetti, Cathy
Subject: RE: s47F 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
Subject: Re: s47F North Nowra - sewer repairs

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

s47F

----- Original Message -----

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

To: s47F

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

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

Subject: Re: s47F 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, s47F 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: s47F

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: s47F 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.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: s47F
Sent: Tuesday, 3 March 2015 3:38 PM
To: Boxwell, David
Cc: Falt, Aliey; Ricetti, Cathy
Subject: Re: s47F North Nowra - sewer repairs

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: s47F
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

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.

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

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

From: s47F [REDACTED]
Sent: Saturday, 14 February 2015 9:01 AM
To: Boxwell, David
Cc: Falt, Ailey
Subject: Re: s47F [REDACTED] North Nowra - sewer repairs

Good Morning s47F [REDACTED]

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 [REDACTED]

----- 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

Subject: §47F North Nowra - sewer repairs

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

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<s47F [REDACTED] Nowra - Photo 2.jpg>
< [REDACTED] Nowra - Photo 3.jpg>
< [REDACTED] Nowra - Photo 1.jpg>

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S47F NORTH NOWRA NSW 2541 Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Pella Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-1421673 History

Maintenance Item

Property Status	Ownership H / Ast. Status AC / Rep. Status
Key	<input checked="" type="checkbox"/> MITM-1421673 WF Justine May 07/01/2015 09:46
Interaction	37991638
Invoice	<input checked="" type="checkbox"/> MINV-976434 WF Maintenance Use.. 19/01/2015 12:51
Status	<input checked="" type="checkbox"/> Maintenance Done
Summary	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up through...
Location	Laundry
Charge Type	R (Responsive)
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M View Spec.
Estimated Price	\$200.00
Contractor Instructions	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.
Access Details	Contact S47F

Modify

Allocation Details

Priority	Routine
Booking Req. Date	09/01/2015 17:00 NSW Local Time
Target Start Date	07/01/2015
Target End Date	14/01/2015

Current Contractor

Contractor Name	S47F Tender Cost Tier 1 (best) Quality Tier 1 (best)	Contractor ID 894
Appointment Date	12/01/2015 12:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	S47F	
Occupancy Date	05/12/2006	Vacancy Date
Occupying AFR	592723	
Preferred Email	S47F	Work
Preferred Phone	S47F	Work
Preferred Phone	S47F	Mobile

Attachments

N/A

Cancel

Recall Item

Properties Search Results Property Details

Property...

s47F

NORTH NOWRA NSW 2541

Property ID s47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-398462 History

Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-398462 WF	Cathy Ricetti 25/03/2011 15:12
Interaction	316957	
Invoice	<input checked="" type="checkbox"/> MINV-264171 WF	CTM 30/03/2011 13:58
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	s47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting cen...	
Location	Whole Site	
Charge Type	R (Responsive)	
Maintenance Code	PLLTM: Plumbing -Light T&M	View Spec.
Estimated Price	\$300.00	
Contractor Instructions	Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage.	
Access Details	contact tenant	

Allocation Details

Priority	Routine	
Booking Req. Date	29/03/2011 17:00	NSW Local Time
Target Start Date	25/03/2011	
Target End Date	21/04/2011	

Current Contractor

Contractor ID 3

Contractor Name	P n Tender Cost Tier 1 (best) Quality Tier 1 (best) s47F	
Appointment Date	26/03/2011 09:00	NSW Local Time
Further Act. Req.	Cleared blockage in sewer pipes with water jetter. Blockage was located between boundary & gully. Blockage was caused by concrete & bitumen inside of pipes.	

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	05/12/2006	Vacancy Date
Occupying AFR	592723	
Preferred Email	s47F	Work
Preferred Phone	s47F	Work
Preferred Phone		Mobile

Attachments

N/A

Cancel

Recall Item

S47F

NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Maintenance Item

Property Status	Ownership H / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-40542 wf	Cathy Ricetti 15/10/2009 15:01
Raised From	<input checked="" type="checkbox"/> MQUO-6950 wf	Cathy Ricetti 15/10/2009 15:00
Invoice	<input checked="" type="checkbox"/> MINV-31039 wf	CTM 23/11/2009 13:31
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t...	
Location	Exterior Property	
Charge Type	R (Responsive)	
Maintenance Code	PLLTM: Plumbing -Light T&M	View Spec.
Estimated Price	\$540.00	
Contractor Instructions	Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish.	
Access Details	contact tenant	

Modify

Allocation Details

Priority	Routine	
Booking Req. Date	19/10/2009 17:00	NSW Local Time
Target Start Date	16/10/2009	
Target End Date	26/11/2009	

Current Contractor

		Contractor ID 894
Contractor Name	S47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	30/10/2009 07:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	S47F	
Occupancy Date	05/12/2006	Vacancy Date
Occupying AFR	592723	
Preferred Email	S47F	Work
Preferred Phone		Work
Preferred Phone		Mobile

Attachments

N/A

Cancel

Recall Item

Client Management CLM PRD B Jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents S47F

Lessor...

Lessor ID S47F

New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38549421 All Notifications

Interaction

Modify

Raised Issues

Key 38549421 David Boxwell 04/03/2015 10:57

N/A

Source Email (DHA to Lessor)

Reason Maintenance/Upgrade

Referenced Issues

Description

View Full Description

Re: S47F North Nowra - sewer repairs

ID	Type	Status
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu... Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con... Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t... Maintenance Done

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

Attachments

Comments

Attachment 1 2015-59-03-2103.msg 69.00 KB N/A

Next Interaction

Previous Interaction

Rendered in 0.353 seconds
01/04/2015 10:40:35

Log a fault in Services Hub

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

Falt, Aliey

From: Boxwell, David
Sent: Tuesday, 3 March 2015 10:00 PM
To: s47F
Cc: Falt, Aliey; Ricetti, Cathy
Subject: Re: s47F 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, s47F 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: s47F

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: s47F 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.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: s47F

Sent: Tuesday, 3 March 2015 3:38 PM

To: Boxwell, David

Cc: Falt, Aliey; Ricetti, Cathy

Subject: Re: s47F North Nowra - sewer repairs

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: s47F

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

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.

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

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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 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

Services<<https://online.dha.gov.au/Content/Security/FormsLogin.aspx>> 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: s47F North Nowra - sewer repairs

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

s47F

----- Original Message -----

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

To: s47F

Cc: Falt, Ailey <mailto:aliley.falt@dha.gov.au>

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

Subject: s47F North Nowra - sewer repairs

Good Afternoon s47F

I understand that you have had a couple of email conversations with Ailey 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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a day, 7 days a week.

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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.

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<[REDACTED]@s47f> North Nowra - Photo 2.jpg>
<[REDACTED]> North Nowra - Photo 3.jpg> <FLOOR PLAN.JPG>
<[REDACTED]> North Nowra - Photo 1.jpg>

Properties Search Results Property Details

Property...

S47F

NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-1421673 History

Maintenance Item

Modify

Allocation Details

Property Status	Ownership H / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-1421673	Justine May 07/01/2015 09:46
Interaction	37991638	
Invoice	<input checked="" type="checkbox"/> MINV-976434 Maintenance Use.. 19/01/2015 12:51	
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...	
Location	Laundry	
Charge Type	R (Responsive)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec.
Estimated Price	\$200.00	
Contractor Instructions	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.	
Access Details	Contact	S47F

Priority	Routine	
Booking Req. Date	09/01/2015 17:00	NSW Local Time
Target Start Date	07/01/2015	
Target End Date	14/01/2015	

Current Contractor

Contractor ID 894

Contractor Name	S47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	12/01/2015 12:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	S47F	
Occupancy Date	05/12/2006	Vacancy Date
Occupying AFR	692723	
Preferred Email	S47F	Work
Preferred Phone		Work
Preferred Phone		Mobile

Attachments

N/A

Cancel

Recall item

Property...

Properties Search Results Property Details

S47F

NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Patta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-398462 History

Maintenance Item

Modify

Allocation Details

Property Status Ownership H / Ast. Status AC / Rep. Status

Key MITM-398462 WF Cathy Ricetti 25/03/2011 15:12

Interaction 316957

Invoice MINV-264171 WF CTM 30/03/2011 13:58

Status Maintenance Done

Summary S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...

Location Whole Site

Charge Type R (Responsive)

Maintenance Code PLLTM: Plumbing -Light T&M [View Spec.](#)

Estimated Price \$300.00

Contractor Instructions Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage.

Access Details contact tenant

Priority Routine

Booking Req. Date 29/03/2011 17:00 NSW Local Time

Target Start Date 25/03/2011

Target End Date 21/04/2011

Current Contractor

Contractor ID 3

Contractor Name P.D. S47F Tender Cost Tier 1 (best) Quality Tier 1 (best)

Appointment Date 28/03/2011 09:00 NSW Local Time

Further Act. Req. Cleared blockage in sewer pipes with water jetter. Blockage was located between boundary & gully. Blockage was caused by concrete & bitumen insida of pipes.

Associated Tenancy Details

Tenant S47F

Occupancy Date 05/12/2006 **Vacancy Date**

Occupying AFR 582723

Preferred Email S47F **Work**

Preferred Phone **Work**

Preferred Phone **Mobile**

[Recall Item](#)

[Cancel](#)

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Properties Search Results Property Details

Property...

S47F

NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Pelta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-40542 History

Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status	
Key	MITM-40542 WF	Cathy Ricetti 15/10/2009 15:01
Raised From	MQUO-6950 WF	Cathy Ricetti 15/10/2009 15:00
Invoice	MINV-31039 WF	CTM 23/11/2009 13:31
Status	Maintenance Done	
Summary	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t...	
Location	Exterior Property	
Charge Type	R (Responsive)	
Maintenance Code	PLLTM: Plumbing -Light T&M	View Spec.
Estimated Price	\$540.00	
Contractor Instructions	Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish.	
Access Details	contact tenant	

Allocation Details

Priority	Routine	
Booking Req. Date	19/10/2009 17:00	NSW Local Time
Target Start Date	16/10/2009	
Target End Date	26/11/2009	

Current Contractor

Contractor ID 894

Contractor Name	S47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	30/10/2009 07:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	S47F	
Occupancy Date	05/12/2006	Vacancy Date
Occupying AFR	592723	
Preferred Email	S47F	Work
Preferred Phone		Work
Preferred Phone		Mobile

Recall Item

Attachments

N/A

Cancel

Rendered in 0.247 seconds
01/04/2015 10:41:29

Log a fault in Services Hub

release.20150318T1830.6c0079a Java 1.8.0_25 started 20/03/2015 12:44

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Atley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F NORT... Interactions Enquiries History

All Interactions Interaction 38549395 All Notifications

Interaction

Modify

Key 38549395 David Boxwell 04/03/2015 10:55
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

Raised Issues

N/A

Referenced Issues

ID	Type	Status
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t...

Description

View Full Description

Re: 4 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.

Comments

N/A

Attachments

Attachment	File Name	Size
Attachment 1	2015-24-03-1903.msg	140.00 KB
Attachment 2	S47F North Now..	313.17 KB
Attachment 3	North Now..	281.08 KB
Attachment 4	FLOOR PLAN.JPG	27.65 KB
Attachment 5	S47F North Now..	266.31 KB

Previous Interaction

Next Interaction

Rendered in 0.031 seconds
01/04/2015 10:38:36

Log a fault in Services Hub

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

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

s47F

----- Original Message -----

From: Boxwell, David
To: s47F
Cc: Falt, Aliey ; Ricetti, Cathy
Sent: Tuesday, March 03, 2015 4:13 PM
Subject: RE: s47F 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@dha.gov.au | www.dha.gov.au

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From: s47F
Sent: Tuesday, 3 March 2015 3:38 PM
To: Boxwell, David
Cc: Falt, Aliey; Ricetti, Cathy
Subject: Re: s47F North Nowra - sewer repairs

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

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From: Boxwell, David
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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.

REPORT FOR

S47F [REDACTED] 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

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- (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),
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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

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From: s47F
Sent: Saturday, 14 February 2015 9:01 AM
To: Boxwell, David
Cc: Falt, Aliey
Subject: Re: s47F North Nowra - sewer repairs

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

s47F

----- Original Message -----

From: Boxwell, David

To: s47F

Cc: Falt, Ailey

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

Subject: s47F North Nowra - sewer repairs

Good Afternoon s47F

I understand that you have had a couple of email conversations with Ailey 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.

Ailey 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
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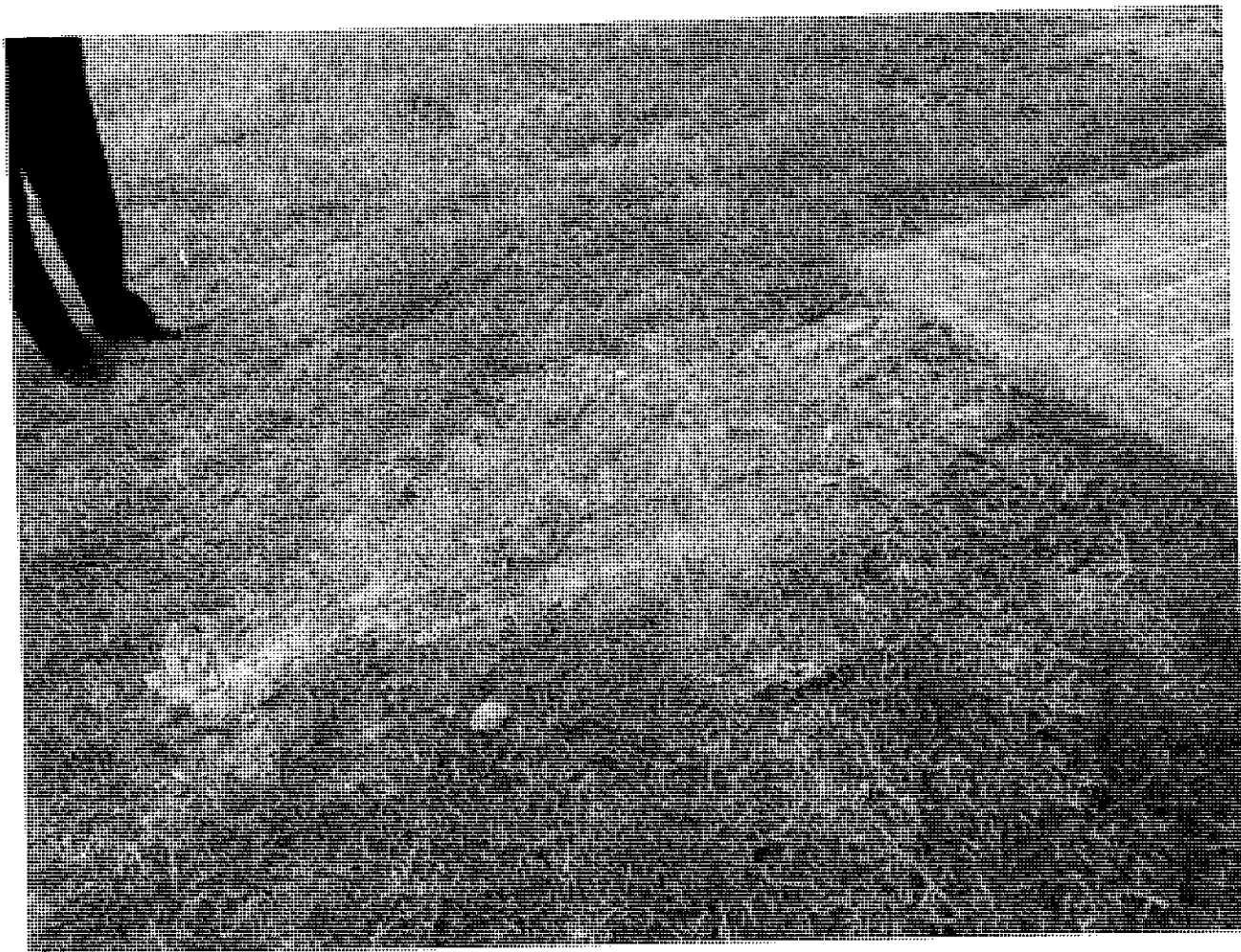
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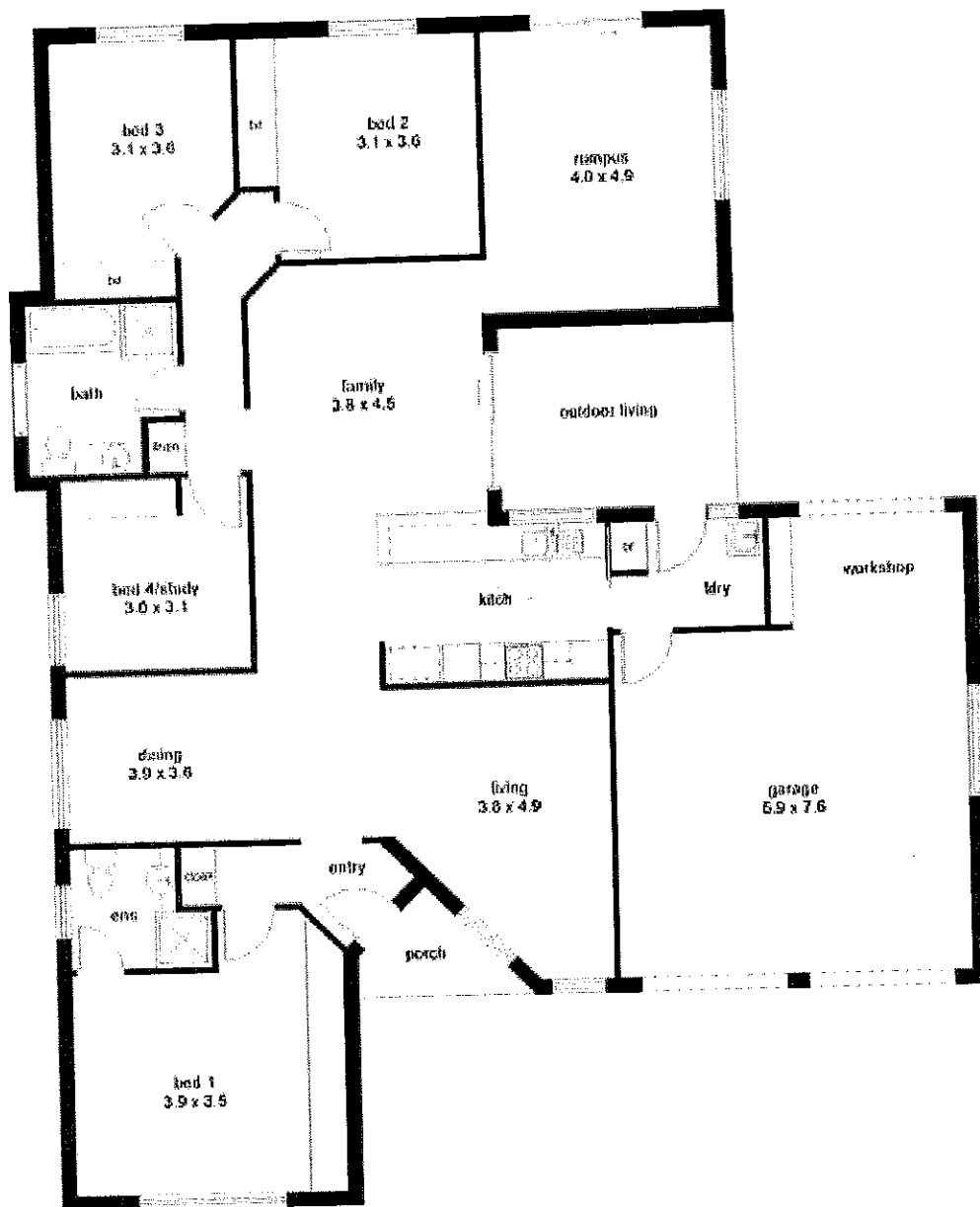
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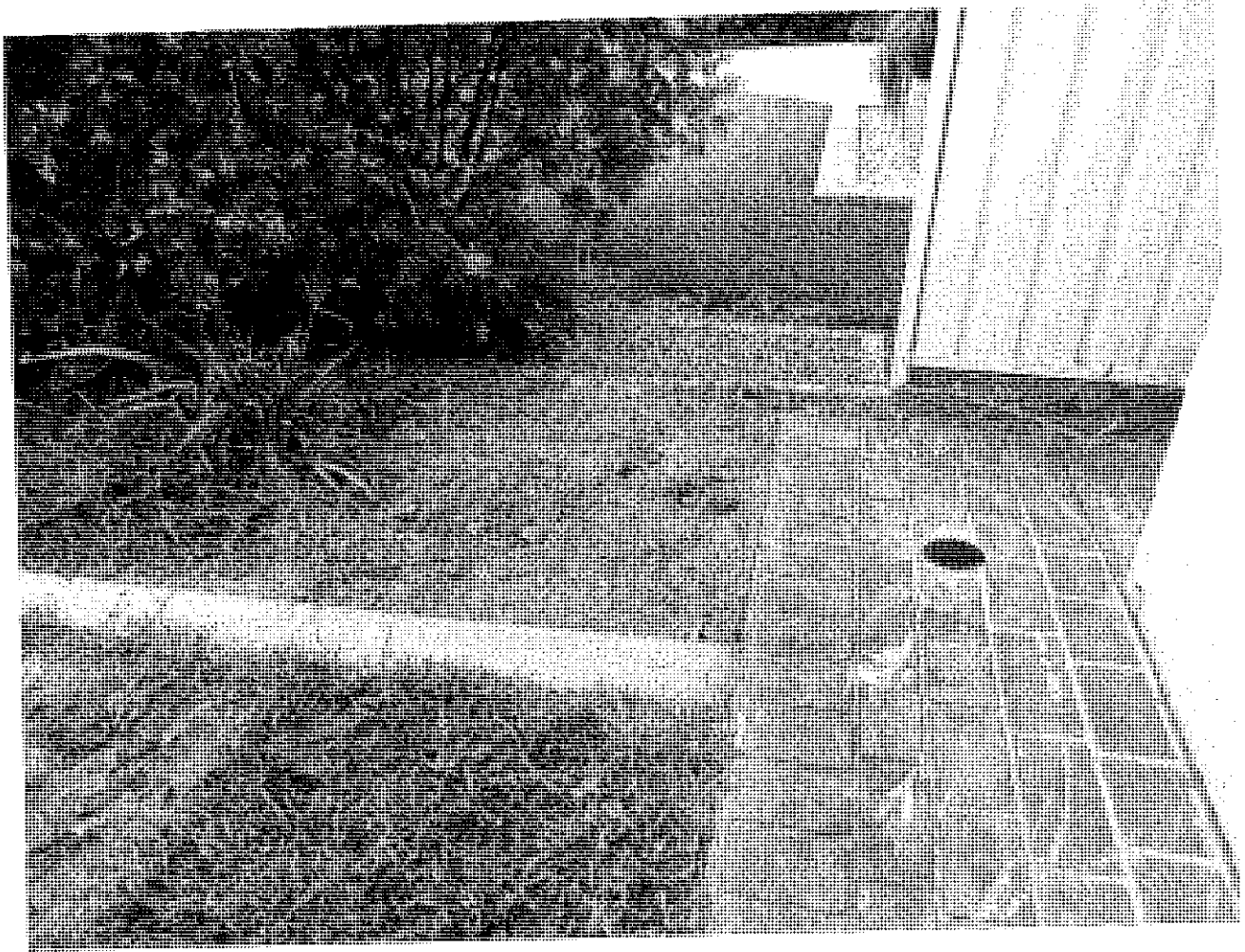
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intmr01.dha.gov.au[8480972]









Properties Search Results Property Details

Property...

s47f NORTH NOWRA NSW 2541

Property ID s47f

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-1421673 History

Maintenance Item

Modify

Allocation Details

Property Status	Ownership H / Ast. Status AC / Rep. Status
Key	MITM-1421673 WF Justine May 07/01/2015 09:46
Interaction	37991638
Invoice	MINV-976434 W Maintenance Use.. 19/01/2015 12:51
Status	Maintenance Done
Summary	s47f NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...
Location	Laundry
Charge Type	R (Responsive)
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M View Spec.
Estimated Price	\$200.00
Contractor Instructions	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.
Access Details	Contact s47f

Priority	Routine
Booking Req. Date	09/01/2015 17:00 NSW Local Time
Target Start Date	07/01/2015
Target End Date	14/01/2015
Current Contractor	Contractor ID 894
Contractor Name	s47f Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	12/01/2015 12:00 NSW Local Time
Further Act. Req.	

Associated Tenancy Details

Tenant	s47f
Occupancy Date	05/12/2006 Vacancy Date
Occupying AFR	592723
Preferred Email	s47f Work
Preferred Phone	Work
Preferred Phone	Mobile

Attachments

N/A

Cancel

Recall Item

Properties Search Results Property Details

Property...

Property ID S47F

S47F NORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / MainL Area Nowra / Insp. Area Nowra North / Prop. Mgr. Pelta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-398462 History

Maintenance Item

Property Status	Ownership H / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-398462 WF	Cathy Ricetti 25/03/2011 15:12
Interaction	316957	
Invoice	<input checked="" type="checkbox"/> MINV-264171 WF	CTM 30/03/2011 13:58
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...	
Location	Whole Site	
Charge Type	R (Responsive)	
Maintenance Code	PLLTM: Plumbing -Light T&M	View Spec.
Estimated Price	\$300.00	
Contractor Instructions	Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage.	
Access Details	contact tenant	

Modify

Allocation Details

Priority	Routine	
Booking Req. Date	29/03/2011 17:00	NSW Local Time
Target Start Date	25/03/2011	
Target End Date	21/04/2011	

Current Contractor

Contractor Name	P.D. S47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	28/03/2011 09:00	NSW Local Time
Further Act. Req.	Cleared blockage in sewer pipes with water jetter. Blockage was located between boundary & gully. Blockage was caused by concrete & bitumen inside of pipes.	

Contractor ID 3

Associated Tenancy Details

Tenant	S47F	
Occupancy Date	05/12/2006	Vacancy Date
Occupying AFR	592723	
Preferred Email	S47F	Work
Preferred Phone		Work
Preferred Phone		Mobile

Attachments

N/A

Cancel

Recall Item

Properties Search Results Property Details

Property...

S47F

NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Patta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-40542 History

Maintenance Item

Modify

Allocation Details

Property Status	Ownership H / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-40542 WF	Cathy Ricetti 15/10/2009 15:01
Raised From	<input checked="" type="checkbox"/> MQUO-6950 WF	Cathy Ricetti 15/10/2009 15:00
Invoice	<input checked="" type="checkbox"/> MINV-31038 WF	CTM 23/11/2009 13:31
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	S47F NORTH NOWRA NSW 2541 : PLTLM : Repair broken junctions from the laundry line under t...	
Location	Exterior Property	
Charge Type	R (Responsive)	
Maintenance Code	PLTLM: Plumbing -Light T&M	View Spec.
Estimated Price	\$540.00	
Contractor Instructions	Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish.	
Access Details	contact tenant	

Priority	Routine	
Booking Req. Date	19/10/2009 17:00	NSW Local Time
Target Start Date	16/10/2009	
Target End Date	26/11/2009	

Current Contractor

Contractor ID 894

Contractor Name	S47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	30/10/2009 07:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	S47F	
Occupancy Date	05/12/2006	Vacancy Date
Occupying AFR	592723	
Preferred Email	S47F	Work
Preferred Phone		Work
Preferred Phone		Mobile

Recall Item

Attachments

N/A

Cancel

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents S47F

Lessor...

Lessor ID S47F

New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38545390 All Notifications

Interaction

Modify

Key 38545390 David Boxwell 03/03/2015 16:29
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

Description

View Full Description

RE S47F North Nowra - sewer repairs

Good Afternoon S47

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

Attachments

Attachment 1 2015-13-03-1603.msg 114.00 KB

Previous Interaction

Raised Issues

N/A

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...	Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47E NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...	Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t...	Maintenance Done

Comments

N/A

Next Interaction

Rendered in 0.035 seconds
01/04/2015 10:36:59

Log a fault in Services Hub |

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

Falt, Aliey

From: Boxwell, David
Sent: Tuesday, 3 March 2015 4:14 PM
To: s47F
Cc: Falt, Aliey; Ricetti, Cathy
Subject: RE: s47F North Nowra - sewer repairs

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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@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 [REDACTED]
Sent: Saturday, 14 February 2015 9:01 AM
To: Boxwell, David
Cc: Falt, Ailey
Subject: Re: s47F [REDACTED] North Nowra - sewer repairs

Good Morning s47F [REDACTED]

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 [REDACTED]

----- Original Message -----

From: Boxwell, David

To: s47F

Cc: Falt, Aliey

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

Subject: s47F 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

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david.boxwell@dha.gov.au | www.dha.gov.au

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intmr01.dha.gov.au[8477681]

S47F NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests : MITM-1421673 History

Maintenance Item

Allocation Details

Property Status Ownership H / Ast. Status AC / Rep. Status

Key MITM-1421673 wf Justine May 07/01/2015 09:46

Interaction 37991638

Invoice MINV-976434 Wf.Maintenance Use.. 19/01/2015 12:51

Status Maintenance Done

Summary S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...

Location Laundry

Charge Type R (Responsive)

Maintenance Code PLSTM: Plumbing - Sanitary & Drainage View Spec. T&M

Estimated Price \$200.00

Contractor instructions 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.

Access Details Contact S47F

Priority Routine

Booking Req. Date 09/01/2015 17:00 NSW Local Time

Target Start Date 07/01/2015

Target End Date 14/01/2015

Current Contractor Contractor ID 894

Contractor Name S47F Tender Cost Tier 1 (best) Quality Tier 1 (best)

Appointment Date 12/01/2015 12:00 NSW Local Time

Further Act. Req.

Associated Tenancy Details

Tenant S47F

Occupancy Date 05/12/2006 **Vacancy Date**

Occupying AFR 592723

Preferred Email S47F Work

Preferred Phone Work

Preferred Phone Mobile

Attachments

N/A

Cancel

Recall Item

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Alley Falk Nowra HMC | Sign Out

Properties Search Results Property Details

Property...

S47F

NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Pette Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-398462 History

Maintenance Item

Property Status Ownership H / Ast. Status AC / Rep. Status

Key MITM-398462 WF Cathy Ricatli 25/03/2011 15:12

Interaction 316957

Invoice MINV-264171 WF CTM 30/03/2011 13:58

Status Maintenance Done

Summary S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...

Location Whole Site

Charge Type R (Responsive)

Maintenance Code PLLTM: Plumbing -Light T&M [View Spec.](#)

Estimated Price \$300.00

Contractor Instructions Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause of blockage.

Access Details contact tenant

Allocation Details

Priority Routine

Booking Req. Date 29/03/2011 17:00 **NSW Local Time**

Target Start Date 25/03/2011

Target End Date 21/04/2011

Current Contractor

Contractor Name P.D. S47F Tender Cost Tier 1 (best) Quality Tier 1 (best) **Contractor ID 3**

Appointment Date 28/03/2011 09:00 **NSW Local Time**

Further Act. Req. Cleared blockage in sewer pipes with water jetter. Blockage was located between boundary & gully. Blockage was caused by concrete & bitumen inside of pipes.

Associated Tenancy Details

Tenant S47F

Occupancy Date 05/12/2006 **Vacancy Date**

Occupying AFR 592723

Preferred Email S47F **Work**

Preferred Phone **Work**

Preferred Phone **Mobile**

Recall Item

Cancel

Rendered in 0.391 seconds
01/04/2015 10:37:45

Log a fault in Services Hub

release.20150318T1830.6c0079a Java 1.8.0_25 started 20/03/2015 12:44

S47F

NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Maintenance Item

Property Status	Ownership H / Ast. Status AC / Rep. Status
Key	<input checked="" type="checkbox"/> MITM-40542 WF Cathy Ricetti 15/10/2009 15:01
Raised From	<input type="checkbox"/> MQUO-6950 WF Cathy Ricetti 15/10/2009 15:00
Invoice	<input type="checkbox"/> MINV-31039 WF CTM 23/11/2009 13:31
Status	<input checked="" type="checkbox"/> Maintenance Done
Summary	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t...
Location	Exterior Property
Charge Type	R (Responsive)
Maintenance Code	PLLTM: Plumbing -Light T&M View Spec.
Estimated Price	\$540.00
Contractor Instructions	Repair broken junctions from the laundry line under the concrete edge including excavation. Remove all rubbish.
Access Details	contact tenant

Modify

Allocation Details

Priority	Routine	NSW Local Time
Booking Req. Date	19/10/2009 17:00	
Target Start Date	16/10/2009	
Target End Date	26/11/2009	

Current Contractor

Contractor Name	S47F Tender Cost Tier 1 (best) Quality Tier 1 (best)	Contractor ID 894
Appointment Date	30/10/2009 07:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	S47F
Occupancy Date	05/12/2006 Vacancy Date
Occupying AFR	592723
Preferred Email	S47F Work
Preferred Phone	Work
Preferred Phone	Mobile

Recall Item

Attachments

N/A

Cancel

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falk Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38542377 All Notifications

Interaction

Modify Raised Issues

Key 38542377 David Boxwell 03/03/2015 13:28
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

N/A

Referenced issues

N/A

Description

View Full Description

Comments

N/A

RE: S47F North Nowra - sewer repairs

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

- Attachment 1 SEWER PIPE REPAIR 2015 1... 103.50 KB
- Attachment 2 2015-28-03-1303.msg 94.00 KB
- Attachment 3 SEWER PIPE REPAIR 2015 2... 122.14 KB

Previous Interaction

Next Interaction

Rendered in 0.041 seconds
01/04/2015 10:35:27

Log a fault in Services Hub

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



Falt, Aliey

From: Boxwell, David
Sent: Tuesday, 3 March 2015 1:28 PM
To: s47F
Cc: Falt, Aliey, Ricetti, Cathy
Subject: RE: s47F North Nowra - sewer repairs

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.

REPORT FOR

s47F 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

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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 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
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david.boxwell@dha.gov.au | www.dha.gov.au

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From: S47F
Sent: Saturday, 14 February 2015 9:01 AM
To: Boxwell, David
Cc: Falt, Aliey
Subject: Re: S47F North Nowra - sewer repairs

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

s47F

----- Original Message -----

From: Boxwell, David

To: s47F

Cc: Falt, Ailey

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

Subject: s47F North Nowra - sewer repairs

Good Afternoon s47F

I understand that you have had a couple of email conversations with Ailey 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.

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

Regards

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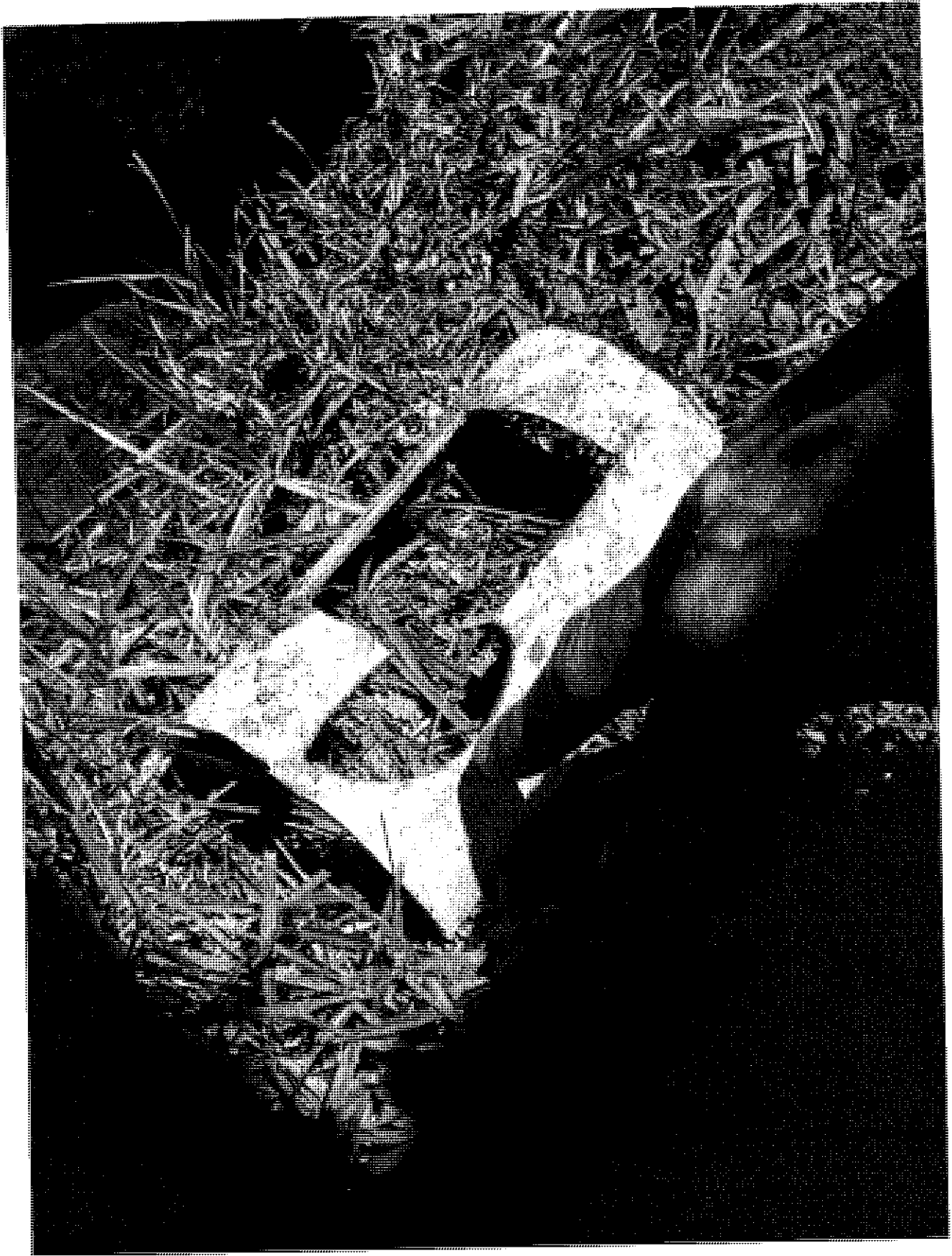
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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F NORT... Interactions Enquiries History

All Interactions Interaction 38340814 All Notifications

Interaction

Modify

Raised Issues

Key 38340814 Alley Fall 06/02/2015 08:40
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

N/A

Referenced Issues

Description

View Full Description

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

ID	Type	Status
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu... Maintenance Done
<input checked="" type="checkbox"/> MITM-1436517	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : As per further actions on MITM-1421673 Quote to... Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con... Maintenance Done
<input checked="" type="checkbox"/> MITM-40642	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t... Maintenance Done
<input checked="" type="checkbox"/> MITM-57579	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Annual: renew relief valve on HWS Maintenance Done

Good Morning Alley,

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.

Attachments

Attachment 1 2015-14-03-0802.msg 206.50 KB

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.343 seconds 31/03/2015 17:32:09

Log a fault in Services Hub

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

Falt, Aliey

From: s47F
Sent: Tuesday, 3 February 2015 8:13 AM
To: Falt, Aliey
Cc: Nowra Property and Tenancy
Subject: Re: DHA Investment Property s47F 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.

s47F

----- Original Message -----

From: s47F
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 shade cloth (?) 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

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

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

Subject: FW: DHA Investment Property s47F 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

To: s47F

Subject: RE: DHA Investment Property s47F North Nowra - Maintenance Feedback & Photos

Hi s47F


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,
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: Wednesday, 21 January 2015 4:44 PM

To: Falt, Aliey

Cc: Gately, Petta; Nowra Property and Tenancy

Subject: Re: DHA Investment Property s47F 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

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

Cc: Nowra Property and Tenancy

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

Subject: RE: DHA Investment Property s47F 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 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. 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

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

Cc: [Nowra Property and Tenancy](#)

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

Subject: DHA Investment Property s47F 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 s47F 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: s47F
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



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

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 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

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

s47F

----- Original Message -----

From: s47F
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

s47F

----- Original Message -----

From: Gately, Petta

To: s47F

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

Subject: RE: DHA Investment Property s47F 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



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 s47F 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: s47F

To: Gately, Petta

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

Subject: Re: DHA Investment Property s47F 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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intmr01.dha.gov.au[8006957]

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intmr01.dha.gov.au[8068408]

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F New Interaction

MR S47F
Email

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38248340 All Notifications

Interaction Modify **Raised Issues**

Key 38248340 Cathy Ricetti 29/01/2015 16:17 N/A

Source Email (DHA to Lessor) **Referenced Issues**

Reason Maintenance/Upgrade N/A

Description View Full Description **Comments**

S47F N/A

Dear S47F

As part of Defence Housing Australias (DHAs) 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

Attachments

Attachment 1 2015-17-29-1601.msg 30.50 KB

Previous Interaction

Next Interaction

Rendered in 0.558 seconds
31/03/2015 17:31:39

Log a fault in Services Hub

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

Falt, Aliey

From: Maint Nowra
Sent: Thursday, 29 January 2015 4:17 PM
To: s47F
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 and/or 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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38166387 All Notifications

Interaction

Modify

Key 38166387 Alley Fall 21/01/2015 17:00

Source Email (Lessor to DHA)

Reason Maintenance/Upgrade

Description

View Full Description

FW: DHA Investment Property S47F 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 inspact the front yard tomorrow. As the maintenance plan is agreed with the Mber I was unable to confirm how far they

Attachments

Attachment 1 2015-00-21-1701.msg 151.50 KB

Raised Issues

N/A

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1436517	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : As per further actions on MITM-1421673 Quote to...	Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...	Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t...	Maintenance Done
<input checked="" type="checkbox"/> MITM-57579	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Annual: renew relief valve on HWS	Maintenance Done

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.068 seconds
31/03/2015 17:31:13

Log a fault in Services Hub |

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

Falt, Aliey

From: Falt, Aliey
Sent: Wednesday, 21 January 2015 5:00 PM
To: s47F [REDACTED]
Subject: FW: DHA Investment Property s47F [REDACTED] North Nowra - Maintenance Feedback & Photos

Hi s47F [REDACTED]

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
To: s47F [REDACTED]
Subject: RE: DHA Investment Property s47F [REDACTED] North Nowra - Maintenance Feedback & Photos

Hi s47F [REDACTED]

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,
Aliey

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Cc: Nowra Property and Tenancy

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

Subject: DHA Investment Property [REDACTED] North Nowra - Maintenance Feedback & Photos

Good morning [REDACTED]

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: [REDACTED]

Sent: Friday, 16 January 2015 5:15 PM

To: Falt, Aliey

Cc: Nowra Property and Tenancy

Subject: Re: DHA Investment Property [REDACTED] North Nowra

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

[REDACTED]

----- Original Message -----

From: Falt, Aliey

To: [REDACTED]

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.

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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,

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Thank you.

Regards

s47F

----- Original Message -----

From: s47F
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Sent: Thursday, January 15, 2015 1:36 PM
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s47F

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From: s47F

To: Gately, Petta

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

Subject: Re: DHA Investment Property s47F North Nowr

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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38186236 All Notifications

interaction Modify

Key 38186236 Alley Falt 21/01/2015 16:54
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

Description View Full Description

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

Hi S47F

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.

Attachments

Attachment 1 2015-54-21-1601.msg 143.00 KB

Raised Issues

N/A

Referenced Issues

ID	Type	Status
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu... Maintenance Done
<input checked="" type="checkbox"/> MITM-1436517	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : As per further actions on MITM-1421673 Quote to... Maintenance Done
<input checked="" type="checkbox"/> MITM-398482	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con... Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under t... Maintenance Done
<input checked="" type="checkbox"/> MITM-57579	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Annual: renew relief valve on HWS Maintenance Done

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.088 seconds
31/03/2015 17:30:46

Log a fault in Services Hub

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

Falt, Aliey

From: Falt, Aliey
Sent: Wednesday, 21 January 2015 4:54 PM
To: s47F
Subject: RE: DHA Investment Property s47F North Nowra - Maintenance Feedback & Photos

Hi s47F

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,
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: Wednesday, 21 January 2015 4:44 PM
To: Falt, Aliey
Cc: Gately, Petta; Nowra Property and Tenancy
Subject: Re: DHA Investment Property s47F 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

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: [REDACTED] s47F
Sent: Monday, 19 January 2015 10:30 AM
To: Falt, Aliey
Cc: Nowra Property and Tenancy
Subject: Re: DHA Investment Property [REDACTED] s47F North Nowra - Maintenance Feedback & Photos

Good Morning Aliey,

From: [REDACTED] s47F
Sent: Friday, 16 January 2015 5:15 PM
To: Falt, Aliey
Cc: Nowra Property and Tenancy
Subject: Re: DHA Investment Property [REDACTED] s47F Way North Nowra

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

[REDACTED] s47F

----- Original Message -----

From: Falt, Aliey
To: [REDACTED] s47F
Cc: Nowra Property and Tenancy
Sent: Friday, January 16, 2015 4:49 PM
Subject: RE: DHA Investment Property [REDACTED] s47F North Nowra

Hi [REDACTED] 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

s47F

----- Original Message -----

From: s47F

To: Gately, Petta

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

Subject: Re: DHA Investment Property s47F North Nowra

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: s47F

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

Subject: RE: DHA Investment Property s47F North Nowra

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?

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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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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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38165562 All Notifications





Interaction Modify
Key 38165562 Aley Falt 21/01/2015 16:30
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

Description View Full Description
FW: DHA Investment Property S47F North Nowra - Maintenance
Feedback & Photos

H S47F

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.

Attachments

Attachment 1	 S47F	281.08 KB
Attachment 2	 S47F	313.17 KB
Attachment 3	 S47F	266.31 KB
Attachment 4	 2015-29-21-1601.msg	143.50 KB

Raised Issues

N/A

Referenced issues

ID	Type	Status
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu... Maintenance Done
<input checked="" type="checkbox"/> MITM-1436517	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : As per further actions on MITM-1421673 Quote to... Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : Urgent: Blocked sewer pipes. Tenant reporting con... Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : Repair broken junctions from the laundry line under t... Maintenance Done
<input checked="" type="checkbox"/> MITM-57570	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : Annual: renew relief valve on HWS Maintenance Done

Comments

N/A

Previous Interaction

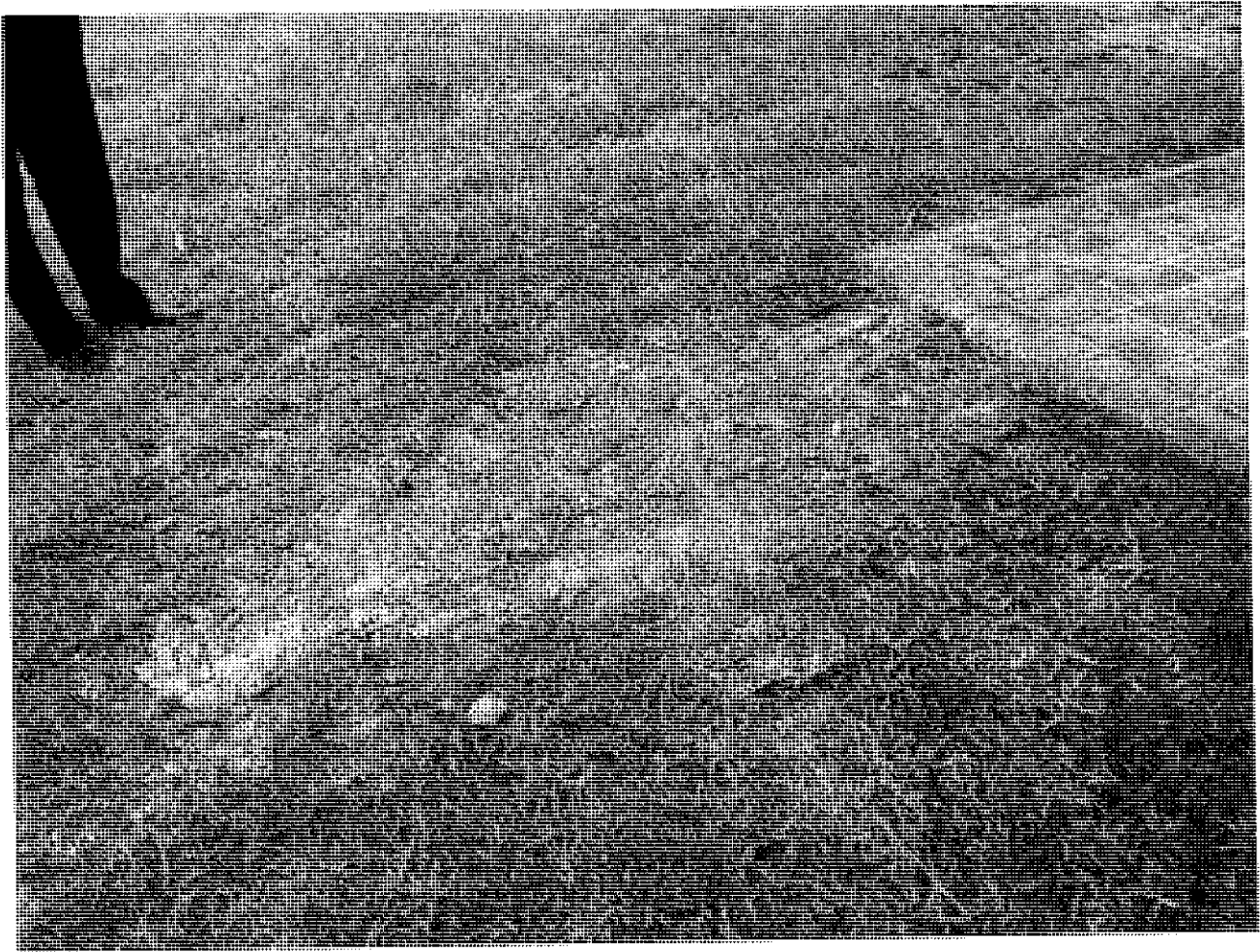
Next Interaction

Rendered in 0.046 seconds
31/03/2015 17:29:24

Log a fault in Services Hub

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







Falt, Aliey

From: Falt, Aliey
Sent: Wednesday, 21 January 2015 4:30 PM
To: s47F
Cc: Nowra Property and Tenancy
Subject: FW: DHA Investment Property s47F North Nowra - Maintenance Feedback & Photos

Hi s47F

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 accidentally 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


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
| www.dha.gov.au

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

From: [REDACTED] s47F
Sent: Monday, 19 January 2015 10:30 AM
To: Falt, Aliey
Cc: Nowra Property and Tenancy
Subject: Re: DHA Investment Property [REDACTED] 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.

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

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

 Please consider the environment - do you really need to print this 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: s47F

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

Subject: RE: DHA Investment Property s47F 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 Aleiy to review, as I am just new in this position as Aleiy 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 s47F 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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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MF S47F

Lessor...

MR S47F
Email S47F S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 34770802 All Notifications

Interaction

Modify

Raised Issues

Key 34770802 Notification Sy.. 07/03/2014 16:12
Source Email (DHA to Lessor)
Template Custom Email
Recipient S47F Sent 1 year ago

N/A

Referenced Issues

N/A

Comments

N/A

Description

[View Full Description](#)

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,

Attachments

N/A

[Previous Interaction](#)

[Next Interaction](#)

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Fat Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 31243449 All Notifications

Interaction

Modify **Raised issues**

Key 31243449 Notification Sy.. 12/11/2013 10:19

N/A

Source Email (DHA to Lessor)

Referenced issues

Template Custom Email

N/A

Recipient To S47F Sent 1 year ago

Comments

View Full Description N/A

Description

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

Attachments

N/A

Next Interaction

Previous Interaction

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

Log a fault in Services Hub

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

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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 26451756 All Notifications

Interaction	Key	Source	Description	Modify
	26451756	Phone (Lessor to DHA)	annual inspection and letter	Lisa Amott 10/07/2013 17:42

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

Attachment 1	S47F	111.81 KB
Attachment 2	S47F	141.05 KB

Previous Interaction

Next Interaction

Rendered in 0.025 seconds
01/04/2015 07:53:03

Log a fault in Services Hub |

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

10th July 2013

s47F

Dear Mr s47F

Re: Property Inspection s47F 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 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 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 Lessor details

Details as they appear on your statement	Creator code	L
	Lessor name	_____
Address of DHA leased property If multiple properties, please include on page 2 - Additional information	_____	
	State	Postcode

Section 2 Contact details

Are you updating your contact details?	No <input type="checkbox"/>	Go to Section 3
	Yes <input type="checkbox"/>	Postal address

		State Postcode
Phone numbers	Work ()	_____
	Home ()	_____
	Mobile	_____
Email	_____	
How would you prefer to be contacted?		
Phone work	Phone home	Mobile
	<input type="checkbox"/>	<input type="checkbox"/>
		Email <input type="checkbox"/>

Section 3 Bank account details for electronic funds

Are you updating your account details?	No <input type="checkbox"/>	Go to Section 4
	Yes <input type="checkbox"/>	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.
Bank name	_____	
Branch name	_____	
Account name as it appears on your statement	_____	
BSB number (must be 6 digits)	<input type="text"/>	Contact your bank if you have a query regarding this number
Account number (May be up to 9 digits)	<input type="text"/>	

Section 4 Declaration of documents

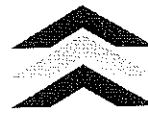
To assist DHA in keeping our records up-to-date we encourage you to declare and provide copies of any legal documents that affect the ownership or person(s) acting on your behalf regarding the leased property.

If the name of the person(s) acting on the account has changed since the lease inception, please provide the relevant documentation so that DHA can update the details. Examples include but are not limited to: Power of Attorney, Probate, Transfer, Marriage Certificate, Deed of Name Change or Nominated Signatories.

Have you attached documents?	No <input type="checkbox"/>	Go to Section 5
	Yes <input type="checkbox"/>	What document(s) have you attached?

Amend Lessor Information 11/10

LEASED PROPERTY INSPECTION REPORT



Defence Housing
AUSTRALIA

Inspection Date: 17/06/2013

Address of Property: S47F [REDACTED] North Nowra		UPRN: S47F [REDACTED]	Lessor: Mr S47F [REDACTED]
Inspected by: Lisa Arnott	Lease: Lease 96	<input type="checkbox"/> Vacant	<input checked="" type="checkbox"/> Occupied by Defence Tenant
			<input type="checkbox"/> Occupied by Private Tenant

	CONDITION			COMMENTS	ACTION
	GOOD	ACCEPTABLE	WORK REQUIRED		
Bedroom 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door knob	work order raised
Bedroom 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to replace
Bedroom 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door handle	
Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuite	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bathroom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Towel rail to be replaced by tenant	tenant
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Living Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to replace
Dining Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Family Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Rumpus Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to repair
Kitchen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 x gpo cracked	work order raised
Laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door knob	work order raised
Ext. Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Garage/Cpt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area

COMMENTS: Property tidy, work order raised for maintenance found at inspection, tenant advised to replace missing light shades

Signed: _____

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 21843504 All Notifications

Interaction

Modify **Raised Issues**

Key 21843504 Fiona (Mat leav.. 08/03/2013 13:48

N/A

Source Email (DHA to DHA)

Referenced Issues

Description

View Full Description

N/A

FW: WATER USAGE S47F

Comments

N/A

Attachments

Attachment 1 2013-47-08-1303.msg 535.50 KB

Previous Interaction

Next Interaction

Rendered in 0.367 seconds
01/04/2015 07:52:19

Log a fault in Services Hub |

releasa.20150318T1830.6c0079a Java 1.8.0_25 started 18/03/2015 21:35

Falt, Aliey

From: Bolton, Fiona
Sent: Friday, 8 March 2013 1:48 PM
To: Accounts Payable
Subject: FW: WATER USAGE - s47F [REDACTED] NOWRA NORTH
Attachments: WATER USAGE - MARCH 2013.pdf

DATE: 08 March 2013
TO: Accounts Payable
CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] **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 [REDACTED]
Sent: Friday, 8 March 2013 12:46 PM
To: Bolton, Fiona
Subject: WATER USAGE - s47F [REDACTED] NOWRA NORTH

Hi Fiona,

Please find attached water usage account for March 2013.

Thanks & Regards

s47F [REDACTED]

Water Account



S47F



005
1000109

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

YOUR ACCOUNT SUMMARY

Property Details

(Res) Single Dwelling/Vac Land

S47F S47F North Nowra

Supply Period

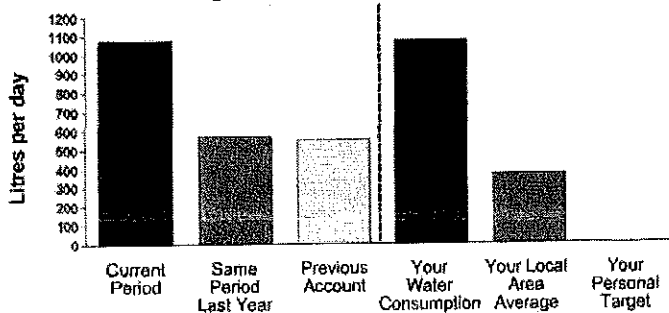
From: 19/11/2012
To: 19/02/2013

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



Assessment No: 3095-04100-4

Amount Due: \$343.20



2146 60632700



Billier Code: 858639
Ref: S47F

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
1	none	170	103
	small	229	147
	medium	288	160
2	large	344	176
	none	322	208
	small	390	250
3	medium	457	263
	large	509	279
	none	417	309
4	small	550	353
	medium	626	368
	large	674	382
5	none	529	412
	small	723	456
	medium	786	469
6	large	854	485
	none	656	515
	small	949	559
7	medium	1004	572
	large	1107	588
	none	784	618
8	small	1354	662
	medium	1437	675
	large	1582	691

NEWS 4 U!

Meter Replacement Program

A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44293214.

Your Daily Average: 1,076 L Your Personal Target: 0 L

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

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)

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

00000060632700

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1916	1817	99

Total Consumption**99 kL****Water Usage Charges**

Description	First	kL	Charge/kl	Charge
Water Charge	First	99	\$1.55	153.45
Total Water Usage Charges				\$153.45

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jan to 31 Mar 2013	\$81.00	20.25
Total Water Availability Charges				\$20.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jan to 31 Mar 2013	\$678.00	169.50
Total Sewer Availability Charges				\$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: **S47F**

Bill code: 0000850639

Bill name: SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no: **S47F**

Amount: 343.20

Payment date: 21/03/13

End of Report

Date 04/03/13 Time 08:55

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F New Interaction

MR S47F
Email S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 21843371 All Notifications

Interaction		Modify	Raised Issues
Key	21843371	Fiona (Mat leav.. 08/03/2013 13:46	N/A
Source	Email (DHA to Lessor)		Referenced Issues
Description		View Full Description	N/A
RE: WATER USAGE S47F NOWRA NORTH			Comments
			N/A

Attachments

Attachment 1 2013-45-08-1303.msg 100.50 KB

Previous Interaction

Next Interaction

Rendered in 0.022 seconds
01/04/2015 07:51:38

Log a fault in Services Hub

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

Falt, Aliey

From: Bolton, Fiona
Sent: Friday, 8 March 2013 1:46 PM
To: s47F
Subject: RE: WATER USAGE - s47F NOWRA NORTH
Attachments: 2011 water & rates lessor info.pdf

Hi s47F

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.

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 - s47F NOWRA NORTH

Hi Fiona,

Please find attached water usage account for March 2013.

Thanks & Regards

s47F

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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 19873219 All Notifications

Interaction

Modify

Raised Issues

Key 19873219 Fiona (Mat leav.. 11/12/2012 08:31
Source Email (Lessor to DHA)

N/A

Referenced Issues

Description

View Full Description

N/A

WATER USAGE S47F

Comments

N/A

Attachments

Attachment 1 2012-46-10-2112.msg 553.50 KB

Previous Interaction

Next Interaction

Rendered in 0.023 seconds
01/04/2015 07:49:24

Log a fault in Services Hub

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

Falt, Aliey

From: s47F
Sent: Monday, 10 December 2012 9:46 PM
To: Bolton, Fiona
Subject: WATER USAGE - s47F 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!

s47F

Water Account



s47F



005
1000097

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

YOUR ACCOUNT SUMMARY

Property Details

(Res) Single Dwelling/Vac Land

s47F s47F North Nowra

Supply Period

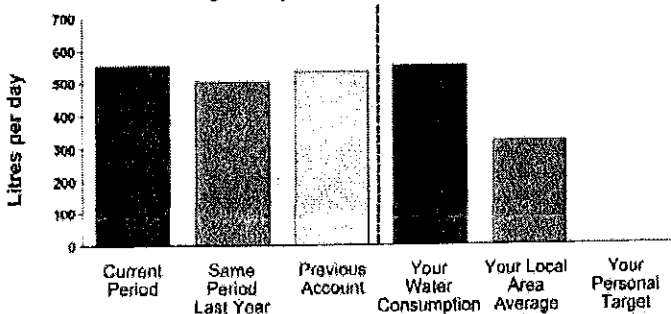
From: 17/08/2012
To: 19/11/2012

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
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	283
	large	509	279
3	none	417	309
	small	550	353
	medium	626	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691

NEWS 4 U!
Meter Replacement Program
A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44293214.

Your Daily Average: 553 L Your Personal Target: 0 L
*Contact Shoalhaven 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	6
Average Daily Usage	553 L	534 L	19 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$270.35



2146 60632700



Billor 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.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

00000060632700




more give, less take

NAB Internet Banking

New bill payment - bank acknowledgement

Acknowledgement details

Status report: Paid 

Confirmation number: Q6854828088

Created: 10/12/12

From account: **S47F**

Billor code: 0000858639

Billor name: SHOALHAVEN WATER - A DIVISION OF SCC

Customer reference no: **S47F**

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 jervis release.20150318T1630.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F NORT... Interactions Enquiries History

All Interactions Interaction 19270445 All Notifications

Interaction

Modify

Raised Issues

Key 19270445 Fiona (Mat leav.. 16/11/2012 09:48

N/A

Source Email (DHA to Lessor)

Referenced Issues

Description

View Full Description

N/A

FW: WATER USAGE - S47F Nowra North

Comments

N/A

Attachments

Attachment 1 2012-48-16-0911.msg 570.00 KB

Previous Interaction

Next Interaction

Rendered in 0.025 seconds
01/04/2015 07:48:36

Log a fault in Services Hub

release.20150318T1630.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Falt, Aliey

From: Bolton, Fiona
Sent: Friday, 16 November 2012 9:48 AM
To: Accounts Payable
Cc: s47F
Subject: FW: WATER USAGE - s47F Nowra North
Attachments: WATER ACCOUNT - SEPTEMBER 2012.pdf

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 s47F Nowra North

Hi Fiona,

Please find attached water usage charge for s47F Nowra North.

Thanks & Regards

s47F

Water Account



S47F



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 S47F North Nowra

Supply Period

From: 21/05/2012

To: 17/08/2012

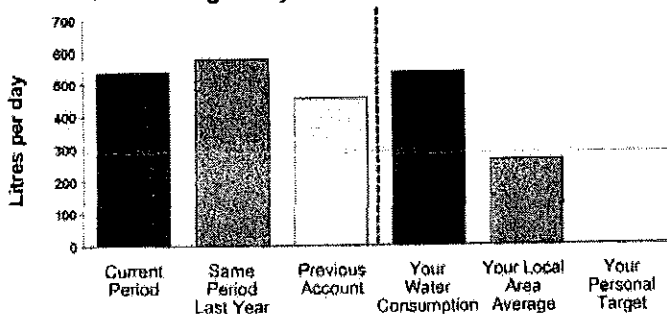
Balance Brought Forward: \$0.00

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



Assessment No: 3095-04100-4

Amount Due: \$261.50



*2146 60632700



Billor 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.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

00000060632700

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
1	none	170	103
	small	229	147
	medium	288	160
	large	344	178
2	none	322	208
	small	390	250
	medium	457	283
	large	509	279
3	none	417	309
	small	550	363
	medium	626	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691

NEWS 4 U!

Meter Replacement Program

A replacement program for old residential water meters is being undertaken.

Minimal disruption to house water supplies is expected and there is no cost to customers.

For more details please contact us on 44293214.

Your Daily Average: 534 L Your Personal Target: 0 L

*Contact Shoalhaven Water to set or amend 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)

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1765	1718	47
Total Consumption			47 kL

Water Usage Charges

Description	First	kL	Charge/kL	Charge
Water Charge	First	25	\$1.55	38.75
Pro Rata Water Charge	First	22	\$1.50	33.00
Total Water Usage Charges				\$71.75

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jul to 30 Sep 2012	\$81.00	20.25
Total Water Availability Charges				\$20.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jul to 30 Sep 2012	\$678.00	169.50
Total Sewer Availability Charges				\$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
Billier code: 0000858639
Billier 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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 19023766 All Notifications

Interaction Modify

Key 19023766 Yolanda Phillip.. 07/11/2012 08:53

Source Email (Lessor to DHA)

Description View Full Description


RE: Storm damage

Raised Issues
N/A

Referenced Issues
N/A

Comments
N/A

Attachments

Attachment 1  2012-52-07-0811.msg 43.50 KB

[Previous Interaction](#)

[Next Interaction](#)

Rendered in 0.083 seconds
01/04/2015 07:47:44

[Log a fault in Services Hub](#)

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

Falt, Aliey

From: Phillips, Yolanda
Sent: Wednesday, 7 November 2012 8:52 AM
To: s47F
Subject: RE: Storm damage

Hi s47F

As it turned out it ended up being a DHA contractor fixing the fence
s47F 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: [REDACTED]
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: s47F
Sent: Friday, November 02, 2012 12:47 PM
Subject: Storm damage

Hello Mr [REDACTED] 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 [REDACTED] s47F 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:

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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.

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]

MRS47F (CLM PRD Bervis)

Client Management CLM PRD Bervis release.20150318T1830.6e0079a

Alley Fair Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F

Lessor ID S47F

Email S47F Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38045610 All Notifications

Interaction Modify

Key	38045610	Petta Gately 12/01/2015 14:31
Source	Phone (DHA to Lessor)	
Reason	Maintenance/Upgrade	

Description View Full Description

MITM-1421873 Phoned 44432096 re maintenance needed below

Inspected blocked drains at the above address found broken junction needs to be replaced.

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.

Raised Issues

N/A

Referenced Issues

ID	Type	
<input checked="" type="checkbox"/> MITM-1421873	Maintenance Item	<p>S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...</p> <p>Maintenance Done</p>

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Properties Search Results Property Details

Property...

Property ID S47F

S47F NORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-1421673 History

Maintenance Item

Modify

Allocation Details

Property Status	Ownership H / Ast. Status AC / Rep. Status
Key	<input checked="" type="checkbox"/> MITM-1421673 ^{WF} Justine May 07/01/2015 09:46
Interaction	37981638
Invoice	<input checked="" type="checkbox"/> MINV-978434 Maintenance Usa.. 19/01/2015 12:51
Status	<input checked="" type="checkbox"/> Maintenance Done
Summary	S47F NORTH NOWRA NSW2541 : PLSTM : REPAIR Blocked drains - water is backing up through...
Location	Laundry
Charge Type	R (Responsive)
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage View Spec. T&M
Estimated Price	\$200.00
Contractor Instructions	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.
Access Details	Contact S47F

Priority	Routine
Booking Req. Date	09/01/2015 17:00 NSW Local Time
Target Start Date	07/01/2015
Target End Date	14/01/2015

Current Contractor

Contractor ID 694

Contractor Name	S47F Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	12/01/2015 12:00 NSW Local Time
Further Act. Req.	

Associated Tenancy Details

Tenant	S47F
Occupancy Date	05/12/2006 Vacancy Date
Occupying AFR	592723
Preferred Email	S47F Work
Preferred Phone	Work
Preferred Phone	Mobile

Attachments

N/A

Cancel

Recall Item

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Members Contractors Lessors Estate Agents MRS S47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38040982 All Notifications

Interaction	Key	Source	Reason	Description	Modify
	38040982	Email (Lessor to DHA)	Amend Contact Details	RE: PROPERTY REF 2629698; S47F NORTH NOWRA NSW 2541	Nicole Masters 12/01/2015 11:56

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

View Full Description

Good Morning,

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

Attachments

Attachment	File Name	Size
Attachment 1	Amend Lessor Information ..	108.96 KB
Attachment 2	2015-52-12-0901.msg	31.50 KB

Next Interaction

Previous Interaction

Amend lessor information

Section 1 Lessor details

Details as they appear on your statement

Creditor code

Lessor name

Address of DHA leased property
If multiple properties, please include on page 2 - Additional information

State

Postcode

Section 2 Contact details

Are you updating your contact details?

No

Go to Section 3

Yes

Postal address

State

Postcode

Phone numbers

Work ()

Home ()

Mobile

Email

How would you prefer to be contacted?

Phone work

Phone home

Mobile

Email

Section 3 Bank account details for electronic funds

Are you updating your account details?

No

Go to Section 4

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.

Bank name

Branch name

Account name as it appears on your statement

BSB number (must be 6 digits)

 -

Contact your bank if you have a query regarding this number

Account number (May be up to 9 digits)

Section 4 Declaration of documents

To assist DHA in keeping our records up-to-date we encourage you to declare and provide copies of any legal documents that affect the ownership or person(s) acting on your behalf regarding the leased property.

If the name of the person(s) acting on the account has changed since the leases inception, please provide the relevant documentation so that DHA can update the details. Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate, Deed of Name Change or Nominated Signatories.

Have you attached documents?

No

Go to Section 5

Yes

What document(s) have you attached?

Section 5 Additional information

Section 6 Signatories

Note: All owners or nominated signatories for the leased property must sign this form to initiate any change in details during the term of the lease.

I/We confirm that the information provided on this form is true and correct.

LESSOR 1
Signature

Printed name

Date

LESSOR 2
Signature

Printed name

Date

LESSOR 3
Signature

Printed name

Date

LESSOR 4
Signature

Printed name

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

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

Falt, Aliey

From: Lessor Management
Sent: Monday, 12 January 2015 9:52 AM
To: s47F
Subject: RE: PROPERTY REF s47F s47F 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: 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: Sunday, 11 January 2015 10:17 PM
To: Lessor Management
Subject: PROPERTY REF s47F NORTH NOWRA NSW 2541

Hello DHA,

This is to advise my new mailing address as follows:

s47F
[Redacted Address]

Could you please update your records accordingly.

Thank you

Yours sincerely

s47F
(Lessor)

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fair Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38040708 All Notifications

Interaction

Modify

Raised Issues

Key 38040708 Nicole Masters 12/01/2015 11:49
Source Email (Lessor to DHA)
Reason Amend Contact Details

N/A

Referenced Issues

N/A

Description

View Full Description

Comments

FW: PROPERTY REF 2629698: S47F NORTH NOWRA NSW 2541

N/A

Hi G, please find attached amending address,

Thanks,

Kind Regards,

Attachments

Attachment 1 FORM.pdf 265.08 KB
Attachment 2 2015-20-12-1101.msg 44.00 KB

Next Interaction

Previous Interaction

Rendered in 0.019 seconds
01/04/2015 08:15:47

Log a fault in Services Hub |

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

Amend lessor information

Section 1 Lessor details

Details as they appear on your statement

Creditor code

Lessor name

Address of DHA leased property
If multiple properties, please include on page 2 - Additional information

S47F

Section 2 Contact details

Are you updating your contact details?

No Go to Section 3

Yes Postal address

Phone numbers

Email

S47F

How would you prefer to be contacted?

Phone work

Phone home

Mobile

Email

Section 3 Bank account details for electronic funds

Are you updating your account details?

No Go to Section 4

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.**

Bank name

Branch name

Account name as it appears on your statement

BSB number (must be 6 digits)

Account number (May be up to 9 digits)

Contact your bank if you have a query regarding this number

Section 4 Declaration of documents

To assist DHA in keeping our records up-to-date we encourage you to declare and provide copies of any legal documents that affect the ownership or person(s) acting on your behalf regarding the leased property.

If the name of the person(s) acting on the account has changed since the leases inception, please provide the relevant documentation so that DHA can update the details. Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate, Deed of Name Change or Nominated Signatories.

Have you attached documents?

No Go to Section 5

Yes What document(s) have you attached?

Section 5 Additional information

Section 6 Signatories

Note: All owners or nominated signatories for the leased property must sign this form to initiate any change in details during the term of the lease.

I/We confirm that the information provided on this form is true and correct.

LESSOR 1

S47F

Signature

Printed name

Date

12/01/15

LESSOR 2

Signature

Printed name

Date

LESSOR 3

Signature

Printed name

Date

LESSOR 4

Signature

Printed name

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

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

Falt, Aliey

From: Lessor Management
Sent: Monday, 12 January 2015 11:21 AM
To: DHA Vendor
Subject: FW: PROPERTY REF [REDACTED] 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: [REDACTED]
Sent: Monday, 12 January 2015 11:04 AM
To: Lessor Management
Subject: Re: PROPERTY REF [REDACTED] NORTH NOWRA NSW 2541

Good Morning,

Please find attached form as requested.

Thank you.

Kind Regards

[REDACTED]

----- Original Message -----

From: Lessor Management
To: [REDACTED]
Sent: Monday, January 12, 2015 9:52 AM
Subject: RE: PROPERTY REF [REDACTED] 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: 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: Sunday, 11 January 2015 10:17 PM
To: Lessor Management
Subject: PROPERTY REF s47F NORTH NOWRA NSW 2541

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)

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.

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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[7963668]

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents M S47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38040701 All Notifications

Interaction	Key	Source	Reason	Modify	Raised Issues
	38040701	Email (Lessor to DHA)	Amend Contact Details	Nicole Masters 12/01/2015 11:49	N/A

Referenced Issues
N/A

Description View Full Description
RE: PROPERTY REF S47F NORTH NOWRA NSW 2541
N/A

Thank you S47F

I will ensure the details are updated.

Kind Regards,

Attachments

Attachment 1 2015-21-12-1101.msg 42.50 KB

Next Interaction

Previous Interaction

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

Log a fault in Services Hub |

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

Falt, Aliey

From: Lessor Management
Sent: Monday, 12 January 2015 11:21 AM
To: s47F [REDACTED]
Subject: RE: PROPERTY REF s47F [REDACTED] NORTH NOWRA NSW 2541

Thank you s47F [REDACTED]

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 [REDACTED]
Sent: Monday, 12 January 2015 11:04 AM
To: Lessor Management
Subject: Re: PROPERTY REF s47F [REDACTED] NORTH NOWRA NSW 2541

Good Morning,

Please find attached form as requested.

Thank you.

Kind Regards

s47F [REDACTED]

----- Original Message -----

From: Lessor Management
To: s47F [REDACTED]
Sent: Monday, January 12, 2015 9:52 AM
Subject: RE: PROPERTY REF s47F [REDACTED] 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: 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: Sunday, 11 January 2015 10:17 PM
To: Lessor Management
Subject: PROPERTY REF s47F NORTH NOWRA NSW 2541

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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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[7963668]

Client Management CLM PRD B Jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 37927596 All Notifications

Interaction	Key	Source	Modify
	37927596	Email (DHA to Lessor)	app-batchservic.. 01/01/2015 09:00

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Description View Full Description



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

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.021 seconds
01/04/2015 08:14:48

Log a fault in Services Hub }

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



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 [Online Services](#). 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 [Information for Lessors](#) 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 [Valuations Team](#) 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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 37457789 All Notifications

Interaction	Key	Source	Reason	Modify	Raised Issues
	37457789	Email (Lessor to DHA)	Maintenance/Upgrade	Danielle Sincla.. 21/11/2014 11:51	N/A

Referenced Issues
N/A

Description View Full Description

RE: S47F

Comments
N/A

Good Morning Mr S47F

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

Attachments

Attachment 1	File Name	Size
	2014-51-21-1111.msg	140.50 KB

Next interaction

Previous interaction

Rendered in 0.022 seconds
01/04/2015 08:14:21

Log a fault in Services Hub |

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

Falt, Aliey

To: s47F
Subject: NORTH NOWRA NSW 2541

Good Morning Mr s47F

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 DHA's Online Services Available 24 hours a day, 7 days a

From s47F
Sent: Friday, 21 November 2014 11:46 AM
To: Sinclair, Danielle
Subject: Re: s47F 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: s47F 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

**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: s47F

Sent: Friday, 21 November 2014 10:43 AM

To: Sinclair, Danielle

Subject: Re: s47F 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: s47F

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

Subject: 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 **no** 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 DHA's Online Services Available 24 hours a day, 7 days a**

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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[7479424]

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intmr01.dha.gov.au[7481109]

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out **7**

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email S47F / Phone 0 S47F

Dashboard S47F Interactions Enquiries History

All interactions Interaction 38059255 All Notifications

Interaction

Modify

Raised Issues

Key 38059255 Alley Falt 13/01/2015 11:23
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

N/A

Referenced Issues

N/A

Description

View Full Description

Comments

RE: DHA Investment Property - S47F - Lessor Retained
Responsibility Works
Good morning S47F

N/A

Thank you for your email and for your instructions.

Attachments

Attachment 1 2015-23-13-1101.msg 55.00 KB

Previous Interaction

Next Interaction

Rendered in 0.031 seconds
31/03/2015 17:23:40

Log a fault in Services Hub

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

Falt, Aliey

From: Falt, Aliey
Sent: Tuesday, 13 January 2015 11:24 AM
To: s47F
Cc: Nowra Property and Tenancy s47F
Subject: RE: DHA Investment Property - s47F - Lessor Retained Responsibility Works

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 - s47F 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: s47F

Cc: Nowra Property and Tenancy

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

Subject: DHA Investment Property - s47F 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 - s47F 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 s47F 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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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38058961 All Notifications

Interaction

Modify

Raised Issues

Key 38058961 Alley Falt 13/01/2015 11:13
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

N/A

Referenced Issues

N/A

Description

View Full Description

Comments

Re: DHA Investment Property - S47F Lessor Retained
Responsibility Works

N/A

Good Morning Alley,

Thank you for providing this information.

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

Attachments

Attachment 1 2015-52-13-1001.msg 45.50 KB

Previous Interaction

Next Interaction

Rendered in 0.025 seconds
31/03/2015 17:22:28

Log a fault in Services Hub

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

Falt, Aliey

From: s47F
Sent: Tuesday, 13 January 2015 10:52 AM
To: Falt, Aliey
Subject: Re: DHA Investment Property - s47F North Nowra - 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: s47F
Cc: Nowra Property and Tenancy
Sent: Tuesday, January 13, 2015 9:10 AM
Subject: DHA Investment Property - s47F Lessor Retained Responsibility Works

Good morning s47F

As requested yesterday, DHA has sought additional information from our plumber who attended your DHA Investment Property - s47F 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 s47F

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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Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38055235 All Notifications

Interaction

Modify

Raised issues

Key 38055235 Ailey Falt 13/01/2015 09:11
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

N/A

Referenced issues

N/A

Description

View Full Description

Comments

N/A

DHA Investment Property S47F - Lessor Retained
Responsibility Works

Good morning S47F

As requested yesterday, DHA has sought additional information from our plumber who attended your DHA Investment Property S47F on the 12 January 2015 to investigate the reported blocked drains in the laundry of the property.

Attachments

Attachment 1 2015-10-13-0901.msg 40.00 KB

Previous Interaction

Next Interaction

Falt, Aliey

From: Falt, Aliey
Sent: Tuesday, 13 January 2015 9:11 AM
To: s47F
Cc: Nowra Property and Tenancy
Subject: DHA Investment Property - s47F - Lessor Retained
Responsibility Works

Good morning s47F

As requested yesterday, DHA has sought additional information from our plumber who attended your DHA Investment Property - s47F 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 s47F

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

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38054855 All Notifications

Interaction Modify **Raised Issues**

Key	38054855	Petta Gately 13/01/2015 08:31	N/A
Source	Email (Lessor to DHA)		Referenced Issues
Reason	Maintenance/Upgrade		N/A


Description View Full Description **Comments**

Re: DHA Investment Property S47F N/A

Good Evening Ms Gately,
Thank you for your email.

This is to confirm my telephone conversation with your colleague (Ally?) earlier this afternoon.

Attachments

Attachment 1	 2015-29-12-2301.msg	46.50 KB
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Next Interaction

Previous Interaction

Rendered in 0.05 seconds
31/03/2015 17:20:48

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.6.0_25 started 19/03/2015 21:35

Falt, Aliey

From: s47F
Sent: Monday, 12 January 2015 11:29 PM
To: Gately, Petta
Subject: Re: DHA Investment Property s47F

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

s47F

----- Original Message -----

From: Gately, Petta

To: s47F

Sent: Monday, January 12, 2015 2:42 PM

Subject: DHA Investment Property s47F

Good afternoon Mr s47F

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

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As this is a Lessor responsibility I look forward to your guidance.

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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38141567 All Notifications

Interaction

Modify

Raised Issues

Key 38141567 Cindy Fisher 20/01/2015 11:57
Source Email (DHA to Lessor)
Reason Valuation

N/A

Referenced Issues

N/A

Description

View Full Description

Comments

14LIC 262969B
Good Morning M

N/A

We have had the below response from the valuer, we apologise for the error and we will update our systems you will receive back payments for month of January 2015.

Ive checked our valuation assessment for this property and \$420 per week is the correct amount.

Attachments

Attachment 1 2015-57-20-1101.msg 118.00 KB

Previous Interaction

Next Interaction

Falt, Aliey

From: Annual Revaluation
To: s47F Annual Revaluation
Cc: Fisher, Cindy (cindy.fisher@dha.gov.au)
Subject: 14LICs47F 47F NORTH NOWRA, NSW 2541

Good Morning Mr s47F

We have had the below response from 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: s47F
Sent: Monday, 19 January 2015 8:25 PM
To: Valuations
Cc: AP Leasing Mailbox
Subject: Re: DHA Investment Property s47F 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
Cc: s47F; AP Leasing Mailbox
Sent: Wednesday, January 14, 2015 12:36 PM
Subject: FW: DHA Investment Property s47F North Nowra

Hi Vals team, can you please assist [REDACTED]

Thanks you

James

From: [REDACTED]
Sent: Wednesday, 14 January 2015 11:32 AM
To: AP Leasing Mailbox; Lease Accounts
Cc: Valuations
Subject: Re: DHA Investment Property [REDACTED]

Good Morning James,

Your system is incorrect.

Refer attached rental valuation certificate which shows rent is \$420.

Regards

[REDACTED]

----- Original Message -----

From: AP Leasing Mailbox
To: [REDACTED]; Lease Accounts
Cc: Valuations
Sent: Wednesday, January 14, 2015 10:46 AM
Subject: RE: DHA Investment Property [REDACTED] North Nowra

Good morning [REDACTED] – 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: [REDACTED]
Sent: Tuesday, 13 January 2015 9:59 PM
To: Lease Accounts
Subject: Re: DHA Investment Property [REDACTED] North Nowra

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

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38122411 All Notifications

interaction Modify
Key 38122411 Alley Falt 19/01/2015 11:29
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

Raised Issues
N/A

Referenced Issues

Description View Full Description
RE: DHA Investment Property S47F Maintenance
Feedback & Photos

Hi Robert,

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.

ID	Type	
<input checked="" type="checkbox"/> MITM-1421873	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu... Maintenance Done
<input checked="" type="checkbox"/> MITM-1436517	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : As per further actions on MITM-1421673 Quote to... Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting can... Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under L... Maintenance Done
<input checked="" type="checkbox"/> MITM-57579	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Annual: renew relief valve on HWS Maintenance Done

Attachments
Attachment 1 2015-29-19-1101.msg 128.50 KB

Comments
N/A

Previous Interaction

Next Interaction

Rendered in 0.032 seconds
31/03/2015 17:28:52

Log a fault in Services Hub |

release.20150316T1830.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Falt, Aliey

From: Falt, Aliey
Sent: Monday, 19 January 2015 11:29 AM
To: s47F
Cc: Nowra Property and Tenancy
Subject: RE: DHA Investment Property s47F 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

Thanks & Regards

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

Cc: Nowra Property and Tenancy

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

Subject: DHA Investment Property s47F - 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 s47F

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

s47F

----- Original Message -----

From: s47F
To: Gately, Petta
Sent: Thursday, January 15, 2015 1:36 PM
Subject: Re: DHA Investment Property s47F

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 s47F

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38117851 All Notifications

Interaction Modify **Raised Issues**

Key	38117851	Alley Falt 19/01/2015 08:45	N/A
Source	Email (DHA to Lessor)		Referenced Issues
Reason	Maintenance/Upgrade		N/A

Description View Full Description **Comments**

DHA Investment Property	S47F	Maintenance Feedback &	N/A
Photos			

Good morning S47F

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

Attachments

- | | | |
|--------------|------------------------------|-----------|
| Attachment 1 | 10917724_971660672862638_... | 122.14 KB |
| Attachment 2 | 2015-45-19-0801.msg | 93.00 KB |
| Attachment 3 | 10921691_971660639529308_... | 103.50 KB |

Previous Interaction

Next Interaction

Rendered in 0.018 seconds
31/03/2015 17:27:58

Log a fault in Services Hub

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

Falt, Aliey

From: Falt, Aliey
Sent: Monday, 19 January 2015 8:45 AM
To: s47F
Cc: Nowra Property and Tenancy
Subject: DHA Investment Property s47F 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 s47F

Hi Aliey,

That is a huge relief, thanks for your efforts.

Enjoy your week-end.

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

s47F

----- Original Message -----

From: s47F
To: [Gately, Petta](#)
Sent: Thursday, January 15, 2015 1:36 PM
Subject: Re: DHA Investment Property s47F

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

s47F
[Redacted]

----- Original Message -----

From: s47F [Redacted]

To: Gately, Petta

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

Subject: Re: DHA Investment Property s47F [Redacted]

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.

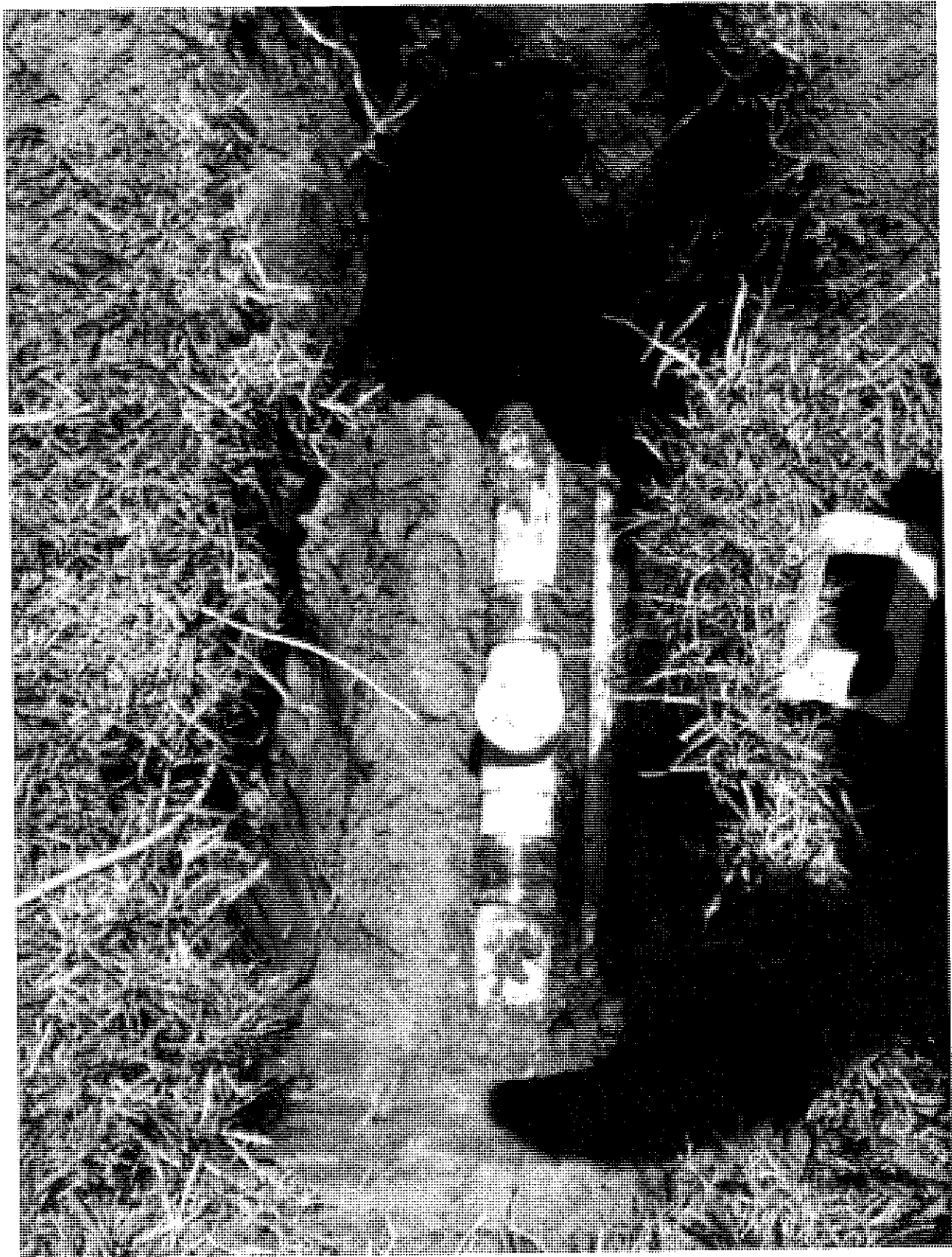
Kind Regards

s47F
[Redacted]

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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38113218 All Notifications

Interaction

Modify

Raised issues

Key 38113218 Alley Fall 16/01/2015 16:51
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

N/A

Referenced issues

N/A

Description

View Full Description

Comments

RE: DHA Investment Property

N/A

H 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.

Attachments

Attachment 1 2015-49-16-1601.msg 83.00 KB

Previous Interaction

Next Interaction

Rendered in 0.11 seconds
31/03/2015 17:27:31

Log a fault in Services Hub

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

Falt, Aliey

From: Falt, Aliey
Sent: Friday, 16 January 2015 4:50 PM
To: S47F
Cc: Nowra Property and Tenancy
Subject: RE: DHA Investment Property S47F

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

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

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

s47F

----- Original Message -----

From: s47F
To: Gately, Petta
Sent: Thursday, January 15, 2015 1:36 PM
Subject: Re: DHA Investment Property s47F

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: s47F

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

Subject: RE: DHA Investment Property s47F

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 s47F

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
[Redacted]

----- Original Message -----

From: s47F [Redacted]

To: Gately, Petta

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

Subject: Re: DHA Investment Property s47F [Redacted]

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
[Redacted]

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Client Management CLM PRD B jervis release.20150318T1630.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS S47F

MR S47F

Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

Lessor...

Lessor ID S47F

New Interaction

All Interactions Interaction 38099688 All Notifications

Interaction Modify

Key 38099688 Alley Fall 15/01/2015 16:42

Source Email (DHA to Lessor)

Reason Maintenance/Upgrade

Description View Full Description

DHA Investment Property S47F Previous Maintenance History

Good afternoon S47F

DHA has received your request for additional information relating to previous plumbing maintenance history at your DHA Investment Property S47F North Nowra, and after reviewing the system files I am able to confirm the following below MITMs (maintenance items). All of these MITMs were invoiced back to DHA.

Attachments

Attachment 1 2015-42-15-1601.msg 53.00 KB

Raised Issues

N/A

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-1421673	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : REPAIR Blocked drains - water is backing up throu...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1432754	Maintenance Item	S47F NORTH NOWRA NSW 2541 : CBUTM : Repair and re-seal benchtop junction silicons t...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1434039	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : Inspect and repair leaking toilet cistern	Maintenance Done
<input checked="" type="checkbox"/> MITM-1436517	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLSTM : As per further actions on MITM-1421673 Quote to...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1436510	Maintenance Item	S47F NORTH NOWRA NSW 2541 : CBUTM : Inspect all wet areas - rake and re-grout / silico...	Maintenance Done
<input checked="" type="checkbox"/> MITM-398462	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Urgent: Blocked sewer pipes. Tenant reporting con...	Maintenance Done
<input checked="" type="checkbox"/> MITM-40542	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Repair broken junctions from the laundry line under l...	Maintenance Done
<input checked="" type="checkbox"/> MITM-57579	Maintenance Item	S47F NORTH NOWRA NSW 2541 : PLLTM : Annual: renew relief valve on HWS	Maintenance Done

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.582 seconds 31/03/2015 17:26:50

Log a fault in Services Hub |

release.20150318T1630.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

Falt, Aliey

From: Falt, Aliey
Sent: Thursday, 15 January 2015 4:42 PM
To: s47F
Cc: Nowra Property and Tenancy
Subject: DHA Investment Property -s47F Previous Maintenance History

Good afternoon s47F

DHA has received your request for additional information relating to previous plumbing maintenance history at your DHA Investment Property - s47F and after reviewing the system files I am able to confirm the following below MITMs (maintenance items). All of these MITMs were invoiced back to DHA.

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?

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F
MR S47F
Email S47F / Phone S47F
Dashboard S47F Interactions Enquiries History

(Lessor...)
Lessor ID S47F
New Interaction

All Interactions Interaction 38096229 All Notifications

Interaction

Modify

Raised Issues

Key 38096229 Petta Gately 15/01/2015 14:42
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

N/A

Referenced Issues

N/A

Description

View Full Description

Comments

Re: DHA Investment Property S47F

N/A

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.

Attachments

Attachment 1 2015-36-15-1301.msg 59.00 KB

Previous Interaction

Next Interaction

Rendered in 0.029 seconds
31/03/2015 17:28:13

Log a fault in Services Hub |

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

Falt, Aliey

From: s47F
Sent: Thursday, 15 January 2015 1:37 PM
To: Gately, Petta
Subject: Re: DHA Investment Property s47F

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: s47F
Sent: Thursday, January 15, 2015 1:05 PM
Subject: RE: DHA Investment Property s47F

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 [REDACTED]

Sent: Thursday, 15 January 2015 12:47 PM

To: Gately, Petta

Subject: Re: DHA Investment Property s47F [REDACTED]

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.

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

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

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

Thank you.

Kind Regards

s47F [REDACTED]

----- Original Message -----

From: s47F [REDACTED]

To: Gately, Petta

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

Subject: Re: DHA Investment Property s47F [REDACTED]

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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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Atley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38077556 All Notifications

Interaction

Modify

Key 38077556 Atley Fall 14/01/2015 12:27
Source Email (DHA to Lessor)
Template Lessor inspection Complete Email
Recipient S47F Sent 3 months ago

Raised Issues

N/A

Referenced Issues

ID	Type
INSP-256037	Inspection S47F Inspection Completed
2629698	Property S47F

Description

View Full Description

DHA Inspection Complete at S47F NORTH NOWRA NSW 2541



Defence Housing Australia

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

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.05 seconds
31/03/2015 17:24:40

Log a fault in Services Hub

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

s47F NORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Patta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Lessor 07/04/2015 View INSP-256037 History

Summary Inspection Report

Inspection Details

Inspection Process	Lessor 13/01/2015
Key	INSP-256037 Alley Falt 12/01/2015 16:24
Status	Inspection Completed
Inspection Reason	Lessor Use for Periodic
Inspection Type	Physical

Inspection Dates

Insp. Req. By Date	13/01/2015
Booking Req. By Date	06/01/2015
Proposed Date	
Inspection Date	13/01/2015 14:30
Inspection Duration	1 hour
Completion Date	14/01/2015 12:27

Attendees

Type	Name	Reference/Contact	Attended
Property Manager	Patta Gately		No
Property Manager	Alley Falt		Yes
Tenant	s47F		es
Lessor	s47F		Yes

Inspection Attachments

N/A

Inspection Process Attachments

N/A

Linked Maintenance Items

Key	Status	Trade	App. Date	Link Type
MITM-1436610	Maintenance Done	Carpentry Builder	29/01/2015 13:00	Raised by inspection
MITM-1434094	Maintenance Pending	Electrical		Raised by inspection
MITM-1434092	Maintenance Pending	Ground Maintenance		Raised by inspection
MITM-1434090	Maintenance Pending	Ground Maintenance		Raised by inspection
MITM-1434089	Maintenance Pending	Ground Maintenance		Raised by inspection

« Prev. 1 2 3 4 5 Next »

1 to 5 of 48

Linked Maintenance Quotes

N/A

New Maintenance Quote

Linked Maintenance Requests

N/A

New Maintenance Request

Linked Lease Management Issues

N/A

Linked Civilian Tenancies

N/A

Linked Interactions

Created	Source	Description
14/01/2015 12:27	Email (DHA to Lessor)	Lessor Inspection Complete Email
12/01/2015 17:01	SMS (DHA to Member)	An inspection of your residence is ...
12/01/2015 16:37	Phone (DHA to Member)	Rang Mber to schedule urgent Lessor...
12/01/2015 16:25	Email (DHA to Member)	Member Inspection Booking Email

Location Conditions

Location Details	Fixture Details	Issues Raised	Images
Entry Mber advised of damage to front doorframe - not caused by Mber - see attached photos - wood worm or similar.		<input checked="" type="checkbox"/> 2 Maintenance Items	
Lounge		<input checked="" type="checkbox"/> 3 Maintenance Items	
Dining		<input checked="" type="checkbox"/> 1 Maintenance Item	
Family		<input checked="" type="checkbox"/> 3 Maintenance Items	
Kitchen		<input checked="" type="checkbox"/> 2 Maintenance Items	
Pantry			
Rumpus		<input checked="" type="checkbox"/> 3 Maintenance Items	
Laundry			
Bathroom 1		<input checked="" type="checkbox"/> 4 Maintenance Items	
Ensuite 1		<input checked="" type="checkbox"/> 4 Maintenance Items	
Bedroom 1		<input checked="" type="checkbox"/> 1 Maintenance Item	
Bedroom 2		<input checked="" type="checkbox"/> 2 Maintenance Items	
Bedroom 3		<input checked="" type="checkbox"/> 3 Maintenance Items	
Bedroom 4		<input checked="" type="checkbox"/> 4 Maintenance Items	
Interior Property			
Exterior Grounds		<input checked="" type="checkbox"/> 5 Maintenance Items	
Exterior Property		<input checked="" type="checkbox"/> 1 Maintenance Item	
Outdoor Entertainment Area		<input checked="" type="checkbox"/> 3 Maintenance Items	
Front Yard		<input checked="" type="checkbox"/> 3 Maintenance Items	
Rear Yard		<input checked="" type="checkbox"/> 2 Maintenance Items	
Garage			
Whole Site		<input checked="" type="checkbox"/> 2 Maintenance Items	

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38071492 All Notifications

Interaction Modify **Raised Issues**

Key 38071492 Petta Gately 14/01/2015 08:30 N/A

Source Email (Lessor to DHA) **Referenced Issues**

Reason Maintenance/Upgrade N/A

Description View Full Description **Comments**

Re: DHA Investment Property S47F N/A

Hi Petta,

During our site inspection with Alley 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.

Attachments

Attachment 1 2015-57-13-1801.msg 28.50 KB

Next Interaction

Previous Interaction

Rendered in 0.046 seconds
31/03/2015 17:24:12

Log a fault in Services Hub

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

Falt, Aliey

From: s47F
Sent: Tuesday, 13 January 2015 6:57 PM
To: Gately, Petta
Subject: Re: DHA Investment Property s47F

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

Client Management CLM PRD B jervis release.20150318T1630.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47E

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 37456865 All Notifications

Interaction

Modify

Raised Issues

Key 37456865 Alley Fall 21/11/2014 11:12
Source Phone (DHA to DHA)
Reason Maintenance/Upgrade

N/A

Referenced Issues

Description

View Full Description

ID

Type

S47F had a pest report raised Lessor advised Pest team that he did not request any reports.

MITM-1347293

Maintenance Item

S47E
NORTH NOWRA NSW
2541 : PESSOR001 :
Conduct annual pest
inspection for the month o...

Maintenance Done

I have checked our history and we have never organised any for him and there is no record on the interactions.

Comments

N/A

The L charge has been amended to a G

The schedule has been removed off the system by MCC

Attachments

N/A

Next Interaction

Previous Interaction

Rendered in 0.357 seconds
01/04/2015 08:23:42

Log a fault in Services Hub |

release.20150318T1630.6c0079a Java 1.8.0_25 started 19/03/2015 21:35

s47F NORTH NOWRA NSW 2541

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / MainL Area Nowra / Insp. Area Nowra North / Prop. Mgr. Patta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard Maintenance Items Quotes Requests MITM-1347293 History

Maintenance Item

Property Status Ownership H / Ast. Status AC / Rep. Status

Key MITM-1347293 WF Sian Martin 03/11/2014 13:03

Invoice MINV-934053 WF Maintenance Use.. 18/11/2014 12:27

Status Maintenance Done

Summary s47F NORTH NOWRA NSW 2541 : PESSOR001 : Conduct annual pest inspection for the month o...

Location Whole Site

Charge Type G (Planned)

Maintenance Code PESSOR001: Pest Inspection Report [View Spec.](#)

Quantity 1.00 Unit(s)

Contractor instructions 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 invoice in our invoicing section separately.

Modify

Allocation Details

Priority Routine

Booking Req. Date 05/11/2014 17:00 NSW Local Time

Target Start Date 17/11/2014

Target End Date 01/12/2014

Current Contractor

Contractor Name Scientific Pest Management (Nowra) Contractor ID 9034977

Appointment Date 17/11/2014 13:00 NSW Local Time

Further Act. Req.

Associated Tenancy Details

Tenant s47F

Occupancy Date 05/12/2006 **Vacancy Date**

Occupying AFR 592723

Preferred Email s47F Work

Preferred Phone Work

Preferred Phone Mobile

Access Details

Attachments

Attachment 1

DHA s47F termite inspection... 269.07 KB

Cancel

Recall Item

Termite Inspection Coversheet

Pest Management Technician: s47F [REDACTED] Date: 07.11.14
 Address of Property: s47F [REDACTED] North Nowra, NSW 2541

Results of Inspection		DHA Use Only
Were active termites found? If yes, where?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Was a termite nest found? If yes, where?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Was visible evidence of termite workings and/or damage located? If yes, where?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Was there visible evidence of wood decay? If yes, where?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Were water leaks/signs of water leaks detected? If yes, where?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Were weep holes partly or fully covered?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Existing termite barrier: <input checked="" type="checkbox"/> Physical <input type="checkbox"/> Chemical <input type="checkbox"/> Combined <input type="checkbox"/> Physical & Chemical <input type="checkbox"/> Unknown, durable notice not located <input type="checkbox"/>		
Risk assessment of property: <input type="checkbox"/> Low <input type="checkbox"/> Moderate <input type="checkbox"/> Moderate-High <input checked="" type="checkbox"/> High		
Drainage conditions: <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Inadequate <input type="checkbox"/> Not able to comment		
Ventilation: <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Inadequate <input type="checkbox"/> Not able to comment		
Recommendations to Owner		
Carry out regular inspections every 12 months.		
Arrange Chemical Barrier Treatment as per proposal.	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Is a proposal attached?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Re-direct <input type="checkbox"/> Hot Water System / <input type="checkbox"/> Air Conditioner overflow to drain.	<input checked="" type="checkbox"/> No <input type="checkbox"/> 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 vicinity 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 Subterranean 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?
No

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 infestation:
-Landscaping timbers in contact with soil (Rectify)
Timber structures in ground contact (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 CONDUCTIVE 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 not 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 concealment 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 – .

<u>KEY</u>	<u>Northerly Direction is</u>
A = Termite Activity	
D = Damage	
P = Possible Damage	
/// = Evidence of a Previous Treatment	
W = Wood Rot	

The Inspection and Report was carried out by **s47F**
(Name of Inspector)

State Licence No: 101569

Dated this 07th day of November 2014

SIGNED FOR AND ON BEHALF OF: **s47F**
(Name of Company)

Signature: _____

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR [REDACTED]

Lessor...

Lessor ID [REDACTED] New Interaction

MR [REDACTED]
Email [REDACTED] / Phone [REDACTED]

Dashboard [REDACTED] Interactions Enquiries History

All Interactions Interaction 37456766 All Notifications

Interaction Modify **Raised Issues**

Key **37456766** Danielle Sincla.. 21/11/2014 11:07 **N/A**

Source Email (Lessor to DHA) **Referenced Issues**

Reason Maintenance/Upgrade **N/A**

Description View Full Description **Comments**

RE: [REDACTED] NORTH NOWRA NSW2541 **N/A**


Good Morning Mr [REDACTED]

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.

Attachments

Attachment 1  2014-07-21-1111.msg 115.00 KB

[Previous Interaction](#)

[Next Interaction](#)

Rendered in 0.276 seconds
01/04/2015 08:10:58

[Log a fault in Services Hub](#) |

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

Falt, Aliey

To: s47F
Subject: NORTH NOWRA NSW 2541

Good Morning M 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

**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: s47F
Sent: Friday, 21 November 2014 10:43 AM
To: Sinclair, Danielle
Subject: Re: s47F 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: S47F
Sent: Friday, November 21, 2014 9:48 AM
Subject: 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 **no** 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 DHA's Online Services Available 24 hours a day, 7 days a**

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.

intmr01.dha.gov.au[7479424]

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Falk Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F NORT... Interactions Enquiries History

All Interactions Interaction 37454948 All Notifications

Interaction

Modify

Raised Issues

Key 37454948 Danielle Sincla.. 21/11/2014 09:48
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

Referenced Issues

N/A

Description

View Full Description

Comments

S47F NORTH NOWRA NSW 2541

N/A

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 no visible evidence of termite activity located at the time of inspection of the property. However please note that there may be

Attachments

Attachment 1 2014-48-21-0911.msg 39.50 KB

Previous Interaction

Next Interaction

Falt, Aliey

To: s47F
Subject: 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 **no** 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 DHA's Online Services Available 24 hours a day, 7 days a**

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS47F

Lessor...

MRS47F

Lessor ID S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 35971341 All Notifications

Interaction

Modify

Raised Issues

Key 35971341 Notification Sy.. 17/07/2014 16:11

N/A

Source Email (DHA to Lessor)

Referenced issues

Template Custom Email

N/A

Recipient S47F Sent 8 months ago

Comments

N/A

Description

View Full Description

DHA Annual Statement



Defence Housing Australia

Your annual statement is now available through Online Services. Should you require assistance logging in to your online services account, please email lessormanagement@dha.gov.au.

If you have not elected to receive your statements online, your annual statement has been sent to your nominated postal address.

Attachments

N/A

Previous Interaction

Next Interaction

DHA Annual Statement



Your annual statement is now available through Online Services. Should you require assistance logging in to your online services account, please email lessormanagement@dha.gov.au.

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

S47F

New Interaction

Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 35918699 All Notifications

Interaction

Modify

Raised Issues

Key 35918699 Notification Sy.. 14/07/2014 17:43

N/A

Source Email (DHA to Lessor)

Referenced Issues

Template Custom Email

N/A

Recipient S47F Sent 9 months ago

Comments

View Full Description

N/A

Description

DHA update on Scoping Study information



Defence Housing Australia

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

Attachments

N/A

Previous Interaction

Next Interaction

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:

- I. 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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 35856177 All Notifications

Interaction

Modify

Raised Issues

Key 35856177 Notification Sy.. 08/07/2014 16:48

N/A

Source Email (DHA to Lessor)

Referenced Issues

Template Custom Email

N/A

Recipient S47F Sent 9 months ago

Comments

View Full Description

N/A

Description

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

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.129 seconds
01/04/2015 08:07:38

Log a fault in Services Hub

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

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 35746561 All Notifications

Interaction

Modify

Key 35746561 Lisa Amott 27/06/2014 16:07
Source Email (DHA to Lessor)
Template Lessor Inspection Complete Email
Recipient S47F Sent 9 months ago

Raised Issues

N/A

Referenced Issues

ID	Type	Periodic	Inspection Completed
INSP-198835	Inspection	03/06/2014 : 40	Inspection Completed
2629698	Property	S47F	

Description

View Full Description

DHA Inspection Complete a S47F NORTH NOWRA NSW 2541



Defence Housing Australia

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

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

DHA Inspection Complete at S47F NORTH NOWRA NSW 2541



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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 35369616 All Notifications

Interaction	Key	Source	Template	Recipient	Notification Sy.	Modify	Raised Issues	Referenced Issues	Comments
	35369616	Email (DHA to Lessor)	Custom Email	S47F	19/05/2014 13:34	Sent 10 months ago	N/A	N/A	N/A

Description

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.

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.064 seconds
01/04/2015 08:06:26

Log a fault in Services Hub

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

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.20150318T1830.6c0078a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 35355940 All Notifications

Interaction	Modify	Raised Issues
Key: 35355940 Source: Email (DHA to Lessor) Template: Change Username Email Recipient: S47F Sent 10 months ago	Notification Sy.. 18/05/2014 09:54	N/A
Description: View Full Description		Referenced Issues: N/A
Comments: N/A		

DHA Online Services S47F



Defence Housing Australia
18/05/2014
Your DHA Online Services username has been successfully changed.
Please ensure you use you new username when logging into DHA Online Services.
Username: S47F
Defence Housing Australia

Attachments
N/A

Previous Interaction

Next Interaction

DHA Online Services

s47F



18/05/2014

Your DHA Online Services username has been successfully changed.

Please ensure you use your new username when logging into DHA Online Services.

Username: s47F

Defence Housing Australia

Tel: 139 342 | www.dha.gov.au

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Fatt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

New Interaction

MR S47F
Email S47E / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 9321139 All Notifications

Interaction

Modify

Raised issues

Key 9321139 Fiona (Mat leav.. 22/12/2011 14:04

N/A

Source Email

Referenced issues

Description

View Full Description

N/A

FW: WATER USAGE - DECEMBER 2011

Comments

N/A

Attachments

Attachment 1

2011-48-22-1312.msg 461.00 KB

Previous Interaction

Next Interaction

Rendered in 0.052 seconds
31/03/2015 17:56:30

Log a fault in Services Hub

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

Falt, Aliey

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 [REDACTED] **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: s47F [REDACTED]
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 [REDACTED] Nowra North.

Have a great Christmas & New Year.

Cheers

s47F [REDACTED]

Water Account

shoalhaven-w-ISA001-000414



R02

S47F

ACCOUNT DETAILS

Date of Issue: 25/11/2011

Assessment No: 3095-04100-4

Amount Due: **\$249.75**

Please Pay By: **23/12/2011**

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: S47F S47F North Nowra

Supply Period

From: 22/08/2011
 To: 21/11/2011

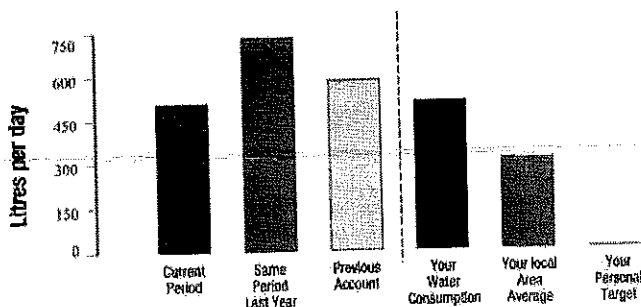
Balance Brought Forward: \$0.00

Current Charges (See over for details): \$249.75

Amount Due: \$249.75

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use	NEWS 4 U!
1	none	170	103	Meter Replacement Program A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44283214.
	small	229	147	
	medium	288	160	
	large	344	176	
2	none	322	206	
	small	390	250	
	medium	457	263	
	large	509	279	
3	none	417	309	
	small	550	353	
	medium	623	366	
	large	674	382	
4	none	529	412	
	small	723	456	
	medium	786	469	
	large	854	485	
5	none	658	515	
	small	849	559	
	medium	1004	672	
	large	1107	588	
6	none	784	616	
	small	1354	662	
	medium	1437	675	
	large	1582	691	

Your Daily Average: 505 L Your Personal Target*: 0 L

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

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

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$249.75



*2146 60632700



Billor Code: 858639
 Ref: S47F

PAYMENT OPTIONS

Credit Card*

Please Call 1300 86 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 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

11 6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1625	1579	46 kl
Total Consumption			46 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	46	\$1.50	69.00
Total Water Usage Charges				\$69.00

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Oct to 31 Dec 2011	\$78.00	19.50
Total Water Availability Charges				\$19.50

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Oct to 31 Dec 2011	\$645.00	161.25
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
Bill code:	0000858639
Bill 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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 9320682 All Notifications

Interaction

Key 9320682
Source Email

Fiona (Mat leav.. 22/12/2011 13:49

Modify

Raised Issues

N/A

Referenced Issues

N/A

Description

FW: WATER USAGE - DECEMBER 2011

View Full Description

Comments

N/A

Attachments

Attachment 1

2011-48-22-1312.msg 461.00 KB

Previous Interaction

Next Interaction

Rendered in 0.035 seconds
31/03/2015 17:55:31

Log a fault in Services Hub |

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

Falt, Aliey

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 [REDACTED] **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: s47F [REDACTED]
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 [REDACTED] Nowra North.

Have a great Christmas & New Year.

Cheers

s47F [REDACTED]

Water Account

shoalhaven-w-ASA001-000114



R02

S47F

ACCOUNT DETAILS

Date of Issue: 25/11/2011

Assessment No: 3095-04100-4

Amount Due: **\$249.75**

Please Pay By: **23/12/2011**

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: S47F S47F North Nowra

Supply Period

From: 22/08/2011
 To: 21/11/2011

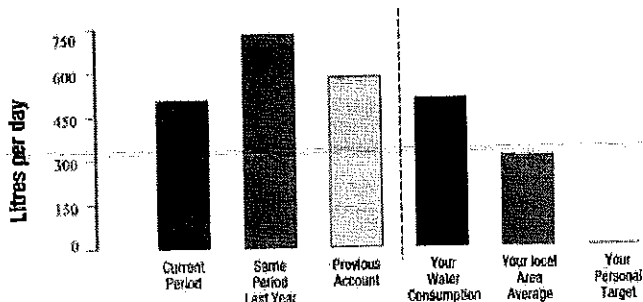
Balance Brought Forward: \$0.00

Current Charges (See over for details): \$249.75

Amount Due: \$249.75

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	220	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3	none	417	309
	small	550	353
	medium	626	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	486
5	none	658	515
	small	849	559
	medium	1004	672
	large	1107	588
6	none	784	610
	small	1354	662
	medium	1437	675
	large	1582	681

NEWS 4 U!
Meter Replacement Program
 A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44293214.

Your Daily Average: 505 L Your Personal Target: 0 L
 *Contact Shoalhaven Water to set or amend your personal target level.

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

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$249.75



*2146 60632700



Billor 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.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

11 6063 2 7000000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1625	1579	46 kl
Total Consumption			46 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	46	\$1.50	69.00
Total Water Usage Charges				\$69.00

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Oct to 31 Dec 2011	\$78.00	19.50
Total Water Availability Charges				\$19.50

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Oct to 31 Dec 2011	\$645.00	161.25
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
Billor code:	0000858630
Billor 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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 7628253 All Notifications

Interaction

Key 7628253 Fiona (Mat leav.. 23/09/2011 14:30) Modify
Source Email

Raised Issues

N/A

Referenced Issues

N/A

Description

FW: WATER USAGE - SEPTEMBER 2011

View Full Description

Comments

N/A

Attachments

Attachment 1 2011-30-23-1409.msg 475.50 KB

Previous Interaction

Next Interaction

Rendered in 0.048 seconds
31/03/2015 17:54:47

Log a fault in Services Hub

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

Falt, Aliey

From: Lewis, Fiona
Sent: Friday, 23 September 2011 2:30 PM
To: Accounts Payable
Cc: s47F
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 [REDACTED] **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 [REDACTED]
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 s47F [REDACTED] Nowra North.
Thanks & Have a Great Week-end

s47F [REDACTED]

Water Account

shoalhaven-w-ASA001-000211



ACCOUNT DETAILS

Date of Issue: 26/08/2011

Assessment No: 3095-04100-4

Amount Due: \$256.20

Please Pay By: 23/09/2011

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
Property: s47F s47F North Nowra

Supply Period

From: 26/05/2011
To: 22/08/2011

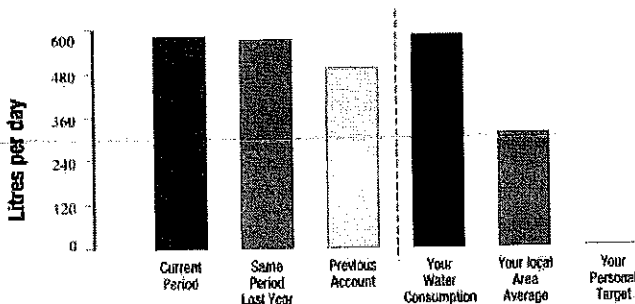
Balance Brought Forward: \$0.00

Current Charges (See over for details): \$256.20

Amount Due: \$256.20

Daily Interest Rates on Overdue Accounts is 11% per annum

Your average daily water consumption comparison



YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	283
	large	509	279
3	none	417	309
	small	550	353
	medium	626	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1094	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691

NEWS 4 U!
Meter Replacement Program
A replacement program for old residential water meters is being undertaken. Minimal disruption to house water supplies is expected and there is no cost to customers. For more details please contact us on 44293214.

Your Daily Average: 580 L Your Personal Target: 0 L
*Contact Shoalhaven Water to set or amend your personal target level.

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

Amount Due: \$256.20



*2146 60632700



Billers 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.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

⑈ 60632700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1579	1528	51 kl
Total Consumption			51 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	30	\$1.50	45.00
Water Charge Pro-Rata	First	21	\$1.45	30.45
Total Water Usage Charges				\$75.45

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jul to 30 Sep 2011	\$78.00	19.50
Total Water Availability Charges				\$19.50

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jul to 30 Sep 2011	\$645.00	161.25
Total Sewer Availability Charges				\$161.25



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
Authoriser: 12893344

End of Report

Date 22/09/11 Time 10:32
National Australia Bank Limited A.B.N. 12 004 044 937

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fair Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 7000011 All Notifications

Interaction

Modify

Raised Issues

Key 7000011 Talhira Pitson 19/08/2011 07:19

N/A

Source Email (DHA to Lessor)

Referenced Issues

Description

View Full Description

N/A

DHA Online Services

Your DHA Online Services account has been created.

Comments

Username: S47F

N/A

Password: *****

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.032 seconds
31/03/2015 17:54:25

Log a fault in Services Hub |

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Aley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 6128572 All Notifications

Interaction		Modify
Key	6128572	Fiona (Mat leav.. 28/06/2011 14:25
Source	Email	

Raised Issues

N/A

Referenced Issues

N/A

Description View Full Description

S47F WATER ACCOUNT - JUNE 2011

Comments

N/A

Attachments

Attachment 1 2011-25-28-1406.msg 466.00 KB

Previous Interaction

Next Interaction

Rendered in 0.765 seconds
31/03/2015 17:53:21

Log a fault in Services Hub |

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

Falt, Aliey

From: Lewis, Fiona
Sent: Tuesday, 28 June 2011 2:25 PM
To: Accounts Payable
Subject: s47F [REDACTED] North Nowra WATER ACCOUNT - JUNE 2011
Attachments: WATER USAGE JUNE 2011.pdf

DATE: 28 June 2011
TO: Accounts Payable
CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] 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 [REDACTED]
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 [REDACTED]

Water Account

shoalhaven-w-ASAO01-000228



R02

s47F

ACCOUNT DETAILS

Date of Issue: 3/06/2011

Assessment No: 3095-04100-4

Amount Due: **\$242.10**

Please Pay By: **1/07/2011**

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: s47F s47F North Nowra

Supply Period

From: 17/02/2011
 To: 26/05/2011

Balance Brought Forward: \$0.00

Current Charges (See over for details): \$242.10

Amount Due: \$242.10

Daily Interest Rates on Overdue Accounts is 9% per annum

YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use
1 person	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2 people	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3 people	none	417	309
	small	550	353
	medium	626	366
	large	674	382
4 people	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5 people	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6 people	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691

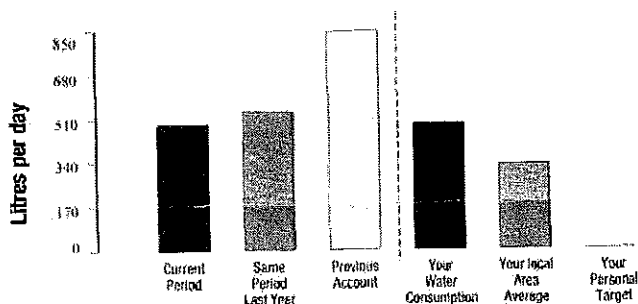
NEWS 4 U!

Shoalhaven has again performed at the higher end of the scale in comparison to the other similar water utilities in the recent National Performance Report. Details can be found www.shoalwater.nsw.gov.au or 4429 3214.

Your Daily Average: 490 L Your Personal Target: 0 L

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

Your average daily water consumption comparison



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

Amount Due: \$242.10



*2146 60832700



Billers 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.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

⑈ 6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1628	1480	48 kl
Total Consumption			48 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	48	\$1.45	69.60
Total Water Usage Charges				\$69.60

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Apr to 30 Jun 2011	\$75.00	18.75
Total Water Availability Charges				\$18.75

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Apr to 30 Jun 2011	\$815.00	153.75
Total Sewer Availability Charges				\$153.75



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
Bill code: 0000858639
Bill 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

S47F (CLM PRD B jervis)

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS47F

Lessor...

MR S47F

Lessor ID S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38510895 All Notifications

Interaction

Key	38510895	Modify	
Source	Email (DHA to Lessor)		Cathy Ricetti 26/02/2015 17:18
Reason	Maintenance/Upgrade		

Raised Issues

N/A

Referenced Issues

N/A

Description

View Full Description

Comments

N/A

FW: S47F North Nowra - Air Conditioner Installation

Good afternoon Mr S47F

Please find attached a plan provided by Climax Air Conditioning for location of air conditioning units for your consideration.

Attachments

Attachment 1	201502261613.pdf	57.91 KB
Attachment 2	2015-17-26-1702.msg	41.00 KB

Next Interaction

Previous Interaction

Rendered in 0.317 seconds
31/03/2015 17:37:21

Log a fault in Services Hub |

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

Falt, Aliey

From: Maint Nowra
Sent: Thursday, 26 February 2015 5:18 PM
To: s47F
Cc: Nowra Property and Tenancy
Subject: FW: s47F North Nowra - Air Conditioner Installation

Good afternoon Mr s47F

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: s47F 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 Aliey's absence.

Thanks

s47F

----- Original Message -----

From: s47F
To: Falt, Aliey
Cc: Gately, Petta
Sent: Thursday, February 26, 2015 4:29 PM

Subject: s47F [REDACTED] 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

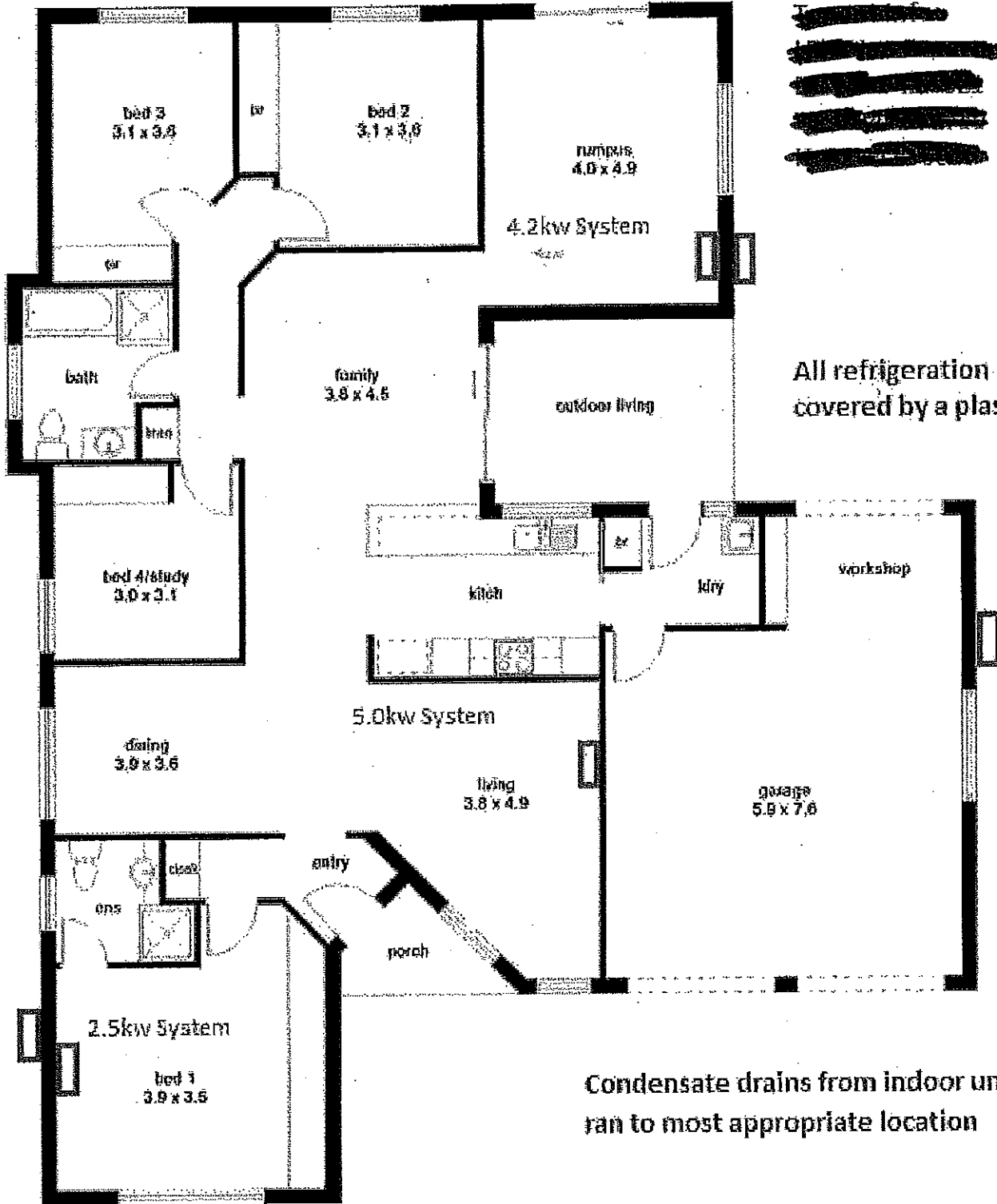
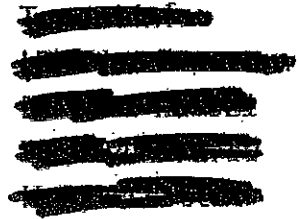
s47F [REDACTED]

or units will be mounted on
 Steel brackets, Pre-cast
 slabs or existing concrete

DHA

S47F

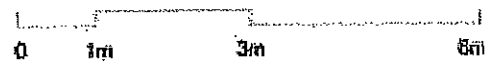
North Nowra, NSW 254



All refrigeration pipes
 covered by a plastic pipe

Condensate drains from indoor units will
 run to most appropriate location

UPRN: S47F



Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38510818 All Notifications

Interaction

Modify

Raised issues

Key 38510818 Cathy Ricetti 26/02/2015 17:10
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

N/A

Referenced issues

N/A

Description

View Full Description

Comments

Fw: S47F - Air Conditioner Installation

N/A

Good Afternoon All,

As per Ailey'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, Ailey was to obtain a sketch from the installers for approval prior to

Attachments

Attachment 1 2015-07-26-1702.msg 36.00 KB

Next Interaction

Previous Interaction

Rendered in 0.067 seconds
31/03/2015 17:36:20

Log a fault in Services Hub

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

Falt, Aliey

From: s47F
Sent: Thursday, 26 February 2015 5:07 PM
To: Nowra Property and Tenancy
Cc: Gately, Petta
Subject: Fw: s47F 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 Aliey's absence.

Thanks

s47F

----- Original Message -----

From: s47F
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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS S47F

Lessor...

Lessor S47F
New Interaction

MRS S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38510318 All Notifications

Interaction Modify **Raised Issues**

Key	38510318	Petta Gately 26/02/2015 16:36	N/A
Source	Email (Lessor to DHA)		Referenced Issues
Reason	Maintenance/Upgrade		N/A

Description View Full Description **Comments**

S47F	North Nowra - Air Conditioner Installation	N/A
------	--	-----


Good Afternoon Alley,

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?

Attachments

Attachment 1	 2015-30-26-1602.msg	30.50 KB
---------------------	---	----------

Next Interaction

Previous Interaction

Rendered in 0.054 seconds
31/03/2015 17:35:44

Log a fault in Services Hub |

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

Falt, Aliey

From: s47F
Sent: Thursday, 26 February 2015 4:29 PM
To: Falt, Aliey
Cc: Gately, Petta
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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F
New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38399357 All Notifications

Interaction		Modify
Key	38399357	David Boxwell 13/02/2015 12:43
Source	Email (DHA to Lessor)	
Reason	Maintenance/Upgrade	

Raised Issues

N/A

Referenced Issues

N/A

Description

View Full Description

Comments

S47F - sewer repairs

N/A

Good Afternoon S47F
I understand that you have had a couple of email conversations with Ailey 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

Attachments

Attachment 1 2015-42-13-1202.msg 41.00 KB

Previous Interaction

Next Interaction

Rendered in 0.047 seconds
31/03/2015 17:35:15

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0_25 started 18/03/2015 21:35

Falt, Aliey

From: Boxwell, David
Sent: Friday, 13 February 2015 12:42 PM
To: s47F
Cc: Falt, Aliey
Subject: s47F 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@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.**

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F

Lessor ID S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38399164 All Notifications

Interaction Modify

Key 38399164 Alley Fall 13/02/2015 12:23
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

Description View Full Description

RE: DHA Investment Property - S47F Maintenance
Feedback

Hi S47

I havent received the email yet, sorry that we keep playing phone tag.

Attachments

Attachment 1 2015-23-13-1202.msg 81.50 KB

Raised Issues

N/A

Referenced Issues

ID	Type	Status
<input checked="" type="checkbox"/> MITM-1432754	Maintenance Item NOWRA NSW 2541 : CBUTM : Rake out and re-seal benchtop junction silico... t...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1434039	Maintenance Item NOWRA NSW 2541 : PLSTM : Inspect and repair leaking toilet cistern	Maintenance Done
<input checked="" type="checkbox"/> MITM-1436610	Maintenance Item NOWRA NSW 2541 : CBUTM : Inspect all wet areas - rake and re-grout / silico...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1459193	Maintenance Item NOWRA NSW 2541 : ELETM : As per MQUO-326110 & MQUO-326109 Replace 2 miss...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1459365	Maintenance Item NOWRA NSW 2541 : PLRTM : Attend and repair damaged/leaking gutters/downpipe...	Maintenance Done

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.063 seconds
31/03/2015 17:34:45

Log a fault in Services Hub

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

Falt, Aliey

From: Falt, Aliey
Sent: Friday, 13 February 2015 12:24 PM
To: s47F
Subject: RE: DHA Investment Property - s47F 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

 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 - s47F 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

s47F

----- 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

s47F

----- Original Message -----

From: Falt, Aliey
To: s47F
Sent: Wednesday, February 11, 2015 4:22 PM
Subject: RE: DHA Investment Property - s47F 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
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 - s47F 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

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

Sent: Friday, February 06, 2015 8:39 AM

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



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 - s47F [REDACTED] North Nowra - Maintenance Feedback

Good afternoon s47F [REDACTED]

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



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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38386957 All Notifications

Interaction

Modify

Raised Issues

Key 38386957 Alley Falt 12/02/2015 08:16
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

N/A

Referenced Issues

Description

View Full Description

Re: DHA Investment Property - S47F North Nowra - Maintenance
Feedback

ID	Type	Status
<input checked="" type="checkbox"/> MITM-1432754	Maintenance Item S47F NOWRA NSW 2541 : CBUTM : Rake out and re-seal benchtop junction silicene L...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1434039	Maintenance Item S47F NOWRA NSW 2541 : PLSTM : inspect and repair leaking toilet cistern	Maintenance Done
<input checked="" type="checkbox"/> MITM-1436610	Maintenance Item S47F NOWRA NSW 2541 : CBUTM : inspect all wet areas - rake and re-grout / silico...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1459193	Maintenance Item S47F NOWRA NSW 2541 : ELETM : As per MQUO-326110 & MQUO-326109 Replace 2 miss...	Maintenance Done
<input checked="" type="checkbox"/> MITM-1459365	Maintenance Item S47F NOWRA NSW 2541 : PLRTM : Attend and repair damaged/leaking gutters/downpipe...	Maintenance Done

Hi Alley,

Sorry, I won't be available until after 11.30am.

If I miss your call again tomorrow then I will call you back.

Cheers

Attachments

Attachment 1 2015-00-11-2202.msg 78.00 KB

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.037 seconds
31/03/2015 17:34:18

Log a fault in Services Hub

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

Falt, Aliey

From: s47F
Sent: Wednesday, 11 February 2015 9:59 PM
To: Falt, Aliey
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

s47F

----- Original Message -----


From: Falt, Aliey
To: s47F
Sent: Wednesday, February 11, 2015 4:22 PM
Subject: RE: DHA Investment Property - s47F 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
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 s47F 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

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

Sent: Friday, February 06, 2015 8:39 AM

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



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 S47F [REDACTED] North Nowra - Maintenance Feedback

Good afternoon S47F [REDACTED]

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

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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38383890 All Notifications

Interaction

Modify

Key 38383890 Alley Falt 11/02/2015 16:23
Source Email (Lessor to DHA)
Reason Maintenance/Upgrade

Description

View Full Description

RE: DHA Investment Property S47F Maintenance
Feedback

Hi Robert,

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.

Attachments

Attachment 1 2015-22-11-1602.msg 59.50 KB

Raised Issues

N/A

Referenced Issues

Table with 4 columns: ID, Type, Description, Status. Contains 5 rows of maintenance items with IDs like MITM-1432754 and MITM-1436610.

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.063 seconds 31/03/2015 17:33:53

Log a fault in Services Hub

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

Falt, Aliey


From: Falt, Aliey
Sent: Wednesday, 11 February 2015 4:23 PM
To: s47F
Subject: RE: DHA Investment Property - s47F 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
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 - s47F North Nowra - Maintenance Feedback

Good Afternoon Aliey,

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With regard to the sewer pipe repair, I have not received your response to my last email on this issue.

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Thanks for the invitation and I look forward to meeting you on site at 3.30pm.

Regards

s47F

----- Original Message -----

From: Falt, Aliey

To: s47F

Sent: Friday, February 06, 2015 8:39 AM


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

 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 - s47F 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.

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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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Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38383126 All Notifications

Interaction Modify

Key 38383126 Alley Falt 11/02/2015 16:07

Source Phone (Lessor to DHA)

Description View Full Description

Rang Lessor on home number - message left on answering service requesting a call back.

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.029 seconds
31/03/2015 17:33:39

Log a fault in Services Hub |

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38383066 All Notifications

Interaction

Modify

Raised Issues

Key 38383066 Alley Falt 11/02/2015 16:06

N/A

Source Phone (DHA to Lessor)

Referenced Issues

Reason Maintenance/Upgrade

N/A

Description

View Full Description

Comments

Rang Lessor on mobile - phone switched off no voicemail.

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.083 seconds
31/03/2015 17:33:24

Log a fault in Services Hub |

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F

Lessor ID S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 38340822 All Notifications

Interaction

Modify

Key 38340822 Ailey Falt 06/02/2015 08:40
Source Email (DHA to Lessor)
Reason Maintenance/Upgrade

Description

View Full Description

FW: DHA Investment Property - S47F 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, Ailey

Attachments

Attachment 1 2015-39-06-0802.msg 41.00 KB

Raised Issues

N/A

Referenced Issues

Table with 3 columns: ID, Type, and Description. Contains 5 rows of maintenance items with status 'Done'.

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.127 seconds 31/03/2015 17:32:44

Log a fault in Services Hub |

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

Falt, Aliey


From: Falt, Aliey
Sent: Friday, 6 February 2015 8:40 AM
To: s47F
Subject: FW: DHA Investment Property - s47F - 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 - s47F - 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
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 Management CLM PRD B jervis release.20150318T1830.6c0079a

Ailey Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 5712206 All Notifications

Interaction		Modify
Key	5712206	Fiona (Mat leav.. 31/05/2011 08:38
Source	Email	
Description		View Full Description
S47F LANDLORD INSURANCE COVER		

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

Attachment 1 2011-37-30-2205.msg 438.00 KB

Previous Interaction

Next Interaction

Rendered in 0.039 seconds
31/03/2015 17:52:14

Log a fault in Services Hub

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

Falt, Aliey

From: s47F
Sent: Monday, 30 May 2011 10:38 PM
To: Lewis, Fiona
Subject: s47F 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

s47F



aami.com.au
13 22 44

Renewal Landlord Insurance

30 April 2011

Page 2 of 3

Insured Address
S47F
NORTH NOWRA NSW 2541

Policy Number
S47F

001154 20 024 H



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

Amount Due 12 months \$704.03

Building Policy with Tenant Protection

Please read the Insurance Schedule over the page to confirm important information about you and your policy.

K... ..

AD528 267 2/09 A



PHONE
By Credit Card 1300 369 708
VISA, Master Card, American Express

Reference No. S47F

Amount Due \$704.03

INTERNET
 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.



*269 HOM215970715 11062011 03



Billor Code 57331
Ref No. S47F

<+20200692205168>

+000555+

<0215970715>

<0000070403>

+444+



Landlord Insurance Schedule

30 April 2011

Page 3 of 3

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

Insured Address

S47F

NORTH NOWRA NSW 2541

Policy Number

HCS47F

Your Home

Insured Address

S47F

NORTH NOWRA NSW 2541

Description of Insured Home

Single storey, brick veneer, tiled roof, built in or after 2000s, 4 bedroom, 2 bathroom, double garage

Home Use

Private

National Trust Classification

No

Deadlocks

No

Keyed Window Locks

No

Alarm

No

Electronic Access

No

Security Guard

No

Video Surveillance

No

Policy Details

Policy Type

Building with Tenant Protection

Period of Cover

11/06/2011 to Midnight 11/06/2012

Insured

S47F

Excesses

Building

Standard Excess

\$200

Plus Flexi-Premium Excess

\$1,000

Tenant Protection

Standard Excess

\$200

Plus Flexi-Premium Excess

\$1,000

Plus Unoccupied Excess (if applicable)

\$1,000

Building Complete Replacement Cover

Building Cover

Repair or rebuilding costs

Unlimited

Building Additional Benefits

Locating water leaks (policy booklet page 29)

\$1,000

Legal Liability

\$10 million

Endorsements

Nil



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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fatt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MRS S47F

Lessor...

Lessor ID S47F

MR S47F

Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 306356 All Notifications

Interaction

Modify

Raised Issues

Key 306356 Fiona (Mat leav.. 15/03/2011 15:25

N/A

Source Email

Referenced issues

Description

View Full Description

N/A

DATE: 15 March 2011

Comments

N/A

TO:

Accounts Payable

Attachments

Attachment 1

2011-24-15-1503.msg

510.00 KB

Next Interaction

Previous Interaction

Rendered in 0.115 seconds
31/03/2015 17:49:42

Log a fault in Services Hub |

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

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

s47F [REDACTED] **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 [REDACTED]
Sent: Tuesday, 15 March 2011 10:58 AM
To: Lewis, Fiona
Subject: WATER ACCOUNT - MARCH 2011

Hi Fiona,

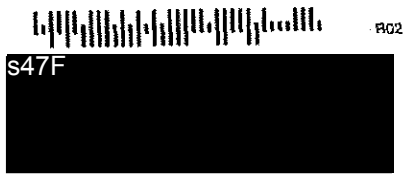
Please find attached copy of water account for March 2011.

Thanks & Regards

s47F [REDACTED]

Water Account

shoalhaven-w-ASAD01-000402



ACCOUNT DETAILS

Date of Issue: 25/02/2011

Assessment No: 3095-04100-4

Amount Due: **\$284.15**

Please Pay By: 25/03/2011

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: S47F S47F 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
Amount Due: \$284.15
 Daily Interest Rates on Overdue Accounts is 9% per annum

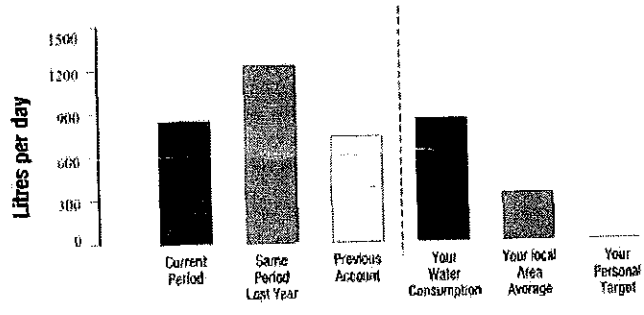
YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use	
1	none	170	103	
	small	229	147	
	medium	288	160	
	large	344	176	
2	none	322	206	
	small	390	250	
	medium	457	263	
	large	509	279	
3	none	417	309	
	small	550	353	
	medium	626	366	
	large	674	382	
4	none	529	412	
	small	723	456	
	medium	786	469	
	large	854	485	
5	none	656	515	
	small	948	559	
	medium	1004	572	
	large	1107	588	
6	none	784	618	
	small	1354	662	
	medium	1437	675	
	large	1582	691	
Your Daily Average		846 L	Your Personal Target	0 L

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

NEWS 4 U!
 Shoalhaven has again performed at the higher end of the scale in comparison to the other similar water utilities in the recent National Performance Report. Details can be found www.shoalwater.nsw.gov.au or 4429 3214.

Your average daily water consumption comparison



Description	This Account	Previous Acct	Change
Total Usage	77 kL	62 kL	15 kL
Days in Period	91	85	6
Average Daily Usage	846 L	729 L	117 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$284.15



*2146 60632700

Billers Code: 858639
 Ref: S47F

PAYMENT OPTIONS

Credit Card* Please Call 1300 88 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 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

60632700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1480	1403	77 kl
Total Consumption			77 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	77	\$1.45	111.65
Total Water Usage Charges				\$111.65

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jan to 31 Mar 2011	\$75.00	18.75
Total Water Availability Charges				\$18.75

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jan to 31 Mar 2011	\$615.00	153.75
Total Sewer Availability Charges				\$153.75



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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 232455 All Notifications

Interaction

Modify

Raised Issues

Key 232455 Fiona (Mat leav.. 04/01/2011 15:15

N/A

Source Phone

Referenced Issues

Description

View Full Description

N/A

Water account for reimbursement - sent to AP

Comments

N/A

Attachments

Attachment 1

232455_Interaction_Attach.. 9.35 KB

Next Interaction

Previous Interaction

Rendered in 0.065 seconds
31/03/2015 17:49:08

Log a fault in Services Hub

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

From: Lewis, Fiona
Sent: Tuesday, 4 January 2011 8:21 AM
To: Accounts Payable
Subject: s47F [REDACTED] North Nowra WATER ACCOUNT - DECEMBER 2010

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 [REDACTED] 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 [REDACTED]
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!

s47F [REDACTED]

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 211173 All Notifications

Interaction	Key	Source	Description	Modify
	211173	Email	Change of details form submitted	Fiona (Mat leav.. 06/12/2010 08:34)

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

Attachment 1	211173_Interaction_Attach..	1.04 KB
Attachment 2	S47F	440.46 KB

Next Interaction

Previous Interaction

Rendered in 0.417 seconds
31/03/2015 17:47:57

Log a fault in Services Hub |

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

Advice of Change of Details

(Note: Please complete relevant section details only)

Leased property address: [REDACTED] **NOYRA NORTH**
[REDACTED] **NSW 2541**

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

Lessor Name: **MR** [REDACTED]

Home Address: [REDACTED]

Mailing Address: **AS ABOVE**

Telephone No: (w)..... **N/A** (h) [REDACTED]

(mobile)..... **N/A** (fax).....

Email: [REDACTED]

Insurance Details*:

Company	AAMI
Policy Number	[REDACTED]
Insurance Cover (Building & Contents)	\$ UNLIMITED
Public Liability	\$ 10 MIL
Date of Expiry	11/06/2011

* 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:

Date: **3 / 12 / 10**

Signature of Lessor

[REDACTED]

Receipt Landlord Insurance

Insured Address
S47F

NOWRA NORTH NSW 2541

Policy Number

S47F

000897 20 000 H



S47F



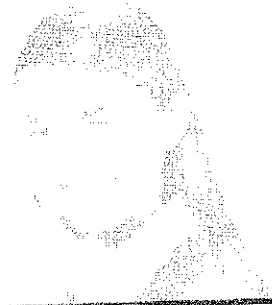
Australian Associated Motor Insurers Ltd.
ABN 92 004 791 744 AFSL No. 238173 99 Walker Street North Sydney 2060

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.

R_1_13_2244654720100642



AD1538 2/12/09A



Landlord Insurance Schedule

1 June 2010

Page 2 of 2

Insured Address

S47F
NOWRA NORTH NSW 2541

Policy Number

S47F

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

Your Home

Insured Address

S47F
NOWRA NORTH NSW 2541

Description of Insured Home

Single storey, brick veneer, built in or after 2000s, 4 Bedroom, 2 Bathroom, double garage

Home Use

Private

National Trust Classification

No

Deadlocks

No

Keyed Window Locks

No

Alarm

No

Electronic Access

No

Security Guard

No

Video Surveillance

No

Policyholder claims in the past three years

Nil

Policy Details

Policy Type

Building with Tenant Protection

Period of Cover

11/06/2010 to Midnight 11/06/2011

Insured

S47F

Excesses

Building

Standard Excess \$200
Plus Flexi-Premium Excess \$1,000

Tenant Protection

Standard Excess \$200
Plus Flexi-Premium Excess \$1,000

Plus Unoccupied Excess (if applicable)

\$1,000

Building Complete Replacement Cover

Building Cover

Repair or rebuilding costs Unlimited

Building Additional Benefits

Locating water leaks (policy booklet page 29) \$1,000

Legal Liability

\$10 million

Endorsements

Nil

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: s47F
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.

s47F

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Falk Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

MR S47F
Email S47F / Phone S47F

Lessor ID S47F
New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 208204 All Notifications

Interaction	Key	Source	Description	Modify
	208204	Post/Mail	Property inspection report.	Cathy Ricetti 01/12/2010 15:02

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

Attachment 1 20101201104841633.pdf 149.10 KB

Previous Interaction

Next Interaction

Rendered in 0.08 seconds
31/03/2015 17:48:55

Log a fault in Services Hub

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

1 December 2010

s47F
[REDACTED]

Dear Mr s47F [REDACTED]

RE: PROPERTY INSPECTION
s47F [REDACTED] **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.

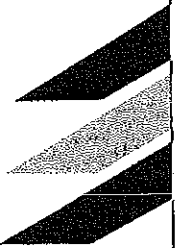
If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 4421 1505 or by email at cathy.ricetti@dha.gov.au.

Yours sincerely

Cathy Ricetti
Property Manager
Nowra Housing Management Centre
Defence Housing Australia

**NOWRA HOUSING
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



Advice of Change of Details

(Note: Please complete relevant section details only)

Leased property address:

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

Lessor Name:

Home Address:

Mailing Address:

.....

Telephone No: (w)..... (h)

(mobile) (fax)

Email:

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:

Date: / /

Signature of Lessor

LEASED PROPERTY INSPECTION REPORT



Defence Housing
AUSTRALIA

Inspection Date: 26/11/10

Address of Property: S47F North Nowra		UPRN: S47F	Lessor: S47F
Inspected by: Cathy Ricetti	Lease: Lease 96	<input type="checkbox"/> Vacant	<input checked="" type="checkbox"/> Occupied by Defence Tenant <input type="checkbox"/> Occupied by Private Tenant

	CONDITION			COMMENTS	ACTION
	GOOD	ACCEPTABLE	WORK REQUIRED		
Bedroom 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Bedroom 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Bedroom 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Bedroom 4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuite	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Bathroom	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Toilet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Living Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Dining Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Family Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Rumpus Room	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Kitchen	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Laundry	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Hall	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Ext. Front	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Ext. Rear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Garage/Cpt	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Front	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Grounds Rear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Common Area					
COMMENTS:					

Signed: _____

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Alley Fall Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F

MR S47F
Email S47F / Phone S47F

New Interaction

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 98406 All Notifications

Interaction	Key	Source	Description	Modify
	98406	Post/Mail	Water account for reimbursement - sent to AP	Fiona (Mat leav.. 25/06/2010 15:24)

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

N/A

Next Interaction

Rendered in 0.03 seconds
31/03/2015 17:46:23

Log a fault in Services Hub

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

Client Management CLM PRD B jervis release.20150318T1830.6c0079a

Afey Falt Nowra HMC | Sign Out

Members Contractors Lessors Estate Agents MR S47F

Lessor...

Lessor ID S47F New Interaction

MR S47F
Email S47F / Phone S47F

Dashboard S47F Interactions Enquiries History

All Interactions Interaction 156985 All Notifications

Interaction

Modify

Raised issues

Key 156985 Fiona (Mat leav.. 01/10/2010 10:20
Source Email

N/A

Referenced issues

Description

[View Full Description](#)

N/A

Water account for reimbursement - sent to AP

Comments

N/A

Attachments

N/A

[Previous Interaction](#)

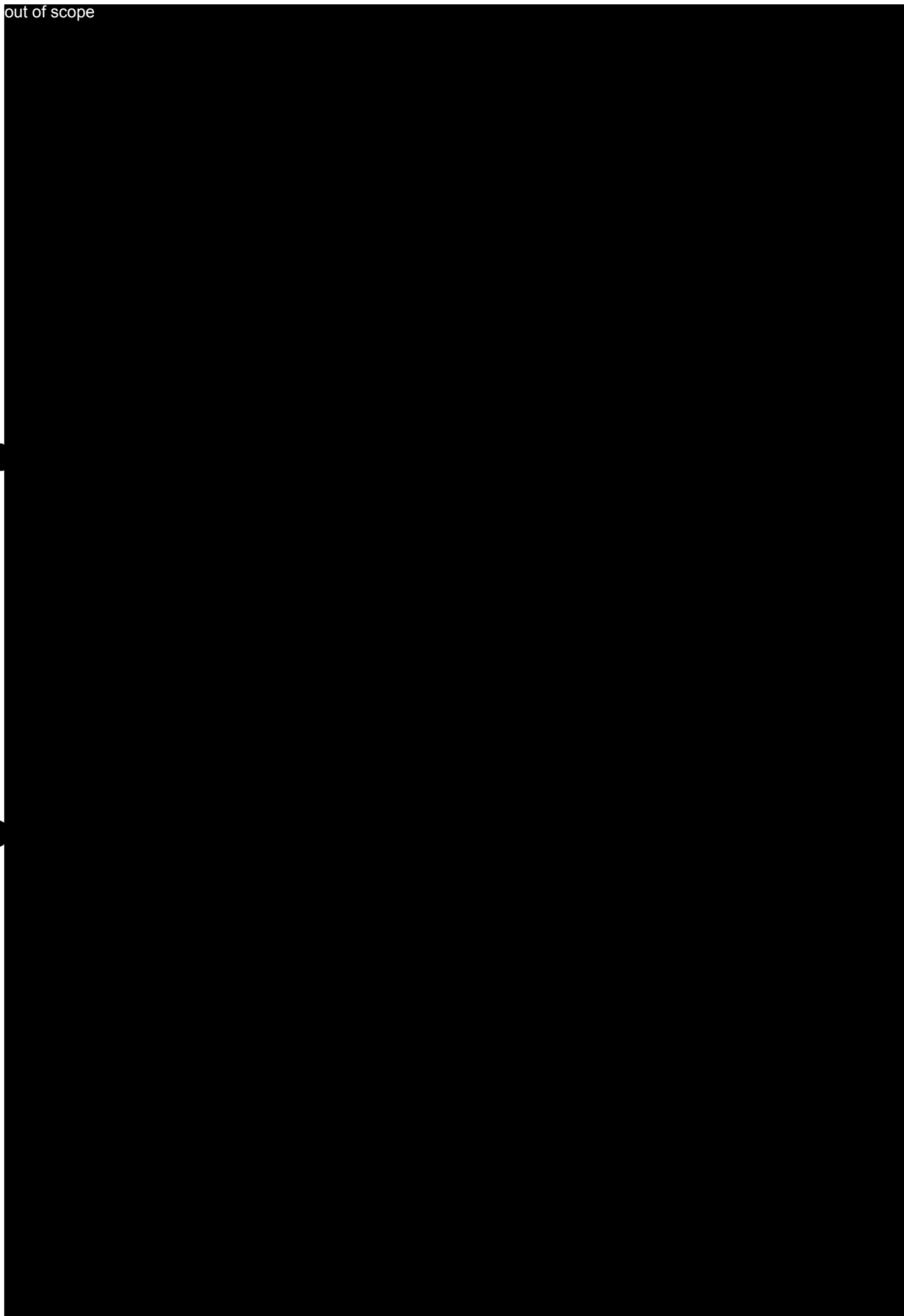
[Next Interaction](#)

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31/03/2015 17:45:40

[Log a fault in Services Hub](#)

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out of scope

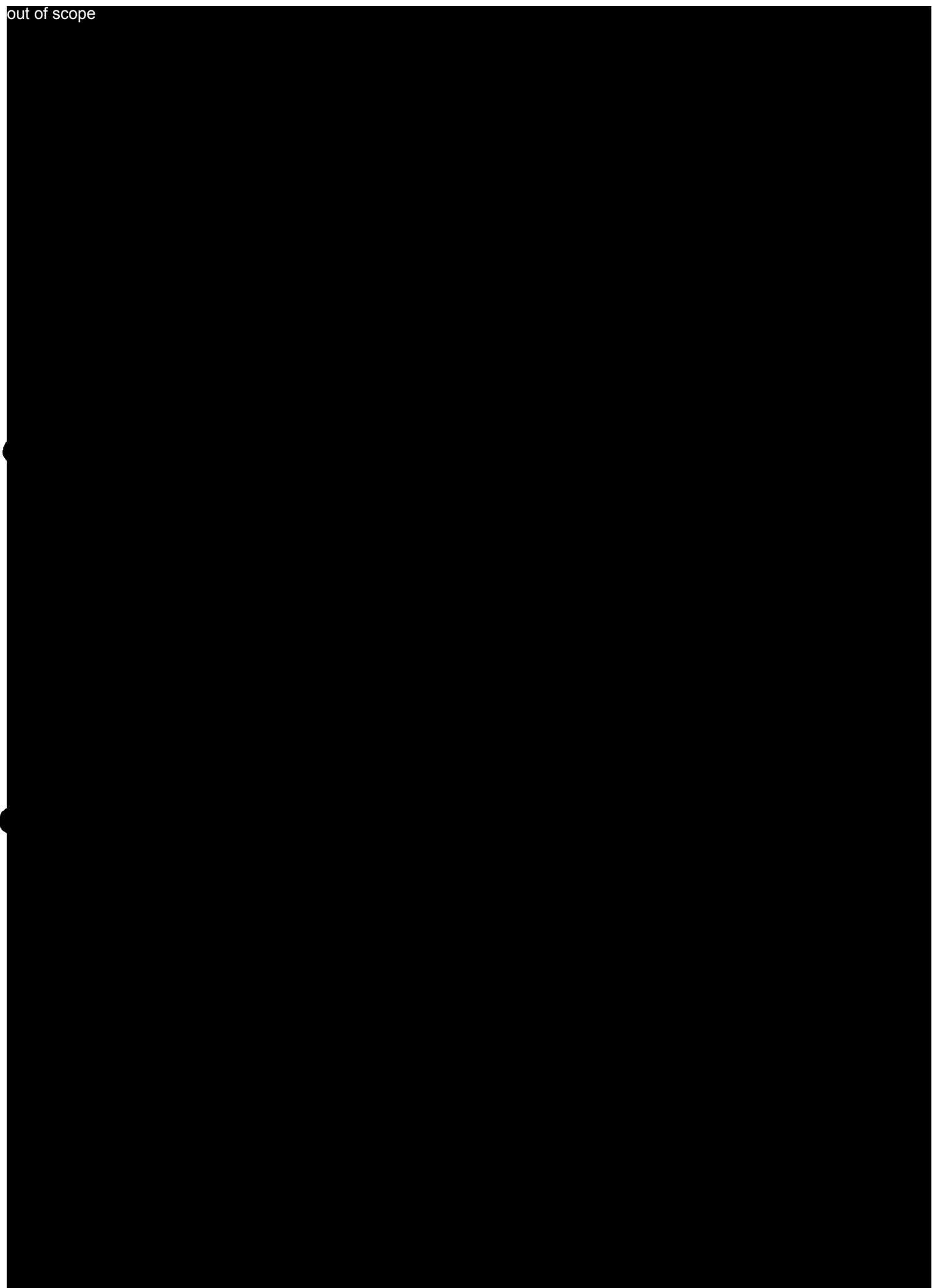


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out of scope

out of scope

out of scope



LEASE
New South Wales
Real Property Act 1900

Leave this space clear. Affix additional pages to the top left-hand corner.

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: if appropriate, specify the part or premises

S47F

(B) LODGED BY

Document
Collection
Box

Name, Address or DX and Telephone

CODE

Reference:

L

(C) LESSOR

S47F

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)

I certify that the person(s) signing opposite, with whom I am personally acquainted or as to whose identity I am otherwise satisfied, signed this instrument in my presence.

Signature of witness: _____
Name of witness: _____
Address of witness: _____

Certified correct for the purposes of the Real Property Act 1900 by the lessor.

Signature of lessor: s47F
[Redacted]

SIGNED SEALED AND DELIVERED
by Nancy Dell as attorney for
Defence Housing Australia under power of attorney registered
Book 4349 No 460 in the presence of:

s47F
[Redacted]

Signature of witness: s47F
Name of witness: s47F
Address of witness: BLOCK LETTERS
Occupation of witness: LEASING CLERK.

By executing this deed the attorney states that the attorney is authorised to act under the power of attorney

(I) **STATUTORY DECLARATION**

I, _____
solemnly and sincerely declare that -

- 1. The time for the exercise of option to _____ in expired lease No. _____ has ended; and
- 2. The lessee under that lease has not exercised the option

I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the Oaths Act 1900 and I certify this lease correct for the purposes of the Real Property Act 1900.

Made and subscribed at _____ in the State of New South Wales

on _____ in the presence of -

Signature of witness: _____ Signature of lessor: _____
Name of witness: _____
Address of witness: _____

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.

"A"

This is the annexure marked "A" to the lease between s47F [REDACTED] as landlord and Defence Housing Australia as tenant

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.

s47F [REDACTED]

s47F [REDACTED]

s47F [REDACTED]

1. The Lease

This is a Lease by which

• s47F [REDACTED] ("the Landlord")
of [REDACTED]
leases to

• DEFENCE HOUSING AUSTRALIA of
26 Brisbane Avenue BARTON, ACT 2600

("DHA")

the property known as

• s47F [REDACTED] North Nowra

the title reference for which is

• s47F [REDACTED] ("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

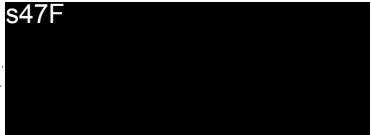
- (a) This Lease is subject to the further terms and conditions set out in the ensuing clauses.
- (b) The terms and conditions of this Lease, as set out in this document



Australian Associated Motor Insurers Limited ABN 92 004 791 744 AFSL No. 238173
601 St Kilda Road Melbourne 3004 Telephone 520-1222
www.aami.com.au

3rd June 2008

S47F



HOME INSURANCE CERTIFICATE OF CURRENCY

This is to certify that Policy Number S47F has been issued for the period shown.

INSURED: MR S47F

INSURED ADDRESS: S47F Nowra North Nsw 2541

TYPE OF INSURANCE: Landlord Building And Tenant Protection

BUILDING COMPLETE REPLACEMENT COVER:
Repair or rebuilding costs - Unlimited

CONTENTS SUM INSURED: \$0

PERIOD OF INSURANCE: 11th June 2008 TO 11th June 2009

FINANCIAL INTEREST: ST GEORGE BANK LIMITED

LEANNE HALL
Policy Services Department





Our Ref: TFS47F
Your Ref:

10th June 2008

S47F
[Redacted]

RE: S47F From Defence Housing Australia
S47F 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.

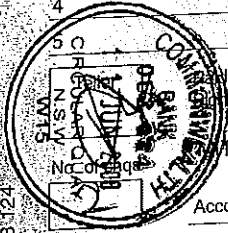
Yours faithfully,
S47F
[Redacted]



Please fill in the following particulars of cheques. Proceeds of cheques, whilst credited to the account, are not available until cleared. Please refer to your account terms and conditions for details.

Deposit

Drawer	Bank	Branch	Amount
1 S47F	Westpac	Royal Exchange	412.92
2 St George Bank	St George	Kogarah	368,072.13
3			
4			



Signature S47F

HELTON QLD

Account Identification Number

Agent Number (if applicable)

4116 1004 4613

900

Account Name

DEPENDENCE HOUSING AUTHORITY

Teller Use

\$100

\$50

\$20

\$10

\$5

\$

Date 11/6/08

Notes

Coin

Merchant

Sum Env

Cheques 368,485.05

\$ 368,485.05

Commonwealth Bank of Australia
ABN 40 123 123 124

Property Address: S47F North Nowra

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
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Downlight
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
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		
Pelmets / Curtains Tracks		
Light Fittings / GPOs		
Television / Telephone Outlets		
Ceiling Fans		
Air Conditioner		
Heater		
Other		
Rumpus Room		
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	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
Television / Telephone Outlets	G	Telephone outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Other	G	Sliding doors with 4 drawers and shelving
Hall/Stairs		
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

Not applicable

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
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		
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	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 fluorescent
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

Property Address: s47F North Nowra

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	G	Silver
Other	N/A	N/A
Bedroom 1 (Master)		
Walls / Ceiling	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		
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	G	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
Toilet Paper Holder	G	Silver
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	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 3		
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	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		
Walls / Ceiling		
Floor / Coverings		
Doors		
Windows / Screens / Locks		
Blinds / Drapes		
Pelmets / Curtains Tracks		
Light Fittings / GPOs		
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		
Ceiling Fans		
Air Conditioner		
Heater		
Wardrobe		
Mirrors		
Other		

Not applicable

Not applicable

Property Address: s47F North Nowra

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 fluorescent; 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
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		
Windows / Screens / Locks		
Light Fittings / GPOs		
Bench / Shelving		
Other		

Not applicable

General Comments
Heater & drawer units belong to DHA

Signed:

s47F

Date 11/6/08

s47F

Lessor
Date 29/06/08



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 Mr [REDACTED] s47F

01 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

[REDACTED] s47F

NOWRA NORTH NSW 2541

You advised us your home is not classified by the National Trust.

Policy No:

[REDACTED] s47F

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**

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)

\$ 1000

Damage to electric motors less than 10 years old (policy booklet page 29)

See your policy for full details, and all limitations and conditions of cover.

DATE

ADDRESS

s47F

ANNUAL

YES

NO

ISSUES RAISED OR CHANGE

FILL OUT LEASED PROPERTY INSPECTION REPORT

LITTER SENT TO LESSOR

ASSET USE RECORDS/FILE UPDATE

IF ANNUAL PROCESS RAISED (SEE FIELD NO. 10) CALL

FMS UPDATE VISIT IN SYSTEM (NEW PROPERTY, OWNERS GENERAL M)

FMS - TENANT DAMAGE NOTED ON SYSTEM

FMS - DECISION COMPLETED

FMS - ISSUES GIVEN TO TENANT

STRATEGIC ASSET/PROPERTY ASSESSMENT FORM COMPLETED



PROPERTY INSPECTION REPORT

GROUND & GARDENS:

GENERAL COMMENTS:

ADVICE TO LESSOR:

ADVICE TO STRATA MANAGER:

TRADE	CONTRACTOR DETAILS	SCHEDULED DATE	COMPLETED DATE	Turnaround Estimate (Circle A, B or C)
				B = 6-10 working days
				C = 10+ working days
				Ready Date: / /

Office Use Only:	Date of Inspection: / /	Orders Raised: / /	Call Reference:
------------------	-------------------------	--------------------	-----------------

(Perforated)



Date: 23 9 08

Feedback to Tenant on Property Inspection

Customer Name: s47F

Property Address: s47F NTH NAWKA

General Comments: Property in good order. DHA to arrange blind repairs.

Any potential charges identified? NO / YES (see Tenant Acknowledgement Form attached).

Comments:

Reinspection Date: / /

Relocation Consultant Signature: s47F

Phone Number:



25 September 2008

s47F
[Redacted]

Dear Mr s47F [Redacted]

RE: PROPERTY INSPECTION
s47F [Redacted] **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



DEFENCE HOUSING AUSTRALIA**MEMORANDUM**

DATE: 24 September 2008

TO: Accounts Payable

CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] 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 [REDACTED]

W
Wendy Dell
Manager
Defence Housing Authority
NOWRA
02 4421 1503

Water Account

#Shoalhaven-WASA001-000327

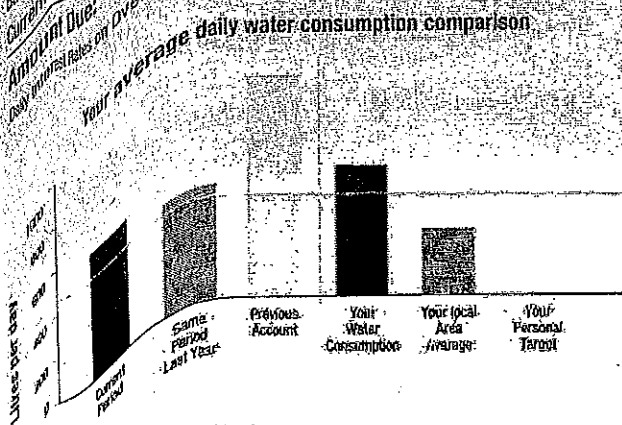
ACCOUNT DETAILS

Date of Issue: 22/08/2008
 Assessment No: 3095-04100-4
 Amount Due: \$210.90
 Please Pay By: 19/09/2008

S47F

YOUR ACCOUNT SUMMARY

PROPERTY DETAILS
 Customer Type: Dwelling or Vacant Land
 Property Type: LO
 Summary Period: 8/05/2008 to 14/08/2008
 Amount Due: \$210.90
 Amount Brought Forward: \$0.00
 Current Charges (see over for details): \$210.90
 Annual Due: \$210.90
 (only annual rates on overdue accounts is 10% per annum)



YOUR HOUSEHOLD WATER USE COMPARED

No. of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3	none	417	309
	small	500	353
	medium	626	366
	large	674	382
4	none	629	412
	small	723	456
	medium	785	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	794	618
	small	1354	662
	medium	1437	675
	large	1592	691

Your Daily Average: 692 L Your Personal Target: 618 L

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

NEWS 4 U!

QUARTERLY WATER & SEWER AVAILABILITY CHARGES

From July 2008 your water and sewer availability charge will appear on your water account. Please read the enclosed brochure for further information.

Description	This Account	Previous Acct	Change
Total Usage	56 kL	77 kL	-21 kL
Days in Period	98	77	+21
Average Daily Usage	592 L	1000 L	-408 L

1000 Litres (L) = 1 kilolitre (kL)

Amount Due: \$210.90

Assessment No: 3095-04100-4



*2146-60682700

DEBIT
billpay

Credit Card
 Please call 300 66 20 25
 or visit us on line
 www.shoalwater.nsw.gov.au
 to set up a credit card payment.
 For other payment options, see our website: www.shoalwater.nsw.gov.au

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.

2700000000

Meter Detail and Reading

Meter No.	Present Reading	Previous Reading	Usage (kl)
04W731456	886	748	58 kl
Total Consumption			58 kl

Water Usage Charges

Description	First	kl	Charge/Kl	Charge
Water Charge Current	First	28	\$1.00	28.00
Water Charge Pro-Rata	First	32	\$0.95	30.40
Total Water Usage Charges				\$58.40

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jul to 30 Sep 2008	\$61.00	15.25
Total Water Availability Charges				\$15.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jul to 30 Sep 2008	\$557.00	139.25
Total Sewer Availability Charges				\$139.25

s47F [Redacted]

From: <Internetadmin@stgeorge.com.au>
To: s47F [Redacted]
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: I10613705
Date: 17/09/2008
Time: 06:50 AM AEST
Schedule Frequency: Once
Transfer From: s47F [Redacted]
To Biller: SHOALHAVEN WATER - A DIVISION OF SCC
Biller Code: 858639
Biller Alias: SHOALHAVEN WATER - A DIVISION OF SCC
Customer Reference: s47F [Redacted]
Amount: \$210.90
Payment Made by: s47F [Redacted]

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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AFSL 240902, St George Life Limited AFSL 240900, ASGARD Capital Management Limited

AFSL 240695 and Securitior 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, Fiona

From: Lewis, Fiona
Sent: Friday, 28 November 2008 8:31 AM
To: s47F
Subject: RE: s47F North Nowra
Attachments: Advise of Change of Details for Lessors (HO).doc

Good morning s47F

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.

Yonks 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: s47F North Nowra

Hello Fiona,
I have recently changed from St George to National Australia Bank.
Could you please update your records for all future transactions as follows;

National Australia Bank
s47F

Please confirm via return email.

Thanks and Regards
s47F

28/11/2008

Advice of Change of Details

(Please complete relevant section details only)

Leased property address:

s47F [Redacted]

Nowra North NSW 2541

Lessor Code (office use only) Unit Number (office use only)

Lessor Name:

s47F [Redacted]

Home Address:

02 DEC 2008

Mailing Address: *AS ABOVE*

Telephone No. (w) *N/A* (h) *02* s47F [Redacted]

(mobile) *N/A* (fax) *N/A*

(Email) s47F [Redacted]

Bank Details:

s47F [Redacted]

Account Name:

Bank Name:

NATIONAL AUSTRALIA BANK

Branch:

61-63 MAIN STREET BLACKTOWN NSW

Account Number:

s47F [Redacted]

BSB s47F [Redacted]

Insurance Details:

Building \$ Contents \$

Public Liability \$

Company *AS SUPPLIED PREVIOUSLY*

Policy No Expiry Date

DHA to pay Insurance? Yes No

If Yes, please have insurance company redirect account to:

NSSC Accounts Payable
Defence Housing Authority
24 Mort Street
BRADDON ACT 2612

*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 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?

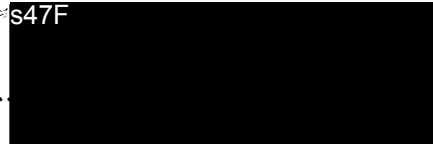
Yes / No

Nominate inspection frequency: Annual 6 monthly Quarterly

Date: 29/11/08

Signature of Lessor/s

s47F



.....

Lewis, Fiona

From: 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 L- s47F

Property Address: s47F North Nowra
UPRN: s47F

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:
Bank: National Australia 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:
CLNSOR004:

CLNSOR005:
CLNSOR006:
CLNSOR007:
CLNSOR008:
CLNSOR009:
CLNSOR010:
CLNSOR011:

Carpet Cleaning (CPT):

CPTSOR001:
CPTSOR002:
CPTSOR003:
CPTSOR004:
CPTSOR005:
CPTSOR006:
CPTSOR007:
CPTSOR008:

Floor Coverings (FLC):

FLCSOR001:
FLCSOR002:
FLCSOR003:
FLCSOR004:
FLCSOR005:
FLCSOR006:
FLCSOR007:
FLCSOR008:
FLCSOR009:

Floor Coverings (FLF):

FLFSOR001:

Glazing (GLA):

GLASOR001:
GLASOR002:
GLASOR003:
GLASOR004:
GLASOR005:
GLASOR006:
GLASOR007:
GLASOR008:

Ground Maintenance (GMA):

GMASOR001:
GMASOR002:
GMASOR003:
GMASOR004:
GMASOR007:
GMASOR008:

Painting (PNT):

PNTSOR001:
PNTSOR002:
PNTSOR003:
PNTSOR004:

Pest Control (PES):

PESSOR001:
PESSOR002:
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 _____

Lewis, Fiona

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 L S47F

Property Address: S47F 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:

Bank: National Australia 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:
CLNSOR004:
CLNSOR005:
CLNSOR006:
CLNSOR007:
CLNSOR008:
CLNSOR009:
CLNSOR010:
CLNSOR011:

Carpet Cleaning (CPT):

CPTSOR001:
CPTSOR002:
CPTSOR003:
CPTSOR004:
CPTSOR005:
CPTSOR006:
CPTSOR007:
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Floor Coverings (FLC):

FLCSOR001:
FLCSOR002:
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FLCSOR005:
FLCSOR006:
FLCSOR007:
FLCSOR008:
FLCSOR009:

Floor Coverings (FLF):

FLFSOR001:

Glazing (GLA):

GLASOR001:
GLASOR002:
GLASOR003:
GLASOR004:
GLASOR005:
GLASOR006:
GLASOR007:
GLASOR008:

Ground Maintenance (GMA):

GMASOR001:
GMASOR002:
GMASOR003:
GMASOR004:
GMASOR007:
GMASOR008:

Painting (PNT):

PNTSOR001:
PNTSOR002:
PNTSOR003:
PNTSOR004:

Pest Control (PES):

PESSOR001:
PESSOR002:

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 _____

Lewis, Fiona

From: DHA Vendor
Sent: Tuesday, 2 December 2008 3:23 PM
To: Lewis, Fiona
Subject: Amend Vendor/Lessor form S47F

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:
Telephone:
Mobile:
Fax:
Email

Address for correspondence and delivery of cheques:

Bank account details for Electronic Funds Transfer:

Bank: National Australia 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:

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AIRSOR001:

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Floor Coverings (FLF):

FLFSOR001:

Glazing (GLA):

GLASOR001:
GLASOR002:
GLASOR003:
GLASOR004:

GLASOR005:
GLASOR006:
GLASOR007:
GLASOR008:

Ground Maintainance (GMA):

GMASOR001:
GMASOR002:
GMASOR003:
GMASOR004:
GMASOR007:
GMASOR008:

Painting (PNT):

PNTSOR001:
PNTSOR002:
PNTSOR003:
PNTSOR004:

Pest Control (PES):

PESSOR001:
PESSOR002:
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 _____

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE: 05 December 2008

TO: Accounts Payable

CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] 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 [REDACTED]

Wendy Dell
Manager
Defence Housing Authority
NOWRA
02 4421 1503

Water Account

shoalhaven-w-ASA001-000308

ACCOUNT DETAILS

Date of Issue: 28/11/2008

Assessment No: 3095-04100-4

Amount Due: \$215.50

Please Pay By: 29/12/2008



S47F

5 DEC 2008

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Single Dwelling or Vacant Land
 Property: S47F S47F North Nowra

Supply Period

From: 14/08/2008
 To: 19/11/2008

Balance Brought Forward: \$0.00
 Current Charges (See over for details): \$215.50
Amount Due: \$215.50

Daily Interest Rates on Overdue Accounts is 10% per annum

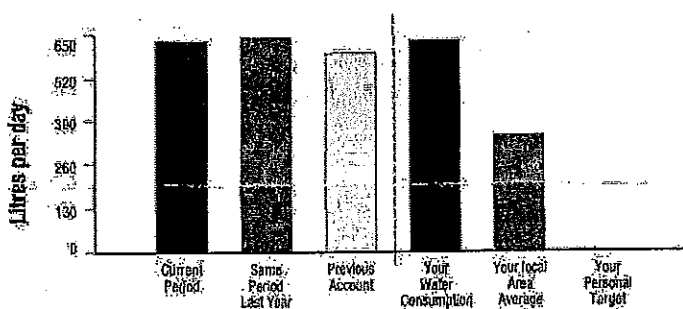
YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3	none	417	309
	small	550	353
	medium	626	386
	large	674	392
4	none	529	412
	small	723	466
	medium	786	489
	large	854	485
5	none	656	515
	small	949	569
	medium	1004	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691

NEWS 4 U
QUARTERLY WATER & SEWER AVAILABILITY CHARGES
 Remember that from July 2008 your water and sewer availability charge will appear on your water account.

Your Daily Average: 629 L Your Personal Target: 0 L
 *Contact Shoalhaven Water to set or amend your personal target level.

Your average daily water consumption comparison



Description	This Account	Previous Acct	Change
Total Usage	61 kL	58 kL	3 kL
Days in Period	97	98	-1
Average Daily Usage	629 L	592 L	37 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$215.50



*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 Billpay

Please present your water account with your payment.

Personal Payment

Present to cashier at SCG 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

11 6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	867	806	61 kl
Total Consumption			61 kl

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 Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Oct to 31 Dec 2008	\$61.00	15.25
Total Water Availability Charges				\$15.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Oct to 31 Dec 2008	\$557.00	139.25
Total Sewer Availability Charges				\$139.25

INTERNET BANKING RECEIPT DETAILS

Receipt Number: S47F

Date: 04/12/2008

Time: 12:41 PM AEST

PAYMENT BY BPAY®

BPAY® From: S47F

BPAY® To: SHOALHAVEN WATER - A DIVISION OF SCC

Billor Code: S47F

Customer Reference: S47F

Billor Alias: SHOALHAVEN WATER - A DIVISION OF SCC

Amount: \$215.50

Payment made by: S47F

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 Billor.

Thank you for using Internet Banking.

• Lewis, Fiona

From: S47F
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

5/12/2008

Lessor information form

Property address	s47F [REDACTED]
	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/A s47F [REDACTED]
Title	MR s47F [REDACTED]
Forename	[REDACTED]
Middle initial	[REDACTED]
Surname	[REDACTED]
Work phone number	02 s47F [REDACTED]
Home phone number	02 [REDACTED]
Mobile phone number (tick your preferred contact number)	s47F [REDACTED] ✓
Fax number	H/A
Email address	s47F [REDACTED]

Postal address for statements and leasing correspondence	
Address	s47F [REDACTED]
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 of any changes.

Note that this facility will not be in place until 2006

<input checked="" type="radio"/> Email	<input type="radio"/> Fax	<input type="radio"/> Post	(please circle)
--	---------------------------	----------------------------	-----------------

Other lessors' details (if applicable)

Lessor 2	
Forename
Middle initial
Surname
Work phone number
Home phone number
Mobile phone number <i>(tick your preferred contact number)</i>
Fax number
Email address

Lessor 3	
Forename
Middle initial
Surname
Work phone number
Home phone number
Mobile phone number <i>(tick your preferred contact number)</i>
Fax number
Email address

Lessor 4	
Forename
Middle initial
Surname
Work phone number
Home phone number
Mobile phone number <i>(tick your preferred contact number)</i>
Fax number
Email address

Bank details

Account name
Bank
Branch name/address
BSB
Account number

Note: A large black redaction box covers the right side of the form, with the text 'S47F' visible in the top left corner of the redacted area.

Insurance Details

Company
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 dependant 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 / <input checked="" type="radio"/> No
Council rates	Yes / <input checked="" type="radio"/> No
Land tax	Yes / <input checked="" type="radio"/> No
Insurance	Yes / <input checked="" type="radio"/> No
Body corporate	Yes / <input checked="" type="radio"/> No

(please circle)

Service provider details

Water
Council & land tax

If you have any other properties leased to DHA please record them below:

Address Postcode Lessor code (if known)
---	---

Address Postcode Lessor code (if known)
---	---

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 / No

Frequency	24 months.....
	12 months.....
	6 months.....
	3 months.....

Signatures

Lessor 1 s47F
Lessor 2
Lessor 3
Lessor 4

5 June 2008

s47F

Dear s47F

Re: LEASE PROPERTY – s47F 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 cover is adequate and meets the lease conditions. We recommend you review the level of cover each year as failure 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

S47F

Fiona Lewis
Leasing Clerk
Nowra



Defence Housing
AUSTRALIA

12 June 2008

s47F

Dear s47F

RE: LEASE PROPERTY – s47F 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 not 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 depreciation 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

Property Address: s47F North Nowra

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
Blinds / Drapes	N/A	N/A
Pelmets / Curtains Tracks	N/A	N/A
Light Fittings / GPOs	G	Downlight
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
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		
Pelmets / Curtains Tracks		
Light Fittings / GPOs		
Television / Telephone Outlets		
Ceiling Fans		
Air Conditioner		
Heater		
Other		
Rumpus Room		
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	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
Television / Telephone Outlets	G	Telephone outlet
Ceiling Fans	N/A	N/A
Air Conditioner	N/A	N/A
Heater	N/A	N/A
Other	G	Sliding doors with 4 drawers and shelving
Hall/Stairs		
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

Not applicable

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
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		
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	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 fluorescent
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

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	G	Silver
Other	N/A	N/A
Bedroom 1 (Master)		
Walls / Ceiling	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		
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	G	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
Toilet Paper Holder	G	Silver
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	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 3		
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	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		
Walls / Ceiling		
Floor / Coverings		
Doors		
Windows / Screens / Locks		
Blinds / Drapes		
Pelmets / Curtains Tracks		
Light Fittings / GPOs		
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		
Ceiling Fans		
Air Conditioner		
Heater		
Wardrobe		
Mirrors		
Other		

Not applicable

Not applicable

Property Address: s47F North Nowra

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 fluoroescnt; 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
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 fluoroescnt; 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		
Light Fittings / GPOs		
Bench / Shelving		
Other		

Not applicable

General Comments
 Heater & drawer units belong to DHA

Signed:

s47F [Redacted Signature]

DHA Officer

11/6/08
 Date

.....
 Lessor

.....
 Date

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE: 23 March 2009
TO: Accounts Payable
CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] 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 [REDACTED]

Wendy Dell
Wendy Dell
Manager
Defence Housing Authority
NOWRA
02 4421 1503

Water Account

shoalhaven-w-ASAD01-000126



RC2

S47F

ACCOUNT DETAILS

Date of Issue: 27/02/2009

Assessment No: 3095-04100-4

Amount Due: \$253.50

Please Pay By: 27/03/2009

PLEASE NOTIFY SHOALHAVEN CITY COUNCIL IN WRITING IMMEDIATELY IF ADDRESS IS NOT CORRECT

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Single Dwelling or Vacant Land
 Property: S47F S47F North Nowra

Supply Period

From: 19/11/2008
 To: 19/02/2009

Balance Brought Forward: \$0.00
 Current Charges (See over for details): \$253.50
Amount Due: \$253.50

Daily Interest Rates on Overdue Accounts is 10% per annum

YOUR HOUSEHOLD WATER USE COMPARED

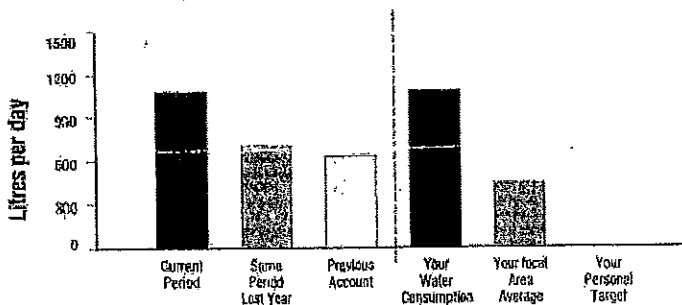
No of people in household	Garden Size	Typical Water use	Efficient Water use
1 person	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2 people	none	322	206
	small	390	250
	medium	457	283
	large	509	279
3 people	none	417	309
	small	550	353
	medium	626	368
	large	674	382
4 people	none	529	412
	small	723	456
	medium	786	469
	large	854	486
5 people	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6 people	none	784	618
	small	1354	662
	medium	1437	679
	large	1582	691

NEWS 4 U!
QUARTERLY WATER & SEWER AVAILABILITY CHARGES
 Remember that from July 2008 your water and sewer availability charge will appear on your water account.

Your Daily Average	1076 L	Your Personal Target*	0 L
---------------------------	--------	------------------------------	-----

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

Your average daily water consumption comparison



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: S47F

Amount Due: \$253.50



*2146 60632700



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.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

11 6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	966	867	99 kl
Total Consumption			99 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	99	\$1.00	99.00
Total Water Usage Charges				\$99.00

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jan to 31 Mar 2009	\$61.00	15.25
Total Water Availability Charges				\$15.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jan to 31 Mar 2009	\$557.00	139.25
Total Sewer Availability Charges				\$139.25

INTERNET BANKING RECEIPT DETAILS

Receipt Number: S47F

Date: 03/03/2009

Time: 09:22 PM AEST

PAYMENT BY BPAY®

BPAY® From: S47F

BPAY® To: SHOALHAVEN WATER - A DIVISION OF SCC

Bill Code: S47F

Customer Reference: S47F

Bill Alias: SHOALHAVEN WATER - A DIVISION OF SCC

Amount: \$253.50

Payment made by: S47F

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: [REDACTED] s47F
Sent: Tuesday, 7 April 2009 7:58 PM
To: Lewis, Fiona
Subject: Fw: WATER ACCOUNT - MARCH 2009
Attachments: [REDACTED] s47F NOWRA - WATER ACCOUNT MARCH 2009.pdf

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

[REDACTED] s47F

----- Original Message -----

From: [REDACTED] s47F
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

[REDACTED] s47F

Water Account



RC2

S47F

ACCOUNT DETAILS

Date of Issue: 27/02/2009

Assessment No: 3095-04100-4

Amount Due: \$253.50

Please Pay By: 27/03/2009

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Single Dwelling or Vacant Land
 Property: S47F North Nowra

Supply Period

From: 19/11/2008
 To: 19/02/2009

Balance Brought Forward: \$0.00
 Current Charges (See over for details): \$253.50
Amount Due: \$253.50

Daily Interest Rates on Overdue Accounts is 10% per annum

YOUR HOUSEHOLD WATER USE COMPARED

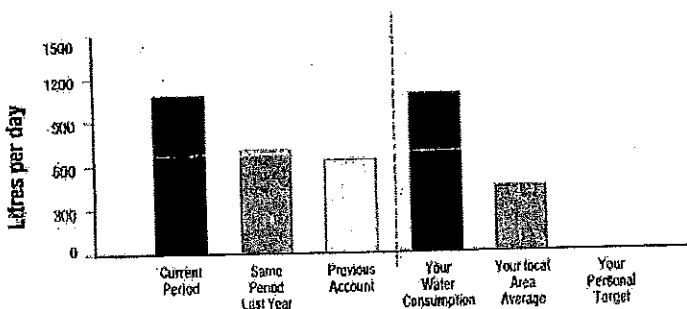
No of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	283
	large	509	279
3	none	417	309
	small	550	353
	medium	626	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691

NEWS 4 U!
QUARTERLY WATER & SEWER AVAILABILITY CHARGES
 Remember that from July 2008 your water and sewer availability charge will appear on your water account.

Your Daily Average	1076 L	Your Personal Target	0 L
--------------------	--------	----------------------	-----

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

Your average daily water consumption comparison



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

Amount Due: \$253.50



*2146 60632700

Bill ID: 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.au

Post Billpay

Please present your water account with your payment

Personal Payment

Present to cashier at SCG 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

11 6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	966	867	99 kl
Total Consumption			99 kl

Water Usage Charges

Description	First	kl	Charge/Kl	Charge
Water Charge Current		99	\$1.00	99.00
Total Water Usage Charges				\$99.00

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jan to 31 Mar 2009	\$61.00	15.25
Total Water Availability Charges				\$15.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jan to 31 Mar 2009	\$557.00	139.25
Total Sewer Availability Charges				\$139.25

INTERNET BANKING RECEIPT DETAILS

Receipt Number: s47F

Date: 03/03/2009

Time: 09:22 PM AEST

PAYMENT BY BPAY®

BPAY® From: s47F

BPAY® To: SHOALHAVEN WATER - A DIVISION OF SCC

Bill Code: s47F

Customer Reference: s47F

Bill Alias: SHOALHAVEN WATER - A DIVISION OF SCC

Amount: \$253.50

Payment made by: s47F

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: s47F
Subject: RE: WATER ACCOUNT - MARCH 2009

Good afternoon s47F

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)
Tel: (02) 44211510 | Fax: (02) 44211560
fiona.lewis@dha.gov.au | www.dha.gov.au

s47F

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: s47F
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

s47F

9/04/2009

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.

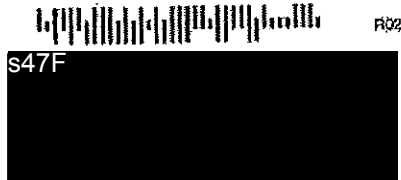
Regards

s47F

 Wendy Dell
Manager
Defence Housing Authority
NOWRA
02 4421 1503

Water Account

shoalhaven-w-ASA001-000283



ACCOUNT DETAILS

Date of Issue: 29/05/2009

Assessment No: 3095-04100-4

Amount Due: \$200.50

Please Pay By: 26/06/2009

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Single Dwelling or Vacant Land
 Property: s47F s47F North Nowra

Supply Period

From: 19/02/2009
 To: 25/05/2009

Balance Brought Forward: \$0.00

Current Charges (See over for details): \$200.50

Amount Due: \$200.50

Daily Interest Rates on Overdue Accounts is 10% per annum

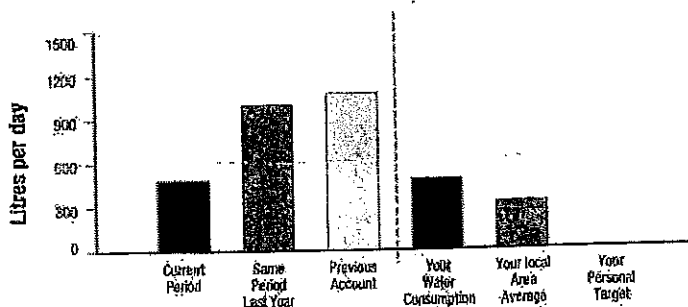
YOUR HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3	none	417	269
	small	550	353
	medium	628	366
	large	674	382
4	none	529	413
	small	723	456
	medium	786	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	676
	large	1502	691

NEWS 4 U!
QUARTERLY WATER & SEWER AVAILABILITY CHARGES
 Remember that from July 2008 your water and sewer availability charge will appear on your water account.

Your Daily Average: 484 L Your Personal Target*: 0 L
 *Contact Shoalhaven Water to set or amend your personal target level.

Your average daily water consumption comparison



Description	This Account	Previous Acct	Change
Total Usage	46 kL	99 kL	-53 kL
Days in Period	95	92	3
Average Daily Usage	484 L	1076 L	-592 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$200.50



*2146.60632700



Bill ID: 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.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

11 6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1012	966	46 kl

Total Consumption 46 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	46	\$1.00	46.00
Total Water Usage Charges				\$46.00

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Apr to 30 Jun 2009	\$61.00	15.25
Total Water Availability Charges				\$15.25

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Apr to 30 Jun 2009	\$557.00	139.25
Total Sewer Availability Charges				\$139.25

NAB Internet Banking

nab

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 SCG
Customer reference no: s47F
Amount: 200.50
Payment date: 21/06/09
Authoriser: s47F

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

Water Account

Shoalhaven-W-ASADD1-000358



R02

S47F

ACCOUNT DETAILS

Date of Issue: 28/08/2009

Assessment No: 3095-04100-4

Amount Due: \$216.60

Please Pay By: 25/09/2009

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: Single Dwelling or Vacant Land
 Property: S47F North Nowra

Supply Period

From: 25/05/2009
 To: 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 HOUSEHOLD WATER USE COMPARED

No of people in household	Garden Size	Typical Water use	Efficient Water use
1 person	none	170	103
	small	229	147
	medium	288	160
	large	344	173
2 people	none	322	208
	small	390	250
	medium	457	263
	large	509	279
3 people	none	417	309
	small	550	353
	medium	626	366
	large	673	382
4 people	none	529	412
	small	723	458
	medium	786	469
	large	854	485
5 people	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6 people	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691
Your Daily Average:		523 L	Your Personal Target: 0 L

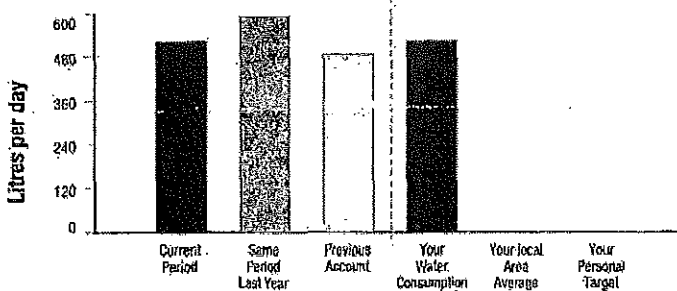
*Contact Shoalhaven Water to set or amend your personal target level.

NEWS 4 U!

Assistance Programs

There are a number of assistance programs in place to help customers with water and sewerage services. See the enclosed brochure for further details.

Your average daily water consumption comparison



Description	This Account	Previous Acct	Change
Total Usage	46 kL	43 kL	0 kL
Days in Period	88	95	-7
Average Daily Usage	523 L	484 L	39 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$216.60



*2146 60632700



Bill ID: 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.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

11 60632700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1058	1012	46 kl

Total Consumption 46 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	27	\$1.30	35.10
Water Charge Pro-Rata	First	19	\$1.00	19.00
Total Water Usage Charges				\$54.10

Water Availability Charge

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 Charge

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



New bill payment - bank acknowledgement

Acknowledgement details

Status report: Paid
Confirmation number: R2969385200
Created: 24/09/09
Last modified:

From account: s47F
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

100m

29.10.09

PROPERTY INSPECTION REPORT

S47F



Annual Inspection Pre Vacation Inspection Pre Uplift Inspection Uplift Inspection

Address of Property: S47F [Redacted] Unit No: S47F [Redacted]

Consultant: Cathy Ricetti Lock Box/Other: S47F [Redacted]

Ownership (circle one): DHA PRE 96 POST 96 ONBASE Property identified for (circle one): Retaining Handing back

Confirmed Uplift Date: Reinspection Date (if required):

Location Code	FLOOR COVERINGS	PAINT	STRUCTURE	Circle: Heating Cooling Dishwasher Microwave Dryer Washing Machine		Charge	Trade EL - Elect. PL - Plumber CA - Carpenter PA - Painter	Work Order Raised
				Model / Make:				
					microwave 690w 390h 500d			<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>	COMMENTS			
					laundry sliding door (family)	R	CA	
					→ Cathy - quote? pipe?			
					was inlet valve HWS	R	PL	<input checked="" type="checkbox"/>
					been 315 litre.			
				<input checked="" type="checkbox"/>	model 1131508			
					4/5/08			
					car dead handle + lock family room	R	LCK	<input checked="" type="checkbox"/>
					lock not working laundry	R	LCK	<input checked="" type="checkbox"/>
					panasonic air con 1.			
					or 5th			

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE: 07 December 2009

TO: Accounts Payable

CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] 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

s47F [REDACTED]

Fiona Lewis
Defence Housing Authority
NOWRA
02 4421 1510

Water Account

shoalhaven-w-ASA001-030382



ACCOUNT DETAILS

Date of Issue: 27/11/2009
 Assessment No: 3095-04100-4
 Amount Due: \$248.30
 Please Pay By: 28/12/2009

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: S47F North Nowra

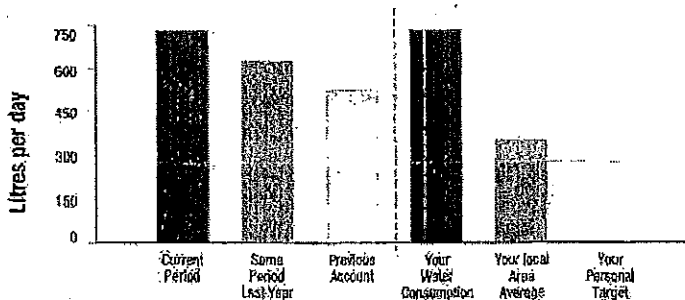
Supply Period

From: 21/08/2009
 To: 19/11/2009

Balance Brought Forward: \$0.00
 Current Charges (See over for details): \$248.30
Amount Due: \$248.30

Daily 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	Typical Water Use	Efficient Water use
1	none	170	103
	small	228	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3	none	417	309
	small	550	353
	medium	628	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5	none	556	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691
Your Daily Average		733 L	91 L

NEWS 4 U!
 Energy & Water Ombudsman NSW
 As a service to our customers, Shoalhaven Water is now a member of EWON. EWON provides for an independent resolution to any issues that you may have with us. Although Shoalhaven Water encourages customers to contact us first to address issues, EWON can be contacted on 1800 246 545 and is free.

*Contact Shoalhaven Water to set or amend your personal 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	210 L

1000 Litres (L) = 1 kilolitre (kL)

Assessment No: 3095-04100-4

Amount Due: \$248.30



*2146 606 32700



Billed ID: 858630
 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 2340 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

*2146 606 3270000000



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: S47F
Amount: 248.30
Payment date: 05/12/09
Authoriser: S47F

End of Report

Date 05/12/09 Time 20:31
National Australia Bank Limited A.B.N. 12 004 044 937

Lewis, Fiona

s47F

From: [REDACTED]
Sent: Saturday, 5 December 2009 12:20 PM
To: Lewis, Fiona
Subject: WATER ACCOUNT - NOVEMBER 2009
Attachments: DHA WATER ACCOUNT - NOVEMBER 2009.pdf

Hi Fiona,
Please find attached *copy* of water account for November 2009.
Thanks & Regards

s47F

DEFENCE HOUSING AUSTRALIA

MEMORANDUM

DATE: 03 March 2010

TO: Accounts Payable

CC: Property File

SUBJECT: WATER ACCOUNTS

s47F [REDACTED] 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 [REDACTED]

Fiona Lewis
Defence Housing Authority
NOWRA
02 4421 1510

5/

Water Account

Shoalhaven - W-ASN001-000434



R02

S47F

ACCOUNT DETAILS

Date of Issue: 26/02/2010

Assessment No: 3095-04100-4

Amount Due: \$309.40

Please Pay By: 26/03/2010

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

YOUR ACCOUNT SUMMARY

Property Details

Customer Type: (Res) Single Dwelling/Vac Land
 Property: S47F North Nowra

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

Daily Interest Rates on Overdue Accounts is 10% per annum

YOUR HOUSEHOLD WATER USE COMPARED

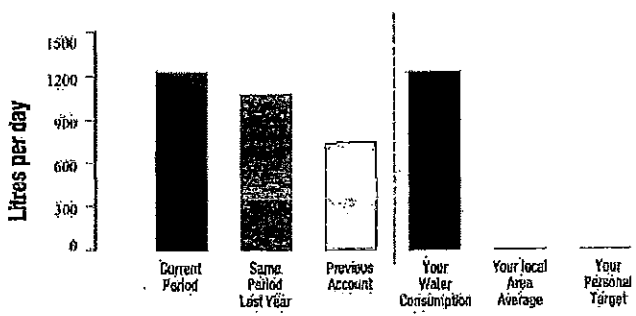
No of people in household	Garden Size	Typical Water use	Efficient Water use
1	none	170	103
	small	229	147
	medium	288	160
	large	344	176
2	none	322	206
	small	390	250
	medium	457	263
	large	509	279
3	none	417	309
	small	550	353
	medium	626	366
	large	674	382
4	none	529	412
	small	723	456
	medium	786	469
	large	854	485
5	none	656	515
	small	949	559
	medium	1004	572
	large	1107	588
6	none	784	618
	small	1354	662
	medium	1437	675
	large	1582	691

NEWS 4 U!
Energy & Water Ombudsman NSW
 As a service to our customers, Shoalhaven Water is now a member of EWON. EWON provides for an independent resolution to any issues that you may have with us. Although Shoalhaven Water encourages customers to contact us first to address issues, EWON can be contacted on 1800 246 545 and is free.

Your Daily Average	1228 L	Your Personal Target	0 L
--------------------	--------	----------------------	-----

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

Your average daily water consumption comparison



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) = 1 kilolitre (KL)

Assessment No: 3095-04100-4

Amount Due: \$309.40



*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 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

11 6063 2700000000

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1237	1124	113 kl

Total Consumption 113 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	113	\$1.30	146.90
Total Water Usage Charges				\$146.90

Water Availability Charge

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 Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jan to 31 Mar 2010	\$585.00	146.25
Total Sewer Availability Charges				\$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: S47F
Biller code: 0000858639
Biller name: SHOALHAVEN WATER - A DIVISION OF SCC
Customer reference no: S47F
Amount: 309.40
Payment date: 03/03/10
Authoriser: S47F

End of Report

Date 03/03/10 Time 01:12
National Australia Bank Limited A.B.N. 12 004 044 937

Receipt Landlord Insurance

1 June 2010

Page 1 of 2

Insured Address

S47F

NOWRA NORTH NSW 2541

Policy Number

S47F

000897 20 000 H



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

Insured Address

S47F
NOWRA NORTH NSW 2541

Description of Insured Home

Single storey, brick veneer, built in or after 2000s, 4 Bedroom, 2 Bathroom, double garage

Home Use

Private

National Trust Classification

No

Deadlocks

No

Keyed Window Locks

No

Alarm

No

Electronic Access

No

Security Guard

No

Video Surveillance

No

Policyholder claims in the past three years

Nil

Policy Details

Policy Type

Building with Tenant Protection

Period of Cover

11/06/2010 to Midnight 11/06/2011

Insured

S47F

Excesses

Building

Standard Excess \$200
Plus Flexi-Premium Excess \$1,000

Tenant Protection

Standard Excess \$200
Plus Flexi-Premium Excess \$1,000

Plus Unoccupied Excess (if applicable)

\$1,000

Building Complete Replacement Cover

Building Cover

Repair or rebuilding costs Unlimited

Building Additional Benefits

Locating water leaks (policy booklet page 29) \$1,000

Legal Liability

\$10 million

Endorsements

Nil

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!

Meter Detail and Reading

Meter No	Present Reading	Previous Reading	Usage (kl)
04W734456	1341	1285	56 kl

Total Consumption 56 kl

Water Usage Charges

Description		kl	Charge/KL	Charge
Water Charge Current	First	31	\$1.45	44.95
Water Charge Pro-Rata	First	25	\$1.30	32.50
Total Water Usage Charges				\$77.45

Water Availability Charge

Description	Quantity	Period	Annual Charge	Charge
WATER 20MM	1	1 Jul to 30 Sep 2010	\$75.00	18.75
Total Water Availability Charges				\$18.75

Sewer Availability Charge

Description	Quantity	Period	Annual Charge	Charge
SEWER 20MM	1	1 Jul to 30 Sep 2010	\$615.00	153.75
Total Sewer Availability Charges				\$153.75



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)

Leased property address: [Redacted] **HOWRA NORTH**
[Redacted] **NSW 2541**

Lessor Code (HMC use) [Redacted] Unit Number (HMC use) [Redacted]

Lessor Name: **MR** [Redacted]

Home Address: [Redacted]

Mailing Address: **AS ABOVE**

Telephone No: (w) **N/A** (h) [Redacted] **PROCESSED**

(mobile) **N/A** (fax) [Redacted]

Email: [Redacted]

Insurance Details*:

Company	AAMI
Policy Number	[Redacted]
Insurance Cover (Building & Contents)	\$ UNLIMITED
Public Liability	\$ 10 MIL
Date of Expiry	11/06/2011

* 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:

Date: **3/12/10** Signature of Lessor [Redacted]

30 April 2011

Page 2 of 3

Renewal Landlord Insurance

Insured Address

S47F
NORTH NOWRA NSW 2541

18

Policy Number

S47F

001154 20 024 H



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

Building Policy with Tenant Protection

Amount Due ^{12 months} \$704.03

Please read the Insurance Schedule over the page to confirm important information about you and your policy.

Reference No. [REDACTED]

Amount Due \$704.03

INTERNET

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.



*269 HCM215970715 11062011 03



PHONE
By Credit Card 1300 369 708
VISA, Master Card, American Express



Bill Code 57331
Ref No. [REDACTED]

+20200692205168>

+000555+

<0215970715>

<0000070403>

+444+

KJLJL594001540003400123

A02529 26/12/09A



Landlord Insurance Schedule

30 April 2011

Page 3 of 3

Insured Address

S47F

NORTH NOWRA NSW 2541

Policy Number

S47F

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

Your Home

Insured Address

S47F

Description of Insured Home

Single storey, brick veneer, tiled roof, built in or after 2000s, 4 bedroom, 2 bathroom, double garage

Home Use

Private

National Trust Classification

No

Deadlocks

No

Keyed Window Locks

No

Alarm

No

Electronic Access

No

Security Guard

No

Video Surveillance

No

Policy Details

Policy Type

Building with Tenant Protection

Period of Cover

11/06/2011 to Midnight 11/06/2012

Insured

S47F

Excesses

Building

Standard Excess

\$200

Plus Flexi-Premium Excess

\$1,000

Tenant Protection

Standard Excess

\$200

Plus Flexi-Premium Excess

\$1,000

Plus Unoccupied Excess (if applicable)

\$1,000

Building Complete Replacement Cover

Building Cover

Repair or rebuilding costs

Unlimited

Building Additional Benefits

Locating water leaks (policy booklet page 29)

\$1,000

Legal Liability

\$10 million

Endorsements

Nil



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 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 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	Name S47F	Inspection type	Pre-occ <input type="checkbox"/>	Annual <input checked="" type="checkbox"/>	Lessor <input type="checkbox"/>
Property Manager	Name Sharon Herbert	Welcome <input type="checkbox"/>	PVI <input type="checkbox"/>	Other <input type="checkbox"/>	
Address of property	S47F	Date of inspection	14/6/12		
	North Nowra State NSW Postcode 2541	Time of inspection	2.00pm		

	Acceptable		Comments/Actions
	DHA	Tenant/Lessor	
ENTRANCE / HALL	Y <input checked="" type="checkbox"/> N <input checked="" type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>panels.</i>
Verticals/Drapes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
LOUNGE	Y <input type="checkbox"/> N <input checked="" type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Tenants.</i>
DINING	Y <input checked="" type="checkbox"/> N <input checked="" type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
FAMILY	Y <input checked="" type="checkbox"/> N <input checked="" type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>tiled.</i>
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>cover to be replaced same as gurnit</i>
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>gas outlet.</i>

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
	Y	N	Y	N	
KITCHEN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards/Drawers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1x handle to be replaced.
Sink/Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bench tops/Tiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Oven/Cooktop/Griller	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rangehood	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dishwasher	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Space.
Microwave	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Space.
RUMPUS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	tiled.
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
STUDY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PASSAGE/STAIRS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	tiled.
Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Note: Bedrooms are numbered from entry going clockwise through the home

	Acceptable		Comments/Actions	
	DHA	Tenant/ Lessor		
BEDROOM 1	Y	N	Y	N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BEDROOM 2	Y	N	Y	N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BEDROOM 3	Y	N	Y	N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Art work from boys.			
BEDROOM 4	Y	N	Y	N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
LAUNDRY	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Slimline.
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tubs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dryer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Buttons.

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
BATHROOM	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Slimline.
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower/Screen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bath	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
TOILET	Y	N	Y	N	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	in bathroom.
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
ENSUITE	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower/Screen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/Lessor		
OTHER	Y	N	Y	N	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

EXTERIOR GROUNDS	Y	N	Y	N	Comments/Actions
Shed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clothes hoist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Paths/Driveways	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fences/Gates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gardens/Lawns/Edges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Edges need a trim
Letterbox	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pergola	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TV aerial	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hotwater system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rheem 315.

EXTRA	Y	N	Y	N	Comments/Actions
Telephone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Smoke detectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	


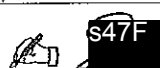
GARAGE/GARPORT	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bench/Shelving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

General comments

mulch for front garden.

General Items	Y	N	Quantity	Comments/Actions
Set of keys	<input type="checkbox"/>	<input type="checkbox"/>		
Remotes	<input type="checkbox"/>	<input type="checkbox"/>		
Appliance check	<input type="checkbox"/>	<input type="checkbox"/>		
Bylaws acknowledged	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area/Strata details (if applicable)

Signature DHA Property Manager		S47F	14.6.12	Signature Tenant/Lessor		S47F	14.6.12
Page 5				Receipt of acknowledgement		Initials	

LEASED PROPERTY INSPECTION REPORT



Defence Housing AUSTRALIA

Inspection Date: 14th June 2012

Address of Property: S47F [REDACTED] NORTH NOWRA	UPRN: [REDACTED]	Lessor: Mr S47F [REDACTED]
Inspected by: Sharon Herbert	Lease: Lease 96	<input type="checkbox"/> Vacant <input checked="" type="checkbox"/> Occupied by Defence Tenant <input type="checkbox"/> Occupied by Private Tenant

CONDITION

COMMENTS

ACTION

	CONDITION			COMMENTS	ACTION
	GOOD	ACCEPTABLE	WORK REQUIRED		
Bedroom 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuite	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bathroom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Living Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Dining Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Family Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Rumpus Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Kitchen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Oven was not heating and globe had blown repaired and replaced.	Maintenance completed
Laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hall	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Garage/Cpt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Rear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area

COMMENTS: The property is being maintained by tenant, and there was no maintenance reported at inspection.

Signed: _____

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	Name S47F	Inspection type Pre-occ <input type="checkbox"/> Annual <input checked="" type="checkbox"/> Lessor <input type="checkbox"/>
Property Manager	Name L. Annett	Welcome <input type="checkbox"/> PVI <input type="checkbox"/> Other <input type="checkbox"/>
Address of property	S47F North Nowra State NSW Postcode 2541	Date of inspection Time of inspection

	Acceptable		Comments/Actions
	DHA	Tenant/Lessor	
ENTRANCE / HALL	Y N	Y N	
Walls/Ceiling	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	Fly wire (T) Is
Floor/Coverings	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	Fly wire (T)
Verticals/Drapes	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
LOUNGE	Y N	Y N	
Walls/Ceiling	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	Aircon (T) oyster light shade x2 missing
Floor/Coverings	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Doors	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
DINING	Y N	Y N	
Walls/Ceiling	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Doors	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
FAMILY	Y N	Y N	
Walls/Ceiling	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	Service
Light fittings/Power points	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	Oyster light fitting shade missing
Heater/Air con/Fan	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

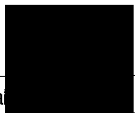
	Acceptable				Comments/Actions
	DHA		Tenant/Lessor		
	Y	N	Y	N	
LAUNDRY					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tubs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dryer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wm w/200 x 600 D x 1200 H
BATHROOM					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Towel rail Broken (BDR) (T)
Shower/Screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bath	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TOILET					
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ENSUITE					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower/Screen	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Take + regrout reset shower tray floor.
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
	Y	N	Y	N	
KITCHEN					
Walls/Ceiling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 x GPO cracked Switch Broken. (P)
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 x GPO
Cupboards/Drawers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	handle 2nd Drawer (P)
Sink/Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rake + reseal Bench + Sink Junction -
Bench tops/Tiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Oven/Cooktop/Griller	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rangehood	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dishwasher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Caution
Microwave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Caution
RUMPUS	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service (P)
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
STUDY	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PASSAGE/STAIRS	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose Door handle (P)
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Note: Bedrooms are numbered from entry going clockwise through the home

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
BEDROOM 1	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
BEDROOM 2	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose handle (P)
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
BEDROOM 3	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	missing cystor shade (P)
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Scrubble - Drawer Door
BEDROOM 4	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose Doorhandle (P)
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drawer front 2 & 3 loose



	Acceptable				Comments/Actions
	DHA		Tenant/Lessor		
OTHER	Y	N	Y	N	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

EXTERIOR GROUNDS	Y	N	Y	N	Comments/Actions
Shed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Clothes hoist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	New replaced by tenants
Paths/Driveways	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fences/Gates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gardens/Lawns/Edges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	require mow, weed side areas
Letterbox	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pergola	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TV aerial	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hotwater system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

EXTRA	Y	N	Y	N	Comments/Actions
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Smoke detectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

GARAGE/CARPORT	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bench/Shelving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

General comments
 Property Aged, Paint worn & chipped, Carpets worn through out.

General Items	Y	N	Quantity	Comments/Actions
Set of keys	<input type="checkbox"/>	<input type="checkbox"/>		
Remotes	<input type="checkbox"/>	<input type="checkbox"/>		
Appliance check	<input type="checkbox"/>	<input type="checkbox"/>		
Bylaws acknowledged	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area/Strata details (if applicable)

Signature DHA Property Manager: [Redacted] S47F
 Signature Tenant/Lessor: [Redacted] S47F 17 6 13

10th July 2013

s47F

Dear Mr s47F

Re: Property Inspection s47F 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 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 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.

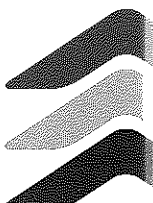
If you have queries about any items raised in this inspection report or would like to discuss the management of your property, please do not hesitate to contact me on 02 44211 512 or by email at nowrapropertyandtenancy@dha.gov.au

Yours sincerely

Lisa Arnott
Property Manager
Defence Housing Australia

**NOWRA HOUSING
MANAGEMENT CENTRE**

Suite 3, Level 2 Bridgeton House
55-57 Berry Street Nowra NSW 2541
Telephone: 139 DHA Fax: 02 6222 2207
Email: info@dha.gov.au Internet: www.dha.gov.au
ABN 72 968 504 934



Amend lessor information

Section 1 Lessor details

Details as they appear on your statement	Creditor code	L	
	Lessor name		
Address of DHA leased property If multiple properties, please include on page 2 - Additional Information			
	State	Postcode	

Section 2 Contact details

Are you updating your contact details? No Go to Section 3
Yes Postal address

Postal address		
	State	Postcode
Phone numbers	Work ()	
	Home ()	
	Mobile	
Email		

How would you prefer to be contacted?
Phone work Phone home Mobile Email

Section 3 Bank account details for electronic funds

Are you updating your account details? No Go to Section 4
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.

Bank name		
Branch name		
Account name as it appears on your statement		
BSB number (must be 6 digits)	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/>	Contact your bank if you have a query regarding this number
Account number (May be up to 9 digits)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	

Section 4 Declaration of documents

To assist DHA in keeping our records up-to-date we encourage you to declare and provide copies of any legal documents that affect the ownership or person(s) acting on your behalf regarding the leased property.
If the name of the person(s) acting on the account has changed since the leases inception, please provide the relevant documentation so that DHA can update the details. Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate, Deed of Name Change or Nominated Signatories.

Have you attached documents? No Go to Section 5
Yes What document(s) have you attached?

LEASED PROPERTY INSPECTION REPORT



**Defence Housing
AUSTRALIA**

Inspection Date: 17/06/2013

Address of Property: S47F [redacted] North Nowra		UPRN: [redacted]	Lessor: Mr S47F [redacted]
Inspected by: Lisa Arnott	Lease: Lease 96	<input type="checkbox"/> Vacant	<input checked="" type="checkbox"/> Occupied by Defence Tenant <input type="checkbox"/> Occupied by Private Tenant

	CONDITION			COMMENTS	ACTION
	GOOD	ACCEPTABLE	WORK REQUIRED		
Bedroom 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door knob	work order raised
Bedroom 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to replace
Bedroom 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door handle	
Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuite	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bathroom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Towel rail to be replaced by tenant	tenant
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Living Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to replace
Dining Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Family Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Rumpus Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to repair
Kitchen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 x gpo cracked	work order raised
Laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door knob	work order raised
Ext. Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Garage/Cpt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area

COMMENTS: Property tidy, work order raised for maintenance found at inspection, tenant advised to replace missing light shades

Signed: _____

S47F NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard ~~Lessons~~ View INSP-160330 History

Maintenance Assessment completed 3/12/2013

Summary Inspection Report

Location Conditions

Location Details

Fixture Details

Issues Raised

Images

Entry

Lounga

Dining

Family

Meals

Kitchen

Pantry

Rumpus

Laundry

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

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Properties Search Results Property Details

Property...

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

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Man

Dashboard ~~View INSP-196635~~ View INSP-196635 History

Periodic conducted 27/6/14.

Summary Inspection Report

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

1 Maintenance Item

Ensuite 1

Mould to tiles in shower bay tenant advised to clean off

Bedroom 1

Carpet Flooring

minor stains

Bedroom 2

Carpet Flooring

Minor stains

Bedroom 3

Carpet Flooring

Light shade missing tenant to replace

minor stains

Location Details

Fixture Details

Issues Raised

Bedroom 4

Interior Property

cobwebs

Exterior Grounds

Exterior Property

Security light dropped out of ceiling

Outdoor Entertainment Area

Front Yard

Rear Yard

Garage

Whole Site

property and grounds in good condition
Tenant has been asked to rectify mould to
en-suit shower bay tiles and to remove cobwebs
from around the property.
Minor maintenance raised

1 Maintenance Item

Rendered in 0.02 seconds
01/04/2015 11:47:12

Log a fault in Services Hub |

release.20150318T1830

Amend lessor information

Section 1 Lessor details

Details as they appear on your statement

Creditor code **S47F**

Lessor name

S47F

Address of DHA leased property
If multiple properties, please include on page 2 - Additional information

State **NSW** Postcode **2541**

Section 2 Contact details

Are you updating your contact details? No Go to Section 3
Yes Postal address

S47F

Phone numbers

Email

How would you prefer to be contacted?

Phone work

Phone home

Mobile

Email

Section 3 Bank account details for electronic funds

Are you updating your account details? No Go to Section 4
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.

Bank name

Branch name

Account name
as it appears on
your statement

BSB number (must be 6 digits)

Contact your bank if you have a query regarding this number

Account number
(May be up to 9 digits)

Section 4 Declaration of documents

To assist DHA in keeping our records up-to-date we encourage you to declare and provide copies of any legal documents that affect the ownership or person(s) acting on your behalf regarding the leased property.

If the name of the person(s) acting on the account has changed since the lease's inception, please provide the relevant documentation so that DHA can update the details. Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate, Deed of Name Change or Nominated Signatories.



Have you attached documents? No Go to Section 5
Yes What document(s) have you attached?


Section 5 Additional information


Section 6 Signatories


Note: All owners or nominated signatories for the leased property must sign this form to initiate any change in details during the term of the lease.

I/We confirm that the information provided on this form is true and correct.

LESSOR 1 
Signature 
Printed name s47F
Date 12/01/15

LESSOR 2
Signature 
Printed name
Date

LESSOR 3
Signature 
Printed name
Date

LESSOR 4
Signature 
Printed name
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

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

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Properties Search Results Property Details

Property...

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

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Man

Dashboard ~~Lessors~~ View INSP-256037 History

LESSOR Inspection
conducted 13/01/15

Summary Inspection Report

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.		<input checked="" type="checkbox"/> 2 Maintenance Items
Lounge		<input checked="" type="checkbox"/> 3 Maintenance Items
Dining		<input checked="" type="checkbox"/> 1 Maintenance Item
Family		<input checked="" type="checkbox"/> 3 Maintenance Items
Kitchen		<input checked="" type="checkbox"/> 2 Maintenance Items
Pantry		
Rumpus		<input checked="" type="checkbox"/> 3 Maintenance Items
Laundry		
Bathroom 1		<input checked="" type="checkbox"/> 4 Maintenance Items
Ensuite 1		<input checked="" type="checkbox"/> 4 Maintenance Items
Bedroom 1		<input checked="" type="checkbox"/> 1 Maintenance Item
Bedroom 2		<input checked="" type="checkbox"/> 2 Maintenance Items
Bedroom 3		<input checked="" type="checkbox"/> 3 Maintenance Items
Bedroom 4		<input checked="" type="checkbox"/> 4 Maintenance Items
Interior Property		
Exterior Grounds		<input checked="" type="checkbox"/> 5 Maintenance Items
Exterior Property		<input checked="" type="checkbox"/> 1 Maintenance Item
Outdoor Entertainment Area		<input checked="" type="checkbox"/> 3 Maintenance Items
Front Yard		<input checked="" type="checkbox"/> 3 Maintenance Items

Location Details

Rear Yard

Garage

Whole Site

Fixture Details

Issues Raised

2 Maintenance Items

2 Maintenance Items

Rendered in 0.025 seconds
01/04/2015 11:48:09

[Log a fault in Services Hub](#) |

release.20150318T183t

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Property...

Properties Search Results Property Details

s47F

NORTH NOWRA NSW 2541Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. M
Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Man:

Dashboard Maintenance Items Quotes Requests History

 Pending Maintenance

N/A

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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/>					

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
MITM-1434026	 Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
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
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
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
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
MITM-1434064	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
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
MITM-1434088	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove and dispose all weeds from garden beds.	10/02/2
MITM-1434089	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
MITM-1434090	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
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
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
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
MITM-1434029	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Secure bung to waste pipe after dishwasher is removed	10/02/2
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
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
MITM-1434033	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean Fan to remove built up dust	10/02/2
MITM-1434034	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Remove built up mould/soap scum from the shower not cleaned by tenant	10/02/2
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
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
MITM-1434043	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Remove built up mould/soap scum from the shower not cleaned by tenant	10/02/2
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	
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
MITM-1434051	 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
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
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
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
MITM-1434056	 Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly-wire to window	10/02/2
MITM-1434057	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
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
MITM-1434077	 Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Pressure clean all stains from outdoor entertainment area	10/02/2
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
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

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 Possible 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

Rendered in 0.145 seconds
01/04/2015 11:49:18

Log a fault in Services Hub |

release.20150318T1830

Property ID	Job Description	Item Description	Reporting Status	Registered Date	Completion Date
s47F					30/01/2007 0:00
s47F					12/02/2007 0:00
s47F					15/02/2007 0:00
s47F		out of scope			6/10/2007 0:00
s47F					10/11/2007 0:00
s47F					29/02/2008 0:00
s47F					29/02/2008 0:00
s47F	"Annual: WFU"	Window Furnishing- Time & Material	APPROVED	23/09/2008 0:00	16/10/2008 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
s47F	"Annual: renew relief valve on HWS"	Plumbing - Light	APPROVED	2/11/2009 0:00	2/11/2009 0:00
s47F	"Annual: service handle and lock on family room door "	Locksmith	APPROVED	2/11/2009 0:00	3/11/2009 0:00
s47F	"Annual: lock not working on laundry door"	Locksmith	APPROVED	2/11/2009 0:00	3/11/2009 0:00
	"L3 main bedroom door knob has come loose and about to fall off. Tenant advised is happy to wait till other works are needed. s4 wk				
s47F	s47F "	Carpentry	APPROVED	4/06/2010 0:00	1/07/2010 0:00
	"Service heater(s) in accordance with çAppendix Aç 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				
s47F	approv"	Plumbing - Gas	APPROVED	7/03/2011 0:00	1/04/2011 0:00
	"Urgent: Blocked sewer pipes. Tenant reporting constant issue. Please advise cause				
s47F	of blockage. "	Plumbing - Light	APPROVED	26/03/2011 0:00	28/03/2011 0:00

	"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				
§47F	advise DHA if further work required"	Appliance Electrical	APPROVED	7/09/2011 0:00	15/09/2011 0:00
§47F	"External paint"	Painting	APPROVED	11/02/2013 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				
§47F	& test electric cord to gas "	Specialist Trade	APPROVED	22/02/2013 0:00	1/05/2013 0:00
	"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				
§47F	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				
§47F	they will make booking with contractor"	Window Furnishing	CANCELLED	10/07/2013 0:00	
	"service window furnishing through out, replace chains as required. tenant advised				
§47F	they will make booking with contractor"	Window Furnishing	CANCELLED	31/07/2013 0:00	
	"Inspect/repair frame around glass panel near the front door that looks like that warped down the bottom. Please advise if major				
§47F	works are required. "	Carpentry Builder	APPROVED	5/11/2013 0:00	11/11/2013 0:00

§47F	<p>"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"</p>	Tiling Ceramic	APPROVED	21/11/2013 0:00	5/12/2013 0:00
§47F	<p>"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 down by manufacturers spec"</p>	Specialist Trade	APPROVED	29/01/2014 0:00	17/02/2014 0:00
§47F	<p>"replace 2 cracked double GPO's to Kitchen repair - external rear flood light hanging from eaves please re-secure and ensure it is in operational condition. "</p>	Electrical	APPROVED	27/06/2014 0:00	7/07/2014 0:00
§47F	<p>"Main bathroom towel rail will not stay on the wall, is bent and rusty please replace with like for like"</p>	Carpentry Builder	APPROVED	27/06/2014 0:00	7/07/2014 0:00
§47F	<p>"Conduct annual pest inspection for the month of November 2014 as per PESSOR001 JUST A FRIENDLY REMINDER ě As per your contractual agreement with DHA please upload Customer Report (not site report) to our MITM (work order), then upload your invoice in o"</p>	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 tomorrow until Saturday."	Plumbing - Sanitary & Drainage	APPROVED	7/01/2015 0:00	12/01/2015 0:00
§47F	" Rake out and re-seal benchtop junction silicons to match existing colours"	Carpentry Builder	APPROVED	13/01/2015 0:00	29/01/2015 0:00
§47F	"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. Branch line which connects"	Plumbing - Sanitary & Drainage	APPROVED	15/01/2015 0:00	15/01/2015 0:00
§47F	"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 "	Carpentry Builder	APPROVED	15/01/2015 0:00	29/01/2015 0:00
§47F	"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 system air conditioner to the rumpus room. (Mitsubishi, Daikin, Fujitsu o"	Air Conditioning	OPEN	30/01/2015 0:00	

s47F	<p>"Attend and repair damaged/leaking gutters/downpipes - like for like - to restore location back to original condition Report and quote if major works required"</p>	Plumbing - Roof	APPROVED	5/02/2015 0:00	12/02/2015 0:00
s47F	<p>"check and repair verticals - ensure all are operational "</p>	Window Furnishing	APPROVED	10/02/2015 0:00	14/02/2015 0:00
s47F	<p>"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 required repairs to restore location "</p>	Plumbing - Roof	OPEN	2/03/2015 0:00	

30 April 2011

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Renewal Landlord Insurance

Insured Address

S47F
NORTH NOWRA NSW 2541

Policy Number

S47F

001154 20 024 H



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

Building Policy with Tenant Protection

Amount Due ^{12 months} \$704.03

Please read the Insurance Schedule over the page to confirm important information about you and your policy.

Reference No. S47F

Amount Due \$704.03

INTERNET

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.



*269 HCM215970715 11062011 03



PHONE
By Credit Card 1300 369 708
VISA, Master Card, American Express



Bill Code 57331
Ref No. S47F

+20200692205168>

+000555+

<0215970715>

<0000070403>

+444+

1300 369 708

A02529 26/12/09A



Landlord Insurance Schedule

30 April 2011

Page 3 of 3

Insured Address

S47F

NORTH NOWRA NSW 2541

Policy Number

S47F

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

Your Home

Insured Address

S47F

Description of Insured Home

Single storey, brick veneer, tiled roof, built in or after 2000s, 4 bedroom, 2 bathroom, double garage

Home Use

Private

National Trust Classification

No

Deadlocks

No

Keyed Window Locks

No

Alarm

No

Electronic Access

No

Security Guard

No

Video Surveillance

No

Policy Details

Policy Type

Building with Tenant Protection

Period of Cover

11/06/2011 to Midnight 11/06/2012

Insured

S47F

Excesses

Building

Standard Excess

\$200

Plus Flexi-Premium Excess

\$1,000

Tenant Protection

Standard Excess

\$200

Plus Flexi-Premium Excess

\$1,000

Plus Unoccupied Excess (if applicable)

\$1,000

Building Complete Replacement Cover

Building Cover

Repair or rebuilding costs

Unlimited

Building Additional Benefits

Locating water leaks (policy booklet page 29)

\$1,000

Legal Liability

\$10 million

Endorsements

Nil



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 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	Pre-occ <input type="checkbox"/>	Annual <input checked="" type="checkbox"/>	Lessor <input type="checkbox"/>
Property Manager		Welcome <input type="checkbox"/>	PVI <input type="checkbox"/>	Other <input type="checkbox"/>	
Address of property	North Nowra State NSW Postcode 2541	Date of inspection	14/6/12		
		Time of inspection	2.00pm		

	Acceptable		Comments/Actions
	DHA	Tenant/Lessor	
ENTRANCE / HALL	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	panels.
Verticals/Drapes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

	Acceptable		Comments/Actions
	DHA	Tenant/Lessor	
LOUNGE	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tenants.

	Acceptable		Comments/Actions
	DHA	Tenant/Lessor	
DINING	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

	Acceptable		Comments/Actions
	DHA	Tenant/Lessor	
FAMILY	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	tiled.
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	cover to be replaced same as gurnit
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	gas outlet.

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
	Y	N	Y	N	
KITCHEN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards/Drawers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1x handle to be replaced.
Sink/Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bench tops/Tiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Oven/Cooktop/Griller	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rangehood	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dishwasher	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Space
Microwave	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Space
RUMPUS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	tiled.
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
STUDY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PASSAGE/STAIRS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	tiled.
Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Note: Bedrooms are numbered from entry going clockwise through the home

	Acceptable		Comments/Actions
	DHA	Tenant/ Lessor	
BEDROOM 1	Y	N	Y N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
BEDROOM 2	Y	N	Y N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
BEDROOM 3	Y	N	Y N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> Art work from boys.
BEDROOM 4	Y	N	Y N
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Robes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
LAUNDRY	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Slimline.
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tubs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dryer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Buttons.

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
BATHROOM	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Slimline.
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower/Screen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bath	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
TOILET	Y	N	Y	N	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	in bathroom.
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
ENSUITE	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower/Screen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/Lessor		
OTHER	Y	N	Y	N	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

EXTERIOR GROUNDS	Y	N	Y	N	Comments/Actions
Shed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clothes hoist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Paths/Driveways	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fences/Gates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gardens/Lawns/Edges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Edges need a trim
Letterbox	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pergola	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TV aerial	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hotwater system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rheem 315.

EXTRA	Y	N	Y	N	Comments/Actions
Telephone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Smoke detectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

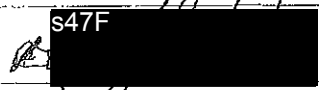

GARAGE/GARPORT	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bench/Shelving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

General comments

mulch for front garden.

General Items	Y	N	Quantity	Comments/Actions
Set of keys	<input type="checkbox"/>	<input type="checkbox"/>		
Remotes	<input type="checkbox"/>	<input type="checkbox"/>		
Appliance check	<input type="checkbox"/>	<input type="checkbox"/>		
Bylaws acknowledged	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area/Strata details (if applicable)

Signature DHA Property Manager		14.6.12	Signature Tenant/Lessor		14.6.12
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Receipt of acknowledgement Initials

LEASED PROPERTY INSPECTION REPORT



Defence Housing AUSTRALIA

Inspection Date: 14th June 2012

Address of Property: S47F [REDACTED] NORTH NOWRA	UPRN: S47F [REDACTED]	Lessor: Mr S47F [REDACTED]
Inspected by: Sharon Herbert	Lease: Lease 96	<input type="checkbox"/> Vacant <input checked="" type="checkbox"/> Occupied by Defence Tenant <input type="checkbox"/> Occupied by Private Tenant

CONDITION

COMMENTS

ACTION

	CONDITION			COMMENTS	ACTION
	GOOD	ACCEPTABLE	WORK REQUIRED		
Bedroom 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuite	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bathroom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Living Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Dining Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Family Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Rumpus Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Kitchen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Oven was not heating and globe had blown repaired and replaced.	Maintenance completed
Laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hall	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Garage/Cpt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Rear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area

COMMENTS: The property is being maintained by tenant, and there was no maintenance reported at inspection.

Signed: _____

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	Pre-occ <input type="checkbox"/>	Annual <input checked="" type="checkbox"/>	Lessor <input type="checkbox"/>
Property Manager		Welcome <input type="checkbox"/>	PVI <input type="checkbox"/>	Other <input type="checkbox"/>	
Address of property	North Nowra State NSW Postcode 2541	Date of inspection			
		Time of inspection			

	Acceptable				Comments/Actions
	DHA		Tenant/Lessor		
	Y	N	Y	N	
ENTRANCE / HALL					
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	fly wire (T) ds
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	fly wire (T)
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
LOUNGE					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Aircon (T) oyster light shade x2 missing
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DINING					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
FAMILY					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	oyster light fitting shade missing
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/Lessor		
	Y	N	Y	N	
LAUNDRY					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tubs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dryer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wm w/200 x 600 D x 1200 H
BATHROOM					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Towel rail Broken (BDR) (T)
Shower/Screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bath	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TOILET					
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ENSUITE					
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Towel rail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vanity/Mirror	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower/Screen	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Take + regrout reset shower tray floor.
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
	Y	N	Y	N	
KITCHEN					
Walls/Ceiling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 x GPO cracked Switch Broken. (P)
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 x GPO
Cupboards/Drawers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	handle 2nd Drawer (P)
Sink/Taps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rake & reseal Bench & Sink Junction -
Bench tops/Tiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Oven/Cooktop/Griller	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rangehood	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dishwasher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Caution
Microwave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Caution
RUMPUS	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service (P)
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
STUDY	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PASSAGE/STAIRS	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose Door handle (P)
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Note: Bedrooms are numbered from entry going clockwise through the home

	Acceptable				Comments/Actions
	DHA		Tenant/ Lessor		
BEDROOM 1	Y	N	Y	N	
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
BEDROOM 2	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose handle (P)
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
BEDROOM 3	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	missing cystor shade (P)
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Scrubbed - Drawing Door
BEDROOM 4	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose Doorhandle (P)
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drawer front 2 & 3 loose

S47F

	Acceptable				Comments/Actions
	DHA		Tenant/Lessor		
OTHER	Y	N	Y	N	
Walls/Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor/Coverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verticals/Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Heater/Air con/Fan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhaust fan/Tastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Robes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

EXTERIOR GROUNDS	Y	N	Y	N	Comments/Actions
Shed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Clothes hoist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	New replaced by tenants
Paths/Driveways	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fences/Gates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gardens/Lawns/Edges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	require mow, weed side areas
Letterbox	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pergola	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TV aerial	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hotwater system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

EXTRA	Y	N	Y	N	Comments/Actions
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Smoke detectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

GARAGE/CARPORT	Y	N	Y	N	Comments/Actions
Walls/Ceiling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Windows/Screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blinds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light fittings/Power points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bench/Shelving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

General comments
 Property Aged, Paint worn & chipped, Carpets worn through out.

General Items	Y	N	Quantity	Comments/Actions
Set of keys	<input type="checkbox"/>	<input type="checkbox"/>		
Remotes	<input type="checkbox"/>	<input type="checkbox"/>		
Appliance check	<input type="checkbox"/>	<input type="checkbox"/>		
Bylaws acknowledged	<input type="checkbox"/>	<input type="checkbox"/>		

Common Area/Strata details (if applicable) **s47F**

Signature DHA Property Manager **s47F** Signature Tenant/Lessor **s47F** 17 6 13

10th July 2013

s47F

Dear Mr s47F

Re: Property Inspections s47F 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 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 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**

Suite 3, Level 2 Bridgeton House
55-57 Berry Street Nowra NSW 2541
Telephone: 139 DHA Fax: 02 6222 2207
Email: info@dha.gov.au Internet: www.dha.gov.au
ABN 72 968 504 934



Amend lessor information

Section 1 Lessor details

Details as they appear on your statement	Creditor code	L	
	Lessor name		
Address of DHA leased property If multiple properties, please include on page 2 - Additional Information			
	State	Postcode	

Section 2 Contact details

Are you updating your contact details? No Go to Section 3
Yes Postal address

Postal address		
	State	Postcode
Phone numbers	Work ()	
	Home ()	
	Mobile	
Email		

How would you prefer to be contacted?
Phone work Phone home Mobile Email

Section 3 Bank account details for electronic funds

Are you updating your account details? No Go to Section 4
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.

Bank name		
Branch name		
Account name as it appears on your statement		
BSB number (must be 6 digits)	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>	Contact your bank if you have a query regarding this number
Account number (May be up to 9 digits)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	

Section 4 Declaration of documents

To assist DHA in keeping our records up-to-date we encourage you to declare and provide copies of any legal documents that affect the ownership or person(s) acting on your behalf regarding the leased property.
If the name of the person(s) acting on the account has changed since the leases inception, please provide the relevant documentation so that DHA can update the details. Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate, Deed of Name Change or Nominated Signatories.

Have you attached documents? No Go to Section 5
Yes What document(s) have you attached?

LEASED PROPERTY INSPECTION REPORT



**Defence Housing
AUSTRALIA**

Inspection Date: 17/06/2013

Address of Property: S47F [REDACTED] North Nowra		UPRN: S47F [REDACTED]	Lessor: Mr S47F [REDACTED]
Inspected by: Lisa Arnott	Lease: Lease 96	<input type="checkbox"/> Vacant	<input checked="" type="checkbox"/> Occupied by Defence Tenant
			<input type="checkbox"/> Occupied by Private Tenant

	CONDITION			COMMENTS	ACTION
	GOOD	ACCEPTABLE	WORK REQUIRED		
Bedroom 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bedroom 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door knob	work order raised
Bedroom 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to replace
Bedroom 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door handle	
Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuite	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bathroom	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Towel rail to be replaced by tenant	tenant
Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Living Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to replace
Dining Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Family Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Rumpus Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	light shade missing	tenant to repair
Kitchen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2 x gpo cracked	work order raised
Laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	loose door knob	work order raised
Ext. Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Ext. Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Garage/Cpt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Grounds Rear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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.20150318T1830.6c0079a

Alley Flat Nowra HMC | Sign Out

Properties Search Results Property Details

Property...

S47F NORTH NOWRA NSW 2541

Property ID S47F

Class Managed Property / Status Occupied / SRC RB2 / Comp. Compliant / Maint. Area Nowra / Insp. Area Nowra North / Prop. Mgr. Petta Gately / Ownership Leased / Asset Status AC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Management

Dashboard ~~Lessons~~ View INSP-160330 History

Maintenance Assessment completed 3/12/2013

Summary Inspection Report

Location Conditions

Location Details	Fixture Details	Issues Raised	Images
Entry			
Lounga			
Dining			
Family			
Meals			
Kitchen			
Pantry			
Rumpus			
Laundry			
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			

Rendered in 0.293 seconds 01/04/2015 11:46:47

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0_25 started 20/03/2015 12:44

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Properties Search Results Property Details

Property...

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

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Man

Dashboard ~~View INSP-196635~~ View INSP-196635 History

Periodic conducted 27/6/14.

Summary Inspection Report

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

1 Maintenance Item

Ensuite 1

Mould to tiles in shower bay tenant advised to clean off

Bedroom 1

Carpet Flooring

minor stains

Bedroom 2

Carpet Flooring

Minor stains

Bedroom 3

Carpet Flooring

Light shade missing tenant to replace

minor stains

Location Details	Fixture Details	Issues Raised
Bedroom 4		
Interior Property cobwebs		
Exterior Grounds		
Exterior Property Security light dropped out of ceiling		
Outdoor Entertainment Area		
Front Yard		
Rear Yard		
Garage		
Whole Site property and grounds in good condition Tenant has been asked to rectify mould to en-suit shower bay tiles and to remove cobwebs from around the property. Minor maintenance raised		<input checked="" type="checkbox"/> 1 Maintenance Item

Rendered in 0.02 seconds
01/04/2015 11:47:12

[Log a fault in Services Hub](#) |

release.20150318T1830

Amend lessor information

Section 1 Lessor details

Details as they appear on your statement

Creditor code **S47F**

Lessor name [Redacted]

Address of DHA leased property
If multiple properties, please include on page 2 - Additional information

NORTH NOWRA

State **NSW** Postcode **2541**

Section 2 Contact details

Are you updating your contact details? No Go to Section 3
Yes Postal address **S47F**

Phone numbers [Redacted]

Email [Redacted]

How would you prefer to be contacted?
Phone work Phone home Mobile Email

Section 3 Bank account details for electronic funds

Are you updating your account details? No Go to Section 4
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.

Bank name _____

Branch name _____

Account name as it appears on your statement _____

BSB number (must be 6 digits) [][][]-[][][] Contact your bank if you have a query regarding this number

Account number (May be up to 9 digits) [][][][][][][][][][]

Section 4 Declaration of documents

To assist DHA in keeping our records up-to-date we encourage you to declare and provide copies of any legal documents that affect the ownership or person(s) acting on your behalf regarding the leased property.

If the name of the person(s) acting on the account has changed since the lease's inception, please provide the relevant documentation so that DHA can update the details. Examples include but are not limited to; Power of Attorney, Probate, Transfer, Marriage Certificate, Deed of Name Change or Nominated Signatories.

Have you attached documents? No Go to Section 5
Yes What document(s) have you attached?

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Properties Search Results Property Details

Property...

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

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Man

Dashboard ~~View INSP-256037~~ View INSP-256037 History

*LESSOR Inspection
conducted 13/01/15*

Summary Inspection Report

Location Conditions

Location Details

Entry

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

Lounge

Dining

Family

Kitchen

Pantry

Rumpus

Laundry

Bathroom 1

Ensuite 1

Bedroom 1

Bedroom 2

Bedroom 3

Bedroom 4

Interior Property

Exterior Grounds

Exterior Property

Outdoor Entertainment Area

Front Yard

Fixture Details

Issues Raised

2 Maintenance Items

3 Maintenance Items

1 Maintenance Item

3 Maintenance Items

2 Maintenance Items

3 Maintenance Items

4 Maintenance Items

4 Maintenance Items

1 Maintenance Item

2 Maintenance Items

3 Maintenance Items

4 Maintenance Items

5 Maintenance Items

1 Maintenance Item

3 Maintenance Items

3 Maintenance Items

Location Details

Rear Yard

Garage

Whole Site

Fixture Details

Issues Raised

2 Maintenance Items

2 Maintenance Items

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01/04/2015 11:48:09

[Log a fault in Services Hub](#) |

release.20150318T183t

Housing Management HSM PRD A morton release.20150318T1830.6c0079a

Property...

Properties Search Results Property Details

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

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities Media Man:

Dashboard Maintenance Items Quotes Requests History

Pending Maintenance

N/A

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
<input checked="" type="checkbox"/> MITM-1434028	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly wire to door	10/02/2
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> MITM-1434059	Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove and dispose all weeds from garden beds.	10/02/2
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/>					

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
MITM-1434026	 Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean walls to remove marks cause by tenant during tenancy	10/02/2
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
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
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
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
MITM-1434064	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
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
MITM-1434088	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove and dispose all weeds from garden beds.	10/02/2
MITM-1434089	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Mow, edge and tidy overgrown lawns	10/02/2
MITM-1434090	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
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
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
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
MITM-1434029	Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Secure bung to waste pipe after dishwasher is removed	10/02/2
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
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
MITM-1434033	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Clean Fan to remove built up dust	10/02/2
MITM-1434034	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Remove built up mould/soap scum from the shower not cleaned by tenant	10/02/2
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
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
MITM-1434043	Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Remove built up mould/soap scum from the shower not cleaned by tenant	10/02/2
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	
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
MITM-1434051	 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
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
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
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
MITM-1434056	 Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly-wire to window	10/02/2
MITM-1434057	 Maintenance Pending	GMATM: Ground maintenance T&M	T0: Tenant Potential Charge	Remove grass clippings from garden beds	10/02/2
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
MITM-1434077	 Maintenance Pending	CLNTM: Cleaning T&M	T0: Tenant Potential Charge	Pressure clean all stains from outdoor entertainment area	10/02/2
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
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

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
MITM-1434014	 Maintenance Pending	CARTM: Carpentry T&M	T0: Tenant Potential Charge	Replace damaged fly wire to door	10/02/2
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 Possible Planned					
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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