

Sackley, Pip

From: Gray, Deb
Sent: Thursday, 31 January 2013 11:51 AM
To: Gray, Deb
Subject: FW: REQUEST RA CEILING REVIEW [SEC=UNCLASSIFIED]
Attachments: Image20130124161309-m1.pdf

From: [REDACTED]
Sent: Thursday, 24 January 2013 4:46 PM
To: Perth Housing
Subject: REQUEST RA CEILING REVIEW [SEC=UNCLASSIFIED]

UNCLASSIFIED

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From: Gray, Deb
Sent: Thursday, 31 January 2013 11:48 AM
To: Gray, Deb
Subject: FW: [REDACTED] [SEC=UNCLASSIFIED]

From: [REDACTED]
Sent: Wednesday, 30 January 2013 12:34 PM
To: Perth Housing
Subject: [REDACTED] [SEC=UNCLASSIFIED]

UNCLASSIFIED

Reference [REDACTED]

Below is the correspondence between myself, my wife and DHA. Included is some information reference the conversations with DCO.

One question I have is, What is the relevance of this information to the ceiling applied to my RA in Broome?

From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED]
Date: Mon, 6 Aug 2012 13:10:45 +1030

Subsequent to the email correspondence below. I contacted the Defence Family Helpline for a referral to DCO. They referred me to their Area Manager to discuss our unique situation and gain some advice.

The Area Manager was frustrated that DHA had advised us to apply for special needs as she did not think this was a situation that fell into the special needs category. She was very responsive to our situation however, advised that special needs policy is very strict and can be hard to obtain. In particular we would need to go to a Dermatologist and have a skin test performed and those test results would need to be directly linked to the midges and mozzies. I explained that whilst the reaction is severe, I doubt our daughter is different then any other child her age who is constantly being bitten by midges and mozzies and scratching them until they bleed and get infected. We both felt that the problem is with the house and not that our daughter has a special needs.

The Area Manager advised that we could submit an application for special needs and see what happens or, continue to pursue DHA with evidence of the severity of the infestation.

From: Perth.Housing@dha.gov.au
To: [REDACTED]
Subject: RE: [REDACTED]
Date: Thu, 19 Jul 2012 08:03:28 +0000

Good Afternoon [REDACTED]

As rent allowance isn't normally approved in Broome, we don't have a set ceiling for this locality.

Once the special needs recognition was received by our office, the housing manager would determine an appropriate ceiling.

How she would do this is by reviewing the median rental costs in Broome, then depending on recommendation from DCO would approve any necessary ceiling increases so that your family are housed in accordance with the special needs.

Please let me know should the above not make sense

Thank you

Kind Regards

Caitlyn Hennessy / Housing Consultant
Perth / Defence Housing Australia
Unit 43, Level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
Tel: 139 342 / Fax: 02 6222 2219
perthhousing@dha.gov.au / www.dha.gov.au

It is IMPORTANT that you notify DHA of any changes to your personal circumstances as this may effect your Housing Entitlement.

From: [REDACTED]
Sent: Tuesday, 17 July 2012 9:06 PM
To: Perth Housing; [REDACTED] Kessels, Kelly
Subject: RE: [REDACTED]

Hi Caitlyn

Thanks very much for your prompt reply.

Could you please advise what the rent ceiling is for Broome so we can see if we could afford to move with rent assistance before we go to DCO. Otherwise and regrettably, we may have to seriously consider going MWD(U) for our daughters health, unfortunately it is something that we can deal with for the short term but not the next 2-3 years.

Again many thanks.

From: Perth.Housing@dha.gov.au
To: [REDACTED]

Subject: RE: [REDACTED]
Date: Tue, 17 Jul 2012 08:42:27 +0000

Good Afternoon,

Thank you for your e-mail below, I really sympathise with you regarding the current situation that your family are facing.

Due to the locality of your families posting we are unable to offer you alternate options of housing with Service Residences. The reason behind this is that there is not a selection of housing in Broome to choose from and normally Service Residences are appointed to certain positions in our remote localities. Unfortunately at this stage I can confirm that there are no other Service Residences available that we could offer you.

The only other advice that we could offer you based on the information provided in your e-mail is to speak to the Defence Community Organisation (DCO) regarding your daughter developing an allergic reaction to midge/mozzies within your local area. DCO may assist with recognising your daughter with Special Needs which may require you to vacate your Service Residence into Rent Allowance. As you are suitably housed, this is the only advice that we can give you at this stage.

Please let me know should you have any queries

Thank you

Kind Regards

Caitlyn Hennessy | Housing Consultant
Perth | Defence Housing Australia
Unit 43, Level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
Tel: 139 342 | Fax: 02 6222 2219
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From: [REDACTED]
Sent: Monday, 16 July 2012 1:54 PM
To: Perth Housing; [REDACTED] Kessels, Kelly
Subject: [REDACTED]

Good Afternoon

We are the Defence family living in the service residence at [REDACTED] in Broome. I called DHA this morning to enquire about the midges/mozzies infestation we have at the house. Cheryl advised me to write my query in an email; as follows.

The estate and in particular the house we live in has a midge/mozzie infestation due to the Roebuck tidal flat directly behind our house. Since moving in, our 2 year old daughter has developed an allergic reaction to the constant bites she is getting and is now needing prescription cortisone cream. She does not sleep well at night because she is irritated by the constant bites that are getting infected and also leaving scars. We are having to keep her inside as much as possible but she consistently has around 50 bites. Being a stay at home mum with two young children we spend a lot of time at home but cannot go outside because the midges and mozzies are so thick. We were hoping that it may just be a problem in the wet season however, unfortunately the dry season has provided no relief.

This morning I called a local business who provides midge/mozzie traps. We are having two installed this week, hopefully this alleviates the problem enough that we do not need to take any further action. However, they did advise me that if the traps do not work then unfortunately there is nothing further that can be done.

I have also spoken to the City Council who has advised me that Roebuck Estate is by far the worst area in Broome for midges/mozzies and in particular our Crescent because of its location to the tidal flat. They confirmed that there are no plans for spraying as it is simply not effective. They suggested moving to the Cable Beach side of town as they are not nearly as prevalent on that side of town and we would certainly see a big improvement. Therefore, if the traps do not work we would like to enquire, are there any DHA houses available on that side of town that we may be able to move to? If not, are we eligible for rent assistance if we could afford to move to a private residence? We can provide a doctors certificate and any other supporting documentation if needed.

Thank you for your assistance, any advice you could provide is greatly appreciated.

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Regards



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Sackley, Pip

From: Gray, Deb
Sent: Thursday, 31 January 2013 11:28 AM
To: Gray, Deb
Subject: FW: House Activity Log [SEC=UNCLASSIFIED]

From: [REDACTED]
Sent: Tuesday, 11 September 2012 4:42 PM
To: Perth Housing
Subject: RE: House Activity Log [SEC=UNCLASSIFIED]

Hi Caitlyn

Thanks for the advice. I do have an enduring power of attorney however, if I use this to also sign the lease on behalf of Lloyd the real estate agent will require their solicitor to get involved. Its probably just as quick if I wait until [REDACTED] is back and get the DHA form and a copy of the lease to you on the 20th.

Kind regards.

[REDACTED]

From: Perth.Housing@dha.gov.au
To: [REDACTED]
Subject: RE: House Activity Log [SEC=UNCLASSIFIED]
Date: Tue, 11 Sep 2012 04:32:33 +0000

Good Afternoon,,

Unfortunately unless you have enduring power of attorney the form will need to be signed by Lloyd as he is the serving member.

I will be sure to keep a look out for the form to come through around the 20th.

Thank you

Kind Regards

Caitlyn Hennessy | Housing Consultant

Perth | Defence Housing Australia

Unit 43, Level 1, Fremantle Malls

27-35 William Street, Fremantle WA 6160

Tel: 139 342 | Fax: 02 6222 2219

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

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From: [REDACTED]
Sent: Monday, 10 September 2012 11:46 AM
To: Perth Housing
Subject: RE: House Activity Log [SEC=UNCLASSIFIED]

Thanks Josie.

Unfortunately [REDACTED] is on exercise until 20 Sept. I'm guessing he will need to sign the form therefore, we will complete and sent it to you on the 20th. I understand that being so close to our move in date there might be some delay in pay adjustment. I have tried to make sure we will be able to cover ourselves for the rent for a couple of pays until it is sorted.

If you are able to process the form using my signature only please let me know and I will get it to you asap.

Kind regards.

[REDACTED]

From: Perth.Housing@dha.gov.au
To: [REDACTED]
Subject: RE: House Activity Log [SEC=UNCLASSIFIED]
Date: Fri, 7 Sep 2012 08:41:27 +0000

Good Afternoon [REDACTED]

Thank you for your e-mails. To commence your rent allowance we require a copy of the attached Notification of Housing Change Form. We will also require a copy of the lease and initial rent receipt once you have these.

If you have any queries please let me or your case manager Caitlyn Hennessey know.

Kind Regards,

Josie Castle | Senior Housing Consultant

Perth | Defence Housing Australia

Unit 43, Level 1, Fremantle Malls

27-35 William Street, Fremantle WA 6160

Tel: 139 342 | Fax: 02 6222 2219

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

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From: [REDACTED]
Sent: Tuesday, 4 September 2012 3:23 PM
To: Saksida, Jamie
Cc: Webb, Brylie; [REDACTED]
Subject: RE: House Activity Log [SEC=UNCLASSIFIED]

Hi Jamie

Thank you for your prompt reply. I will continue to search based on this information, although unfortunately I haven't been able to find anything suitable for around \$750 thus far. As it is likely that we will be out of pocket by quite a bit more then originally anticipated, a bond advance will really help if this is at all possible.

Kind regards.

[REDACTED]

From: Jamie.Saksida@dha.gov.au
To: [REDACTED]
CC: brylie.webb@dha.gov.au
Subject: Re: House Activity Log [SEC=UNCLASSIFIED]
Date: Tue, 4 Sep 2012 03:58:15 +0000

Hi [REDACTED]

I have had a look into the rental market and REIWA to ascertain a market ceiling in Broome. I believe taking into account current rental properties that a fair ceiling would be \$750 per week. As mentioned earlier, extra rent monies ontop of this ceiling would be at your expense.

Please feel free to contact me if you require any assistance. I will refer your question regarding a bond advance to the allocations team.

Please keep tracking properties that you see, inspect and apply for as market based evidence.

Kind regards,

Jamie Saksida

Sent from my iPad

From: [REDACTED]
To: "Saksida, Jamie" <Jamie.Saksida@dha.gov.au>
Cc: [REDACTED]
Subject: FW: House Activity Log [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Jamie

Thank you very much for your assistance in resolving our housing problem. As discussed, we would like to confirm that we are prepared to fund and effect our own removal from [REDACTED] to a house at Cable Beach.

[REDACTED] was busy looking at all available 3 or 4 bedroom houses at Cable Beach yesterday and the day Wednesday. We are very keen to get the matter resolved before I deploy on an activity for the majority of September, therefore [REDACTED] has submitted an application for the only suitable one she was able to locate thus far. Whilst the real estate agent is accessing our application if you could please provide us with the agreed rent ceiling for this property that would be great. Nearly all of the houses we have inspected have a clause that states that the rent is subject to a 6 month review, I gather this is the case because of the amount of large projects in the pipeline and the the nature of the work opportunities that could arise.

Couple of questions.

If the outcome of rent reviews forces our rent up do we foot the bill ?

Are we entitled to the bond advance for RA ?

Please find attached the inspection activity log for all available 3 or 4 bedroom houses at Cable Beach. As you will see, the prices vary from \$800 to \$1,700 per week. However, the issue we have found is finding a house for a 12 month lease without a pool or without being fully furnished. The house we have applied for is \$950 per week for 12 or 24 month lease.

Regards

[REDACTED]



[cid:012253900@31082012-0891]

From: Jamie.Saksida@dha.gov.au
To: 
Subject: My details
Date: Wed, 29 Aug 2012 03:23:36 +0000

Hello 

Here are my details as requested.

Kind regards,

Jamie Saksida | Regional Manager - Perth
Defence Housing Australia
Unit 43, Level 1 27-35 William St
(PO Box 1608) Fremantle WA 6160
Tel: 08 92103401 | Mobile 0421 041 071
Fax: 02 6222 2221
jamie.saksida@dha.gov.au |
www.invest.dha.gov.au <<http://www.invest.dha.gov.au/>>

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