

6.



Complaints Management CMP-2504

1 of 11

[Return to search](#)

Tenant unhappy with stove not in working order when she tenanted property

Details

Type: ☒ Complaint
Status: ☒ Complaint
Closed
Priority: ☒ Major
Resolution: Complaint
Resolved

People

Assignee: Complaints
Management
Reporter: Kenrick, Ann

Watchers: 0

Dates

Created: 17/03/11 08:52
PM
Updated: 06/04/11
02:34 PM
Resolved: 17/03/11
06:54 PM

Custom Fields

First Name:		Surname:	
Employee ID:		Region:	SA
Client Type:	Defence Member/Partner	CM Source:	Email
Business Line:	Property & Tenancy	Date Acknowledged:	17/03/2011
Primary Issue:	Housing Condition	Primary Contributing Factor:	Contractor Performance/Availability (DHA)
Flagged for non-closure:	No	Resolution by CRO:	Procedures DHA
CRO Closure Comment:	Contact made with tenant to replace stove	Client Resolution:	Client satisfied with resolution

Attachments

☐ Response .msg (145 kB) Kenrick, Ann 17/03/11 08:52 PM

Activity

All ☒ Comments ☐ History ☐ Activity ☐ Transitions

Kenrick, Ann added a comment - 17/03/11 08:54 PM

Lino issue PM is going to inspect but it is standard practice not to glue down to floor. Rung tenant she is happy but one of the main issues was that messages had been left and tenant had not returned calls. Obtained work contact numbers and updated system.

Sackley, Pip

CMP-2504

From: James, Vicki
Sent: Wednesday, 16 March 2011 4:47 PM
To: Kenrick, Ann
Subject: FW: HOUSING_FOLLOWUP_MAR11_11 - RESPONSE
Attachments: Complaint break down (a).doc; HOUSING_FOLLOWUP_MAR11_11.xls

Please see response from Jess regarding complaints for oven and vinyl.

From: Roney-Gaylard, Jessica
Sent: Wednesday, 16 March 2011 4:09 PM
To: James, Vicki
Subject: HOUSING_FOLLOWUP_MAR11_11 CPL Grant - RESPONSE

Hi Ann,

Please find below the response to [REDACTED] complaint, attached is a series of events related to the complaint received by our office.

1. Summary

Defence Housing Australia Property Manager, Anthony Arrizza conducted a Welcome visit with [REDACTED] on the 11th January 2011.

At the welcome visit it was identified that the door hinges to the oven were loose and the grill tray was not secure in the cavity. On the 11th January 2011 a quote was raised by Anthony Arrizza (MQUO 72461) to install a new oven. The due date for the quote was the 18th January 2011. There was no response from the contractor.

Maintenance centre clerk Greg Bridger from the maintenance centre re-raised the quote to install a new oven at the residence for the 31st January 2011. The contractor submitted the quoted amount of \$1415.75 the very same day.

The quote was approved on the 8th March 2011 by Property Manager Sue Bostock. (During a period of four weeks between 31st January – 8th March 2011 the submitted quote from Electrolux to replace the oven was overlooked by staff at Adelaide HMC.)

The contractor has confirmed the new oven is to be installed on the 16th March 2011.

The tenant, [REDACTED] has also raised the issue of the loose floor vinyl in the kitchen area. Property Manager Jessica Roney-Gaylard will organise a time to meet with the tenant at the residence to assess the extent of floor damage and maintenance needed to rectify this issue.

2. Defence Housing Australia Actions

- a/ Maintenance quote raised by Property Manager Anthony Arrizza at Welcome Visit on 11th January 2011.
- b/ On the 18th January 2011 a quote for new oven was due by the contractor, no response from Electrolux.
- c/ On the 31st January 2011, a new quote was raised by maintenance centre clerk Greg Bridger to install new oven. The contractor submitted a quote the very same day.

d/ On the 8th March 2011 the quote was approved by Property Manager Sue Bostock
e/ The Property Manager Jessica Roney-Gaylard contacted the contractor Electrolux to confirm a time and date as to when the new oven was to be installed. It was advised by the contractor the 16th March 2011.

f/ On the 16th March 2011 the contractor is to attend the residence to install a new oven but cannot contact the tenant to arrange a time.

g/ The Property Manager Jessica Roney-Gaylard is also unable to contact the tenant to arrange access for the contractor and has tried phoning and emailing the tenant multiple times.

h/ The Property Manager Jessica Roney-Gaylard has left another voicemail for the tenant to arrange a time to meet with her at the residence of the tenant to assess the extent of damage to the floor covering in the kitchen area.

3. Standard of Service Residence

The residence was not at an acceptable standard at the welcome visit on the 11th January 2011 as the oven maintenance was not rectified before delivery.

Jessica

Ms. Jessica Roney-Gaylard Property Manager- Adelaide
Property and Tenancy | Defence Housing Australia
125 Port Road | P.O. Box 207 Hindmarsh SA 5007
T 08 8245 7838 F 02 6222 2209
jessica.roney-gaylard@dha.gov.au | www.dha.gov.au

Jessica

Ms. Jessica Roney-Gaylard Property Manager- Adelaide
Property and Tenancy | Defence Housing Australia
125 Port Road | P.O. Box 207 Hindmarsh SA 5007
T 08 8245 7838 F 02 6222 2209
jessica.roney-gaylard@dha.gov.au | www.dha.gov.au

From: Radak, Mary
Sent: Tuesday, 15 March 2011 2:02 PM
To: Roney-Gaylard, Jessica
Subject: FW: HOUSING_FOLLOWUP_MAR11_11

From: James, Vicki
Sent: Tuesday, 15 March 2011 1:25 PM
To: Radak, Mary
Subject: FW: HOUSING_FOLLOWUP_MAR11_1

This is f

From: Kenrick, Ann
Sent: Tuesday, 15 March 2011 12:11 PM

FQ14. DESCRIBE ISSUE

THE OVEN HASN'T BEEN WORKING SINCE I'VE MOVED IN, SO THAT SHOULD HAVE BEEN CHECKED TO SEE IF IT WAS IN WORKING CONDITION/ AND THEY JUST PUT NEW LINO OVER THE OLD LINO, SO WHEN I VACUUM, THE NEW LINO COMES UP OFF THE OLD, AND IT'S ABSOLUTELY FILTHY UNDERNEATH, WITH LUMPS AND ROCKS, SO OVER TIME I THINK THE LUMPS WILL PUSH THROUGH THE NEW LINO AND MAKE NEW HOLES. AND WHEN I MOP, WATER GETS UNDERNEATH AND WILL MAKE IT MOULDY/O

FQ15. CATEGO FQ16. RAISED ISSUE SO FAR

Complaint THE DHA REPRESENTATIVE, JESSICA RONEY/
PROPERTY MANAGER/ SOUTH AUSTRALIA/
OVER THE PHONE/ THE OVEN STILL HASN'T
BEEN FIXED SINCE I MOVED IN HERE/O

To: James, Vicki; Radak, Mary
Subject: FW: HOUSING_FOLLOWUP_MAR11_11

Hi Mary & Vicki

Can you please get back to me on the above complaint please.

Regards

Ann Kenrick | Business Support Manager
Adelaide HMC | Defence Housing Australia

PO Box 207, Hindmarsh, SA 5007
Tel: 08 8245 7824 | Fax: 02 6222 2209
ann.kenrick@dha.gov.au | www.dha.gov.au

From: Performance Measurement
Sent: Tuesday, 15 March 2011 11:49 AM
To: Client Services Adelaide
Subject: HOUSING_FOLLOWUP_MAR11_1:

Good morning

Please find attached a complaint that was made during a housing survey on Friday.

Could you kindly log it on the system if not already logged.

Tenants are advised that receipt of their matters will be acknowledged within 2 business days.

Please let me know the general outcome so that I can close off the case in the survey environment.

Please also advise whether the matter has already been dealt with - sometimes tenants bring up issues that have already been resolved or are in progress but our survey contractors have no visibility of this.

Thanks and regards

Heather Swanston

Heather Swanston | Research Manager
Sales & Marketing | Defence Housing Australia
26 Brisbane Avenue Barton ACT 2600
Tel: 02 6217 8449 | Fax: 02 6222 2262
heather.swanston@dha.gov.au | www.dha.gov.au

would like to arrange a time to meet with the tenant
to assess that state of
the floor covering in the kitchen area and what maintenance needs to be carried out.



Defence Housing

AUSTRALIA

to assess that state of

HEAD OFFICE

26 Brisbane Avenue Barton ACT 2600
Switchboard: 02 6217 8444 Fax: 02 6217 8500
Email: info@dha.gov.au Internet: www.dha.gov.au



Complaints

27 September 2010

MITM

The maintenance item was raised by Property Management Coordinator Chantelle Jones to Electrolux to repair the oven grill tray and door as this was loose. The contractor was asked to make sure the oven and grill are functioning correctly.

11 October 2010

The MITM

Chantelle J

service booking

Defence Housing Australia and asked to re-raise another MITM for the same issue.

11 October 2010

MITM

A new maintenance item was raised by Property Management Coordinator Chantelle Jones to Electrolux to repair the oven grill tray and door as loose and to make sure oven and grill are functioning correctly.

13 October 2010

MINV

Contractor Electrolux invoiced Defence Housing Australia for MITM. They had advised work was completed on 13 October 2010 and notified Adelaide HMC the oven door was adjusted and oven globe was replaced. Oven is now fully functional.

22 December 2010

The current tenant

vacates from the residence.

11 January 2011

Welcome Visit conducted by Property Manager Anthony Arrizza with tenant. It was discovered on site the oven door was loose and repairs are needed to be carried out as the oven is not functional for the tenant.

11 January 2011

MQUC

A quote is raised by Property Manager Anthony Arrizza to install new oven with a due date to be completed by the 18th January 2011, there is no response from contractor Electrolux.

11 January 2011

The Property Manager Anthony Arrizza has left a voice mail for the tenant to advise he has organised for a contractor to quote for a new oven to be installed at the residence.

18 January 2011

Property Manager Anthony Arrizza leaves DHA.

HEAD OFFICE

31 January 2011

MQU was cancelled by Maintenance call centre clerk Greg Bridger as there was no response from the contractor.

Greg Bridger from the Maintenance call centre has then re-raised a new quote at 3:03pm to Electrolux for the same issue. This is MQUO

31 January 2011

The quote is submitted by Electrolux to Supply and install new oven EGC627W with cupboard alterations for \$1415.75 the very same day.

31 January 2011 – 8 March 2011

During a period of four weeks between 31st January – 8th March 2011 the submitted quote from Electrolux to replace the oven was overlooked by staff at Adelaide HMC.

8 March 2011

The Property Manager Sue Bostock accepts the quote from Electrolux and raises new MIT install new oven by 14th March 2011.

15 March 2011

The Property Manager Jessica Roney-Gaylard spoke to Electrolux head office reception, they advised the installation for a new oven was to be carried out and completed on 16th March 2011.

15 March 2011 3:08pm

Property Manager Jessica Roney-Gaylard has left a voice mail on tenant mobile phone to advise the contractor will be installing the new oven on 16 March 2011.

16 March 2011

The Property Manager Jessica Roney-Gaylard has contacted Adelaide Electrolux and spoken to them. They have advised they have tried to call the tenant multiple times but are unable to gain contact as to when they can make a date to install the oven. Electrolux have left multiple voicemails on her mobile phone.

16 March 2011

The Property Manager Jessica Roney-Gaylard has left another voice mail on the tenant mobile phone (this is the only number supplied for the tenant) to advise which she is able to arrange a time with contractor to have the oven installed.

16 March 2011 12:50pm

The Property Manager Jessica Roney-Gaylard emailed the tenant advising of oven ready to be installed. Jessica has advised the tenant that they need to contact Defence Housing Australia urgently regarding a time that is suitable for installation of the new oven.

16 March 2011 3:50pm

The Property Manager Jessica Roney-Gaylard has left a voice mail on the tenant mobile phone regarding the kitchen floor vinyl. Defence Housing Adelaide

7.



Complaints Management CMP-941

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Return to search

Tenant made complaint regarding landscaping in rear yard

Details

Type: Complaint

Status: Complaint
Closed

Priority: Major

Resolution: Complaint
Resolved

People

Assignee: Complaints
Management

Reporter: Kenrick, Ann

Watchers: 0

Dates

Created: 16/01/10 12:19
PM

Updated: 03/02/10
02:39 PM

Resolved: 16/01/10
12:21 PM

Description

Tenant has complained regarding backyard and also rocks and is scared that his son will trip over rocks. Also was not happy that contractor turned up to do quote for the above and did not ring. Also wanted a compost bin for property and also a shelf in ensuite

Custom Fields

First Name:	Surname:
Employee ID:	Region: SA
Client Type: Defence Member/Partner	CM Source: Email
Business Line: Property & Tenancy	Date Acknowledged: 07/01/2010
Primary Issue: Housing Condition	Primary Contributing Factor: Misunderstanding (Customer/DHA)
Flagged for non-closure: No	Resolution by CRO: Other
CRO Closure Comment: Quote raised for landscaping and also email regarding bin and ehsif	Client Resolution: Client satisfied with resolution

Attachments

- ☐ Email and call of last week regarding Maintenance at (2 kB) Kenrick, Ann
16/01/10 12:19 PM

Activity

All **Comments** History Activity Transitions

Kenrick, Ann added a comment - 16/01/10 12:21 PM
Tenant has been contacted as per details on email attached

From: Johnston, Allan
Sent: 9:55 AM
To:
Subject: Email and call of last week regarding Maintenance at

Hi

Follow up email from last week. I am getting 1 or 2 more quotes for the landscaping given the scope of works and this will be completed early next week. I will also be advising contractors to touch base first and not just roll up unannounced.

Re the additional shelf in bathroom. I'm wondering if there is something non-permanent that you might be able to explore, rather than the installation of a shelf. If you want one, you have my approval to proceed at your expense and will need to be made good upon vacancy. DHA will not be supplying additional shelf to this property.

Will keep you informed re the landscaping once I have reviewed the scope and contacted the contractors.

Cheers

Allan

Allan Johnston
A/HMC Manager
Adelaide HMC.
125 Port Rd. Hindmarsh SA 5007
T: 8245 7801
F: 8245 7860
E: allan.johnston@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.

intmr01.dha.gov.au

8.



Complaints Management CMP-1410

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Return to search

Details

Type: Complaint

Status: Complaint
Closed

Priority: Major

Resolution: Complaint
Resolved

People

Assignee: Complaints
Management

Reporter: Kenrick, Ann

Watchers: 0

Dates

Created: 11/05/10 05:35
PMUpdated: 11/05/10
05:36 PMResolved: 11/05/10
05:36 PM

Description

DRHM complained regarding:

1. Front gutters are full of leaves and growing weeds need cleaning
2. Rear garden beds need mulch raked evenly over gardens
3. Garden beds at rear full of kikoya roots and one bush overgrown with grass rooms.

Custom Fields

Region:	SA	Client Type:	DRH/DRHM
CM Source:	HARD	Business Line:	Property & Tenancy
Date Acknowledged:	10/05/2010	Primary Issue:	Housing Condition
Primary Contributing Factor:	Policy (Defence)	Secondary Issue:	Repair & Maintenance
Flagged for non-closure:	No	Resolution by CRO:	Procedures DHA
CRO Closure Comment:	Maintenance carried out	Client Resolution:	Client satisfied with resolution

Attachments

HARD Performance For Action -
5251 SECUNCLASSIFIED.txt
(2 kB) Kenrick, Ann

5251-

SA

11/05/10 05:35 PM

Activity

All **Comments** History Activity Transitions

Kenrick, Ann added a comment - 11/05/10 05:36 PM

All maintenance was carried out prior to tenant who is occupying property on 12 May 2010

From: william.griggs@defence.gov.au
Sent: Monday, 10 May 2010 3:47 PM
To: Client Services Adelaide; Kenrick, Ann; Griggs, William; Client
Services; DSG-DSO-PSS-RelocationsandHousing@drn.mil.au
Inca For Action - 4 BORONIA CT MT BARKER SA 5251
SA 5251 [SEC=UNCLASSIFIED]

HARD Performance Report

ISSUE DETAILS

Date : 10/05/2010 4:17:00 PM
Issue : Routine
Region : Adelaide
Report Type : Preoccupation Inspection
Originator : William Griggs
For Action : DHA
Actionee : Customer Relations Officer Adelaide
Status : Active
Completed Date :
Time Frame :
pos/Neg : negative

MEMBER/PROPERTY DETAILS

Person : 5251
Member Type :
Address :
MT BARKER
SA 5251
Service or PMKeys :
Phone :
e-Mail :
Comments :
Date of Inspection: 10 MAY 10
Date of occupation: 12 MAY 10
Acquisition type: LEASED

I have inspected property and confirm that :

- a. property meets standard detailed in Annex A of Schedule 5 of the service agreement with following exceptions:
1. Front Gutters need clean. Full of leaves and growing weeds.
 2. Rear gardens beds need mulch raked evenly over gardens.
 3. Garden beds at rear full of kikuya roots and one bush overgrown with grass roots. Gardener to be recalled to fix

DHA PC advised on site. Will organise WO and recall when back in office as Maintenance person off sick.

B. Checklist has been completed and filed.

General comments: Older style 4 BR ensuite home in older area of Mt Barker.

ADDITIONAL INFORMATION

SR Feature: Internal & External

9.



Complaints Management . CMP-1411

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Return to search

Front & rear gardens need mulching

Details		Custom Fields	
Type: <input checked="" type="checkbox"/> Complaint	Region: SA	Client Type: DRH/DRHM	
Status: <input checked="" type="checkbox"/> Complaint Closed	CM Source: HARD	Business Line: Property & Tenancy	
Priority: <input checked="" type="checkbox"/> Major	Date Acknowledged: 10/05/2010	Primary Issue: Housing Condition	
Resolution: Complaint Resolved	Primary Contributing Factor: Process Issue (DHA)	Flagged for non-closure: No	
	Resolution by CRO: DHA Procedures	CRO Closure Comment: Mulch arranged for property	
People	Client Resolution: Client satisfied with resolution		
Assignee: Complaints Management			
Reporter: Kenrick, Ann			
Watchers: 0			
Dates			
Created: 11/05/10 05:39 PM			
Updated: 11/05/10 05:40 PM			
Resolved: 11/05/10 05:40 PM			

Attachments	
	HARD Performance For Action - 5252 SECUNCLASSIFIED.txt (2 kB) Kenrick, Ann

Activity	
All	Comments History Activity Transitions
Kenrick, Ann added a comment - 11/05/10 05:40 PM Maintenance order raised to delivery and spread mulch to front and rear gardens	

From: william.griggs@defence.gov.au
Sent: Monday, 3 May 2010 1:20 PM
To: Client Services Adelaide; Kenrick, Ann; Griggs, William; Client
Services; NSG-NSG-NSG sandHour
Subject: tion -
5252- ; SA 5252

HARD Performance Report

ISSUE DETAILS

Date : 3/05/2010 1:50:00 PM
Issue : Routine
Region : Adelaide
Report Type : Preoccupation Inspection
Originator : William Griggs
For Action : DHA
Actionee : Customer Relations Officer Adelaide
Status : Active
Completed Date :
Time Frame :
pos/Neg : negative

MEMBER/PROPERTY DETAILS

Person : 1252
Member Type :
Address :
NAIRNE
SA 5252
Service or PMKeys :
Phone :
e-Mail :
Comments :

Date of Inspection: 3 MAY 10
Date of occupation: 5 MAY 10
Acquisition type: spot purchase

I have inspected property and confirm that :

- a. property meets standard detailed in Annex A of Schedule 5 of the service agreement with following exceptions:
1. Front and rear gardens require mulching.

DHA PC advised on site and will organise through PATMAN (Allan Johnston).

B. Checklist has been completed and filed.

General comments:

A quality property 4 BR RB2 residence only 15 minutes from My Barker and Woodises Barracks.

ADDITIONAL INFORMATION

SR Feature: Internal & External

10



Complaints Management CMP-1490

Lawns not mowed at pre-occupation inspection**Details**Type: ☒ ComplaintStatus: ☒ Complaint
ClosedPriority: ☒ MajorResolution: Complaint
Resolved**People**Assignee: Complaints
Management

Reporter: Kenrick, Ann

Watchers: 0

DatesCreated: 28/05/10 09:26
AMUpdated: 28/05/10
09:26 AMResolved: 28/05/10
09:26 AM**Description**

Pre-occupation inspection was carried out by DRHM on 28 May 2010 and lawns were not mowed. Email was sent over to HO on 5 May 2010 advising that tenant moving in on 27 May 2010 and order needed to be raised to have lawns mowed. On checking order had not been allocated to any contractor. Property Manager rung contractor to have this work carried out on 28 May 2010. Another email was sent to Head Office asking that this work be allocated to contractor.

Custom Fields

Region:	SA	Client Type:	DRH/DRHM
CM Source:	HARD	Business Line:	Property & Tenancy
Date Acknowledged:	26/05/2010	Primary Issue:	Housing Condition
Primary Contributing Factor:	Process Issue (DHA)	Flagged for non-closure:	No
Resolution by CRO:	DHA Procedures	CRO Closure Comment:	Work Order raised for work to be carried out
Client Resolution:	Client satisfied with resolution		

Attachments HARD Performance For Action*
Kenrick, AnnA 5086 SECUNCLASSIFIED.txt (2 kB)
28/05/10 09:26 AM

Response (3 kB) Kenrick, Ann

28/05/10 09:26 AM

ActivityAll ☒ Comments ☐ History ☐ Activity ☐ Transitions

There are no comments yet on this issue.

From: Hewitt, Jo-Lene
Sent: Wednesday, 26 May 2010 2:01 PM
To: Kenrick, Ann
Subject: FW: Please allocate urgently

Importance: High
Hi Ann,

Please see below email sent to the 'approver group' this morning after I spoke with Mary Re
GM not being done.

Amy called Anglicare to organise for it to be done today.

I have just checked & the approver group have not allocated either of the two MITM's yet.

Thanks

Jo

Jo-Lene Hewitt | Property Manager
Adelaide HMC | Defence Housing Australia

125 Port Road, Hindmarsh, SA 5007
Tel: 08 8245 7830 | Fax: 02 6222 2209
Jo-Lene.Hewitt@dha.gov.au | www.dha.gov.au

From: Hewitt, Jo-Lene
Sent: Wednesday, 26 May 2010 9:10 AM
To: Approver Group
Subject: Please allocate urgently
Importance: High

Hi,

Please allocate the below MITM's urgently:

9-occ inspection today & Welcome Visit tomorrow)

~~MITM-196962~~

MITM-196962

both were marked as HMC approved yes on 5/5/10

We have called it through to the contractor to ensure it is completed today.

Thanks

Jo

Jo-Lene Hewitt | Property Manager
Adelaide HMC | Defence Housing Australia

125 Port Road, Hindmarsh, SA 5007
Tel: 08 8245 7830 | Fax: 02 6222 2209
Jo-Lene.Hewitt@dha.gov.au | www.dha.gov.au

From: leo.pope@defence.gov.au
Sent: Wednesday, 26 May 2010 1:17 PM
To: Client Services Adelaide; Kenrick, Ann; Pope, Leo; Griggs, William;
Client Services; DSG-DSO-PSS-RelocationsandHousing@defence.gov.au
Subject: HARD Performance For Action 5086
[SEC=UNCLASSIFIED]

HARD Performance Report

ISSUE DETAILS

Date : 26/05/2010 1:47:00 PM
Issue : Routine
Region : Adelaide
Report Type : Preoccupation Inspection
Originator : Leo Pope
For Action : DHA
Actionee : Customer Relations Officer Adelaide
Status : Active
Completed Date :
Time Frame :
pos/neg : negative

MEMBER/PROPERTY DETAILS

Person :
Member Type :
Address :
Oakden SA 5086
Service or PMKeys :
Phone :
e-Mail :
Comments :

1. Date of Inspection: 26 May 10
2. Date of Occupation: 28 May 10
3. Property Ownership: DHA Owned or Leased
4. I have inspected the property prior to occupancy and confirm that:
 - a. property meets the standards detailed at Annexure A to Schedule 5 of the Services Agreement with the exception of the following:
Lawns not mowed, WO raised and lawns will be mowed today
 - b. Checklist has been completed and filed.
5. Other Comments:
Two fly wire screens with holes, these anomalies will be recorded on 'Condition Report at welcome visit.

ADDITIONAL INFORMATION

SR Feature: Internal & External



Complaints Management CMP-1488

Tenant has complained regarding maintenance issues at property when he moved in

Details	Custom Fields
Type: <input checked="" type="checkbox"/> Complaint	First Name: _____ Surname: _____
Status: <input checked="" type="checkbox"/> Complaint Closed	Employee ID: _____ Region: SA
Priority: <input checked="" type="checkbox"/> Major	Client Type: DRH/DRHM CM Source: HARD
Resolution: Complaint Resolved	Date Acknowledged: 13/05/2010 Primary Issue: Housing Condition
	Primary Contributing Factor: Insufficient Explanation/Info (Customer) Flagged for non-closure: No
People	
Assignee: Kenrick, Ann	Resolution by CRO: Procedures CRO Closure Comment: Work Orders raised in HSM to repair items identified
Reporter: Kenrick, Ann	Client Resolution: Client satisfied with resolution
Watchers: 0	
Dates	Attachments
Created: 27/05/10 07:24 PM	FW FW HARD Customer Feedback from SECUNCLASSIFIED.htm (7 kB) Kenrick, Ann 27/05/10 07:24 PM
Updated: 04/06/10 09:56 AM	HARD Customer Feedback from SECUNCLASSIFIED.txt (3 kB) Kenrick, Ann 125 27/05/10 07:24 PM
Resolved: 27/05/10 07:32 PM	

Activity

All | Comments | History | Activity | Transitions

Kenrick, Ann added a comment - 27/05/10 07:32 PM

Email that was sent to Mary was never received. When tenant was contacted he said that his computer had a virus and he has since got a new computer.

Work order has been raised MITM-204784 to repair screens

Work Order has been raised MITM-206463 to repair lock on door

Mary will contact tenant regarding sprinkler system and having this repaired

From: Radak, Mary
Sent: Tuesday, 18 May 2010 3:38 PM
To: Kenrick, Ann
Subject: FW: FW: HARD Customer Feedback from SA 5125 [SEC=UNCLASSIFIED]

Hi Ann,

I emailed the tenant and he has responded with the below.

I havent done anything about the flywires as I need to speak to him and I havent been in the office enough to sort it out. All the other items have either been dealt with or are listed on his condition report

Thanks

From:
Sent: Thursday, 13 May 2010 7:52 PM
To: Radak, Mary
Subject: Re: FW: HARD Customer Feedback from SA 5125 [SEC=UNCLASSIFIED]

Hi Mary I dont have the original email as had to get new computer Damn viruses but its no problem at all I just was asking if I could get someone to fix the flywires and door and as long as the dents on the gate and rear fence have been noted so I dont cop a please explain when I am posted thats all. I am so confident with you and know you are a fantastic rep for DHA. The gardens are looking really nice now and the lady across the road keeps telling me how gorgeous they are. I think they are jealous. I sent the email to the email adress on your card you gave me and marked it ATT Mary Radak so it may be sitting in someones email listing awaiting the FWD to you. So my dear I do hope you WILL NOT get into trouble as you are an awesome rep.
Cheers

On 13/05/2010 12:08 PM Mary Radak wrote:

Hi,

Just got the below from Leo but this was never sent to me??

Can you please advise when this one is sent or just forward your sent one. Not too sure if you left me off the list or if you accidently sent it to Bill and Leo.

Mary

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

From: leo.pope@defence.gov.au [mailto:leo.pope@defence.gov.au]
Sent: Thursday, 13 May 2010 9:31 AM
To: Client Services Adelaide; Griggs, William; Kenrick, Ann; Pope, Leo;
Client Services; DSG-DSO-PSS-Relocation
Subject: HARD Customer Feedback from SA 5125 [SEC=UNCLASSIFIED]

DRH Feedback Database

ISSUE DETAILS

Date : 13/05/2010 10:01:00 AM
Issue : Routine

Originator : Leo Pope

Actionee : Customer Relations Officer Adelaide

Region : Adelaide

Source : Negative Feedback

For Action : DHA

Status : Active

MEMBER DETAILS

Name :

Service#:

Address :

Greenwith

Phone :

e-Mail :

MAINTENANCE

*** Property

☒ Response To Maintenance

Comments :

Ann, please investigate members claims and any subsequent correspondence (see email below), additionally advise reasons why there has been nil response to members request for maintenance. Please advise when the works are complete and condition report has been amended.

Member email:

Hi Mary,

In Dec/ Jan I sent an email requesting the flywire screens be repaired as most have holes in them for which I still have had no contractor ring me, also the front flywire door locks from the inside BUT when the handle is opened from the outside it automatically unlocks. It does lock with the key but not when just the lever is used to lock it. This was discovered last night I have had a look at it but to no avail.

In Jan from memory I sent another email I reported that the large side gate was dented and also the rear aluminium fence was dented. No one has looked at it and listed the damage on the march in report. I would like it seen to and noted so I am not held responsible for the damage. I have repaired the sprinkler system in the back yard at my expense but the front sprinkler system requires sprayers and pop ups that were damaged when I marched in. I do understand the water restrictions etc but I would like them brought back to the required standard please. Any way Mary hope all is well Im enjoying Adelaide again and love the freezing mornings and the near zero temps here at the "salt mine", rather than the hot humid mornings of Darwin

FAX: 08 88670260

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