

Properties Search Results Property Details

Property...

Justin Sparrow Canberra HMC | Sign Out

Property ID

Class Managed Property / Status Occupied / Classification RB3 / Comp. RB Choice / Type Dwelling / Rep. Area Canberra / Property Manager Matthew Pratt / Ownership Leased / Asset Status AC / Rep. Status BC

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Images

Dashboard History

Inspection History

Key	Status	Summary	Last Updated
INSP-125188 WF	Inspection Completed	Capital Inclusions Charge : 03/07/2013 :	23/10/2013 01:28
INSP-119640 WF	Inspection Completed	Annual : 30/08/2013 :	02/09/2013 12:47
INSP-125187 WF	Inspection Not Required	Capital Inclusions Charge : 04/07/2013 :	17/06/2013 03:35
INSP-109414 WF	Inspection Completed	Maintenance Check : 26/03/2013 :	22/04/2013 02:46
INSP-43863 WF	Inspection Not Required	Annual : 21/05/2012 :	24/05/2012 03:02

Search

« First « Prev. 1 2 Next » Last »

Showing 1 to 10 of 13 entries

Rendered in 0.071 seconds

2013-10-03-release built 03-Oct-2013 15:42:44 Java 1.7.0\_05

Properties Search Results

Property Details

Property...

Property ID

Class Managed Property / Status Occupied / Classification RB3 / Comp. RB Choice / Type Dwelling / Rep. Area Canberra / Property Manager Matthew Pratt / Ownership Leased / Asset Status AC / Rep. Status BC

Dashboard	Maintenance	Leasing	Inspections	Profile	Tenancies	Interactions	Images
	Maintenance Items	Quotes	Requests	MITM-895614			

Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC
Key	MITM-895614 wf Roseanne Gooch 24/04/2013 08:19
Raised From	MREQ-83499 wf Stan Martin 11/02/2013 11:54
Invoice	MINV-675738 wf.maintenance Use.. 19/06/2013 14:15
Status	Maintenance Done
Summary	CLNTM: Balcony: Carry out a full steam clean and ex...
Location	Exterior Property
Charge Type	R (Responsive)
Maintenance Code	CLNTM: Cleaning T&M
Estimated Price	
Contractor Instructions	Balcony: Carry out a full steam clean and extraction of the balcony area, before photo's and completion photo's are to be supplied to DHA as evidence of finished works.

Access Details

Home Phone

Allocation Details

Priority	Routine
Booking Req. Date	26/04/2013 17:00 ACT Local Time
Target Start Date	24/04/2013
Target End Date	22/05/2013

Current Contractor

Contractor Name		View in Client Management
Appointment Date	13/05/2013 09:00	ACT Local Time
Further Actions Required		

Associated Tenancy Details

Tenant		
Occupancy Date		Vacancy Date
Occupying AFR		

Properties Search Results Property Details

Property...

Property ID

Class Managed Property / Status Occupied / Classification RE3 / Comp. RB Choice / Type Dwelling / Rep. Area Canberra / Property Manager Matthew Pratt / Ownership Leased / Asset Status AC / Rep. Status BC

Dashboard Maintenance Leasing Inspections Profile Requests MITM-656372 History

Images

Maintenance Item

Modify

Allocation Details

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM-656372 WF	Donna Gardiner 29/03/2012 08:53	
Interaction	10952708		
Invoice	MINV-462428 WF	CTM 01/04/2012 10:56	
Status	Maintenance Done		
Summary	HWSTM : REPAIR the gas hot water service located in the ...		
Location	Laundry		
Charge Type	R (Responsive)		
Maintenance Code	HWSTM: Hot Water Specialist T&M		
Estimated Price	\$220.00		
Contractor Instructions	REPAIR the gas hot water service located in the laundry on the 1st floor is leaking and is now dripping through the ceiling to the bottom of the stairs in the hallway below.		
Access Details	Work or  Mobile Tenant will required at least 15 minutes to go back home to meet contractor.		

Priority	Emergency	
Booking Req. Date	29/03/2012 12:55	ACT Local Time
Target Start Date	29/03/2012	
Target End Date	30/03/2012	

Current Contractor

View in Client Management

Contractor Name		
Appointment Date	29/03/2012 09:25	ACT Local Time
Further Actions Required		

Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date		Vacancy Date	
Occupying AFR			

Properties

Search Results

Property Details

Property...

Property ID

Property Manager Matthew Pratt /

Type Dwelling / Rep. Area Canberra / Property Manager Matthew Pratt /

Dashboard

Maintenance

Leasing

Inspections

Profile

Tenancies

Interactions

Images

Maintenance Items

Quotes

Requests

MITM-854539

History

Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC
Key	MITM-854539 WF Stan Martin 11/02/2013 11:52
Interaction	21233621
Invoice	MINV-620411 wf.maintenance Use.. 16/02/2013 10:24
Status	Maintenance Done
Summary	PLSTM: Repair - Kitchen mixer tap is leaking from the t...
Location	Kitchen
Charge Type	R (Responsive)
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M
Estimated Price	\$
Contractor Instructions	Repair - Kitchen mixer tap is leaking from the tap and the tumbler and sprays water when turned on.
Access Details	Contact tenant

Attachments

Allocation Details

Priority	Routine	
Booking Req. Date	13/02/2013 17:00	ACT Local Time
Target Start Date	11/02/2013	
Target End Date	18/02/2013	

Current Contractor

View in Client Management

Contractor Name		
Appointment Date	14/02/2013 07:30	ACT Local Time
Further Actions Required		

Associated Tenancy Details

Tenant		Employee ID
Occupancy Date		Vacancy Date
Occupying AFR		

Properties Search Results Property Details

Property...

Property ID

Class Managed Property / Status Occupied / Classification RB3 / Comp. RB Choice / Type Dwelling / Rep. Area Canberra / Property Manager Matthew Pratt / Ownership Leased / Asset Status AC / Rep. Status BC

Dashboard	Maintenance	Leasing	Inspections	Profile	Tenancies	Interactions	Images
Dashboard	Maintenance Items	Quotes	Requests	MITM-573837	History		

Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM-573837 WF	Greg Bridger 12/12/2011 11:38	
Interaction	9099436		
Invoice	MINV-401299 WF	CTM 29/12/2011 09:14	
Status	Maintenance Done		
Summary	FCCTM : wet carpets due to the flooding. CATHY who advise...		
Location	Interior Property		
Charge Type	R (Responsive)		
Maintenance Code	FCCTM: Floor Covering Cleaning T&M		
Estimated Price	\$		
Contractor Instructions	wet carpets due to the flooding. CATHY who advised she will phone tenant with advice for making the carpet safe this evening, but will attend tomorrow to job as due to storms in ACT ETAs are long		

Allocation Details

Priority	Emergency		
Booking Req. Date	15/12/2011 19:35	ACT Local Time	
Target Start Date	12/12/2011		
Target End Date	13/12/2011		

Current Contractor

View in Client Management

Contractor Name			
Appointment Date	13/12/2011 11:00	ACT Local Time	
Further Actions Required			

Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date		Vacancy Date	
Occupying AFR			

Properties Search Results Property Details

Property...




Property ID

Class Managed Property / Status Occupied / Classification RB3 / Comp. RB Choice / Type Dwelling / Rep. Area Canberra / Property Manager Matthew Pratt / Ownership Leased / Asset Status AC / Rep. Status BC

Dashboard	Maintenance	Leasing	Inspections	Profile	Tenancies	Interactions	Images
Dashboard	Maintenance Items	Quotes	Requests	MITM-573836			

Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC				
Key	 MITM-573836 WF	Greg Bridger 12/12/2011 11:38			
Interaction	9099436				
Invoice	 MINV-400290 WF	CTM 26/12/2011 16:42			
Status	 Maintenance Done				
Summary	[REDACTED] PLSTMAH: AFTER HOURS INCIDENT; Incident No: 8413902 Dat..				
Location	Exterior Property				
Charge Type	R (Responsive)				
Maintenance Code	PLSTMAH: Plumbing (After Hours) T&M				
Estimated Price	\$ [REDACTED]				
Contractor Instructions	AFTER HOURS INCIDENT: Incident No: 8413902 Date/Time: 11/12/2011 18:20, who advised there is water coming down the down pipe and back up through a drain at a balcony on the bottom floor at the back of the home.				
Access Details	MOBILE: [REDACTED] MOBILE: [REDACTED]				

Allocation Details

Priority	Emergency	
Booking Req. Date	12/12/2011 15:45	ACT Local Time
Target Start Date	11/12/2011	
Target End Date	11/12/2011	

Current Contractor

Contractor Name	View in Client Management	
Appointment Date	11/12/2011 19:00	ACT Local Time
Further Actions Required		

Associated Tenancy Details

Tenant	Employee ID	
Occupancy Date	Vacancy Date	
Occupying AFR		



## Annual Report

17/07/2013 11:00

## Inspection Summary

Inspection ID	INSP-119640	Inspector	Michele Hayne
Inspection Time	17/07/2013 11:00	Last Insp. Date	17/07/2013
Tenant Name	[REDACTED]	Tenant Phone	[REDACTED]
Tenant Employee ID	[REDACTED]	Tenant Service	[REDACTED]
Lease Management			

## Annual Process

Process Key Date	14/09/2012	Occupying AFR ID	625858
Relocation Reason	Posting (Initiated by RSA)	Sub Relocation Reason	Posting (Initiated by RSA)

## Property Details

Property ID	713322	Business from Home	
Repairs Statuses	BC	Lockbox Code	Key
Ownership	Leased	Lockbox Location	on front door
Lease End Date	23/06/2014	Power Meter #	
Option Available	Used	Gas Meter #	
Right to Vary Available	1 x up to 12 months Reduction	Alarm Code	
General Description	Three bedroom apartment set on two levels comprising of entry, master bedroom, with built in robe and ensuite. Plus living room with balcony on ground level. Upper has two bedrooms (1 with BIR), kitchen/family room, bathroom and hideaway laundry.		
Environment Description	CBD of the National Capital, Civic, is approximately 9kms away, whilst Neighbouring shops are within 1km.		
Site Description	Site is below the road and slopes to the rear boundary.		

## General Profile, Cavities and Spaces

General Detail	
Rear Yard Enclosed	No
Rear Yard Sutable	No
Trailer Access	⚠ Needs to be entered
Toilet Wheelchair Accessible	No
Num Garage Spaces	0
Num Carport Spaces	2
Num Front Steps	5
Num Rear Steps	0
Cavity/Space	Dimensions
Dishwasher	⚠ Needs to be entered
Microwave	⚠ Needs to be entered
Fridge/Freezer	Width 910mm x Height 1800mm x Depth 720mm
Washing Machine	⚠ Needs to be entered
Dryer	⚠ Needs to be entered

## Locations &amp; Fixtures

Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
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Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
<b>Living Areas</b>						
Entry		⚠ Needs to be entered	Tile Flooring	01/01/2028		Installed
Family		⚠ Needs to be entered				
Dining		⚠ Needs to be entered				
Lounge		⚠ Needs to be entered	Telephone Outlet			Installed
			Carpet Flooring	⚠ Needs to be entered		Installed
Kitchen	30/06/2019	⚠ Needs to be entered	Under Bench Oven - Electric	30/06/2019		Installed
			Cooktop - Gas Main	30/06/2019		Installed
			Rangehood	26/08/2015		Installed
			Dishwasher	26/08/2015		Installed
			Tile Flooring	01/01/2028		Installed
Laundry		⚠ Needs to be entered				
<b>Bathroom, Ensuite &amp; Separate Toilets</b>						
Bathroom 1	30/06/2019	⚠ Needs to be entered	Exhaust Fan	29/08/2015		Installed
Ensuite 1	01/01/2018	⚠ Needs to be entered	Exhaust Fan	29/08/2015		Installed
<b>Bedrooms &amp; Study</b>						
Bedroom 1		⚠ Needs to be entered	Built In Robe			Installed
			Carpet Flooring	⚠ Needs to be entered		Installed
Bedroom 2		⚠ Needs to be entered	Built In Robe			Installed
			Carpet Flooring	⚠ Needs to be entered		Installed
Bedroom 3		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
<b>Outdoor Locations</b>						
Carports		⚠ Needs to be entered				
Front Yard		⚠ Needs to be entered				
Rear Yard		⚠ Needs to be entered				
<b>General</b>						
Exterior Grounds			Landscaping	30/06/2019		Installed
Exterior Property			Brick Veneer Wall Construction			Installed ⚠ Capacity needs to be entered
			External Paint	⚠ Needs to be entered		Installed
			Concrete Tile Roof Construction			Installed
			Hot Water System - Gas Main	30/06/2011 ⚠ Needs to be updated to a future date		Installed ⚠ Capacity needs to be entered
			Insect Screen Window			Installed



Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
Interior Property		⚠ Needs to be entered	Ducted Vacuum Cleaner			Installed
			Internal Paint	⚠ Needs to be entered		Installed ⚠ Invalid install location
			Window Furnishings - Drapes	⚠ Needs to be entered		Installed
			Smoke Detectors	02/09/2015		Installed
			Deadlock			Installed
			Console Heating - Gas Main	30/06/2015		Installed and Services ⚠ Invalid install location Invalid service location
Whole Site						

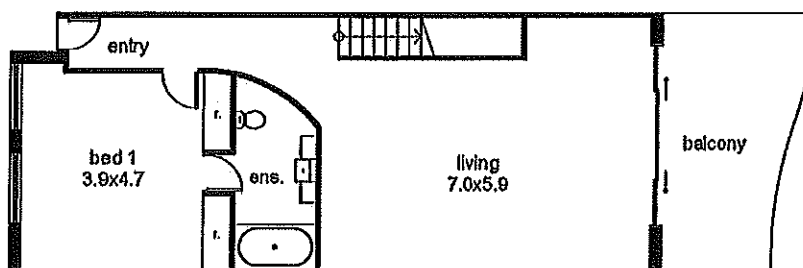
Maintenance Item History							
Key	Created	Type	Contractor Instructions	Contractor	Location	Status	Target Completion
MITM-895614	24/04/2013 08:19	Cleaning T&M	Balcony: Carry out a full steam clean and extraction of the balcony area, before photo's and completion photo's are to be supplied to DHA as evidence of finished works.	<span style="background-color: black; color: black;">[REDACTED]</span>	Exterior Property	Maintenance Done	22/05/2013
MITM-854539	11/02/2013 11:52	Plumbing - Sanitary & Drainage T&M	Repair - Kitchen mixer tap is leaking from the tap and the tumbler and sprays water when turned on.	<span style="background-color: black; color: black;">[REDACTED]</span>	Kitchen	Maintenance Done	18/02/2013
MITM-856372	29/03/2012 08:53	Hot Water Specialist T&M	REPAIR the gas hot water service located in the laundry on the 1st floor is leaking and is now dripping through the ceiling to the bottom of the stairs in the hallway below.	<span style="background-color: black; color: black;">[REDACTED]</span>	Laundry	Maintenance Done	30/03/2012
MITM-573837	12/12/2011 11:38	Floor Covering Cleaning T&M	wet carpets due to the flooding. CATHY who advised she will phone tenant with advice for making the carpet safe this evening, but will attend tomorrow to job as due to storms in ACT ETAs are long	<span style="background-color: black; color: black;">[REDACTED]</span>	Interior Property	Maintenance Done	13/12/2011
MITM-573836	12/12/2011 11:38	Plumbing (After Hours) T&M	AFTER HOURS INCIDENT; Incident No: 8413902 Date/Time: 11/12/2011 18:20, who advised there is water coming down the down pipe and back up through a drain at a balcony on the bottom floor at the back of..	<span style="background-color: black; color: black;">[REDACTED]</span>	Exterior Property	Maintenance Done	11/12/2011
MITM-521827	04/10/2011 09:12	Appliance Works - Electrical T&M	Repair - Westinghouse Electric Oven not heating, Turns on but no heat.	<span style="background-color: black; color: black;">[REDACTED]</span>	Kitchen	Maintenance Done	07/10/2011
MITM-511593	15/09/2011 14:15	Locksmith T&M	ACTFAST gain entry and put keys in harcor	<span style="background-color: black; color: black;">[REDACTED]</span>	Exterior Property	Maintenance Done	15/09/2011
MITM-508630	12/09/2011 11:00	Halcyon (Up to 4 rooms)	Replace lights In1Xentrance,2Xensuite, 1Xdownstairs living, Supply plugs for 1Xensuite basin, 1Xbath basin, 2XKitchen sink,	<span style="background-color: black; color: black;">[REDACTED]</span>	Whole Site	Maintenance Done	13/09/2011
MITM-504315	05/09/2011 11:24	Halcyon (Up to 4 rooms)	as per sor	<span style="background-color: black; color: black;">[REDACTED]</span>	Whole Site	Maintenance Done	09/09/2011
MITM-498071	25/08/2011 10:59	Floor Covering T&M	replace carpet on stairs and in top floor living area and bedrooms to match new carpet downstairs	<span style="background-color: black; color: black;">[REDACTED]</span>	Interior Property	Maintenance Done	31/08/2011
MITM-496039	22/08/2011 15:34	Steam Clean Carpet (Up to 4 rooms)	FCCSOR002: Steam Clean Carpet (Up to 4 rooms)	<span style="background-color: black; color: black;">[REDACTED]</span>	Interior Property	Maintenance Done	21/10/2011
MITM-487841	08/08/2011 13:06	Appliance Works - Electrical T&M	Repair oven door	<span style="background-color: black; color: black;">[REDACTED]</span>	Kitchen	Maintenance Done	12/08/2011
MITM-483901	02/08/2011 15:35	Plumbing - Sanitary & Drainage T&M	Ensulte - Replace Indicators on vanity taps Bathroom - Replace indicator on Hot Tap Bathroom - Repair and service leaking tap	<span style="background-color: black; color: black;">[REDACTED]</span>	Interior Property	Maintenance Done	12/08/2011
MITM-483869	02/08/2011 15:15	Painting T&M	Garage - Paint new garage access door - (Like for Like as per existing access doors) Ensulte - Re paint door edge (like for like) Bed 1 - Repaint damaged skirting in wardrobe (like for like) Ple..	<span style="background-color: black; color: black;">[REDACTED]</span>	Garage	Maintenance Done	12/08/2011
MITM-483854	02/08/2011 15:11	Electrical T&M	Bathroom - Replace cracked GPO (like for like)	<span style="background-color: black; color: black;">[REDACTED]</span>	Bathroom 1	Maintenance Done	12/08/2011
MITM-483853	02/08/2011 15:09	Garage Door T&M	Garage - Door - Re install existing door in track and provide general service	<span style="background-color: black; color: black;">[REDACTED]</span>	Garage	Maintenance Done	12/08/2011

Key	Created	Type	Contractor Instructions	Contractor	Location	Status	Target Completion
MITM-483844	02/08/2011 15:07	Carpentry T&M	External - Balcony - Provide flexi drain hose from existing A/C Unit, attached along the inside of the balcony ledge, into the drain pipe on the LH Side of balcony Ensuite - Re seal around bath - wal..	[REDACTED]	Whole Site	Maintenance Done	12/08/2011
MITM-331922	01/01/2011 11:22	Floor Covering T&M	Please quote to install new carpet (like for like) to the lower level of the property. Should be the Master bedroom, and living area. Any issues please contact Sally Gurney on [REDACTED]	[REDACTED]	Interior Property	Maintenance Done	19/01/2011
MITM-319493	16/12/2010 12:56	Halcyon (Up to 4 rooms)	halcyon full clean as per sor welcome visit 05/01/11 at 1:30pm	[REDACTED]	Whole Site	Maintenance Done	04/01/2011
MITM-295734	19/11/2010 11:46	Steam Clean Carpet (Up to 4 rooms)	Please attend and clean carpet to bedroom3, bedroom2 and family room. Bottom level is having new carpet. Any issues please contact Sally Gurney on [REDACTED]	[REDACTED]	Interior Property	Maintenance Done	06/01/2011
MITM-261163	29/09/2010 09:24	Plumbing -Light T&M	Repair the upstairs toilet that is not flushing properly, tenant thinks it is in the cistern. Has another WC in the property. Tenant contact [REDACTED]	[REDACTED]	Separate Toilet 1	Maintenance Done	27/10/2010
MITM-233784	05/08/2010 13:12	Carpentry T&M	Repair as needed - non-slip strips on steps leading into 24/45 only	[REDACTED]	Exterior Property	Maintenance Done	02/09/2010
MITM-58538	02/11/2009 17:23	Appliance T&M	Repair/ replaced rangehood that has blown up	[REDACTED]	Kitchen	Maintenance Done	30/11/2009

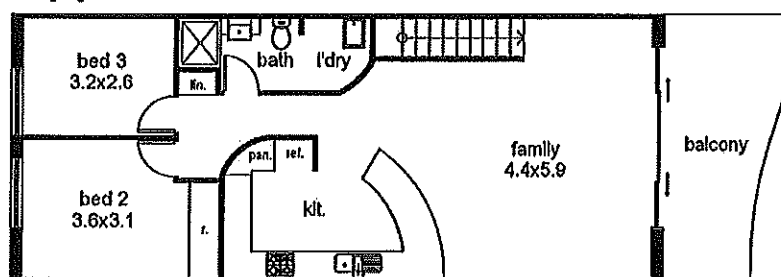
## Maintenance Assessment

## Floor Plan

### lower floor



### upper floor



UPRN: [REDACTED]

0m 1m 2m 3m 4m



# Maintenance Assessment Report

09/04/2013 15:00  
[REDACTED]

## Inspection Summary

Inspection ID	INSP-109414	Inspector	Darko Cijak
Inspection Time	09/04/2013 15:00	Last Insp. Date	17/07/2013
Tenant Name	[REDACTED]	Tenant Phone	[REDACTED]
Tenant Employee ID	[REDACTED]	Tenant Service	[REDACTED]
Lease Management			

## Maintenance Assessment Process

Process Key Date	09/04/2013
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## Property Details

Property ID	713322	Business from Home	
Repairs Statuses	BC	Lockbox Code	Key
Ownership	Leased	Lockbox Location	on front door
Lease End Date	23/06/2014	Power Meter #	
Option Available	Used	Gas Meter #	
Right to Vary Available	1 x up to 12 months Reduction	Alarm Code	
General Description	Three bedroom apartment set on two levels comprising of entry, master bedroom, with built in robe and ensuite. Plus living room with balcony on ground level. Upper has two bedrooms (1 with BIR), kitchen/family room, bathroom and hideaway laundry.		
Environment Description	CBD of the National Capital, Civic, is approximately 9kms away, whilst Neighbouring shops are within 1km.		
Site Description	Site is below the road and slopes to the rear boundary.		

## General Profile, Cavities and Spaces

General Detail	
Rear Yard Enclosed	No
Rear Yard Suitable	No
Trailer Access	⚠ Needs to be entered
Toilet Wheelchair Accessible	No
Num. Garage Spaces	0
Num. Carport Spaces	2
Num. Front Steps	5
Num. Rear Steps	0
Cavity/Space	Dimensions
Dishwasher	⚠ Needs to be entered
Microwave	⚠ Needs to be entered
Fridge/Freezer	Width 910mm x Height 1800mm x Depth 720mm
Washing Machine	⚠ Needs to be entered
Dryer	⚠ Needs to be entered

## Locations & Fixtures

Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
Living Areas						

Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
Entry		⚠ Needs to be entered	Tile Flooring	01/01/2028		Installed
Family		⚠ Needs to be entered				
Dining		⚠ Needs to be entered				
Lounge		⚠ Needs to be entered	Telephone Outlet			Installed
			Carpet Flooring	⚠ Needs to be entered		Installed
Kitchen	30/06/2019	⚠ Needs to be entered	Cooktop - Gas Main	30/06/2019		Installed
			Dishwasher	26/08/2015		Installed
			Rangehood	26/08/2015		Installed
			Under Bench Oven - Electric	30/06/2019		Installed
			Tile Flooring	01/01/2028		Installed
Laundry		⚠ Needs to be entered				
<b>Bathroom, Ensuite &amp; Separate Toilets</b>						
Bathroom 1	30/06/2019	⚠ Needs to be entered	Exhaust Fan	29/08/2015		Installed
Ensuite 1	01/01/2018	⚠ Needs to be entered	Exhaust Fan	29/08/2015		Installed
<b>Bedrooms &amp; Study</b>						
Bedroom 1		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
			Built In Robe			Installed
Bedroom 2		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
			Built In Robe			Installed
Bedroom 3		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
<b>Outdoor Locations</b>						
Carports		⚠ Needs to be entered				
Front Yard		⚠ Needs to be entered				
Rear Yard		⚠ Needs to be entered				
<b>General</b>						
Exterior Grounds			Landscaping	30/06/2019		Installed
Exterior Property			Concrete Tile Roof Construction			Installed
			External Paint	⚠ Needs to be entered		Installed
			Brick Veneer Wall Construction			Installed ⚠ Capacity needs to be entered
			Hot Water System - Gas Main	30/06/2011 ⚠ Needs to be updated to a future date		Installed ⚠ Capacity needs to be entered
			Insect Screen Window			Installed
Interior		⚠ Needs to	Ducted Vacuum Cleaner			Installed

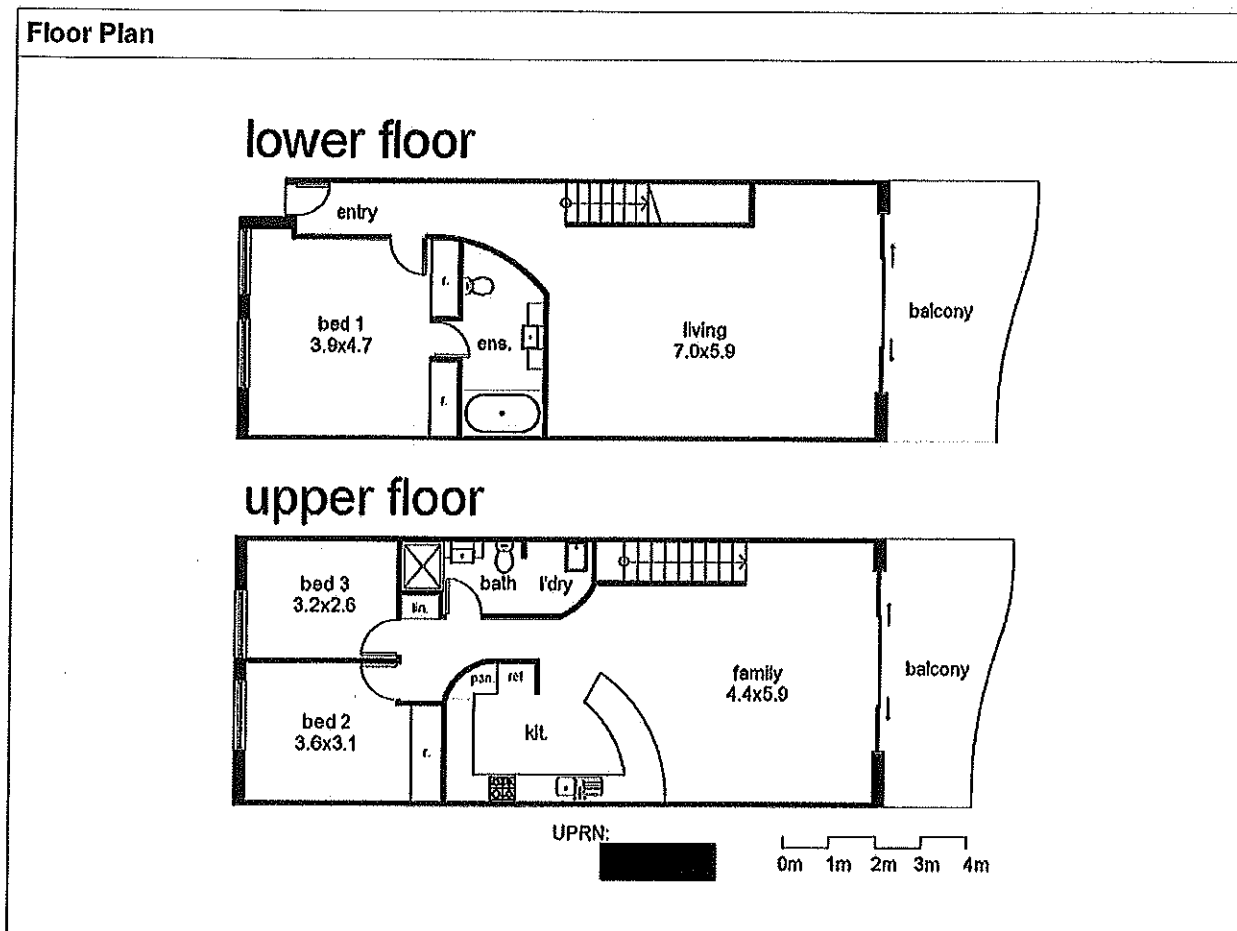
Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
Property		<i>be entered</i>	Console Heating - Gas Main	30/06/2015		Installed and Services ⚠ Invalid install location Invalid service location
			Smoke Detectors	02/09/2015		Installed
			Internal Paint	⚠ Needs to be entered		Installed ⚠ Invalid install location
			Deadlock			Installed
			Window Furnishings - Drapes	⚠ Needs to be entered		Installed
Whole Site						



Maintenance Item History							
Key	Created	Type	Contractor Instructions	Contractor	Location	Status	Target Completion
MITM-895614	24/04/2013 08:19	Cleaning T&M	Balcony: Carry out a full steam clean and extraction of the balcony area, before photo's and completion photo's are to be supplied to DHA as evidence of finished works.	[REDACTED]	Exterior Property	Maintenance Done	22/05/2013
MITM-854539	11/02/2013 11:52	Plumbing - Sanitary & Drainage T&M	Repair - Kitchen mixer tap is leaking from the tap and the tumbler and sprays water when turned on.	[REDACTED]	Kitchen	Maintenance Done	18/02/2013
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MITM-496039	22/08/2011 15:34	Steam Clean Carpet (Up to 4 rooms)	FCCSOR002: Steam Clean Carpet (Up to 4 rooms)	[REDACTED]	Interior Property	Maintenance Done	21/10/2011
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MITM-331922	01/01/2011 11:22	Floor Covering T&M	Please quote to install new carpet (like for like) to the lower level of the property. Should be the Master bedroom, and living area. Any Issues please contact Sally Gurney on [REDACTED]	[REDACTED]	Interior Property	Maintenance Done	19/01/2011
MITM-319493	16/12/2010 12:56	Halcyon (Up to 4 rooms)	halcyon full clean as per sor welcome visit 05/01/11 at 1:30pm	[REDACTED]	Whole Site	Maintenance Done	04/01/2011
MITM-295734	19/11/2010 11:46	Steam Clean Carpet (Up to 4 rooms)	Please attend and clean carpet to bedroom3, bedroom2 and family room. Bottom level is having new carpet. Any Issues please contact Sally Gurney on [REDACTED]	[REDACTED]	Interior Property	Maintenance Done	06/01/2011
MITM-261163	29/09/2010 09:24	Plumbing -Light T&M	Repair the upstairs toilet that is not flushing properly, tenant thinks it is in the cistern. Has another WC in the property. Tenant contact [REDACTED]	[REDACTED]	Separate Toilet 1	Maintenance Done	27/10/2010
MITM-233784	05/08/2010 13:12	Carpentry T&M	Repair as needed - non-slip strips on steps leading into 24/45 only	[REDACTED]	Exterior Property	Maintenance Done	02/09/2010
MITM-58538	02/11/2009 17:23	Appliance T&M	Repair/ replaced rangehood that has blown up	[REDACTED]	Kitchen	Maintenance Done	30/11/2009

[illegible]





## Capital Inclusions Charge Report

17/07/2013 11:00

### Inspection Summary

Inspection ID	INSP-126188	Inspector	Michele Hayne
Inspection Time	17/07/2013 11:00	Last Insp. Date	17/07/2013
Tenant Name	[REDACTED]	Tenant Phone	[REDACTED]
Tenant Employee ID	[REDACTED]	Tenant Service	[REDACTED]
Lease Management			

### Capital Inclusions Charge Process

Process Key Date	17/07/2013	Occupying AFR ID	825858
Relocation Reason	Posting (Initiated by RSA)	Sub Relocation Reason	Posting (Initiated by RSA)

### Property Details

Property ID	713322	Business from Home	
Repairs Statuses	BC	Lockbox Code	Key
Ownership	Leased	Lockbox Location	on front door
Lease End Date	23/06/2014	Power Meter #	
Option Available	Used	Gas Meter #	
Right to Vary Available	1 x up to 12 months Reduction	Alarm Code	
General Description	Three bedroom apartment set on two levels comprising of entry, master bedroom, with built in robe and ensuite. Plus living room with balcony on ground level. Upper has two bedrooms (1 with BIR), kitchen/family room, bathroom and hideaway laundry.		
Environment Description	CBD of the National Capital, Civic, is approximately 9kms away, whilst Neighbouring shops are within 1km.		
Site Description	Site is below the road and slopes to the rear boundary.		






### General Profile, Cavities and Spaces

General Detail	
Rear Yard Enclosed	No
Rear Yard Suitable	No
Trailer Access	⚠ Needs to be entered
Toilet Wheelchair Accessible	No
Num. Garage Spaces	0
Num. Carport Spaces	2
Num. Front Steps	5
Num. Rear Steps	0
Cavity/Space	Dimensions
Dishwasher	⚠ Needs to be entered
Microwave	⚠ Needs to be entered
Fridge/Freezer	Width 910mm x Height 1800mm x Depth 720mm
Washing Machine	⚠ Needs to be entered
Dryer	⚠ Needs to be entered

### Locations & Fixtures

Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
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Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
<b>Living Areas</b>						
Entry		⚠ Needs to be entered	Tile Flooring	01/01/2028		Installed
Family		⚠ Needs to be entered				
Dining		⚠ Needs to be entered				
Lounge		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
			Telephone Outlet			Installed
Kitchen	30/06/2019	⚠ Needs to be entered	Under Bench Oven - Electric	30/06/2019		Installed
			Cooktop - Gas Main	30/06/2019		Installed
			Rangehood	26/08/2015		Installed
			Tile Flooring	01/01/2028		Installed
			Dishwasher	26/08/2015		Installed
Laundry		⚠ Needs to be entered				
<b>Bathroom, Ensuite &amp; Separate Toilets</b>						
Bathroom 1	30/06/2019	⚠ Needs to be entered	Exhaust Fan	29/08/2015		Installed
Ensuite 1	01/01/2018	⚠ Needs to be entered	Exhaust Fan	29/08/2015		Installed
<b>Bedrooms &amp; Study</b>						
Bedroom 1		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
			Built In Robe			Installed
Bedroom 2		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
			Built In Robe			Installed
Bedroom 3		⚠ Needs to be entered	Carpet Flooring	⚠ Needs to be entered		Installed
<b>Outdoor Locations</b>						
Carports		⚠ Needs to be entered				
Front Yard		⚠ Needs to be entered				
Rear Yard		⚠ Needs to be entered				
<b>General</b>						
Exterior Grounds			Landscaping	30/06/2019		Installed
Exterior Property			Insect Screen Window			Installed
			Hot Water System - Gas Main	30/06/2011 ⚠ Needs to be updated to a future date		Installed ⚠ Capacity needs to be entered
			Concrete Tile Roof Construction			Installed
			Brick Veneer Wall Construction			Installed ⚠ Capacity needs to be entered
			External Paint	⚠ Needs to be entered		Installed

Location	Renewal Date	Area	Fixture	Renewal Date	Manu./Model/Serial	Services/Installed
Interior Property		 Needs to be entered	Window Furnishings - Drapes	 Needs to be entered		Installed
			Ducted Vacuum Cleaner			Installed
			Console Heating - Gas Main	30/06/2015		Installed and Services  Invalid install location Invalid service location
			Internal Paint	 Needs to be entered		Installed  Invalid install location
			Smoke Detectors	02/09/2015		Installed
			Deadlock			Installed
Whole Site						

**Maintenance Item History**

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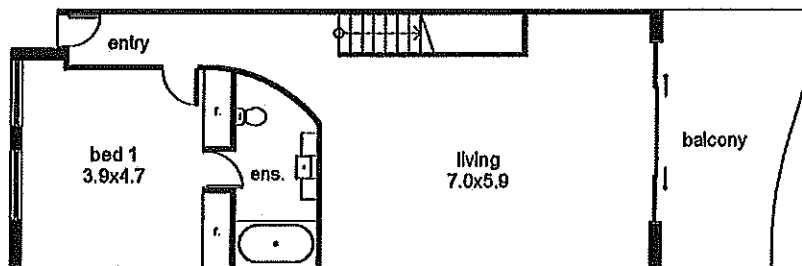


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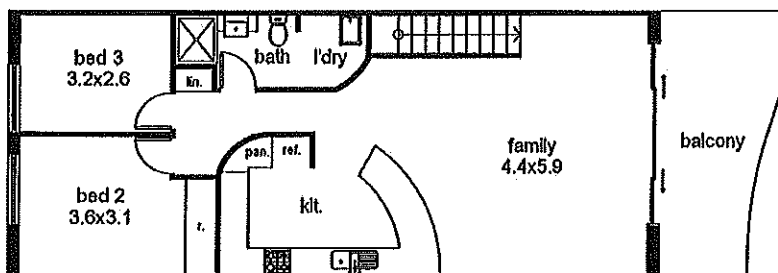
## Maintenance Assessment

## Floor Plan

### lower floor



### upper floor



UPRN: [REDACTED]

0m 1m 2m 3m 4m

**Sackley, Pip**

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**From:** Cirjak, Darko  
**Sent:** Monday, 22 April 2013 4:53 PM  
**To:** Gooch, Roseanne  
**Subject:** FW: [REDACTED].docx

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**From:** Cirjak, Darko  
**Sent:** Tuesday, 16 April 2013 4:06 PM  
**To:** Hayne, Michele  
**Cc:** Gooch, Roseanne  
**Subject:** [REDACTED].docx



Technical Inspection Completed. Technical Report attached for review and action

Kind regards

**Darko Cirjak | Technical Manager**  
Australian Capital Territory | Defence Housing Australia  
Level 5, TransACT House  
470 Northbourne Ave, Dickson ACT 2602  
Tel: 02 [REDACTED] | Mob: [REDACTED] | Fax: 02 6222 2247  
[darko.cirjak@dha.gov.au](mailto:darko.cirjak@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)



*Please think of the environment before printing this email*



**Number - 44**

**Section 1**

To be completed by the requesting party and emailed to the relevant Property Manager, Senior Property Manager and Area Manager

**REQUEST FOR TECHNICAL INSPECTION**

**REQUESTED BY:** Michele Hayne Rosie Gooch

**MEMBERS NAME / CONTACT NUMBER:** [REDACTED]

**PROPERTY ADDRESS:** [REDACTED]

**PROPERTY OWNERSHIP TYPE:** Leased

**ISSUE/ITEM TO BE INSPECTED:** 9/4/2013

**RESPONSE/ACTION DATE:** 16/4/2013

**Section 2**

To be completed by the Maintenance Contracts Manager and emailed to the requesting party.

**TECHNICAL REPORT**

**DATE OF INSPECTION:** 9/4/2013

**BUILDING TYPE:** Unit

**BUILDING CONSTRUCTION:** Brick Veneer

**OBSERVATIONS:**

The 1<sup>st</sup> floor balcony and 2<sup>nd</sup> floor balcony have experienced major water damage over a long period of time. The 2<sup>nd</sup> Floor Balcony has no overhead covering exposing it to all elements of rain hail frost etc. The stencil crete has lifted and there are cracks forming in the slab. There is a drainage point that at the time of inspection was clear of obstructions. Although this size drain complies with the BCA in my professional opinion it is too small to cope with down falls of rain without overhead covering.

The first floor balcony has suffered extensive stencil crete damage as the drainage point has not been able to cope with the amount of water from the above balcony and has flooded this balcony many times. The ceiling of this balcony has also experienced damage from water leaking from the above surface. This indicates to me that the waterproof membrane has failed from the 2<sup>nd</sup> floor balcony.

**COMMENTS/RECOMMENDATIONS**

Structural engineer to inspect the 2<sup>nd</sup> floor slab for safety as it has extensive "spider web" cracks throughout. If still safe then a builder and plumber be engaged to install larger drainage to the 1<sup>st</sup> and 2<sup>nd</sup> floor balconies and reconfigured into the ground floor car park. 2<sup>nd</sup> Floor balcony to have an overhead covering built with the water being diverted into a separate drainage location. Both balconies require re sealing and re stenciling. The 1<sup>st</sup> floor balcony ceiling requires complete strip and rebuild as it has dropped 50mm either side

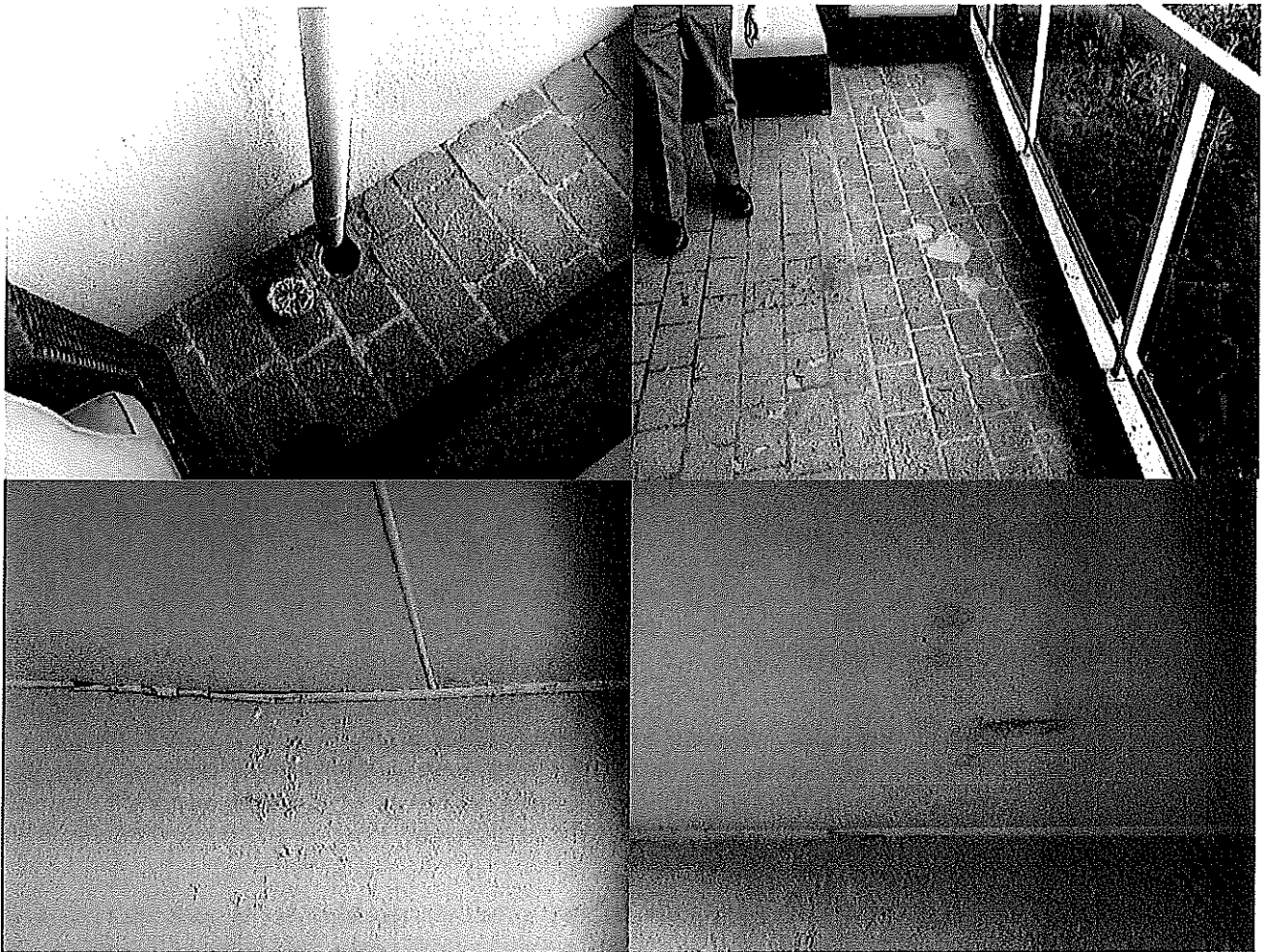
**RESPONSIBILITY: Lessor**

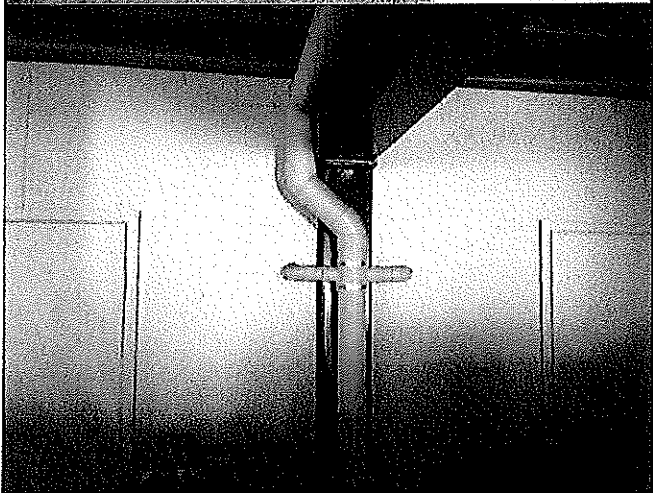
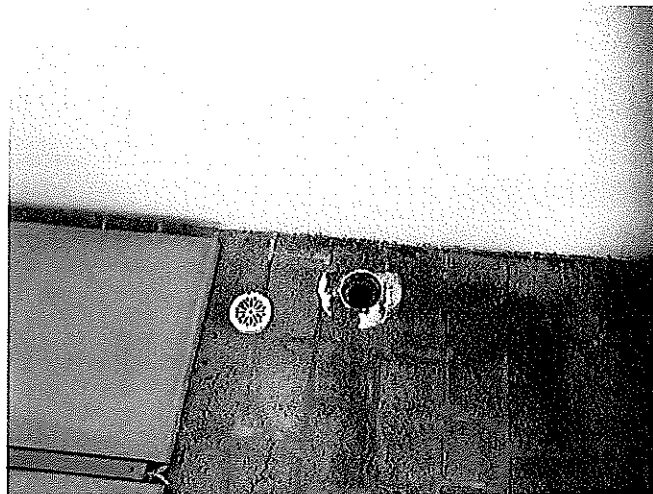
**ESTIMATED COSTS: \$15000-\$20000**

**TIME FRAMES FOR WORK: 3 weeks**

**IMPLICATIONS FOR TENANCY OCCUPATION:** Tenant will need to be in temporary accommodation and all relevant agency will need to be notified and be granted approval of works.

### PHOTOS





**Sackley, Pip**

---

**From:** Langtry, Colleen  
**Sent:** Friday, 22 March 2013 3:14 PM  
**To:** [REDACTED]  
**Cc:** Kerr, Jeffrey; Gooch, Roseanne  
**Subject:** RE: Urgent matter re: [REDACTED]

Hi [REDACTED]

Thank you for your email. Unfortunately I have been away all week on business and have only just read this today so I have now spoken to [REDACTED]

We believe this is a Body Corporate issue and had already advised them and have been waiting to hear from them about how they are going to fix the problem. Where matters are BC issues, we do not normally inform lessors unless the issue is very serious.

Even though this matter had been reported to us, we were not aware there was damage to the balconies so we are now organising to have our Technical Manager inspect the property and we will also take some photos which we will forward to you and [REDACTED]. After that inspection, we will liaise with [REDACTED] and the Body Corporate and will keep you informed as matters progress.

Please be assured that in view of the possible sale, we understand the importance of getting this matter resolved quickly.

Regards

Colleen

**Colleen Langtry**

Lessor Relations Manager – Canberra Housing Management Centre  
 Defence Housing Australia  
 5/470 Northbourne Avenue  
 Dickson ACT 2602  
 Phone 02 [REDACTED]  
 Fax 02 62222247  
[colleen.langtry@dha.gov.au](mailto:colleen.langtry@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** [REDACTED]  
**Sent:** Tuesday, 19 March 2013 4:48 PM  
**To:** Langtry, Colleen  
**Cc:** [REDACTED]  
**Subject:** Urgent matter re: [REDACTED]  
**Importance:** High



Dear Ms Langtry

On 18 March I sent an email to Ms Alatiel Catanzariti in regard to my property at [REDACTED]. I received an "Out of Office" reply advising me that she is currently on Maternity Leave and to contact Canberra Leasing at the DHA email address. I did so and then attempted to make telephone contact this afternoon at 4.39pm, 19 March. The DHA receptionist Alex advised me that I would need to discuss this matter with you and that you are currently in a meeting and that if I wish to speak to you it may be difficult as you are frequently in meetings.

I do hope that you will receive and read this email as soon as possible and send me a response.

I finally have a buyer available for my townhouse at [REDACTED] after having had it on the market for some time. However I was most disappointed to hear from the agent that the balconies (2) are in a terrible state due to storm damage and rain. I understand the tenants have been in touch on several occasions with DHA and been advised that this is a Body Corporate issue. What is of greater concern to me is that no-one has been in touch with me as the owner to advise me of this! I assumed that DHA would either

- a) fix the matter;
- b) get in touch with me as the owner; or
- c) get in touch with the Body Corporate.

It is very disappointing that obviously none of this has occurred.

As part of the contract of sale the balconies are required to be fixed. Could I therefore please have an undertaking from DHA that this issue will be resolved as a high priority and that I will be kept informed along with the Agent - [REDACTED] who I have copied into this email. I trust that this matter will be treated as urgent.

I have had this DHA property for almost 8 years and am most disappointed that this situation has occurred as to date DHA has always been very quick to advise me of any issue and I was under the impression that all properties are well maintained; the monthly management fee should cover these situations or at least the owner be advised.

Thank you for your assistance with this matter and I look forward to hearing from you, or you have my permission to contact [REDACTED] on Ph: (02) [REDACTED] or Mobile [REDACTED]

Yours sincerely

[REDACTED]

=====

**Sackley, Pip**

---

**From:** [REDACTED]  
**Sent:** Monday, 22 April 2013 4:10 PM  
**To:** Bond, Stephen; Lane, Kelly; Langtry, Colleen  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

Thank you Stephen, I am delighted to finally hear from someone at DHA.

I cannot understand what would cause \$9 – 10 K worth of damage to my property (as estimated by [REDACTED]) and not have been advised of this!

I look forward to hearing from you.

[REDACTED]

=====

---

**From:** Bond, Stephen [mailto:stephenb@dha.gov.au]  
**Sent:** Monday, 22 April 2013 8:06 AM  
**To:** [REDACTED]; Lane, Kelly; Langtry, Colleen  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

Dear [REDACTED]

I will have a chat to my team about this tomorrow and come back to you.

Off the top of my head, unless we had a tenant with a considerable amount of plants and trees on the balcony im not sure what if anything could block the drain.

I will do some investigating and come back to you.

Regards,


**Stephen Bond** | Area Team Leader Property & Tenancy

Canberra Housing Management Centre | Defence Housing Australia

Level 5 Transact House

470 Northbourne Ave Dickson ACT 2602  
Tel: (02) [REDACTED] | Fax: (02) 6222 2247  
[stephen.bond@dha.gov.au](mailto:stephen.bond@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 Available 24 hours a day, 7 days a week or Maintenance Call Centre on 139 DHA (342).**

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

---

**From:** [REDACTED]  
**Sent:** Monday, 22 April 2013 4:01 PM  
**To:** Lane, Kelly; Bond, Stephen; Langtry, Colleen  
**Cc:** [REDACTED]  
**Subject:** FW: [REDACTED]

Dear All

This is the response I have received from the Body Corporate Managers. Could someone please advise me!

[REDACTED]

=====

[REDACTED]

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**From:** [REDACTED]@independent.com.au]  
**Sent:** Monday, 22 April 2013 1:42 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** RE: [REDACTED]

Hello [REDACTED]

I have discussed the issue with [REDACTED] and perused the emails and I think that there has been some confusion in the terminology which was in some regard caused by EC members feedback.

The issue in question is the drain the feeds from balcony floor and where it then connects to the common property drain(see attached sketch). This is the area of owner responsibility and may have been contributing to the issues if not cleared to where it joins the common property drain. As the balcony forms part of the unit of Entitlement it is the unit owners responsibility to keep this clear at all times.

It is not the standardised Downpipes that run through the building that is in question.

With regard to the further issue of cracking of the stencilling and lifting this is also the unit owners responsibility as it is the covering of the slab and not determined to form the slab which is owner corporation responsibility to maintain (relating to the integrity of the building).

I hope that this has provided some clarification for you to enable you to action matters as appropriate.

Regards

[REDACTED]  
Body Corporate Team Manager  
Independent Body Corporate Services Pty Ltd.  
*REIA 2012 Hall of Fame Australian Large Residential Real Estate Agency of the Year*

P [REDACTED]  
F [REDACTED]

Email: [REDACTED]

GPO Box 1539  
CANBERRA CITY ACT 2601



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-----  
**From:** [REDACTED]  
**Sent:** Monday, 22 April 2013 8:40 AM  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED]  
**Importance:** High

Can we have a chat about this .

[REDACTED]  
Managing Director | Independent Body Corporate Services Pty Limited  
General Manager Software Development Services | Independent Property Group  
Vice President and ACT Delegate | Strata Community Australia Limited  
*REIA 2012 Hall of Fame Australian Large Residential Real Estate Agency of the Year*

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M +61 [REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, 22 April 2013 12:58 AM  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Importance:** High

Hi [REDACTED]  
Long-time no contact!

Life in Italy is wonderful even if we have had a large number of issues in regard to our rebuilding of our house and the building company and project manager. We are due to go to court next month and currently living in rented accommodation, but wouldn't swap anything. Politics is also extremely interesting even at the lowly village level and we are constantly amazed at what goes on. So in a nutshell, life is not boring!! Have a look at [REDACTED] for our B&B and what is available here.

However, I am having a problem with my property [REDACTED]. Firstly, let me say the [REDACTED] has been much quicker than DHA, who are my management company, to provide me with information in regard to damage to the balconies on my property. However this was only after I was advised by the agent selling my property [REDACTED]. While [REDACTED] went into an extraordinary amount of detail in our conversation some weeks ago, her response to me the other day now only discusses damage from drains and pipes. She mentioned that it is the owners who are responsible to keeping the pipes and drains clear, how one does this in a 2 story unit is beyond me as I have never been on the roof of the building. I would have thought getting on the roof to be an OH&S issue.

After 12 months on the market, I now finally have a buyer but am having problems getting a resolution in regard to the damage. On the one hand I hear from [REDACTED] that the damage is due to gutters not being cleaned and then I hear elsewhere that it is because of the drain pipes being frozen and then bursting. I have the distinct feeling that the body corporate is reluctant to address my problems, yet however did address similar problems from other units in the block. I have no-one wishing to accept responsibility of even advising me that there has been damage, as neither DHA or Independent were ever directly in touch with me to advise me of any problems.

Don't know if you are able to help me at all [REDACTED], but I am somewhat frustrated and confused and would appreciate some clarification. I have to notify my solicitors asap in order to get an exchange occurring on the sale of this property.

Thanks for any help you can provide.

Best wishes  
[REDACTED]

=====



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intmr02.dha.gov.au[28663819]

**Sackley, Pip**

---

**From:** [REDACTED]@independent.com.au>  
**Sent:** Thursday, 18 April 2013 4:32 PM  
**To:** Bond, Stephen  
**Subject:** RE: UP1610 [REDACTED] Balcony area lifting

Good afternoon Stephen

Our plumber is still unable to contact the tenant on the number supplied to us: [REDACTED]

Would you please contact our plumber [REDACTED] from [REDACTED] on [REDACTED] to organise access.

I note I have been contacted by the owner from Italy and was hoping to have a report from our plumber prior to sending email advising current situation with both the stencilled balcony concrete and the downpipe issue.

I note that our plumber, even prior to attendance, is of the opinion that it may be due to a blockage which would mean any costs would be the responsibility of the owner.

Please contact me if you have any queries regarding the above.

With kind regards

[REDACTED]  
 Strata Manager | Independent Body Corporate Services Pty Ltd.  
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**From:** Bond, Stephen [mailto:stephenb@dha.gov.au]  
**Sent:** Tuesday, 16 April 2013 5:01 PM

**To:** [REDACTED]  
**Subject:** RE: UP1610 [REDACTED] Balcony area lifting

Thank you [REDACTED]

If you need further assistance please feel free to contact me

Regards,

**Stephen Bond** | Area Team Leader Property & Tenancy

Canberra Housing Management Centre | Defence Housing Australia

Level 5 Transact House

470 Northbourne Ave Dickson ACT 2602  
Tel: (02) [REDACTED] | Fax: (02) 6222 2247  
[stephen.bond@dha.gov.au](mailto:stephen.bond@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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Log onto [DHA's Online Services](#) Available 24 hours a day, 7 days a week or Maintenance Call Centre on 139 DHA (342).



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---

**From:** [REDACTED]@Independent.com.au]  
**Sent:** Tuesday, 16 April 2013 4:59 PM  
**To:** Bond, Stephen  
**Subject:** FW: UP1610 [REDACTED] Balcony area lifting

Good afternoon Stephen

Further to my email below I have made further enquiries through the Executive Committee and sought advice from my Senior Manager.

My understanding from your original email is that it is actually the stencil that is lifting rather than the load bearing concrete of the balcony.

If this is the case then it is the owners responsibility to repair as it is only the actual load bearing concrete that would be the responsibility of the Owners Corporation as per the Unit Titles (Management) Act 2011.

On another note the plumber is still attempting to contact the tenant to investigate the overflow issue of the downpipes. If he is unable to contact them we may have to try a different approach.

With kind regards

[REDACTED]  
**Strata Manager** | Independent Body Corporate Services Pty Ltd.  
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**From:** [REDACTED]  
**Sent:** Monday, 8 April 2013 11:37 AM  
**To:** 'stephenb@dha.gov.au'  
**Subject:** UP1610 [REDACTED] Balcony area lifting

UP1610 [REDACTED]

Good morning Stephen

Further to your query below would you please advise whether the lifting you refer to is from tiles lifting or the actual concrete. Are you able to provide photographs?

If the area is part of the original build and it has been well maintained by the owner then it would be body corporate. However, if the "stencilling" has been added to the original build then it is the owners responsibility. Photographs may help if possible.


With kind regards

[REDACTED]  
Strata Manager | Independent Body Corporate Services Pty Ltd.  
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**From:** [REDACTED]  
**Sent:** Tuesday, 26 March 2013 8:42 AM  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED]

---

**From:** Bond, Stephen [<mailto:stephenb@dha.gov.au>]  
**Sent:** Monday, 25 March 2013 4:51 PM  
**To:** Body Corporate Enquiry  
**Subject:** [REDACTED]

Dear Strata Manager,


DHA have received notification from our tenant, the balcony area has started to lift. This area is constructed of stencilled concrete.

Can you confirm if the balcony area is covered under the body corporates responsibility or under owners responsibility.

Any assistance would be appreciated

Regards,

**Stephen Bond** | Area Team Leader  
Canberra Housing Management Centre | Defence Housing Australia  
Level 5 Transact House  
470 Northbourne Ave Dickson ACT 2602  
Tel: (02) [REDACTED] | Fax: (02) 6222 2247  
[stephen.bond@dha.gov.au](mailto:stephen.bond@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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intmr02.dha.gov.au[28459658]

**Sackley, Pip**

---

**From:** Gooch, Roseanne  
**Sent:** Wednesday, 17 April 2013 12:44 PM  
**To:** Hayne, Michele; Cirjak, Darko  
**Cc:** Kerr, Jeffrey; Langtry, Colleen  
**Subject:** RE: [REDACTED]

Hi All,

Please ensure that Colleen is included in all correspondence as it is a leasing request for the inspection and clarification.

This is why we requested Darko to attend as he has had previous dealings with the units and is the best person to give the feedback.

Thank you all for getting this under way and your co-operation.

Kind regards

**Rosie Gooch | Property & Tenancy Manager**

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 [REDACTED] | Fax: 02 6222 2247

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---

**From:** Hayne, Michele  
**Sent:** Wednesday, 17 April 2013 12:11 PM  
**To:** Cirjak, Darko  
**Cc:** Gooch, Roseanne  
**Subject:** RE: [REDACTED]

Darko,

In your professional opinion would this work form part of the original build, therefore potentially a Body Corporate/Strata issue to rectify?

thanks

**Michele Hayne | Senior Property Manager**  
Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House  
470 Northbourne Ave, Dickson ACT 2602

Tel: 02 [REDACTED] | Fax: 02 6222 2247

[michele.hayne@dha.gov.au](mailto:michele.hayne@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

<< OLE Object: Picture (Device Independent Bitmap) >>

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**From:** Cirjak, Darko  
**Sent:** Tuesday, 16 April 2013 4:06 PM  
**To:** Hayne, Michele  
**Cc:** Gooch, Roseanne  
**Subject:** [REDACTED]

<< File: [REDACTED] >>

Technical Inspection Completed. Technical Report attached for review and action

Kind regards

**Darko Cirjak | Technical Manager**  
Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House  
470 Northbourne Ave, Dickson ACT 2602

Tel: 02 [REDACTED] | Mob: [REDACTED] | Fax: 02 6222 2247

[darko.cirjak@dha.gov.au](mailto:darko.cirjak@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

<< OLE Object: Picture (Device Independent Bitmap) >>

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I am extremely angry that at no time DHA sought to advise me of this problem or to even seek to mitigate it. It would appear from my discussion with [REDACTED] that the gutters were never cleared either by the tenants or DHA as the property manager. What have I been paying the substantial maintenance fees for over the past years?

#### Repair and maintenance

Throughout the lease term, we are responsible for organising and covering the cost of most non-structural repair and maintenance works, including the replacement of fixed appliances as needed.  
You retain some obligations, but your responsibilities are significantly reduced compared to conventional residential property investment.

The above is the wording in regard to maintenance as displayed on your web site.

Could you please tell me how I am to retain my obligations if I am completely unaware of the situation, have no access and have never been informed. I understand from [REDACTED] that the tenants did inform DHA and that as soon as she saw the damage she informed you. Yet at no time did you think it appropriate that as the owner, you inform me!

I am in danger of losing this sale due to your ineffectiveness as property managers, or will have to decrease the price very substantially in order to have the problem rectified for the prospective purchasers. I would appreciate a response from you within the next 24 hours as to what solution you are able to provide in regard to the damage sustained on my property which I held with you in good faith, expecting that at the very least I would be informed of the damage thereby enabling me to address the issue.

Please note that I have taken the liberty of also sending this email to Coleen Langtry and your General Manager Brett Jorgensen.

I look forward to hearing from you in the next 24 hours.

Yours sincerely

[REDACTED]

=====

[REDACTED]

---

**From:** [REDACTED] [mailto:[REDACTED]@independent.com.au]  
**Sent:** Friday, 19 April 2013 8:40 AM  
**To:** [REDACTED]  
**Cc:** [stephenb@dha.gov.au](mailto:stephenb@dha.gov.au)  
**Subject:** UP1610 [REDACTED] Balcony & Downpipes

Good afternoon [REDACTED]

Further to our telephone discussion this week I can advise the following:

- I have advised DHA that the lifting of the stencilled concrete is the owners responsibility as it is in effect not the actual load bearing concrete in question but a stencilled layer which is lifting

- Our plumber has still been unable to contact the tenant after leaving several messages. I have advised DHA and provided our plumbers contact details to enable alternative access arrangements

I note that our plumber, who is familiar with the complex and members of the Executive Committee are of the opinion that the problem will be caused by blocked downpipes and or drains which again, as I have previously suggested to DHA, would be the owners responsibility to rectify. However, our plumber is happy to attend and should it be a body corporate responsibility then recommendations and quote for rectification work will be forwarded to the EC for consideration. If the finding is that it is owners responsibility the cost of the plumbers attendance will be the owners responsibility.

With kind regards

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**Sackley, Pip**

---

**From:** Gooch, Roseanne  
**Sent:** Monday, 22 April 2013 4:59 PM  
**To:** Bradly, Caroline  
**Cc:** Griffiths, Michael; Jorgensen, Brett; Lane, Kelly; Muthukumaraswamy, Tanya  
**Subject:** RE: UP1610 [REDACTED] Balcony & Downpipes  
**Attachments:** FW: [REDACTED] docx; RE: [REDACTED] docx; [REDACTED]

Dear Caroline,

I have attached the report from Darko, we have supplied to Colleen for follow up with the lessor.

The concerns from the lessor are relating to the balcony design and the exposing of the area to the elements. Structural engineer is recommended to inspect the spider web cracks that are throughout the area.

Kind regards

**Rosie Gooch | Property & Tenancy Manager**

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 [REDACTED] | Fax: 02 6222 2247

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**From:** Bradly, Caroline  
**Sent:** Monday, 22 April 2013 4:31 PM  
**To:** Gooch, Roseanne  
**Cc:** Griffiths, Michael; Jorgensen, Brett; Lane, Kelly; Muthukumaraswamy, Tanya  
**Subject:** FW: UP1610 [REDACTED] Balcony & Downpipes  
**Importance:** High

Hi Rosie,

I tried to call you but I think you may be in a meeting. Please see below issue which, despite me not being able to find the property in HomeFind, appears to be a Canberra property. There is an urgency around a response back to the lessor as she has asked that someone respond in 24 hours. I note the action is with the lessor relations team (Kelly Lane), however, the issues the lessor has raised are around R&M for gutter cleans. Can you please speak with Kelly in regard



to an urgent response to this lessor and see if the response requires P&T input. Can you also please keep me in the loop as to the response and the outcome.

Thanks  
Caroline

**Caroline Bradly** | A/National Property & Tenancy Support Manager  
Property & Tenancy Services | Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 [REDACTED] | Mob: [REDACTED]  
[caroline.bradly@dha.gov.au](mailto:caroline.bradly@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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**From:** Jorgensen, Brett  
**Sent:** Monday, 22 April 2013 4:13 PM  
**To:** Bradly, Caroline  
**Subject:** FW: UP1610 [REDACTED] Balcony & Downpipes  
**Importance:** High

Caroline,

Can you please review this and advise if DHA will be getting back to the owner of the property within the 24 hours that was requested.

Regards  
**Brett Jorgensen**  
General Manager Property and Tenancy Services  
Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 [REDACTED] | Mob: [REDACTED] | Fax: 02 6222 2220  
[brett.jorgensen@dha.gov.au](mailto:brett.jorgensen@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** [REDACTED]  
**Sent:** Sunday, 21 April 2013 3:43 PM  
**To:** Lane, Kelly; Langtry, Colleen; Jorgensen, Brett  
**Cc:** [REDACTED]  
**Subject:** FW: UP1610 [REDACTED] Balcony & Downpipes  
**Importance:** High

Dear Kelly

Thank you for your email of 25/3/2013. Please see the email below which I received on Friday 19/4/2013 from [REDACTED], Strata Manager for the Body Corporate.

I am at this stage still awaiting a response from you in regard to the damage of the balconies for my property at [REDACTED] and am unable to exchange on the Contract of Sale for this property. To say that I am disappointed at this point in time with the lack of service provided by your organisation is an understatement. It is now nearly one month since I was in touch with you in regard to this matter!

**Sackley, Pip**

---

**From:** Gooch, Roseanne  
**Sent:** Tuesday, 23 April 2013 12:12 PM  
**To:** Jorgensen, Brett; Bradly, Caroline  
**Cc:** Griffiths, Michael; Lane, Kelly; Muthukumaraswamy, Tanya  
**Subject:** RE: UP1610 [REDACTED] Balcony & Downpipes

Hi All,

I can confirm P&T emailed the lessor yesterday evening to acknowledge the lessors concerns with the understanding that we will have a response today.

**Time line of events:**

12/12/2011 – DHA received an emergency for the drain blocking up and flooding the lounge room. Stephen called the contractor who attended and checked his notes, He confirmed it was not from a blocked pipe on the balcony, but could be the size or the volume of water. He also advised DHA that the body corporate should check the main line for blockages.

11/2/2013 - A request was issues HMC MREQ83499 in relation to the balcony downpipes. Sian Martin was corresponding with the Strata directly to see if the issue was a Body Corporate issue, owners or DHA's responsibility. From the replies attached to the request, it seems the Body Corporate indicated it was due to a blocked drain.

8/4/2013 – Stephen Bond was contacted by strata Manager to follow up, I confirm a request for further advice via email with [REDACTED] as to who is responsible.

9/4/2013 Sian Martin emailed the body corporate to see if the issue could be resolved and allocated the works to Maintenance Canberra Inbox.

9/4/2013 – Technical Officer attended to investigate and provide a technical report. The drains were not blocked at this inspection.

10/4/2013 Michael Freeman PM assigned the works to PM Michele Hayne

11/4/2013 Michele Hayne PM assigned to Denis Sado.

11/4/2013 Denise made contact with the body corporate team to follow up and has saved all notes in workflow.

16/4/2013 – [REDACTED] emailed Stephen Bond and confirmed the stencilling is not the responsibility of the body corporate and advised the Strata plumber is still trying to make contact with the tenants.

16/04/13 – technical inspection and report completed on the SR.

17/04/13- Michele Hayne PM emailed technical office to confirm if this would be structural potentially to the original build and design and if this could be considered strata issue.

18/4/2013 – [REDACTED] emailed Stephen Bond and indicated the Strata Plumber has not been able to reach the tenant and asked Stephen Bond to facilitate this. Stephen Bond contacted the plumber and left a message to call me back. To date I have had no response form the contractor to arrange maintenance.

22/4/2013 – Received an email from Lessor – Stephen Bond returned email to advise we would review and advise once I was able to speak to all the parties involved today 23/4/2013.

22/04/13 – confirmed with inspecting technical officer, Darko Cirjak, balcony damage from water is primarily due to the design of the current drainage system, not coping and size of the pipes associated for the piping.

23/04/13 – Email to [REDACTED] from P&T to indicate lessor cost for structural rectification of the SR.

Kind regards

**Rosie Gooch | Property & Tenancy Manager**

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House


470 Northbourne Ave, Dickson ACT 2602

Tel: 02 [REDACTED] | Fax: 02 6222 2247

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---

**From:** Jorgensen, Brett  
**Sent:** Tuesday, 23 April 2013 10:03 AM  
**To:** Gooch, Roseanne; Bradly, Caroline  
**Cc:** Griffiths, Michael; Lane, Kelly; Muthukumaraswamy, Tanya  
**Subject:** RE: UP1610 [REDACTED] Balcony & Downpipes

Thanks Rosie,

Could you please check if DHA will be responding to the owner of the unit today and advise.

Regards

**Brett Jorgensen**

General Manager Property and Tenancy Services

Defence Housing Australia

26 Brisbane Avenue Barton ACT 2600

Tel: [REDACTED] | Mob: [REDACTED] | Fax: 02 6222 2220

[brett.jorgensen@dha.gov.au](mailto:brett.jorgensen@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** Gooch, Roseanne  
**Sent:** Monday, 22 April 2013 4:59 PM  
**To:** Bradly, Caroline  
**Cc:** Griffiths, Michael; Jorgensen, Brett; Lane, Kelly; Muthukumaraswamy, Tanya  
**Subject:** RE: UP1610 [REDACTED] Balcony & Downpipes

**Sackley, Pip**

---

**From:** Bond, Stephen  
**Sent:** Tuesday, 23 April 2013 11:07 AM  
**To:** Gooch, Roseanne; Griffiths, Michael  
**Cc:** Lane, Kelly; Langtry, Colleen  
**Subject:** [REDACTED]

For Caroline and Brett.

Hi Team,

In relation to my involvement in the above property and balcony is as follows

12/12/2011 – DHA received an emergency for the drain blocking up and flooding the lounge room. I have called the contractor who attended and checked his notes, He confirmed it was not from a blocked pipe on the balcony, but could be the size or the volume of water. He also advised DHA that the body corporate should check the main line for blockages.

11/2/2013 - A request was issues HMC MREQ83499 in relation to the balcony downpipes. Sian Martin was corresponding with the Strata directly to see if the issue was a Body Corporate issue, owners or DHA's responsibility. From the replies attached to the request, It seems the Body Corporate indicated it was due to a blocked drain.

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11/4/2013 Michele Hayne PM assigned to Denis Sado.

11/4/2013 Denise made contact with the body corporate team to follow up and has saved all notes in workflow.

16/4/2013 – [REDACTED] emailed Stephen Bond and confirmed the stencilling is not the responsibility of the body corporate and advised the Strata plumber is still trying to make contact with the tenants

18/4/2013 – [REDACTED] emailed Stephen Bond and indicated the Strata Plumber has not been able to reach the tenant and asked Stephen Bond to facilitate this. Stephen Bond contacted the plumber and left a message to call me back. To date I have had no response

22/4/2013 – Received an email from Lessor – Stephen Bond returned email to advise we would review and advise once I was able to speak to all the parties involved today 23/4/2013.

I believe there are 2 issues here, one being the drainage causing damage to other units, and the concrete stencilling.

### **Issue 1 – Drainage**

At no time have DHA observed the drainage to be blocked and there has been no history of this. The unit is on the upper floors and the potential of leaf litter etc to block the drain is minimal.

### **Issue 2 - Stencilling**

DHA have had several properties in this complex with the same issue. The stencilling I believe was part of the original construction of the units as they are all the same. If the drainage issue above has caused movement to the slab and cracked the stencilling it is due to inadequate drainage from the balcony, this should be repaired by Body Corporate.

I am unsure where the \$9000 - \$10,000 repair figure quoted by Strata Manager has been obtained or why DHA was not kept in the loop in regards to this correspondence to the lessor. The reason DHA have not notified the lessor is we still have not determined the issue with the drainage or the responsibility of who is liable without first gaining all the facts.

I would propose the following action to be undertaken.

Engage a DHA plumber to attend and confirm the drainage line in writing is not blocked and the current size of the drainage line from the balcony to the main complex storm water line.

Have one point of contact for the body corporate and the lessor to avoid double ups or miss information from here on in.

I have saved this email under an interaction attached to the Lessor for future reference. All other correspondence has been saved as an interaction against the Lessor.

Regards,

**Stephen Bond** | Area Team Leader Property & Tenancy

Canberra Housing Management Centre | Defence Housing Australia  
Level 5 Transact House  
470 Northbourne Ave Dickson ACT 2602  
Tel: (02) [REDACTED] | Fax: (02) 6222 2247  
[stephen.bond@dha.gov.au](mailto:stephen.bond@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 Available 24 hours a day, 7 days a week or Maintenance Call Centre on 139 DHA (342).**



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

**Sackley, Pip**

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**From:** [REDACTED]  
**Sent:** Wednesday, 24 April 2013 3:35 PM  
**To:** Gooch, Roseanne  
**Cc:** [REDACTED]  
**Subject:** RE: DHA Investment property

Dear Rosie

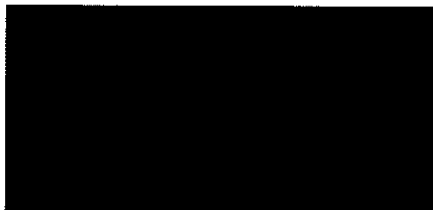
Thank you for your prompt handling of this situation, It is much appreciated.

It would be good, if possible, to see what the final situation looks like if it is possible to have a photo.

Again, I appreciate your promptness and communication.

Best wishes

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**From:** Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]  
**Sent:** Wednesday, 24 April 2013 1:16 AM  
**To:** [REDACTED]  
**Subject:** RE: DHA Investment property

Dear [REDACTED]

Thank you for the feedback, we take your concerns seriously, I have email the tenant to day and advised that routine maintenance at DHA cost will be undertaken to steam clean and extract the dirt for the stencilled area. Normally the cost associated with the activity during occupancy is tenant responsibility.

DHA will undertake routine maintenance at the end of tenant in line with its obligations and requirements under your leasing agreement.

Once again please accept my apologies for any undue stress this situation has caused, you can track the works against your investment property online if you wish.

Kind regards

**Rosie Gooch | Property & Tenancy Manager**

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 [REDACTED] | Fax: 02 6222 2247  
<mailto:maintcanberra@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 Available 24 hours a day, 7 days a week.**



 *Be green, read off the screen*

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**From:** [REDACTED]  
**Sent:** Tuesday, 23 April 2013 6:24 PM  
**To:** Gooch, Roseanne  
**Cc:** [REDACTED]; [REDACTED]@[REDACTED]  
**Subject:** RE: DHA Investment property

Dear Roseanne  
Thank you for your clear response and the attached photos.

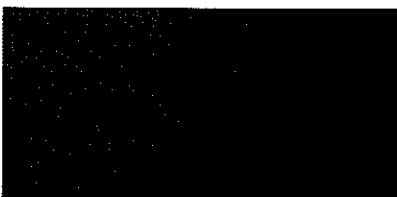
Judging from the photos it appears to me that yes, you may call this wear and tear, but when I carefully inspected the unit in May 2005 prior to purchase none of this 'wear and tear' was apparent. Given that DHA already managed the unit at the time and continues to do so, to me it clearly demonstrates a complete lack of maintenance. Which is very disappointing as I would have thought it would have been part of the cleaning process each time prior to new tenants moving in and I am aware that the current tenants moved in after I tried to sell the property in early 2011, when this damage was not apparent.

I look forward to seeing photos in the very near future of the cleaned, possibly painted bottom railings which I note appear to be rusted.

Yours sincerely

[REDACTED]

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**From:** Gooch, Roseanne [<mailto:Roseanne.Gooch@dha.gov.au>]  
**Sent:** Tuesday, 23 April 2013 8:35 AM  
**To:** [REDACTED]  
**Cc:** Jorgensen, Brett; Bradly, Caroline; Griffiths, Michael  
**Subject:** DHA Investment property

Dear [REDACTED]

Thankyou for you email advising us of your concerns on the current condition of the property that you current lease to DHA and the potential impact that this condition may be having on a pending sale of the property. Upon receiving your email I have thoroughly investigated the history of your properties management and an confirm the following.

1. A technical officer was assigned to assess the property and advise potential actions
2. The nature of the work that the current tenant has been assigned has delayed access to the unit and this has impacted our capacity to ascertain what if any works need to be undertaken. I deeply regret any additional stress this delay has caused as you arrange to sell the unit.
3. I have had a DHA technical officer attend the property to assess the condition of the stencilled concrete finish of the balcony areas of the unit. Pictures of the technical inspection information.
4. There was no drain blockage evident.
5. The stencilled concrete finish shows wear and tear commensurate with its age, use and impact from the elements in line with the other units in the complex.
6. The current condition of the concrete finish, mid tenancy, is not well cleaned and does not present in its best possible light.

Based on the above I would like to clarify that there is no structural or drainage based concerns with property evident to a visual technical inspection at this time. And as there is no major or structural requirement for works then there is no actual need for DHA to advise you of any such works so based on the evidence available at this time.

While this is good news for you it does not assist you with the appearance and presentation of your unit. To assist you in this regard the Canberra HMC is arranging to have the balconies professionally cleaned and treated as soon as possible. As soon as this work is completed our team will advise your real estate agent to allow her to view the improvement such work will have on the presentation of the property.

I will personally oversee the allocation of works and ensure that this and any additional actions are communicated to your agent in a timely fashion to enable the sale to proceed with as little further delay as possible.

Kind regards

**Rosie Gooch | Property & Tenancy Manager**

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 [REDACTED] | Fax: 02 6222 2247

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*Be green, read off the screen*

**Important:**