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intmr02.dha.gov.au[28696753]

Sackley, Pip

From:

Sent:

Thursday, 2 May 2013 3:37 PM

To:

Subject:

Gooch, Roseanne

RE: DHA Investment property

Follow Up Flag:

Flag Status:

Follow up

Flagged

Thank you Roseanne I will wait to hear from you.

Yours sincerely



From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Thursday, 2 May 2013 1:03 AM

Cc: Jorgensen, Brett; Bradly, Caroline; Griffiths, Michael;

Subject: RE: DHA Investment property

Dear

Thank you for your emails, I will respond shortly.

Kind regards

Rosie Gooch | Property & Tenancy Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

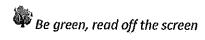
470 Northbourne Ave, Dickson ACT 2602

Tel: 02 | Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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Dear

E SECTION AND AND AND AND AND AND AND AND AND AN
Sent: Wednesday, 1 May 2013 4:54 PM To: Gooch, Roseanne; Cc: Jorgensen, Brett; Bradly, Caroline; Griffiths, Michael; Subject: RE: DHA Investment property Importance: High
Dear Roseanne et al
Please find attached a copy of an email sent to my solicitor from the solicitor acting for the prospective buyers of my property at
It would appear that I have only received part of the story and partial photographs from your organisation! I am completely baffled as to why it is so difficult for DHA to provide the full information in regard to the damage to my property unless it is of course to absolve yourselves of any blame for the lack of maintenance to my property.
I again refer you to the advertising on your website, and ask for a complete inspection to occur of my property in the company of my Agent representing the Body Corporate and Independent group and an INDEPENDENT consultant to ascertain what the actual damage is, and who is responsible.
I repeat, that this appears to me to be a maintenance issue and I am tired of conflicting stories from the two organisations involved – DHA and Independent Group. It would appear that the first place (keeping in mind that when my property first went on the market there was no mention of damage both in late 2010 and early 2011!).
Thank you and PLEASE RESOLVE THIS ISSUE!!!!
From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au] Sent: Tuesday, 23 April 2013 8:35 AM
To:
Cc: Jorgensen, Brett; Bradly, Caroline; Griffiths, Michael Subject: DHA Investment property

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 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 Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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Be green, read off the screen

Sackley, Pip

From:

@independent.com.au>

Sent:

Friday, 17 May 2013 12:27 PM

To:

Gooch, Roseanne;

Cc:

UP1610

Balcony Repairs

Subject: Attachments:

Quote.pdf

Good morning Roseanne

Further to my email below I advise on behalf of the Owners Corporation of Units Plan 1610 the Executive Committee have granted approval for repairs to the balcony of to be undertaken as a body corporate responsibility.

The repairs will be carried out by

as per attached quote to existing finish at a cost of \$7,300 incl. GST.

I have asked the contractor to advise of proposed schedule for the works and will advise once I have these details. The contractor has tenant contact details from previous access visit.

With kind regards

Strata Manager | Independent Body Corporate Services Pty Ltd. REIACT 2012 Body Corporate Manager of the Year

P +61.2

F +612

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From:

Sent: Tuesday, 14 May 2013 5:16 PM

To: 'Gooch, Roseanne';

Cer	
CC	

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Good afternoon Roseanne

Further to my email of this morning I have received the following advice from our Insurance Manager:

as discussed this morning, when the insurer's contractors attended yesterday to repair the water damaged ceiling it was raining and they discovered the balcony was still leaking.

Attached they have provided a quotation to waterproof the balcony, which is not covered by insurance.

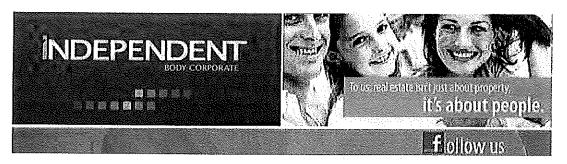
On behalf of the Owners Corporation I have forwarded the quote to the Executive Committee (EC) for their consideration and asked for responses by COB Tuesday, 21 April, 2013. Once responses have been received I will advise accordingly.

With kind regards

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From:

Sent: Tuesday, 14 May 2013 9:18 AM

To: 'Gooch, Roseanne';

Cc:

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Good morning Roseanne

Thank you for your email below. I have spoken with our Insurance Manager this morning who advises the Insurer's contractor attended yesterday to undertake repairs.

We would expect to receive written feedback by tomorrow at which time we will advise accordingly.

With regard to the stencilling, my understanding of the progress to date (as per our email correspondence of 7/5/13) is that DHA were in discussion with the builder as to the design and finish requirements of the load bearing slab on the balcony.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 13 May 2013 7:49 PM

To:

Cc: Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Dear

Can you give me an update please, have the works been completed or actioned for the insurance claim?

I would also like to gain an understanding of the outcome for my further investigation of the stencilling, I am yet to hear form your senior manager.

Kind regards

Rosie Gooch | Property & Tenancy Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

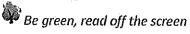
Tel: 02 Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.aul www.dha.gov.au

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With kind regards



Sent: Monday, 6 May 2013 5:48 PM To: 'Control of the Control of t
Dear and Roseanne At this stage, I would like to thank you both very much for your professional and timely responses to the problems surrounding my property at the solicitor and look forward to a timely and positive conclusion.
Best wishes
Parameter and the second of th
From:
Good afternoon Roseanne
I am forwarding the request for repairs to our Insurance Manager who will lodge a claim with the Building insurer.
Once assessed we will be able to advise of timing.

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 6 May 2013 5:34 PM

To:

Cc:

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Dear _____,

Thanks for the feedback, when will the repairs to the external balcony- repairs to the water affected roofing, cornices be carried out or at least a guarantee for the lessor that the works are scheduled of the date to be completed.

Once again thank you for your co-operation and assistance.

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 Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au www.dha.gov.au

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From: @independent.com.au]

Sent: Monday, 6 May 2013 5:29 PM

To: Gooch, Roseanne

Cc: CALLANT CONTRACTOR (CC.)

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Good afternoon Roseanne

With regard to the balcony stencilling I have referred this to my Senior Manager who will contact you to discuss.

With regard to the drainage/downpipe I am pleased to advise that today, after numerous attempts to contact the tenants for access, our plumber was able to attend and confirm that it was a matter of the downpipe being inadequate. Our plumber, on behalf of the Owners Corporation, has rectified the problem.

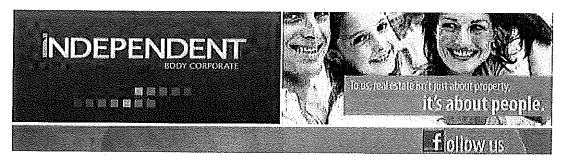
As we act on behalf of the Owners Corporation (all owners) we have a responsibility to advise that should a matter be deemed an owners responsibility then attendance costs of contractors do become the responsibility of the individual owner (as advised in my email to 19/04/13). In this instance, both the EC and the plumber, from previous experience were of the opinion that it would be a drainage issue. Owing to the time it has taken for our plumber to gain access the actual cause has only today been confirmed and rectified.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 6 May 2013 1:18 PM

Cci

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Dear

I reference you to the following link and ask you to read factsheet 4 referencing to the maintenance of the common property. Our interpretation is that it is the owners corporation responsibility to carry out the repairs to the balcony as per the extract form The Units Titles (Management) Act 2011.

DHA is prepared to follow the dispute resolution process to get an out come for our lessor, we are willing to arrange for any further discussion between the agent, yourself and DHA.

Can you arrange for the repairs to the water affected roofing, cornices and arrange for the urgent attendance of your plumber to inspect the drainage design. DHA understanding is that the current design of the drain and down pipe is not adequate during down pores (storms). DHA has provided you with the tenants access details and can further arrange email for you to make contact if required.

http://www.justice.act.gov.au/review/view/17

The owners corporation is responsible for managing rules.

As the owners corporation holds the common proposed imposes an obligation on the owners corporation to other property it holds. This includes maintaining a of utility services that potentially benefit all unit ow

For class A units, the owners corporation must addiwalls, columns, footings, slabs, beams, or any part c

Thank you in advance for your co-operation in closing this matter for our lessor.

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 Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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[mailto: @independent.com.au]

Sent: Monday, 6 May 2013 12:14 PM

To: Gooch, Roseanne

Cc:

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Good morning Roseanne

As the balcony is a subsidiary to the unit we do not hold these details. This would be for the owner to obtain from the builder, whose details I note below:

As per the Act the Owners Corporation is only responsible for the slab and not for finishes to the slab.

Please find attached copies of the following outlining the maintenance schedule:

- UP1610 Seven Year Painting Programme August 2007
- Annual Painting Maintenance Year 6 Report November 2012
- Attendance Letter November 2012

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Friday, 3 May 2013 6:55 PM

To:

Cc:

Subject: RE: DHA Urgent read and respond

Dear _____,

Thank you, apologies for my previous email I would like to gain an understanding as to the finish of the balcony structure on construction, was it up to the owner to place or finish the slabs.

(2) In this section:

defined parts, of a building containing class A units, means—

- (a) the following structures in the building, if load-bearing:
- (i) walls;
- (ii) columns;
- (iii) footings;
- (iv) slabs;
- (v) beams; or
- (b) any part of a balcony on the building.

can you advise the programing of the common areas to have hand rails, eaves and external walls maintenance is scheduled to be carried out.

Thank you

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 Fax:

Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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From: [mailto: @independent.com.au]

Sent: Friday, 3 May 2013 3:17 PM

To: Gooch, Roseanne

Cc: ■

Subject: RE: DHA Urgent read and respond

Good afternoon Roseanne

In reply to your query/request there are no Minutes to that effect as no exemption is necessary.

The section from the Act noted below is to confirm that as the stencilling of the concrete is not considered "part of the balcony" or "load bearing" it is therefore not an Owners Corporation responsibility to maintain or repair.

With kind regards

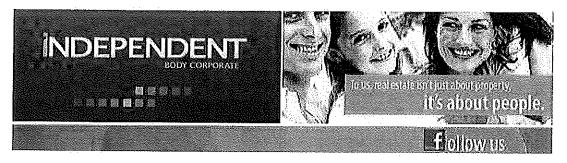
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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Friday, 3 May 2013 12:54 PM

To:

Cc:

Subject: RE: DHA Urgent read and respond



Has the owners corporation placed any exemption requests on section 3.3, if so under what section. DHA would like copies of the minutes from the meeting held to undertake an exemption.

Kind regards

Rosie Gooch | Property & Tenancy Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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[mailto:@independent.com.au]

Sent: Friday, 3 May 2013 9:51 AM

To: Gooch, Roseanne

Subject: RE: DHA Urgent read and respond

Good morning Roseanne

Further to your request below, for ease of reference I have copied the relevant details from the Unit Titles (Management) Act 2011.

Division 3.3 Maintenance and other services

24 Maintenance obligations

(UTA s 51 (3), (5) and (8))

(1) An owners corporation for a units plan must maintain the following:

(d) the defined parts of any building containing class A units (whether or not the defined parts are common property); *Note* This does not include painting; unless the painting is required because of other maintenance (see s 26 (1)).

(2) In this section:

defined parts, of a building containing class A units, means—

- (a) the following structures in the building, if load-bearing:
- (i) walls;
- (ii) columns;
- (iii) footings;
- (iv) slabs;
- (v) beams; or
- (b) any part of a balcony on the building.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Thursday, 2 May 2013 4:19 PM

To:

Cc:

Subject: DHA Urgent read and respond

Dear

DHA would like you to identify which section of the act you are referencing.

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 Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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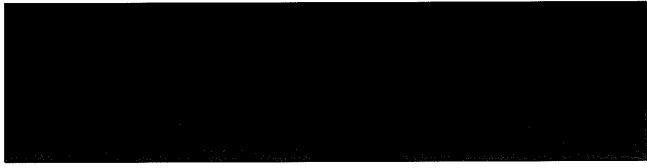
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14th May 2013

The Owners Corporation
C/- Independent Body Corporate Services
@independent.com.au

Attention:				
	QUOTATION			
Client: Address:	UP 1610			
Estimator: A&N Ref:				

We have pleasure in submitting our quotation to supply all labour and material necessary to carry out the following works at the above address

Balcony repairs

- 1. Remove cracked spray seal to the balcony slab.
- 2. Allow to grind concrete slab ready for water proof membrane.
- 3. Water proof first floor balcony slab approx. 20m².
- 4. Spray seal slab to match existing pattern as close as possible appro 20m2.
- 5. Remove and replace sill tiles on the balcony approx. 60 tiles.
- 6. Paint external wall to balcony approx. 20m2.
- 7. Remove all trade waste from site upon completion.

Quoted Price: \$7,300.00 Inclusive of GST

To tile balcony instead off spray on concrete

- 1. Remove cracked spray seal to the balcony slab.
- 2. Allow to grind concrete slab ready for waterproof membrane.
- 3. Waterproof first floor balcony slab approx. 20m2.
- 4. PC allowance 35m2 to supply tiles only approx. 25m2
- 5. Tiler to lay tiles to balcony and sill approx. 25m2.
- 6. Remove all trade waste from site upon completion.

Quoted Price: \$9,000.00 Inclusive of GST

NOTES:

- > Match paint colours as close as possible to existing.
- > Owner to pick tiles.

Acceptance of this quotation is dependent on the terms and conditions as set out on the attached document. If these terms and conditions are not clear or are not to your satisfaction, please do not hesitate to contact the writer.

Note: A deposit of 10% will be required prior to the commencement of work with the balance payable within 7 days of the final invoice.

Yours sincerely,

Estimator

THE QUOTATION AS SUBMITTED IS SUBJECTED TO THE FOLLOWING CONDITIONS:

- 1. This quotation is dependent on your further acknowledgment in writing which must also extend to your acceptance of our credit terms. These are payments within 7 days of receipt of invoice, and it will be our intention to progressively invoice our monthly-incurred costs at the end of each month. Under no circumstances shall work proceed unless all previous claims have been paid except when specified. Interest on overdue payments shall be calculated at 1.25% per month compounded.
- If our Quotation is successful and both parties enter in a Binding Agreement, and your account is overdue the matter will be referred to our Collection Agency. Additional charges may be levied against your debt.
- 2. No allowance has been made to submit plans and specifications (if applicable) or to obtain formal approval from Local Council or for payment of fees.
- The client shall provide adequate access to the work area, in all aspects of the progress of proposed works.
- Toilet facilities, sufficient water and 240 volt power is to be made available by the client on or near the proposed work area for construction purposes.
- All quotations shall be valid for a period of thirty (30) days after which time they will be subject to review.
- This quotation excludes any excavation in rock, should it be encountered in the course of construction, unless otherwise indicated.
- 7. All such variations will be at charge out rates and invoiced as a separate item from the normal contract. If for any reason our site staff is instructed to carry out such variations without prior agreement with our office, it will be understood that our rates have been accepted and that those variations will be paid by the client without dispute or delay.
- The quotation price has been calculated on the basis of work being performed during ordinary working hours. Should it become necessary for reasons beyond our control to work beyond ordinary working hours then the extra costs incurred would be additional to the contract amount.
- 9. Work included under this quotation will comply with 'Statutory of Warranties' as outlined by The Department of Fair Trading and all works over \$20,000 are covered by Warranty Insurance as detailed under the Act.
- 10. All claims are made under the building and construction industry, Security of Payment Act 1999. All payments are to be made to
- 11. No allowance has been made to move, store or pack contents unless specifically noted in the Quotation.

Sackley, Pip	
From: Sent: To: Subject:	Accounts < > > Tuesday, 7 May 2013 12:15 PM Gooch, Roseanne RE: DHA
I spoke to the Manag believes Kind regards Accounts Ph: Fax:	ing Director and as I suspected didn't build the didn't b
From: Gooch, Roseanne [Sent: Monday, 6 May 201 To: Accounts Cc: Subject: DHA	mailto:Roseanne.Gooch@dha.gov.au] 3 6:11 PM
To who it may concern,	
DHA would like to inquire	to the requirements of construction to the property know as
	ur company as to the design and finish requirements of the load bearing slab on the balcony's. ny include stencilling of the concrete forming part of the finished area.
Thank you	
Kind regards Rosie Gooch Propert	y & Tenancy Manager
	y Defence Housing Australia
Level 5, TransACT House 470 Northbourne Ave, Dick Tel: 02	

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

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intmr02.dha.gov.au[29016913]

Sackley, Pip

From:

Gooch, Roseanne

Sent:

Monday, 22 April 2013 5:02 PM

To:

Bradly, Caroline

Subject:

FW: UP1610

Balcony & Downpipes

Importance:

High

Hi Caroline,

Sorry I was unaware that Stephen has responded to the lessor.

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

Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.aul www.dha.gov.au

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From: Lane, Kelly

Sent: Monday, 22 April 2013 4:36 PM

To: Gooch, Roseanne

Subject: FW: UP1610 Balcony & Downpipes

Importance: High

Rosie, Stephen has responded to this.

Kelly Lane | Lessor Relations Officer Australian Capital Territory | Defence Housing Australia

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

| Fax: 02 6222 2247 kelly.lane@dha.gov.au | www.dha.gov.au



Please consider the environment before printing this e-mail

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 Balcony & Downpipes

Importance: High

Hi Rosie,

I tired 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 Mob: Tel: 02 caroline.bradly@dha.gov.au | www.dha.gov.au

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

From: Jorgensen, Brett

Sent: Monday, 22 April 2013 4:13 PM

To: Bradly, Caroline

Subject: FW: UP1610 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

| Mob: Tel: 02 | Fax: 02 6222 2220

brett.jorgensen@dha.gov.au | www.dha.gov.au

Sent: Sunday, 21 April 2013 3:43 PM To: Lane, Kelly; Langtry, Colleen; Jorgensen, Brett Cc: Subject: FW: UP1610 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 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 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!
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 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 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.
look forward to hearing from you in the next 24 hours.
Yours sincerely

Aust: 02 6100 3922 (cost of local call)

From: [mailto: @independent.com.au]

Sent: Friday, 19 April 2013 8:40 AM

To:

Cc: stephenb@dha.gov.au

Subject: UP1610 Balcony & Downpipes

Good afternoon

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 downplpes 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

Strata Manager | Independent Body Corporate Services Pty Ltd.

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Sackley, Pip

To:

Cc:

Client Services ACT

Subject:

DHA Investment property

Dear Winnifred,

I am pleased to inform you that after all the communication between DHA and Independent Body Corporation, I can confirm that today a contractor working for the owners corporation has called our tenant to arrange a suitable time to carry out repairs to the balcony. The scope of works was included in the email from on Friday, 17th May 2013, this means you will not be making payment for any of the repairs to the balcony.

I would like to know if there is any further assistance that I can provide for you at this time.







RE: DHA Urgent Balcony Repairs... read and respon...

IA Urgent <u>RE: DHA</u>

1

Sackley, Pip

From:

@independent.com.au>

Sent:

Friday, 17 May 2013 12:27 PM

To:

Gooch, Roseanne;

Cc:

Subject:

UP1610

Balcony Repairs

Attachments:

Follow Up Flag:

Follow up

Quote,pdf

Flag Status:

Flagged

Good morning Roseanne

Further to my email below I advise on behalf of the Owners Corporation of Units Plan 1610 the Executive Committee have granted approval for repairs to the balcony of the to be undertaken as a body corporate responsibility.

The repairs will be carried out by

as per attached quote to existing finish at a cost of \$7,300 incl. GST.

I have asked the contractor to advise of proposed schedule for the works and will advise once I have these details. The contractor has tenant contact details from previous access visit.

With kind regards

Strata Manager | Independent Body Corporate Services Pty Ltd.

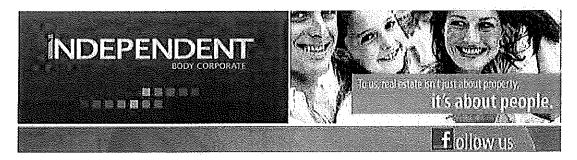
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From:

Sent: Tuesday, 14 May 2013 5:16 PM

To: 'Gooch, Roseanne';

Cc:

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Good afternoon Roseanne

Further to my email of this morning I have received the following advice from our insurance Manager:

, as discussed this morning, when the insurer's contractors attended yesterday to repair the water damaged ceiling of the water damaged the balcony was still leaking.

Attached they have provided a quotation to waterproof the balcony, which is not covered by insurance.

On behalf of the Owners Corporation I have forwarded the quote to the Executive Committee (EC) for their consideration and asked for responses by COB Tuesday, 21 April, 2013. Once responses have been received I will advise accordingly.

With kind regards

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From:

Sent: Tuesday, 14 May 2013 9:18 AM

To: 'Gooch, Roseanne';

Col

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Good morning Roseanne

Thank you for your email below. I have spoken with our Insurance Manager this morning who advises the Insurer's vesterday to undertake repairs. contractor attended

We would expect to receive written feedback by tomorrow at which time we will advise accordingly.

With regard to the stencilling, my understanding of the progress to date (as per our email correspondence of 7/5/13) is that DHA were in discussion with the builder as to the design and finish requirements of the load bearing slab on the balcony.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 13 May 2013 7:49 PM

To:

Cc: Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Dear

Can you give me an update please, have the works been completed or actioned for the insurance claim?

I would also like to gain an understanding of the outcome for my further investigation of the stencilling, I am yet to hear form your senior manager.

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 | Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au| www.dha.gov.au

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Be green, read off the screen

From:
Sent: Monday, 6 May 2013 5:48 PM
To: Gooch, Roseanne
Cc: Manual Communication Commu
Dear and Roseanne
At this stage, I would like to thank you both very much for your professional and timely responses to the problem
surrounding my property at a second s
solicitor and look forward to a timely and positive conclusion.
Best wishes

From: [mailto: @independent.com.au]

Sent: Monday, 6 May 2013 9:41 AM

To: Gooch, Roseanne

Cc:

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Good afternoon Roseanne

I am forwarding the request for repairs to our insurance Manager who will lodge a claim with the Building insurer.

Once assessed we will be able to advise of timing.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 6 May 2013 5:34 PM

To:

Cc:

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Dear

Thanks for the feedback, when will the repairs to the external balcony- repairs to the water affected roofing, cornices be carried out or at least a guarantee for the lessor that the works are scheduled of the date to be completed.

Once again thank you for your co-operation and assistance.

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 | Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au www.dha.gov.au

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From: [mailto:dge@independent.com.au]

Sent: Monday, 6 May 2013 5:29 PM

To: Gooch, Roseanne

Cc: ;

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Good afternoon Roseanne

With regard to the balcony stencilling I have referred this to my Senior Manager who will contact you to discuss.

With regard to the drainage/downpipe I am pleased to advise that today, after numerous attempts to contact the tenants for access, our plumber was able to attend and confirm that it was a matter of the downpipe being inadequate. Our plumber, on behalf of the Owners Corporation, has rectified the problem.

As we act on behalf of the Owners Corporation (all owners) we have a responsibility to advise that should a matter be deemed an owners responsibility then attendance costs of contractors do become the responsibility of the individual owner (as advised in my email to 19/04/13). In this instance, both the EC and the plumber, from previous experience were of the opinion that it would be a drainage issue. Owing to the time it has taken for our plumber to gain access the actual cause has only today been confirmed and rectified.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 6 May 2013 1:18 PM

To:

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Dear

I reference you to the following link and ask you to read factsheet 4 referencing to the maintenance of the common property. Our interpretation is that it is the owners corporation responsibility to carry out the repairs to the balcony as per the extract form The Units Titles (Management) Act 2011.

DHA is prepared to follow the dispute resolution process to get an out come for our lessor, we are willing to arrange for any further discussion between the agent, yourself and DHA.

Can you arrange for the repairs to the water affected roofing, cornices and arrange for the urgent attendance of your plumber to inspect the drainage design. DHA understanding is that the current design of the drain and down pipe is not adequate during down pores (storms). DHA has provided you with the tenants access details and can further arrange email for you to make contact if required.

http://www.justice.act.gov.au/review/view/17

The owners corporation is responsible for managing rules.

As the owners corporation holds the common propo imposes an obligation on the owners corporation to other property it holds. This includes maintaining a of utility services that potentially benefit all unit ow

For class A units, the owners corporation must addiwalls, columns, footings, slabs, beams, or any part c Thank you in advance for your co-operation in closing this matter for our lessor.

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 Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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From: Deb George [mailto: @independent.com.au]

Sent: Monday, 6 May 2013 12:14 PM

To: Gooch, Roseanne

Cc:

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Good morning Roseanne

As the balcony is a subsidiary to the unit we do not hold these details. This would be for the owner to obtain from the builder, whose details I note below:

As per the Act the Owners Corporation is only responsible for the slab and not for finishes to the slab.

Please find attached copies of the following outlining the maintenance schedule:

- UP1610 Seven Year Painting Programme August 2007
- Annual Painting Maintenance Year 6 Report November 2012
- Attendance Letter November 2012

With kind regards

Strata Manager | Independent Body Corporate Services Pty Ltd. REIACT 2012 Body Corporate Manager of the Year

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Friday, 3 May 2013 6:55 PM

To:

Subject: RE: DHA Urgent read and respond

Dear

Thank you, apologies for my previous email I would like to gain an understanding as to the finish of the balcony structure on construction, was it up to the owner to place or finish the slabs.

(2) In this section:

defined parts, of a building containing class A units, means—

- (a) the following structures in the building, if load-bearing:
- (i) walls:
- (ii) columns;
- (iii) footings;
- (iv) slabs;
- (v) beams; or
- (b) any part of a balcony on the building.

can you advise the programing of the common areas to have hand rails, eaves and external walls maintenance is scheduled to be carried out.

Thank you

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

Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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From: [mailto: @independent.com.au]

Sent: Friday, 3 May 2013 3:17 PM

To: Gooch, Roseanne

Cc:

Subject: RE: DHA Urgent read and respond

Good afternoon Roseanne

In reply to your query/request there are no Minutes to that effect as no exemption is necessary.

The section from the Act noted below is to confirm that as the stencilling of the concrete is not considered "part of the balcony" or "load bearing" it is therefore not an Owners Corporation responsibility to maintain or repair.

With kind regards

Strata Manager | Independent Body Corporate Services Pty Ltd.

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Friday, 3 May 2013 12:54 PM

To:

Cc:

Subject: RE: DHA Urgent read and respond



Has the owners corporation placed any exemption requests on section 3.3, if so under what section. DHA would like copies of the minutes from the meeting held to undertake an exemption.

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 | Fax: 02 6222 2247

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From: [mailto: @independent.com.au]

Sent: Friday, 3 May 2013 9:51 AM

To: Gooch, Roseanne

Cc

Subject: RE: DHA Urgent read and respond

Good morning Roseanne

Further to your request below, for ease of reference I have copied the relevant details from the Unit Titles (Management) Act 2011.

Division 3.3 Maintenance and other services

24 Maintenance obligations

(UTA s 51 (3), (5) and (8))

(1) An owners corporation for a units plan must maintain the following:

(d) the defined parts of any building containing class A units (whether or not the defined parts are common property); *Note* This does not include painting, unless the painting is required because of other maintenance (see s 26 (1)).

(2) In this section:

defined parts, of a building containing class A units, means-

- (a) the following structures in the building, if load-bearing:
- (i) walls;
- (ii) columns;
- (iii) footings;
- (iv) slabs;
- (v) beams; or
- (b) any part of a balcony on the building.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Thursday, 2 May 2013 4:19 PM

To:

Cc:İ

Subject: DHA Urgent read and respond

Dear

DHA would like you to identify which section of the act you are referencing.

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 Fax: 02 6222 2247

mailto:maintcanberra@dha,gov.au | www.dha,gov.au

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intmr02.dha.gov.au[155549]

Sackley, Pip

From:

< @independent.com.au>

Sent:

Tuesday, 14 May 2013 7:56 AM

To:

Gooch, Roseanne;

Subject:

RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Hello Roseanne

I must apologise for not responding to you until now.

Stencilling is not considered to be the responsibility of the Owners Corporation on a balcony as it is put in place after the skeleton of the building is completed. Only the load bearing aspects of the building are OC responsibility.

If you consider that if you strip out all items such as plaster boards, doors, tiles and the like, the building would still stand. This skeleton is therefore the structure that constitutes the OC maintenance requirements. Stencilling is of a like nature to the items mentioned above and therefore is the unit owners responsibility to maintain.

I hope that this explanation provides you with the clarification sought.

Regards

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 612 F 612

Email: @independent.com.au

GPO Box 1539 CANBERRA CITY ACT 2601



Kind regards

Rosie Gooch | Property & Tenancy Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

taken of the email and attachments.

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 | Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.aul www.dha.gov.au

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Cc:	ay 2013 5:48 PM dooch, Roseanne Urgent read and respond - UP1610 Maintenance Schedule
Dear and Rosea At this stage, I woul surrounding my pro solicitor	d like to thank you both very much for your professional and timely responses to the problems
Best wishes	



From: @independent.com.au]

Sent: Monday, 6 May 2013 9:41 AM

To: Gooch, Roseanne

Cc:

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Good afternoon Roseanne

I am forwarding the request for repairs to our insurance Manager who will lodge a claim with the Building insurer.

Once assessed we will be able to advise of timing.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 6 May 2013 5:34 PM

To: Cc:

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Dear

Thanks for the feedback, when will the repairs to the external balcony-repairs to the water affected roofing, cornices be carried out or at least a guarantee for the lessor that the works are scheduled of the date to be completed.

Once again thank you for your co-operation and assistance.

Kind regards

Rosie Gooch | Property & Tenancy Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.au | www.dha.gov.au

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Be green, read off the screen

[mailto: @independent.com.au] From

Sent: Monday, 6 May 2013 5:29 PM

To: Gooch, Roseanne

Cc: |

Subject: RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

Good afternoon Roseanne

With regard to the balcony stencilling I have referred this to my Senior Manager who will contact you to discuss.

With regard to the drainage/downpipe I am pleased to advise that today, after numerous attempts to contact the tenants for access, our plumber was able to attend and confirm that it was a matter of the downpipe being inadequate. Our plumber, on behalf of the Owners Corporation, has rectified the problem.

As we act on behalf of the Owners Corporation (all owners) we have a responsibility to advise that should a matter be deemed an owners responsibility then attendance costs of contractors do become the responsibility of the individual owner (as advised in my email to 19/04/13). In this instance, both the EC and the plumber, from previous experience were of the opinion that it would be a drainage issue. Owing to the time it has taken for our plumber to gain access the actual cause has only today been confirmed and rectified.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday 6 May 2013 1:18 PM

To: Cc:

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule



I reference you to the following link and ask you to read factsheet 4 referencing to the maintenance of the common property. Our interpretation is that it is the owners corporation responsibility to carry out the repairs to the balcony as per the extract form The Units Titles (Management) Act 2011.

DHA is prepared to follow the dispute resolution process to get an out come for our lessor, we are willing to arrange for any further discussion between the agent, yourself and DHA.

Can you arrange for the repairs to the water affected roofing, cornices and arrange for the urgent attendance of your plumber to inspect the drainage design. DHA understanding is that the current design of the drain and down pipe is not adequate during down pores (storms). DHA has provided you with the tenants access details and can further arrange email for you to make contact if required.

http://www.justice.act.gov.au/review/view/17

The owners corporation is responsible for managing rules.

As the owners corporation holds the common proportion imposes an obligation on the owners corporation to other property it holds. This includes maintaining a of utility services that potentially benefit all unit ow

For class A units, the owners corporation must addiwalls, columns, footings, slabs, beams, or any part c

Thank you in advance for your co-operation in closing this matter for our lessor.

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

Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.aul www.dha.gov.au

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Sent: Monday, 6 May 2013 12:14 PM

To: Gooch, Roseanne

Cc:			
Subject: RE: DHA Urgent re	ead and respond -	UP1610	Maintenance Schedule

Good morning Roseanne

As the balcony is a subsidiary to the unit we do not hold these details. This would be for the owner to obtain from the builder, whose details I note below:

• O2

As per the Act the Owners Corporation is only responsible for the slab and not for finishes to the slab.

Please find attached copies of the following outlining the maintenance schedule:

- UP1610 Seven Year Painting Programme August 2007
- Annual Painting Maintenance Year 6 Report November 2012
- Attendance Letter November 2012

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne,Gooch@dha.gov.au]

Sent: Friday, 3 May 2013 6:55 PM

To:

Cc:

Subject: RE: DHA Urgent read and respond

Dear

Thank you, apologies for my previous email I would like to gain an understanding as to the finish of the balcony structure on construction, was it up to the owner to place or finish the slabs.

(2) In this section:

defined parts, of a building containing class A units, means—

- (a) the following structures in the building, if load-bearing:
- (i) walls;
- (ii) columns;
- (iii) footings;
- (iv) slabs;
- (v) beams; or
- (b) any part of a balcony on the building.

can you advise the programing of the common areas to have hand rails, eaves and external walls maintenance is scheduled to be carried out.

Thank you

Kind regards

Rosie Gooch | Property & Tenancy Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

I Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.aul www.dha.gov.au

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Be green, read off the screen

[mailto: @independent.com.au] From:

Sent: Friday, 3 May 2013 3:17 PM

To: Gooch, Roseanne

Subject: RE: DHA Urgent read and respond

Good afternoon Roseanne

In reply to your query/request there are no Minutes to that effect as no exemption is necessary.

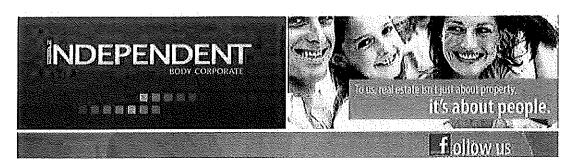
The section from the Act noted below is to confirm that as the stencilling of the concrete is not considered "part of the balcony" or "load bearing" it is therefore not an Owners Corporation responsibility to maintain or repair.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Friday, 3 May 2013 12:54 PM

To:

Cc:

Subject: RE: DHA Urgent read and respond

Has the owners corporation placed any exemption requests on section 3.3, if so under what section. DHA would like copies of the minutes from the meeting held to undertake an exemption.

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 Fax: 02 6222 2247

mailto;maintcanberra@dha.gov.au | www.dha.gov.au

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From: [mailto:

[mailto: @independent.com.au]

Sent: Friday, 3 May 2013 9:51 AM

To: Gooch, Roseanne

Cc:

Subject: RE: DHA Urgent read and respond

Good morning Roseanne

Further to your request below, for ease of reference I have copied the relevant details from the Unit Titles (Management) Act 2011.

Division 3.3 Maintenance and other services

24 Maintenance obligations

(UTA s 51 (3), (5) and (8))

- (1) An owners corporation for a units plan must maintain the following:
- (d) the defined parts of any building containing class A units (whether or not the defined parts are common property);

 Note This does not include painting, unless the painting is required because of other maintenance (see s 26 (1)).
- (2) In this section:

defined parts, of a building containing class A units, means-

- (a) the following structures in the building, if load-bearing:
- (i) walls;
- (ii) columns;
- (iii) footings;
- (iv) slabs;
- (v) beams; or
- (b) any part of a balcony on the building.

With kind regards

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Thursday, 2 May 2013 4:19 PM

To:

Cc:

Subject: DHA Urgent read and respond

Dear

DHA would like you to identify which section of the act you are referencing.

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 | Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.aul www.dha.gov.au

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intmr02.dha.gov.au[155549]

Sac	klev	. Pip
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From:

Sado, Denis

Sent:

Wednesday, 1 May 2013 5:43 PM

To:

Gooch, Roseanne

Subject:

FW: UP1610

Balcony area lifting

FYI

Kind Regards

Denis Sado | Property Manager

Canberra Housing management Centre | Defence Housing Australia

Level 5 Transact House - 470 Northbourne Ave Dickson ACT 2602

Tel: 02 Fax: 02 6222 2247

maintenance.canberra@dha.gov.au | www.dha.gov.au

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From: [mailto: @Independent.com.au]

Sent: Wednesday, 1 May 2013 3:54 PM

To: Sado, Denis

Subject: FW: UP1610 Balcony area lifting

Good afternoon Denis

Our plumber is a second from the second second as per email to Stephen below.

With kind regards

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From:

Sent: Thursday, 18 April 2013 4:32 PM

To: 'Bond, Stephen'

Subject: RE: UP1610 Balcony area lifting

Good afternoon Stephen

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

Would you please contact our plumber

from

on

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

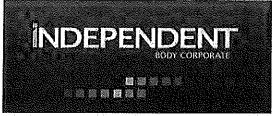
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From: Bond, Stephen [mailto:stephenb@dha.gov.au]

Sent: Tuesday, 16 April 2013 5:01 PM

To:

Subject: RE: UP1610 Balcony area lifting

Thank you

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) Fax: (02) 6222 2247 stephen.bond@dha.gov.au | www.dha.gov.au

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From: [mailto: @independent.com.au]

Sent: Tuesday, 16 April 2013 4:59 PM

To: Bond, Stephen

Subject: FW: UP1610 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.

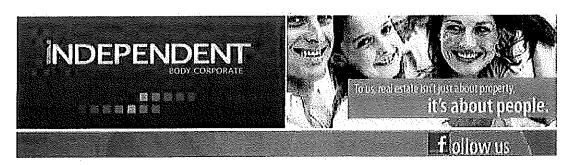
With kind regards

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From:

Sent: Monday, 8 April 2013 11:37 AM

To: 'stephenb@dha.gov.au'

Subject: UP1610

Balcony area lifting

UP1610

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

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From:

Sent: Tuesday, 26 March 2013 8:42 AM

To:

Subject: FW:

From: Bond, Stephen [mailto:stephenb@dha.gov.au]

Sent: Monday, 25 March 2013 4:51 PM

To: Body Corporate Engulry

Subject:

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 | Fax: (02) 6222 2247

stephen.bond@dha.gov.au | www.dha.gov.au



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intmr02.dha.gov.au[28459658]

Sackley, Pip

To: Cc:

Subject: **Attachments:**

RE: DHA Urgent read and respond - UP1610 Maintenance Schedule

UP1610 **Balcony Repairs**

Can you confirm that the works to carry out repairs to the balcony as per email are to approved,

I need to clarification that the committee are going to undertake the works to the Owners Corporation costs.

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 Fax: 02 6222 2247

mailto:maintcanberra@dha.gov.aul www.dha.gov.au

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[mailto: @independent.com.au]

Sent: Tuesday, 14 May 2013 7:56 AM

To: Gooch, Roseanne;

Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Helio Roseanne

I must apologise for not responding to you until now.

Stencilling is not considered to be the responsibility of the Owners Corporation on a balcony as it is put in place after the skeleton of the building is completed. Only the load bearing aspects of the building are OC responsibility.

If you consider that if you strip out all items such as plaster boards, doors, tiles and the like, the building would still stand. This skeleton is therefore the structure that constitutes the OC maintenance requirements. Stencilling is of a like nature to the items mentioned above and therefore is the unit owners responsibility to maintain.

I hope that this explanation provides you with the clarification sought.

Regards

.--

Body Corporate Team Manager

Independent Body Corporate Services Pty Ltd.

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Email:

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From: Gooch, Roseanne [mailto:Roseanne.Gooch@dha.gov.au]

Sent: Monday, 13 May 2013 7:49 PM

To:

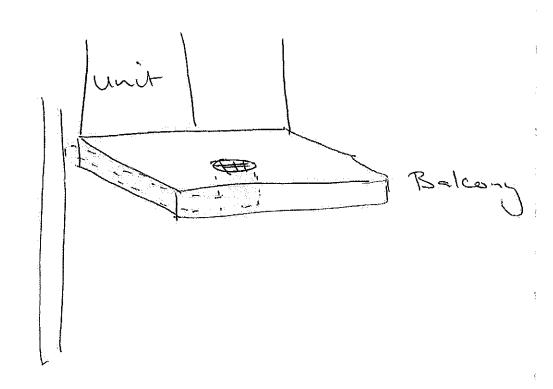
Subject: RE: DHA Urgent read and respond - UP1610

Maintenance Schedule

Dear

Can you give me an update please, have the works been completed or actioned for the insurance claim?

I would also like to gain an understanding of the outcome for my further investigation of the stencilling, I am yet to hear form your senior manager.



ł