

**Sackley, Pip**

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**From:** s47F  
**Sent:** Wednesday, 18 March 2015 9:59 AM  
**To:** Small, Kyle  
**Cc:** s47F  
**Subject:** RE: RES47F - fencing [SEC=UNOFFICIAL]  
**Attachments:** 150317-I lodged a maintenance request on 17 Dec 14a.pdf  
**Signed By:** s47F

UNOFFICIAL

Good morning Kyle,

Thank you for your email.

I appreciate that this process can take time and it is similar to "herding cats" in trying to get agreement on costs. My concern is that I raised this issue on 17 Dec 14. Today is 17 Mar 15. Clearly not much was going to occur either side of Christmas, but I am astonished that only now, after several calls to DHA, three months later, is something occurring. It appears that every time I have a significant maintenance request, I have to enquire repeatedly in a terse manner to get some action (re the guttering and flooding issue - which I am still not happy with - they did not re-align/grade the gutters when they added the new downpipes...another "half-job harry").

I spoke to the tenants of the adjoining property last week, who were the former owners (they sold late Dec or Early Jan and are now renting the adjoining property). They stated that they had no idea there was an issue with the fence. This is not true as I spoke his wife early Jan about this issue. I asked that the tenants get their property owners to call DHA ASAP to discuss the fence. I assume that the owners of the adjoining property know of the issue. Their dog again entered our yard over the weekend and because I was working in the garden and had the front and rear garage doors open, the dog made it onto the road. 20 minutes later I had the dog back in the neighbour's yard. Yesterday I found dog droppings in my yard-again.

Attached to this email is a PDF containing photos I took on 31 Dec 14. This illustrates the issue and highlights the fact the the timber has rotted away on the bottom rails. I hope this illuminates the issue for DHA.

Our agreement is with DHA, not the property owners. There is a safety issue regarding small children that has not been addressed to my satisfaction by DHA. What more do I have to do to get DHA to action this "safety" issue in an expedient manner? I appreciate the carpenter arriving at some point this week. Why wasn't the carpenter sent out in January?

I expect DHA to apply significant pressure to the property owners to resolve this issue because small children are involved.

I appreciate your efforts, but I believe this issue has taken too long to resolve.

If you have any questions or comments, please do not hesitate to contact me.

Regards,

s47F

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**From:** Small, Kyle [mailto:kyle.small@dha.gov.au]  
**Sent:** Monday, 16 March 2015 16:05  
**To:** s47F  
**Cc:** s47F  
**Subject:** RE: RES47F - fencing

Hi [REDACTED]

I just wanted to make sure you had all the information regarding the fencing issue.

As the maintenance call centre should have told you, we have had two quotes raised for the rear fence replacement, one of them had to come from an external provider as we do not have enough fencing contractors on our maintenance panel at this time. My apologies for him turning up unannounced the other day, this was not supposed to happen, although he doesn't have a DHA contractor ID he was still supposed to be letting tenants know when he was attending.

Now we have those it is a matter of getting all the parties to agree to the costs, understandably this can take some time so I have arranged for a carpenter to attend this week to perform works to make the fenceline completely secure, albeit temporarily. They will do whatever is required to ensure the neighbours dog cannot get into your yard, whether it's installing steel mesh over the fence or attaching timber trellis or whatever they deem necessary. At least this way if we are delayed with getting an agreement from all the owners of the neighbouring properties the fenceline will be secure.

My office number is in my email signature if you need to speak to me directly, this number is put through to my mobile when I am out of the office so please don't hesitate to leave me a voicemail if I am unavailable and I will return your call.

Kind regards,

**Kyle Small** | Property Manager  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
Tel: 02 6268 3741 | Fax: 02 6222 2249 |  
[kyle.small@dha.gov.au](mailto:kyle.small@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

*If you have experienced exceptional customer service and would like to nominate for a Wow Card please email the relevant details to your regional Customer Relations Officer (CRO) or alternatively, you can send an email to the [WOW.Nomination@dha.gov.au](mailto:WOW.Nomination@dha.gov.au)*

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[10604847]



I lodged a maintenance request on 17 Dec 14

This is what we came home to on 31 Dec 14.

Today is 17 Mar 15.

There is a safety issue that DHA has not addressed in a timely fashion. I have an 18-month son that enjoys the backyard. The neighbour's dogs are entering my yard despite repeated attempts to repair the fence. I know this because of the numerous dog droppings I find in my back yard and the numerous time I have had to pick the dog or dogs up and put the back over the fence. What will it take for DHA to act on this issue?

My agreement is with DHA, not the owners, therefore, DHA will bear the brunt of my enquires.











**Sackley, Pip**

---

**From:** s47F  
**Sent:** Thursday, 19 March 2015 4:51 PM  
**To:** Small, Kyle  
**Cc:** s47F  
**Subject:**

Good Afternoon Kyle,

Detailed maintenance stated that were to attend to the fence at the DHA house I occupy today.

He has not turned up. I called him to confirm if he had attended and he stated he could not make it today (Thursday). That explains why what I thought was his work looked so dodgy. I will call the DHA call centre and advise them of such so you have a record of this in your system.

I was wrong in asking the call centre to lodge my dissatisfaction with Detailed Maintenance today.

s47F

On 16/03/2015, at 4:04 PM, Small, Kyle wrote:

Hi s47F

I just wanted to make sure you had all the information regarding the fencing issue.

As the maintenance call centre should have told you, we have had two quotes raised for the rear fence replacement, one of them had to come from an external provider as we do not have enough fencing contractors on our maintenance panel at this time. My apologies for him turning up unannounced the other day, this was not supposed to happen, although he doesn't have a DHA contractor ID he was still supposed to be letting tenants know when he was attending.

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My office number is in my email signature if you need to speak to me directly, this number is put through to my mobile when I am out of the office so please don't hesitate to leave me a voicemail if I am unavailable and I will return your call.

Kind regards,

**Kyle Small** | Property Manager



Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
Tel: 02 6268 3741 | Fax: 02 6222 2249 |  
[kyle.small@dha.gov.au](mailto:kyle.small@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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[intmr02.dha.gov.au](mailto:intmr02.dha.gov.au)[10604847]



s47F

Jim's Fencing (Nicholls)

ABN: 84 477 088 415

PO Box 3323, Weston Creek, ACT 2611

Ph/Fax: 02 6241 8023 M:s47F

Email: s47F@jimsfencing.net

Date: 07/03/2015	QUOTATION: 6WR-104355
Client: <b>KYLE SMALL</b> s47F JERRABOMBERRA NSW 2619 W:s47F M:s47F	Neighbour:

## QUOTATION

DESCRIPTION:	TOTAL (EX TAX):
SUPPLY AND INSTALL LYSAGHT COLORBOND® STEPPED FENCE (BACK LEFT) Dimensions = 13.40m (length) x 1.80m (height), Price = 13.40m x \$85.00 (price per meter)	\$1,139.00 C=50.00%, N=50.00%
DEMOLITION & REMOVAL OF OLD FENCE Dimensions = 13.40m (length), Price = 13.40m x \$15.00 (price per meter)	\$201.00 C=50.00%, N=50.00%
CLEARING OF FENCE LINE Dimensions = 13.40m (length), Price = 13.40m x \$8.00 (price per meter)	\$107.20 C=50.00%, N=50.00%
SUPPLY AND INSTALL TREATED PINE SLEEPERS BETWEEN COLORBOND AND GROUND LEVEL Dimensions = 13.40m (length) x 0.15m (height), Price = 13.40m x \$17.00 (price per meter)	\$227.80 C=50.00%, N=50.00%
SKETCH PLAN:	SUB TOTAL (EX TAX): \$1,675.00
	GST (10%): \$167.50
	TOTAL (INC TAX): \$1,842.50
	CLIENTS SHARE: \$921.25
	NEIGHBOURS SHARE: \$921.25
PAYMENT STRICTLY ON COMPLETION	

**THIS QUOTATION VALID 30 DAYS FROM ABOVE DATE NAME, ADDRESS AND PHONE No. of OWNERS MUST BE SUPPLIED BEFORE WORK WILL BE COMMENCED**

No responsibility taken if no survey pegs are provided to indicate true boundary. All Care but No responsibility for damage to underground cables and pipes and damage to garden if not cleared 2' on both sides of fence line. Any blasting to be paid for by owners. Power and Water to be supplied by client - access by easiest means. \*No claims unless we are given first opportunity to rectify. Owners acknowledge and agree that timber is a natural product that is susceptible to warping, cracking & over time, even after a very short time. Accordingly the contractor cannot be held responsible for any changes to the condition of the timber, whensoever arising.

**SEEK ADVICE FROM YOUR LOCAL COUNCIL IF PERMITS ARE REQUIRED & ARE TO BE OBTAINED BY OWNERS.**

Both owners are to sign here if quotation is approved and terms of the contract (set out on both this front page and the terms and conditions over the page) are fully understood.

Date: \_\_\_\_\_

Client's Signature: \_\_\_\_\_

Neighbour's Signature: \_\_\_\_\_

131 546

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**STANDARD FENCING CONTRACT TERMS AND CONDITIONS****EXTRACT FENCES ACT:**

"Where a dividing fence which is of a kind sufficient for the purposes of both the occupiers of lands separated by the dividing fences is out of repair, each occupier shall be liable to join in or contribute to the repairing of the fence in such proportions as shall be agreed upon or in default of agreement determined by the Magistrate's Court under this part".

**All our quotations are subject to the following conditions. Acceptance of our quotation also involves acceptance of these conditions.**

**1. RESPONSIBILITY FOR PAYMENT**

The failure of neighbours to contribute towards the cost of fencing or comply with the Fencing Act or to make any payment in accordance with the Fencing Notice served on them shall continue to be the responsibility of original client who initiated the Contract. All quotations are NET Prices for cash payment. A refundable deposit of up to 50% of the contract price may be required on acceptance of this quotation or where specialised subcontracted labour or material is necessary. Where Jim's Fencing or its agents orders special items to fulfil this contract and the customer cancels the contract, the customer remains liable for the balance of the retail price of the goods over and above the deposit held if any. On payment of the balance, materials will be handed over to the customer on completion of work and receipt of invoices. Failure to comply with payment terms will void warranty and will incur a 10% surcharge. The complete fence remains the property of Jim's Fencing until final payment is made.

**2. NEIGHBOURS**

Notwithstanding that the contractor shall at the request of the owner send fencing notices to adjoining owners, the owner shall continue to be responsible if the adjoining owners fail to comply with the Fences Act, or to make any payments in accordance with the Fencing Notice and any agreements.

**3. ELECTRICITY AND WATER SUPPLY**

The owner shall supply electricity and water at all times during construction. In the event that power and water are not supplied any extra cost incurred including generator hire, cartage, loss of time or additional labour shall be charged to the owners.

**4. SITE**

- (a) This quotation for fencing is, unless shown herein, based on construction on clear unobstructed areas.
- (b) Unless otherwise provided in this quotation, the owners shall clear all obstructions and provide a clear working area and access.
- (c) If the owners fail to remove obstructions including electrical and telephone cables, gas, water, stormwater and sewerage pipes and any other service facility which is or may be affected by the construction and shall indemnify Jim's Fencing and its agents against any claims or demands made by any person or authority in respect of any damage.
- (d) No allowance has been made for concealed obstructions such as but not limited to rock, wire, pipes, tree roots, broken posts, foundations, thick or reinforced concrete etc. which may be encountered. Any costs incurred in the removal of concealed obstructions including additional labour shall be payable by the owners.
- (e) The owner shall remove or protect all plants, ornaments, pipes, etc. which may be damaged. Jim's Fencing shall exercise all care but accept no responsibility.

**5. PERMITS**

Unless otherwise provided in this quotation the owners shall obtain any necessary permits and supply a copy of the permit and conditions to Jim's Fencing.

**6. BOUNDARIES**

All pegs and boundaries are to be marked by the owners who shall continue to be responsible for the position of the fence and any other claims arising there from.

**7. FENCE HEIGHT AND GROUND LEVEL**

All heights of fences as shown shall be nominal only and fences shall be constructed from standard production components that shall yield the closest heights under that nominated. The fence height may vary in relation to the undulation of the land along the fence line. All heights will be measured from the ground level to the top of the fence. Gaps may appear under the fence and Jim's Fencing will fill in these gaps at an additional cost.

Unless there be variation in writing of this quotation, all gates shall be constructed square and hang level and hinged to posts with standard hinged to clear existing ground level. Any rake purpose, contour gate will be at an additional cost to you. We make no warranty except those contained in this quotation and no warranty by us to be implied. You may make no claims against us in respect of faulty materials or workmanship unless you have first

- (a) notified us in writing of each such alleged defect in materials and workmanship.
- (b) provided an opportunity for us or our representative to inspect each and every such alleged defect.
- (c) given written notice of all works which you claim to be necessary to rectify the work. The parties hereby agree that in the event of any dispute arising between them in performance of this agreement they shall not proceed in a court of law but shall proceed by the way of arbitration and shall be bound by the decision of the arbitrator.

**8. FENCE POSITION**

Unless otherwise provided herein the fence shall be constructed with the side the posts are on being at the discretion of the erector. Fencing subject to this quotation will be installed where the existing fence line is unless the contractor is instructed otherwise and agreement to the new position is authorised by all parties approving this quote.

**9. SITE CLEAN UP**

This quotation includes the removal of any off-cuts, packaging straps, cement bags or other debris after completion unless stated herein. If any part of these Terms and Conditions are found to be contrary to any law of the State of fence erection or the Commonwealth of Australia then only that part of these Terms and Conditions shall fail and the balance of these Terms and Conditions shall remain in force.

**10. ROCK HOLES**

Rock/concrete/brick holes are from \$50.00 each plus GST depending on difficulty and methods required to perform.

**YOUR GUARANTEE**

**Additional to any statutory requirements all fencing erected under this contract is guaranteed by Jim's Fencing for a period of 12 months against defects in quality of workmanship. Claims must be lodged in writing within seven days of first appearing, to Jim's Fencing in the first instance. Jim's Fencing reserves the right to repair, replace and make good any materials and labour required to fulfill this guarantee. Jim's Fencing warrants no work performed that falls outside of the scope of fencing works.**



s47F

Jim's Fencing (Nicholls)

ABN: 84 477 088 415

PO Box 3323, Weston Creek, ACT 2611

Ph/Fax: 02 6241 8023 M: s47F

Email: s47F @jimsfencing.net

Date: 07/03/2015	QUOTATION: 6WR-104356
Client: KYLE SMALL s47F JERRABOMBERRA NSW 2619 W: s47F M: s47F	Neighbour:

## QUOTATION

DESCRIPTION:	TOTAL (EX TAX):
SUPPLY AND INSTALL LYSAGHT COLORBOND® STEPPED FENCE (BACK RHS) Dimensions = 10.50m (length) x 1.80m (height), Price = 10.50m x \$85.00 (price per meter)	\$892.50 C=50.00%, N=50.00%
DEMOLITION & REMOVAL OF OLD FENCE Dimensions = 10.50m (length), Price = 10.50m x \$15.00 (price per meter)	\$157.50 C=50.00%, N=50.00%
CLEARING OF FENCE LINE Dimensions = 10.50m (length), Price = 10.50m x \$8.00 (price per meter)	\$84.00 C=50.00%, N=50.00%
SUPPLY AND INSTALL TREATED PINE SLEEPERS BETWEEN COLORBOND AND GROUND LEVEL Dimensions = 10.50m (length) x 0.15m (height), Price = 10.50m x \$17.00 (price per meter)	\$178.50 C=50.00%, N=50.00%
SKETCH PLAN:	SUB TOTAL (EX TAX): \$1,312.50
	GST (10%): \$131.25
	TOTAL (INC TAX): \$1,443.75
	CLIENTS SHARE: \$721.88
	NEIGHBOURS SHARE: \$721.88
PAYMENT STRICTLY ON COMPLETION	

**THIS QUOTATION VALID 30 DAYS FROM ABOVE DATE NAME, ADDRESS AND PHONE No. of OWNERS MUST BE SUPPLIED BEFORE WORK WILL BE COMMENCED**

No responsibility taken if no survey pegs are provided to indicate true boundary. All Care but No responsibility for damage to underground cables and pipes and damage to garden if not cleared 2' on both sides of fence line. Any blasting to be paid for by owners. Power and Water to be supplied by client - access by easiest means. \*No claims unless we are given first opportunity to rectify. Owners acknowledge and agree that timber is a natural product that is susceptible to warping, cracking & over time, even after a very short time. Accordingly the contractor cannot be held responsible for any changes to the condition of the timber, whensoever arising.

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Notwithstanding that the contractor shall at the request of the owner send fencing notices to adjoining owners, the owner shall continue to be responsible if the adjoining owners fail to comply with the Fences Act, or to make any payments in accordance with the Fencing Notice and any agreements.
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  - (d) No allowance has been made for concealed obstructions such as but not limited to rock, wire, pipes, tree roots, broken posts, foundations, thick or reinforced concrete etc. which may be encountered. Any costs incurred in the removal of concealed obstructions including additional labour shall be payable by the owners.
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  - (a) notified us in writing of each such alleged defect in materials and workmanship.
  - (b) provided an opportunity for us or our representative to inspect each and every such alleged defect.
  - (c) given written notice of all works which you claim to be necessary to rectify the work. The parties hereby agree that in the event of any dispute arising between them in performance of this agreement they shall not proceed in a court of law but shall proceed by the way of arbitration and shall be bound by the decision of the arbitrator.
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Rock/concrete/brick holes are from \$50.00 each plus GST depending on difficulty and methods required to perform.

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

Pip Sackley | Sign Out

Properties Search Results **Property Details**

**s47F** **JERRABOMBERRA NSW 2619** Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / Maint. Area Queanbeyan / Insp. Area Queanbeyan 1 / Prop. Mgr. Kyle Small / Ownership Leased / Asset Status AC

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

Dashboard Maintenance Items Quotes Requests Special Conditions **MITM-1496220** History

### Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status	
Special Conditions	4 special conditions active for this property. <a href="#">View Conditions</a>	
Key	<input checked="" type="checkbox"/> MITM-1496220 WF	Kyle Small 16/03/2015 15:56
Invoice	<input checked="" type="checkbox"/> MINV-1020448 WF	Maintenance Use.. 26/03/2015 15:34
Status	Maintenance Done	
Summary	<b>s47F</b> JERRABOMBERRA NSW 2619 : CARTM : Please attend property at earliest conven...	
Location	Exterior Property	
Charge Type	R (Responsive)	
Maintenance Code	CARTM: Carpentry T&M <a href="#">View Spec.</a>	
Estimated Price	\$500.00	
Contractor Instructions	Please attend property at earliest convenience to install temporary measures such as trellis or metal mesh to REAR fenceline in order to prevent neighbours dog from getting through fence. Fence is in the process of being approved by owner to be replaced but tenant is worried about what will happen in the meantime.	
	PM Kyle <b>s47F</b>	
Access Details	Tenant contact <b>s47F</b>	

### Attachments

N/A

[Cancel](#)

### Allocation Details

Priority	Routine	
Booking Req. Date	18/03/2015 17:00	NSW Local Time
Target Start Date	16/03/2015	
Target End Date	20/03/2015	

### Current Contractor

Contractor ID 20914624

Contractor Name	Detailed Maintenance Services	MSA Short Term Cost Tier 2 Quality Tier 1 (best)
Appointment Date	20/03/2015 11:00	NSW Local Time
Further Act. Req.		

### Associated Tenancy Details

Tenant	<b>s47F</b>	Employee ID <b>s47F</b>
Occupancy Date	21/04/2011	Vacancy Date
Occupying AFR	815814	
Preferred Email	<b>s47F</b>	Work
Preferred Phone	<b>s47F</b>	Home

Rendered in 0.445 seconds  
14/04/2015 11:58:39

[Log a fault in Services Hub](#)

release.20150318T1830.6c0079a Java 1.8.0\_25 started 07/04/2015 16:00



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

Pip Sackley | Sign Out

PropertiesSearch ResultsProperty Details

Property...

s47F

JERRABOMBERRA NSW 2619

Property ID s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / Maint. Area Queanbeyan / Insp. Area Queanbeyan 1 / Prop. Mgr. Kyle Small / Ownership Leased / Asset Status AC

DashboardMaintenanceLeasingInspectionsProfileTenanciesInteractionsRates & UtilitiesMediaManagement

DashboardMaintenance ItemsQuotesRequestsSpecial ConditionsMREQ-132030History

Maintenance Request

Property Status

Ownership H / Ast. Status AC / Rep. Status

Special Conditions

4 special conditions active for this property.

View Conditions

Key

MREQ-132030

WF

Sally Clark 17/12/2014 15:42

Interaction

37820314

Status

Completed

Summary

s47F JERRABOMBERRA NSW 2619 : COLLAPSED FENCE.

Business Line

Property & Tenancy

Decision Dependant

Description

Tenant called to report that the back fence is collapsing, and they have a young child and the neighbour has a small dog that keeps coming into the yard.

Fence is very rotten.

Can you please investigate.

Tenant was asking for temp fix, I have advised that as they do not own the dog it is really up to the neighbour to sort their side of the fence out.

Assignee

Kyle Small (kyles)

Linked Items

Key

Summary

Status

☒ MITM-1427855

s47F JERRABOMBERRA NSW 2619 : FENTM : Please attend property to make necessary ...

Cancelled

Linked Lease Management Issues

N/A

Attachments

N/A

Rendered in 0.023 seconds  
14/04/2015 12:00:17

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0\_25 started 07/04/2015 16:00

7

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

Pip Sackley | Sign Out

Properties | Search Results | **Property Details**

Property...

s47F

**JERRABOMBERRA NSW 2619**

Property ID s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / Maint. Area Queanbeyan / Insp. Area Queanbeyan 1 / Prop. Mgr. Kyle Small / Ownership Leased / Asset Status AC

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

Dashboard | Maintenance Items | Quotes | Requests | Special Conditions | **MREQ-134607** | History

**Maintenance Request**

Property Status

Ownership H / Ast. Status AC / Rep. Status

Special Conditions

4 special conditions active for this property. [View Conditions](#)

Key

MREQ-134607

Kyle Small 15/01/2015 13:38

Status

Completed

Summary

s47F JERRABOMBERRA NSW 2619 : Rear fence requires replacement

Business Line

Property & Tenancy

Decision Dependant

Description

Rear fence is need of replacement, contractor who attended to repair advised all rails are completely rotten, no repairs possible.

Assignee

Kyle Small (kyles)

**Linked Items**

Key	Summary	Status
MQUO-326401	s47F JERRABOMBERRA NSW 2619 : FENTM : 22/01/2015 : Quote to remove and dispose ...	No Successful Quotes Received

**Linked Lease Management Issues**

N/A

**Attachments**

N/A

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14/04/2015 12:00:37

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0\_25 started 07/04/2015 16:00



Client Management CLM PRD A morton release.20150318T1830.6c0079a

Members

Contractors

Lessors

Estate Agents

Search Results

s47F

s47F

Member...

Pip Sackley | Sign Out

s47F

Service Army / GRE RB1 / Marital status MWD / Email s47F / Phone s47F

Employee ID s47F

New Interaction

Dashboard

Details

Interactions

s47F

History

All Interactions

Interaction 37820314

All Notifications

Interaction

Modify

Key

37820314

Sally Clark 17/12/2014 15:38

Source

Phone (Member to DHA)

Description

View Full Description

Maintenance Required -

Tenant called to report that the back fence is collapsing, and they have a young child and the neighbour has a small dog that keeps coming into the yard.

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
MREQ-132030	s47F JERRABOMBERRA NSW 2619 : COLLAPSED FENCE.	Completed

Referenced Issues

N/A

Comments

N/A

Rendered in 0.038 seconds  
14/04/2015 12:03:13

Log a fault in Services Hub

release.20150318T1830.6c0079a Java 1.8.0\_25 started 19/03/2015 21:32

Client Management CLM PRD A morton release.20150318T1830.6c0079a

MembersContractorsLessorsEstate AgentsSearch Results

s47F

s47F

Member...

Pip Sackley | Sign Out

s47F

Service Army / GRE RB1 / Marital status MWD / Email s47F / Phone s47F

Employee ID s47F

New Interaction

DashboardDetailsInteractionsHistory

All Interactions

Interaction 38623810

All Notifications

Interaction

Key38623810Sally Clark 12/03/2015 15:42

SourcePhone (Member to DHA)

Description

Tenant called to follow up on the fence issue at the property.

MQUO-326401

Can you please contact tenant to advise what is happening

s47F

View Full Description

Raised Issues

Key	Summary	Status
MENQ-65478	s47F	Enquiry Closed

Referenced Issues

ID	Type	
MQUO-326401	Maintenance Quote	s47F JERRABOMBERRA NSW 2619 : FENTIM : 22/01/2015 : Quote to remove and dispose ... No Successful Quotes Received

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction



Client Management CLM PRD A morton release.20150318T1830.6c0079a

MembersContractorsLessorsEstate AgentsSearch Results

s47Fs47F

Member...

Pip Sackley | Sign Out

s47F

Service Army / GRE RB1 / Marital status MWD / Email s47F / Phone 0410 129 109

Employee ID s47F

New Interaction

DashboardDetailsInteractionsHistory

Interactions s47F

All InteractionsInteraction 38625337All Notifications

Interaction

Key38625337Brenda Boag 12/03/2015 16:53

SourcePhone (Member to DHA)

Description

Tenant called to advise the contractor who attended to do the quote on the fence did not have ID. Tenant has advised that if a contractor attends again without ID, he will call the police. Tenant wishes to discuss this further with his PM.

Attachments

N/A

Modify

View Full Description

Raised Issues

Key	Summary	Status
MENQ-65502	Contractor ID	Enquiry Closed

Referenced Issues

N/A

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.028 seconds  
14/04/2015 12:04:04

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0\_25 started 19/03/2015 21:32

Client Management CLM PRD A morton release.20150318T1830.6c0079a

Pip Sackley | Sign Out

MembersContractorsLessorsEstate AgentsSearch Results

s47Fs47F

Member...

s47F

Service Army / GRE RB1 / Marital status MWD / Email s47F / Phone s47F

Employee ID s47F

New Interaction

DashboardDetailsInteractionsHistory

s47F

All InteractionsInteraction 38642665All Notifications

Interaction

Key38642665Justine May 16/03/2015 11:23

SourcePhone (Member to DHA)

Description

MREQ-134607

Contacted PM who advised that he has the 2 quotes requested and will forward these to the owner. Will be in contact shortly with the member to discuss. Member got cut off when I was talking to PM.

View Full Description

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type		
MREQ-134607	Maintenance Request	s47F JERRABOMBERRA NSW 2619 : Rear fence requires replacement	Completed

Comments

N/A

Rendered in 0.02 seconds  
14/04/2015 12:04:25

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0\_25 started 19/03/2015 21:32

1 of 1

14/04/2015 12:04 PM



Client Management CLM PRD A morton release.20150318T1830.6c0079a

MembersContractorsLessorsEstate AgentsSearch Results

s47Fs47F

Member...

Pip Sackley | Sign Out

s47F

Service Army / GRE RB1 / Marital status MWD / Email s47F / Phone s47F

Employee ID s47F

New Interaction

DashboardDetailsInteractionsHistory

s47F

All InteractionsInteraction 38642816All Notifications

Interaction

Key38642816Donna Gardiner 16/03/2015 11:29

SourcePhone (Member to DHA)

Description

MREQ-134607 - member called for the 3rd time.  
Advised as per previous call  
Called and left voice message for Pm to call member.

View Full Description

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type		
MREQ-134607	Maintenance Request	s47F JERRABOMBERRA NSW 2619 : Rear fence requires replacement	Completed

Comments

N/A

Rendered in 0.021 seconds  
14/04/2015 12:04:55

Log a fault in Services Hub |

release.20150318T1830.6c0079a Java 1.8.0\_25 started 19/03/2015 21:32

1 of 1

14/04/2015 12:05 PM

Client Management CLM PRD A morton release.20150318T1830.6c0079a

MembersContractorsLessorsEstate AgentsSearch Results

s47Fs47F

Member...

Service Army / GRE RB1 / Marital status MWD / Email s47F / Phone s47F

Employee ID s47F

New Interaction

DashboardDetailsInteractionsHistory

Interactions s47F

All InteractionsInteraction 38648488All Notifications

Interaction

Key38648488

SourceEmail (DHA to Member)

ReasonMaintenance/Upgrade

Description

RE s47F

Hi s47F

I just wanted to make sure you had all the information regarding the fencing issue.

As the maintenance call centre should have told you, we have had two quotes raised for the rear fence replacement, one of them had to come from an external provider as we do not have enough fencing contractors on our maintenance panel at this time. My apologies for him turning up unannounced the other day, this was not supposed to happen, although he doesn't have a DHA contractor ID he was still supposed to be letting tenants know when he was attending.

Now we have those it is a matter of getting all the parties to agree to the costs, understandably this can take some time so I have arranged for a carpenter to attend this week to perform works to make the fence line completely secure, albeit temporarily. They will do whatever is required to ensure the neighbour's dog cannot get into your yard, whether it's installing steel mesh over the fence or attaching timber trellis or whatever they deem necessary. At least this way if we are delayed with getting an agreement from all the owners of the neighbouring properties the fence line will be secure.

My office number is in my email signature if you need to speak to me directly, this number is put through to my mobile when I am out of the office so please don't hesitate to leave me a voicemail if I am unavailable and I will return your call.

Kind regards,

Kyle Small | Property Manager  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602

Attachments

Attachment 12015-04-16-160

Previous Interaction

38648488 Email (DHA to Member) Description

RES s47F

Hi s47F

I just wanted to make sure you had all the information regarding the fencing issue.

As the maintenance call centre should have told you, we have had two quotes raised for the rear fence replacement, one of them had to come from an external provider as we do not have enough fencing contractors on our maintenance panel at this time. My apologies for him turning up unannounced the other day, this was not supposed to happen, although he doesn't have a DHA contractor ID he was still supposed to be letting tenants know when he was attending.

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My office number is in my email signature if you need to speak to me directly, this number is put through to my mobile when I am out of the office so please don't hesitate to leave me a voicemail if I am unavailable and I will return your call.

Kind regards,

Kyle Small | Property Manager  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602

Next Interaction

Rendered in 0.015 seconds  
14/04/2015 12:05:21

8T1830.6c0079a Java 1.8.0\_25 started 19/03/2015 21:32