

Sackley, Pip

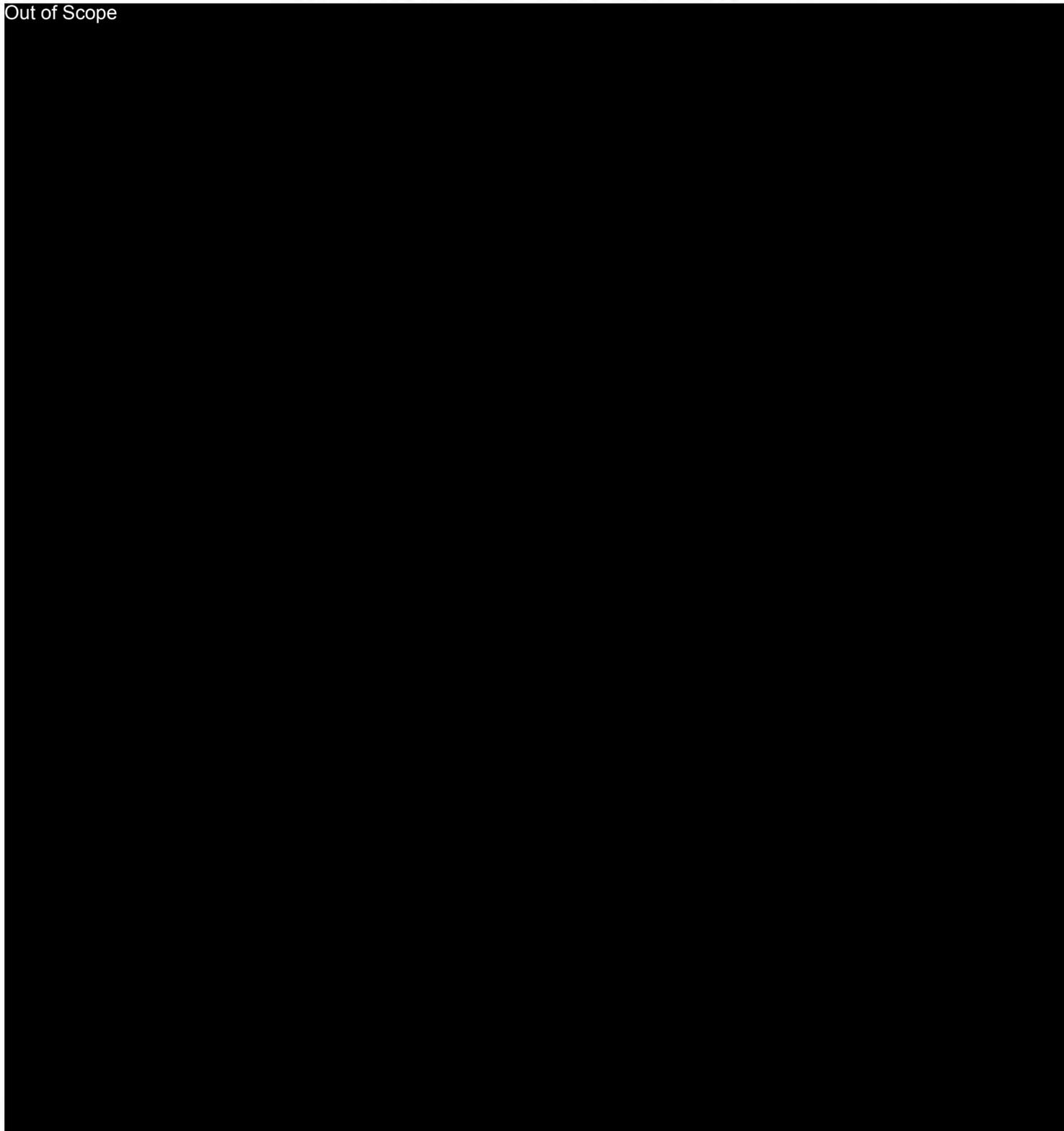
From:
Sent:
To:
Cc:
Subject:

s47F

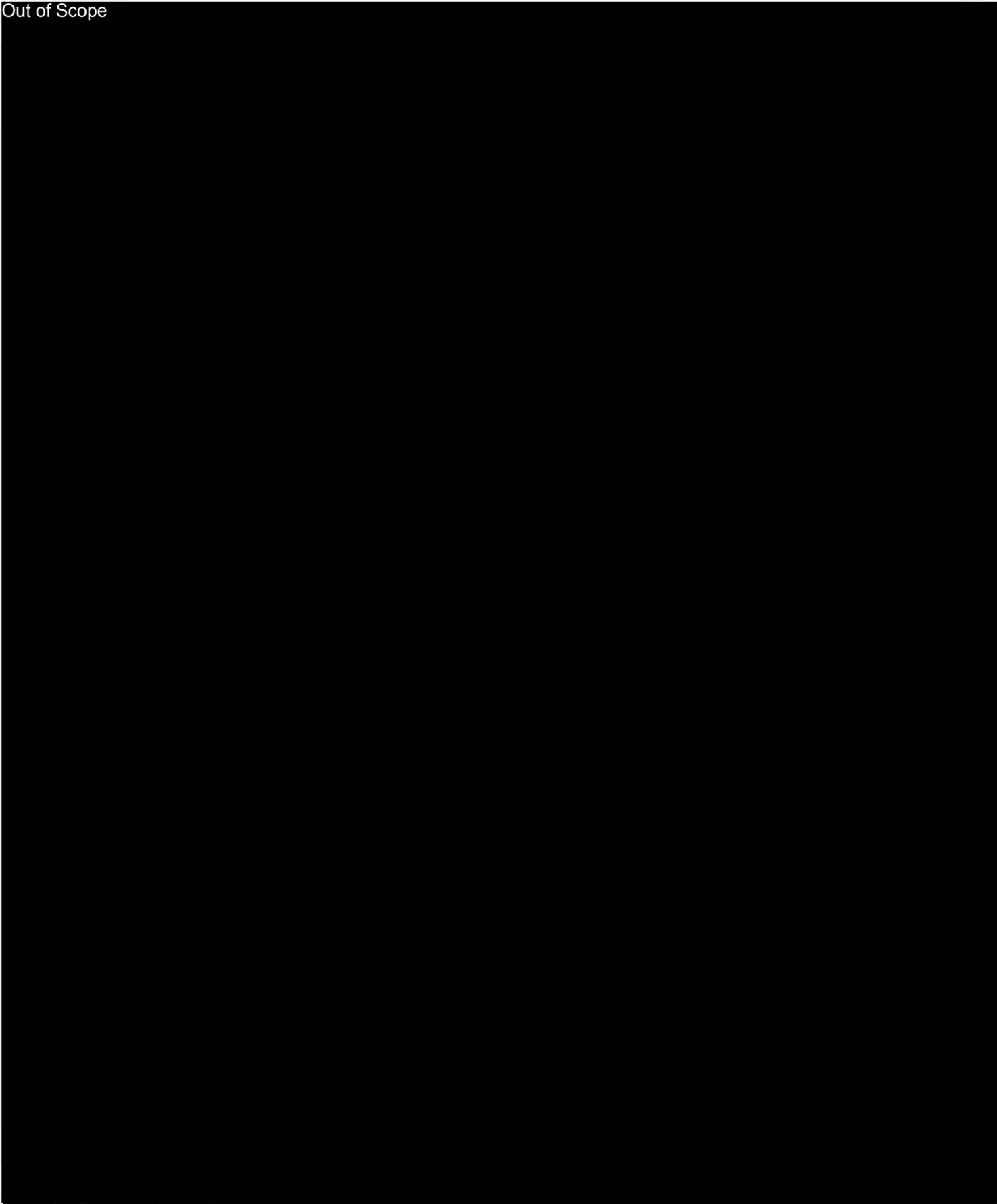
A large black rectangular redaction box covers the right side of the email header, obscuring the recipient and other details.

Attachments:

Out of Scope

A very large black rectangular redaction box covers the entire body of the email, starting from the 'Out of Scope' text and extending to the bottom of the page.

Out of Scope



From: "Dermatossian, Madeline" <madeline.dermatossian@dha.gov.au>

Date: 27 March 2015 9:04:34 pm AEDT

To: "Jorgensen, Brett" <Brett.Jorgensen@dha.gov.au>

Subject: Fwd: Property ID **S47F** - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

Brett

please look into this matter and advise me

Regards
Madeline

Madeline Dermatossian | Chief Operating Officer
Defence Housing Australia
26 Brisbane Avenue Barton ACT 2600
Tel: 02 8836 5759 | Fax: 02 6222 2268 | Mob: s47F
madeline.dermatossian@dha.gov.au | www.dha.gov.au

Begin forwarded message:

From: "Howman, Peter" <Peter.Howman@dha.gov.au>
Date: 27 March 2015 8:29:34 pm AEDT
To: "Dermatossian, Madeline" <madeline.dermatossian@dha.gov.au>
Subject: Fwd: Property ID s47F - Non Fair
Wear and Tear Identification [SEC=UNCLASSIFIED]

Madeline

Would you please look into this one for me. I can't get involved as it is now a FOI case in which I need to remain independent.

Regards,

Peter Howman
Managing Director | Defence Housing Australia

26 Brisbane Avenue Barton ACT 2600
Tel: 02 6217 8509 | Fax: 02 6217 8462
peter.howman@dha.gov.au | www.dha.gov.au

Begin forwarded message:

From: s47F MR 1"
s47F >
Date: 27 March 2015 11:36:52 am AEDT
To: "Bradbury, Alison" <alison.bradbury@dha.gov.au>
Cc: "foi@dha.gov.au" <foi@dha.gov.au>, "peter.howman@dha.gov.au" <peter.howman@dha.gov.au>
Subject: Property ID s47F - Non
Fair Wear and Tear Identification
[SEC=UNCLASSIFIED]

UNCLASSIFIED

Alison

Thank you for your notification that access will not be granted so we may remedy the NFWT, even though the property is still vacant.

We will now formally contest these NFWT costs as I feel that in 8 years we resided at the property there were things (such as remulching external garden bed maintenance) that should have been DHA's responsibility as we were told by a DHA representative which is described by s47F in her email below.

In addition, I also request under the *Freedom of Information Act* 1982 (FOI Act) all information pertaining to s47F Harrison ACT (Property ID s47F), including (by not limited to) all records be that personal information, records, reports, visitation and inspection notes, remedies, maintenance and general correspondence from the periods between and including 6 February 2007 to 27 March 2015.

This information is to establish that we were in fact told by the DHA representative who inspected the property in October 2014 (or there about) that it was the responsibility of DHA to remulch the garden beds annually. As such, we will be contesting the exterior grounds charge and the excessive quoted amounts for the interior fixes (not the fixes themselves).

I would like to thank you for your ongoing sterile treatment of us and my wife as a serving Defence member and returned veteran. I was always under the impression it was DHA's primary role to supply housing to Defence members and their families... not screw them.

Regards

s47F
s47F

s47F

From: Bradbury, Alison [<mailto:alison.bradbury@dha.gov.au>]
Sent: Friday, 27 March 2015 10:42
To: s47F
Cc: s47F
Subject: RE: s47F - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

Hello s47F

At the inspection on the 20/02 I discussed with s47F the works that were required to be carried out prior to vacating the SR, these documented on the TAF as a Potential Charge and that if by our next inspection on the 16/03 these works were not completed to a professional standard they will automatically be a Tenant Charge. At the inspection on the 16/03 I advised s47F that Works will not be raised to a contractor until I come for the Day 1 on the 19/03 which gave you a few 2 days to complete the works.

Regarding the Charges that have been raised from the final inspection were 1x \$400 for the removal of screws, patch and paint of wall where the speaker was removed in the lounge room (agreed to and excepted by s47F) the 2nd one was for the removal of leaves from the front and rear garden beds including weeds and

removal of weeds from red granite areas, this has been invoiced as \$340 and again accepted by s47F

The additional charge to rectify the stain to the wall was for Bed2.

As you vacated the property on the 17/03 it is now too late to return to the property and the NFWT works are being completed by our contractors therefore access this weekend cannot be permitted.

Kind regards,

Alison Bradbury | Property Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 6268 3716 | Fax: 02 6222 2249

alison.bradbury@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.



Be green, read off the screen

From: s47F
Sent: Friday, 27 March 2015 10:29
To: 'alison.bradbury@dha.gov.au'
Cc: s47F MR 1
Subject: s47F - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Alison,

I confirm that I signed for the \$400 for fixing the wall and \$500 for the gardens. The other charges for carpet cleaning I accept as standard. In regard to the wall, would you confirm whether we have 2 x \$400 charges or only one \$400 charge (it looks to be that we've been charged twice for the same mark)?

During the inspection we had late last year (around October; can't recall his name) I was advised that it is a part of the contract for DHA to mulch the yard every 12 months. The yard really is the issue for us - we have maintained the gardens over the years but it seems that what is "fair" wear and tear is subjective; I would not consider it reasonable to expect a yard to be in the exact same condition after 8 years of tenancy. Does this mean the Defence member is expected

to purchase mulch over the duration of the tenancy? On reflection I would not have signed for the \$500 for the garden.

Anyway, for the yard we'll go through the formal process as you advised.

Kindest regards,

s47F

s47F

CANBERRA ACT 2610

P: 02 s47F

E: s47F

From: s47F [redacted]@defence.gov.au]
Sent: Friday, 27 March 2015 10:12 AM
To: Bradbury, Alison
Cc: s47F [redacted]
Subject: RE:s47F [redacted] - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Alison

We were not notified before vacating the premises (on 17 March 2015) that we'd be facing \$1900 worth of repairs (or \$1500 if you consider two of those charges are the same thing) as per the inspection report that was received on the 19 March 2015. Now we would like an opportunity to fix some of the identified NFWT and reduce these excessive quoted costs.

So can we have access to the property this weekend for remedy the perceived NFWT?

Regards

s47F

s47F

s47F

From: Bradbury, Alison [<mailto:alison.bradbury@dha.gov.au>]
Sent: Friday, 27 March 2015 09:34
To: s47F [redacted]
Cc: [redacted]

Subject: RE: s47F - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

Good morning s47F

Thankyou for your below email.

We apologise for the NFWT not being picked up at the PVI or the 2nd inspections. These cannot always be identified by staff in a furnished home and in this case was only picked up after you had vacated the SR. As per your signed DRA were NFWT is identified after the Member has vacated DHA is responsible for repairing the damage and the Service Member must reimburse Defence for the cost of the NFWT.

I identify that you wish to dispute the charge for the grounds maintenance. DHA do not mulch during tenancy and for the duration of your tenancy and it is the service members responsibility to return the grounds in the condition that it was received in. As per the DRA grounds are to be kept free from debris and any garden clippings and waste must be removed from the property, where grounds have been damaged by neglect or rubbish has not been removed these are classified as NFWT.

AS discussed at your first 2nd inspection on the 20/02 the grounds were not in an acceptable state you were advised of this and given the opportunity to rectify the NFWT before you vacated the property. A further 2nd inspection was conducted on the 16/03 and no attempts had been made to address this NFWT as per your DRA. As discussed at that final inspection you were advised that if these works were not completed by you they would be raised as the TC would not be raised until I carried out the Day 1 on the 19/03. As you vacated the property on the 17/03 it is now too late to return to the property and the NFWT works are being completed by our contractors.

If you still intend to dispute you can lodge a dispute form and follow the instructions provided in your NFWT letter.

If you have any further questions please don't hesitate to contact me.

Kind regards,

Alison Bradbury | Property Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 6268 3716 | Fax: 02 6222 2249

alison.bradbury@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.



 Be green, read off the screen

From: s47F [REDACTED]@defence.gov.au
Sent: Wednesday, 25 March 2015 5:13 PM
To: Bradbury, Alison
Cc: s47F [REDACTED] Maint Canberra
Subject: s47F [REDACTED] - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear Alison

Considering we received this inspection report after we had moved out of the property, we'd like the opportunity to remedy the majority of non fair wear and tear items as identified in the inspection conditions report.

If possible we would like access to the property for this weekend of **28/29 March** to remedy:

- * Item 2 the silver screws in the lounge
- * Item 2 removal of leaves in the front garden bed (only)
- * Item 3 b) the weeds in the garden beds and granite areas
- * Item 4 back wall rub mark (black stain)

In addition, the quoted cost of most of these item repairs seems excessive. Can you identify the procurement method that was undertaken in accordance with the *Commonwealth Procurement Rules* 2014 (CPRs) to achieve these quoted prices that are then planned to be passed (invoiced) onto the member s47F [REDACTED]?

Please note we will be contesting the following two items:

1) Item 3 a) - The leaf matter in the rear garden beds.

Considering in the (over) 8 years we resided at the property and I also assume the majority of the DHA lease agreement in place with the property owner; DHA failed to mulch or re-mulch (maintain, top up or replace) the woodchip in any of the garden beds in those 8+ years. That leaf matter in the rear garden beds was the only form of garden mulch on hand and was used in lieu of the original wood chip which had long rotted away. As such, I do not consider the removal of that leaf matter our responsibility, nor is it fair that we are financially burdened for DHA's lack of property management and something I would consider the original responsibility of DHA. Had there been woodchip, then the leaves would have been removed.

2) Item 5 - This is exactly the same as Item 4 and appears to be a double up.

As such, we do not authorise, agree to, or will sign the Tenant Acknowledgement in the inspection condition report, until we first have an opportunity to rectify (the majority of) the non fair wear and tear items (minus the items we are contesting).

Please advise if we can be granted property access this weekend; and don't hesitate to call if you wish to discuss.

Regards

s47F

s47F

s47F

From: s47F
Sent: Sunday, 22 March 2015 15:50
To: s47F
Subject: Fwd: DHA Non Fair Wear and Tear Identification

----- Forwarded message -----
From: NoReply <do-not-reply@dha.gov.au>
Date: 19 Mar 2015 2:58 pm
Subject: DHA Non Fair Wear and Tear Identification
To: s47F
Cc:



19/03/2015

Dear s47F

Non Fair Wear and Tear Identification

s47F

Harrison ACT 2914

DHA carried out an inspection at the above address following your recent uplift and items of non fair wear and tear have been identified.

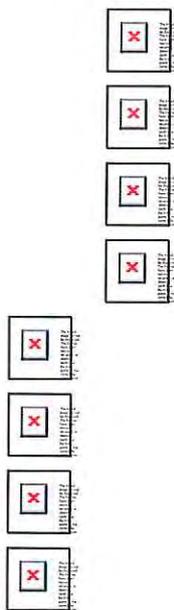
Refer to the attached documentation for further details regarding your non fair wear and tear items.

If you have any questions, please call us on 139 342.

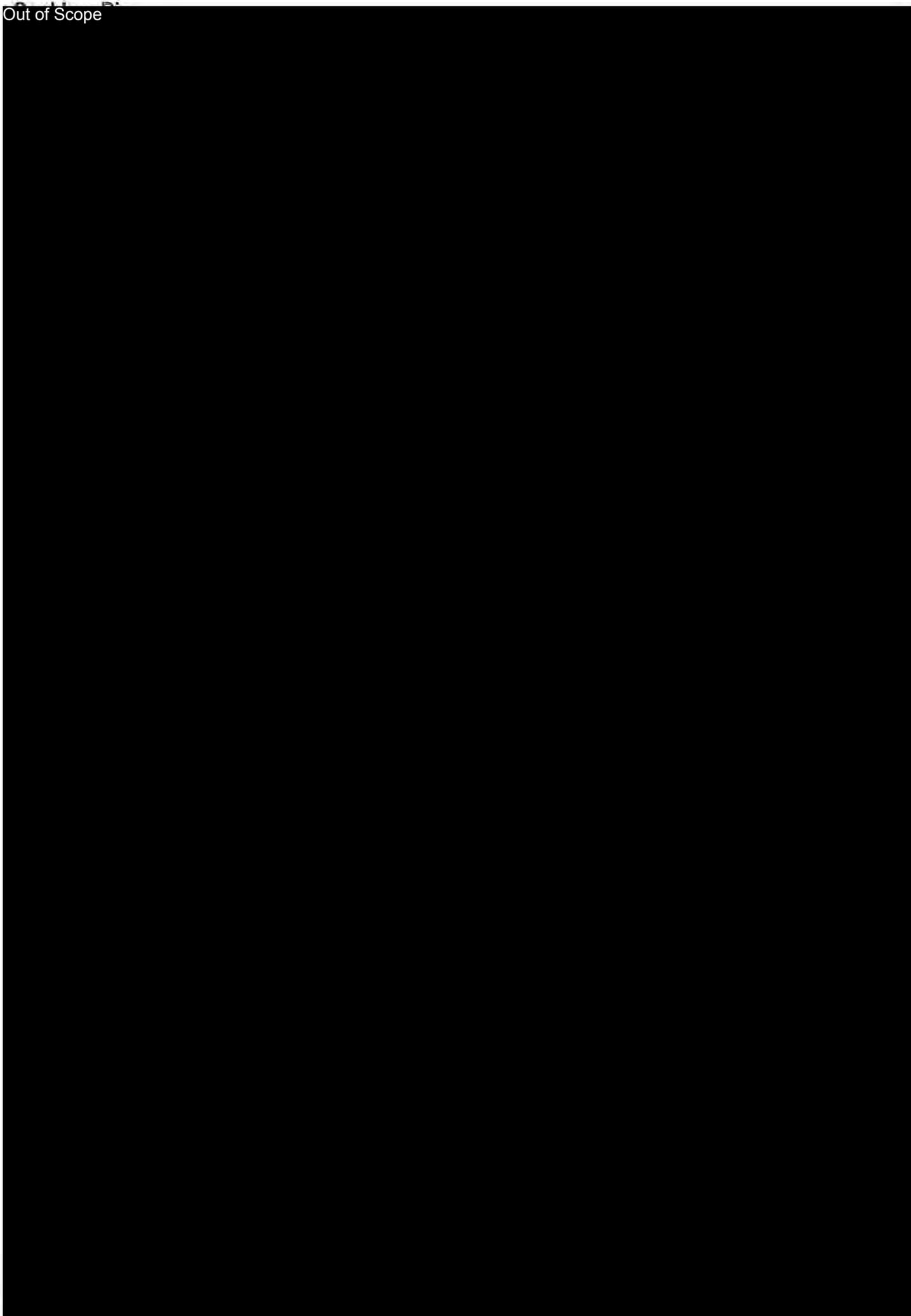
Regards,

Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.



Out of Scope





From: "Dermatossian, Madeline" <madeline.dermatossian@dha.gov.au>
Date: 27 March 2015 9:04:34 pm AEDT
To: "Jorgensen, Brett" <Brett.Jorgensen@dha.gov.au>
Subject: Fwd: Property ID [REDACTED] - Non Fair
Wear and Tear Identification [SEC=UNCLASSIFIED]

Brett

please look into this matter and advise me

Regards
Madeline

Madeline Dermatossian | Chief Operating Officer
Defence Housing Australia
[26 Brisbane Avenue Barton ACT 2600](https://www.dha.gov.au)
Tel: [02 8836 5759](tel:0288365759) | Fax: [02 6222 2268](tel:0262222268) | Mob: [REDACTED]
madeline.dermatossian@dha.gov.au | www.dha.gov.au

Begin forwarded message:

From: "Howman, Peter" <Peter.Howman@dha.gov.au>
Date: 27 March 2015 8:29:34 pm AEDT

To: "Dermatossian, Madeline"
<madeline.dermatossian@dha.gov.au>

Subject: Fwd: Property ID s47F [REDACTED]
Non Fair Wear and Tear Identification
[SEC=UNCLASSIFIED]

Madeline

Would you please look into this one for me. I can't get involved as it is now a FOI case in which I need to remain independent.

Regards,

Peter Howman
Managing Director | Defence Housing Australia

26 Brisbane Avenue Barton ACT 2600
Tel: [02 6217 8509](tel:0262178509) | Fax: [02 6217 8462](tel:0262178462)
peter.howman@dha.gov.au | www.dha.gov.au

Begin forwarded message:

From: s47F [REDACTED] MR 1"
<s47F@defence.gov.au>
Date: 27 March 2015 11:36:52 am AEDT
To: "Bradbury, Alison"
<alison.bradbury@dha.gov.au>
Cc: "foi@dha.gov.au" <foi@dha.gov.au>, "peter.howman@dha.gov.au"
<peter.howman@dha.gov.au>
Subject: Property ID s47F [REDACTED]
s47F [REDACTED] - Non Fair Wear and
Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Alison

Thank you for your notification that access will not be granted so we may remedy the NFWT, even though the property is still vacant.

We will now formally contest these NFWT costs as I feel that in 8 years we resided at the property there were things (such as remulching external garden bed maintenance) that should have been DHA's responsibility as we were told by a DHA representative which is described by s47F [REDACTED] in her email below.

In addition, I also request under the *Freedom of Information Act 1982* (FOI Act) all information pertaining to s47F [REDACTED] Harrison ACT (Property ID s47F [REDACTED]), including (by not limited to) all records be that personal information, records, reports, visitation and inspection notes, remedies,

maintenance and general correspondence from the periods between and including 6 February 2007 to 27 March 2015.

This information is to establish that we were in fact told by the DHA representative who inspected the property in October 2014 (or there about) that it was the responsibility of DHA to mulch the garden beds annually. As such, we will be contesting the exterior grounds charge and the excessive quoted amounts for the interior fixes (not the fixes themselves).

I would like to thank you for your ongoing sterile treatment of us and my wife as a serving Defence member and returned veteran. I was always under the impression it was DHA's primary role to supply housing to Defence members and their families... not screw them.

Regards

s47F

s47F

s47F

From: Bradbury, Alison
[mailto:alison.bradbury@dha.gov.au]
Sent: Friday, 27 March 2015 10:42
To: s47F
Cc: s47F
Subject: RE: s47F - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

Hello s47F

At the inspection on the 20/02 I discussed with Tabitha the works that were required to be carried out prior to vacating the SR, these documented on the TAF as a Potential Charge and that if by our next inspection on the 16/03 these works were not completed to a professional standard they will automatically be a Tenant Charge. At the inspection on the 16/03 I advised s47F that Works will not be raised to a contractor until I come for the Day 1 on the 19/03 which gave you a few 2 days to complete the works.

Regarding the Charges that have been raised from the final inspection were 1x \$400 for the removal of screws, patch and paint of wall where the speaker

was removed in the lounge room (agreed to and excepted by s47F) the 2nd one was for the removal of leaves from the front and rear garden beds including weeds and removal of weeds from red granite areas, this has been invoiced as \$340 and again accepted by s47F

The additional charge to rectify the stain to the wall was for Bed2.

As you vacated the property on the 17/03 it is now too late to return to the property and the NFWT works are being completed by our contractors therefore access this weekend cannot be permitted.

Kind regards,

Alison Bradbury | Property Manager

Australian Capital Territory | Defence Housing
Australia

Level 5, TransACT House
470 Northbourne Ave, Dickson ACT 2602
Tel: 02 6268 3716 | Fax: 02 6222 2249
alison.bradbury@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.**



 *Be green, read off the screen*

From: s47F
Sent: Friday, 27 March 2015 10:29
To: 'alison.bradbury@dha.gov.au'
Cc: s47F
Subject: s47F - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Alison,

I confirm that I signed for the \$400 for fixing the wall and \$500 for the gardens. The other charges for carpet cleaning I accept as standard. In regard to the wall, would you confirm whether we have 2 x \$400 charges or only one \$400 charge (it looks to

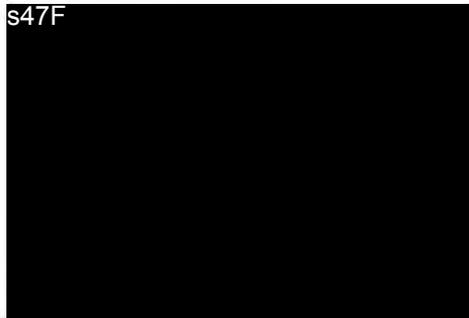
be that we've been charged twice for the same mark)?

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Anyway, for the yard we'll go through the formal process as you advised.

Kindest regards,

s47F



From: s47F MR 1
[mailto:s47F@defence.gov.au]
Sent: Friday, 27 March 2015 10:12 AM
To: Bradbury, Alison
Cc: s47F
Subject: RE:s47F - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Alison

We were not notified before vacating the premises (on 17 March 2015) that we'd be facing \$1900 worth of repairs (or \$1500 if you consider two of those charges are the same thing) as per the inspection report that was received on the 19 March 2015. Now we would like an opportunity to fix some of the identified NFWT and reduce these excessive quoted costs.

So can we have access to the property this weekend for remedy the perceived NFWT?

Regards

s47F

s47F

From: Bradbury, Alison
[mailto:alison.bradbury@dha.gov.au]
Sent: Friday, 27 March 2015 09:34
To: s47F
Cc: s47F
Subject: RE: s47F - Non Fair Wear
and Tear Identification [SEC=UNCLASSIFIED]

Good morning s47F

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I identify that you wish to dispute the charge for the grounds maintenance. DHA do not mulch during tenancy and for the duration of your tenancy and it is the service members responsibility to return the grounds in the condition that it was received in. As per the DRA grounds are to be kept free from debris and any garden clippings and waste must be removed from the property, where grounds have been damaged by neglect or rubbish has not been removed these are classified as NFWT.

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property on the 17/03 it is now too late to return to the property and the NFWT works are being completed by our contractors.

If you still intend to dispute you can lodge a dispute form and follow the instructions provided in your NFWT letter.

If you have any further questions please don't hesitate to contact me.

Kind regards,

Alison Bradbury | Property Manager

Australian Capital Territory | Defence Housing
Australia

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Tel: 02 6268 3716 | Fax: 02 6222 2249
alison.bradbury@dha.gov.au | www.dha.gov.au

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 *Be green, read off the screen*

From: s47F [REDACTED] MR 1
[mailto:s47F [REDACTED]@defence.gov.au]
Sent: Wednesday, 25 March 2015 5:13 PM
To: Bradbury, Alison
Cc: s47F [REDACTED], Maint Canberra
Subject: s47F [REDACTED] - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear Alison

Considering we received this inspection report after we had moved out of the property, we'd like the opportunity to remedy the majority of non fair wear and tear items as identified in the inspection conditions report.

If possible we would like access to the property for this weekend of **28/29 March** to remedy:

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Please note we will be contesting the following two items:

1) Item 3 a) - The leaf matter in the rear garden beds.

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Regards

s47F

s47F



From: s47F
[mailto:s47F@internode.on.net]
Sent: Sunday, 22 March 2015 15:50
To: s47F
Subject: Fwd: DHA Non Fair Wear and Tear Identification

----- Forwarded message -----
From: NoReply <do-not-reply@dha.gov.au>
Date: 19 Mar 2015 2:58 pm
Subject: DHA Non Fair Wear and Tear Identification
To: s47F@internode.on.net
Cc:



19/03/2015

Dear s47F

Non Fair Wear and Tear Identification

s47F

DHA carried out an inspection at the above address following your recent uplift and items of non fair wear and tear have been identified.

Refer to the attached documentation for further details regarding your non fair wear and tear items.

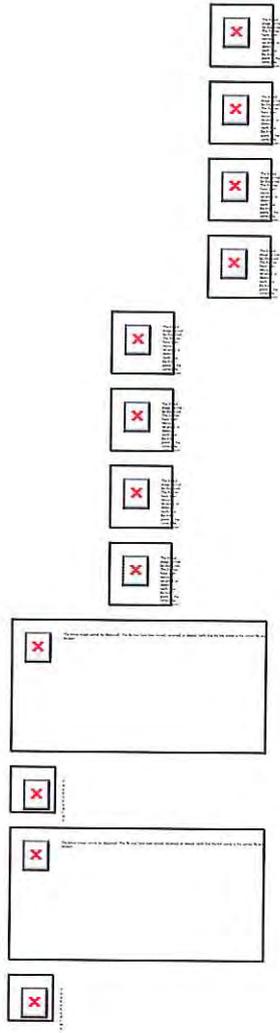
If you have any questions, please call us on 139 342.

Regards,

Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

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Sackley, Pip

From: s47F [REDACTED]@defence.gov.au>
Sent: Friday, 27 March 2015 10:29 AM
To: Bradbury, Alison
Cc: s47F [REDACTED]
Subject: [REDACTED] - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Alison,

I confirm that I signed for the \$400 for fixing the wall and \$500 for the gardens. The other charges for carpet cleaning I accept as standard. In regard to the wall, would you confirm whether we have 2 x \$400 charges or only one \$400 charge (it looks to be that we've been charged twice for the same mark)?

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Anyway, for the yard we'll go through the formal process as you advised.

Kindest regards,

s47F [REDACTED]

From: s47F [REDACTED] MR 1
Sent: Friday, 27 March 2015 10:12
To: 'Bradbury, Alison'
Cc: s47F [REDACTED]
Subject: RE: s47F [REDACTED] - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Alison

We were not notified before vacating the premises (on 17 March 2015) that we'd be facing \$1900 worth of repairs (or \$1500 if you consider two of those charges are the same thing) as per the inspection report that was received on the 19 March 2015. Now we would like an opportunity to fix some of the identified NFWT and reduce these excessive quoted costs.

So can we have access to the property this weekend for remedy the perceived NFWT?

Regards

s47F

s47F

s47F

From: Bradbury, Alison [mailto:alison.bradbury@dha.gov.au]

Sent: Friday, 27 March 2015 09:34

To: s47F

Cc:

Subject: RE: s47F - Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

Good morning s47F

Thankyou for your below email.

We apologise for the NFWT not being picked up at the PVI or the 2nd inspections. These cannot always be identified by staff in a furnished home and in this case was only picked up after you had vacated the SR. As per your signed DRA were NFWT is identified after the Member has vacated DHA is responsible for repairing the damage and the Service Member must reimburse Defence for the cost of the NFWT.

I identify that you wish to dispute the charge for the grounds maintenance. DHA do not mulch during tenancy and for the duration of your tenancy and it is the service members responsibility to return the grounds in the condition that it was received in. As per the DRA grounds are to be kept free from debris and any garden clippings and waste must be removed from the property, where grounds have been damaged by neglect or rubbish has not been removed these are classified as NFWT.

AS discussed at your first 2nd inspection on the 20/02 the grounds were not in an acceptable state you were advised of this and given the opportunity to rectify the NFWT before you vacated the property. A further 2nd inspection was conducted on the 16/03 and no attempts had been made to address this NFWT as per your DRA. As discussed at that final inspection you were advised that if these works were not completed by you they would be raised as the TC would not be raised until I carried out the Day 1 on the 19/03. As you vacated the property on the 17/03 it is now too late to return to the property and the NFWT works are being completed by our contractors.

If you still intend to dispute you can lodge a dispute form and follow the instructions provided in your NFWT letter.

If you have any further questions please don't hesitate to contact me.

Kind regards,

Alison Bradbury | Property Manager

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 6268 3716 | Fax: 02 6222 2249

alison.bradbury@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: s47F [redacted]@defence.gov.au
Sent: Wednesday, 25 March 2015 5:13 PM
To: Bradbury, Alison
Cc: s47F [redacted] Maint Canberra
Subject: s47F [redacted] Non Fair Wear and Tear Identification [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear Alison

Considering we received this inspection report after we had moved out of the property, we'd like the opportunity to remedy the majority of non fair wear and tear items as identified in the inspection conditions report.

If possible we would like access to the property for this weekend of **28/29 March** to remedy:

- * Item 2 the silver screws in the lounge
- * Item 2 removal of leaves in the front garden bed (only)
- * Item 3 b) the weeds in the garden beds and granite areas
- * Item 4 back wall rub mark (black stain)

In addition, the quoted cost of most of these item repairs seems excessive. Can you identify the procurement method that was undertaken in accordance with the *Commonwealth Procurement Rules 2014 (CPRs)* to achieve these quoted prices that are then planned to be passed (invoiced) onto the member s47F [redacted]?

Please note we will be contesting the following two items:

1) Item 3 a) - The leaf matter in the rear garden beds.

Considering in the (over) 8 years we resided at the property and I also assume the majority of the DHA lease agreement in place with the property owner; DHA failed to mulch or re-mulch (maintain, top up or replace) the woodchip in any of the garden beds in those 8+ years. That leaf matter in the rear garden beds was the only form of garden mulch on hand and was used in lieu of the original wood chip which had long rotted away. As such, I do not consider the removal of that leaf matter our responsibility, nor is it fair that we are financially burdened for DHA's lack of property management and something I would consider the original responsibility of DHA. Had there been woodchip, then the leaves would have been removed.

2) Item 5 - This is exactly the same as Item 4 and appears to be a double up.

As such, we do not authorise, agree to, or will sign the Tenant Acknowledgement in the inspection condition report, until we first have an opportunity to rectify (the majority of) the non fair wear and tear items (minus the items we are contesting).

Please advise if we can be granted property access this weekend; and don't hesitate to call if you wish to discuss.

Regards

s47F [redacted]

s47F [redacted]

s47F

s47F

From: s47F
Sent: Sunday, 22 March 2015 15:50
To: s47F
Subject: Fwd: DHA Non Fair Wear and Tear Identification

----- Forwarded message -----
From: NoReply <do-not-reply@dha.gov.au>
Date: 19 Mar 2015 2:58 pm
Subject: DHA Non Fair Wear and Tear Identification
To: s47F
Cc:



19/03/2015

Dear s47F

Non Fair Wear and Tear Identification

s47F
Harrison ACT 2914

DHA carried out an inspection at the above address following your recent uplift and items of non fair wear and tear have been identified.

Refer to the attached documentation for further details regarding your non fair wear and tear items.

If you have any questions, please call us on 139 342.

Regards,

Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

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intmr01.dha.gov.au[8661977]

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intmr01.dha.gov.au[8738942]

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Inspection Condition Report

s47F, HARRISON ACT 2914



2nd Inspection, 16 March 2015 4:30 PM

Tenant	s47F	Reason for Relocation	Own Home (initiated by RSA)
Employee ID	s47F	Move Expense	Defence
Email	s47F@t	Vacancy Date	17 March 2015
Phone	s47F		
Property Manager	Alison Bradbury		

Location/Fixture	Comments
Entry	
Tile Flooring	
Lounge	
Carpet Flooring	
Family	
Tile Flooring	
Meals	
Kitchen	
Tile Flooring	
Telephone Outlet	
Wall Oven - Gas Main	
Rangehood	
Pantry	
Laundry	
Bathroom 1	
Exhaust Fan	
Ensuite 1	
Exhaust Fan	
Bedroom 1	
Telephone Outlet	
Carpet Flooring	
Built In Robe	

Bedroom 2	
Telephone Outlet	
Carpet Flooring	
Built In Robe	
Bedroom 3	
Carpet Flooring	
Built In Robe	
Bedroom 4	
Carpet Flooring	
Built In Robe	
Interior Property	
Deadlock	
Window Lock	
Window Furnishings - Venetian Blinds	
Cooling Evaporative Ducted System	
Smoke Detectors	
Window Furnishings - Vertical Blinds	
Heating Ducted System - Gas Main	
Standard TV Outlet	
Exterior Grounds	
Timber Fence	
Exterior Property	
Brick Veneer Wall Construction	
Security Screen Window	
Hot Water System - Gas Main	
Security Screen Door	
Concrete Tile Roof Construction	
Outdoor Entertainment Area	
Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	

Remote Garage Door	
Whole Site	

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

I will clean the property as required for the vacancy.

I will receive a notification for tenant charges identified after vacation for acceptance of the works.

I will mow, water and trim edges of the lawns, weed, remove grass clippings from garden beds and lawns prior to vacating the property. If these works are not completed prior to vacancy they will become a tenant charge.

I will be liable for the actual costs incurred up to the estimated values.

Category C charges will be converted to a Tenant Charge if not completed by vacation.

Tenant Remedies

Type	Location	Description	Estimated Price	Raised From	Accepted
Tenant Charge	Interior Property	Lounge room big back wall remove silver screws from wall, patch and paint with like in colour PM Ali s47F	\$400.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Charge	Exterior Grounds	1. Remove leaves from front and rear garden beds including weeds 2. Rear yard near side gate remove weeds from red granite area PM Ali s47F	\$500.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Potential Charge	Whole Site	Category C: Cut keys which are missing	\$250.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Whole Site	Category C: Remove all rubbish, clean and secure garbage bins	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Kitchen	Category C: Clean cooking appliances (oven, grill, rangehood and cooktop) to remove all burnt on deposits and fatty deposits	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Garage	Category C: Replace missing garage remotes	\$150.00	Pre-Vacation 05/09/2014	

Payment Method

Deduct Tenant Charges from Salary

s47F
[Redacted Signature]

Signature

Tenant Name

s47F
[Redacted Name]

Date

16 March 2015

Dispute on Non Fair Wear & Tear

Defence member: s47F

Spouse: s47F

Service Residence: s47F **Harrison ACT**

Tenancy: 15/02/2007 to 17/03/2015

- Pre Vacation Inspection carried out on 5/09/2014. Tenant was moving to own home and they contacted DHA to advise there has been a delay in the building of their home and the vacancy date was moved to 17/03/2015.
- A 2nd inspection was carried out on 20/02/2015 at which time a number of tenant charges were identified to the tenant. At this time the tenant was notified what items need to be rectified prior to vacation. This provided the tenant over four (4) weeks to rectify the maintenance issues identified. The maintenance issues identified being:
 1. Rear yard – weeds and grass growing in the red granite area, garden beds with a build-up of leaves and weeds.
 2. Front yard – garden bed build-up of weeds and leaves.
 3. Lounge room – removal of screws to wall that were holding up a speaker.
- At this inspection the PM explained to the Defence member that all these items would be a potential charge and that she will carry out an additional 2nd inspection on the 16/03/15 giving them a period of time to rectify these items.

Additional 2nd Inspection – 16/03/2015

- Upon carrying out the inspection the PM identified that no items identified as NFWT had been rectified. The PM discussed this with the Member that these items will now be a Tenant Charge, the member accepted these charges and signed the Inspection Condition Report. (TAF). The member did suggest that her husband might be able to get the works done that afternoon so the PM advised the member that she would not raise the work orders for the TC's until she came out for the Day 1, the PM did advise that if at the Day 1 these items are not rectified the PM will be raising the work orders.
- When the PM carried out the Day 1 on the 19/03/15 the tenant charges were not rectified so the PM raised works to be carried out by our maintenance contractors. While at the Day 1 the PM identified a black rub mark to the wall of bedroom 2 where a piece of furniture had rubbed up against, the PM attempted to remove the mark with spray and wipe and when it did not remove the mark she decided that it will need to be painted over to remove. The PM then raised the work order as a disputed charge and forwarded the NFWT letters to member as per the SOP.
- All P&T SOP's were followed, the member was given an opportunity to rectify TC's and informed of their rights and responsibilities throughout the process. This is a NFWT dispute that has not been escalated by the complaints mechanism which is out lined in the Tenant hand book and DRA.
- It should be noted that this issue has been escalated by the spouse and not the serving Defence member.
- The request to rectify the maintenance issues after the Defence member vacated the property was not received until 27/3/2015 (10 days after the vacation date). The request

was not granted as the maintenance work was already completed by maintenance contractors.

- It should be noted that the PM did not request the tenant to top up an mulch in the garden beds. The request was to weed and tidy up the garden beds.
- It was always the intention of DHA to top up the mulch once the tenant vacated the service residence.
- The Defence member has previously been advised by email of the dispute resolution process.

Recommendation

- It is recommended that the Canberra Regional Office contact the Defence member to advise of the correct dispute resolution process including escalation to all relevant parties including the DRHMs.



19 March 2015

s47F

HARRISON ACT 2914

Dear s47F

Non Fair Wear and Tear Identification

s47F HARRISON ACT 2914

On 19 March 2015 DHA carried out an inspection at the above address following your recent uplift. Items of non fair wear and tear have been identified. Non fair wear and tear arises from damage to a property (whether accidental or intentional) and includes items listed as Category C in the Tenant Acknowledgement section of the Inspection Condition Report signed at your Pre Vacate Inspection. Your signed DHA Residence Agreement outlines tenant responsibilities and what constitutes non fair wear and tear.

The attached Inspection Condition Report and supporting documentation details your non fair wear and tear items. Can you please:

- indicate if you accept or dispute each of the items listed
- select a recovery payment method
- sign to indicate your acceptance

The Inspection Condition Report is to then be returned to DHA within 14 days via one of the below methods:

Email maintcanberra@dha.gov.au

Post PO Box 1134, Dickson ACT 2602

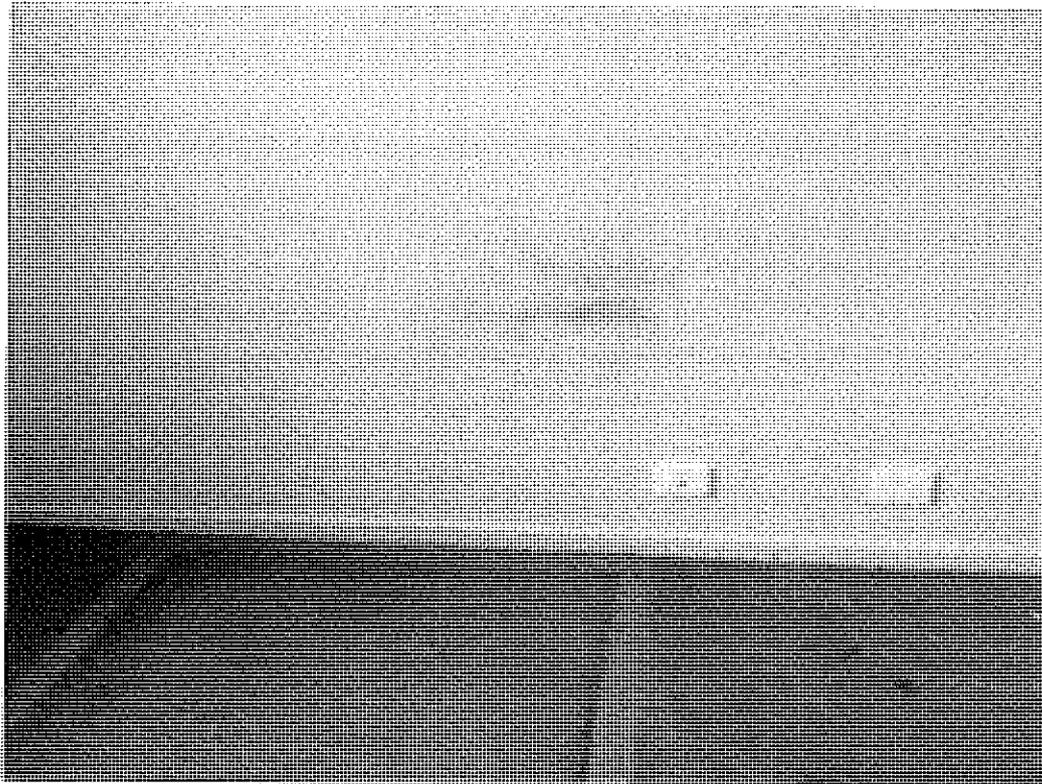
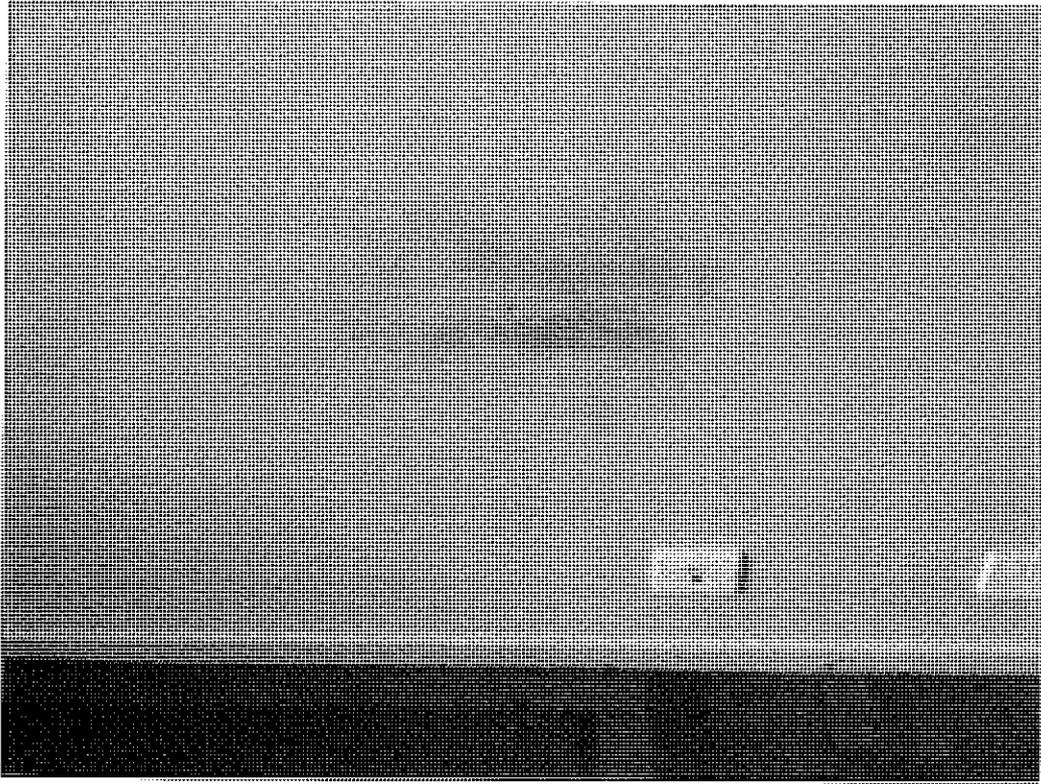
If no acknowledgement is received within 14 days these charges will be forwarded to Defence, an invoice raised and forwarded for payment.

If you are disputing any items or have any questions, please call us on 139 342.

Regards,

Alison Bradbury
Property Manager
Canberra HMC

Supporting Documentation



Inspection Condition Report



s47F

HARRISON ACT 2914

Day 1 Inspection, 19 March 2015 8:30 AM

Tenant	s47F	Reason for Relocation	Own Home (initiated by RSA)
Employee ID		Move Expense	Defence
Email		Vacancy Date	17 March 2015
Phone			
Property Manager	Alison Bradbury		

Location/Fixture	Comments
Entry	
Tile Flooring	
Lounge	
Carpet Flooring	
Family	
Tile Flooring	
Meals	
Kitchen	
Telephone Outlet	
Rangehood	
Wall Oven - Gas Main	
Tile Flooring	
Pantry	
Laundry	
Bathroom 1	
Exhaust Fan	
Ensuite 1	
Exhaust Fan	
Bedroom 1	
Telephone Outlet	
Carpet Flooring	
Built In Robe	

Bedroom 2	
Telephone Outlet	
Carpet Flooring	
Built In Robe	
Bedroom 3	
Carpet Flooring	
Built In Robe	
Bedroom 4	
Carpet Flooring	
Built In Robe	
Interior Property	
Cooling Evaporative Ducted System	
Deadlock	
Standard TV Outlet	
Window Furnishings - Venetian Blinds	
Window Furnishings - Vertical Blinds	
Smoke Detectors	
Window Lock	
Heating Ducted System - Gas Main	
Exterior Grounds	
Timber Fence	
Exterior Property	
Security Screen Window	
Hot Water System - Gas Main	
Concrete Tile Roof Construction	
Security Screen Door	
Brick Veneer Wall Construction	
Outdoor Entertainment Area	
Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	

Remote Garage Door	
Whole Site	

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

All accepted works will be carried out by DHA at my cost and I authorise the cost to be recovered as elected.

I am responsible for the non fair wear and tear identified.

I will be liable for the actual costs incurred up to the estimated values.

Tenant Remedies

Type	Location	Description	Estimated Price	Raised From	Accepted
Tenant - Carpet Cleaning	Whole Site	Steam clean carpet	\$200.00		Paper Acceptance
Tenant Charge	Interior Property	Lounge room big back wall remove silver screws from wall, patch and paint with like in colour PM Ali s47F	\$400.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Charge	Exterior Grounds	1. Remove leaves from front and rear garden beds including weeds 2. Rear yard near side gate remove weeds from red granite area PM Ali s47F	\$500.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Disputed Charge	Bedroom 3	back wall of room black stain to wall due to furniture rubbing against it patch and paint with like in colour. PM Ali s47F	\$400.00	Day 1 19/03/2015	Accept / Dispute
Tenant Disputed Charge	Bedroom 3	Back wall of room black stain to wall due to furniture rubbing against it patch and paint with like in colour. PM Ali s47F	\$400.00	Day 1 19/03/2015	Accept / Dispute

Select Payment Method

Deduct Tenant Charges from Salary / Issue Accounts Receivable Invoice for Tenant Charges

Signature

Tenant Name s47F

Date 19 March 2015

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F
New interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38584739 All Notifications

Interaction

Modify

Key	38584739	PTOps 09/03/2015 11:03
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Recipient	s47F	Sent 1 month ago

Description

View Full Description

An inspection of your residence is scheduled for 10/03/2015 at 4:30 PM. Any enquiries please ring DHA on 139 342.

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type	Details	Status
INSP-266023	Inspection	2nd Inspection : 16/03/2015 : s47F Harrison ACT 2914	Inspection Completed
3119639	Property	s47F Harrison ACT 2914	

Comments

N/A

Rendered in 0.023 seconds
23/04/2015 14:58:55

Log a fault in Services Hub

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

Employee ID s47F

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

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38593142 All Notifications

Interaction

Key 38593142
Source Email (DHA to Mem
Template Member Inspection E
Recipient s47F

38593142 Email (DHA to Member) Description

DHA 2nd Inspection on 16/03/2015 at 4:30 PM



s47F

Inspection Completed

Description

DHA 2nd Inspection on 16/03/2015 at 4:30 PM

10/03/2015

2914



Dear s47F

s47F

Harrison ACT 2914 - 2nd Inspection

We confirm your appointment to conduct a 2nd Inspection at your property. Your inspection has been scheduled for 16/03/2015 at 4:30 PM and will take approximately 30 minutes.

We confirm your appointment to conduct a 2nd In

We require you, the Defence member, to attend the inspection. However if you are unavailable, refer to the Appointment of Agent advice.

Attachments

N/A

Alternatively, if you are unable to appoint an agent please contact DHA on 139 342.

Regards,

Previous Interaction

Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

Next Interaction

Rendered in 1.914 seconds
23/04/2015 14:59:12

3071109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F
New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38595382 All Notifications

Interaction

Key 38595382
Source Email (DHA to Member)
Template Member Inspection C
Recipient s47F

Description

DHA Inspection Condition Report

Defence Housing Australia
10/03/2015
Dear s47F

38595382 Email (DHA to Member) Description

DHA Inspection Condition Report


Defence Housing Australia

10/03/2015
Dear s47F

Inspection Condition Report

s47F
Harrison ACT 2914

Your signed Inspection Condition Report is available in the Correspondence section of Online Services.
Should you identify any maintenance or have questions, please call us on 139 342.
Regards,
Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

Attachments

N/A

Previous Interaction

Rendered in 0.017 seconds
23/04/2015 14:59:29

s47F

Inspection Completed

2914

Next Interaction

20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 163428 s47F History

All Interactions Interaction 38600029 All Notifications

Interaction

Key 38600029
Source Email (DHA to Member)
Template LIA Allocation Confir
Recipient s47F

38600029 Email (DHA to Member) Description

DHA LIA Booking Confirmed



10/03/2015

s47F

Description

DHA LIA Booking Confirmed



10/03/2015

s47F

This email is to advise you that the following room
15/05/2015 to 17/05/2015.
Building: P026 (Officer/SNCO Transit)

This email is to advise you that the following room has been allocated to you at Enoggera Barracks, QLD from 15/05/2015 to 17/05/2015.

Building: P026 (Officer/SNCO Transit)

Floor: S4

Room: 7E

Level: 3

Fortnightly contribution: \$0.00

Attachments

N/A

The fortnightly contribution above is payable in accordance with PACMAN and should not be included in travel budget calculations.

FINMAN charges will be applied for non-duty bookings and mess transit may also be payable. These fees and charges are settled between the Member and the base. Any queries should be referred to the local accommodation office.

In some metropolitan locations requests may allocated to an adjacent base if a room at the preferred base is not able to be confirmed.

Key collection is generally available after 2:00pm with key return before 10:00am. To view details about key collection, mess transit fees or to find out more about this accommodation and other amenities at Enoggera Barracks, QLD please go to

Previous Interaction

Next Interaction

Rendered in 0.014 seconds
23/04/2015 14:59:48

30T1109.c3cc51e Java: 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38637976 All Notifications

Interaction Modify

Key	38637976	PTOps 15/03/2015 11:02
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Recipient	s47F	Sent 1 month ago

Description View Full Description

An inspection of your residence is scheduled for 16/03/2015 at 4:30 PM. Any enquiries please ring DHA on 139 342.

Raised Issues

N/A

Referenced Issues

ID	Type	Details	Status
INSP-266023	Inspection	2nd inspection : 16/03/2015 Harrison ACT 2914 s47F	Inspection Completed
3119639	Property	s47F Harrison ACT 2914	

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.021 seconds 23/04/2015 15:00:09

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Flip Sacklay | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38680955 All Notifications

Interaction

Key 38680955
Source Email (DHA to Member)
Template Member Day 1 Inspection
Recipient s47F

Description

DHA Non Fair Wear and Tear Identification


Defence Housing Australia
19/03/2015
Dear s47F

38680955 Email (DHA to Member) Description

DHA Non Fair Wear and Tear Identification



19/03/2015

s47F

Non Fair Wear and Tear Identification

s47F

Harrison ACT 2914

Non Fair DHA carried out an inspection at the above address following your recent uplift and items of non fair wear and tear have been identified.

Refer to the attached documentation for further details regarding your non fair wear and tear items.

If you have any questions, please call us on 139 342.

Regards,

Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

Attachments

Attachment 1  Day 1 NFWT L
Attachment 2  Inspection Conc

Previous Interaction

S4 Harrison ACT Inspection Completed
2914

Next Interaction

Rendered in 0.02 seconds
23/04/2015 15:00:53

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Interaction		Modify	Raised Issues
Key	38576122	Kellie Williams 06/03/2015 13:24	N/A
Source	Phone (Mamber to DHA)		Referenced Issues
Reason	Allocation		N/A
Description		View Full Description	Comments
<p>Member has called re amendment to vacate date. Have advised we have received an amendment from Toll and have processed for her for vacate 17/3/2015. Transferred back to VCC to change Day 2 inspection date and time. Have checked to incoming member to SR to see if this date changes affects incoming occupancy. Member occupying after ready date so no change required.</p>			N/A
Attachments			
N/A			
Previous Interaction		Next Interaction	

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38576196 All Notifications

Interaction

Key 38576196
Source Email (Member to D)
Reason Inspection

Description

RE: 2nd inspection s47F Harrison
Hi Ladies,
I received a call from the MBR she has extended
She has requested for her 2nd inspection to be c
She said just the email confirmation will be fine.
Thanks,
Kiera Ebers | Inspection Booking Consultant | Sy

Attachments

Attachment 1 2015-09-06-130

Previous Interaction

38576196 Email (Member to DHA) Description

RE: 2nd inspection - s47F Harrison ACT

Hi Ladies,

I received a call from the MBR she has extended her vacate date to the 16.3.15, the amendment is being processed now. She has requested for her 2nd inspection to be changed to the 16.3.15 at any time of the day.

She said just the email confirmation will be fine.

Thanks,

Kiera Ebers | Inspection Booking Consultant | Sydney HMC
Defence Housing Australia

Level 13, 2-12 Macquarie Street Parramatta NSW 2150

Tel: 139 342 | Fax: 02 6222 2223 |

sydneypropertyeast@dha.gov.au | www.dha.gov.au

Did you know you can track the progress of your logged maintenance?

Log onto DHAs Online Services Available 24 hours a day, 7 days a week.

Next Interaction

Rendered in 0.021 seconds
23/04/2015 14:48:19

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

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

Employee ID s47F
New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38577875 All Notifications

Interaction

Key 38577875
Source Email (DHA to Membe
Reason Allocation

Description

2nd Inspection
Good afternoon s47F
Thank you for the notification in the your change o
I have been advised that you are wanting to chang
have the times 11am or 4:30pm available on that d
Kind regards,

Attachments

Attachment 1 2015-08-06-1602

Previous Interaction

38577875 Email (DHA to Member) Description

2nd Inspection

Good afternoon s47F

Thank you for the notification in the your change of dates for vacating your SR.

I have been advised that you are wanting to change the date of your 2nd inspection from the 10th to the 16th of March. I have the times 11am or 4:30pm available on that day, please let me know what time will suit you best and I will book it in.

Kind regards,

Alison Bradbury | Property Manager
Australian Capital Territory | Defence Housing Australia
Level 5, TransACT House
470 Northbourne Ave, Dickson ACT 2602
Tel: 02 6268 3716 | Fax: 02 6222 2249
alison.bradbury@dha.gov.au | www.dha.gov.au

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

Be green, read off the screen

Next Interaction

Rendered in 0.064 seconds
23/04/2015 14:49:43

T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

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

Employee ID s47F New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 36942425 All Notifications

Interaction Key 36942425 Source Email (DHA to Member)

Description DHA Defence Housing Australia Dear Tenant As per our email dated 27 August Defence Housing Australia (DHA) is arranging a rental valuation on the property you occupy, to meet our contractual obligations with the Department of Defence and DHA lessors. We are currently working with our contracted valuers to minimise the impact on you and your family. Following Air Chief Marshall Binskin's message dated 19 September to ADF families regarding the National Terrorism Public Alert Level, we wanted to notify you of our ongoing commitment to your privacy.

Attachments N/A Previous Interaction

Rendered in 0.025 seconds 23/04/2015 14:42:20

36942425 Email (DHA to Member) Description



Dear Tenant

As per our email dated 27 August Defence Housing Australia (DHA) is arranging a rental valuation on the property you occupy, to meet our contractual obligations with the Department of Defence and DHA lessors. We are currently working with our contracted valuers to minimise the impact on you and your family.

Following Air Chief Marshall Binskin's message dated 19 September to ADF families regarding the National Terrorism Public Alert Level, we wanted to notify you of our ongoing commitment to your privacy.

As a precaution extra measures have been put in place with registered valuers to ensure they follow all contractual obligations in the strictest of confidence. Following instructions from our Managing Director, Peter Howman, all contractors are required to carry a form of identification when visiting DHA managed properties.

From now until November, registered valuers will be conducting a valuation on your home. All valuers have been notified in written and verbal communication that they must follow all contractual obligations as part of their agreement and their commitment to your privacy. All companies have acknowledged this contractual agreement. Any information that is passed to a registered valuer (as outlined in your DRA) is treated as confidential and is not passed onto a third party.

Over the next two months a kerbside inspection may be conducted on your home without prior notification. This involves the valuer parking in the street at the front of your property to take notes and photographs. All valuers have been issued a letter (signed by me) to confirm their authorisation. They will not be required to enter the property. If you feel concerned or uncomfortable regarding this please call DHA on 139 342.

If an internal inspection of your property is required a valuer will contact you to arrange a convenient time to look through your

Next Interaction

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents S47F

Member...

S47F

Employee ID S47F

Service Army / GRE RB1 / Marital status MWD / Email S47F / Phone S47F

New Interaction

Dashboard Details Interactions RSA 153428 S47F History

All Interactions Interaction 37162182 All Notifications

Interaction

Key 37162182
Source Email (DHA to Mem
Reason Allocation

Description

vacate date
Good morning S47F
I am the property manager for your property, Kyle
I have noticed there has been a change in your v
I believe you are moving to your own home, this c

37162182 Email (DHA to Member) Description

vacate date
Good morning S47F
I am the property manager for your property, Kyle carried out your PVI a few weeks ago.
I have noticed there has been a change in your vacate dates on the system.
I believe you are moving to your own home, this can sometimes cause dates to change.
As DHA and Toll are 2 different companies we do not always get notification of date changes to vacating.
If I can please get you to confirm your Pre pack and uplift date so I can amend the dates the contractors are to attend on the system.
Much appreciated,
Kind regards,
Alison Bradbury | Property Manager
Australian Capital Territory | Defence Housing Australia
Level 5, TransACT House
470 Northbourne Ave, Dickson ACT 2602
Tel: 02 6268 3716 | Fax: 02 6222 2249
alison.bradbury@dha.gov.au | www.dha.gov.au

Attachments

Attachment 1 2014-07-29-111

Previous interaction

Next Interaction

Rendered in 0.035 seconds
23/04/2015 14:45:01

30T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38077534 All Notifications

Interaction

Key	38077534	Lorena DeOlivei.. 14/01/2015 12:26	Modify
Source	Internal DHA		
Reason	Allocation		

Raised Issues

N/A

Referenced Issues

N/A

Description

View Full Description

Working in BI - amended cease date on cease bn for housing case 990430 to 08/03/2015.

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.016 seconds
23/04/2015 14:45:47

Log a fault in Services Hub

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153426 s47F History

All Interactions Interaction 38458371 All Notifications

Interaction

Key 38458371
Source Email (DHA to Member)
Template Member Inspection E
Recipient s47F

38458371 Email (DHA to Member) Description

DHA 2nd Inspection on 20/02/2015 at 4:20 PM



Description

DHA 2nd Inspection on 20/02/2015 at 4:20 PM



20/02/2015
Det s47F

20/02/2015

s47F

s47F

Harrison ACT 2914 - 2nd Inspection

We confirm your appointment to conduct a 2nd in

We confirm your appointment to conduct a 2nd inspection at your property. Your inspection has been scheduled for 20/02/2015 at 4:20 PM and will take approximately 40 minutes.

We require you, the Defence member, to attend the inspection. However if you are unavailable, refer to the Appointment of Agent advice.

Attachments

N/A

Alternatively, if you are unable to appoint an agent please contact DHA on 139 342.

Regards,

Previous Interaction

Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

pentaria Street
2914
Inspected Completed

Next Interaction

Rendered in 0.077 seconds
23/04/2015 14:47:10

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents LT Tabitha F.

Member..

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 38473789 All Notifications

Interaction

Key 38473789
Source Email (DHA to Mem
Template Member Inspection E
Recipient s47F

38473789 Email (DHA to Member) Description

DHA 2nd Inspection on 10/03/2015 at 4:30 PM



23/02/2015

Deal s47F

s47F



2914

Description

DHA 2nd Inspection on 10/03/2015 at 4:30 PM



23/02/2015

Dear s47F

Harrison ACT 2914 - 2nd Inspection

We confirm your appointment to conduct a 2nd inspection at your property. Your inspection has been scheduled for 10/03/2015 at 4:30 PM and will take approximately 30 minutes.

We require you, the Defence member, to attend the inspection. However if you are unavailable, refer to the Appointment of Agent advice.

Alternatively, if you are unable to appoint an agent please contact DHA on 139 342.

Regards,

Property and Tenancy Services
Defence Housing Australia
Tel: 139 342 | dha.gov.au/online

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.022 seconds
23/04/2015 14:47:31

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 33164283 All Notifications

Interaction

Key 33164283
Source Phone (Member to C

Description

AFTER HOURS - 1429 1/01/2014 12:17:34 A012
Tenant has advised that there is no water to the f
company will be coming out and will be coming o
is not Actewagl problem to please call back as n

1430 1/01/2014 12:33:15 B321 12:40:50
Laser Plumbing Queanbeyan
NO WATER SUPPLY TO HOUSE - UNITED WA
ISSUE & A PLUMBER IS REQUIRED. SPOKE T
TO BALL VALVE & METER BUT BEYOND THAT

Attachments

N/A

Previous interaction

Rendered in 0.025 seconds
23/04/2015 14:31:11

33164283 Phone (Member to DHA) Description

AFTER HOURS - 1429 1/01/2014 12:17:34 A012 12:24:52
Tenant has advised that there is no water to the property. They have called Actewagl their water supplier and the company will be coming out and will be coming out within 2 hrs. The tenant wanted to log the call. Advised tenant that if it is not Actewagl problem to please call back as no water to property is classed as an emergency

1430 1/01/2014 12:33:15 B321 12:40:50
Laser Plumbing Queanbeyan
NO WATER SUPPLY TO HOUSE - UNITED WATER ON-SITE. TRADESPERSON ADVISED NOT A UNITED WATER ISSUE & A PLUMBER IS REQUIRED. SPOKE TO CONT. NO WATER PAST WATER METER. WATER IS COMING TO BALL VALVE & METER BUT BEYOND THAT POINT THERE IS NO WATER. WE BELIEVE THAT THE PRV VALVE MIGHT HAVE SEIZED UP Yes

Status
FMAH : AFTER HOURS Maintenance Done

ACT 2914 : PLSTMAH : WATER SUPPLY TO Maintenance Done

Next interaction

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 35758699 All Notifications

Interaction

Key 35758699
Source Email (DHA to Mem
Template Member Periodic Ins
Recipient s47F

Description

Periodic Inspection on 11/07/2014 at 3:30 PM



s47F

35758699 Email (DHA to Member) Description

Periodic Inspection on 11/07/2014 at 3:30 PM



30/06/2014

s47F

Periodic Inspection of Service Residence:

s47F
Harrison ACT 2914

We would like to advise you that DHA will be conducting a periodic inspection of your property on 11/07/2014 at 3:30 PM. This inspection is to ensure that your property is being maintained in accordance with your current residence agreement, and to identify any maintenance that may need to be addressed. The inspection will generally take between 30 minutes to 1 hour.

Under your current residence agreement, DHA (or others authorised by DHA) may enter your property at reasonable times, to inspect, take inventories and carry out repairs, maintenance or alterations. Service members have an obligation to provide this access, if the required period of notice is given. During this inspection please ensure your dogs are restrained.

If you are unable to attend, please ensure that you have filled out an Appointment of Agent form and email to maintcanberra@dha.gov.au. Defence has an agreement with DHA for members to be available for the scheduled inspections, however if you have personal circumstances that prevent you or your agent from attending, please call us on 139 342.

Yours sincerely

s47F Harrison Inspection Completed

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.026 seconds
23/04/2015 14:39:52

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

s47F

Member...

s47F

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

/ Phone s47F

Employee ID s47F

New Interaction

Dashboard

Details

Interactions

RSA 153428

s47F

History

All Interactions

Interaction 36831685

All Notifications

Interaction

Modify

Raised Issues

Key 36831685 Celeste Lewis 02/10/2014 13:05

N/A

Source Phone (Member to DHA)

Referenced Issues

Reason Allocation

N/A

Description

View Full Description

Comments

Member has contacted to advise that the building of their own home has been delayed through until February 2015.

N/A

Have updated vacancy to reflect this date - have raised 2nd inspection process for PM

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.02 seconds
23/04/2015 14:40:31

Log a fault in Services Hub

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

s47F

Member...

s47F

Service Army / GRE RB1 / Marital status MWD / Email

s47F

/ Phone

s47F

Employee ID s47F

New Interaction

Dashboard

Details

Interactions

RSA 153428

s47F

History

All Interactions

Interaction 36551663

All Notifications

Interaction

Modify

Key	36551663	Kyle Small 05/09/2014 16:31
Source	Email (DHA to Member)	
Template	Member Inspection Complete Email	
Recipient	s47F	Sent 8 months ago

Raised Issues

N/A

Referenced Issues

ID	Type	Pre-Vacation : 09/09/2014 :		Inspection Completed
iNSP-209478	Inspection ACT 2914	s47F	Harrison	<input checked="" type="checkbox"/>
3119639	Property s47F	Harrison ACT 2914		

Description

View Full Description

DHA Inspection Condition Report



Defence Housing Australia

05/09/2014

Dear s47F

Inspection Condition Report

s47F

Harrison ACT 2914

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.018 seconds
23/04/2015 14:41:47

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Sackley, Pip

To: s47F
 Subject: RE: Service Transfer

Good afternoon s47F

I just wanted to send you an email letting you know we contacted MPAC last week to confirm all details.

I have sent a follow up email through to them today as well.

Once we received the information back I will be able to update everything.

Kind regards

Grace Kirkland | Housing Consultant
 Australian Capital Territory | Defence Housing Australia
 Level 5, TransACT House
 470 Northbourne Ave, Dickson ACT 2602
 Tel: 02 6268 3780 | Fax: 02 6222 2249
 Grace.kirkland@dha.gov.au | www.dha.gov.au

Applying for Rental Assistance? Apply the no fuss way using DHA's Online Services DHA Online Services Available 24 hours a day, 7 days a week.



Be green, read off the screen

From: s47F
 Sent: Thursday, 7 March 2013 3:18 PM
 To: Canberra Housing
 Subject: Service Transfer

Good afternoon,

On the 21 Jan 13, I transferred Services from Air Force to Army (but remained in the same posting location and in the same Defence home).

My pay office requested I advise DHA, as potentially a transaction is required to cease my Air Force married quarter rent and commence married quarter deductions from my Army pay. My understanding is my pay account will be changed over from Air Force to Army next pay. If DHA does need to raise a transaction, it would be wonderful to have this done by pay cut-off (Friday, 15 Mar 13).

Also, I have been reduced in rank (I was a s47F in the Air Force) to s47 in the Army. I'm not sure if this affects the amount of the deduction I will be paying? If you could let me know that would be wonderful.

My service details are:

s47F

Property details:

s47F

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

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

Employee ID s47E

New Interaction

Dashboard Details Interactions RSA 153426 s47F History

All Interactions Interaction 26353674 All Notifications

Interaction Modify

Key	26353674	Debbie Tuddenha.. 08/07/2013 14:20
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Recipient To	s47F	Sent 2 years ago
Recipient To		Sent 2 years ago

Description View Full Description

The Annual Inspection for your Service Residence is scheduled for 09/07/2013 at 9:40 AM. Any enquiries please ring DHA on 139 342.

Attachments

N/A

Previous Interaction

Next Interaction

Raised issues

N/A

Referenced Issues

ID	Type	History
INSP-115617	Inspection Annual : 05/06/2013 2914	s47F Harrison ACT Inspection Completed

Comments

N/A

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47f

Member...

s47f

Service Army / GRE RB1 / Marital status MWD / Email s47f / Phone s47f

Employee ID s47f

New Interaction

Dashboard Details Interactions RSA 153428 s47f History

All Interactions Interaction 31747940 All Notifications

Interaction

Modify

Key 31747940 Greg Bridger 20/11/2013 12:25

Source Phone (Member to DHA)

Description

View Full Description

Maintenance Required:-
1./ Both shower Ensuite & main have low pressure. All other taps OK

Raised Issues

Key	Summary	Status
<input checked="" type="checkbox"/> MITM-1027925	s47f Jamison ACT 2914 : PLSTM : Repair - Both showers ensuite & main have low w...	Maintenance Done

Referenced Issues

N/A

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.044 seconds
23/04/2015 14:30:59

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F
New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 212186 All Notifications

Interaction		Modify
Key	212186	Rachael Dawson 06/12/2010 15:09
Source	Phone	

Description [View Full Description](#)

Maintenance Request - Hole in plasterboard ceiling laundry.

Attachments

N/A

[Previous Interaction](#)

[Next Interaction](#)

Raised Issues

Key	Summary	Status
MREQ-27270	s47F Harrison ACT 2914	Completed

Referenced Issues

N/A

Comments

N/A

Members Contractors Lessors Estate Agents

s47F

Member...

s47F

Employee ID s47F

Service Army / GRE RB1 / Marital status MWD / Email

s47F

/ Phone s47F

New Interaction

Dashboard

Details

Interactions

RSA 153428

s47F

History

All Interactions

Interaction 5681619

All Notifications

Interaction

Modify

Key 5681619 Polly Leijampee 27/05/2011 14:03

Source Phone (DHA to Member)

Description

View Full Description

Message left for member to see if roof issue has been repaired so the carpenter (MITM-336160) can finalise works.

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip SacKey | Sign Out

Members Contractors Lessors Estate Agents

s47f

Member...

s47f

Service Army / GRE RB1 / Marital status MWD / Email

s47f

/ Phone s47f

Employee ID s47f

New Interaction

Dashboard

Details

Interactions

RSA 153428

s47f

History

All Interactions

Interaction 5734142

All Notifications

Interaction

Modify

Key 5734142 Sian Martin 01/06/2011 08:51

Source Phone (Member to DHA)

Description

View Full Description

FOLLOW UP - tenant advises she has a booking for today and is wanting to adjust this. Contractor could not locate the booking. Warm transferred tenant to arrange.

Raised Issues

N/A

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-336160	Maintenance Item	s47f Harrison ACT 2914 : CARTM : REQUEST	<input checked="" type="checkbox"/> Cancelled
- Tenant has advised roof has been fixe...			

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.016 seconds
23/04/2015 14:28:37

Log a fault in Services Hub

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 10476628 All Notifications

Interaction

Modify

Key	10476628	Emma Newman 01/03/2012 10:24
Source	Phone (Member to DHA)	

Description

View Full Description

Maintenance Required Laundry Water is coming through the ceiling tiled roof. This is a recurring issue ceiling is like mush tenant has already poked a hole through

Raised Issues

Key	Summary	Status
MREQ-59078	s47F Harrison ACT Roof Leak	Completed

Referenced Issues

N/A

Comments

N/A

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.321 seconds
23/04/2015 14:28:56

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 23/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

s47F

Member...

s47F

Service Army / GRE RB1 / Marital status MWD / Email

s47F

/ Phone s47F

Employee ID

s47F

New Interaction

Dashboard

Details

Interactions

RSA 153428

s47F

History

All Interactions

Interaction 30554

All Notifications

Interaction

Modify

Key	30554	Jessica Perciva.. 17/12/2009 09:10
Source	Phone	

Description

View Full Description

Automatic garage door is not working, has switched over to manual function, not able to get it to work in automatic, made a funny noise.

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
<input checked="" type="checkbox"/> MITM-115419	s47F Harrison ACT 2914 : GARTM : Repair - Automatic garage door is not working, has...	Maintenance Done

Referenced Issues

N/A

Comments

N/A

Rendered in 0.148 seconds
23/04/2015 14:23:30

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

Employee ID s47F

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

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 158673 All Notifications

Interaction Modify

Key	158673	Victoria Cross 05/10/2010 13:52
Source	Phone	

Description View Full Description

Maintenance Required

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
<input checked="" type="checkbox"/> MITM-264476	s47F Harrison ACT 2914 : GARTM : Repair garage remotes. as they are not respondi...	<input checked="" type="checkbox"/> Maintenance Done

Referenced Issues

N/A

Comments

N/A

Rendered in 0.073 seconds
23/04/2015 14:23:52

Log a fault in Services Hub

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

Employee ID s47F

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

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 158677 All Notifications

Interaction		Modify	Raised Issues
Key	158677	Victoria Cross 05/10/2010 13:53	N/A
Source	Phone		Referenced Issues
Description		View Full Description	N/A
<p>Call - Tenant reported a mouldy patch on the ceiling in the laundry, requested that tenant check the gutters are cleared, if tenant rings back, maintenance item to be raised to roof tiler for inspection.</p>			Comments
			N/A
Attachments			
N/A			
Previous Interaction		Next Interaction	

Rendered in 0.014 seconds
23/04/2015 14:24:11

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member..

s47F

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

/ Phone s47F

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 204421 All Notifications

Interaction

Modify

Key	204421	Sally Clark 29/11/2010 09:16
Source	Phone	

Description

View Full Description

Maintenance Required

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
<input checked="" type="checkbox"/> MITM-302287	s47F Harrison ACT 2914 : TIRTM : URGENT Repair filed [tool - there is a leak domi...	<input checked="" type="checkbox"/> Maintenance Done

Referenced Issues

N/A

Comments

N/A

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

Employee ID s47F

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

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 21832 All Notifications

Interaction

Modify

Key	21832	Margaret Smith 19/11/2009 12:48
Source	Phone	

Description

View Full Description

Maintenance Item. Front door is not locking appears door needs to be adjusted. Down lights in kitchen keeps blowing and there are wires exposed.

Attachments

N/A

Raised Issues

Key	Summary	Status
<input checked="" type="checkbox"/> MITM-76470	s47F Hamison ACT 2914 : CARTM : Repair Front door which is not locking it appears ...	Cancelled
<input checked="" type="checkbox"/> MITM-76471	s47F Hamison ACT 2914 : ELETMAH : Repair Down lights in kitchen keeps blowing and ...	Maintenance Done

Referenced Issues

N/A

Comments

N/A

Next Interaction

Rendered in 0.26 seconds
22/04/2015 11:12:01

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 36532786 All Notifications

Interaction

Key 36532786
Source Email (DHA to Mem
Template Custom Email
Recipient s47F

Description

DHA Market Rent Review for DOD: 2014



Dear tenant

RE: MARKET RENT REVIEW SERVICE: 2014
Each year Defence Housing Australia (DHA) is re

Attachments

NA

Previous Interaction

Rendered in 0.021 seconds
24/04/2015 13:53:09

36532786 Email (DHA to Member) Description

DHA Market Rent Review for DOD: 2014



Dear tenant

RE: MARKET RENT REVIEW SERVICE: 2014

Each year Defence Housing Australia (DHA) is required to arrange a rental valuation on the property you occupy, in order to meet our contractual obligations with Department of Defence and landlords. DHA will work together with our contracted valuers to minimise the impact on you and your family.

As part of this exercise your home may need to be inspected. Should this be the case, a registered valuer will contact you to arrange a convenient time to look through your property. This visit normally takes around 20 minutes. DHA has provided authorisation letters to all valuers working on our behalf and this can be provided to you with their business card at your request.

If your property does not need to be internally inspected, a valuer will conduct a kerbside inspection without prior notification. This involves the valuer parking in the street at the front of your property to take notes and photographs. In this circumstance, you can approach the valuer and request they produce their authorisation.

All inspections should occur between September and November

Next Interaction

20T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Fip Sackley | Sign Out

Members Contractors Lessors Estate Agents S47F

Member...

S47F

Service Army / GRE RB1 / Marital status MWD / Email S47F / Phone S47F

Employee ID S47F

New Interaction

Dashboard Details Interactions RSA 153428 S47F History

All Interactions Interaction 36517394 All Notifications

Interaction

Modify

Key	36517394	PTOps 04/09/2014 16:01
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Recipient	0407898025	Sent 8 months ago

Description

View Full Description

An inspection of your residence is scheduled for 05/09/2014 at 1:00 PM. Any enquiries please ring DHA on 139 342.

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type	Details	Status
INSP-209478	Inspection	Pre-Vacation : 09/09/2014 ACT 2914 S47F Harrison	Inspection Completed
3119639	Property	S47F Harrison ACT 2914	

Comments

N/A

Rendered in 0.111 seconds 24/04/2015 13:53:46

Log a fault in Services Hub

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Client Management CLM PRD B jervis release.20150420T1109.c3cc51e

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents s47F

Member...

s47F

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

Employee ID s47F

New Interaction

Dashboard Details Interactions RSA 153428 s47F History

All Interactions Interaction 36510233 All Notifications

Interaction

Modify

Key	36510233	PTOps 04/09/2014 11:02
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Recipient	s47F	Sent 6 months ago

Description

View Full Description

An inspection of your residence is scheduled for 05/09/2014 at 1:00 PM. Any enquiries please ring DHA on 139 342.

Attachments

N/A

Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type	Pre-Vacation : 09/09/2014	ACT 2914	Inspection Completed
INSP-203478	Inspection	s47F	Harrison	Inspection Completed
3119639	Property	s47F	Harrison ACT 2914	

Comments

N/A

Rendered in 0.043 seconds 24/04/2015 13:54:16

Log a fault in Services Hub |

release.20150420T1109.c3cc51e Java 1.8.0_25 started 20/04/2015 12:11

Inspection Condition Report



s47F

HARRISON ACT 2914

Pre-Vacation Inspection, 5 September 2014 1:00 PM

Tenant	s47F	Reason for Relocation	Own Home
Employee ID		Move Expense	Defence
Email		Vacancy Date	14 October 2014
Phone			
Property Manager	Kyle Small		

Location/Fixture	Comments
Entry	
Tile Flooring	
Lounge	
Carpet Flooring	
Family	
Tile Flooring	
Meals	
Kitchen	
Telephone Outlet	
Tile Flooring	
Wall Oven - Gas Main	
Rangehood	
Pantry	
Laundry	
Bathroom 1	
Exhaust Fan	
Maintenance	
Plumbing - Sanitary & Drainage	Rake out and re-seal silicon in shower recess to match existing colours. PM Kyle s47F
Ensuite 1	
Exhaust Fan	
Maintenance	

Plumbing - Sanitary & Drainage	Rake out and re-seal silicon in shower recess. to match existing colours
Bedroom 1	
Telephone Outlet	
Carpet Flooring	
Built In Robe	
Bedroom 2	
Telephone Outlet	
Carpet Flooring	
Built In Robe	
Bedroom 3	
Carpet Flooring	
Built In Robe	
Bedroom 4	
Carpet Flooring	
Built In Robe	
Interior Property	
Deadlock	
Standard TV Outlet	
Window Furnishings - Venetian Blinds	
Cooling Evaporative Ducted System	
Window Furnishings - Vertical Blinds	
Heating Ducted System - Gas Main	
Window Lock	
Smoke Detectors	
Exterior Grounds	
Timber Fence	
Exterior Property	
Hot Water System - Gas Main	
Security Screen Window	
Security Screen Door	
Concrete Tile Roof Construction	
Brick Veneer Wall Construction	
Outdoor Entertainment Area	

Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	
Remote Garage Door	
Whole Site	

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

All works identified as a tenant charge will be carried out by DHA at my cost and I authorise the cost to be recovered as elected. Carpet cleaning items will be recovered via my Defence salary (where applicable).

I will clean the property as required for the vacancy.

I will rectify all Potential Charges identified as non fair wear and tear by the 2nd Inspection or prior to vacancy as agreed. If not rectified they will become a tenant charge.

I will receive a notification for tenant charges identified after vacation for acceptance of the works.

I will mow, water and trim edges of the lawns, weed, remove grass clippings from garden beds and lawns prior to vacating the property. If these works are not completed prior to vacancy they will become a tenant charge.

I will be liable for the actual costs incurred up to the estimated values.

Category C charges will be converted to a Tenant Charge if not completed by vacation.

Tenant Remedies

Type	Location	Description	Estimated Price	Raised From	Accepted At
Tenant - Carpet Cleaning	Interior Property	Steam clean carpet	\$280.00	Pre-Vacation 05/09/2014	Pre-Vacation 05/09/2014
Tenant Charge	Interior Property	Steam clean carpet	\$280.00	Periodic 05/09/2014	Periodic 05/09/2014
Tenant Potential Charge	Whole Site	Category C: Cut keys which are missing	\$250.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Whole Site	Category C: Remove all rubbish, clean and secure garbage bins	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Kitchen	Category C: Clean cooking appliances (oven, grill, rangehood and cooktop) to remove all burnt on deposits and fatty deposits	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Garage	Category C: Replace missing garage remotes	\$150.00	Pre-Vacation 05/09/2014	

Payment Method

Deduct Tenant Charges from Salary

s47F

Signature

Tenant Name

s47F

Date

5 September 2014

Inspections conducted from 2007-2015

S47F Harrison ACT 2914 Property ID: **S47F**

Class Managed Property | Status Occupied | SRC RB3 | Comp. Compliant | HMC Canberra HMC | Maint. Area Canberra North | Insp. Area Canberra North 1 | Prop. Mgr. Alison Bradbury | Ownership Leased | Asset Status AC

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

Dashboard | View WSP-180473 | History

Summary

Inspection Details [Modify](#)

Inspection Process	Occupancy 15/02/2007	
Key	WSP-180473 (*)	State/Conf No 6603/2014 21.17
Status	Inspection Completed	
Inspection Reason	Welcome Visit	
Inspection Type	Physical	
Inspection Dates		View Calendar
Insp. Req. By Date	15/02/2007	
Booking Req. By Date	15/02/2007	
Proposed Date		
Inspection Date	15/02/2007 11:00	ACT Local Time
Inspection Duration	1 hour	
Completion Date	15/02/2007 00:00	ACT Local Time

Attendees

N/A

Inspection Attachments

N/A

Inspection Process Attachments

N/A

Linked Maintenance Items

[Link Maintenance Item](#) [New Maintenance Item](#)

N/A

Linked Maintenance Quotes

[New Maintenance Quote](#)

N/A

Linked Maintenance Requests

[Link Maintenance Request](#) [New Maintenance Request](#)

N/A

Linked Lease Management Issues

N/A

Linked Civilian Tenancies

N/A

Linked Interactions

N/A

[Log a fault in Service Hub](#) | [Provide Feedback](#)

S47F Harrison ACT 2914 Property ID: **S47F**

Class Managed Property | Status Occupied | SRC RB3 | Comp. Compliant | HMC Canberra HMC | Maint. Area Canberra North | Insp. Area Canberra North 1 | Prop. Mgr. Alison Bradbury | Ownership Leased | Asset Status AC

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

Dashboard | View WSP-52528 | History

Summary

Inspection Details [Modify](#)

Inspection Process	Maintenance Assessment 20/03/2012	
Key	WSP-52528 (*)	Area Config 2703/2012 10.23
Status	Inspection Completed	
Inspection Reason	Maintenance Assessment	
Inspection Type	Physical	
Inspection Dates		View Calendar
Insp. Req. By Date	15/03/2012	
Booking Req. By Date	01/03/2012	
Proposed Date		
Inspection Date	20/03/2012 10:00	ACT Local Time
Inspection Duration	1 hour	
Completion Date	21/05/2012 15:02	ACT Local Time

Attendees

Type	Name	Reference Contact	Attended
Property Manager	Alisa Banyal		Yes

Inspection Attachments

N/A

Inspection Process Attachments

N/A

Linked Maintenance Items

[Link Maintenance Item](#) [New Maintenance Item](#)

N/A

Linked Maintenance Quotes

[New Maintenance Quote](#)

N/A

Linked Maintenance Requests

[Link Maintenance Request](#) [New Maintenance Request](#)

N/A

Linked Lease Management Issues

N/A

Linked Civilian Tenancies

N/A

Linked Interactions

N/A

[Log a fault in Service Hub](#) | [Provide Feedback](#)

s47F Harrison ACT 2914 Property ID: **s47F**

Class Managed Property / Status Occupied / SRC RB3 / Comp. Compliant / HMC Canberra HMC / Maint. Area Canberra North / Insp. Area Canberra North 1 / Prop. Mgr. Alison Bradbury / Ownership Leased / Asset Status AC

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

Dashboard View WSP-115617 History

Summary

Inspection Details

Inspection Process: Periodic 10/09/2013
 Key: WSP-115617
 Status: Inspection Completed
 Inspection Reason: Periodic
 Inspection Type: Physical
 Inspection Dates: Insp. Req. By Date: 05/08/2013, Booking Req. By Date: 22/05/2013, Proposed Date: 08/07/2013 09:40, Inspection Date: 08/07/2013 15:29, Completion Date: 08/07/2013 15:29

Attendees

Type	Name	Reference Contact	Attended
Property Manager	Alisa Elangil		Yes
Tenant	s47F	HARRISON ACT 2914	Yes

Inspection Attachments

Inspection Process Attachments

Linked Maintenance Items

Key	Status	Trade	App. Date	Link Type
MNTM-937607	Maintenance Done	Painting	28/07/2013 00:00	Raised by Inspection

Linked Maintenance Quotes

Linked Maintenance Requests

Linked Lease Management Issues

Linked Civilian Tenancies

Linked Interactions

Created	Source	Description
08/07/2013 14:20	SMS (DHA to Member)	The Annual Inspection for your Serv...
12/08/2013 16:51	SMS (DHA to Member)	The Annual Inspection for your Serv...
11/08/2013 10:08	SMS (DHA to Member)	The Annual Inspection for your Serv...
11/08/2013 10:08	Email (DHA to Member)	Member Periodic Inspection Booking Email
14/05/2013 16:48	SMS (DHA to Member)	The Annual Inspection for your Serv...
14/05/2013 15:47	Email (DHA to Member)	Member Periodic Inspection Booking Email

Log a Fault in Services Hub | Provide Feedback

s47F Harrison ACT 2914 Property ID: **s47F**

Class Managed Property / Status Occupied / SRC RB3 / Comp. Compliant / HMC Canberra HMC / Maint. Area Canberra North / Insp. Area Canberra North 1 / Prop. Mgr. Alison Bradbury / Ownership Leased / Asset Status AC

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

Dashboard View WSP-209478 History

Summary

Inspection Details

Inspection Process: Vacancy 17/03/2015
 Key: WSP-209478
 Status: Inspection Completed
 Inspection Reason: Pre-Vacation
 Inspection Type: Physical
 Payment Type: Deduct Tenant Charges from Salary
 Inspection Dates: Insp. Req. By Date: 09/09/2014, Booking Req. By Date: s47F, Proposed Date: 05/09/2014 13:00, Inspection Date: 05/09/2014 13:00, Completion Date: 05/09/2014 16:31

Attendees

Type	Name	Reference Contact	Attended
Tenant	s47F	HARRISON ACT 2914	Yes
Property Manager	Kyle Small		Yes

Inspection Attachments

Attachment 1: Inspection Condition Report - Inspection Condition... 43.78 KB

Inspection Process Attachments

Attachment 1: Day 1 HFW Letter - Day 1 HFW Letter... 80.87 KB

Linked Maintenance Items

Key	Status	Trade	App. Date	Link Type
MNTM-1303822	Cancelled	Ground Maintenance	20/10/2014 09:00	Raised by Inspection
MNTM-1295569	Cancelled	Cleaning	23/10/2014 13:00	Raised by Inspection
MNTM-1265280	Cancelled	Carpentry		Raised by Inspection
MNTM-1285279	Cancelled	Floor Covering Cleaning	24/10/2014 13:00	Raised by Inspection
MNTM-1236183	Cancelled	Garage Door		Raised by Inspection

Linked Maintenance Quotes

Linked Maintenance Requests

Linked Lease Management Issues

Linked Civilian Tenancies

Linked Interactions

Created	Source	Description
05/09/2014 16:31	Email (DHA to Member)	Member Inspection Complete Email
04/09/2014 16:01	SMS (DHA to Member)	An inspection of your residence is...

[s47F](#) Harrison ACT 2914 [https://housing.qld.gov.au/property/inspection/inspection-view.action?propertyId=2115943171524743504](#)

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

Dashboard View: HSP-234993 History

Inspection Details [Modify](#)

Inspection Process Vacancy 17/03/2015
Key HSP-234993-111 [Cateste Lewis 02/10/2014 13:04](#)
Status [Inspection Completed](#)
Inspection Reason 2nd Inspection
Inspection Type Physical
Payment Type Deduct Tenant Charges from Salary

Inspection Dates [View Calendar](#)
Insp. Req. By Date 16/03/2015
Booking Req. By Date 17/03/2015
Proposed Date 20/02/2015
Inspection Date 20/02/2015 16:20 [ACT Local Time](#)
Inspection Duration 40 minutes
Completion Date 10/03/2015 10:28 [ACT Local Time](#)

Attendees

Type	Name	Reference Contact	Attended
Property Manager	Alison Bradbury	s47F	Yes
Tenant	s47F	HARRISON ACT 2914 s47F	Yes

Inspection Attachments
 Attachment 1 [Inspection Condition Report](#) Inspection Cond... 59.43 KB
Inspection Process Attachments
 Attachment 1 [Day 11 FWT Letter](#) Day 11 FWT Lette... 60.87 KB
Linked Maintenance Items [Link Maintenance Item](#) [New Maintenance Item](#)
 N/A
Linked Maintenance Quotes [New Maintenance Quote](#)
 N/A
Linked Maintenance Requests [Link Maintenance Request](#) [New Maintenance Request](#)
 N/A
Linked Lease Management Issues
 N/A
Linked Civilian Tenancies
 N/A
Linked Interactions

Created	Source	Description
10/03/2015 10:28	Email (DHA to Member)	Member Inspection Complete Email
20/02/2015 13:19	Email (DHA to Member)	Member Inspection Booking Email

[Log Out](#) [Service Hub](#) [Provide Feedback](#)

[s47F](#) Harrison ACT 2914 [https://housing.qld.gov.au/property/inspection/inspection-view.action?propertyId=2115943171524743504](#)

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

Dashboard View: HSP-266023 History

Inspection Details [Modify](#)

Inspection Process Vacancy 17/03/2015
Key HSP-266023-111 [Alison Bradbury 23/02/2015 16:20](#)
Status [Inspection Completed](#)
Inspection Reason 2nd Inspection
Inspection Type Physical
Payment Type Deduct Tenant Charges from Salary

Inspection Dates [View Calendar](#)
Insp. Req. By Date 16/03/2015
Booking Req. By Date 17/03/2015
Proposed Date 16/03/2015 16:30 [ACT Local Time](#)
Inspection Date 16/03/2015 16:30 [ACT Local Time](#)
Inspection Duration 30 minutes
Completion Date 16/03/2015 16:36 [ACT Local Time](#)

Attendees

Type	Name	Reference Contact	Attended
Property Manager	Alison Bradbury	s47F	Yes
Tenant	s47F		Yes
Property Manager	Cateste Lewis		No

Inspection Attachments
 Attachment 1 [Inspection Condition Report](#) Inspection Cond... 43.16 KB
Inspection Process Attachments
 Attachment 1 [Day 11 FWT Letter](#) Day 11 FWT Lette... 60.87 KB
Linked Maintenance Items [Link Maintenance Item](#) [New Maintenance Item](#)

Key	Status	Trade	App. Date	Link Type
MITH-1456531	Maintenance Done	Ground Maintenance	25/03/2015 07:45	Raised by Inspection
MITH-1456530	Maintenance Booked	Painting	27/03/2015 08:00	Raised by Inspection

Linked Maintenance Quotes [New Maintenance Quote](#)
 N/A
Linked Maintenance Requests [Link Maintenance Request](#) [New Maintenance Request](#)
 N/A
Linked Lease Management Issues
 N/A
Linked Civilian Tenancies
 N/A
Linked Interactions

Created	Source	Description
16/03/2015 16:36	Email (DHA to Member)	Member Inspection Complete Email
15/03/2015 11:02	SMS (DHA to Member)	An inspection of your residence is ...
10/03/2015 03:45	Email (DHA to Member)	Member Inspection Booking Email
09/03/2015 11:03	SMS (DHA to Member)	An inspection of your residence is ...
23/02/2015 15:20	Email (DHA to Member)	Member Inspection Booking Email
23/02/2015 15:20	Email (DHA to Member)	Member Inspection Booking Email

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47F Harrison ACT 2914 Property ID: **47**

[Dashboard](#) | [Maintenance](#) | [Leasing](#) | [Inspections](#) | [Profile](#) | [Tenancies](#) | [Interactions](#) | [Rates & Utilities](#) | [Media](#) | [Management](#)

[Dashboard](#) | [View RISP-209479](#) | [History](#)

Summary | [Inspection Report](#)

Inspection Details

Inspection Process: [View](#) **17/03/2015**

Key: [View](#) **RISP-209479** F&T Ops 6/07/2014 11:04

Status: [View](#) **Inspection Completed**

Inspection Reason: **Day 1**

Inspection Type: **Physical**

Inspection Dates [View Calendar](#)

Insp. Req. By Date: **19/03/2015**

Booking Req. By Date: **17/02/2015**

Proposed Date: **18/03/2015 09:30**

Inspection Date: **18/03/2015 09:30** ACT Local Time

Inspection Duration: **1 hour**

Completion Date: **18/03/2015 14:58** ACT Local Time

Inspection Documents

18/WT Letter: [View Day 1 18/WT Letter](#) New Day 1 18/WT Letter

Attendees

Type	Name	Reference Contact	Attended
Property Manager	Alison Braboury	View	Yes
Property Manager	Celeste Lewis	View	No

Inspection Attachments

Attachment 1: [View](#) **Inspection Condition Repo** Inspection Cond'n 25.53 KB

Inspection Process Attachments

Attachment 1: [View](#) **Day 1 18/WT Letter.pdf** Day 1 18/WT Letter 30.87 KB

Linked Maintenance Items [Link Maintenance Item](#) [New Maintenance Item](#)

Key	Status	Trade	App. Date	Link Type
View MHLL-1500505	View Maintenance Done	Ground Maintenance	27/03/2015 08:00	Raised by Inspection
View MHLL-1500171	View Maintenance Done	Appliance Electrical	20/03/2015 14:00	Raised by Inspection
View MHLL-1500169	View Maintenance Done	Pest Control	24/03/2015 10:00	Raised by Inspection
View MHLL-1500165	View Maintenance Done	Ground Maintenance	25/03/2015 07:45	Raised by Inspection
View MHLL-1500163	View Maintenance Done	Ground Maintenance	25/03/2015 07:45	Raised by Inspection

[View](#) **1 to 5 of 8**

Linked Maintenance Quotes [New Maintenance Quote](#)

NEA

Linked Maintenance Requests [Link Maintenance Request](#) [New Maintenance Request](#)

NEA

Linked Lease Management Issues

NEA

Linked Civilian Tenancies

NEA

Linked Interactions

Created	Source	Description
18/03/2015 14:58	Email (DHA to Member)	Member Day 1 Inspection 18/WT Email

Full Property Address	Job Number	Job Description	Item Description	Reporting Status	Allocation Date	Target End Date	Completion Date	
§47E	HARRISON 2914	3126510	**** ASAP *** REPLACE THE BLOWN DOWNLIGHT GLOBE IN THE MAIN BATHROOM"	Electrical Work- Time & Materials	APPROVED	08/02/2007	15/02/2007	27/02/2007
§47E	HARRISON 2914	3145708	***URGENT** please complete a light clean to new property on Tuesday 13/2/07 as new tenants moving in Wed 14/2..thanks"	Light Clean - Internal & External	APPROVED	12/02/2007	19/02/2007	13/02/2007
§47E	HARRISON 2914	3162285	"Please supply harcor and sleeve"	Locksmith - Time & Materials	APPROVED	14/02/2007	28/02/2007	14/02/2007
§47E	HARRISON 2914	3171139	"Please Supply & Fit Permanent Harcor to Property... *** Updated 24.05.07 - Duplicate Work Order, now cancelled.dh"	Locksmith - Quote	CANCELLED	15/02/2007	01/03/2007	
§47E	HARRISON 2914	3258626	"Works already completed 6/12/06... serviced rear sliding door, refit side gate, inspect rear fence. \$424.50"	Carpentry - Quote	APPROVED	03/03/2007	19/03/2007	03/03/2007
§47E	HARRISON 2914	3283292	****URGENT** pls check telephone points x 3 to new property as none are working. Pls report to Andrea thanks. **CANCELLED AS TELSTRA HAVE ALREADY FIXED**14/3 AR"	Electrical Work- Time & Materials	CANCELLED	08/03/2007	22/03/2007	
§47E	HARRISON 2914	3921924	***CLOTHESLINE** Please supply and install a retractable line in addition to the existing clothesline to comply with minimum standard of 33 mtrs hanging space"	Fencing Works -Time & Materials	APPROVED	10/07/2007	24/07/2007	30/10/2007
§47E	HARRISON 2914	4193333	"Please ease and adjust bed1 door and internal garage door... Thanks"	Carpentry - Time & Materials	APPROVED	12/09/2007	26/09/2007	25/09/2007
§47E	HARRISON 2914	4193377	****ASAP*** Please check/ repair light in main bedroom as it makes a loud noise when turned on and switches itself off... Thanks"	Electrical Work- Time & Materials	APPROVED	12/09/2007	26/09/2007	11/10/2007
§47E	HARRISON 2914	5300776	"Landscaping rejuvenation project property: Works being completed by Marsupial Landscaping, contact Rod Ferry §47E . Any queries pls contact Carmel Hargreaves on §47E."	Landscaping - Quote	APPROVED	30/06/2008	14/07/2008	30/06/2008
§47E	HARRISON 2914	6337968	"GST Component of WO 5300776 INV# 7253"	Landscaping - Quote	APPROVED	11/11/2008	25/11/2008	11/11/2008
§47E	HARRISON 2914	7347560	"Please collect lock boxes from 26 Mort St and as discussed install them between 04/05 and 15/06. Once installed please mix so it does not read 0000 - DO NOT RECODE"	Locksmith - Quote	APPROVED	15/04/2009	24/06/2009	11/06/2009
§47E	HARRISON 2914	7806613	"VARIED resent 11/8: pipe under kitchen sink , leaking out onto the floor , tenant cannot use sink "	Sanitary Plumbing - Light T&M	APPROVED	23/06/2009	07/07/2009	29/07/2009
§47E	HARRISON 2914	MITM-1027925	"Repair - Both showers Ensuite & main have low water pressure. All other taps OK "	Plumbing - Sanitary & Drainage	APPROVED	20/11/2013	29/11/2013	21/11/2013

s47E	HARRISON 2914	MITM-1068904	"AFTER HOURS REPAIR - NO WATER SUPPLY TO HOUSE - UNITED WATER ON-SITE. TRADESPERSON ADVISED NOT A UNITED WATER ISSUE & A PLUMBER IS REQUIRED. SPOKE TO CONT: NO WATER PAST WATER METER, WATER IS COMOINUG TO BALL VALVE & METER BUT BEYOND THAT POINT THERE IS N"	Plumbing - Sanitary & Drainage	APPROVED	02/01/2014	02/01/2014	01/01/2014
s47E	HARRISON 2914	MITM-115419	"Repair - Automatic garage door is not working, has switched over to manual function, not able to get it to work in automatic, made a funny noise.Please advise if major works are required."	Garage Door	APPROVED	17/12/2009	14/01/2010	19/12/2009
s47E	HARRISON 2914	MITM-115421	"Repair Front door which is not locking it appears door is not lining up properly."	Carpentry	APPROVED	17/12/2009	31/01/2010	21/01/2010
s47E	HARRISON 2914	MITM-1283586	"Please attend property to see to the following items: 1. Main and ensuite bathrooms - Rake out and re-seal silicon in shower recess to match existing colours. 2. Exterior - please tension cable on clothesline, it is very loose. PM Kyle s47E	Carpentry	CANCELLED	08/09/2014	22/10/2014	
s47E	HARRISON 2914	MITM-1283589	"Rake out and re-seal silicon in shower recess. to match existing colours "	Plumbing - Sanitary & Drainage	CANCELLED		03/10/2014	
s47E	HARRISON 2914	MITM-1283591	"Carpet clean as per SOR PM Kyle s47E	Floor Covering Cleaning	CANCELLED		03/10/2014	
s47E	HARRISON 2914	MITM-1285279	"Carpet clean as per SOR PM Kyle s47E	Floor Covering Cleaning	CANCELLED	08/09/2014	24/10/2014	
s47E	HARRISON 2914	MITM-1285280	"Re-tension cable on clothes line PM Kyle s47E	Carpentry	CANCELLED		03/10/2014	
s47E	HARRISON 2914	MITM-1286568	"Full int/ext clean as per SOR014 PM kyle s47E	Cleaning	CANCELLED	08/09/2014	23/10/2014	
s47E	HARRISON 2914	MITM-1303822	"Vacancy GMA as per SOR010 PM Ali s47E "	Ground Maintenance	CANCELLED	24/09/2014	24/10/2014	
s47E	HARRISON 2914	MITM-1496330	"Lounge room big back wall remove silver screws from wall, patch and paint with like in colour PM Ali s47E "	Painting	ALLOCATED	19/03/2015	27/03/2015	
s47E	HARRISON 2914	MITM-1496331	"1. Remove leaves from front and rear garden beds Including weeds 2. Rear yard near side gate remove weeds from red granite area PM Ali s47E	Ground Maintenance	APPROVED	19/03/2015	31/03/2015	25/03/2015
s47E	HARRISON 2914	MITM-1496580	"please carryout carpet clean as per sor PM Ali s47E NOTE CHANGE IN DATES AB"	Floor Covering Cleaning	APPROVED	23/03/2015	31/03/2015	31/03/2015

§47E	HARRISON 2914	MITM-1500162	"1. family room screen door replace mesh with like 2. rear hallway tiles coming away from wall please silicone with like in colour (colour match) (adjacent to bathroom) 3. bathroom and ensuite remove old silicone and replace with new 4. Bed1 WIR door ha"	Carpentry	APPROVED	19/03/2015	26/03/2015	26/03/2015
§47E	HARRISON 2914	MITM-1500163	"please carryout vacancy GMA as per SOR PM Ali §47E"	Ground Maintenance	APPROVED	19/03/2015	31/03/2015	25/03/2015
§47E	HARRISON 2914	MITM-1500165	"please supply 4 cubic meters of tan bark mulch to front and rear garden beds PM Ali §47E"	Ground Maintenance	APPROVED	19/03/2015	31/03/2015	25/03/2015
§47E	HARRISON 2914	MITM-1500168	"please carryout int/ext pest spray as per SOR I have identified several black ants to ext of property and many spiders int and ext PM Ali §47E"	Pest Control	APPROVED	20/03/2015	26/03/2015	30/03/2015
§47E	HARRISON 2914	MITM-1500171	"please inspect and repair/report if furhter works required to oven - fan rattles when turned on PM Ali §47E"	Appliance Electrical	APPROVED	20/03/2015	26/03/2015	20/03/2015
§47E	HARRISON 2914	MITM-1500506	"please carryout works to remove and stump grind gum tree to front garden bed, please see attached photo to give you an idea of works required/sizing PM Ali §47E"	Ground Maintenance	APPROVED	20/03/2015	31/03/2015	27/03/2015
§47E	HARRISON 2914	MITM-1500511	"please carryout test and clean to all smoke alarms as per SOR tenant did report that they were having trouble wit the alarms going off all the time even after they changed the batteries. PM Ali §47E"	Smoke Alarm	CANCELLED	20/03/2015	30/03/2015	
§47E	HARRISON 2914	MITM-1502554	"Please carry out full int/ext clean as per SOR PM Ali §47E"	Cleaning	APPROVED	23/03/2015	30/03/2015	30/03/2015
§47E	HARRISON 2914	MITM-1511145	"Replace expired/faulty mains powered smoke alarms tenant did report that they were having trouble wit the alarms going off all the time even after they changed the batteries. PM Ali §47E"	Smoke Alarm	APPROVED	31/03/2015	30/03/2015	30/03/2015
§47E	HARRISON 2914	MITM-1511208	"1. please carryout heavy clean to all tiled areas in property PM Ali §47E"	Cleaning	APPROVED	09/04/2015	17/04/2015	17/04/2015
§47E	HARRISON 2914	MITM-1511212	"please carryout vacancy int/ext light clean as per SOR PM Ali §47E NOTE CHANGE IN DATES updated 16/04/15 date for cleaning have been changed to to delayed completion of bathroom works, contractors have advised that the bathrooms should be f"	Cleaning	APPROVED	09/04/2015	17/04/2015	17/04/2015
§47E	HARRISON 2914	MITM-1511899	"please carryout vacancy GMA as per SOR watering lawns and carrying out weeding and mowing Please carryout final mow to lawns on Thursday 16th April 2015 PM Ali §47E"	Ground Maintenance	APPROVED	09/04/2015	15/04/2015	14/04/2015
§47E	HARRISON 2914	MITM-1511906	"1. ext rear clothes line inspect and tighten strings to ensure in good working order 2. kitchen remove old silicone to back of sink area and replace with new 3. ensuite 1x heat light blown replace bulb PM Ali §47E"	Carpentry	APPROVED	01/04/2015	07/04/2015	07/04/2015

§47E	HARRISON 2914	MITM-1527029	"Ensuite: vanity basin is slow to drain, remove blockage. Contact Attila"	Plumbing - Sanitary & Drainage	APPROVED	20/04/2015	18/05/2015	21/04/2015
§47E	HARRISON 2914	MITM-264476	"Repair garage remotes. as they are not responding, tenant has changed the batteries but still not working Tenants have been advised of potential tenant charges if found to be the batteries , Tenant Contact: §47E §47E "	Garage Door	APPROVED	05/10/2010	02/11/2010	11/10/2010
§47E	HARRISON 2914	MITM-302287	"URGENT Repair tiled roof - there is a leak coming down through the laundry ceiling. Gutters are clean. Tenant advised of tenant charge if gutters are not clean. Contact - §47E "	Tiling Roof	APPROVED	29/11/2010	27/12/2010	03/12/2010
§47E	HARRISON 2914	MITM-336160	"REQUEST - Tenant has advised roof has been fixed, now there is a hole above door in laundry ceiling about 40cm diametre. Mould is also on laundry ceiling and spreading to another wall (LHS) as you walk into laundry. Please report to Sally Gurney on §47E "	Carpentry	CANCELLED	06/01/2011	03/02/2011	
§47E	HARRISON 2914	MITM-341427	"Valley gutter leaking above laundry. Please attend to tiles leaking from inside as discovered be carpenter."	Tiling Roof	APPROVED	12/01/2011	19/01/2011	13/01/2011
§47E	HARRISON 2914	MITM-445003	"Seal Mouldy areas, patch, sand and repaint paint ceilings and all walls in laundry. like for like"	Painting	APPROVED	02/06/2011	30/06/2011	29/06/2011
§47E	HARRISON 2914	MITM-639214	"Repair Roof leak tiled roof. Laundry ceiling is getting a lot of water coming through ceiling has turned to mush Please advised of further works/trades required as a result of leak "	Tiling Roof	APPROVED	01/03/2012	12/03/2012	02/03/2012
§47E	HARRISON 2914	MITM-656613	"1. Supply and install wider valley on roof above laundry space. 2. Please guttering within the area and access potential water entry points."	Plumbing - Roof	CANCELLED		25/04/2012	
§47E	HARRISON 2914	MITM-712852	"1. Access and report on the current condition of the roof tiles. 2. Advise DHA on the required scope of works to repair/replace tiles as required. Contact Attila §47E for further information"	Tiling Roof	APPROVED	18/07/2012	31/07/2012	23/07/2012
§47E	HARRISON 2914	MITM-76470	"Repair Front door which is not locking it appears door is not lining up properly."	Carpentry	CANCELLED	19/11/2009	17/12/2009	
§47E	HARRISON 2914	MITM-76471	"Repair Down lights in kitchen keeps blowing and there are wires exposed. "	Electrical	APPROVED	19/11/2009	17/12/2009	26/11/2009
§47E	HARRISON 2914	MITM-937807	"Laundry: repair/patch and paint water damage to walls and ceilings. Contact Attila §47E if further works are required."	Painting	APPROVED	09/07/2013	06/08/2013	26/07/2013

Inspection Condition Report



s47F

HARRISON ACT 2914

2nd Inspection, 16 March 2015 4:30 PM

Tenant	s47F	Reason for Relocation	Own Home (initiated by RSA)
Employee ID		Move Expense	Defence
Email		Vacancy Date	17 March 2015
Phone			
Property Manager	Alison Bradbury		

Location/Fixture	Comments
Entry	
Tile Flooring	
Lounge	
Carpet Flooring	
Family	
Tile Flooring	
Meals	
Kitchen	
Tile Flooring	
Telephone Outlet	
Wall Oven - Gas Main	
Rangehood	
Pantry	
Laundry	
Bathroom 1	
Exhaust Fan	
Ensuite 1	
Exhaust Fan	
Bedroom 1	
Telephone Outlet	
Carpet Flooring	
Built In Robe	

Bedroom 2	
Telephone Outlet	
Carpet Flooring	
Built In Robe	
Bedroom 3	
Carpet Flooring	
Built In Robe	
Bedroom 4	
Carpet Flooring	
Built In Robe	
Interior Property	
Deadlock	
Window Lock	
Window Furnishings - Venetian Blinds	
Cooling Evaporative Ducted System	
Smoke Detectors	
Window Furnishings - Vertical Blinds	
Heating Ducted System - Gas Main	
Standard TV Outlet	
Exterior Grounds	
Timber Fence	
Exterior Property	
Brick Veneer Wall Construction	
Security Screen Window	
Hot Water System - Gas Main	
Security Screen Door	
Concrete Tile Roof Construction	
Outdoor Entertainment Area	
Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	

Remote Garage Door	
Whole Site	

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

I will clean the property as required for the vacancy.

I will receive a notification for tenant charges identified after vacation for acceptance of the works.

I will mow, water and trim edges of the lawns, weed, remove grass clippings from garden beds and lawns prior to vacating the property. If these works are not completed prior to vacancy they will become a tenant charge.

I will be liable for the actual costs incurred up to the estimated values.

Category C charges will be converted to a Tenant Charge if not completed by vacation.

Tenant Remedies

Type	Location	Description	Estimated Price	Raised From	Accepted
Tenant Charge	Interior Property	Lounge room big back wall remove silver screws from wall, patch and paint with like in colour PM Ali s47F	\$400.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Charge	Exterior Grounds	1. Remove leaves from front and rear garden beds including weeds 2. Rear yard near side gate remove weeds from red granite area PM Ali s47F	\$500.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Potential Charge	Whole Site	Category C: Cut keys which are missing	\$250.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Whole Site	Category C: Remove all rubbish, clean and secure garbage bins	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Kitchen	Category C: Clean cooking appliances (oven, grill, rangehood and cooktop) to remove all burnt on deposits and fatty deposits	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Garage	Category C: Replace missing garage remotes	\$150.00	Pre-Vacation 05/09/2014	

Payment Method

Deduct Tenant Charges from Salary

s47F

Signature

Tenant Name

s47F

Date

16 March 2015

Inspection Condition Report



s47F

HARRISON ACT 2914

2nd Inspection, 20 February 2015 4:20 PM

Tenant	s47F	Reason for Relocation	Own Home (initiated by RSA)
Employee ID		Move Expense	Defence
Email		Vacancy Date	17 March 2015
Phone			
Property Manager Alison Bradbury			

Location/Fixture	Comments
Entry	
Tile Flooring	
Lounge	
Carpet Flooring	
Family	
Tile Flooring	
Meals	
Kitchen	
Rangehood	
Telephone Outlet	
Tile Flooring	
Wall Oven - Gas Main	
Pantry	
Laundry	
Bathroom 1	
Exhaust Fan	
Ensuite 1	
Exhaust Fan	
Bedroom 1	
Built In Robe	
Telephone Outlet	
Carpet Flooring	

Bedroom 2	
Built In Robe	
Telephone Outlet	
Carpet Flooring	
Bedroom 3	
Built In Robe	
Carpet Flooring	
Bedroom 4	
Built In Robe	
Carpet Flooring	
Interior Property	
Heating Ducted System - Gas Main	
Window Furnishings - Vertical Blinds	
Window Furnishings - Venetian Blinds	
Standard TV Outlet	
Deadlock	
Smoke Detectors	
Cooling Evaporative Ducted System	
Window Lock	
Exterior Grounds	
Timber Fence	
Exterior Property	
Brick Veneer Wall Construction	
Security Screen Window	
Concrete Tile Roof Construction	
Security Screen Door	
Hot Water System - Gas Main	
Outdoor Entertainment Area	
Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	

Remote Garage Door	
Whole Site	

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

I will clean the property as required for the vacancy.

I will receive a notification for tenant charges identified after vacation for acceptance of the works.

I will mow, water and trim edges of the lawns, weed, remove grass clippings from garden beds and lawns prior to vacating the property. If these works are not completed prior to vacancy they will become a tenant charge.

I will be liable for the actual costs incurred up to the estimated values.

Category C charges will be converted to a Tenant Charge if not completed by vacation.

Tenant Remedies

Type	Location	Description	Estimated Price	Raised From	Accepted
Tenant Potential Charge	Whole Site	Category C: Cut keys which are missing	\$250.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Whole Site	Category C: Remove all rubbish, clean and secure garbage bins	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Kitchen	Category C: Clean cooking appliances (oven, grill, rangehood and cooktop) to remove all burnt on deposits and fatty deposits	\$150.00	Pre-Vacation 05/09/2014	
Tenant Potential Charge	Garage	Category C: Replace missing garage remotes	\$150.00	Pre-Vacation 05/09/2014	

Payment Method

Deduct Tenant Charges from Salary

Signature

A nothg
inspection
is booked.

Tenant Name

s47F

Date

20 February 2015

Inspection Condition Report



s47F

HARRISON ACT 2914

Day 1 Inspection, 19 March 2015 8:30 AM

Tenant	s47F	Reason for Relocation	Own Home (initiated by RSA)
Employee ID		Move Expense	Defence
Email		Vacancy Date	17 March 2015
Phone			
Property Manager	Alison Bradbury		

Location/Fixture	Comments
Entry	
Tile Flooring	
Lounge	
Carpet Flooring	
Family	
Tile Flooring	
Meals	
Kitchen	
Telephone Outlet	
Rangehood	
Wall Oven - Gas Main	
Tile Flooring	
Pantry	
Laundry	
Bathroom 1	
Exhaust Fan	
Ensuite 1	
Exhaust Fan	
Bedroom 1	
Telephone Outlet	
Carpet Flooring	
Built In Robe	

Bedroom 2	
Telephone Outlet	
Carpet Flooring	
Built In Robe	
Bedroom 3	
Carpet Flooring	
Built In Robe	
Bedroom 4	
Carpet Flooring	
Built In Robe	
Interior Property	
Cooling Evaporative Ducted System	
Deadlock	
Standard TV Outlet	
Window Furnishings - Venetian Blinds	
Window Furnishings - Vertical Blinds	
Smoke Detectors	
Window Lock	
Heating Ducted System - Gas Main	
Exterior Grounds	
Timber Fence	
Exterior Property	
Security Screen Window	
Hot Water System - Gas Main	
Concrete Tile Roof Construction	
Security Screen Door	
Brick Veneer Wall Construction	
Outdoor Entertainment Area	
Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	

Remote Garage Door	
Whole Site	

Tenant Acknowledgement

I understand and acknowledge my responsibilities and obligations as stated below and as briefed by the Property Manager and in accordance with my Tenancy Agreement:

All accepted works will be carried out by DHA at my cost and I authorise the cost to be recovered as elected.

I am responsible for the non fair wear and tear identified.

I will be liable for the actual costs incurred up to the estimated values.

Tenant Remedies

Type	Location	Description	Estimated Price	Raised From	Accepted
Tenant - Carpet Cleaning	Whole Site	Steam clean carpet	\$200.00		Paper Acceptance
Tenant Charge	Interior Property	Lounge room big back wall remove silver screws from wall, patch and paint with like in colour PM A/s47F	\$400.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Charge	Exterior Grounds	1. Remove leaves from front and rear garden beds Including weeds 2. Rear yard near side gate remove weeds from red granite area PM A/s47F	\$500.00	2nd Inspection 16/03/2015	2nd Inspection 16/03/2015
Tenant Disputed Charge	Bedroom 3	back wall of room black stain to wall due to furniture rubbing against it patch and paint with like in colour PM A/s47F	\$400.00	Day 1 19/03/2015	Accept / Dispute
Tenant Disputed Charge	Bedroom 3	Back wall of room black stain to wall due to furniture rubbing against it patch and paint with like in colour. PM A/s47F	\$400.00	Day 1 19/03/2015	Accept / Dispute

Select Payment Method

Deduct Tenant Charges from Salary / Issue Accounts Receivable Invoice for Tenant Charges

Signature

Tenant Name

s47F

Date

19 March 2015

W135767

14/2
47



Defence Housing Authority Allocations Canberra

HOUSE ALLOCATION

(This is NOT a Tenancy Agreement)

Tenant	Rank	s47F
	Surname	[Redacted]
	Service No	[Redacted]
SMQ	A	BRE
Contact Phone Number	s47F	[Redacted]

Property Address	s47F [Redacted]	HARRISON ACT
EDP No	3119639	SMQ B1 BRE 4

Rent	\$271.40	Per Fortnight (includes ewc levy \$7.90)	"A" rent to apply
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Expected Occupancy Date	15-2-07
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Are you currently in receipt of RA Yes No

Upon acceptance of Allocation of MQ, you are required to contact a DHA Removals Advisor to organise your delivery of furniture from store.

Prior to delivery of your furniture, please arrange an occupation inspection by calling Defence Housing Authority Allocations on 02 6265 8744.

Members Acceptance	s47F [Redacted]	Date	14 Feb 07
Allocations Officer	s47F [Redacted]	Date	14 Feb 07

Tenancy Agreement for Service Members

Tenant and Property Details

1. Family Name

S47F

Given Names

S47F

Rank or Title

S47F

Service Number

S47F

Service

RAN

ARMY

RAAF

The member listed above (The Tenant) and the Commonwealth of Australia (The Commonwealth) hereby agree that the Tenant will occupy Married Quarter Number:

Married Quarter 2604764

26078503119639

situated at (the premises)

Full Address of Premises

S47F

HARRISON

ACT

as a tenant of the Commonwealth upon the terms and conditions set out below.

Included in the married quarter are furnishings, chattels and fittings as listed on the inventory personally checked and signed by both the Tenant, or an agent of the Tenant, and the authorised agent of the Commonwealth.

Rent

2. The rent shall be 271.40 per fortnight

commencing on

15-2-07

and will be deducted from pay by the Defence Force Pay Accounting Centre.

Variation of Rent

3. The amount of rent specified in Clause 2 may be varied by such amount as the Minister for Defence Science and Personnel, under any relevant Act or Regulation from time to time directs. Where practicable, any variation in rent shall be notified to the tenant three pay periods before the new amount of rent becomes payable.

Extension of Tenancy Beyond Discharge Date

4. A Tenant must receive written approval for an extension of tenancy beyond discharge date from the Appropriate Authority a minimum of twenty-eight (28) days prior to the discharge date. Should approval be granted, market rent will apply to the tenancy from the discharge date.

Local Authority

5. For the purposes of this agreement the Appropriate Authority is:

Defence Housing Authority

Occupancy

6. The Commonwealth will:

Quiet Possession

a. Give possession of the premises to the Tenant on the date of commencement of the tenancy and allow the Tenant to use and occupy the premises without unreasonable interference by the Commonwealth, its employees or agents.

Fitness of Premises

- b. Ensure the premises are in a fit condition for use as a residence at the date of commencement of the tenancy, and during the course of the tenancy cause to have carried out by the appropriate Authority such repairs, maintenance and rectification, not attributable to the Tenant, as is required to ensure that the premises remain in essentially the same condition as when the Tenant first took possession.

7. The Tenant will:

Vacant Possession

- a. Subject to the provisions of Clause 11 and 14, give vacant possession of the premises to the Commonwealth on the termination of this agreement.

Permitted Use

- b. Ensure the premises are only used as a private residence unless approval for some specified additional use has been obtained in writing from the Appropriate Authority.

No Transfer of Occupancy

- c. Not transfer the right of occupancy, sublet or part with possession of the premises or any part thereof including the taking in of boarders, lodgers or other guests for reward without the consent in writing of the Appropriate Authority.

No Nuisance

- d. Avoid any disturbance, nuisance or annoyance to neighbours whether by noise, behaviour, obstruction or other actions on the part of either the Tenant or of persons on the premises with the Tenant's consent, and without limiting the generality of the foregoing in particular the Tenant agrees:

- (1) not to throw, hang or place anything out of windows or balconies or place anything on outside window sills; and
- (2) not to hang clothes, washing or other like articles on balconies, verandahs or covered ways or out of windows or in gardens, drives or walks, or on the roof except in places specifically provided for such purpose.

Lighting, Heating and Cooking

- e. Not to use any means of lighting, emergency lighting excepted, or heating in the premises other than by electricity, gas, central heating or, as and where provided for in the premises, oil, wood or coal fires.

Care of the Premises

- f. Take care of the premises and at the tenant's own expense keep the premises in a clean and tidy condition and in particular the Tenant agrees:

- (1) to clean the premises regularly;
- (2) to maintain the premises in good order and condition; damage by fire, flood, lightning, storm, fair wear and tear or other cause outside the control of the tenant excepted;
- (3) to maintain in the order and condition set out in form AA 614 – Tenant Responsibilities – the furnishings, chattels and fittings or portions of the premises listed in that form in so far as the form applies to the premises;
- (4) to put nothing down any sink, toilet or drain likely to cause any obstruction; and
- (5) to provide in accordance with local and public health authority requirements all necessary garbage tins.

No Alterations

- g. Not to carry out nor permit to be carried out any alterations or additions to the premises or any of its fixtures and fittings (whether of a temporary or permanent nature) nor erect any buildings or structures including apparatus, equipment or structure used for acrobatic, gymnastic or recreational activities, nor any swimming pool (but excluding paddling pools up to 30 cm depth) without the consent of the Appropriate Authority and the Tenant agrees that any alterations will be carried out in accordance with the conditions set out in the prior written consent.

No Decorating

- h. Not to decorate the premises in any way that involves marking, defacing, painting or otherwise altering any part of the property including any of the floors, walls, ceilings, partitions, timbers or roof of the premises without the prior consent of the Appropriate Authority and the Tenant agrees to abide by any conditions set out in that prior written consent.

Notify Damage

- i. Promptly notify the Appropriate Authority in writing of any damage, defect or deterioration affecting the premises or any accident to or defect in the water, gas, drainage, sewerage or electrical installations, appliances or fittings.

Animals

- j. Keep any animals, bird, fish or reptile brought into the premises under control and in a clean condition and indemnify the Commonwealth for any liability the Commonwealth incurs or may incur for any personal injury or property damage or any liability however arising out of or as a consequence of the keeping of any such animal, bird, fish or reptile. The Commonwealth may by notice from the Appropriate Authority at its discretion, prohibit the keeping of or bringing onto the premises any animal, bird, fish or reptile and may require any animal, bird, fish or reptile to be removed from the premises.

Charges

- k. Promptly pay all charges for gas, electricity and telephone including any additional service supplied to the premises at the request of the tenant.

Right of Access

- l. Permit any officer, worker or agent of the Commonwealth or the Defence Housing Authority or any contractor employed by the Commonwealth or the Defence Housing Authority upon giving reasonable notice to the Tenant to enter the premises at all reasonable times for the purposes of making such inspections, taking such inventories and carrying out such repairs and alterations as he or she may think fit.

Personal Chattels

8. The Tenant agrees that the Commonwealth shall not be responsible for the loss or damage to any property or effects of the Tenant or other person on the premises howsoever caused.

Rules and Regulations

9. The Commonwealth reserves the right to make such rules and regulations in addition to the terms of this lease as may be considered from time to time to be necessary or proper for the safety, care and cleanliness of the premises and the maintenance of good order therein. The Tenant agrees to comply with such further rules and regulations (if any) provided that he or she is given at least twenty-eight (28) days

written notice of them prior to their commencement.

Inspection Record

10. At the commencement of the tenancy representation from the appropriate Authority together with the Tenant, or is or her representative, shall inspect the premises noting cleanliness and state of repair and the working order of the appliances, and shall record details of the condition of the premises on Form AA 615 – married Quarters Inspection Report which shall be signed by the tenant, or his or her representative.
11. On termination of the tenancy, representation from the Appropriate Authority with the Tenant or his or her representative shall acknowledge the condition of the premises on Form AA 615 and settle the amount of reimbursement, if any, to be paid to the Commonwealth under Clause 14.

Termination and Vacant Possession

12. Either the Commonwealth or the Tenant may terminate the tenancy at any time by giving twenty-eight (28) days prior written notice to the other (in the case of termination by the Tenant notice is to be given to the Appropriate Authority).
 - a. Where the Tenant vacates the premises without giving such prior notice, the Tenant agrees to pay in lieu of notice an amount equivalent to twenty-eight (28) days rent to the Commonwealth; and
 - b. Where the Tenant does not give vacant possession at the expiration of the said twenty-eight (28) days notified by either the Commonwealth or the Tenant:
 - (1) the Tenant shall continue to pay rent for premises until such time as vacant possession is given or the Commonwealth concludes a fresh tenancy agreement with whomsoever remains in the premises, whichever event occurs earlier provided that if the Tenant, after taking all legal action available to him or her as soon as possible after notification of termination of the tenancy, is unable to give vacant possession he or she will pay rent for a period of twenty-eight (28) days from the date that the tenancy would otherwise have been

12(b)(1) cont. terminated under this Clause or until the Commonwealth executes a tenancy agreement with whomsoever remains in the premises whichever is the earlier.

c. Without prejudice to any claim which the Commonwealth may have against the Tenant by his or her own default for unpaid rent or for the breach of any term or condition of the tenancy, the Commonwealth shall have the right to re-enter and take possession of the premises where:

- (1) the Tenant has failed to pay rent or any part thereof for fourteen (14) days after it becomes due whether formally demanded or not; or
- (2) the Tenant has failed to observe or perform any one or more of the terms and conditions of the tenancy and has been given notice in writing requiring within fourteen (14) days that he or she so observes such term or condition and/or rectify any such breach but has failed to do so within the required time.

Flats and Strata Units

13. Where the premises are a strata unit or flat, the Tenant will comply with all directions made by the Body Corporate or similar authority for the comfort, well-being and harmony of all or any of the other tenants.

Delivery Up

14. On vacation the Tenant shall deliver up the premises to the Commonwealth in good order and condition and shall reimburse the Commonwealth for any cost to the Commonwealth as a result, however caused, of the Tenant not meeting his or her obligations under this agreement.

Reduction in Rent

15. In the event of destruction or damage substantially affecting the use and/or amenity of the premises, rent shall be reduced until the premises are restored or the tenancy is terminated. The rent reduction is to be decided by the GRS rental appeal system.

Tenant

Signature

s47F

Date

15 Feb 07.

Witness

The Tenant has signed in the presence of:

Signature

s47F

Full Name

DERBIE HODKINSON

Date

15 Feb 07.

Authorised Agent

Signed on behalf of the Commonwealth of Australia by its Authorised Agent

Signature

s47F

Full Name

DERBIE HODKINSON

Designation

PROPERTY CONSULTANT

Date

14-2-07

**ACKNOWLEDGEMENT
OF RESPONSIBILITY FOR CARPET CLEANING**

(To be used in conjunction with the **Uniform Tenancy Agreement (UTA)** on the introduction of Halcyon cleaning arrangements for ADF members vacating or occupying Defence Service Residences).

s47F

Having signed a Tenancy Agreement to occupy the Service Residence at

s47F

HARRISON ACT

acknowledge that on vacating that residence for service reasons the Defence Housing Authority will arrange for the carpets to be cleaned by a commercial Contractor, and I that the cost will be deducted from my Military Salary.

In the event that I vacate the residence for personal reasons, I understand that I will be responsible for cleaning to Defence Standards as well as the cost of carpet cleaning by the Defence Housing Authority commercial contractor.

s47F

.....
Signed

.....
Date

s47F

.....
Witness

.....
Date

Tenant

Signature

s47F [Redacted]

Family Name

s47F [Redacted]

Given Names

s47F [Redacted]

Date

14 Feb 07

Witness

The Tenant has signed in the presence of:

Signature

s47F [Redacted]

Full Name

DEBBIE HODKINSON

Date

14 Feb 07

Allocation Worksheet

Rank: s47F Reloc #: s47F
 Surname: _____ First Name: _____
 Service: _____ TMF File _____

Phone W _____ H _____ M s47F

Spouse name: s47F

Arrival: 7/2/07 - 21/2 (temp) International/Exchange _____

Posted to: Russel Country: _____

Civilian _____

prefer northside.

POSTING **RECALL** **EXCHANGE – Public/Own Expense/DHA** **LEASE END**

Family Composition

Adults 2
 Children M/F Age
 M/F Age
 M/F Age
 M/F Age

Entitlement A

Pets: 1 dog

PROPERTY ALLOCATED:

Unit Number s47F
 Address Harrison 2914

Members GRE A
 Property GRE B1/4 GRS to apply \$ 271.40

Welcome Visit booked: 9:30 am 10.30am 14/2 D.H.

Date of Occupancy _____

Contact # _____

INITIALS _____



Department of Defence

TENANT RESPONSIBILITIES

These guidelines have been prepared to assist the occupants of Defence Housing Authority (DHA) houses throughout Australia.

Your expectation when you move into your DHA house is that it should be in a reasonable condition, clean and adequately fitted out and maintained. You, in turn, are expected to maintain the house in that same condition, so that those who follow you can also enjoy the house. This will also avoid unnecessary expenditure by the Authority on repairs and maintenance. Funds can thus be made more available for other housing requirements. Should proper care of the property not be undertaken by occupants, they may be required to meet the costs of rectification.

Form AA 613 – Tenancy Agreement for Service Members explains that inspections may be undertaken at the start, during and at the end of occupancy of a house. During such inspections it may be found that some repairs are required because of fair wear and tear, and others because of non fair wear and tear.

Fair Wear and Tear (FW)

Deterioration of an element of the house due to the ageing process and normal use. Maintenance requirements due to fair wear and tear are met by the owners of the property (in most cases, DHA) in the normal way.

Non Fair Wear and Tear (NFW)

Normally caused by neglect or mistreatment. Non fair wear and tear will involve recovery of costs from the tenant and possibly the occupants.

INSURANCE

- *DHA properties are covered by insurance, including public liability. However, you should be aware that this does not cover insurance of contents; this is an occupant responsibility.*
- *Claims for damage to house contents will not normally be considered by the Authority.*

Maintenance requests of any nature are to be processed through your local Housing Management Centre (HMC)

The working relationships between DHA and the Services should be based on mutual understanding reinforced by consultation at all levels. The relationships can be broadly pictured as:

- DHA (lessor) – the landlord to Defence
- HMC – a business unit of DHA. It represents the Authority at the local level.
- Department of Defence /Services (head lessee) – the principal tenant and manager of personnel occupying houses; responsible for housing allocation.
- SHA – the housing representative of Defence /Services at local level.
- Occupants (lessee) – they are the customers of DHA for repairs and maintenance purposes.

DAMAGE RESPONSIBILITY

House Feature	Ongoing Condition Requirement	Responsibility
Doors and Windows	To be maintained in good order and condition. All doors and windows are to hang or slide correctly, be fully intact and fully operable.	Holes, gouges and scratches would normally be considered as NFW. Accidental glass breakage would normally be covered by DHA's insurance. However repetition could be classed as NFW.
Locks and Latches	To be maintained in operable condition. Keys used by the occupants in connection with the premises including any made or procured by the occupant are to be delivered to the Service Housing Officer on vacating. Keys are to be tagged and clearly marked with the address of the dwelling.	Keys lost by the occupant to be replaced by the occupant. For privately leased dwellings, an additional set of keys for the owner may be required to be replaced as NFW.
Window Coverings: Blinds Curtains Vertical Drapes	To be operable and clean.	Deterioration due to age would be considered as FW. The following may incur tenant charges: <ul style="list-style-type: none"> • staining causing a requirement to clean or replace, and • damage to any window coverings, including chains and weights.
Security and/or insect Screens	To be maintained in good order and condition. Doors are to hang correctly, be fully intact and operable. Damaged screens are to be replaced if there are any holes or the screens are not fully intact.	Damage to security and/or insect screens would normally be considered NFW. Deterioration due to age would normally be considered as FW.

House Feature	Ongoing Condition Requirement	Responsibility
<p>Built-in Appliances: Stoves Air Conditioning Units Dishwashers Microwaves Rangehoods Garbage Disposals Clothes Dryers Heaters Ceiling Fans</p>	<p>Appliances to be kept clean, intact and fully operable. All damages to be reported to your local HMC for repair by a licensed tradesperson. Stoves, range hoods, hotplates and ovens are to be cleaned on a regular basis particularly in regard to build up of grease and fat. Garbage disposal units need regular use to remain free of build up of food and fats etc.</p>	<p>Damage or expenditure caused by the build up of grease and fat would normally be classed as NFW.</p>
<p>Gas appliances</p>	<p>Damage or malfunctions of all gas appliances is to be reported to your local HMC for repairs by a licensed tradesperson.</p>	
<p>Lights and Light Fittings</p>	<p>All broken and blown bulbs/fluorescent tubes and starters are to be replaced. Shades are to be maintained in good order and condition, free of insects and dust. Damaged shades are to be repaired or replaced.</p>	<p>Most cases would normally be classed as NFW with repairs being an occupant's responsibility.</p>
<p>Power Points and Switches</p>	<p>Power points and switches are to be repaired or replaced only by a licensed electrician. If damaged, contact your HMC to arrange for an approved tradesperson for these works.</p>	<p>Damaged power points or switches would normally be classed as NFW.</p>
<p>Walls and Ceilings</p>	<p>Ceilings and walls are to be kept clean and free of mould. All cobwebs are to be removed from internal and external walls. Report all cracks and holes to your HMC.</p> <p>Note 1: Use only picture hooks and NOT nails. A reasonable number of picture hooks NOT NAILS may be fitted: e.g., an average of one per metre of wall length would be considered reasonable. Such picture hooks should not be removed on vacation as this can cause damage to wall materials and paint work, which may require repair.</p> <p>Note 2: Non standard fittings or implements, such as can openers, should not be fitted as these may cause damage or incurred cost at the time of their removal</p>	<p>Cleaning of walls or ceilings after vacation will be classified as NFW. Where excessive numbers of picture hooks and non standard items are fitted they may require removal and in some cases cause damage. This would be classed as NFW. Where the removal of picture hooks by the occupant caused damage, repair may also be classed as NFW. Life-of-type of paint will be considered should painting be required.</p>

House Feature	Ongoing Condition Requirement	Responsibility
<p>Wet Areas: Bathroom Kitchen Laundry Ensuite</p>	<p>Wet areas are to be kept mould free. Plugs, tiles, vanity units, mirrors and cabinets are to be kept clean and fully intact. Broken shower screens, soap holders, towel rails and toothbrush and tooth paste holders are to be replaced. Drains are to be cleaned, disinfected and deodorised. Non standard coverings and adhesives are to be removed and fittings restored if introduced by the vacating occupant. Plugs for baths, basins, kitchen sinks and laundry tubs are to be replaced if lost.</p>	<p>The following would be considered as NFW:</p> <ul style="list-style-type: none"> • mould • blocked drains (unless due to tree roots) • broken tiles, fittings and accessories • cigarette burns • loss or damage to plugs
<p>Floor Coverings: Carpet Vinyl Slate Tiles Wooden Floorboards Linoleum</p>	<p>Carpets are to be kept clean, free of stains, paying particular attention to heavy traffic areas. Carpets are to be cleaned to a professional standard and to the satisfaction of the inspecting officer. Floors are to be kept swept and clean. All skirting boards and door stops are to be secure. All nails, staples, fastenings and additional floor coverings added by the occupant are to be removed on vacation and surfaces repaired as necessary.</p>	<p>Staining and water or fluid damage will normally be classified as NFW, with life of the covering being taken into account when occupant's responsibility is determined. Gouges, tears, chips, heavy indentations and scratched or damaged slate floors would normally be NFW.</p>
<p>Cupboards, Serveries, Bench Tops and Shelving</p>	<p>Fittings are to be intact and fully operable. Doors are to hang and close correctly. Vents, cupboards and shelves are to be kept clean and free of odours. Non standard coverings and adhesives are to be removed and fittings restored if introduced by the vacating occupant. Cuts, burns, gouges, dents and marks are to be reported to your local HMC to enable repairs to be arranged. Serveries, bench tops and shelving are to be clean and kept free of grease and fat.</p>	<p>Removal of non standard fittings may result in damage being caused - this would be considered as NFW. Cuts, burns, gouges, dents and marks would also normally be considered as NFW.</p>
<p>Roofs, Gutters, Downpipes and Eaves</p>	<p>All leaves to be removed and gutters kept clean. Gutters and downpipes are to be fully operable. Maintenance may be requested through your local HMC as required as an occupant charge except for gutters on highset houses. Eaves should be kept clean and free of cobwebs.</p>	<p>Damage caused by blocked gutters or downpipes would normally be considered as NFW.</p>

House Feature	Ongoing Condition Requirement	Responsibility
Gates, Fences, Garage Doors and Letter Box	<p>Gates and doors are to hang correctly and be fully intact. Fencing is to remain fully intact. Letter box is to remain in good condition. Occupant installed non standard fencing is to be removed on vacation.</p>	<p>Damage caused by pets would normally be considered as NFW.</p>
Grounds and Gardens	<p>Lawns and gardens are to be kept neat, tidy and watered. Grounds to be kept free from fire hazards at all times. Lawns to be mown, edges and shrubs to be trimmed frequently. Grounds and underhouse areas to be kept free from rubbish, refuse and animal droppings. Every effort is to be made to keep the premises free from ants, rats, mice, silverfish, cockroaches and other vermin.</p> <p>Note 1: Water seeking plants e.g. umbrella trees, rubber trees or pencil willows are not be planted. Large species of plants and/or trees are not to be planted so as to threaten property including neighbouring property. No poisonous species of plants and/or trees are to be planted.</p> <p>Note 2: Premises located in tropical areas – shrubs growing close to the building forming part of the premises are to be cut back to a point 30 centimetres below bearer height.</p> <p>Lawns to be mown within two days of vacation.</p>	<p>Fumigation and removal of rubbish and refuse would normally be considered as NFW. Grounds damaged by animals and the like are to be restored to the condition at occupation. Failure to do this would normally be considered as NFW. Grounds damaged by cars; trailers and the like and recreational equipment including children's play equipment, pools etc would normally be considered NFW. Removal of inappropriately planted tree or plant species will normally be classed NFW.</p>
Clothes Lines and Clothes Hoists	<p>To be kept in good order. If damaged, contact your local HMC to arrange for repairs or replacement. Regular oiling of winding mechanism is occupant responsibility.</p>	<p>Bent arms and/or stays and broken wire will normally be classed NFW.</p>
Drains and Drainage	<p>Natural drainage may not be impeded by any structures, gardens or any activity of the occupant. Surface drains, grates and drainage pits to be kept clean.</p>	<p>Rectification of drainage problems attributed to the occupant may be classed as NFW.</p>

House Feature	Ongoing Condition Requirement	Responsibility
Structures and/or Swimming Pools	No Installations without consent of DHA and local Authority. Pools to be regularly maintained to ensure correct chemical levels and pool system is maintained free of algae and foreign matter.	Rectification and/or any subsequent work to comply with health regulations will be classed as NFW.
Garden and/or Lawn Reticulation System	System shall at all times be maintained in good order and condition. All sprinklers, nozzles and garden sprays to be kept free and clear of being buried by sand, soil or plants.	Replacement of controllers, sprinklers, fittings or wiring will normally be classed as NFW only if so advised by the repairman.
Smoke Detectors	To be kept in good order. Batteries are to be tested in accordance with operating and maintenance instructions during the term of occupancy and at time of vacation.	Replacement of batteries will normally be an occupant responsibility.