

1.



Complaints Management CMP-1703

6 of 11
Return to search**Tenant not happy with followup calls from HMC**

Details

Type: ☒ Complaint

Status: ☒ Complaint Closed

Priority: ☒ Major

Resolution: Complaint Resolved

People

Assignee: Complaints Management

Reporter: Kenrick, Ann

Watchers: 0

Dates

Created: 30/07/10 05:07 PM

Updated: 06/08/10 01:39 PM

Resolved: 30/07/10 05:09 PM

Description

Tenant was very unhappy with non return of telephone calls during his recent eviction from a Leased property which was being handed back to owner. He also complained when I phoned him saying his oven didn't work and his letterbox was filling up with water. -

Custom Fields

| | |
|---|---|
| First Name: | Surname: |
| Employee ID: | Region: SA |
| Client Type: Defence Member/Partner | CM Source: Phone |
| Business Line: Properly & Tenancy | Date Acknowledged: 30/07/2010 |
| Primary Issue: Housing Condition | Primary Contributing Factor: Member/Spouse Behaviour (Customer) |
| Flagged for non-closure: No | Resolution by CRO: DHA Procedures |
| CRO Closure Comment: Visit made by BSM to tenant regarding oven and letterbox. Tenant did not turn up for appointed time and waited for over 1/2 hour for him to turn up. | |

Attachments

.xls.msg (52 kB) Kenrick, Ann 30/07/10 05:07 PM

Activity

All ☒ Comments ☐ History ☐ Activity ☐ Transitions

Kenrick, Ann added a comment - 30/07/10 05:09 PM

There was nothing wrong with oven just needed turning on at the isolation switch and letterbox lock has now been fixed but explained that if junk mail is put into slot and it rains the water will run down into the letterbox. Tenant is going to monitor again and if it becomes an issue will give me a ring.

Sackley, Pip

CMP-1703

From: Swanston, Heather
Sent: Tuesday, 27 July 2010 10:37 AM
To: Kenrick, Ann
Subject: HOUSING_FOLLOWUP_JUL26_10.xls
Attachments: HOUSING_FOLLOWUP_JUL26_10.xls



HOUSING_F
/UP_JUL26_10

Good morning Ann

Please find attached a complaint that arose from a housing survey yesterday. The member was advised that DHA would acknowledge receipt of her complaint within two business days.

The matter seems to be a mixture of both DHA and Toll matters. As discussed during the teleconference, if this matter is already on record, just let me know. There is no need to duplicate the work.

When you get to it, could you please let me know the outcome so I can close off the case in the survey environment?

Thanks and regards

Heather Swanston

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

2



Complaints Management CMP-2257

Tenant unhappy with cleanliness of property and outstanding maintenance issues in property

5 of 11
Return to search

| Details | Custom Fields | |
|--|---|--|
| Type: <input checked="" type="checkbox"/> Complaint | First Name: | Surname: |
| Status: <input checked="" type="checkbox"/> Complaint Closed | Employee ID: | Region: SA |
| Priority: <input checked="" type="checkbox"/> Major | Client Type: Defence Member/Partner | CM Source: HARD |
| Resolution: Complaint Resolved | Business Line: Property & Tenancy | Date Acknowledged: 21/01/2011 |
| People | Primary Issue: Housing Condition | Primary Contributing Factor: Contractor Performance/Availability (DHA) |
| Assignee: Complaints Management | Flagged for non-closure: No | Resolution by CRO: Procedures |
| Reporter: Kenrick, Ann | CRO Closure Comment: Tenant has been contacted and work carried out | Client Resolution: Client satisfied with resolution |
| Watchers: 0 | | |

| Dates | Attachments |
|-----------------------------|---|
| Created: 21/01/11 04:16 PM | <input type="checkbox"/> RE HARD Customer Feedback from SA 5251 |
| Updated: 21/01/11 04:17 PM | SECUNCLASSIFIED.msg (49 kB) Kenrick, Ann 21/01/11 04:16 PM |
| Resolved: 21/01/11 04:17 PM | |

Activity

All ☒ Comments ☐ History ☐ Activity ☐ Transitions

There are no comments yet on this issue.

Sackley, Pip

CMP-2257

From: Kenrick, Ann
Sent: Thursday, 20 January 2011 5:38 PM
To: 'leo.pope@defence.gov.au'
Cc: Griffiths, Michael
Subject: RE: HARD Customer Feedback from SA 5251 [SEC=UNCLASSIFIED]

Hi Leo

Further to above HARD tenant has been contacted regarding issues identified below. The original cleaners were recalled and job was not to DHA satisfaction.

Cleaners re-attended property today and P&T Manager has been in touch with [redacted] advised that these particular cleaners have done a good job. P&T Manager apologised for outstanding cleaning issues and explained that we are having problems with this particular cleaner and we are working through this.

The electrician is attending tomorrow to fix the door bell and [redacted] advised that he has already replaced the 9 volt batteries to the smoke detectors himself.

The garage door motor was replaced yesterday and the locksmith is attending tomorrow to repair the rear roller door lock.

P&T Manager apologized to [redacted] for the condition of the property, for it not being up to his wife's standard and that DHA take all complaints seriously and we use this as feed back to improve our processes and service.

[redacted] said that he did not have any other issues, everything has now been dealt with, he would pass on our apology to his wife and he then added he was impressed with the [redacted] in which the issues have been dealt with.

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

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

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

From: leo.pope@defence.gov.au [mailto:leo.pope@defence.gov.au]
Sent: Monday, 17 January 2011 3:23 PM
To: Client Services Adelaide; Griggs, William; Kenrick, Ann; Pope, Leo; Client Services; DSG-DSO-PSS-RelocationsandHousing@dmil.au
Subject: HARD Customer Feedback from [redacted] SA 5251
[SEC=UNCLASSIFIED]

DRH Feedback Database

ISSUE DETAILS

Date : 17/01/2011 3:53:00 PM
Issue : Routine
Originator : Leo Pope
Actionee : Customer Relations Officer Adelaide
Region : Adelaide
Source : Negative Feedback
For Action : DHA
Status : Active

MEMBER DETAILS

Name :
Service#/PMKeys#
Address
Mt Barker SA 5251
Phone :
e-Mail :

=====

PERMANENT HOUSING

=====

[x] Housing Standard

=====

MAINTENANCE

=====

Comments :

Email as a result of Telecon Leo Pope and [redacted] on 14 Jan 11

As we discussed over the phone on Friday the condition of [redacted] ; was considerably less than we were expecting such that I find it hard to believe cleaners had actually been into the house after the previous occupants vacated.

The main issues we had:

1. All the blinds were dirty, covered in dust and had numerous miss-shaped or deformed vanes.
2. Grease and dirt was under the headhigh cupboards in the kitchen.
3. Top of the oven still had cleaning residue and the extractor hood has visible grease and dirt.
4. Kitchen cupboards were uncleaned, some even had items from previous tenant.
5. Kitchen floor grouting is extremely dirty and chewing gum present in some of the gaps.
6. Neither toilet looked clean with stale urine and pubic hair visible.
7. Floor around toilet was dirty and wet.
8. Bedroom walls have substances splashed, wiped or dripped down them.
9. Door bell non functional.
10. Rear garage roller door non functioning door lock.
11. New battery required for smoke alarm.

There are other issues that we've made note of but without having that document in work today I cant remember them all. Obviously the items not working are different issues to the standard of cleanliness however all combine to add further fuel to an argument about this house's preparation for new tenants.

Our main concern now is the lack of space within the property and if cleaners now need to return to carry out what they were originally paid to do it's not going to be a simple move of a few boxes to gain access to the areas that need cleaning. For a fifteen minute clean there's going to be substantial effort moving and relocating items and invariably only part of the complaints will be addressed. The example here will be the bedroom walls where some sort of drink

has been spilt on the window sill and subsequently run off there down the wall onto the skirting board, getting access to this part of the wall will require the bed dismantling which isn't a five minute job.

My wife and I have lived in rented accommodation for a substantial number of years, this however is only the second property in Australia and to say we're shocked at the poor presentation standard this time around would be a gross understatement.

If I could ask you to investigate and then let me know the decision or findings that would be excellent.

Regards,

From: Pope, Leo MR
Sent: Friday, 14 January 2011 12:03
To:
Subject: Presentation of SR @

SEC=UNCLASSIFIED]

UNCLASSIFIED

Hello.

My name is Leo Pope and I am the Assistant Defence Relocation and Housing Manager SA Region, I rang you on the day of your delivery of F&PE. During that call you advised me that the cleanliness and presentation of the SR at was not to expected standards. To allow me to follow up and investigate can you please advise me of your concerns via a return email.

Part of my charter is to assist members and investigate any negative comments members have regarding relocation or housing. Your concerns will be put onto the Housing and Relocation data base and forwarded to the Housing Management Centre here in Adelaide (DHA) for their response.

thanks for your time, please do not hesitate to contact me.

Leo Pope
Assistant Defence Relocations and
Housing Manager

Defence Support - CW

GF 090

Edinburgh Parks SA 5111

Ph: (08) 7389 3226

Fax: (08) 7389 7381

Mob: 0418 801 981

Email: leo.pope@defence.gov.au

[#CMP-2361] Tenant unhappy with state of property he moved into...

http://jardine:13080/dhaworkflow/browse/CMP-2361

3



Complaints Management CMP-2361

Tenant unhappy with state of property he moved into

4 of 11
Return to search

Details

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

People

Assignee: Complaints
Management
Reporter: Kenrick, Ann

Watchers: 0

Dates

Created: 16/02/11 05:39
PM
Updated: 16/03/11
04:53 PM
Resolved: 16/03/11
04:51 PM

Custom Fields

| | |
|--|--|
| First Name: | Surname: |
| Employee ID: | Region: SA |
| Client Type: Defence Member/Partner | CM Source: Email |
| Business Line: Property & Tenancy | Date Acknowledged: 16/02/2011 |
| Primary Issue: Housing Condition | Primary Contributing Factor: Process Issue (DHA) |
| Flagged for non-closure: No | CRO Closure Comment: Ann Kenrick requested complaint be closed. NFA. |
| Resolution by NCR: Procedures DHA | Client Resolution: Client dissatisfied with resolution |

Attachments

| | |
|---|-------------------|
| <input checked="" type="checkbox"/> 3 March 2011 response to complaint.doc (24 kB) Kenrick, Ann | 07/03/11 10:53 AM |
| <input type="checkbox"/> FW msg Answer fro. kb) Kenrick, Ann | 03/03/11 07:52 PM |
| <input checked="" type="checkbox"/> Complaint.doc (25 kB) Kenrick, Ann | 16/02/11 05:39 PM |

Activity

All ☒ Comments ☐ History ☐ Activity ☐ Transitions

Complaints Management added a comment - 24/02/11 03:56 AM
Flagged to Region Manager for non-closure

Complaints Management added a comment - 27/02/11 03:56 AM
Escalated to Region Manager

Complaints Management added a comment - 02/03/11 12:03 AM
Flagged to National Business Line Manager for non-closure

Complaints Management added a comment - 04/03/11 03:58 AM
Escalated to National Business Line Manager

Complaints Management added a comment - 12/03/11 03:56 AM
Flagged to National Customer Service for non-closure

Complaints Management added a comment - 14/03/11 03:56 AM
Escalated to National Customer Service

Robson, Ellen added a comment - 16/03/11 04:51 PM
Ann Kenrick requested complaint be closed as matter has been finalised.

Robson, Ellen added a comment - 16/03/11 04:53 PM
Complaint finalised.

CMP-2361

To whom it may concern,

We recently relocated from our home on the [redacted] Queensland into a house on the base at South Australia. We arrived on 05 Jan 11 in order to be at the welcome to be handed keys for a house organised for 06 Jan 11. Due to lack of communication on our behalf, we were not able to move into the house that was initially allocated to a single member and were advised we would have to wait for a house allocated to married members and their family. Patiently we waited until 14 Jan 11 for our welcome into a married house, for our belongings to be delivered on 17 Jan 11. Whilst we waited those 11 days, our family of four (including one 3 year old and a 2 year old) shared a one bedroom motel room for 5 days with no cooking facilities and conditions that were not practical for a family. We realised that this could not be helped due to the availability of suitable temporary accommodation in the local area.

On 14 Jan 11 we had our welcome to [redacted] in order to receive the keys and our removal on 17 Jan. We met with Sharon Javelin who did our welcome. On a brief tour we were shown the house and we helped Sharon fill out the inspection report. We (Sharon included) noticed a stench coming from the oven and Sharon told us that the smell was just chemicals from the clean and would dissipate once the oven was switched on. Sharon also advised us that all the screens that needed replacing/repair would be replaced or repaired on our move in date (17th Jan). This was acceptable to us. I enquired about the sprinkler system in order to green the grass so our children could have a nice area to play and was informed that it was not in working order but we could "GOOGLE" it? Not exactly a professional response. We moved in on the 17th, no one came for the screens. We went to use the oven on 18 Jan 11 and the stench was so bad we turned it off and threw the food out that we cooked in it and went out for dinner.

My husband phoned DHA regarding these two things on 18 - 19 Jan 11. Then we phoned again, we spoke to Vicky and informed her that there was most likely a dead carcass in the insulation of the oven. She sent out cleaners and a pest control and after both of their professional opinions the oven was deemed not cleanable and unfit for use; a replacement oven was required and to your credit a portable two burner was provided temporarily. Another week went by until we heard from an electrician, we stayed at home that day to make sure we were there when he arrived, power was disconnected ready for insulation but even after we had phoned through all the oven dimensions it did not fit. The electrician told us they did not make ovens that small anymore and that we would have to organise through the DHA a carpenter to come and shave back a bench top to fit in a stove. More waiting followed. In the meantime the screen guy came on 24 Jan 11, made running repairs on the rear screen door and just took the window screens away to fix, telling us that we would get them back in a week.

We have had weeks of no returned phone calls and basically being passed onto someone else that then passes us onto someone else and it was on Friday the 4th of Feb I called though to DHA absolutely irate. After explaining the situation which in short was that we had moved into a house that was not ready. And the way in which DHA have handled us has been appalling. We have had no screens since the date we moved in and have only just got them replaced on the 7th Feb. The stove only arrived on Friday the 4th Feb after my irate phone call to DHA. Funnily enough, no carpenter was needed so a week was wasted there; turns out they do make stoves that size after all. The screen handyman also came back with the screens on 07 Feb, two weeks after he initially picked them up. I believe that this is no way to treat tenants. We are disgusted with the lack of response and urgency from DHA and as some form of compensation for the careless muck around we have had to endure we would like you to honour us with two weeks rent free. We are so upset with our introduction to DHA as we expected so much more. I believe that it is massive to have to uproot your family to relocate and it would be nice to know that where you are going you will be treated decently and fairly. Please feel free to contact my husband or me to discuss this any further. I can be reached with the details below to be notified of rent details for the two weeks grace.

Thank you for your time

Sackley, Pip

From: James, Vicki
Sent: Wednesday, 2 March 2011 5:34 PM
To: Kenrick, Ann
Subject: FW:

From: Javelin, Sharon
Sent: Wednesday, 2 March 2011 4:56 PM
To: James, Vicki
Subject: RE:

Dear Vicki,

Please find below the response to [redacted] complaint, attached is a series of events related to the below

1. Summary

[redacted] and the Property Manager Sharon Javelin conducted the Welcome Visit at [redacted] on the 14 January 2011 at this time the only issue raised was that three screens were missing from the site. The Property Manager Sharon Javelin contacted the contractor on the 19 January 2011 to ensure that the contractor attended [redacted] to rectify the screen replacement. All screens were replaced on the 7 February 2011. On the 19 January 2011 at 3:09pm [redacted] advised that there were mice in the residence. Defence Housing Australia organised a pest controller to eradicate the mice on the 19 January 2011 at 3:38pm. The Pest controller visited site on the 21 January 2011 at 8:30am and advised that mice had occupied the oven insulation. [redacted] requested a replacement oven. Defence Housing Australia organised a professional clean on the 21 January 2011, this was not successful therefore Defence Housing Australia provided a temporary oven on the 21 January 2011 at 4:30pm until the main unit was replaced on the 8 February 2011. [redacted] was receiving full meal allowances from Toll Transitions from the 17 January 2011 to 24 January 2011, due to Toll Transitions breaking refrigerator.

2. Defence Housing Australia Actions

- a/ The contractor failed to attend the site before Welcome - all screens rectified by 7 February 2011
- b/ Contractor advised to rectify the screens on the 19 January 2011
- c/ Tenant advised DHA Mice infestation 19 January 2011
- d/ Maintenance item raised to pest control contractor 19 January 2011
- e/ Pest controller attended site
- f/ Professional cleaners cleaned oven did not rectify smell, provided temporary oven until new unit was provided fully rectified by 7 February 2011
- g/ Existing oven removed
- h/ Electrician notified and new oven ordered
- i/ Electrician attended oven did not fit
- j/ Carpenter advised to rectify stove cavity
- k/ Electrician attended with different oven
- l/ Re-call of Pest control contractor - birds in ceiling
- m/ Maintenance item raised and contractor attended to remove birds

3. Was the property to standard?

[redacted] underwent a pre occupation inspection with Leo Pope and the only communication by HARD was in regards to the missing screens.

From: James, Vicki
Sent: Wednesday, 2 March 2011 4:04 PM
To: Javelin, Sharon
Subject: FW:

From: Radak, Mary
Sent: Monday, 28 February 2011 5:02 PM
To: James, Vicki
Cc: Javelin, Sharon
Subject:

Dear Vicki,

Please find below the response to [redacted] complaint, attached is a series of events related to the below

1. Summary

[redacted] and the Property Manager conducted the Welcome Visit at [redacted] on the 14 January 2011 at this time the only issue raised was that three screens were missing from the site. Sharon Javelin Property Manager contacted the contractor on the 19 January 2011 to ensure that the contractor attended [redacted] rectify the screen replacement. All screens were replaced on the 7 February 2011. On the 19 January 2011 [redacted] advised that there were mice in the residence. Defence Housing Australia organise a pest controller to eradicate the mice on the 19 January 2011. The Pest controller visited site on the 21 January 2011 and advised that mice had occupied the oven insulation. [redacted] requested a replacement oven. Defence Housing Australia organised a professional clean on the 21 January 2011, this was not successful therefore Defence Housing Australia provided a temporary oven until the main unit was replaced on the 8 February 2011. The member [redacted] was receiving full meal allowances from Toll Transitions from the 17 January 2011 to 24 January 2011, due to Toll Transitions breaking [redacted] reffridgerator.

2. Defence Housing Australia Actions

- a/ The contractor failed to attend the site before Welcome - all screens rectified by 7 February 2011
- b/ Contractor advised to rectify the screens on the 19 January 2011
- c/ Tenant advised DHA Mice infestation 19 January 2011
- d/ Maintenance item raised to pest control contractor 19 January 2011
- e/ Pest controller attended site
- f/ Professional cleaners cleaned oven did not rectify smell, provided temporary oven until new unit was provided fully rectified by 7 February 2011
- g/ Existing oven removed
- h/ Electrician notified and new oven ordered
- i/ Electrician attended oven did not fit
- j/ Carpenter advised to rectify stove cavity
- k/ Electrician attended with different oven
- l/ Re-call of Pest control contractor - birds in ceiling
- m/ Maintenance item raised and contractor attended to remove birds

3. Was the property to standard?

[redacted] underwent a pre occupation inspection with Leo Pope and the only communication

by HARD was in regards to the missing screens.

<< File Complaint break down.doc >>

Mary

Ms. Mary Radak Senior Property Manager- Adelaide
Property and Tenancy | Defence Housing Australia

125 Port Road | P.O. Box 207 Hindmarsh SA 5007
T 08 8245 7804 M 0421 041 177 F 02 6222 2209

mary.radak@dha.gov.au | www.dha.gov.au

4 March 2011

Dear \

In response to your letter dated 14 February 2011. Defence Housing Australia understands that relocating can be a very stressful time and I would like to reaffirm that as an organisation Defence Housing Australia endeavours to provide a high standard of Customer Service.

I understand there has been a delay in rectifying maintenance items for which I would like to apologise for. Also for any inconvenience this has caused for you and your family.

On the 14 January 2011, The Defence Relocations Housing Manager, Leo Pope inspected the property at at 10.30am with Property Manager Sharon Javelln. The outcome of that inspection was that met the standards of the Defence Service Agreement however; the Defence Relocation Housing Manager did note that three screens required replacement, two light fittings were missing and the lawn was patchy and dry.

During the Welcome visit on the 14 January 2011, it was noted that the sprinkler systems were not working. The repairs to the sprinkler system for this property, along with all other service residences at will be rectified prior to June 2011.

In regards to the oven I must apologise for the delay. Unfortunately the initial measurements provided were incorrect and therefore caused a delay in sourcing the correct size oven. The information provided to Defence Housing Australia by the electrician was; that those particular sizes of oven were now no longer available. During the process of following up the cupboard modification the carpenter advised he may be able to source an oven to fit the space. It is always preferable to provide the correct size appliance than to reduce the size of the cupboards.

Unfortunately the contactor who repaired the screens did have to remove them as new screens had to be manufactured and this cannot be carried out on site. The length of time taken to do this work was in excess and this has now been addressed with this particular contractor.

Due to changing water restrictions within South Australia and other States, it is Defence Housing Australia's duty to inform all tenants of the current restrictions and also where they are able to access the relevant information. It is the responsibility of all tenants to ensure they follow the current Government regulations. Sharon recommended that it is advisable to regularly check the local newspapers or the internet website www.premier.sa.gov.au or SA water.

Where Defence Housing Australia has issues or potential issues regarding communication with tenants this will be addressed internally. With respect to our management of the complaint or site, the office acknowledges that the management of contractors has been in appropriate, and commit to addressing this issue.

As per your request for a two week rent reduction due to the lack of response and urgency from Defence Housing Australia as some form of compensation and reviewing the facts that a temporary oven was supplied until a suitable oven could be supplied, Defence Housing Australia considers we have assisted your family in a appropriate manner and therefore will not be providing any compensation of rent.

I would like to thank you for your time taken to express your concerns. Defence Housing Australia takes all complaints seriously. I would like advise that Defence Housing Australia values it's customers and is committed to continually improving Customer Service.

Yours sincerely,

Vicki James
Property and Tenancy Manager
Adelaide Housing Management Centre
Defence Housing Australia

[#CMP-2414] Tenant is unhappy with various items at property - ...

http://jardine:13080/dhaworkflow/browse/CMP-2414

4



Complaints Management CMP-2414

Tenant is unhappy with various items at property

3 of 11
Return to search

Details

Type: Complaint

Status: Complaint
Closed

Priority: Major

Resolution: Complaint
Resolved

People

Assignee: Complaints
Management

Reporter: Kenrick, Ann

Watchers: 0

Dates

Created: 24/02/11 03:48
PM

Updated: 07/03/11
03:30 PM

Resolved: 24/02/11
03:58 PM

Custom Fields

| | |
|---|---|
| First Name: | Surname: |
| Employee ID: | Region: SA |
| Client Type: Defence Member/Partner | CM Source: Phone |
| Business Line: Property & Tenancy | Date Acknowledged: 24/02/2011 |
| Primary Issue: Housing Condition | Primary Contributing Factor: Unrealistic Expectations (Customer) |
| Flagged for non-closure: No | Resolution by CRO: Expectations |
| CRO Closure Comment: PM had made every endeavour to solve problem relating to curtains but as Landlord permission was involved this takes longer | Client Resolution: Client satisfied with resolution |

Attachments

| | | |
|--------------------------|----------------------------|-------------------|
| <input type="checkbox"/> | l.msg (69 kB) Kenrick, Ann | 24/02/11 03:48 PM |
| <input type="checkbox"/> | r.msg (51 kB) Kenrick, Ann | 24/02/11 03:49 PM |

Activity

All **Comments** History Activity Transitions

Kenrick, Ann added a comment - 24/02/11 03:58 PM
Heating will remain the same unless negotiation of new lease is done and it becomes CIC compliant
which requires ducted heating to be installed. Lease does not expires until 2012 but has a 3 year option
which can be exercised

Sackley, Pip

CMP- 2414.

From: James, Vicki
Sent: Tuesday, 22 February 2011 9:50 AM
To: Kenrick, Ann
Subject: FW: MAINT_FOLLOWUP_FEB18_11

From: Bostock, Sue
Sent: Tuesday, 22 February 2011 9:17 AM
To: James, Vicki
Subject: RE: MAINT_FOLLOWUP_FEB18_11

Hi Vicki,

I have been speaking to [redacted] prior to the survey being done. The curtains are too heavy for the rods and have fallen down previously. I have had carpenters attend but this doesn't seem to solve it. What I have done last week was ring and speak to the LL to ask if he would be interested in installing blinds to replace the existing curtains. He is quite obliging this LL and said yes to go ahead and get a couple of quotes. The quotes were due yesterday but there were no responses. I phoned the two blind companies in question to ask if they could still do this and I have extended the dates until the end of this week. I then rang [redacted] yesterday and told her that the blind companies should be contacting her over the next couple of days to come out and do a quote. There is also another existing track which has a part on it that is corroded. My intention is to get the company who provides the successful quote to replace the blinds, to get them to fix it whilst they are there.

She then went on to tell me that she had been surveyed and brought up a couple of issues with the lady on the phone. The heating was one of them. It is a Vulcan wall furnace which meets Defence standard but the house is quite open plan and is also quite a dark house so doesn't get a lot of natural sunlight. Unfortunately, her children also suffer from croop which doesn't help. I have inspected the heater previously and it is functional.

Regarding the leak in the roof. This has only come to my attention recently and I had previously made an appointment with [redacted] to attend and inspect on 23/02/11 at 08.15 am. I will then establish if this is something we have to fix or [redacted] landlord responsibility. I will take photo's.

Regards,

Sue

From: James, Vicki
Sent: Tuesday, 22 February 2011 8:55 AM
To: Bostock, Sue
Subject: FW: MAINT_FOLLOWUP_FEB18_11
Importance: High

From: Kenrick, Ann
Sent: Tuesday, 22 February 2011 8:53 AM
To: James, Vicki

Subject: FW: MAINT_FOLLOWUP_FEB18_11
Importance: High

Vicki

This one needs to be followed up as well.

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

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

From: Performance Measurement
Sent: Monday, 21 February 2011 2:50 PM
To: Client Services Adelaide
Cc: Oettinger, Melanie
Subject: MAINT_FOLLOWUP_FEB18_11

Good afternoon

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

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

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

Please let me know the general outcome so that I can close off the case in the survey environment. Please also advise whether the matter has already been dealt with - sometimes tenants bring up issues that have already been resolved or are in progress but our survey contractors have no visibility of this.

Thanks and regards

Heather Swanston

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

10 DATE OF HIT LOCATION
-000 10/20/2011 14:00:00 N/C

IF CONTACTS IN PMA, DESCRIBE ISSUE

STILL WAITING ON CURTAINS AND WAGON
FURNISHINGS WHICH WERE BROKEN BEFORE WE
MOVED IN. THEY SAID THEY WOULD GET SOMEONE TO
REPAIR THEM BUT NEVER SHOWED UP. I CALLED
AND CALLED HIM TO TELL THEM TO SEND ANOTHER
CONTRACTOR BUT THEY ENDED UP SENDING THE
CARPENTER AND HE JUST SAID HE CAN'T DO IT. IT WAS
A NIGHTMARE. I HAD TO GO OUT AND BUY THE
CURTAINS MYSELF AND THEY FALL ON MY CHILD TO
LIKE A HOT HEATER BEFORE WINTER. MY BILLS ARE SO
EXPENSIVE AND ITS A COLD AREA THE HOUSE DOESNT
GET WARM. I HAD TO GO OUT AND BUY A HEATER TWO
MONTHS AGO. THE CRIBING IS NOTHING ANYONE
THINKS THERE WAS A LEAK IN THE AIR CONDITIONER AND WE
STILL HAVENT HEARD ANYTHING FROM THEM.

FRIS CAME FRIS, RATED WORKED FOR

OUR PROPERTY MANAGER IN ARLAND. JUDY IS A LADY FROM BMA
MAINTENANCE LINE SHE WAS VERY HELPFUL CALL DURING BUSINESS
HOURS

Complain

JOB NUMBER
INT-000000

ADDRESS

FOIL NOTES -
PARTNER WAS VERY FURNISHED WITH DNA

FOIL ACTION REQUIRED
NEW REPORTER, THE HOUSE HAS AT HOME IS
NEAR A SMALL AREA BECAUSE OF THE FLOORS AND YACHT LAYOUT.
WE NEED NEW WINDOW FURNISHINGS FOR THE HOUSE. THEY HAVE
BROKEN DOWN OF ALL THIS FOR A WHILE LOT OF THESE THINGS HAVE
BROKEN DOWN. THE HOUSE IS IN A VERY POOR STATE OF
CONSTANTLY PUTTING THEM UP, INCLUDING THEM UP. THEY ARE JUST
BROKEN. THE FRAMES HAVE JUST ROTTEN AWAY.

[#CMP-2443] Tenant unhappy with house being moved into selecte...

http://jardine:13080/dhaworkflow/browse/CMP-2443

5.



Complaints Management CMP-2443

2 of 11
Return to search

Tenant unhappy with house being moved into selected another house

Details

Type: ☒ Complaint
Status: ☒ Complaint
Closed

Priority: ☒ Major

Resolution: Complaint
Resolved

People

Assignee: Complaints
Management

Reporter: Kenrick, Ann

Watchers: 0

Dates

Created: 03/03/11 07:21
PM

Updated: 03/03/11
07:22 PM

Resolved: 03/03/11
07:22 PM

Custom Fields

| | |
|--|--|
| First Name: | Surname: |
| Employee ID: | Region: SA |
| Client Type: Defence Member/Partner | CM Source: Email |
| Business Line: Property & Tenancy | Date Acknowledged: 22/02/2011 |
| Primary Issue: Housing Condition | Primary Contributing Factor: Process Issue (DHA) |
| Flagged for non-closure: No | Resolution by CRO: Procedures DHA |
| CRO Closure Comment: Cleaning of house should have been up to standard | Client Resolution: Client satisfied with resolution |

Attachments

- ☐ FW HOUSING_FOLLOWUP_FEB18_11 NSWERmsg.msg (85 kB) Kenrick, Ann
03/03/11 07:21 PM
- ☐ HOUSING_FOLLOWUP_FEB18_11 msg (65 kB) Kenrick, Ann
03/03/11 07:21 PM

Activity

All ☒ Comments ☐ History ☐ Activity ☐ Transitions

Kenrick, Ann added a comment - 03/03/11 07:22 PM
Main issue was spouse did not like house once welcome visit was being conducted compounded by
cleanliness of house

Sackley, Pip

From: Radak, Mary
Sent: Wednesday, 23 February 2011 4:17 PM
To: Kelly, Michael
Cc: James, Vicki; Kenrick, Ann
Subject: FW: HOUSING_FOLLOWUP_FEB18_11.

Good Afternoon Michael,

_____ was the previous tenant that lived at the property, he only moved in June 2009. He was moving house because they had 5 children. We offered _____ but declined advising it was too small, he then chose _____ which is a smaller but newer home.

Anthony undertook the PVI on 19 November, Mary completed the Day 1 14 December 2011, the house was left very unkept, with additional damages as to what was found at the Pre Vacation Inspection. Rang Leo Pope (DRHM) who advised he could attend in 15 minutes which he did. It was discussed on site what the tenant would be charged for. Mary Radak rang the previous tenant who didnt dispute the charges.

Mary Radak advised Rod Carter to let Andrew Ferguson at the Brisbane office know about this tenant who advised that they would put them into RA.

Mary Radak attended on the 16 December to meet with the carpet cleaners to identify what carpet had to be replaced - they hadnt completed the whole house at that stage but the Main bedroom and Living room came up well. The cleaners were still present and spoke to the one male cleaner advising the rest are coming by 1.00pm and that they would have it finished that day (this was their second day of cleaning and the carpet cleaner advised that they were in the family room using a pressure cleaner on the tiles). When Mary had gotten back to the office anglicare had pulled the pin and refused to clean any further. We hired Cleaning to finish the job on the 30 December 2010. 4 January Andrea Murrie undertook ready house the only maintenance item actioned was a broken window to garage which cleaners admitted to breaking.

Jess undertook Welcome on the 10 January 2011 Put tenants through to Vicki James as they were not happy with broken tile to garage, cleaning and smell of carpet. Vicki asked if she rectified all the items today would they be happy, they then advised that they are not happy with the house.

Rod Carter helped find _____ IDHA paid for an extra two nights accommodation until the house was ready for them to move into. The turn around on this house was 3 days -1 _____ agreed that he was happy for any missed minor maintenance to be rectified when they moved in.

Mary Radak conducted the welcome on the 4 January 2011 which the tenant were happy with the property, the wife did advised that her daughter said she couldnt bring her friends to _____ but in the same breath advised that they came from their own home on _____ and they did once live in _____ approx 5 years ago.

Mary Radak visited _____ and found that the house had a musty smell which came from the Living Room carpet - (has been replaced since), bedroom 4 and hallway was brand new carpet and had a new carpet smell. - Garage smelt like vomit - when addressing with Andrea she advised that as the window was broken it was aired and couldnt smell anything, Mary had organised _____ to reclean the house before mary attended so cant comment on the standard of cleaning from both contractors.

From: Hewitt, Jo-Lene
Sent: Monday, 21 February 2011 10:25 AM

To: James, Vicki; Radak, Mary
Subject: RE: HOUSING_FOLLOWUP_FEB18_11

this is what I have got so far... just need Vicki to read over & provide details of her conversation with

Hi Michael,

Property in question is _____ is the property they are now residing in)

15/12/10 - Halcyon Clean (Anglicare)

16/12/10 - 4 Hours extra cleaning was approved by _____ after contractor requested it.

17/12/10 - Cleaners arrived at property to finish clean & Carpet Cleaners were on site. There was a dispute between the two contractors & it has been reported that a cleaner quit due to the way he was spoken to by the carpet cleaner. Vicki & Jo discussed the issue with both the Cleaner and the Carpet Cleaner. Vicki asked the cleaners to make a statement in writing so we could follow it up - they have not done this.

24/12/12 _____ advised DHA they could not go back to complete. New MITM raised for Halcyon clean to Property.

30/12/11 - Halcyon Clean _____ Property), also given extra cleaning on top of Halcyon Clean (2 Hours)

4/1/11 - Ready House Check carried out by Andrea. Andrea noticed garage window was broken. admitted to breaking the window whilst cleaning & organised for it to be replaced. No Cleaning recall.

10/1/11 - Welcome Visit carried out by Jess. Jess gave him lockbox code as she was running 5 minutes late.

Issues from tenant at welcome visit were:

- Property not clean enough - food splattered on ceiling, oven not 100%, family verticals had fly dirt, meals floor was sticky, kitchen cupboards had oil marks.
- House had a 'wet dog' smell.

Spouse commented that she didn't like the layout of the house as they had 2 girls. Spouse was due to have a hip replacement & had no other choice as this was only single storey property available near the girls school.

Jess rang Vicki from site, proposed to tenant for DHA to pay extra accommodation whilst property brought to standard. Tenant did not accept this. Vicki spoke to _____ to advise there were no alternatives & went through the issues with him.

Tenant went back to Mawson Lakes where they were staying in accommodation.

16/1/11 - Garage pressure cleaned as it had a 'vomit like' smell

21/1/11 - Lounge room carpet replaced (NB: Bed 4 & Hallway carpet had already been replaced on 22/12/10)

14 Franklin was vacated by previous member on 10/1/11. This property is an RB4 property and was not previously offered to _____ he is RB3 entitled. As there were no other alternatives available, it was decided to offer him _____ We pulled the cleaning & carpet cleaning forward to be carried out on 11/1/11. Mary checked property on 12/1/11 to ensure it was ok. Welcome Visit was carried out at 8.30am on 12/1/11 with Mary. If this property had its full 12 day turnaround, the ready date would have been 27/1/11.

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

14/07/2011

125 Port Road, Hindmarsh, SA 5007
Mail: PO Box 207, Hindmarsh, SA 5007
Tel: 08 8245 7830 | Fax: 02 6222 2209
Jo-Lene.Hewitt@dha.gov.au | www.dha.gov.au

From: Kelly, Michael
Sent: Monday, 21 February 2011 9:12 AM
To: Hewitt, Jo-Lene
Subject: FW: HOUSING_FOLLOWUP_FEB18_11

Regards,
Michael
Michael Kelly | South Australia Regional Manager
Adelaide HMC | Defence Housing Australia
125 Port Road, Hindmarsh SA 5007
Tel: 08 8245 7801 | Fax: 08 8245 7860 | Mob: 0421 040 040
michael.kelly@dha.gov.au | www.dha.gov.au

From: Performance Measurement
Sent: Friday, 18 February 2011 4:36 PM
To: Client Services Adelaide
Subject: HOUSING_FOLLOWUP_FEB18_11

Good afternoon

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

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

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

Please let me know the general outcome so that I can close off the case in the survey environment.
Please also advise whether the matter has already been dealt with - sometimes tenants bring up issues that have already been resolved or are in progress but our survey contractors have no visibility of this.

Thanks and regards

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

I WOULD LIKE TO SEE AN EFFECTIVE SERVICE PROVIDED - THE SERVICE I GOT THIS TIME WOULD MEAN I WOULD NOT BE PREPARED TO MOVE AGAIN. I WOULD RATHER DISCHARGE THAN MOVE AGAIN WITH THE CURRENT SYSTEM THEY HAVE/0

HAVE WRITTEN A REPORT TO THE AIR
COMMANDER OF AUSTRALIA/PLAN TO
CONTACT THE LOCAL RE-LOCATIONS
MANAGER/0

5095

THE PROPERTY THEY INITIALLY PRESENTED ME WITH (THE DAY BEFORE WE WERE SCHEDULED TO MOVE) WAS SIMPLY NOT FIT FOR HUMAN HABITATION. IT WAS EXTREMELY UNCLEAN, FOOD ON THE ROOF, MOULD GROWING ON CARPETS AND IN SHOWERS, A LARGE NUMBER OF MAINTENANCE ISSUES FROM BROKEN WINDOWS TO BROKEN CUPBOARDS. IT WAS ONLY AFTER I KICKED UP A FUSS THAT ANOTHER PROPERTY BECAME MIRACULOUSLY AVAILABLE/O