

s47F WATTLE GROVE NSW 2173 Property ID s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / HMC Sydney HMC / Maint. Area Liverpool / Insp. Area Liverpool 1 / Prop. Mgr. Ryan Anicete / Own. DHA Investment / Ast. Stat. AC

Maintenance Item Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	MITM-1615831 ^{WF}	Donna Gardiner 20/07/2015 13:30
Interaction	40114804 ^T	
Invoice	MINV-1083695 ^{WF}	Maintenance Use.. 30/07/2015 13:55
Tax Invoice	View Tax Invoice ^T	
Status	Maintenance Done	
Summary	s47F WATTLE GROVE NSW 2173 : PLSTM : Separate toilet Repair the separate toilet iso...	
Location	Bathroom 1	
Charge Type	R (Responsive)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec. ^T
Estimated Price	s47F	
Contractor Instructions	Separate toilet Repair the separate toilet isolation tap that is leaking	
Access Details	s47F	

Attachments View Media Details ^T

N/A

Cancel

Allocation Details

Priority	Routine	
Booking Req. Date	22/07/2015 17:00	NSW Local Time
Target Start Date	20/07/2015	
Target End Date	29/07/2015	

Current Contractor Contractor ID s4

Contractor Name	s47F	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	27/07/2015 08:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47F	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

N/A

s47F WATTLE GROVE NSW 2173

Property ID s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / HMC Sydney HMC / Maint. Area Liverpool / Insp. Area Liverpool 1 / Prop. Mgr. Ryan Anicete / Own. DHA Investment / Ast. Stat. AC

Maintenance Request

Property Status	Ownership A / Ast. Status AC / Rep. Status
Key	MREQ-154122 ^{WF} Lynne Wornes 25/08/2015 08:54
Interaction	40590237
Status	Completed
Summary	s47F WATTLE GROVE NSW 2173 : WATER DAMAGE - GARAGE ROOF.
Business Line	Property & Tenancy
Decision Dependant	
Description	<p>CALL; Water has come through the back door of the Garage - flooded inside the Garage. The ceiling appears to have a leak and water has come through onto the Gyrock creating water damage. He also advised he has water damage to his personnel property - advised Contents Insurance. Member has requested that a drain be put along the back of the garage - so that the water can escape into the drain and not into the garage. I have organised a Roof Tiler to check the tiles. Member is still requesting again - additional cupboards be put into the property - as there is no room for storage. Can we please contact Member and also organise to visit the property.</p> <p>s47F</p> <p>**update CB 25/8 - pantry follow up why has this not happened? Advised that a regional office would not regard this as an emergency in any way shape MENQ-103590 raised</p> <p>Update as of 7th Sep Ryan Anicete has spoken to member. Advised that we will not have pantry installed because home is compliant. Tenant was adamant that home is not compliant. PM is to organise a tech inspection to be done on the home to ensure compliance. PM has also raised storm water drains to be cleared and channel strip drains to be water jetted out to street.</p>

Linked Items

Key	Summary	Status
MITM-1665118	s47F WATTLE GROVE NSW 2173 : PLSTM : Tenant reports that heavy flooding is occurring...	Maintenance Done

Linked Lease Management Issues

N/A

Linked Interactions

N/A

Attachments

N/A

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s47F WATTLE GROVE NSW 2173

Property ID s47F ☆

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Maintenance Item Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	✔ MITM-1665118 WF TM	Ryan Anicete 07/09/2015 15:48
Raised From	ⓘ MREQ-154122 WF TM	Lynne Wornes 25/08/2015 08:54
Invoice	💰 MINV-1106655 WF TM	Maintenance Use.. 22/09/2015 17:46
Tax Invoice	📄 View Tax Invoice TM	
Status	🏠 Maintenance Done	
Summary	s47F WATTLE GROVE NSW 2173 : PLSTM : Tenant reports that heavy flooding is occurring...	
Location	Rear Yard	
Charge Type	R (Responsive)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec.
Estimated Price	s47F	
Contractor Instructions	Tenant reports that heavy flooding is occurring during storms. Storm water drains and channel strip drains are not draining correctly. Water jet all storm water drains and channel strip drains. Remove debris, leaves and unblock drains. Ensure that drains are cleared out to street.	
Access Details		

Attachments

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N/A

Cancel

Allocation Details

Priority	Routine	
Booking Req. Date	10/09/2015 17:00	NSW Local Time
Target Start Date	07/09/2015	
Target End Date	18/09/2015	

Current Contractor

Contractor ID s4

Contractor Name	s47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	11/09/2015 07:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47F	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

N/A

Maintenance Item

Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-1687575 ^{WF}	Heidi Ornatowsk.. 01/10/2015 12:23
Raised From	<input checked="" type="checkbox"/> MQUO-370941 ^{WF}	Ryan Anicete 30/09/2015 14:36
Raised	<input checked="" type="checkbox"/> MITM-1789027 ^{WF}	Matthew Adams 06/01/2016 14:39
Invoice	<input checked="" type="checkbox"/> MINV-1118263 ^{WF}	Maintenance Use.. 22/10/2015 10:49
Tax Invoice	<input type="checkbox"/> View Tax Invoice [^]	
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	s47f WATTLE GROVE NSW 2173 : PLSTM : Tenant reports that flooding occurs a lot where...	
Location	Rear Yard	
Charge Type	U (Capitalised)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec. [^]
Estimated Price	s47f	
Contractor Instructions	<p>Tenant reports that flooding occurs a lot where grass meets patio to pergola and area behind rear yard roller garage door.</p> <p>Excavate perimeter along patio floor and behind rear yard roller garage door. Lay area with gravel. Supply and install channel strip drains along patio floor pergola and along floor behind exterior roller garage door.</p> <p>Ensure that all drains are connected to storm water drains. Ensure that drains are flush to ground level to avoid a trip hazard AND to ensure that water pooling into area is draining property.</p> <p>Quote is to also include returning lawns and grounds to its original condition after excavation. This is to include turfing area along channel strip drains and topsoiling</p> <ul style="list-style-type: none"> ¿ Excavate trench ¿ Supply & install approximately 15 lineal metres of black trech grate ¿ Supply & install approximately 20 lineal metres of geo-fabric ¿ Supply & install approximately 20 lineal metres of slotted Ag-line with blue metal ¿ Connect new stormwater drainage to existing stormwater pits ¿ Connect new ag-line drainage to existing stormwater pits ¿ Supply & install new Top soil/turf ¿ Waste to bin off-site - Rock Excavation excluded <p>TOTAL s47f (EX GST)</p>	
Access Details		

Allocation Details

Priority	Routine	
Booking Req. Date	05/10/2015 17:00	NSW Local Time
Target Start Date	30/09/2015	
Target End Date	30/10/2015	

Current Contractor

Contractor ID s47F

Contractor Name	s47f	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	19/10/2015 07:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	s47f	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47f	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

Created	Source	Description
20/10/2015 14:25	Phone (Contractor to DHA)	s47f WATTLE GROVE NSW ...

housing management PRODUCTION Release 2016/07/04 11:00:41 PM

MP Sackey | Sign Out

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s47F **WATTLE GROVE NSW 2173** Property ID **s47F** ☆

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

Dashboard Maintenance Items Quotes Requests MITM-1763101 History

Maintenance Item Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	MITM-1763101 ^{WF}	Lynne Wornes 14/12/2015 11:05
Interaction	42365804 [^]	
Invoice	MINV-1149744 ^{WF}	Maintenance Use.. 22/12/2015 13:21
Tax Invoice	View Tax Invoice [^]	
Status	Maintenance Done	
Summary	s47F WATTLE GROVE NSW 2173 : PLSTM : REPAIR: 1.The main Toilet - the concrete arou...	
Location	Whole Site	
Charge Type	R (Responsive)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec. [^]
Estimated Price	s47F	
Contractor Instructions	REPAIR: 1.The main Toilet - the concrete around the base is coming loose and now the toilet is becoming loose. 2. En suite tap is not mixing properly. 3. En-suite sink tap - the mesh has come away from the end. Advise DHA of any FURTHER WORKS associated with this MITM on "Further Works Required" on your Invoice.	
Access Details	s47F	

Allocation Details

Priority	Routine	
Booking Req. Date	16/12/2015 17:00	NSW Local Time
Target Start Date	14/12/2015	
Target End Date	23/12/2015	

Current Contractor Contractor ID **s47F** [^]

Contractor Name	s47F	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	16/12/2015 14:15	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47F	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

N/A

Attachments View Media Details [^]

N/A

Cancel

Properties Search Results Property Details Console Property...

s47F **WATTLE GROVE NSW 2173** Property ID **s47F** ☆

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

Dashboard Maintenance Items Quotes Requests **MREQ-165123** History

Maintenance Request

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	I MREQ-165123 ^{WF}	James (Left.DHA.. 04/01/2016 10:03
Interaction	42619884 [™]	
Status	Maintenance Not Required	
Summary	s47F WATTLE GROVE NSW 2173 : Possible drainage fault	
Business Line	Property & Tenancy	
Decision Dependant		
Description	<p>Every time it rains the member states his backyard floods, recently flooded up to around 10cm high, this also floods into the garage, drainage insufficient</p> <p>Member can provide photos</p> <p>s47F voicemail ok</p> <p>Please review/action as appropriate and update member</p> <p>Update 7th Jan Recall has been raised to s47F Channel strip drains and plumbing works have been installed back in October 2014 in areas where tenant reports flooding. Technical Officer David Boxwell has been advised to meet s47F on site. Recall has been raised for plumber to contact Dave Boxwell.</p> <p>No maintenance required at this time.</p>	
Assignee	Archive User (archive)	
Due Date	10/01/2016	

Linked Items
N/A

Linked Lease Management Issues
N/A

Linked Interactions
N/A

Attachments
N/A [View Media Details](#) [™]

Maintenance Item

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-1789027 ^{WF}	Matthew Adams 06/01/2016 14:39
Status	<input checked="" type="checkbox"/> Cancelled	
Summary	s47F WATTLE GROVE NSW 2173 : PLSTM : Recall MITM-1687575 from JSB Plumbing Services ...	
Location	Rear Yard	
Charge Type	RI (Recall Item From Contractor)	
Reason for Recall	Works not completed to DHA standard	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec.
Contractor Instructions	<p>Recall MITM-1687575 from s47F</p> <p>Property is still flooding when it rains as water is not draining away quick enough.</p> <p>Tenant reports that flooding occurs a lot where grass meets patio to pergola and area behind rear yard roller garage door.</p> <p>Excavate perimeter along patio floor and behind rear yard roller garage door. Lay area with gravel. Supply and install channel strip drains along patio floor pergola and along floor behind exterior roller garage door..</p> <p>Ensure that all drains are connected to storm water drains. Ensure that drains are flush to ground level to avoid a trip hazard AND to ensure that water pooling into area is draining property.</p> <p>Quote is to also include returning lawns and grounds to its original condition after excavation. This is to include turfing area along channel strip drains and topsoiling</p> <ul style="list-style-type: none"> ↳ Excavate trench ↳ Supply & install approximately 15 lineal metres of black trech grate ↳ Supply & install approximately 20 lineal metres of geo-fabric ↳ Supply & install approximately 20 lineal metres of slotted Ag-line with blue metal ↳ Connect new stormwater drainage to existing stormwater pits ↳ Connect new ag-line drainage to existing stormwater pits ↳ Supply & install new Top soil/turf ↳ Waste to bin off-site <p>- Rock Excavation excluded TOTAL s47F (EX GST)</p>	
Access Details	Contact Dave Boxwell	s47F

Attachments

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Allocation Details

Priority	Routine	
Booking Req. Date	08/01/2016 17:00	NSW Local Time
Target Start Date	06/01/2016	
Target End Date	22/01/2016	

Current Contractor

Contractor ID s47F

Contractor Name	s47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	N/A	
Further Act. Req.		

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47F	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

N/A

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Properties Search Results **Property Details** Console Property... Search...

s47F **WATTLE GROVE NSW 2173** Property ID: s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / HMC Sydney HMC / Maint. Area Liverpool / Insp. Area Liverpool 1 / Prop. Mgr. Ryan Anicete / Own. DHA Investment / Ast. Stat. AC

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

Dashboard Maintenance Items Quotes Requests **MITM-1811982** History

Maintenance Item Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-1811982 ^{WF}	Tony Eom 22/01/2016 14:22
Invoice	<input checked="" type="checkbox"/> MINV-1187325 ^{WF}	Maintenance Use.. 09/02/2016 10:47
Tax Invoice	View Tax Invoice	
Status	Maintenance Done	
Summary	s47F WATTLE GROVE NSW 2173 : PLSTM : Inspect and clear possible blocked storm water ...	
Location	Exterior Property	
Charge Type	R (Responsive)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec.
Estimated Price	s47F	
Contractor Instructions	Inspect and clear possible blocked storm water to the property. Flooding constantly during rain. Contact DHA Technical Officer Dave from site if any issues or s47F	
Access Details		

Attachments [View Media Details](#)

N/A

[Cancel](#)

Allocation Details

Priority	Routine	
Booking Req. Date	26/01/2016 17:00	NSW Local Time
Target Start Date	22/01/2016	
Target End Date	08/02/2016	

Current Contractor Contractor ID: s4

Contractor Name	s47F	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	05/02/2016 09:00	NSW Local Time
Further Act. Req.	Inspect stormwater to property , recommend camera down line and water jet to find out what is happening, as yard is still flooding during rain. Tenant advised that they have had stormwater recently cleared and also had new drainage installed by others but the yard still floods.	

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47F	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

N/A

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WATTLE GROVE NSW 2173
Property ID s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / HMC Sydney HMC / Maint. Area Liverpool / Insp. Area Liverpool 1 / Prop. Mgr. Ryan Anicete / Own. DHA Investment / Ast. Stat. AC

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MITM-1831138
History

Maintenance Item Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-1831138 ^{WF}	Ryan Anicete 11/02/2016 12:21
Invoice	<input checked="" type="checkbox"/> MINV-1197895 ^{WF}	Maintenance Use.. 25/02/2016 13:23
Tax Invoice	<input type="checkbox"/> View Tax Invoice [^]	
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	s47F WATTLE GROVE NSW 2173 : PLSTM : On MITM-1811982 completed by s47F further works...	
Location	Exterior Grounds	
Charge Type	R (Responsive)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec. ^
Estimated Price	s47F	
Contractor Instructions	On MITM-1811982 completed by s47F further works are required: Inspect stormwater to property , recommend camera down line and water jet to find out what is happening, as yard is still flooding during rain. Tenant advised that they have had stormwater recently cleared and also had new drainage installed by others but the yard still floods. Attend site and camera inspect and water jet all storm water lines, drains and channel strips to further investigate blockage. Provide CCTV footage and photos to Dave Boxwell once complete.	
Access Details		

Allocation Details

Priority	Routine	
Booking Req. Date	15/02/2016 17:00	NSW Local Time
Target Start Date	11/02/2016	
Target End Date	26/02/2016	

Current Contractor Contractor ID s47

Contractor Name	s47F	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	24/02/2016 08:00	NSW Local Time
Further Act. Req.	Investigate stormwater with water jet existing line runs down RHS to rear of property down LHS this line is holding water all the time not enough fall . Recommend to supply and install separate s/w line to the street from RHS downpipe at garage .	

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47F	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

Created	Source	Description
06/06/2016 10:52	Phone (Member to DHA)	Tenant called to follow up with reg...

Attachments View Media Details ^

Attachment 1	<input type="checkbox"/> s47F Wattle .. ^ DETAILS ^	Building Inspectio.. , 44.80 KB
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Section 1

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

REQUEST FOR TECHNICAL INSPECTION

REQUESTED BY: Ryan Anicete

MEMBERS NAME / CONTACT NUMBER: §47F

PROPERTY ADDRESS: §47F Wattle Grove

PROPERTY OWNERSHIP TYPE: DHA Investment

ISSUE/ITEM TO BE INSPECTED: Inspect rear yard with regards to drainage. New drainage has been installed by plumber but tenant claims the garage still floods

ANNUAL INSPECTION: N/A

RESPONSE/ACTION DATE: ASAP

Section 2

To be completed by the Technical Officer and emailed to the requesting party.

TECHNICAL REPORT

DATE OF INSPECTION: 7/3/2016

BUILDING TYPE: Freestanding house

BUILDING CONSTRUCTION: Brick veneer, slab on ground, single storey - extended

OBSERVATIONS: I inspected this property in response to a request by Property Manager Ryan Anicete. At my inspection I found the following:

- The rear yard has four drainage pits installed (300x300mm) connected to the stormwater infrastructure.
- There are 7 downpipes installed to the house (100x50mm) and one pergola downpipe (65mm diameter)
- The tenant claims that the garage floods when it rains heavily, but it drains away within 20 minutes of the rain stopping.
- DHA's plumber has attended within the last week and water-jetted and camera inspected the stormwater lines. The plumber found a partial blockage of the stormwater approx. 2.0m up the line from the street kerb which he cleared while on site.

COMMENTS/RECOMMENDATIONS:

The situation as described by the tenant is completely normal and the fact that water got away since heavy rain within 20 minutes is a good sign.

The partial blockage has been cleared and the stormwater lines should clear quicker now the blockage has been cleared.

Given the volume of water going into one 90mm outlet (12 x downpipes and pits) the stormwater appears to working exceedingly well.

The tenant has been advised to keep possessions up off the floor within the garage area. The DRHM was present at the inspection along with the property manager.

SCOPE OF WORKS:

In the event that circumstances warrant it, consideration could be given to the installation of a separate stormwater line down the right side of the garage, picking up the two downpipes on the garage and the rear channel strip drain at the rear of the garage and the pergola area. This would lessen the load on the one 90mm stormwater pipe and effectively split the load. This would need to be costed and quoted.

RESPONSIBILITY:

DHA as DHA owns the property.

ESTIMATED COSTS: to be quoted – but estimated at \$2000 plus.

TIME FRAMES FOR WORK: Only if needed.

IMPLICATIONS FOR TENANCY OCCUPATION: Minimal at this stage.

PHOTOS

Dave Boxwell / Technical Officer
Licensed Builder 123838C
Property & Tenancy | Defence Housing Australia
Locked Bag 5033 Parramatta NSW 2150
Tel 02 8836 5704
david.boxwell@dha.gov.au | www.dha.gov.au

Properties Search Results Property Details Console Property...

s47F **WATTLE GROVE NSW 2173** Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. Compliant / HMC Sydney HMC / Maint. Area Liverpool / Insp. Area Liverpool 1 / Prop. Mgr. Ryan Anicete / Own. DHA Investment / Ast. Stat. AC

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

Dashboard Maintenance Items Quotes Requests **MITM-1910643** History

Maintenance Item Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	
Key	<input checked="" type="checkbox"/> MITM-1910643 ^{WF}	Alison Gladys 10/05/2016 15:38
Interaction	44390180 ^W	
Invoice	<input checked="" type="checkbox"/> MINV-1241014 ^{WF}	Maintenance Use.. 24/05/2016 21:54
Tax Invoice	<input type="checkbox"/> View Tax Invoice ^W	
Status	<input checked="" type="checkbox"/> Maintenance Done	
Summary	s47F WATTLE GROVE NSW 2173 : PLSTM : Repair Plastic drain covers in rear yard are...	
Location	Rear Yard	
Charge Type	R (Responsive)	
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M	View Spec. ^W
Estimated Price	s47F	
Contractor Instructions	Repair Plastic drain covers in rear yard are brittle and falling into drains	
Access Details		

Attachments View Media Details ^W

N/A

Allocation Details

Priority	Routine	
Booking Req. Date	12/05/2016 17:00	NSW Local Time
Target Start Date	10/05/2016	
Target End Date	24/05/2016	

Current Contractor Contractor ID **s47F**

Contractor Name	s47F	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	20/05/2016 07:00	NSW Local Time
Further Act. Req.		

Associated Tenancy Details

Tenant	s47F	
Occupancy Date	07/07/2015	Vacancy Date
Occupying AFR	s47F	
Preferred Email		Home
Preferred Phone		Mobile

Linked Interactions

N/A

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Maintenance Request

Property Status	Ownership A / Ast. Status AC / Rep. Status
Key	MREQ-182230 ^{WF} Sally Clark 06/06/2016 10:53
Interaction	44843352 ^W
Status	Maintenance Not Required
Summary	s47F WATTLE GROVE NSW 2173 : ONGOING DRAINAGE ISSUE.
Business Line	Property & Tenancy
Decision Dependant	
Description	<p>Tenant called to follow up with regards to the drainage in the back yard as this is a ongoing issue and he feels that it needs to be fixed. The garage did flood yesterday again and was under a inch of water. Tenant is getting very frustrated with the ongoing issues that they have had. They want the drainage fixed at the property FURTHER WORKS ON MITM-1831138 - Investigate stormwater with water jet existing line runs down RHS to rear of property down LHS this line is holding water all the time not enough fall . Recommend to supply and install separate s/w line to the street from RHS downpipe at garage .</p> <p>UPDATE 7TH JUNE _____ From: _____</p> <p>Sydney Property West Sent: Tuesday, 7 June 2016 4:43 PM To: s47F @bigpond.com' Cc: s47F @defence.gov.au' Subject: Garage Flooding-s47F WATTLE GROVE NSW 2173 Hi s47F I hope that you two are well. Please note that I have received your inquiry about the garage floor flooding from the recent storm over the weekend. I am very sorry to hear that this has happened and hope that none of your belongings have been damaged. I have raised your concern about this issue to our Technical Officer David Boxwell, who came out to inspect the stormwater during the PCC inspection with Lynne, your local DRHM on 7th March 2016. Please note that we have had a major storm event over the weekend and many homes have had flooding and leaking issues. Dave has advised that the plumbers and he himself have checked the stormwater and it is running freely however due to the sheer volume of runoff water from a torrential storm, flooding is to be expected. Please note that we have advised you in the past not to store items on the garage floor for this reason. Please note that we have installed extra drainage in the property already prior to your occupancy to help alleviate the flooding of the pergola and garage. We have also cleared and water jetted all stormwater lines, pits and channels to ensure the system is working correctly. He has advised that there are no other options to help alleviate flooding caused from torrential storms. However, he has advised that laying sand bags along the garage door prior to a torrential storm will help prevent the amount of water entering the garage & this may be option to consider when we anticipate a big storm. Please let me know if you have any further questions or concerns. Thanks Regards, Ryan Anicete Property Manager Property & Tenancy Defence Housing Australia Level 5, 111 Phillip Street, Parramatta NSW</p>
Assignee	Ryan Anicete (ryan)
Due Date	

Linked Items

N/A

Linked Lease Management Issues

N/A

Linked Interactions

N/A

Attachments

[View Media Details ^W](#)

Attachment 1	s47F Wattle .. ^W DETAILS ^W	1.01 MB
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Inspection Condition Report



s47F

WATTLE GROVE NSW 2173

Periodic Inspection, 7 March 2016 10:30 AM

Tenant s47F
 Employee ID s47F
 Email s47F
 Phone s47F

Property Manager Ryan Anicete

Location/Fixture	Comments
Entry	
Internal Paint	
Tile Flooring	
Lounge	
Telephone Outlet	
Internal Paint	
Reverse Cycle Split A/C Internal Unit	
Carpet Flooring	
Ceiling Fan	
Dining	
Internal Paint	
Reverse Cycle Split A/C Internal Unit	
Tile Flooring	
Ceiling Fan	
Family	
Internal Paint	
Meals	
Internal Paint	
Kitchen	
Rangehood	
Telephone Outlet	

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Internal Paint	
Wall Oven - Gas Main	
Tile Flooring	
Cooktop - Gas Main	
Laundry	
Internal Paint	
Storage Cupboard	
Maintenance	
Electrical	Re-secure or replace switch/GPO
Bathroom 1	
Internal Paint	
Exhaust Fan	
Ensuite 1	
Internal Paint	
Exhaust Fan	
Bedroom 1	
Built In Robe	
Telephone Outlet	
Internal Paint	
Reverse Cycle Split A/C Internal Unit	
Carpet Flooring	
Ceiling Fan	
Maintenance	
Electrical	Rebalance ceiling fan which is heavily wobbling and making ticking noises. Service and repair accordingly
Bedroom 2	
Built In Robe	
Internal Paint	
Carpet Flooring	
Ceiling Fan	
Bedroom 3	
Built In Robe	
Internal Paint	
Carpet Flooring	

Ceiling Fan	
Bedroom 4	
Built In Robe	
Internal Paint	
Carpet Flooring	
Ceiling Fan	
Study	
Internal Paint	
Interior Property	
Deadlock	
Window Lock	
Window Furnishings - Vertical Blinds	
Smoke Detectors	
Maintenance	
Carpentry	<p>Repair closer pump on front screendoor, bracket on the timber frame has come off again due to rotting timber.</p> <p>Update 7th March Glue and timber plugs required in jam to reinstall door closer. Plastic plugs have not worked</p>
Storeroom	
Internal Paint	
Exterior Grounds	
Landscaping	
Maintenance	
Tree Surgery	Trim tree branches back from guttering of house on the RHS front yard
Exterior Property	
Reverse Cycle Split A/C External Unit	
Concrete Tile Roof Construction	
Brick Veneer Wall Construction	
Security Screen Door	
Reverse Cycle Split A/C External Unit	
Security Screen Window	
Hot Water System - Gas Main	
External Paint	

Reverse Cycle Split A/C External Unit	
Outdoor Entertainment Area	
Outdoor Entertainment Cover - Metal	
Front Yard	
Rear Yard	
Garage	
Internal Paint	
Whole Site	
Maintenance	
Pest Control	<p>Complete works to SOR as per FAR - MITM-1813882 ***** No live termites located at time of inspection Dirt/dust present is from black ants Recommend general treatment to internal & external of property with specific attention to ants</p>

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.

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

Tenant Remedies

Type	Location	Description	Estimated Price	Raised From	Accepted
Tenant Potential Charge	Bedroom 4	Paint patched hook holes to match existing colour damaged by tenant. Lazy boy rubbed and damaged wall. Paint wall to match existing colour from edge to edge	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Entry	Remove tenant installed coat racks. Then patch holes and then paint entire wall from edge to edge to match existing colour	\$250.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Damage to lawn from raised veggie patch. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016	
Tenant Potential Charge	Family	Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Meals	Stickers/Posters to be removed and if surface damaged then paint to match existing colour. Sticker is big decal clock.	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Outdoor Entertainment Area	Tenant had installed mounts and hooks to eaves to hang garden hose around doorway. Tenant is to remove screws and mounts. Tenant is to patch the eaves and make good to eaves. Then tenant is to paint eaves from edge to edge to match existing colour.	\$500.00	Periodic 07/03/2016	
Tenant Potential Charge	Front Yard	Trim tree/shrubs away from roof and paths reachable with a 1.8 meter ladder and under 2.5 meter cutting point.	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Front Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Damage to lawn from dog holes and ammonia stains to lawns. Dog has dug holes by channel strip drains. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Rear Yard	Tenant is to remove all dog droppings from lawns, garden beds and grounds	\$150.00	Periodic 07/03/2016	
Tenant	Rear Yard	Mow, edge lawns especially underneath fence line	\$300.00	Periodic	

Potential Charge		throughout rear yard. Tenant is to also spray round up to overgrown grass growing in between garden bed and fence		07/03/2016	
Tenant Potential Charge	Bedroom 3	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Study	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Study	Tenant is to remove self installed shelf in study. Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$180.00	Periodic 07/03/2016	
Tenant Potential Charge	Outdoor Entertainment Area	Pressure clean all stains (dirt and mud stains from dog) and bird droppings from outdoor entertainment area. Tenant is to also remove sticky tape residue from pergola (new pergola installed June 2015)	\$250.00	Periodic 07/03/2016	
Tenant Potential Charge	Front Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016	
Tenant Potential Charge	Entry	Paint patched hook holes to match existing colour damaged by tenant	\$120.00	Periodic 07/03/2016	

Payment Met

Deduct Tenant C

Signature

Tenant Name

Date

s47F



7 March 2016

DRH Inspection Condition Report



s47F

WATTLE GROVE NSW 2173

Periodic Inspec

Tenant



Employee ID

Service

Postal Address

Email

Phone

Property Manager Ryan Anicete

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.

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

Tenant Remedies

Key	Type	Location	Description	Estimated Price	Raised From	Accepted
MITM-1851081	Tenant Potential Charge	Bedroom 4	Paint patched hook holes to match existing colour damaged by tenant. Lazy boy rubbed and damaged wall. Paint wall to match existing colour from edge to edge	\$350.00	Periodic 07/03/2016	
MITM-1851097	Tenant Potential Charge	Entry	Remove tenant installed coat racks. Then patch holes and then paint entire wall from edge to edge to match existing colour	\$250.00	Periodic 07/03/2016	
MITM-1851093	Tenant Potential Charge	Rear Yard	Damage to lawn from raised veggie patch. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016	
MITM-1851075	Tenant Potential Charge	Family	Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$350.00	Periodic 07/03/2016	
MITM-1851076	Tenant Potential Charge	Meals	Stickers/Posters to be removed and if surface damaged then paint to match existing colour. Sticker is big decal clock.	\$350.00	Periodic 07/03/2016	

MITM-1851085	Tenant Potential Charge	Outdoor Entertainment Area	Tenant had installed mounts and hooks to eaves to hang garden hose around doorway. Tenant is to remove screws and mounts. Tenant is to patch the eaves and make good to eaves. Then tenant is to paint eaves from edge to edge to match existing colour.	\$500.00	Periodic 07/03/2016	
MITM-1851086	Tenant Potential Charge	Front Yard	Trim tree/shrubs away from roof and paths reachable with a 1.8 meter ladder and under 2.5 meter cutting point.	\$350.00	Periodic 07/03/2016	
MITM-1851088	Tenant Potential Charge	Front Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016	
MITM-1851089	Tenant Potential Charge	Rear Yard	Damage to lawn from dog holes and ammonia stains to lawns. Dog has dug holes by channel strip drains. Prepare grounds and fill-in all holes, relay turf matching to existing and ensure lawn is fully established prior to vacate.	\$600.00	Periodic 07/03/2016	
MITM-1851090	Tenant Potential Charge	Rear Yard	Weed all paved areas including paths, driveways and pavers.	\$200.00	Periodic 07/03/2016	
MITM-1851092	Tenant Potential Charge	Rear Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016	
MITM-1851094	Tenant Potential Charge	Rear Yard	Tenant is to remove all dog droppings from lawns, garden beds and grounds	\$150.00	Periodic 07/03/2016	
MITM-1851095	Tenant Potential Charge	Rear Yard	Mow, edge lawns especially underneath fence line throughout rear yard. Tenant is to also spray round up to overgrown grass growing in between garden bed and fence	\$300.00	Periodic 07/03/2016	
MITM-1851080	Tenant Potential Charge	Bedroom 3	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016	
MITM-1851082	Tenant Potential Charge	Study	Stickers/Posters to be removed and if surface damaged then paint to match existing colour	\$350.00	Periodic 07/03/2016	
MITM-1851083	Tenant Potential Charge	Study	Tenant is to remove self installed shelf in study. Patch hook/screw/nail holes damaged by tenant. Then tenant is to paint wall from edge to edge to match existing colour	\$180.00	Periodic 07/03/2016	
MITM-1851084	Tenant Potential Charge	Outdoor Entertainment Area	Pressure clean all stains (dirt and mud stains from dog) and bird droppings from outdoor entertainment area. Tenant is to also remove sticky tape residue from pergola (new pergola installed June 2015)	\$250.00	Periodic 07/03/2016	
MITM-1851087	Tenant Potential Charge	Front Yard	Remove and dispose all weeds from garden beds and lawns	\$350.00	Periodic 07/03/2016	
MITM-1851096	Tenant Potential Charge	Entry	Paint patched hook holes to match existing colour damaged by tenant	\$120.00	Periodic 07/03/2016	

Payment Method

Deduct Tenant Cha

Signature

Tenant Name

Date



7 March 2016



Section 1

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

REQUEST FOR TECHNICAL INSPECTION

REQUESTED BY: Ryan Anicete

MEMBERS NAME / CONTACT NUMBER: s47F

PROPERTY ADDRESS: s47F

PROPERTY OWNERSHIP TYPE: DHA Investment

ISSUE/ITEM TO BE INSPECTED: Tenant called to follow up with regards to the drainage in the back yard as this is a ongoing issue and he feels that it needs to be fixed. The garage did flood yesterday again and was under a inch of water. Tenant is getting very frustrated with the ongoing issues that they have had. They want the drainage fixed at the property FURTHER WORKS ON MITM-1831138 - Investigate stormwater with water jet existing line runs down RHS to rear of property down LHS this line is holding water all the time not enough fall . Recommend to supply and install separate s/w line to the street from RHS downpipe at garage .

ANNUAL INSPECTION: N/A

RESPONSE/ACTION DATE: ASAP

Section 2

To be completed by the Technical Officer and emailed to the requesting party.

TECHNICAL REPORT

DATE OF INSPECTION: 4/7/2016

BUILDING TYPE: Freestanding House

BUILDING CONSTRUCTION: Brick veneer, slab on ground, single storey

OBSERVATIONS: I inspected this property in response to a request by Property Manager Ryan Anicete. At my inspection I found the following:

- The rear yard slopes down from the rear fence towards the front of the property and there is a rear roller door at the back of the garage.
- There are 6 x 100x50 downpipes, plus 1 x 65 Diameter pergola downpipe, plus 5 x 200 x 200mm pits plus one channel strip drain at side passage plus 14 lineal metres of channel strip drain – all connected to one 90mm stormwater outlet at the kerb.
- The property had had water jetting of stormwater lines completed on 22/6/2015
- The property had extensive new drainage installed at the rear of the garage and the side of the pergola completed in early January 2016.
- Further water jetting was and camera inspection was completed in February 2016 after a further complaint from the tenant.

- The tenant raised the issue again in March 2016 at the Property Completion Certificate. The stormwater situation was explained to the tenant at this inspection and that all previous investigations had found the stormwater line was clear and unblocked with no major issues found. The stormwater line was tested at this inspection and found to be operating normally
- A further inspection was carried out by myself in July 2106 and the stormwater system was tested again. It was found when filling the stormwater line water line from a hose at the newly installed channel strip drain (2nd last point on the stormwater line) that it took approximately 14 Minutes to fill the complete line and exit at the street.
- The volume of water exiting the pipe outlet at the street kerb was the same as the hose providing water into the system.
- The test was stopped when the water exited at the kerb and then recommenced again once the flow had stopped. This time it took only 4 minutes to exit at the street kerb.
- It was found that there are several services located in the street corridor (including, power, gas, water, Telstra and possibly sewer) and the stormwater would appear to run under these services. This has resulted in a bellying of the stormwater line at this point which allows the collection of some water in the pipe line.
- There was no evidence of any backing up of stormwater pits, drains, or downpipes found when testing. I was also able to clearly hear the hose running at each downpipe on the house during testing indicating that there was no backing up of the line or any further blockages since the last water jetting.

COMMENTS/RECOMMENDATIONS:

The slight bellying of the pipe line under the services in the street services corridor presents no problems as there is sufficient fall to the street kerb from the last point on the stormwater system, and is no different to a charged system commonly found on properties installed with a water tank. As there is sufficient "head" from the highest point to the lowest point it flushes the system clear when there is high volumes of water in the system.

The system has been inspected and water jetted twice within 12 months and extra drainage installed to cope with surface flow likely to enter the rear of the garage. The stormwater line is running free and clear and no major issues have been identified.

It has been explained to the tenant on several occasions that in severe rain events there will be some light flooding into the garage and this is completely normal and happens at most properties, however in the event that water enters the garage from the rear, it will at worst be 10-15mm deep and flow out the front door of the garage. It has been explained to the tenant that garages are constructed this way to allow easy access for vehicles. It has been further explained to the tenant that it is written into the DRA and tenancy handbook that garages are constructed lower than houses and that tenants store their possessions in this area at their risk and tenants are advised to store possessions up off the floor for this very reason.

The tenant for some reason appears to have an unrealistic expectation that absolutely no water will ever enter a garage and due to the site topography, this can never be guaranteed. Also in high volume rain events, there is load on stormwater systems and they can struggle to cope with the sheer volume of water and there may be some surface water that is not able to be captured by the drainage system. This has also been explained to the tenant and he has been further advised that once it stops raining if there is still water entering the garage 2-3 hours later there is a problem. The tenant has been assured that the water has never shown signs of entering the house proper and he agreed with this.

As far as I can determine there are no problems with the stormwater system and it functions correctly and within limits.

The only possibility I can see to improve the situation is to install a separate stormwater line down the right side of the driveway and connect the channel strip drain and the last two downpipes on the garage to a separate line. This would take some load off the system and would only be required in high volume rain events. This would only be considered as a last resort.

SCOPE OF WORKS:

POSSIBLE ONLY

Supply and install a new stormwater line in 100mm sewer grade pipe to the right side of the garage and driveway and connect to the street kerb. Connect the two downpipes at the side of the garage and the channel strip drain at the rear of

the garage to this new stormwater line. Reinstall site including any pavers disturbed, concrete and turf to make good the site.

RESPONSIBILITY: DHA

ESTIMATED COSTS: Approx \$3000

TIME FRAMES FOR WORK: As a last resort

IMPLICATIONS FOR TENANCY OCCUPATION: Minimal – tenant needs to store goods stored in garage up off the floor as per tenancy handbook.

PHOTOS



The channel strip drain installed at the rear of the garage.



Channel strip drain across path between laundry and rear of house



Two 200x200mm stormwater pits located in path at rear of the house below the retaining wall



Additional stormwater pit in rear yard between pergola and right side fence



Surface drain and the new channel strip drain installed alongside pergola.



New channel strip drain installed across rear of garage and runs alongside pergola – looking across rear of garage. Note damage by tenants dog



New channel strip drain installed across rear of garage and runs alongside pergola – looking alongside pergola. Note damage by tenants dog



Additional stormwater pit in rear yard between pergola and right side fence



Water exits the street kerb after 14 minutes of filling the stormwater system.



Good water flow at street kerb and equals the hose putting water into the system



Services corridor contains, gas, water, phone and power. Stormwater exits at street kerb beyond Telstra pit.

Dave Boxwell | Technical Officer
Licensed Builder 123838C
Property & Tenancy | Defence Housing Australia
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Tel 02 8836 5704
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