

Job Number	Job Description	Item Description	Reporting Sta	Comments Made by Contractor	Allocation Date	Completion Date	Maintenance Code	Location
s47Fs47F	"Please fix the letter box door."	Carpentry	APPROVED		4/04/2012 0:00	4/04/2012 0:00	Carpentry T&M	Exterior Property
s47Fs47F	"Repair retic watering system. There is a leak in the front yard, pipe appears to be broken."	Sprinkler	APPROVED		11/04/2012 0:00	14/04/2012 0:00	Sprinkler service and repair T&M	Exterior Grounds
s47Fs47F	"0041-PERTH STORMS-JUNE 2012- Secure and make safe tv areal on second level of double story property. Has come off the brackets due storms "	TV Antennas	APPROVED		12/06/2012 0:00	12/06/2012 0:00	TV Antennas T&M	Exterior Property
s47Fs47F	"REPAIR the downlights (2 closest to entrance of the room) to the sitting room. When the lights are on it is producing a electrical burning smell * Some other downlights in close proximity are continually flickering "	Electrical	APPROVED	Light Fitting with Burning Smell - ALL SAFE - 3 x Fittings Require Replacement of Leads to Globe Replaced Faulty Globes on Other Lights	12/04/2013 0:00	13/04/2013 0:00	Electrical T&M	Interior Property
s47Fs47F	"Supply and fit 3 x downlight leads"	Electrical	APPROVED	Replace 3 x Downlight Leads Labour	22/04/2013 0:00	22/04/2013 0:00	Electrical T&M	Interior Property
s47Fs47F	"REPAIR the double size panel lift GLIDE-O-MATIC 2000. The door will not open the door in automatic mode. The door has been put into manual override Member has undertaken troubleshooting as requested "	Garage Door	APPROVED		9/05/2013 0:00	10/05/2013 0:00	Garage Door T&M	Garage
s47Fs47F	"Repair seized lock to family room security door. Attend today"	Carpentry	APPROVED		25/07/2013 0:00	25/07/2013 0:00	Carpentry T&M	Family
s47Fs47F	"Repair leak under kitchen sink , possible worn seal. "	Plumbing - Sanitary & Drainage	APPROVED	replaced trap and plug and washer to the sink	26/07/2013 0:00	9/08/2013 0:00	Plumbing - Sanitary & Drainage T&M	Kitchen
s47Fs47F	"Service Retic , check for possible pipe leaks has history of excessive water use , ensure all stations and sprinklers working and set timer to correct days."	Sprinkler	APPROVED		2/09/2013 0:00	12/09/2013 0:00	Sprinkler service and repair T&M	Whole Site
s47Fs47F	"Repair the colourbond roof that is leaking above the toilet area. The water is leaking close to the extraction fan The gyprock ceiling has a small hole where the water is leaking through the ceiling. The toilet is located on the first floor "	Plumbing - Roof	CANCELLED		17/09/2013 0:00		Plumbing - Roof T&M	Bathroom 1
M s47Fs47F	"Repair the colourbond roof that is leaking above the toilet area. The water is leaking close to the extraction fan The gyprock ceiling has a small hole where the water is leaking through the ceiling. The toilet is located on the first floor Advise An"	Plumbing - Roof	APPROVED		18/09/2013 0:00	23/09/2013 0:00	Plumbing - Roof T&M	Whole Site
s47Fs47Fs47F	"Please replace section of ceiling in ensuite bathroom as old water damage has caused the exhaust fan to come away. Please let property manager Jenn s47F know if any major issues. Please contact tenant for access"	Carpentry	CANCELLED		19/08/2014 0:00		Carpentry T&M	Ensuite 1

s47Fs47Fs47F	"Please investigate water leaking into upstairs hallway from ensuite shower. Please conduct pressure test, and ensure this is not a plumbing issue. Please let property manager Jenn know the outcome. s47F Contact tenant for access"	Plumbing - Sanitary & Drainage	APPROVED	pressure tested shower no leaks needs a regrout to shower	19/08/2014 0:00	21/08/2014 0:00	Plumbing - Sanitary & Drainage T&M	Interior Property
s47Fs47Fs47F	"Please repair section of ceiling in ensuite bathroom and resecure the exhaust fan. Please let property manager Jenn s47F know if any major issues. Please contact tenant for access"	Carpentry	CANCELLED		24/09/2014 0:00		Carpentry T&M	Ensuite 1
s47Fs47Fs47F	"Please regrout shower recess to prevent further leaking. Please complete ASAP Property manager Jenn s47F	Carpentry	CANCELLED		24/09/2014 0:00		Carpentry T&M	Ensuite 1
s47Fs47Fs47F	"Please regrout shower recess to prevent further leaking. Please complete ASAP Property manager Jenn s47F"	Carpentry	APPROVED		1/10/2014 0:00	7/10/2014 0:00	Carpentry T&M	Ensuite 1
s47Fs47Fs47F	"Please repair section of ceiling in ensuite bathroom and resecure the exhaust fan. Please let property manager Jenn s47F know if any major issues. Please contact tenant for access"	Carpentry	APPROVED		1/10/2014 0:00	7/10/2014 0:00	Carpentry T&M	Ensuite 1
s47Fs47Fs47F	"For invoicing purposes only - work completed. Please repair section of ceiling in ensuite bathroom and resecure the exhaust fan. Property manager Jenn s47F"	Building	APPROVED	Attended site and removed light fitting and frame to light fitting. Cut away and removed water damaged gyprock. Installed new section of gyprock and made flush with existing. Applied paint to match and reinstated light as required.	15/10/2014 0:00	15/10/2014 0:00	Building T&M	Ensuite 1
s47Fs47Fs47F	"Repair - Toilet cisterns are constantly running. Repair - Twin vanity basin - one on the left hand side is draining really slowly. Please clear drainage issue. Advise DHA of any tenant error/fault in "further works required" on the MITM. If furth"	Plumbing - Sanitary & Drainage	APPROVED		20/02/2017 0:00	28/02/2017 0:00	Plumbing - Sanitary & Drainage T&M	Interior Property
s47Fs47Fs47F	"As per Quote s47Fs47Fs47F Install new A/C system where there is currently none. Quote to install Ducted Evap to 2nd floor of residence ensuring ducts are placed in all Bed Rooms Included in quote is for installation of Three Split Systems to bott"	Air Conditioning	APPROVED		11/04/2017 0:00	24/04/2017 0:00	Air Conditioning T&M	Whole Site

s47Fs47Fs47F	"Member has reported that he has had an ongoing issue with lights in the downstairs areas. They consistently flicker and frequently blow. Please attend property to investigate lights, transformers etc and perform a safety check as member believes this is a"	Electrical	APPROVED	downstairs area Found 2 x downlight transformers and leads to be faulty - kitchen Supplied & replaced 2 x downlight transformers Supplied & replaced 2 x downlight leads The reason that some of the downlights are consistently flickering and blowing is that the downlights in the downstairs area (sitting area and dining room) are recessed into the concrete slab (ceiling) and there is no were for the heat to escape when the downlights are in operation (heat is generated from the downlight transformers and the globe) There is really nothing that can be done about this as it is a design fault with the house We do recommend that the downlights in the kitchen and back living area be replaced with LED downlights, this	1/05/2017 0:00	1/05/2017 0:00	Electrical T&M	Interior Property
s47Fs47Fs47F	"Please attend property to investigate leak from ensuite shower through to hallway wall. Flood and pressure test last conducted 21/08/2014 and shower regROUT completed 07/10/2014. This did not rectify the issue, tenant reports that shower is still leaking"	Plumbing - Sanitary & Drainage	CANCELLED		1/05/2017 0:00		Plumbing - Sanitary & Drainage T&M	Ensuite 1
s47Fs47Fs47F	"Please attend property to investigate leak from ensuite shower through to hallway wall. Flood and pressure test last conducted 21/08/2014 and shower regROUT completed 07/10/2014. This did not rectify the issue, tenant reports that shower is still leaking"	Plumbing - Sanitary & Drainage	ALLOCATED		1/05/2017 0:00		Plumbing - Sanitary & Drainage T&M	Ensuite 1

s47Fs47F s4	"Please attend property to investigate issues with retic. Tenant is reporting that only one station in rear yard is working, and station within nature strip not working in front yard. Please notify PM s47Fs47F if major works are required - s47F	Sprinkler	APPROVED	11/05/17 - Attended property for reticulation issues. Reset & reprogrammed controller as it had frozen. Station 1 - numerous old sprinklers un-serviceable, replaced & repaired as required. Station 2 - Repaired broken netafim outside back gate. Station 3 - Poly pipe broken and sprinklers old and un-serviceable. System also full of sand. Flushed system and left a flush nozzle on one sprinkler. Replaced sprinklers and left extra nozzle for tenant once blockage clears.	1/05/2017 0:00	11/05/2017 0:00	Sprinkler service and repair T&M	Exterior Grounds
s47Fs47Fs47F	"Repair and Investigate Conduct flood and pressure test and minor shower maintenance to the main bathroom shower as per the attached SOP and report. Email test results and findings on the completed form within 7 days to maintenancecentre@dha.gov.au. Ensur"	Plumbing - Sanitary & Drainage	INVOICED		8/05/2017 0:00	8/05/2017 0:00	Plumbing - Sanitary & Drainage T&M	Bathroom 1
s47Fs47Fs47F	"Please level all pavers lifted by a tree root as shown in the picture, approximately 5-10 pavers "	Building	ALLOCATED		12/05/2017 0:00		Building T&M	Outdoor Entertainment Area



## **TECHNICAL REPORT**

**DATE OF INSPECTION:** 12/5/2017

**ADDRESS:** [REDACTED]

**BUILDING TYPE:** Free standing residential dwelling

**BUILDING CONSTRUCTION:** Two Story, Double brick cavity, Concrete first floor slab, Colourbond roof

**CONSTRUCTION DATE:** 4/1/2007

**OBSERVATIONS:** I inspected this property in response to a request by the Housing Manager Kelly Dobson. Kelly had advised the tenant has requested a SR move at DHA's cost, citing the poor condition of the property. At my inspection I found the following:

- Reports the globes consistently blowing – 1 globe not working in sitting room
- A low moisture reading within the wall between the Bathroom and Linen
- A high moisture reading and evidence of moisture within the wall between the Ensuite and upper floor landing
- Map cracking throughout all external render
- Tree root causing paving to raise between garage and alfresco sliding door
- New A/C split system in lounge room, smaller unit, old paint work now visible
- External paint to render bubbling in two locations

### **COMMENTS/RECOMMENDATIONS:**

I will provide comments and recommendations to all points with a conclusion at the end.

#### Blown Globes:

I inspected a hand full of light fittings following tenant reports that the halogen globes keep blowing. There were no visible evidence of heat or burn marks, or warping of electrical cabling. The member advised they had changed a number of globes to LED as heat had been suggested to be the cause, but they were still blowing. The light fittings are recessed into the concrete slab above and heat generated from the globes may be causing the element within the globes to overheat and blow. DHA's electrical contractor has advised that changing the entire fitting to LED should eliminate the problem

**RECOMMENDATION:** DHA to change over all halogen fittings to LED fittings.

#### Moisture reading in wall between Bathroom and Linen:

Member reported that they had noticed moisture in the carpet within the linen cupboard. Member advised they decided to dry the carpet to prevent mould approximately 2 weeks before this inspection. Member emptied a bin bag containing towels which were saturated, member stated that the towels were on the floor at the time, and they had kept them as evidence. Member stated that this shower is never used, and the taps only turned on when the cleaner cleans it. The condition of the grout within the shower recess was in very good condition with no discoloration akin to regular use. There was a small crack within the grout between the shower floor and the wall. DHA's plumber has conducted a flood and pressure test to the hot and cold taps and advised that there are no leaks. The plumber had replaced all washers as a precautionary measure. I conducted a moisture reading of the wall from within the linen, which showed a slight reading of 21.3 as shown in picture No.1 below. The moisture meter shows a reading of 15-17 on dry walls as demonstrated to the

member onsite. In my experience, the low reading of the wall does not relate to the condition of the towels. Walls take a significant amount of time to dry, they typically show other signs of moisture by paint bubbling or plaster becoming drummy if there was continued dampness– there were no signs of either.

**RECCMEDATION:** DHA to re grout shower base and first row of wall tiles – a precautionary measure of mega sealing the entire area should also be considered.

Moisture reading in wall between Ensuite and upstairs landing:

Member reported moisture evident within the wall. It was clear that moisture is evident in the wall as the paint is bubbling at floor level as picture No.2 shows. The condition of the grout within the shower is in poor condition. Heavy discoloration was observed through everyday use. The grout was recessed from the face of the tile, with cracks evident as shown in picture No.3. The silicone between the shower hob, wall and shower screen was in poor condition. DHA had previously re-grouted the shower recess on 7/10/2014 following reports of the leaking shower – the condition of the grout could be attributed to either, poor workmanship when re-grouted, natural movement, excessive chemicals and scrubbing when cleaning.

**RECCOMENDATION:** DHA to re-grout entire recess, re silicone all previously silicone areas, and apply a mega seal to entire shower recess. Wall to be allowed to dry, and repainted at change of tenancy.

Map Cracking throughout external render:

Entire external wall of this property is rendered and map cracking is evident throughout. Paint is also fading on the western elevation. Map cracking is common due to expansion and contraction of materials. There is no evidence of the render becoming drummy and coming off of the walls. The map cracking on this property was in line with community standards as all the properties on the street were showing the same signs of aging.

**RECCOMENDATION:** DHA to conduct and external paint at change of tenancy.

Tree root causing pavers to lift between alfresco and garage:

Member reported this issue as a safety concern. It was evident that a tree root from a nearby tree was lifting the pavers shown in picture No.4 & 5. Whilst evident, it is my belief that the lifting is slight and not a safety concern. There is one paver next to the steel post which is protruding the finished height by approximately 10mm. Member wanted it noted this is a trip hazard. I agreed that, although unlikely, it could be possible to trip and raised a MITM for a contractor to attend. I called the contractor to ensure the member was contacted the same day to make a booking.

**RECCOMENDATION:** MITM raised from site, no further action required.

New A/C split system installed in lounge room. Smaller unit, revealing old paint:

Member voiced displeasure at seeing old paint work now a new unit had been installed, this is shown in picture No.7. I do not believe this to be of any concern or cause for immediate maintenance. Property recently had all A/C units upgraded in line with defense requirements.

**RECCOMENDATION:** DHA to conduct routine maintenance at next vacancy

External paint bubbling in a couple of locations:

I observed that the external paint was bubbling underneath the front balcony, and either side of the alfresco area. The paint underneath the front balcony can be attributed to rain coming from the balcony and running down the wall during wet weather. The paint bubbling to the rear of the property can be attributed to a retic/misting set up installed to the eaves on the perimeter of the alfresco, this can be seen in picture No.6

**RECCOMENDATION:** Tenant to remove sprinkler/misting setup, DHA to conduct external paint at next vacancy.

**Conclusion:**

Overall the property was in good condition. One area of concern is the moisture in the wall of the Ensuite due to poor condition of shower recess. This can be rectified by re grouting, and applying a mega seal to the tiled face of the shower. There has been a period of no maintenance between 15/10/14 and 3/3/17, 2 years and 5 months. The effects and resultant damage should have been identified earlier and either reported by the tenant, or property manager. The issue surrounding the blown light globes has not been reported with that time also.

**SCOPE OF WORKS:**

**Immediate:**

Re grout shower base to Bathroom shower, re grout entire Ensuite shower recess, re silicone all previously silicone areas, and apply a mega seal.

Change over all Halogen light fittings to LED downstairs.

**Future:**

DHA to conduct full external paint, routine maintenance including painting affected areas within this report.

**RESPONSIBILITY:** DHA and Member

**ESTIMATED COSTS:** 47F

**TIME FRAMES FOR WORK:**

**Immediate:** - 72hrs including curing time of grout and mega seal

**Future:** 2 days - paint

**IMPLICATIONS FOR TENANCY OCCUPATION:**

Member conveyed that the spouse did not feel comfortable providing access and that the member would require taking time off work. The member continued that he would not be granted any further time unless it was taken as personal leave, for which he would seek re-imburement from DHA. There are two options as follows;

**Option 1**

DHA would be able to conduct the maintenance in two stages.

Stage 1 – Works to Ensuite and replacement of light fittings, physical works expected to take 5-6hrs, with a total of 48hrs drying time for grouts and mega seal. Member can use bathroom while works undertaken

Stage 2 – Works to bathroom, physical works expected to take 2-3hrs with a further 48 hrs curing time of grout. Member can use Ensuite while works undertaken

**Option 2**

Member and spouse to be temporarily accommodated in a hotel while DHA undertake all works at the same time. All works would be completed, including curing times in 2 days.

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**PHOTOS**

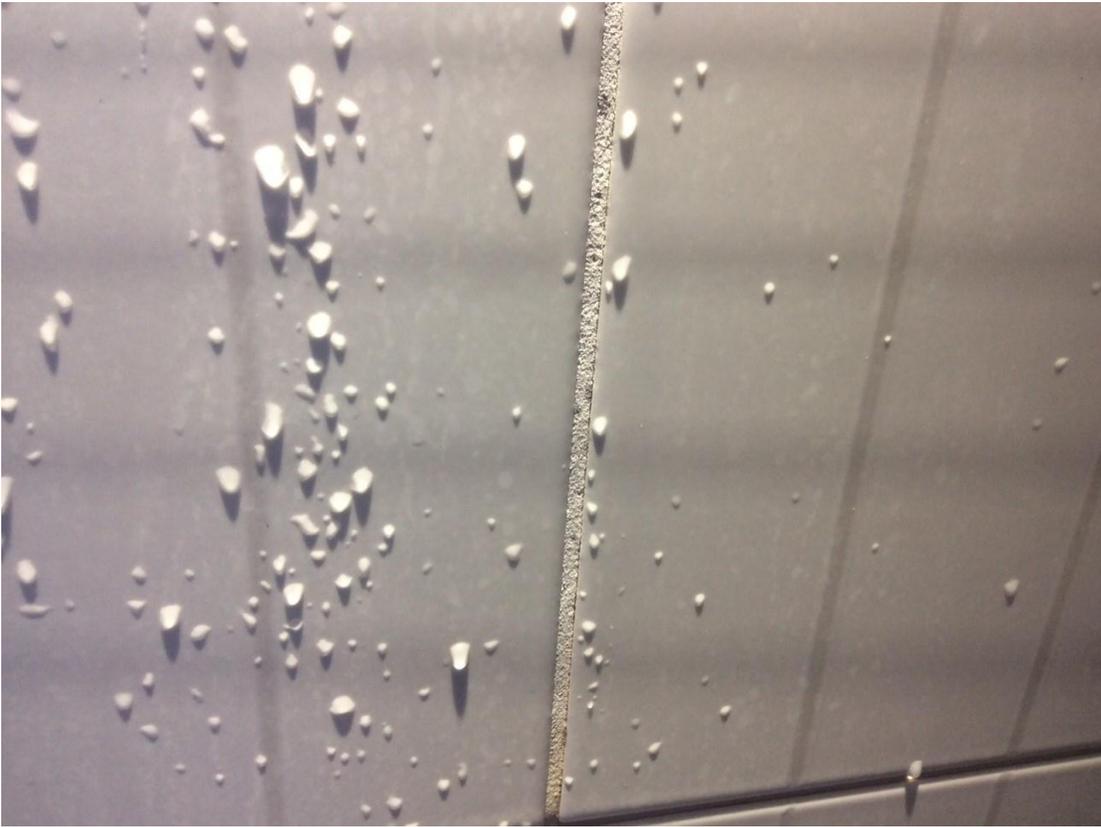
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Picture No.1 showing moisture reading between Bathroom and Linen – 21.3



Picture No.2 – Showing paint bubbling above skirting from Ensuite shower



Picture No.3 – Poor condition of grout, cracked on left hand edge of right tile



Picture No.4 – Showing area of paving affected by tree root



Picture No.5 showing area affected by tree root, and x1 paver protruding by 5-10mm next to steel post



Picture No.6 – Showing map cracking, paint bubbling, and sprinkler/misting system



Picture No.7 showing area of old paint visible now new A/C system has been installed.

**Chris Paxton**

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s47F

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E&OE

**END OF REPORT**

















**Maintenance Item** Modify

Property Status	Ownership A / Ast. Status AC / Rep. Status	47F
Key	s47Fs47Fs47F s47Fs47Fs47F	08/05/2017 14:21
Raised From	s47Fs47Fs47F	08/05/2017 14:18
Invoice	s47Fs47Fs47F	14/05/2017 18:36
Tax Invoice	View Tax Invoice	
Status	Maintenance Done	
Summary	s47Fs47Fs47Fs47Fs47F : PLSTM : Repair and Investigate Conduct flood and pres...	
Location	Bathroom 1	
Charge Type	R (Responsive)	
Maintenance Code	s47Fs47Fs47Fs47Fs47Fs47F s47Fs47Fs47Fs47Fs47Fs47F	View Spec.
Estimated Price		
Contractor Instructions	<p>Repair and Investigate Conduct flood and pressure test and minor shower maintenance to the main bathroom shower as per the attached SOP and report. Email test results and findings on the completed form within 7 days to maintenancecentre@dha.gov.au. Ensure that the completed report is also attached to your invoice.</p> <p>EMERGENCY Main bathroom - carpet is wet on the other side where the linen cupboard is and about a 1/4 of the carpet is soaked.</p> <p>Had a similar issue occur in the en-suite last week</p> <p>Contractor to attend on 8/5 as agreed at time of call, and contact tenant to confirm by 4 hrs</p> <p>If further/major work is required, please report this to DHA Maintenance on 139 342 while on site. Any work requiring re-attendance will be raised in a separate maintenance item, and this work order should be invoiced off</p>	
Access Details		

**Allocation Details**

Priority	Emergency	
Booking Req. Date	08/05/2017 16:25	WA Local Time
Target Start Date	08/05/2017	
Target End Date	09/05/2017	

**Current Contractor** Contractor ID **47**

Contractor Name	47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	08/05/2017 14:00	WA Local Time
Further Act. Req.		

**Associated Tenancy Details**

Tenant	s47Fs47Fs47Fs47Fs47Fs47Fs47Fs47Fs47Fs47F	
Occupancy Date	03/04/2012	Vacancy Date 24/05/2017
Occupying AFR	s47Fs47Fs47Fs47Fs47F	
Preferred Email	s47Fs47Fs47Fs47Fs47F	Home
Preferred Email	s47Fs47Fs47Fs47Fs47F	Work
Preferred Phone	s47Fs47Fs47Fs47Fs47F	Work
Preferred Phone	s47Fs47Fs47Fs47Fs47F	Mobile

**Linked Interactions**

Created	Source	Description
09/05/2017 08:36	Phone (Member to DHA)	We believe that your DHA Emergency ...
08/05/2017 14:24	Phone (DHA to Contractor)	
08/05/2017 14:18	Phone (Member to DHA)	Maintenance Request EMERGENCY Mai...











