

**Freedom of Information**

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**From:** [REDACTED] Cameron  
**Sent:** Wednesday, 21 June 2017 11:51 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED] Jeffrey; [REDACTED], Trent; [REDACTED], Kyle; [REDACTED], Mark  
**Subject:** RE: Update Request: [REDACTED] - Maintenance Issues.  
[SEC=UNCLASSIFIED]

Hi [REDACTED]

In reference to your request below:

Points 1 & 2 have been passed on to management and our technical officers.

As you are aware, the rectification of leaking balcony's is a body corporate responsibility. We have installed flashing as a temporary fix to a complex wide systemic issue that ultimately needs to be addressed by the body corporate. We will endeavour to make the garage ceiling water tight to best of our ability but without addressing the initial leak from the balcony above, which is not a DHA managed property, we cannot resolve the problem indefinitely. Compounding the issue is the body corporates inability to be contactable when needed, as well as not being able to provided a definitive deadline of works.

I have included the contact details for Independent Strata Management for your reference in full and honest disclosure. You are more than welcome to contact them in an effort to illicit further information.

[REDACTED]  
[REDACTED]  
*REIA 2016 Awards for Excellence Large Residential Agency of the Year*

s47Fs47Fs47Fs47F  
s47Fs47Fs47Fs47F  
s47Fs47Fs47Fs47F  
[REDACTED]@independent.com.au

In regards to point 3;

Our contractor has been allocated the works of installing air-conditioning three times now and on every occasion they have not been able to either contact you, or gain access to the property to complete the works. The works were completed at [REDACTED] due to the property being empty and access was available. As you are in a property classed as a member choice accommodation, we are not obligated to install air-conditioning, as you initially agreed to occupy the property in its current configuration. We have chosen to install air-conditioning as a good will gesture at DHA's expense. If we are continually un-able to access the property and our contractors are being inconvenienced, we will re-evaluate the necessity to proceed with works.

As previously stated, DHA is a Commonwealth Organisation and as such we operate under the Defence Housing Act 1987. We do not adhere to state residential tenancy legislation or local tribunals as we are a nationwide organisation.

Regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC



Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breached the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

[REDACTED]

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**From:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Monday, 15 May 2017 11:52  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: Update Request: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning [REDACTED],

I'm pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself.

Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.

Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.

As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]

[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED]@defence.gov.au]  
**Sent:** Monday, 15 May 2017 10:58 AM

To: [REDACTED], Cameron <[REDACTED]@dha.gov.au>  
Cc: [REDACTED], Mark <[REDACTED]@dha.gov.au>  
Subject: RE: Update Request: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. **COMPLETED**

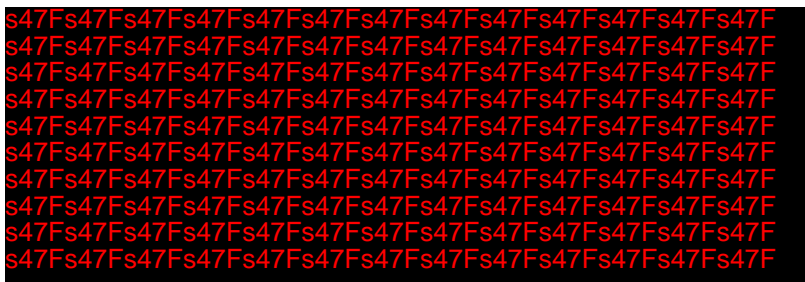
**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,



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**From:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Monday, 10 April 2017 15:12  
**To:** [REDACTED]  
**Cc:** [REDACTED], Mark  
**Subject:** RE: Update Request: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED:**

Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.



**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

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**From:** [REDACTED], Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Tuesday, 14 March 2017 14:01  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

\*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property.

**Action (3) DHA:** Install air-conditioning in the apartment. – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

[REDACTED] [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]

---

**From:** ██████████@defence.gov.au  
**Sent:** Tuesday, 14 March 2017 11:14 AM  
**To:** ██████████ Cameron ██████████@dha.gov.au; ██████████ Mark ██████████@dha.gov.au  
**Subject:** RE: ██████████ - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the ██████████ garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above ██████████ garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

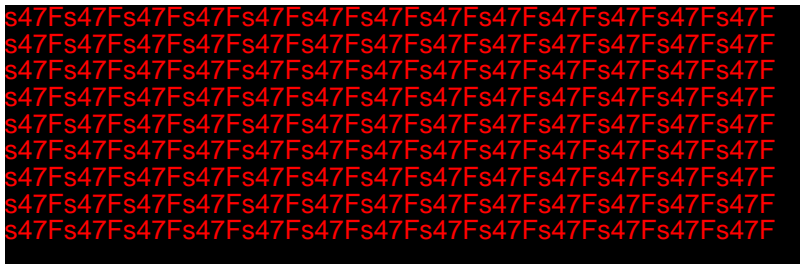
**Action (4) DHA:** Reseal ██████████ balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,



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**From:** ██████████ Cameron [mailto:██████████@dha.gov.au]  
**Sent:** Monday, 6 March 2017 16:03  
**To:** ██████████  
**Cc:** ██████████ Mark  
**Subject:** RE: ██████████ - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon ██████████

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark ██████████ and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

██████████ | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
██████████  
██████████@dha.gov.au | dha.gov.au

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**From:** ██████████@defence.gov.au  
**Sent:** Monday, 6 March 2017 3:44 PM  
**To:** ██████████ Cameron ██████████@dha.gov.au>  
**Cc:** ██████████, Emma ██████████@dha.gov.au;> ██████████  
**Subject:** ██████████ - Maintenance Issues. [SEC=UNCLASSIFIED]

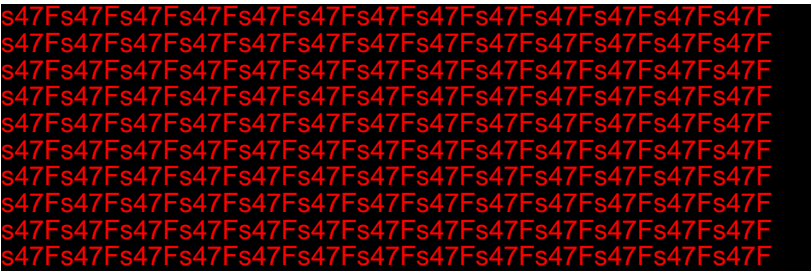
**UNCLASSIFIED**

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,



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## Freedom of Information

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**From:** █████, Cameron  
**Sent:** Wednesday, 21 June 2017 11:13 AM  
**To:** █████, Trent; █████, Jeffrey; █████ Mark; █████ Kyle  
**Subject:** FW: Update Request: █████ - Maintenance Issues.  
 [SEC=UNCLASSIFIED]  
**Attachments:** Water Damage.pdf  
**Importance:** High

Good morning Trent, Jeff, Kyle and Mark,

Could you please assist with the rectification of the leaking roof.  
 Clearly the fix we have implemented has not achieved the desired outcome and is still leaking.  
 Obviously this is a body corporate issue but they are dragging their heels to fix any of the leaking baloneys.

I have informed the member of the delay in works with the air-conditioning due to access and contact failures.

Kind regards

Cameron █████ | Property Manager  
 Defence Housing Australia – Canberra HMC  
 470 Northbourne Ave Dickson ACT 2602  
 █████  
 █████@dha.gov.au | dha.gov.au

---

**From:** █████@defence.gov.au]  
**Sent:** Tuesday, 20 June 2017 9:00 PM  
**To:** █████ Cameron █████@dha.gov.au>  
**Cc:** █████ Mark █████@dha.gov.au>  
**Subject:** FW: Update Request: █████ - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Cameron,

Please be advised that rectification work to stop water ingress into the garage has again failed and continues to damage our vehicles; see attached. Does this require reporting through standard maintenance request? **(1)**

I also have real concerns about the weight of water collecting above the cars and potential for the roof to collapse. I understand it is held in place with glue; I need confirmation from DHA that there is no risk of collapse. **(2)**

Finally, it is now eight weeks since we had contractors attend to quote for air-conditioning **(Action 3)** and still no progress. I understand a Defence member has moved into █████ █████ in the last week and had air conditioning installed within two days of moving in. What reason is there for lack of progress for my service residence? **(3)**

As you're probably aware, we have a pending FOI through DHA over maintenance of this service residence. In order to ensure we are presenting the tribunal with the most current information, can I request a response to points (1), (2) and (3) at your earliest.

Thank you,

█████



In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself.

Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.

Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.

As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602

[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED]@defence.gov.au  
**Sent:** Monday, 15 May 2017 10:58 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: Update Request: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**



**Subject:** Update Request: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

[REDACTED]

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED**

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**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

---

**From:** [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Tuesday, 14 March 2017 14:01  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

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\*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property.

**Action (3) DHA: Install air-conditioning in the apartment.** – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.** - These works have been raised and allocated and you should be contacted by the contractor shortly.

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Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
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**From:** [REDACTED]@defence.gov.au]  
**Sent:** Tuesday, 14 March 2017 11:14 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>; [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath.

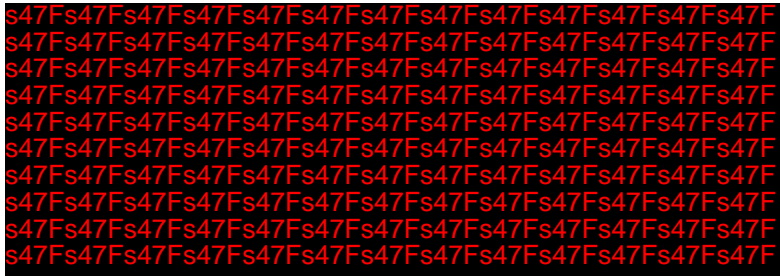
**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.







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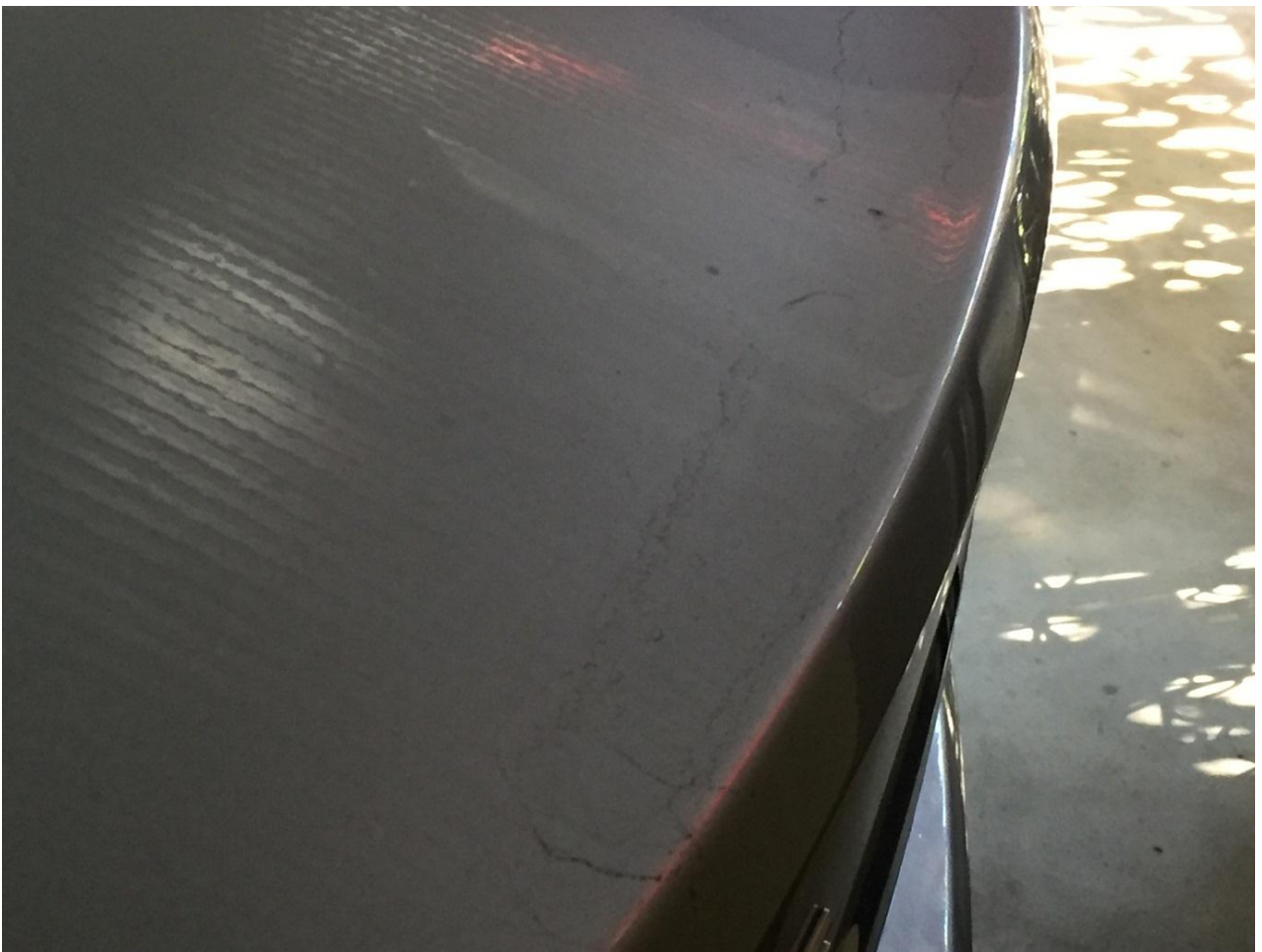
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## Freedom of Information

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**From:** [REDACTED], Mark  
**Sent:** Tuesday, 23 May 2017 2:19 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED] Cameron; [REDACTED], Kyle  
**Subject:** RE: Response required: [REDACTED] Narrabundah [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Thankyou for your enquiry.

As discussed with you at our onsite meeting in March, it is unfortunate you have had belongings damaged by water egress into your car/storage area at [REDACTED] from the unit above.

The temporary repairs that DHA effected for you, including those done to the unit above, have been instigated and paid for by DHA as a good will gesture only, not through legal obligation. We have done this because of the ongoing damage to your belongings and slow action from the Body Corporate. We did not have to do this and we feel we have been more than fair with you in doing this.

As you are aware, Defence Housing Australia has no legal responsibility to undertake repairs and maintenance on area's covered by Body Corporate responsibility. Any claim arising from damage to your personal affects as a result of this water egress, needs to be directed to the appropriate delegate. In this instance it would be your insurance company and/or alternatively - if you feel you have a case - the body corporate?

DHA is willing to assist and has provided contacts below FYI however, DHA is not responsible for the damage to personal effects and as a result will not pay any claim for compensation of these.

Body Corporate contacts – These people are both elected Executive Committee office bearers and representatives of the body corporate:

- Chairman of the Executive Committee - [REDACTED]
- [REDACTED] another member of the executive committee [REDACTED] (the lady we met on site)

Kind regards

*Mark* [REDACTED]

Property and Tenancy Manager JP  
 Property and Tenancy | Canberra Regional Office  
 Defence Housing Australia  
 Level 5 TransACT House  
 470 Northbourne Ave, Dickson ACT 2602  
 [REDACTED]  
 [REDACTED]@dha.gov.au | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Friday, 19 May 2017 1:25 PM  
**To:** [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED], Cameron [REDACTED]@dha.gov.au>; [REDACTED]@dha.gov.au' [REDACTED]@dha.gov.au>  
**Subject:** Response required: [REDACTED] Narrabundah [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Mark,

Reference my request 16 May below, I'm still awaiting formal notification from DHA as to their intention to support a claim for loss of damaged goods. This claim for loss is founded on DHA's failure to provide maintenance repairs to my service residence in an acceptable timeframe.

For your information, a rough order of magnitude for the claim is detailed below:

1. Periodic professional car cleaning services to remove lime scale built-up on vehicle paintwork for two vehicles; October 2016 - May 2017 ~\$500.
2. Replacement of: 1 x Large fabric suitcase \$200, bedding linen and doona \$300, garage shelving x4 ~\$100.

I don't accept Cameron's suggestion that DHA do not need to comply with State legislation with respect to tenancy. Furthermore, I don't intend to make a claim against my personal insurance provider to cover this inaction.

A formal response from DHA is required in writing by COB today as requested on the 16th of May.

Can I also request that all communication from this point be via email/writing.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] Kyle [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Tuesday, 16 May 2017 15:52  
**To:** [REDACTED]; [REDACTED]@live.com  
**Cc:** [REDACTED] Cameron; [REDACTED], Mark  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Hi [REDACTED],

I have spoken with Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at [REDACTED] Narrabundah.

I've gone back through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA.

I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference.

I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work.

In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance.

Cameron also outlined that you were requesting clarification on DHA's responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states:

**12. Repair, Maintenance and Damage to the Service Residence**

a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake:

- i. emergency repairs within 24 hours of notification; and
- ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA's or its contractor's reasonable control.

This information is derived from the Housing Management Instructions, which forms the basis of DHA's agreement with Defence.

I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the issues experienced with the strata management.

Kind regards,

**Kyle** [REDACTED] | Team Leader – Property and Tenancy  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
Tel: 139 342  
[REDACTED]@dha.gov.au | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** [REDACTED] [[mailto:\[REDACTED\]@defence.gov.au](mailto:[REDACTED]@defence.gov.au)]  
**Sent:** Tuesday, 16 May 2017 2:03 PM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

**UNCLASSIFIED**

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breached the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED], Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Monday, 15 May 2017 11:52  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning [REDACTED],

I'm pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage. Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate. As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [[mailto:\[REDACTED\]@defence.gov.au](mailto:[REDACTED]@defence.gov.au)]  
**Sent:** Monday, 15 May 2017 10:58 AM  
**To:** [REDACTED], Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.



The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Monday, 10 April 2017 15:12  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED:**  
Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:**  
Contractor is having difficulty with Tenant of [REDACTED] allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. – [REDACTED]

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED :**  
Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to [REDACTED]. Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 10 April 2017 11:18 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED]@icloud.com' [REDACTED]@icloud.com>; [REDACTED], Mark [REDACTED]@dha.gov.au>  
**Subject:** Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

---

**From:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Tuesday, 14 March 2017 14:01

**To:** [REDACTED]  
**Cc:** [REDACTED], Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.** – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

\*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property.

**Action (3) DHA: Install air-conditioning in the apartment.** – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.** - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602

[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Tuesday, 14 March 2017 11:14 AM  
**To:** [REDACTED], Cameron [REDACTED]@dha.gov.au>; [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED], Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Monday, 6 March 2017 16:03  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark [REDACTED] and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [[mailto:\[REDACTED\]@defence.gov.au](mailto:[REDACTED]@defence.gov.au)]  
**Sent:** Monday, 6 March 2017 3:44 PM  
**To:** [REDACTED], Cameron [REDACTED]@dha.gov.au>

Cc: [REDACTED] Emma [REDACTED]@dha.gov.au>; [REDACTED]@icloud.com' [REDACTED]@icloud.com>  
Subject: [REDACTED], Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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## Freedom of Information

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**From:** █████, Cameron  
**Sent:** Tuesday, 23 May 2017 10:51 AM  
**To:** █████, Kyle  
**Subject:** FW: Response required: █████ Narrabundah [SEC=UNCLASSIFIED]  
**Importance:** High

Kind regards

Cameron █████ | Property Manager  
 Defence Housing Australia – Canberra HMC  
 470 Northbourne Ave Dickson ACT 2602  
 █████  
 █████@dha.gov.au | dha.gov.au

---

**From:** █████ [mailto:█████@defence.gov.au]  
**Sent:** Friday, 19 May 2017 1:25 PM  
**To:** █████ Mark █████@dha.gov.au>  
**Cc:** █████, Cameron █████@dha.gov.au>; █████@dha.gov.au' █████@dha.gov.au>  
**Subject:** Response required: █████ Narrabundah [SEC=UNCLASSIFIED]  
**Importance:** High

### UNCLASSIFIED

Mark,

Reference my request 16 May below, I'm still awaiting formal notification from DHA as to their intention to support a claim for loss of damaged goods. This claim for loss is founded on DHA's failure to provide maintenance repairs to my service residence in an acceptable timeframe.

For your information, a rough order of magnitude for the claim is detailed below:

1. Periodic professional car cleaning services to remove lime scale built-up on vehicle paintwork for two vehicles; October 2016 - May 2017 ~\$500.
2. Replacement of: 1 x Large fabric suitcase \$200, bedding linen and doona \$300, garage shelving x4 ~\$100.

I don't accept Cameron's suggestion that DHA do not need to comply with State legislation with respect to tenancy. Furthermore, I don't intend to make a claim against my personal insurance provider to cover this inaction.

A formal response from DHA is required in writing by COB today as requested on the 16th of May.

Can I also request that all communication from this point be via email/writing.

Thank you,

█████



[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] Kyle [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Tuesday, 16 May 2017 15:52  
**To:** [REDACTED]; [REDACTED]@live.com  
**Cc:** [REDACTED] Cameron; [REDACTED] Mark  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Hi [REDACTED]

I have spoken with Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at [REDACTED] Narrabundah.

I've gone back through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA.

I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference.

I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work.

In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance.

Cameron also outlined that you were requesting clarification on DHA's responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states:

**12. Repair, Maintenance and Damage to the Service Residence**

a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake:

- i. emergency repairs within 24 hours of notification; and
- ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA's or its contractor's reasonable control.

This information is derived from the Housing Management Instructions, which forms the basis of DHA's agreement with Defence.

I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the issues experienced with the strata management.

Kind regards,

**Kyle** [REDACTED] | Team Leader – Property and Tenancy

Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
Tel: 139 342  
[redacted]@dha.gov.au | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** [redacted] [[mailto:\[redacted\]@defence.gov.au](mailto:[redacted]@defence.gov.au)]  
**Sent:** Tuesday, 16 May 2017 2:03 PM  
**To:** [redacted] Cameron [redacted]@dha.gov.au>  
**Cc:** [redacted] Mark [redacted]@dha.gov.au>  
**Subject:** RE: Update Request: [redacted] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breached the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

---

**From:** [redacted] Cameron [[mailto:\[redacted\]@dha.gov.au](mailto:[redacted]@dha.gov.au)]  
**Sent:** Monday, 15 May 2017 11:52  
**To:** [redacted]  
**Cc:** [redacted], Mark  
**Subject:** RE: Update Request: [redacted] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning [redacted],

I'm pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself.

Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.

Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.

As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 15 May 2017 10:58 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Monday, 10 April 2017 15:12  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: Update Request: [REDACTED] - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED:**  
Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:**  
Contractor is having difficulty with Tenant of [REDACTED] allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. – [REDACTED]

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED :**  
Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to [REDACTED]  
Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 10 April 2017 11:18 AM  
**To:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]  
**Cc:** [REDACTED]@icloud.com' [REDACTED]@icloud.com>; [REDACTED], Mark [REDACTED]@dha.gov.au>  
**Subject:** Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Hi Cameron,

Just touching base with you regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

---

**From:** [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Tuesday, 14 March 2017 14:01  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

\*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property.

**Action (3) DHA:** Install air-conditioning in the apartment. – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.** - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Tuesday, 14 March 2017 11:14 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au; [REDACTED] Mark [REDACTED]@dha.gov.au  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Monday, 6 March 2017 16:03  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark [REDACTED] and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [[mailto:\[REDACTED\]@defence.gov.au](mailto:[REDACTED]@defence.gov.au)]  
**Sent:** Monday, 6 March 2017 3:44 PM  
**To:** [REDACTED] Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Cc:** [REDACTED] Emma [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]; [REDACTED] [[mailto:\[REDACTED\]@icloud.com](mailto:[REDACTED]@icloud.com)] [REDACTED] [[mailto:\[REDACTED\]@icloud.com](mailto:[REDACTED]@icloud.com)]  
**Subject:** [REDACTED], Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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Important:

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intmr02.dha.gov.au[18551262]

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intmr02.dha.gov.au[18670066]

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intmr02.dha.gov.au[19097938]

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intmr02.dha.gov.au[19634914]

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intmr02.dha.gov.au[19661806]

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

## Freedom of Information

---

**From:** █████, Kyle  
**Sent:** Tuesday, 16 May 2017 3:52 PM  
**To:** █████@defence.gov.au; █████@live.com  
**Cc:** █████ Cameron; █████, Mark  
**Subject:** RE: Update Request: █████ Narrabundah - Maintenance Issues.  
 [SEC=UNCLASSIFIED]

Hi █████,

I have spoken with Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at █████ Narrabundah.

I've gone back through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA.

I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference.

I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work.

In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance.

Cameron also outlined that you were requesting clarification on DHA's responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states:

**12. Repair, Maintenance and Damage to the Service Residence**

a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake:

- i. emergency repairs within 24 hours of notification; and
- ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA's or its contractor's reasonable control.

This information is derived from the Housing Management Instructions, which forms the basis of DHA's agreement with Defence.

I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the issues experienced with the strata management.

Kind regards,

**Kyle** █████ | Team Leader – Property and Tenancy  
 Defence Housing Australia  
 Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602

Tel: 139 342  
[redacted]@dha.gov.au | www.dha.gov.au

---

**From:** [redacted] [mailto:[redacted]@defence.gov.au]  
**Sent:** Tuesday, 16 May 2017 2:03 PM  
**To:** [redacted], Cameron [redacted]@dha.gov.au>  
**Cc:** [redacted], Mark [redacted]@dha.gov.au>  
**Subject:** RE: Update Request: [redacted] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

**UNCLASSIFIED**

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breached the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

[redacted]

[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]

---

**From:** [redacted] Cameron [mailto:[redacted]@dha.gov.au]  
**Sent:** Monday, 15 May 2017 11:52  
**To:** [redacted]  
**Cc:** [redacted] Mark  
**Subject:** RE: Update Request: [redacted] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning [redacted],

I'm pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.  
Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.

As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 15 May 2017 10:58 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** █████ Cameron [mailto:█████@dha.gov.au]  
**Sent:** Monday, 10 April 2017 15:12  
**To:** █████  
**Cc:** █████ Mark  
**Subject:** RE: Update Request: █████, Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon █████,

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the █████ garage space. **NIL CONTACT RECEIVED:**  
Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above █████ garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:**  
Contractor is having difficulty with Tenant of █████ allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have has attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. – █████

**Action (4) DHA:** Reseal █████ balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED :**  
Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to █████.  
Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron █████ | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
█████  
█████@dha.gov.au | dha.gov.au

---

**From:** █████ [mailto:█████@defence.gov.au]  
**Sent:** Monday, 10 April 2017 11:18 AM  
**To:** █████ Cameron █████@dha.gov.au>  
**Cc:** █████@icloud.com' █████@icloud.com>; █████, Mark █████@dha.gov.au>  
**Subject:** Update Request: █████ Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

---

**From:** [REDACTED], Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Tuesday, 14 March 2017 14:01  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.** – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

\*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property.

**Action (3) DHA: Install air-conditioning in the apartment.** – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.** - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Tuesday, 14 March 2017 11:14 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>; [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Monday, 6 March 2017 16:03  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED], Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark [REDACTED] and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 6 March 2017 3:44 PM  
**To:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]  
**Cc:** [REDACTED] Emma [mailto:[REDACTED]@dha.gov.au]; [REDACTED]@icloud.com' [REDACTED]@icloud.com>  
**Subject:** [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



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intmr02.dha.gov.au[18670066]

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intmr02.dha.gov.au[19634914]

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## Freedom of Information

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**From:** [REDACTED], Emma  
**Sent:** Tuesday, 16 May 2017 3:27 PM  
**To:** [REDACTED] Kyle  
**Subject:** FW: [REDACTED] Narrabundah - Maintenance Issues

Kind regards,

Emma [REDACTED] | **Property Manager**  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
Contact: 139 342  
[REDACTED] [@dha.gov.au](mailto:[REDACTED]@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** [REDACTED] Emma  
**Sent:** Thursday, 2 March 2017 8:18 AM  
**To:** [REDACTED] Mark [REDACTED] [@dha.gov.au](mailto:[REDACTED]@dha.gov.au)>  
**Cc:** [REDACTED] Cameron [REDACTED] [@dha.gov.au](mailto:[REDACTED]@dha.gov.au)>  
**Subject:** Fwd: [REDACTED] Narrabundah - Maintenance Issues

Morning,

Now on to you both.

Kind Regards,

Emma [REDACTED] | Property Manager  
Defence Housing Australia  
Level 5, TransACT House, [470 Northbourne Avenue, Dickson ACT 2602](#)  
[s47Fs47Fs47Fs47Fs47Fs47Fs47Fs47F](#)  
[s47Fs47F](#) [REDACTED] [@dha.gov.au](mailto:[REDACTED]@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

Begin forwarded message:

**From:** [REDACTED] [REDACTED] <[\[REDACTED\]@icloud.com](mailto:[REDACTED]@icloud.com)>  
**Date:** 1 March 2017 at 8:35:02 PM AEDT  
**To:** [REDACTED] Emma" <[\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)>  
**Cc:** [REDACTED] Cameron" <[\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)>  
**Subject: Re:** [REDACTED] Narrabundah - Maintenance Issues

Hi Emma,

Thanks for the prompt reply. The information you shared definitely helps us understand why there has been no progress.

Whilst I understand there are complexities in working with the Strata, it's not reasonable that we have to tolerate our personal property suffering damage for an indeterminate period.

It's for this reason I need you to provide the HMC Manager's contact details.

Best of luck on maternity leave.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED] <[\[REDACTED\]@defence.gov.au](mailto:[REDACTED]@defence.gov.au)>

On 1 Mar 2017, at 8:08 AM, [REDACTED] Emma <[\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)> wrote:

Good Morning [REDACTED],

Thank you for your email.

The leaking garage issue as explained previously is not something easily to rectify as it is water leaking through the cement from the above apartments that DHA do not manage. It has become even harder now that the executive committee has advised we are not permitted to install anything in the basement to assist with the leaking from the above concrete due to it being a common area and their responsibility to rectify it. We did have [REDACTED] Plumbing booked to attend for you but we told they would not be permitted to install it and if they did, we would be required to remove it immediately. We have requested they send a plumber out with our recommendations and I am trying to get them to work as fast as possible but cannot control their contractors.

I do apologise we have not come to a conclusion as this is now out of DHA control.

I have also ceased looking after Narrabundah as I will be going on maternity leave shortly and Cameron has taken over for me. I have cc'd him into this email.

If you would still like to sit with our manager, I am happy to arrange a time, however DHA are not able to control this situation any further and our manager cannot push for a resolution any further either as it is the executive committees responsibility and decisions.

Kind Regards,

Emma [REDACTED] | Property Manager  
Defence Housing Australia  
Level 5, TransACT House, [470 Northbourne Avenue, Dickson ACT 2602](#)  
[s47Fs47Fs47Fs47Fs47Fs47Fs47Fs47F](#)  
[s47Fs47F](#) [@dha.gov.au](#) | [www.dha.gov.au](#)

On 28 Feb 2017, at 8:07 PM, [REDACTED] [@icloud.com](#)> wrote:

Hi Emma,

In accordance with the DHA complaint resolution process, I would like to formally request a meeting with the Canberra HMC Manager.

Our complaint on the leaking garage has been sitting with you for close to four months now, and I'm not satisfied that it is receiving adequate attention.

Please provide the contact details of the HMC Manager so I can arrange a suitable time.

Thank you,

██████████

██████████

██████████ [@defence.gov.au](mailto:██████████@defence.gov.au)

On 4 Jan 2017, at 1:21 PM, ██████████ Emma ██████████ [@dha.gov.au](mailto:██████████@dha.gov.au)> wrote:

Hi ██████████

Thank you for your email, apologies for the delay, we are currently in the thick of all moving a which has caused a delay on following up with works.

The plumber has advised that the leak is coming from the balconies of the units above your car so it is not an easy repair as they balcony will need to be wet sealed and the I do not believe it is a DHA property which makes it harder.

They have advised they can install a catch tray to stop water dripping however it will not be a permanent solution. I am just waiting on the quote now so we can get that installed in the mean time.

That being said however, the strata management have sent through a letter regarding investigating the balconies through the whole complex so they have found something to be an issue.

They will be requesting access to your property as well I believe in February, I will send through their letter once I have access to my proper emails as I am currently working from iPad which isn't as easy.

For the damaged items, can you please send me through a list of what is damaged and I will need to discuss this with my manager as I do not have compensation approval I'm afraid so it I'll need to be investigated and they will contact you regarding this.

Kind Regards,

Emma [REDACTED] | Property Manager  
Defence Housing Australia  
Level 5, TransACT House, [470 Northbourne Avenue, Dickson ACT 2602](#)  
[\[REDACTED\]](#)  
[\[REDACTED\]](#) [@dha.gov.au](mailto:[REDACTED]@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

On 3 Jan 2017, at 7:52 PM, [REDACTED] <[\[REDACTED\]@icloud.com](mailto:[REDACTED]@icloud.com)> wrote:

Good morning Emma,

Happy new year, I hope you enjoyed your christmas break.

Further to the correspondence below, I'm emailing you to follow up on the leaking ceiling in the garage that has yet to be rectified. Since our last discussion a contractor has attended the site and suggested a repair option that will stop the ingress of limescale water into the garage space. Has there been any progress at your end?

As I'm sure you can appreciate, the lack of action for on this issue which was escalated to you in October is very frustrating for us as paying tenants. The limescale is damaging the paintwork on our vehicles and has recently destroyed shelving and other personal effects. The unit we occupy has limited storage space and we rely on the garage for storage of bulk items.

Please advise the method by which we can apply for compensation for damaged items and the timeline for works to rectify the leak.

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]

On 3 Nov 2016, at 9:36 PM, [REDACTED]  
[REDACTED] [@icloud.com](mailto:[REDACTED]@icloud.com)> wrote:

Hi Emma,

Sorry for the late reply and thank you for getting back to us in regards to our concerns.

We so far has had the garage door remotes replaced and someone has visited us to quote for the roof to be repair in our ensuite.

We still have not heard from any contractors in regards to the water and limestone leaking into our garage. We are concerned about this because it continues to damage our cars.

I will need to pursue the costs for these cars to to cleaned professional due to the limestone residue and stains on our cars. One car in particular has marks on the paintwork and the back rear vision window is very difficult to see out of when driving even after washing this window thoroughly.

Can you please advise use as soon as possible about the lease renewal. We would like to know the outcome very soon as we have various travel coming up over the next three months. We also were told that air-conditioning would be put into the house and wanted to know when this would happen as we are heading into hot weather soon and would like to avoid having to have out windows open as the neighbouring town houses have smokers who continuously smoke off their balcony. We wish to avoid being exposed to this as we are



worried about health implications that this will cause us and our two year old daughter.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

On 13 Oct 2016, at 1:56 PM, [REDACTED], Emma  
[s47Fs47Fs47F@dha.gov.au](mailto:s47Fs47Fs47F@dha.gov.au)> wrote:

Good Afternoon [REDACTED] and [REDACTED]

Thank you for your time on the phone this morning [REDACTED]  
again, I do apologise for all the delays – as I have now  
taken over this completely, I am hoping to have this all  
resolved for you quite quickly.

As discussed, the garage door remotes will be replaced by  
the contractor [REDACTED] – as they are on our books as  
well, we are able to pay them directly and not have to wait  
for strata. They will be in contact shortly once the remotes  
are coded. They may also leave them in your letterbox if  
you are not at home.

The leak coming through the ceiling has been sent to our  
contractors [REDACTED] as unfortunately [REDACTED]  
who performed the works previously are no longer on our  
panel. They have been provided with the findings and have  
been requested to perform as much as possible until it  
exceeds a certain amount and we need a quote.

I have raised a request for the ceiling in the ensuite to be assessed and quoted by one of our builders as we would like to eliminate the mould completely. This may mean the whole ceiling gets re-plastered, but if it eliminates the issue, I am hoping the inconvenience is worth it.

Finally, I spoke with the leasing team regarding the lease of the property. At present, it is still being reviewed by management to see if we will be extending the lease. If we do, part of the lease will be upgrades to the property including air conditioning. If the property is handed back, we will provide adequate time and pay for all moving costs for you to go into another service residence, but we are not at that stage yet.

Again, I do apologise for the delays and inconveniences and should you have any further queries, please do not hesitate to contact me directly – my phone number is 02 [REDACTED]

Kind regards,

Emma [REDACTED] | **Property Manager**

Defence Housing Australia

Level 5, TransACT House, 470 Northbourne Avenue,  
Dickson ACT 2602

Contact: 139 342

[REDACTED] [@dha.gov.au](mailto:[REDACTED]@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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[intmr01.dha.gov.au](mailto:intmr01.dha.gov.au)[15267493]

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[intmr01.dha.gov.au](mailto:intmr01.dha.gov.au)[16420861]

## Freedom of Information

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**From:** ██████, Cameron  
**Sent:** Tuesday, 16 May 2017 2:07 PM  
**To:** ██████, Kyle; ██████ Mark  
**Subject:** FW: Update Request: ██████, Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Attachments:** Repairs fact sheet.pdf  
**Importance:** High

Hi Kyle and Mark,

Can you please advise on this situation.

Kind regards

Cameron ██████ | Property Manager  
 Defence Housing Australia – Canberra HMC  
 470 Northbourne Ave Dickson ACT 2602  
 ██████  
 ██████@dha.gov.au | dha.gov.au

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**From:** ██████ [mailto:██████@defence.gov.au]  
**Sent:** Tuesday, 16 May 2017 2:03 PM  
**To:** ██████ Cameron ██████@dha.gov.au  
**Cc:** ██████, Mark ██████@dha.gov.au  
**Subject:** RE: Update Request: ██████, Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

**UNCLASSIFIED**

Hi Cameron,

Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion.

Regarding property damage, and in accordance with the attached, DHA have breached the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

██████

██████  
 ██████  
 ██████  
 ██████

[REDACTED]  
[REDACTED]

---

**From:** [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]

**Sent:** Monday, 15 May 2017 11:52

**To:** [REDACTED]

**Cc:** [REDACTED] Mark

**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning [REDACTED],

I'm pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself.

Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage.

Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate.

As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602

[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]

**Sent:** Monday, 15 May 2017 10:58 AM

**To:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]

**Cc:** [REDACTED], Mark [mailto:[REDACTED]@dha.gov.au]

**Subject:** RE: Update Request: [REDACTED], Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

**Action item summary:**

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Monday, 10 April 2017 15:12  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: Update Request: [REDACTED], Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED:**  
Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:**  
Contractor is having difficulty with Tenant of [REDACTED] allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. – [REDACTED]

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED :**  
Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to [REDACTED]. Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 10 April 2017 11:18 AM  
**To:** [REDACTED] Cameron [mailto:[REDACTED]@dha.gov.au]  
**Cc:** [REDACTED]@icloud.com' [REDACTED]@icloud.com>; [REDACTED] Mark <[REDACTED]@dha.gov.au>  
**Subject:** Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

---

**From:** [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Tuesday, 14 March 2017 14:01  
**To:** [REDACTED]  
**Cc:** [REDACTED], Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]



Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.** – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

\*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property.

**Action (3) DHA: Install air-conditioning in the apartment.** – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath** - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.** - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Tuesday, 14 March 2017 11:14 AM  
**To:** [REDACTED], Cameron [REDACTED]@dha.gov.au; [REDACTED] Mark [REDACTED]@dha.gov.au  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.**

**Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).**

**Action (3) DHA: Install air-conditioning in the apartment.**

**Action (4) DHA:** Reseal [redacted] balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]  
[redacted]

---

**From:** [redacted], Cameron [mailto:[redacted]@dha.gov.au]  
**Sent:** Monday, 6 March 2017 16:03  
**To:** [redacted]  
**Cc:** [redacted] Mark  
**Subject:** RE: [redacted] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [redacted],

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark [redacted] and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron [redacted] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[redacted]  
[redacted]@dha.gov.au | dha.gov.au

---

**From:** [redacted] [mailto:[redacted]@defence.gov.au]  
**Sent:** Monday, 6 March 2017 3:44 PM  
**To:** [redacted], Cameron <[redacted]@dha.gov.au>  
**Cc:** [redacted], Emma [redacted]@dha.gov.au; [redacted]@icloud.com' <[redacted]@icloud.com>  
**Subject:** [redacted], Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,

[Redacted signature block]

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intmr02.dha.gov.au[18551262]

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intmr02.dha.gov.au[18670066]

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intmr02.dha.gov.au[19097938]

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

intmr02.dha.gov.au[19634914]

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# Repairs

All too often tenants have difficulty getting landlords to make repairs...

.....but when it's bond refund time, every scratch is structural damage!

Be sure to get full value for your rent by insisting that landlords meet their legal obligations to keep your home in good repair.

## The law in the ACT

The terms of every tenancy are set out in the [Residential Tenancies Act 1997](#) ('RTA') and [Standard Lease](#). These terms set out procedures relating to the condition of the premises, maintenance and urgent repairs. References below are to the RTA and clauses in the standard terms.

### LANDLORD'S OBLIGATIONS

#### At the beginning of your tenancy

A landlord is required to provide premises in a reasonable state at the start of the tenancy.

Standard term cl 54 says that, the landlord must ensure that the premises, including furniture, fittings and appliances (unless specifically excluded from the tenancy agreement in writing), are:

- (a) fit for habitation;
- (b) reasonably clean;
- (c) in a reasonable state of repair; and
- (d) reasonably secure.

What is reasonable depends on the circumstances in each case.

#### During your tenancy

A landlord is required to maintain the premises in a reasonable state of repair, having regard to their condition at the beginning of the tenancy (cl 55(1)).

When it comes to repairs, the law makes a distinction between normal (non-urgent) and urgent repairs

#### Normal repairs:

The landlord is obliged to make non-urgent repairs within 4 weeks of being notified of the need for the repairs, unless otherwise agreed (cl 57). However, the landlord is not obliged to repair damage caused by the negligence or wilful act of the tenant (cl 56).

**Urgent repairs** are those that have an immediate and significant effect or impact on the tenant's ability to live in, or use, the premises.

#### Urgent Repairs:

In recognition of the need for some repairs to be made within a very short time frame, the standard terms (cl 60) include the following list of urgent repairs (note that this is not an exhaustive list):

- (a) A burst water service;
- (b) A blocked or broken lavatory system;
- (c) A serious roof leak;
- (d) A gas leak;
- (e) Dangerous electrical fault;
- (f) Flooding or serious flood damage;
- (g) Serious storm or fire damage;
- (h) A failure of gas, electricity or water supply to the premises;
- (i) The failure of a refrigerator supplied with the premises;
- (j) The failure or breakdown of any service essential for hot water, cooking, heating or laundering;
- (k) A fault or damage that causes the premises to be unsafe or insecure;
- (l) A fault or damage likely to cause injury to person or property;
- (m) A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to or use of the premises.

**In these cases the landlord is required to carry out repairs as 'soon as necessary', having regard to the nature of the problem (cl 59).**

### TENANT'S OBLIGATIONS

The standard terms specify that you are obliged to take reasonable care of the premises and keep them reasonably clean. Cl 63 says that during the tenancy the tenant must:

- (a) not intentionally or negligently damage (or permit damage of) the premises (this covers not only the tenant, but also any guests, animals, children etc);
- (b) notify the landlord of any damage as soon as possible (it is a good idea to put this in writing, sign, date and keep a copy);
- (c) take reasonable care of the premises and keep the premises reasonably clean, having regard to their condition at the start of the tenancy and the normal incidents of living.

#### Alterations and Renovations

You can only make alterations or additions with the written permission of the landlord (cl 67). However, their consent should not be unreasonably withheld (cl 68).

Keep in mind that if you act without permission, you risk eviction for breach, and improvements or fixtures you install may become property of the landlord if you don't remove them when you leave. You would not be

paid or compensated in this case.

The RTA prohibits any requirement on you to make any improvements, alterations or repairs to the premises as a condition of getting the tenancy (s15(3)), and a tenant cannot be required to improve the premises (cl 65).

## HOW TO GET YOUR LANDLORD TO DO REPAIRS

Request repairs in writing (sign, date, and keep a copy of your letter). If they fail to make repairs within the specified time, you have several options, depending on the type of repairs needed:

### General repairs

Write a "Notice to Remedy" to the landlord, pointing out their obligations under cl 55(1). State that the repairs are still outstanding, meaning the landlord is in breach of the lease agreement. Set a final time limit for completion of the repairs.

If the notice does not work, you can take the matter to the ACT Civil and Administrative Tribunal (ACAT) seeking an order requiring the landlord to carry out the repairs within a specified time. ACAT may also order a **rent reduction** (see below).

### Urgent Repairs

If the landlord or agent refuses to respond to your request for urgent repairs, you can make an urgent application to ACAT for an order compelling the landlord to conduct the repairs.

Or you are able to authorise those repairs — but **only** if set procedures are followed:

If the landlord cannot be contacted, or fails to do the urgent repairs within a reasonable time, you may arrange for repairs to a maximum value of up to 5% of the rent of the property over a year (cl61). Eg if you pay \$350 per week rent, your annual rent is \$18,263. You could authorise urgent repairs costing up to \$913.

This procedure is set out in cl62:

- (a) the repairs must be made by the qualified tradesperson nominated by the landlord in your tenancy agreement;
- (b) if a tradesperson hasn't been nominated, can't be contacted or is unavailable, the repairs must be performed by a qualified tradesperson of your choosing;
- (c) where the repairs are arranged in accordance with these procedures, the landlord is liable for the cost of repairs and may be billed directly;

**(d) where you have not acted in strict compliance with these procedures you are liable for the cost of the repairs you have arranged.**

Depending on the seriousness of the problem, or if it persists over a long period, you *may* have grounds for termination of the agreement for breach. You should get specific advice before embarking on this course of action.

## Rent Reductions and Compensation

If the repair issue has significantly reduced your use or enjoyment of the premises, ACAT can order a rent reduction from when the problem began (see Tenancy Factsheet: [Rent Increases & Reductions](#)). **If the landlord has breached the agreement, eg by failing to carry out repairs within the required timeframe, or by providing the premises with repair issues, ACAT can also order compensation for losses caused by the breach, eg damage to your belongings** or increased electricity bills. This can be useful to use in negotiations, because the longer the landlord waits before doing repairs, the larger the rent reduction or compensation.

## CAN I WITHHOLD RENT?

**As a tenant you must never just stop paying rent!** Even if the landlord fails to carry out repairs, your obligation to pay rent continues and you risk eviction if you fall into arrears.

**HOWEVER**, you can seek to pay all or part of rent money into ACAT until the work is carried out. **You can ONLY do this if you get orders from ACAT FIRST:**

Sections 83 (b) and 83 (g) of the RTA states that ACAT may make orders:

- (b) requiring performance of a residential tenancy agreement;
- (g) requiring payment of all or part of the rent payable under the standard residential tenancy terms or standard occupancy terms into the ACAT until the ACAT orders otherwise.

Hopefully the prospect of ACAT making such an order will persuade the landlord to make the repairs.

**This is a summary of your rights and responsibilities. If you have a specific problem, you should seek detailed advice.**

### Tenants' Advice Service 6247 2011 free legal advice for all ACT renters (tenants and occupants)

- Tenants' Union (ACT) .....6247 1026 — publications, information, workshops, law reform and news on renting issues  
[www.tenantsact.org.au](http://www.tenantsact.org.au)
- Welfare Rights and Legal Centre.....6247 2177 — free legal advice and assistance for low income tenants  
[www.welfarerightsact.org](http://www.welfarerightsact.org)
- Office of Regulatory Services (Bonds) .. .....6207 1178 — bond lodgement, return and inquiries  
(Fair Trading).....6207 0400 — complaints against real estate agents  
[www.ors.act.gov.au](http://www.ors.act.gov.au)
- ACT Civil and Administrative Tribunal .. .....6207 1740 — dispute resolution and enforcement of tenancy legislation  
[www.acat.act.gov.au](http://www.acat.act.gov.au)
- Housing ACT information line .....6207 1150 — ACT public housing enquiries  
[www.dhcs.act.gov.au/hcs](http://www.dhcs.act.gov.au/hcs)

## Freedom of Information

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**From:** [REDACTED] Kyle  
**Sent:** Wednesday, 2 September 2015 12:44 PM  
**To:** [REDACTED]@independent.com.au  
**Subject:** RE UP [REDACTED] - [REDACTED] Narrabundah

To whom it may concern,

We have [REDACTED] at the above complex which is experiencing a severe water leak into their garage space from the unit above it which is affecting their cars and other belongings.

If this could please be remedied as soon as possible that would be greatly appreciated.

The details for our tenant in [REDACTED] so access can be arranged to their garage space are:  
[REDACTED] and [REDACTED] - [REDACTED] / [REDACTED]

Please don't hesitate to let me know if you have any questions.

Kind regards

**Kyle** [REDACTED] | Property Manager  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | [www.dha.gov.au](http://www.dha.gov.au)

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

## Freedom of Information

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**From:** app-workflowPM-PRD  
**Sent:** Wednesday, 2 September 2015 10:46 AM  
**To:** [REDACTED] Kyle  
**Subject:** DHA (MREQ- s47F ) [REDACTED] NARRABUNDAH ACT 2604 : GARAGE LEAK - [REDACTED]  
**Attachments:** Archived attachment list.txt

Quick Look



[REDACTED] Matthew assigned an issue to [REDACTED] Kyle

Maintenance Request / MREQ- s47F  
[REDACTED] NARRABUNDAH ACT 2604 : GARAGE LEAK -  
[REDACTED]

Change By: [REDACTED] Matthew

Assignee: Maintenance Canberra [REDACTED] Kyle

Add Comment

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release.20150806T1023.dfec2a3#built:06-Aug-2015 10:29#Java:1.8.0\_25#6340-  
sha1:7ea293a)





**Freedom of Information**

---

**From:** Canberra Housing  
**Sent:** Thursday, 19 December 2013 8:50 AM  
**To:** ACT HMC - P&T Team  
**Subject:** FW: Dealing with smoke drift

Hi Guys,

Can the property manager of [REDACTED] Narrabundah please respond to this email?

Kind regards,

Mark [REDACTED] | Housing Consultant  
Canberra HMC | Defence Housing Australia Level 5, Transact House, Northbourne Avenue, Dickson  
[REDACTED]  
canberrahousing@dha.gov.au | www.dha.gov.au

Applying for Rent Allowance? Go to DHA Online Services Available 24 hours a day, 7 days a week.

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

From: [REDACTED] [mailto:[REDACTED]@live.com]  
Sent: Wednesday, 18 December 2013 4:48 PM  
To: Canberra Housing  
Subject: Dealing with smoke drift

Good Afternoon Sir/Ma'am,

My wife and I are residents of a DHA property at [REDACTED] Narrabundah, and have nuisance smoke drift problem arising from other apartments in our vicinity. Although originally a nuisance, my wife is now six months pregnant and we share health concerns regarding exposure to secondary cigarette smoke.

Considering our apartment is neither air-conditioned nor cooled through ceiling fans, the summer temperatures necessitate opening of doors and windows for adequate cooling. As such it is difficult for us to avoid exposure to the nuisance smoke drift by other means.

Can you please advise what DHA's area of responsibility is concerning these type of complaints, and/or where I'm best to forward this problem; Owners Corporation or Strata Management? Please also provide contact details for the recipient.

If you have any questions, or require any further info please don't hesitate to contact me.

Thanks in advance,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Mobile: [REDACTED]

## Freedom of Information

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**From:** [REDACTED] Kyle  
**Sent:** Wednesday, 28 June 2017 11:09 AM  
**To:** [REDACTED] Cameron; [REDACTED], Mark  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues.  
 [SEC=UNCLASSIFIED]

Straight form our website:

## Our legislative framework

The legislative framework we operate in largely informs our governance structure. The most influential pieces of legislation are the [Defence Housing Australia Act 1987](#) (DHA Act) and the [Public Governance, Performance and Accountability Act 2013](#).

### Defence Housing Australia Act

The [Defence Housing Australia Act 1987](#) established DHA as a statutory authority<sup>1</sup> and sets out our functions and powers, corporate structure, and delegations. Section 5 of the Act prescribes our main function:

1. *The main function of DHA is to provide adequate and suitable housing for, and housing-related services to:*
  - a. *members of the Defence Force and their families; and*
  - b. *officers and employees of the Department and their families; and*
  - c. *persons contracted to provide goods or services to the Department, and their families;*
  - d. *persons contracted to provide goods or services to the Department and their families;*

*in order to meet the operational needs of the Defence Force and the requirements of the Department.*

In 1992, we became a Government Business Enterprise<sup>2</sup> to undertake commercial business activities on behalf of the Australian Government.

### Public Governance, Performance and Accountability Act

Under the [Public Governance, Performance and Accountability Act 2013](#), DHA is both a corporate Commonwealth entity<sup>3</sup> and Government Business Enterprise (GBE). This Act sets the standards of governance, performance and accountability for all GBEs and imposes specific duties on our Board of Directors and Executive Group relating to the use and management of resources.

The [Commonwealth Government Business Enterprise Governance and Oversight Guidelines](#) (GBE Guidelines) provide additional guidance on board and corporate governance, financial governance and planning and reporting.

A principle objective is that we add to shareholder value by making commercial returns and paying commercial dividends. We must deliver on these requirements whilst also fulfilling our functions under the [Defence Housing Australia Act 1987](#) (DHA Act).

### Other applicable legislation

As a Government Business Enterprise, we also operate within the following Commonwealth legislation:

- [Freedom of Information Act 1982](#)
- [Privacy Act 1988](#)
- [Public Interest Disclosure Act 2013](#)
- [Archives Act 1983](#)

As an Australian Government employer, we also adhere to the provisions and statutes of various employment-related legislation, including but not limited to, the [Public Service Act 1999](#) and the [Work Health and Safety Act 2011](#).

**Kyle** [REDACTED] | Team Leader – Property and Tenancy  
Defence Housing Australia  
Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602  
Tel: 139 342  
[REDACTED]@dha.gov.au | [www.dha.gov.au](http://www.dha.gov.au)

---

**From:** [REDACTED], Cameron  
**Sent:** Wednesday, 28 June 2017 11:02 AM  
**To:** [REDACTED], Kyle [REDACTED]@dha.gov.au>; [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** FW: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Hi Mark and Kyle,

Could you please assist with the below request.  
If need be, please forward to legal for advice.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

---

**From:** [REDACTED] [[mailto:\[REDACTED\]@defence.gov.au](mailto:[REDACTED]@defence.gov.au)]  
**Sent:** Wednesday, 28 June 2017 10:58 AM  
**To:** [REDACTED], Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED] Jeffrey [REDACTED]@dha.gov.au>; [REDACTED], Trent <[REDACTED]@dha.gov.au>; [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** FW: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning Cameron,

Advising you that installation of air-conditioning at [REDACTED] was completed yesterday; thank you.

I'm still awaiting DHA response to points 1, 2 and 4 immediately below; request a response by 30 Jun 17. I'll be interstate AOD for three weeks 03-21 Jul and would prefer not to leave this issue unresolved for my wife to deal with.

Thank you,

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Thursday, 22 June 2017 23:13  
**To:** [REDACTED], Cameron'  
**Cc:** [REDACTED], Jeffrey'; [REDACTED], Trent'; [REDACTED], Kyle'; [REDACTED] Mark'  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Cameron,

Please see my response to your last below, and requested action from DHA going forward:

**Response requested**

1. Provide exact reference (and clause) in DHA Housing Act 1987 that precludes compliance with state law; Australian Government Solicitor legal briefing 36 contradicts the assertion that DHA are not required to comply;
2. Rectify leak in garage as a priority;
3. Enable installation of air-conditioning as currently scheduled; and
4. Advise process to enact clause 8(e). of the DHA Residence Agreement.

**Garage leak**

1. The DHA condition report conducted on 22 Jan 13 by Michele [REDACTED] (DHA employee) stated no defect with the garage space.
2. On 13 Oct 16, inaction on a reported leak to the garage ceiling was escalated through DHA complaint resolution process to Emma [REDACTED] (DHA property manager).
3. A temporary flashing was installed on the ceiling of the garage space 04 May 17.
4. Repairs to the temporary flashing for a continuing leak were completed on or around the third week of May 17.
5. DHA advised of continuing leak from temporary flashing 20 Jun 17.
6. In accordance with DHA Lease Agreement clause 17.5 'Resolution of strata scheme matters' states:

*“Where the Body Corporate does not, in DHA’s reasonable opinion, provide a satisfactory service, including failure to:*

*(c) repair and maintain common areas under the Strata Scheme; or*

*(d) resolve matters promptly,*

*then the parties will cooperate to, and the Lessor must, take any action required to resolve the situation.”*

7. Resolution of this matter has therefore been, and remains within DHA’s reasonable control.
8. DHA have failed in their obligation to carry out maintenance in a reasonable timeframe.
9. We have not had peaceful enjoyment of the property for a period exceeding 7 months.

**Air-conditioning**

1. At no time have either myself or my wife denied the right of access to the service residence. Nor have we in any other way obstructed, or otherwise prevented the ability of DHA or others authorised by DHA to access the residence.
2. The assertion that we have or would deny access to the service residence to install air-conditioning is completely false and illogical.
3. On 13 Oct 16 Emma [REDACTED] (DHA property manager) stated in writing that if DHA chose to extend the lease of [REDACTED] service residence with the property owner, then upgrades to the property including air-conditioning would be carried out.
4. The lease of [REDACTED] service residence was due to expire in Feb 17, and has subsequently been extended.
5. On the 10 Mar 17 Cameron [REDACTED] (DHA property manager) made a verbal commitment to have air-conditioning installed at the service residence, and we have accepted his commitment in good faith.
6. On the 21 Jun 17 at 15:35, an authorised DHA contractor ([REDACTED]) arranged access to the service residence via telephone for the purpose of installing two air-conditioning units.
7. Installation of air-conditioning has been confirmed by the authorised DHA contractor, scheduled to commence Tuesday 27 Jun 17.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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**From:** [REDACTED] Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Wednesday, 21 June 2017 11:51 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED] Jeffrey; [REDACTED] Trent; [REDACTED] Kyle; [REDACTED], Mark  
**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Hi [REDACTED],

In reference to your request below:

Points **1 & 2** have been passed on to management and our technical officers.

As you are aware, the rectification of leaking balcony's is a body corporate responsibility. We have installed flashing as a temporary fix to a complex wide systemic issue that ultimately needs to be addressed by the body corporate. We will endeavour to make the garage ceiling water tight to best of our ability but without addressing the initial leak from the balcony above, which is not a DHA managed property, we cannot resolve the problem indefinitely. Compounding the issue is the body corporates inability to be contactable when needed, as well as not being able to provided a definitive deadline of works.

I have included the contact details for Independent Strata Management for your reference in full and honest disclosure. You are more than welcome to contact them in an effort to illicit further information.

[REDACTED]  
Strata Manager | Independent Strata Management Pty Ltd  
*REIA 2016 Awards for Excellence Large Residential Agency of the Year*

s47Fs47Fs47Fs47Fs47F  
s47Fs47Fs47Fs47Fs47F  
s47Fs47Fs47Fs47Fs47F

[REDACTED]@independent.com.au

In regards to point **3**;

Our contractor has been allocated the works of installing air-conditioning three times now and on every occasion they have not been able to either contact you, or gain access to the property to complete the works. The works were completed at [REDACTED] due to the property being empty and access was available. As you are in a property classed as a member choice accommodation, we are not obligated to install air-conditioning, as you initially agreed to occupy the property in its current configuration. We have chosen to install air-conditioning as a good will gesture at DHA's expense. If we are continually un-able to access the property and our contractors are being inconvenienced, we will re-evaluate the necessity to proceed with works.

As previously stated, DHA is a Commonwealth Organisation and as such we operate under the Defence Housing Act 1987. We do not adhere to state residential tenancy legislation or local tribunals as we are a nationwide organisation.

Regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]





Regarding property damage, and in accordance with the attached, DHA have breached the requirement to conduct normal repairs within 4 weeks. You'll agree that we have been extremely patient given that the maintenance request was submitted in the October 2016 timeframe. We are seeking nothing more than compensation for loss incurred due to DHA's inaction.

I'm prepared to take this issue to tribunal on principal, but would prefer to resolve this at the working level. Please formally respond (or forward to appropriate DHA representative) in writing if DHA do not intend to support a claim for loss. Request DHA response by COB 19 May 17.

Thank you,

[Redacted signature block]

---

**From:** [Redacted] Cameron [[mailto:\[Redacted\]@dha.gov.au](mailto:[Redacted]@dha.gov.au)]  
**Sent:** Monday, 15 May 2017 11:52  
**To:** [Redacted]  
**Cc:** [Redacted] Mark  
**Subject:** RE: Update Request: [Redacted] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good morning [Redacted],

I'm pleased almost all of the issue with the property have been rectified.

In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us.

In regards to the property damage. Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate. As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages.

I am happy to discuss this further if you would like.

Kind regards

Cameron [Redacted] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[Redacted]  
[Redacted]@dha.gov.au | dha.gov.au

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**From:** [Redacted] [[mailto:\[Redacted\]@defence.gov.au](mailto:[Redacted]@defence.gov.au)]  
**Sent:** Monday, 15 May 2017 10:58 AM  
**To:** [Redacted] Cameron [Redacted]@dha.gov.au>

Cc: [REDACTED] Mark [REDACTED]@dha.gov.au>

Subject: RE: Update Request: [REDACTED], Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning Cameron,

I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress.

Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required.

The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress.

Action item summary:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. **COMPLETED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): **STATUS UNKNOWN; potentially no longer required refer action (1).**

**Action (3) DHA:** Install air-conditioning in the apartment. **Contractors attended for quotations (x2) but have had nil contact since.**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **COMPLETED**

**Action (5) DHA:** Arrange repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] Cameron [REDACTED]@dha.gov.au]

**Sent:** Monday, 10 April 2017 15:12

**To:** [REDACTED]

**Cc:** [REDACTED] Mark

**Subject:** RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Please see below for updates on works:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED:** Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN:**

Contractor is having difficulty with Tenant of [REDACTED] allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back.

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED:** Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. – [REDACTED]

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED :** Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to [REDACTED] Contractor should be in contact with you for access shortly.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays.

I apologise for the delays but as we are subject to other tenants permission, this has hampered progress.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

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**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 10 April 2017 11:18 AM  
**To:** [REDACTED] Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED]@icloud.com' [REDACTED]@icloud.com>; [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]  
**Importance:** High

UNCLASSIFIED

Hi Cameron,

Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there.

I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me.

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. **NIL CONTACT RECEIVED**

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). **STATUS UNKNOWN**

**Action (3) DHA:** Install air-conditioning in the apartment. **NIL CONTACT RECEIVED**

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. **NIL CONTACT RECEIVED**

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. **COMPLETED**

---

**From:** [REDACTED] Cameron [[mailto:\[REDACTED\]@dha.gov.au](mailto:[REDACTED]@dha.gov.au)]  
**Sent:** Tuesday, 14 March 2017 14:01  
**To:** [REDACTED]  
**Cc:** [REDACTED] Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

Thank you for your time and patience on Friday.

The items identified have had the following action assigned:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. – A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

\*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property.

**Action (3) DHA:** Install air-conditioning in the apartment. – These works have been raised and allocated and you should be contacted by the contractor shortly.

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. - These works have been raised and allocated and you should be contacted by the contractor shortly.

We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions.

If there is any major delay we will let you know asap.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]

[REDACTED]@dha.gov.au | dha.gov.au

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**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Tuesday, 14 March 2017 11:14 AM  
**To:** [REDACTED], Cameron [REDACTED]@dha.gov.au>; [REDACTED] Mark [REDACTED]@dha.gov.au>  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cam/Mark,

Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below:

**Action (1) DHA:** Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space.

**Action (2) DHA:** Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access).

**Action (3) DHA:** Install air-conditioning in the apartment.

**Action (4) DHA:** Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath.

**Action (5) DHA:** Arrange a repaint of the ensuite bathroom ceiling following incomplete repair.

Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy.

If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email.

Kind Regards,

[REDACTED]  
  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED], Cameron [mailto:[REDACTED]@dha.gov.au]  
**Sent:** Monday, 6 March 2017 16:03  
**To:** [REDACTED]  
**Cc:** [REDACTED], Mark  
**Subject:** RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

Good afternoon [REDACTED],

As per our phone discussion,

The inspection booked for the 10/03/17 will have myself, our regional manager Mark [REDACTED] and a representative from the executive committee attending.

The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue.

If you have any questions or require further assistance please let me know.

Kind regards

Cameron [REDACTED] | Property Manager  
Defence Housing Australia – Canberra HMC  
470 Northbourne Ave Dickson ACT 2602  
[REDACTED]  
[REDACTED]@dha.gov.au | dha.gov.au

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**From:** [REDACTED] [mailto:[REDACTED]@defence.gov.au]  
**Sent:** Monday, 6 March 2017 3:44 PM  
**To:** [REDACTED], Cameron [REDACTED]@dha.gov.au>  
**Cc:** [REDACTED], Emma [REDACTED]@dha.gov.au>; [REDACTED]@icloud.com' <[REDACTED]@icloud.com>  
**Subject:** [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Cameron,

I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence.

I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week.

Thanks in advance,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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## NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

### Maintenance Item

[Modify](#)

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	<input checked="" type="checkbox"/> MITM- <b>s47F</b>	<b>s47F</b>	31/05/2016 16:36
Interaction	<b>s47F</b>		
Invoice	<input checked="" type="checkbox"/> MINV- <b>s47F</b>	Maintenance Use...	09/06/2016 08:29
Tax Invoice	<a href="#">View Tax Invoice</a>		
Status	<input checked="" type="checkbox"/> Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : PLSTM : Repair 3x toilet cisterns. All units are run...		
Location	Interior Property		
Charge Type	R (Responsive)		
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M		<a href="#">View Spec.</a>
Estimated Price	<b>s47F</b>		
Contractor Instructions	Repair		
	3x toilet cisterns. All units are running constantly. Top floor main bathroom cistern is also leaking from water inlet connection.		
Access Details			

### Attachments

[View Media Details](#)

N/A

[Cancel](#)

### Allocation Details

Priority	Routine	
Booking Req. Date	02/06/2016 17:00	ACT Local Time
Target Start Date	31/05/2016	
Target End Date	14/06/2016	

### Current Contractor

Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47Fs47F</b>	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	07/06/2016 15:00	ACT Local Time
Further Act. Req.		

### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

### Linked Interactions

N/A

# NARRABUNDAH ACT 2604

Property ID: s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

## Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM- s47F	s47F	31/05/2016 16:37
Interaction	s47F		
Invoice	MINV s47F	Maintenance Use.. 21/06/2016 14:30	
Tax Invoice	View Tax Invoice		
Status	Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : ELETM : Repair Outdoor lights on ground level at rear ...		
Location	Rear Yard		
Charge Type	R (Responsive)		
Maintenance Code	ELETM: Electrical T&M	View Spec.	
Estimated Price	s47F		
Contractor Instructions	Repair  Outdoor lights on ground level at rear of premise near patio area. Water is accumulating in the fixture. Tenants have not been using the light  *Advise DHA from site on 139342 if major works required		
Access Details			

## Attachments

View Media Details

N/A

## Allocation Details

Priority	Routine	
Booking Req. Date	02/06/2016 17:00	ACT Local Time
Target Start Date	31/05/2016	
Target End Date	21/06/2016	

## Current Contractor

Contractor ID

Contractor Name	s47Fs47Fs47Fs47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	20/06/2016 08:00	ACT Local Time
Further Act. Req.		

## Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

## Linked Interactions

Created	Source	Description
08/06/2016 15:10	Phone (Contractor to DHA)	NARRABUNDAH ACT 26...

# NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

## Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	✔ MITM- <b>s47F</b>	<b>s47Fs47F</b>	22/06/2016 10:03
Raised From	ⓘ MREQ- <b>s47F</b>	<b>s47Fs47F</b>	31/05/2016 16:41
Invoice	💰 MINV- <b>s47F</b>	Maintenance Use..	28/06/2016 08:29
Tax Invoice	📄 View Tax Invoice		
Status	🏠 Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : ELETM : Please attend to replace cover on light in kitche...		
Location	Kitchen		
Charge Type	R (Responsive)		
Maintenance Code	ELETM: Electrical T&M		View Spec.
Estimated Price	<b>s47F</b>		
Contractor Instructions	Please attend to replace cover on light in kitchen area that has fallen off and broken. PM Kyle <b>s47Fs47F</b>		
Access Details	[Redacted]		

## Attachments

View Media Details

N/A

Cancel

## Allocation Details

Priority	Routine	
Booking Req. Date	24/06/2016 17:00	ACT Local Time
Target Start Date	22/06/2016	
Target End Date	20/07/2016	

## Current Contractor

Contractor ID **s47F**

Contractor Name	<b>s47Fs47F</b>	Tender Cost Tier 3 (worst) Quality Tier 1 (best)
Appointment Date	24/06/2016 14:30	ACT Local Time
Further Act. Req.		

## Associated Tenancy Details

Tenant	[Redacted]	Employee ID	[Redacted]
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR	[Redacted]		
Preferred Email	[Redacted]@live.com		Home
Preferred Phone	[Redacted]		Home
Preferred Phone	[Redacted]		Mobile

## Linked Interactions

N/A

## NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

### Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM- <b>s47F</b>	<b>s47F</b>	5/06/2016 10:13
Raised From	INSP- <b>s47F</b>	PT Product Team	27/02/2016 06:36
Invoice	MINV- <b>s47F</b>	Maintenance Use..	08/07/2016 15:25
Tax Invoice	View Tax Invoice		
Status	Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : PESTM : Please attend to check and remove either lags rat...		
Location	Interior Property		
Charge Type	R (Responsive)		
Maintenance Code	PESTM: Pest Control T&M		View Spec.
Estimated Price	<b>s47F</b>		
Contractor Instructions	Please attend to check and remove either lags rat or possum inside roof of living room, may have to be accessed from roof. No manhole or access into the roof cavity, pls advise PM if access panel needs to be cut into ceiling.  Pm Kyle <b>s47Fs47F</b>		
Access Details			

### Attachments

View Media Details

N/A

Cancel

### Allocation Details

Priority	Routine	
Booking Req. Date	24/06/2016 17:00	ACT Local Time
Target Start Date	15/06/2016	
Target End Date	13/07/2016	

### Current Contractor

Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47F</b>	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	24/06/2016 14:30	ACT Local Time
Further Act. Req.	Discussed with PM Kyle on 08/07/2016, unable to access flat roof space either internally or externally, common roof space across complex building.	

### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

### Linked Interactions

N/A

## NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron Own. Leased / Ast. Stat. AC / Rep. Stat. BC

### Maintenance Item Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM- <b>s47F</b>	<b>s47F</b>	15/06/2016 10:13
Raised From	INSP- <b>s47F</b>	PT Product Team	27/02/2016 06:36
Invoice	MINV- <b>s47F</b>	Maintenance Use..	19/07/2016 16:11
Tax Invoice	<a href="#">View Tax Invoice</a>		
Status	Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : TIRTM : Inspect and repair roof leak occurring into ceili...		
Location	Exterior Property		
Charge Type	R (Responsive)		
Maintenance Code	TIRTM: Tiling Roof T&M	<a href="#">View Spec.</a>	
Estimated Price	\$350.00		
Contractor Instructions	Inspect and repair roof leak occurring into ceiling of ensuite bathroom. Where major works are required, please contact DHA prior to proceeding.		
Access Details	<b>s47F</b>		

### Attachments View Media Details

Attachment 1	DHA - <b>s47F</b> DETAILS	Quote , 453.33 KB
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### Allocation Details

Priority	Routine	
Booking Req. Date	24/06/2016 17:00	ACT Local Time
Target Start Date	22/06/2016	
Target End Date	22/07/2016	

### Current Contractor Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47F</b>	MSA Short Term Cost Tier 1 (best) Quality Tier 3 (worst)
Appointment Date	13/07/2016 14:30	ACT Local Time
Further Act. Req.	Quote attached.	

### Associated Tenancy Details

Tenant	<b>s47F</b>	Employee ID <b>s47F</b>
Occupancy Date	23/01/2013	Vacancy Date
Occupying AFR	<b>s47F</b>	
Preferred Email	<b>s47F</b> @live.com	Home
Preferred Phone	<b>s47F</b>	Home
Preferred Phone	<b>s47F</b>	Mobile

### Linked Interactions

Created	Source	Description
19/09/2016 14:21	Phone (Member to DHA)	Spouse called regarding MREQ-19083...
18/07/2016 15:17	Email (Contractor to DHA)	RE: Defence Housing Australia outst...
18/07/2016 11:17	Email (DHA to Contractor)	Defence Housing Australia outstandi...
18/07/2016 11:16	Email (DHA to Contractor)	RE: Defence Housing Australia outst...

NARRABUNDAH ACT 2604 Property ID s47F
Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron Own. Leased / Ast. Stat. AC / Rep. Stat. BC

Maintenance Item

Modify

Table with 2 columns: Field Name, Value. Fields include Property Status, Key, Raised From, Invoice, Tax Invoice, Status, Summary, Location, Charge Type, Maintenance Code, Estimated Price, Contractor Instructions, Access Details.

Allocation Details

Table with 2 columns: Field Name, Value. Fields include Priority, Booking Req. Date, Target Start Date, Target End Date.

Current Contractor

Contractor ID s47F

Table with 2 columns: Field Name, Value. Fields include Contractor Name, Appointment Date, Further Act. Req.

Associated Tenancy Details

Table with 2 columns: Field Name, Value. Fields include Tenant, Occupancy Date, Vacancy Date, Occupying AFR, Preferred Email, Preferred Phone.

Linked Interactions

N/A

Attachments

View Media Details

N/A

### NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron [redacted] Own. Leased / Ast. Stat. AC / Rep. Stat. BC

#### Maintenance Item Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status <b>BC</b>
Key	<input checked="" type="checkbox"/> MITM- <b>s47F</b> <b>s47Fs47F</b> 13/10/2016 10:31
Invoice	<input checked="" type="checkbox"/> MINV- <b>s47F</b> Maintenance Use.. 26/10/2016 07:56
Tax Invoice	View Tax Invoice
Status	<input checked="" type="checkbox"/> Maintenance Done
Summary	[redacted] NARRABUNDAH ACT 2604 : GARTM : Please attend to supply and code garage door remo...
Location	Exterior Property
Charge Type	R (Responsive)
Maintenance Code	GARTM: Garage Door T&M <span>View Spec.</span>
Estimated Price	<b>s47F</b>
Contractor Instructions	Please attend to supply and code garage door remotes for [redacted] n complex - independent have advised you perform their coding and supply so we are happy for this to be paid directly through DHA.
Access Details	contact member when actioned to drop off or leave in letter box Spouse [redacted] est. <b>s47Fs47F</b>

#### Allocation Details

Priority	Routine
Booking Req. Date	21/10/2016 10:35 <span>ACT Local Time</span>
Target Start Date	21/10/2016
Target End Date	28/10/2016

#### Current Contractor Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47F</b> <span>Tender Cost Tier 2 Quality Tier 1 (best)</span>
Appointment Date	25/10/2016 08:00 <span>ACT Local Time</span>
Further Act. Req.	

#### Associated Tenancy Details

Tenant	[redacted] <span>Employee ID [redacted]</span>
Occupancy Date	23/01/2013 <span>Vacancy Date</span>
Occupying AFR	[redacted]
Preferred Email	[redacted]@live.com <span>Home</span>
Preferred Phone	[redacted] <span>Home</span>
Preferred Phone	[redacted] <span>Mobile</span>

#### Linked Interactions

N/A

#### Attachments

N/A

Cancel

# NARRABUNDAH ACT 2604

Property ID s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

### Maintenance Item Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	<input checked="" type="checkbox"/> MITM- s47F	PT Product Team 06/09/2016 03:22	
Invoice	<input checked="" type="checkbox"/> MINV- s47F	Maintenance Use.. 30/11/2016 19:25	
Tax Invoice	<input type="checkbox"/> View Tax Invoice		
Status	<input checked="" type="checkbox"/> Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : VALSOR076 :		
Location	Whole Site		
Charge Type	VAL (Valuation)		
Maintenance Code	VALSOR076: Annual Valuation Desktop		<input type="button" value="View Spec."/>
Quantity	1.00 Unit(s)		
Contractor Instructions			
Access Details			

### Allocation Details

Priority	Routine	
Booking Req. Date	07/11/2016 00:00	ACT Local Time
Target Start Date	06/09/2016	
Target End Date	07/11/2016	

### Current Contractor Contractor ID s47F

Contractor Name	s47Fs47Fs47F	Valuations Tender Cost Tier 1 (best) Quality Tier 1 (best)
Further Act. Req.		

### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com	Home	
Preferred Phone		Home	
Preferred Phone		Mobile	

### Attachments View Media Details

Attachment 1	<input type="checkbox"/> MITM- s47F Rent_Certifi.. DETAILS	Rent Certificate , 387.74 KB
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### Linked Interactions

N/A



# NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

## Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM- <b>s47F</b>	<b>s47Fs47F</b> <b>s47Fs47F</b>	25/10/2016 09:41
Raised From	MREQ- <b>s47F</b>		06/09/2016 16:41
Invoice	MINV- <b>s47F</b>	WF	Maintenance Use.. 15/02/2017 16:28
Tax Invoice	View Tax Invoice		
Status	Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : CARTM : It has been found that the flashings around the s...		
Location	Exterior Property		
Charge Type	R (Responsive)		
Maintenance Code	CARTM: Carpentry T&M		View Spec.
Estimated Price	<b>s47F</b>		
Contractor Instructions	It has been found that the flashings around the sky light require replacing and there are other areas on the roof that are required to be repaired - please attend to replace flashing and investigate what further repairs are required. Note - it is a high roof. Perform as much work as possible to cease leak if possible on this work order - further works that will take job above \$1500 need to be quoted - please send through to <b>s47Fs47F</b> @dha.gov.au PM Emma <b>s47Fs47F</b>		
Access Details	contact member for access Spouse <b>s47F</b> - <b>s47F</b>		

## Attachments

View Media Details

N/A

## Allocation Details

Priority	Routine	
Booking Req. Date	26/10/2016 10:50	ACT Local Time
Target Start Date	26/10/2016	
Target End Date	11/11/2016	

## Current Contractor

Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47Fs47F</b>	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	11/11/2016 12:30	ACT Local Time
Further Act. Req.	note the ensuite ceiling needs to be sanded and painted	

## Associated Tenancy Details

Tenant	<b>s47F</b>	Employee ID <b>s47F</b>
Occupancy Date	23/01/2013	Vacancy Date
Occupying AFR	<b>s47F</b>	
Preferred Email	<b>s47F</b> @live.com	Home
Preferred Phone	<b>s47F</b>	Home
Preferred Phone	<b>s47F</b>	Mobile

## Linked Interactions

Created	Source	Description
05/12/2016 14:35	Phone (DHA to DHA)	<b>s47F</b> NARRABUNDAH ACT 26...
05/12/2016 14:34	Phone (Contractor to DHA)	<b>s47F</b> NARRABUNDAH ACT 26...

## NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

### Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status <b>BC</b>
Key	<input checked="" type="checkbox"/> MITM <b>s47F</b> <b>s47Fs47F</b> <b>s47Fs47F</b> 08/11/2016 15:56
Raised From	<input type="checkbox"/> MREQ <b>s47F</b> 06/09/2016 16:41
Invoice	<input checked="" type="checkbox"/> MINV- <b>s47F</b> Maintenance Use.. 05/12/2016 08:18
Tax Invoice	<input type="checkbox"/> View Tax Invoice
Status	<input checked="" type="checkbox"/> Maintenance Done
Summary	<b>s47F</b> NARRABUNDAH ACT 2604 : PLSTM : Please attend to investigate leak above cars in g...
Location	Exterior Property
Charge Type	R (Responsive)
Maintenance Code	PLSTM: Plumbing - Sanitary & Drainage T&M <a href="#">View Spec.</a>
Estimated Price	<b>s47F</b>
Contractor Instructions	Please attend to investigate leak above cars in garage area for tenants. The leak has limestone leaking onto the cars causing some damage so a resolution would like to be investigated. Please advise PM on what needs to be actioned  PM Emma <b>s47Fs47F</b>
Access Details	contact member for access

### Attachments

[View Media Details](#)

N/A

### Allocation Details

Priority	Routine
Booking Req. Date	10/11/2016 16:00 ACT Local Time
Target Start Date	09/11/2016
Target End Date	18/11/2016

### Current Contractor

Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47Fs47F</b> Tender Cost Tier 2 Quality Tier 2
Appointment Date	14/11/2016 08:00 ACT Local Time
Further Act. Req.	As mentioned in the invoice, the water leak does not appear to be from a water or waste pipe but rather leaking through from the balcony above. Short of ripping up the tiles on the balconies and re wet sealing the next best option would be to install a large safe waste tray suspended from the ceiling below the balcony. Will send quote through.

### Associated Tenancy Details

Tenant	<b>s47F</b> Employee ID <b>s47F</b>
Occupancy Date	23/01/2013 Vacancy Date
Occupying AFR	<b>s47F</b>
Preferred Email	<b>s47F</b> @live.com Home
Preferred Phone	<b>s47F</b> Home
Preferred Phone	<b>s47F</b> Mobile

### Linked Interactions

Created	Source	Description
20/02/2017 10:03	Phone (DHA to Spouse/Dependant)	Research Services received a compla...

# NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

## Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC
Key	MITM- <b>s47F</b> <b>s47Fs47F</b> 13/02/2017 14:57
Interaction	<b>s47F</b>
Invoice	MINV- <b>s47F</b> Maintenance Use.. 14/02/2017 11:03
Tax Invoice	View Tax Invoice
Status	Maintenance Done
Summary	NARRABUNDAH ACT 2604 : GARTM : Repair Spouse has called to advise the garage d...
Location	Exterior Property
Charge Type	R (Responsive)
Maintenance Code	GARTM: Garage Door T&M View Spec.
Estimated Price	<b>s47F</b>
Contractor Instructions	Repair Spouse has called to advise the garage door cannot close is in the open position,  If further/major work is required, please report this to DHA Maintenance on 139 342 while on site.
Access Details	

## Attachments

View Media Details

Attachment 1	<b>s47F</b> quote.pdf DETAILS	Quote , 57.41 KB
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## Allocation Details

Priority	Emergency
Booking Req. Date	13/02/2017 19:00 ACT Local Time
Target Start Date	13/02/2017
Target End Date	27/02/2017

## Current Contractor

Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47F</b> Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	13/02/2017 15:45 ACT Local Time
Further Act. Req.	Garage door operator has failed and motor unit is BER. A larger more powerful motor has been quoted as the door is a large tilt-a-door. Replacement cost \$1160

## Associated Tenancy Details

Tenant	Employee ID
Occupancy Date	23/01/2013 Vacancy Date
Occupying AFR	
Preferred Email	@live.com Home
Preferred Phone	Home
Preferred Phone	Mobile

## Linked Interactions

Created	Source	Description
14/02/2017 14:20	Phone (DHA to Member)	Called member back to advise the qu...
14/02/2017 13:52	Phone (Member to DHA)	Follow up of the emergency call MI...
13/02/2017 15:22	Phone (DHA to Contractor)	<b>s47F</b> NARRABUNDAH ACT 26...

Properties Property Details Console

Property... Search...

### NARRABUNDAH ACT 2604

Property ID s47F s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron Own. Leased / Ast. Stat. AC / Rep. Stat. B

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

Dashboard Maintenance Items Quotes Requests MITM s47F History

#### Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM- s47F	s47Fs47F	14/02/2017 13:52
Raised	MITM- s47F	s47Fs47F	01/05/2017 16:10
Invoice	MINV- s47F	Maintenance Use..	17/02/2017 14:56
Tax Invoice	View Tax Invoice		
Status	Maintenance Done Recalled from Contractor		
Summary	NARRABUNDAH ACT 2604 : GARTM : As advised door is BER - please attend to replace...		
Location	Exterior Property		
Charge Type	R (Responsive)		
Maintenance Code	GARTM: Garage Door T&M		View Spec.
Estimated Price	s47F		
Contractor Instructions	As advised door is BER - please attend to replace ASAP PM Cameron s47Fs47F		
Access Details	contact spouse for access		

#### Attachments

View Media Details

N/A

Cancel

#### Allocation Details

Priority	Routine	
Booking Req. Date	16/02/2017 13:55	ACT Local Time
Target Start Date	15/02/2017	
Target End Date	24/02/2017	

#### Current Contractor

Contractor ID s47F

Contractor Name	s47Fs47Fs47Fs47F	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	15/02/2017 09:00	ACT Local Time
Further Act. Req.		

#### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

#### Linked Interactions

Created	Source	Description
01/05/2017 16:09	Phone (Member to DHA)	MAINTENANCE FOLLOW UP. MMITM-231477...
14/02/2017 14:21	Phone (DHA to Contractor)	NARRABUNDAH ACT 26...

### NARRABUNDAH ACT 2604

Property ID s47Fs47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron Own. Leased / Ast. Stat. AC / Rep. Stat. BC

#### Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM- s47F		10/03/2017 14:32
Invoice	MINV- s47F		Maintenance Use.. 27/03/2017 13:17
Tax Invoice	View Tax Invoice		
Status	Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : PNTTM : Please prepare, patch and paint ceiling with moul...		
Location	Ensuite 1		
Charge Type	R (Responsive)		
Maintenance Code	PNTTM: Painting T&M		View Spec.
Estimated Price	s47F		
Contractor Instructions	Please prepare, patch and paint ceiling with mould resistant paint.		
Access Details	Please contact tenant for access. PM: cameron @dha.gov.au		

#### Attachments

View Media Details

N/A

Cancel

#### Allocation Details

Priority	Routine	
Booking Req. Date	14/03/2017 14:35	ACT Local Time
Target Start Date	10/03/2017	
Target End Date	24/03/2017	

#### Current Contractor

Contractor ID s47F

Contractor Name	s47Fs47Fs47Fs47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	16/03/2017 10:00	ACT Local Time
Further Act. Req.		

#### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

#### Linked Interactions

N/A

**NARRABUNDAH ACT 2604** Property ID **s47F**  
 Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

**Maintenance Item** Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status <b>BC</b>		
Key	✔ MITM <b>s47F</b>	<b>s47Fs47F</b> <b>s47Fs47F</b>	12/04/2017 15:41
Raised From	📄 MREQ <b>s47F</b>		12/04/2017 15:40
Invoice	💰 MINV- <b>s47F</b>	Maintenance Use..	18/04/2017 12:32
Tax Invoice	📄 View Tax Invoice		
Status	🏠 Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : LCKTM : Repair Key has snapped in the front door . Ten...		
Location	Whole Site		
Charge Type	TD (Tenant Disputed Charge)		
Maintenance Code	LCKTM: Locksmith T&M		View Spec.
Estimated Price	<b>s47F</b>		
Contractor Instructions	Repair  Key has snapped in the front door . Tenant is advising that the lock has been problematic and this is what has cause the key to get stuck and snap.  Please advise DHA in the further works if tenant related fault		
Access Details			

**Attachments** View Media Details

N/A

Cancel

**Allocation Details**

Priority	Emergency	
Booking Req. Date	12/04/2017 19:45	ACT Local Time
Target Start Date	12/04/2017	
Target End Date	13/04/2017	

**Current Contractor** Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47F</b>	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	12/04/2017 09:45	ACT Local Time
Further Act. Req.		

**Associated Tenancy Details**

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

**Linked Interactions**

Created	Source	Description
13/04/2017 18:16	SMS (DHA to Member)	We believe that your DHA Emergency ...
12/04/2017 15:41	Phone (DHA to Contractor)	NARRABUNDAH ACT 26...

### NARRABUNDAH ACT 2604

Property ID s47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

#### Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC
Key	<input checked="" type="checkbox"/> MITM: s47F 18/04/2017 15:02
Invoice	<input checked="" type="checkbox"/> MINV: s47F Maintenance Use.. 13/05/2017 21:17
Tax Invoice	<input type="checkbox"/> View Tax Invoice
Status	<input checked="" type="checkbox"/> Maintenance Done
Summary	NARRABUNDAH ACT 2604 : CARTM : Please rectify the following items: - Seal the...
Location	Whole Site
Charge Type	R (Responsive)
Maintenance Code	CARTM: Carpentry T&M <a href="#">View Spec.</a>
Estimated Price	s47F
Contractor Instructions	<p>Please rectify the following items:</p> <ul style="list-style-type: none"> <li>- Seal the garage ceiling of car space with "Shower Plug" to stop the leaking of water and calcium through the concrete.</li> <li>- Attend and seal their balcony flooring with "Shower Plug" to prevent water seeping through to garage car space below.</li> <li>- Seal the balcony flooring tile in with "Shower Plug" to prevent water seeping through to underside of balcony.</li> </ul> <p>Please contact tenant for access to or</p> <p>Please contact executive committee member to arrange access details for</p> <p>s47Fs47Fs47F s47Fs47Fs47F</p>
Access Details	PM: Cameron s47Fs47F@dha.gov.au

#### Allocation Details

Priority	Routine
Booking Req. Date	14/03/2017 14:30 ACT Local Time
Target Start Date	10/03/2017
Target End Date	30/05/2017

#### Current Contractor

Contractor ID s47F

Contractor Name	s47Fs47Fs47Fs47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	02/05/2017 10:00	ACT Local Time
Further Act. Req.		

#### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

#### Linked Interactions

N/A

# NARRABUNDAH ACT 2604

Property ID s47Fs47F

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron Own. Leased / Ast. Stat. AC / Rep. Stat. BC

## Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	<input checked="" type="checkbox"/> MITM- s47F	s47F	01/05/2017 16:10
Status	<input checked="" type="checkbox"/> Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : GARTM : RECALL-Gagre door will not open. Being manually u...		
Location	Exterior Property		
Charge Type	RI (Recall Item From Contractor)		
Recalled Item	<input checked="" type="checkbox"/> MITM- s47F	Emma	14/02/2017 13:52
Reason for Recall	Works not completed to DHA standard		
Maintenance Code	GARTM: Garage Door T&M		View Spec. ▾
Contractor Instructions	RECALL-Gagre door will not open. Being manually used. Advise from site the repairs if different to the first call out.  ORIGINAL CAL LOT As advised door is BER - please attend to replace ASAP  PM Cameron s47Fs47F		
Access Details	contact spouse for access		

View Media Details ▾

## Attachments

N/A

Cancel

## Allocation Details

Priority	Routine	
Booking Req. Date	03/05/2017 16:10	ACT Local Time
Target Start Date	01/05/2017	
Target End Date	10/05/2017	

## Current Contractor

Contractor s47F

Contractor Name	s47Fs47Fs47F	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	02/05/2017 13:30	ACT Local Time
Further Act. Req.		

## Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

## Linked Interactions

Created	Source	Description
01/05/2017 16:09	Phone (Member to DHA)	MAINTENANCE FOLLOW UP. MMITM-231477...



NARRABUNDAH ACT 2604 Property ID s47F  
Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron s47F / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

Maintenance Item

Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	<input checked="" type="checkbox"/> MITM s47F	Cameron s47F	02/05/2017 10:32
Raised From	<input type="checkbox"/> MREQ s47F	s47Fs47F	01/05/2017 16:13
Invoice	<input type="checkbox"/> MINV s47F	Maintenance Use..	10/06/2017 08:30
Tax Invoice	<input type="checkbox"/> View Tax Invoice		
Status	<input checked="" type="checkbox"/> Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : TICTM : Please re-grout shower		
Location	Ensuite 1		
Charge Type	R (Responsive)		
Maintenance Code	TICTM: Tiling Ceramic T&M		<input type="checkbox"/> View Spec.
Estimated Price	s47F		
Contractor Instructions	Please re-grout shower		
Access Details	Please contact tenant for access. s47Fs47F s47Fs47F		

Attachments

View Media Details

N/A

Allocation Details

Priority	Routine	
Booking Req. Date	04/05/2017 10:35	ACT Local Time
Target Start Date	02/05/2017	
Target End Date	26/05/2017	

Current Contractor

Contractor ID s47F

Contractor Name	s47Fs47Fs47F	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	22/05/2017 14:00	ACT Local Time
Further Act. Req.	Nil - spoke to PM - ensuite steam cleaned. Then shower re grouted. Silicon removed/redone in shower as well as perimeter. note that when i was removing the old silicon - even though it looked white and clean on the outside it was very dark and mouldy within the wall.	

Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email		@live.com	Home
Preferred Phone			Home
Preferred Phone			Mobile

Linked Interactions

N/A

### NARRABUNDAH ACT 2604

Property ID **s47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

#### Maintenance Item Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	MITM- <b>s47F</b>		9/05/2017 14:00
Raised	MITM- <b>s47F</b>	<b>s47F</b>	28/06/2017 10:53
Invoice	MINV- <b>s47F</b>		Maintenance Use.. 15/06/2017 21:19
Tax Invoice	View Tax Invoice		
Status	Maintenance Done <span>Recalled from Contractor</span>		
Summary	NARRABUNDAH ACT 2604 : CARTM : Please ensure leaking garage ceiling is patched a...		
Location	Carports		
Charge Type	R (Responsive)		
Maintenance Code	CARTM: Carpentry T&M	View Spec.	
Estimated Price	<b>s47F</b>		
Contractor Instructions	Please ensure leaking garage ceiling is patched and drains away from carspace.		
Access Details	Please contact tenant for access. PM: Cameron <b>s47Fs47F</b>		

#### Attachments View Media Details

N/A

Cancel

#### Allocation Details

Priority	Routine	
Booking Req. Date	31/05/2017 14:00	ACT Local Time
Target Start Date	29/05/2017	
Target End Date	09/06/2017	

#### Current Contractor Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47Fs47F</b>	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	31/05/2017 17:00	ACT Local Time
Further Act. Req.		

#### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com	Home	
Preferred Phone		Home	
Preferred Phone		Mobile	

#### Linked Interactions

Created	Source	Description
28/06/2017 10:55	Phone (Member to DHA)	tenant called back to discuss previ...

**NARRABUNDAH ACT 2604** Property ID **s47Fs47F**  
 Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron Own. Leased / Ast. Stat. AC / Rep. Stat. BC

**Maintenance Item** Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status <b>BC</b>		
Key	<input checked="" type="checkbox"/> MITM: <b>s47F</b>	<b>s47F</b>	14/06/2017 09:16
Interaction	<b>s47F</b>		
Invoice	<input type="checkbox"/> MINV: <b>s47F</b>	Maintenance Use..	19/06/2017 09:56
Tax Invoice	<input type="checkbox"/> View Tax Invoice		
Status	<input checked="" type="checkbox"/> Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : HWSTM : Repair HWS is not working. Tripped the power u...		
Location	Exterior Grounds		
Charge Type	R (Responsive)		
Maintenance Code	HWSTM: Hot Water System T&M		<input type="checkbox"/> View Spec.
Estimated Price	<b>s47F</b>		
Contractor Instructions	Repair  HWS is not working. Tripped the power unable to reset. Electrical smell and and the circuit breaker was very warm to touch.  Contractor to attend on 14/06 as agreed at time of call, and contact tenant to confirm by 4 hours  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.		
Access Details	<b>s47F</b>		

**Attachments** View Media Details

N/A

**Allocation Details**

Priority	Emergency	
Booking Req. Date	14/06/2017 15:10	ACT Local Time
Target Start Date	14/06/2017	
Target End Date	15/06/2017	

**Current Contractor** Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47Fs47F</b>	MSA Short Term Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	14/06/2017 13:30	ACT Local Time
Further Act. Req.		

**Associated Tenancy Details**

Tenant	<b>s47F</b>	Employee ID <b>s47F</b>
Occupancy Date	23/01/2013	Vacancy Date
Occupying AFR	<b>s47F</b>	
Preferred Email	<b>s47F</b> @live.com	Home
Preferred Phone	<b>s47F</b>	Home
Preferred Phone	<b>s47F</b>	Mobile

**Linked Interactions**

Created	Source	Description
15/06/2017 08:43	SMS (DHA to Member)	We believe that your DHA Emergency ...
14/06/2017 11:19	Phone (DHA to Contractor)	<b>s47F</b> NARRABUNDAH ACT 26...
14/06/2017 09:18	Phone (DHA to Contractor)	<b>s47F</b> NARRABUNDAH ACT 26...

### NARRABUNDAH ACT 2604

Property ID **s47Fs47F**

Class Managed Property / Status Occupied / SRC RB1 / Comp. RB Choice / HMC Canberra HMC / Maint. Area Canberra South / Insp. Area Canberra South 1 / Prop. Mgr. Cameron / Own. Leased / Ast. Stat. AC / Rep. Stat. BC

#### Maintenance Item Modify

Property Status	Ownership H / Ast. Status AC / Rep. Status BC		
Key	<input checked="" type="checkbox"/> MITM	<b>s47F</b>	<b>s47Fs47F</b> 6/05/2017 15:09
Raised From	<input type="checkbox"/> MQUO	<b>s47F</b>	16/05/2017 14:51
Invoice	<input checked="" type="checkbox"/> MINV	<b>s47F</b>	Maintenance Use.. 27/06/2017 17:36
Tax Invoice	<input type="checkbox"/> View Tax Invoice		
Status	<input checked="" type="checkbox"/> Maintenance Done		
Summary	NARRABUNDAH ACT 2604 : AIRTM : Please quote installations of 2 split reverse uni...		
Location	Whole Site		
Charge Type	R (Responsive)		
Maintenance Code	AIRTM: Air Conditioning T&M		<input type="checkbox"/> View Spec.
Estimated Price	<b>s47F</b>		
Contractor Instructions	Please quote installations of 2 split reverse units to be installed in lounge room and above stairs leading to level 3 to provide cooling to property.		
Access Details	Please contact tenant for access.		

#### Attachments View Media Details

N/A

#### Allocation Details

Priority	Routine	
Booking Req. Date	21/06/2017 15:10	ACT Local Time
Target Start Date	21/06/2017	
Target End Date	30/06/2017	

#### Current Contractor Contractor ID **s47F**

Contractor Name	<b>s47Fs47Fs47Fs47F</b>	MSA Short Term Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	27/06/2017 07:30	ACT Local Time
Further Act. Req.		

#### Associated Tenancy Details

Tenant		Employee ID	
Occupancy Date	23/01/2013	Vacancy Date	
Occupying AFR			
Preferred Email	@live.com		Home
Preferred Phone			Home
Preferred Phone			Mobile

#### Linked Interactions

N/A

Interaction ID	Employee ID	Description	Created Date Time
s47F		Spouse calling in about outstanding garage remote request. MREQ s47F One has deteriorated further, no longer works. One is not much better. -- Ensuite reporting mould appears to be bubbling water / mould issue, coming back quite badly. Reported 2 years ago, painted over. MITM- s47F, MITM- s47F -- Limestone and water leaking from apartment above garage on to cars. Can damage paintwork on the cars, so need to get BC to inspect / repair. -- Call BC for both latter issues, leave message.	6/09/2016 15:32
s47F		Spouse called regarding MREQ s47F - not heard anything as yet and the cars are getting dripped on which has previously damaged their car. There are no allocated car parks where the tenants can park their cars either. MITM s47F - quote attached but not in further works so RO have not picked up. Sent quote to RO for follow up. MREQ- s47F - following up with garage remotes.	19/09/2016 14:21
s47F		Narrabundah - Maintenance Issues Good Afternoon [REDACTED] and [REDACTED], Thank you for your time on the phone this morning [REDACTED], again, I do apologise for all the delays as I have now taken over this completely, I am hoping to have this all resolved for you quite quickly. As discussed, the garage door remotes will be replaced by the contractor [REDACTED] as they are on our books as well, we are able to pay them directly and not have to wait for strata. They will be in contact shortly once the remotes are coded. They may also leave them in your letterbox if you are not at home. The leak coming through the ceiling has been sent to our contractors [REDACTED] as unfortunately Petherbridge who performed the works previously are no longer on our panel. They have been provided with the findings and have been requested to perform as much as possible until it exceeds a certain amount and we need a quote. I have raised a request for the ceiling in the ensuite to be assessed and quoted by one of our builders as we would like to eliminate the mould completely. This may mean the whole ceiling gets re-plastered, but if it eliminates the issue, I am hoping the inconvenience is worth it. Finally, I spoke with the leasing team regarding the lease of the property. At present, it is still being reviewed by management to see if we will be extending the lease. If we do, part of the lease will be upgrades to the property including air conditioning. If the property is handed back, we will provide adequate time and pay for all moving costs for you to go into another service residence, but we are not at that stage yet. Again, I do apologise for the delays and inconveniences and should you have any further queries, please do not hesitate to contact me directly my phone number is s47Fs47F. Kind regards, Emma [REDACTED]   Property Manager Defence Housing Australia Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602 Contact: 139 342 [REDACTED]@dha.gov.au   www.dha.gov.au	13/10/2016 13:56
s47F		Spoke with member regarding their lease as they are aware it is upcoming - explained we did not have any concrete information, but we have extended the lease until June 2017 which gives all time to arrange any relocations if the handback occurs.	16/11/2016 10:05
s47F		There has been a change to the cipher lock key code to access the parking area. Member cannot get into this area to access his vehicle. Called Independent Property group and they will be calling the member direct as the Strata manager was on lunch.	9/12/2016 13:53

Spouse has called to advise the garage door cannot close is in the open position - called s47Fs47F who have agreed to get out to the job asap. MITM- s47F s47Fs47F Advised member of this outcome , she is happy. Spouse also asked for an update of the job in relation to the leak - added a note on the MREQ for emma to get back in contact to give an update. REQ-

s47F s47F

13/02/2017 14:55

Follow up of the emergency call MITM- s47F the garage door cannot be closed as it is still open the spouse has confirmed that the tradesman confirmed the garage needs a new motor and he will quote this through.

s47F s47F

14/02/2017 13:52

Called RO and spoke to Robin s47F who will inform the pm cameron s47F that there is a quote in the system and to action this asap.

s47F s47F

14/02/2017 14:15

Called member back to advise the quote for the garage door has been approved and reallocated to the contactor to attend to install the new garage door motor MITM- s47F They will contact her to arrange an app to install the garage door motor as soon as they can.

s47F s47F

14/02/2017 14:20

Research Services included the member in a sample for the Maintenance Survey, which is conducted by s47Fs47Fs47F Research. s47Fs47F staff will contact the member during the next week. If tenants have questions about the survey, please ask them to email surveys@dha.gov.au

s47F s47F

16/02/2017 15:48

Research Services received a complaint from s47F after she was contacted as part of the maintenance survey. She is concerned that the maintenance request relating to the water leak in the garage (MITM- s47F ) has still not been actioned, despite being raised some months ago. s47F has already raised this with the MCC and their property manager, and would like the issue to be rectified.

s47F s47F

20/02/2017 10:03

RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good afternoon [REDACTED] As per our phone discussion, The inspection booked for the 10/03/17 will have myself, our regional manager Mark [REDACTED] and a representative from the executive committee attending. The purpose of the inspection is to clarify to the executive committee the extend of the problem, agree on an appropriate course of action and ultimately rectify the issue. If you have any questions or require further assistance please let me know. Kind regards Cameron [REDACTED] | Property Manager Defence Housing Australia Canberra HMC 470 Northbourne Ave Dickson ACT 2602 T. s47Fs47Fs47Fs47Fs47F @dha.gov.au | dha.gov.au From: [REDACTED] [mailto:[REDACTED]@defence.gov.au] Sent: Monday, 6 March 2017 3:44 PM To: [REDACTED] Cameron s47Fs47F @dha.gov.au> Cc: [REDACTED], Emma s47Fs47F @dha.gov.au>; [REDACTED]@icloud.com' <[REDACTED]@icloud.com> Subject: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] UNCLASSIFIED Hi Cameron, I made a request with Emma to arrange a meeting with the Canberra HMC manager on 28FEB17; I think you may have been cc'd on the response. I have since received notification of a DHA inspection at my property on 10MAR17, but no other correspondence. I need you to confirm that the Canberra HMC manager will be in attendance, else make a booking for me preferably for this week. Thanks in advance, [REDACTED] [REDACTED]

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

6/03/2017 16:03

Reminder: An inspection is scheduled for 9:00 AM 10/03/2017. Unable to attend? Please don't forget to appoint an agent. Any enquiries please ring DHA on 139 342.

8/03/2017 11:01

time and patience on Friday. The items identified have had the following action assigned: Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks. Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks. \*\* Please note that these works are dependent on access to [REDACTED] as this is not a DHA property. Action (3) DHA: Install air-conditioning in the apartment. These works have been raised and allocated and you should be contacted by the contractor shortly. Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath - A maintenance work order has been raised and allocated to our Plumbing contractor who has been briefed on the requirements and time frame to rectify the leaks. Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. - These works have been raised and allocated and you should be contacted by the contractor shortly. We will aim to have these works rectified with a 28 day turn around but our contracted staff are subject to delays including parts availability, access to units and weather conditions. If there is any major delay we will let you know asap. Kind regards Cameron [REDACTED] | Property Manager Defence Housing Australia Canberra HMC 470 Northbourne Ave Dickson ACT 2602 T. [REDACTED] s47Fs47F [REDACTED]@dha.gov.au | dha.gov.au From: [REDACTED] [mailto:[REDACTED]@defence.gov.au] Sent: Tuesday, 14 March 2017 11:14 AM To: [REDACTED], Cameron s47Fs47F [REDACTED]@dha.gov.au>, Mark s47F [REDACTED]@dha.gov.au> Subject: RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] UNCLASSIFIED Hi Cam/Mark, Thanks for attending the property on Friday, I'm hopeful we can now get a resolution. As I mentioned on Friday, the purpose of this email is to document the discussion and the agreed action items below: Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). Action (3) DHA: Install air-conditioning in the apartment. Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. Can I suggest a 28 day timeframe for the above actions to be completed in accordance with DHA maintenance policy. If you foresee any issue in completing the action items on this timeline, or object to what I have outlined above please respond by email. Kind Regards, [REDACTED]

From: [REDACTED] Cameron s47Fs47Fs47Fs47F [REDACTED]@dha.gov.au

s47F [REDACTED] s47Fs47Fs47Fs47F [REDACTED]@dha.gov.au> ] Sent: Monday, 6 March 2017 16:03 To: [REDACTED] Cc: [REDACTED] Mark Subject: RE: 14/03/2017 14:01



RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good afternoon [REDACTED] Please see below for updates on works: Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. NIL CONTACT RECEIVED: Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage. Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN: Contractor is having difficulty with Tenant of s47F allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back. Action (3) DHA: Install air-conditioning in the apartment. NIL CONTACT RECEIVED: Contractor advised that they have attempted to gain access but must have just missed your availability. Could you please call them to arrange access if possible as to facilitate your schedule. s47Fs47F Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. NIL CONTACT RECEIVED : Contractor has been instructed to return to fulfil full scope of works concurrently with attempts to gain access to s47F Contractor should be in contact with you for access shortly. Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED For ease of access could you please log on to your on-line services to update your contact details to prevent any possible delays. I apologise for the delays but as we are subject to other tenants permission, this has hampered progress. Kind regards Cameron [REDACTED] | Property Manager Defence Housing Australia Canberra HMC 470 Northbourne Ave Dickson ACT 2602 s47Fs47Fs47Fs47Fs47F@dha.gov.au | dha.gov.au From: [REDACTED] [mailto:[REDACTED]@defence.gov.au] Sent: Monday, 10 April 2017 11:18 AM To: s47Fs47Fs47Fs47Fs47F@dha.gov.au > Cc: [REDACTED]@icloud.com' [REDACTED]@icloud.com>; [REDACTED] Mark s47F [REDACTED]@dha.gov.au> Subject: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Importance: High UNCLASSIFIED Hi Cameron, Just touching base with you to regarding the agreed action items below. We have noticed contractors on the balcony space of the unit directly above the garage space, but I haven't been informed on the status of the work there. I've made comments in-line below to advise you of the status at our end, I'd appreciate it if you can follow-up and get back to me. Kind Regards, [REDACTED]

Action (1)

DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. NIL CONTACT RECEIVED Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN Action (3) DHA: Install air-conditioning in the apartment. NIL CONTACT RECEIVED Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. NIL CONTACT RECEIVED Action (5) DHA: Arrange a repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED

From: [REDACTED] Cameron [mailto:s47Fs47F@dha.gov.au <mailto:s47Fs47F@dha.gov.au> ]  
Sent: Tuesday, 14 March 2017 14:01 To: [REDACTED] [REDACTED] Mark Subject: RE: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good afternoon [REDACTED], Thank you for your time and patience on Friday. The items identified have had the f

s47F

10/04/2017 15:12

s47F	[REDACTED]	Member has called to advise that the lock has been problematic in the past , MITM- s47F was the last job , advise member of this . Member advised that his partner has snapped the key off in the front door due to the lock being difficult. Wife is currently stuck outside with their child due to this. Advise member that I am happy to send someone out but there could be potential tenant charges if it is noted that they have been rough with the lock . Call contractor to see if they would be able to get someone to the property today , contractor advise that they should be able to get there within the hour.	12/04/2017 15:38
s47F	[REDACTED]	We believe that your DHA Emergency has been resolved. Any enquiries please ring DHA on 139 342.	13/04/2017 18:16
s47F	[REDACTED]	MAINTENANCE FOLLOW UP. MMITM- s47F Called to advise that the garage door is being used manually. Advised that a contractor attended and replaced the motor and not the door does not open. Tiles in the en suite shower are required to have new grout as the grout is coming away in several areas and you can see holes appearing in-between the tiles.	1/05/2017 16:09
s47F	[REDACTED]	Research Services sent eligible tenants an invitation to complete the Annual Tenant Survey via email. The survey is open from 01 May until 26 May. If tenants have questions about the survey, please ask them to email surveys@dha.gov.au	3/05/2017 10:31
s47F	[REDACTED]	MAINTENANCE Spouse following up on Air conditioning repair Contractor has attended about 3-4 weeks ago and hasn t heard anything since MQUO- s47F Contractor has not responded to the quote Spouse advised that this is 2nd contractor who has done this. Spouse would like to ensure that she gets a call from the regional office about this. She advised that she has requested call backs in the past and finds that no one ever does contact her	5/05/2017 14:55

RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good morning [REDACTED] Im pleased almost all of the issue with the property have been rectified. In relation to the Air-Conditioning, due to the cost of works we require quotes prior to the works being conducted. We had authorised for a contractor to complete the installation but unfortunately they were not able to access the property or contact yourself. Due to this the quote time frame elapsed and another had to be generated. We are currently awaiting for these to be sent to us. In regards to the property damage. Your possible course of action to seek compensation is either through your insurance company or directly from the Body corporate. As this was not a DHA structural fault, we do not have any liability requirements for compensation of damages. I am happy to discuss this further if you would like. Kind regards Cameron [REDACTED] | Property Manager Defence Housing Australia Canberra HMC 470 Northbourne Ave Dickson ACT 2602 T. [REDACTED] s47Fs47F [REDACTED]@dha.gov.au | dha.gov.au From: [REDACTED] [mailto:[REDACTED]@defence.gov.au] Sent: Monday, 15 May 2017 10:58 AM To: [REDACTED] Cameron s47Fs47F [REDACTED]@dha.gov.au> Cc: [REDACTED], Mark s47F [REDACTED]@dha.gov.au> Subject: RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] UNCLASSIFIED Good morning Cameron, I'm sure you're aware of the progress on the action items as previously discussed, however please see summary at my end below. The temporary structure at action (1) appears to have abated the water ingress. Going forward, I would like some advice on how to progress compensation for damage to our effects. Please advise the preferred method; I have extensive photos to produce if required. The only outstanding item is action (3), we have had two quotations but nil follow-up. Please advise progress. Action item summary: Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to ceiling surface in order to prevent water ingress into [REDACTED] garage space. COMPLETED Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access): STATUS UNKNOWN; potentially no longer required refer action (1). Action (3) DHA: Install air-conditioning in the apartment. Contractors attended for quotations (x2) but have had nil contact since. Action (4) DHA: Reseal [REDACTED] balcony to prevent water from damaging the ceiling underneath. COMPLETED Action (5) DHA: Arrange repaint of the ensuite bathroom ceiling following incomplete repair. COMPLETED Kind Regards, [REDACTED]

[REDACTED] From: [REDACTED] Cameron s47Fs47Fs47F [REDACTED]@dha.gov.au] Sent: Monday, 10 April 2017 15:12 To: [REDACTED] Cc: [REDACTED] Mark Subject: RE: Update Request: [REDACTED] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Good afternoon [REDACTED] Please see below for updates on works: Action (1) DHA: Install a temporary structure to the garage ceiling, or have sealant sprayed to the ceiling surface in order to prevent water ingress to the [REDACTED] garage space. NIL CONTACT RECEIVED: Contractor is currently sourcing sheeting for the base as the sealant will not prevent leakage. Action (2) DHA: Seal the balcony upper surface directly above [REDACTED] garage space (DHA agreed to consult directly with the occupant of the apartment above to arrange access). STATUS UNKNOWN: Contractor is having difficulty with Tenant of [REDACTED] allowing access to rectify leak. Contractor is corresponding through executive committee but is having push back. A

s47F [REDACTED]

15/05/2017 11:52

...space request, to early, close, maintenance issues [redacted] in Monday, I have spoken with Cameron in regards to your email below seeking compensation from DHA in regards to damage incurred as a result of the garage ceiling leak at [redacted] Narrabundah. Ive gone back through to look through the history of the problem; as discussed with Emma who I can there have been recent emails with, this issue has dragged for an unreasonable amount of time due to the issue occurring from a property not managed by DHA. I certainly understand the frustration given the situation that has been occurring, at the end of the day the responsibility to repair the cause of the leak lies with the unit owner where the leak is occurring, as we do not manage that unit it falls to the strata managers to relay the information and issue to the owner to organise for maintenance being conducted, and this is where the situation has fallen down. There has been constant communication with the body corporate to attempt to have the issue rectified however it has not occurred. We have resorted to having our contractors attend to attempt to rectify the situation without having to attend the unit above but the solutions have again been hampered by strata interference. I have just now spoken to the plumber who advised the only real solution is to install a large tray to the ceiling to catch the leak and outlet it into a drain, he is going to contact you to complete this work. In the meantime, regarding your comments about compensation for damage to possessions etc., I believe that Cameron has outlined that these claims would need to be made under your contents insurance. Cameron also outlined that you were requesting clarification on DHAs responsibilities towards maintenance. This is outlined in your DHA Residential Agreement which you signed on occupation of the property, under section 12 it states: 12. Repair, Maintenance and Damage to the Service Residence a. DHA will undertake repairs, maintenance and rectification of the Service Residence, unless the Service Member is required to do so under this DRA. In normal circumstances DHA will undertake: i. emergency repairs within 24 hours of notification; and ii. routine repairs (other than for NFWT) within 28 days after notification, unless the circumstances are outside DHA's or its contractor's reasonable control. This information is derived from the Housing Management Instructions, which forms the basis of DHAs agreement with Defence. I am happy to discuss further if you wish, as I have outlined above, I can agree that this issue has dragged on for an inordinate amount of time, we apologise sincerely for this, however we have been restricted in our ability to solve this issue due to the issues experienced with the strata management. Kind regards, Kyle [redacted] | Team Leader Property and Tenancy Defence Housing Australia Level 5, TransACT House, 470 Northbourne Avenue, Dickson ACT 2602 Tel: 139 342 [redacted]@dha.gov.au [redacted]@dha.gov.au | www.dha.gov.au <http://www.dha.gov.au/>  
From: [redacted] [mailto:[redacted]@defence.gov.au <mailto:[redacted]@defence.gov.au> ] Sent: Tuesday, 16 May 2017 2:03 PM To: [redacted], Cameron [redacted]@dha.gov.au [redacted]@dha.gov.au > Cc: [redacted] Mark [redacted]@dha.gov.au [redacted]@dha.gov.au > Subject: RE: Update Request: [redacted] Narrabundah - Maintenance Issues. [SEC=UNCLASSIFIED] Importance: High UNCLASSIFIED Hi Cameron, Reference action (3), I can advise you that two contractors have attended the premises to quote - the last of which attended approximately 4 weeks ago. Please specify a time for completion. Regarding property damage, and in accordance with the attached, DHA have breached the requirement

s47F [redacted]

16/05/2017 15:52