

Members | Contractors | Lessors | Estate Agents | S 47F | Member... | Search...

S 47F | Service Nav / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F | Employee ID S 47F | New Email / New SMS / New Interaction

Dashboard | Details | Interactions | S 47F | S 47F | History

All Interactions | Interaction S | All Notifications

**Interaction** Modify

**Key** S 47F | Katrina S | 10/01/2017 15:40

**Source** Phone (Member to DHA)

**Reason** Maintenance (General enquiry)

**Description** View Full Description

Maintenance Enquiry - spouse wanted to make sure mowing etc and some trimming of trees down the side would be done before they move in. I confirmed there is a GM order raised to be done before the WV tomorrow and PM can discuss if this is not done to standard at the welcome visit and could have him return to complete.

**Attachments** View Media Details

N/A

Previous Interaction Next Interaction

**Raised Issues** N/A

**Referenced Issues**

ID	Type	Status
S 47F	Maintenance Item	Maintenance Done

**Comments** N/A

Members | Contractors | Lessors | Estate Agents | S 47F | Member... | Search...

S 47F | Service Nav / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F | Employee ID S | New Email / New SMS / New Interaction

Dashboard | Details | Interactions | S | S 47F | History

All Interactions | Interaction S | All Notifications

**Interaction** Modify

**Key** S | Steve S | 18/01/2017 13:26

**Source** Email (DHA)

**Reason** Maintenance

**Description**

RE: Electrical Maintenance

Hi S 47F

Extra items have been added to MITM S

regards

**Attachments**

Attachment 1 | 2017-0

Previous Interaction Next Interaction

**Raised Issues** N/A

**Referenced Issues**

ID	Type	Status
S 47F	ELEMTM	Maintenance Done

**Comments**

Hi, we have some scheduled maintenance work for our garage. We have also noticed in both the bathroom and Ensuite lights that are not working.

Also our outdoor fan does not turn on or move. If we could please have these scheduled for review as well that would be appreciated.

The address is S 47F and the Work Item ID Work Type MITM S Electrical

Members | Contractors | Lessors | Estate Agents | S 47F | Member... | Search...

S 47F | Service Nav / GRE RB1 / Marital status MWD / Email S 47F / Phone S | Employee ID S | New Email / New SMS / New Interaction

Dashboard | Details | Interactions | S | S 47F | History

All Interactions | Interaction S | All Notifications

**Interaction** Modify

**Key** S

**Source** Phone (Member to DHA)

**Reason** General enquiry

**Description**

Tenant called to report that they have a lot ants

The ants are in the bedrooms and also getting into the electrical items.

Tenant has been advised that this is more of a infestation then a normal situation.

I have advised of basic pest control.

**Attachments**

N/A

Previous Interaction Next Interaction

**Referenced Issues**

ID	Type	Status
S 47F	Enquiry	Enquiry Closed

Members Contractors Lessors Estate Agents S 47F Member... Search...

S 47F Employee ID S

Service Navy / GRE RB1 / Marital status MWD / Email S 47F Phone S 47F

Dashboard Details Interactions S S 47F History

All Interactions Interaction S All Notifications

Interaction Modify Raised Issues

Key	Source	Reason	Description	Status
S	Phone (Member to DHA)	Maintenance (Re	RECALL: MITM S from S 47F Ant problem still.	Maintenance Done
S	Phone (Member to DHA)	Maintenance (Re	RECALL: S 47F from S Maintenance Required - Repair X2 Tiles on rear Laundry step have not been cemented down and are sliding out.	Maintenance Done
S	Phone (Member to DHA)	Maintenance (Re	Maintenance Required - Repair X2 Tiles on rear Laundry step have not been cemented down and are sliding out.	Maintenance Done

Attachments: N/A

Rendered in 0.102 seconds 10/05/2018 14:24:37

Members Contractors Lessors Estate Agents S 47F Member... Search...

S 47F Employee ID S

Service Navy / GRE RB1 / Marital status MWD / Email S 47F Phone S 47F

Dashboard Details Interactions S S 47F History

All Interactions Interaction S All Notifications

Interaction Modify Raised Issues

Key	Source	Reason	Description	Status
S	Phone (Member to DHA)	Maintenance (Gene	Hot Water System - Heat Pump Install Date 01/06/2011 Rheem Model 55132507. Sometimes water doesnt heat up, and cold in morning. had member carry out power reset. green light flashing normal now, but fan is idle. not sure if this is suppose to spin. MEMBER will monitor over night	N/A

Attachments: N/A

Rendered in 0.025 seconds 10/05/2018 14:29:26

Members Contractors Lessors Estate Agents S 47F Member... Search...

S 47F Employee ID S

Service Navy / GRE RB1 / Marital status MWD / Email S 47F Phone S 47F

Dashboard Details Interactions S S 47F S 47F History

All Interactions Interaction S All Notifications

Interaction Modify Raised Issues

Key	Source	Reason	Description	Status
S	Email (External Pr	Maintenance (Fol	AFTER HOURS EMERGENCY - Incident Report ID : 27,027 DATE 7.5.17 TIME 19:44 S 47F as only luke warm water. Reported during office hours first last week. Electric Rheem model 55132507 325 litres. It is a heat pump, operating light is flashing normal but was flashing red a few days ago. Not leaking. Possibility of tenant charges advised. S has kids & would like to have the whole family having hot showers if possible tomorrow. I advised we will try and call an electrician out tonight. Tenant called back to advise that 13:00 would be a better time for him.	N/A

Attachments: N/A

Rendered in 0.132 seconds 10/05/2018 14:30:20

Members | Contractors | Lessors | Estate Agents | **S 47F** | Member... | Search...

**S 47F** | Employee ID **S** | Service Navy / GRE RB1 / Marital status MWD / Email **S 47F** / Phone **S 47F** | New Email / New SMS / New Interaction

Dashboard | Details | Interactions **S** **S 47F** | History

All Interactions | Interaction **S** | All Notifications

Interaction **S** | Start **S** 19/05/2017 10:23 | Modify | Raised Issues

Key	Source	Reason	Description	Status
<b>S</b>	Phone (Member to DHA)	Maintenance (General e	Hot water system follow up - tenant confirming contractor attending this afternoon. Queried what would happen Requested spouse be called to update once confirmed attendance. Confirmed attendance at 1pm raise works. AFTER HOURS EMERGENCY - Incident Report ID : 27,027 DATE 7.5.17 TIME 19:44	STM : Repair - 3 Maintenance Done

Attachments: N/A

Previous Interaction | Next Interaction

Rendered in 0.020 seconds 10/05/2018 14:31:39 | e/8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Members | Contractors | Lessors | Estate Agents | **S 47F** | Member... | Search...

**S 47F** | Employee ID **S** | Service Navy / GRE RB1 / Marital status MWD / Email **S 47F** / Phone **S 47F** | New Email / New SMS / New Interaction

Dashboard | Details | Interactions **S** **S 47F** | History

All Interactions | Interaction **S** | All Notifications

Interaction **S** | Start **S** 19/05/2017 10:32 | Modify | Raised Issues

Key	Source	Reason	Description	Status
<b>S</b>	Phone (DHA to Member)	Maintenan	Called through to confirm the appointment with the contractor is 1pm today. First call phone picked up by children. Second call through to spouse. Advise	<b>S 47F</b>   WSTM : 4350   Maintenance Done

Attachments: N/A

Previous Interaction | Next Interaction

Rendered in 0.020 seconds 10/05/2018 14:33:15 | e/7be796 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Members | Contractors | Lessors | Estate Agents | **S 47F** | Member... | Search...

**S 47F** | Employee ID **S** | Service Navy / GRE RB1 / Marital status MWD / Email **S 47F** / Phone **S 47F** | New Email / New SMS / New Interaction

Dashboard | Details | Interactions **S** **S 47F** | History

All Interactions | Interaction **S** | All Notifications

Interaction **S** | Start **S** 19/05/2017 09:15 | Modify | Raised Issues

Key	Source	Reason	Description	Status
<b>S</b>	Phone (DHA to DHA)	Mainte	No Follow up - unit requires replacement - has been bypassed, tenant has hot water until RO approve quote.	

Attachments: N/A

Previous Interaction | Next Interaction

Rendered in 0.051 seconds 10/05/2018 14:34:32 | 601 a7be796 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Members Contractors Lessors Estate Agents S 47F Member... Search...

S 47F Service Nav / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F Employee ID S 47F

Dashboard Details Interactions S 47F S 47F History

All Interactions Interaction S 47F All Notifications

Interaction

Key S 47F Emm S 47F 19/05/2017 11:45 Modify Raised Issues N/A

Source Email (DHA to Member) S 47F Email (DHA to Member) Description

Reason Maintenance (Request) S 47F

Description

S 47F Good Morning S 47F

A courtesy notification to advise Defence Housing Australia (DHA) are seeking alternate options for the replacement of the hot water service that has been deemed Beyond Economical Repair by the recent contractor.

The current system is a Heat Pump and with the Lessor approval Defence Housing Australia are seeking to replace and carry out the required upgrades to install an Electric unit.

DHA have requested 3x contractors to supply submissions for this upgrade.

If you have any questions relating to this please dont hesitate to ask.

Kind Regards.

Emm S 47F Property Manager  
Ipswich Regional Office | Defence Housing Australia  
Level 1, 15 Gordon Street, Ipswich QLD 4305  
Tel: 139 342  
email: maint.ipswich@dha.gov.au | www.dha.gov.au

S 47F

Completed

Next Interaction

Rendered in 0.645 seconds  
10/05/2018 14:40:53

S 47F Service Nav / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F Employee ID S 47F

Dashboard Details Interactions S 47F S 47F History

All Interactions Interaction S 47F All Notifications

Interaction

Key S 47F Katrin S 47F 19/05/2017 17:56 Modify Raised Issues N/A

Source Phone S 47F Phone (Member to DHA) Description

Reason Mail S 47F

Description

FOLLOW UP on replacement of BER hws. Member called after hours to follow up on hws replacement. Currently have suspect small temp unit but advised they have 3 children and runs out quickly. RO have raised MQOU for 3 x prices. Only one submitted. I advised member would follow up with CTC RO tomorrow and have called for an update.

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.635 seconds  
10/05/2018 14:46:21

Members Contractors Lessors Estate Agents S 47F Member... Search...

S 47F Service Nav / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F Employee ID S 47F

Dashboard Details Interactions S 47F S 47F History

All Interactions Interaction S 47F All Notifications

Interaction

Key S 47F Jessic S 47F 10/05/2017 10:46 Modify Raised Issues N/A

Source Phone (Spouse) S 47F Phone (Spouse/Dependant to DHA) Description

Reason Maintenance (Request) S 47F

Description

MAINTENANCE REQUIRED - S 47F

spouse f/up on the repairs / replacement of the HWS

they have reported an issue with the unit, contrcat0r has initially attended and diagnosed BER

f/up on the install 0of the new unit

S 47F has been raised in the system for the replacement

a a heat pump unit is currently in the property they have received approval from the owner to go ahead and install a standard electric unit

There are still 2 alternate contractor to respond to the quote

discussed with Steven S 47F and confirmed will contact the alternate plumbers and request that the quote by COB tomorrow 11/5

SM advised if they are not able to respond to quote by then that will just go with the contractor that has attended and quoted

advised spouse will request that the contractor attend and manage from here in

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.649 seconds  
10/05/2018 14:46:20

S 47F [REDACTED] Service Navy / GRE RB1 / Marital status MWD / Email S 47F [REDACTED] / Phone S 47F [REDACTED]

Employee ID S [REDACTED]

Dashboard Details Interactions S [REDACTED] S 47F [REDACTED] History

All Interactions Interaction S [REDACTED] All Notifications

Interaction Modify Raised Issues

Key S [REDACTED] Kim S [REDACTED] 1/05/2017 16:08 N/A

Source S [REDACTED] Phone (Member to DHA) Description

Reason S [REDACTED]

Description

MAINTENANCE FOLLOW UP S 47F [REDACTED]

called to follow up on the HWS. Advised that 3 quotes are to be approved and this will happen tomorrow. Advised that a contractor will be in contact tomorrow once the work has been raised.

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.059 seconds  
19/05/2016 14:55:14

18041971601.e7be796 Java 1.8.0\_25 started 03/05/2016 23:29 prd1b.dha.gov.au

S 47F [REDACTED] Service Navy / GRE RB1 / Marital status MWD / Email S 47F [REDACTED] / Phone S 47F [REDACTED]

Employee ID S [REDACTED]

Dashboard Details Interactions S 47F [REDACTED] S 47F [REDACTED] History

All Interactions Interaction S [REDACTED] All Notifications

Interaction Modify Raised Issues

Key S [REDACTED] Kim S [REDACTED] 1/05/2017 16:10 N/A

Source S [REDACTED] Phone (DHA to DHA) Description

Reason S 47F [REDACTED] S 47F [REDACTED]

Description

S 47F [REDACTED] S 47F [REDACTED] called Steven in the RO to advise that the member has called with a follow up. advised that the last quote should be completed today.

called Steven in the RO to advise that the be completed today.

Will approve once the last one is comple

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.022 seconds  
19/05/2016 14:56:40

76796 Java 1.8.0\_25 started 03/05/2016 23:29 prd1b.dha.gov.au

S 47F [REDACTED] Service Navy / GRE RB1 / Marital status MWD / Email S 47F [REDACTED] / Phone S 47F [REDACTED]

Employee ID S [REDACTED]

Dashboard Details Interactions S [REDACTED] S 47F [REDACTED] History

All Interactions Interaction S [REDACTED] All Notifications

Interaction Modify Raised Issues

Key S [REDACTED] Sally S [REDACTED] 12/05/2017 12:15 N/A

Source S [REDACTED] Phone (Member to DHA) Description

Reason S 47F [REDACTED]

Description

S 47F [REDACTED] Spouse called very frustrated that she has been promised things and nothing has happened about the HWS replacement and the fact that she is the one having to do all the followup.

Spouse questioned that it is an emergency and as such it should be fixed by now. I did explain that as the HWS has been bypassed straight to electrical it is no longer an emergency and it should be heating up constantly

I promised that spouse that I will ring her back with an update about 1 -1:30

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.02 seconds  
19/05/2016 14:57:47

1601.e7be796 Java 1.8.0\_25 started 03/05/2016 23:29 prd1b.dha.gov.au

Service Navy / GRE RB1 / Marital status MWD / Email [REDACTED] / Phone [REDACTED]

Employee ID [REDACTED]

Dashboard | Details | Interactions [REDACTED] | History

All Interactions | Interaction [REDACTED] | All Notifications

Interaction [REDACTED] Modify **Raised Issues**

Key [REDACTED] Sally [REDACTED] 12/05/2017 13:43 N/A

Source [REDACTED] Phone (Member to DHA)

Reason [REDACTED]

Description

[REDACTED] rang and spoke to spouse advised that the new HWS has been approved, however it may not be until Monday.

[REDACTED] rang and spoke to spouse advised that the new HWS has been approved, however it may not be until Monday.

I did advise that the contractor will call to book it in.

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.023 seconds  
10/05/2018 14:59:07

0419T1801 e7be796 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Service Navy / GRE RB1 / Marital status MWD / Email [REDACTED] / Phone [REDACTED]

Employee ID [REDACTED]

Dashboard | Details | Interactions [REDACTED] | History

All Interactions | Interaction [REDACTED] | All Notifications

Interaction [REDACTED] Modify **Raised Issues**

Key [REDACTED] Jessica [REDACTED] 5/05/2017 18:35 N/A

Source [REDACTED] Phone (Member to DHA)

Reason [REDACTED] Maintenance (R)

Description

[REDACTED] maintenance f/up - Member called to advise that they have had the HWS replaced today they have now only have half the property GPO called to confirm that the contractor is attending

[REDACTED] maintenance f/up - Member called to advise that they have had the HWS replaced today they have now only have half the property GPO called to confirm that the contractor is attending back this evening to determine fault

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.055 seconds  
10/05/2018 15:02:20

6 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Service Navy / GRE RB1 / Marital status MWD / Email [REDACTED] / Phone [REDACTED]

Employee ID [REDACTED]

Dashboard | Details | Interactions [REDACTED] | History

All Interactions | Interaction [REDACTED] | All Notifications

Interaction [REDACTED] Modify **Raised Issues**

Key [REDACTED] Jessica [REDACTED] 9/07/2017 16:11

Source [REDACTED] Phone (Spouse/Dependant to DHA)

Reason [REDACTED] Maintenance

Description

MAINTENANCE REQUIRED - spouse called to confirm that they have identified a water leak in the bedroom 4 there is visible mould on the carpet, skirting boards visible wet stain on the cement under the carpet the spouse had there sons toy box in the cup board which is now completely mouldy

Main bathroom is on the alternate side of the wall

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.05 seconds  
10/05/2018 15:09:31

e7be796 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Service Navy / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F Employee ID S

Dashboard Details Interactions S S 47F History

All Interactions Interaction S All Notifications

Interaction Modify **Raised Issues**

Key S Lyn S 11/08/2017 13:11 N/A

Source Email (DHA to M S Email (DHA to Member) Description

Reason Complaint Reimbursement

Description

Reimbursement

Hi S

I have sent your request with photos onto my Property and Tenancy Manager who has agreed to pay the reimbursement for the replacement item, you will need to provide a copy of the receipt of purchase of the new item and complete the following details into the attached Vendor form and return this to me.

It days take a week or so as a Vendor number is required and then processing the item through our system.

Let me know if you have any problems

Attachments

Attachment 1 VENDOR F

Attachment 2 2017-08-01

Previous Interaction

Next Interaction

Rendered in 0.927 seconds 10/05/2018 15:13:49

96 Java 1.8\_0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Members Contractors Lessors Estate Agents S 47F Employee ID S

Service Navy / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F

Dashboard Details Interactions S 47F S 47F History

All Interactions Interaction S All Notifications

Interaction Modify **Raised Issues**

Key S 47F Helen S 11/09/2017 13:44

Source S Phone (Member to DHA) Description S 47F PLSTM : Repair Laundry Maintenance Done

Reason S 47F S 47F

Description

Maintenance Require damage.

Attachments

N/A

Previous Interac

Next Interaction

Rendered in 0.144 seconds 06/05/2018 15:20:23

20180419T1601.e7be796 Java 1.8\_0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Service Navy / GRE RB1 / Marital status MWD / Email S 47F / Phone S Employee ID S

Dashboard Details Interactions S S 47F History

All Interactions Interaction S All Notifications

Interaction Modify **Raised Issues**

Key S Andrew S 18/10/2017 19:21

Source S Phone (Member to DHA) Description S 47F Suspected Roof Leak \*\*\* Completed

Reason S 47F S 47F

Description

Repair- A circular patch of damp (approx 20cm diameter) on the garage ceiling close to the internal door. Member has advised that it has only occurred during the recent heavy rains.

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.032 seconds 10/05/2018 15:21:40

20180419T1601.e7be796 Java 1.8\_0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

S 47F [Redacted] Employee ID S [Redacted]

Service Navy / GRE RB1 / Marital status MWD / Email S 47F [Redacted] / Phone S 47F [Redacted]

Dashboard Details Interactions S [Redacted] S 47F [Redacted] History

All Interactions Interaction S [Redacted] All Notifications

Interaction S [Redacted] Modify Raised Issues

Key S [Redacted] Tamar S [Redacted] 15/01/2018 18:57 Key Summary Status

Source Phone (Spouse) S [Redacted] Phone (Spouse/Dependant to DHA) Description S 47F [Redacted] 350 S 47F [Redacted] Water S [Redacted] Completed

Reason Maintenance

Description

Spouse Name S 47F [Redacted]  
Spouse Phone S 47F [Redacted]

Water leak from bathroom into Bedroom 4 - carpets and skirting are wet. Lots of visible mould. Sliding door rails have swollen and lifted and doors have been taken off.  
Issue occurred last year S 47F [Redacted] with grout being replaced. Spouse concerned with sons health with mould. Advised to clean surface mould with vinegar water mixture. She advised the mould is extensive and timber is rotting.

Garage ceiling had water leak previously. Patch and paint is required now leak has been repaired.

Attachments

N/A

Previous Interaction Next Interaction

Rendered in 0.079 seconds  
18/05/2018 15:24:55

6796 Java 1.8\_0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

S 47F [Redacted] Employee ID S [Redacted]

Service Navy / GRE RB1 / Marital status MWD / Email S 47F [Redacted] / Phone S 47F [Redacted]

Dashboard Details Interactions S [Redacted] S 47F [Redacted] History

All Interactions Interaction S [Redacted] All Notifications

Interaction S [Redacted] Modify Raised Issues

Key S [Redacted] Katrina S [Redacted] 22/01/2018 15:28 N/A

Source Phone S [Redacted] Phone (Member to DHA) Description S [Redacted]

Reason Maintenance

Description

FOLLOW UP on leak into bedroom 3 from main bathroom. Member advised further damage and I have updated the MREQ with report of further damages and @ PM Lynne. Advised member I would follow up on the repairs by the contractor and further works. I spoke to S 47F [Redacted] who advised report says cracked tile on shower wall may be the cause and that possible blocked drain was issue also. I advised them as above that when bath was filled still leaked through wall into bedroom 3 so suspect still a leak possibly from wall pipe. Contractor is going back to double check. Did not want recall as will do on the original order. I called spouse back and advised of above.

Attachments

N/A

Previous Interaction Next Interaction

Rendered in 0.079 seconds  
19/05/2018 15:44:19

1601 a7be796 Java 1.8\_0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

S 47F [Redacted] Employee ID S [Redacted]

Service Navy / GRE RB1 / Marital status MWD / Email S 47F [Redacted] / Phone S 47F [Redacted]

Dashboard Details Interactions S [Redacted] S 47F [Redacted] History

All Interactions Interaction S [Redacted] All Notifications

Interaction S [Redacted] Modify Raised Issues

Key S [Redacted] Bill S [Redacted] 23/01/2018 11:22 N/A

Source Phone S [Redacted] Phone (DHA to Member) Description S [Redacted]

Reason Maintenance

Description

Phoned Tenant and spoke to S [Redacted] apologised for taking a couple of days to get back to him regarding the leak into bedroom four BIR but explained we are still very busy wrapping up peak posting period - we discussed the leak and I asked some questions and reviewed the photo's S [Redacted] had emailed to DHA - taking this into account I believed the issue will be with the bath tubs drain connection, combination or excess splashing when children have a bath. S [Redacted] advised that S 47F [Redacted] have tried to contact him to arrange another inspection - I gave my direct mobile number to S [Redacted] and asked him to get the plumber to call me from site after conducting further investigation - thanked S [Redacted] for his co-operation and will wait until hearing from him or plumber at a later date - advised S [Redacted] that I would need to inspect in approx two weeks to assess and damage the leak may have caused.

Attachments

N/A

Previous Interaction Next Interaction

Rendered in 0.025 seconds  
18/05/2018 15:45:32

180419171601 a7be796 Java 1.8\_0\_25 started 05/05/2018 23:29 prd1b.dha.gov.au



S 47F Employee ID S 47F

Service Navy / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F

Dashboard | Details | Interactions S 47F S 47F | History

All Interactions Interaction S 47F All Notifications

Interaction Modify **Raised Issues**

Key S 47F Tamara S 47F 30/01/2018 17:00 N/A

Source Phone (Spouse/Dependant to DHA) Description

Reason Maintenance

Description

Spouse Name S 47F  
Spouse Phone S 47F

Spouse flup as she is frustrated at the long process to discover and rectify the water leak issue with bathroom and bedroom4. Member frustrated at the lack of communication between herself and DHA. Currently they are unable to have their child in Bedroom due to the doors being off the wardrobe and mould at the site of the water leak. As per email from Bill S 47F have advised spouse we have not found a specific cause but could be coming through due to kids splashing in the bath. I did not provide any other information. Spouse requesting for update call to herself over the next 48 hours.

Attachments

N/A

Previous Interaction Next Interaction

Rendered in 0.049 seconds 10/05/2018 15:47:15

S 47F Employee ID S 47F

Service Navy / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F

Dashboard | Details | Interactions S 47F S 47F | History

All Interactions Interaction S 47F All Notifications

Interaction Modify **Raised Issues**

Key S 47F Glenn S 47F 05/02/2018 15:21 N/A

Source Phone S 47F

Reason Maintenance

Description

Spouse called to follow up on the repairs to the main shower. She is keen to have this completed. I called Andrea from S 47F and they advise grout to the shower wall needs repair and there is a cracked wall tile and adjacent tile causing the leak. Repairs would take only one day to complete. Spouse asks repair proceed asap

Attachments

N/A

Previous Interaction Next Interaction

Rendered in 0.047 seconds 10/05/2018 15:53:11

S 47F Employee ID S 47F

Service Navy / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F

Dashboard | Details | Interactions S 47F S 47F | History

All Interactions Interaction S 47F All Notifications

Interaction Modify **Raised Issues**

Key S 47F Bill S 47F 06/02/2018 11:40 N/A


Source Email (DHA to Member) Description

Reason Inspection

Template Member In

Recipient S 47F

Description

 **DHA**  
Defence Housing Australia

06/02/2018

Dear S 47F

S 47F S 47F Maintenance Assessment Inspection

A Maintenance Assessment Inspection has been scheduled at 07/02/2018 at 11:00 AM and will take approximately 45 minutes. If this date or time is not suitable, please contact DHA on 139 342.

The Defence member is required to attend this inspection, however if you are unavailable, please refer to the Appointment of Agent advice.

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

Regards,

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

Attachments

N/A

Previous Interaction Resend Email Next Interaction

Rendered in 0.019 seconds 10/05/2018 15:55:43

Service Navy / GRE RB1 / Marital status MWD / Email [REDACTED] / Phone [REDACTED] Employee ID [REDACTED]

Dashboard | Details | Interactions [REDACTED] [REDACTED] | History

All Interactions | Interaction [REDACTED] | All Notifications

**Interaction** Modify **Raised Issues**

Key [REDACTED] Jessica [REDACTED] 03/04/2018 16:55 N/A

Source [REDACTED] Email (External Provider to DHA) Description

Reason [REDACTED]

**Description**

AFTER HOURS - Incident Report - 33,989  
 DATE - 2/04/2018  
 TIME - 15:53  
 DETAILS - Caller [REDACTED] contact number for his wife [REDACTED] reports that the carpet in one of the rooms wardrobe is wet again. The Wardrobe is adjacent to the bath. The tenant reports that the plumbers have assed the area several times however not been able to find the leak. Please can there be business hours attendance.  
 UPDATED - 3/04/2018 - MESSAGE LEFT FOR TENANTS ON NUMBER PROVIDED.

**Attachments**

N/A

Previous Interaction | Next Interaction

Rendered in 0.051 seconds  
10/03/2018 13:58:54

41971601\_e7be796 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Service Navy / GRE RB1 / Marital status MWD / Email [REDACTED] / Phone [REDACTED] Employee ID [REDACTED]

Dashboard | Details | Interactions [REDACTED] [REDACTED] | History

All Interactions | Interaction [REDACTED] | All Notifications

**Interaction** Modify **Raised Issues**

Key 55749937 Ongoing leak [SEC=UNOFFICIAL]

Source Email (Member to DHA) UNOFFICIAL

Reason General enquiry UNOFFICIAL

**Description**

Ongoing leak [SEC=UNOFFICIAL]  
 UNOFFICIAL  
 UNOFFICIAL  
 Good afternoon,  
 Attached is an image to provide additional information to the phone call made to the DHA maintenance hotline last night. This is an ongoing issue that I would appreciate gets resolved. As your records will show, we have had multiple DHA representatives and plumbers investigate this issue with no outcome. I believe that the persistent moisture in my sons bedroom may possibly cause health issues and has therefore been moved into his brothers room until the issue is fixed. Again, we have been forced to empty the contents of the cupboard and have again been forced to discard more ruined and mouldy toys and clothes including school uniforms.  
 I would appreciate that this issue is resolved ASAP.  
 Regards,

**Attachments**

Attachment 1 20180402\_1  
 Attachment 2 2018-04-03-1

Previous Interaction | Next Interaction

Rendered in 0.042 seconds  
10/03/2018 16:30:43

6 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

Service Navy / GRE RB1 / Marital status MWD / Email [REDACTED] / Phone [REDACTED] Employee ID [REDACTED]

Dashboard | Details | Interactions [REDACTED] [REDACTED] | History

All Interactions | Interaction [REDACTED] | All Notifications

**Interaction** Modify **Raised Issues**

Key [REDACTED] Tamara [REDACTED] 7/04/2018 12:45

Source [REDACTED] Phone (Spouse/Dependant to DHA) Description

Reason [REDACTED] Maintenance

**Description**

Spouse Name [REDACTED]  
 Spouse Phone [REDACTED]  
 Spouse rang to request a print out of every single time the tenants have called in or emailed in about maintenance. Advised they are having ongoing issues with a water leak and is needing time dates and information of all calls/follow ups since Occupancy.  
 Spouse rang to request a print out of ever maintenance. Advised they are having ongoing issues with a water leak and is needing time dates and information of all calls/follow ups since Occupancy.  
 I advised there is a list of all maintenance raised since occupancy on the online service that they can access and print out - spouse needing to have all times they called and where declined maintenance as well.  
 FYI - [REDACTED] [REDACTED] Defence member - Housing condition  
 Advised i will refer this onto the RO

**Attachments**

N/A

Previous Interaction | Next Interaction

Rendered in 0.038 seconds  
10/05/2018 16:22:28

6e796 Java 1.8.0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au

S 47F

Service Navy / GRE RB1 / Marital status MWD / Email S 47F / Phone S 47F

Employee ID S

New Email / New SMS / New Interaction

Dashboard / Details / Interactions S S 47F / History

All Interactions Interaction S All Notifications

Interaction

Modify Raised Issues

Key S Sue S 8/04/2018 11:59 N/A

Source Phone (DHA) S Phone (DHA to Spouse/Dependant) Description

Reason SR (Service R) Yesterday afternoon I spoke to S and discussed the possibility of an exchange at DHA expense.

Description

Yesterday afternoon I spoke to Alesha and

She is reluctant to move because of the disruption to the family.

She felt that DHA had not provided adequate follow-up after plumbers had attended the property previously. I suggested that going forward, we have one point of contact. I volunteered to be this contact. Spouse was happy with that.

I advised that because of the process involved in undertaking the rectification work, it would a MINIMUM period of one month before the problem could be fixed. This would involve a week where the bathroom would not be usable.

I gave them access to look at the 2 x RB2-5 bedroom SRs available in S. Because of the nature of the problem (and the requirement for owner involvement), an exchange may be the quickest way to reach a resolution.

Attachments

N/A

Previous Interaction

Next Interaction

Rendered in 0.137 seconds  
10/05/2018 16:30:38

pe796 Java 1.8\_0\_25 started 03/05/2018 23:29 prd1b.dha.gov.au