

2 December 2014

Dear [REDACTED]

1. I refer to your request of 10 October 2014 for access to information held by Defence Housing Australia under the *Freedom of Information Act 1982 (Cth)*.
2. I am an officer authorised under section 23 of the FOI Act to make decisions in respect of request for access to documents. My decision and the reasons for that decision are set out below.

Background

3. On 10 October 2014 you lodged a Freedom of Information (FOI) request by email, in which you have sought access to information, as below:

..in relation to ongoing concerns at [REDACTED] please provide:

- 1) *A copy of any and all reports from [REDACTED] to DHA in relation to [REDACTED]*
 - 2) *A copy of any and all correspondence in relation to [REDACTED] between DHA and [REDACTED]*
 - 3) *A copy of any and all correspondence with the number of contractors to confirm the scope of works required for any potential rectifications' as specified by Stephen Bond, DHA in his email dated 07 OCT 14 (attached below)*
 - 4) *A copy of any and all correspondence by Scott Gilmour, DHA in relation to [REDACTED]*
 - 5) *A copy of the written response from DRHM [REDACTED] to DHA with his finding of the review/meeting between myself and DHA as specified by Stephen Bond, DHA in his email dated 07 OCT 14 (attached below).*
4. I acknowledged receipt of your request on 10 October 2014 and I wrote to you on the 5 November 2014 extending the statutory deadline under section 15(6) of the FOI Act to undertake consultation with a third party.

Legislative background

5. The Act provides a right of access to information in the possession of Commonwealth agencies, limited only by exceptions and exemptions provided for in the Act.

HEAD OFFICE



6. The Act provides a right of access to information in the possession of Commonwealth agencies, limited only by exceptions and exemptions provided for in the Act.

Decision

7. I have identified a total of 21 documents as falling within the scope of your FOI request. A schedule of the documents is set out at Attachment A.
8. I have identified Documents 2-9, 11, 12, 14, 16, and 18 as falling within the parameters of your request and have decided to release them in full.
9. Documents 10, 13, 15, 17, 19, 20 and 21 are partially and conditionally exempt under section 47F of the FOI Act and disclosure would be contrary to the public interest. The parts of those documents that are not conditionally exempt are to be released.
10. Document 1 is exempt under section 47(1) (b) of the FOI Act and disclosure would be contrary to public interest.

Section 47 – documents disclosing trade secrets or commercially valuable information

(1) A document is an exempt document if its disclosure under this Act would disclose:

(a) trade secrets; or

(b) any other information having a commercial value that would be, or could reasonably be expected to be, destroyed or diminished if the information were disclosed.

In determining whether the document is exempt under section 47(1) (b), I am required to consider:

- Whether the document contains information of a commercial value; and
- Whether there is a reasonable likelihood that the value would reasonably be destroyed or diminished through disclosure.

DHA has obtained the services of [REDACTED] and in doing so have agreed to [REDACTED] terms and conditions, which state that the contents of the Analytical Report are intended for the Addressee only and contains opinions held by the Author who prepared the report. This information is not publicly available and is valuable for the purpose of carrying on the commercial activities in which the third party is engaged.

In addition, copyright of the report is retained by the Author and the Addressee is granted an exclusive licence to the contents. I am satisfied that there is a reasonable likelihood that the commercial value of the information in the document would be diminished or destroyed if it were to be disclosed. As a result, document 1 is exempt from disclosure under section 47(1) (b).

Section 47F – Public interest conditional exemption - Personal Privacy

Section 47F of the FOI Act relevantly provides:

- (1) *A document is conditionally exempt if its disclosure under this Act would involve the unreasonable disclosure of personal information about any person (including a deceased person).*
- (2) *In determining whether the disclosure of the document would involve the unreasonable disclosure of personal information, an agency or Minister must have regard to the following matters:*
 - (a) *the extent to which the information is well known;*
 - (b) *whether the person to whom the information relates is known to be (or to have been) associated with the matters dealt with in the document;*
 - (c) *the availability of the information from publicly accessible sources;*
 - (d) *any other matters that the agency or Minister considers relevant.*

'Personal information' is defined in section 4 of the FOI Act as:

Information or an opinion (including information forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Documents 10, 13, 15, 17, 19, 20 and 21 contain the personal information of a number of employees and individuals. Document 10, 13, 15, 17, 19, 20 and 21 include the names of individuals not associated with the information contained in this document and mobile phone numbers of employees and individuals that could be used for both business and personal use. Furthermore, the information is not publicly known. I find the release of this information would constitute an unreasonable disclosure of personal information.

Under subsection 11A(5), the FOI Act requires that the agency or minister give the FOI applicant access to the document if it is conditionally exempt at a particular time unless (in the circumstances) access to the document at that time would, on balance, be contrary to the public interest.

I am satisfied that the personal information in documents 10, 13, 15, 17, 19, 20 and 21 is conditionally exempt under section 47F of the FOI Act. Furthermore, I have decided that on balance it would be contrary to the public interest to release the personal information. Accordingly, I have decided to release the documents with the personal information redacted.

Material on which my findings are based

11. I based my findings on the following material:

- The content of the identified documents;
- The relevant provisions of the FOI Act;
- The guidelines published by the Office of the Australian Information Commission under section 93A of the FOI Act (OAIC Guidelines);

- Advice from DHA staff whose duties relate more closely to the matters referred to in the document; and
- The content of your FOI request.

Liability to pay charges

12. I have decided not to impose any charges.

Rights of review

13. If you do not agree with my decision in relation to the release of documents you are entitled to apply for an internal review of the decision and/or external review by the Australian Information Commissioner. Information on your review rights is at Attachment B.

FOI disclosure log

14. In accordance with the requirements of section 11C of the FOI Act, Defence Housing Australia is required to publish, on its website, information released under the FOI Act within 10 working days of the applicant being given access to documents. Defence Housing Australia will also publish the decision notice, with any personal and business information deleted. The information published does not include personal information or the business, commercial, financial or professional affairs of any person if publication of that information would be unreasonable. Other information not published also includes that which the Australian Information Commissioner determines is unreasonable to publish.

Further information

15. Please do not hesitate to contact me if you have any questions about this matter.

Yours sincerely



Pip Sackley
Executive Officer

FOI Request [REDACTED] [REDACTED]
Schedule of documents

Item No.	Title/Description	Date	Author/Creator	Addressee	No. pages	Decision
1	Report	5 June 2014	[REDACTED] [REDACTED]	DHA	5	Exempt. Section 47
2	Email	7-15 October 2014	Various	Various	7	Released in full
3	Interaction	24 September 2014	DHA	DHA	1	Released in full
4	Email	21 May 2014	DHA	Applicant	1	Released in full
5	Email	21-22 May 2014	DHA	Applicant	3	Released in full
6	Email	19 June 2014	Applicant	DHA	1	Released in full
7	Email	22 September 2014	DHA	Applicant	1	Released in full
8	Email	2 October 2014	DHA	DRHM	1	Released in full
9	Email	25 Jul-21Aug 2014	Various	Various	5	Released in full
10	Email	10 Sept 2014	DHA	Applicant	1	Released in part. Section 47F
11	Email		DHA	Applicant	1	Released in full
12	Email and attachments	30 Jun – 1 Jul 2014	Applicant	DHA	5	Released in full
13	Email	Various	Applicant	DHA	7	Released in part. Section 47F
14	Email	July 2014	Applicant	DHA	1	Released in full
15	Email	20 May 2014	[REDACTED] [REDACTED]	DHA	1	Released in part. Section 47F
16	Email	7 October 2014	DHA	[REDACTED] [REDACTED]	1	Released in full
17	Document	Undated	DHA		3	Released in part. Section 47F
18	Email	25 Sept 14	DHA	DRHM	1	Released in full
19	Email and attachments	29 September 2014	DHA	DRHM	33	Released in part. Section 47F
20	Email	Various	DHA	DRHM	3	Released in part. Section 47F
21	Email	July 2014	DHA	[REDACTED]	3	Released in part. Section 47F

Freedom of information – Your review rights

If you disagree with the decision made by Defence Housing Australia (DHA) under the *Freedom of Information Act 1982* (the Act), you can ask for the decision to be reviewed. You may want to seek review if you sought certain documents and were not given full access, if you have been informed that there will be a charge for processing your request or if your application to have your personal information amended was not accepted. There are two ways you can ask for review of a decision: internal review by DHA and/or external review by the Australian Information Commissioner.

Internal review

If DHA makes an FOI decision with which you disagree, you can ask DHA to review its decision. The review will be conducted by a DHA officer at a more senior level than the original decision maker. There is **NO** charge for internal review.

You must apply within 30 days of being notified of the decision, unless you have sought an extension from DHA.

DHA **must** make a review decision within 30 days. Where DHA has not met its review obligation, you may then approach the Information Commissioner.

Internal review is not available if the Minister or the principal officer of the agency made the decision personally.

How to apply for internal review

You must apply in writing and should include a copy of the notice of the decision provided and the points to which you are objecting and why. You can lodge your application in one of the following ways:

Post: Company Secretary
Defence Housing Australia
26 Brisbane Avenue
BARTON ACT 2600

Email: foi@dha.gov.au

External Review

Do I have to go through DHA's internal review process first?

No. You may apply directly to the Information Commissioner. However, going through DHA's internal review process gives DHA the opportunity to reconsider its initial decision and your concerns will most likely be addressed more quickly, without undergoing an external review process.

When can I go to the Administrative Appeals Tribunal (AAT)?

Under the revised Act, you must seek external review through the Information Commissioner prior to applying to the AAT for such a review.

Making a complaint

You may make a complaint to the Information Commissioner about actions taken by DHA in relation to your application. The complaint needs to be in writing.

Contacting the Information Commissioner

Further information about the external review process or how to make a complaint to the Information Commissioner is available at the following:

Online: www.oaic.gov.au

Post: GPO Box 2999, Canberra ACT 2601

Fax: +61 2 9284 9666

Email: enquiries@oaic.gov.au

Investigation by the Ombudsman

The Commonwealth Ombudsman can also investigate complaints about action taken by agencies under the Act. However, if the issue complained about either could be or has been investigated by the Information Commissioner, the Ombudsman will consult the Information Commissioner to avoid the same matter being investigated twice. If the Ombudsman decides not to investigate, the complaint, then all relevant documents and information must be transferred to the Information Commissioner.

The Information Commissioner can also transfer to the Ombudsman a complaint that could more appropriately be investigated by the Ombudsman. This could occur where the FOI complaint is only one part of a wider grievance about an agency's actions. It is unlikely that this will be common. You will be notified in writing if your complaint is transferred.

Defence Housing Australia FOI contacts

Defence Housing Australia
26 Brisbane Avenue
BARTON ACT 2600

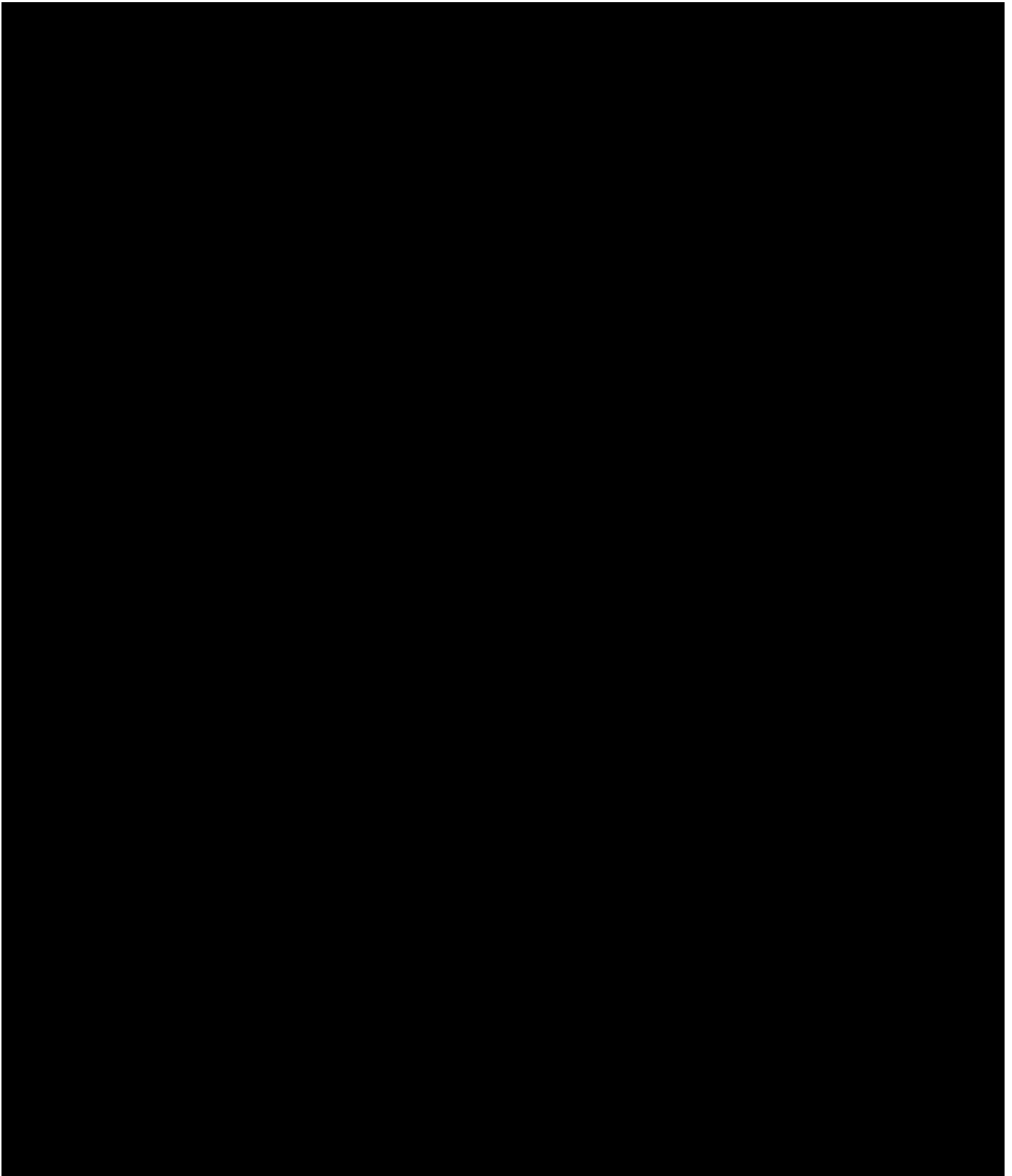
Ph: +61 2 6217 8401

Email: foi@dha.gov.au

Website: www.dha.gov.au



ANALYTICAL REPORT





ANALYTICAL REPORT

1 INSTRUCTIONS



2 COMMENTARY

2.1

2.2

2.3

2.4

2.5

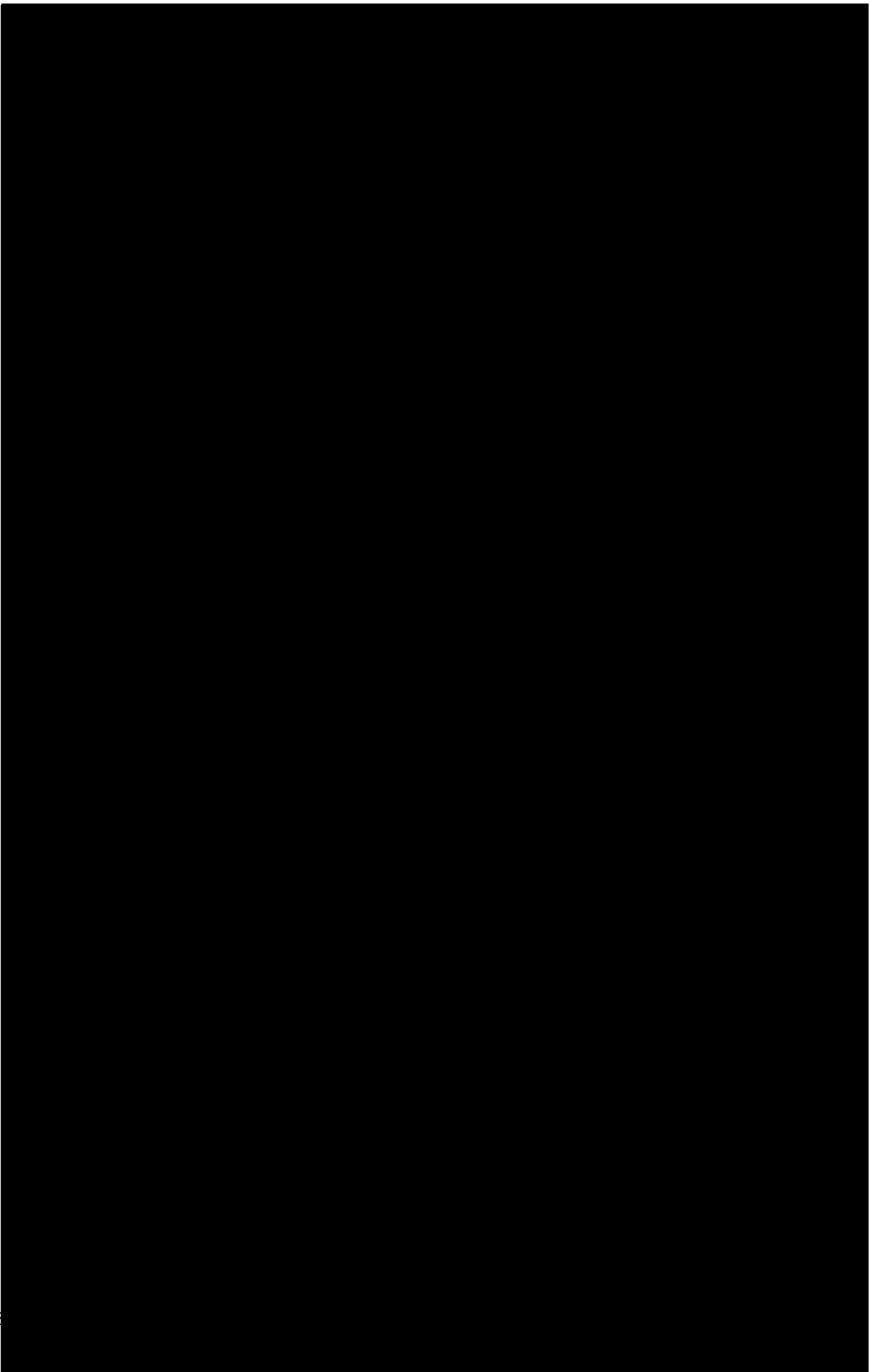
2.6

2.7





3



1408

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

2

Sackley, Pip

From: Bond, Stephen
Sent: Wednesday, 15 October 2014 5:55 PM
To: [REDACTED]
Subject: RE: Further delay. [SEC=UNCLASSIFIED]

Dear [REDACTED]

In reference to my statement regarding DHA Operations, this covers the stakeholders involved in the consideration of the complaint from DHA, this included the National Customer Relations Team as per the tenant handbook and Defence Residential Agreement (DRA). The complaint was addressed by the Local Housing Management Centre (HMC). As you were not satisfied with this outcome and presented further questions, DHA escalated and investigated the matter further in line with the complaint resolution in the tenant handbook and DRA.

As this matter is being considered by the National Customer Relations Team for DHA with Defence, I am unable to provide further comment. As soon as DHA have a response from Defence, DHA will be in contact.

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

Did you know you can track the progress of your logged maintenance?
Log onto [DHA's Online Services](#) Available 24 hours a day, 7 days a week.

From: [REDACTED]
Sent: Tuesday, 14 October 2014 2:27 PM
To: Bond, Stephen
Subject: RE: Further delay. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Stephen.

Can you clarify why my request for remediation of has gone to DHA Operations. This procedure is not included in the Tenanat Handbook or the DRA. It is now several weeks since I requested that this matter be referred to JHARC and nothing has happened in order to remediate at [REDACTED]

Also, I have asked you for clarification on your use of the term 'due diligence on the moisture reading provided'. Can you please provide an answer.

Sincerely,

[REDACTED]

[REDACTED]

From: Bond, Stephen [mailto:Stephen.Bond@dha.gov.au]
Sent: Tuesday, 14 October 2014 09:56
To: [REDACTED]
Subject: RE: Further delay. [SEC=UNCLASSIFIED]

Good Morning [REDACTED]

DRHM Brisbane contact details are drhm.sq@defence.gov.au

In relation to the plug, I have raised this maintenance. The quickest most effective way to log maintenance is on 139 DHA (342). If I am away or in meetings the request may not be actioned on the day received, the maintenance call centre can raise this while you are on the phone and it is time and date stamped.

I have enquired with DHA Operations this morning , no decision has been handed down from Defence on rectification or reimbursement at the time of writing this email.

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342| Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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From: [REDACTED]
Sent: Monday, 13 October 2014 12:57 PM
To: Bond, Stephen
Subject: RE: Further delay. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Stephen.

Could you please provide the email for [REDACTED] please.

Also, the plugs for the sinks at [REDACTED] have been sticking over the last few months - they are the push down type. I have been using a plunger to open the plugs, but this is problematic. Could you please organise remediation.

Sincerely,



From: Bond, Stephen [mailto:Stephen.Bond@dha.gov.au]

Sent: Friday, 10 October 2014 15:19

To: [REDACTED]

Cc: McWatters, Georgie

Subject: RE: Further delay. [SEC=UNCLASSIFIED]

Good Afternoon [REDACTED]

I have been advised by DHA Operations that the matter is currently awaiting a decision from Defence.

In relation to your request for freedom of information, this will need to be logged via the following address
<https://www.dha.gov.au/about-us/customer-relations/freedom-of-information>

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

**Did you know you can track the progress of your logged maintenance?
Log onto [DHA's Online Services](#) Available 24 hours a day, 7 days a week.**

From: [REDACTED]

Sent: Friday, 10 October 2014 3:06 PM

To: Bond, Stephen

Cc: McWatters, Georgie

Subject: FW: Further delay. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Stephen,

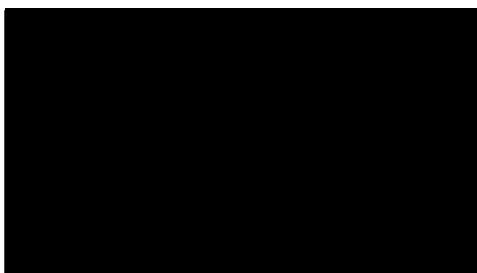
Given the continued inertia by DHA and the lack of transparency that is now occurring, please provide:

1. A copy of any and all reports from [REDACTED] in relation to [REDACTED]
2. A copy of any and all correspondence in relation to [REDACTED] between DHA and [REDACTED]
3. A copy of any and all correspondence with the 'number of contractors to confirm the scope of works required for any potential rectifications' (outlined in your email dated 07 OCT 14.
4. A copy of any and all correspondence by Scott Gilmour in relation to [REDACTED]

5. A copy of the written response from DRHM [REDACTED] to DHA with his finding of the review/meeting between myself and DHA.

This request is an application for the purposes of the Freedom of Information Act 1982. Please provide notices outlined via electronic means to this email address. If you are not specified by DHA to respond on this matter, please take all reasonable steps to assist me make this request in a manner that complies with Section III, 15 of the Act.

Sincerely,



From: [REDACTED]
Sent: Wednesday, 8 October 2014 11:30
To: 'Bond, Stephen'
Cc: 'georgie.mcwatters@dha.gov.au'
Subject: RE: Further delay. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Stephen.

1. Can you please explain why you are unable to provide a copy of the report from [REDACTED]
2. Can you please provide the email correspondence with [REDACTED]
3. It has now been two weeks since the meeting in which DHA confirmed that expert advice and remediation would be needed in order to improve ventilation at [REDACTED]. Can you please confirm that you have now backflipped on this.
4. Please advise on what you mean by 'due diligence on the moisture reading provided'. Are you suggesting that the moisture levels were lower than that required for mould to thrive in the master bedroom ?

This further delay means that we are approaching the five-month mark since an excessive humidity was identified within [REDACTED]. You therefore continue to be in breach of our tenancy agreement (Item 12a). Adding a process of review by DHA management appears unnecessary and further extends this time frame.

Please action this email promptly.

Sincerely,



From: Bond, Stephen [<mailto:Stephen.Bond@dha.gov.au>]
Sent: Tuesday, 7 October 2014 17:00
To: [REDACTED]
Subject: RE: Further delay. [SEC=UNCLASSIFIED]

Dear [REDACTED]

Thankyou for your email.

DHA is unable to provide you a copy of the report. DHA can confirm we have email correspondence from the contractor engaged to carry out the moisture and mould report.

DHA have been speaking with a number of contractors to confirm the scope of works required for any potential rectifications. The scope will be confirmed in the coming days. This has also included DHA conducting due diligence on the moisture reading provided.

DRHM [REDACTED] is providing DHA with written response to his finding of the review/meeting ([REDACTED] has confirmed this should be received tomorrow 8/10/2014) . Once this has been submitted DHA Management will review and a potential reimbursement and potential upgrade (if required) to the property will be submitted for your consideration. If you are unhappy with DHA's proposal, as the member you have the right to escalate to the final step on the complaints management process JHARC.

JHARC is the formal body that considered members complaints about housing related issues which can not be satisfactorily resolved at a local level. JHARC is held in accordance with PACMAN.

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342| Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

**Did you know you can track the progress of your logged maintenance?
Log onto [DHA's Online Services](#) Available 24 hours a day, 7 days a week.**

From: [REDACTED]
Sent: Tuesday, 7 October 2014 11:11 AM
To: Bond, Stephen
Subject: Further delay. [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Stephen,

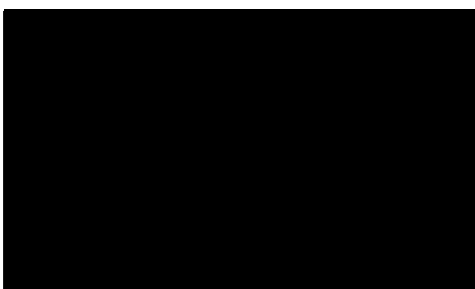
It is nearly two weeks since the last meeting at which DHA indicated that they would seek specialist advice on improving the ventilation at [REDACTED]

Can you please advise on the current status asap.

Also, I have requested a copy of the report from [REDACTED] several times. Please advise whether you have a copy yet.

Also, please advise on the process for my claim at JHARC.

Thank You,



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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.

intmr01.dha.gov.au[6983963]

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intmr01.dha.gov.au[7061233]

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Client Management: CLM PRD A morton release.20141106100911.6eccc01

Pip Sackley | Sign Out

- Members
- Contractors
- Lessors
- Estate Agents
- Search Results

Member...

Service Army / GRE RB3 / Marital status MWD / Email

/ Phone 0403 944 876

Employee ID

New Interaction
CMP-11117

Maintenance Mould and Reimbursement

Dashboard Details Interactions RSA 37819 History

All Interactions Interaction 36755969 All Notifications

Interaction

Key 36755969

Source Face to Face (Member)

Reason Maintenance/Upgrade

Description

Meeting was arranged with DRHM, [redacted] member, [redacted] delegate in Darren Powell's absence. We reviewed the information presented and identified/confirmed that the mould was only found in the bed and surrounds at the time the inspection was completed, with [redacted] Member was unaware of the mould growing until this time. Member is looking for another inspection and report to be done by [redacted] to get advice on what the best remedial action would be for the property. Member believes due to the type of home and location could be the cause as no other properties to date have reported a problem in that area. He would also like DHA to continue to monitor the home for humidity levels. Member has a claim for \$5300 that he would like paid by DHA being furniture and effects that have been removed due to mould. Further discussion to be held with HO regarding the outcome as member will escalate if the above is not done. Member also feels that if we do look at monitoring and doing further work to have the moisture removed that we will need to take responsibility for the damage to his belongings. I am unsure as to why the mould has grown. Contractor stated in an email that the spouse had issues with mould in a previous property however they have been in [redacted] since 2011 and the member has been the first and only tenant. So therefore if this was the cause it is unusual that it has taken this long to create a problem.

Attachments

N/A

Previous Interaction

Rendered in 0.053 seconds

36755969 Face to Face (Member) Description

Meeting was arranged with DRHM, Brian Greer, member, [redacted] P&T Manager, Stephen Bond and myself as the delegate in Darren Powell's absence. We reviewed the information presented and identified/confirmed that the mould was only found in the bed and surrounds at the time the inspection was completed, with [redacted] Member was unaware of the mould growing until this time. Member is looking for another inspection and report to be done by [redacted] to get advice on what the best remedial action would be for the property. Member believes due to the type of home and location could be the cause as no other properties to date have reported a problem in that area. He would also like DHA to continue to monitor the home for humidity levels. Member has a claim for \$5300 that he would like paid by DHA being furniture and effects that have been removed due to mould. Further discussion to be held with HO regarding the outcome as member will escalate if the above is not done. Member also feels that if we do look at monitoring and doing further work to have the moisture removed that we will need to take responsibility for the damage to his belongings. I am unsure as to why the mould has grown. Contractor stated in an email that the spouse had issues with mould in a previous property however they have been in [redacted] since 2011 and the member has been the first and only tenant. So therefore if this was the cause it is unusual that it has taken this long to create a problem.

Next Interaction

1.8.0 started 06/11/2014 21:27

W

Sackley, Pip

From: Sprott, Andrea
Sent: Wednesday, 21 May 2014 3:47 PM
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon [REDACTED]

I have recently been contacted by a contractor at [REDACTED] who investigated the mould issue in your main bedroom.

They have informed us that they have recommended you dispose of your bed and bedside tables as they are heavily contaminated with mould. They have also informed us that [REDACTED] advised there was a mould issue at your previous residence, where this furniture was also.

It has been recommended that a mould remediation clean and treatment be carried out to the entire room. We are unable to carry out this treatment until the furniture has been removed from the area. Can you please advise when this is complete and I will arrange the treatment to be carried out as soon as possible.

Kind Regards

Andrea Sprott | Team Leader

Brisbane Housing Management Centre | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8817 | Fax: 02 6222 2275
Email: andrea.sprott@dha.gov.au | www.dha.gov.au

DHA Online Services
Available 24 hours a day, 7 days a week.

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Sackley, Pip

From: Sprott, Andrea
Sent: Thursday, 22 May 2014 1:37 PM
To: [REDACTED]
Subject: [REDACTED]

Hi David,

I have included below the information provided by the contractors at [REDACTED]

[REDACTED]

I have informed the tenant that to prevent this from getting worse that they install a dehumidifier to reduce moisture levels in the air, but first the room will require a mould remediation clean and treatment and the bed and two bedside tables disposed as these items are heavily contaminated with mould.

I have also advised that they stay out of the room and keep the door shut due to health concerns. The tenant advised that her husband had suffered mould related symptoms from their previous address and that the bed and bedside tables did come from that address.”

The contractors also advise via phone call that your clothing will be fine, they will only need to be washed.

I am awaiting some additional information from the contractors in relation to how long the room will be un-useable after the treatment. Once I have been advised of this I will arrange for the works to be carried out and contact you with the details.

Kind Regards

Andrea Sprott | Team Leader

Brisbane Housing Management Centre | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8817 | Fax: 02 6222 2275
Email: andrea.sprott@dha.gov.au | www.dha.gov.au

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From: [REDACTED]
Sent: Thursday, 22 May 2014 12:31 PM
To: Sprott, Andrea
Subject: RE: [REDACTED] [SEC=UNCLASSIFIED]

UNCLASSIFIED

UNCLASSIFIED

Hi Andrea,

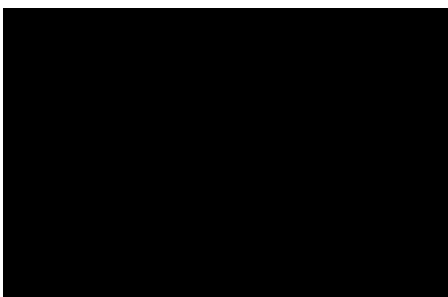
Thanks very much for getting the inspection carried out so promptly. While the loss of our bedroom furniture is very unfortunate, we are relieved to have identified a health risk. This finding possibly explains why I had respiratory problems for a number of months last year.

WRT the recommendations from [REDACTED] I am keen to receive a written report, so that I know exactly what we are dealing with. If it comes directly to you, can you please pass on.

The bed and cabinets are currently out in the garden. Can you please confirm whether we need to remove our clothing from the wardrobes or whether they can be remediated as well.

I don't know what mould problem [REDACTED] is talking about. I will discuss with her and get back to you. My only recollection is a 'mark' on the carpet under one of our side cabinets reported in our final inspection -unwitnessed by us. I will look for the details.

Thanks again,



From: Sprott, Andrea [<mailto:Andrea.Sprott@dha.gov.au>]
Sent: Wednesday, 21 May 2014 15:47
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon [REDACTED]

I have recently been contacted by a contractor at [REDACTED] who investigated the mould issue in your main bedroom.

They have informed us that they have recommended you dispose of your bed and bedside tables as they are heavily contaminated with mould. They have also informed us that [REDACTED] advised there was a mould issue at your previous residence, where this furniture was also.

It has been recommended that a mould remediation clean and treatment be carried out to the entire room. We are unable to carry out this treatment until the furniture has been removed from the area. Can you please advise when this is complete and I will arrange the treatment to be carried out as soon as possible.

Kind Regards

Andrea Sprott | Team Leader

Brisbane Housing Management Centre | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8817 | Fax: 02 6222 2275
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Sackley, Pip

From: Lessor Management
Sent: Thursday, 19 June 2014 4:03 PM
To: Brisbane OPS Support
Cc: Help
Subject: FW: An online enquiry has been received

Good afternoon

Please see below enquiry from tenant of [REDACTED] for action and response.

Regards

Julie

Julie Richmond | Lessor Management Administration Officer
Property and Tenancy Services | Defence Housing Australia
Maintenance Contact Centre | Hunter Valley
Tel: 139 DHA | Fax: 02 6222 2259
email: LessorManagement@dha.gov.au | www.dha.gov.au

From: help@dha.gov.au [mailto:help@dha.gov.au]
Sent: Thursday, 19 June 2014 3:57 PM
To: Lessor Management
Subject: An online enquiry has been received

Dear Team

The following enquiry has been submitted via our website's online enquiry form. Please respond within three business days.

Date submitted: Thu 19/6/14 at 03:57PM

First name [REDACTED]

Last name: [REDACTED]

Email: [REDACTED]

I am: a current lessor

Investment property address: [REDACTED]

Enquiry type: Other

Your enquiry: Hi, I wish to make a claim against DHA for damages sustained to personal effects on a DHA property as a result of the building design. Direction to the appropriate paperwork would be appreciated.

Thank You,

Thank you,

The Web Team.

7.

Sackley, Pip

From: Bond, Stephen
Sent: Monday, 22 September 2014 10:06 AM
To: [REDACTED]
Subject: [REDACTED]

Good Morning [REDACTED]

Thankyou for your email response in relation to the mould issues at [REDACTED]

Prior to the issue being raised to JHARC, DHA are required to have a formal meeting with the Regional Director, Defence Relocations & Housing Manager (DRHM) and yourself with the aim of jointly resolving the issue.

Darren Powell (Regional Director) is currently on leave, Georgie McWatters is the delegate for Darren while he is on leave.

If you could advise me a suitable time, I can arrange a meeting with the Regional Director and DRHM in our Ashgrove Office.

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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Log onto [DHA's Online Services](#) Available 24 hours a day, 7 days a week.**

8

Sackley, Pip

From: Bond, Stephen
Sent: Thursday, 2 October 2014 3:32 PM
To: [REDACTED]
Subject: [REDACTED]

Afternoon [REDACTED]

[REDACTED] has contacted me today to see where we are at, have you had a chance to review and comment on the case?

I have checked with DHA Head office, they would prefer to have DRHM's opinion before they review the decision and either have a resolution or send to JHARC.

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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9.

Sackley, Pip

From: Bond, Stephen
Sent: Thursday, 21 August 2014 3:33 PM
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon [REDACTED]

I have received a further update in regards to the review, it has progressed to the National Service Delivery Manager in DHA.

An outcome of this review will be provided shortly.

Regards,

Stephen Bond | Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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From: [REDACTED]
Sent: Friday, 15 August 2014 3:01 PM
To: Bond, Stephen
Subject: RE: [REDACTED] - Mould Issue [SEC=UNCLASSIFIED]

Thanks Stephen.

From: Bond, Stephen [<mailto:stephenb@dha.gov.au>]
Sent: Thursday, 14 August 2014 15:56
To: [REDACTED]
Subject: RE: [REDACTED] - Mould Issue [SEC=UNCLASSIFIED]

Hi [REDACTED]

Thankyou for your email. I have escalated this issue as per the complaints process, an investigation is underway I will follow up and provide an update.

Regards,

Stephen Bond | Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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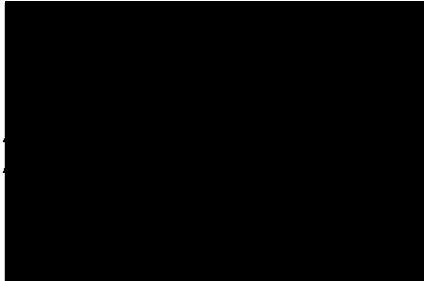
From: [REDACTED]
Sent: Thursday, 14 August 2014 12:15 PM
To: Bond, Stephen
Subject: FW: [REDACTED] - Mould Issue [SEC=UNCLASSIFIED]

UNCLASSIFIED

Stephen,

Please provide a timeframe within which you will address moisture issues and reimbursement for damages sustained at [REDACTED] (as per below). This issue is nearing the three month mark given the notification of the problem on 21 May 14.

Sincerely,



From: [REDACTED]
Sent: Thursday, 7 August 2014 15:34
To: 'Bond, Stephen'
Subject: [REDACTED] - Mould Issue [SEC=UNCLASSIFIED]

UNCLASSIFIED

Thank you for your follow up Stephen.

Please consider the following:

1. On the requirement for repair work to begin IOT ensure humidity levels within [REDACTED] are reduced and maintained below 60% year-round:

a. According to my reading of the Bureau of Meteorology information, relative humidity levels peak around March and decline in subsequent months (meaning now). Therefore, monitoring of [REDACTED] may indeed return a finding that humidity is *currently* not a problem. However, this does not negate the potential for it to become a problem again at more humid times of the year. The relative moisture levels at [REDACTED] have already been found to be above the level required to grow mould, and at levels 9% above that of the outside moisture levels. You therefore have the evidence required to proceed with remedial action on the property and a negative return on current testing would not over-ride that.

b. I remain skeptical that a whirlybird will substantially reduce the moisture levels at the property. It is a passive system designed to remove heat; not moisture. I have suggested ducting the bathroom fans to the eaves of the building. However, this appears to have been dismissed. I am not an expert in this area, so would appreciate an understanding of the technical guidance that you have been provided with regard to predicted reductions in the level of

moisture using a whirlybird(s). Please bear in mind that there are health implications if the remediation provided by DHA proves inadequate.

c. We have been tenants at [REDACTED] for over two and a half years and one of the first to move into the street. I am therefore not surprised if we are the first tenants to experience this issue in this area .

d . It is a fact that the master bedroom and ensuite have been, and remain, inadequately ventilated to remove excess moisture. This was demonstrated by a relative humidity reading of 66% in the master bedroom when moisture levels were only 57% outside. The extractor fans in both bathrooms lead to a small and unventilated roof space allowing for positive pressure to build there and return moist air to the bathroom and master bedroom when fans are switched off.

e. According to Item 12a(ii) of the DRA dated 18 Nov 11, DHA will undertake routine repairs within 28 days after notification.

FYA: IAW Item 12a(ii) of the DRA, please immediately initiate appropriate repairs at [REDACTED] IOT ensure that humidity levels are reduced and maintained below 60% year-round. Please provide the technical guidance that will ensure an effective repair.

2. On the subject of reimbursement for damaged items:

a. I have been provided with no evidence of mould at our previous residence.

b. The contractors of [REDACTED] have indicated in discussions that mould spores are readily available in the immediate vicinity of [REDACTED]. The etiology of any potential mould spores in relation to the current claim therefore becomes moot.

c. I concur with your statement that mould spores can lie dormant and in the right environment spread. I suggest that DHA has provided the 'right environment' at [REDACTED]

d. We are now drawing on our mortgage as a result of having to replace a number of items, so feeling some economical duress.

FYA: Please provide a copy of the full report from [REDACTED] pertaining to [REDACTED] IAW Item 20a(i) please initiate the complaints resolution process IOT to determine whether reimbursement is justified.

3 . Please do not send any further advice / pamphlets on how to reduce humidity levels at the property. It belies your belief that we have somehow created a highly moist environment conducive to the growth of mould. Also, the information is in direct conflict with that of [REDACTED] (contracted by DHA) as it states that contaminated items can be treated with vinegar.

Sincerely

[REDACTED]

From: Bond, Stephen [<mailto:stephenb@dha.gov.au>]
Sent: Friday, 25 July 2014 16:50
To: [REDACTED]
Cc: McIntosh, Lesley; Gilmour, Scott
Subject: [REDACTED] - Mould Issue

Dear [REDACTED]

An issue with the service residence has been escalated to me for review and comment.

Monitoring Works

DHA will engage a suitable contractor to monitor the humidity and moisture levels within the property over the next 4 weeks.

At the conclusion of this time, DHA will be provided with an outcome of the monitoring. Should the outcome be within reasonable levels DHA will not proceed with any further works, if the outcome is outside the reasonable levels DHA/Defence will look to install whirlybirds and continue to monitor the property.

Currently there has been no evidence of a water leak, or water penetration into the property that could have lead to increased moisture levels. This is the first mould related issue reported within this design of service residence

Reimbursement

On the current evidence the design of the property has not caused the mould issues, on the report provided by the contractor to DHA it had stated a mould issue at your pervious RA property. The contractor has confirmed if a mould spore was transferred from one location to the other, they can lie dormant and in the right environment spread.

As DHA is a government agency and regularly audited we must ensure we have completed due process and have strong evidence to support spending of commonwealth funds, DHA do not have sufficient evidence to support your claim for reimbursement.

A DHA contactor will be in touch to arrange access for the monitoring over the next 4 weeks. I have attached a flyer in relation to mould issued by the QLD government which maybe of benefit.

Regards,

Stephen Bond | Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342| Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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Sackley, Pip

From: Powell, Darren
Sent: Thursday, 11 September 2014 12:51 PM
To: Bond, Stephen
Subject: FW: [REDACTED]

From: Powell, Darren
Sent: Wednesday, 10 September 2014 8:59 AM
To: [REDACTED]
Subject: [REDACTED]

Dear [REDACTED]

DHA have reviewed the issues raised in relation to mould and reimbursement due to mould damage in accordance with our complaints resolution process in the Defence Residential Agreement (DRA) and the tenant handbook. The issues raised have been reviewed by the National Service Delivery Manager for DHA and have found the following –

1. The decision not to cover the cost of goods via reimbursement stands.
2. No further works will be undertaken by DHA in relation to monitoring or remedial works.

The contractor has confirmed the air tested outside the property and tested in the main bedroom/ensuite area carried similar types of mould spores and concluded this is an environmental issue. The mould has not been caused by the design or failure in the property (eg leaking pipe) and is outside DHA's control.

Thank you for bringing this matter to our attention. DHA has a commitment to resolving complaints in a timely manner. Unfortunately, on this occasion, DHA is not in a position to assist you further.

Regards,

Darren Powell | Regional Director
Brisbane Region | Defence Housing Australia
Tel: 07 3355 8847 | Fax: 02 6222 2273 | Mob: [REDACTED]
darren.powell@dha.gov.au

Sackley, Pip

To:
Subject:

Good Morning

I have received your enquiry about making a claim to DHA regarding damages suffered to your personal items in the recent maintenance issues at your residence above.

Can you please advise the type of damages you will be seeking, and to what items? We will also require copies of receipts for any monies paid for treatment/replacement of items. We have been advised that the non-recoverable items were, Bed, Mattress, 2 x Bedside Tables, Pillows and Donna.

Once these details have been received we will be able to consider if any reimbursement is available.

Kind Regards

Andrea Sprott | Team Leader

Brisbane Housing Management Centre | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8817 | Fax: 02 6222 2275
Email: andrea.sprott@dha.gov.au | www.dha.gov.au

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Sackley, Pip

From: [REDACTED]
Sent: Tuesday, 1 July 2014 10:37 AM
To: Sprott, Andrea
Subject: Reimbursement claim [SEC=UNCLASSIFIED]
Attachments: IMG.pdf; Claim for Reimbursement of Damaged Items.doc

UNCLASSIFIED

Hi Andrea,

I have worked out the damages (attached) and attached a scan of the receipts where we have so far replaced the items. Please note the extra pillows and doona - this is due to the ones in the spare bedroom having been used earlier in the year in the main bedroom. It was not worth the risk in keeping them. Likewise, the decorative pillows (x3) were on the bed in the master bedroom. One pair of shoes was thrown away on the day of the initial assessment and two pairs were made unusable by the cleaning process. Likewise, there are two items of clothing that were aggressively cleaned and rendered unusable. I hope that all makes sense. Please contact me if you require any further information.

Sincerely,



From: [REDACTED]
Sent: Monday, 30 June 2014 20:09
To: [REDACTED]
Subject: FW: claim

From: [REDACTED]
Sent: 30 June, 2014 2:13 PM
To: [REDACTED]
Subject: claim

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Temple & Webster Pty Ltd
8DD Hiles St
Alexandria NSW 2015

Order #100205713

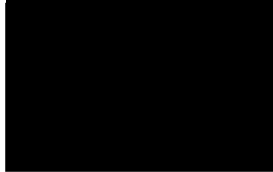
Order Date: 9 June 2014

Shipping Address

Caroline Henry



Billing Address



Shipping Method

Home Delivery

Payment Method



Items Ordered

Product Name	Code	Price	Qty	Subtotal
Set of 3 Souk Cushions	CAN-2707-	\$159.95	Ordered: 1	\$159.95
	C26-002-			
	C26-002-			
	C26-007-set			
Subtotal				\$159.95
Shipping & Handling				\$9.95
Discount (Welcome to Temple & Webster \$15 discount)				-\$15.00
Total (incl. GST)				\$154.90

>HERITAGE SIDE SLEEPER PILLOW:FIRM \$29.95
 150595840 - 4666 -\$10.00
 PROMOTIONAL DISCOUNT \$19.95
 SALE PRICE
 >HERITAGE SIDE SLEEPER PILLOW:FIRM \$29.95
 150595840 - 4666 -\$10.00
 PROMOTIONAL DISCOUNT \$19.95
 SALE PRICE
 >TONTINE ANTI ALLERGY POLYESTER QUILT:KB \$169.95
 141637870 - 4612 -\$68.00
 PROMOTIONAL DISCOUNT \$101.95
 SALE PRICE
 >TONTINE ANTI ALLERGY POLYESTER QUILT:KB \$169.95
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07/06/2014 2:44:29 PM 67 301 264
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TRUST

HARVEY NORMAN ACCOUNT

KEY NORMAN BEDDING EVERTON PARK

15 SOUTHPIKE ROAD
EVERTON PARK QLD 4053

SOUTHPIKE ROAD (PO Box 40)
EVERTON PARK QLD 4053

PHONE NO: 07 3550 4444

3550 4444 Fax: 07 3550 4502

NET TOTAL \$1093.00

AMOUNT \$1000.00

DATE 20/12/11

DATE WHEN PAID

DATE WHEN PAID

DATE WHEN PAID

DATE WHEN PAID

20/12/11 15:26:54 80 3108619

Assist: [REDACTED]

Cust #: [REDACTED]

SType: CASH ON DELIVERY

Oper: [REDACTED]

Product	Qty	Price	Total
* %20% CANCEL-FEE	1.00	0.00	0.00
%20% CANCELLATION FEE			
Pickup to be Advised			
STOCK from Warehouse/Warehouse			
* 5236-QUEMAT	1.00	3499.00	1600.00
HARMONY QUEEN MATTRESS			
Delivery Scheduled 23/12/11 21/12/11 14R CALL B/FD&			
STOCK from Warehouse/Warehouse			
300824	1.00	149.95	50.95
TEMPUR MATTRESS PROTECTOR QUN Batch: 801114429			

Pickup/Delivery Address:



Delivery Fee 60.00
Total 99.00
G.S.T. Content 9.00
G.S.T. CONTENT 178.09
INV PENDING 1959.00
INV DEPOSIT 1959.00
MONEYS DUE NOW 2058.00
E.F.T.Pos 2058.00
A000075-/-

BALANCE OWING 0.00

THANK YOU FOR SHOPPING AT HARVEY NORMAN
PLEASE CALL AGAIN

Customer Signature: [REDACTED]

20/12/11

No of Pieces: 1



IKEA LOGAN

ABN: 84006270757

LOVE YOUR HOME

TAX INVOICE



091900050092090614

AUD

ITEM # 10261474	19394		
FÖRVÄNTAD NAP 3		2.99	A
ITEM # 40246689	19394		
OERSÄTLIG PAPN		3.49	A
ITEM # 50256159	12465		
ULLGUMP RU LO P		49.99	A
ITEM # 80208647	14729		
EXPEDIT N BCSE		199.00	A
ITEM # 173524	20689		
GOSA VADD PLW S		4.99	A
ITEM # 40173522	20689		
GOSA VADD PLW S		9.99	A
ITEM # 80173520	20689		
GOSA VADD PLW B		7.99	A
ITEM # 173524	20689		
GOSA VADD PLW S		4.99	A
ITEM # 30161930	21293		
SMASKA LUNCH B0		2.99	A
ITEM # 30161930	21293		
SMASKA LUNCH B0		2.99	A
ITEM # 10158194	21293		
SMASKA TRAIN BE		3.99	A
ITEM # 80257609	21576		
GESTALIA N ARTI		7.99	A
ITEM # 60143176	18607		
FENOMEN UNSC BL		9.99	A
ITEM # 90193382	20663		
SKUBB SH BOX 22		19.99	A
ITEM # 90193382	22462		
SKUBB SH BOX 22		19.99	A
SUBTOTAL		351.36	

TOTAL 351.36

ACCOUNT NO: *****5385

Claim for Reimbursement of Damaged Items,



Item	Cost
Queen Size Bed Frame	\$1,200.00
Bedside Cabinets (x2)	\$600.00
Mattress	\$2,058.00
Wool Wrap	\$76.00
Mohair Coat (Ladies)	\$500.00
Shoes (one pair, male)	\$100.00
Duvet (x2)	\$203.90
Shoes (two pair, female)	\$200.00
Pillows (Myer x2)	\$39.90
Pillows (ikea x 4)	\$27.96
Protective pillow Covers (standard x4)	\$40.00
Decorative Pillows (x3)	\$154.90
Total	\$5,300.66

HEAD OFFICE



13

Sackley, Pip

To: [REDACTED]
Subject: RE: moisture problems [SEC=UNCLASSIFIED]

Hi [REDACTED]

Ongoing moisture monitoring is not something that DHA will be undertaking at this time. As mentioned once the whirly bird is in place we can revisit. I am sure through this process you have been given ongoing advise on ventilation on the property so I don't need to re-iterate that, but I will be touching base with you when the works are completed and have has a chance to perform.

Kind regards,

Lesley McIntosh | Property Manager
Brisbane HMC | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8857 | Fax: 02 6222 2275
email: lesley.mcintosh@dha.gov.au | www.dha.gov.au

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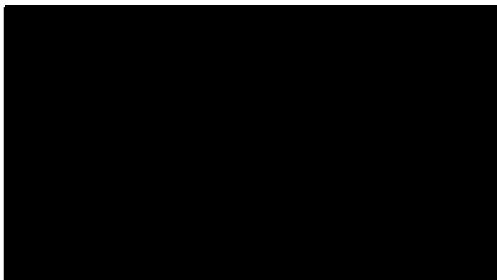
From: [REDACTED]
Sent: Thursday, 10 July 2014 3:08 PM
To: McIntosh, Lesley
Subject: RE: moisture problems [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Leslie.

Thanks for the updat. Your approach to the mould sounds reasonable. Do we have a way of measuring moisture levels. The contractors that were sent over were certainly able to detect high moisture levels. Are you thinking of a re-visit once the whirly bird has had time to take effect ?

Cheers,



[REDACTED]

From: McIntosh, Lesley [mailto:Lesley.McIntosh@dha.gov.au]
Sent: Thursday, 10 July 2014 14:16
To: [REDACTED]
Cc: McIntosh, Lesley
Subject: RE: moisture problems [SEC=UNCLASSIFIED]

Hi [REDACTED]

I spoke with Andrea yesterday about the reimbursement, she stated it was with the senior manager. From past experience approvals of this nature are process driven and the Manager will contact you in due course. I understand this may be frustrating due the value involved, however I will be monitoring progress and when and if I have updates. I will contact you should I be able to provide further information during the process.

In relation to the whirly bird, we have had an extensive training session just yesterday in relation to this type of issue with the contractor that remediated your property. They do recommend in mould situations to do what we can to further ventilate. My ongoing management will be guided by you in relation to how well the issue is alleviated going forward, and will be happy to re-visit once the further works are carried out. Are you happy to go with this solution for now and revisit if need be?

Kind regards,

Lesley McIntosh | Property Manager
Brisbane HMC | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8857 | Fax: 02 6222 2275
email: lesley.mcintosh@dha.gov.au | www.dha.gov.au

DHA Online Services.

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From: [REDACTED]
Sent: Thursday, 10 July 2014 2:04 PM
To: McIntosh, Lesley
Subject: RE: moisture problems [SEC=UNCLASSIFIED]

UNCLASSIFIED

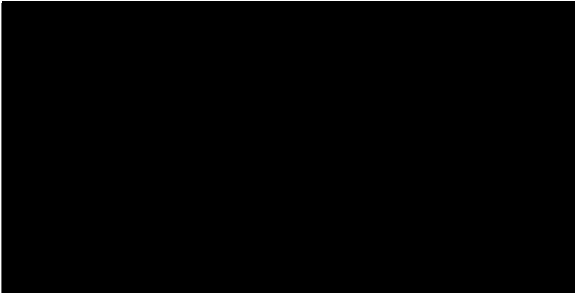
Hi Lesley.

I lack confidence that a whirly bird is going to have any significant effect. Passive removal of the moist air will mean that the bedroom is going to be vulnerable to moisture build up. Please pass up my concerns.

WRT the timer - no big issue - you can leave it unrepaired if you like. The oven is pretty ordinary and you might find yourself replacing it anyway in a couple of years.

Also, are you able to shed any light on the progress of the claim for reimbursement ?

Thanks,



From: McIntosh, Lesley [mailto:Lesley.McIntosh@dha.gov.au]
Sent: Thursday, 10 July 2014 12:42
To: [REDACTED]
Subject: RE: moisture problems [SEC=UNCLASSIFIED]

Good Afternoon [REDACTED]

Thank you for the below email. I have immediately checked with the contract manager to enquire the status of the issue and I can report the following:

- There is a quote in the system for a whirly bird and roof flashings, once the quote has been returned by contractors the recommendation will be sent through to the Department of Defence, as owners of the property, for approval in order for works to commence.
- On another note, I notice in the system there is a pending work order to repair the timer to the oven, however it will be repaired when an appliance contractor needs to attend the property as mentioned at the periodic inspection on the 19/05/2014. Should you wish to use the timer please let me know and I will send the job through.

On another note as your new property manager I will be monitoring each property at [REDACTED] to ensure any maintenance is carried out in a timely manner, and ensure all outstanding/ ongoing issues are monitored to completion. I look forward to working with you should you need further assistance.

Please feel free to contact me at any time on the below details or on my mobile [REDACTED]

Kind regards,

Lesley McIntosh | Property Manager
Brisbane HMC | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8857 | Fax: 02 6222 2275
email: lesley.mcintosh@dha.gov.au | www.dha.gov.au

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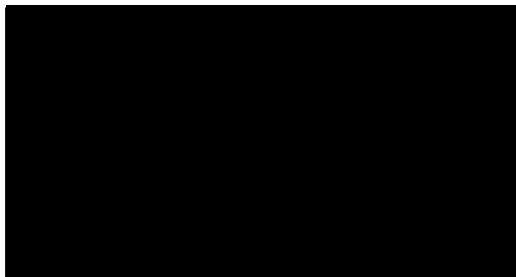
From: [REDACTED]
Sent: Thursday, 10 July 2014 10:40 AM
To: McIntosh, Lesley
Subject: moisture problems [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Lesley,

Andrea organised a dha rep to attend at [REDACTED] and investigate the potential causes of moisture in the master bedroom, and potential remedies. It has been a few weeks now. Any further on a COA ? My recommendation was to duct the bathrooms to external eaves.

Cheers,



From: Sprott, Andrea [<mailto:Andrea.Sprott@dha.gov.au>]
Sent: Monday, 7 July 2014 16:30
To: [REDACTED]
Subject: RE: Reimbursement claim [SEC=UNCLASSIFIED]

Hi [REDACTED]

My apologies on my delayed response. I have passed this over to our Maintenance Contract Managers to have a talk to and manage the contractor in relation to these works.

Also, your new property manager, Lesley McIntosh, will be looking in to your request for reimbursement. Lesley has taken over the management of [REDACTED] as I have moved into a new position with in the office.

Should you have any questions, please do not hesitate to contact Lesley on 07 3355 8800.

Kind Regards

Andrea Sprott | Team Leader

Brisbane Housing Management Centre | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8817 | Fax: 02 6222 2275
Email: andrea.sprott@dha.gov.au | www.dha.gov.au

DHA Online Services
Available 24 hours a day, 7 days a week.

ð Please consider the environment before printing this e-mail

From: [REDACTED]
Sent: Tuesday, 1 July 2014 2:39 PM
To: Sprott, Andrea
Subject: RE: Reimbursement claim [SEC=UNCLASSIFIED]

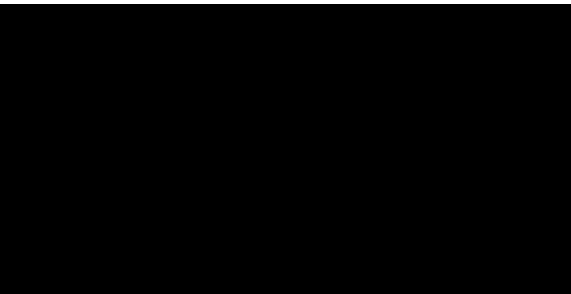
UNCLASSIFIED

Thanks Andrea.

Could you also please organise for remedial gardening work on the nature strip and barbecue area.

I notice that the contractor for this work has been very keen to do the extra work associated with transitions in the street. Meanwhile the weeds in the nature strip and barbecue area are flowering wonderfully. I reiterate our last discussion that he is continuing to ignore his contract with DHA. To the best of my knowledge he has weeded the nature strip twice in the last 2.5 years; the last time by destroying half of the plants in there. Please progress this email as a complaint against the contractor.

Cheers,



From: Sprott, Andrea [<mailto:Andrea.Sprott@dha.gov.au>]
Sent: Tuesday, 1 July 2014 13:41
To: [REDACTED]
Subject: RE: Reimbursement claim [SEC=UNCLASSIFIED]

Hi David,

Thankyou for the attached. I have forwarded this information to the Property and Tenancy Manager to advise.

I will be in contact shortly with an outcome for you.

Kind Regards

Andrea Sprott | Team Leader

Brisbane Housing Management Centre | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel: 07 3355 8817 | Fax: 02 6222 2275
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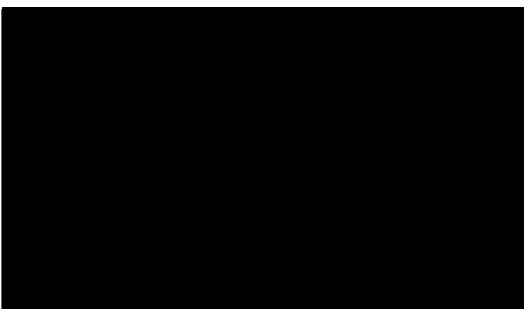
From: [REDACTED]
Sent: Tuesday, 1 July 2014 10:37 AM
To: Sprott, Andrea
Subject: Reimbursement claim [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Andrea,

I have worked out the damages (attached) and attached a scan of the receipts where we have so far replaced the items. Please note the extra pillows and doona - this is due to the ones in the spare bedroom having been used earlier in the year in the main bedroom. It was not worth the risk in keeping them. Likewise, the decorative pillows (x3) were on the bed in the master bedroom. One pair of shoes was thrown away on the day of the initial assessment and two pairs were made unusable by the cleaning process. Likewise, there are two items of clothing that were aggressively cleaned and rendered unusable. I hope that all makes sense. Please contact me if you require any further information.

Sincerely,



From: [REDACTED]
Sent: Monday, 30 June 2014 20:09
To: [REDACTED]
Subject: FW: claim

From: [REDACTED]
Sent: 30 June, 2014 2:13 PM

To: [REDACTED]
Subject: claim

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Sackley, Pip

To: [REDACTED]
Subject: RE: Potential for mould development, [REDACTED] [SEC=UNCLASSIFIED]

Hi [REDACTED]

I have forwarded your email onto senior management for escalation. I believe they are going to determine best practise re: any possible humidity levels, and my manager has assured me he will be in contact with you as soon as he is able to give you a guide.

Kind regards,

Lesley McIntosh | Property Manager
Brisbane HMC | Defence Housing Australia
Ground Floor Suite 3-6, Highpoint Plaza
240 Waterworks Road, PO Box 530, Ashgrove QLD 4060
Tel 139 342 | Fax 02 6222 2275
email: maint.brisbane@dha.gov.au | www.dha.gov.au

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Please consider the environment before printing this e-mail

From: [REDACTED]
Sent: Thursday, 24 July 2014 1:59 PM
To: McIntosh, Lesley
Subject: Potential for mould development, [REDACTED] [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Leslie,

Could you please provide an update on the intended remediation work to address humidity levels at [REDACTED] [REDACTED] Given that the current situation has the potential to develop into health issues, I would appreciate if this matter was resolved with more urgency.

Sincerely,

[REDACTED]

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Sackley, Pip

From: [Redacted]
Sent: Tuesday, 20 May 2014 2:50 PM
To: Sprott, Andrea
Subject: [Redacted]

Hi Andrea,

I have inspected the above mentioned property and have discovered a potentially serious mould problem. I have taken samples (2 x Air, 1 x surface) for scientific clarification and will need to know ASAP whether I can send them away for analysis.

I have surmised that the problem appears to be high relative humidity levels inside the master bedroom, relative humidity was 66% as opposed to outside, 57%. Relative humidity levels should be below 60% inside to prevent mould growth. There were no signs of water damage and the walls were at normal levels (9-12 % WME).

I have informed the tenant that to prevent this from getting worse that they install a dehumidifier to reduce moisture levels in the air, but first the room will require a mould remediation clean and treatment and the bed and two bedside tables disposed as these items are heavily contaminated with mould.

I have also advised that they stay out of the room and keep the door shut due to health concerns. The tenant advised that her husband had suffered mould related symptoms from their previous address and that the bed and bedside tables did come from that address.

Can you please advise on further action.

Kind Regards,

[Redacted]

[Redacted]

My profiles: [Grid]

16.

Sackley, Pip

From: Bond, Stephen
Sent: Tuesday, 7 October 2014 12:30 PM
To: [REDACTED]
Subject: [REDACTED]

Dear [REDACTED]

Mould in Ceiling

Following on from recent telephone calls, would it be possible to provide advice as to measures required to reduce the likelihood of mould in the ceiling space/ bedroom area?

DHA have proposed a whirlybird vent to ventilate the roof space? In your opinion would this be satisfactory in reducing the moisture levels in the SR? If you have any other suggestions it would be appreciated or a contact for a suitable contractor who could recommend a solution.

I also need to confirm in writing the moisture reading provided by [REDACTED] to DHA was a once off reading and could have been impacted by the time of the day, year or conditions within the property – Eg shower being used prior to reading.

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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Correspondence with Contractors in relation to maintenance - [REDACTED]

[REDACTED] - Conversation Date – Monday 29/9/2014

[REDACTED] have confirmed verbally to me on the phone the following – (I did follow up with an email requesting this in writing)

1. Moisture reading was taken on a specific day and not monitored over time. This reading can be effected by current climatic conditions & human interaction eg shower being used prior to test
2. There is a product that can be installed to monitor moisture permanently, [REDACTED] confirmed this is not a tamper proof, only other option would be to monitor manually as required.
3. Confirmed ventilation to the roof space would assist in removing moisture and heat from the roof space.

[REDACTED] – Monday 29/9/2014.

1. Spoke to service representative in relation to options for roof ventilation. Confirmed the difference between electronic and manual whirlybird options. Representative directed me to the Windmaster brand roof ventilations (Flyer Attached)

[REDACTED]

Provided an original quote to install a whirlybird on the roof. The tenant questioned the effectiveness of a whirlybird, Defence requested further information in relation to why the installation of the whirlybird is required and how the mould came to be in the property. DHA have followed up with [REDACTED] and they have confirmed in their opinion this would be the most effective option to remove heat and moisture from the roof cavity.

[REDACTED] – Defence

1. Spoke verbally to [REDACTED] while in Brisbane in relation to the construction methods used in the properties as [REDACTED] was involved in the planning and construction. There was no known reason in relation to construction methods that could have caused the high moisture. An email has been sent to guy to follow up 13/10/2014

Property Construction File

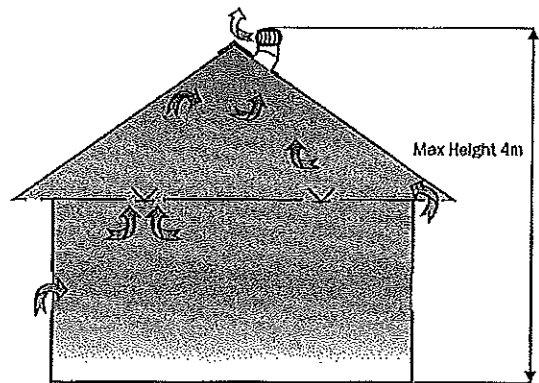
DHA have reviewed the construction plans, drawings and certificates. A certificate is current for the insulation and sisalation installation for 9 O'Connell. Insulation has a 6 Star Rating.

The final inspection certificate is also present.

WindMaster

DEEMED TO COMPLY

VENTILATION FOR ROOFS UP TO 4m HIGH



WINDMASTER DTC

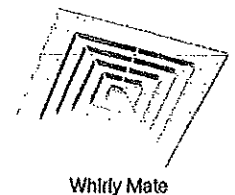
- Expels hot air from your roof space in summer
- Exhausts damp air from your roof space
- Reduces air conditioning load
- Helps reduce energy costs
- An inexpensive way to improve your comfort
- Available in 25 Colours & Mill Finish
- Constructed from light weight aluminium
- Tested to Australian Standards
- Suitable for installations up to 4m

REMOVE THE HEAT

Insulation does a great job of slowing the transfer of heat between the roof space and the living space in your home. But on hot days, heat can still build up over time. When you consider that the heat inside your roof can reach over 70°C you can understand the tough job that insulation has to do. Edmonds roof ventilators reduce the roof-space heat build-up by expelling hot air which enables it to be replaced with ambient temperature air from outside. This allows your insulation to work far more effectively.

IMPORTANCE OF AIR FLOW

In order to expel the heat and moisture from your roof space, it is essential that fresh, external air replaces the super heated air removed by your Windmasters. This can be achieved by installing at least FOUR under eave vents per ventilator. For the best results, and improved home comfort, the installation of Whirly Mates in the ceiling of your home allows hot air trapped in living spaces to escape, allowing cooler, fresh air to enter your home.



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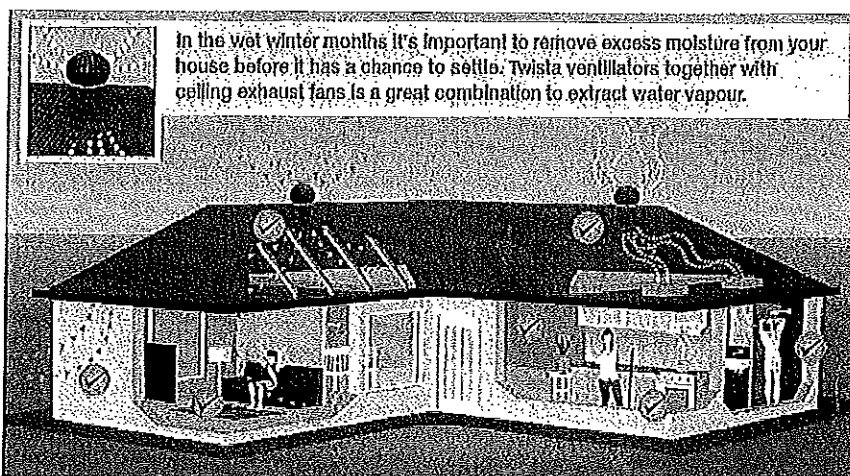
HOME

THE TWISTA VENTILATOR COMPANY

CONTACT TWISTA ROOF VENTILATORS

Winter Benefits

The enemy of a healthy, comfortable home in winter is moisture, and the Twista roof ventilator is the eco-friendly solution to the problem of mould and mildew, as well as the deterioration of building materials.



Remove Moisture & Fight Mould

Mould thrives in cool, dark, damp conditions, which is what winter is all about. It is an unsightly problem, but can have more serious implications; mould in your home can produce allergic reactions and respiratory problems. Some moulds produce mycotoxins that can pose serious, potentially lethal, health risks to your family.

Removing moisture is the key to preventing the growth of mould. In our bathrooms and kitchens we usually do this with the use of extractor fans, which remove steam from the room, keeping it dry. The result, however, is abundant moisture in the roof cavity, and on the ceiling; add to this the condensation that forms with the roof cavity during winter frosts, and you have a perfectly, dark, cool, and wet place for mould to flourish.

The Twista roof ventilator prevents this build up of moisture from steam and condensation by removing it as it enters the roof space, resulting in less mould, and a healthier atmosphere in your home!

18

Sackley, Pip

From: Bond, Stephen
Sent: Thursday, 25 September 2014 3:30 PM
To: 'DRHM.SQ'
Subject: [REDACTED] - Dispute

Dear [REDACTED]

Following on from our meeting yesterday, I have spoken to head office.

To further consider the claim, they have requested a formalised (in writing) DRHM position in relation to the reimbursement and mould issues in the property.

If you need access to any further documentation please let me know

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342 | Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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Sackley, Pip

From: [REDACTED] on behalf of DRHM.SQ
 <drhm.sq@defence.gov.au>
Sent: Wednesday, 8 October 2014 8:03 AM
To: Bond, Stephen
Cc: McWatters, Georgie; DSG-DSO-GEBS-Relocations and Housing
Subject: FW: [REDACTED] Information - Mould [SEC=UNCLASSIFIED]
Attachments: [REDACTED] - Analytical Report.pdf; [REDACTED]
 4051; Mould.pdf; RE: [REDACTED] - Mould Issue
 [SEC=UNCLASSIFIED]; Recoverable Contents Report - [REDACTED].pdf; Total Loss
 Report - [REDACTED]

UNCLASSIFIED

Good morning Stephen,

Thanks for your patience with this,

I have read all the supporting reports and the members claim, and at the end of the day, I can only apply the reasonable person test, as I mentioned to you and Georgie.

I agree there are many variables with actual cause of the mould and its affects on personal property and the living conditions of the SR into the future.

So I would be having all methods of extraction installed without delay, review possible additional ventilation and have some programmed review of the previous mould affected areas for the next two years.

Compensability to the member for FPE losses, is never an easy matter; , but given how the mould was found and the urgency to remove it and dispose of items; I would reasonably think what he is claiming and the evidence he has provided and the likelihood of reoccurrence of the mould had he not disposed of the items, I would reimburse the total amount.

I would strongly suggest, as the treatment is completed for the actual mould removal, that you install the ventilation and extraction devices as soon as possible and document all that has been put into place and monitor this issue regularly throughout the changing seasons..

regards

[REDACTED]

Defence Relocations & Housing Manager - Queensland
 Defence Support and Reform Group

Business Operations Branch
 Building F65, Level 2, Corner of Lloyd Street and Lavarack Parade Gallipoli Barracks, ENOGGERA QLD 4051
 Email: drhm.sq@defence.gov.au
 Telephone: (07) 33326975 or (07) 33326992
 Fax: (07) 33326977
 Mobile: [REDACTED]

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From: Bond, Stephen [mailto:Stephen.Bond@dha.gov.au]
Sent: Monday, 29 September 2014 17:16
To: DRHM.SQ
Cc: McWatters, Georgie
Subject: [REDACTED] - Mould

Hi [REDACTED]

Please see attached information relating to the mould.

In relation to the recoverable report and loss report, [REDACTED] do not take any chances, even if there is no mould present, these items will be washed and returned, or thrown out if they could have had mould on them – Eg bed

I have spoken to [REDACTED] who confirmed the 66% moisture reading was taken on one visit, no other testing was undertaken. Factors including a shower being used or the time of the day/weather conditions can effect this reading.

All other properties have been inspected with no further indication of mould issues

Any questions let me know.

Regards,

Stephen Bond | Regional Property & Tenancy Manager
Brisbane Housing Management Centre | Defence Housing Australia
Highpoint Plaza Ground Floor Suites 3-6
240 Waterworks Road Ashgrove Qld 4060
Phone: 139 342| Fax: 02 6222 2275
stephen.bond@dha.gov.au | www.dha.gov.au

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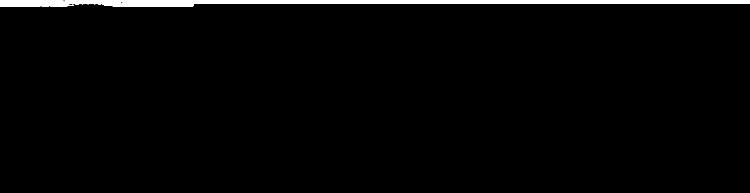
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Job #NL 1668

RECOVERABLE CONTENTS REPORT

Prepared On: June 04, 2014



Recoverable Contents Report - Table of Contents

June 04, 2014

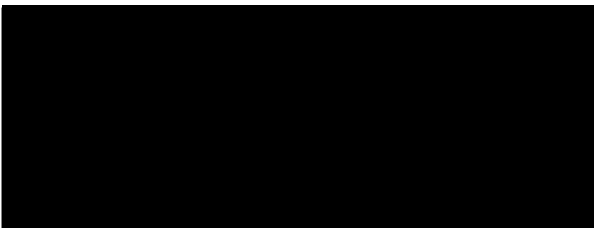
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	Item Details	6
	Item Notes	19
Shoes		20 ~ 24
	Item List	21
	Item Details	22



SHED INVENTORY

Total # of Items: 73



Recoverable Contents Report - SHED INVENTORY - Item List

June 04, 2014

Item List - SHED INVENTORY

#	Item	Box	Description	Condition	Qty
1	00036		Skins and underwear	Recoverable	4
2	00089		Jumper Womens Dress	Recoverable	1
3	00022		Leggings and Beanie	Recoverable	7
4	00068		Pant and tshirt	Recoverable	2
5	00076		Dresses	Recoverable	5
6	00027		Clothing in bags	Recoverable	1
7	00052		Pant, pj, and short	Recoverable	4
8	00031		Belt and money belt	Recoverable	1
9	00078		Sarong	Recoverable	5
11	00032		Stockings	Recoverable	6
12	00087		Business suit	Recoverable	2
13	00073		Blouses	Recoverable	3
15	00061		Blouses	Recoverable	6
16	00035		Shoes in bag and clothing	Recoverable	4
17	00088		Long sleeve polo shirt	Recoverable	7
18	00024		Jumper and shirt	Recoverable	5
19	00060		Cargo Girls Pants	Recoverable	1
20	00038		Sports pants and short	Recoverable	2
21	00033		Womens Lingerie	Recoverable	1
22	00047		Tshirts	Recoverable	10
23	00029		Polo Mens Shirt	Recoverable	4
24	00023		Mix polo and shirts	Recoverable	9
25	00075		Jacket and cardigan	Recoverable	2

Recoverable Contents Report - SHED INVENTORY - Item List

June 04, 2014

Item List - SHED INVENTORY

#	Item	Box	Description	Condition	Qty
26	00064		Cargo Girls Pants	Recoverable	1
27	00077		Mix items	Recoverable	5
28	00026		Men's shirt	Recoverable	5
29	00046		Sports shirt	Recoverable	3
30	00092		Polo Shirt	Recoverable	8
31	00083		Ladies pants	Recoverable	7
32	00021		Socks and beanie	Recoverable	11
33	00085		Women clothing	Recoverable	6
34	00054		Handkerchief	Recoverable	10
35	00082		Dress	Recoverable	1
36	00079		Scarves	Recoverable	13
37	00081		Pants and tops	Recoverable	4
38	00090		Pants	Recoverable	7
39	00051		Jumper, and tshirts	Recoverable	5
40	00070		Long pants	Recoverable	2
41	00066		Skirt	Recoverable	1
42	00053		Jumpers	Recoverable	4
43	00030		Mix socks and stockings in red bag	Recoverable	19
44	00055		Bras and camisole	Recoverable	16
45	00058		Skirts and blouses	Recoverable	7
46	00045		Shorts	Recoverable	2
47	00080		Mix clothing	Recoverable	22
48	00048		Socks	Recoverable	20
49	00034		Pants and camisole	Recoverable	2

Recoverable Contents Report - SHED INVENTORY - Item List

June 04, 2014

Item List - SHED INVENTORY

#	Item	Box	Description	Condition	Qty
50	00074		Dresses	Recoverable	5
51	00062		Blouses	Recoverable	5
52	00043		Pj	Recoverable	5
53	00091		Tshirts	Recoverable	7
54	00040		Business suit	Recoverable	2
55	00044		Tshirts	Recoverable	8
56	00086		Blouses	Recoverable	6
57	00072		Gown	Recoverable	1
58	00037		Ties and belt	Recoverable	5
59	00028		Polo shirt and tshirts	Recoverable	12
60	00059		Blouses	Recoverable	8
61	00041		Shorts	Recoverable	4
62	00042		Jumper and tshirts	Recoverable	4
63	00065		Dresses	Recoverable	6
64	00069		Jumpers	Recoverable	3
65	00057		Socks and underwear	Recoverable	18
66	00049		Garments organizer	Recoverable	1
67	00050		Hankies, bag,socks and beanie	Recoverable	7
68	00084		Blouse Womens Shirt	Recoverable	2
69	00025		Polo Mens Shirt	Recoverable	2
70	00017		Men's watch	Recoverable	1
71	00067		Polo Mens Shirt	Recoverable	4
72	00063		Skirts	Recoverable	4
73	00071		Long pants	Recoverable	1

Recoverable Contents Report - SHED INVENTORY - Item List

June 04, 2014

Item List - SHED INVENTORY

#	Item	Box	Description	Condition	Qty
74	00039		Pants	Recoverable	2
76	00056		Sarong and dresses	Recoverable	4

Item Details - SHED INVENTORY

1 Item: 00036
Box:




Skins and underwear
Quantity: 4

2 Item: 00089
Box:




Jumper Womens Dress
Quantity: 1

3 Item: 00022
Box:



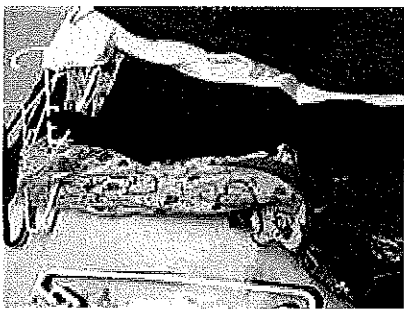
Leggings and Beanie
Quantity: 7

4 Item: 00068
Box:




Pant and tshirt
Quantity: 2

5 Item: 00076
Box:



Dresses
Quantity: 5

6 Item: 00027
Box:




Clothing in bags
Quantity: 1

Recoverable Contents Report - SHED INVENTORY - Item Details

June 04, 2014

Item Details - SHED INVENTORY

6 Item: 00027
Box:



Clothing in bags
Quantity: 4

7 Item: 00052
Box:




Pant, pj, and short
Quantity: 4

8 Item: 00031
Box:




Belt and money belt
Quantity: 1

9 Item: 00078
Box:



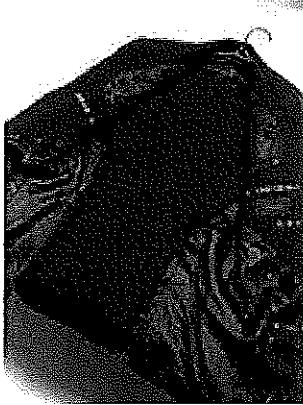
Sarong
Quantity: 5

11 Item: 00032
Box:



Stockings
Quantity: 6

12 Item: 00087
Box:



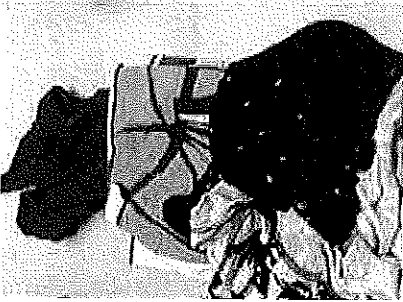
Business suit
Quantity: 2
Dry clean

Recoverable Contents Report - SHED INVENTORY - Item Details

June 04, 2014


Item Details - SHED INVENTORY

13 Item: 00073
Box:



Blouses
Quantity: 3

15 Item: 00061
Box:



Blouses
Quantity: 6


16 Item: 00035
Box:



Shoes in bag and clothing
Quantity: 4

Tag red

16 Item: 00035
Box:



Shoes in bag and clothing

17 Item: 00088
Box:



Long sleeve polo shirt
Quantity: 7

18 Item: 00024
Box:



Jumper and shirt
Quantity: 5

Item Details - SHED INVENTORY

19 Item: 00060
Box:




Cargo Girls Pants
Quantity: 1

20 Item: 00038
Box:



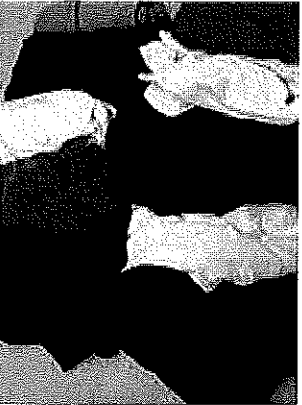
Sports pants and short
Quantity: 2

21 Item: 00033
Box:



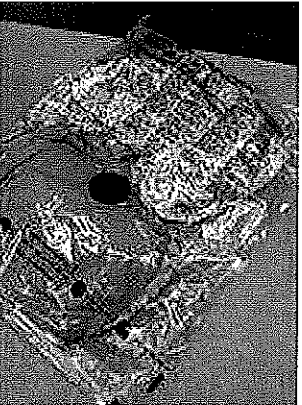
Womens Lingerie
Quantity: 1

22 Item: 00047
Box:



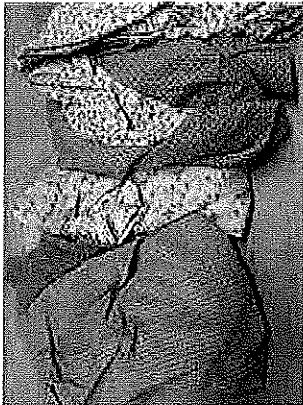
Tshirts
Quantity: 10

23 Item: 00029
Box:



Polo Mens Shirt
Quantity: 4

23 Item: 00029
Box:



Polo Mens Shirt

Recoverable Contents Report - SHED INVENTORY - Item Details

June 04, 2014


Item Details - SHED INVENTORY

24 Item: 00023
Box:



Mix polo and shirts
Quantity: 9

25 Item: 00075
Box:



Jacket and cardigan
Quantity: 2

26 Item: 00064
Box:



Cargo Girls Pants
Quantity: 1

27 Item: 00077
Box:



Mix items
Quantity: 5

28 Item: 00026
Box:



Men's shirt
Quantity: 5

29 Item: 00046
Box:




Sports shirt
Quantity: 3

Recoverable Contents Report - SHED INVENTORY - Item Details

June 04, 2014

Item Details - SHED INVENTORY

30 Item: 00092
Box:




Polo Shirt
Quantity: 8

31 Item: 00083
Box:




Ladies pants
Quantity: 7

32 Item: 00021
Box:



Socks and beanie
Quantity: 11

33 Item: 00085
Box:




Women clothing
Quantity: 6

34 Item: 00054
Box:



Handkerchief
Quantity: 10

35 Item: 00082
Box:



Dress
Quantity: 1

Recoverable Contents Report - SHED INVENTORY - Item Details

June 04, 2014


Item Details - SHED INVENTORY

36 Item: 00079
Box:




Scarves
Quantity: 13

37 Item: 00081
Box:



Pants and tops
Quantity: 4

38 Item: 00090
Box:




Pants
Quantity: 7

39 Item: 00051
Box:



Jumper, and tshirts
Quantity: 5

40 Item: 00070
Box:



Long pants
Quantity: 2


41 Item: 00066
Box:



Skirt
Quantity: 1

Item Details - SHED INVENTORY

42 Item: 00053
Box:




Jumpers
Quantity: 4

43 Item: 00030
Box:




Mix socks and stockings in red bag
Quantity: 19

44 Item: 00055
Box:




Bras and camisole
Quantity: 16

44 Item: 00055
Box:




Bras and camisole

45 Item: 00058
Box:



Skirts and blouses
Quantity: 7

46 Item: 00045
Box:



Shorts
Quantity: 2


Item Details - SHED INVENTORY

47 Item: 00080
Box:




Mix clothing
Quantity: 22

48 Item: 00048
Box:




Socks
Quantity: 20

49 Item: 00034
Box:




Pants and camisole
Quantity: 2

50 Item: 00074
Box:



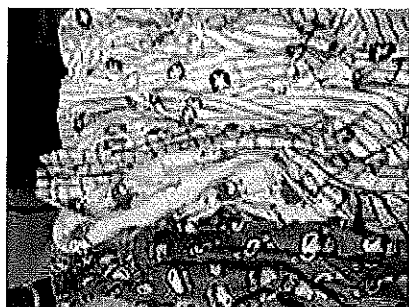
Dresses
Quantity: 5

51 Item: 00062
Box:



Blouses
Quantity: 5

52 Item: 00043
Box:




Pj
Quantity: 5

Recoverable Contents Report - SHED INVENTORY - Item Details

June 04, 2014

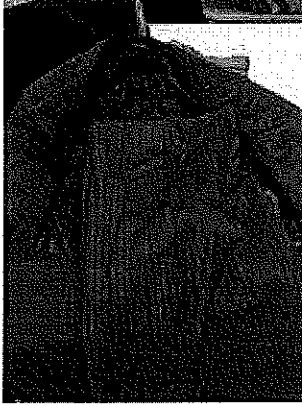
Item Details - SHED INVENTORY

53 Item: 00091
Box:



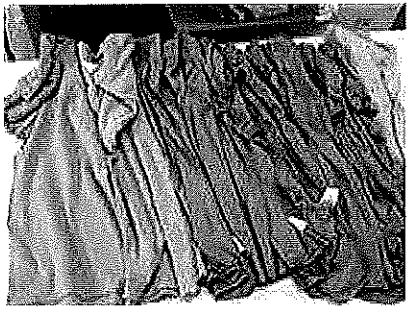
Tshirts
Quantity: 7

54 Item: 00040
Box:




Business suit
Quantity: 2
Dry clean

55 Item: 00044
Box:



Tshirts
Quantity: 8

56 Item: 00086
Box:



Blouses
Quantity: 6

57 Item: 00072
Box:



Gown
Quantity: 1


58 Item: 00037
Box:



Ties and belt
Quantity: 5


Item Details - SHED INVENTORY

59 Item: 00028
Box:




Polo shirt and tshirts
Quantity: 12

60 Item: 00059
Box:



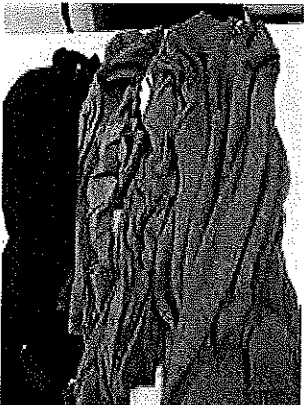
Blouses
Quantity: 8

61 Item: 00041
Box:




Shorts
Quantity: 4

62 Item: 00042
Box:




Jumper and tshirts
Quantity: 4

63 Item: 00065
Box:



Dresses
Quantity: 6


64 Item: 00069
Box:



Jumpers
Quantity: 3

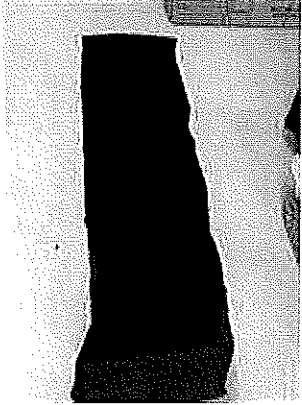
Item Details - SHED INVENTORY

65 Item: 00057
Box:




Socks and underwear
Quantity: 18

66 Item: 00049
Box:




Garments organizer
Quantity: 1

67 Item: 00050
Box:




Hankies, bag, socks and beanie
Quantity: 7

68 Item: 00084
Box:




Blouse Womens Shirt
Quantity: 2

69 Item: 00025
Box:



Polo Mens Shirt
Quantity: 2

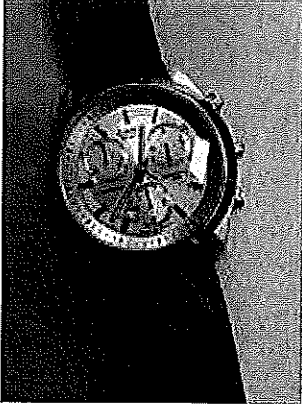
70 Item: 00017
Box:



Men's watch
Quantity: 1


Item Details - SHED INVENTORY

70 Item: 00017
Box:




Men's watch

71 Item: 00067
Box:



Polo Mens Shirt
Quantity: 4

72 Item: 00063
Box:



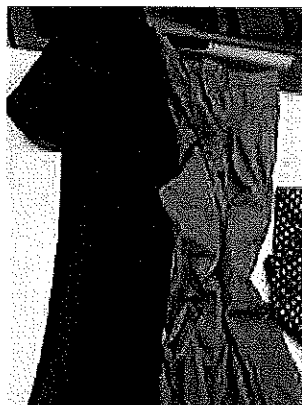
Skirts
Quantity: 4

73 Item: 00071
Box:




Long pants
Quantity: 1

74 Item: 00039
Box:



Pants
Quantity: 2

76 Item: 00056
Box:



Sarong and dresses
Quantity: 4

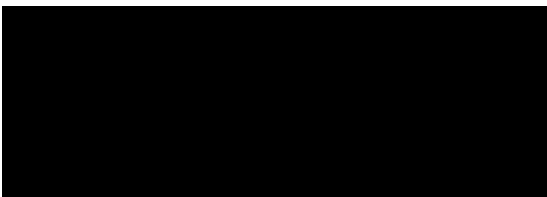
Notes - SHED INVENTORY

#	Item	Description	Notes	Pre-Existing Conditions
12	00087	Business suit	Dry clean	
16	00035	Shoes in bag and clothing	Tag red	
54	00040	Business suit	Dry clean	



Shoes

Total # of Items: 16



Recoverable Contents Report - Shoes - Item List

June 04, 2014

Item List - Shoes

#	Item	Box	Description	Condition	Qty
77	00013		Ladies shoes in pairs	Recoverable	4
78	00012		Men's sports shoes in pairs	Recoverable	3
79	00007		Ladies in pairs	Recoverable	4
80	00009		Ladies shoes in pairs	Recoverable	4
81	00004		Ladies shoes in pairs	Recoverable	1
82	00005		Ladies shoes in pair	Recoverable	1
83	00001		Men's shoes l'm pair	Recoverable	2
84	00002		Men's shoes in pair	Recoverable	1
85	00011		Boots in pairs	Recoverable	2
86	00014		House shoe in pairs and 1 odd boots	Recoverable	1
87	00006		Men's shoes in pairs	Recoverable	4
88	00008		Ladies in pairs	Recoverable	4
89	00003		Ladies shoes in pair	Recoverable	1
90	00010		Thong Womens Shoes in pairs	Recoverable	3
91	00015		Ladies shoes in pair	Recoverable	1
92	00016		Shoes bags	Recoverable	4

Item Details - Shoes

77 Item: 00013
Box:




Ladies shoes in pairs
Quantity: 4

78 Item: 00012
Box:




Men's sports shoes in pairs
Quantity: 3

79 Item: 00007
Box:



Ladies in pairs
Quantity: 4

80 Item: 00009
Box:




Ladies shoes in pairs
Quantity: 4

81 Item: 00004
Box:



Ladies shoes in pairs
Quantity: 1


82 Item: 00005
Box:



Ladies shoes in pair
Quantity: 1

Item Details - Shoes

83 Item: 00001
Box:




Men's shoes l'm pair
Quantity: 2

84 Item: 00002
Box:




Men's shoes in pair
Quantity: 1

85 Item: 00011
Box:




Boots in pairs
Quantity: 2

86 Item: 00014
Box:




House shoe in pairs and 1 odd boots
Quantity: 1

87 Item: 00006
Box:



Men's shoes in pairs
Quantity: 4

88 Item: 00008
Box:



Ladies in pairs
Quantity: 4


Item Details - Shoes

89 Item: 00003
Box:



Ladies shoes in pair
Quantity: 1

90 Item: 00010
Box:




Thong Womens Shoes in pairs
Quantity: 3

91 Item: 00015
Box:



Ladies shoes in pair
Quantity: 1

92 Item: 00016
Box:



Shoes bags
Quantity: 4

Job #NL 1668

Total Loss Report



Prepared On: June 06, 2014



Total Loss Report - SHED INVENTORY

June 06, 2014

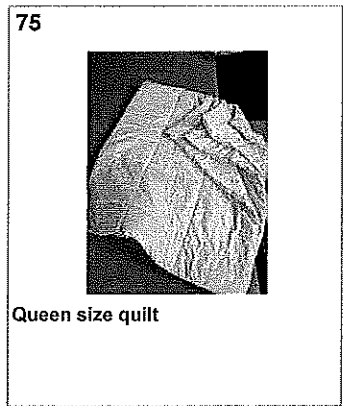
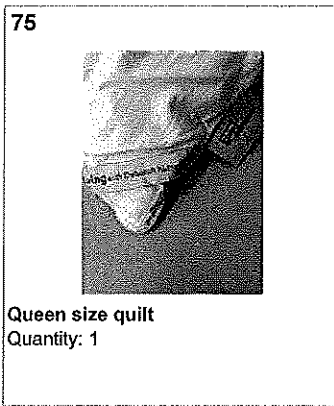
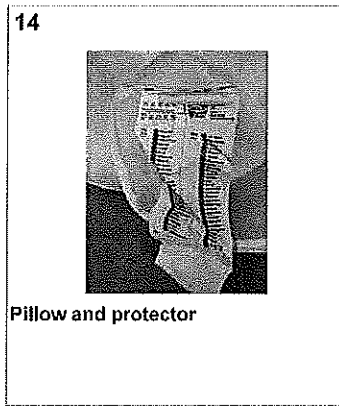
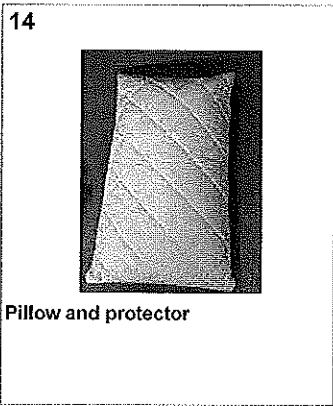
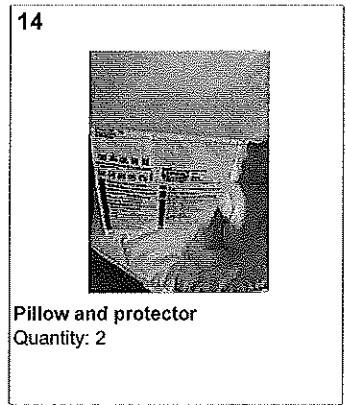
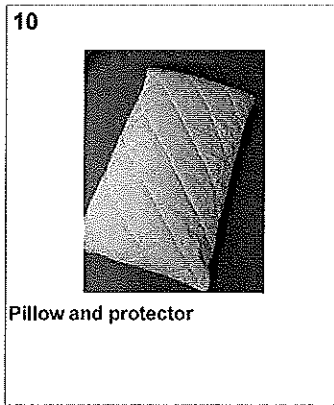
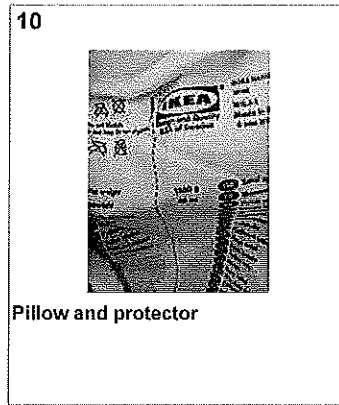
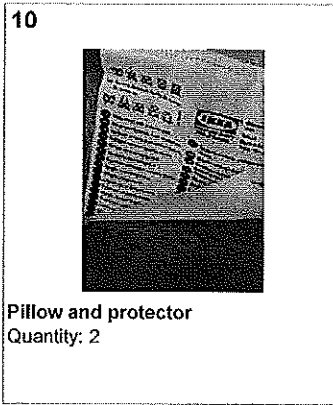
SHED INVENTORY

#	Description	Qty	Unit	Brand	Model	Serial #	Place of Purchase	Age	Original Cost	Notes
10	Pillow and protector	2	EA						\$0.00	Mould affected. Unable to clean
14	Pillow and protector	2	EA						\$0.00	Mould affected. Unable to clean
75	Queen size quilt	1	EA						\$0.00	Mould affected. Unable to clean
93	Bed Side Tables	2	EA						\$0.00	
94	Bed	1	EA						\$0.00	
95	Bedside tables	2	EA						\$0.00	
96	Mattress	1	EA						\$0.00	

Total Loss Report - SHED INVENTORY

June 06, 2014

Item Photos - SHED INVENTORY

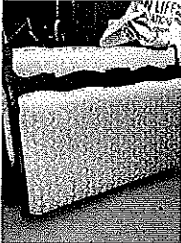


Total Loss Report - SHED INVENTORY

June 06, 2014


Item Photos - SHED INVENTORY

94



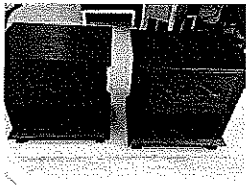
Bed
Quantity: 1

95



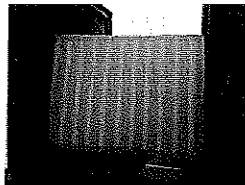
Bedside tables
Quantity: 2

95



Bedside tables

96



Mattress
Quantity: 1

Sackley, Pip

From: Wilks, Justine
Sent: Thursday, 6 November 2014 12:06 PM
To: Wilks, Justine
Subject: FW: Mould - [REDACTED] [SEC=UNCLASSIFIED]

From: [REDACTED]
Sent: Monday, 20 October 2014 1:06 PM
To: [REDACTED]
Cc: Wilks, Justine
Subject: FW: Mould - [REDACTED] [SEC=UNCLASSIFIED]

UNCLASSIFIED

G'day [REDACTED]

FYI.

My apologies for leaving you off the original email.

Cheers,

[REDACTED]

Assist.Contract Manager, Service Agreement
Directorate Relocations & Housing
CP1-5-097
Campbell Park Offices,
ACT 2600

Tel: 02 [REDACTED]
Fax: 02 [REDACTED]

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From: [REDACTED]
Sent: Monday, 20 October 2014 11:41
To: 'Wilks, Justine'
Cc: 'O'Connell, Melissa'; [REDACTED]
Subject: RE: Mould - [REDACTED] [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Jus,

DRH has not sighted evidence to date that substantiates the mould episode at [REDACTED] as being a Defence responsibility. Clearly, this position is based on the understanding of advice that DHA has taken all reasonable steps including testing & investigations, to determine that the service residence is not a contribution factor in this case.

If this is confirmed, DRH advises DHA to avoid making an offer or statement that constitutes admission of liability.

The member may escalate his case to the JHARC if he feels he has a strong enough case with sufficient supporting evidence.

Cheers,

[REDACTED]

Assist.Contract Manager, Service Agreement
Directorate Relocations & Housing
CP1-5-097
Campbell Park Offices,
ACT 2600

From: O'Connell, Melissa
Sent: Monday, 20 October 2014 9:13 AM
To: [REDACTED]
Cc: Wilks, Justine; Petrelli, John
Subject: Mould - [REDACTED]

Good morning [REDACTED] and [REDACTED]

As discussed on Friday attached please find all correspondence on the mould case at [REDACTED]

Can you please come back to DHA confirming Defence's recommendation / position.

<< Message: FW: [REDACTED] Information - Mould [SEC=UNCLASSIFIED] >>

<< Message: FW: Mould at [REDACTED] >>

Regards Mel

Mel O'Connell | Assistant Contract Manager
Property & Tenancy Services
Defence Housing Australia
26 Brisbane Avenue Barton ACT 2600
Tel: 02 6217 8424 | Mob: [REDACTED] Fax: 02 6222 2220
melissa.o'connell@dha.gov.au | www.dha.gov.au

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intmr02.dha.gov.au[9117465]

Sackley, Pip

Subject:

FW: [REDACTED]

From: [REDACTED]

Sent: Friday, 11 July 2014 7:46 AM

To: Gilmour, Scott

Subject: Re: [REDACTED]

No problems Scott.

On Fri, Jul 11, 2014 at 7:39 AM, Gilmour, Scott <scott.gilmour@dha.gov.au> wrote:

Thanks [REDACTED]

The exhaust fans aren't ducted external.

We are in the process of getting defence to approve the install of a whirly bird over the ensuite and bathroom.

Basically where we are with it is that the tenants want compensation (around 5k) and we don't want to give it to them our argument is there are no other houses in the street with an issue. Pretty much every single story house on this house side of the road is the same layout and faces the same way.

If it's ok with you I would like to pass your number onto our regional manager and if he has any questions he maybe able to discuss with you.

Thanks

Scott Gilmour | Maintenance Contract Manager
Brisbane Housing Management Centre | Defence Housing Australia

Highpoint Plaza Ground Floor Suites 3-6 240 Waterworks Road, ASHGROVE QLD 4060
Tel: [07 3355 8849](tel:0733558849) | Fax: [02 6222 2267](tel:0262222267) | Mob: [REDACTED]
scott.gilmour@dha.gov.au | www.dha.gov.au

If you are posted to Ipswich, Toowoomba or Gold Coast please contact:
Ipswich Housing Management Centre
Tel: [07 3294 2600](tel:0732942600) | Fax: [07 3294 2660](tel:0732942660)

Did you know you can track the progress of your logged maintenance?
Log onto [DHA's Online Services](#) Available 24 hours a day, 7 days a week.

Sent from my iPad

On 10 Jul 2014, at 5:14 pm, [REDACTED] > wrote:

Hi Scott,

I can't say for certain about contaminated contents being brought into the property, however the tenant did inform me during the inspection that they had come from a previously water damaged building.

As for the building there is a problem with the relative humidity inside the master bedroom which was 66%. A dehumidifier will solve the problem but I would probably check the venting in the bathroom to see if it is ducted externally, which may be the underlying issue. The tenant informed me that the window in the ensuite is kept open all the time so I don't think it is because of lack of ventilation.

Hope this helps.

Regards,

On Thu, Jul 10, 2014 at 3:57 PM, Gilmour, Scott <scott.gilmour@dha.gov.au> wrote:

Hi [REDACTED]

Mate thanks for the demonstration yesterday, one of the property managers have already used some of the info to address an issue with a tenant.

If you can cast your mind back to the above property we are requiring a bit more info re the mould concerns at this house.

I know that you probably can't determine the exact cause of the mould but would you lean more towards the issue being mould brought into the house or an issue with the house.

We are looking at doing some works that would help alleviate further issues at the house, however as these houses are owned by department of defence (and they will be paying for it) we need to give them as much info as possible re potential cause, possible remedial works and preventative works.

Thanks [REDACTED]

Scott Gilmour | Maintenance Contract Manager
Brisbane Housing Management Centre | Defence Housing Australia

Highpoint Plaza Ground Floor Suites 3-6 240 Waterworks Road, ASHGROVE QLD 4060
Tel: 07 3355 8849 | Fax: 02 6222 2267 | Mob: [REDACTED]
scott.gilmour@dha.gov.au | www.dha.gov.au

If you are posted to Ipswich, Toowoomba or Gold Coast please contact:
Ipswich Housing Management Centre
Tel: 07 3294 2600 | Fax: 07 3294 2660

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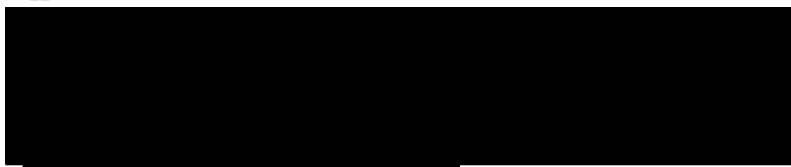
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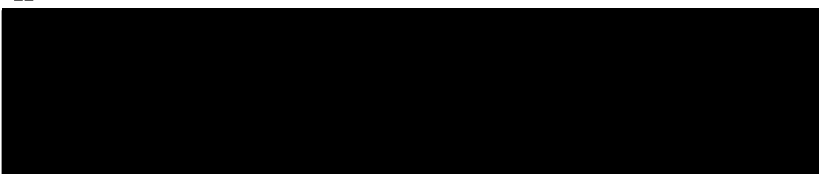
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