

Client Management (PROD)

Member...  


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- Search Results
- Member Details
- Contractor Details

Employee ID  

Service RAAF / GRE RB1 / Marital status MWD

- Dashboard
- Details
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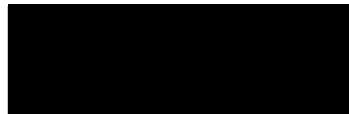
- All Interactions
- Interaction 15283718

Interaction Modify		Raised Issues
Key	15283718 Rebecca Meredith, 25/10/2012 11:10	N/A
Source	Email (Member to DHA)	Referenced Issues
Description View Full Description		N/A
T1 Charge emailed to DRHM.		
Attachments		
Attachment 1	 2012-06-25-1110..	7.92 MB

Rendered in 0.024 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

17/10/2012



Dear [REDACTED]

IDENTIFICATION OF NON-FAIR WEAR AND TEAR AT


As a result of DHA's inspection carried out at the above address following your recent uplift, items of non-fair wear and tear have been identified. Non-fair wear and tear arises from damage to a property (whether accidental or intentional) and includes items listed on the Tenant Acknowledgment Form (TAF) as tenant responsibilities. The Defence Residence Agreement (DRA) outlines tenant responsibilities and what constitutes non-fair wear and tear (NFWT).

The inspection was conducted on 3/10/2012 and the following non-fair wear and tear damage/failure to meet tenant responsibilities were identified:

Description	Estimated Cost
Carpet replacement to all carpet areas, due to neglect. Carpet is heavily stained to all carpet areas. Carpet is 6 years old. Tenant to pay 40% of replacement cost	\$1,160.15

Attached is the Tenant Acknowledgement Form (TAF) detailing the tenant charges, and supporting documentation where applicable. Please note that if the actual cost is higher than the estimated cost indicated on the TAF, you will only pay the estimated amount. If the actual cost is less than the estimate, you will only pay the lesser amount of the contractors invoice.

It is requested that you initial against the charge/s and sign the TAF to indicate your acceptance. The signed TAF is to be returned to me by fax on 02 6222 2223 within fourteen days.

Should you have any questions regarding the items identified, please do not hesitate to contact me on 02 8836 5700.

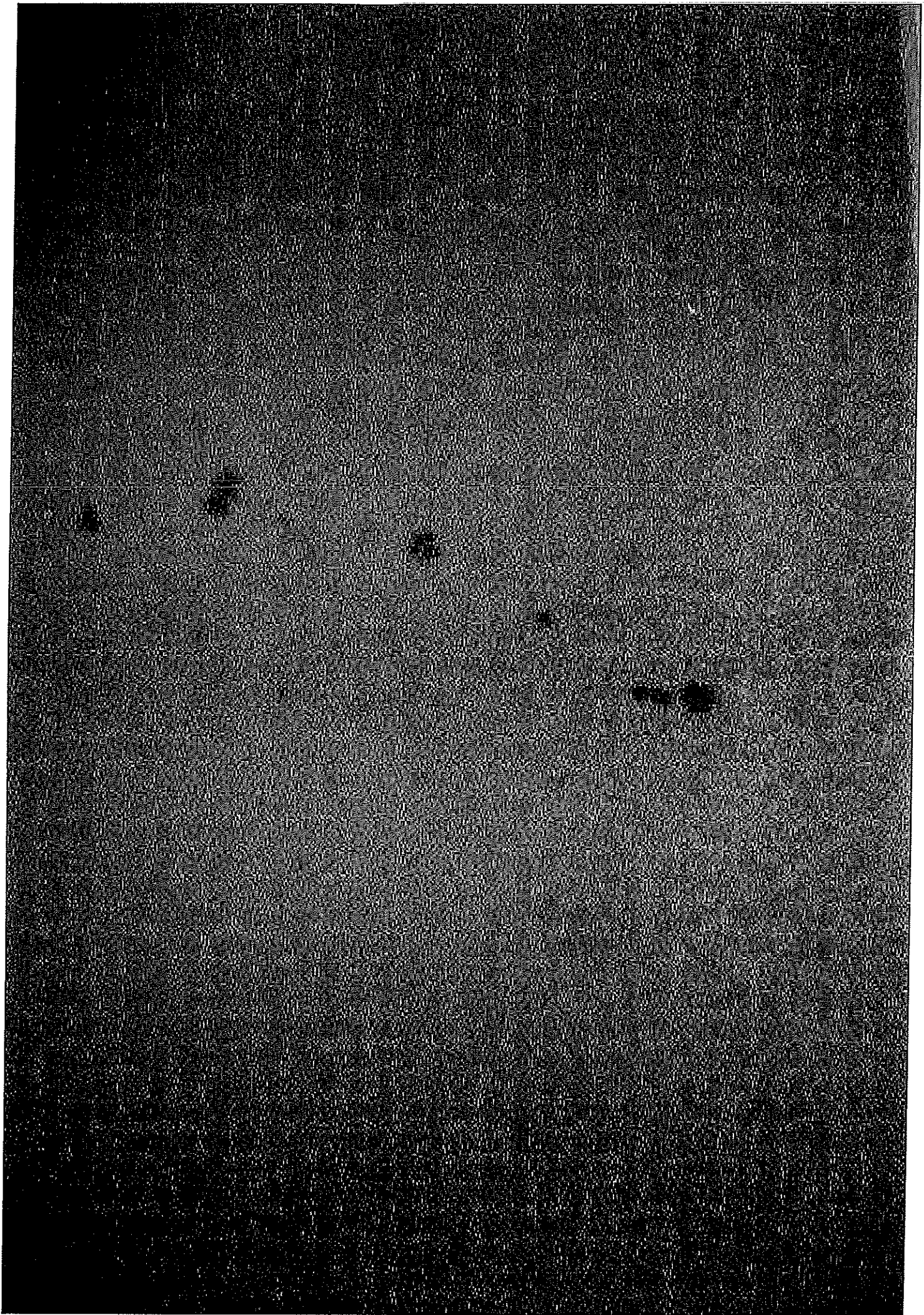
Yours sincerely

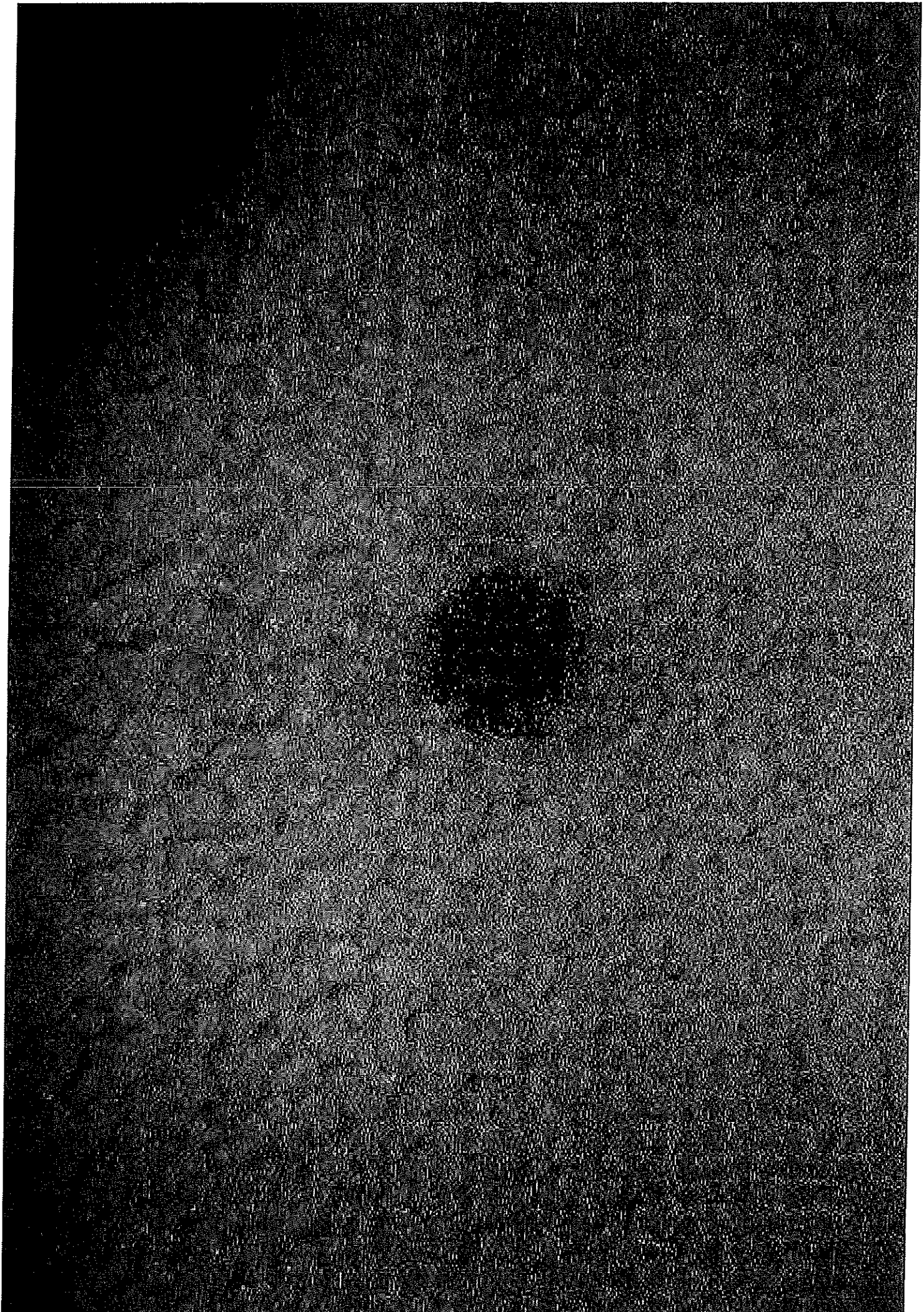
Rebecca Meredith
Senior Property Manager

Encl: TAF, Photos (if applicable)

**SYDNEY HOUSING
 MANAGEMENT CENTRE**

Level 13 Jessie Street Centre
 2-12 Macquarie Street Parramatta NSW 2150
 Locked Bag 5033 Parramatta NSW 2124
 Telephone: 139 DHA F: 02 6222 2223
 Email: info@dha.gov.au Internet: www.dha.gov.au
 ABN 72 968 504 934







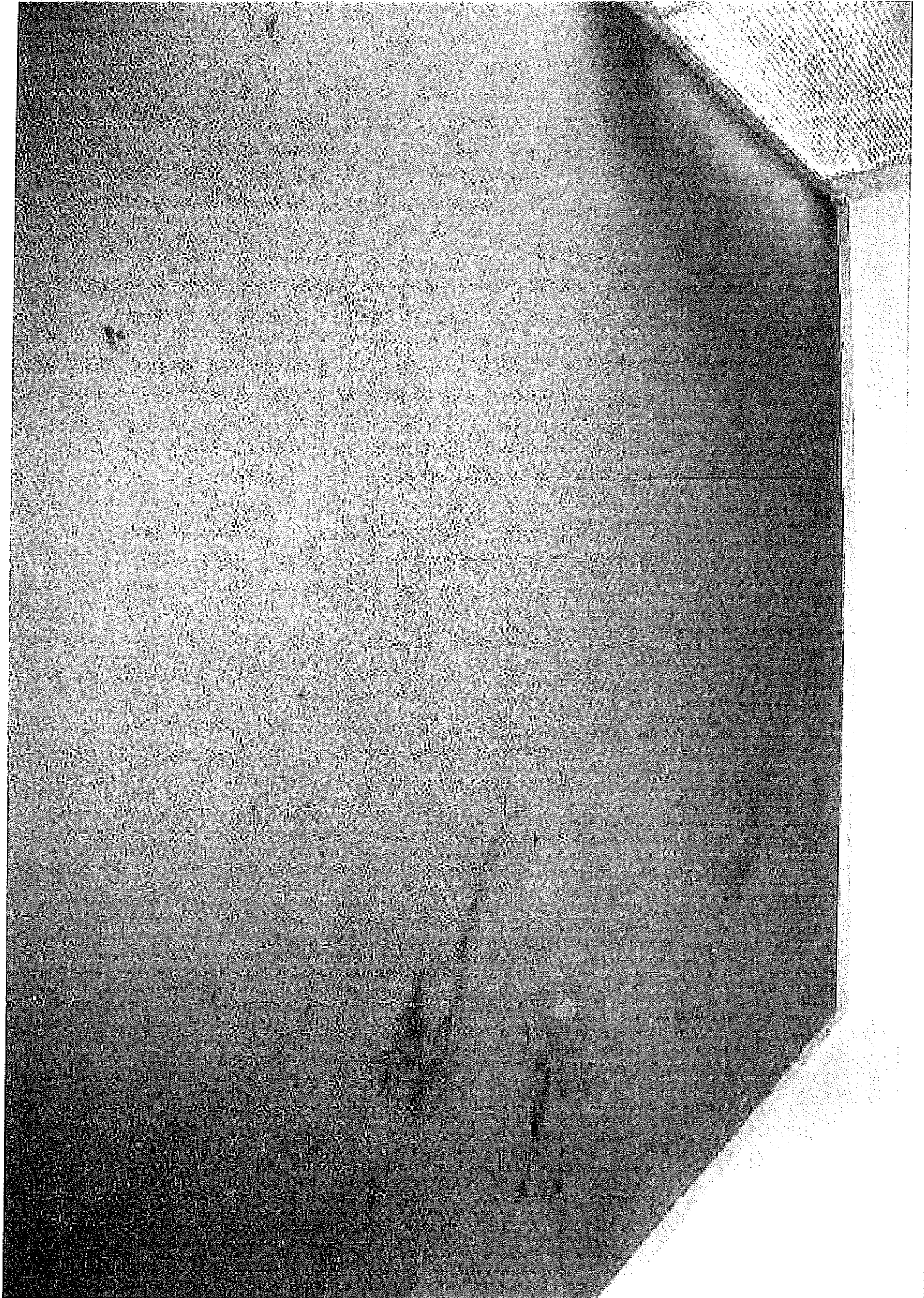












Client Management (PROD) Member...

Members | Contractors | Lessors | Estate Agents | Search Results | Member Details | Contractor Details

Service RAAF / GRE RB1 / Marital status MWD Employee ID

Dashboard | Details | Interactions | Notes | History

All Interactions | Interaction 15106279

Interaction		Modify	Raised Issues
Key	15106279	Rosie Graham 17/10/2012 15:52	N/A
Source	Email (DHA to Member)		Referenced Issues
Description	View Full Description		N/A
2nd Letter - <input type="text"/>			

Attachments

Attachment 1	2012-51-17-1510..	7.91 MB
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Rendered in 0.023 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Pickard, Cleo

From: Sydney P&T South
To: [REDACTED]
Cc: [REDACTED]
Subject: 2nd Letter - [REDACTED]

Good Afternoon [REDACTED]

Please find attached the Second letter and photos regarding the carpets at [REDACTED]

A hard copy has also been sent in the mail.



2nd Letter - [REDACTED]
Photo's - [REDACTED]
Photo's 2 - [REDACTED]

Kind regards,

Rosie Graham | PM Coordinator
Sydney HMC | Defence Housing Australia
Level 13, 2-12 Macquarie Street, Parramatta NSW 2150
Tel: 02 8836 5700 | Fax: 02 6222 2223
sydneypropertysouth@dha.gov.au | www.dha.gov.au

Client Management (PROD)

Members
Contractors
Lessors
Estate Agents
Search Results
Member Details
Contractor Details

Service RAAF / GRE RB1 / Marital status MWD
Employee ID [REDACTED]




Dashboard
Details
Interactions
Notes
History

All Interactions
Interaction 14988343

Interaction	Modify	Raised Issues						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Key</td> <td style="width: 35%;">14988343</td> <td style="width: 35%;">Rebecca Meredith, 11/10/2012 22:40</td> </tr> <tr> <td>Source</td> <td colspan="2">Phone (Member to DHA)</td> </tr> </table>	Key	14988343	Rebecca Meredith, 11/10/2012 22:40	Source	Phone (Member to DHA)		N/A	New Maintenance Item / New Maintenance Request
Key	14988343	Rebecca Meredith, 11/10/2012 22:40						
Source	Phone (Member to DHA)							
Description <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Compensation request: [REDACTED]</p> <p>Mbr is requesting compensation for the sew water backing up and bubbling in the pipes of the ensuite at the above mention property.</p> <p>I advised [REDACTED] from our records we have only been informed of the problem once in Jan 2012, and we arranged for a plumber to attend and repair the problem.</p> <p>We engaged a plumber from Anderson building, who attended on the 23/01/12 and clear the pipes. Which [REDACTED] agreed was the first time the sew pipes started to back up and they contacted DHA.</p> </div>	View Full Description	N/A						
Attachments								
N/A								

Rendered in 0.059 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

 14983343 Phone (Member to DHA) Description Go To  	
Members	Compensation request: [REDACTED]
Service RAAF	Mbr is requesting compensation for the sew water backing up and bubbling in the pipes of the ensuite at the above mention property.
Dashboard	I advised [REDACTED] from our records we have only been informed of the problem once in Jan 2012, and we arranged for a plumber to attend and repair the problem.
All Interact	We engaged a plumber from Anderson building, who attended on the 23/01/12 and clear the pipes. Which [REDACTED] agreed was the first time the sew pipes started to back up and they contacted DHA.
Interactio	From what I can see we have no records of he or his wife calling to inform DHA of an ongoing Issues.
Key	I spoke with his wife in August after the B&E and at no stage did she mention about the sew issue
Source	[REDACTED] reply to my above statement was: "that is because DHA would not do anything" I advised that was incorrect.
Descriptio	I tried to inform the [REDACTED] we can not act if we are not informed of the ongoing problem, however he believes we have been informed of the problem many times and in his words, he and his wife "were sick of calling DHA bastards".
Compensat	I tried to establish what type of compensation [REDACTED] was after, he could not tell me. He was also could not tell me the times and dates he call DHA to advise of the sewer problem.
Mbr is requ	[REDACTED] was not happy that I asked the above, he said why should I keep a record of every time I call DHA.
I advised L	At the end of the conversation, [REDACTED] demanded I speak with my manager and call him back to advise what compensation DHA is going to offer.
Jan 2012, e	We engage
We engage	I tried to explain to him DHA will not be offering any type of compensation, because we have not be negligent.
clear the pi	[REDACTED] replied: You will hear from my lawyer and hang up the phone.
up and they	This conversation happened at 4:45pm Sydney time on 10/10.
Attachme	
N/A	

enhance Request

Rendered in 0.066 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Client Management (PROD) Member..

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Service RAAF / GRE RB1 / Marital status MWD Employee ID

Dashboard | Details | **Interactions** | Notes | | History

All Interactions | **Interaction 14932396**

Interaction		Modify	Raised Issues	New Maintenance Item /	New Maintenance Request
Key	14932396	Lisa Allard 10/10/2012 10:28	N/A		
Source	Email (DHA to Member)		Referenced Issues		
Description	View Full Description		N/A		
FW:	<input type="text"/>				

Attachments

Attachment 1	2012-17-10-1010..	6.89 MB
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Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Pickard, Cleo

From: Sydney P&T South
Sent: Wednesday, 10 October 2012 10:18 AM
To: [REDACTED]
Subject: FW: [REDACTED]

Good Morning [REDACTED]

Following on from Lisa's email dated 3rd October 2012, the replacement cost of the carpet has been calculated at depreciation of 10% per year. As the carpet is 6 years old you are required to pay 40% of the replacement cost.

Total cost of carpet replacement is: \$2,900.29,
40% of carpet replacement is: \$1,160.15.

On the 4/10/2012 we forwarded the Tenant Acknowledgement Form (TAF) along with the photos Lisa emailed to you via post to your mailing address [REDACTED]. For your convenience attached is the documents that have been posted to you.

It is request that you initial against the charge and sign the TAF to indicate your acceptance. Please feel free to return the TAF via fax or email.

Should you have any questions, please feel free to contact our office or return email.

Kind regards,
Rebecca

Rebecca Meredith | Senior Property Manager (Sydney South)
Defence Housing Australia
Level 13, 2-12 Macquarie Street, Parramatta NSW 2150
Tel: 02 8836 5700 | Fax: 02 6222 2223
sydneypropertysouth@dha.gov.au | www.dha.gov.au



TAF - 6242030. [REDACTED]

Client Management (PROD) Member...

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Service RAAF / GRE RB1 / Marital status MWD Employee ID

Dashboard | Details | Interactions | Notes | History

All Interactions | **Interaction 14932465**

Interaction		Modify	Raised Issues
Key	14932465	Lisa Altard 10/10/2012 10:28	N/A
Source	Email (DHA to Member)		Referenced Issues
Description		View Full Description	N/A
FW:	<div style="background-color: black; width: 100%; height: 100px;"></div>		

Attachments

Attachment 1	2012-17-10-1010..	6.89 MB
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Rendered in 0.044 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Pickard, Cleo

From: Sydney P&T South
Sent: Wednesday, 10 October 2012 10:18 AM
To: [REDACTED]
Subject: FW: [REDACTED]

Good Morning [REDACTED]

Following on from Lisa's email dated 3rd October 2012, the replacement cost of the carpet has been calculated at depreciation of 10% per year. As the carpet is 6 years old you are required to pay 40% of the replacement cost.

Total cost of carpet replacement is: \$2,900.29,
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Kind regards,
Rebecca

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sydneypropertysouth@dha.gov.au | www.dha.gov.au



TAF - 6242030 [REDACTED]

Client Management (PROD) Member...

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Service RAAF / GRE RB1 / Marital status MWD Employee ID

Dashboard | Details | Interactions | Notes | History

All Interactions | **Interaction 14887995**

<p>Interaction Modify</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Key</td> <td style="width: 30%;">14887995</td> <td style="width: 50%;">Rebecca Meredith.. 09/10/2012 09:57</td> </tr> <tr> <td>Source</td> <td colspan="2">Email (DHA to Member)</td> </tr> </table> <p>Description View Full Description</p> <p>CAT D. Tenant charges emailed to tenant FW: <input type="text"/></p>	Key	14887995	Rebecca Meredith.. 09/10/2012 09:57	Source	Email (DHA to Member)		<p>Raised Issues</p> <p>N/A</p> <p>Referenced Issues</p> <p>N/A</p>
Key	14887995	Rebecca Meredith.. 09/10/2012 09:57					
Source	Email (DHA to Member)						

Attachments

Attachment 1	2012-54-09-0910..	3.05 MB
Attachment 2	TAF - 8242030...	2.98 MB

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Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Pickard, Cleo

From: Sydney P&T South
Sent: Tuesday, 9 October 2012 9:54 AM
To: [REDACTED]
Subject: FW: [REDACTED]

Good Morning [REDACTED]

Following on from Lisa's email dated 3rd October 2012, the replacement cost of the carpet has been calculated at depreciation of 10% per year. As the carpet is 6 years old you are required to pay 40% of the replacement cost.

Total cost of carpet replacement is: \$2,900.29,
40% of carpet replacement is: \$1,160.15.

On the 4/10/2012 we forwarded the Tenant Acknowledgement Form (TAF) along with the photos Lisa emailed to you via post to your mailing address [REDACTED]. For your convenience attached is the documents that have been posted to you.

It is request that you initial against the charge and sign the TAF to indicate your acceptance. Please feel free to return the TAF via fax or email.

Should you have any questions, please feel free to contact our office or return email.

Kind regards,
Rebecca

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Defence Housing Australia
Level 13, 2-12 Macquarie Street, Parramatta NSW 2150
Tel: 02 8836 5700 | Fax: 02 6222 2223
sydneypropertysouth@dha.gov.au | www.dha.gov.au



TAF - 8242030, [REDACTED]

4/10/2012



Dear [REDACTED]

IDENTIFICATION OF NON-FAIR WEAR AND TEAR AT
[REDACTED]

As a result of DHA's inspection carried out at the above address following your recent uplift, items of non-fair wear and tear have been identified. Non-fair wear and tear arises from damage to a property (whether accidental or intentional) and includes items listed on the Tenant Acknowledgment Form (TAF) as tenant responsibilities. The Defence Residence Agreement (DRA) outlines tenant responsibilities and what constitutes non-fair wear and tear (NFWT).

The inspection was conducted on 3/10/2012 and the following non-fair wear and tear damage/failure to meet tenant responsibilities were identified:

Description	Estimated Cost
Carpet replacement to all carpet areas, due to neglect. Carpet is heavily stained to all carpet areas. Carpet is 6 years old. Tenant to pay 40% of replacement cost	\$1,160.15

Attached is the Tenant Acknowledgment Form (TAF) detailing the tenant charges, and supporting documentation where applicable. Please note that if the actual cost is higher than the estimated cost indicated on the TAF, you will only pay the estimated amount. If the actual cost is less than the estimate, you will only pay the lesser amount of the contractors invoice.

It is requested that you initial against the charge/s and sign the TAF to indicate your acceptance. The signed TAF is to be returned to me by fax on 02 6222 2223 within fourteen days.

Should you have any questions regarding the items identified, please do not hesitate to contact me on 02 8836 5700.

Yours sincerely

[REDACTED]
Rebecca Meredith
Senior Property Manager

Encl: TAF, Photos (if applicable)

**SYDNEY HOUSING
MANAGEMENT CENTRE**

Level 13 Jessie Street Centre
2-12 Macquarie Street Parramatta NSW 2150
Locked Bag 5033 Parramatta NSW 2124
Telephone: 139 DHA F: 02 6222 2223
Email: info@dha.gov.au Internet: www.dha.gov.au
ABN 72 968 504 934

Tenant Acknowledgement Form (TAF)

Navy Army RAAF Employee ID: [Redacted] Service No: [Redacted] Rank: [Redacted] Surname: [Redacted]

Reason for relocation: Posting Discharge Date: [Redacted] Move Own Expense BDOM Other (specify) [Redacted] Uplift date: 27.9.2012

Service Residence address: [Redacted] Full forwarding address/Gaining unit: [Redacted]

Suburb: [Redacted] State: [Redacted] P/C: [Redacted] Hm Ph: [Redacted] Suburb: [Redacted] State: [Redacted] P/C: [Redacted]

Agent's form attached: Y N Agent's surname: [Redacted] Agent's Ph: [Redacted]

I acknowledge that all works identified as a Tenant Charge (TC) will be carried out by DHA at my cost and I authorise the cost to be deducted from my salary or Accounts Receivable Invoice

OR

Discharging Members - I acknowledge that all works identified as a Tenant Charge (TC) will be carried out by DHA at my cost and I authorise the cost to be deducted from my salary.

Category A and B Charges		FOR POTENTIAL CHARGES AS LISTED IN THIS SECTION		Inspection Charge Status	Cost \$	Member/Agent Initialed	Second Inspection Charge Status (Tenant present)
(insert nos. for each additional line item)		CC - Carpet Clean Charge	TC - Tenant Charge	PC - Potential Charge			Accept Tenant Charge
1	Carpet Clean (Refer PACMAN, Chap 7, Annex 7.F)			CC	—		N/A
2	Carpet Replacement to all carpet areas due to neglect. Carpet is heavily stained to all carpet areas. Carpet is 6 years old. Tenant to pay 40% of replacement cost.	PC/TC		PC/TC	\$1,160.15		Y/N/N/A
		PC/TC		PC/TC	\$		Y/N/N/A
		PC/TC		PC/TC	\$		Y/N/N/A
		PC/TC		PC/TC	\$		Y/N/N/A
		PC/TC		PC/TC	\$		Y/N/N/A
		PC/TC		PC/TC	\$		Y/N/N/A
		PC/TC		PC/TC	\$		Y/N/N/A
		PC/TC		PC/TC	\$		Y/N/N/A

I intend to dispute the non-fair wear-and-tear charges as listed at line item/s [Redacted]. Tenant is to complete the TAF Details of Dispute Form and send all supporting documentation to the HMC within 5 working days.

ACKNOWLEDGEMENT OF TENANT RESPONSIBILITIES - Tenant is to initial each line item

I acknowledge I have received the DHA Farewell Kit and have been briefed by the Property Manager, and I fully understand my obligations when vacating my Service Residence, including cleaning and repair of any non-fair wear-and-tear.

I undertake to carry out the works identified at the first inspection as a Potential Charge by the agreed date. If the works identified are not completed by the agreed date, I acknowledge that the Potential Charge will become a Tenant Charge. The requirement for Tenant Charges will be assessed at a second inspection.

I understand that in the event that Tenant Charges are identified after vacation, a letter will be forwarded to me for my acknowledgement. Normal Defence debt recovery provisions will apply (refer to "Paying a Debt to Defence" in the Tenant Handbook).

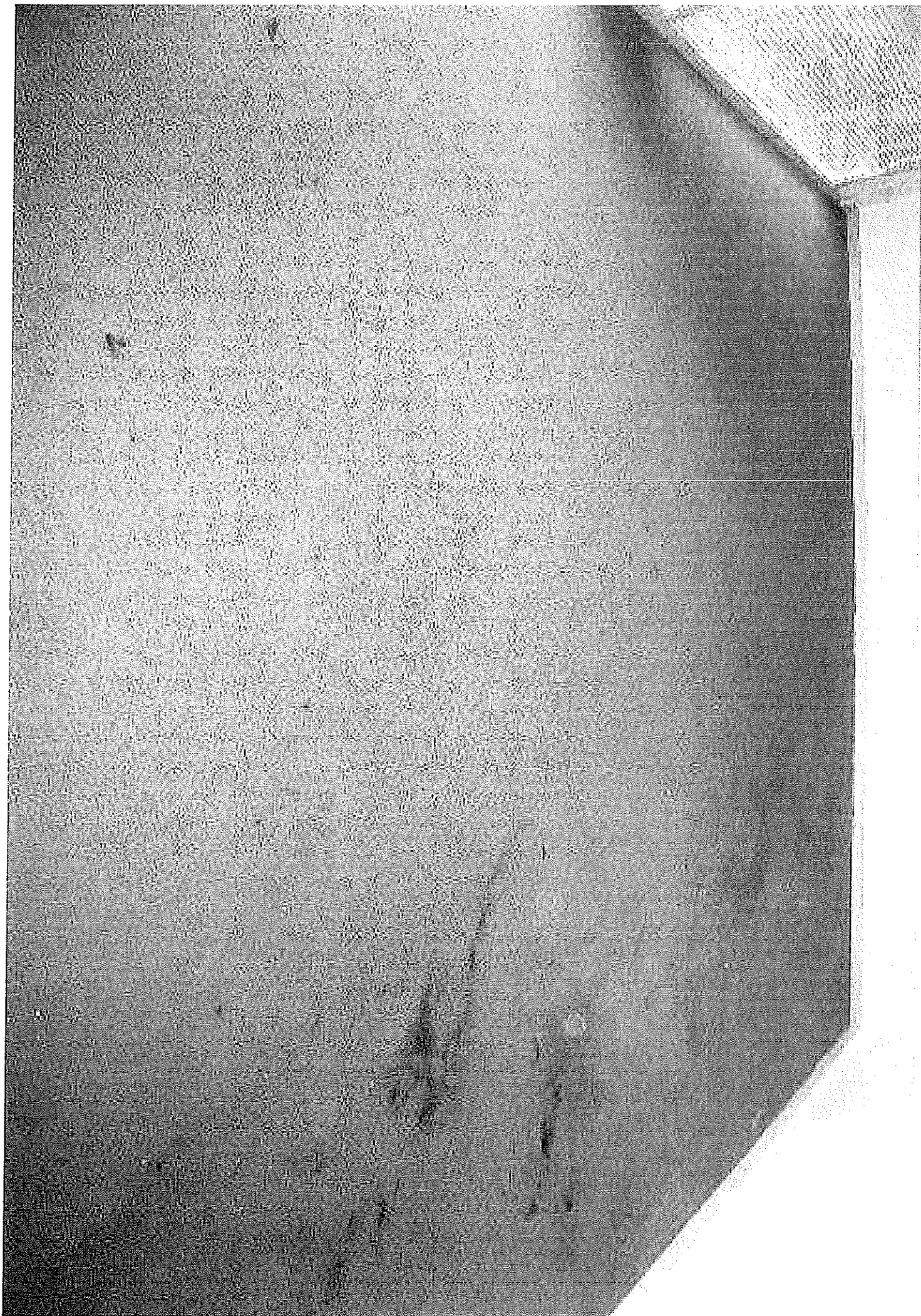
I understand that DHA have identified the following obligations that must be completed on vacation of my Service Residence, and that a subsequent inspection may be scheduled by DHA to verify these obligations have been met:

- Return all keys to the Service Residence as acknowledged at Welcome Visit by the uplift date, or up to \$200 for the locksmith call out and key cutting will be identified as a Tenant Charge;
- Remove all rubbish from garbage bins and secure in garage by uplift date, or up to \$100 will be identified as a Tenant Charge;
- Return all remote controls (alarm, garage, air conditioners) and security swipe cards as acknowledged at Welcome Visit by the uplift date, or up to \$120 per item will be identified as a Tenant Charge;
- Clean cooking appliances (oven, grill, range hood and cook top) to remove all burnt on deposits, or up to \$100 will be identified as a Tenant Charge; and
- Mow, water and trim edges of the lawns, weed, remove grass clippings from garden beds and lawns.

Member/Agent Initials: [Redacted] DHA ADMIN (confirm charge or N/A)

Tenant/Agent signature: [Redacted] Date: [Redacted]

Property Manager signature: [Redacted] Date: [Redacted]







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Service RAAF / GRE RB1 / Marital status MWD Employee ID

Dashboard | Details | Interactions | Notes | History

All Interactions | Interaction 14775806

Interaction	Modify	Raised Issues
Key: 14775806 Lisa Altard 03/10/2012 21:57		N/A
Source: Email (DHA to Member)		Referenced Issues
Description: View Full Description		N/A
FW: RE: <input type="text"/>		

Attachments

Attachment 1	2012-54-03-2110..	1011.50 KB
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Rendered in 0.069 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Pickard, Cleo

To: [REDACTED]
Subject: FW: RE: [REDACTED]

Good afternoon [REDACTED]

Below are photos of the carpet I have taken today at your previous service residence [REDACTED]
[REDACTED]

At your pre-vacation inspection I was lead to believe that from your understanding the carpet was not new when you moved in in Dec 2006. However once I returned to the office, I found that the carpet was replaced in Nov 2006, making the carpet new for your tenancy. The stains that appear in the photos below where mostly covered by boxes and furniture at your pre-vacation inspection.

Unfortunately, since the carpet has not yet reached its life expectancy and will need replacing, you will be tenant charged a percentage of the replacement cost. This percentage has yet to be determined. Once I have discussed this matter with my manager, I will advise you in writing of the percentage that you will be tenant charged.

I will also need to forward you a new tenant acknowledgement form to be signed and returned.

Any questions, please feel free to contact me on 8836-5737.



002.jpg



003.jpg



004.jpg



009.jpg



010.jpg



011.jpg



012.jpg



013.jpg



014.jpg



015.jpg



017.jpg



018.jpg



019.jpg



020.jpg



021.jpg

Hi

Kind regards,

Lisa Attard | Property Manager
Sydney South | Defence Housing Australia

Level 13, 2-12 Macquarie Street Parramatta
Tel: 02 8836 5700 | Fax: 02 6222 2223
sydneypropertysouth@dha.gov.au | www.dha.gov.au

Client Management (PROD) Member...

Members | Contractors | Lessors | Estate Agents | Search Results | **Member Details** | Contractor Details

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Dashboard | Details | **Interactions** | Notes | | History

All Interactions | **Interaction 14761653**

Interaction	Modify	Raised Issues	New Maintenance Item /	New Maintenance Request						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Key</td> <td style="width: 30%;">14761653</td> <td style="width: 50%;">Melissa O'Shea 03/10/2012 13:55</td> </tr> <tr> <td>Source</td> <td colspan="2">Post/Mail (DHA to Member)</td> </tr> </table>	Key	14761653	Melissa O'Shea 03/10/2012 13:55	Source	Post/Mail (DHA to Member)		N/A			
Key	14761653	Melissa O'Shea 03/10/2012 13:55								
Source	Post/Mail (DHA to Member)									
<p>Description View Full Description</p> <p>WV lawn photos and letter posted to tenant: <input type="text"/></p>		Referenced Issues		N/A						

Attachments

Attachment 1	<input type="text"/> WV lawns..	2.91 MB
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Rendered in 0.087 seconds

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Service RAAF / GRE RB1 / Marital status MWD
Employee ID [REDACTED]

Dashboard
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[REDACTED]
History

All Interactions
Interaction 14674131

Interaction [Modify](#)

Key	14674131	Lorraine Smith 28/09/2012 10:44
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Destination	[REDACTED]	

Description [View Full Description](#)

The Welcome Visit Inspection for your Service Residence is scheduled for 02/10/2012 at 10:30 AM. Any enquiries please ring DHA on 139 342.

Raised Issues [New Maintenance Item /](#) [New Maintenance Request](#)

N/A

Referenced Issues

ID	Type	Description	
INSP-77854	Inspection	Welcome Visit : 02/10/2012 : [REDACTED]	Inspection Completed
		2322	

Attachments

N/A

Rendered in 0.021 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Client Management (PROD)

Member...

Go To

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Service RAAF / GRE RB1 / Marital status MWD
Employee ID [REDACTED]

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All Interactions

Interaction 14509280

Interaction [Modify](#)

Key	14509280	Rosie Graham 21/09/2012 08:02
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Destination	[REDACTED]	

Description [View Full Description](#)

The Pre-Vacation Inspection for your Service Residence is scheduled for 21/09/2012 at 9:30 AM. Any enquiries please ring DHA on 139 342.

Raised Issues

N/A

Referenced Issues

ID	Type	Description	
INSP-77677	Inspection	Pre-Vacation : 23/08/2012 : [REDACTED]	Inspection Completed

Attachments

N/A

Rendered in 0.042 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Client Management (PROD)

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Member Details
Contractor Details

Service RAAF / GRE RB1 / Marital status MWD
Employee ID [REDACTED]

Dashboard
Details
Interactions
Notes
History

All Interactions
Interaction 14444105

Interaction [Modify](#)

Key	14444105	Rosie Graham 19/09/2012 08:06
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Destination	+61421200179	

Description [View Full Description](#)

The Pre-Vacation Inspection for your Service Residence is scheduled for 21/09/2012 at 9:30 AM. Any enquiries please ring DHA on 139 342.

Raised Issues

N/A

Referenced Issues

ID	Type	Details	Status
INSP-77677	Inspection	Pre-Vacation : 23/08/2012 : [REDACTED]	Inspection Completed

Attachments

N/A

Rendered in 0.02 seconds

Client Management (PROD) Member...

Members | Contractors | Lessors | Estate Agents | Search Results | **Member Details** | Contractor Details

Service RAAF / GRE RB1 / Marital status MWD Employee ID


Dashboard | Details | **Interactions** | Notes | | History

All Interactions | **Interaction 14411096**

Interaction	Modify
Key	14411096 Lorraine Smith 18/09/2012 09:12
Source	Email (DHA to Member)
Template	Member Welcome Visit Inspection Booking Email
Destination	<input type="text"/>

Description [View Full Description](#)

Welcome Visit Inspection on 02/10/2012 at 10:30 AM.



18/09/2012

Attachments

N/A

Raised Issues [New Maintenance Item /](#) [New Maintenance Request](#)

N/A

Referenced Issues

ID	Type	Description	
INSP-77854	Inspection	Welcome Visit : 02/10/2012 : <input type="text"/>	Inspection Completed

Rendered in 0.03 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Client Management (PROD) Member...

Members | Contractors | Lessors | Estate Agents | Search Results | Member Details | Contractor Details

Service RAAF / GRE RB1 / Marital status MWD Employee ID

Dashboard | Details | Interactions | Notes | | History

All Interactions | Interaction 14398047

<p>Interaction Modify</p> <p>Key: 14398047 Maxine Creek 17/09/2012 14:39</p> <p>Source: Email (Member to DHA)</p> <p>Description View Full Description</p> <p>SR LOCKDOWN CONFIRMATION - Reply and acceptance/confirmation from member Re: <input type="text"/></p>	<p>Raised Issues New Maintenance Item / New Maintenance Request</p> <p>N/A</p> <p>Referenced Issues</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">ID</th> <th style="width: 20%;">Type</th> <th style="width: 10%;"></th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td>880721</td> <td>AFR</td> <td></td> <td></td> </tr> </tbody> </table>	ID	Type			880721	AFR		
ID	Type								
880721	AFR								

Attachments

Attachment 1	2012-54-17-1109..	39.00 KB
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Rendered in 0.044 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Client Management (PROD)

Members
Contractors
Lessors
Estate Agents
Search Results
Member Details
Contractor Details

Employee ID
[REDACTED]

Service RAAF / GRE RB1 / Marital status MWD

Dashboard
Details
Interactions
Notes
History

All Interactions
Interaction 14393884

Interaction [Modify](#)

Key	14393884	Rosie Graham 17/09/2012 13:25
Source	Email (DHA to Member)	
Template	Member Pre-Vacate Inspection Booking Email	
Destination	[REDACTED]	

Description [View Full Description](#)

Pre-Vacation Inspection on 21/09/2012 at 9:30 AM.

DHA

Defence Housing Australia

17/09/2012

Dear [REDACTED]

Raised Issues

N/A

Referenced Issues

ID	Type	Description	
INSP-77677	Inspection	Pre-Vacation : 23/08/2012 : [REDACTED]	Inspection Completed

Attachments

N/A

Rendered in 0.046 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Client Management (PROD)

Members
Contractors
Lessors
Estate Agents
Search Results
Member Details
Contractor Details

Service RAAF / GRE RB1 / Marital status MWD
Employee ID

Dashboard
Details
Interactions
Notes
History

All Interactions
Interaction 14393863

Interaction [Modify](#)

Key	14393863	Rosie Graham 17/09/2012 13:24
Source	SMS (DHA to Member)	
Template	Member Inspection Reminder SMS	
Destination	<input type="text"/>	

Description [View Full Description](#)

The Pre-Vacation Inspection for your Service Residence is scheduled for 21/09/2012 at 9:30 AM. Any enquiries please ring DHA on 139 342.

Raised Issues

N/A

Referenced Issues

ID	Type	Description	
INSP-77677	Inspection	Pre-Vacation : 23/08/2012 : <input type="text"/>	Inspection Completed

Attachments

N/A

Rendered in 0.04 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

[Redacted]

Employee ID [Redacted] 

Service RAAF / GRE RB1 / Marital status MWD

Interaction

[Modify](#)

Raised Issues

N/A

Referenced Issues

N/A

Key	13492587	Rebecca Meredith.. 03/08/2012 15:28
Source	Phone (Member to DHA)	

Description

[View Full Description](#)

left a message for [Redacted] to call me back, regarding her recent B&E.

Attachments

N/A

Service RAAF / GRE RB1 / Marital status MWD

Interaction

[Modify](#)

Key	13428379	Greg Bridger 01/08/2012 10:33
Source	Phone (Member to DHA)	

Description

[View Full Description](#)

Maintenance Required:- Tenant was cleaning walls in Family room hand has gone through the wall. It went through the wall at the bottom wall is very wet & shower is behind this wall.

Raised Issues

Key	Summary	Status
MITM-719888	[Redacted] PLSTM : Repair - Main Bathroom, Tenant was cleaning w...	Maintenance Done

Referenced Issues

N/A

Attachments

N/A

Member...

Go To

Members
Contractors
Lessors
Estate Agents
Search Results
Member Details
Contractor Details

Employee ID [REDACTED]

Service RAAF / GRE RB1 / Marital status MWD

Dashboard
Details
Interactions
Notes
History

All Interactions
Interaction 13314907

Interaction [Modify](#)

Key	13314907	Nigel Menzies 26/07/2012 10:15
Source	Email (External Provider to DHA)	

Description [View Full Description](#)

AFTER HOURS incident No: 9156978 Date/Time: 25/07/2012 22:08 Broken Window In Bathroom. Police report number E48573612.
Rang tenant, very happy with response from contractor and after hours operator. He would like feedback given re how understanding and helpful these people were. Police have taken complain from tenant re something being thrown at window, but as no-one was seen no other action can be taken.

Raised Issues

Key	Summary	Status
MREQ-70237	AFTER HOURS incident Broken window [REDACTED]	Completed

Referenced Issues

N/A

Attachments

Attachment 1	94.40 KB
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Rendered in 0.07 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23



Defence Housing AUSTRALIA

DHA Client Incident Report

25/07/2012 8:45:00AM to 26/07/2012 8:45:00AM

Incident No: 9156978 Date/Time: 25/07/2012 22:08

Sydney4 HMC

Operator: TWOODS



Policy No: [REDACTED] Valid From: 25/07/2012 Plan: DHA EMERGENCY AFTER HOURS Customer: [REDACTED]
 Regional Centre: Sydney4 HMC Valid To: [REDACTED] Policy Status: PROVISIONAL (TO BE CONFIRMED) Address: [REDACTED]
 Incident Details: [REDACTED] Phone Numbers: MOBILE: [REDACTED]
 Caller: [REDACTED] Address: [REDACTED]

Previous Incidents:

No Previous Incidents logged for this Policy

Problem Codes:

GIVEN GLAZING Broken Window In Bathroom
ACTUAL GLAZING O'Briens Glass

Incident Action:

PROVIDER ARRANGED O'BRIENS GLASS

Services / Items:

25/07/2012 22:11 DHA EMERGENCY GLAZING PROPERTY

History:

25/07/2012 22:09 PROVIDER PHONE OUT
 CALL TO Provider O'BRIENS GLASS on Number 1300627436 at 25/07/2012 22:17:43 O'briens glass will attend within 2 hours (before 1.20am)
 25/07/2012 22:24 CUSTOMER PHONE OUT
 SPOKE TO: [REDACTED] informed her the eta is within 2 hours (before 1.20am) she informed me the police report number - Police Report E48573612

Logged By: TWOODS

TWOODS

Client Management (PROD)
Member...

Members
Contractors
Lessors
Estate Agents
Search Results
Member Details
Contractor Details

Service RAAF / GRE RB1 / Marital status MWD
Employee ID

Dashboard
Details
Interactions
Notes
History

All Interactions
Interaction 10041967

Interaction [Modify](#)

Key	10041967	Troy Eberhard 07/02/2012 09:40
Source	Email (Member to DHA)	

Description [View Full Description](#)

SURVEY EMAIL-
As per contractors invoice, the pipe that is blocking is under a concrete slab and this will need to be excavated. Major works, so this has been referred to the local Housing Management Centre. Tenants have been advised of what contractor has instructed in their invoice and they do not require further works at this stage & they are happy to wait until end of the year when they vacate.

Raised Issues

Key	Summary	Status
MREQ-57276	MAIN BATHROOM PIPE ISSUE- [REDACTED] NSW 2173	Maintenance Not Required

Referenced Issues

ID	Type	Summary	Status
MITM-611532	Maintenance Item	[REDACTED] : clear blocked drains to main bathroom as t...	Maintenance Done

Attachments

N/A

Rendered in 0.504 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23

Client Management (PROD) Member...

Members | Contractors | Lessors | Estate Agents | Search Results | Member Details | Contractor Details

Service RAAF / GRE RB1 / Marital status MWD Employee ID

Dashboard | Details | Interactions | Notes | History

All Interactions | Interaction 9204425

Interaction [Modify](#)

Key	9204425	Glenn Todd 16/12/2011 08:41
Source	Phone (Member to DHA)	

Description [View Full Description](#)

main bathroom drains backing up including shower bath and toilet. 3 panel sliding shower door one panel is coming apart
advised re possible tenant caharge if foreign object in sewer

Raised Issues

Key	Summary	Status
MITM-578943	██████████ PLSTM : clear blocked drains to main bathroom as the s...	Canceled
MITM-578944	██████████ GLATM : repair one panel of 3 panel sliding shower scr...	Maintenance Done

Referenced Issues

N/A

Attachments

N/A

Rendered in 0.086 seconds

Client Management (PROD) Member...

Members | Contractors | Lessors | Estate Agents | Search Results | **Member Details** | Contractor Details

[REDACTED] Employee ID **[REDACTED]**

Service RAAF / GRE RB1 / Marital status MWD

Dashboard | Details | **Interactions** | Notes | History

All Interactions | **Interaction 8837188**

Interaction Modify		Raised Issues	
Key	8837188	Key	
	Glenn Todd 29/11/2011 11:13		
Source	Phone (Member to DHA)	MITM-562456	Summary
Description View Full Description spouot l lever kitchen tap		[REDACTED] : PLSTM : REPAIR LEVER KITCHEN TAP AS THIS IS LEAKING OU...	
		Status Maintenance Done	
Attachments		Referenced Issues	
N/A		N/A	

Rendered in 0.071 seconds

Cleo Pickard (Sydney HMC) | 2012-11-22-attempt-1 built 21-Nov-2012 10:27:18 Java 1.6.0_23