

14 June 2012

Dear

Request for access to documents under the *Freedom of Information Act 1982* (the Act)

1. I refer to your request of 15 May 2012 for access to information held by Defence Housing Australia under the *Freedom of Information Act 1982*.
2. I am an officer authorised under section 23 of the Act to make decisions in respect of requests for access to documents. My decision and the reasons for that decision are set out below.

Background

3. On 15 May 2012 you lodged a Freedom Of Information (FOI) request by email as below:

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

From: (

Sent: Tuesday, 15 May 2012 12:31 PM

To: Freedom of Information

Subject: FOI request

Good afternoon,

I wish to submit an FOI request pursuant to the FOI Act for access to the following documents relating to my property at DHA up until 12 April 2012: "which was leased to

1. All documents (including, but not limited to, file notes of telephone conversations) in existence regarding the attempts taken by Stephen Bond and/or Darco to contact the contractor to finish maintenance work currently pending at my property; 2. All documents in existence including emails, reports, file notes, letters and memos regarding the reason for the undue delay in carrying out the maintenance work at my property; 3. All documents showing any attempts taken by DHA to escalate the matter with the contractor's supervisor; and 4. Your complaints procedures relating to property maintenance.

HEAD OFFICE

Thank you in advance for your assistance. I can be contacted by return email or on if necessary.

Sincerely,

Sent from my iPad

4. I acknowledged receipt of this request on 15 May 2012.

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.

Decision

6. My decision for each parameter of your request appears below, in bolded text.

All documents (including, but not limited to, file notes of telephone conversations) in existence regarding the attempts taken by Stephen Bond and/or Darco to contact the contractor to finish maintenance work currently pending at my property;

I have decided to release these documents in full (Documents 1-5, 7, 8, 11-15 and 18).

Where a decision is made to refuse access to a document, the release of a copy of the document with the exempt matter deleted should be considered under subsection 22(1)(c) of the Act. Accordingly, I have decided to release a copy of document 8 with redactions.

All documents in existence including emails, reports, file notes, letters and memos regarding the reason for the undue delay in carrying out the maintenance work at my property;

I have decided to release these documents in full (Documents 10, 11, 12, 15 and 18).

All documents showing any attempts taken by DHA to escalate the matter with the contractor's supervisor

I have decided to release these documents in full (Documents 11-15 and 18).

Your complaints procedures relating to property maintenance.

I have decided to release these documents in full (Documents 6 and 19).

I have also decided to release documents 9, 16 and 17 as I believe they are relevant to the broad parameters of your request.

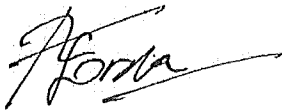
Charges

7. I have decided not to impose any charges.

Rights of review

8. 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 an external review by the Australian Information Commissioner. Information on your review rights is at Attachment B.

Yours sincerely



**Ross Jordan
Company Secretary**

Attachments:

- A. Schedule of Documents.
- B. FOI Fact Sheet 12 – Freedom of information – Your review rights.

**FOI Request
Schedule of documents**

Item No.	Title/Description	Date	Author/Creator	Addressee	No. pages	Decision
1	Email	06.06.12	DHA, Various	DHA, Various	2	Released in full
2	Phone call summary	Unknown	DHA		1	Released in full
3	IPFX, Total call activity	06.06.12	DHA		4	Released in full
4	Housing Management	19.03.12	DHA		1	Released in full
5	Housing Management	04.04.12	DHA		2	Released in full
6	Client Management	02.04.12	DHA		1	Released in full
7	Maintenance Item	04.04.12	DHA	All concepts building	7	Released in full
8	Client Management	Printed 06.06.12	DHA	All concepts building	2	Released with redactions under subsection 22(1)(c) of the Act
9	Letter	29.03.12	DHA, Howard Faulks		3	Released in full
10	Acknowledgement and release	12.04.12	DHA		4	Released in full
11	Email	Last sent 10.05.12	DHA, Various	DHA, Various	3	Released in full
12	Email	Last sent 06.06.12	DHA, Various	DHA, Various	4	Released in full
13	SMS	15.05.12	DHA, Rosie Gooch	0413202129	1	Released in full
14	Email	Last sent 10.05.12	DHA, Rosie Gooch	DHA, Stephen Bond	4	Released in full
15	Email	15.05.12	DHA, Rosie Gooch	All concepts building	1	Released in full
16	Email	Last sent 02.05.12	DHA various	DHA, Various	9	Released in full

17	Email	Last sent 11.04.12	DHA, various	DHA, various	3	Released in full
18	Email	18.05.12	DHA, Various	DHA, Various	4	Released in full
19	Complaints Management Policy	Updated 03.05.12	DHA	DHA intranet	2	Released in full

FOI Fact Sheet 12

Freedom of information – Your review rights

If you disagree with the decision of an Australian Government agency or minister under the *Freedom of Information Act 1982* (the FOI 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 someone is to be granted access to information that is about you, if the agency has informed you that it will impose 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 the agency, and external review by the Australian Information Commissioner.

Internal review

If an agency makes an FOI decision that you disagree with, you can ask the agency to review its decision. The review will be carried out by a different agency officer, usually someone at a more senior level. There is no charge for internal review.

You must apply within 30 days of being notified of the decision, unless the agency extended the application time. You should contact the agency if you wish to seek an extension. The agency must make a review decision within 30 days. If it does not do so, its original decision is considered to be affirmed.

Internal review is not available if a minister or the chief officer of the agency made the decision personally.

Review by the Information Commissioner

The Information Commissioner is an independent office holder who can review the decisions of agencies and ministers under the FOI Act.

Is a review the same as a complaint?

No. The Information Commissioner also investigates complaints about agency actions under the FOI Act. However, if you are complaining that an agency decision is wrong, it will be treated as an application for a review. Your matter will be treated as a complaint when a review would not be practical or would not address your concerns (for example, if you were not consulted about a document that contains your personal information before it was released). For more information see

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

No. You may apply directly to the Information Commissioner. However, going through the agency's internal review process gives the agency the opportunity to reconsider its initial decision, and your needs may be met more quickly without undergoing an external review process.

Do I have to pay?

No. The Information Commissioner's review is free.

How do I apply?

You must apply in writing and you can lodge your application in one of the following ways:

Online: www.oaic.gov.au

Post: GPO Box 2999, Canberra ACT 2601

Fax: +61 2 9284 9666

Email: enquiries@oaic.gov.au

In person: Level 3, 25 National Circuit

Forrest, ACT, or at

Level 8, Piccadilly Tower,

133 Castlereagh Street, Sydney,

NSW

An application form is available on the website at www.oaic.gov.au. Your application should include a copy of the notice of the decision that you are objecting to (if one was provided), and your contact details. You should also set out why you are objecting to the decision.

Can I get help in completing the application?

Yes. The Information Commissioner's staff are available to help you with your application if anything is unclear.

When do I have to apply?

If you are objecting to a decision to refuse access to documents, impose a charge or refuse to amend a document, you must apply to the Information Commissioner within 60 days of being given notice of the decision. If you are objecting to a decision to

grant access to another person, you must apply within 30 days of being notified of that decision.

You can ask the Information Commissioner for an extension of time to apply, and this may be granted if the Information Commissioner considers it is reasonable in the circumstances.

Who will conduct the review?

Staff of the Information Commissioner will conduct the review. Only the Information Commissioner, the FOI Commissioner or the Privacy Commissioner can make a decision at the end of the review.

Does the Information Commissioner have to review my matter?

No. The Information Commissioner may decide not to review an application that is frivolous, misconceived or lacking in substance, or if you fail to cooperate with the process or cannot be contacted after reasonable attempts. You cannot appeal against that decision.

Alternatively the Information Commissioner may decide that the Administrative Appeals Tribunal (AAT) would be better placed to review the matter, and if so, will advise you of the procedure for applying to the AAT. This will not be common.

Can I withdraw my application?

Yes. An application can be withdrawn at any time before the Information Commissioner makes a decision.

What happens in the review process?

The review process is designed to be as informal as possible. The Information Commissioner may contact you or any of the other parties to clarify matters and seek more information. The Information Commissioner may also ask the agency or minister to provide reasons for their decision if the reasons given were inadequate.

Most reviews will be made on the basis of the submissions and papers provided by the parties. Sometimes the Information Commissioner may decide to hold a hearing if one of the parties applies. Parties may participate in a hearing by telephone. If confidential matters are raised, the hearing may be held partly or wholly in private.

Will there be other parties to the review?

There may be. The Information Commissioner can join other parties who are affected by the application. For example, if you are objecting to someone else being granted access to information that concerns you, that person may be joined in the review.

Can someone else represent me?

Yes, including a lawyer. However, the Information Commissioner prefers the process to be as informal and cost-effective as possible and does not encourage legal representation.

Will the Information Commissioner look at all documents, including ones that are claimed to be exempt?

Yes. The Information Commissioner's review is a fresh decision, so all the relevant material must be examined, including documents that the agency or minister has declined to release. Developments that have occurred since the original decision may also be considered.

What powers does the Information Commissioner have?

While the review process is designed to be informal, the Information Commissioner has formal powers to require anyone to produce information or documents, to compel anyone to attend to answer questions and to take an oath or affirmation that their answers will be true.

An agency or minister can also be ordered to undertake further searches for documents.

What decisions can the Information Commissioner make?

After reviewing a decision, the Information Commissioner must do one of three things:

- set the decision aside and make a fresh decision
- affirm the decision, or
- vary the decision.

The Information Commissioner will give reasons for the decision.

Will the decision be made public?

Yes. The Information Commissioner will publish decisions on the website. Exempt material (that is, material that is not released) will not be included. Nor will the name of the review applicant, unless that person requests otherwise or there is a special reason to publish it.

What can I do if I disagree with the Information Commissioner's review decision?

You can appeal to the AAT. The Information Commissioner will not be a party to those proceedings. The fee for lodging an AAT application is \$777 (at November 2010), although there are exemptions for health care and pension concession card holders and the AAT can waive the fee on financial hardship grounds.

FOI applications made before 1 November 2010

The Information Commissioner can only review an agency's or minister's FOI decision if you made your FOI request on or after 1 November 2010. If you made your FOI request before 1 November, even if the decision was made after that date, the review process is different.

You must first ask the agency for internal review of the decision. You may then appeal to the AAT if you are not satisfied with the decision.

The information provided in this fact sheet is of a general nature. It is not a substitute for legal advice.

For further information
telephone: 1300 363 992
email: enquiries@oaic.gov.au
write: GPO Box 2999, Canberra ACT 2601
or visit our website at www.oaic.gov.au

Gooch, Roseanne

From: Gooch, Roseanne
Sent: Wednesday, 6 June 2012 3:18 PM
To: Keen, Denise
Subject: FW: Mobile Reports

Hi Denise,

Further to this request we need to know if the following phone call have been made to:

Mobile
Home:

The extensions calls have been made from are:

EXT 3724
EXT 3773
EXT 3712

From April 2012 until now, the request has been made under the FOI.

Kind regards

Rosie Gooch | Area Manager Property & Tenancy

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 62683700 | Fax: 02 6222 2247

acthmcp&tadmin@dha.gov.au | www.dha.gov.au



Please think of the environment before printing this email

From: Mills, Sally
Sent: Wednesday, 6 June 2012 2:57 PM
To: Gooch, Roseanne
Subject: FW: Mobile Reports

From: Keen, Denise
Sent: Wednesday, 6 June 2012 2:41 PM
To: Mills, Sally
Subject: Mobile Reports

Hi Sally,

As requested:



Stephen Bond
April 2012.xlsx



Stephen Bond
May 2012.xlsx



Stephen Bond
Since last Accou...

Also included is a report 'since the last account'. Please note accounts run from 26th of the Month to the 27th of the Month (or there about).

Cheers!

Denise Keen | Network Engineer
BS&T | Defence Housing Australia
HighPoint Plaza, Ground Floor Suite 3-6
240 Waterworks Road, Ashgrove, QLD 4060
Tel: 07 3355 8888 | Fax: 02 6222 2273
Mb: 0421 040 043
denise.keen@dha.gov.au | www.dha.gov.au

Date	Time	Person making Call	Called made to	Number dialed	Duration	Mobile or Desk Phone
18/05/2012	10.31	Roseanne Gooch			2.17	ext 3724
2/05/2012	8.22	Stephen Bond			1.18	ext 3773
8/05/2012	15.29	Sally Mills			0.58	ext 3712
10/05/2012	15.18	Sally Mills			1.12	ext 3712
15/05/2012	15.32	Roseanne Gooch			2.14	ext 3724
17/05/2012	13.04	Roseanne Gooch			3.03	ext 3721
12/04/2012	12.23	Kelly Lane			0.29	ext 3707
4/06/2012	11.53	Roseanne Gooch			3.04	ext 3724
1/05/2012	11:14	Stephen Bond	All Concepts Building	0413202129	0.38	0408669174
1/05/2012	10.48	Stephen Bond	All Concepts Building	0413202130	0.16	0408669175
2/04/2012	11.01	Stephen Bond	All Concepts Building	0413202131	0.41	0408669176
13/04/2012	14.17	Stephen Bond	All Concepts Building	0413202132	1.06	0408669177
19/04/2012	15.11	Stephen Bond	All Concepts Building	0413202133	1.41	0408669178
19/04/2012	15.1	Stephen Bond	All Concepts Building	0413202134	0.22	0408669179
23/04/2012	16.55	Stephen Bond	All Concepts Building	0413202135	0.55	0408669180
24/04/2012	11.55	Stephen Bond	All Concepts Building	0413202136	0.32	0408669181



Total Call Activity

Report Criteria: Dates between 01/06/2012 and 05/06/2012
 Group By (3 maximum) =
 Number Dialed out =

Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialed Number Out	Dialed Number In	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Release Type
Monday, 4 June 2012																
11:53:21	3724	3724	Call	Outgoing						00:00:09	00:00:22	00:02:33	00:00:00	00:00:00	00:03:04	N
Date Averages:									1	0 00:00:09	0 00:00:22	0 00:02:33	0 00:00:00	0 00:00:00	0 00:03:04	
Date Totals:									1	0 00:00:09	0 00:00:22	0 00:02:33	0 00:00:00	0 00:00:00	0 00:03:04	
AVERAGES:									1	0 00:00:09	0 00:00:22	0 00:02:33	0 00:00:00	0 00:00:00	0 00:03:04	
TOTALS:									1	0 00:00:09	0 00:00:22	0 00:02:33	0 00:00:00	0 00:00:00	0 00:03:04	

NOTE: - Date/Time fields are in the format day:hour:minute:sec (the day field, if present, represents a period of 24 hours)
 - All Talk Time averages are calculated using answered calls only
 - Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail
 - Release Types are as follows; N=Normal Answered, V=Voice Mail Handled, Q=Abandoned, C-R=Call Back Rescheduled, C-D=Call Back Deleted
 - Total Handle Time is calculated: (Time In Queue + Time Ringing At Extension + Time Talking + Time On Hold + Time In Wrapup) (Note: this is a measure of a Call's handle time and will differ from an Agent's handle time)

3

Total Call Activity



Report Criteria: Dates between 01/04/2012 and 30/04/2012
 Group By (3 maximum) =
 Number Dialed out =

Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialed Number Out	In	Number	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Release Type
Thursday, 12 April 2012																	
12:23:18	3707	3707	Call	Outgoing							00:00:02	00:00:03	00:00:24	00:00:00	00:00:00	00:00:29	N
Date Averages:										1	0 00:00:02	0 00:00:03	0 00:00:24	0 00:00:00	0 00:00:00	0 00:00:29	
Date Totals:										1	0 00:00:02	0 00:00:03	0 00:00:24	0 00:00:00	0 00:00:00	0 00:00:29	
AVERAGES:										1	0 00:00:02	0 00:00:03	0 00:00:24	0 00:00:00	0 00:00:00	0 00:00:29	
TOTALS:										1	0 00:00:02	0 00:00:03	0 00:00:24	0 00:00:00	0 00:00:00	0 00:00:29	

NOTE: - Date/Time fields are in the format day:hour:minute:sec (the day field, if present, represents a period of 24 hours)
 - All Talk Time averages are calculated using answered calls only
 - Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail
 - Release Types are as follows; N=Normal Answered, V=Voice Mail Handled, Q=Abandoned, C-R=Call Back Rescheduled, C-D=Call Back Deleted
 - Total Handle Time is calculated: (Time In Queue + Time Ringing At Extension + Time Talking + Time On Hold + Time In Wrapup) (Note: this is a measure of a Call's handle time and will differ from an Agent's handle time)

Total Call Activity



Report Criteria: Dates between 01/05/2012 and 31/05/2012
 Group By (3 maximum) =)
 Number Dialed Out =)

Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialed Number Out	Dialed Number In	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Release Type
Wednesday, 2 May 2012																
08:22:05	3773	3773	Call	Outgoing						00:00:03	00:00:10	00:01:05	00:00:00	00:00:00	00:01:18	N
Date Averages:									1	00:00:03	00:00:10	00:01:05	00:00:00	00:00:00	00:01:18	
Date Totals:									1	00:00:03	00:00:10	00:01:05	00:00:00	00:00:00	00:01:18	
Tuesday, 8 May 2012																
15:29:24	3712	3712	Call	Outgoing						00:00:03	00:00:06	00:00:49	00:00:00	00:00:00	00:00:58	N
Date Averages:									1	00:00:03	00:00:06	00:00:49	00:00:00	00:00:00	00:00:58	
Date Totals:									1	00:00:03	00:00:06	00:00:49	00:00:00	00:00:00	00:00:58	
Thursday, 10 May 2012																
15:18:03	3712	3712	Call	Outgoing						00:00:03	00:00:09	00:01:00	00:00:00	00:00:00	00:01:12	N
Date Averages:									1	00:00:03	00:00:09	00:01:00	00:00:00	00:00:00	00:01:12	
Date Totals:									1	00:00:03	00:00:09	00:01:00	00:00:00	00:00:00	00:01:12	
Tuesday, 15 May 2012																
15:32:12	3724	3724	Call	Outgoing						00:00:09	00:00:13	00:01:52	00:00:00	00:00:00	00:02:14	N
Date Averages:									1	00:00:09	00:00:13	00:01:52	00:00:00	00:00:00	00:02:14	
Date Totals:									1	00:00:09	00:00:13	00:01:52	00:00:00	00:00:00	00:02:14	
Thursday, 17 May 2012																
13:04:35	3724	3724	Call	Outgoing						00:00:12	00:00:10	00:02:41	00:00:00	00:00:00	00:03:03	N
Date Averages:									1	00:00:12	00:00:10	00:02:41	00:00:00	00:00:00	00:03:03	
Date Totals:									1	00:00:12	00:00:10	00:02:41	00:00:00	00:00:00	00:03:03	
AVERAGES:									1	00:00:06	00:00:10	00:01:29	00:00:00	00:00:00	00:01:45	
TOTALS:									5	00:00:30	00:00:48	00:07:27	00:00:00	00:00:00	00:08:45	

NOTE: - Date/Time fields are in the format day:hour:minute:sec (the day field, if present, represents a period of 24 hours)
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 - Release Types are as follows; N=Normal Answered, V=Voice Mail Handled, Q=Abandoned, C-R=Call Back Rescheduled, C-D=Call Back Deleted
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Total Call Activity



Report Criteria: Dates between 01/05/2012 and 31/05/2012
 Group By (3 maximum) =
 Number Dialed out =

Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialed Number Out	Dialed Number In	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Release Type
Friday, 18 May 2012																
10:31:24	3724	3724	Call	Outgoing						00:00:15	00:00:07	00:01:55	00:00:00	00:00:00	00:02:17	N
Date Averages:									1	0 00:00:15	0 00:00:07	0 00:01:55	0 00:00:00	0 00:00:00	0 00:02:17	
Date Totals:									1	0 00:00:15	0 00:00:07	0 00:01:55	0 00:00:00	0 00:00:00	0 00:02:17	
AVERAGES:									1	0 00:00:15	0 00:00:07	0 00:01:55	0 00:00:00	0 00:00:00	0 00:02:17	
TOTALS:									1	0 00:00:15	0 00:00:07	0 00:01:55	0 00:00:00	0 00:00:00	0 00:02:17	

NOTE: - Date Time fields are in the format day hour:minute:sec (the day field, if present, represents a period of 24 hours)
 - All Talk Time averages are calculated using answered calls only
 - Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail
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Maintenance Request

[Modify](#)

Linked Items

N/A

Linked Lease Management Issues

N/A

Attachments

N/A

Property Status	Ownership H / Ast. Status DI / Rep. Status NM
Key	MREQ-60470 Stephen Bond 19/03/2012 21:59
Status	Awaiting Decision
Summary	CASH SETTLEMENT FOR MAKE GOOD
Business Line	Lessor Relations
Decision Dependant	
Description	Lessor inspection 19.3.2012 Lessor has advised they may take a cash settlement for the make good works. P & T have raised for quotes in the system for costing. Please See STEPHEN BOND if you have any questions.
Assignee	Stephen Bond (stephenb)

Cancel

Cancel Request

7

Properties Search Results **Property Details**

Property ID 714390

Class Managed Property / Status PUAV / Classification RB1 / Comp. Compliant / Type Dwelling / Rep. Area Canberra / Ownership Leased / Asset Status DI / Rep. Status NM

Dashboard Maintenance Leasing Inspections Profile Tenant History

Dashboard Maintenance Items Quotes Requests MITM-660067 History

Maintenance Item

[Modify](#)

Property Status	Ownership H / Ast. Status DI / Rep. Status NM
Key	MITM-660067 <small>ME</small> Stephen Bond 04/04/2012 12:31
Status	Maintenance Booked
Summary	CARTM : 1. External - Replace/repair all fence lattice 2. Ens...
Charge Type	R (Responsive)
Maintenance Code	CARTM: Carpentry T&M
Estimated Price	\$990.00
Location	Whole Site
Contractor Instructions	<ol style="list-style-type: none"> 1. External - Replace/repair all fence lattice 2. Ensuite - Replace drawer bases in vanity 3. Lounge - Replace window screen frame and flywire LHS window 4. Kitchen - Supply & install cutlery insert to top drawer 5. Kitchen - Rake and re grout splashback 6. Kitchen - Rake and re seal splashback/benchttop joint 7. Family - Replace rollers on glass slider door 8. Family - Replace rollers on screen slider 9. Whole Site - Replace mesh to window screens 10. Bathroom - Tighten towel rail 11. Bathroom - Rake and re seal vanity to wall tiles 12. Bathroom - Supply & install new base to drawers in vanity

Allocation Details

[View Allocation](#)

Priority	Routine
Booking Req. Date	06/04/2012 17:00 ACT Local Time
Target Start Date	04/04/2012
Target End Date	11/04/2012

Current Contractor

[View in Client Management](#)

Contractor Name	All Concept Buildings Pty RMS Tender 01/07/2011 - 30/06/2014 Ltd
Appointment Date	11/04/2012 07:30 ACT Local Time
Further Actions Required	

Tenancy Details

N/A

- 13. Bathroom - Replace magnet on shower screen door
- 14. External - Front Eaves - Re attach mouldings to eaves
- 15. Whole Site - Gap all cornice, walls, skirting, architraves etc where required.

UPDATED - 1/5/2012

- 1. External - Supply & install new lattice work to missing sections x 2
- 2. External Eave - Paint new moulding on eave, white

THIS IS A HANDBACK PLEASE CONTACT STEPHEN BOND @ DHA 0408 669 175 IF YOU CAN NOT COMPLETE ANY ITEMS ON THE LIST.

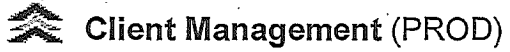
Vacant on code 0000 or 4390

Attachments

N/A

Cancel

Cancel Item



☆

Members

Contractors

Lessors

Search Results

Contractor Details

Lessor Details

Lessor ID 3362497 ☆

Dashboard

Interactions

Enquiries

Notes

All Interactions

Interaction 11008405

Interaction [Modify](#)

Key	11008405	Fiona Lewis 02/04/2012 12:28
Source	Phone (Lessor to DHA)	

Description [View Full Description](#)

Lessor phoned as they haven't received rent for this month. She explained the lease ends on the 15th April. I advised that the last month's rent is held and this is a condition of the lease & normally when the lessor is notified of handback there is a paragraph in the letter to advise this. She mentioned it would've been nice to be notified. I thought Canberra would've sent the handback letter, but she said all of her dealings have been over the telephone.

Raised Issues

N/A

Referenced Issues

N/A

Attachments

N/A

9



Maintenance Item MITM-660067

CARTM : 1. External -

Replace/repair all fence lattice 2. Ens...

Details

Type:	Maintenance Item	Status:	Maintenance Booked
Priority:	Major	Resolution:	Unresolved
Labels:	None		

Custom Fields

Maintenance Group Reference:	12724330	Property ID:	714390
HMC:	Canberra HMC	Patch Code:	West Gungahlin & Belconnen
Maintenance Code:	CARTM - Carpentry T&M	Contract Rate ID:	8653850
Charge Type:	Responsive	Maintenance Location:	Whole Site
Estimated Price:	990.00	Maintenance Priority:	Routine
Target Start Date:	04/04/2012	Target Completion Date:	11/04/2012
Booking Required By Date:	06/04/12 7:00 AM	Access Details:	Vacant on code 0000 or 4390
Contractor ID:	118	Contractor Name:	All Concept Buildings Pty Ltd
Allocated By:	Gooch, Roseanne	Allocated Date:	04/04/12 4:47 PM
Allocation Ownership Code:	Leased		



Appointment Date:	10/04/12 9:30 PM	Item ID:	12724333
Reason Contractor Overridden:	Contractor Unavailable	Send Notification:	No
		Allow Maintenance User:	No
View in HSM:	MITM-660067		

Description

1. External - Replace/repair all fence lattice
2. Ensuite - Replace drawer bases in vanity
3. Lounge - Replace window screen frame and flywire LHS window
4. Kitchen - Supply & install cutlery insert to top drawer
5. Kitchen - Rake and re grout splashback
6. Kitchen - Rake and re seal splashback/benchtop joint
7. Family - Replace rollers on glass slider door
8. Family - Replace rollers on screen slider
9. Whole Site - Replace mesh to window screens
10. Bathroom - Tighten towel rail
11. Bathroom - Rake and re seal vanity to wall tiles
12. Bathroom - Supply & install new base to drawers in vanity
13. Bathroom - Replace magnet on shower screen door
14. External - Front Eaves - Re attach mouldings to eaves
15. Whole Site - Gap all cornice, walls, skirting, architraves etc where required.

UPDATED - 1/5/2012

1. External - Supply & install new lattice work to missing sections x 2
2. External Eave - Paint new moulding on eave, white

THIS IS A HANDBACK PLEASE CONTACT STEPHEN BOND @ DHA 0408 669 175 IF YOU CAN NOT COMPLETE ANY ITEMS ON THE LIST.

Activity

All | Comments | History | Activity | Transitions

Gooch, Roseanne made changes - 04/04/12 4:47 PM

Field	Original Value	New Value
Booking Required By Date		06/04/12 7:00 AM
Allow Maintenance User	No	Yes
Contract Rate ID		8653850
Contractor Name		All Concept Buildings Pty Ltd
Maintenance Group Reference		12724330
Allocation Ownership Code		Leased
Reason Contractor Overridden		Contractor Unavailable
Allocated By		roseanneg
Contractor ID		118

CLM made changes - 04/04/12 4:47 PM

Allow Maintenance User	Yes	No
------------------------	-----	----

CLM made changes - 04/04/12 4:47 PM		
Allocated Date		04/04/12 4:47 PM
CLM made changes - 04/04/12 4:47 PM		
Item ID		12724333
CLM made changes - 04/04/12 4:47 PM		
Send Notification	No	Yes
Gooch, Roseanne made changes - 04/04/12 4:47 PM		
Status	Maintenance Pending [10018]	Maintenance Allocated [10019]
CTM made changes - 05/04/12 9:51 AM		
Allow Maintenance	No	Yes
User		
Appointment Date		10/04/12 9:30 PM
CTM made changes - 05/04/12 9:51 AM		
Status	Maintenance Allocated [10019]	Maintenance Booked [10020]
CLM made changes - 05/04/12 9:51 AM		
Allow Maintenance	Yes	No
User		
CLM made changes - 05/04/12 4:23 PM		
Send Notification	Yes	No
Bond, Stephen made changes - 01/05/12 11:14 AM		

Status

Maintenance Booked [10020]

Maintenance Booked [10020]

Bond, Stephen made changes - 01/05/12 11:14 AM

Allow Maintenance User

No

Yes

Description

1. External - Replace/repair all fence lattice
2. Ensuite - Replace drawer bases in vanity
3. Lounge - Replace window screen frame and flywire LHS window
4. Kitchen - Supply & install cutlery insert to top drawer
5. Kitchen - Rake and re grout splashback
6. Kitchen - Rake and re seal splashback/benchtop joint
7. Family - Replace rollers on glass slider door
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9. Whole Site - Replace mesh to window screens
10. Bathroom - Tighten towel rail
11. Bathroom - Rake and re seal vanity to wall tiles
12. Bathroom - Supply & install new base to drawers in vanity
13. Bathroom - Replace magnet on shower screen door
14. External - Front Eaves - Re attach

1. External - Replace/repair all fence lattice
2. Ensuite - Replace drawer bases in vanity
3. Lounge - Replace window screen frame and flywire LHS window
4. Kitchen - Supply & install cutlery insert to top drawer
5. Kitchen - Rake and re grout splashback
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13. Bathroom - Replace magnet on shower screen door
14. External - Front Eaves - Re attach

mouldings to eaves
 15. Whole Site - Gap all cornice, walls, skirting, architraves etc where required.

THIS IS A HANDBACK PLEASE CONTACT STEPHEN BOND @ DHA 0408 669 175 IF YOU CAN NOT COMPLETE ANY ITEMS ON THE LIST.







mouldings to eaves
 15. Whole Site - Gap all cornice, walls, skirting, architraves etc where required.

UPDATED - 1/5/2012
 1. External - Supply & install new lattice work to missing sections x 2
 2. External Eave - Paint new moulding on eave, white

THIS IS A HANDBACK PLEASE CONTACT STEPHEN BOND @ DHA 0408 669 175 IF YOU CAN NOT COMPLETE ANY ITEMS ON THE LIST.

CLM made changes - 01/05/12 11:14 AM			
Allow Maintenance User	Yes	No	
CLM made changes - 01/05/12 11:14 AM			
Send Notification	No	Yes	
CLM made changes - 01/05/12 4:09 PM			
Send Notification	Yes	No	

Transition	Time In Source Status	Execution Times	Last Executer	Last Execution Date
------------	-----------------------	-----------------	---------------	---------------------




 Maintenance Pending	➔ 	Maintenance Allocated	4h 15m	1	Gooch, Roseanne	04/04/12 4:47 PM
 Maintenance Allocated	➔ 	Maintenance Booked	17h 4m	1	CTM	05/04/12 9:51 AM
 Maintenance Booked	➔ 	Maintenance Booked	26d 1h 22m	1	Bond, Stephen	01/05/12 11:14 AM

People


Assignee: Maintenance Canberra
 Reporter: Bond, Stephen
 Allocated By: Gooch, Roseanne
 Watch (0)

Dates

Created: 04/04/12 12:31 PM
 Updated: 01/05/12 4:09 PM

 **Client Management (PROD)** Contractor...  

Members | Contractors | Lessors | Search Results | **Contractor Details** | Lessor Details

All Concept Buildings Pty Ltd Contractor ID 118 

Dashboard | Maintenance | Details | Contracts & Rates | **Interactions** | Communications | Certificates | History

All Interactions

All Interactions [New Interaction](#)

ID	Created	Reporter	Source	Description	Referenced IDs
12252103	31/05/2012 09:47	Darko Cirjak	Email (DHA to Member)	RE: DHA- URGENT RESPONSE REQUIRED	
12179266	29/05/2012 14:22	John Mazengarb	Phone (Contractor to DHA)	Today at 2:00pm I received phone calls from Gary who works for all concepts. ...	
12175530	29/05/2012 13:14	Affila Banyai	Email (DHA to Contractor)		
12152137	28/05/2012 15:32	Fiona Davidson	Phone (DHA to Contractor)	MITM-683373 - Called in regards to works he has not had i...	MITM-683373
12120126	25/05/2012 14:35	Aliey Falt	Fax (DHA to Lessor)		
12042767	22/05/2012 14:54	Stephen Bond	Email (DHA to Contractor)	DHA - Urgent read response	
12042668	22/05/2012 14:52	Aliey Falt	Phone (DHA to Contractor)	Rang left voicemail - asking for a call back (re: ... farcor ...	
12042605	22/05/2012 14:52	Aliey Falt	Email (DHA to Contractor)		
12042196	22/05/2012 14:46	Aliey Falt	Email (DHA to Contractor)	DHA SR - WORDING AMEN... - SCOPE OF WORKS	
11986775	18/05/2012 15:56	Stephen Bond	Phone (Contractor to DHA)	Txt msg sent from PM Bond - 1/5/2012 System wont let me raise a new...	
11724845	07/05/2012 15:20	Michele Hayne	Email (DHA to Contractor)	MITM's - Status	

ID	Created	Reporter	Source	Description	Referenced IDs
11606419	01/05/2012 13:50	Mary Radak	Phone (Contractor to DHA)		MITM-657373 - advised that he will be r... MITM-657373
11577187	30/04/2012 15:30	Roseanne Gooch	Fax (DHA to Contractor)	V-ALL162 All Concept Buildings Pty Ltd	
11575205	30/04/2012 14:53	Helen Bulakovski	Phone (Contractor to DHA)		MITM-666154 Contractors calling tenants back tonig... MITM-666154
11549349	27/04/2012 16:20	Mary Radak	Phone (Contractor to DHA)		- MITM-657373 - advised that he will be ... MITM-657373

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[7](#)
[8](#)
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[10](#)
[Next »](#)
[Last »](#)
Showing 1 to 15 of 257 entries

Rendered in 0.029 seconds

Roseanne Gooch | 2012-04-28-attempt-2 built 26-Apr-2012 16:36:53 2 Java 1.6.0_23

9.



Thursday, 29 March 2012

Dear

Re: :

I am writing regarding the above property which is leased to Defence Housing Australia (DHA), the lease expiry and our recent offer of a cash settlement.

I confirm that DHA is prepared to make a cash payment in lieu of the following:

- Your entitlement under clause *Edition 4 for Edition 4 - lease end works* of
 - Internal Repaint
 - External Repaint
 - Carpet Replacement

Amount \$ **9,000.00**

If you wish to accept this offer please sign and return the enclosed Acceptance Reply 5th April 2012 in the enclosed envelope.

If accepted, payment will be deposited into your bank account following handback of your property.

Should you require any further assistance or wish to discuss this offer, please do not hesitate to contact Lessor Relations on 02 6268 3740

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Howard Faulks', written over a horizontal line.

Howard Faulks | Regional Manager
Australian Capital Territory | Defence Housing Australia
Level 5, TransACT House
470 Northbourne Ave, Dickson, ACT, 2602

Enclosed Cash Settlement Acceptance





Thursday, March 29, 2012

CASH SETTLEMENT ACCEPTANCE REPLY

To Defence Housing Australia

I/we accept the sum of \$ 9,000.00 as full and final settlement of Defence Housing Australia's obligations for the following.

- 1. \$ 9,000.00 for your entitlement under clause ***Edition 4*** of the Lease Agreement with DHA for ***Edition 4 - lease end works of:***

- Internal Repaint
- External Repaint
- Carpet Replacement

Please note all owners or nominated signatories for this property must sign this Acceptance Reply.

Signature

Signature

Lessor Name :

Lessor Name :

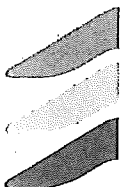
Date

Date

CANBERRA HOUSING
MANAGEMENT CENTRE

26 Mort Street Braddon ACT 2612
Telephone: 02 6268 3700 Fax: 02 6268 3760
Email: info@dha.gov.au Internet: www.dha.gov.au

ABN 72 968 504 934



Thursday, March 29, 2012

CASH SETTLEMENT ACCEPTANCE REPLY

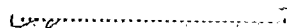
To Defence Housing Australia

I/we accept the sum of \$ 9,000.00 as full and final settlement of Defence Housing Australia's obligations for the following.

1. \$ 9,000.00 for your entitlement under clause **Edition 4** of the Lease Agreement with DHA for **Edition 4 - lease end works of:**

- Internal Repaint
- External Repaint
- Carpet Replacement

Please note all owners or nominated signatories for this property must sign this Acceptance Reply.

Signature 

Lessor Name

Date 02/04/2012

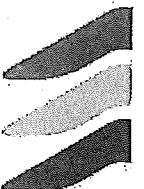
Signature

Lessor Name

Date 02/04/2012

CANBERRA HOUSING
MANAGEMENT CENTRE

26 Mort Street Braddon ACT 2612
Telephone: 02 6268 3700 Fax: 02 6268 3760
Email: info@dha.gov.au Internet: www.dha.gov.au
ABN 72 968 504 934



Catanzariti, Alatiel

From: Catanzariti, Alatiel
Sent: Wednesday, 2 May 2012 2:14 PM
To: AP Leasing Mailbox
Subject: ?
Attachments: f

Hi Mloo

Please find handback paperwork attached for the above in regards to release of final rent and cash payout.

Kind regards

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

From: CBR-2@dha.gov.au [mailto:CBR-2@dha.gov.au]
Sent: Wednesday, 2 May 2012 2:12 PM
To: Catanzariti, Alatiel
Subject: Message from "CBR-2"

This E-mail was sent from "CBR-2" (Aficio MP C4501).

Scan Date: 02.05.2012 14:12:11 (+1000)
Queries to: CBR-2@dha.gov.au

ACKNOWLEDGMENT AND RELEASE



ACKNOWLEDGMENT AND RELEASE dated 12th April 2012

BETWEEN

DEFENCE HOUSING AUSTRALIA of 5/470 Northbourne Avenue, Dickson ACT (DHA)

AND

(Lessor)

Recitals

- A. By the lease which commenced on 19/04/2000 (Lease), DHA leased the property at (Property) from the Lessor.
B. The Lease provided for DHA to hand back the Property on the expiry or earlier termination of the lease term in accordance with the provisions of clause 17.
C. DHA now wishes to hand back the Property in accordance with the Lease.

Operative provisions

- 1. The Lessor acknowledges that DHA handed back the Property to the Lessor on 12/04/2012 (Handback Date) in accordance with clause 17 of the Lease.
2. The Lessor fully releases DHA in respect of any continuing liability on the part of DHA under the Lease as from the Handback Date other than as set out in paragraph 3.
3. If applicable, DHA undertakes to complete the following work on the Property:
- External - LHS - Replace 2x sections of Screening to fence. (lattice)
-
-

SIGNED by Defence Housing Australia by its authorised representative

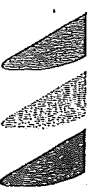
Name of authorised representative..... Howard Faulks Regional Manager

Signature of authorised representative..... [Handwritten Signature]

SIGNED by the Lessor/s

Signature of the Lessor..... [Handwritten Signature]

Signature of the Lessor..... [Handwritten Signature]



Business Case Approval for Make Good / Lease Conversion

Make Good or Lease Conversion	UPRN	Property Address	Ownership Type	Lease Term & End date
Make Good	714390		Leased	16/04/2012

Make Good Works	Charge Type	Brief Description of Works Required	Completion Date	Quote
Carpet	M	New Carpet throughout		\$ 3,950
Internal Paint	M	Internal Paint throughout		\$ 5,100.00
External Paint	M	External Paint		\$ 1,900.00
Sub Total 1				\$ 9,050

Conversion Works (CIC)	Charge Type	Brief Description of Works Required	Completion Date	Quote

Lessor Commitment	Charge Type	Brief Description of Works Required	Completion Date	Quote

Lessor Agreed Contribution \$

Additional Works not covered by MG or LC	Charge Type	Brief Description of Works Required	Completion Date	Estimate
ELETM	R	Repair tastic in bathroom		\$ 284.00
PLSTM	R	Replace taps in ensuite vanity		\$ 210.10
WFUTM	R	Service and clean window furnishings		\$ 1,108.00
GLATM	R	Replace cracked glass panel in family room		\$ 143.00
Sub Total 3				\$ 1,745

Total Event (Not including Lessor Contribution) \$ 10,795
HAND BACK ONLY - Enter agreed pay out if applicable including % of pay out 82% \$ 9,000

My submission is based upon the business rules, SOP's, procurement guidelines including national code and delegations being adhered too
 It is the HMC's responsibility to ensure all correspondence relating to this request is filed electronically for audit purposes

* Lessor Relations Officer	Kelly Lane
Completed By:	Kelly Lane - Lessor Relations Officer
Sited By:	
Approved By:	HMC P&T Mgr
	HMC Manager
	National P&T Mgr

Comments:

Lessor Payment Request Form



Defence Housing AUSTRALIA

Address of Property	
UPRN (T2)	714390
Lessor's Name	
Lessor Code	L-HER021
Repairs Area (T0)	1CC
Repairs Patch (T7)	1CC5
Interest Held (T3)	H - (Leave this as H)
Expense Account Number	Make Good
Amount	\$9,000.00
GST Transaction Type (T8) <i>(Tick applicable box)</i>	<input checked="" type="checkbox"/> N = Makegood Payment Or <input type="checkbox"/> I = Other Payments

Detailed description of reason for payment

Cash payment in lieu of make good work for handback of property

NOTE:

This form must be submitted to AP Leasing with the **Payment in Lieu of Makegood Calculation Sheet** for processing of any payment in lieu of works.

Requesting Officers Name	Kelly Lane
Requesting Officers Signature	
	Date: 12/04/2012
Authorising Officers Title	Regional Manager - Canberra HMC
Authorising Officers Signature	
	Date: 12/04/2012

Gooch, Roseanne

From: Bond, Stephen
Sent: Thursday, 10 May 2012 2:51 PM
To: Gooch, Roseanne
Subject: RE:

Rosie,


The items on the update works at the 1/5/2012

Regards,

Stephen Bond | Senior Property Manager
Canberra Housing Management Centre | Defence Housing Australia

Level 5 Transact House
470 Northbourne Ave Dickson ACT 2602
Tel: (02) 6268 3773 | Fax: (02) 6222 2247
stephen.bond@dha.gov.au | www.dha.gov.au

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

 *Please consider the environment - do you really need to print this email?*

From: Gooch, Roseanne
Sent: Thursday, 10 May 2012 11:14 AM
To: Bond, Stephen
Subject: FW:

See Attachment.

So I fully understand what is not done?
<< OLE Object: Picture (Device Independent Bitmap) >>

Kind regards
Rosie Gooch | Area Manager Property & Tenancy

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House
470 Northbourne Ave, Dickson ACT 2602
Tel: 02 62683700 | Fax: 02 6222 2247

acthmcp&tadmin@dha.gov.au | www.dha.gov.au

<< OLE Object: Picture (Device Independent Bitmap) >>

Please think of the environment before printing this email

From: Mills, Sally
Sent: Tuesday, 8 May 2012 3:34 PM
To: Bond, Stephen; Gooch, Roseanne
Cc: Blyton, Maryanne
Subject: RE:

Hi all

I have spoken to [redacted] and advised that I will contact her again tomorrow once we have spoken to the Contractor.

Kind regards

Sally Mills | Business Support Manager
Australian Capital Territory | Defence Housing Australia

Level 5 TransACT House
470 Northbourne Ave, Dickson ACT 2602
Tel: 02 6268 3712 | Mob: 0421 041 037 | Fax: 02 6222 2247

sally.mills@dha.gov.au | www.dha.gov.au

<< OLE Object: Picture (Device Independent Bitmap) >>

Please think of the environment before printing this email

From: Bond, Stephen
Sent: Monday, 7 May 2012 4:18 PM
To: Gooch, Roseanne
Cc: Mills, Sally
Subject: FW: [redacted]

Rosie,

This is the property All concepts carried out handback maintenance on, I spoke to Gary and sent him a txt msg to complete as we are unable to raise new maintenance on the property, but did update and outstanding MITM . The owner is now upset, has the indication that she is getting the run around, I have tired to resolve this issue, but it has gotten out of hand.

Regards,

Stephen Bond | Senior Property Manager
Canberra Housing Management Centre | Defence Housing Australia

Level 5 Transact House
470 Northbourne Ave Dickson ACT 2602
Tel: (02) 6268 3773 | Fax: (02) 6222 2247
stephen.bond@dha.gov.au | www.dha.gov.au

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Please consider the environment - do you really need to print this email?

From: Blyton, Maryanne
Sent: Monday, 7 May 2012 3:30 PM
To: Bond, Stephen
Subject:

Hi Stephen

Can you please phone [redacted] regarding maintenance that was to have been completed on their property ([redacted]). She has advised the work still hasn't been done.

She indicated the matter was urgent.

Regards

Maryanne Blyton
P&T Admin Support/Reception
Defence Housing Australia Wagga Wagga
Ph: 02 69337240
Fax: 02 62222243

12.

Gooch, Roseanne

From: Bond, Stephen
Sent: Wednesday, 6 June 2012 1:55 PM
To: Gooch, Roseanne
Subject: FW: Acknowledgement of your FOI request
Attachments: 201205181551a.pdf; 201205181551.pdf; 201205181618.pdf

Stephen Bond | Senior Property Manager
Canberra Housing Management Centre | Defence Housing Australia Level 5 Transact House
470 Northbourne Ave Dickson ACT 2602
Tel: (02) 6268 3773 | Fax: (02) 6222 2247 stephen.bond@dha.gov.au | www.dha.gov.au

If you have experienced exceptional customer service and would like to nominate for a Wow Card please email the relevant details to your regional Customer Relations Officer (CRO) or alternatively, you can send an email to the WOW.Nomination@dha.gov.au P Please consider the environment - do you really need to print this email?

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

From: Bond, Stephen
Sent: Friday, 18 May 2012 4:20 PM
To: Faulks, Howard
Cc: Mills, Sally
Subject: RE: Acknowledgement of your FOI request

Howard,

During the handback on 12th April 2012, The lessor spoke to Darko in regards to the 2 sections of lattice that were missing, and the painting of the mouldings on the eave outside the garage. This was promised to be completed by Friday 13th April 2012.

There was no further maintenance raised on the system.

I was then contacted by [redacted] on the 1/5/2012, she expressed frustration that the works had not been completed. I ensure [redacted] that I would address this issue. I looked into the Maintenance and saw nothing had been raised. I went to raise an MITM on the system for the works. As the asset status is DI (Disposal) I could no longer raise maintenance against the property.

On the 1/5/2012 There was an open MITM for All Concepts, I called Gary from all concepts and asked him to carry out the additional works. I advised Gary due to the system not allowing a new MITM I would add this to the pervious work order. A text msg was sent to the contractor advising the MITM had been updated interaction 11986775.

[redacted], called DHA Canberra HMC to advise me the works had still not been completed. PM Bond was unable to get in contact with the contractor on multiple occasions.

PM Bond asked additional PM's to contact the contractor - Amber managed to get onto the contractor on my behalf, at this stage I re confirmed the contractor was to attend. Aliey also again tried to ring the contractor with no response

PM Bond sent an email to P & T Manager, Rosie and sally on the 7/5/2012 as [redacted] was extremely disappointed the works had not been completed.

Sally Mills has spoken to [redacted] after consultation with PM Bond

Rosie has spoken to Gary from All concepts this week and DHA has been assured the works would be completed.

Regards,

Stephen Bond | Senior Property Manager
Canberra Housing Management Centre | Defence Housing Australia Level 5 Transact House
470 Northbourne Ave Dickson ACT 2602
Tel: (02) 6268 3773 | Fax: (02) 6222 2247 stephen.bond@dha.gov.au | www.dha.gov.au

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

From: Faulks, Howard
Sent: Thursday, 17 May 2012 5:54 PM
To: Bond, Stephen; Cirjak, Darko; Canberra Leasing
Cc: Mills, Sally; Gooch, Roseanne
Subject: RE: Acknowledgement of your FOI request

I would like to make a response to Pip.

I have the end of lease acknowledgement and a copy of the maintenance item - can I have any details in relation to follow up with contractor etc.

Thanks

Howard Faulks | Regional Manager
Australian Capital Territory | Defence Housing Australia Level 5, TransACT House
470 Northbourne Ave, Dickson, ACT, 2602
Tel: 02 6268 3701 | Fax: 02 6222 2249 | Mob:0438 216 130 howard.faulks@dha.gov.au | www.dha.gov.au

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

From: Faulks, Howard
Sent: Tuesday, 15 May 2012 2:07 PM
To: Bond, Stephen; Cirjak, Darko; Canberra Leasing
Cc: Mills, Sally; Gooch, Roseanne
Subject: FW: Acknowledgement of your FOI request

Stephen / Darko

Can you please provide me with any information in relation to the matters raised in the below email.

Alatial / Kelly

Also, if you have any information in relation to works etc.

Regards

Howard Faulks | Regional Manager
Australian Capital Territory | Defence Housing Australia Level 5, TransACT House

470 Northbourne Ave, Dickson, ACT, 2602

Tel: 02 6268 3701 | Fax: 02 6222 2249 | Mob:0438 216 130 howard.faulks@dha.gov.au | www.dha.gov.au

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

From: Sackley, Pip

Sent: Tuesday, 15 May 2012 1:56 PM

To: Faulks, Howard

Cc: Jorgensen, Brett; Jordan, Ross

Subject: FW: Acknowledgement of your FOI request

Dear Howard

DHA has received a Freedom of Information request, from [redacted] regarding maintenance at her investment property located at [redacted]

As per the Freedom of Information Act, DHA has 30 days after the day the request was received to provide a response to [redacted]. However I will require the information as soon as possible to ensure I have enough time to consult with any 3rd parties and to investigate possible exemptions, if any.

Thank you for your assistance.

Kind regards

Pip Sackley

Executive Officer

Defence Housing Australia

26 Brisbane Avenue Barton ACT 2600

Tel: 02 6217 8590 | Fax: 02 6222 2262

pip.sackley@dha.gov.au | www.dha.gov.au

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

From: Freedom of Information

Sent: Tuesday, 15 May 2012 12:50 PM

To: [redacted]

Subject: Acknowledgement of your FOI request

Dear

I am Defence Housing Australia's Company Secretary and I have responsibility for the management of DHA's Freedom of Information requests.

This email is to acknowledge the receipt of your request of 15 May 2012, below, under the Freedom of Information Act 1982 (the Act).

Under the provisions of the Act, DHA has 30 days after the day the request was received to notify you of a decision.

Should you have any questions regarding your request, my contact details are below.

Thanks

Ross

Ross Jordan

Company Secretary
Defence Housing Australia

Phone 02 6217 8401
Email ross.jordan@dha.gov.au
Address 26 Brisbane Avenue, Barton ACT 2600

-----Or:-----
From: t
Sent: Tuesday, 15 May 2012 12:31 PM
To: Freedom of Information
Subject: FOI request

Good afternoon,

I wish to submit an FOI request pursuant to the FOI Act for access to the following documents relating to my property at which was leased to DHA up until 12 April 2012:

1. All documents (including, but not limited to, file notes of telephone conversations) in existence regarding the attempts taken by Stephen Bond and/or Darco to contact the contractor to finish maintenance work currently pending at my property; 2. All documents in existence including emails, reports, file notes, letters and memos regarding the reason for the undue delay in carrying out the maintenance work at my property; 3. All documents showing any attempts taken by DHA to escalate the matter with the contractor's supervisor; and 4. Your complaints procedures relating to property maintenance.

Thank you in advance for your assistance. I can be contacted by return email or on if necessary.

Sincerely,

Sent from my iPad

Gooch, Roseanne

From: Gooch, Roseanne
Sent: Tuesday, 15 May 2012 3:35 PM
To: 0413202129@fastconnect.net.au

– please call Rosie when done

1. External - Supply & install new lattice work to missing sections x 2, 2. External Eave - Paint new moulding on eave, white##

Kind regards

Rosie Gooch | Area Manager Property & Tenancy

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 62683700 | Fax: 02 6222 2247

acthmcp&tadmin@dha.gov.au | www.dha.gov.au



Please think of the environment before printing this email

Gooch, Roseanne

From: Gooch, Roseanne
Sent: Thursday, 10 May 2012 11:14 AM
To: Bond, Stephen
Subject: FW:

So I fully understand what is not done?

Housing Management (PROD)

Properties
Search Results
Property Details

3

Class Managed Property / Status PUAV / Classification RB1 / Com

Dashboard
Maintenance
Leasing
Inspections
Profile

Dashboard
Maintenance Items
Quotes
Requests
M

Maintenance Item

Property Status	Ownership H / Ast. Status DI / Rep. Status
Key	MITM-660067 Stephen
Status	Maintenance Booked
Summary	External - Replace/repair all fence ratt
Charge Type	R (Responsive)
Maintenance Code	CARTM: Carpentry T&M
Estimated Price	\$990.00

Location Whole Site

Contractor Instructions

1. External - Replace/repair all fence
2. Ensuite - Replace drawer bases in
3. Lounge - Replace window screen / window
4. Kitchen - Supply & install cutlery in
5. Kitchen - Rake and re grout splash
6. Kitchen - Rake and re seal splash
7. Family - Replace rollers on glass &
8. Family - Replace rollers on screen
9. Whole Site - Replace mesh to wind
10. Bathroom - Tighten towel rail
11. Bathroom - Rake and re seal vani
12. Bathroom - Supply & install new t vanity
13. Bathroom - Replace magnet on s
14. External - Front Eaves - Re attach
15. Whole Site - Gap all cornice, wall etc where required.

UPDATED - 1/5/2012

1. External - Supply & install new batti sections x 2
2. External Eave - Paint new moulding

THIS IS A HANDBACK PLEASE CONFIRM BOND @ DHA 0408 669 176 IF YOU HAVE ANY ITEMS ON THE LIST.

Access Details Vacant on code 0000 or 4390

Attachments

Kind regards

Rosie Gooch | Area Manager Property & Tenancy

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 62683700 | Fax: 02 6222 2247

acthmcp&tadmin@dha.gov.au | www.dha.gov.au



Please think of the environment before printing this email

From: Mills, Sally
Sent: Tuesday, 8 May 2012 3:34 PM
To: Bond, Stephen; Gooch, Roseanne
Cc: Blyton, Marvanne
Subject: RE: :

Hi all

I have spoken to [redacted] and advised that I will contact her again tomorrow once we have spoken to the Contractor.

Kind regards

Sally Mills | Business Support Manager

Australian Capital Territory | Defence Housing Australia

Level 5 TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 6268 3712 | Mob: 0421 041 037 | Fax: 02 6222 2247

sally.mills@dha.gov.au | www.dha.gov.au



Please think of the environment before printing this email

From: Bond, Stephen
Sent: Monday, 7 May 2012 4:18 PM
To: Gooch, Roseanne
Cc: Mills, Sally
Subject: FW:

Rosie,

This is the property All concepts carried out handback maintenance on, I spoke to Gary and sent him a txt msg to complete as we are unable to raise new maintenance on the property, but did update and outstanding MITM . The owner is now upset, has the indication that she is getting the run around, I have tired to resolve this issue, but it has gotten out of hand.

Regards,

Stephen Bond | Senior Property Manager
Canberra Housing Management Centre | Defence Housing Australia

Level 5 Transact House
470 Northbourne Ave Dickson ACT 2602
Tel: (02) 6268 3773 | Fax: (02) 6222 2247
stephen.bond@dha.gov.au | www.dha.gov.au

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



Please consider the environment - do you really need to print this email?

From: Blyton, Maryanne
Sent: Monday, 7 May 2012 3:30 PM
To: Bond, Stephen
Subject:

Hi Stephen

Can you please phone [redacted] regarding maintenance that was to have been completed on their property [redacted]. She has advised the work still hasn't been done.

She indicated the matter was urgent.

Regards

Maryanne Blyton
P&T Admin Support/Reception
Defence Housing Australia Wagga Wagga
Ph: 02 69337240
Fax: 02 62222243

Gooch, Roseanne

From: Gooch, Roseanne
Sent: Tuesday, 15 May 2012 3:37 PM
To: allconcepts@bigpond.com
Subject: URGENT READ REQUIRED DHA

Hi Gary,

This is a vacant property, is the lessor her number is

Unfortunatley the MITM was modified after your booking date had been carreid out.
Please adjust the inovce and close off the works.

From: Gooch, Roseanne
Sent: Tuesday, 15 May 2012 3:35 PM
To: 0413202129@fastconnect.net.au
Subject:

3 – please call Rosie when done

1. External - Supply & install new lattice work to missing sections x 2,
2. External Eave - Paint new moulding on eave, white##

Kind regards

Rosie Gooch | Area Manager Property & Tenancy

Australian Capital Territory | Defence Housing Australia

Level 5, TransACT House

470 Northbourne Ave, Dickson ACT 2602

Tel: 02 62683700 | Fax: 02 6222 2247

acthmcp&tadmin@dha.gov.au | www.dha.gov.au



Please think of the environment before printing this email

Catanzariti, Alatiel

From: Catanzariti, Alatiel
Sent: Wednesday, 2 May 2012 4:04 PM
To: AP Leasing Mailbox
Subject: RE: Amend vendor/lessor form / L-

Awesome, thank you very much

From: AP Leasing Mailbox
Sent: Wednesday, 2 May 2012 3:58 PM
To: DHA Vendor; Catanzariti, Alatiel
Subject: FW: Amend vendor/lessor form / L-

Thanku

Hi Alatiel
PMS showing Terminated with rent to 12/04/2012
I have received Lessor payment form to process makegood \$9,000

Next payment run is 4th May and will then be closed

Cheers

Mary-Lou Reid | Accounts Payable Officer | Leasing
Financial Services | Defence Housing Australia
Level 3, 26 Brisbane Avenue Barton ACT 2600
Tel: 1800 064 635 | Fax: 02 6222 2281
apleasing@dha.gov.au | www.dha.gov.au

From: DHA Vendor
Sent: Wednesday, 2 May 2012 3:52 PM
To: AP Leasing Mailbox
Subject: FW: Amend vendor/lessor form / L-

Please advise
Thanks
G

From: Faulks, Howard
Sent: Wednesday, 2 May 2012 9:44 AM
To: Lane, Kelly; DHA Vendor
Cc: Lane, Kelly
Subject: RE: Amend vendor/lessor form / L-

Approved

Howard Faulks | Regional Manager
Australian Capital Territory | Defence Housing Australia
Level 5, TransACT House
470 Northbourne Ave, Dickson, ACT, 2602
Tel: 02 6268 3701 | Fax: 02 6222 2249 | Mob: 0438 216 130
howard.faulks@dha.gov.au | www.dha.gov.au

From: kelly.lane@dha.gov.au [mailto:kelly.lane@dha.gov.au]
Sent: Wednesday, 2 May 2012 8:41 AM
To: Faulks, Howard
Cc: Lane, Kelly
Subject: Amend vendor/lessor form / L-

This message was submitted on-line by Kelly Lane. This form has to be approved by Howard Faulks who will then forward to DHAvendor@dha.gov.au for processing.

Electronic form details for adding Vendor , and Lessor.

Amending Type

Please tick the appropriate checkbox(es)

Un-suspend

Amend Vendor or Lessor

Amend Vendor?

No

Vendor Code

Vendor Trading Name

Lessor Details

Lessor Number

L-

Is Pay Group a Lessor ?

Yes

Lessor Name

Property Address

Is

UPRN

714390

Other Details

Payment Method

EFT

Pay Group

Terms

ABN

Contact

Contact Address

City/Suburb

State

Postcode

Phone

Mobile
Fax
EmailAddress
Mailing
Mailing Address1
City/Suburb
State2
Postcode

Banking Details

Bank
Branch Name
BSB Number
Account Name
Account Number

Contractor Details

P/L Ins Expiry Date
P/L Policy No
W/C Ins Expiry Date
W/C Policy No
Preferred Method of Communication
Contract Type

Repairs Areas Section 1

Is Paygroup/Contract Type a Contractor No
Repairs Areas
Types of Work 1
Normal Hourly Rate 1
A/hrs Rate 1

Repairs Areas Section 2

Repairs Areas Section 2
Types of Work 2
Normal Hourly Rate 2
A/hrs Rate 2

Repairs Areas Section 3

Repairs Areas Section 3

Types of Work 3

Normal Hourly Rate 3

A/hrs Rate 3

Repairs Areas Section 4

Repairs Areas Section 4

Types of Work 4

Normal Hourly Rate 4

A/hrs Rate 4

Continue Repairs Areas?

Repairs Areas Section 5

Repairs Areas Section 5

Types of Work 5

Normal Hourly Rate 5

A/hrs Rate 5

Repairs Areas Section 6

Repairs Areas Section 6

Types of Work 6

Normal Hourly Rate 6

A/hrs Rate 6

Repairs Areas Section 7

Repairs Areas Section 7

Types of Work 7

Normal Hourly Rate 7

A/hrs Rate 7

Repairs Areas Section 8

Repairs Areas Section 8

Types of Work 8

Normal Hourly Rate 8

A/hrs Rate 8

SOR prices related

Is there any Types of Work has SOR prices?

No

Air Conditioning

AIRSOR001

Blind Cleaning

BLCSOR001

BLCSOR002

BLCSOR003

BLCSOR004

Cleaning

CLNSOR001

CLNSOR002

CLNSOR003

CLNSOR004

CLNSOR005

CLNSOR006

CLNSOR007

CLNSOR008

CLNSOR009

CLNSOR0010

CLNSOR0011

Carpet Cleaning

CPTSOR001

CPTSOR002

CPTSOR003

CPTSOR004

CPTSOR005

CPTSOR006

CPTSOR007

CPTSOR008

Floor Covering

FLCSOR001

FLCSOR002

FLCSOR003

FLCSOR004

FLCSOR005

FLCSOR006

FLCSOR007

FLCSOR008

FLCSOR009

Floor Finishing

FLFSOR001

Glazing

GLASOR001

GLASOR002

GLASOR003

GLASOR004

GLASOR005

GLASOR006

GLASOR007

GLASOR008

Ground Maintainance

GMASOR001

GMASOR002

GMASOR003

GMASOR004

GMASOR005

GMASOR006

GMASOR007

GMASOR008

Painting

PNTSOR001

PNTSOR002

PNTSOR003

PNTSOR004

Pest Control

PESSOR001

PESSOR002

PESSOR003

PESSOR004

PESSOR005

PESSOR006

SOR prices related

Is there any Types of Work has SOR prices?

No

AIRSOR001

BLCSOR001

More Blind Cleaning

BLCSOR002

BLCSOR003

BLCSOR004

CLNSOR001

More Cleaning

CLNSOR002

CLNSOR003

CLNSOR004

CLNSOR005

CLNSOR006

CLNSOR007

CLNSOR008

CLNSOR009

CLNSOR0010

CLNSOR0011

CPTSOR001

More Carpet Cleaning

CPTSOR002

CPTSOR003

CPTSOR004

CPTSOR005

CPTSOR006

CPTSOR007

CPTSOR008

FLCSOR001

More Floor Covering?

FLCSOR002

FLCSOR003

FLCSOR004

FLCSOR005

FLCSOR006

FLCSOR007

FLCSOR008

FLFSOR001

GLASOR001

More Glazing

GLASOR002

GLASOR003

GLASOR004

GLASOR005

GLASOR006

GLASOR007

GLASOR008

GMASOR001

More Ground Maintainance

GMASOR002

GMASOR003

GMASOR004

GMASOR005

GMASOR006

GMASOR007

GMASOR008

PNTSOR001

More Painting

PNTSOR002

PNTSOR003

PNTSOR004

PESSOR001

More Pest Control

PESSOR002

PESSOR003

PESSOR004

PESSOR005

PESSOR006

Your Details

Your Name

Email Address

Location

Kelly Lane

kelly.lane@dha.gov.au

Canberra HMC

Approved By

Approved Name

Title

Date

Email Address

Howard Faulks

Regional Manager

02/05/2012

howard.faulks@dha.gov.au

Comments

Property handed back - release final
rent

Financial Services Processing

Entered by _____ Date Entered _____

17.

Catanzariti, Alatiel

From: Catanzariti, Alatiel
Sent: Wednesday, 11 April 2012 1:28 PM
To: Bond, Stephen; Lane, Kelly
Subject: RE: - Payout for I

Hi there

These docs are sent to AP leasing for processing. We shall take care of.

Thanks

From: Bond, Stephen
Sent: Wednesday, 11 April 2012 12:30 PM
To: Lane, Kelly
Cc: Catanzariti, Alatiel
Subject: FW: - Payout for

Hi Kelly,

Not sure what has to happen with this, first one I have been involved with, Alatiel might be able to help us both ☺


Regards,

Stephen Bond | Senior Property Manager
Canberra Housing Management Centre | Defence Housing Australia

Level 5 Transact House

470 Northbourne Ave Dickson ACT 2602
Tel: (02) 6268 3773 | Fax: (02) 6222 2247
stephen.bond@dha.gov.au | www.dha.gov.au

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

 *Please consider the environment - do you really need to print this email?*

From: Lane, Kelly
Sent: Tuesday, 10 April 2012 4:22 PM
To: Bond, Stephen; Cirjak, Darko
Subject: - Payout for :

Hi there,


Please see below. Are one of you able to please organise this and send to head office?

Thanks,

Kelly Lane | Lessor Relations Officer
Australian Capital Territory | Defence Housing Australia

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

Tel: 02 6268 3707 | Fax: 02 6222 2247
kelly.lane@dha.gov.au | www.dha.gov.au

 Please consider the environment before printing this e-mail

From: AP Leasing Mailbox
Sent: Thursday, 5 April 2012 10:28 AM
To: Lane, Kelly
Cc: AP Leasing Mailbox
Subject: FW: Payout for

Hi Kelly

Yep I do these but need Lessor Payment Request form completed and signed off by delegate together with Business Case

Can you send through to ap leasing mailbox

Cheers

Mary-Lou Reid | Accounts Payable Officer | Leasing
Financial Services | Defence Housing Australia
Level 3, 26 Brisbane Avenue Barton ACT 2600
Tel: 1800 064 635 | Fax: 02 6222 2281
apleasing@dha.gov.au | www.dha.gov.au

From: Lane, Kelly
Sent: Thursday, 5 April 2012 10:19 AM
To: AP Leasing Mailbox
Subject: F - Payout for

Hi M'Loo,

Please find attached accepted payout for makegood for the property. Do you deal with this?

Cheers,

Kelly Lane | Lessor Relations Officer
Australian Capital Territory | Defence Housing Australia

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

Tel: 02 6268 3707 | Fax: 02 6222 2247
kelly.lane@dha.gov.au | www.dha.gov.au

 Please consider the environment before printing this e-mail

From: c
Sent: Tuesday, 3 April 2012 10:06 AM
To: Lane, Kelly
Cc: E
Subj: - Payout for

Dear Kelly,

Please find attached a signed copy of our cash settlement acceptance. Please note that there was no reply paid envelope enclosed with the letter received from DHA. I trust a scanned copy will suffice, however, if you require the original, please let me know and I will post it to you asap.

Also, I wanted to enquire as to March's rent as we did not receive it. The person I spoke to yesterday afternoon advised me that we would not receive March's rent until the end of April. Is that correct?

Thank you and I look forward to your response.

Kind regards,

Sackley, Pip

From: Faulks, Howard
Sent: Friday, 18 May 2012 3:16 PM
To: Sackley, Pip
Subject: FW: Acknowledgement of your FOI request

Pip

I am still working on gathering any info I can in relation to the FOI.

Just thought you would like an update on the current interactions with [redacted] in relation to the works.

Regards

Howard Faulks | Regional Manager
Australian Capital Territory | Defence Housing Australia Level 5, TransACT House
470 Northbourne Ave, Dickson, ACT, 2602
Tel: 02 6268 3701 | Fax: 02 6222 2249 | Mob:0438 216 130 howard.faulks@dha.gov.au | www.dha.gov.au

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

From: Gooch, Roseanne
Sent: Friday, 18 May 2012 3:13 PM
To: Faulks, Howard
Cc: Mills, Sally
Subject: RE: Acknowledgement of your FOI request

Hi Howard,

I rang [redacted] on 15/05/12 to advised her that the additional 2 panels of lattice would be installed to the fence line. I added that the current two panels had been installed as privacy panels only and as the brick work was in-between this was the reason why it had not been carried through.

A follow up call on the 16/05/12 to inform [redacted] that all the works according to our contractors have been done, [redacted] informed me that she would attend and let me know if she was happy with the works.

Today, 18/05/12 a further call to [redacted] seeking conformation that she is happy with the works. [redacted] has not re-attended and is very happy that we are keeping her informed. The direction from [redacted] is that she will ring me this afternoon to let me know if further action will be required.

Kind regards
Rosie Gooch | Area Manager Property & Tenancy Australian Capital Territory. | Defence Housing Australia Level 5, TransACT House
470 Northbourne Ave, Dickson ACT 2602
Tel: 02 62683700 | Fax: 02 6222 2247
acthmcp&tadmin@dha.gov.au | www.dha.gov.au

Please think of the environment before printing this email

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

From: Faulks, Howard
Sent: Thursday, 17 May 2012 5:54 PM
To: Bond, Stephen; Cirjak, Darko; Canberra Leasing
Cc: Mills, Sally; Gooch, Roseanne
Subject: RE: Acknowledgement of your FOI request

I would like to make a response to Pip.

I have the end of lease acknowledgement and a copy of the maintenance item - can I have any details in relation to follow up with contractor etc.

Thanks

Howard Faulks | Regional Manager
Australian Capital Territory | Defence Housing Australia Level 5, TransACT House
470 Northbourne Ave, Dickson, ACT, 2602
Tel: 02 6268 3701 | Fax: 02 6222 2249 | Mob:0438 216 130 howard.faulks@dha.gov.au | www.dha.gov.au

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

From: Faulks, Howard
Sent: Tuesday, 15 May 2012 2:07 PM
To: Bond, Stephen; Cirjak, Darko; Canberra Leasing
Cc: Mills, Sally; Gooch, Roseanne
Subject: FW: Acknowledgement of your FOI request

Stephen / Darko

Can you please provide me with any information in relation to the matters raised in the below email.

Alatial / Kelly

Also, if you have any information in relation to works etc.

Regards

Howard Faulks | Regional Manager
Australian Capital Territory | Defence Housing Australia Level 5, TransACT House
470 Northbourne Ave, Dickson, ACT, 2602
Tel: 02 6268 3701 | Fax: 02 6222 2249 | Mob:0438 216 130 howard.faulks@dha.gov.au | www.dha.gov.au

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

From: Sackley, Pip
Sent: Tuesday, 15 May 2012 1:56 PM
To: Faulks, Howard
Cc: Jorgensen, Brett; Jordan, Ross
Subject: FW: Acknowledgement of your FOI request

Dear Howard

DHA has received a Freedom of Information request, from M
investment property located at

regarding maintenance at her

As per the Freedom of Information Act, DHA has 30 days after the day the request was received to provide a response to However I will require the information as soon as possible to ensure I have enough time to consult with any 3rd parties and to investigate possible exemptions, if any.

Thank you for your assistance.
Kind regards

Pip Sackley
Executive Officer
Defence Housing Australia

26 Brisbane Avenue Barton ACT 2600
Tel: 02 6217 8590 | Fax: 02 6222 2262
pip.sackley@dha.gov.au | www.dha.gov.au

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

From: Freedom of Information
Sent: Tuesday, 15 May 2012 12:50 PM
To:
Subject: Acknowledgement of your FOI request

Dear

I am Defence Housing Australia's Company Secretary and I have responsibility for the management of DHA's Freedom of Information requests.

This email is to acknowledge the receipt of your request of 15 May 2012 , below, under the Freedom of Information Act 1982 (the Act).

Under the provisions of the Act, DHA has 30 days after the day the request was received to notify you of a decision.

Should you have any questions regarding your request, my contact details are below.

Thanks

Ross

Ross Jordan
Company Secretary
Defence Housing Australia

Phone 02 6217 8401
Email ross.jordan@dha.gov.au
Address 26 Brisbane Avenue, Barton ACT 2600

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

From:
Sent: Tuesday, 15 May 2012 12:31 PM
To: Freedom of Information

Subject: FOI request

Good afternoon,

I wish to submit an FOI request pursuant to the FOI Act for access to the following documents relating to my property at [redacted] which was leased to DHA up until 12 April 2012:

1. All documents (including, but not limited to, file notes of telephone conversations) in existence regarding the attempts taken by Stephen Bond and/or Darco to contact the contractor to finish maintenance work currently pending at my property; 2. All documents in existence including emails, reports, file notes, letters and memos regarding the reason for the undue delay in carrying out the maintenance work at my property; 3. All documents showing any attempts taken by DHA to escalate the matter with the contractor's supervisor; and 4. Your complaints procedures relating to property maintenance.

Thank you in advance for your assistance. I can be contacted by return email or on [redacted] if necessary.

Sincerely,

Sent from my iPad

19.



Complaints Management Policy

Added by [Middleton, Andrea](#) last edited by [Middleton, Andrea](#) on May 03, 2012 16:29
[Edit in Word](#)
[Was this article helpful?](#)

Complaints Management Policy

This document sets out DHA's policy in dealing with complaints and should be used in conjunction with SOP Customer Complaints Management and DHA's [Service Charter](#).

The information below is broken up into three sections - Definition of customer service terms, escalation of a complaint and instructions for complaints management in the regions.

Definitions

Complaint

A complaint is an expression of dissatisfaction, discontent, resentment or fault. A complaint may state a grievance and/or a formal accusation. It can be made orally or in writing for, or on behalf of any member by any person in relation to any product or services supplied by DHA. In some instances, it may not require resolution.

Enquiry

An enquiry is a written or verbal request made by a member eg: to clarify a matter such as an entitlement, or to rectify a perceived error in providing a service or product.

There is no expression of dissatisfaction in an enquiry.

Feedback

Feedback differs from both an enquiry and a complaint. Feedback occurs when a customer gives information on the performance of DHA in a particular circumstance.

It differs from an enquiry in that feedback is not a request to have something done. It differs from a complaint in that feedback is about an issue that is no longer current and does not require an outcome. For example, a member may express that he/she feels that more assistance could have been offered to them when they moved into their service residence and they just want DHA to know about their experiences in that circumstance.

There is no action to take as we can not change what happened and the member has not asked for any specific action to take place.

Like a complaint, feedback is an opportunity for DHA to improve and for this reason it should be passed onto the relevant person/area:

Escalating a complaint

A customer has the right to have their concern escalated at any stage. While all attempts should be made to resolve the issue(s) at the level at which it has been raised, where resolution is not achieved, all assistance and guidance should be offered by our staff to the member in order to escalate the matter. The following is an extract from our Service Charter brochure that explains how a customer may escalate a complaint:

DHA's complaints resolution process is designed to ensure complaints are dealt with in a fair and timely manner. The process provides:

- an opportunity to have your concern heard and investigated
- a clear and direct process to resolve the dispute
- a fair and independent review
- a clear explanation of any decisions.

A complaint about any aspect of DHA's service the best way to proceed is as follows:

1. The Housing Management Centre should always be the first point of contact. Staff will respond to member needs and will seek to resolve any issue or complaint that is raised. When necessary, they will consult the DRHM in the region.
2. If the complainant is not happy with the way their issue or complaint has been handled, the complaint may be escalated to the local Customer Relations Officer (CRO), who has responsibility for coordinating the management of the complaint. On receipt of the complaint the CRO will refer the matter to the HMC Manager and/or their representative. The Manager will review the case, and where possible, propose a resolution.
3. If the complaint is unable to be resolved by the HMC Manager, a formal meeting may be held between the HMC Manager, the DRHM and other relevant stakeholders with the aim of jointly resolving the complaint.
4. If the complainant is not satisfied with the outcome proposed by the HMC Manager, and wishes to escalate their issue or complaint, contact DHA's National Customer Relations section. This may be done by phone, email or in writing.

Phone: 139 342

Email: National Customer Relations Department at clientservices@dha.gov.au

In writing to:

National Customer Relations Department
Defence Housing Australia
26 Brisbane Avenue Barton ACT 2600

DHA will make every effort to resolve the matter at a regional or national level in a timely manner.

Complaints Management in the regions

HMC Managers are ultimately responsible for the successful management of complaints received at a regional level, as per SOP. Where complaints are unable to be successfully resolved they should be escalated to the National Customer Relations section.

The HMC Manager is to nominate a Customer Relations Officer (CRO), who is to case manage complaints processing and ensure they are processed in accordance with SOP. The CRO must have strong customer service skills and have sufficient time outside of their normal duties to administer the complaints.

In complaints management, the CRO will not be expected to be a subject matter expert in all areas and therefore, they will refer complaints to appropriate line managers for action. When a complaint is referred to a line manager for further action, the CRO remains responsible for ensuring action is taken on the complaint in accordance with SOP.

The CRO is responsible for the following:

- Act as the HMC's point of contact for all complaints
- Case manage all complaints and coordinate responses to complainants
- Inform the HMC Manager where a complaint / issue is critical or sensitive by nature
- Ensure cases are entered into workflow in accordance with SOP
- Administer the complaints process and ensure complaints are updated
- Enter complaints into workflow and monitor progress
- When a case has been escalated to the National Customer Relations area provide detailed information to enable an accurate response to be prepared
- Ensure there is a back-up staff member nominated to perform CRO duties during any absences.



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