

Residential Tenancies Application

This is a receipt of your case **RT252398** for a dispute as a **Renter** about a **Urgent Repairs** issue related to a **House, unit or apartment**

Renter details (as they appear in the rental agreement)

Applicant Type:	Individual
Full Name:	Chawakorn Kamnuansil
Phone Number:	0449962645
Email Address:	ck.chawakorn@gmail.com

Applicant Type:	Individual
Full Name:	Podjana Tienmon
Phone Number:	0450452465
Email Address:	bewty980219@gmail.com

Representative details

Are you completing this form on behalf of someone else as their representative:
No

Rental Provider details (NOT the real estate agent)

Respondent Type:	Company
Full Name:	Areal Property Group Pty Ltd

Representative details

Is this rental property managed by a real estate agency or other representative:
Yes, by a Real estate agent

Representative Name:	Areal Property Group Pty Ltd
ABN:	40645223212
Phone Number:	03 9818 8991
Email Address:	sylvia.hao@areal.com.au

Dispute details

Rental premises:

33 Camberwell Rd, Hawthorn East, VIC, 3123

Urgent repair details

Have you raised the issue(s) in writing with your Rental Provider or real estate agent:
Yes

Uploaded documents: 19 conversations saved on Sun Jun 22 2025.pdf

Select the issue(s) with the property:

Flooding or serious flood damage:

Water damage discovered on 16 April 2025 in bedroom above bed area. Wall bulge appeared and spread rapidly from ceiling to floor within 24 hours. Source identified as hot water system leak in ceiling on 28 April 2025. Bedroom has been unusable for over 2 months due to persistent moisture, mold growth, structural damage, and safety concerns. Complete remediation including wall restoration and carpet replacement has not been completed.

Property Propdoes not meet?minimum standards:

Bedroom fails to meet minimum standards under Residential Tenancies Act due to: (1) Unusable sleeping area for 2+ months, (2) Persistent moisture and mold creating health hazards, (3) Structural damage compromising safety, (4) Inadequate ventilation causing ongoing damp conditions. Property manager has failed to restore habitability within reasonable timeframe despite multiple requests.

Water services (burst):

Hot water system leak in ceiling identified on 28 April 2025 by plumber. Initial leak caused extensive water damage to bedroom wall and flooring. While source leak reportedly fixed, internal damage including wall restoration, mold remediation, and carpet replacement remains incomplete. Water damage continues to impact habitability of bedroom.

Unsafe or insecure fault or damage in the property: including?pests, mould or damp?caused by or related to the building structure:

Ongoing mold growth and damp conditions in bedroom creating health hazards. Structural wall damage from water ingress compromises safety. Persistent musty odors and poor air quality documented in medical certificate from Era Health dated 23 June 2025. Bedroom remains uninhabitable due to safety and health concerns from unresolved water damage.

Steps taken to resolve the issue:

Water damage was first reported on 16 April 2025. Property management was transferred from Hilary Ho to Sylvia Hao on the same day without addressing the urgent issue. Multiple follow-up emails were sent on 20 April, 23 April, and throughout May 2025. A plumber identified the source as a hot water system leak on 28 April 2025, but complete repairs including wall restoration, mold remediation, and carpet replacement have not been completed. The bedroom remains unusable for over 2 months. Repairs are now scheduled

for 24 June 2025 at 8:30 AM with no alternative accommodation provided.

Have you raised the issue(s) in writing with your rental provider or real estate agent:
Yes

How do you want this dispute to be resolved:

1. Immediate provision of alternative accommodation during repair period
2. Compensation for rent paid while bedroom was unusable (approximately \$1,400-1,500 per month for 2+ months)
3. Complete restoration of property to habitable condition
4. Protection orders preventing retaliation
5. Assurance that all future repairs will be completed within reasonable timeframes
6. Compensation for stress, inconvenience, and health impacts as documented by medical certificate

I want VCAT to redirect my rent payments into a Rent Special Account until repairs are completed

Supporting documents

Rental agreement:	Residential Rental Agreement [2024-12-23] 1803_243 Franklin St Melbourne VIC 3000.pdf
Evidence:	3.0 Rent receipts.jpeg, 1.0Email Evidence Summary.pdf, 0.0 Cover Message.pdf, Orders Requested.pdf, Emergency Statement.pdf, 1.3MERGE GMAIL.pdf, 1.2Sumary.pdf, 5.0 Doctor's letter from Era Health.pdf, 1.1Email Evidence - Unit 1803 Rental Dispute.pdf

Acknowledgment

By submitting this form, I understand and acknowledge that:

- ✓ To the best of my knowledge, all information provided in this application is true and correct
- ✓ An RDRV application is an application to VCAT
- ✓ It is an offence under section 136 of the Victorian Civil and Administrative Act 1998 to knowingly give false or misleading information

Full name of person completing this form

Chawakorn Kamnuansil

Date of Acknowledgement

24/06/2025