

**Subject:** RE: Urgent: Water Damage on Bedroom Wall (Unit 1803)  
**From:** Hilary Ho <hilary.ho@areal.com.au>  
**Date:** 16/4/68, 11:35  
**To:** Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

Good Morning Chawakorn,

I hope you have been well.

Recently, management has made a decision that your rental property will be managed by my colleague Sylvia.

I have passed all messages across and have completed adequate handover to ensure a smooth transition.

Her email is sylvia.hao@areal.com.au .

She will reach out to you shortly.

Thank you

Kind Regards,



**Hilary Ho**  
**Relationship Manager**

0404 164 395

hilary.ho@areal.com.au

03 9818 8991

33 Camberwell Road Hawthorn East VIC 3123

[www.areal.com.au](http://www.areal.com.au)

**A/REAL**



AReal Property will be closed for Easter  
from **Thursday, 17 April at 5:30 pm**, and will  
re-open on **Tuesday, 22 April at 9:00 am**.

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**From:** Chawakorn Kamnuansil <ck.chawakorn@gmail.com>  
**Sent:** Wednesday, 16 April 2025 4:06 AM  
**To:** Hilary Ho <hilary.ho@areal.com.au>  
**Subject:** Urgent: Water Damage on Bedroom Wall (Unit 1803)

Dear Hilary,

I'm contacting you regarding an urgent issue in my unit (1803, 243 Franklin Street). This evening , I noticed a water leak forming on the wall above my bed. Within a single day, it spread rapidly — now forming a long vertical swelling nearly from ceiling to floor.

I live on the top floor, so this may indicate a ceiling or roof issue. I'm concerned it could worsen quickly if not addressed.

Please arrange for a maintenance inspection as soon as possible. I've attached photos for reference. Let me know if I need to do anything in the meantime.

Also, I'd appreciate an update on the status of the bed repair I previously reported.

Thanks,

Chawakorn

Phone: 0449 962 645