

Subject: RE: RDRV – Case RT252398 – 33 Camberwell Rd, Hawthorn East, VIC, 3123
From: Johnson Tan <johnson.tan@areal.com.au>
Date: 27/6/68, 11:44
To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>, "CSV-VCAT-Cases (CSV)" <Cases@courts.vic.gov.au>
CC: Areal Property MPM <mpm@email.propertyme.com>, "bewty980219@gmail.com" <bewty980219@gmail.com>

Hi Matthew & Chawakorn,

Good morning and hope you are well.

I have received the reply from FIXD Trade Group – contractor appointed by the OC for the repair. I have asked for the project timeline, and below is the reply:

Please see below extract from our scope of works sent to Highrise Strata.

*The drying process is essential for ensuring all affected building materials return to pre-loss moisture levels. However, the length of drying time may vary depending on external factors such as weather conditions and moisture content. FIXD is not responsible for delays in drying due to uncontrollable factors. Monitoring will be conducted **daily**, and any necessary adjustments/cost variations will be communicated promptly. FIXD will not be held responsible for any pre-existing conditions discovered during the course of remediation, including but not limited to structural defects, non-compliant installations, or prior water damage. Any discoveries will be communicated to the insured, and additional works may be required outside the scope of this project.*

We cannot provide a timeline as per your request due to the existing site constraints and nature of the damages.

Please note, once drying equipment is on-site, it is charged per day. If access is not provided as required by our team, extra charges may be applicable to the renters for not providing access.

Hi Chawakorn,

Since no access was given on 24 June 2025, the contractor has sent us the attached invoice. Please advise whether you would like to pay them directly.

Otherwise, the OC will settle with FIXD and on-charge the amount to Lot 1803A, and the rental provider will be seeking reimbursement from you.

Please advise, thank you.

Kind Regards,



Johnson Tan
Senior Relationship Manager - Coverage

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A/REAL





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From: Johnson Tan

Sent: Thursday, 26 June 2025 1:04 PM

To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>; CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>

Cc: Areal Property MPM <mpm@email.propertyme.com>; bewty980219@gmail.com

Subject: RE: RDRV – Case RT252398 – 33 Camberwell Rd, Hawthorn East, VIC, 3123

Hi Matthew,

Thank you for your call earlier.

I have confirmed with the contractor from FIXD Trade Group, the work is now scheduled for 7 July 2025.

This is the exact same job scope, which was scheduled for 24 June 2025, but no access was granted that day.

The work consists of few stages, and the trade will not be able to send me the timeline until he is back to the office tomorrow.

On 7 July 2025, the work will be mould remediation, which is to bring the moisture level in the affected bedroom down.

Once the moisture level is at the appropriate level, the damage rectification job will be commenced (wall repair & etc).

FIXD Trade Group will need multiple entries for the entire repair work.

Once I have received the timeline from them, I will forward it across so that we are all on the same page.

If you need any further details, please feel free to reach out, thanks!

From: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

Sent: Thursday, 26 June 2025 11:14 AM

To: CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>

Cc: Johnson Tan <johnson.tan@areal.com.au>; Areal Property MPM <mpm@email.propertyme.com>; bewty980219@gmail.com

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Dear Matthew,

I just received your email about closing my case and I'm quite confused. I thought getting a repair

date was just the beginning of solving my problems, not the end.

****The key issues I still need help with are:****

- Compensation for 70+ days of paying full rent for an unusable bedroom
- Where to stay during repairs (the agency hasn't provided any solution for this yet)
- This has now affected my studies – my college contacted me this week about urgent matters

****I don't understand – does getting a repair date mean I can't ask about these other problems anymore?****

Thank you so much for arranging the July 7th repair after you contacted them. It's amazing they could suddenly arrange it after saying they needed 6–7 business days when I was asking, and I'd already waited over two months.

I also wanted to mention that I haven't been able to confirm access for the repairs yet because the agency hasn't answered any of my previous questions about what exactly will happen during the repairs or what solutions they'll provide. From what I understand, my flatmate and I will need to leave our rooms during the work, which is quite a big decision that affects both our daily lives directly. I don't think it makes sense for me to confirm anything when I haven't received any information about the details or arrangements.

I'm very sorry if I'm completely misunderstanding how this process works. As an international student who has never dealt with anything like this before, I realize I probably don't understand what VCAT can and cannot help with. I was hoping you might be able to guide me about what's reasonable to expect, but I understand if I'm asking for things that aren't part of your role.

Should I just accept whatever happens with the repairs and forget about the past 70+ days and other problems? I don't want to cause trouble, but it doesn't feel right to just forget everything that happened.

I'm quite overwhelmed and honestly don't know what to do about the compensation and accommodation issues. Could you please help me understand if there are options to address these concerns even if the repairs get scheduled?

I hope it's okay to communicate in writing as phone conversations are difficult for me with serious matters. I don't have friends or family here who understand these problems, so I'm trying to figure everything out alone.

Thank you for your patience with me.

Thank you,
Chawakorn Kamnuansil

ในวันที่ พท. 26 มิ.ย. 2025 เวลา 10:28 CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au> เขียนว่า:

Good afternoon

I understand from the below correspondence that a set of actions has been agreed to resolve this matter.

I will proceed to strike this matter out with the right of the applicant to request a reinstatement of the application if required.

Chawakorn and Podjana if you object to this please contact me by 1:00pm today on 1300-01-7378.

Regards,

Matthew T.
Resolution Coordinator

Cases@courts.vic.gov.au



www.rdrv.vic.gov.au

1300-01-7378 (1300-01-RDRV)

55 King Street, Melbourne VIC 3000

RDRV is an appropriate dispute resolution and case management service provided by VCAT.



RDRV acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners and custodians of the land and waterways upon which our lives depend. We acknowledge and pay respects to their Elders and knowledge holders – past and present.

From: Johnson Tan <johnson.tan@areal.com.au>

Sent: Wednesday, 25 June 2025 3:49 PM

To: CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>

Cc: Areal Property MPM <mpm@email.propertyme.com>; ck.chawakorn@gmail.com; bewty980219@gmail.com

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Hi Matthew,

They have gotten back to me quicker than expected.
They can book it in on 7 July, at 8AM – photo attached.

Kind Regards,



Johnson Tan
Senior Relationship Manager – Coverage

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From: Johnson Tan
Sent: Wednesday, 25 June 2025 3:46 PM
To: CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>
Cc: Areal Property MPM <mpm@email.propertyme.com>; ck.chawakorn@gmail.com;
bewty980219@gmail.com
Subject: RE: RDRV – Case RT252398 – 33 Camberwell Rd, Hawthorn East, VIC, 3123

Hi Matthew,

Thank you for your email.

I have spoken with them yesterday morning and they have advised that due to their tight schedule, they will have to look into their booking and let us know when is the next available date.

The contractor advised that the next available date should be within the next 6–7 business days.

Since I haven't received any confirmation, I have just sent another email to the OC and the contractor, asking them to provide a date & time.

I will let you know once I have heard back from them.

Thank you.

From: CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>
Sent: Wednesday, 25 June 2025 2:39 PM
To: Johnson Tan <johnson.tan@areal.com.au>
Cc: Areal Property MPM <mpm@email.propertyme.com>; ck.chawakorn@gmail.com;
bewty980219@gmail.com
Subject: RDRV – Case RT252398 – 33 Camberwell Rd, Hawthorn East, VIC, 3123

Good afternoon Johnson

Can you please confirm whether you are able to confirm a time that trades will be able to reattend the property. Could you please confirm this by close of business today.

If not I will need to progress this matter to a hearing due to timeframes required to list urgent repair applications.

If an agreement can be reached regarding a timeframe to resolve the repair issue this matter

can be struck out with a right of reinstatement. I have included the renters in this email for reference.

Regards,

Matthew T.

Resolution Coordinator

Cases@courts.vic.gov.au



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