

Subject: Follow-up – Formal Demand & Statement Regarding Unresolved Repairs (Unit 1803)
From: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>
Date: 6/6/68, 01:21
To: "Sylvia Hao – Areal Property Hawthorn (MPM)" <mpm@email.propertyme.com>

Dear Sylvia,

I am writing with the intent of resolving this matter constructively and without escalation, if possible.

Over the past two months, I have reported the water damage issue multiple times in good faith, cooperated with your office, and done my best to remain in the property despite the difficulties. I am not trying to be confrontational; I simply need a clear and reasonable outcome, supported by appropriate action and communication.

Please find attached:

1. A formal demand letter outlining my request for rent compensation, a firm repair timeline, and confirmation of non-liability – based on my rights under the Residential Tenancies Act 1997 (VIC).
2. A supporting tenant statement summarising the verbal communication with your office around 2–3 June 2025, including the temporary accommodation proposal and its impractical conditions.

If a fair and written resolution is not reached within five (5) business days, I will have no choice but to initiate proceedings through VCAT. I sincerely hope this can be avoided and that we can achieve a reasonable solution for all parties involved.

I would appreciate your written response at your earliest convenience.

Kind regards,

Chawakorn Kamnuansil

ck.chawakorn@gmail.com

Attachments:

1. Formal_Demand_Letter_Chawakorn.pdf
2. Tenant_Statement_Chawakorn.pdf

— Attachments: —

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| Formal_Demand_Letter_Chawakorn.pdf | 2.7 KB |
| Tenant_Statement_Chawakorn.pdf | 2.9 KB |