

Subject: Re: Follow-up – Formal Demand & Statement Regarding Unresolved Repairs (Unit 1803)
From: "Sylvia Hao – Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com>
Date: 6/6/68, 11:50
To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

agent image

Dear Chawakorn,

Thank you for your email and the supporting documents outlining your concerns and formal request.

We understand the impact this situation has had on your tenancy and appreciate the way you've approached the matter. We will now forward your request and documentation to the Owners Corporation for consideration of a rent compensation claim based on the current circumstances.

In the meantime, we are aiming to proceed with the repair works as soon as possible. Could you kindly confirm whether works can commence on Thursday, 6 June 2025, or let us know your earliest availability to provide access?

We will continue to keep you updated as we receive further information from the Owners Corporation.

Kind regards,

Sylvia Hao
Relationship Manager

M 0420 675 561
P 03 9818 8991
A 33 Camberwell Road, Hawthorn East VIC 3123

A/REAL



On 6/06/2025 1:21 AM, Chawakorn Kamnuansil <ck.chawakorn@gmail.com> wrote:

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

If you have any feedback regarding my service, please feel free to contact my manager.

Jamie Ong (Head of Property Management) jamie.ong@areal.com.au

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