Subject: Re: FW: Follow-up on Wall and Carpet Damage - 1803/243 Franklin St **From:** "Sylvia Hao - Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com>

Date: 3/6/68, 13:40

To: ck.chawakorn@gmail.com, bewty980219@gmail.com

CC: mpm@email.propertyme.com

Hi Podjana,

Thank you for your time on the phone earlier.

As discussed, there is potential mould growth and further damage to the carpet and plaster i the affected bedroom. The building strata and property owners are actively pursuing remediation works to prevent further deterioration.

To move forward, we kindly ask for your confirmation regarding access to the bedroom so th the necessary works can proceed.

Please confirm at your earliest convenience.

Kind regards,

Sylvia Hao Relationship Manager

M 0420 675 561

P 03 9818 8991

A 33 Camberwell Road, Hawthorn East VIC 3123



On 2/06/2025 4:37 PM, "Sylvia Hao - Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com> wrote:

Email

Hi Charwakorn,			
· · ·	ssible during the dry please note it does e	ng process. Dry mit a moderate	e of the affected rooms wil ring equipment will be plac level of noise and
	ving area as a tempo	rary alternative.	lcome to share the second Could you please confirm talled?
Let us know what wor	ks best for you, and	we'll do our best	t to assist.
	ks best for you, and	we'll do our best	t to assist.
Best regards,	ks best for you, and	we'll do our best	t to assist.
		we'll do our best	t to assist.
Best regards, Sylvia Hao Relationship Manage M 0420 675 561		we'll do our best	t to assist.
Best regards, Sylvia Hao Relationship Manage M 0420 675 561 P 03 9818 8991			t to assist.
Best regards, Sylvia Hao Relationship Manage M 0420 675 561 P 03 9818 8991	r		t to assist.
Best regards, Sylvia Hao Relationship Manage M 0420 675 561 P 03 9818 8991 A 33 Camberwell F	r load, Hawthorn East		t to assist.
Best regards, Sylvia Hao Relationship Manage M 0420 675 561 P 03 9818 8991	r load, Hawthorn East		t to assist.
Best regards, Sylvia Hao Relationship Manage M 0420 675 561 P 03 9818 8991 A 33 Camberwell F	r Load, Hawthorn East	VIC 3123	
Best regards, Sylvia Hao Relationship Manage M 0420 675 561 P 03 9818 8991 A 33 Camberwell F A RE On 12/05/2025 9:55 <mpm@email.propert< td=""><td>AM, "Sylvia Hao - Are</td><td>VIC 3123</td><td></td></mpm@email.propert<>	AM, "Sylvia Hao - Are	VIC 3123	
M 0420 675 561 P 03 9818 8991 A 33 Camberwell F A RE (On 12/05/2025 9:55	AM, "Sylvia Hao - Are	VIC 3123	
Best regards, Sylvia Hao Relationship Manage M 0420 675 561 P 03 9818 8991 A 33 Camberwell F A RE On 12/05/2025 9:55 <mpm@email.propert< td=""><td>AM, "Sylvia Hao - Are</td><td>VIC 3123</td><td></td></mpm@email.propert<>	AM, "Sylvia Hao - Are	VIC 3123	

Thank you for your detailed update and the photo.

I've followed up with the Owners Corporation to confirm that the leak has been resolved, and I've requested that the necessary rectification works be arranged without further delay. I've also asked them to provide a clear timeline for inspection and repairs.

I understand the inconvenience this has caused and appreciate your continued patience. I'll keep you updated as soon as I receive a confirmed plan from their side.

Best regards,

Sylvia Hao Relationship Manager

M 0420 675 561

P 03 9818 8991

A 33 Camberwell Road, Hawthorn East VIC 3123



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

Sent: Saturday, 10 May 2025 1:30 PM

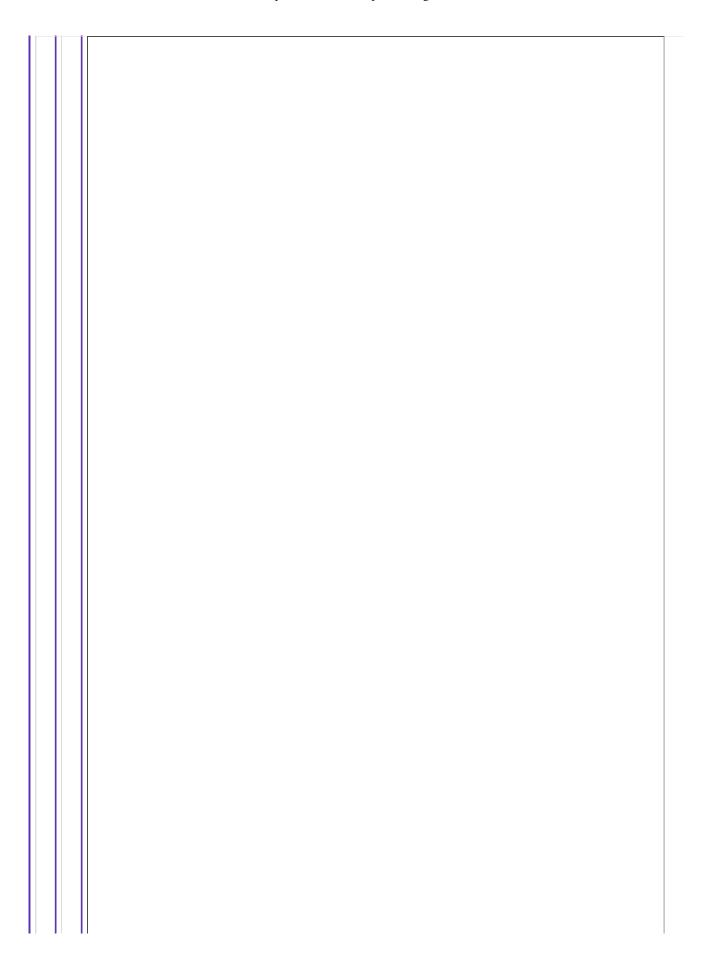
To: Sylvia Hao <sylvia.hao@areal.com.au>

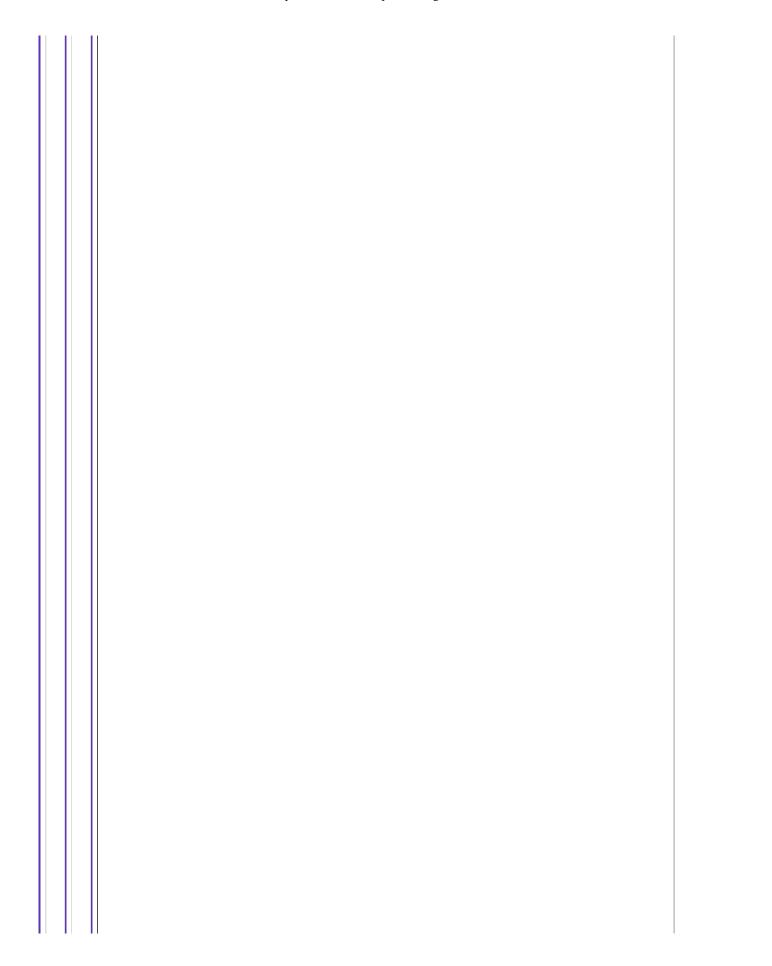
Subject: Re: Follow-up on Wall and Carpet Damage - 1803/243 Franklin St

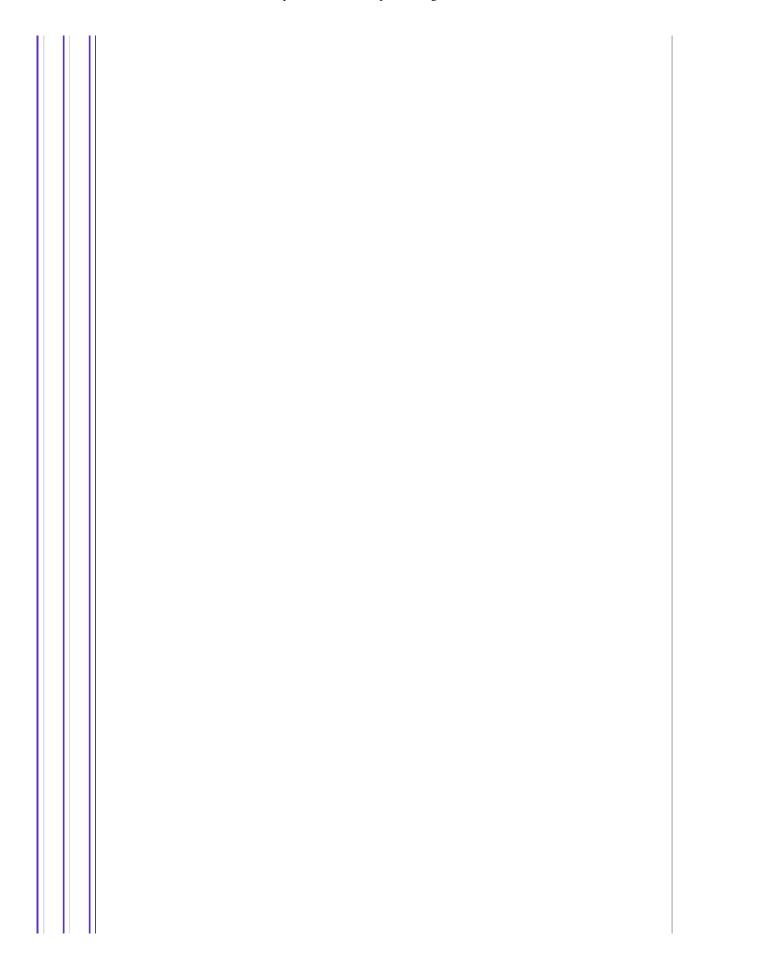
Hi Sylvia,

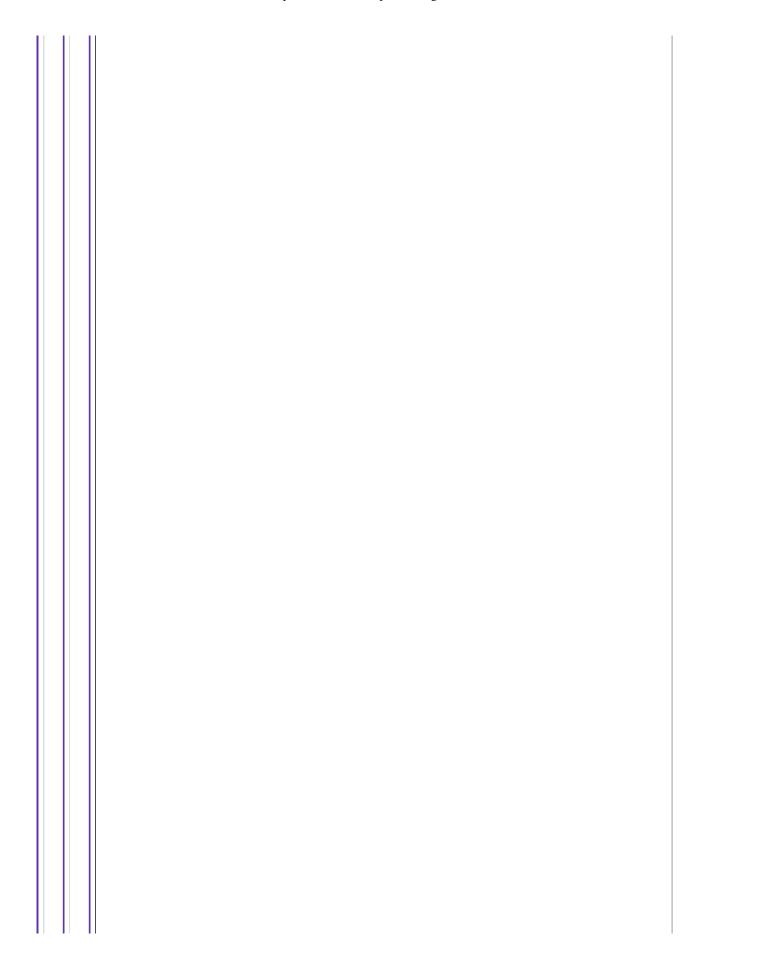
Thanks for your reply. Here's an update on the wall — although the water has dried, there is still a visible stain and surface warping, as shown in the attached photo.

I've done my best to manage it temporarily using Gumption, but this is clearly not a long-term solution and shouldn't fall under the tenant's responsibility. The wall is still visibly damaged and the room remains unsuitable for normal use. I need to know when someone will be sent to inspect and repair the affected area. This needs to be addressed properly, not just acknowledged. Also, for record-keeping purposes, all communication regarding this matter must be done via email, as phone calls cannot be documented as evidence if needed. I expect a response with a clear action plan and timeline. Best regards, Chawakorn









C	On Fri, 9 May 2025 at 14:23, Sylvia Hao < <u>sylvia.hao@areal.com.au</u> > wrote:
	Hi Chawakorn,
	Thank you for your email, and I do apologise for the lack of updates — I unders your concerns and appreciate your continued patience.
	The plumber who attended the unit last Wednesday was arranged by the Owner Corporation to address the leak from the hot water system. We are currently was on their formal report to confirm that the issue has been fully resolved.
	In the meantime, could you please let me know if there has been any further was ingress or signs of dampness since their visit? This will help ensure there are no ongoing issues.
	Once we receive confirmation that the source of the leak is no longer active, we arrange for quotations to repair the internal damage, including the wall and potentially affected carpet and underlay.
	I understand how frustrating this situation is and will continue to follow up with relevant parties to ensure the matter is addressed appropriately.
	Kind Regards,

		Sylvia Hao Relationship Manager	
		0420 675 561 sylvia.hao@areal.com.au 03 9818 8991 33 Camberwell Road Hawthorn East VIC 3123 www.areal.com.au	
Ш			
	DISCLAIMER & WARNING. This corresponde	ence and the information contained in this and associated e-mails are confidential and were only intended for the exclusive use of the addressee(s)). If y
	have received this e-mail in error, any use, cop system and its related sub system and notify the and shall be understood as neither given nor a	ence and the information contained in this and associated e-mails are confidential and were only intended for the exclusive use of the addressee(s) pying or inference with this information is unauthorized and prohibited and please immediately delete it and any related attachments or emails from the sender. You must never copy, disclose, make conclusions and other information in this message that do not relate to the business of the Areal exproved or agreed by it. Although Areal Property has taken reasonable precautions to ensure no viruses are present in this e-mail, Areal Property rising from the use of this e-mail or attachments.	n you Prop
	have received this e-mail in error, any use, consystem and its related sub-system and notify that and shall be understood as neither given nor a accept responsibility for any loss or damage at a second constant of the second cons	pying or inference with this information is unauthorized and prohibited and please immediately delete it and any related attachments or emails from the sender. You must never copy, disclose, make conclusions and other information in this message that do not relate to the business of the Areal supproved or agreed by it. Although Areal Property has taken reasonable precautions to ensure no viruses are present in this e-mail, Areal Property trising from the use of this e-mail or attachments. **Camnuansil < ck.chawakorn@gmail.com**	n you Prop
	have received this e-mail in error, any use, consystem and its related sub-system and notify that and shall be understood as neither given nor a accept responsibility for any loss or damage at a second constant of the second cons	pying or inference with this information is unauthorized and prohibited and please immediately delete it and any related attachments or emails from the sender. You must never copy, disclose, make conclusions and other information in this message that do not relate to the business of the Areal property approved or agreed by it. Although Areal Property has taken reasonable precautions to ensure no viruses are present in this e-mail, Areal Property rising from the use of this e-mail or attachments. (amnuansil < ck.chawakorn@gmail.com > 2025 1:57 AM via.hao@areal.com.au >	n you Prop

update or progress on the condition of my unit. I had already sent photos clearly showing wall damage — fixing the leak alone doesn't resolve everything.

This unit is carpeted, and the leak went on for days. It's only logical to assume the carpet and underlay have been affected too. Does it really make sense to think the issue ends with the hot water pipe?

Also, why has there been complete silence? It's not even during a public holiday period this time, and yet I'm still left waiting with no information. Is the delay coming from the building manager, or is the owner just not interested in maintaining their own property?

I've been patient long enough. Please advise what steps are being taken regarding both the wall and the carpet, and whether an inspection will be arranged.

Regards,

Chawakorn

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

DISCLAIMER & WARNING. This correspondence and the information contained in this and associated e-mails are confidential and were only intended for the exclusive use of the addressee(s). If you have received this e-mail in error, any use, copying or inference with this information is unauthorized and prohibited and please immediately delete it and any related attachments or emails from your system and its related sub system and notify the sender. You must never copy, disclose, make conclusions and other information in this message that do not relate to the business of the Areal Property and shall be understood as neither given nor approved or agreed by it. Although Areal Property has taken reasonable precautions to ensure no viruses are present in this e-mail, Areal Property cannot accept responsibility for any loss or damage arising from the use of this e-mail or attachments.

Click to $\underline{\text{unsubscribe}}$ from future email communication

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

DISCLAIMER & WARNING. This correspondence and the information contained in this and associated e-mails are confidential and were only intended for the exclusive use of the addressee(s). If you have received this e-mail in error, any use, copying or inference with this information is unauthorized and prohibited and please immediately delete it and any related attachments or emails from your system and its related sub system and notify the sender. You must never copy, disclose, make conclusions and other information in this message that do not relate to the business of the Areal Property and shall be understood as neither given nor approved or agreed by it. Although Areal Property has taken reasonable precautions to ensure no viruses are present in this e-mail, Areal Property cannot accept responsibility for any loss or damage arising from the use of this e-mail or attachments.

Click to <u>unsubscribe</u> from future email communication

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

DISCLAIMER & WARNING. This correspondence and the information contained in this and associated e-mails are confidential and were only intended for the exclusive use of the addressee(s). If you have received this e-mail in error, any use, copying or inference with this information is unauthorized and prohibited and please immediately delete it and any related attachments or emails from your system and its related sub system and notify the sender. You must never copy, disclose, make conclusions and other information in this message that do not relate to the business of the Areal Property and shall be understood as neither given nor approved or agreed by it. Although Areal Property has taken reasonable precautions to ensure no viruses are present in this e-mail, Areal Property cannot accept responsibility for any loss or damage arising from the use of this e-mail or attachments.

Click to unsubscribe from future email communication