

Subject: Re: Follow-up – Formal Demand & Statement Regarding Unresolved Repairs (Unit 1803)
From: "Sylvia Hao – Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com>
Date: 16/6/68, 11:52
To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

agent image

Hi Chawakorn,

Thanks so much for checking in and for confirming.

We're currently following up with the Owners Corporation to lock in the repair schedule, and we'll send through an update as soon as we hear back from their team.

If anything comes through today, I'll definitely pass it on.

Thanks again for your patience and understanding — we're getting closer.

Warm regards,

Sylvia Hao
Relationship Manager

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



On 16/06/2025 4:37 AM, Chawakorn Kamnuansil <ck.chawakorn@gmail.com> wrote:

just wondering if there's any update on the general repair days or schedule?

if you have anything rough before 9:30 monday, feel free to send it through, just so I can sort out what to do

not a big deal either way, just thought I'd check

i'll probably just reply before 12:00 like you mentioned

might be out of touch after that

thanks

chawakorn

On Fri, 13 Jun 2025 at 17:22, Sylvia Hao - Areal Property Hawthorn (MPM) <MPM@email.propertyme.com> wrote:

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Dear Chawakorn,

I hope you're well, and thank you again for your continued engagement regarding the repair matter.

Following instructions from the rental provider, we are now arranging to proceed with the required repairs to the water-damaged wall and flooring. These works are necessary to prevent further deterioration of the property.

To ensure works can commence without further delay, please expect a formal Notice of Entry to be issued on Monday, 16 June 2025. This is in accordance with the Residential Tenancies Act and will confirm the entry date and time for the Owners Corporation's contractors to attend.

As previously advised, the repair process is estimated to take approximately 7–12 days. If you have any preferred times or specific availability for the week ahead, please feel free to share this by 12:00 PM Monday, 16 June, and we'll do our best to coordinate accordingly. However, please note that access must be provided to prevent further damage and comply with maintenance obligations.

In terms of rent compensation, a rent credit of \$800 will be applied and reflected on your ledger. This offer has been confirmed by the rental provider as final, with no further compensation to be considered.

If you feel the current tenancy no longer suits your circumstances, the owner is open to discussing a mutual lease termination, without penalty, should you wish to explore that option.

Please don't hesitate to reach out with any further questions or concerns — we remain committed to a timely and fair resolution.

Warm regards,

Sylvia Hao
Relationship Manager

M 0420 675 561
P 03 9818 8991
A [33 Camberwell Road, Hawthorn East VIC 3123](#)

On 13/06/2025 10:11 AM, MPM@email.propertyme.com wrote:

On 13/06/2025 6:19 AM, Chawakorn Kamnuansil <ck.chawakorn@gmail.com> wrote:

Dear Sylvia,

I've taken some time to reflect on the communication surrounding this matter — not just in the past few days, but throughout the entire process.

The meeting times proposed in your recent email were sent without any acknowledgement of my previous proposal, no explanation for the lack of response to the 9:00 AM deadline I had clearly stated, and no apology for the time and preparation that were disregarded when your office failed to respond. That silence, in itself, said a great deal.

In addition, the questions I have raised — including the breakdown of the \$800 figure, the repair timeline, and the specific conditions affecting my tenancy — have still not been addressed in writing. These are matters that should be readily available to your team, and I find it concerning that they remain unanswered despite repeated and reasonable requests.

I’ve done my best to remain cooperative, flexible, and patient, even though I am the one living with the ongoing impact. But based on the way this has been handled, I no longer believe that an in-person meeting will lead to any meaningful resolution — especially when my time and concerns have not been respected.

Accordingly, I will not be attending any further meetings. From this point forward, I will only continue this matter through formal written communication. If that clarity is not provided, I will proceed with the appropriate next steps without further notice.

I have made every effort to avoid escalation. If communication continues in this pattern, the matter will simply follow its natural course.

Sincerely,

Chawakorn Kamnuansil

On 12 Jun 2025, at 15:46, Sylvia Hao - Areal Property Hawthorn (MPM)
<MPM@email.propertyme.com> wrote:

Email

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Dear Chawakorn,

Thank you for your thoughtful response and for your continued openness to resolving this matter collaboratively.

We understand the importance of your questions regarding the proposed rent adjustment, repair timeline, and related concerns. Given the complexity of the situation, we believe an in-person meeting would be the most efficient and constructive way to go through all the details and reach a clear understanding together.

We would like to invite you to our office at [33 Camberwell Road, Hawthorn East](#), and offer the following options for a meeting on Friday, 13 June:

Any time between 11:30 AM and 12:30 PM, or

Any time between **2:00 PM and 3:00 PM** (please let us know your preferred time within that window).

You are welcome to bring your support person, and we'll ensure all relevant documentation and responses are prepared in advance for review and discussion.

Please confirm your availability at your earliest convenience, and we'll lock in the time accordingly.

Kind regards,

Sylvia Hao
Relationship Manager

M 0420 675 561

P 03 9818 8991

A [33 Camberwell Road, Hawthorn East VIC 3123](#)

On 12/06/2025 2:07 PM, MPM@email.propertyme.com wrote:

On 11/06/2025 6:45 PM, Chawakorn Kamnuansil <ck.chawakorn@gmail.com> wrote:

Dear Sylvia,

Thank you again for your recent update, and for forwarding the proposed rent adjustment of \$800.

As I've mentioned previously, I'm still very open to resolving this matter directly and as fairly as possible, given the nature and duration of the disruption.

Before I can respond to the proposed amount, I'd really appreciate your clarification on a few key points, just so there's no confusion going forward:

- How exactly was the \$800 figure calculated?
- What time period does it cover?
- Does it reflect one tenant or both of us?
- If accepted, would that payment mean I can't raise other issues like earlier disruption

or temporary accommodation?

-

And what's the current expected repair timeline?

From my side, I've been looking at the impact from around 15 April, which is when the issue started and when I first reached out. So I hope that context can be considered as part of your team's preparation before we meet. It would really help if everything could be brought or explained clearly during the discussion, so we don't go in circles.

To keep things moving forward, I'd like to propose an in-person meeting at your office on Thursday, 12 June at 10:30 AM. I'll be bringing a support person with me as well. Nothing formal — just someone to help me navigate things clearly.

If this time doesn't work for your team, please let me know by 9:00 AM Thursday. If I don't hear back by then, I'll assume the meeting can't go ahead as suggested and will take the next steps from there.

Thank you again — I'm still hopeful we can bring this to a clear and fair resolution.

Kind regards,

Chawakorn Kamnuansil

On Tue, 10 Jun 2025 at 16:19, Sylvia Hao - Areal Property Hawthorn (MPM) <MPM@email.propertyme.com> wrote:

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Dear Chawakorn,

I've received confirmation from the Owners Corporation that they are happy to proceed with the previously proposed rent reduction of \$800.00.

Could you kindly confirm if you're happy with this adjustment?

Once confirmed, we'll proceed accordingly.

Kind regards,

Sylvia Hao
Relationship Manager

M 0420 675 561
P 03 9818 8991
A [33 Camberwell Road, Hawthorn East VIC 3123](#)

On 10/06/2025 12:55 PM, "Sylvia Hao - Areal Property Hawthorn (MPM)"
<MPM@email.propertyme.com> wrote:
Email

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Dear Chawakorn,

Thank you for your email and for clearly outlining your concerns. We completely understand the frustration and inconvenience this ongoing issue has caused, and we truly appreciate your patience.

Repair Timeline:

We have formally submitted your 30% rent reduction request to the Owners Corporation and are awaiting their response. Once we receive their feedback, we will provide you with a confirmed repair timeline and projected completion date.

Temporary Relocation:

As discussed, the affected bedroom will need to be vacant during the repair work, including the installation of drying equipment.

Co-Tenant Impact:

We recognize that your co-tenant will also be affected by these repairs. Please rest assured that we will keep both of you informed about the repair schedule and any potential disruptions.

We fully respect your decision to withhold consent until these matters are fully addressed in writing. We are working to resolve this as quickly as possible and will provide all the necessary details as soon as they are available.

If you have any further questions or need additional clarification, please don't hesitate to reach out.

Kind regards,

Sylvia Hao
Relationship Manager

M 0420 675 561
P 03 9818 8991

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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