

Subject: Re: Follow-up – Formal Demand & Statement Regarding Unresolved Repairs (Unit 1803)
From: "Johnson Tan – Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com>
Date: 23/6/68, 18:17
To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

agent image

Hi Chawakorn,

Thank you for your reply. I want to start by sincerely apologising for the inconvenience and frustration this ongoing issue has caused you. I truly understand how disruptive this must be, and I appreciate your continued patience throughout.

After reviewing the communication trail, I want to clarify that the source of the leak originates from a common area of the building, which falls under the Owners Corporation's (OC) responsibility. As a result, all scheduling and repair works need to be coordinated through them. Unfortunately, this has contributed to the delays, and I understand how frustrating that can be.

To address your first question: Sylvia did send an email on 18 June 2025 to both you and Podjana once the OC confirmed the appointment details. I've attached a screenshot of that email for your reference. It's possible it was missed, but I'm glad to hear that you'll be able to provide access tomorrow.

Regarding alternative accommodation, it was my understanding that the agreed \$800 compensation was intended to help offset those costs. If I've misunderstood or missed anything, please do let me know—there's been a lot of emails, and I want to ensure nothing important is overlooked. The amount will be set as rent credit once the repair is commenced.

Again, I truly empathise with your situation. From what I've seen, Sylvia has been doing her utmost to keep communication flowing between all parties involved—yourself, the rental provider, the OC, and their plumber. Unfortunately, her ability to act is limited when the responsible party is not as responsive as we would hope.

Please rest assured that we will continue to follow up closely and advocate for this to be resolved as quickly as possible.

Johnson Tan
Senior Relationship Manager

M [0420 846 041](tel:0420846041)

E johnson.tan@areal.com.au

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

On 23/06/2025 3:38 PM, Chawakorn Kamnuansil <ck.chawakorn@gmail.com> wrote:

Dear Johnson,

Thank you for your message. And honestly, I'm relieved to hear from someone new, because I don't feel that Sylvia Hao ever fully understood what I've been trying to say from the start.

Happy holiday to Sylvia — I hope she's having a relaxing break. I wish I could take one too under the current circumstances.

I kindly ask you to take a moment to review my past emails. At no point did I confirm that I agreed to the works or gave consent to proceed. In fact, I've repeatedly asked Sylvia for proper information and clarification, which I never received. The only thing I said was that I might be out of touch — which I clearly explained was because I needed a break from all this due to how much stress it had caused me. And now, after several days of silence, I suddenly receive a reminder that the works are happening tomorrow?

I have no idea what's going to happen to me tomorrow.

You're asking me to provide access for something I was never truly consulted on. I was not given 14 days' notice. And more importantly — where do you actually expect me to stay? I just paid \$2,825 in rent. I have no money for a second place. I can't share a bedroom with my co-tenant. And no one from your office, including Sylvia, has ever addressed that properly.

If this is the agency's internal policy — to carry out major internal works while offering no accommodation or practical alternatives to the tenant — then please confirm that to me clearly. It would actually be helpful for me to have that confirmed, because I have now submitted this matter to VCAT and am preparing to provide a complete record of what's happened.

Again, I am not refusing access. I am simply asking a question that no one has answered: where am I supposed to stay?

Also, please do not attempt to contact me by phone. I will not answer any calls. All communication must be in writing by email, as phone calls cannot be recorded or documented for evidence purposes.

Regards,

Chawakorn Kamnuansil

On Mon, 23 Jun 2025 at 14:35, Johnson Tan - Areal Property Hawthorn (MPM)

<MPM@email.propertyme.com> wrote:

agent image

Hi Chawakorn,

Good afternoon and hope you are well.

Sylvia is currently on leave and will be back on 7 July.

Just a quick reminder that the remediation work will be commenced on tomorrow (24 June) at 8:30AM.

Please ensure you will be able to provide access for the trade.

Thank you very much!

Johnson Tan
Senior Relationship Manager

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On 16/06/2025 11:51 AM, MPM@email.propertyme.com wrote:

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:

agent image

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

agent image

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](#)

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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