

Subject: Re: RDRV – Case RT252398 – 33 Camberwell Rd, Hawthorn East, VIC, 3123
From: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>
Date: 24/6/68, 21:07
To: "CSV-VCAT-Cases (CSV)" <Cases@courts.vic.gov.au>

Dear Matthew,

Thank you for your email regarding Case RT252398 at 33 Camberwell Rd, Hawthorn East.

I just want to share some information from my side to help you understand the situation more clearly. I'm an international student living in this unit, and I'm not very familiar with all the repair or legal processes in Melbourne, but I'm really trying to follow everything the right way.

Recently I heard that a contractor came, but I didn't receive any clear message or schedule about what was going to happen. I didn't know if they were coming just to check or to actually repair the problem. I also wasn't told if I needed to leave the room or prepare anything. Because I live in the area that needs repair, this kind of information is really important for me to get ready properly.

To try my best, I stayed up the whole night before working on documents and preparing everything I thought might be useful for this case. I finished around 5 AM. I was trying to be responsible and respectful of the process. Unfortunately, I was so tired that I accidentally fell asleep in the morning and didn't hear anything when the contractor came. It wasn't on purpose, and I really didn't mean to miss them.

I never refused access. I just didn't get clear communication about the visit and couldn't prepare for it properly. I still really want the repair to be done and I'm happy to reschedule, as long as I know in advance what will happen and what I need to do.

Please continue with the case. The problem hasn't been fixed yet and I'm hoping we can move forward.

Kind regards,
Chawakorn Kamnuansil
ck.chawakorn@gmail.com
+61 449 962 645

ในวันที่ อ. 24 มิ.ย. 2525 เวลา 12:00 CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au> เขียนว่า:

Good Morning

My name is Matthew and I am part of the Early Resolution Team at Rental Dispute Resolution Victoria (RDRV). I am contacting you regarding your recent urgent repairs application.

Our aim is to help people reach an outcome at the earliest point possible. As the Resolution Coordinator for your case, I'll be working closely with all parties to guide them through the dispute resolution process.

Can you please return my call on 1300-01-737 to discuss your urgent repair application before **11:00am 25 June 2025**.

If I do not hear from you by the above time or, if a party is not open to negotiating, the case will be progressed to a hearing before a tribunal member. If a hearing is scheduled you will receive notification of the date and time.

Regards,

Matthew T.
Resolution Coordinator

Cases@courts.vic.gov.au



www.rdrv.vic.gov.au

1300-01-7378 (1300-01-RDRV)

55 King Street, Melbourne VIC 3000

RDRV is an appropriate dispute resolution and case management service provided by VCAT.



RDRV acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners and custodians of the land and waterways upon which our lives depend. We acknowledge and pay respects to their Elders and knowledge holders – past and present.

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