

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 in 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 that 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,

Just a quick update—OC contractor has confirmed that one of the affected rooms will need to remain inaccessible during the drying process. Drying equipment will be placed in that bedroom, and please note it does emit a moderate level of noise and unfortunately cannot be switched off during operation.

If you prefer not to move out during this period, you're welcome to share the second bedroom or use the living area as a temporary alternative. Could you please confirm if access can be arranged for the drying equipment to be installed?

Let us know what works best for you, and we'll do our best to assist.

Best regards,

Sylvia Hao
Relationship Manager

M 0420 675 561

P 03 9818 8991

A 33 Camberwell Road, Hawthorn East VIC 3123

A/REAL



On 12/05/2025 9:55 AM, "Sylvia Hao - Areal Property Hawthorn (MPM)"

<MPM@email.propertyme.com> wrote:

Email

Hi Chawakorn,

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

A/REAL



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

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On Fri, 9 May 2025 at 14:23, Sylvia Hao <sylvia.hao@areal.com.au> wrote:

Hi Chawakorn,

Thank you for your email, and I do apologise for the lack of updates — I understand your concerns and appreciate your continued patience.

The plumber who attended the unit last Wednesday was arranged by the Owner's Corporation to address the leak from the hot water system. We are currently waiting 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 water 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 will 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 the relevant parties to ensure the matter is addressed appropriately.

Kind Regards,

Sylvia Hao
Relationship Manager

0420 675 561

sylvia.hao@areal.com.au

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

Sent: Friday, 9 May 2025 1:57 AM

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

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

Hi Sylvia,

It's been over a week since the plumber attended, and I've yet to see any

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

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

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

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