

Subject: Re: RDRV – Case RT252398 – 33 Camberwell Rd, Hawthorn East, VIC, 3123
CMS:0056400069
From: "CSV-VCAT-Cases (CSV)" <cases@courts.vic.gov.au>
Date: 27/6/68, 14:24
To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>
CC: Podjana Tienmon <bewty980219@gmail.com>, "mpm@email.propertyme.com" <mpm@email.propertyme.com>, "johnson.tan@areal.com.au" <johnson.tan@areal.com.au>

Good afternoon Chawakorn

Thank you for your email. I understand your application relates to urgent repairs and compensation.

The urgent repair component must be dealt with first as it is considered more urgent. If this matter progressed to a VCAT hearing only the urgent repairs would be considered in a first hearing.

As a resolution appears to have been reached regarding the repairs component I will proceed to strike this matter out with a right of reinstatement.

What this means is if you wish to proceed with a compensation claim this would be dealt with at a later date. To do this you would request to reinstate your case using the attached form if the repairs were not completed as agreed or if you wish to pursue compensation once the repairs are completed.

If you wish to obtain legal advice or information you may wish to reach out to Tenants Victoria <https://tenantsvic.org.au/>

Please let me know if you have any questions.

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

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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.

----- Original Message -----

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

Received: Thu Jun 26 2025 11:14:42 GMT+1000 (Australian Eastern Standard Time)

To: RT Emails (Outgoing) <cases@courts.vic.gov.au>; RT Incoming Emails <cases@courts.vic.gov.au>;

Cc: Podjana Tienmon <bewty980219@gmail.com>; mpm@email.propertyme.com; johnson.tan@areal.com.au;

Subject: Re: RDRV - Case RT252398 - 33 Camberwell Rd, Hawthorn East, VIC, 3123

Dear Matthew,

I just received your email about closing my case and I'm quite confused. I thought getting a repair date was just the beginning of solving my problems, not the end.

****The key issues I still need help with are:****

- Compensation for 70+ days of paying full rent for an unusable bedroom
- Where to stay during repairs (the agency hasn't provided any solution for this yet)
- This has now affected my studies - my college contacted me this week about urgent matters

****I don't understand - does getting a repair date mean I can't ask about these other problems anymore?****

Thank you so much for arranging the July 7th repair after you contacted them. It's amazing they could suddenly arrange it after saying they needed 6-7 business days when I was asking, and I'd already waited over two months.

I also wanted to mention that I haven't been able to confirm access for the repairs yet because the agency hasn't answered any of my previous questions about what exactly will happen during the repairs or what solutions they'll provide. From what I understand, my flatmate and I will need to leave our rooms during the work, which is quite a big decision that affects both our daily lives directly. I don't think it makes sense for me to confirm anything when I haven't received any information about the details or arrangements.

I'm very sorry if I'm completely misunderstanding how this process works. As an international student who has never dealt with anything like this before, I realize I probably don't understand what VCAT can and cannot help with. I was hoping you might be able to guide me about what's reasonable to expect, but I understand if I'm asking for things that aren't part of your role.

Should I just accept whatever happens with the repairs and forget about the past 70+ days and other problems? I don't want to cause trouble, but it doesn't feel right to just forget everything that happened.

I'm quite overwhelmed and honestly don't know what to do about the compensation and accommodation issues. Could you please help me understand if there are options to address these concerns even if the repairs get scheduled?

I hope it's okay to communicate in writing as phone conversations are difficult for me with serious matters. I don't have friends or family here who understand these problems, so I'm trying to figure everything out alone.

Thank you for your patience with me.

Thank you,
Chawakorn Kamnuansil

ในวันที่ พ.ศ. 26 มิ.ย. 2025 เวลา 10:28 CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au> เขียนว่า:

Good afternoon

I understand from the below correspondence that a set of actions has been agreed to resolve this matter.

I will proceed to strike this matter out with the right of the applicant to request a reinstatement of the application if required.

Chawakorn and Podjana if you object to this please contact me by 1:00pm today on 1300-01-7378.

Regards,

Matthew T.

Resolution Coordinator

Cases@courts.vic.gov.au



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From: Johnson Tan <johnson.tan@areal.com.au>

Sent: Wednesday, 25 June 2025 3:49 PM

To: CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>

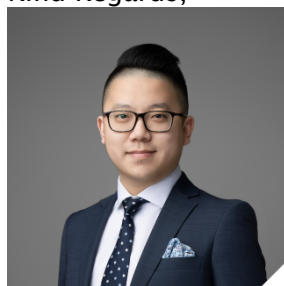
Cc: Areal Property MPM <mpm@email.propertyme.com>; ck.chawakorn@gmail.com; bewty980219@gmail.com

Subject: RE: RDRV - Case RT252398 - 33 Camberwell Rd, Hawthorn East, VIC, 3123

Hi Matthew,

They have gotten back to me quicker than expected.
They can book it in on 7 July, at 8AM - photo attached.

Kind Regards,



Johnson Tan
Senior Relationship Manager – Coverage

0420 846 041

johnson.tan@areal.com.au

03 9818 8991

33 Camberwell Road Hawthorn East VIC 3123

www.areal.com.au

A/REAL





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From: Johnson Tan
Sent: Wednesday, 25 June 2025 3:46 PM
To: CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>
Cc: Areal Property MPM <mpm@email.propertyme.com>; ck.chawakorn@gmail.com; bewty980219@gmail.com
Subject: RE: RDRV - Case RT252398 - 33 Camberwell Rd, Hawthorn East, VIC, 3123

Hi Matthew,

Thank you for your email.

I have spoken with them yesterday morning and they have advised that due to their tight schedule, they will have to look into their booking and let us know when is the next available date.

The contractor advised that the next available date should be within the next 6-7 business days.

Since I haven't received any confirmation, I have just sent another email to the OC and the contractor, asking them to provide a date & time.

I will let you know once I have heard back from them.

Thank you.

From: CSV-VCAT-Cases (CSV) <Cases@courts.vic.gov.au>
Sent: Wednesday, 25 June 2025 2:39 PM
To: Johnson Tan <johnson.tan@areal.com.au>
Cc: Areal Property MPM <mpm@email.propertyme.com>; ck.chawakorn@gmail.com; bewty980219@gmail.com
Subject: RDRV - Case RT252398 - 33 Camberwell Rd, Hawthorn East, VIC, 3123

Good afternoon Johnson

Can you please confirm whether you are able to confirm a time that trades will be able to reattend the property. Could you please confirm this by close of business today.

If not I will need to progress this matter to a hearing due to timeframes required to list urgent repair applications.

If an agreement can be reached regarding a timeframe to resolve the repair issue this matter can be struck out with a right of reinstatement. I have included the renters in this email for reference.

Regards,

Matthew T.
Resolution Coordinator
Cases@courts.vic.gov.au



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— Attachments: —

Application for renewal of repairs.docx

25.1 KB