

Subject: Re: Urgent: Water Damage on Bedroom Wall (Unit 1803)
From: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>
Date: 20/4/68, 10:24
To: Hilary Ho <hilary.ho@areal.com.au>

Dear Hilary and Sylvia,

I hope you are both doing well.

I am writing to kindly follow up regarding the water leakage issue in my unit (1803, 243 Franklin Street) which I first reported on 16 April.

Since then, the situation has unfortunately worsened. The water damage has expanded across the ceiling and wall, and the swelling and staining have become noticeably more severe. I have attached updated photos for your reference.

I completely understand that it has been a busy period with the Easter holidays. However, given the current condition, I am concerned about the potential for further damage and health risks due to prolonged moisture.

May I kindly ask for an update regarding the next steps or any arrangements being made?

If a professional inspection could be organised soon, it would be greatly appreciated to help prevent any further complications.

Thank you very much for your time and support. I truly appreciate your help in resolving this matter.

Kind regards,

Chawakorn Kamnuansil

Phone: 0449 962 645 (only this contact number)

On Wed, 16 Apr 2025 at 11:35, Hilary Ho <hilary.ho@areal.com.au> wrote:

Good Morning Chawakorn,

I hope you have been well.

Recently, management has made a decision that your rental property will be managed by my colleague Sylvia.

I have passed all messages across and have completed adequate handover to ensure a smooth transition.

Her email is sylvia.hao@areal.com.au .

She will reach out to you shortly.

Thank you

Kind Regards,



Hilary Ho
Relationship Manager

0404 164 395

hilary.ho@areal.com.au

03 9818 8991

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A/REAL



Happy
EASTER



AReal Property will be closed for Easter
from **Thursday, 17 April at 5:30 pm**, and will
re-open on **Tuesday, 22 April at 9:00 am**.

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From: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>
Sent: Wednesday, 16 April 2025 4:06 AM
To: Hilary Ho <hilary.ho@areal.com.au>
Subject: Urgent: Water Damage on Bedroom Wall (Unit 1803)

Dear Hilary,

I'm contacting you regarding an urgent issue in my unit (1803, 243 Franklin Street). This evening , I noticed a water leak forming on the wall above my bed. Within a single day, it spread rapidly — now forming a long vertical swelling nearly from ceiling to floor.

I live on the top floor, so this may indicate a ceiling or roof issue. I'm concerned it could worsen quickly if not addressed.

Please arrange for a maintenance inspection as soon as possible. I've attached photos for reference. Let me know if I need to do anything in the meantime.

Also, I'd appreciate an update on the status of the bed repair I previously reported.

Thanks,

Chawakorn

Phone: 0449 962 645

— Attachments: —

IMG_0805.jpeg	995 KB
IMG_0804.jpeg	1.4 MB
IMG_0807.jpeg	1.2 MB