

Subject: RE: Follow-up on Wall and Carpet Damage – 1803/243 Franklin St
From: Sylvia Hao <sylvia.hao@areal.com.au>
Date: 9/5/68, 14:23
To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

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Once we receive confirmation that the source of the leak is no longer active, we will arrange for quotations to repair the internal damage, including the wall and potentially affected carpet and underlay.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,



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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