

**Subject:** Re: FW: Second Follow-up: Urgent Water Damage Escalation – Immediate Action Required (Unit 1803)  
**From:** "Sylvia Hao – Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com>  
**Date:** 24/4/68, 14:55  
**To:** ck.chawakorn@gmail.com  
**CC:** mpm@email.propertyme.com

agent image

Hi Chawakorn,

Thank you for your follow-up, and I'm sorry for the continued inconvenience you've been experiencing.

Under the owner's instructions, we've managed to arrange for the Owners Corporation to inspect the roof next week, after multiple attempts. We'll be sure to keep you updated as soon as we have further information from them.

Additionally, we will notify the Owners Corporation about the water ingress into the carpet and the ongoing damage.

We've also updated your contact number on our end to ensure we have the correct details moving forward.

We truly appreciate your patience, and we're working to resolve this as quickly as possible.

Kind regards,

**Sylvia Hao**  
Relationship Manager

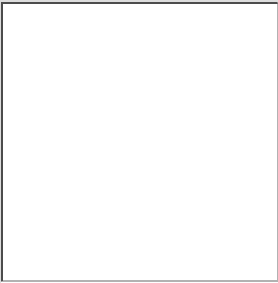

**M** 0420 675 561  
**P** 03 9818 8991  
**A** 33 Camberwell Road, Hawthorn East VIC 3123



On 24/04/2025 9:42 AM, Sylvia Hao <sylvia.hao@areal.com.au> wrote:

|

Kind Regards,

	<p><b>Sylvia Hao</b> <b>Relationship Manager</b></p> <p><u>0420 675 561</u> <u><a href="mailto:sylvia.hao@areal.com.au">sylvia.hao@areal.com.au</a></u> <u>03 9818 8991</u> 33 Camberwell Road Hawthorn East VIC 3123 <u><a href="http://www.areal.com.au">www.areal.com.au</a></u></p>
	<p><u><a href="#">web.png</a></u> <u><a href="#">facebook.png</a></u> <u><a href="#">instagram.png</a></u> <u><a href="#">youtube.png</a></u> <u><a href="#">linkedin.png</a></u></p>
<p>Email Banner(600 x 120 px) (1).pngAReal Esig Banner_Anzac Day.png</p> <p><small>DISCLAIMER &amp; WARNING. This correspondence and the information contained in this and associated e-mails are confidential and were only intended for the exclusive use of the addressee(s). If you have received this e-mail in error, any use, copying or inference with this information is unauthorized and prohibited and please immediately delete it and any related attachments or emails from your system and its related sub system and notify the sender. You must never copy, disclose, make conclusions and other information in this message that do not relate to the business of the Areal Property and shall be understood as neither given nor approved or agreed by it. Although Areal Property has taken reasonable precautions to ensure no viruses are present in this e-mail, Areal Property cannot accept responsibility for any loss or damage arising from the use of this e-mail or attachments.</small></p>	

**From:** Chawakorn Kamnuansil <[ck.chawakorn@gmail.com](mailto:ck.chawakorn@gmail.com)>

**Sent:** Wednesday, 23 April 2025 8:53 PM

**To:** Sylvia Hao <[sylvia.hao@areal.com.au](mailto:sylvia.hao@areal.com.au)>

**Subject:** Second Follow-up: Urgent Water Damage Escalation – Immediate Action Required (Unit 1803)

Dear Sylvia,

I hope you are doing well.

I’m writing again to follow up on the urgent water leakage issue in my unit (1803, 243 Franklin Street), which I first reported prior to the Easter holiday.

At the time, I was advised that this would be treated as a priority and was also provided with a contact list for emergency tradespeople. In accordance with that advice, I reached out to Flood Response as listed. Unfortunately, they replied stating that they were closed on Easter Monday and unable to attend. I’ve attached a screenshot of their message for reference.

Since then, I have not received any updates or confirmation regarding the next steps, even though the holiday period has now ended. Meanwhile, the situation has continued to worsen.

Attached are the most recent photos taken today, clearly showing the ceiling stains spreading further, severe wall swelling, and visible water marks continuing to develop. More critically, as the flooring in my room is carpeted, water has now begun to soak into the carpet, creating both dampness and a persistent musty odour.

This is no longer just a structural concern — it now directly affects my personal living conditions and health. The continued moisture increases the risk of mould developing beneath the carpet, which could pose serious health risks and result in more extensive damage if not addressed immediately.

I've followed every step requested and have been as patient as possible. However, at this stage, I must insist on urgent action. I trust that I will not be held responsible for any resulting damages, especially given that I have reported the issue early and complied with all procedures.

Please confirm when a professional will attend the property to inspect and begin repairs. I'd truly appreciate your prompt attention and resolution to this matter.

Also, if possible, could you please update my contact details to ensure you're using my current number: 0449 962 645.

For the previous issue regarding the bed, I suspect there may have been an attempt to reach me on an outdated number.

Kind regards,

Chawakorn Kamnuansil

Phone: 0449 962 645

**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](mailto:jamie.ong@areal.com.au)

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