Notice of breach of duty to residential CONSUMER'S rental provider of rented premises



Residential Tenancies Act 1997 Section 208(1) and (2)

The renter may use this form to let the residential rental provider (rental provider, formerly known as landlord) know that they have breached their duty as a rental provider.

Part A – Information for the rental provider

This is a breach of duty notice. It tells you that the renter believes you have breached your duty as a rental provider. You can find details of the breach at section 4 of this notice, along with the required remedies and compensation (if any) required to be paid.

Reasons that a breach of duty notice may be issued

- On the day the renter will move in, the premises are not vacant or reasonably clean
- The premises do not comply with rental minimum standards by the day the renter moved in
- The rental provider has not taken all reasonable steps to ensure the renter has quiet enjoyment of the premises
- The premises have not been provided and maintained in good repair
- The rental provider has not taken reasonable steps to ensure that any common areas relating to the premises that are owned or controlled by the rental provider are maintained in good repair.
- Safety-related repairs and maintenance have not been undertaken, and/or have not been undertaken by a suitably qualified person
- Records of gas and electrical safety checks have not been kept and/or produced on request
- A replacement appliance, fitting or fixture that uses or supplies water, electricity or gas does not meet the prescribed minimum efficiency rating
- External doors are not fitted with functioning deadlocks (where applicable)
- Window locks have not been provided
- The rental provider changed the locks and has not provided the renter with a key.

Seeking advice

If you disagree with the specific reasons listed in section 4 of this notice, you should seek advice immediately by contacting one of the community legal organisations listed on the Consumer Affairs Victoria website. For further information, visit the renting section of the Consumer Affairs website at www.consumer.vic.gov.au/renting or call 1300 55 81 81.

Part B - Notice

1 Address of rented premises

	Unit 168, 73 River Str	eet, Richmond, Victoria	Postcode	3121
2	Renter details			
	Full name of renter 1	Kyle Peyton		
	Full name of renter 2	Sara LaBella		
	Full name of renter 3			
	Full name of renter 4			
	Rental provider detail	ovider (this cannot be an agent's name)		
	Rental provider addre	ss for serving documents (this may be an agent's address)		
	Hodges South Melbou	rne, 229 Park St, South Melbourne, Victoria	Postcode	3205
	Contact details			
	Business hours	0434 028 052		
	After hours			
	Email address	dfreeman@hodges.com.au		

4 Reason for notice

I believe you have breached your duty as a rental provider because:

You have not provided and maintained the premises in good repair and in a reasonably fit and suitable condition for occupation.

Under the *Residential Tenancies Act 1977 ('the Act')*, a residential rental provider has a duty to maintain the rented premises in good repair and in a reasonably fit and suitable condition for occupation. Specifically, S.68(1) of the Act states that a rental provider must "ensure that the rented premises are provided and maintained (a) in good repair; and (b) in a reasonably fit and suitable condition for occupation."

You have been advised of your breach of duty – via your nominated Agent, Hodges South Melbourne ('the Agent') – on multiple occasions. Specifically, the renters have notified the Agent that the unit was in a state of uncleanliness and disrepair upon entering into occupation via:

- 1) Email correspondence with Ann Curnow on 7 April 2022 and 8 April 2022;
- 2) A disputed condition report submitted to Ann Curnow on 12 April 2022;
- 3) A Notice to the Rental Provider that repairs were required within 14 days, submitted to Ann Curnow on 12 April 2022;

- 4) Phone conversations with Simon Harrold on 13 April 2020 and 20 April 2020;
- 5) An in-person meeting and walk through of the unit with Simon Harrold on 27 April 2022;
- 6) Phone conversation with Daniel Freeman on Thursday, 5 May 2022

To date, no repairs or maintenance to the unit have been completed, and the unit remains in a state of disrepair.

Your Agent has previously communicated to the renters, on multiple occasions, that their requests for repair and maintenance were unreasonable on the following grounds:

- 1) The property was "in the same condition as it was when [renter 1] inspected it" (e.g., email correspondence between Agent and renter 1 on 7 April 2022);
- 2) The property "is old and there is damage", but the renters' requests are simply "cosmetic issues" (e.g., email correspondence between Agent and renter 1 on 8 April 2022);
- 3) That "unlike in America" (where the renters' accents are from), rental properties "in Australia are rented in 'as is' condition" (e.g., phone conversation between Agent and renter 1 on 13 April 2022);
- 4) Requested repairs and maintenance were too onerous and/or they would require "renovations" of the unit after the renters had already taken delivery of whitegoods and furniture (e.g., phone conversations between Agent and renter 1 on 13 April 2022 and 20 April 2022).

However, none of thes are valid reasons for breaching your duty as a rental provider. The Act specifically states that S.68(1) applies "(a) whether or not the renter was aware of any disrepair at the rented premises before entering into occupation of the premises; and ... (c) despite the age and character of the rented premises."

Your failure to maintain the premises in good repair has also led to further disrepair. Specifically, the split system air conditioner/heater referenced in the condition report and the Notice to the Rental Provider (both submitted on 12 April 2022) is no longer operational. Therefore, the unit does not currently meet the prescribed rental minimum standards under the Residential Tenancies Regulations 2021.

Specifically, *RESIDENTIAL TENANCIES REGULATIONS 2021 (SR NO 3 of 2021) - SCHEDULE 4* states that rental properties must have "a fixed heater (not portable) in good working order in the main living area". A request for urgent repairs was submitted to the Agent via email on 7 May 2022.

Compliance required

I require you to remedy the breach within 14 days after receiving this notice by either:

- 1. Completing the requests for repairs outlined in the Notice to the Rental Provider submitted on 12 April 2022, with the following amendments that were negotiated with Simon Hodges during the walk through of the unit on 27 April 2022:
 - a. the timber floors need not be repaired provided that the condition report is updated to accurately reflect their poor condition; and
 - b. that the toilet in the ensuite bathroom is repaired so that it properly flushes.
- 2. Or entering negotiations with the renters to terminate the lease agreement by consent.

You must not commit a similar breach again. If you do not comply with this notice the renter may apply to the Victorian
Civil and Administrative Tribunal (VCAT) for a compensation or compliance order or, if s 91ZF (successive breaches by
rental provider) applies, may give notice of intention to vacate.

Is documentary evidence attached?	
□ No	
Yes - provide details of the evidence attached (e.g. receipts, photographs)	

The following evidence in support of this notice is attached:

- 1. Evidence that a Notice to the Rental Provider that Repairs are Required within 14 days ('Notice to Rental Provider') was submitted to the Agent via email on 12 April 2022.
- 2. A copy of the Notice to Rental Provider that was submitted on 12 April 2022.
- 3. Email correspondence between the Agent and renter 1 regarding the uncleanliness and state of disrepair of the unit was in upon entering occupation (attached as supporting information in the Notice to the Rental Provider on 12 April 2022).
- 4. A disputed condition report from 12 April 2022 with links to photo and video evidence of the unit's state of uncleanliness and disrepair (attached as supporting information in the Notice to the Rental Provider on 12 April 2022).
- 5. Call logs from renter 1's mobile phone as evidence of phone calls between renter 1 and the Agent.
- 6. A request for urgent repairs of the split system air conditioner / heater submitted to the Agent via email on 7 May 2022.

5 Delivery of this notice

- The notice period begins when the residential rental provider is estimated to receive this notice.
- For information on postage times from different locations, please refer to the Australia Post website https://auspost.com.au/parcels-mail/calculate-postage-delivery-times
- If sending by post, the renter must allow for the delivery time in calculating the proposed termination date.

	•	e of the mail delivery method used to send this notice.
This notice was sent on:	9 May 2022 (insert date	
This notice has been deliv	ered:	
personally, for example	mple by hand	
by ordinary/registe post	red Expected delivery time	(please see the Australia Post website)
Registered post tracking	g number (if applicable)	
⊠ by email (if consen	t has been provided by the rental provided	der)
Email/postal addre	dfreeman@hodges.com.au	
6 Signature of renter		
Signature	152-	
Name	Cyle Peyton	Date 9 May 2022

Subject: Notice to Rental Provider of 168/73 River Street

Date: Tuesday, 12 April 2022 at 2:53:31 pm Australian Eastern Standard Time

From: Kyle Peyton

To: Ann Curnow, sarahayeslabella@gmail.com

Attachments: 168_73_River_Street_Notice_and_Attachments_Lodged_12Apr2022.pdf, image001.png,

image002.png, image003.png, image004.png

Good afternoon,

Attached here is a Notice to the Rental Provider of 168/73 River Street that repairs are required within 14 days. Please confirm receipt and serving of the notice to the rental provider Sam Ellis.

Cheers,

Kyle

KYLE PEYTON

Research Fellow in Political Science Institute for Humanities and Social Sciences, Australian Catholic University P: +613.9953.3405 | E: kyle.peyton@acu.edu.au | W: kyle-peyton.com



Notice to residential rental provider of rented premises



Residential Tenancies Act 1997 Sections 52, 63, 72, 72AA, 74, 91L, 91Z, and 91ZD

You may use this form to give notice to a residential rental provider (rental provider, formerly known as landlord) if you are a:

- renter of rented premises; or
- specialist disability accommodation (SDA) resident under a residential rental agreement. This form refers to you as the 'renter' and an SDA provider as the 'rental provider'.

If you are giving a notice of intention to vacate, you can only withdraw this notice in writing with the agreement of the rental provider. The notice must be signed by the rental provider to be effective.

If you are giving a notice of intention to vacate, you will need to give the rental provider the correct amount of notice (see the information last page).

Part A – Information for the rental provider

A renter may use this form to give you notice that:

- they are terminating the residential rental agreement before moving in
- they intend to vacate because the premises have been destroyed or are unfit for human habitation
- they intend to vacate for other reasons
- they are the legal representative or next of kin of the tenant who is deceased
- they have caused or became aware of damage to the premises
- they have paid utility charges that are your responsibility and you require reimbursement
- non-urgent repairs are required
- they have arranged and paid for urgent repairs and require reimbursement.

Seeking advice

For further information visit the renting section of the Consumer Affairs website at www.consumer.vic.gov.au/renting or call 1300 55 81 81.

Part B - Notice

	1	Address	of rented	premises
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Unit 168, 73 River Street, Richmond, Victoria	Postcode	3121

2 Renters details

Full name of renter 1	Kyle Peyton
Full name of renter 2	Sara LaBella
Full name of renter 3	
Full name of renter 4	
Note: If there are more th	age four routers, include details on an extra page

Note: If there are more than four renters, include details on an extra page.

3 Rental providers details

Full name of rental provider (this cannot be an agent's name)

Rental provider address for serving documents (this can be an agent's address)

.....

229 Park St, South Melbourne, Victoria

Postcode 3205

Contact details

Business hours

03 9686 8860

After hours

04 1175 6686

Email address

acurnow@hodges.com.au

4 Reason for notice - Non-urgent repairs

☐ I require you to carry out the following non-urgent repairs within 14 days: (Describe in detail below)

Below is an enumerated list of required repairs, organised by each of the 5 areas in the unit. Additional supporting details are provided in the attached condition report, which includes links to photographs and video recordings. The condition report prepared by the property manager does not reflect the true condition of the property and, as indicated by my comments, most items are in dispute. Also attached to this notice are my previous email correspondences with the property manager regarding the poor condition of the unit on 7 April 2020. My initial concerns regarding the cleanliness and overall condition of the unit raised at this time were dismissed by the property manager. My subsequent requests for cleaning, repairs, and maintenance have also been dismissed by the property manager.

Link to photos/videos from condition report: https://bit.ly/3KAMaPR

- Main room (includes large balcony, entryway, and living, kitchen, and dining areas).
 - 1.1. The floorboards throughout the main room (entryway, living, kitchen and dining areas) are in need of repair as they are riddled with deep scratches, chips, and indents. These floorboards are not in "excellent" or "very good" condition as claimed by the property manager in the condition report, and they are damaged beyond normal wear and tear.
 - 1.2. Replace damaged blinds (2x).
 - 1.3. Repair wall damage and repaint.

- 1.4. Clean and/or repaint walls and ceilings to remove discolorations and dark stains throughout.
- 1.5. Split system air conditioner is in poor condition and needs replacing. It has not been adequately maintained/serviced. The inside of the air conditioner is foul and it performs poorly. The air outlets are covered in grime that cannot be removed. The base, stand and other fittings of the outdoor unit are decayed and corroded. According to the manufacturer (Daikin), this system (Model RY60GAV1A) is more than 15 years old. It uses R22 refrigerant, which is being phased out in Australia due to environmental impact, and the running costs are at least 2x as high for this system relative to a modern unit.
- 1.6. Repair and repaint damaged balcony wall opposite outdoor air conditioner unit.
- 1.7. Repair broken roller door in kitchen area to the left of the sink.
- 1.8. Repair oven so that the oven light works.
- 1.9. Repair rangehood so that both light globes are in working order, and replace broken plastic covering for light globes.

2. Bathroom.

- 2.1. Repair wall damage (including near bathtub) and repaint.
- 2.2. Clean and/or repaint walls and ceilings (including bath area) to remove discolorations and dark stains throughout.
- 2.3. Remove mould from tile grout and bath area, including mouldy silicone strip adjoining shower screen to bathtub. Reapply new silicone to area adjoining bathtub to shower screen and all other gaps to prevent further mould growth.
- 2.4. Unclog the bathtub drain.
- 3. Main bedroom (adjoining small balcony).
 - 3.1. Replace damaged carpets.
 - 3.2. Clean and/or repaint walls and ceilings (including inside wardrobe) to remove discolorations and dark stains throughout.
 - 3.3. Repair wall damage (including inside wardrobe) and repaint.
 - 3.4. Replace damaged blinds (1x).
- 4. Ensuite (adjoining main bedroom).
 - 4.1. Clean and/or repaint walls and ceilings (including inside wardrobe) to remove discolorations and dark stains throughout.
 - 4.2. Repair wall damage (including inside wardrobe) and repaint.
 - 4.3. Complete unfinished repairs to shower recess (see attached email correspondence from 7 April 2022 and 8 April 2022) and remove mould from grout and tile. Fill exposed holes in tile and grout to prevent further mould growth.
 - 4.4. Remove mould and replace damaged silicone along area adjoining wash basin and vanity. Reapply new silicone to all gaps to prevent further mould growth.

Second bedroom.

- 5.1. Replace damaged carpets.
- 5.2. Replace damaged blinds (2x) and replace broken blind chain (1x).
- 5.3. Clean and/or repaint walls and ceilings (including inside wardrobe) to remove discolorations and dark stains throughout.
- 5.4. Repair wall damage (including inside wardrobe) and repaint.

	5.5. Repair paint damage to bottom window sill and fill gap where window adjoins wall with silicone.5.6. Repaint top of window sill with partially exposed nails where holes have been previously											
	5.6. Repaint to patched.	op of wind	low sill with partia	lly exposed nai	ls where hol	es have	e been previously					
5 .	For information on po	egins when to ostage time au/parcels-r	the resident is estimat es from different location mail/calculate-postage e renter should keep e	ons please refer to e-delivery-times	the Australia							
	This notice was sent	on:	12 April 2022	(insert date)								
	This notice will be de	elivered:										
	personally, for ex	xample by h	and		_							
	by registered pos	st	Expected delivery time	ne	(please see t	he Austi	ralia Post website)					
	Registered post track	king numbe	r (if applicable)									
	by email (if conso	ent has bee	en provided by the ren	tal provider)								
	Email/postal add	Iress	acurnow@hodges.co	om.au								
6	Signature of renter											
	Signature	/	Kyla Peyton									
	Name	Kyle Peytor	1			Date	12 April 2022					

Subject: Re: Condition report and photo link - Unit 168/73 River St, Richmond VIC 3121

Date: Tuesday, 12 April 2022 at 11:10:05 am Australian Eastern Standard Time

From: Kyle Peyton

To: Ann Curnow, sarahayeslabella@gmail.com

Attachments: Inspection 168 73 River Street.pdf, image001.png, image002.png, image003.png,

image004.png, image005.jpg

Good morning:

Attached please find our completed inspection report for 168/73 River Street. There is a link in the document to a sharefile with our photos and videos. The link is also here for your convenience: https://www.dropbox.com/sh/095rig02quupom4/AACmlgOCx9jOtVSmFh35JxiHa?dl=0

From: Ann Curnow <ACurnow@hodges.com.au>

Date: Friday, 8 April 2022 at 10:30 am **To:** Kyle Peyton < Kyle.Peyton@acu.edu.au>

Subject: RE: Condition report and photo link - Unit 168/73 River St, Richmond VIC 3121

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello Kyle

I am sorry you feel that way

The property is clean, it is old and there is damage but it is clean. When I do my inspections I take a white wet wipe and go over all surfaces, all of them were clean.

The smell would be due to the property being locked up with damp carpets, they had only just been shampooed

That ring won't come off, I tried to remove it and so did the cleaners It is noted on the condition report

In the bathroom, the tiles were re enamelled and they are not good enough and so the contractor, Bathroom Werx, are coming back to re do them As soon as they can give me a time frame your details will be passed to them to make an appointment

Kind regards,

Ann Curnow Senior Property Manager



South Melbourne

229 Park Street South Melbourne Victoria 3205

M: 0411 756 686 T: 03 9686 8860 F: 03 9686 6408

ACurnow@hodges.com.au

hodges.com.au











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Kyle Peyton < Kyle. Peyton@acu.edu.au>

Sent: Thursday, 7 April 2022 3:37 PM

To: Ann Curnow < ACurnow@hodges.com.au>

Subject: Re: Condition report and photo link - Unit 168/73 River St, Richmond VIC 3121

Hi Ann,

Thanks for the quick reply. This is quite disappointing to hear. I disagree that I signed the lease knowing that the property would be handed over in this condition. Obviously I wouldn't be able to see many of the issues with the carpets, walls, etc as the inspection occurred in March while the tenants were still occupying the unit with their furnishings. The smell I'm describing certainly was not there at inspection time.

I don't think i'm asking for much here. I just want a clean place to move into that is free of mould and mildew, and I think this is a fair request. To be clear, those are the things I'm asking for some resolution on now. The other stuff is mainly cosmetic and non-urgent. I understand that you had a cleaner in yesterday, but I'm telling you the unit is still filthy. Is it possible to have them come out and do the job again while I'm there? There were very obvious cleaning issues here when I came in. Aside from the walls and ceilings there was a ring of soap scum on the counter that could just be wiped off, for example. So I dispute the idea that they did a reasonably good job with this cleaning.

I'm really hoping to work with you to come up with an amicable solution here. I'm happy to organize the cleaning on my end and get reimbursed for the costs if that's easier. Would that be a suitable alternative?

Regarding the bathroom mould and mildew, I didn't follow what you wrote regarding Bathroom Werks. Can you please elaborate on this? Is this the company that is coming to fix the bathroom?

Thanks again.

Cheers, Kyle

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From: Ann Curnow <<u>ACurnow@hodges.com.au</u>>
Sent: Thursday, April 7, 2022 1:29:22 PM

To: Kyle Peyton < Kyle.Peyton@acu.edu.au>

Subject: RE: Condition report and photo link - Unit 168/73 River St, Richmond VIC 3121

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Kyle

The property was professionally cleaned yesterday and is in the same condition as it was when you inspected it

The issues with the tiles near the bath as re to be resolved as they were recently re-enamelled and so Bathroom Werx are re-attending

Ann

Kind regards,

Ann Curnow Senior Property Manager



South Melbourne

229 Park Street South Melbourne Victoria 3205

M: 0411 756 686 T: 03 9686 8860 F: 03 9686 6408

ACurnow@hodges.com.au

hodges.com.au



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Kyle Peyton < Kyle.Peyton@acu.edu.au >

Sent: Thursday, 7 April 2022 1:19 PM

To: Ann Curnow <ACurnow@hodges.com.au>

Subject: Re: Condition report and photo link - Unit 168/73 River St, Richmond VIC 3121

Thanks Ann, and great meeting you today! I will have our bit of the inspection report filled out and returned to you in the next few days.

I did go by the unit earlier today after picking up the keys and was quite disappointed with the cleanliness and general state of the unit. Some of the major issues that I want to flag now:

- 1. Both of the showers have mold/mildew throughout the tile grout, as well as along the caulked areas (e.g., where the glass meets the tile).
- 2. There is a rather foul odour throughout the unit. It's a sour/musty smell that I believe is symptomatic of mold/mildew.
- 3. The ceilings and walls throughout the unit are filthy. Everything is covered in a light black/grey soot, which suggests to me that they haven't been cleaned in quite some time.
- 4. More generally, the walls are riddled with scuff marks and indents throughout. There are also some pieces of wall missing in several areas (likely the prior tenants hung stuff on the wall and removed incorrectly). So the unit could do with a fair bit of wall repair. I can probably fix the major issues here with a trip to the hardware store and some gap filler but honestly I think the whole place should have a fresh coat of paint. I'm not sure that a proper cleaning would actually remove the black / grey sooty film covering the walls and ceilings, but it seems worth a try.
- 5. As the inspection report notes, the wood floors have some scratches and chips. These are not too bad. The carpets, however, are in poor condition. This is especially the case in the main bedroom where there are large stains and also pieces of carpet missing in several areas.

We are in a bit of a tight spot here as we have furniture deliveries happening tomorrow. As a first step, it seems reasonable to have a professional cleaner come into the unit ASAP to have a go at trying to clean the mold/mildew from the bathrooms and the black/grey film from the walls and ceilings.

Can we set something up for this to happen today? Please feel free to give me a ring on my mobile if that's easier: 0450370683. Many thanks and look forward to hearing from you.

Cheers, Kyle

KYLE PEYTON

Research Fellow in Political Science Institute for Humanities and Social Sciences Australian Catholic University

P: +613.9953.3405 **E:** <u>kyle.peyton@acu.edu.au</u>

W: kyle-peyton.com



From: Hodges South Melbourne < emaildelivery@console.com.au >

Date: Thursday, 7 April 2022 at 9:13 am **To:** Kyle Peyton < Kyle. Peyton@acu.edu.au >

Subject: Condition report and photo link - Unit 168/73 River St, Richmond VIC 3121

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello Kyle

Just a quick message to say hi and introduce myself. I will be your property manager and point of contact here at Hodges for the duration of your tenancy at Unit 168/73 River St, Richmond VIC 3121. My contact details are below.

Please find attached a copy of the condition report for Unit 168/73 River St, Richmond VIC 3121 which has a link to the photos taken at the time of the inspection. Carefully check the report and add any other items you note as this report will be used to assess the condition of the property at the end of your tenancy.

Any maintenance items need to be emailed to me separately with a photo, not recorded on the condition report, so the Residential Rental Provider/s (RRP) instructions and approval in relation to repairs can be sought.

Kind regards

Ann Curnow Senior Property Manager Hodges South Melbourne acurnow@hodges.com.au 0411 756 686

acurnow@hodges.com.au 0411 756 686



Subject: RE: Maintenance Request approved - Unit 168/73 River St, Richmond VIC 3121

Date: Friday, 8 April 2022 at 3:52:30 pm Australian Eastern Standard Time

From: Ann Curnow

To: Kyle Peyton

Attachments: image001.jpg

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

There is nothing to be done.

Enamel work has been booked in to fix a cosmetic issue. There is nothing else wrong with the property

Kind regards,

Ann Curnow Senior Property Manager



South Melbourne

229 Park Street South Melbourne Victoria 3205

M: 0411 756 686 T: 03 9686 8860 F: 03 9686 6408

ACurnow@hodges.com.au

hodges.com.au













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From: Kyle Peyton < Kyle.Peyton@acu.edu.au>

Sent: Friday, 8 April 2022 3:39 PM

To: Ann Curnow <ACurnow@hodges.com.au>

Subject: Re: Maintenance Request approved - Unit 168/73 River St, Richmond VIC 3121

Thanks for the reply. Just to confirm, you have no intention of doing anything about the bathrooms within the 14 day period?

Kyle

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From: Ann Curnow < ACurnow@hodges.com.au >

Sent: Friday, April 8, 2022 3:09:43 PM **To:** Kyle Peyton < Kyle.Peyton@acu.edu.au>

Subject: RE: Maintenance Request approved - Unit 168/73 River St, Richmond VIC 3121

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

No worries

Kind regards,

Ann Curnow Senior Property Manager



South Melbourne

229 Park Street
South Melbourne Victoria 3205

M: 0411 756 686 T: <u>03 9686 8860</u> F: 03 9686 6408

ACurnow@hodges.com.au













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From: Kyle Peyton < Kyle. Peyton@acu.edu.au>

Sent: Friday, 8 April 2022 1:51 PM

To: Ann Curnow < <u>ACurnow@hodges.com.au</u>>

Subject: Re: Maintenance Request approved - Unit 168/73 River St, Richmond VIC 3121

Hi Ann,

This date is totally unacceptable as it's more than 3 months away. I've just spoken to Consumer Affairs Victoria today and reported everything that has happened. I have been advised by them that the period for non urgent repairs, which is what they have advised the bathroom issues are classified as, is 14 days. If both bathrooms are not repaired, including removal of mold/mildew in the tile and grout, within 14 days from

today then I will be filing a proceeding with VCAT.

Regarding the other issues, you will receive my full inspection report by Monday at the latest. If we cannot come to an arrangement regarding repairs based on conflicts over the inspection report then once 14 days have passed I will file another proceeding and we can handle all of that in VCAT as well.

It's disappointing that this is where our relationship is at less than 24 hours after the move in date, but you've made it crystal clear that this is the only way forward. Please notify the property owner at your earliest convenience. I am happy to speak with them directly if they would like to come to an amicable agreement and avoid formal proceedings.

Kyle

Get Outlook for Android

From: emaildelivery@console.com.au <emaildelivery@console.com.au> on behalf of Hodges South

Melbourne <<u>emaildelivery@console.com.au</u>> **Sent:** Friday, April 8, 2022 10:57:37 AM **To:** Kyle Peyton <<u>Kyle.Peyton@acu.edu.au</u>>

Subject: Maintenance Request approved - Unit 168/73 River St, Richmond VIC 3121

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Kyle

The contractor, Bathroom Werx, has been in contact and would like to attend and repair the tile enamel in the main bathroom

"This will be remedied under the guarantee and we would like to book the service for the 11/7/22 at 8am."

Please let me know if this time and date is suitable for you

If you have any questions, please contact me on 0411 756 686 or via email acurnow@hodges.com.au

Kind regards

Ann Curnow Senior Property Manager Hodges South Melbourne

acurnow@hodges.com.au

0411 756 686





Entry Condition Report

Address of premises

Unit 168/73 River St, Richmond VIC 3121

Renter names

Kyle Peyton Sara LaBella

Note:

Each renter that is a party to the agreement should sign this condition report.

Rental providers and renters should take photos of the premises. Photos should be taken close-up to show detail regarding the structure, fixtures or fittings being photographed and at a distance for perspective. Photos should be dated, labelled and attached to this condition report, in hard copy or electronically; they should identify the location or room. Photos may be useful in a dispute about the condition of the rented premises.

Rental Provider/Agent

- 1. Inspect the premises.
- 2. Mark each item on the list clean, working, undamaged (where applicable).
- 3. Make a note of any extra items in the general comments section.
- 4. Give a signed copy of the report to the renter. Keep a copy for your own records.
- 5. Ask the renter to add their comments to the report, initial each page and return it to you.
- 6. If the renter disagrees about the condition of the premises, encourage them to discuss it with you. Comments can be recorded in the general comments section or by attaching a separate page.

Supporting documentation has been attached - Yes / No

- 7. Give a copy of the final report back to the renter.
- 8. You must keep a copy of the report for at least one year after the tenancy agreement ends.

Renter

- 1. Inspect the premises.
- 2. Comment on any item where you disagree with the rental provider/agent, or if you believe the report does not reflect the true condition of the premises.
- 3. Talk to the rental provider/agent if you disagree about the condition of the premises.
- 4. Initial each page of the report and send it to the rental provider/agent.
- 5. The rental provider/agent must send you a copy of the final report. You may also want to make a copy for your own records.

The renter/s have initially received a copy of this report on							
Day THURSDAY	Date <u>07/04/2022</u>						

AC	KP	SL		
ental Provider/agent initials	Renter 1 <u>initials</u>	Renter 2 initials	Renter 3 initials	Renter 4 initials





Entry Condition Report

Unit 168/73 River St, Richmond VIC 3121

Comments

	Condition of p	remises at STA	RT of tenancy						
Overall									
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments		enter grees	Renter photos	Renter comments
Overall	~	~	~	2	Great two bedroom apartment on lev with fantastic views Professionally clean including carpets	N	No strong ceilin	g order of mogs and walls.	os provided by Hodges are for a different unit. Unit 168 was filthy windlew. Walls scuffed and damaged throughout. Black soot cov Carpets in main bedroom stained and riddled with holes. Mould/mi in bathrooms. Dead bugs in blinds, etc. Totally unacceptable condit
Entry									
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments		enter grees	Renter photos	Renter comments
Doors/walls/ceiling		✓	~	5	Black painted external door with '168' numeral plate, minor scratches. Intereside, black painted, minor chips to pavery good condition. Walls and skirting white painted, minor marks, very good condition. Ceilings white painted, exception	nal l aint, ng, off od	No	4	Dirty, not clean. Inside of door is scratched along frame in several places. Indent approx. 80mm long above light-switch on dark painted wall as well as chipped paint and several small holes. Ceilings/walls in poor condition, with multiple areas of dark stains, especially visible along ceiling lines where wall and ceiling meet. Walls/ceiling have obviously not been painted or cleaned in some time. Absolutely not in "excellent condition". Poor/fair condition at best and in need of filler and paint.
Light fittings	✓	~	~	1	Downlights X1, operational	Y	Yes		
Floor coverings	✓	✓	✓	1	Timber flooring, minor scratches/wea	ar,	No	8	Dirty, not clean. Timber flooring is scratched and chipped; in poor fair condition. Black sticky grime on floors which we removed with spot cleaning. Absolutely not clean or in "excellent condition".
Dining Area									
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments		enter grees	Renter photos	Renter comments
Walls/ceiling	~	~	~	6	Walls, large piece missing from paint, architrave and skirting off white paint marked, chips to edges, good conditiceilings white painted, minor marks, good condition	ted, ion. All	Io	6	Dirty, not clean. Large piece missing from wall approx 100cm wide. Several small holes on wall, with noticeable cluster above missing piece. Architrave/skirting are chipped and scuffed with black marks. More than 6 areas on wall where filler has been applied to previous holes and not painted. Dark stains all along ceiling lines where wall and ceiling meet. Not in good condition. In need of cleaning, filler, and repainting.
Light fittings	✓	~	✓	1	Downlights X1, operational	Ye	es		<u> </u>
		KP			CI				
AC					SL				
ental Provider/agent initials	Renter 1 initials		F	Renter 2 init	ials Rente	er 3 initials			Renter 4 initials

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Floor coverings	✓	~	~	1	Timber flooring, minor scratches/wear, very good condition	No	9	Dirty, not clean. Timber flooring has countless scratches, chips and indents throughout. Fair/poor condition at best. Absolutely not in "very good condition".
Power points	✓	~	✓	1	Double X1 + phone + data	Yes		
Bathroom								
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments	Renter agrees	Renter photos	Renter comments
Doors/walls/ceiling	~	✓	~	11	Door, fitted with privacy lock, 1X hook to rear, and architrave off-white painted, off white painted walls, marks and scuffs. White painted ceiling minor marks, good condition		19	Dirty, not clean. Stains and discoloration throughout walls and ceilings. Poor condition, indicative that walls/ceilings have not been cleaned or painted in years. Architrave around wall adjoining tub area is damaged, including missing pieces and red stains. Nothing here is in "good condition".
Light fittings	✓	~	~	1	Downlights X1 operational	Yes		
Floor coverings	✓	✓	✓	3	Dark brown tiles to floor and skirting, minor chips, some discoloration to grout, good condition	No	8	Dirty, not clean. Significant variation in grout color throughout the bathroom, with prominent clusters of discoloration near laundry door, toilet, bath and wash basin. An eyesore, but grout is intact and there are no major cracks in tiles. Fair condition.
Bath/ Shower screen		✓	~	9	Full sized bath with mosaic tile surrounds, good condition, no damage. fitted with diverter mixer tap, good condition. Frameless glass shower half screen, intact, mosaic tiled walls, good condition, fitted with standard shower head, soap dish, good condition, no damage	No	27	Bath is disgusting. Likely pubic hairs discovered on inspection. Tub is discolored and stained, likely from lack of cleaning. The drain is clogged with hair and the water is very slow to evacuate. Drain should be serviced by plumber to remove clog. Mould/mildew prominently featured throughout tile grout and accumulated on silicone attaching tub to glass shower screen. Silicone should be removed and replaced to prevent further rot and mitigate mould/mildew accumulation. External area below glass is chipped. Poor condition overall.
Wash basin/vanity	✓	✓	✓	4	Square porcelain basin fitted with mixed tap, on marble benchtop, good condition on stainless steel stand, good condition, no damage	No	3	Dirty. Back two legs of stainless steel stand are covered in grime, and both feature long red stains. A proper cleaning prior to move-in may have remedied this. Wall to the left side of stand is chipped.
Mirror/cabinet	✓	✓	✓	3	Double mirrored door cabinet, minor damage to mirror edge, dark painted interior, clean and empty, good condition	No	4	Damage to mirror edge is a rust colored half circle, about the size of a 2 dollar coin, located on the bottom left edge. This will require new mirror to correct. It's not minor damage. A 3M hook is affixed to the right side of the cabinet and will
Towel rails	✓	~	✓	2	Double X1 plus toilet roll holder	Yes		likely remove paint if uninstalled.
Power points	✓	~	✓	1	Double X1	Yes		
Exhaust fan	✓	✓	✓	1	HPM in-line exhaust fan Clean	Yes		
Toilet	✓	~	~	2	Standard dual flush suite, clean	Yes	2	Chipped wall to right of toilet. Wall damage around toilet roll holder
Laundry								
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments	Renter agrees	Renter photos	Renter comments
	17 D			O.T.				
AC	КР			SI				
Rental Provider/agent initials	Renter 1 initials		F	Renter 2 init	ials Renter 3 initia	als		Renter 4 initials

Doors/walls/ceiling		✓	✓	9	Bi fold doors with metal handle, off white painted walls, scuffs and marks, water damage in parts, dryer bracket, poor condition. All ceilings white painted, good condition	No	10	Dirty, not clean. The dryer bracket is not functional and should be removed. Significant damage to wall on right of wash tub, with multiple chips, indents, and areas of wall peeling off. Exhaust fan above w/d area is not operational and needs repair. Agreed regarding poor condition of walls and evidence of water damage. Doors operational. Fair/Poor condition overall.
Light fittings	✓	~	✓	1	Downlight X1, operational	Yes		
Floor coverings	✓	~	✓	1	Brown tiles to floor and skirting, some discoloration to grout, very good condition	No	1	Dirty. Grout is discolored and tiles are scratched in multiple areas. Fair condition, not "very good condition".
Wash tubs	~	~	~	9	Stainless wash tub fitted with mixer tap, white tiles as splashback, white cabinet beneath, very good condition, some damage to base, clean and empty. Taps wall mounted	No	6	Wash tub is very scratched up. Damage to wall above splashback. Taps work. Fair condition overall.
Power points	✓	~	~	1	Double X1	Yes		
Kitchen								
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments	Renter agrees	Renter photos	Renter comments
Walls/ceiling	✓	~	✓	6	Walls and skirting, off white painted, minor marks. chips tp edges, good condition. Ceilings white painted, marks, good condition	No	6	Walls/ceilings are filthy, covered with dark stains and soot. Especially prominent near lights, and where ceiling edges meet walls. Discoloration above cabinets as well. Wall that adjoins right of fridge cabinet has multiple chips and indents. Need gap filler and repainting. Poor condition overall.
Light fittings	✓	~	✓	1	Downlights X4, operational	Yes		
Floor coverings	✓	~	✓	2	Timber flooring, 1X area of dents, minor wear, very good condition	No	4	Dirty, not clean. Multiple areas with dents and scratches. More area of the floor is scratched and dented than not. Floors are in poor/fair condition at best. Not "very good condition". Damage not indicative of "minor wear".
Cupboards/drawers	~	✓	~	23	Off white laminated overhead cupboards, with dark laminated drawers and lower cabinets, white laminated interior, clean and empty, very good condition Manuals in bottom drawer	No	4	Cabinet door chipped above sink. The roller door that opens the cupboard to the left of the sink is damaged. The sliding mechanisms are not even secured and the roller door therefore does not open and close properly. This needs to be repaired so that it's at least operational.
Bench tops/tiling	~	~	✓	7	Black Caesar stone benchtops, ring mark near sink, with yellow mosaic tile splashback, very good condition	No	5	The ring mark was soap scum. We wiped it away using a sponge with soap and water. Had the unit been properly cleaned this mark would not have been there. Yellow splashback has no major cracks or chips. Some discoloration of grout and tile, plus minor scuffs/ stains. Dirty but fair/good condition overall.
Sink/taps	~	~	~	2	Stainless sink fitted with mixer tap, very good condition, no damage	Yes		
Stove top	✓	~	✓	2	'Omega' ceramic cooktop, very good condition	Yes		
Oven/griller	✓	~	✓	2	'Smeg' stainless oven/grill, clean	No	1 .	The oven is actually pretty clean, but the internal oven light is not working and needs to be fixed. Minor scratches on oven from prior use.
AC	KP				SL			

Renter 2 initials

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Renter 1 initials

Rental Provider/agent initials

Renter 4 initials

Renter 3 initials

Rangehood	~	~	~	1	'Omega' slide out rangehood, filters clea (Light globe x2 provided)	an No	2	Plastic covering for light globes is broken near screw hole. We replaced light globes but only one light works. Needs repair.
Dishwasher	~	~	~	3	'Dishlex' stainless dishwasher, clean	Yes		
Power points	~	~	~	3	Double X1 + single X2	Yes		
Living Area								
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments	Renter agrees	Renter photos	
Walls/ceiling	~	~	~	15	'Charcoal' painted feature wall and skirt chipped and marked, other walls and skirting off white painted, good condition Ceilings white painted, marked, good condition		17	Walls/ceilings are filthy, covered with dark stains and soot. Especially prominent discoloration near lights, and where ceiling edges meet walls. Charcoal feature wall is chipped, marked, and indented in multiple places. In need of gap filler and repainting. Fair/poor condition at best.
Windows	~	~	~	6	Fixed panel X2 plus sliding door to balcono damage, all intact.	ony, Yes		
Blinds	~	✓	✓	2	2X Holland blind, chain operated, crease and marked, good condition	ed No	17	Filthy. Multiple crease marks along the width of both blinds. Both blinds are riddled with dead bugs and insects. Poor condition. Both blinds need to be replaced.
Light fittings	~	~	~	2	Downlights X4, operational	Yes	Sc	cratches, chips and dents dominate the floor area. Strip of laminate
Floor coverings	✓	✓	✓	6	Timber flooring, minor wear and scratch very good condition	nes,	21 is	issing from floorboard by painted wall, approx 1.5 meters. Flooring in fair/poor condition, not "very good" condition. Damage not dicative of "minor wear". Floors should be replaced.
Power points	✓	~	~	1	Double X1 + phone + TV	Yes		
Air conditioner	✓	✓	✓	2	'Daikin' inverter with remote	No	2	Filthy. Filter/screen covered in dirt and dust. Vents caked with grime/dirt/dust. Very old unit that is surely fully depreciated. Should be replaced.
Balcony	~	~	✓	23	Grey tiled flooring, with metal balustrades/railings, decorative timber beams and amazing views	No	7	The air conditioner intake unit on balcolny is filthy. When is the last time the filters were inspected for cleaning/replacement? There is significant wall damage under the light on the balcony.
Bedroom 2								
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments	Renter agrees	Renter photos	
Doors/walls/ceiling	~	~	✓	10	Off white painted door, marked and scu walls, architrave and skirting off white painted, marked, chips to edges. All ceil white painted, marked, very good cond	No l ings	12	Walls/ceilings are filthy, covered with dark stains and soot. Especially prominent discoloration where ceiling edges meet walls. Prominent 10cm long missing piece of wall on the side near the main bedroom. Multiple scuffs and dents throughout. Needs gap filler and repainting. Fair/poor condition.
Windows	~	~	~	8	1X windout type window, + 1X L shaped panel, all intact, very good condition, no damage Paint damage to sill		7	Minor scratches on fixed panel window. Window tinting scratched all along corner that adjoins panel with opening window. Paint damage + scratches along window sill on bottom. Discoloration and poorly patched/unpainted holes on top where roller blinds are installed.
	KP			SL				
AC Rental Provider/agent initials	Renter 1 initials	5		Renter 2 init	ials Renter 3	initials		Renter 4 initials



Power points Yes Power points Power points Yes Power points Power power points Powe	Walls/ceilings are filthy, covered with dark stains and soot. Especially prominent discoloration where ceiling edges meet walls. Multiple scuffs and dents throughout. Significant areas tain/discoloration on wall across from wardrobe. Poor condition. Needs cleaning, gap filler and painting. Nothing is very good condition" here. Indicate the dead bugs and insects when unrolled. The edges are the clear damage to both sides. Poor condition. Needs to be reported.
hanging rail, minor marks to rear wall, clean and empty Power points Yes Power points	Walls/ceilings are filthy, covered with dark stains and soot. Especially prominent discoloration where ceiling edges meet walls. Multiple scuffs and dents throughout. Significant areas tain/discoloration on wall across from wardrobe. Poor condition. Needs cleaning, gap filler and painting. Nothing is very good condition" here.
hanging rail, minor marks to rear wall, clean and empty Power points V V V 3 Double X2 + single X1 Yes Bedroom 1 Clean Working Undamaged Photos Rental Provider/agent comments Renter agrees Photos Doors/walls/ceiling V V V I2 Off white painted door, 1X hook to rear, marked and scuffed, walls, architrave and skirting off white painted, marked, chips to edges. All ceilings white painted, marked, wery good condition Windows	Walls/ceilings are filthy, covered with dark stains and soot. Especially prominent discoloration where ceiling edges meet walls. Multiple scuffs and dents throughout. Significant areas tain/discoloration on wall across from wardrobe. Poor condition. Needs cleaning, gap filler and painting. Nothing is
hanging rail, minor marks to rear wall, clean and empty Power points V V V S Double X2 + single X1 Yes Clean Working Undamaged Photos Rental Provider/agent comments Renter agrees Photos Off white painted door, 1X hook to rear, marked and scuffed, walls, architrave and skirting off white painted, marked, chips to edges. All ceilings white painted, marked, No	Walls/ceilings are filthy, covered with dark stains and soot. Especially prominent discoloration where ceiling edges meet walls. Multiple scuffs and dents throughout. Significant areas tain/discoloration on wall across from wardrobe. Poor condition. Needs cleaning, gap filler and painting. Nothing is
hanging rail, minor marks to rear wall, clean and empty Power points Yes Clean Working Undamaged Photos Rental Provider/agent comments Renter Ren	enter comments
hanging rail, minor marks to rear wall, clean and empty Power points A Double X2 + single X1 Yes	
hanging rail, minor marks to rear wall, clean No 5 partic and empty	
hanging rail, minor marks to rear wall, clean $rac{No}{5}$ partic	nting. Carpet should be replaced.
replaced.	drobe is empty but not clean. Significant marks on walls, cularly above shelving areas. Needs cleaning and
Floor coverings	ored carpets with hues of green, brown, and grey. Small missing pieces in some areas. Poor condition and shoul
Blinds 2X Holland blind, chain operated, creased and marked, good condition No bugs/insects Light fittings V V V V 1 Downlights X2, operational Yes	. Both should be replaced.

Rental Provider/agent initials	Renter 1 initials	5		Renter 2 init	tials Ren	ter 3 initials		Renter 4 initials
AC	K	P			SL			
Keys/fobs	~	~	~	1	2X apartment keys, 2X security fobs letterbox key	Yes		
Hot water system	~	~	~	1	'Steibl' located in laundry	Yes		
Electrical safety switches	✓	~	✓	1	Off	Yes		
Security devices	~	~	~	1	Security access fob and video interc	com Yes		
Smoke alarms	~	~	~	1	Serviced annually	Yes		
	Clean	Working	Undamaged	Photos	Rental Provider/agent comments	Renter agrees	Rente:	
General								
Exhaust fan	✓	~	~	1	HPM in-line exhaust fan Clean	Yes		
Power points	✓	~	~	1	Double X1	Yes		
Toilet	~	~	~	2	Concealed cistern, dual flush, clean	Yes		
Towel rails	~	~	✓	2	Double X1 + toilet roll holder	Yes		
Mirror	✓	~	~	2	Large wall mounted mirror, intact, r damage	Yes		
Wash basin/vanity		~	~	7	Square porcelain basin, hairline crace fitted with mixer tap, sits on marble benchtop, all in excellent condition. laminated cabinets beneath with which laminated interior all clean and emposed condition, no damage	Dark hite	10 l	Cabinets and marble are fine. Sink basin is prominently cracked an damaged. Area behind tap that connects to wall is missing silicone and contains approx 180mm long strip of black mould. Silicone ining on right of benchtop is not intact, protruding onto benchtop several areas. Silicone needs to be replaced all along the back of the basin, and the mouldy area behind the tap needs repair as well. Pootendition in all areas where moisture accumulates.
Shower recess	~	✓	✓	8	Frameless glass screen, intact, fitted standard shower head and soap dis painted mosaic tiles to walls and ba areas chipped, good condition	h, white	12	Tiles are chipped throughout and grout is discolored in several areas. Mould/mildew in areas of tile grout at bottom of shower. Fair/poor condition and in need of repairs.
Floor coverings	✓	✓	✓	2	Brown tiles to floor and skirting, sor discoloration, excellent condition	ne grout No	15	Discoloration of grout is the norm rather than the exception here. No cracks to tiles or major scratches. Good condition, not "excellent condition".
Light fittings	✓	~	~	1	Downlights X1, operational	Yes		
Doors/walls/ceiling	✓	~	~	8	Off white painted door, marked and walls, damage near door, and archit white painted, marked, chips to educe ceilings white painted, very good co	rave off ges. All	16	Especially prominent discoloration where ceiling edges meet walls. The discoloration/staining above the mirror is horrendous. There is wall damage above the lightswitch. Architrave is chipped and missing paint. Very poor condition overall. Needs cleaning, gap filler and painting.

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Walls/ceilings are filthy, covered with dark stains and soot.

Wheelie & recycle bins	~	~	~	3 Communal, chute on each floor plus recycling in carpark near lifts. Hard rubbish cage located in Riviera Lane	Yes
Pool/equipment	✓	✓	✓	2 Common area for use of residents, refer to 'Riviera' manual for rules surrounding use	Yes
Street number/letter box	~	~	~	3 Located in main entry foyer	Yes
Garage/car park space	✓	✓	✓	3 Car space #82 located on lower ground level, enter via ramp turn left	Yes
Grounds/garden	~	~	~	3 Common area for use of residents, refer to 'Riviera' manual for rules surrounding use	Yes



Inspection Agent Photos

Please click the link below to download the inspection photos from agent:

https://archive.console.com.au/eb5ea004-0419-4bf5-9242-7412e5193d95

Please note that inspections are carried out visually only as property managers hold no other qualification or representation other than that of a Property Agent.

KP SL AC Rental Provider/agent initials Renter 1 initials Renter 2 initials Renter 3 initials Renter 4 initials





Entry Condition Report

Unit 168/73 River St, Richmond VIC 3121

Communications

	Yes/No
Is a telephone line connected to the rental premises?	Υ
Is an internet line connected to the rental premises?	Υ
Is the rental premises connected to the national broadband network (NBN)?	Yes

Describe NBN Connection

NBN connection is Fibre to the Building, with a maximum speed of 100MBPS as of 8 April 2022. Current connection is through Aussie Broadband.

Location of NBN Connection

The port for internet is located in the dining area. None of the other wall ports currently work for NBN access.

Information Regarding Safety

Date of last compliance check for pool barrier:	
Date of last smoke alarm test:	09/03/22
Date of last electrical safety check:	09/03/22
Date of last gas safety check:	

AC SL SL Rental Provider/agent initials Renter 1 initials Renter 2 initials Renter 2 initials Renter 3 initials Renter 3 initials

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Entry Condition Report

Unit 168/73 River St, Richmond VIC 3121

Additional Comment	s / Information			
Renter Comments				
prior. However, the unit was turned over poor condition of carpets and bathroom reimbursement. None of these requests we email is still in the main bedroom and	r to us dirty and in generally poor condition) were communicated to Ann via email on were seriously considered. Ann simply state I (Kyle) have been waking up with headacles via email we also learned that there is son	n, as detailed in the inspection report. Major issue Thursday April 7th. We asked for a cleaner to cor ed that the unit had been cleaned and nothing was nes every day. Had the unit been properly cleaned	s, such as smell of mould/mildew throughout the ne out before our lease start date of 8 April mul wrong with the unit. The mould/mildew smell , there would not have been grime on the floors	She assured me that the unit had been cleaned on the day ne unit (concentrated in the main bedroom, probably due to tiple times, and even offered to arrange one and seek which Ann suggested was due to carpet cleaning via s, a soap scum ring on the kitchen benchtops, hair in the eted in July 2022, more than 3 months after our lease started.
over the course of a 12 month lease, and tenants. We suspect the carpets have not Consumer Affairs Victoria regarding the	the state this unit was turned over to us is a been replaced or walls cleaned/painted/repet state of the unit and intend to start the pro-	unacceptable for that price. It is unreasonable to repaired since the building was constructed. We have	efuse requests for a clean unit with basic repairs e been reasonable with our initial requests and	derefore in dispute. We are paying close to \$30,000 AUD and maintenance that should have been done in between this has not been reciprocated. We have therefore contacted naintenance and repairs to be done here. In addition to the
Link to photos and videos: https://www.	dropbox.com/sh/095rig02quupom4/AACn	nlgOCx9jOtVSmFh35JxiHa?dl=0		
		SL		
AC Rental Provider/agent initials	KP Renter 1 initials	Renter 2 initials	Renter 3 initials	Renter 4 initials





Entry Inspection Report

Unit 168/73 River St, Richmond VIC 3121

Renter disclaimer: I have read the rental provider's/agent's report and agree except where I have commented in this report. Note: Each renter must sign this report. Renters should return one copy to the rental provider and keep the other copy in a safe place.

12/04/2022

Ann Curnow

06/04/2022

Sara LaBella

12/04/2022

Rental Provider/agent Signature

Date

Renter 1 Signature

Date Renter 2 Signature

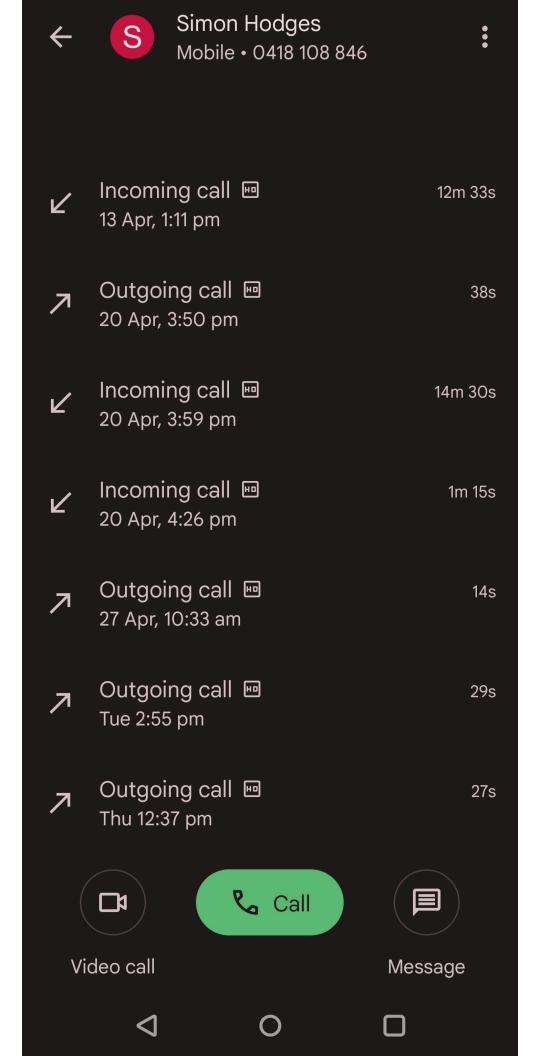
Date Renter 3 Signature

Date Renter 4 Signature

consolectoud

Date

Hodges South Melbourne, 229 Park Street, South Melbourne, VIC, 3205





✓ Incoming call ⊞
Thu 3:48 pm

4m 24s

Outgoing call
Sat 3:35 pm







Video call

Message







Subject: RE: Urgent repair required

Date: Monday, 9 May 2022 at 9:19:12 am Australian Eastern Standard Time

From: Dan Freeman
To: Kyle Peyton

Attachments: image001.png, image002.png, image003.png, image004.png

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Kyle,

Thanks for your email.

The landlord is overseas so let me email him and get approval and we can get someone out.

Once done I will let you know.

Kind regards,

Dan Freeman Property Manager



South Melbourne 229 Park Street

South Melbourne Victoria 3205

M: 0434 028 052 T: 03 9686 8860 F: 03 9686 6408

DFreeman@hodges.com.au

hodges.com.au













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From: Kyle Peyton < Kyle.Peyton@acu.edu.au>

Sent: Saturday, 7 May 2022 3:45 PM

To: Dan Freeman < DFreeman@hodges.com.au>

Subject: Urgent repair required

Hi Dan,

It's Kyle here from 168/73 River Street. We spoke on the phone Thursday about the outstanding repairs here. Unfortunately the split system has now stopped working as of today. It is no longer producing heat and needs to be repaired urgently. The fans are in fact not blowing anything. Please let me know how we can proceed on getting this sorted. Thank you.

Cheers, Kyle

KYLE PEYTON

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