



**Government
of South Australia**

Minister for Human Services

Our ref: 21MCOR/0005

Your ref: 9857106

Level 12 South
1 King William Street
Adelaide SA 5000
GPO Box 2832
Adelaide SA 5001
DX 115
Tel 08 8463 6560
Fax 08 8463 4480

Ms Nat Cook
Member for Hurtle Vale
PO Box 158
WOODCROFT SA 5162

Sent by email: shadowhumanservices@parliament.sa.gov.au

Dear Ms Cook

Freedom of information application

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Office of the Minister for Human Services on 25 May 2021 seeking access to:

All documents (including but not limited to physical, electronic, or written briefs, internal discussion papers, minutes, emails, diary entries and any other correspondence) regarding all emails sent and replied to housingmlolake@sa.gov.au.

Unfortunately, a determination was unable to be made within the 30 days, therefore it is considered to be a 'deemed refusal' under section 19(2)(b) of the Act. However, our office has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty-day timeframe, and this is still taken to be a determination under the Act.

Twenty six documents have been identified as falling within the scope of your application and I have determined to release these documents in part.

Documents 1-26 contain personal information of constituents and departmental employees and I consider that the release of this information would be an unreasonable disclosure of information related to the individuals and employees' personal affairs and have determined them to be exempt pursuant to clause 6(1) of Schedule 1 of the Act.

Please find enclosed a document schedule containing a brief description of the documents.

If you are dissatisfied with my determination, you can seek an internal review by writing to the Minister for Human Services as the Principal Officer of the agency. Your request should be sent within 30 days of your receipt of this letter.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, may/will be published on the agency's disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>.

If you have any questions in relation to this matter, please contact Amanda Hockings, Office Manager, on telephone 8463 3388 or by email at amanda.hockings2@sa.gov.au. If you are dissatisfied with the outcome of your FOI application, you have the right to complain to the Ombudsman SA. Please contact the Ombudsman directly on (08) 8226 8699.

Yours sincerely



Amanda Hockings
ACCREDITED FOI OFFICER

12 / 7 / 2021

SCHEDULE OF DOCUMENTS – 21MCOR/0005

Freedom of information application from the Ms Nat Cook MP seeking access to All documents (including but not limited to physical, electronic, or written briefs, internal discussion papers, minutes, emails, diary entries and any other correspondence) regarding all emails sent and replied to housingmlolake@sa.gov.au

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Housing MLO Lake	MLO Minister for Human Services	21 May 2021	Email – Constituent Maintenance follow up	Released in part	Exempt – Clause 6(1) personal affairs
2.	MLO Minister for Human Services	Housing MLO Lake	21 May 2021	Email – Constituent Maintenance follow up	Released in part	Exempt – Clause 6(1) personal affairs
3.	Housing MLO Lake	MLO Minister for Human Services	18 May 2021	Email – Access Attempts	Released in part	Exempt – Clause 6(1) personal affairs
4.	MLO Minister for Human Services	Housing MLO Lake	18 May 2021	Email – Access Attempts	Released in part	Exempt – Clause 6(1) personal affairs
5.	Housing MLO Lake	MLO Minister for Human Services	19 May 2021	Email – Seaton Property	Released in part	Exempt – Clause 6(1) personal affairs
6.	Housing MLO Lake	MLO Minister for Human Services	18 May 2021	Email – Seaton Property	Released in part	Exempt – Clause 6(1) personal affairs
7.	Housing MLO Lake	MLO Minister for Human Services	18 May 2021	Email – Seaton Property	Released in part	Exempt – Clause 6(1) personal affairs
8.	MLO Minister for Human Services	Housing MLO Lake	18 May 2021	Email – Seaton Property	Released in part	Exempt – Clause 6(1) personal affairs
9.	Housing MLO Lake	MLO Minister for Human Services	29 April 2021	Email – Taperoo Property	Released in part	Exempt – Clause 6(1) personal affairs
10.	MLO Minister for Human Services	Housing MLO Lake	29 April 2021	Email - Constituent	Released in part	Exempt – Clause 6(1) personal affairs
11.	MLO Minister for Human Services	Housing MLO Lake	19 May 2021	Email – Maintenance Issue	Released in part	Exempt – Clause 6(1) personal affairs
12.	Housing MLO Lake	MLO Minister for Human Services	13 May 2021	Email – Kitchen Modifications	Released in part	Exempt – Clause 6(1) personal affairs
13.	Housing MLO Lake	MLO Minister for Human Services	17 May 2021	Email – Edwardstown Property	Released in part	Exempt – Clause 6(1) personal affairs
14.	MLO Minister for Human Services	Housing MLO Lake	3 May 2021	Email - Constituent	Released in part	Exempt – Clause 6(1) personal affairs
15.	MLO Minister for Human Services	Housing MLO Lake	29 April 2021	Email – Mould Issue	Released in part	Exempt – Clause 6(1) personal affairs
16.	Housing	Housing MLO Lake	29 April 2021	Email – Mould Issue	Released in part	Exempt – Clause 6(1) personal affairs
17.	Housing	MLO Minister for Human Services	12 May 2021	Email – Forestville Property	Released in part	Exempt – Clause 6(1) personal affairs

SCHEDULE OF DOCUMENTS – 21MCOR/0005

No	Author	Addressee	Date	Description of document	Determination	Reason
18.	Housing MLO Lake	MLO Minister for Human Services	10 May 2021	Email – Forestville Property	Released in part	Exempt - Clause 6(1) personal affairs
19.	MLO Minister for Human Services	Housing MLO Lake	13 May 2021	Email – Birkenhead Property	Released in part	Exempt - Clause 6(1) personal affairs
20.	Housing MLO Lake	MLO Minister for Human Services	18 May 2021	Email - Feedback	Released in part	Exempt – Clause 6(1) personal affairs
21.	MLO Minister for Human Services	Housing MLO Lake	29 April 2021	Email - Feedback	Released in part	Exempt – Clause 6(1) personal affairs
22.	MLO Minister for Human Services	Housing MLO Lake	20 May 2021	Email – Greenacres Property	Released in part	Exempt - Clause 6(1) personal affairs
23.	MLO Minister for Human Services	Housing MLO Lake	14 May 2021	Email – Greenacres Property	Released in part	Exempt Clause - 6(1) personal affairs
24.	Housing MLO Lake	MLO Minister for Human Services	14 May 2021	Email - Maintenance	Released in part	Exempt Clause – 6(1) personal affairs
25.	Housing MLO Lake	MLO Minister for Human Services	21 May 2021	Email - Constituent	Released in part	Exempt Clause – 6(1) personal affairs
26.	Housing MLO Lake	MLO Minister for Human Services	14 May 2021	Email - Maintenance	Released in part	Exempt Clause – 6(1) personal affairs

Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Friday, 21 May 2021 11:37 AM
To: Williams, Glen (Housing)
Cc: Housing:MLO Lake
Subject: RE: 6(1) Personal affairs

Hi Glen

Am following up with the MTC – they are following up with the plumbers
Will advise

Bec

From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Friday, 21 May 2021 11:14 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: 6(1) Personal affairs

Hi Bec

I have to return a call from the MP who has called again. Any outcome with this?

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Tuesday, 18 May 2021 1:21 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: RE: 6(1) Personal

OFFICIAL

Hi Glen

There is an order to renew gas cooker which is expected to be fulfilled yesterday.

I phoned [6(1)] & he advised the stove had not yet been installed. There has been a delay with supply

I am following up with the MTC & will let you know (I'll also phone [6(1)] back & let him know

Bec

From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Tuesday, 18 May 2021 12:16 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: FW: [6(1)] Personal affairs

Hi Bec

You were following up on this. Can you advise where this is up to please?

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Graziano, Dejana <Dejana.Graziano@parliament.sa.gov.au>
Sent: Tuesday, 18 May 2021 12:07 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: FW: [6(1)] Personal affairs

Hi Glen,

When you're available can we please receive an update about this? Alternatively, [6(1)] Personal has advised that he is happy to be personally contacted to receive any updates.

Kind regards,

Dejana Graziano

Office Manager

Office of Hon. John Darley MLC | Member of the Legislative Council
Parliament House | North Terrace | ADELAIDE SA 5000
Email: Dejana.Graziano@parliament.sa.gov.au
Phone: 8237 9582 / **Clause 6(1)**

From: Graziano, Dejana
Sent: Thursday, 6 May 2021 3:21 PM
To: Glen.Williams@sa.gov.au
Subject: **6(1) Personal affairs**

Hi Glen,

I hope you've been well.

6(1) Personal contacted our office again last week asking to receive an update regarding when his stove would be installed. I suggested that he contact the maintenance team to receive an update and to call again if there were any issues. He called this afternoon to advise that he couldn't get through to anyone from the maintenance team.

When you are available, I would be very grateful if you can please advise when this installation is expected to occur? If you would like to speak to **6(1) Personal** personally again, his number is **6(1) Personal** otherwise I am happy to pass on any information that you have.

Thank you again for your time.

Kind regards,

Dejana Graziano

Office Manager
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Parliament House | North Terrace | ADELAIDE SA 5000
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Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Friday, 21 May 2021 12:08 PM
To: Housing:MLO Lake
Subject: RE: 6(1) Personal affairs

Thanks very much Bec

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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Sent: Friday, 21 May 2021 12:07 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: 6(1) Personal affairs

Hi Glen

There has been a supply issue with this particular type of stove.

Our phone call to Electrolux was too late for the stove to be delivered to the plumbing contractor today.

The new stove will be installed on Monday (Tuesday at the latest)

I've advised the MTC and will follow up early next week

The MTC did advise they could have re-installed the old stove for 6(1) Personal to use until the new stove was available, however he declined this

Kind regards

Rebecca

From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Friday, 21 May 2021 11:14 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: 6(1) Personal affairs

Hi Bec

I have to return a call from the MP who has called again. Any outcome with this?

Thanks very much

Glen Williams
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Sent: Tuesday, 18 May 2021 1:21 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: RE: 6(1) Personal affairs

OFFICIAL

Hi Glen

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I phoned 6(1) & he advised the stove had not yet been installed. There has been a delay with supply

I am following up with the MTC & will let you know (I'll also phone 6(1) back & let him know

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From: Graziano, Dejana <Dejana.Graziano@parliament.sa.gov.au>
Sent: Tuesday, 18 May 2021 12:07 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: FW: 6(1) Personal affairs

Hi Glen,

When you're available can we please receive an update about this? Alternatively, 6(1) Personal affairs has advised that he is happy to be personally contacted to receive any updates.

Kind regards,

Dejana Graziano

Office Manager
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Email: Dejana.Graziano@parliament.sa.gov.au
Phone: 8237 9582 / Clause 6(1)

From: Graziano, Dejana
Sent: Thursday, 6 May 2021 3:21 PM
To: Glen.Williams@sa.gov.au
Subject: 6(1) Personal affairs

Hi Glen,

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When you are available, I would be very grateful if you can please advise when this installation is expected to occur? If you would like to speak to **6(1) Personal** personally again, his number is **6(1) Personal** otherwise I am happy to pass on any information that you have.

Thank you again for your time.

Kind regards,

Dejana Graziano

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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Tuesday, 18 May 2021 1:54 PM
To: Hoskin, Rebecca (Housing); Allison, Lisa (Housing); Williams, Glen (Housing); Lonsdale, Amanda (DHS)
Cc: Housing:MLO Lake
Subject: FW: 6(1) Personal affairs Access attempts - (continued)
Importance: High

OFFICIAL

Good afternoon

The following information has been received from the MTC regarding non-access at the above property

Kind regards

Rebecca

Rebecca Farrell
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority
Level 3SE, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 902 629

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From: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Sent: Tuesday, 18 May 2021 1:51 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Fritz Tambe <fritztambe@lakemaint.com.au>; Hiddenweb <Hiddenweb@lakemaint.com.au>
Subject: RE: 6(1) Personal affairs - Access attempts - (continued)
Importance: High

Hi Rocco,

Please find follow further job history. I have provided up to Dec 2020, as this is when the Carpentry/termite work orders are up to. Please let me know if you need me to provide the remaining 11 work order and history, and I will do so ASAP.

As discussed, Trade and our Field Supervisor attempted phone contact and visited the property today 18/05/20201, as we are very keen to finalise work for 6(1)

All attempts by both Trade and FS were unsuccessful. Another calling card has been left.

Moving forward, is there anything that LM need to be mindful of with respects to Tenant's availability and personal situation? I note in previous communication that she described herself as elderly. Do we need to attempt several phone calls in a row in case she cant hear the call/unable to get to her phone easily – likewise with attendance?

As mentioned, we are keen to move forward with outstanding work in her home so any extra information that can be passed on trades to ensure future attendance is successful, would be appreciated.

145059/1 (V4)

Issued 03/04/2020

REPORTED BY MFO SCOTT WELLS DC POL ADV TAC INH 1721

PD976:

Trades advised:

Attended site, tenant said there was no roof leak but there were lots of other plumbing jobs that needed doing, tenant needed to go out so I couldnt check what needed doing .

145196/1

Issued 06/04/2020

Instructions:

FOR TERMITE DAMAGE REPAIRS THE PROPERTY HAS ALREADY BEEN TREATED P3 ALSO NOTE TO CONTACT TENANT PRIOR ATTENDING IN BATHROOM AND LAUNDRY

Cancelled – due to being duplicate of 62/00609133 where termite repairs are being completed.

401801/1 (V3)

Issued 17/04/2020

Instructions:

CLEAR SEWER DRAIN

Completed 17/04/2020 - Job was cancelled. *Spoke with tenant on phone who confirmed this at 5pm 17/4*

418550/1 (V3)

Issued 14/05/2020

Instructions:

reported via email from adam at urbanvrons - REMOVE FENCE PANEL

Trade advised 19/08/20:

We have been working with Andrea @ UrbanVrons / 13004Trees on this one and we have made numerous appointments with the T to get this job done and they keep cancelling on us.

Andrea advised me today that they were cancelling the job.

Closed due to inability 24/08/2020

443872/1 (V3)

Issued 22/06/2020

Instructions:

T says that she has water hammer throughout the house

Water hammer due to faulty tap ware, SAI new tap ware

Completed 23/06/2020

444316/1

Issued 22/06/2020

Instructions:

T has rung to adv that she has no lights in back yard and she is unable to put them in herself as she is elderly.

Access Issues:

Access Events (6)									
Type	Purchase Order #	Status	Source	Date Attempted	Date To	Attempted By	Card #		
Appointment	PO03812483	Successful	Subcontractor	02/07/2020 12:00 PM	02/07/2020 04:00 PM				
Phone Call	PO03812483	Created	Subcontractor	30/06/2020 09:18 AM					
Appointment	PO03812483	Cancelled	Subcontractor	30/06/2020 10:00 AM	30/06/2020 02:00 PM				
Phone Call	PO03812483	Created	Subcontractor	25/06/2020 10:10 AM					
Appointment	PO03812483	Cancelled	Subcontractor	29/06/2020 08:00 AM	29/06/2020 04:00 PM				
Phone Call	PO03812483	Created	Subcontractor	23/06/2020 11:37 AM					

Completed 02/07/2020

445000/1

Issued 23/06/2020

Instructions:

T says that the conts have not attended to come and fix the termite damage. PLease come out and repair termite damage.

Access Events (6)								
Type	Purchase Order #	Status	Source	Date Attempted	Date To	Attempted By	Card #	
Access Attempt	PO03813907	Closed	Subcontractor	26/08/2020 09:30 AM		Luke	1	
Phone Call	PO03813907	Cancelled	Subcontractor	13/08/2020 03:01 PM				
Phone Call	PO03813907	Cancelled	Subcontractor	13/08/2020 02:53 PM				
Phone Call	PO03813907	Cancelled	Subcontractor	13/08/2020 12:51 PM				

Order closed non access.

477079/1

Issued 17/08/2020

Instruction:

REPORTS GAS HWS VALVE LEAKING WATER; ISSUE RECURRING AND T ADV CONTRACTORS SEEM TO SIMPLY PUT A TAPE ON IT. PLEASE ATTEND ON P2 TF ADV OH&S ISSUE COVID19 QUESTIONS NO T AV

Type	Purchase Order #	Status	Source	Date Attempted	Date To	Attempted By	Card #	
Access Attempt	PO03846190	Created	Subcontractor	19/08/2020 12:50 PM		James Smith	47w62	

21/08/2020 – Tenant left message after cc left by Trade. LM rang Trade he said to email her info through and he will ring her to schedule time. Called Tenant, she asked Trade to leave message if she does not answer. Emailed Trade info – trade conf they left a message to rebook.

Job completed 31/08/2020

513047/1

Issued 15/10/2020

Gas HWS, no install date. T 6(1) Personal adv that the valves have fallen off HWS. Light rear of laundry outside not working, T can't change herself.

16/10/2020 – 0834 - T is not very happy she had the electrician knocking on her door at 8am this morning and she thought they were coming at 10am. T is not well, disabled and vision impaired so explained to electrician to give her a minute to get dressed etc she has just woken and by the time she got back to answer the door they had gone. Can you please have contractor call T back asap to adv of t/f you are coming, thank you.

Access Events (2)



Type	Purchase Order #	Status	Source	Date Att
Access Attempt	PO03884268	Cancelled	Subcontractor	26/10/20
Appointment	PO03884918	Successful	Subcontractor	20/10/20

513038/1

Issued 15/10/2020

Instructions:

NON ACCESS 445000/1 - T 6(1) Personal affairs adv termites in prop, wood has to be replaced & conts have it. Mould in bathroom on ceiling & through tiles & basin, T can't clean. Exhausts fans in kitchen & bathroom to be looked at. Covid-19 question no. P3 tf adv, CHECK FOR TERMITES AND REPORT

Access Events (2)



Type	Purchase Order #	Status	Source	Date Att
Phone Call	PO03884157	Cancelled	Subcontractor	02/11/2
Appointment	PO03884154	Successful	Subcontractor	16/10/2

Electrical WO (EL140 bathroom and kitchen) was completed 22/10/2020

CY still in the works – as discussed today.

521289/1

Issued 29/10/2020

Instructions:

T adv toilet is blocked and unable to use - kitchen sink also blocked P1

Job completed 29/10/2020 @ 17:06

521300/1

Check & Report provided on the 8/11

Access attempts:

Access Attempt	PO03667557	Approved	Subcontractor	10/02/2020 09:30 AM		Martin Brennan
Access Attempt	PO03667557	Cancelled	Subcontractor	10/02/2020 09:32 AM		Martin Brennan
Phone Call	PO03667557	Created	Subcontractor	06/02/2020 11:29 AM		
Phone Call	PO03667557	Created	Subcontractor	31/12/2019 10:38 AM		
Phone Call	PO03667557	Created	Subcontractor	27/12/2019 10:29 AM		

Order cancelled non access.

SUMMARY - tenant initially delayed carpentry due to a family member passing away. We then reached out to tenant again a month later and tenant did not answer or return our call. Carpentry then attempted access twice in February however had non-accessed on both occasions, with cards left.

62/00596432 (V1)

Issued **24/10/2019**

Instructions;

SINGLE GATE FALLING APART.

Access attempts:

Access Events (1)									
Type	Purchase Order #	Status	Source	Date Attempted	Date To	Attempted By	Card #		
Access Attempt	PO03639889	Created	Subcontractor	13/11/2019 09:00 AM		NA	NA		

Job completed 04/12/2019

62/00597564 (V1)

Issued **04/11/2019**

Instructions:

T ADV THE VALVE IS LEAKING INSTALL DATE: G 5/12/16 T HOME MON & TUES

Work completed 05/11/2019

62/00606208 (V1)

Issued **03/02/2020**

Instructions:

T ADV SHE HAS WATER COMING THROUGH THE ROOF IN THE LAUNDRY.

Trades attended from 11/02/2020 – more work required.

Job completed 03/03/2020

62/00609133 (V1)

Issued 24/02/2020

Instructions;

T ADV THERE ARE ALOT OF ISSUES WITH THE PROP FROM THAT HAVE BEEN CAUSED BY A ROOF LEAK AND TERMITES
PLS REF TO ORDER 6200596431

Access attempts:

Access Events (1)						
Type ^	Purchase Order #	Status	Source	Date Attempted	Date To	A
Phone Call	PO03741834	Created	Subcontractor	03/04/2020 08:44 AM		

Job completed 26/03/2020 – further approval was required as per email:



RE Feedback Direct Contact Required appropriate action_20CHAF_0306 Feedback Complaint Sylvi

Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Tuesday, 18 May 2021 1:04 PM
To: Housing:MLO Lake; Allison, Lisa (Housing); Lonsdale, Amanda (DHS); Hoskin, Rebecca (Housing)
Subject: RE: 6(1) Personal affairs - Access attempts - to be continued

Thanks very much for putting this together so quickly all. This shows efforts were made to complete work.

No more info required by this office at this stage.

Thanks again

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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SA Housing Authority

www.housing.sa.gov.au

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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Tuesday, 18 May 2021 12:53 PM
To: Allison, Lisa (Housing) <Lisa.Allison@sa.gov.au>; Williams, Glen (Housing) <Glen.Williams@sa.gov.au>; Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>; Hoskin, Rebecca (Housing) <Rebecca.Hoskin@sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: FW: 6(1) Personal affairs - Access attempts - to be continued
Importance: High

OFFICIAL

Hi all,

Here is the first part of the research,

There is more to come.

Thanks,

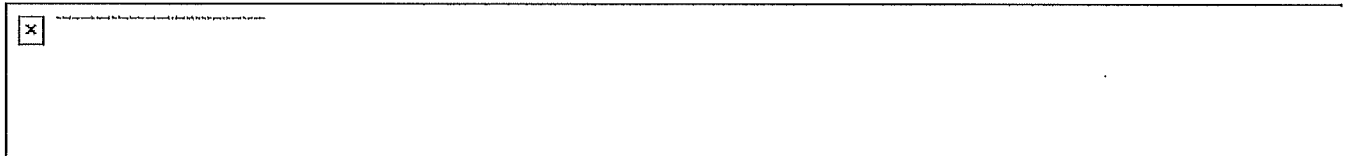
Rocco Cavuoto
Maintenance Liaison Officer

Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Sent: Tuesday, 18 May 2021 12:50 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Fritz Tambe <fritztambe@lakemaint.com.au>
Subject: 6(1) Personal affairs [REDACTED] Access attempts - to be continued
Importance: High

Hi Rocco

A lot of records to sift through – a lot more detail can be provided but trying to ensure we hit timeframes for info so including main points for now.

More to follow. Please let me know if anything else can be expanded on -

62/00596431 (V1)

Issued 24/10/2019

Instructions:

TERMITES IN LAUNDRY.

Check & Report provided on the 8/11

Access attempts:

Access Attempt	62003667557	Approved	Subcontractor	10/02/2020 09:30 AM	Martin Brennan
Access Attempt	62003667557	Cancelled	Subcontractor	10/02/2020 09:30 AM	Martin Brennan
Phone Call	62003667557	Created	Subcontractor	06/02/2020 11:30 AM	
Phone Call	62003667557	Created	Subcontractor	31/12/2019 10:38 AM	
Phone Call	62003667557	Created	Subcontractor	27/12/2019 10:38 AM	

Order cancelled non access.

SUMMARY - tenant initially delayed carpentry due to a family member passing away. We then reached out to tenant again a month later and tenant did not answer or return our call. Carpentry then attempted access twice in February however had non-accessed on both occasions, with cards left.

62/00596432 (V1)

Issued 24/10/2019

Instructions;

SINGLE GATE FALLING APART.

Access attempts:

Access Events (1)							
Type	Purchase Order #	Status	Service	Date Attempted	Date To	Attempted By	Card #
Access Attempt	6200596432	Created	Subcontractor	12/11/2019 09:00 AM		NA	NA

Job completed 04/12/2019

62/00597564 (V1)

Issued 04/11/2019

Instructions:

T ADV THE VALVE IS LEAKING INSTALL DATE: G 5/12/16 T HOME MON & TUES

Work completed 05/11/2019

62/00606208 (V1)

Issued 03/02/2020

Instructions:

T ADV SHE HAS WATER COMING THROUGH THE ROOF IN THE LAUNDRY.

Trades attended from 11/02/2020 – more work required.

Job completed 03/03/2020

62/00609133 (V1)

Issued 24/02/2020

Instructions;

T ADV THERE ARE ALOT OF ISSUES WITH THE PROP FROM THAT HAVE BEEN CAUSED BY A ROOF LEAK AND TERMITES
PLS REF TO ORDER 6200596431

Access attempts:

Access Events (1)						
Type	Purchase Order #	Status	Source	Date Attempted	Date To	
Phone Call	6200596431	Created	Subcontractor	03/04/2020 09:04 AM		

Job completed 26/03/2020 – further approval was required as per email:



sahtcontractadmin

Lake Maintenance Pty Ltd

08 7088 2600

sahtcontractadmin@lakemaint.com.au

www.lakemaint.com.au

Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Wednesday, 19 May 2021 4:09 PM
To: Hoskin, Rebecca (Housing)
Cc: Williams, Glen (Housing); Lonsdale, Amanda (DHS)
Subject: FW: 6(1) Personal affairs
Attachments: FW [REDACTED]

Importance: High

OFFICIAL

Hi,

Please see update below,

Cheers,

Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Sent: Wednesday, 19 May 2021 4:05 PM
To: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>; Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Walker, Karen (Housing) <Karen.Walker@sa.gov.au>; Laurito, Giuseppe (Housing) <Pino.Laurito2@sa.gov.au>; Fritz Tambe <fritztambe@lakemaint.com.au>; Hiddenweb <Hiddenweb@lakemaint.com.au>
Subject: RE: 6(1) Personal affairs
Importance: High

Hi Juliann and Rocco,

Tenant 6(1) Personal affairs [REDACTED] has contacted me this afternoon to advise that 6(1) [REDACTED] is unavailable today. He briefly explained that she is with her sister who is in hospital and needs privacy.

6(1) has asked that all call attempts cease. 6(1) will call me back on my direct line today or tomorrow to discuss Trade bookings as she really wants to move forward with repairs ASAP. I have acknowledged this with 6(1) and confirmed that I will wait for her return call from this point.

6(1) mentioned that he understands CY and IP works are required, but questioned if further works should be undertaken after he checked some of the termite damage for himself.

We can raise a new C&R, but note that @Laurito, Giuseppe (Housing) mentioned in an email (attached):

"...On my inspection I found the alleged mould in the window was only dirt in the glass, no live termite as the property had been treated and the damage was only minor damage to door frames. Bathroom and laundry needed painting..."

However with the mention of any termite damage - though Pino mentioned brick construction - LM are quite concerned on if the property and adjoining home is structurally sound, or could pose a risk for Tenants.

Please advise if any other orders need to be raised to assess if the home is structurally sound, or if we should proceed with the superficial repairs.

Please continue to call me on 70882660 if this needs to be discussed in more detail.

Regards,

Jen



sahtcontractadmin

Lake Maintenance Pty Ltd

08 7088 2600

sahtcontractadmin@lakemaint.com.au

www.lakemaint.com.au

From: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>

Sent: Wednesday, 19 May 2021 1:01 PM

To: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>

Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Walker, Karen (Housing) <Karen.Walker@sa.gov.au>

Subject: RE: 6(1) Personal affairs

OFFICIAL

Thanks Jen. I have also just sent her a PC sms requesting her to call you back on your landline to book in repairs.

Thanks

Julieann Moyle

Operations Manager

Port Adelaide Office

SA Housing Authority

296 Vincent St, Port Adelaide 5015

T: 8208 6323 **M:** 0437 623 510 julieann.moyle@sa.gov.au

Visit SA Housing Authority at: www.housing.sa.gov.au



"I acknowledge this land is the traditional lands for the Kaurna People and that I respect their spiritual relationship with their country. I also acknowledge the Kaurna People as the custodians of the Adelaide Region and that their cultural and heritage beliefs are still as important to the living Kaurna People today".

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From: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Sent: Wednesday, 19 May 2021 12:50 PM
To: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Walker, Karen (Housing) <Karen.Walker@sa.gov.au>
Subject: RE: 6(1) Personal affairs

Hi Juliann,

I have tried to call T:

6 times this morning - 2 x landline (one message left) & 4 x mobile (one 10 second message left)
Another call to landline just now - (second landline message left) and 2 x mobile (another 10 second message left).

I will not attempt any further phone calls today, and will await her return call.

Regards,

Jen



sahtcontractadmin
Lake Maintenance Pty Ltd
08 7088 2600
sahtcontractadmin@lakemaint.com.au
www.lakemaint.com.au

From: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>
Sent: Wednesday, 19 May 2021 10:09 AM
To: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Walker, Karen (Housing) <Karen.Walker@sa.gov.au>
Subject: RE: 6(1) Personal affairs

OFFICIAL

Hi just tried to call you. Can you call me back on my mobile when you are free?

Thanks

Julieann Moyle
Operations Manager
Port Adelaide Office
SA Housing Authority

296 Vincent St, Port Adelaide 5015
T: 8208 6323 M: 0437 623 510 julieann.moyle@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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"I acknowledge this land is the traditional lands for the Kaurna People and that I respect their spiritual relationship with their country. I also acknowledge the Kaurna People as the custodians of the Adelaide Region and that their cultural and heritage beliefs are still as important to the living Kaurna People today".

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From: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Sent: Wednesday, 19 May 2021 9:56 AM
To: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Walker, Karen (Housing) <Karen.Walker@sa.gov.au>
Subject: RE: 6(1) Personal affairs

Hi Juliann,

As discussed, my number is 70882660.

Regards,

Jen



sahtcontractadmin
Lake Maintenance Pty Ltd
08 7088 2600
sahtcontractadmin@lakemaint.com.au
www.lakemaint.com.au

From: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>
Sent: Tuesday, 18 May 2021 4:24 PM
To: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Walker, Karen (Housing) <Karen.Walker@sa.gov.au>
Subject: 6(1) Personal affairs

OFFICIAL

Hi Jennifer,

Sorry I missed your call. We have attempted to contact the tenant as well this afternoon to see if we can line something up with your trades but her phone was switched off. A voice to txt message was left requesting a call back but these are often difficult to translate so we will try again in the morning.

Are you able to advise what trades we need to organise and if there is a particular order that we need to organise them in?

Thanks

Julieann Moyle
Operations Manager
Port Adelaide Office
SA Housing Authority

296 Vincent St, Port Adelaide 5015

T: 8208 6323 M: 0437 623 510 julieann.moyle@sa.gov.au

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"I acknowledge this land is the traditional lands for the Kaurna People and that I respect their spiritual relationship with their country. I also acknowledge the Kaurna People as the custodians of the Adelaide Region and that their cultural and heritage beliefs are still as important to the living Kaurna People today".

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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Tuesday, 18 May 2021 10:33 AM
To: Williams, Glen (Housing)
Subject: FW: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - Sylvia Carter - Maintenance Service/Wait Times (Email)
Attachments: Fwd: Attention Pino Supervisor; RE: 2021 03 02 6(1) Personal affairs

OFFICIAL

Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Housing:Feedback <HousingFeedback@sa.gov.au>
Sent: Thursday, 15 April 2021 6:14 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Housing:Feedback <HousingFeedback@sa.gov.au>
Subject: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - 6(1) Personal Maintenance Service/Wait Times (Email)

OFFICIAL



Government of South Australia
SA Housing Authority

www.housing.sa.gov.au

REFERENCE 21CHAF/0509

Date: 15 April 2021

To: Maintenance Operations, Maintenance Liaison Officer

From: Housing Feedback

Re: 6(1) Personal - Maintenance Service/Wait Times

ACTION REQUIRED:

1. Please make direct contact with 6(1) Personal ensuring you refer to her feedback complaint
2. The due date is 29 April 2021
3. Please note that this correspondence has no workflow. It will be managed by email.
4. When actions are completed, please advise HousingFeedback@sa.gov.au

Customer Details:

6(1) Personal affairs

Comments:

Please do not hesitate to contact me if you have any queries.

Thank you for your assistance.

Kind regards

Lucy Musgrove
Briefings and Correspondence Officer
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0427 484 351 | E: lucy.musgrove@sa.gov.au
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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Tuesday, 18 May 2021 11:33 AM
To: Hoskin, Rebecca (Housing)
Cc: Lonsdale, Amanda (DHS); Allison, Lisa (Housing); Williams, Glen (Housing); Housing:MLO Lake
Subject: FW: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - 6(1) Person
6(1) Maintenance Service/Wait Times (Email)
Attachments: Fwd: Attention Pino Supervisor; RE: 2021 03 02 6(1) Personal affairs RE: URGENT - Minister's Office request; 20CHAF_0306 - Letter from SA Housing Authority.pdf

OFFICIAL

Hi Rebecca,

This is the recent correspondence received from the tenant,
So far:

- Termite treatment raised and approved on 19 November 2019.
- Tenant contacted the minister on 26 November 2019, Minister contacted MLO directly (Email has been attached with Trades response)
- Scott Wells, Maintenance Field Manager – South, requested an order to be raised for a check and report for damage repairs to the property on 06 April 2020.
- Contact was received by the Maintenance Enquiry Centre from the tenant on 16 April 2020 after a response was received
- ED regarding the correspondence that was sent to the CE (attached letter of correspondence to the tenant)
- Maintenance Field Officer raised a new order requesting Internal painting be completed, Tiling and Carpentry on 16 December 2020. Order 546411/1 was raised on 17 December 2020 with an expected completion date on 17 Feb 2021. Tenant contacted maintenance enquiry centre (MEC) to advise that contractor had not attended on 07 Jan 2021, Tiling completed 14 Jan 2021, T contacted MEC on 25 Feb 2021 to advise that painting and carpentry works hadn't been completed. Trades tried to contact tenant on 26 Feb 2021, Tenant doesn't have facilities to leave a message.
- Tenant sent the email which is attached for Pino on 25 Feb 2021 to housing customers inbox, this was forwarded to the region and is was advised the MTC was running behind on carpentry works and then painting would be completed they were expecting works to be completed by 12 March 2021
- Another email was sent by the tenant on 22 March 2021 to housing customers inbox, this was forwarded to the region and they advised that order 589059/1 was open with a target date for 14 April 2021, this order was closed as the previous order was in progress.
- After the last piece of correspondence received MLO requested information from MTC on 19 Apr 2021 and response was received from contractor "Have sent out our tradesman to site he has seen the damage from the termites. 3 doors, skirting and architraves will need to be replaced. The tenant has a lot of items in the way and needs time to move them. Also she 6(1) Personal affairs and has asked for all works to be booked in with her prior to commencing works "
- I have since asked for an urgent update from Lake

Thanks,
Rocco

Rocco Cavuoto
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Housing:Feedback <HousingFeedback@sa.gov.au>
Sent: Thursday, 15 April 2021 6:14 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Housing:Feedback <HousingFeedback@sa.gov.au>
Subject: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) 6(1) Personal Maintenance Service/Wait Times (Email)

OFFICIAL



www.housing.sa.gov.au

REFERENCE 21CHAF/0509

Date: 15 April 2021

To: Maintenance Operations, Maintenance Liaison Officer

From: Housing Feedback

Re: 6(1) Personal - Maintenance Service/Wait Times

ACTION REQUIRED:

1. Please make direct contact with 6(1) Personal, ensuring you refer to her feedback complaint
2. The due date is 29 April 2021
3. Please note that this correspondence has no workflow. It will be managed by email.
4. When actions are completed, please advise HousingFeedback@sa.gov.au

Customer Details:

Comments:

Please do not hesitate to contact me if you have any queries.

Thank you for your assistance.

Kind regards

Lucy Musgrove
Briefings and Correspondence Officer
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0427 484 351 | E: lucy.musgrove@sa.gov.au
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Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Tuesday, 18 May 2021 12:13 PM
To: Housing:MLO Lake; Lonsdale, Amanda (DHS)
Cc: Hoskin, Rebecca (Housing); Burgess, Catherine (Housing)
Subject: RESPONSE REQUIRED URGENTLY - RE: 6(1) Personal affairs Media Enquiry and Feedback (21CHAF/0509)

Importance: High

Hi All

As discussed with Rocco, the Minister's Chief of Staff has requested a timeline listing attempts to contact tenant/access property to be provided in next 30 minutes please.

Need to understand clearly why this didn't progress.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Tuesday, 18 May 2021 12:07 PM
To: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>; Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>; Hoskin, Rebecca (Housing) <Rebecca.Hoskin@sa.gov.au>
Subject: RE: 6(1) Personal affairs - Media Enquiry and Feedback (21CHAF/0509)

OFFICIAL

Hi Amanda,

Was non-accessed on 16/04/2021.

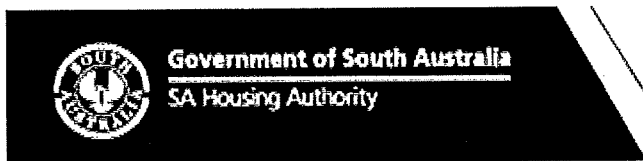
Kind regards,
Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>
Sent: Tuesday, 18 May 2021 12:00 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: 6(1) Personal affairs [REDACTED] Media Enquiry and Feedback (21CHAF/0509)

OFFICIAL

Thank you for sending through this information.

The OCE letter sent 9 April 2020 advised there were orders pending for termite and painting works.

Can you please advise the outcome of these orders? Otherwise it jumps to December 2020 with no explanation.

Many thanks

Amanda Lonsdale | Briefings and Correspondence Advisor

Office of the Chief Executive, SA Housing Authority

T 0429 962 683 | E amanda.lonsdale@sa.gov.au

From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Tuesday, 18 May 2021 11:41 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Hoskin, Rebecca (Housing) <Rebecca.Hoskin@sa.gov.au>
Cc: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>; Allison, Lisa (Housing) <Lisa.Allison@sa.gov.au>; Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: RE: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - 6(1) Personal Maintenance Service/Wait Times (Email)

OFFICIAL

Hi all,

Received an update that carpentry will be attending this afternoon.

Thanks

Rocco Cavuoto

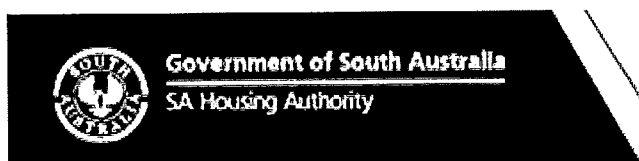
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000

M: 0429 887 783

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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>

Sent: Tuesday, 18 May 2021 11:33 AM

To: Hoskin, Rebecca (Housing) <Rebecca.Hoskin@sa.gov.au>

Cc: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>; Allison, Lisa (Housing) <Lisa.Allison@sa.gov.au>;

Williams, Glen (Housing) <Glen.Williams@sa.gov.au>; Housing:MLO Lake <HousingMLOLake@sa.gov.au>

Subject: FW: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - **6(1) Personal** Maintenance Service/Wait Times (Email)

OFFICIAL

Hi Rebecca,

This is the recent correspondence received from the tenant,

So far:

- Termite treatment raised and approved on 19 November 2019.
- Tenant contacted the minister on 26 November 2019, Minister contacted MLO directly (Email has been attached with Trades response)
- Scott Wells, Maintenance Field Manager – South, requested an order to be raised for a check and report for damage repairs to the property on 06 April 2020.
- Contact was received by the Maintenance Enquiry Centre from the tenant on 16 April 2020 after a response was received
- ED regarding the correspondence that was sent to the CE (attached letter of correspondence to the tenant)
- Maintenance Field Officer raised a new order requesting Internal painting be completed, Tiling and Carpentry on 16 December 2020. Order 546411/1 was raised on 17 December 2020 with an expected completion date on 17 Feb 2021. Tenant contacted maintenance enquiry centre (MEC) to advise that contractor had not attended on 07 Jan 2021, Tiling completed 14 Jan 2021, T contacted MEC on 25 Feb 2021 to advise that painting and carpentry works hadn't been completed. Trades tried to contact tenant on 26 Feb 2021, Tenant doesn't have facilities to leave a message.

- Tenant sent the email which is attached for Pino on 25 Feb 2021 to housing customers inbox, this was forwarded to the region and is was advised the MTC was running behind on carpentry works and then painting would be completed they were expecting works to be completed by 12 March 2021
- Another email was sent by the tenant on 22 March 2021 to housing customers inbox, this was forwarded to the region and they advised that order 589059/1 was open with a target date for 14 April 2021, this order was closed as the previous order was in progress.
- After the last piece of correspondence received MLO requested information from MTC on 19 Apr 2021 and response was received from contractor " Have sent out our tradesman to site he has seen the damage from the termites. 3 doors, skirting and architraves will need to be replaced. The tenant has a lot of items in the way and needs time to move them. Also she 6(1) Personal affairs has asked for all works to be booked in with her prior to commencing works "
- I have since asked for an urgent update from Lake

Thanks,
Rocco

Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Housing:Feedback <HousingFeedback@sa.gov.au>

Sent: Thursday, 15 April 2021 6:14 PM

To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>

Cc: Housing:Feedback <HousingFeedback@sa.gov.au>

Subject: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - 6(1) Personal Maintenance Service/Wait Times (Email)

OFFICIAL



www.housing.sa.gov.au

REFERENCE 21CHAF/0509

Date: 15 April 2021

To: Maintenance Operations, Maintenance Liaison Officer

From: Housing Feedback

Re: 6(1) Personal - Maintenance Service/Wait Times

ACTION REQUIRED:

1. Please make direct contact with 6(1) Personal ensuring you refer to her feedback complaint
2. The due date is 29 April 2021
3. Please note that this correspondence has no workflow. It will be managed by email.
4. When actions are completed, please advise HousingFeedback@sa.gov.au

Customer Details:

6(1) Personal affairs

Comments:

Please do not hesitate to contact me if you have any queries.

Thank you for your assistance.

Kind regards

Lucy Musgrove
Briefings and Correspondence Officer
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0427 484 351 | E: lucy.musgrove@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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SA Housing Authority

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Hockings, Amanda (DHS)

From: Millard, Taylor (Housing)
Sent: Thursday, 29 April 2021 10:58 AM
To: Moyle, Julieann (Housing); Housing:MLO Lake
Cc: Barr, Kirsten-Leigh (Housing); Williams, Glen (Housing); Housing:Feedback
Subject: RE: MINISTER'S OFFICE | INFORMAL ADVICE REQUEST: Mould 6(1) Personal affairs
6(1) Personal affairs

OFFICIAL

Thanks Julieann, I hadn't received the response but thanks for letting me know!

Glen – please advise if further action is required.

Many thanks,

Taylor Millard
Governance and Quality Coordinator
Executive Officer SAHT Board
Office of the Chief Executive | Strategy and Governance
SA Housing Authority

Level 5, Riverside Centre, North Terrace, Adelaide SA 5000
P: 0400 444 612 | E: taylor.millard@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



Government of South Australia
SA Housing Authority



SA Housing Authority acknowledges Aboriginal and Torres Strait Islander people as the First Peoples and Traditional Owners of the lands and waters we live and work. We acknowledge and respect the deep spiritual connection and the relationship that First Nations people have to Country. We pay our respects to their Elders past, present and emerging.

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From: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>
Sent: Thursday, 29 April 2021 10:55 AM
To: Millard, Taylor (Housing) <Taylor.Millard@sa.gov.au>; Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Barr, Kirsten-Leigh (Housing) <Kirsten-Leigh.Barr@sa.gov.au>; Williams, Glen (Housing) <Glen.Williams@sa.gov.au>; Housing:Feedback <HousingFeedback@sa.gov.au>
Subject: RE: MINISTER'S OFFICE | INFORMAL ADVICE REQUEST: Mould 6(1) Personal affairs
6(1) Personal affairs

OFFICIAL

Hi Taylor not sure if you got my response yet? I have also just spoken with Glen Williams and advised him that orders have been made for repairs and we are currently arranging EA for the tenant.

Julieann Moyle

Operations Manager
Port Adelaide Office
SA Housing Authority

296 Vincent St, Port Adelaide 5015

T: 8208 6323 M: 0437 623 510 julieann.moyle@sa.gov.au

Visit SA Housing Authority at: www.housing.sa.gov.au



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SA Housing Authority

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"I acknowledge this land is the traditional lands for the Kaurna People and that I respect their spiritual relationship with their country. I also acknowledge the Kaurna People as the custodians of the Adelaide Region and that their cultural and heritage beliefs are still as important to the living Kaurna People today".

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From: Millard, Taylor (Housing) <Taylor.Millard@sa.gov.au>

Sent: Thursday, 29 April 2021 10:52 AM

To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>

Cc: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>; Barr, Kirsten-Leigh (Housing) <Kirsten-Leigh.Barr@sa.gov.au>; Williams, Glen (Housing) <Glen.Williams@sa.gov.au>; Housing:Feedback <HousingFeedback@sa.gov.au>

Subject: MINISTER'S OFFICE | INFORMAL ADVICE REQUEST: Mould 6(1) Personal affairs

Importance: High

OFFICIAL

Good morning MLO's, Julieann and Kirsten

Please note further to Lucy's email below, the Minister's office have requested urgent information regarding the extent and resolution of this issue.

Can you please advise if the area is or has been made safe for tenant 6(1) or provision of safe accommodation has been sourced? No photos were received from customer's original email.

Many thanks,

Taylor Millard

Governance and Quality Coordinator

Executive Officer SAHT Board

Office of the Chief Executive | Strategy and Governance

SA Housing Authority

Level 5, Riverside Centre, North Terrace, Adelaide SA 5000

P: 0400 444 612 | E: taylor.millard@sa.gov.au

Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Housing:Feedback <HousingFeedback@sa.gov.au>

Sent: Thursday, 29 April 2021 10:32 AM

To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>

Cc: Housing:Feedback <HousingFeedback@sa.gov.au>

Subject: FOR URGENT ACTION and DIRECT CONTACT please - 21CHAF/0574 - Feedback (Complaint) 6(1)

6(1) Maintenance - Water (Emails x 2)

Importance: High

OFFICIAL

Hello MLOs, Julieann

Please note that we didn't receive any emails from 6(1) yesterday, so not sure if they took a while to come through or whether 6(1) emails somewhere else yesterday?

The second email is copied to the Minister and MPs, so this may result in a Ministerial. At this stage please contact 6(1) Personal directly.

MLOs

I have included the Operations Manager due to the health and safety concerns being raised about 6(1) Personal affairs residing in the property. Please can you liaise regarding the safety of the property.

Many thanks
Lucy



Government of South Australia
SA Housing Authority

www.housing.sa.gov.au

REFERENCE 21CHAF/0574

Date: 29 April 2021

To: Maintenance Operations – Maintenance Liaison Officer
Julieann Moyle - Operations Manager Port Adelaide

From: Housing Feedback

Re: 6(1) Personal Maintenance Water

ACTION REQUIRED:

1. Please make direct contact with 6(1) Personal affairs
2. The due date is 13 May 2021
3. Please note that this correspondence has no workflow. It will be managed by email.
4. When actions are completed, please advise HousingFeedback@sa.gov.au

Complainant Details:

6(1) Personal affairs

Comments:

Please do not hesitate to contact me if you have any queries.

Thank you for your assistance.

Kind regards

Lucy Musgrove
Briefings and Correspondence Officer
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0427 484 351 | E: lucy.musgrove@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Williams, Glen (Housing)
Sent: Thursday, 29 April 2021 12:59 PM
To: Housing;MLO Lake
Subject: RE: 6(1) Personal

Thanks very much for the update Rebecca. I really appreciate it.

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Thursday, 29 April 2021 12:58 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: FW: 6(1) Personal
Importance: High

OFFICIAL

Hi Glen

We were dealing with this matter in March this year & the MP's office have continued contact since then.

Please refer to my email below to Steve Murray's office confirming the bathroom upgrade is commencing on 17 May.

Kind regards

Rebecca

Rebecca Farrell
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3SE, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 902 629

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From: Farrell, Rebecca (Housing) On Behalf Of Housing:MLO Lake
Sent: Thursday, 29 April 2021 12:32 PM
To: 'Davenport EO' <Davenport@parliament.sa.gov.au>
Subject: RE: 6(1) Personal
Importance: High

OFFICIAL

Hi Matt

I can confirm the bathroom upgrade will be commencing on 17 May 2021 and this has been confirmed with 6(1)

The MTC have confirmed she will be provided with a temporary shower for the duration of the bathroom upgrade.

Programmed Facility Management can be contacted by telephoning 1300 784 462.

Kind regards

Rebecca

Rebecca Farrell
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority
Level 3SE, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 902 629

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From: Davenport EO <Davenport@parliament.sa.gov.au>
Sent: Wednesday, 28 April 2021 2:15 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: 6(1) Personal affairs

Hi Rebecca,

If you can supply me with a contact number I can email this through to 6(1) Per and also give her a call.

Kind regards,

Matt

Matthew Shilling | JP
Assistant to the Member (Tue-Fri)

E davenport@parliament.sa.gov.au | P 08 8270 5122 | [Facebook](#) | [Twitter](#)

Electorate Office: Shop 11, Aberfoyle Hub Shopping Centre, Hub Drive, Aberfoyle Park SA 5159

Postal: PO Box 3020, Aberfoyle Park SA 5159
Parliament House: LG 104 | P 08 8237 9324



From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Wednesday, 28 April 2021 11:52 AM
To: Davenport EO <Davenport@parliament.sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: 6(1) Personal

OFFICIAL

Hi Matt

The contractors have made several attempts to contact 6(1) Personal. They are hoping to schedule the bathroom upgrade for mid-May. They are attending the property to leave a calling card with their contact details so 6(1) Personal can contact them.

They will keep attempting to contact 6(1) Personal

As mentioned on the phone, I have reminders in my calendar to keep this on my radar.

Will keep you updated on the progress

Kind regards

Rebecca

Rebecca Farrell
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority
Level 3SE, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 902 629

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From: Davenport EO <Davenport@parliament.sa.gov.au>
Sent: Wednesday, 28 April 2021 11:06 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: FW: 6(1) Personal

Good morning,

Following up after our phone conversation last week regarding 6(1) Personal

6(1) has made contact again seeking an update. I attach a photo that was sent to us last week. The shower has been in this state for over a year.

Could you please update us on the progress of this matter?

Kind regards,

Matt

Matthew Shilling | JP

Assistant to the Member (Tue-Fri)

E davenport@parliament.sa.gov.au | P 08 8270 5122 | [Facebook](#) | [Twitter](#)

Electorate Office: Shop 11, Aberfoyle Hub Shopping Centre, Hub Drive, Aberfoyle Park SA 5159

Postal: PO Box 3020, Aberfoyle Park SA 5159

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From: Shilling, Matthew

Sent: Tuesday, 23 March 2021 2:45 PM

To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>

Cc: 'davenport@parliament.sa.gov.au' <davenport@parliament.sa.gov.au>

Subject: RE: 6(1) Personal
Affairs

Dear Rebecca,

6(1) Personal has come into our office and advised that her bathroom matter has still not been finalised.

We initially contacted SAHA in October and we were advised in December that the work would be completed in the New Year.

6(1) has advised that the works have not been completed and her shower is still lined with duct tape and plastic which is covering where the tiles are to be replaced. A workman advised that Asbestos is present in the bathroom. Work stopped due to the November Lockdown, however 6(1) is still waiting.

Could you please advise when this bathroom will be finalised, it is causing a great deal of stress to 6(1)

Kind regards,

Matt

Matthew Shilling | JP

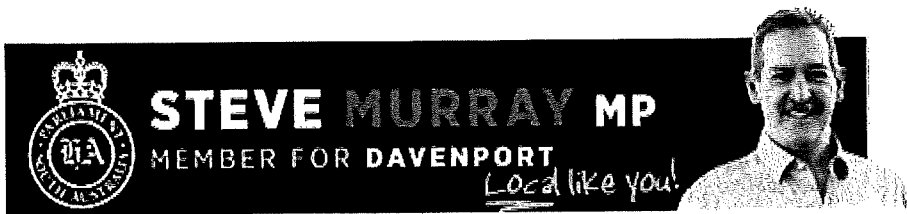
Assistant to the Member (Tue-Fri)

E davenport@parliament.sa.gov.au | P 08 8270 5122 | [Facebook](#) | [Twitter](#)

Electorate Office: Shop 11, Aberfoyle Hub Shopping Centre, Hub Drive, Aberfoyle Park SA 5159

Postal: PO Box 3020, Aberfoyle Park SA 5159

Parliament House: LG 104 | P 08 8237 9324



From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Friday, 18 December 2020 12:56 PM
To: Shilling, Matthew <Matthew.Shilling@parliament.sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: 6(1) Personal

Hi Matt

The MTC has advised the scope of works (quote) to SA Housing Authority on 13 November 2020 & approved on 17 November 2020.

Due to the lockdown on 18 November, only urgent priority 1 maintenance work were being conducted until 1 December.

The trades will be undertaking these repairs in the new year. They also advise the shower is functional.

Kind regards

Rebecca

From: Shilling, Matthew <Matthew.Shilling@parliament.sa.gov.au>
Sent: Friday, 18 December 2020 9:46 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: 6(1) Personal

Good Morning,

In October our office contacted Glen Williams in the Ministers Office regarding 6(1) Personal affairs
6(1) Personal regarding her shower.

Our office supplied a variety of photos to the Ministers Office and have had no update on the case.

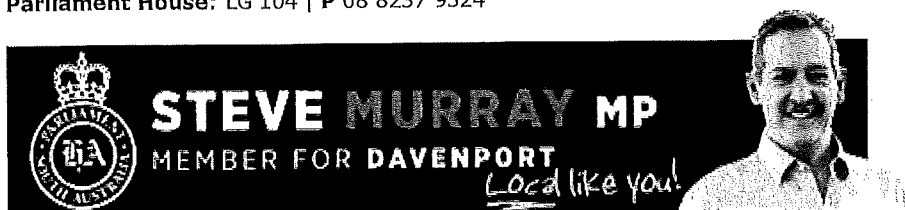
Could you advise whether 6(1) shower has been repaired and finalised?

Kind regards,

Matt

Matthew Shilling | JP
Assistant to the Member (Tue-Fri)

E davenport@parliament.sa.gov.au | P 08 8270 5122 | [Facebook](#) | [Twitter](#)
Electorate Office: Shop 11, Aberfoyle Hub Shopping Centre, Hub Drive, Aberfoyle Park SA 5159
Postal: PO Box 3020, Aberfoyle Park SA 5159
Parliament House: LG 104 | P 08 8237 9324



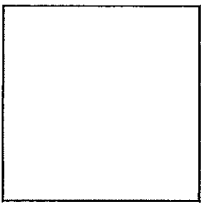
■

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Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Wednesday, 19 May 2021 3:11 PM
To: Housing:MLO Lake
Subject: RE: Ongoing SA maintenance neglect

This is great!! Thanks Bec

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Wednesday, 19 May 2021 11:32 AM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: Ongoing SA maintenance neglect

OFFICIAL

Hi Glen

Further update for **6(1) Personal affairs**

I've just spoken to David (the Relocations Officer) who is working with **6(1) Personal affairs** & her family.

The family have accepted the 5 bedroom property in Gilles Plains.

A portable sleep out has been sourced & we are currently going through the Council approvals process etc required before the sleep out is delivered to the property.

The Maintenance Field Officer is working closely with Asset Strategy to have the lounge room converted into a bedroom to adequately house the family. This entails putting a wall up.

Once the conversion is complete, the family will be relocating to their new property in Gilles Plains.

A great outcome for the family!

Kind regards

Rebecca

From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Wednesday, 21 April 2021 10:25 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: Ongoing SA maintenance neglect

OFFICIAL

This is great! Thanks Bec

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



Government of South Australia
SA Housing Authority

www.housing.sa.gov.au

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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Tuesday, 20 April 2021 10:30 AM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: Ongoing SA maintenance neglect

OFFICIAL

Hi Glen

Quick update on 6(1) Personal affairs

I've spoken to the Team Leader in the Adelaide Office regarding 6(1) Personal affairs maintenance situation.

The Relocations Officer (RO) has identified an alternate property (I believe in Gilles Plains) which suits the family's needs. They have inspected the property & will be meeting with the RO shortly to advise if they wish to accept this property.

This will enable the extensive maintenance repairs to be undertaken at 6(1) Personal affairs It is yet to be decided whether the family will move back into the property after the maintenance repairs have been done or remain in the new property.

I've asked if the RO can keep me informed of 6(1) Personal affairs decision so we can advise you.

Kind regards

Rebecca

Rebecca Farrell
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority
Level 3SE, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 902 629

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From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Wednesday, 14 April 2021 11:58 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: FW: Ongoing SA maintenance neglect

OFFICIAL

Hi MLOs

6(1) Personal affairs contacted regarding ongoing concerns related to severe damp and water leak issues with her property. The tenant advises that relocation has been discussed with her given what she understands to be extensive works required to remedy.

Are you able to provide information regarding issues at the property and proposed remedy please.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: 6(1) Personal affairs

Sent: Monday, 12 April 2021 6:01 PM


To: DHS:Minister for Human Services <DHSMinisterforHumanServices@sa.gov.au>

Subject: Ongoing SA maintenance neglect

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Thankyou for looking into this matter. Here are some pictures of cracking and leaking due to no waterproofing along with screenshots of messages sent to my housing manager. The walls, door frames and carpet are also pictured

6(1) Personal affairs



Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Thursday, 13 May 2021 10:03 AM
To: Schilg, Adam (Housing)
Cc: Williams, Glen (Housing)
Subject: FW: 6(1) Personal Kitchen Modifications.pdf

OFFICIAL

Hey Adam,

Can you please make contact with this tenant regarding his DISMODs.
I know you've only received the OT docs on Friday last week, but the tenant has already contacted the minister's office asking where his oven is?

Thanks,

Rocco Cavuoto
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Thursday, 13 May 2021 10:00 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Hockings, Amanda (DHS) <Amanda.Hockings2@sa.gov.au>
Subject: RE: 6(1) Personal Kitchen Modifications.pdf

Hi Rocco

Amanda let me know you called with some info yesterday thank you. Please confirm that 6(1) has been contacted as requested with an update.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: Williams, Glen (Housing)
Sent: Wednesday, 12 May 2021 2:06 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: 6(1) Personal [redacted] Kitchen Modifications.pdf

Hi Team

6(1) Personal [redacted] has contacted regarding oven being provided via dis mods. 6(1) Personal [redacted] advises has been without oven for 5 months.

Can you please arrange for 6(1) Personal [redacted] to be contacted with an update on 6(1) Personal [redacted]

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Monday, 17 May 2021 10:46 AM
To: Williams, Glen (Housing)
Subject: FW: 589021/1 - 6(1) Personal affairs

OFFICIAL

Hi Glen,

Please see the update below,

Thanks,
Rocco

Rocco Cavuoto
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Sent: Friday, 14 May 2021 5:01 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Hiddenweb <Hiddenweb@lakemaint.com.au>
Subject: 589021/1 - 6(1) Personal affairs

Hi Rocco

Further to your call earlier, I have contacted a new trade to head over to 6(1) home. Trades will be in touch with him to work out a time that is convenient - we are hoping this will be Wednesday.

I have contacted Tenants to advise that Trades will call them next week.

Regards,

Jen



sahtcontractadmin

Lake Maintenance Pty Ltd

08 7088 2600

sahtcontractadmin@lakemaint.com.au

www.lakemaint.com.au

Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Monday, 3 May 2021 2:49 PM
To: Housing:MLO Lake
Subject: FW: Constituent Enquiry: 6(1) Personal
affairs

Hi MLOs

Can you confirm whether windows will be cleaned at the complex and whether we are aware of 6(1) Personal
concerns please? affairs

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: Adelaide EO <Adelaide@parliament.sa.gov.au>
Sent: Monday, 3 May 2021 2:42 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: Constituent Enquiry: 6(1) Personal
affairs

Hi Glen

As per our discussion earlier re 6(1) Personal
affairs

6(1) Personal affairs called our office last week in relation to his request to HSA about cleaning the windows (he is on the third floor, therefore can't do them himself).

He informed our receptionist that he has lodged several requests over the past year, but no contractor has come out to clean the windows.

From the notes left by our receptionist, it seems that he didn't have any reference numbers to provide to us.

He is otherwise very happy with HSA and his residency, but would like the window cleaning to be addressed.

Kind regards



Office of Rachel Sanderson MP

State Member for Adelaide

Minister for Child Protection

84 Prospect Road PROSPECT SA 5082

Ph: (08) 8269 1838 | Fax: (08) 8269 4233

Email: adelaide@parliament.sa.gov.au

Web: www.rachelsanderson.com.au



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Hockings, Amanda (DHS)

From: Williams, Glen (Housing) on behalf of DHS:Minister for Human Services
Sent: Thursday, 29 April 2021 10:25 AM
To: Moyle, Julieann (Housing); Housing:MLO Lake
Cc: Housing:Feedback
Subject: FW: Mould spreading rapidly

Importance: High

Hi Julieann and MLOs

Can I please get some urgent info regarding extent and resolution of this issue? No photos were received.

Please confirm area is/has been made safe for tenant 6(1) or provision of safe accommodation.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: 6(1) Personal affairs
Sent: Thursday, 29 April 2021 8:01 AM
To: Housing:Feedback <HousingFeedback@sa.gov.au>; Lee EO <Lee@parliament.sa.gov.au>; Pt Adelaide EO <PtAdelaide@parliament.sa.gov.au>; croydon@parliament.sa.gov.au; DHS:Minister for Human Services <DHSMinisterforHumanServices@sa.gov.au>
Subject: Mould spreading rapidly

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6(1) Personal affairs

A large black rectangular box redacting the content of the email body.

UPDATE: 29th of April 2021 - I woke up this morning and the mould has spread

Please see new photos attached

To whom it may concern,

I reside in the above property with my **6(1) Personal affairs** On Sunday the 25th of April 2021, my bedroom became flooded. My bedroom has a shared wall with the bathroom.

That night a plumber attended and advised me that a pipe behind the bathroom faucet had breached and would need replacing.

As the following day was a public holiday, he would not be able to do the work until Tuesday the 27th of April.

Yesterday, the plumber came and replaced the pipe, tiles and gyprock were removed and a large hole was left in the wall exposing not only the pipe but an incredible amount of mould.

The plumber said the whole wall would need replacing. When i went into the bathroom, i was overcome with an intoxicating smell that made my eyes sting and blur. Throughout the morning **6(1) Personal affairs** and I could not go in there.

The bathroom and toilet are in the same room. As the home is semi-attached, there are no windows in the room. The only ventilation is a fan which has provided no help with the smell.

I attended Housing SA yesterday morning and spoke to a man whom I can not remember how to pronounce his name unfortunately. He called me back once I had left the office from this phone number **6(1) Personal affairs**

He told me that the housing maintenance inspector would attend my property within 4-5 hours. No one came. I called housing SA twice and still no one came.

At this present time, I have an unbearable headache, sore eyes and a sore throat. I believe this is from exposure to the mould.

I can not bath **6(1)** in the room, i have worn a facemask to go to the toilet and even in the shower.

This is not acceptable. Mould is dangerous.

Please see photos attached and action as soon as possible.

King Regards,

6(1) Personal affairs

Hockings, Amanda (DHS)

From: Millard, Taylor (Housing)
Sent: Thursday, 29 April 2021 10:52 AM
To: Housing:MLO Lake
Cc: Moyle, Julieann (Housing); Barr, Kirsten-Leigh (Housing); Williams, Glen (Housing); Housing:Feedback
Subject: MINISTER'S OFFICE | INFORMAL ADVICE REQUEST: Mould 6(1) Personal affairs
6(1) Personal affairs
Attachments: Mould; Mould spreading rapidly
Importance: High

OFFICIAL

Good morning MLO's, Julieann and Kirsten

Please note further to Lucy's email below, the Minister's office have requested urgent information regarding the extent and resolution of this issue.

Can you please advise if the area is or has been made safe for tenant 6(1) or provision of safe accommodation has been sourced? No photos were received from customers original email.

Many thanks,

Taylor Millard
Governance and Quality Coordinator
Executive Officer SAHT Board
Office of the Chief Executive | Strategy and Governance
SA Housing Authority

Level 5, Riverside Centre, North Terrace, Adelaide SA 5000
P: 0400 444 612 | E: taylor.millard@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



Government of South Australia
SA Housing Authority



SA Housing Authority acknowledges Aboriginal and Torres Strait Islander people as the First Peoples and Traditional Owners of the lands and waters we live and work. We acknowledge and respect the deep spiritual connection and the relationship that First Nations people have to Country. We pay our respects to their Elders past, present and emerging.

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From: Housing:Feedback <HousingFeedback@sa.gov.au>
Sent: Thursday, 29 April 2021 10:32 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>
Cc: Housing:Feedback <HousingFeedback@sa.gov.au>
Subject: FOR URGENT ACTION and DIRECT CONTACT please - 21CHAF/0574 - Feedback (Complaint) 6(1) Personal affairs

6(1) Maintenance - Water (Emails x 2)

Importance: High

OFFICIAL

Hello MLOs, Julieann

Please note that we didn't receive any emails from 6(1) yesterday, so not sure if they took a while to come through or whether Ms Sparrow emails somewhere else yesterday?

The second email is copied to the Minister and MPs, so this may result in a Ministerial. At this stage please contact 6(1) directly.

MLOs

I have included the Operations Manager due to the health and safety concerns being raised about 6(1) Personal affairs residing in the property. Please can you liaise regarding the safety of the property.

Many thanks

Lucy



Government of South Australia
SA Housing Authority

www.housing.sa.gov.au

REFERENCE 21CHAF/0574

Date: 29 April 2021

To: Maintenance Operations – Maintenance Liaison Officer
Julieann Moyle - Operations Manager Port Adelaide

From: Housing Feedback

Re: 6(1) Personal – Maintenance Water

ACTION REQUIRED:

1. Please make direct contact with 6(1) Personal affairs
2. The due date is 13 May 2021
3. Please note that this correspondence has no workflow. It will be managed by email.
4. When actions are completed, please advise HousingFeedback@sa.gov.au

Complainant Details:

6(1) Personal affairs

Comments:

Please do not hesitate to contact me if you have any queries.

Thank you for your assistance.

Kind regards

Lucy Musgrove
Briefings and Correspondence Officer
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0427 484 351 | E: lucy.musgrove@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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Hockings, Amanda (DHS)

From: Campbell, Ben (Housing)
Sent: Wednesday, 12 May 2021 1:40 PM
To: Housing:MLO Lake; Williams, Glen (Housing)
Subject: RE: 6(1) Personal affairs

OFFICIAL

MFO Adam Schilg has been updated on progress of this complaint

From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Tuesday, 11 May 2021 1:01 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Cc: Campbell, Ben (Housing) <Ben.Campbell@sa.gov.au>
Subject: RE: 6(1) Personal affairs

OFFICIAL

Hi Glen

Thank you for your email.

I've included the Vacant Property Officer in the Adelaide Office. This property was boarded up last week.

I've also advised the Multi Trade Contractor who confirmed the door was boarded up.

Kind regards

Rebecca

Rebecca Farrell
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority
Level 3SE, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 902 629

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From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Tuesday, 11 May 2021 12:51 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: FW: 6(1) Personal
Importance: High

Hi MLOs

Further info regarding 6(1) Personal

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: Badcoe EO <badcoe@parliament.sa.gov.au>
Sent: Tuesday, 11 May 2021 12:31 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: FW: 6(1) Personal affairs
Importance: High

Hi Glen,

Further to our conversation yesterday, 6(1) Personal has notified us that the door at 6(1) Personal is still wide open.

Her email follows. Can I leave this with you?

Warm regards
Clause

Clause 6(1)

Office of Jayne Stinson MP
Member for Badcoe
8371 5600



JAYNE STINSON MLC
MEMBER FOR BADCOE



407 Marion Road, Plympton SA 5038 ☎ (08) 8371 5600
✉ badcoe@parliament.sa.gov.au 📱 @JayneStinsonMP

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www.jayne.stinson.com.au

From: 6(1) Personal affairs
Sent: Tuesday, 11 May 2021 12:21 PM
To: Badcoe EO <badcoe@parliament.sa.gov.au>
Subject: RE: 6(1) Personal affairs
Importance: High

Thanks Clause 6(1)

I don't understand why [6(1) Personal affairs] hasn't said anything to HSA as he's window to window and shares the driveway, if I was him I would be scared of people coming up and down the driveway, he's also the one waiting on them finishing the work so he can move into it?

Oh well obviously he does not care as much as I thought he did and not that concerned about moving in, my concern is for this home to look abandoned and open to all that can utilise it for whatever means. It's obvious from the street that the gates are down, rubbish in driveway and doors.

The door has been open all night and is still open, so I'm not sure what HSA are up too maybe they want someone to move in and trash it set fire to it and us that way they can move us all out and sell the properties, who knows their mind set, but no trades have been there for at least a week, so that door could have been open all that time.

Maybe I should report it to the police, I don't know that's why I contacted you.

Cheers

[6(1) Personal]

From: Badcoe EO [mailto:badcoe@parliament.sa.gov.au]

Sent: Monday, 10 May 2021 2:17 PM

To: [6(1) Personal affairs]

Subject: [6(1) Personal]

Hi [6(1) Person]

This is just a quick email to let you know that we have escalated your complaint regarding the door being left open at [6(1)]

Please feel free to get back in touch if the problem recurs in the coming days.

Warm regards

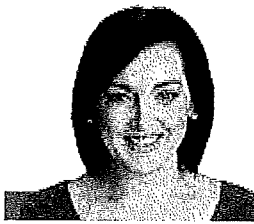
[Clause 6(1)]

Clause 6(1)

Office of Jayne Stinson MP

Member for Badcoe

8371 5600



JAYNE STINSON MP
MEMBER FOR BADCOE



407 Marion Road Plympton SA 5038 ☎ (08) 8371 5500
badcoe@parliament.sa.gov.au @JayneStinsonMP

Kasata mupitira. Kaitika yaka ngaba kampetiti

www.jayne-stinson.com.au

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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Monday, 10 May 2021 4:07 PM
To: Williams, Glen (Housing)
Subject: RE: 6(1) Personal affairs back door reported to be open and property not secure

OFFICIAL

Hi Glen

PFM advised they attended on 5 May & secured the property.

I've also asked PFM to remind their trades to ensure the property is completely secure before they leave at the end of the day

6(1) Personal should not be entering 6(1) Personal as it is a work site.

Kind regards

Rebecca

From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Monday, 10 May 2021 2:02 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: 6(1) Personal affairs back door reported to be open and property not secure

Hi MLOs

As reported by 6(1) Personal to MP Jayne Stinson's office.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



Government of South Australia
SA Housing Authority

www.housing.sa.gov.au

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Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Thursday, 13 May 2021 9:23 AM
To: Housing:MLO Lake
Subject: RE: Boundary Fence - 6(1) Personal affairs

Thanks very much for keeping me in the loop Rocco. I have not heard from the PO.

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Thursday, 13 May 2021 8:23 AM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: FW: Boundary Fence - 6(1) Personal affairs

OFFICIAL: Sensitive

Hey Glen,

I thought I'd forward this on to you regarding 6(1) Personal affairs

Have you had any more contact from the PO?

Thanks,

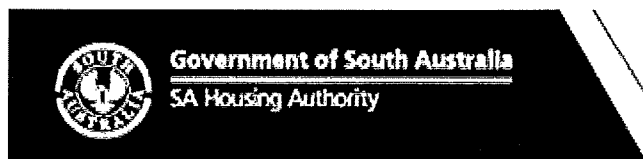
Rocco Cavuoto
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Vitagliano, Mario (Housing) <Mario.Vitagliano@sa.gov.au>

Sent: Wednesday, 12 May 2021 11:31 AM

To: 6(1) Personal affairs

Cc: Cook, Shane (Housing) <Shane.Cook@sa.gov.au>; Cavuoto, Rocco (Housing) <Rocco.Cavuoto@sa.gov.au>; O'Callaghan, Michael (Housing) <Michael.O'Callaghan@sa.gov.au>; Gray, Marlon (Housing) <Marlon.Gray@sa.gov.au>

Subject: RE: Boundary Fence 6(1) Personal affairs

OFFICIAL: Sensitive

Hi 6(1)

Following on from the text messages last Friday 7 May and the email below, I'm pleased to confirm that the survey plan (Identification Survey) is now complete and attached for your information.

Key Points:

1. The attached Identification Survey shows fence offsets from Boundary between 6(1) Personal affairs
2. South Australian Housing Trust have requested this survey from licensed surveyors, Alexander and Symonds, to define the legal boundary between the two properties.
3. Based on the survey evidence from Alexander and Symonds:
 - The front portion of the fence to the road, is into PO land by 80mm (which is considered acceptable)
 - Carport on Allotment 47 is 200mm inside SAHT land at front and 180mm inside at rear of the property
 - Recent Galvanised Iron (GI) Fence at rear of the SAHT carport is 150mm inside SAHT land with a second fence 170mm inside PO land. (Not considered to be worth while changing this unless both fences are removed and one replaced on the correct boundary under a half cost fencing agreement).
 - Half way to the rear of the property, the new GI fence is on boundary
 - At the rear of A47 the recent GI fence is encroaching into PO land by 280mm. (This is considered to be significant but only affects the rear say 10 metres of fence).

Next Steps:

In accordance with dot point 3 in the below email, the SA Housing Authority (the Authority) will agree to relocate the boundary fence between your property at 6(1) Personal affairs

the SAHT owned property, on the legally correct boundary, in accordance with the attached Identification Survey.

If you wish to proceed, the work will be coordinated through the Authority's Maintenance Division, who will contact you to discuss the process and any costs involved – thanks Rocco.

Please Note:

1. The Authority will replace at its cost, the rear section only of Allotment 47 where the recent GI fence is encroaching into PO land by 280mm. (This is considered to be significant but only affects the rear say 10 metres of fence). However, if you wish to have the complete fence replace along the entire boundary, this will be subject to a half cost fencing agreement.
2. Should you not accept the findings of the Identification Survey, you have the right to arrange for your own Surveyor to define the boundary.

Thank you, Mario.

Mario Vitagliano
Manager, Asset Services
Portfolio Planning and Asset Management
SA Housing Authority

Level 3 NW, Riverside Centre, North Terrace, Adelaide SA 5000
P: 08 8207 0431 | M: 0401 126 323 | E: mario.vitagliano@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Vitagliano, Mario (Housing)
Sent: Wednesday, 21 April 2021 8:54 AM
To: '6(1) Personal affairs'
Cc: Cook, Shane (Housing) <Shane.Cook@sa.gov.au>; Cavuoto, Rocco (Housing) <Rocco.Cavuoto@sa.gov.au>
Subject: Boundary Fence 6(1) Personal affairs

OFFICIAL: Sensitive

Good morning 6(1) Personal affairs

Following on from our conversation last night, I can confirm the following action is in progress –

1. We have searched our records and cannot locate a copy of an outer boundary survey plan having been undertaken, to identify the certificate of title boundary for the SA Housing Trust (SAHT) property at 6(1) Personal affairs
2. Therefore we have instigated a survey plan to identify the legal boundaries of the SAHT property at 6(1) Personal affairs. This work will take around 3-4 weeks to complete.
3. The SA Housing Authority will relocate the boundary fence between your property at 6(1) Personal affairs the SAHT owned property, on the legally correct boundary, in accordance with the survey plan when completed.

4. We expect this work to be completed by 30 June 2021 and Mr Rocco Cavuoto will keep you informed of the progress, and prior to the work commencing
5. As you are aware, the SAHT property at [REDACTED] and the Auctioneer will make mention of this matter at the opening of the Auction and that the SA Housing Authority will undertake to complete this work
6. The sale of the SAHT property at [REDACTED] will involve the sale of the legal certificate of title, which will be further verified by the survey plan.

Thank you, Mario.

Mario Vitagliano
Manager, Asset Services
Portfolio Planning and Asset Management
SA Housing Authority

Level 3 NW, Riverside Centre, North Terrace, Adelaide SA 5000
P: 08 8207 0431 | M: 0401 126 323 | E: mario.vitagliano@sa.gov.au
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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Tuesday, 18 May 2021 11:41 AM
To: Housing:MLO Lake; Hoskin, Rebecca (Housing)
Cc: Lonsdale, Amanda (DHS); Allison, Lisa (Housing); Williams, Glen (Housing)
Subject: RE: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - 6(1) [REDACTED]
6(1) [REDACTED] - Maintenance Service/Wait Times (Email)

OFFICIAL

Hi all,

Received an update that carpentry will be attending this afternoon.

Thanks

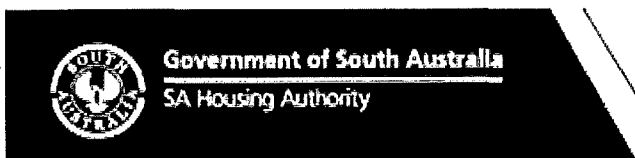
Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Tuesday, 18 May 2021 11:33 AM
To: Hoskin, Rebecca (Housing) <Rebecca.Hoskin@sa.gov.au>
Cc: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>; Allison, Lisa (Housing) <Lisa.Allison@sa.gov.au>; Williams, Glen (Housing) <Glen.Williams@sa.gov.au>; Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: FW: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - 6(1) [REDACTED] - Maintenance Service/Wait Times (Email)

OFFICIAL

Hi Rebecca,

This is the recent correspondence received from the tenant,
So far:

- Termite treatment raised and approved on 19 November 2019.
- Tenant contacted the minister on 26 November 2019, Minister contacted MLO directly (Email has been attached with Trades response)
- Scott Wells, Maintenance Field Manager – South, requested an order to be raised for a check and report for damage repairs to the property on 06 April 2020.
- Contact was received by the Maintenance Enquiry Centre from the tenant on 16 April 2020 after a response was received
- ED regarding the correspondence that was sent to the CE (attached letter of correspondence to the tenant)
- Maintenance Field Officer raised a new order requesting Internal painting be completed, Tiling and Carpentry on 16 December 2020. Order 546411/1 was raised on 17 December 2020 with an expected completion date on 17 Feb 2021. Tenant contacted maintenance enquiry centre (MEC) to advise that contractor had not attended on 07 Jan 2021, Tiling completed 14 Jan 2021, T contacted MEC on 25 Feb 2021 to advise that painting and carpentry works hadn't been completed. Trades tried to contact tenant on 26 Feb 2021, Tenant doesn't have facilities to leave a message.
- Tenant sent the email which is attached for Pino on 25 Feb 2021 to housing customers inbox, this was forwarded to the region and is was advised the MTC was running behind on carpentry works and then painting would be completed they were expecting works to be completed by 12 March 2021
- Another email was sent by the tenant on 22 March 2021 to housing customers inbox, this was forwarded to the region and they advised that order 589059/1 was open with a target date for 14 April 2021, this order was closed as the previous order was in progress.
- After the last piece of correspondence received MLO requested information from MTC on 19 Apr 2021 and response was received from contractor "Have sent out our tradesman to site he has seen the damage from the termites. 3 doors, skirting and architraves will need to be replaced. The tenant has a lot of items in the way and needs time to move them. Also she 6(1) Personal affairs has asked for all works to be booked in with her prior to commencing works "
- I have since asked for an urgent update from Lake

Thanks,
Rocco

Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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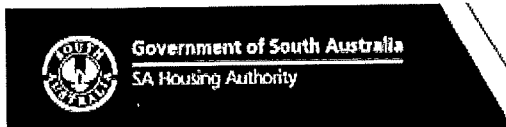
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From: Housing:Feedback <HousingFeedback@sa.gov.au>
Sent: Thursday, 15 April 2021 6:14 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Housing:Feedback <HousingFeedback@sa.gov.au>
Subject: FOR DIRECT CONTACT please - 21CHAF/0509 - Feedback (Complaint) - 6(1) Personal - Maintenance Service/Wait Times (Email)

OFFICIAL



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REFERENCE 21CHAF/0509

Date: 15 April 2021

To: Maintenance Operations, Maintenance Liaison Officer

From: Housing Feedback

Re: 6(1) Personal - Maintenance Service/Wait Times

ACTION REQUIRED:

1. Please make direct contact with 6(1) Personal ensuring you refer to her feedback complaint
2. The due date is 29 April 2021
3. Please note that this correspondence has no workflow. It will be managed by email.
4. When actions are completed, please advise HousingFeedback@sa.gov.au

Customer Details:

6(1) Personal affairs

A large black rectangular redaction box covering the customer details.

Comments:

Please do not hesitate to contact me if you have any queries.

Thank you for your assistance.

Kind regards

Lucy Musgrove
Briefings and Correspondence Officer
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0427 484 351 | E: lucy.musgrove@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Thursday, 29 April 2021 10:50 AM
To: Moyle, Julieann (Housing); Housing:Feedback; Housing:MLO Lake
Cc: Laurito, Giuseppe (Housing)
Subject: RE: FOR URGENT ACTION and DIRECT CONTACT please - 21CHAF/0574 - Feedback (Complaint) - 6(1) Personal affairs - Maintenance - Water (Emails x 2)

Great

Thanks for the info and quick response Julieann. Much appreciated.

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>
Sent: Thursday, 29 April 2021 10:45 AM
To: Housing:Feedback <HousingFeedback@sa.gov.au>; Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>; Laurito, Giuseppe (Housing) <Pino.Laurito2@sa.gov.au>
Subject: RE: FOR URGENT ACTION and DIRECT CONTACT please - 21CHAF/0574 - Feedback (Complaint) - 6(1) Personal Maintenance - Water (Emails x 2)

OFFICIAL

Hi all,

We were advised of this situation late yesterday. Pino has raised orders and spoken with the tenant today. We are arranging EA for tonight.

Thanks

Julieann Moyle
Operations Manager
Port Adelaide Office
SA Housing Authority

296 Vincent St, Port Adelaide 5015

T: 8208 6323 M: 0437 623 510 julieann.moyle@sa.gov.au

Visit SA Housing Authority at: www.housing.sa.gov.au



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"I acknowledge this land is the traditional lands for the Kaurna People and that I respect their spiritual relationship with their country. I also acknowledge the Kaurna People as the custodians of the Adelaide Region and that their cultural and heritage beliefs are still as important to the living Kaurna People today".

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From: Housing:Feedback <HousingFeedback@sa.gov.au>

Sent: Thursday, 29 April 2021 10:32 AM

To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; Moyle, Julieann (Housing) <Julieann.Moyle@sa.gov.au>

Cc: Housing:Feedback <HousingFeedback@sa.gov.au>

Subject: FOR URGENT ACTION and DIRECT CONTACT please - 21CHAF/0574 - Feedback (Complaint) - 6(1)

6(1) Maintenance - Water (Emails x 2)

Personal

Importance: High

OFFICIAL

Hello MLOs, Julieann

Please note that we didn't receive any emails from Ms Sparrow yesterday, so not sure if they took a while to come through or whether 6(1) mails somewhere else yesterday?

The second email is copied to the Minister and MPs, so this may result in a Ministerial. At this stage please contact 6(1) directly.

MLOs

I have included the Operations Manager due to the health and safety concerns being raised about 6(1) Personal affairs residing in the property. Please can you liaise regarding the safety of the property.

Many thanks

Lucy



Government of South Australia
SA Housing Authority

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REFERENCE 21CHAF/0574

Date: 29 April 2021

To: Maintenance Operations – Maintenance Liaison Officer
Julieann Moyle - Operations Manager Port Adelaide

From: Housing Feedback

Re: 6(1) Personal affairs – Maintenance Water

ACTION REQUIRED:

1. Please make direct contact with 6(1) Personal affairs
2. The due date is 13 May 2021
3. Please note that this correspondence has no workflow. It will be managed by email.
4. When actions are completed, please advise HousingFeedback@sa.gov.au

Complainant Details:

6(1) Personal affairs

Comments:

Please do not hesitate to contact me if you have any queries.

Thank you for your assistance.

Kind regards

Lucy Musgrove
Briefings and Correspondence Officer
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0427 484 351 | E: lucy.musgrove@sa.gov.au
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Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Thursday, 20 May 2021 12:35 PM
To: Housing:MLO Lake
Subject: RE: 6(1) Personal affairs [REDACTED]

Hi Team

I had hoped to avoid a briefing on this and respond based on informal advice. But given parliamentary question and further concerns, FYI Minister has requires a formal briefing.

Will come through via OCE.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Thursday, 20 May 2021 10:04 AM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>; 'Torrens EO' <Torrens@parliament.sa.gov.au>
Cc: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: RE: 6(1) Personal affairs [REDACTED]

OFFICIAL

Hi Tracey,

A Warranty order has been raised on the tenancy, I have escalated it to priority 1
Lake Maintenance is onto it and we are hoping to have a plumber attend asap.

Side note: Plumber attended Monday 17/05/21 and found no fault with Hot Water Service.

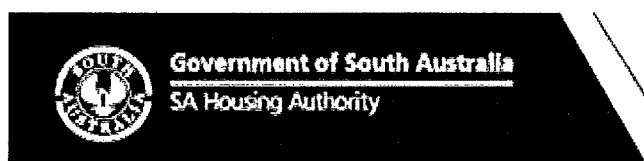
Thanks
Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Thursday, 20 May 2021 9:43 AM
To: 'Torrens EO' <Torrens@parliament.sa.gov.au>
Cc: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: RE: 6(1) Personal affairs

OFFICIAL

Good morning Tracey

We are following this up with the contractors

Can you please use the HousingMLOLake@sa.gov.au email address for future contact (this email address is monitored by 3 staff & your email will be actioned)

Kind regards

Rebecca

Rebecca Farrell
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority
Level 3SE, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 902 629

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From: Torrens EO <Torrens@parliament.sa.gov.au>
Sent: Thursday, 20 May 2021 9:36 AM

To: Maio, Mauro (Housing) <Mauro.Maio@sa.gov.au>; Farrell, Rebecca (Housing) <Rebecca.Farrell@sa.gov.au>
Subject: 6(1) Personal affairs [REDACTED]
Importance: High

Good Morning Mauro and Rebecca,

6(1) Personal affairs [REDACTED] has come in this morning regarding the hot water service at his mother's property.

The hot water has gone again at this property and it is believed that Housing SA are looking at replacing the hot water service. 6(1) [REDACTED] was told if there are any issues with the hot water to contact Rocco directly. 6(1) [REDACTED] sent a text message to Rocco early this morning and then tried to call him after 9am, 6(1) [REDACTED] has had no response to the text and Rocco did not answer his phone when he tried calling. 6(1) [REDACTED] would like the hot water issues fixed today for his mother as she has had ongoing issues with the hot water service for the last 4 weeks please?

6(1) [REDACTED] is free at 11am today to open the gate for someone to call by and check what is happening with the hot water service. Is it possible for someone to either go past the property at 11am or contact 6(1) [REDACTED] regarding the issue his mother is having with her hot water.

6(1) Personal affairs [REDACTED]

It would be appreciated if Housing SA could investigate and advise our office of the outcome.

Kind regards
Tracey

Tracey Wade JP
Electorate Officer | Justice of the Peace
Dana Wortley MP | Member for Torrens
T (08) 8369 2323 • E torrens@parliament.sa.gov.au
8/511 North East Road, Gilles Plains SA 5086
DanaWortleyMP

Caring for Our Community

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Hockings, Amanda (DHS)

From: Williams, Glen (Housing)
Sent: Friday, 14 May 2021 1:06 PM
To: Housing:MLO Lake
Subject: RE: 615007/1 - 6(1) Personal affairs

This is great Rocco

I have now received a letter from the MP which I can probably respond to from here depending on Monday outcome. Please let me know as soon as this is available.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
P: 08 8207 2563 | E: glen.williams@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au



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From: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Sent: Friday, 14 May 2021 1:01 PM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Subject: FW: 615007/1 - 6(1) Personal affairs
Importance: High

OFFICIAL

Hi Glen,

Please see Below

Thanks,
Rocco Cavuoto
Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: sahtcontractadmin <sahtcontractadmin@lakemaint.com.au>
Sent: Friday, 14 May 2021 12:23 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Fritz Tambe <fritztambe@lakemaint.com.au>; Hiddenweb <Hiddenweb@lakemaint.com.au>
Subject: 615007/1 - 6(1) Personal affairs
Importance: High

Hi Rocco,

Thank you for your call and the opportunity to provide information regarding 615007/1 for 6(1) Personal affairs

Please find following chronology of events:

04/05/2021

P2 issued

Work instructions:

T adv her gas HWS isn't heating anymore. P2 tf adv. T avail everyday in the PM. Covid-19 no., REPAIR GAS HWS

12/05/2021 @ 17:05 PM

Trades attended.

Trades went on to advised that a solar unit needs to be replaced, however they do not do solar. Trades provided the following information to progress the order:

Serial number: 201011320345

Model number: 244020NF/J-B

Year: 2011

Unit not working as pump inside has failed

Solar panels

Take down solar panels

Pull out unit

Replace with a continuous flow as there is power there.

13/05/2021

Issued to new trade with instructions:

Solar HWS - internal pump has failed

14/05/2021:

LM Informed that Tenant has been able to have a hot shower.

LM have advised trade, but asked that they still attend to double check for any further issues.

Trades suspect that the booster may be working, but the pump is intermittent so will attend Monday to review.

I have tried to call 6(1) Personal to confirm these details, however her home phone number rang out. Trade will continue to be in touch.

I called the original trade who attended to ask why they didn't attend within P2 requirements. Trades advised that they have been inundated with P1 and P2 requests and have been working through these in turn.

We always endeavour to respond to tenants and follow up with trades in a timely manner, and I do apologise that we didn't have the opportunity to showcase this for 6(1) Personal. This situation does highlight a concern that LM have with Contact 121 and priority classifications. We have no discourse to seek clarity with classifications that don't fit P1 and P2s etc. For example, P2 raised for minor holes in a wall, P1s raised for blocked toilet when T has 2 toilets in the home etc. Our concerns are that this means the important true priority classifications like 6(1) Personal may be delayed.

I understand this is a lot of information, but wanted to share this with you, to reaffirm our commitment to reviewing situations like this holistically, and revise practices wherever possible.

As always, please give me a call if this needs to be discussed further.

Regards,

Jen



sahtcontractadmin

Lake Maintenance Pty Ltd

08 7088 2600

sahtcontractadmin@lakemaint.com.au

www.lakemaint.com.au

Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Friday, 14 May 2021 11:38 AM
To: Williams, Glen (Housing); Housing:OCE - Parliament; Housing:MLO Lake
Cc: Lonsdale, Amanda (DHS)
Subject: RE: Draft Hansard - 13 May 2021

OFFICIAL

Hi Glen,

Spoken to 6(1) the tenant's son and the tenant.
They advised that the water is hot and the tenant is now able to shower.

I then contacted Lake (MTC) for further info, they advised they will send Rheem out and complete an assessment on the unit, I have requested they contact 6(1) prior to attending.

I have contacted 6(1) again to advise.

Thanks,

Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Friday, 14 May 2021 10:46 AM
To: Housing:OCE - Parliament <HousingOCE-ParliamentCabinet@sa.gov.au>; Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Cc: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>
Subject: RE: Draft Hansard - 13 May 2021
Importance: High

Hi Grant and Rocco

Dana Wortley's office have advised they were contacted by tenant's son this AM and the problem remains unresolved. Please advise ASAP.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
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From: Housing:OCE - Parliament <HousingOCE-ParliamentCabinet@sa.gov.au>
Sent: Friday, 14 May 2021 10:36 AM
To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Cc: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>
Subject: RE: Draft Hansard - 13 May 2021

Hi Glen

No worries, have made contact with the maintenance area requesting information

Grant Sterzl
Cabinet and Parliamentary Coordinator
Office of the Chief Executive
SA Housing Authority

Level 5, SE Riverside Centre, North Terrace, Adelaide SA 5000
P: 0429 980 601 | E: Grant.Sterzl@sa.gov.au
Visit SA Housing Authority at: www.housing.sa.gov.au

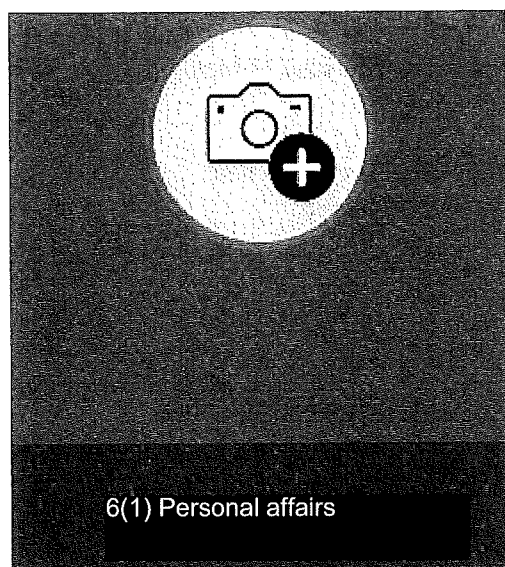
From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Friday, 14 May 2021 10:14 AM
To: Housing:OCE - Parliament <HousingOCE-ParliamentCabinet@sa.gov.au>
Cc: Lonsdale, Amanda (DHS) <Amanda.Lonsdale@sa.gov.au>
Subject: FW: Draft Hansard - 13 May 2021
Importance: High

Hi Grant

I have been able to match the details in the HWS question from yesterday to this customer. It appears that the issue was resolved the day before the question was raised.

The Minister has requested confirmation the issue has been fully resolved and details of the response including any delays or communications with customer and/or advocates.

▼ Customer Profile 6(1) Personal affairs



PRIMARY INFO

SECONDARY INFO

CONTACTS INFO

FI

6(1) Personal affairs

Calendar icon

Globe icon

Phone icon

Location pin icon

TEN



APP



ADV



Please arrange for this information to be returned before midday Monday 17/5.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
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From: Baggio, Bianca (DHS) <Bianca.Baggio@sa.gov.au>

Sent: Friday, 14 May 2021 9:30 AM

To: Anna Tsirigotis <anna.tsirigotis@parliament.sa.gov.au>; Booth, Vikki (DHS) <Vikki.Booth@sa.gov.au>; Darling, Zoe (DHS) <Zoe.Darling@sa.gov.au>; DHS:Parliamentary Briefing Notes <DHSParliamentaryBriefingNotes@sa.gov.au>; Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>; Hockings, Amanda (DHS) <Amanda.Hockings2@sa.gov.au>; Housing:OCE - Parliament <HousingOCE-

ParliamentCabinet@sa.gov.au; Rachid, Nadine (DHS) <Nadine.Rachid@sa.gov.au>; Diprose, Samuel <samuel.diprose@parliament.sa.gov.au>; Vicino, Steve (DHS) <Steve.Vicino@sa.gov.au>; Williams, Glen (Housing) <Glen.Williams@sa.gov.au>

Subject: Draft Hansard - 13 May 2021

OFFICIAL

Good Morning,

Please find attached draft Hansard attached from Parliament sitting yesterday, Thursday 13 May.

House of Assembly:

Page 06 – Matter of Interest – Public Works Committee: Blackwood High School Redevelopment

Page 26 – Matter of Interest – Petition – Outer Southern Domestic Violence Service Hub

Page 49 – Grievance Debate – Southern Women Matter

Page 51 – Matter of Interest – Grievance Debate – National Volunteer Week

Legislative Council:

Page 12 – Public Housing

Page 42 – Matter of Interest – Children and Young People (Safety) (Miscellaneous) Amendment Bill

Bianca Baggio

Ministerial Liaison Officer (Human Services)

Office of the Hon Michelle Lensink MLC | Minister for Human Services

Department of Human Services

Telephone (Direct): 820 41937

Telephone (Reception): 8463 6560



Government of South Australia

Department of Human Services

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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Friday, 14 May 2021 1:58 PM
To: Williams, Glen (Housing); Housing:MLO Lake
Subject: RE: Door repair/replacement not actioned?

OFFICIAL

Hey Glen,

Waiting on Info back from Lake,

Cheers,

Rocco Cavuoto

Maintenance Liaison Officer
Portfolio Planning and Asset Management
SA Housing Authority

Level 3, Riverside Building, North Terrace, Adelaide SA 5000
M: 0429 887 783

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From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Friday, 14 May 2021 1:24 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: Door repair/replacement not actioned?

Hi MLOs

I have been contacted regarding this work order which has not progressed for several weeks. Your advice would be appreciated.

▼ Works Order Dataview

WO Ref 529021/1
Description REPAIR DOOR.....(DRC)
Ins Ref
Appt Start
Void Ref
Status Date 15/03/2021

Version 1
Address 6(1) Personal affairs
Appt Date
Appt End
Status ISS
Warning N

Expand

► Notes Search

▼ Notes ☒ Current ☐ All

Q

▼

Text

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🔍

6(1) Personal affairs

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

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Hockings, Amanda (DHS)

From: Housing:MLO Lake
Sent: Friday, 21 May 2021 1:47 PM
To: Williams, Glen (Housing)
Cc: Housing:MLO Lake
Subject: RE: 6(1) Personal maintenance issues
affairs

Hi Glen

There is an order on Connect raised on 14 May to check for salt damp in walls
This order carries an estimated completion date of 11 June.
I have emailed Lake Maintenance to see if they could attend earlier & will keep you updated when they respond

Kind regards

Rebecca

From: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>
Sent: Friday, 21 May 2021 12:26 PM
To: Housing:MLO Lake <HousingMLOLake@sa.gov.au>
Subject: FW: 6(1) Personal maintenance issues

Hi MLOs

Please advise re the issue raised below. This issue was confirmed late last year by contractors in the attached email chain.

Thanks very much

Glen Williams
Senior Ministerial Liaison Officer, Social Housing

Office of the Hon Michelle Lensink MLC
Minister for Human Services

Level 12 South, 1 King William Street, Adelaide SA 5000
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From: Badcoe EO <badcoe@parliament.sa.gov.au>
Sent: Friday, 21 May 2021 12:08 PM

To: Williams, Glen (Housing) <Glen.Williams@sa.gov.au>

Subject: 6(1) Personal maintenance issues

Hi Glen,

I've just taken a call from 6(1) Personal affairs

She said that she is still waiting on the completion of a maintenance job from last year. She logged the job originally because she had cracks in the walls and damp. Maintenance SA came and fixed the cracks but couldn't finish the job because the wall was too wet.

This was in August last year and she says the cracks have now returned and the wall is still wet.

She's call maintenance to ask them to finish the job but hasn't heard back.

Can you please provide advice on the status of her request?

Happy to discuss

Warm regards

Clause

Clause 6(1)

Office of Jayne Stinson MP

Member for Badcoe

8371 5600



JAYNE STINSON MP
MEMBER FOR BADCOE



407 Marion Road, Plympton SA 5038 ☎ (08) 8371 5600
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