

Extract of Property System Plumbing 2008 - 2012

Task Name	Description	Trans Start Date
PLUMBER	Canberra Connect Shopfront - Please attend and rectify staff toilet continuously running and not flushing properly FIX UP LEAKING TOILETS. RENEW ADAPTORS, BUTTONS, CISTERNS	05-Aug-08
PLUMBER	*** 40101883 *** CALLOUT 17:10 Monday 27/10/08. Please attend and rectify hot water leaking continuously from hot water tap - cannot turn off or put to cold water. Contact Jyrelle Brine 6207 6074. TAMS CONTRACTOR RECTIFIED LEAKING TAP	27-Oct-08
PLUMBER	*** 40102044 *** FAHCSIA level 1 A - Please replace broken showerhead in mens toilets. Contact David Northfield 6209 7673 TAMS CONTRACTOR REPLACED BROKEN SHOWERHEAD	31-Oct-08
PLUMBER	40102293 ACCESS -Canberra Connect, filter light flashing with nil hot or chilled water. Chilli Billi. site contact: Jyrelle Brine 6207 6074. Thank you. Location 19026. FIXED FILTER LIGHT FLASHING WITH WATER.	12-Nov-08
PLUMBER	FACSIA - Homeworld A - Please check the boiling water unit in the small kitchen. Contact Zoe James 6209 7619	27-Nov-08
PLUMBER	Canberra Connect Shopfront - Please attend and rectify billi 19026 not producing hot water. Contact Jyrelle Brine 6207 6074. Thankyou WATER PLUS ATTENDED AND FIXED HOT WATER UNIT	17-Apr-09
PLUMBER	Canberra Connect Shop Front - Please inspect and rectify the Billi Hot/Filtered Water system has ceased to operate with a strong burning smell.	02-Feb-10
PLUMBER	Canberra Connect Shop Front - Please inspect and rectify the leak from toilet tap. Pool of water at base of toilet. DLAPS TRADESMAN - RECTIFY LEAKING CISTERN.	02-Feb-10
PLUMBER	Canberra Connect Shopfront - please attend and rectify water pouring out of toilet cistern. Contact Jyrelle Brine 6207 6074. Thankyou DLAPS CONTRACTOR ATTENDED AND COMPLETED ALL ASSIGNED WORK .	19-Apr-10
PLUMBER	Canberra Connect Shopfront - Billi unit not providing hot or cold filtered water. Contact Jyrelle Brine 6207 6074 COMPLETED SERVICE TO BILLI TRIO . ADVISE THAT OF POWER SURGE CAUSING PROBLEMS.	04-May-10
PLUMBER	Canberra Connect Shopfront- Please attend and rectify right hand toilet not fully flushing and requires two-three attempts before bowl empties. TOILET CLUSTER WAS NOT FILLING WITH ENOUGH WATER ONCE INLET WAS TURNED UP TOILET WORKED FINE .	14-May-10
PLUMBER	Canberra Connect Shopfront - Please attend and rectify leaking tap in small toilet - Hot & cold water tap has been turned off. Contact Jyrelle Brine 6207 6074 *** redirected to Neil Williams 28/6/10 *** REPLACED TAP & FIXED BASIN TOILET	19-May-10
PLUMBER	Canberra Connect Shopfront - Please attend and rectify large staff is not fully flushing due to tank not refilling. Contact Jyrelle Brine 6207 6074 REPLACE INLET AND VA,VE CISTERN RUBBER	18-Aug-10
PLUMBER	Tuggeranong Shopfront - Please attend and rectify toilet not flushing properly. Contact Kirsti Markatany 6207 6074	01-Nov-10
PLUMBER	Tuggeranong Shopfront - Attend & rectify blocked toilet. Kirsti Markatany 6207 6074 FIXED LEAKING AND BLOCKED TOILET	09-Nov-10
PLUMBER	Tuggeranong Shopfront - Please attend and replace seat on toilet from disabled to normal. Contact Kirsti Markotany 6207 6074. REPLACED TOILET SEAT WITH STANDARD ONE & DISPOSED OF OLD SEAT	14-Jan-11
PLUMBER	Canberra Connect Shopfront - Please attend and rectify flooded toilets. Contact is Kirsti 6207 6074. *** Building managers Plumber to attend *** USED JET RODDER TO CLEAR DRAINS.	27-Jul-11
PLUMBER	Canberra Connect - Please attend and rectify blockage in toilets, as our eel is not long enough. ATTEND SHOP FRONT, HOMEWORLD PLUMBER WAS ONSITE INFORMED ME HE HAD PROBLEM UNDER CONTROL - LEFT SITE.	29-Jul-11

Groeneveld, David

From: Bullock, Kirsti
Sent: Thursday, 28 July 2011 1:00 PM
To: McKenna, Richard
Cc: Naoumidis, Niki
Subject: RE:Tuggeranong shopfront

Follow Up Flag: Follow up
Flag Status: Completed

Hello Richard

In the last year we have required a plumber out to fix the toilet 6 times due to blockage. On the last visit 2 months ago; the plumber suggested a new toilet suite. The current toilet when flushed; only waters half the bowl; the plumber seems to think that there is not enough water to flush the contents through the pipe and therefore builds up over time and blocks. I will let you know the outcome today; with the plumbers that attend on site

*Thanks
 Kirsti*

From: McKenna, Richard
Sent: Thursday, 28 July 2011 10:36 AM
To: Bullock, Kirsti
Subject: RE:

Hello Kirsti,

If you have not heard back or seen anyone by this afternoon please let me know.

Thanks

Richard McKenna Property Officer

Phone 02 6205 4581 | Fax 02 6213 0748

Tenancies | ACT Property Group | Territory & Municipal Services | ACT Government

Telstra House | 490 Northbourne Ave | Dickson ACT 2602 | PO Box 223, Civic Square ACT 2068 | www.tams.act.gov.au

From: Bullock, Kirsti
Sent: Thursday, 28 July 2011 10:34 AM
To: tamsfm
Cc: McKenna, Richard; Naoumidis, Niki
Subject:

Good Morning

Yesterday we had plumbers on sight to fix 2 blocked toilets. Last night the toilets flooded and we have turned off the water supply to the toilet. Could we have somebody out to look at this again. The plumbers who came yesterday were C Much and M Buckley.

Thankyou

Kirsti Bullock | A/g Manager

Canberra Connect Shopfront Services

Phone 02 62076074 | Fax 02 62076073 |

Canberra Connect|Territory and Municipal Services|ACT Government

12 Wattle Street Lyneham ACT 6202 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Groeneveld, David

From: Bullock, Kirsti
Sent: Friday, 29 July 2011 1:01 PM
To: tamsfm
Cc: McKenna, Richard; Naoumidis, Niki
Subject: Toilets

Follow Up Flag: Follow up
Flag Status: Completed

Good Afternoon

*Tuggeranong Shopfront toilets are blocked again, could you please send a plumber from our landlord property managers.
Thankyou*

Kirsti Bullock | A/g Manager

Canberra Connect Shopfront Services

Phone 02 62076074 | Fax 02 62076073 |

Canberra Connect | Territory and Municipal Services | ACT Government

12 Wattle Street Lyneham ACT 6202 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Groeneveld, David

From: Bullock, Kirsti
Sent: Wednesday, 3 August 2011 11:40 AM
To: McKenna, Richard
Subject: FW: Tuggeranong Shopfront flooding

Follow Up Flag: Follow up
Flag Status: Completed

FYI
Thanks
Kirsti

From: Naoumidis, Niki
Sent: Wednesday, 3 August 2011 10:18 AM
To: Colussi, David
Cc: Lee, Michelle; Bullock, Kirsti
Subject: RE: Tuggeranong Shopfront flooding

Hi David

Update on Tuggeranong Shopfront

Electricians are onsite installing circuit breakers. Shopfront will be without power until approx 11.00am. Concierges are assisting customers with queries. Thankfully it has been fairly quiet. Yesterday the carpets were treated with anti-microbial solution and approx 30 blowers were positioned throughout shopfront. Unfortunately once all blowers were operational this cause enough movement of dust particles to set off the fire alarms. ACT Fire Brigade attended at approx 6.00pm. They were unable to isolate the system. A technician from NFF has been onsite last night and this morning to isolate particular zones. There is some sort of fault with the Fire Panel which will need further investigation by NFF. Even with the blowers on continuously overnight, the carpets are still very wet. The carpet rep was onsite this morning and has retreated carpet with anti mould and deodorising products. He has indicated the carpet may take up to 5 days to dry, given the volume of water present that was present.

Can we discuss please

thanks

Niki Naoumidis | A/g Operations Manager
Canberra Connect Shopfront Services
Phone 02 62050329 | Fax 02 62072003 | Mobile 0401322617
Canberra Connect | Territory and Municipal Services | **ACT Government**
12 Wattle Street Lyneham ACT 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: Colussi, David
Sent: Tuesday, 2 August 2011 4:02 PM
To: Byles, Gary; Bourne, Sarah; Ashcroft, Kelly; Zotti, Kristen; Freestone, Jerome; Bell, Kevin; Hampson, Nicola; Hodshon, Gerard; Lee, Michelle; McMahon, Michael; McPhan, Peter; Morris, Christine; Naoumidis, Niki; Pitt, Leesha; Seymour, Janice; Spulak, Karl; Tobin, Ros
Cc: Polinelli, Anthony; Darrell, Barbara; Bullock, Kirsti; Crawford, Ann; Brine, Jyrelle; Peters, Paul; Lawrence, Michael; Swale, Brett; Greenland, Karen; Ryan, Stephen; Willson, Helen (TAMS)
Subject: RE: Tuggeranong Shopfront flooding

Further update

All

I have just inspected the Tuggeranong Shopfront and it will not be ready to service customers tomorrow.

Current status as at 3 pm

- Blockage has been cleared
- Water is still seeping through the wall from the toilet into the kitchen
- Carpets throughout the office area and half the customer area are significantly wet
- There has been damage to some security ICT boxes and printers however security systems are not compromised
- The toilets are currently inoperable

Future action

- Communications to put out a media release advising that Tuggeranong Shopfront will be closed tomorrow, reopening Thursday morning
- Carpet cleaners will continue to work tonight and tomorrow
- The building cleaner will attend tomorrow to thoroughly clean affected areas
- TAMS electrician will be on site tomorrow morning to restore power to the facility
- A small number of staff will be at Tuggeranong tomorrow to assist with clean up and assist any customers with alternate service options
- Remaining staff will be relocated to Woden and Dickson shopfronts
- Customers can avail themselves of services at Woden, Belconnen, Dickson Shopfronts and Civic Drivers licence Service, or through 13 22 81 or online as required

David Colussi | Director | Canberra Connect

Phone 02 62075890 | Fax 02 62072003 | Mobile 0400046807

Canberra Connect | Territory and Municipal Services | ACT Government

12 Wattle Street Lyneham ACT 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: Colussi, David

Sent: Tuesday, 2 August 2011 11:27 AM

To: Byles, Gary; Bourne, Sarah; Ashcroft, Kelly; Zotti, Kristen; Bell, Kevin; Freestone, Jerome; Hampson, Nicola; Hodshon, Gerard; Lee, Michelle; McMahon, Michael; McPhan, Peter; Morris, Christine; Naoumidis, Niki; Pitt, Leesha; Seymour, Janice; Spulak, Karl; Tobin, Ros

Cc: Polinelli, Anthony; Darrell, Barbara; Bullock, Kirsti; Crawford, Ann; Brine, Jyrelle; Peters, Paul; Lawrence, Michael; Swale, Brett; Greenland, Karen

Subject: Tuggeranong Shopfront flooding

All

The flooding in the shopfront is severe and the shopfront will not open today.

Action to date

- TAMS Facility management sent an electrician to switch off power at approx 8.15 this morning and made safe the environment
- The building owner have been on site with plumbers and identified a blockage between ALDI and the Shopfront
- Contrary to earlier advice, it appears the water contains effluent

- The plumbers continue to work on the problem but at this point there is no timeframe for a fix
- Four Canberra Connect staff remain on site to manage the situation and assist customers with alternate service options.
- The rest of the staff have been diverted to other shopfronts
- Drivers licence testing is still available (provided by Road User Services)

Future action

- Continued plumbing work until resolution of the blockage
- Carpet cleaners will be engaged by the building owner to sanitise and dry the carpets
- The TAMS electrician will return on site to reconnect the power.
- The shopfront will not open today
- Best case scenario is to have carpet cleaning commence by early afternoon which may allow enough time to open the shopfront tomorrow morning at 9am

I will update you as further information is available.

David Colussi | Director | Canberra Connect

Phone 02 62075890 | Fax 02 62072003 | Mobile 0400046807

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12 Wattle Street Lyneham ACT 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Groeneveld, David

From: Hedley, Belinda T. [Belinda.Hedley@colliers.com]
Sent: Friday, 12 August 2011 3:59 PM
To: McKenna, Richard
Cc: McGill, Clint; Denison, Fiona
Subject: RE: ACT Shopfront - Home World - Toilets

Follow Up Flag: Follow up
Flag Status: Completed

Hi Richard,

Please note that this morning we have had an inspector out from our insurance company to investigate the tenancy. Once I received his report I will advise further on the situation.

The inspector was advised about the counters also.

Kind Regards

Belinda Hedley

Shopping Centre Manager
Real Estate Management
Dir +61 2 6293 1500 | Mob +61 412 622 192
Main +61 2 6293 1500 | Fax +61 2 6293 1522
belinda.hedley@colliers.com

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From: McKenna, Richard [mailto:Richard.McKenna@act.gov.au]
Sent: Tuesday, 9 August 2011 2:21 PM
To: Hedley, Belinda T.
Subject: FW: ACT Shopfront - Home World - Toilets

Good afternoon Belinda,

When you are free can you please advise on the below email relating to the damaged counter? Are you able to arrange someone to inspect and repair or look into replacement under the same claim as the carpet?

Thank you

Richard McKenna Property Officer

Phone 02 6205 4581 | Fax 02 6213 0748

Tenancies | ACT Property Group | Territory & Municipal Services | ACT Government

Telstra House | 490 Northbourne Ave | Dickson ACT 2602 | PO Box 223, Civic Square ACT 2068 | www.tams.act.gov.au

From: McKenna, Richard
Sent: Thursday, 4 August 2011 9:51 AM
To: 'Hedley, Belinda T.'
Subject: RE: ACT Shopfront - Home World - Toilets

Hello Belinda,

It was nice to meet you yesterday.

I believe Kirsti has been in contact with you this morning re the carpet?

We are also concerned about the damage to the counter and the wood starting to rot. If you like I can seek formal advice on the damage (if any) to the counter and what action is required to fix it.

Kind Regards

From: Hedley, Belinda T. [mailto:Belinda.Hedley@colliers.com]
Sent: Wednesday, 3 August 2011 1:59 PM
To: McKenna, Richard
Cc: Denison, Fiona
Subject: RE: ACT Shopfront - Home World - Toilets

Hi Richard,

As per our recent discussions concerning the flooding in the Canberra Connect Shop at Homeworld please be aware that I have arranged for cleaners either this afternoon or tomorrow morning to attend to provide a Hygenic clean. I have requested that they liaise with Kristie so she can explain exactly what she would like done and the areas that she would like focused on. I am also trying to arrange for a carpet company to come out and provide a quote on replacing the carpet. Are you in a position to advise of the type of carpet that you require, style and colour.

I await your advice. In the meantime if there is anything further that I can assist with please do not hesitate to contact me.

Kind Regards

Belinda Hedley
Shopping Centre Manager
Real Estate Management
Dir +61 2 6293 1500 | Mob +61 412 622 192
Main +61 2 6293 1500 | Fax +61 2 6293 1522
belinda.hedley@colliers.com

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What changes are occurring in the Retail market?
CLICK HERE FOR OUR RETAIL RESEARCH & FORECAST REPORT, Q2, 2011.

From: McKenna, Richard [mailto:Richard.McKenna@act.gov.au]
Sent: Thursday, 28 July 2011 2:49 PM
To: Hedley, Belinda T.
Subject: RE: ACT Shopfront - Home World - Toilets

No problem thank you

Richard McKenna Property Officer

Phone 02 6205 4581 | Fax 02 6213 0748
Tenancies | ACT Property Group | Territory & Municipal Services | ACT Government
Telstra House | 490 Northbourne Ave | Dickson ACT 2602 | PO Box 223, Civic Square ACT 2068 | www.tams.act.gov.au

From: Hedley, Belinda T. [mailto:Belinda.Hedley@colliers.com]
Sent: Thursday, 28 July 2011 2:46 PM
To: McKenna, Richard
Subject: RE: ACT Shopfront - Home World - Toilets

Hey richard,

Thanks for that, the more information I can provide our plumber the better. He is on his way out now but he is coming from Mitchell. Sorry for the inconvenience will report back once I have some clarity on the situation.

Cheers

Belinda Hedley

Shopping Centre Manager
Real Estate Management
Dir +61 2 6293 1500 | Mob +61 412 622 192
Main +61 2 6293 1500 | Fax +61 2 6293 1522
belinda.hedley@colliers.com

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What changes are occurring in the Retail market?
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From: McKenna, Richard [mailto:Richard.McKenna@act.gov.au]
Sent: Thursday, 28 July 2011 1:11 PM
To: Hedley, Belinda T.
Subject: FW: ACT Shopfront - Home World - Toilets
Importance: High

Hey Belinda,

Please see the comment below from the tenant:

"In the last year we have required a plumber out to fix the toilet 6 times due to blockage. On the last visit 2 months ago; the plumber suggested a new toilet suite. The current toilet when flushed; only waters half the bowl; the plumber seems to think that there is not enough water to flush the contents through the pipe and therefore builds up over time and blocks"

For your information, can you please advise when your plumber reports back what the course of action from here on in is?

Thanks

Richard McKenna Property Officer

Phone 02 6205 4581 | Fax 02 6213 0748

Tenancies | ACT Property Group | Territory & Municipal Services | ACT Government

Telstra House | 490 Northbourne Ave | Dickson ACT 2602 | PO Box 223, Civic Square ACT 2068 | www.tams.act.gov.au

From: McKenna, Richard

Sent: Thursday, 28 July 2011 12:10 PM

To: 'Hedley, Belinda T.'

Subject: ACT Shopfront - Home World - Toilets

Importance: High

Hello Belinda,

Last night the toilets at the above building backed up and flooded the area. Is it possible to have someone attend site fairly urgently and find out what is going on to avoid any further damage or inconvenience ?

Our Response Centre have attempted to reach you on your landlord and I have tried your mobile but its going to message bank.

Kind Regards

Richard McKenna Property Officer

Phone 02 6205 4581 | Fax 02 6213 0748

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Groeneveld, David

From: Sinfield, Andrew
Sent: Wednesday, 17 August 2011 7:43 AM
To: McKenna, Richard
Cc: Reiswig, Sarah
Subject: FW: Details on flooding at Tuggeranong Shopfront

Follow Up Flag: Follow up
Flag Status: Completed

Hi Richard,

Regarding the works at Tuggeranong Shopfront, I was waiting for advice to as to whether we would be paying for it, or whether the building owner would cover the costs, and thus have not yet raised a work order.

If we will be paying the costs, please let me know and I will raise a work order for Rob and the plumber that attended.

Thank you,
Andrew

Andrew Sinfield | Response Centre | **Phone 02 6207 8941** | Fax 02 6213 0734 |
ACT Property Group | Territory and Municipal Services Directorate | **ACT Government** |
255 Canberra Avenue Fyshwick ACT 2609 | GPO Box 158 Canberra ACT 2601 |

From: Reiswig, Sarah
Sent: Tuesday, 16 August 2011 4:09 PM
To: Sinfield, Andrew
Subject: FW: Details on flooding at Tuggeranong Shopfront

Hey Andrew,

Richard was wondering if Rob Dod was given a work order for this. I do remember him being out there but I cannot see a work order. Were we not charging for it or did the billing go somewhere?

From: McKenna, Richard
Sent: Tuesday, 16 August 2011 4:07 PM
To: Reiswig, Sarah
Subject: FW: Details on flooding at Tuggeranong Shopfront

Richard McKenna Property Officer
Phone 02 6205 4581 | Fax 02 6213 0748
Tenancies | ACT Property Group | Territory & Municipal Services | **ACT Government**
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From: Sinfield, Andrew
Sent: Tuesday, 2 August 2011 10:22 AM
To: McKenna, Richard
Subject: Details on flooding at Tuggeranong Shopfront

Hi Richard,

As per you request, details on what has occurred with Tuggeranong Shopfront

Malcolm Buckley and Chris Murch attended on Thursday 28th July to rectify a flooded toilet in the shopfront. They put the jet rodder down, and determined there was a blocked pipe further down the line, outside of the Shopfront tenancy (I believe Malcolm said it was a collapsed pipe). Because this was a building owner responsibility, they let us know, and we contact the BO for them to arrange their own plumber, who I believe was meant to attend yesterday.

We received a call early this morning from Canberra Connect, advising that Tuggeranong Shopfront had been flooded. They advised that it appeared to be clean water (described it as soapy) as opposed to sewage, and a leak from a tap at the back of the toilets. They wanted an electrician out to determine whether it was safe, and a plumber.

I contacted Robin Dodds Electrical to attend and make sure it was safe, he advised us of the situation out there. He said that an independent plumber doing some work upstairs had come down and had a look, and advised that it was sewage water.

I spoke with Malcolm Buckley about the job, to try to determine what the issue was, as I wanted someone to determine the cause of the issue. Malcolm was unable to attend, but contacted Chris Murch to come in so that we could get him to go out.

After discussion with Bree, we determined to get Chris out to investigate. Once Chris arrived I talked to him about the job. Chris attended, and advised that the issue was the blocked drain. As requested, Chris was asked to wait on site, he has now spoken to the building agent, and is going to show their plumber what the issue is, and he will then put the jet rodder down the drain to unblock it,

If there are any problems, please let me know.

Thank you,
Andrew

Andrew Sinfield | Response Centre | **Phone 02 6207 8941** | Fax 02 6213 0734 |
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255 Canberra Avenue Fyshwick ACT 2609 | GPO Box 158 Canberra ACT 2601 |

Groeneveld, David

From: Sinfield, Andrew
Sent: Thursday, 18 August 2011 10:36 AM
To: McKenna, Richard
Subject: RE: Details on flooding at Tuggeranong Shopfront
Attachments: Tugg Shopfront - Rob Dodds Electrical.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Hi Richard,

After discussions with Carol Miller, we feel it would be a tenancy responsibility to discuss this with the building owner. Could you please have a word with them?

I have attached a copy of the work order that Rob has sent us for the work.

Thank you,
Andrew

Andrew Sinfield | Response Centre | **Phone 02 6207 8941** | Fax 02 6213 0734 |
ACT Property Group | Territory and Municipal Services Directorate | **ACT Government** |
255 Canberra Avenue Fyshwick ACT 2609 | GPO Box 158 Canberra ACT 2601 |

From: McKenna, Richard
Sent: Wednesday, 17 August 2011 9:42 AM
To: Sinfield, Andrew
Subject: RE: Details on flooding at Tuggeranong Shopfront

I believe the plumbing and initial electrician call out will be able to be covered under the landlords insurance claim however I am not as sure with regards to the upgrades undertaken by the electrician.

If you have the costs please either feel free to raise it with the landlord and see how far you can take it, or let me know and I will be happy to discuss with them on your behalf.

Cheers

Richard McKenna Property Officer
Phone 02 6205 4581 | Fax 02 6213 0748
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Subject: FW: Details on flooding at Tuggeranong Shopfront

Richard McKenna Property Officer
Phone 02 6205 4581 | Fax 02 6213 0748
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We received a call early this morning from Canberra Connect, advising that Tuggeranong Shopfront had been flooded. They advised that it appeared to be clean water (described it as soapy) as opposed to sewage, and a leak from a tap at the back of the toilets. They wanted an electrician out to determine whether it was safe, and a plumber.

I contacted Robin Dodds Electrical to attend and make sure it was safe, he advised us of the situation out there. He said that an independent plumber doing some work upstairs had come down and had a look, and advised that it was sewage water.

I spoke with Malcolm Buckley about the job, to try to determine what the issue was, as I wanted someone to determine the cause of the issue. Malcolm was unable to attend, but contacted Chris Murch to come in so that we could get him to go out.

After discussion with Bree, we determined to get Chris out to investigate. Once Chris arrived I talked to him about the job. Chris attended, and advised that the issue was the blocked drain. As requested, Chris was asked to wait on site,

he has now spoken to the building agent, and is going to show their plumber what the issue is, and he will then put the jet rodder down the drain to unblock it,

If there are any problems, please let me know.

Thank you,
Andrew

Andrew Sinfield | Response Centre | **Phone 02 6207 8941** | Fax 02 6213 0734 |
ACT Property Group | Territory and Municipal Services Directorate | **ACT Government** |
255 Canberra Avenue Fyshwick ACT 2609 | GPO Box 158 Canberra ACT 2601 |

Groeneveld, David

From: Groeneveld, David
Sent: Monday, 12 September 2011 4:53 PM
To: Brown, Mike
Subject: FW: Tuggeranong Canberra Connect shopfront - moisture issue

David Groeneveld | A/g Assistant Manager | Tenancies
Phone: 02 6205 8635 | Fax: 02 6213 0748
ACT Property Group | Territory and Municipal Services Directorate | ACT Government
Level 2, 490 Northbourne Ave, Dickson | PO BOX 223 Civic Square ACT 2608 | www.act.gov.au

From: McKenna, Richard
Sent: Thursday, 1 September 2011 10:54 AM
To: Groeneveld, David
Subject: RE: Tuggeranong Canberra Connect shopfront - moisture issue

Hi David,

This is the information I have collected from our end. I have requested the SC who was involved add detail from their end to complete the picture. This has been printed out and placed on file.

If you need further information please let me know.

28th of August

- Malcolm Buckley and Chris Murch (PPS) attended on Thursday 28th of July to rectify a flooded toilet in the shop front. They put a jet rodder down and determined there was a blocked pipe further down the line outside the tenancy.
- RC contacted the building owner to advise.

2nd August (Flooding Occurred)

- Tuesday 2nd August RC received a phone call to advise that shop front was flooded. Shop front advised RC that the water appeared to be clear but was described as soapy. They requested an electrician and a plumber.
- RC discussed with Bree Crowe they sent out Chris Murch (plumber) who determined it was a blocked drain. Chris was going to wait on site and show landlords plumber what the issue was.
- Electrician switched off power at approx 8:15am and made safe environment
- Tuesday 2nd @ 3:00pm - blockage was cleared
- Water was still seeping through the wall from the toilet into the kitchen
- Carpets identified as very wet
- Toilets inoperable.
- Media to be created to advise shop front closed.
- Carpets treated with anti microbial solution and approx 30 blowers were positioned throughout tenancy to assist with drying.
- Fire alarm set off due to dust particles, alarm isolated.
- Landlords cleaners to attend to complete super clean.

3rd August

- Electrician onsite installing circuit breakers, shopfront without power until roughly 11am.
- Further carpet testing conducted. (anti mould deodoriser) Advice may take up to 5 days to dry carpet.
- Carpet remained very wet throughout the day and concern about the length of time it was going to take to dry was expressed.
- Richard Inspected onsite. Discussed items moving forward with site contacts and colliers. Raised concerns about mould and damage to counter.

4th August

- New carpet quote supplied to Kirsti and forwarded onto Colliers.
- Carpet removed over night and blowers left on to dry slab.
- Counter appears to have swollen in some areas and laminate looks as if it is starting to lift.

5th August

- Carpet layers arrived to lay carpet tiles behind counter.
- Carpet layers to continue at lunch time to waiting area.
- @3pm first tiles were laid – waiting area to be done by the night.

8th August

- All carpet laid.
- Concerns raised about linoleum as it still required replacing.
- Foot rests under counter to be bolted down in the afternoon.
- Shop front opens for business.

11th August

- Kirsti advises that counter has not swollen any more and should be ok and doesn't need to be looked at further.

12th August

- Special clean around counters decks etc to be conducted at 5pm.

17th August

- ? First health inspection conducted. (Robsons) ?

20th August

- Linoleum was not taken up as concerns have been raised about asbestos.

24th August

- Concerns raised about carpet underneath counters that might still be wet

30th August

- Colliers confirm asbestos results are negative.
- Moisture levels on kickboards and also come down from 60% to 20% in some areas as low as 10% which is almost normal levels.

- Testing available next week and tests conducted today would be available within 2 to three weeks.
- Luke Brown safety advisor inspected site and advised to raise as a possible dangerous occurrence / near miss.

Future Steps:

Await reports from Robsons to confirm status of mould.

Await decision from John B to see if Canberra Connect will remain in tenancy.

Inspect possibility of mould under walls and under counter – if found take steps to remove (take a foot or so off the walls and counters, clear carpet, clean mould, new counter section new walls etc)

Richard McKenna Property Officer

Phone 02 6205 4581 | Fax 02 6213 0748

Tenancies | ACT Property Group | Territory & Municipal Services | ACT Government

Telstra House | 490 Northbourne Ave | Dickson ACT 2602 | PO Box 223, Civic Square ACT 2608 | www.tams.act.gov.au

From: Groeneveld, David

Sent: Tuesday, 30 August 2011 9:31 AM

To: McKenna, Richard

Subject: FW: Tuggeranong Canberra Connect shopfront - moisture issue

Importance: High

Richard,

Can you prepare an update for me please? Bullet points in a chronological order and what the next steps from here are will suffice.

Thank you

David Groeneveld | A/g Assistant Manager | Tenancies

Phone: 02 6205 8635 | Fax: 02 6213 0748

ACT Property Group | Territory and Municipal Services Directorate | ACT Government

Level 2, 490 Northbourne Ave, Dickson | PO BOX 223 Civic Square ACT 2608 | www.tams.act.gov.au

From: Riley, Mike

Sent: Monday, 29 August 2011 5:41 PM

To: Groeneveld, David

Subject: FW: Tuggeranong Canberra Connect shopfront - moisture issue

Importance: High

David

Can you take the lead please. Get an update from Richard if required.

Thanks

Mike

From: Bissell, John
Sent: Monday, 29 August 2011 5:22 PM
To: Riley, Mike
Cc: Brown, Luke
Subject: FW: Tuggeranong Canberra Connect shopfront - moisture issue
Importance: High

Mike, copy as discussed.

Luke, ACTPG Senior Manager is Mike Riley not Michael. As advised in my voice mail, my role is the sublease negotiation, Mike and his staff can brief you on the health issues and actions being undertaken.

John Bissell | Senior Manager

Phone +61 2 621 30742 | Fax +61 2 621 30748 | Mobile 0419 200 329

Government Accommodation Strategy | Economic Development Directorate | **ACT Government**

Level 2 Telstra House 490 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra ACT 2601 |

www.economicdevelopment.act.gov.au

From: Brown, Luke
Sent: Monday, 29 August 2011 5:09 PM
To: McKenna, Richard
Cc: Bissell, John; Riley, Michael; Lee, Michelle; Pitt, David
Subject: Tuggeranong Canberra Connect shopfront - moisture issue
Importance: High

Hi Richard,

Just tried to call you.

This afternoon I received a request for assistance from Canberra Connect Tuggeranong shopfront in the context of the flood that occurred there on 2nd August, and consequent closure of the shopfront for a week.

We discussed the remedial works that are occurring to address the clean up and potential mould issues. I understand that the sewerage was backed up and a cooling tower pipe burst – so flooding contained a mixture of sorts that came up through the bathroom drain resulting in ankle deep water. Carpet has been removed and drying out occurred.

I have spoken with Michelle Lee (Senior Manager CC Shopfronts) about the details. Michelle outlined that an earlier refurbishment of the building had walls and cabinetry laid over existing carpet which has only recently been discovered to still be wet and containing mould. The base of the shopfront counters are still wet also.

Michelle advised that Robson's Laboratories have undertaken an initial visit and will be visiting again this afternoon.

I have a meeting with Michelle and Jo McLeod tomorrow at Tuggeranong shopfront at 11am and it would be beneficial if yourself / relevant colleague could attend to brief us on the situation to date – so that we can work to assist you.

It might be that this is reportable as a 'dangerous occurrence' to WorkSafe ACT, but we can of course discuss.

I will be in the office from 8am - please give me a call or alternatively my supervisor David Pitt on 6207 6354.

Regards,

Luke Brown

Safety Advisor

Shared Services Health and Safety

Treasury | ACT Government

Ph:(02) 6205 4553 Fax:(02) 6205 4629

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ACT
Government

Economic Development

Ms Belinda Hedley
Shopping Centre Manager
Colliers International
Unit 18, 150-180 Soward Way
GREENWAY ACT 2900 Australia

Dear Ms Hedley

Recent Flood Damage - Canberra Connect Shopfront

I refer to the recent flooding with sewerage contaminated water to the Canberra Connect Shopfront within the Homeworld Shopping Centre in Greenway. It is now close to two months since this incident and there appears to be no clear program for the rectification of damage to the fit out and shopfront joinery.

As you would appreciate, this shopfront attracts approximately 125,000 customers through its doors on an annual basis; therefore, it is vital that this matter be rectified with absolute minimal disruption and as soon as possible.

Whilst the Territory appreciates your efforts in relation to the attending of the drying of the immediate area and replacing of the carpets where possible, we note, with concern, that substantial water damage has occurred to a large proportion of our general fit-out and this remains a serious problem. We are also concerned about the potential for any health issues that may arise due to the water damage and we would appreciate your assurance that these matters are addressed appropriately.

Your urgent attention to this matter is required.

Yours sincerely,



John Bissell
Senior Manager
Government Accommodation Strategy
Economic Development Directorate

29 September 2011