

From: [UniLodge ANU Assistant Residential Life Manager](#)
To: [Assistant General Manager - ANU](#); [PMO - Lena Karmel Lodge](#); [Residential Life Manager - ANU](#)
Subject: Re: Room Condition and Potential Room Change
Date: Friday, 24 March 2023 4:12:49 PM
Attachments: [image003.png](#)

Hi Team

I have emailed the resident to have a meeting early next week!

Kind regards,

s22

Assistant Residential Life Manager

Davey Lodge | Warrumbul Lodge | Kinloch Lodge | Lena Karmel Lodge

UniLodge @ ANU

T: +61 2 618 45609 (direct) | T: +61 2 618 45600 (main) A: 35 Childers Street , Canberra City ACT 2601

E: arlm.anu@unilodge.com.au | W: www.unilodge.com.au | Find us on Facebook [click here](#)

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<https://tinyurl.com/y227e5u9>

From: Assistant General Manager - ANU <agm.anu@unilodge.com.au>

Sent: Friday, March 24, 2023 2:01 PM

To: PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au>; Residential Life Manager - ANU <rlm.anu@unilodge.com.au>; UniLodge ANU Assistant Residential Life Manager <arlm.anu@unilodge.com.au>

Subject: RE: Room Condition and Potential Room Change

Yes, please as we don't have another room.

s22

has already requested pest control again but it has been sprayed already and the fridge was changed – this was the bad cockroach room for check in

Kind regards,

s22

General Manager - Lodges


UniLodge @ ANU

T: + 61 2 6125 7900 (main) | T: +61 2 6125 7974 (direct) | F: + 61 2 6125 7944

A: 26 Barry dr, Canberra City ACT 2601

E: agm.anu@unilodge.com.au | W: www.unilodge.com.au |  Find us on facebook [click here](#)

We celebrate and pay our respects to the Ngunnawal people of the Canberra region on whose traditional lands we live, meet, learn and work, and whose cultures are among the oldest continuing cultures in human history.

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From: PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au>

Sent: Friday, 24 March 2023 1:54 PM

To: Residential Life Manager - ANU <rlm.anu@unilodge.com.au>; UniLodge ANU Assistant Residential Life Manager <arlm.anu@unilodge.com.au>; Assistant General Manager - ANU <agm.anu@unilodge.com.au>

Subject: FW: Room Condition and Potential Room Change

Hi s22

Please see email below from resident who wants to move rooms.

From what I can see, it is mostly due to the condition of the room's cleanliness and maintenance.

Should we arrange to meet with s47F and chat to her about her move room request vs getting all problems fixed for her?

s22

s22

Property Manager Operations

UniLodge @ ANU

E: s22@unilodge.com.au | W: www.unilodge.com.au |  Find us on facebook [click here](#)

We celebrate and pay our respects to the Ngunnawal people of the Canberra region on whose land we live, meet, learn and work, and whose cultures are among the oldest continuing cultures in human history.

From: Reservations - ANU <anu@unilodge.com.au>

Sent: Thursday, March 23, 2023 11:23 AM

To: PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au>

Subject: Fw: Room Condition and Potential Room Change

Hi s22

Are you aware of the issues in this room? Are we able to get s47F to organise cleaning?

Kind Regards,

s22

UniLodge @ ANU

Davey Lodge | Warrumbul Lodge | Kinloch Lodge | Lena Karmel Lodge

T: + 61 2 6125 7900

A: [26 Barry Drive, Canberra City ACT 2601](#)

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<https://tinyurl.com/y227e5u9>



*QS World University Rankings 2023 International Alliance of Research Universities (IARU)

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From s47F [REDACTED]
Sent: Wednesday, 22 March 2023 11:00 PM
To: Reservations - ANU <anu@unilodge.com.au>
Subject: Room Condition and Potential Room Change

To Whom It may concern,

My name is s47F [REDACTED]
I am a resident who just checked into Room s47F of Lena Karmel Lodge on Monday.

The room has no ceiling light when I checked in, therefore it was too dark for me to distinguish the condition of the room. Parts of the lights has been fixed yesterday so I was able to take a closer look at the room and I am shocked and disappointed by how the condition really was.

I have now got dozens of dead cockroaches laying in the kitchen cupboards and in corners of the wall, moulds on the bathroom wall, shoe prints on the bedroom wall, a greasy range hood, a buzzing bedroom ceiling light, a constant flashing bathroom ceiling light and some other minor stuff.

s47F [REDACTED]

I understand that the Unilodge has thousands of rooms to manage and may not be able to notice the detailed condition of one single room. However, I do believe that the Lodge is obligated to inspect the room before handing it over to the new resident. I can accept that the room may not be perfect and may require several repairs but this kind of condition right now is unacceptable. I am paying the same amount of rent as other tenants, therefore I do believe I should be given a room that has been properly cleaned like what has been written in the Residential Handbook.

Under these circumstances, I am hoping to apply for a transfer to a different room, a room that has been properly inspected in advance.

Thank you for the help you can provide,

Kind regards,

s47F

A black rectangular redaction box covers the signature area, with the text 's47F' visible in red at the top left corner of the box.

From: [PMO - Lena Karmel Lodge](#)
To: [Residential Life Manager - ANU](#); s22
Subject: RE: LK s47
Date: Thursday, 6 July 2023 11:33:49 AM
Attachments: [image001.png](#)

Good Morning

I did reach out to them, but I reached out to the whole multishare, as s47F didn't tell us who s47F was.

I asked if they'd be comfortable for me to come and visit next week Monday, or if they had anything they wanted to tell me about the situation.

Kind Regards,

s22

Property Manager – Operations

UniLodge @ ANU

T: + 61 2 6125 7900 (main)

A: 26 Barry Drive, Canberra City ACT 2601

E: pmo.lenakarmel@unilodge.com.au | W: www.unilodge.com.au |  Find us on Facebook [click here](#)

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From: Residential Life Manager - ANU <rlm.anu@unilodge.com.au>

Sent: Thursday, July 6, 2023 10:37 AM

To: PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au>; s22
s22@unilodge.com.au

Subject: RE: LK s22

Have you reached out to s22 directly?

It would be a nice personal touch to check in with her and understand where s47F was coming from, shows that we are taking it seriously and not just sending them the generic email.

Can you reach out to her today and organise a time to meet with her and go through her concerns

Thanks s22

s22

Davey Lodge | Warrumbul Lodge | Kinloch Lodge | Lena Karmel Lodge

Residential Life Manager

Working days: Monday- Friday 9am – 5pm

UniLodge @ ANU

T: +61 2 618 45053 (direct) | T: +61 2 618 45000 (main) A: 25 Childers Street , Canberra City ACT 2601

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<https://tinyurl.com/y227e5u9>

From: PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au>

Sent: Thursday, July 6, 2023 9:39 AM

To: Residential Life Manager - ANU <rlm.anu@unilodge.com.au>; s22
s22 @unilodge.com.au>

Subject: RE: LK s47F

Good Morning

This multishare has been sent the new roommate email, so at the very least these issues will be addressed on 13/14 before someone new moved in.

Looking through my files, this multi-share didn't fail their room inspection, and each person was sent the pass email as well, except for s47F but I think they were just missed.

I'll be sending out a reminder email about departing/ new people arriving today, so hopefully we'll be able to look into this multishare ASAP to check on these issues.

Kind Regards,

s22

Property Manager – Operations

UniLodge @ ANU

T: + 61 2 6125 7900 (main)

A: 26 Barry Drive, Canberra City ACT 2601

E: pmo.lenakarmel@unilodge.com.au | W: www.unilodge.com.au |  Find us on Facebook [click here](#)

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From: Residential Life Manager - ANU <rlm.anu@unilodge.com.au>

Sent: Thursday, June 29, 2023 10:57 AM

To: s22 @unilodge.com.au>; PMO - Lena Karmel Lodge
<pmo.lenakarmel@Unilodge.com.au>

Subject: RE: LK s47F

s22

is our international officer on ResCom, but nothing has ever been raised on my end \

Warm regards,

s22

Davey Lodge | Warrumbul Lodge | Kinloch Lodge | Lena Karmel Lodge

Residential Life Manager

Working days: Monday- Friday 9am – 5pm

UniLodge @ ANU

T: +61 2 618 45053 (direct) | T: +61 2 618 45000 (main) A: 25 Childers Street , Canberra City ACT 2601

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<https://tinyurl.com/y227e5u9>

From: s22 [redacted]@unilodge.com.au>

Sent: Thursday, June 29, 2023 10:54 AM

To: PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au>; Residential Life Manager - ANU <rlm.anu@unilodge.com.au>

Subject: LK_s47F [redacted]

Hi team,

Just had the s47F [redacted] of one of the residents in s47F [redacted] come down to raise some issues, I've explained to him that s47F [redacted] needs to raise them and I'm not sure which resident she is.

Is this room on our radar for anything? Failed inspections, housemate issues?

- Shower screen filthy – beyond cleaning
- Black mould in the bathrooms – in the silicon/tiles?
- Toilets and kitchen not clean

Kind regards,

s22 [redacted]

General Manager - Lodges

UniLodge @ ANU

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From: [Reception - Lena Karmel](#)
To: s47F
Cc: [PMO - Lena Karmel Lodge](#)
Subject: LK_s47F
Date: Monday, 22 January 2024 12:05:34 PM
Attachments: [Outlook-wpqmjm01.png](#)
[Outlook-Please_con.png](#)

Hi s47F

s22 is checking rooms and has found that the walls of s47F have yellow mould stains similar to that of soy sauce.

The cleaners have told her that it is not coming off in their standard cleaning processes.

Can both of you please let us know some suggestions of what could be done here so we can fix this? The walls will be painted soon, so we would need to fix it before the painting.

Thank you.

If you require any further information, please do not hesitate to contact us.

With warm regards,

s22

Customer Service Coordinator

UniLodge @ ANU – Lena Karmel Lodge

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A: 26 Barry Drive, Canberra City ACT 2601

E: reception.lenakarmel@unilodge.com.au | W: www.unilodge.com.au



LENA KARMEL LODGE
Scintill Tuus Imaginationem

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Freedom of Information

From: s22
Sent: Wednesday, 13 March 2024 12:43 PM
To: Ron Fogarty
Subject: Re: Facebook post - Mould/water leaks

Yup – my thoughts exactly.

Thanks

s47F, s22

Director, Residential Experience Division

s47F

[Chat with me on MS Teams!](#)

For scheduling and diary inquiries, please contact:

s22

Senior Administration officer

✉ E: s22@anu.edu.au

☎ PH: +61 2125 6006

From: s22@anu.edu.au>
Date: Wednesday, 13 March 2024 at 12:40 pm
To: s22@anu.edu.au>
Subject: RE: Facebook post - Mould/water leaks

Oh this is because the student keeps linking this childcare story to ANU accommodation but it has nothing to do with it

s22

Deputy Director
Residential Experience Division

s47F

From: s22@anu.edu.au>
Sent: Wednesday, March 13, 2024 12:39 PM
To: s22@anu.edu.au>
Subject: FW: Facebook post - Mould/water leaks

FYI below – will keep you posted... No action required as yet but let me know if you also hear of anything.

Thanks

s22

Director, Residential Experience Division

s47F

[Chat with me on MS Teams!](#)

For scheduling and diary inquiries, please contact:

s22

Senior Administration officer

✉ E: s22 [redacted]@anu.edu.au

☎ PH: +61 2125 6006

From: s22 [redacted]@anu.edu.au>
Date: Wednesday, 13 March 2024 at 10:58 am
To: s22 [redacted]@anu.edu.au>
Cc: s22 [redacted]@anu.edu.au>
Subject: Facebook post - Mould/water leaks

Hi s22 [redacted]

Hope you're well.

We wanted to quickly flag the below post from a reporter at the Canberra Times. (just an FYI at this stage)

She has not approached our team, so it may not come to anything. But thought it best to keep each other in the loop!

Happy to chat any time if that's helpful!


Cheers, s22 [redacted]
s22 [redacted] (she/her)
Media Manager

ANU Communications and Engagement
Chancelry Building #10, East Road
The Australian National University
Canberra ACT 2600

s47F [redacted]
s22 [redacted]@anu.edu.au
www.anu.edu.au/media



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*QS World University Rankings by Subject 2023

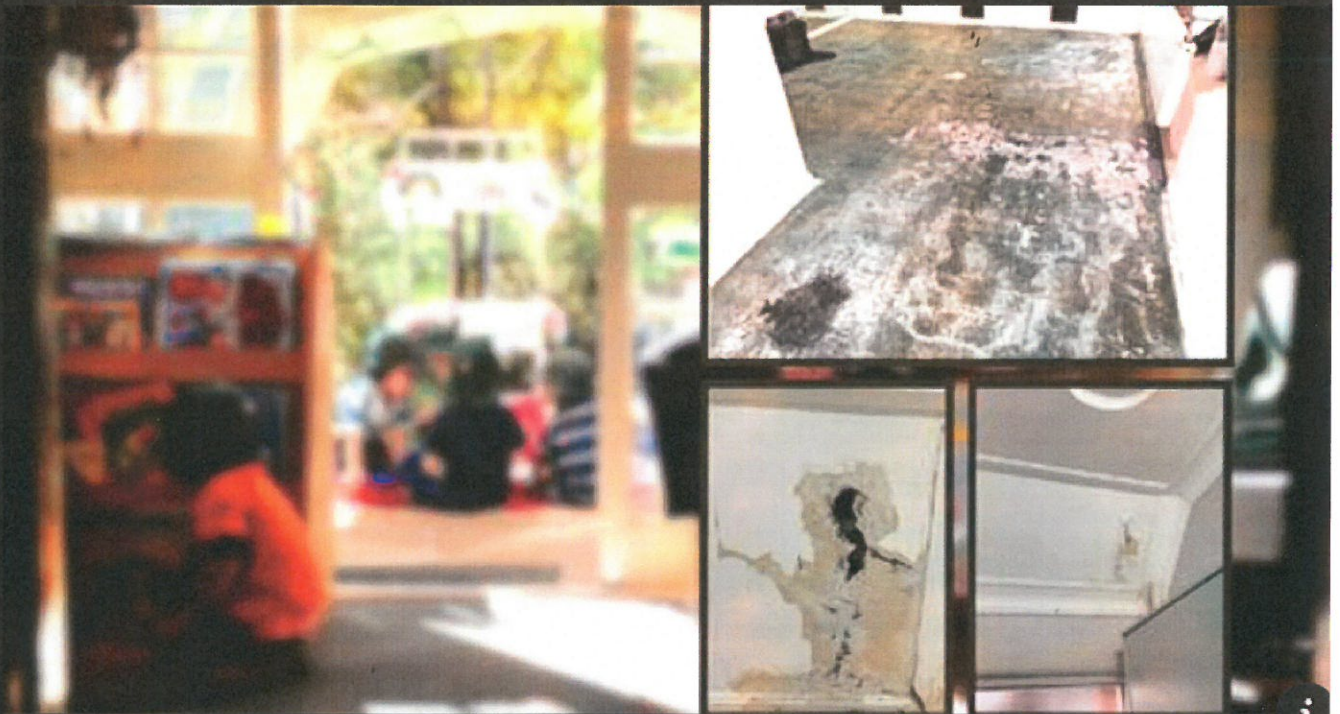
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Chris Lanie

· 20 h · 🌐

Have you had issues with mould/water leaks at Canberra tertiary accommodation? I am a reporter for The Canberra Times. I am looking into alleged issues in accommodation at university campuses or associated with tertiary institutions. You can email me at lanie.tindale@canberratimes.com.au or use my encrypted email address lanietindalejourn@protonmail.com. Here is some previous reporting of mine: www.canberratimes.com.au/story/8380732/mould-and-flaking-lead-paint-found-in-canberra-childcare-centres/



CANBERRATIMES.COM.AU

Mould and flaking lead paint found in Canberra childcare centres

Emails show concerns babies would eat lead paint flaking on walls.

👍 Like

💬 Comment

📧 Send



Write an answer...



From: s47F
To: s22
Subject: Re: Mould Issue
Date: Friday, 26 April 2024 1:23:53 PM

Hi s22

Thank you so much, I really appreciate your help!

Have a nice day :)

On 26 Apr 2024, at 1:20 pm, s22 @unilodge.com.au wrote:

Good Afternoon s47F

That's no problem, I'll escalate this to the maintenance manager, so we can hopefully have someone look at it today!

Kind Regards,

s22

Property Manager – Operations
UniLodge @ ANU
T: + 61 2 6125 7900 (main)
A: 26 Barry Drive, Canberra City ACT 2601
E: pmo.lenakarmel@unilodge.com.au | W: www.unilodge.com.au | <image001.png> Find us on Facebook [click here](#)

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From: s47F
Sent: Friday, April 26, 2024 1:00 PM
To: PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au>
Subject: Re: Mould Issue

Hi s22

Thank you for your email.

I haven't had anyone attend this week. I left my room around 11am today, so I'm not sure if anyone has been there since then :)

Thank you for following this up, I really appreciate it :)

Kind regards,

s47F

On Fri, 26 Apr 2024 at 11:44 am, PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au> wrote:

Good Morning s47F

I'm just following up with this

Has any maintenance team member attended your space yet?

If they haven't please let me know (there should have been a notice left in your room) so I can escalate this for you!

Kind Regards,

s22

Property Manager – Operations
UniLodge @ ANU
T: + 61 2 6125 7900 (main)
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From: s47F
Sent: Monday, April 22, 2024 11:50 PM
To: PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au>
Subject: Re: Mould Issue

You don't often get email from s47F [learn why this is important](#)

Hi s22

Thank you for your prompt reply.

I really appreciate the help in logging this job for me and altering maintenance. I look forward to fixing this issue to reduce the stress of all involved.

Have a nice day :)

Kind regards,

s47F

On 22 Apr 2024, at 8:04 am, PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au> wrote:

Good Morning

s47F

Thanks so much for emailing us about this issue.

Please know our reception team will log a maintenance job for your window sealing today. Given that you have seen and felt the cold near your window, we will be logging this as a leak.

As for more of a visual inspection, our LK room inspections are this week, so our staff will be coming to your space soon, to inspect in person as well.

If anything is discovered from the maintenance job or our visual inspection we will let you know

Please let us know if you notice any further change in the next day or two.

Kind Regards,

s22

Property Manager – Operations

UniLodge @ ANU

T: + 61 2 6125 7900 (main)

A: 26 Barry Drive, Canberra City ACT 2601

E: pmo.lenakarmel@unilodge.com.au | W: www.unilodge.com.au | <image001.png> Find us on Facebook [click here](#)

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From s47F

Sent: Saturday, April 20, 2024 1:05 PM

To: Reception - Lena Karmel <reception.lenakarmel@unilodge.com.au>

Cc: PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au>

Subject: Mould Issue

Good afternoon,

Hope this email finds you well.

Over the last 3 weeks, I have noticed that my window has been seeing an increased amount of water droplets. At first I thought it was a condensation thing and have been wiping it with a cloth (and sometimes cleaning spray) as often as possible. I also noticed that when I cleaned it in the morning, the water would return to the same amount only a few hours later, and I'm not in my room at all hours of the day to wipe it down constantly.

My carpet in this area sometimes feels damp (not wet though) but I just assumed that it was cold, particularly near the window. Over the last 2 days I've had my blinds fully closed, so I haven't looked at this area; however, this morning I noticed mould starting to appear on the carpet near my window. In using mould spray and attempting to remove this, I have noticed that it's also spread to my wooden stand near my window, which was only placed there within the last week or so.

I'm really not sure what's happening and would really appreciate some help. I'm not sure if the sealing around my window needs fixing, and that's why there's water around my entire window and surrounding frame or if there's something else wrong. I was hoping to show this during room inspections to get some advice, but the situation has worsened and requires attention sooner.

My room isn't always perfectly spotless, but it's generally clean and never a hygiene issue, so I don't believe it's a cleaning issue (I haven't experienced any issues like this in living in s47F). I don't normally have my windows open — I started opening it a little more when the water started appearing but haven't left it open when I noticed that it wasn't changing anything. Basically, having the window open or closed made no difference.

I understand that this won't be attended to over the weekend, but would really appreciate if this could be attended to/replied to on Monday as a priority, so I can fix this issue before it gets worse. Thank you for your understanding and help, it's much appreciated during this matter.

Have a nice day :)

Kind regards,

s47F

From: [Reception - Lena Karmel](#)
To: s47F
Subject: Re: Room condition
Date: Friday, 3 May 2024 12:26:13 PM
Attachments: [Outlook-rvg1n3ze.png](#)
[Outlook-Please con.png](#)

Hi s47F

Thank you for your email, and I apologize for the delay in getting back to you.

We raised a maintenance request back in January 2024 to replace the shower silicone in your space. This explains why a cleaner wasn't sent to address the mold issue, as it can only be effectively resolved once the silicone is replaced. Additionally, we also logged job with the maintenance team about the chipped wall.

Both jobs are part of our life cycle, which can sometimes take several months to complete. However, I've escalated the matter with our maintenance team to prioritize.

If you require any further information, please do not hesitate to contact us.

With warm regards,

s22

Customer Service Coordinator

UniLodge @ ANU – Lena Karmel Lodge

T: + 61 2 6125 7900 (main) | F: + 61 2 6125 7944

A: 26 Barry Drive, Canberra City ACT 2601

E: reception.lenakarmel@unilodge.com.au | W: www.unilodge.com.au



LENA KARMEL LODGE

Schill | Tuus | Imaginationen

Concerned about a UniLodge @ANU resident? Fill in a CARE report by going to the link below:

<https://tinyurl.com/y227e5u9>

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From: s47F [REDACTED]
Sent: Saturday, 20 April 2024 12:45
To: Reception - Lena Karmel <reception.lenakarmel@unilodge.com.au>
Subject: Room condition

Hi!

I went down to reception today and was asked to send in an email with the following information. There is lots of mould in the grout in my shower. It was present when I first moved in at the start of this year, and I believe that it was an ongoing issue from last year, as it was already included in my room's condition report. I have attached photos.

I got a call on Tuesday the 16th of April from reception saying that they were going to have someone come in and clean it at no cost to me. They also said it would not be included in my room inspection next week as it was an ongoing issue. They asked me when the best time would be for someone to take a look at it. I said that Wednesday the 17th would be perfect, but nobody came in that day or the rest of this week.

I just wanted to once again see if this could be cleaned up for me. I also just wanted to make sure that it would not be included in my room inspection next week.

There are also several chips on the shower floor, and it would be amazing if I could get them fixed as well. I included that in my condition report at the start of this year as well, and I have also included photos of them.

Thank you!

s47F [REDACTED]

From: s47F
To: s22
Cc: PMO - Lena Karmel Lodge
Subject: Re: Maintenance Work - Window leaks
Date: Monday, 6 May 2024 12:55:57 AM

Hi s22

Thank you for letting me know, and thanks for your help.

s47F but I am happy to have you visit on Wednesday morning (around 11am - 1pm) if you have time, as this is often when the condensation appears, rather than a leak (to my knowledge) that randomly occurs throughout the day.

Whilst the condensation is currently a major issue, I am also worried about the mould growth in my room and would like some assistance in removing this issue as soon as possible. On Friday, I threw out the stand that was in my room near my window (that had mould growth on it) and found that there appears to be a water mark underneath it (please find attached the pictures). Additionally, my curtain also appears to have mould on it — I have been keeping an eye on and using mould spray/vinegar, I'm still just a little confused as to why mould is appearing in the area and would appreciate some help on this front too beyond the condensation issue.

Additionally, here are my answers to s22 questions from her previous email — I heard she was going to be on leave during the week so thought it was best to include these answers in this email:

1. What time you usually shower, and when does the condensation appear?

I often shower at night and sometimes in the morning but have found no correlation between showering and the condensation.

2. When is your heater on, and when does the condensation appear?

The heater is on rarely and is only on for about 2 hours max before it's turned off. I normally use my heater to warm my room and then turn it off.

3. When do you wash your dishes, and when does the condensation appear?

I wash my dishes at different times, it is never the same time — sometimes at night and sometimes in the morning. I have had hot water issues in my kitchen since I moved in, which is most notable when dishes as the water is often hot or just Luke warm.

4. Do these activities happen at the same time?

No. There may be the occasional shower or washing of dishes whilst the heater is on, but it's very rare for any of these activities to occur at the same time.

Overall, I have often found that the condensation issue occurs overnight and I notice it when I get up in the morning. I normally turn my fan on and have it pointed at the window area all day to dry out the area and reduce the condensation/water. This is why I originally thought the condensation issue might have been related to gaps in the sealing of my window. When I threw out my wooden stand, I found also found mould on the wall behind it (I have used mould spray to remove it) and a mark on the floor that looks like a water stain — when I moved this stand it was obvious that this was not moved out of the way when maintenance visited, indicating that maintenance may not have actually investigated the area that closely, particularly in the left corner.

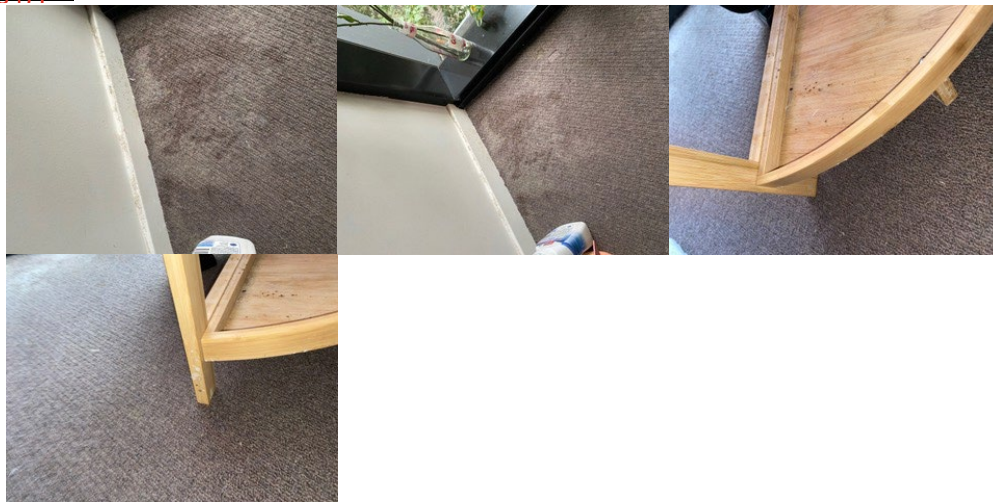
Please let me know if Wednesday would work for you to come by and have a look at the area. I'll leave the condensation untouched that day so you can have a clear look of the window and surrounding area.

Thank you your help, I really do appreciate it.

Have a nice day :)

Kind regards,

s47F



On 3 May 2024, at 3:55 pm, s22 <[redacted]@unilodge.com.au> wrote:

Hi s47F

Happy for you text me when you see the leak forming and then I'll come up and take a look.

Kind regards,

s22

General Manager Portfolio - East
UniLodge @ ANU
T: + 61 2 6125 7900 (main) | T: +61 2 6125 7974 (direct) | F: + 61 2 6125 7944
A: 26 Barry dr, Canberra City ACT 2601
E: agm.anu@unilodge.com.au | W: www.unilodge.com.au |  Find us on facebook [click here](#)

We celebrate and pay our respects to the Ngunnawal people of the Canberra region on whose traditional lands we live, meet, learn and work, and whose cultures are among the oldest continuing cultures in human history.

<image003.gif>

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From: PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au>

Sent: Friday, May 3, 2024 3:41 PM

To: s47F

Cc: s22 <[redacted]@unilodge.com.au>

Subject: RE: Maintenance Work - Window leaks

Good Afternoon **s47F**

Thanks for your reply!

I'm sorry I wasn't able to get to your room today, I'll pass this onto **s22** and I'm sure she'll come at some point next week.

She'd definitely like to see the condensation, so she'll organise with you a time where it's still there.

I was able to organise with one of the gentlemen from **s22** to come On Thursday, at 9:30, and it should take more than 1-2 hours (he confirmed it certainly would be a half day-full day look)

But he did want to know the frequency of your using items that might contribute to condensation.

So:

- What time do you usually shower, and when does the condensation appear?
- When is your heater on, and when does the condensation appear
- When do you wash dishes, and when does the condensation appear
- Do these activities happen at the same time, etc, and when does the condensation appear, etc

So if you could let me know a general outline of these activities, we'll pass it on to **s22** before his visit

Kind Regards,

s22

Property Manager – Operations

UniLodge @ ANU

T: + 61 2 6125 7900 (main)

A: 26 Barry Drive, Canberra City ACT 2601

E: pmo.lenakarmel@unilodge.com.au | W: www.unilodge.com.au | <image004.png> Find us on Facebook [click here](#)

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From: **s47F**

Sent: Thursday, May 2, 2024 1:10 PM

To: PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au>

Subject: Re: Maintenance Work - Window leaks

Hi **s22**

Thank you for passing this on.

I am happy to be in the space whilst you both come check out the room, I'll just need about an hour's notice if possible. You're welcome to come tomorrow; however, if you're able to give a rough time that you might come, I'll get someone to cover my **s47F** for 30 minutes. Also, would you like the condensation left untouched for when you visit, or would you like it dealt with as normal?

Also just confirming that you are welcome to come sometime next week as well, no stresses there. I'll also be throwing out some stuff that was impacted by the spread of mould, so if you would like to see it first just let me know as I'll have to ask for the garbage key anyways :)

Feel free to call or message me, as **s22** should have my number :)

Again, just wanted to thank you for your help!

Have a nice day :)

Kind regards,

s47F

On 2 May 2024, at 11:25 am, PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au> wrote:

Good Morning **s47F**

Thanks for your reply!

I've let the maintenance manager know about your preference for next week after Tuesday.

Once he responds with a date and time (and if you need to vacate the space) I'll let you know!

Thanks for also confirming that **s22** or myself are able to visit your space to have a look ourselves

We will call or email you before we come up!

s22 is out of the office for a portion of today, so it's most likely we'll have a look tomorrow or next week.

Kind Regards,

s22

Property Manager – Operations

UniLodge @ ANU

T: + 61 2 6125 7900 (main)

A: 26 Barry Drive, Canberra City ACT 2601

E: pmo.lenakarmel@unilodge.com.au | W: www.unilodge.com.au | <image001.png> Find us on Facebook [click here](#)

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From: **s47F**

Sent: Wednesday, May 1, 2024 10:48 AM

To: PMO - Lena Karmel Lodge <pmo.lenakarmel@Unilodge.com.au>

Subject: Re: Maintenance Work - Window leaks

Good morning **s22**

Thank you for your speedy reply and for finding a cheaper alternative.

Any day after Tuesday next week (Wednesday, Thursday, Friday) is perfect. I am also happy to be out of the room so they have more space to investigate, so if you're able to get a rough day/time they might be coming that would be great (but I also understand that's not always possible, so no stresses there).

I really do appreciate your help with this and thank you for being so proactive in helping me out.

Have a nice day :)

Kind regards,

s47F

On 30 Apr 2024, at 1:29 pm, PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au> wrote:

Good Afternoon s47F

Thanks for your reply.

I understand purchasing something can be difficult if it's not within your budget. I will look into any possibility of our team being able to provide you with something that could assist in the de-humidification in your space with my manager.

But in the meantime, here is a cheaper alternative to a full de-humidifying machine, that could assist with the small area you seem to require it: [DampFree 300g Disposable Moisture Absorbers - 2 Pack - Bunnings Australia](#)

As for further action, I agree that more can be done to investigate.

You have lived in the space through the seasons and not experienced a problem like this before, which makes me feel like it could be a leak, but the large singular puddles visible make me think it's condensation.

As someone from s22 has come to investigate, they can't find signs of a leak, so I do think it's probably the condensation but it would be nice to know why there's so much?

So, I did bring up your issue in our maintenance meeting with the s22 today, and they said they'd be happy to send someone to sort of test your space for how hot its getting when hot water is running, while the heater is going etc.

So, would you be able to let me know a day next week that could be good for you for this kind of investigation to happen?

I'm not too sure how long it will take, but a ballpark day would be great to keep the ball rolling

Kind Regards,

s22

Property Manager – Operations

UniLodge @ ANU

T: + 61 2 6125 7900 (main)

A: 26 Barry Drive, Canberra City ACT 2601

E: pmo.lenakarmel@unilodge.com.au | W: www.unilodge.com.au | <image001.png> Find us on Facebook [click here](#)

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From: s47F

Sent: Sunday, April 28, 2024 5:22 PM

To: Reception - Lena Karmel <reception.lenakarmel@unilodge.com.au>; PMO - Lena Karmel Lodge <pmo.lenakarmel@unilodge.com.au>

Subject: Re: Maintenance Work - Window leaks

Good afternoon,

Thank you for investigating this situation for me.

I was just wondering if UniLodge would be providing the humidifier for my room? This option is not currently within my budget and the alternative is puddles of water that are contributing to a mould issue in my room — which spread to a piece of furniture that I'll have to throw out as I cannot remove the mould adequately.

I'm unsure about the proactivity of this solution, given the budget constraints and the no apparent alternative solutions. The amount of condensation is significant and difficult to maintain on a daily basis, considering I have to wipe it down at least 2 times a day to reduce further issues with mould.

I was just wondering what other alternatives you could provide given the circumstances, given these considerations. Additionally, I understand that maintenance have concluded that the issue is related to condensation; however, I'm still confused about what factors are contributing to the mould around the area and am eager to investigate the cause of this as I fear a situation where it gets worse.

Thank you for your help.

Have a nice day :)

Kind regards,

s47F

On 26 Apr 2024, at 5:28 pm, UniLodge @ ANU Lena Karmel Lodge <reception.lenakarmel@unilodge.com.au> wrote:





Hi **s47F**

I hope this email finds you well.

We are reaching out today to let you know that maintenance team attended your room today to inspect the window leaks.

The maintenance team has confirmed that there is no visible evidence of a leak and they were unable to identify the source.

They have concluded that the issue is due to condensation, suggesting the potential use of a dehumidifier.

If you have any questions, please feel free to contact us.

Kind Regards,

s22

perations | Lena Karmel Lodge

From: s22
To: [REDACTED]
Cc:
Subject: FW: Media Request: Mould in student residences
Date: Wednesday, 29 May 2024 12:58:17 PM
Attachments: [IMG_8172.MOV](#)
[IMG_8171.MOV](#)
[IMG_8170.MOV](#)

Hi s22

Thanks so much again for making time to chat about this one yesterday.

Does the below look ok to you? (We have kept it fairly generic)

Anything I've missed, please let me know.

STARTS

The University takes the health and wellbeing of all of our students seriously.

Any reports of mould in our residences are dealt with as a matter of urgency.

This involves repairing the issue and identifying the root cause.

Residents are encouraged to log any issues with their rooms as soon as they notice them, so they can be actioned.

ENDS

Cheers s22

From: s47F [REDACTED]@canberratimes.com.au>
Sent: Monday, May 27, 2024 12:48 PM
To: ANU Media Team <media@anu.edu.au>
Subject: Media Request: Mould in student residences

Hello. I am writing a story on the presence of mould at ANU student accommodation, including allegations it has made one student very ill s47F [REDACTED]

s47F [REDACTED] Please see attached a video of rain at Lena Karmel Lodge.

My deadline is Wednesday May 29 COB. I'm off for the month of June, starting this Friday, so that I unfortunately don't have any flexibility with the deadline.

In which of these student residences has mould been found?

- Ursula Hall Main Wing
- Ursula Hall Laurus Wing
- Toad Hall
- Burgmann College
- Burton Hall
- Garran Hall
- Lena Karmel Lodge

Davey Lodge

- Kinloch Lodge
- Warrumbul Lodge

In which of those buildings was the mould remedied?

I also have allegations from the student about how ANU Operations responded to her concerns about mould. I will send follow up questions ASAP about those.

Thank you,

--

Lanie Tindale *pronounced 'Lar-knee'*

City reporter

The Canberra Times

s47F

A 9 Pirie Street, Canberra Times, ACT, 2609

W www.canberratimes.com.au

I am living and working on Ngunnawal Land.



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From: [ANU Media Team](#)
To: [s47F@canberratimes.com.au](#)
Cc: [ANU Media Team](#)
Subject: RE: Media Request: Mould in student residences
Date: Wednesday, 29 May 2024 5:02:31 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.jpg](#)
[image004.jpg](#)

Hi [s47F](#)

Please see below a statement you're welcome to use in your reporting. It can be attributed to a University spokesperson.

STARTS

The University takes the health and wellbeing of all of our students seriously.

Any reports of mould in our residences are dealt with as a matter of urgency.

This involves repairing the issue and identifying the root cause.

Residents are encouraged to log any issues with their rooms as soon as they notice them, so they can be actioned.

ENDS

Kind regards, Jess

[s22](#) (she/her)
Media Manager

ANU Communications and Engagement
Chancelry Building #10, East Road
The Australian National University
Canberra ACT 2600

[s47F](#)
[s22@anu.edu.au](#)
www.anu.edu.au/media



CRICOS #00120C

ANU_Email_signature_banner_2023_black



The Australian National University acknowledges, celebrates and pays our respects to the Ngunnawal and Ngambri people of the Canberra region and to all First Nations Australians on whose traditional lands we meet and work, and whose cultures are among the oldest continuing cultures in human history.

From: [s47F@canberratimes.com.au](#)
Sent: Wednesday, May 29, 2024 1:12 PM
To: ANU Media Team <media@anu.edu.au>
Subject: Re: Media Request: Mould in student residences

Thanks s22 I will let you know ASAP.

On Wed, 29 May 2024 at 12:59, ANU Media Team <media@anu.edu.au> wrote:

This Message Is From an External Sender

This message came from outside your organization. Hi Lanie,

We are looking into this for you, but just thought I'd check and see whether you still intended to send some follow-up questions?

Kind regards, s22

s22

Media Manager

ANU Communications and Engagement

Chancelry Building #10, East Road

The Australian National University

Canberra ACT 2600

s47F

s22 [@anu.edu.au](mailto:media@anu.edu.au)

www.anu.edu.au/media



CRICOS #00120C



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Thank you,

--

Lanie Tindale *pronounced 'Lar-knee'*

City reporter

The Canberra Times

s47F [redacted]

A 9 Pirie Street, Canberra Times, ACT, 2609

W www.canberratimes.com.au

I am living and working on Ngunnawal Land.



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