

CONSUMER REPORT

CLIENT DETAILS

WA Country Health Service, Kimberley
Broome Housing

Broome WA 6725

DETAILS

DATE OF INSPECTION: 2 February 2024

REFERENCE: Rhapsody Damage

LOCATION: Cable Beach 6726 WA

To Whom It May Concern,

I am writing to report on the detailed inspection conducted at _____ Court, Cable Beach WA 6726, on 2 February 2024. At the time of inspection, the property was vacant. We were requested to quote on repairs and have also provided an assessment of the damage and its causes as part of our service for rental properties.

The property, a four-bedroom and two-bathroom residence, features cedar timber blinds in common areas and the master bedroom, and Rhapsody 25mm venetians in "Almost White" in all other rooms. Overall, the window coverings are in good condition, with minor damage and signs of wear.

The Rhapsody venetians were confirmed to have been manufactured in June 2015, as indicated by the manufacturer's production label.

I. **Bedroom 1 – Minor Damage**

This bedroom features a single sliding window with Rhapsody venetian blinds installed on the face, with controls on the right-hand side. Based on photographs and detailed observations, the damage appears to be due to fair wear and tear, exacerbated by the product's age. These blinds are functional and provide adequate privacy.



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II. Bedroom 2 - No Damage

Similar to Bedroom 1, this room has a single sliding window with Rhapsody venetian blinds, showing no substantial damage. The blinds are in working condition and ensure privacy.



III. Bathroom (Common) - No Damage

The bathroom is equipped with a centre fixed and double sliding window and Rhapsody venetian blinds reveal fit, showing no damage. These blinds, too, are functional and ensure privacy.



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IV. Laundry – **Damaged Slats**

The laundry area features two Rhapsody venetian blinds with a common header. Installation issues have led to damage, as the blinds impede the sliding door's movement. Despite this, the blinds remain functional for privacy but require reinstallation to prevent further damage. My assessment, supported by photographs and detailed observations, concludes that the damage to the blinds is **as result of poor installation and use.** Evidence is documented in the attached photos (right), and further corroborated by manufactured date in June 2015 found on the product.



V. Bedroom 3 – **Damaged Slats & Missing Wand**

Similarly to the laundry area, Bedroom 3's blinds suffer from poor installation. They are not in working order and require a new control wand, although they still provide privacy. Corrective installation is recommended and a replacement control wand is required.

*Having tested these blinds they **are NOT in working order** and need a new control wand. We can supply to WACHS office FOC. However they are sufficient for privacy despite the damaged slats and missing wand, but should be mounted further off the wall to avoid further damage.*



VI. Master Bathroom – **No Damage**

This bathroom's sliding window is fitted with Rhapsody venetian blinds that have no damage and are in working order, providing sufficient privacy. No photos taken.

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Conclusion:

With the exception of the blinds over the glass sliding doors, all Rhapsody venetian blinds are in good condition given their age and usage. The minor imperfections and slight damage observed are consistent with daily use over a decade. It is recommended not to replace the blinds due to minor damages that are typical for their usage and age.

However, the blinds over the glass sliding doors in Bedroom 3 and the laundry have suffered due to poor and incorrect installation. When installing venetians in a cyclonic region it is common for windows and sliding doors to have an internal mullion to meet building standards for Category C, cyclonic regions. In this instance the installer failed to calculate the standoff required and despite obvious signs of the mullion striking the venetians didn't carry out any remedial work. These issues should be directed to the landlord for refitment.

For further clarification, please feel free to contact me.

Thank you.

David Lambert
The Blindman Broome