

| CONTACT ID | TITLE | FIRST NAME | LAST NAME | STATE | POSTCODE | HOME PHONE | HOME EMAIL | MOBILE | SECONDARY CONTACTS | CURRENT STATUS | REP LAST NAME | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Comments |
|------------|-------|------------|-----------|-------|----------|------------|------------|--------|--------------------|----------------|---------------|----|----|----|----|----|----|---|
| | | | | ACT | 2914 | | | | | Lessor | | 9 | 9 | 9 | 9 | 9 | 9 | Our experience with [redacted] as our sales consultant when purchasing our investment property through DHA was very positive as the service he provided could not be faltered. He responded to our questions with patience demonstrating thorough product knowledge while guiding us through the process. After settlement he continues to contact us periodically to ensure our satisfaction with the investment. We have recommended the DHA opportunity to friends and assured them [redacted] will make the purchase process easy for them. |
| | | | | ACT | 2600 | | | | | VIP Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | VIC | 3057 | | | | | Lessor | | 8 | 9 | 8 | 10 | 8 | 8 | I will make one comment but this is more to do with the DHA lawyers that handled the sale. I found them to be quite difficult to deal with and at no stage did we get told that the original lawyers were no longer handling the sale and it had been handed to another firm. |
| | | | | WA | 6155 | | | | | Hot | | 8 | 8 | 8 | 8 | 8 | 9 | Nil |
| | | | | ACT | 2617 | | | | | Hot | | 9 | 10 | 9 | 10 | 9 | 10 | Here are the ratings for [redacted] who I found very helpful: |
| | | | | NT | 812 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Excellent and very professional in providing sales service and advice. All queries were responded to within 12 hours. He answered all of my questions satisfactorily. All queries in relation to DHA were answered in full. [redacted] provided all the information that I needed upon my request. He also provided and received phone calls from myself when urgent matters needed to be dealt with. I have been and will continue to recommend DHA. I will also be targeting my finances to purchase further properties with DHA. |
| | | | | NSW | 2750 | | | | | Lessor | | 6 | 6 | 5 | 7 | 6 | 6 | Refer Email |
| | | | | NSW | 2745 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | WA | 6153 | | | | | VIP Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | VIC | 3174 | | | | | Purchasing | | 9 | 9 | 9 | 9 | 9 | 9 | Check Details |
| | | | | VIC | 3140 | | | | | Lessor | | 7 | 6 | 5 | 8 | 6 | 8 | However, when I requested information from her she was quick to respond and was much appreciated. |
| | | | | NSW | 2567 | | | | | Lessor | | 9 | 9 | 9 | 9 | 9 | 10 | Nil |
| | | | | NSW | 2324 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | NSW | 2226 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | NSW | 2046 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Overall my experience has been exceptionally positive. [redacted] has gone out of his way to be helpfully – often responding to requests for information over the weekend. |
| | | | | NSW | 2567 | | | | | Lessor | [redacted] | 10 | 10 | 10 | 9 | 10 | 10 | Very clear and regular communication. Outstanding service. Very honest and knowledgeable. Highly and we are looking at purchasing again through DHA in the next year or so. |
| | | | | WA | 6021 | | | | | Lessor | | 9 | 9 | 8 | 8 | 8 | 6 | Only because the privatisation has me unsure given DHA will no longer be government owned. [redacted] is always available, and always follows up every request promptly without fail or directs me to who I should be liaising with. DHA should be proud to have her as part of their organisation. |
| | | | | NSW | 2430 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | was great, this is our first DHA property and if it works out as good as it should we will buy several more over the years to come. We currently have several other investment properties managed by agents but like the security of the DHA lease back system so we think that will get us to invest again when we are ready to buy another property. |
| | | | | ACT | 2617 | | | | | Lessor | | 9 | 9 | 9 | 9 | 9 | 7 | Nil |
| | | | | NSW | 2477 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | communication in keeping us informed was excellent and he was knowledgeable and upfront about DHA. We have already recommended DHA as an investment and to use [redacted] to our two sons who have bought investment properties from DHA. They have now both invested in a property using [redacted] in the past 12 months. They have inturn recommended DHA and [redacted] to their friends. We have also indicated to our friends when asked, that DHA is potentially an excellent investment and recommend they talk to [redacted] to obtain further information. We have expressed to [redacted] our appreciation of his professionalism is all areas from ourselves and our sons, both verbally and in an email. |
| | | | | NSW | 2155 | | | | | Lessor | | 9 | 9 | 9 | 9 | 9 | 9 | Nil |
| | | | | NSW | 2558 | | | | | Lessor | | 9 | 9 | 9 | 9 | 9 | 10 | We have purchased 2 houses with the DHA and have had great service from [redacted] has always been very helpful and made the experience a pleasure. We will be purchasing another in the future . |
| | | | | NSW | 2747 | | | | | VIP Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | We have 4 DHA properties and have dealt with [redacted] from our first property purchase and because of how we have rated him on the above aspects and that he is a genuine nice person, is why we continue to only want to purchase further properties through him. An asset to DHA..... |
| | | | | NSW | 2154 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | NSW | 2558 | | | | | Hot | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | NSW | 2077 | | | | | Lessor | [redacted] | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | ACT | 2905 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | ACT | 2913 | | | | | Lessor | | 10 | 9 | 10 | 9 | 9 | 8 | Please see my responses below. I found [redacted] to be very responsive and professional. |
| | | | | VIC | 3199 | | | | | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | Everything is a ten Except the last point and it has nothing to do with the consultant but is about concerns/fears about the forthcoming privatisation |
| | | | | ACT | 2600 | | | | | Lessor | | 10 | 10 | 10 | 9 | 10 | 9 | Refer email |
| | | | | NSW | 2154 | | | | | Lessor | | 9 | 9 | 9 | 10 | 9 | 10 | Nil |
| | | | | NSW | 2774 | | | | | Lessor | | 9 | 9 | 9 | 10 | 9 | 10 | Nil |
| | | | | ACT | 2914 | | | | | VIP Lessor | | 9 | 10 | 10 | 9 | 10 | 8 | [redacted] is a very helpful and friendly consultant. We purchased 2 DHA properties through him in 2013 & 2014. We are going to buy another DHA soon. |
| | | | | NSW | 2774 | | | | | Lessor | | 10 | 10 | 9 | 9 | 10 | 10 | We found [redacted] to be always available, informative & easy going. The only thing we Would change is the solicitor we used as we found the to be very unorganized Uncommunicative & expensive. They were on a list of solicitors recommended by DHA. |

| | | | | | | | | | | |
|-----|------|------------|----|----|----|----|----|----|----|---|
| VIC | 3000 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | I was very pleased with how looked after me during the whole process. There were many cases for a long period where I had nominated myself for an investment property to only get knocked back. If it wasn't for the way assistance and professionalism I would have considered going elsewhere to buy an investment property. In other words, If I was dealing with someone who wasn't as helpful as I would have bought a property elsewhere (not from DHA). As an organisation, you should do whatever you can to retain employees that are of high calibre such as So in regards to all these rating, I would provide a rating of 10/10 for each one. By the way, I have recommended DHA to my friends and colleagues for atleast in the past and it is likely I would in the future should the topic of investment properties come up. |
| | | | | | | | | | | I would have no hesitation in recommending 10 for all of these points for Throughout the whole process advice and perseverance through what were probably some pretty silly questions were really appreciated. He helped me to understand the DHA process and also made me feel comfortable that I was making the right decision. At no time did he encourage me to do anything that I wasn't comfortable with. Furthermore, he has been of great support since in getting everything finalised in terms of bill payments etc and who should be making them. is a true asset to DHA and I would recommend dealing with him to any of my friends. I also hope to be dealing with him again when I next get the chance to invest in DHA. It is very rare that you get the chance to say that dealing with someone was enjoyable, where they do 100% of what they say and they make things happen. With I can honestly say that's how it happened. |
| NSW | 2084 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | was very attentive, willing to answer all questions and only made one small error in dealing with our purchase and subsequent contract arrangements. All in all a very good experience. He is an excellent performer. |
| ACT | 2612 | Lessor | 8 | 8 | 8 | 9 | 8 | 9 | 9 | Nil |
| ACT | 2913 | Lessor | 10 | 10 | 9 | 10 | 10 | 10 | 10 | Nil |
| WA | 6020 | Lessor | 7 | 7 | 6 | 7 | 7 | 7 | 7 | Nil |
| NSW | 2074 | VIP Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | has been excellent. I have now bought 3 DHA properties thru him and am very impressed with the excellent & straight forward service. I will probably buy DHA again & most certainly will go thru |
| NSW | 2323 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| QLD | 4810 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 | Refer Email |
| NSW | 2121 | Lessor | 10 | 10 | 9 | 10 | 10 | 10 | 8 | Nil |
| NSW | 2290 | Lessor | 8 | 8 | 8 | 9 | 8 | 9 | 9 | Nil |
| NSW | 2567 | Lessor | 9 | 9 | 9 | 9 | 10 | 10 | 10 | was fantastic with us. He provided quality information and kept us advised all of the way through the process. We have already recommended DHA to a number of friends. |
| VIC | 3152 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 7 | Nil |
| NT | 836 | Lessor | 10 | 9 | 8 | 8 | 9 | 10 | 10 | Nil |
| ACT | 2913 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | I am dealing with since 2005. I have never met him face to face. He is an excellent person and has provided excellent service. |
| WA | 6169 | Lessor | 8 | 8 | 8 | 8 | 8 | 6 | 6 | The only problem we had with DHA was not but the Lawyers used by DHA. They provided poor service and extremely slow to respond. Being in it is a long way from .Yes I would recommend DHA to others . |
| NSW | 2750 | VIP Lessor | 8 | 8 | 7 | 9 | 8 | 9 | 9 | Nil |
| NSW | 2137 | Lessor | 9 | 8 | 9 | 9 | 9 | 8 | 8 | Nil |
| NSW | 2285 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 | I found very knowledgeable, down to earth and always replied to emails and phone calls very quickly. |
| NSW | 2137 | Lessor | 10 | 10 | 10 | 10 | 10 | 8 | 8 | Nil |
| NSW | 2137 | Lessor | 9 | 9 | 10 | 9 | 9 | 9 | 9 | Nil |
| NSW | 2768 | Lessor | 8 | 8 | 8 | 8 | 8 | 8 | 8 | Nil |
| ACT | 2611 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | I give a rating of 10 (most satisfied) for each and every question below. It was an absolute pleasure to deal with him, and I am very satisfied with the advice and service has given me. |
| NSW | 2112 | Hot | 10 | 10 | 10 | 9 | 10 | 10 | 10 | Nil |
| ACT | 2607 | VIP Lessor | 7 | 7 | 7 | 7 | 7 | 5 | 5 | Nil |
| TAS | 7018 | Lessor | 10 | 10 | 10 | 10 | 10 | 8 | 8 | I had no problems throughout the entire process and always kept me up to speed and informed in what was a fairly long process form the time I started entering the ballot to the time my number came up. |
| NSW | 2526 | Lessor | 8 | 8 | 8 | 8 | 8 | 8 | 8 | We found helpful & easy to deal with. We would choose to deal with him again. |
| ACT | 2611 | Lessor | 10 | 10 | 10 | 9 | 10 | 10 | 10 | Nil |
| NSW | 2154 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 | Nil |
| NSW | 2179 | Lessor | 7 | 6 | 7 | 8 | 7 | 7 | 7 | Nil |
| NSW | 2151 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | is excellent to deal with. He is very responsive & helpful. He made the whole purchase process hassle free. |
| VIC | 3204 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 | Very happy - thanks. |
| NT | 800 | Purchasing | 8 | 7 | 7 | 7 | 8 | 8 | 8 | Nil |
| ACT | 2614 | Lessor | 9 | 9 | 8 | 8 | 9 | 9 | 9 | Nil |
| NSW | 2170 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | May God shower His blessings of peace, harmony, prosperity, health, wealth and abundance of happiness upon you and your loved ones forever. |
| ACT | 2606 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| NSW | 2305 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 | Nil |
| NSW | 2560 | Lessor | 10 | 8 | 10 | 8 | 10 | 10 | 10 | Nil |
| NSW | 2000 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| ACT | 2614 | Lessor | 7 | 8 | 9 | 7 | 8 | 9 | 9 | Nil |
| NSW | 2250 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| ACT | 2607 | Lessor | 8 | 8 | 8 | 8 | 8 | 8 | 8 | Nil |
| NSW | 2619 | Lessor | 9 | 8 | 8 | 10 | 9 | 9 | 9 | Nil |
| WA | 6030 | Lessor | 6 | 5 | 5 | 6 | 5 | 6 | 6 | Nil |
| ACT | 2605 | Warm | 9 | 9 | 9 | 9 | 9 | 9 | 9 | I was very satisfied with my sales consultant, and the whole process went extremely smoothly. kept me well informed, was knowledgeable and a good communicator. I have already recommended DHA to a friend/colleague. |
| WA | 6155 | VIP Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| ACT | 2617 | Lessor | 9 | 9 | 10 | 10 | 10 | 10 | 8 | Refer Email |

| | | | | | | | | | |
|-----|------|------------|----|----|----|----|----|----|---|
| | | | | | | | | | has been excellent to deal with. I am extremely happy with the service provided by DHA. I have spoken to colleagues I work with about DHA and one of my colleagues advised me recently that after speaking to me she and her husband looked into this further as an investment option and have |
| WA | 6021 | Hot | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| WA | 6714 | Lessor | 8 | 8 | 8 | 10 | 9 | 10 | Nil |
| NSW | 2289 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| VIC | 3915 | Lessor | 9 | 9 | 9 | 9 | 9 | 10 | Nil |
| NSW | 2070 | VIP Lessor | 8 | 8 | 8 | 8 | 10 | 9 | Nil |
| WA | 6018 | Lessor | 8 | 8 | 7 | 7 | 8 | 8 | Nil |
| ACT | 2615 | Hot | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| TAS | 7172 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | Nil |
| | | | | | | | | | was in communication with me on a regular basis but the DHA process was very long and convoluted and the consultant ant was unable to inform on all aspects involved ... Better communication needs to be had between DHA/ banks/lawyers.. This has no reflection on though... Example: Terms of Lease Agreement - lawyers from DHA ask for comments and input and alterations. I spent time at my lawyers office going though every detail, at a cost, then sent our two requests through to only find out that the lease is as is and cannot be altered. Point being Why enable us to comment in the first place and waste my lawyer and my time...plus at an expense on my behalf. Some streamlining processes need to be put in place for the purchaser so things can go smother. very helpful and friendly. always phoned |
| ACT | 2602 | Lessor | 9 | 10 | 9 | 8 | 9 | 10 | back within a reasonable time, answered all questions to best of knowledge, got back to me where necessary Really helpful sales consultant. |
| VIC | 3775 | Lessor | 5 | 5 | 7 | 10 | 7 | 10 | 10's from |
| | | | | | | | | | As far as is concerned, I cannot say enough on how please we are with the way handled the sale of the DHA property. We have given him a 10 for each question. This is the house we have bought from and we hope he will be around when we buy our next DHA house. |
| NSW | 2766 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| | | | | | | | | | As you can see, the consultant has been a fantastic supporter for me given that I had missed out on at least 12 bids for properties over the past six months and she has made me feel more than welcome as a DHA lessor. I have recommended you to friends who could all afford to become involved speaking more than highly of my consultant and hoping this level of support runs through the whole sales group.. If you wish tocontact me please feel free to do so when Iwould reiterate my comments above.The number is |
| NSW | 2088 | Lessor | 9 | 10 | 10 | 10 | 10 | 10 | 10 |
| ACT | 2905 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | I do not give 10's |
| NSW | 2222 | VIP Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 Nil |
| | | | | | | | | | I was very happy with the property and the whole process in securing it. My recollection of the service from is that it was a high standard |
| VIC | 3134 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 with no issues. |
| ACT | 2912 | Lessor | 9 | 10 | 9 | 10 | 9 | 9 | 9 Nil |
| ACT | 2905 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 Nil |
| | | | | | | | | | Below is our rating for the level of service we received from recently. It has been a pleasure dealing with We received first class service from . We found him to be very professional , knowledgeable, helpful and courteous. |
| ACT | 2913 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| WA | 6023 | Lessor | 8 | 8 | 8 | 8 | 8 | 8 | Nil |
| | | | | | | | | | As I bought my DHA property through my it was a little more complicated compounded by the fact that as my name was drawn from the DHA hat, I was just about to head off overseas for a few weeks. Fortunately everything worked out well and kept me in the loop from the DHA side. |
| ACT | 2904 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 |
| QLD | 4740 | Lessor | 8 | 9 | 9 | 8 | 8 | 8 | 8 Nil |
| WA | 6743 | VIP Lessor | 9 | 10 | 9 | 9 | 9 | 10 | Nil |
| NSW | 2318 | Lessor | 9 | 9 | 9 | 10 | 9 | 9 | 9 Nil |
| ACT | 2611 | Warm | 8 | 8 | 8 | 8 | 8 | 8 | 8 Nil |
| NSW | 2122 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| | | | | | | | | | went out of the way to help us and he was always available when we needed him, irrespective of whether it is a holiday, after hours or working hours. |
| NSW | 2526 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| NSW | 2154 | Bidding | 8 | 8 | 8 | 8 | 9 | 9 | 9 Nil |
| WA | 6324 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| NSW | 2641 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 Refer Email |
| | | | | | | | | | I found very approachable and a pleasure to deal with. Even after the sales process I have contacted her and she has directed me to the correct person/department. |
| VIC | 3847 | Lessor | 8 | 8 | 9 | 9 | 9 | 8 | 8 correct person/department. |
| WA | 6024 | Lessor | 9 | 9 | 8 | 8 | 9 | 9 | 9 Nil |
| NSW | 2133 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| WA | 6157 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| NSW | 2251 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 Cant enter score but put down 10;s for every response. I have dealt with for a long period and he is exemplary. |
| NSW | 2144 | Lessor | 10 | 10 | 9 | 10 | 10 | 10 | 10 The sales consultant returned my call each and ever occasion and resolved small issues which we were concerned as a first DHA investor. did a great job and has done so for many years. I will look at buying another property from DHA when the time is right a I find the right property. I have and will recommend DHA to others |
| NSW | 2066 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| NSW | 2145 | Lessor | 8 | 9 | 8 | 9 | 8 | 9 | 9 Nil |
| WA | 6112 | Lessor | 9 | 9 | 9 | 9 | 9 | 8 | 8 Nil |
| NSW | 2763 | Lessor | 9 | 9 | 9 | 10 | 9 | 10 | 10 Nil |
| WA | 6210 | Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 very good at his job |
| VIC | 3013 | Lessor | 8 | 9 | 8 | 9 | 9 | 8 | 8 Nil |
| NSW | 2119 | Lessor | 9 | 9 | 8 | 10 | 9 | 9 | 9 Nil |
| NSW | 2290 | VIP Lessor | 10 | 10 | 10 | 10 | 10 | 10 | 10 I would like express my extreme satisfaction with my dealing with during last few years. |
| NSW | 2223 | Purchasin | 10 | 10 | 10 | 10 | 10 | 10 | 10 Ratings for attached as requested. All 10. He is a top bloke |
| ACT | 2607 | Hot | 10 | 10 | 10 | 9 | 10 | 10 | 10 Nil |
| WA | 6149 | Lessor | 9 | 9 | 9 | 9 | 9 | 9 | 9 Very helpful and supportive when things went a bit sideways. We will buy again from her in about 18 months. |
| ACT | 2914 | Lessor | 8 | 8 | 8 | 8 | 8 | 9 | 9 Nil |

| | | | | | | | | | | |
|-----|------|------------|------|----|----|----|----|----|----|---|
| ACT | 2906 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| VIC | 3029 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| NSW | 2077 | Lessor | ████ | 8 | 9 | 9 | 10 | 9 | 9 | 7 Nil |
| WA | 6714 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 I would seriously rate 10 in all of your questions. Very helpful & full of knowledge. |
| WA | 6066 | Hot | | 8 | 8 | 8 | 8 | 8 | 8 | 8 Nil |
| NSW | 2208 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 I have to say that dealing with █████ has been first rate (10). |
| VIC | 3195 | Lessor | | 9 | 9 | 8 | 9 | 9 | 9 | 10 Nil |
| QLD | 4701 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 Pls see my answer below and 120% satisfy with my consultant – |
| NSW | 2480 | Lessor | ████ | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| NSW | 2125 | Lessor | | 8 | 7 | 7 | 8 | 8 | 8 | 6 Nil |
| ACT | 2614 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 9 Nil |
| ACT | 2615 | Lessor | | 8 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| NSW | 2073 | Lessor | ████ | 10 | 10 | 10 | 10 | 10 | 10 | 10 █████ █████ was excellent, most professional and efficient |
| | | | | | | | | | | I was very impressed with █████ There was a problem with the first property that I attempted to buy which then led it to be withdrawn from sale by DHA which I obviously found frustrating, but DHA responded appropriately and █████ kept me informed throughout the process. In the lead up to me choosing to buy a property and then through the purchase process he was always helpful and never once pushy. I would give him a score of 10 for each category. You are fortunate to have him. I would also recommend DHA to my friends. |
| ACT | 2911 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 Firstly I would like to say █████ has been exceptional, I have always found her knowledgeable, friendly, professional and held exemplary customer service - even remembering my name 18 mth between conversations. |
| WA | 6169 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| VIC | 3006 | Lessor | | 8 | 8 | 8 | 8 | 8 | 8 | 8 Nil |
| ACT | 2602 | Lessor | | 8 | 8 | 8 | 8 | 8 | 8 | 9 Nil |
| VIC | 3240 | Lessor | | 9 | 9 | 9 | 9 | 9 | 9 | 10 Nil |
| VIC | 3151 | Lessor | | 9 | 8 | 8 | 9 | 9 | 9 | 10 █████ has been helpful and considerate from our initial inquiry. |
| ACT | 2614 | Lessor | | 10 | 10 | 9 | 9 | 10 | 10 | 9 Nil |
| NSW | 2619 | Lessor | | 8 | 8 | 8 | 8 | 8 | 8 | 10 Nil |
| NSW | 2222 | Lessor | | 9 | 9 | 9 | 9 | 9 | 9 | 9 It was a pleasant experience with the process of purchasing an investment with dha and services received from █████ I bought a DHA property last year through █████ Although I missed out on two of my choices, I found dealing with Mr. █████ was always pleasant. I rated Mr. █████ 9/10 for Question 1-5. As for your last question, I will definitely recommend DHA to friends. I have two DHA properties and plan to buy more (and pray the government won't privatise DHA). |
| NSW | 2121 | Lessor | | 9 | 9 | 9 | 9 | 9 | 9 | 10 One issue is is that my wife asked whether the property is currently tenanted and she never got a reply. But that was admin, not sales. The other thing that was annoying about the process is that I had expected DHA to behave like a normal agent and pay the bills from the rent especially given the high mgt fees vs normal agents, but instead we have to do it separately. This was not clear to me upfront. This additional layer of work puts me off buying more property through DHA. |
| NSW | 0000 | Hot | | 9 | 9 | 9 | 9 | 9 | 9 | 9 layer of work puts me off buying more property through DHA. |
| WA | 6020 | Lessor | | 8 | 7 | 7 | 8 | 8 | 8 | 8 Nil |
| VIC | 3109 | Lessor | | 8 | 8 | 8 | 8 | 8 | 8 | 8 Nil |
| NSW | 2154 | Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 Nil |
| NSW | 2074 | VIP Lessor | | 10 | 10 | 10 | 10 | 10 | 10 | 10 We have purchased numerous properties now with DHA and have only dealt with █████ - are only happy to deal with █████ and have gone to lengths of saying to him that we would happily wish that he continued to work for DHA forever so that perhaps one day when our daughter is thinking of investing he'll still be aroundat the very least people like him to give her the same service and professionalism that we have had. |