

From:
To: [Flood Inquiry; council@ballina.nsw.gov.au](mailto:council@ballina.nsw.gov.au)
Subject: Wardell
Date: Monday, 18 April 2022 11:21:45 AM

Good afternoon

My name is _____ and i reside at _____ Wardell NSW. I would like further information in regards to the submission process and where and when the public forums will take place. This is my story that i would like to share in hope that we may be able to help in the cause. I have lost everything still have a Mortgage and now the value of my property has decreased. I spent a week in hospital and had the additional stress of possibly losing my foot.

My property sits on the corner of _____ and _____ street. We have purchased the property approx 2 years ago. The property has never flooded and we are approx two metres above any known flood heights. To the right and also at the front of the property runs a drain which runs the length of the street.

This drain has not been maintained since i have resided here and is mowed only by local residents of the street. I am told numerous requests have been made to council for this drain to be dredged and maintained over the years. To date since the flood it has not been cleaned up with Debris flowing and blocking it up constantly. As i look out now it is filled with rubbish, bins, weeds and is extremely overgrown. Directly across from my home there is approval for a new development and this has started being built at the end of the street. Since this work started whenever it rained our street would become inundated with excess water. Long term residents of the street state that this land has been filled over the years of the highway development with dirt being dumped onto the land building it up over the years with excess water then running down as opposed to draining. Since the highway has gone through water pools in the adjoining properties until it runs down my street.

I pay rates for guttering that we also do not have.

We have a pump station that pumps excess water out of the drains that often does not work and whenever we get heavy rain the toilets back up and get blocked.

At the end of _____ street, the building company has put bollards and fencing which completely blocks the road. Where once we could access our back yards through entering _____ street has also been blocked with water pooling. Therefore, when _____ street became inundated by storm and rain water two days prior to any flooding we along with others in the street could not get our cars out or save any belonging through either the back of the lane or through the end of the street due to being blocked. I have photo evidence of this along with photos of the river running down our street prior to the flooding and also hundreds of photos of when the flood water and run off water finally

met and inundated our home.

My home is built at least three metres above any flood and has never flooded yet i have now lost everything with insurance not covered for flood damage.

My neighbour after several attempts did get a member of the council to visit about a week ago who stated it was not his department to take our complaints or concerns and he was just putting food on the table like everyone else. this was insensitive at the time and is unacceptable given the circumstances. He was an engineer yet could not answer any questions, stated council don't approve developments and suggested we email our concerns. A friendly word to say i can't imagine what you are going through and i will raise this with the relevant department would have gone a long way.

I have included the council into this email as i would like the following questions also answered:

1. When was the drains last maintained and what are the future plans to maintain.
2. Has there been drains blocked as part of the new construction
3. Why was land fill dumped on the adjacent property without property consultation and excavation.
4. Why was the road able to be completely blocked by way of two exits by the building company
5. Why has no one come and cleaned up the drain damage from the flood as yet.
6. What will be done in future to ensure the residence in the street don't experience this again
7. what height does the new development require residents to build to and if the land is built up what is going to stop the excess water run off coming down into the homes along street.
8. Is there a plan to raise the existing pump station out of flood levels
9. Is there any plan to compensate or assist residence to rebuild or raise there home so that this does not occur again.

Kind regards