

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 19 May 2022 12:36:42 PM

---

## Your details

---

**Title** Mrs

---

**First name** Valerie

---

**Last name** Mason

---

**Email** [REDACTED]

---

**Postcode** 2483

---

## Submission details

---

**I am making this submission as** A business owner

---

**Submission type** I am making a personal submission

---

**Consent to make submission public** I give my consent for this submission to be made public

---

## Share your experience or tell your story

---

**Your story** I have an Airbnb property in the area. I lost business after tenants had to vacate on 28/2/22 . All subsequent bookings have had to be cancelled as the Insurance dithers and procrastinates....I feel that the insurance rely on the 10 day reply requirement and drip feed requests for additional information...usually it arrives per email on the Friday afternoon

deadline.

This property supports my husband and my monthly super payment and as we were unable to secure any funding to mitigate this we currently lose considerably each month.

---

## **Terms of Reference (optional)**

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

---

### **1.1 Causes and contributing factors**

We feel that there ought to have been a back up system to the pumps....clearly the electrical pumps failed with the power outage - we believe that back up power ( as used in the prison and hospital system ought to have been available.

---

### **1.3 Response to floods**

Extremely disappointing

---

### **1.4 Transition from incident response to recovery**

We feel that there ought to be pressure put in Insurance companies to speed up processes

---

### **1.5 Recovery from floods**

We believe that we will lose income as there is still no resolution from Insurance - we feel that this year will be written off.

---

### **1.6 Any other matters**

We totally support the North Byron District Activation submission and wish to append our names to this submission.

---

## **Supporting documents or images**

---

---