

Q1 Name

Short Text

Q2 Email address

Email

Q3 Phone number

Telephone

Q4 What is your interest in the review? (select one)

Multi Choice

My property was flooded

Q5 Address of the flooded property

Short Text

Q6 Property type

Multi Choice

Business

Q7 Is this your usual place of residence?

Multi Choice

Q8 Did you have to move out as a result of the flood?

Multi Choice

Q9 Are you still living elsewhere?

Multi Choice

Q10 Do you intend to return?

Multi Choice

Q11 What is your business name?

Short Text

Q12 What does your business do?

Short Text

Q13 Did you have to close your business as a result of the flood?

Multi Choice

Yes

Q14 Have you been able to reopen your business yet?

Multi Choice

Yes

Q15 Do you intend to reopen your business?

Multi Choice

Q16 Do you own the property?

Multi Choice

No

Q17 Do you intended to sell the property?

Multi Choice

Q18 Your submission

Long Text

██████ employs over 80 staff on the ████████████████████, to ████████████████████. The Maribyrnong flood came with no warning to us at all. We lost around ██████████ in the flood and our insurance company has since told us we will not be covered due to specific clauses. This put our business on the brink of bankruptcy.

1. When we moved into the building there was no disclosure to us as a tenant that we were in a 1 in 100 year flood zone. Until the day of the flood, it had never occurred to me as the business owner and tenant, that it was even a possibility. In my opinion, disclosure of being in a flood zone should be mandatory to tenants.
2. There was absolutely no warning to us that flooding was imminent. With 80 staff on site the day before the flood, not a single staff member or myself and business partner were warned with any text, email, call or door knock. Yes, the news the day before was predicting heavy rains, but that is common. Given the rainfall was primarily in the catchment and the river level monitoring is well upstream of our building, there was ample time for us to be warned so we could have prepared.
3. Stormwater from the bottom end of ██████████ (where it meets ██████████) must be all pumped out due to the levels and build up in height of ██████████ in recent years. The pumps failed prior to or during the flood and also continued to fail in the following weeks whenever there was a rainfall event, nearly causing subsequent floods to our building. The phone number on the fence of the stormwater pumping station to "call in the event of flooding" is totally hopeless and no-one can be contacted. It appears there is no automated alert system when the pumps fail to ensure a technician comes out quickly. As it was I had to call around and get onto the pump servicing guy and also to call the police to get them to shut the road on numerous occasions.
4. During the flood event, ██████████ was closed from both ends, as well as ██████████. As such, we were able keep some of the water at bay from inside the building. Hours after the road was closed, someone on the CBD side of ██████████ decided to let a cement truck through (who knows why!), The cement truck driver came through on his phone taking video and making a huge tidal wave that smashed out around ██████████ of our big glass facade windows and sent a wave through our building damaging a heap of extra stock. Then hours later, a b-double was let through from the Footscray end of ██████████ creating another tidal wave when the flood was at its peak. This smashed out a bunch more of the facade windows and wiped out a heap more stock that we had carefully placed up higher. A third truck was let through some time later which ended up getting stuck and drowned so the driver had to wade out. WHY ON EARTH would these trucks be let through closed roads during a major flood event. There was absolutely no way they could see what was under the 1m deep water and I was very nearly killed by falling glass when the front glass windows were smashed out by the tidal wave. After turning traffic around for many hours, why did the people on each end of the blocked road decide that those 3 trucks could go through. Ads on the TV tell us regularly "never drive through flood water", yet VicRoads, the Council or whoever was manning those roadblocks decided that it was a good idea to endanger our lives and cause us significant extra financial losses by letting the trucks through. I have videos showing these terrifying trucks going through, including the one that got stuck and flooded.
5. Initial government announcements for support did not list West Melbourne as one of the flood zones, excluding us from any help. I had to plead to the City of Melbourne to push and get West Melbourne on the support list which finally happened some time later. Was that just because there was a smaller number of affected houses/businesses in West Melbourne?? It seems crazy to me that we were excluded from the start and were turned away from the various agencies because we were not registered on the list due to being 200 meters out of the government selected zones. All areas affected by flooding should be included in any support program from day one, not after having to fight for it.
6. Seeing the aerial photos of the flooding in relation to the Flemington racecourse wall, it seems obvious to me that it has had an impact on the severity of the flood event. Isn't there a software modelling program in which the catchment could be modelled with permeability areas, heights and the accurate water flow coming in to determine the impact of the flood wall and what height the flooding would have reached with and without the flood wall? Was this investigation undertaken prior to the wall being allowed to be built? This issue needs further investigation, with actions to ensure this type of flooding due to the presence of the wall does not happen again and some form of compensation for those adversely affected by extra flooding caused by this wall.

Q19 If you have any supporting documents upload them here.

File Upload

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