# QUESTIONS FOR COUNCIL WOLLONDILL Y &

**WINGECARRIBEE**

***These are some of the questions the public have asked us to forward on for your response and action:***

For people with **total loss of home:**

1. Do they need to advise the water authority that they no longer have a place to reside at this property?

Contact Sydney Water - 1300 143 734

1. Will their rates reflect that they no longer have a house including garbage bin disposal at this property?

Properties which are no longer habitable can be returned to the Waste Vacant Land Charge which is $117.20 p.a in Wollondilly. Council’s Finance Team can only apply this to the affected properties in WSC once we have the list of addresses (as yet unavailable). When the list becomes available we will apply and back date to the bushfire date. Some residents may chose to keep the waste service going as they use this to clean up and then cancel the service and change to the Waste Vacant Land Charge.

If a fire affected resident would like change to the vacant land charge now and not use the waste service please contact the Waste Management Team on (02) 46 77 9560. Arrangements would be made to collect the unwanted bins. For those residents who wish to keep the service any bins which have been damaged would replace free of charge by contacting 1800 805 305

1. Who is responsible for the costs involved in Electricity Charges for connections/disconnections? As this is an act out of their control however the Electricity companies don't seem to see this and are charging for disconnections and re-connections.

Our understanding is that connection and disconnection charges should be covered by the resident’s insurance company.

## ALL OTHER QUESTIONS:-

1. When will council arrange for clean-up of fallen trees?

Wollondilly Council has been removing all the fallen trees on roadsides and within the Shire. If there are any that have been missed please contact Council and we will arrange to them removed. Council will however only remove trees that were on council property, not private trees, trees on crown land, national parks or any property that it not maintained by Council.

This is for Wollondilly Shire residents only.

1. When will council arrange and how will they contact and arrange for the trees that have fallen on peoples fences? Cost of repairs? When will the repair happen? These trees are on council land.

Trees that have fallen from Council land will be removed by Council, please report them as we may not know. If the tree was pushed over by Council and it damaged the fence then Council will repair the fence at Council’s cost. If this is the case please ring Wollondilly council and let us know and we will action as soon as possible.

If the tree however fell in the fire or from wind, Council will come and remove the tree but council does not pay for the fence repair, However residents should ring Council and report and each request will be dealt on a case by case issue.

This is for Wollondilly Shire residents only.

1. How long is the Council Relief Fund available for? ($500 per family)

The $500 crisis fund closed on 25 December 2019.

Round 1 applications for up to $5000 through the Mayor’s fund close 10 January 2020. Further rounds will open as required.

1. Will Council allow people to have shipping containers on their property so that they can store what little positions they may have? (Apparently Wingecarribee have a no container policy - yet as we know your neighbour gets away with it).

There are some options available for temporary storage containers but it depends on the location and circumstances. Please contact Council’s Planning Team on 4677 1100 to discuss options.

1. Will Council allow people to live in Caravans or portable homes until they get back on their feet? Eg 2-3 yrs.

This can be done as part of a DA process for the rebuild of a new house but it depends on the location and circumstances. Please contact Council’s Planning Team on 4677 1100 to discuss options.

1. Are council going to provide the funding and requirements needed so that Blaze Aid can come and assist?

Council are currently responding to an enquiry from Blaze Aid to assist locally.

1. Waste disposal to where? Will charges be waived for victims?

All properties in the Wollondilly Shire which the RFS identified as possibly being fire affected received a letter from Council advising of the free waste disposal options available to them.

Approx. 1300 letters were sent out via Australia Post and also hand delivered by SES volunteers.

1. Chemical waste disposal- where and how? Costs?

At the moment, Wollondilly Shire Council is collecting gas bottles and tyres at the Oakdale Temporary Bushfire Waste Site (4 – 12 January 2020) and gas bottles, batteries, tyres and engine oil at Bargo Waste Management Centre. The collection of chemical waste is the responsibility of the NSW Government which receives funding to provide this service. Wollondilly Shire Council has been directing residents with chemical waste to the free disposal services at Liverpool, Penrith and Wingecarribee Community Recycling Centres funded by the NSW EPA.

The NSW EPA is due to run the annual household chemical collection event on Sunday 29 March 2020, 9am – 3.30pm at Wollondilly Shire Council Administration Building Carpark, Colden St Picton. We have not yet received any advice from the NSW EPA that another collection service in response to the bushfires will be provided.

1. Can Balmoral residents go to Bargo tip instead of Moss vale?

Yet to be advised by Wingecarribee Council.

13. Who can assist with disposal of melted cars?

Melted cars can be taken to the Oakdale Temporary bushfire clean up site and Bargo Waste Management Centre free of charge. To retrieve a melted car from a property, residents should contact scrap metal companies to discuss options. Wingecarribee Council have advised that melted cars are also accepted at the Moss Vale Resource Recovery Centre.

14. Who can assist with concrete slabs which have exploded?

This kind of damage is most likely a matter that can be dealt with by demolition contractors / building contractors.

## FORWARD PLANNING:

1. Portable toilets and showers to be provided for those victims without power and or water, immediately after the event.
2. Toilet block to be made available until sewage/biocycle systems are reconnected.
3. **Prescription medicines:** Assistance is made available for those residents trapped behind Police blockades for dispensing of prescription medicines. Authorities contact all local chemists to ensure that they cooperate with dispensing of medicines. Whilst some local chemists stepped up others refused to dispense without a script even though it was their regular chemist. Caused additional unnecessary trauma for several families.

**4. Tankers filling jerry cans:** Small tankers are located at each road block to allow for filling of jerry cans of both diesel and petrol for operation of generators for firefighting. Many residents complained that they were unable to leave and re­ enter the fire zone to fill jerry cans and so chose to go home empty handed and fight fires.

1. **Cool rooms:** Fire sheds require cool rooms x 2 to store donated foods and drinking water for residents without power.
2. Cool rooms come with **extension leads and or generator** if no power available. Council take responsibility for ensuring generators are kept running. Not volunteers.

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