

Ron and Patti Smith,

TOOWONG Q. 4066

Email

31 May 2011

Queensland Flood Commission of Inquiry,
P.O. Box 1738,
BRISBANE Q. 4001



Re: FLOOD INSURANCE

INTRODUCTION:

We are owner/residents in the Unit Complex [REDACTED] at [REDACTED] Coronation Drive, Toowong. Our Unit block was inundated by water and toxic waste which covered our garage area (we all managed to move our vehicles) and the storage areas on this same level completely destroying the mechanics of the lift together with the Elevator cage.

DAMAGE:

The Brisbane River rose to cover Coronation Drive during the evening of 9/10 January 2011 necessitating costly replacement of certain equipment and the expenses of rectifying the following damaged areas of the property -

BUILDING POLICY – INSURER ALLIANZ

1. Driveway
2. Security Gate
3. Fire Doors
4. Fire panel
5. Security card panel
6. Prime pumps
7. Electrician costs
8. Cleaning
9. Painting
10. Hot Water
11. Locksmith work
12. Stairs to ground-floor level
13. Elevator mechanics and passenger car (The lift was finally repaired today after 5 months).
14. Gardens
15. Body Corporate costs for damage is \$240,000. Individual Special Levy \$15,000

PERSONAL CONTENTS - INSURER RACQ

1. Attached is a list of our damaged goods already given to our Insurer – RACQ
2. Attached follow-up letter to RACQ dated 22 March 2011 which outlines our loss.

3. We reside on the 7th Level of this Unit block with some 120 stairs to navigate – my husband is in his 80th year and I am in my 75th year with a Defibrillator and Pacemaker keeping my heart working. Others who reside here are frail aged also.
4. Our contents loss in dollar terms for property in our storeroom is estimated to be between \$5,000-\$10,000.

RATIONALE FOR SUBMISSION:

Another Resident recommended that we make another claim to RACQ because he found that he was covered and as it was the same water, in the same location of the storeroom, at the same address it is unreasonable that one insurer covers the damage but another (owned by the same corporate entity I believe) does not.

CONCLUSION:

After the floods, we felt that our problems were somewhat insignificant compared with the loss of life and property of others and we still feel this way but when given the opportunity to submit our views relating to the ethics of Insurance companies, we feel we must express our disgust at the cavalier way clients are treated by Insurance Companies who are quick to take policy premiums but not so quick at paying out on these policies. .

You will notice that we asked for the hydrologists report and a copy of our policy from RACQ but this has been ignored which goes to proof of this dismissive attitude.

A copy of this Submission has been forwarded to RACQ Insurance.

Ronald John Smith

Patricia Smith....

Ron and Patti Smith,
[REDACTED]
[REDACTED]

9 February 2011

LIST OF LOSSES FROM FLOOD

RACQ REF NO. [REDACTED]

- Bell Brothers solid mahogany double wardrobe – antique over 90 years old - (See photo and show matching dressing table)
- 2 x Matching single bed bases
- 2 x Matching head and feet (saved but need refurbishing)
- Fruit preserving equipment – aluminum boiler and bottles
- Patio furniture
- Linen – sheets/pillowslips//blankets/duonas
- Gardening tools including hose and attachment, buckets, garden pots
- Bar refrigerator
- Food lost through power outage for 10 days – approx. \$150.00 including prepared frozen meals
- Personal items – clothing/jewelry etc.

These are from memory in the case of personal items and there are probably more losses than we can remember as we evacuated late on the evening before Coronation Drive was flooded.

NOTE: As the Common Area of driveway, garages, storerooms/basement foyer, lower front stairs and basement fire stairs will all need to be repaired we as owners will have to contribute to a special levy (not determined yet).

As our elevator is irreparably damaged and parts have to come from Germany – we are likely to be without a lift for up to 6 months when another special levy will be necessary to install a new lift.

It is probable that the Body Corporate is not insured for flood damage and we will just have to wait and see what extra costs will be apportioned to each unit owner.

Ronald and Patricia Smith

Ron and Patti Smith,
[REDACTED]

TOOWONG Q. 4066
[REDACTED]

Email [REDACTED]

22 March 2011

RACQ Insurance,
P.O. Box 3004,
LOGAN CITY Q.4114

ATTENTION FELICITY -CUSTOMER SERVICE
[REDACTED]

Dear Felicity,

Thank you for your letter of 14 March 2011 and attachment referring us to the Customer Dispute Resolution.

On legal advice we intend to challenge the decision to refuse our claim especially as the initial Inspector informed us that in his UNOFFICIAL opinion we could have a good chance of assistance because the Brisbane River rose rapidly inundating Coronation Drive and our Unit building at [REDACTED] Coronation Drive and it fell as quickly as it rose, unlike other suburbs where the water covered the ground for a much longer time.

Your Inspector said our property was similar to storm water damage and he advised us he would mention this in his Report to RACQ Insurance.

Television coverage showed this definitively as our building and the road directly in front of our building were featured many times on the regular TV flood reports.

We lost furniture in our store room when water reached to just below the ceiling and we are personally liable for repairs to the storeroom. A further expense is the lift which was rendered completely inoperable and won't be rebuilt until the end of May at the earliest. Of course this is a matter for our Body Corporate insurance to address. Our contribution to this repair bill is between \$15,000 (which we have already paid) and \$20,000. We are not holding our breath that we will receive any help here either.

As a result of the lift damage we have 120 stairs to climb and both of us have serious heart conditions but that probably would not entitle us to assistance through RACQ Insurance's compassionate fund and note your statement "we regret to advise you that you are not eligible to receive a payment from this (compassionate) fund."

It is our advice that we should challenge this decision after the inquiry into Insurance Companies is completed. We would however request that you refer this letter to the

Customer Dispute Department in the interim so that they have a heads up of our intention to challenge this initial decision.

We would also ask that you forward to us a copy of our Insurance Policy and the hydrologist report which contributed to this decision to refuse our claim.

I would like to thank RACQ Insurance for ongoing updates on our claim.

Yours sincerely,

Ronald and Patricia Smith.