





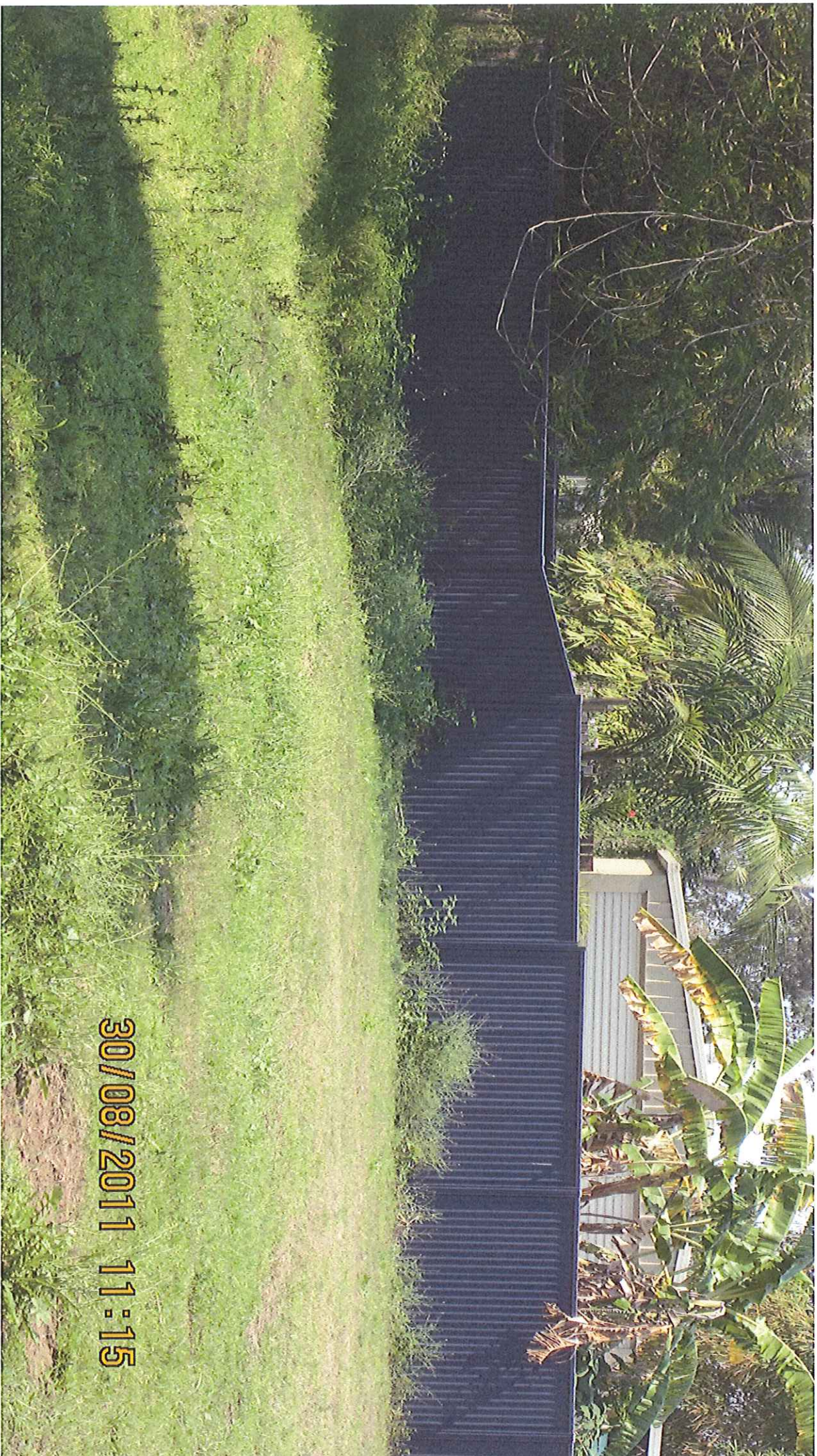
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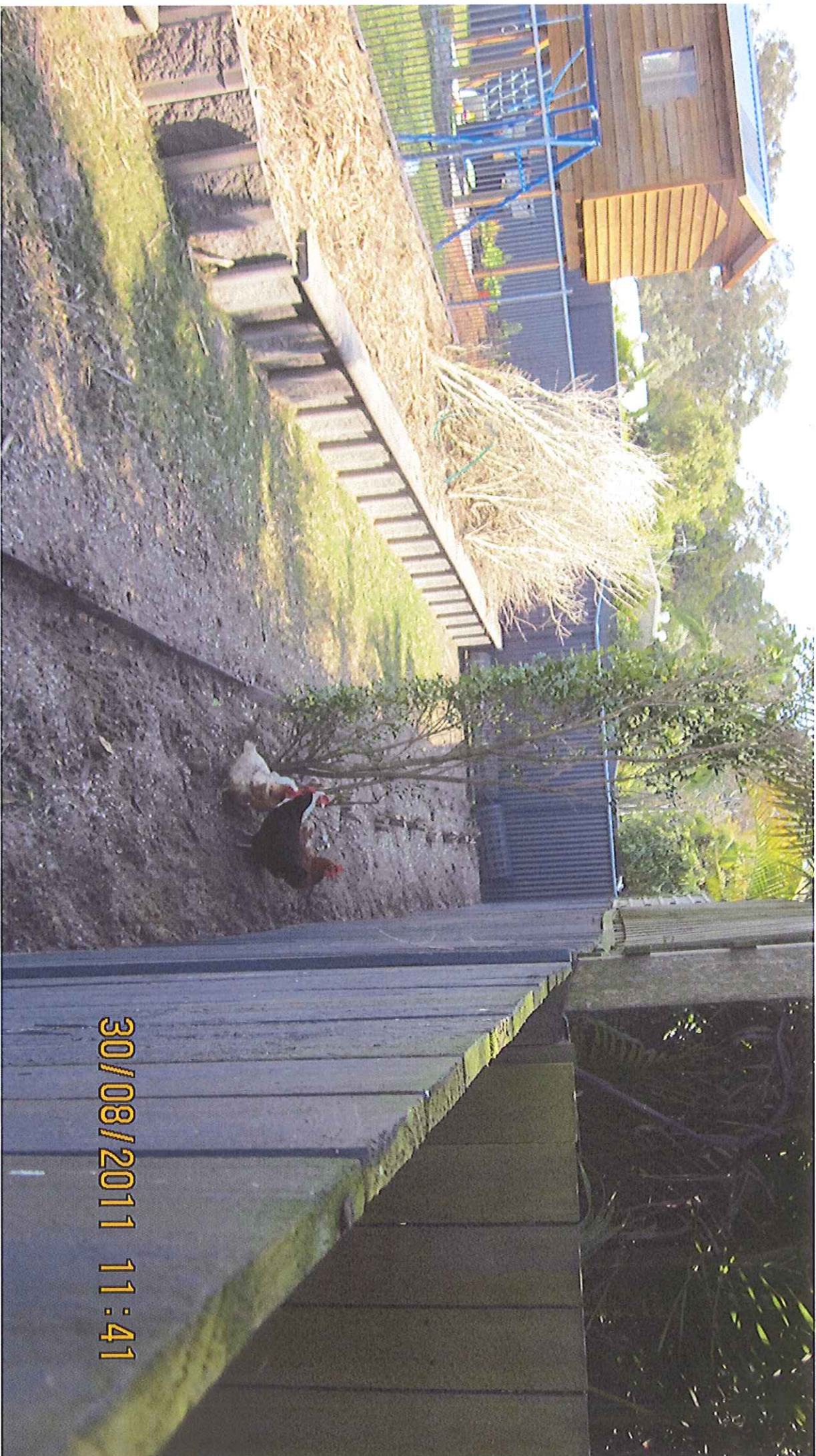
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SHELLCOT LAKE FLEXES ITS MUSCLE

It's 5 PM now, TUESDAY
DECEMBER 2010. The water around this
home at [REDACTED] SHELLCOT ST. TOOGOOM
seems to have stopped rising. We are
in a lake of water which spreads
from a large drain at the rear of
the property to five paces from the
BITUMEN ROAD to the EAST. This
lake extends from the South of
NO [REDACTED] at NO [REDACTED] and is continuous -
us to within 20-30 meters of the
group of shops in [REDACTED] St to the
Northern end of SHELLCOT ST. I
walked in this lake from South to
North sometimes up to my waist
and at times 6-12 inches deep.
There appeared in
my perambulations to be no
point in the lake where water
could escape other than down
through the saturated sands. One
small dwelling was completely flooded
and the fire & SES people battled
to no avail to keep the water out.
Sheds here and there on the LAKES
Borders were in inches of water. At
places it smelt as if the sewage was
mixing with the floodwater. By 5:30
the flooded shed dwelling was pumped
clear and sandbagged.
During all of
this drama everyone I spoke to who

had tried to contact council services for help with a pump or advice on what could be done to alleviate the problem had not been able to reach Council Staff. All of the flooding could have been helped or avoided with the supply of a reasonable pump. Not one word or person came to look or address the streets problem in this 12 hour period. I personally walked through the lake I have described at the ^{top} height (so far) of the water. My name is [REDACTED]

[REDACTED] and was resident at [REDACTED] Shellcot St at this time

At a low point in the street water from the badly affected dwelling was pumped to the street and drained through a vacant lot toward the seaward dune area. This low point is at the fire and S.E.S. shed and the single lane traffic calming structure. If heavy rain was to come tonight then there is little doubt that the lake I have described will enter a few more homes and sheds. As I said there does not appear to be an outlet for the drains constructed in the lake (ie) they fill with water quite nicely and then have no

where to empty into. If some rough
outlet was made at the shop area
then the described lake would at least
not get to a height where it would
enter homes and sheds.



28:12:2010

23 March 2011

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Dear Kathleen

DRAINAGE CONCERN – [REDACTED] SHELLCOT STREET TOOGOOM

I refer to your telephone enquiry dated 14 March 2011 regarding the above matter.

Thank you for making yourself available for the onsite inspection, as a result of that inspection I can make the following comments.

There are several issues occurring on the property:

1. There has been recent development to the rear of the property
2. Two of the roof stormwater pipes are discharging onto the property
3. There is a pit of some description also discharging onto the property

As there are several issues I will address them one at a time.

1. There has been recent development to the rear of the property

The development to the rear of your property was approved by Council with the condition of a drainage easement taken over all the rear properties. The condition of the easement means there can be no permanent construction on or over that portion of land. Additionally it gives Council certain rights of entry to maintain and or reconstruct if required. At this stage there is no evidence that the levels of the drain are incorrect or require adjusting. It was noted that some of the properties have constructed fences and these may be impeding the flow of water through the easement. As these do not constitute permanent works it is not within Councils authority to instruct or direct property owners to remove them. This is a civil matter between property owners.

2. Two of the roof stormwater pipes are discharging onto the property

It was noted that the front down pipe and one of the rear property down pipes are discharging on to the property. This is exacerbating the issue of water ponding on the property and causing the water to build up quickly. If you are unsure you want to direct the water to the property to the rear an attempt to connect the pipes to the kerb with properly connected one-way valves and downpipes may assist the water to be removed from the property. As this is part of the internal drainage it is recommended that you liaise with a qualified plumber as these works are the property owner's responsibility.

3. There is a pit of some description also discharging onto the property

From conversations on site it would appear that one of the roofs down pipes has historically being directed into a grey water tank system which has been decommissioned. This was observed by clear water being discharged from beneath the ground. This water is coming to the surface in the same location as the other water which will also add to any water collecting in the rear of the property. To rectify this you should liaise with a qualified plumber as these works are the property owner's responsibility.

Should you have any further enquiries, please do not hesitate to contact Council's Mr [REDACTED] through Customer Service on 1 300 79 49 29.

Yours faithfully

[REDACTED]
[REDACTED]
**INFRASTRUCTURE ENGINEER
INFRASTRUCTURE & ENVIRONMENT
FRASER COAST REGIONAL COUNCIL**

Contact Officer: [REDACTED]
Reference: Docs # 2011211