

SUBMISSION TO LEGISLATIVE ASSEMBLY COMMITTEE

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Economic and Industry Standing Committee

Enquiry into the conduct of Ironbridge Holdings

I do not wish to appear before the committee to present my case.

1. General attitude towards the issues under enquiry.

The dream of moving into our newly built house turned into a 14 month nightmare, filled with frustration, lack of communication, endless empty promises & disbelief at the fact that legally there was nothing we could do ensure that Ironbridge fulfilled their contractual obligations to us. We "invested" over \$300,000 into building a new home on a secure block of land, with the understanding that fences & landscaping would be delivered within an acceptable timeframe. Due to the lack of fencing to majority of the houses in the Tuarts Estate, it quickly became a target for opportunists to vandalise & steal people's belongings from their insecure homes. It felt like we were living in a squatter camp.

2. Reasoning

1. Settlement for land was confirmed on 7th January 2010.
2. I contacted Ironbridge at the end of May 2010 to find out how soon our fence could be erected. As we have two young children & a very active dog. The completion of our house was due at the end of June 2010. I was advised approximately 3 months. It was noted that we were number 40 on the list.
3. Moved into house at the end of June, but the fences did not eventuate.
4. We erected a temporary fence with dog wire, to contain our children & boxer. This unfortunately did not give us any privacy, nor did it not stop the wind blowing the sand into our house on a daily basis. As no-one was able to develop their back yards and did not have front landscaping the Tuarts Estate was just one big sand pit. This has also ruined our "once new" carpets.
5. In September we had the opportunity to install a below ground swimming pool. We proceeded with this, in good faith that Ironbridge would deliver the fencing within a further 3 months, as they had stated. We bought pool fencing for the boundary & covered our dog-wire fence with black industrial plastic, to ensure no one could climb over the fence. As per regulations, we also had pool fencing on the inside of our property.
6. From this time on & for the following 11 months, we were continuously told the fences would be completed within 2months, 3months & then 4months.

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7. Phone calls were not returned & emails were not replied to. The communication was shocking. I was never given an explanation of why there was a delay or an accurate timeframe of when the contract would be fulfilled. To this date in all the time from June 2010, except for communication initiated from myself, we only received 2 official letters from Ironbridge Holdings.
8. At one point in mid January 2011, my frustration & anger had reached a final point and all I wanted was an *honest* explanation of what the cause of the delay was and an accurate timeframe of when fencing would be installed. I requested this in an email to Ian Wallace. I still did not receive any explanation, instead was told that "it was fruitless explaining the delays & that no matter what explanation he offered, I would not receive it with an open mind."
9. In June 2011 we erected our fence, at our own cost & we were reimbursed for this by Ironbridge at the end of August 2011. The landscaping part of the contract is yet to be delivered. We are number 80 on the list for this.

3. Comments

It is my unofficial understanding that the delays were caused by lack of money. It is my recommendation that developers should have a government controlled trust set-up. This ensures that when Developers receive the money for the land, that money is set-aside in this trust account to ensure that the "incentive packages" can be delivered in an acceptable timeframe.

(My personal suggestion is that Ironbridge Holdings should not be allowed to operate as a business. They have shattered dreams not only for the residents of the Tuarts Estate, but also for the residents of Toodyay. I don't think they fully understand or care about how an individual's life is affected by their actions. Unfortunately that is not relevant to this inquiry.)

Yours sincerely



Victoria Meyer

