

**Subject:** Disgusting state of Civic Ballroom

**Date:** Sunday, 6 November 2016 12:31:17 pm Australian Eastern Daylight Time

**From:** jul1361 jul1361

**To:** wmcandrew1@bigpond.com

Dear Wayne, The Light The Night Ball was held on Friday 4th November at the Civic Ballroom for the Leukaemia Foundation. We had our function book March this year so plenty of notice was given for this event. After paying \$1391.50 for the hire of this venue I was appalled at the state in which we found it to be. With the notice council had for our event the venue should have been cleaned.

We go into the venue three day prior to the ball so we can get it ready. I will break down what happened.  
Wed 2/11/2016. 10.00am.

We arrived to find the Ballroom in a disgusting state.

- \* Strips of black sticky marks on the floor.
- \* Floors not cleaned, polished or buffed.
- \* Fridges in bar in foyer mouldy and filthy.
- \* Fridges in kitchen filthy, stale milk and blowflies in them.
- \* Dishwasher not working with water all over the floor.
- \* Food trolley covered with dirty cutlery, plates and work vests. This was thrown in a corner. I rang Trish Haynes from council to get some boxes and come and remove this from the kitchen.

I immediately rang Jim Nicoles to inform him of the state of the place. He told me that all cleaning was contracted out and council had nothing to do with it. He came down and was able to see for himself. He was quite disgusted and went back and got council plumbers to come and have a look at the dishwasher. They thought that they had fixed it but unfortunately the next day same thing happened. The dishwasher was put out of order. We went ahead as we needed to set up for the ball as we were told that the contractors were being told.

Thursday 3/11/2016. 10.00am.

Arrived at ballroom. The contractors were there mopping the floor around the tables that we had set up. I asked them to mop under the runner we had put down as it would be removed after the official opening.

- \* We cannot lift runner as it is not in our contract. I pulled the runner out into the foyer so this could be done.
- \* I asked for the fridges to be cleaned as Club Lithgow were bringing in the food and drinks. We cannot clean or open fridges as this is not in our contract.
- \* I than asked them to buff the floor. We have already worked two hours we cannot do this.

At this stage I lost it. I rang Jim Nicoles again to tell him what was happening. He informed me to tell them to buff the floor he didn't care if it was over two hours. This was then done but not very well.

I than began to get the cleaning gear ready to clean the fridges when one of the contractors offered to do them for me as long as nobody was told. The contractors told me that they did not know that our event was even on.

The council staff that were sent down to help us were amazing. They couldn't do enough for us and were quite embarrassed about the state of the ballroom.

Friday 4/11/2016. Ball night.

We thought ok already to go. Put this all behind us and move on.

- \* No hot water in the kitchen. All of the pots and pans that were used had to loaded into cars and taken back to the Club to be washed.
- \* Foul sewerage smell in the foyer where the photographer was taking photos and the bar area was set up. This just kept getting worse.

So all in all our experience for the Light The Night Ball this year regarding the venue was appalling. We had 280 patrons at the ball. We were able to hide all of these problems from them except for the smell of sewerage. I am asking for a full refund of the hire fees. This reflects back badly on Council not contractors. You can pay out the contract of Roger Bailey who bought in contractors now i suggest that you pay out these contractors and give the jobs back to council workers. When I put on a function I expect nothing but the best which I deliver because I am proud of our town Lithgow and want people to see just what we have to offer. Council need to do the same. Very disappointed.

Julie Hughan - Organizer Light The Night For Leukaemia Foundation.