Here's a bit of a perfect storm for you:

My family spent the last six months in Bunbury, WA. Not before spending 2 weeks in isolation at the Sheraton Four Points in Perth in September 2020 (which nearly killed me)

Then March 2021, I got a great job back. Relocation again.

We engaged and paid WridgWays removalists over $5000 to pack up our household and locate it to a depot somewhere in Perth - destination Melbourne. All goods to arrive on the 23rd April, the day before we did.

My hubby, myself and our two little girls (3 and 1) then did a week in a Bunbury Holiday Park unit, (because we can get back via an airplane faster than a train with our stuff on it!) and on 22 April drove to Perth to spend a couple of nights with friends before flying out

WridgWays suddenly informed us that our furniture container had been 'delayed'. Something beyond WridgWays control. The difficulties of operating during a pandemic we were told.

Perth went into a 3 day lock down. Unreal.

We managed to get an exemption to fly during Perth's lockdown, but we were now arriving in Melbourne from a 'Red Zone' - so we had to self-isolate in our own home for 14 days. (I couldn't believe I was going in for round 2 of isolation).

We had no home, well actually we did, a rental we have paid a bond on which is completely empty.

So into a hotel to isolate for 5 nights (except not really isolating at all. We had to travel on a tram to get a COVID test because no one would come to our hotel to test us). Melbourne finally became an Orange Zone, so we didn't have to isolate any more. And our COVID tests were negative.

Still no delivery of furniture (5 days late).

WridgWays say that they give ***an ETA*** only because you never know about things like floods and bad weather??

The container will arrive this weekend they say.

'So delivery on Monday 3 May'? my husband asks

"Oh no, not until we get control" they say.

We extend our stay in The Quest Bayside St Kilda. Our entire household has been reduced to the airplane baggage allowance - 3 x 20kg bags. It's costing us, but surely not for much longer?

WridgWays reckoned they'd "get control" of our container 30 April. Nothing happens. Then they said 4 May. Still nothing. Our hands are tied they said. Then they said the owners are involved. OWNERS? We just need our warm clothes, my babie's cot and their toys back. PLEASE.

Now I find out that our container of furniture, white ware, clothes, toys and all, is being 'held' as part of an "on-going dispute" between WridgWays and one of their primary contractors. I said "for ransom".

Scott Paul, Wridgways Area manager, informs me the legal term is 'lien'.

Great, I said, I'm sure my one year old and three year old will be thrilled to know ALL their winter clothes and toys are 'in lien'.

A quick google and I see Wridgways are 15 million in debt. Yet they are still operating, still took my money.

So here we are nearly a month since we packed everything up in Bunbury.

17 days over the contracted delivery day. No end in sight

In a serviced apartment, paying $190 a night – money is running out and I can’t continue on external parties to keep a roof over my head.

WridgWays says they won't pay anything unless we provide a receipt and from then it will go to the Owners of WridgWays for consideration. A 30-day consideration.

A one income family

I've put to WridgWays that they pay for our accommodation and have given them an invoice. I've have even sent on quote for furniture hire so we can at least get into our own place.

"You're welcome to present us with these things, but we're not admitting liability" Wridgways say.

I've asked WridgWays for the contact details of the contractor they are in dispute with. I figure I go directly to them, pay them to deliver my household and bill WridgWays. At least my girls will sleep in their own beds while all this continues to evolve. No response.

I've written to the COO. Nothing back as yet. (I have many interesting emails I can share).

So, I don't know what else to do. It's just hugely unfair that my family's stuff is being held because of a dispute between two large companies. I'm hoping exposure and some leading questions may create action.

As I say, I just want my family to have its home and my children to get back into their ‘a lien’ Winter clothes.

Richard Finn

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