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Poneh Talanehzar and her son Kourosh have been left with nothing after a fire.

Mum broke after

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A FAMILY has criticised the CFA after fire destroyed their Point Cook home.

Poneh Talanehzar and her four-year-old son were in the Sapphire Close property they rent two weeks ago when they heard a loud explosion.

"Once we heard the bang we ran towards the stairs," she said.

"The smoke detector set the house alarm off. I didn't realise what it was at first.

"My son ran upstairs and came down and said, 'the heater's blown up'.

"I tried to call 000 but the phone was disconnected."

Ms Talanehzar and her son went to a neighbour's house to dial 000. She was critical of the time it took fire services to arrive.

"From the time we called until the time they got there it was at least 25 minutes, maybe more," she said.

"This is because we're in a country region and they're volunteers.

"If they would've been there even earlier . . . maybe 50 per cent of my property would've been saved.

"I watched my house burn," Ms Talanehzar said.

"Everything went, basically." The family had lived in the house

for only two weeks and had recently furnished the property.

Hoppers Crossing CFA officer in charge Michael Masters said an investigation into why it had taken so long to respond had found there were no available trucks at Laverton and a lack of volunteer personnel at Point Cook.

Mr Masters said he was aware of the concerns raised by the Talanehzars.

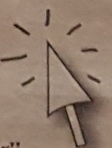
"I spoke with the family yesterday and they raised the concerns with me," he said. "The first truck was on the scene within 12 minutes - it's outside the standard.

"The standard is to be on site within eight minutes of the call."

Leader

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Mr Masters said the fire had done up to \$500,000 worth of damage.

"When the fire crews arrived on scene the fire was coming out