

Urban Stormwater Drainage: What you need to know

Property owners have responsibilities which can minimise the threat of surface water entering a home during heavy rain if carried out correctly.

These include effectively managing stormwater drainage and surface water on your property and maintaining your property's approved stormwater system including pipes, gutters, downpipes and gully pits.

Property owners generally need to ensure that roof water and stormwater is drained to one of the following to comply with AS/NZS 3500.3:2003 Plumbing and Drainage Part 3: Stormwater Drainage:

- kerb and channel;
- an inter-allotment roof water pipe system; or
- Council-controlled drainage easement or drainage reserve.

My property floods. When will Council fix my flooding problem?

Council gives priority to residents experiencing flooding within their habitable dwellings. Due to the high rainfall experienced seasonally,

flooding of yards is not uncommon. Currently, Council prioritises flood mitigation works that prevent flooding of houses.

There is a blockage in the stormwater drain. Whose responsibility is it to clear it?

The property owner is responsible for the drainage pipes from the house, including the pipes that discharge to the kerb and channel. Council is responsible for the underground drainage system along the road. If Council's stormwater drainage is blocked, please contact Customer Service on 13 48 10.

Why does the road fill with water from a heavy rain event?

The drainage network is designed to take stormwater runoff from homes to the street where it is directed to stormwater pipes. During this process the streets are designed to fill with water temporarily. This usually recedes within a couple of hours after the rainfall stops.

If the water has not receded in this time frame, the drain could be blocked. Please contact Council to report blocked drains.

Who is responsible for maintaining the drainage easement on my property?

Easement documentation will detail maintenance rights and responsibilities. Generally, the property owner is responsible for maintaining the easement to ensure the overland flow is not obstructed by garden waste or long grass.

There is a drain which runs through my property, whose responsibility is it to maintain this drain?

Drains within a private property are the property owner's responsibility to maintain unless there is an easement in Council's favour. These drains facilitate the runoff of stormwater from your property and potentially neighbouring properties.

My neighbour's stormwater runs into my yard. What can be done about it?

Unless there is an easement or water naturally flows in that direction, it is an offence to direct stormwater into an adjoining property.

To address this issue, start by talking to your neighbour. If you cannot reach an agreement, you may need to seek legal advice.

For information regarding civil dispute matters contact the Department of Justice Dispute Resolution Centre on 1800 809 605.