

Stormwater on your property

Water that is unable to soak into the ground or evaporate will find its natural way to the nearest watercourse via overflow paths. These overflow paths are typically roadways, public reserves, pathways and often through private property.

Owner's responsibilities

Property owners must maintain the stormwater pipes, gutters, downpipes, gully pits and any other components of their stormwater systems in good condition and in compliance with any City of Gold Coast (City) requirements.

Usually stormwater runoff (overland flow) happens when rain water flows over properties on its way to a watercourse.

An upstream property owner cannot be held liable when surface water flows naturally onto the lower land of an adjoining property. However the upstream property owner may be held liable for not collecting and discharging the stormwater if activities on the land have caused concentration and/or redirection of stormwater toward an adjoining property compared to its previous natural flow path.

If you choose to undertake works on your property that have the potential to alter the flow path, the City recommends you seek professional advice before proceeding with the works.

If there is an easement on your property it must be well-maintained and kept clear of any permanent or temporary structures such as garden sheds, earth fill or debris to allow stormwater to run freely to a field gully pit.

Builders' responsibilities

Individual builders are responsible for management of stormwater on a building site during construction. Complaints about buildings under construction should be directed to the builder or building certifier whose contact details are shown on the building sign at the front of the property.

Our responsibilities

If the property has a stormwater installation, as defined under the *Local Government Act 2009* (the Act), such as roof gutters, downpipes, subsoil drains and stormwater drainage, the property owner may be directed to connect their stormwater installation to the City's stormwater drainage system.

Section 77 of the Act makes provisions for the control of stormwater, and City of Gold Coast is empowered to issue property owners with written notice if they are in breach of this Act.

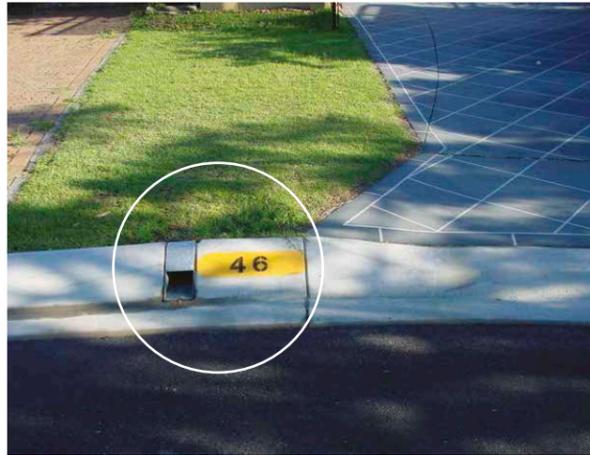


Diversion banks can be effective in diverting water from infrastructure



Roof guttering not connected to approved stormwater outlets can cause damage to your property and neighbouring properties.

Problems with overland stormwater flow between neighbouring properties are generally civil matters to be resolved between the respective owners. The City has limited powers to intervene.



Approved outlet to the City's stormwater drainage system (an approved Legal point of Discharge).

Legal points of discharge

According to Australian Standard, AS/NZN 3500.3, 2003 (Clause 1.7), roof water through downpipes and surface water through field gullies should be collected and discharged through underground pipes to one of the following legal points of discharge:

- road's kerb and channel
- inter-allotment drainage system
- an outlet approved by the City, e.g. absorption/dispersal pit/trench.

Changes to overland flow

Changes to overland flow on private properties usually occur when:

- carrying out earthworks including excavation and/or fill
- constructing hardstand areas such as building a concrete slab, paved areas
- constructing retaining walls, drains or other structures
- carrying out landscaping.

These activities change the contours of the land and consequently may change the natural path of overland flow path causing concentration and redirection of stormwater runoff to other properties. This may result in stormwater nuisance to the neighbouring properties, for which you may be held responsible.

If any changes to the natural overland flow path occur on a property, the stormwater runoff must be collected using a correctly installed drainage system and directed to a legal point of discharge (refer above).

It is preferable to keep hardstand areas to a minimum.

Localised flooding

Localised overland flooding occurs when:

- the amount of rainfall exceeds the design capacity of gully inlets and stormwater pipes
- private gully inlets and pipes are undersized or become blocked
- a building or a fence is obstructing the overland flow path.

You can be held liable for damages if changes on your property increase flood levels on an adjoining property.



Stormwater gully pit landscaped to collect surface water.

Run-off from roads or public land

If your property experiences drainage problems and stormwater runoff from a public land or a road flows to your property and floods it, you may contact our City Assets Unit on 07 5667 3886.

Problem solving between neighbours

Problems with overland stormwater flow between neighbouring properties are generally civil matters to be resolved between the respective owners. City officers have limited powers to intervene.

Landowners are encouraged to talk to their neighbours about the problem and to seek a mutually suitable solution. When resolution can't be reached, the Dispute Resolution Centre provides a non-legal mediation service. They may be able to assist without the need for expensive legal proceedings. Contact the Centre on 1800 017 288 (toll free) or 07 3239 6269 or by visiting the website on justice.qld.gov.au/justice-services/dispute-resolution

The services of a mediator can also be sought through the State Government Community Justice Program - contact the local Magistrates Court for details.

Landowners are encouraged to talk to their neighbours about the problem and to seek a mutually suitable solution.



Diversion drains can assist to drain water away from buildings and level areas on sloping properties.



Structures, including fences, should be clear of field gully inlets. Suitable landscaping along with grid tops to inlets and regular maintenance assists with filtration into the City's stormwater system.

Definitions

Absorption/dispersal trench: a trench that collects concentrated stormwater from pipes and disperses the water evenly across the property to minimise erosion and damage.

Cut-off drain: an open drain designed to catch overland flow and redirect it into an acceptable stormwater system (legal point of discharge).

Gully inlet/pit: a pit covered by a grate, situated at the lowest point in the property, which connects either to the household stormwater system or the inter-allotment drainage system.

Grass swale: an indentation in the ground to direct water flow to a gully or collection point.

Inter-allotment drainage system: the stormwater system provided by the developer and positioned at the rear of the property, with a slotted grate and a grass swale to guide some of the excess overland flow into the system.

Kerb and channel: the concrete structure between the road and verge (nature strip within road reserve).

Natural watercourse: a watercourse that has been created naturally and has not been significantly modified.

Perimeter bank: a protection mound (grassed to prevent erosion) that surrounds assets of the property such as the house, garage, pool, entertainment areas, etc.

Stormwater: rain that accumulates in natural or constructed storage and stormwater systems during and immediately following a storm event.

Stormwater concentration: where surface flow, as distinct from that in a natural watercourse, is diverted or collected and as a result the flow in is concentrated.

Surface runoff: the rainfall that moves over the ground towards the lower point and does not soak into the soil.

Surface water: water that remains on the surface of the ground.

Watercourse: every open stream, creek, culvert, channel through which stormwater flows, whether continuously or not.

Hints for house buyers and owners

Check property flood levels and drainage information before buying. A Search Request Form can be obtained from any Customer Service Centre or can be downloaded at

cityofgoldcoast.com.au/searchrequest

- Keep flow paths clear of obstructions.
- Don't build any structure or obstruction in stormwater easements.
- Don't divert stormwater to your neighbour's property.
- Keep gutters and downpipes clean.
- Keep paved areas to a minimum as they prevent water being absorbed into the ground.

Contact details

Complaints regarding stormwater within the property boundaries should be directed to the City's Development Compliance Section:

P 07 5582 8184

F 07 5596 3653

Complaints regarding stormwater outside the property boundaries should be directed to the City's Maintenance Unit:

P 07 5667 5974

Enquiries related to flooding from roads or public lands should be directed to the City's Assets Unit:

P 07 5667 3886

You can also contact us here:

E mail@goldcoast.qld.gov.au

W cityofgoldcoast.com.au

Postal address:

PO Box 5042, Gold Coast MC Qld 9729