

RESIDENTIAL STORMWATER

Water flow problems caused by the natural lay of the land or from overland flow are a civil matter.

Council receives a number of complaints each year regarding stormwater run-off and overland flow from private land causing a nuisance to an adjoining or downstream property. Council's intervention powers are limited but can respond to complaints relating to nuisances and flooding as a result of ***illegally constructed building and structures***.

It is recommended you take the time to talk to your neighbour about any flooding problems you may be experiencing. In many cases, a resolution can be reached to satisfy everyone's needs.

Step 1

If you have an issue with any of the following you should first speak to your neighbour to resolve the matter:

- Water flow problems caused by natural ground seepage on private property.
- Diverting or blocking the natural flow of water from landscaping, fences and walls or a small trench.
- Rubble pits (stormwater discharge pits) are a lawful method of managing stormwater on properties where it is impossible to discharge the water to kerb or stormwater infrastructure from roof catchment, water storage tanks etc., however they must be designed and installed lawfully.

It is encouraged that the respective parties communicate and negotiate acceptable outcomes in good faith.

Step 2

The Department of Justice and Attorney General provides a mediation service which may assist in achieving a resolution. The contact details are as follows:

Dispute Resolution Branch

Address: Level 1
Brisbane Magistrates Court
363 George Street
Brisbane QLD 4000

Postal address:
GPO Box 149
Brisbane QLD 4001

Phone:
07 3239 6269 or 1800 017 288 (toll free outside Brisbane)
Fax: 07 3239 6284