

# Fact Sheet

## Stormwater and overland flow (domestic)

### Experiencing localised flooding during rain events?

**This fact sheet is intended to help residents to be proactive and aware of stormwater drainage systems and surface water requirements on their property.**

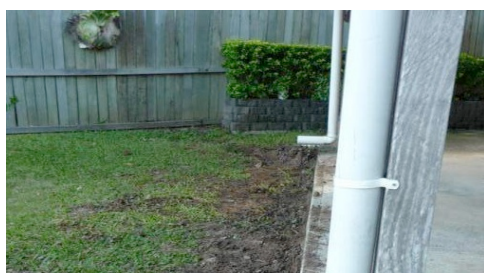
Being prepared ahead of major rain events helps us to be equipped to cope with the impacts of stormwater.

### Residential stormwater advice

We receive many complaints each year about stormwater run-off and overland flow of water causing a nuisance to adjoining or downstream properties. Our powers to intervene are limited. We can only respond to complaints about illegally constructed buildings and structures, and their stormwater systems that may cause flooding or water nuisances.

Water flow problems caused by the natural lay of the land or from overland water flow are a civil matter that is handled through the State Government's *Dispute Resolution Centre* (details provided below).

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



### Owner's responsibilities

Property owners are responsible for preventing surface water entering their home in the event of heavy rain.

To prevent water entering your home in heavy rain, you should install and conduct regular maintenance of:

- stormwater pipes
- gutters
- downpipes
- gully pits
- other stormwater systems.

To comply with the AS/NZS plumbing and drainage standards, you should also make sure roof water and stormwater is drained to one of the following:

- a) kerb and channel
- b) an inter-allotment roof water pipe system, or
- c) Council-controlled drainage easement or drainage reserve.



*Approved outlet to Council's stormwater drainage system.*

## Overland surface water flow

Property owners are required to accept natural water overland flow from adjoining properties or public land.

Naturally, surface water flows to the lowest point. An upstream property owner cannot be held liable for surface water flowing from their land to lower land. It is the responsibility of a downstream property owner to manage and protect the lawfully constructed building structures on their property. This can be achieved by installing private drainage.

Ideally, run-off should be directed towards the street or a drainage system, if available. Cut-off drains and perimeter banks are also helpful in directing run-off towards the street or into a private drainage system.

## Stagnant water

You cannot restrict or redirect the flow of water over land in a way that may cause the water to pond and become stagnant.

This does not apply to water collected in a dam, wetland, tank, or pond if no offensive material can accumulate. Overflows from water tanks must be connected to an approved stormwater system.



*Field gullies should be maintained and free of obstructions.*

## Buildings under construction

Complaints about buildings under construction, subject to a current building approval, should be referred to the private building certifier or builder responsible for the works. Details should be visible on the building sign at the front of the premises.

Individual builders are responsible for all stormwater installations under a building approval. In the event of a complaint, the private building certifier has enforcement powers and must take appropriate action under relevant legislation.

## Disputes between neighbours

We encourage neighbours to communicate with each other and try to reach solutions for any issues experienced.

If this is not possible, you can use the services of a mediator. Mediation is available through the Department of Justice (see below for their contact details).

If you or your neighbour feel that the situation cannot be resolved through mediation, and that a property has suffered potential damage, you may need to seek legal advice about taking civil action to resolve the problem.

## South Queensland Dispute Resolution Centre

**Address:**

Level 1 Brisbane Magistrates Court  
363 George Street  
Brisbane QLD 4000

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

**Email:** [drc.sq@justice.qld.gov.au](mailto:drc.sq@justice.qld.gov.au)

**Postal address:**

GPO Box 149  
Brisbane QLD 4001

## More information

**Phone:** 3412 3412

**Email:** [council@logan.qld.gov.au](mailto:council@logan.qld.gov.au)

**Website:** [www.logan.qld.gov.au/building-and-plumbing/stormwater-management](http://www.logan.qld.gov.au/building-and-plumbing/stormwater-management)