





Your Flood Resilient Homes Program journey

Invitation and booking

-  1. You receive a letter about the program, inviting you to participate.
-  2. You book your free Home Service and complete a pre-service survey.

Home Service

-  3. You meet our flood-resilience experts at your home to complete your Home Service. A second visit may also be required.
-  4. You receive a Home Service Recommendations report which details your property's current resilience. You also complete a post-service survey.






If your property is assessed as having a high level of resilience, no additional works are required. You may wish to use the report to discuss the flood-resilient features of your property with your insurer.

If any building or design works have been recommended, you may be invited to participate in the Incentive Scheme, which provides financial assistance to carry out the works.

Incentive Scheme

-  5. You will be contacted by CitySmart to confirm participation in the Incentive Scheme. CitySmart will manage the Incentive Scheme building works and, in nearly all cases, the cost of the works is fully covered by the program.
-  6. Our architect prepares a scope of works or architectural drawings. You may be contacted to discuss them.
-  7. Our licensed builder will prepare a quote, which may include a visit to your property.
-  8. You will be contacted to discuss the scope of works or architectural drawings, builder's contract and timeframes.
-  9. You receive and sign the contract, and works commence on a date agreed with the builder.
-  10. Flood-resilience works are carried out by licensed tradespeople.

Program completion

-  11. The works will be verified by our architect or an independent certifier.
-  12. After completion of works our licensed builder will discuss with you any warranty and maintenance requirements.
-  13. You receive an Outcomes Report that outlines completed works and includes before and after photos. You may wish to use the report to discuss the improved flood-resilient features of your property with your insurer.
-  14. You complete a final survey for feedback about your experience with the program.
-  15. If your property experiences flooding in the future, you may be contacted again for feedback on how the works have improved the flood resilience of your property.