Flood Resilient Homes Program

Resident
Alisa Baldwin

House Type
Two-story renovated Queenslander

Resilience works
- Raised external air conditioning unit

Alisa's story

Alisa Baldwin had just purchased and moved into her renovated Queenslander with her young family when she received her invitation letter to the Flood Resilient Homes Program.

"We had all the checks done before we bought the property but I was unsure of all the history in the street, though I knew the area was affected by previous floods."

She booked the free Home Service and from that point onwards found the entire process easy.

"I was at home on maternity leave, so I was available for the meetings," she says. "James was very nice, very friendly. In the report there was only one thing recommended to fix, so that was easy. They raised the level of the air conditioning unit so it was up above flood levels."

The Incentive Scheme covered the costs of the recommended works on Alisa's property, which were done by licenced tradespeople and proceeded with minimal disruption to her daily routine.

"We had a builder come, and an electrician to do a power point check, and everyone was very nice and friendly. I have a young baby and the work didn't impact on my inside living at all."

Alisa was especially appreciative of being kept informed and various people keeping their appointments during her participation in the program.

"It's normally a nightmare dealing with tradies half the time. People got back to me, everyone was friendly, they came and did the work when they said they'd come. You want to know these things when you have people coming to your house."

Now she has an air conditioning unit that she knows is unlikely to go under the next overland flow flood event, potentially saving her thousands of dollars. "I think it's an excellent program," she says. "It's not often you get something worthwhile like that done for free."