



Flood Resilient Homes Program



Resident

Nancy Spence



House Type

Single-level 1960's chamferboard



Resilience works

- Raised the washing machine
- Raised the dryer



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Nancy's story

AS TOLD BY HER DAUGHTER GAYE

Inala resident Nancy Spence's home is a classic Brisbane 60's chamferboard dwelling, slightly elevated above ground level. The property has flooded frequently over the years.

"The yard fills up with water out the back when there's heavy rain," says her daughter Gaye. "It also floods the laundry. We've had to have the washing machine put up on bricks when it floods to try and keep it out of the water".

When her 87-year old mother received a letter about Council's Flood Resilient Homes Program she was delighted. She later qualified for the Incentive Scheme, to help finance the recommended works on her property.

"Mum was quite surprised, actually. Surprised that someone was going to do that for us. She's a pensioner and

doesn't have a lot of money, so it was a godsend. We hadn't heard of something like this before, someone coming out and helping people in flood areas."

Gaye says that at their first meeting the program's experts carefully explained what they wanted to do and their reasons for the recommendations. She was also impressed with the process for building works, which included raising the height of the washing machine and dryer to prevent the appliances being damaged by overland flow floodwater.

"They didn't muck around, they finished the work quite quickly.

Mum was here most of the time and I came by when they were finishing up. There was very little disruption."

She was appreciative of how attentive they were to her elderly mother's needs. "They built a plinth for mum to stand on, which she was very happy with. Then they came back and extended it a bit more which I thought was great. It will make it easier for her to step up, make it safer, and give her more room."

