

We value your feedback



Following receipt of the Outcomes Report, we will ask you to complete a closing survey for feedback about your experience with the program.

If your property experiences flooding in the future, you may be contacted to discuss if your situation has changed following participation in the program.



Flood Resilient Homes Program

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Flood Resilient Homes Program

Incentive Scheme



An initiative of



In partnership with



BRISBANE
Sustainability
AGENCY

Dedicated to a better Brisbane

Making your property flood resilient

Thank you for participating in the Flood Resilient Homes Program, which has included:

- ✓ a Home Service at your property
- ✓ a Home Service Recommendations report detailing building or design works to increase the flood resilience of your property.

You are now invited to participate in the Incentive Scheme.

This provides you with financial assistance to undertake the recommended building retrofit works.

This flyer outlines the process for carrying out these works to make your property more flood resilient. In nearly all cases, the costs of the works are within the capped amount.

If the cost of recommended building works exceeds the capped amount, our team can discuss options with you to contribute to the gap amount or agree to an alternative scope of works within the capped limit.



Preparing for works



Brisbane Sustainability Agency will contact you to confirm your participation.



Our architect will prepare a scope of works or architectural drawings.



Our licensed builder may organise a visit to your property to prepare a quote.



Brisbane Sustainability Agency will contact you to discuss the scope of works and builder's contract and timeframes.

Please note that the timeframes to complete the proposed works to your property will vary depending on the complexity of the works required, your availability and your preferences for scheduling.

If at any point you need further information, please contact Brisbane Sustainability Agency to discuss or read the Frequently Asked Questions at:

sustainablebrisbane.com.au/floodwise



Commencement of works

Works will commence at a time convenient to you and will progress as quickly as possible. Our builder will supervise all tradespeople working at your property and ensure works are completed to a high quality standard.

Complex works will also be supervised by our architect. If any variations to the scope of work or drawings arise then these will be discussed with you and will only proceed with your consent.

Brisbane Sustainability Agency will then confirm that all contracted works have been implemented and will manage payments to contractors.

Completion of works



As part of the final stage of the program, you will be sent an Outcomes Report. The report will outline the works completed at your property and will include before and after photos.

If you need to make a warranty claim in future, the contact details for the tradespeople who completed the works will also be detailed in this report.

