

Who is responsible for stormwater and/or drainage issues from a neighbouring property?

Generally problems associated with stormwater drainage on private property are a civil matter between relevant property owners, therefore not under Council's jurisdiction. If it is associated with non-compliance of building regulations refer to Council's Customer Service Centre on 1300 22 55 77 for investigation.

Who do I contact if stormwater is running off a road or public land, causing problems on my property?

You may experience drainage problems when stormwater runs off public land or the road and concentrates or runs through your property. All enquiries regarding stormwater problems caused by runoff from public land or the road should be reported to Council's Customer Service Centre on 1300 22 55 77 for investigation.

Who is responsible for stormwater and/or drainage coming off a development site?

All issues relating to a development site are to be reported to the site superintendent (for the developer) to seek to have the issue(s) resolved. If this is not practicable then report the issue to Council's Customer Service Centre on 1300 22 55 77. Customer Service issues each request received with an individual customer service request number which will be investigated by one of Council's Technical Compliance Officers and enforced as necessary.

Where does stormwater drainage flow to?

Most excess stormwater runoff throughout the Rockhampton Regional Council finds its way to the Pacific Ocean.

Who is responsible for the maintenance of stormwater and/or drainage easements?

The area of land covered by the drainage easement belongs to the property owner but there are restrictions as to what can be done on the drainage easement. If there is an easement for stormwater on your property it must be maintained and kept clear of debris and obstructions to allow the natural flow of stormwater. It is Council's responsibility to maintain any built drainage structure that is located on a drainage easement e.g. underground pipes, inlets, open concrete channel or concrete invert.

How can I report when a stormwater drainage, culvert and/or pipe needs clearing?

All requests relating to the clearing of stormwater infrastructure are to be reported to Council's Customer Service Centre on 1300 22 55 77. The request will then be sent to the relevant Road Inspector.

Who can I get assistance from in times of rain events when inundation is flowing into my house?

All requests relating to emergency or disaster situations relating to inundation flowing into your home should be reported to the SES emergency contact on 132 500.

How do I find out if the property I am about to purchase is in a flood prone area?

Council has some records pertaining to a limited number of flood prone areas. Flooding extents for the Fitzroy River are available by completing a Property Search Form.

More information can be found on Council's website under Council Services > Roads and Infrastructure > Stormwater.