

This guide will help you understand the causes of flooding, ways to help prevent it from occurring on your property, and the role the City of Hobart plays in protecting your property from flooding.

The City of Hobart's Stormwater Unit works under the *Urban Drainage Act 2013* (the UDA), and other legislation, regulations and By-Laws.

One main goal of the UDA is to:

'Protect people and property by ensuring that stormwater services, infrastructure and planning are provided so as to minimise the risk of urban flooding due to stormwater flows.'

However, some forms of flooding can occur naturally despite the presence of stormwater infrastructure, and the City does not have legislative authority to assist. This means it is important to know when the City is responsible for flooding on your property and should be contacted.



WHO TO CONTACT IN THE EVENT OF A FLOOD:

In a life threatening emergency call Triple Zero, 000, immediately.

For general help in a flood or storm call the SES on 132 500.

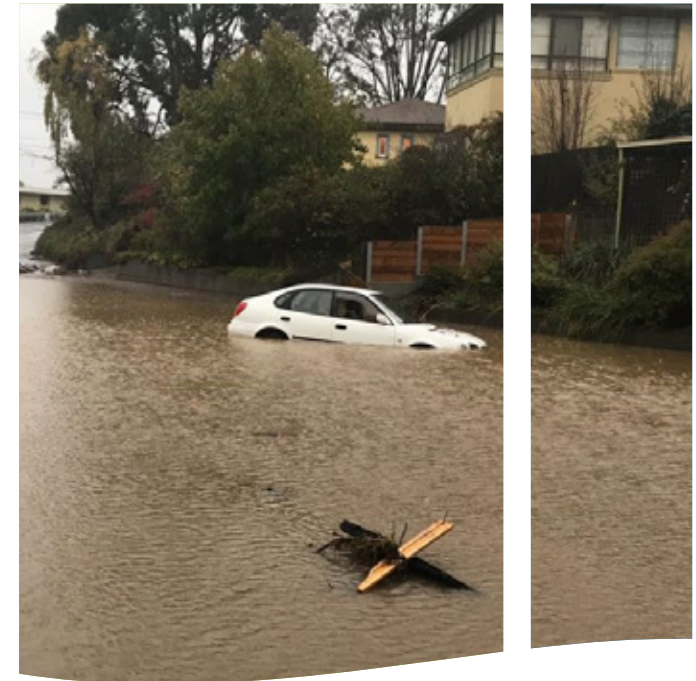
If flood damage to your property has occurred:

- Contact your landlord if you are renting.
- Contact your insurance provider if you are a homeowner.

Contact the City of Hobart only to report damages to publically owned stormwater assets, such as leaks from overflowing inspection openings, pipe blockages, or open waterway blockages on 03 6278 0200.

To report any faults or emergencies with drinking water and sewerage systems, please contact TasWater on 13MYWATER (136 992) or email enquiries@taswater.com.au.

For any other issues with privately owned pipes, fittings or crossovers, contact a registered plumber.



FLOODING AND THE CITY OF HOBART

A GUIDE



TYPES OF FLOODING AND PREVENTION MEASURES

1. OVERLAND FLOW

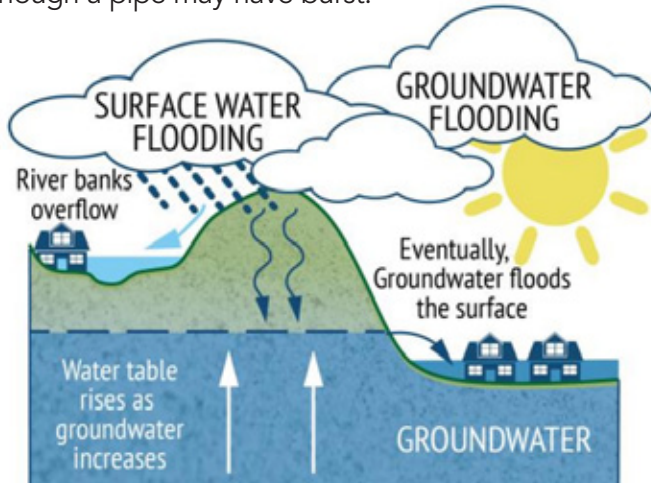
When water follows the natural flow over the ground, rather than in channels. This can often be seen occurring over roads and pathways, and sometimes this occurs naturally from bushland areas.

2. WATER-WAY FLOODING:

Occurs when a high rain fall event causes water to exceed the waterway capacity, and spill over the edge. These bodies of water can be natural, such as rivers or rivulets, or human-constructed, such as concrete channels.

3. GROUND WATER:

Ground water is water in the soil below the surface of the ground. There is ground water in almost all soil although in some places it may be more than others, or closer to the surface. After very heavy rainfall, increased ground water may result in puddles or ponding on the surface, and can even appear as though a pipe may have burst.



Geological Society, UK

✓ WHEN THE CITY CAN ASSIST:

If flooding occurs because the public stormwater system (including stormwater pipes, pits, inspection openings and rivulets) has been blocked by debris such as trees, sediment or litter, the City can assist and should be contacted immediately.



✗ WHEN THE CITY CANNOT ASSIST:

In heavy rainfall, rivulets may naturally break their banks and this is something the City cannot prevent. Natural overland flow which occurs from bushland areas, as well as rising ground water also cannot be prevented by the City. Any blockages or damage to your private plumbing are also your responsibility.



WHAT ROLE DOES INSURANCE PLAY IN A FLOOD?

If your property or possessions are damaged in the event of a flood, you may need to make a claim with your insurance provider. Make sure to check your insurance policy to see if you are covered for storm and floodwater damage BEFORE a flood event occurs. If you are in an area that has a higher risk of flooding (i.e. an inundation zone) you may require a different level of flood protection from your insurer.

TIPS TO PREVENT YOUR PROPERTY FROM FLOODING:

When choosing flood management methods, it is important to consider water flows which enter and exit your property, as well as water flows which originate from it.

A) OVERLAND FLOW AND WATER-WAY FLOODING:

- ✓ On your property, create trenches or vegetated "swales" which direct the water away from your, and neighbouring, properties, and allow the water to be absorbed into the soil or flow into stormwater pipes.



B) GROUNDWATER FLOODING:

- ✓ Installation of subsoil drains by a licensed plumber.
- ✓ Waterproofing of basement and subfloor levels by a licensed builder.

****Please note:** you must not direct stormwater onto neighbouring properties **