

# Flood Awareness



If you are renting in a location that has a history of flooding, it is a good idea to research the risk of flooding at your property, so that you can take steps to prepare and reduce any impacts in a flood.

## Flood Awareness Maps

There are online mapping tools provided by state and local governments that you can use to help you understand the risk of flooding at your rental.

### FloodCheck Queensland

[FloodCheck Queensland](#) is an interactive tool that compiles flood mapping data across Queensland. FloodCheck can:

- display historic major flood lines;
- display projected impacts on floodplains;
- access reports and flood simulations.



### Other Flood Awareness Maps

Many local councils offer flood mapping tools and information that can provide more detailed information for a particular local government area.

For example, if you live in Brisbane, you can access detailed flood mapping using the Brisbane City Council's [Flood Awareness Map](#).

Brisbane City Council's Flood Awareness Map can display projected flood lines based on the annual percentage risk of a particular level of flooding. It also provides historical flooding information.



## Other steps you can take to identify risk of flooding

In addition to online mapping tools, there are other steps you may wish to take to get more information about the flooding risk at your rental property, such as:

- Asking your lessor or property manager in writing whether the property has flooded in the past, and if so, whether any modifications have been made to the property to mitigate the impact of flooding. Ensure their response is received in writing.

- Talking to your neighbours to hear their experiences about the impact of previous floods, if you discover that your rental property is at risk of flooding.



## What's inside

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### Who's who?

A **lessor** is the person who gives a tenant the 'right to occupy' a residential premises. Lessors often employ real estate agents to manage premises on their behalf.

A **provider** is a person who provides rooming accommodation to residents.

**Tenants Queensland (TQ)** is a specialist community and legal service which has been providing services to and representing the interests of residential renters in Queensland since 1986.

**QSTARS** is a program providing specialist advice and support to renters, funded by the Qld Government, delivered by TQ

The **RTA** is the government authority that manages rental bonds, provides forms and information, conducts dispute resolution and investigates complaints of unlawful conduct under tenancy laws.

The Tribunal or **QCAT**, hears and makes binding decisions about residential tenancy disputes.

## Prepare your home

If your home is at risk of flooding, being prepared may minimise the potential impact of flooding.

Ways to prepare:

- Register for your council's early warning service to receive alerts for severe weather events.
- Check your insurance cover is sufficient to cover your belongings and vehicles in the event of a flood.
- Familiarise yourself with the electricity, gas and water mains so you can turn these off quickly during a major flood event.
- Prepare an emergency kit for you, your family and any pets with essential items, including important paperwork saved on a USB (e.g. identification, insurance, financial and legal documents, important phone numbers).
- If possible, move your belongings to a higher location once you become aware of any approaching severe weather events.
- Secure any loose items around your property, such as outdoor furniture, garbage bins and trampolines.
- Notify the real estate in writing in advance of any weather events of any issues that make the property less weatherproof, such as blocked roof gutters, or roof or window leaks.
- Collect pre-filled sandbags from your local council depots and use them to divert water from entering your home.

## Links to Resources

Tenants Queensland fact sheet – [Information for tenants affected by the floods and storms in Queensland](#)

The [State Emergency Service](#) can provide temporary emergency assistance to help people protect themselves and their property from further damage. **Phone 132 500**

RSPCA – [Prepare for your pets in an emergency](#)

## Tenancy Facts

Tenancy facts information for renters are available at [www.qstars.org.au](http://www.qstars.org.au)

### Tenancy Facts include:

- Renting in Queensland
- Starting a tenancy
- Rental bonds
- Rent and other charges
- Entry and privacy
- Repairs and maintenance
- You want to leave
- Lessor ends the tenancy
- Resolving tenancy disputes
- Tenancy databases

## Further help

### Tenants Queensland

Tenants Queensland (TQ) is a specialist community and legal service which has been providing services to and representing the interests of residential renters in Queensland since 1986. QSTARS is managed by TQ and delivered in collaboration with partner organisations.

For administration issues contact TQ on 07 3832 9447 or visit [www.tenantsqld.org.au](http://www.tenantsqld.org.au)

### Queensland Statewide Tenant Advice and Referral Services (QSTARS)

QSTARS provides specialist tenancy advice, advocacy support and referral for Queensland renters.

Contact QSTARS for tenancy advice on: **1300 744 263**

Open Mon – Friday 9am – 5pm  
(extended hours to 7pm on Tuesdays and Wednesdays)

Visit [www.qstars.org.au](http://www.qstars.org.au) for more information and to access tenancy fact sheets and videos.

### Residential Tenancies Authority (RTA)

The RTA is the government authority. RTA tenancy forms are available online at [www.rta.qld.gov.au](http://www.rta.qld.gov.au) or call 1300 366 311

### The Queensland Civil and Administrative Tribunal (QCAT or the Tribunal)

To find your local Tribunal (except for Brisbane QCAT sits in the local Magistrates Court) or get QCAT forms visit [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au) or call QCAT on 1300 753 228

### Translating and Interpreting Service (TIS)

If you need an interpreter let us know when you call, or call the TIS translating and interpreting service on 131 450 so they can help you contact our service.

Disclaimer: This factsheet provides information only and is not intended to provide legal advice.