

Stormwater Drainage Frequently Asked Questions

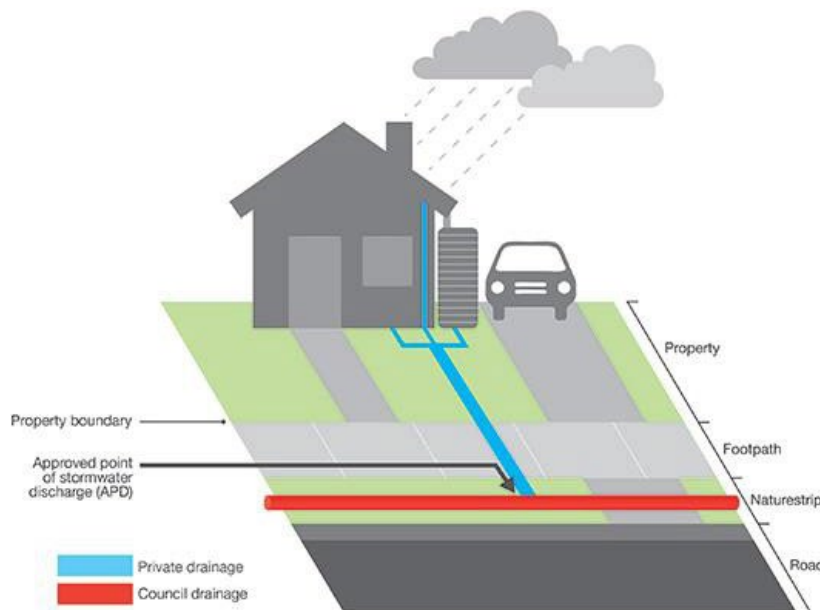
What stormwater drainage pipes am I responsible for?

Each property is allocated with a location to direct their stormwater drainage - typically this location will be to a Council underground drain, surface of Right of Way or to the kerb and channel. This discharge location is known as the Legal Point of Discharge (LPOD). All drainage issues beyond this point are the responsibility of Council.

All drainage infrastructure related to the drainage of private properties up to the LPOD is the responsibility of the property owner. This includes sections of pipe in the nature strip or road reserve that discharge stormwater to the kerb or pipe connections to a Council drain.

The property owner is responsible for ensuring that storm water pipes are connected to the Council nominated LPOD and that their stormwater runoff does not affect other property owners.

For issues relating to private drainage, it is recommended you contact a plumber to investigate.



Stormwater drainage pipes on my property are blocked. What should I do?

All drainage infrastructure related to the drainage of private properties is the responsibility of the property owner.

This also includes sections of pipe that discharge water to the kerb and channel or pipe connections to a Council drain. The property owner is responsible for ensuring that storm water pipes are connected to the Council nominated LPOD.

If you suspect there is a blockage in one of your drainage pipes, it is suggested that you contact a licensed plumber to investigate.

I have an issue with sewer pipes on my property. Who can I call?

The sewer system carries water away from your laundry, kitchen, bathroom and toilet to a main sewer that is maintained by **Wannon Water**.

Property owners are responsible for cleaning and repairing all private sewage drains. For advice on sewerage problems, phone Wannon Water on 1300 926 666 or 1300 WANNON.

Please note that Council looks after stormwater only.

Stormwater is entering my property from a neighbour's property. Who is responsible and what can I do?

All properties owners have legal obligations to capture, collect and dispose of stormwater from all hard surfaces, through underground pipes to the Council nominated LPOD so as not to cause a nuisance to adjoining property owners.

In general, your neighbour is responsible for controlling stormwater runoff from their property. Water flowing from hard surfaces, such as paving or roofing, should be collected and discharged in an approved manner.

Problems with overland stormwater flow between neighbouring properties are generally a civil matter to be resolved between the respective owners. Council has no legislative powers to intervene.

What is an On-Site Storm Water Detention (OSD) system?

Redevelopment of a site results in an increase in the area covered by hard impervious surfaces, such as roofing and paving.

The increase in hard impervious surfaces significantly increases the volume of stormwater flow, which reduces seepage into the ground, impacts stormwater drains and other assets, and increases erosion of creek areas. It can also cause local flash flooding downstream of the site and has negative effects on fish and fauna.

Onsite stormwater detention is the management of stormwater at a site. It is designed to temporarily detain stormwater on site which enables the rainwater falling on the site to be controlled and released at a slower rate than it would normally do. This limits the flow rate of rainwater into the Council drainage system.

Glenelg Shire Council has adopted the use of onsite stormwater detention systems to prevent local flooding and decrease the peak flow rate into drains and waterways so as to better manage stormwater runoff from high-density developments.

Who owns and maintains the OSD system?

An OSD system located within a development site is a private asset that is owned and maintained by the owner/s or owners' corporation. Council is not responsible for these systems

There is a problem with OSD system at my property. Who is responsible and what can I do?

According to SR No.38 of 2018 – REG 133, the design of every stormwater drainage system to the point of discharge from an allotment must be approved by the relevant Building Surveyor. Complaints about stormwater OSD system design & installation should be directed to the relevant Building Surveyor whose contact details could be sought from Council's Building Department on (03) 5522 2216.

The pipe under my driveway is blocked. Who is responsible for its maintenance?

Any sections of private pipe within an open drain or underneath private driveways or vehicle crossings, including the driveway or vehicle crossing itself, are the responsibility of the property owner. Under Schedule 10 of the *Local Government Act* Council may require the mandatory maintenance and or replacement of these piped sections at any time if they are deemed to be causing a restriction to the flow of water in the open channel or do not meet Councils minimum standards.

Pipes under private driveways are the responsibility of the property owner. The property owner is responsible for ensuring storm water is not obstructed by blockages at these piped sections.

The Council storm water pit in my street is blocked. Who do I call?

Blocked storm water drains can be reported to Council's Works Units. Cleansing requests can be lodged with Council's Customer Service on 1300 453 635 (1300GLENELG).

The water supply main at the front of my property has burst. Who do I contact?

Water supply mains are maintained by **Wannon Water**. Should you have any emergency in regard to water flowing either on the road or into your property from a burst water main, please call Wannon Water's emergency number on 1300 926 666 or 1300 WANNON.

Please note that Council looks after stormwater only.

When is Works within Road Reserve consent required and how can I apply?

Works Within Road Reserves consent is required if you need to carry out any work on or from Council land (e.g. road, right of way, footpath, nature strips).

For further information on Works Within Road Reserve consent applications please go to the Glenelg Shire Council Works Within Road reserve webpage, call our Customer Services on 1300 GLENELG and ask to speak to the Works Within Road Reserve administration officer or email wrr@glenelg.vic.gov.au.

Can I get a copy of my property internal/existing stormwater plans?

The Engineering unit does not have a copy of internal stormwater plans of your property. Please contact the Building Department on (03) 5522 2216 as stormwater information might be included in Building Permit documents submitted at the time.

I have some more questions, who should I contact?

Engineering Unit
Phone: 1300 453 635
Email: enquiry@glenelg.vic.gov.au

Public Resources

www.catchmentsandcreeks.com.au/docs/Public-Guide-to-Stormwater-Drainage-print.pdf

*This information is for guidance only and you are urged to seek professional and/or trade qualified advice.