

# Stormwater maintenance

## Do ACT Government representatives or contractors need to access my property for stormwater network maintenance?

Access to residential properties is sometimes required to perform essential maintenance. For example, properties in newer suburbs connect to the stormwater network at a tie point. Stormwater ties connect via pipe to a stormwater main or to the kerb of a street which can be on or nearby residential properties.

## Did you know?

The ACT Government is responsible for maintaining the municipal stormwater network. We make sure the network is safe and effective and we set the construction standards.

Within the ACT Government, Roads ACT from the Transport Canberra and City Services Directorate (TCCS) maintain the urban stormwater network.



To find the location of your stormwater tie scan the below QR code or visit the City Services website: [www.cityservices.act.gov.au/roads-and-paths/road-infrastructure-and-maintenance/stormwater](http://www.cityservices.act.gov.au/roads-and-paths/road-infrastructure-and-maintenance/stormwater)



## Does the ACT Government hire contractors for stormwater maintenance?

Yes. You might have received a notice from Flexible Australia, an ACT Government contractor, regarding attending your property for maintenance. TCCS stormwater maintenance officers will complete an initial inspection and determine the maintenance required. They will then issue work orders to the maintenance contractor for actioning. Once Flexible Australia has the work allocated to them, they will schedule the work and use ACT Government marked letters for letter box drops.

## How will I know if access to my property is required?

You might have received a Notice of Stormwater Maintenance. This means an ACT Government employee or authorised maintenance contractor, such as Flexible Australia, is reaching out to investigate or provide an update about stormwater maintenance nearby or on your property.

Your Notice of Stormwater Maintenance will inform you whether or not access to your property is required.

## What type of maintenance works are required to keep a functioning and healthy stormwater network?

The type of work required can include:

- CCTV inspections
- stormwater tie replacement requiring digging or trenching
- stormwater lid and tops replacement
- underground stormwater mains or sump repair
- underground stormwater mains or sump replacement, which can include disruptive civil work, large machinery and traffic management.

## What do I do if I need to get in touch regarding stormwater maintenance on my property?

If you need to get in touch, please call Access Canberra on 13 22 81 and ask for an officer from the Roads Maintenance division within Transport Canberra and City Services.

Please be sure to include your address and a description of the issue.

## Fun Fact

The average stormwater pipe asset is up to 50 to 70 years of age. The various components of the system are expected to have a functioning life of 75 to 100 years. Roads ACT is currently in the process of collecting and collating information about the extent and condition of the stormwater network. This information is contained in the Integrated Asset Management System for Transport Canberra and City Services.

