






My home is resilient

My progress in the Resilient Homes Fund

| ▶ I haven't applied for funding yet | ▶ I've applied for funding | ▶ My funding is approved | ▶ My resilience works can start | ▶ My home is resilient |
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Journey so far
My resilience building works are complete



Still to go
I have a few final tasks to get my completion letter



Congratulations on completing your resilience works!

There are just a few final steps you need to take to complete your journey with the Resilient Homes Fund.

Next steps

1. Conduct a final check of resilience building works with your builder
2. Submit your final Milestone Payment Form and building work certificates to QRIDA
3. Attend a completion inspection with a Resilient Homes Fund assessor
4. Finalise any additional requests made by the Resilient Homes Fund assessor following the inspection
5. Receive a completion pack and subsequent completion letter

Step one: Final work check with your builder

When works are complete, you will need to carry out a final check with your builder.

- » Refer to your building contract and Value for Money certificate to make sure all the items listed are complete and correct
- » To help you consider if the work is up to standard, refer to the *Industry Design Guidelines for Resilient Homes* which provides examples of resilience construction techniques and materials
- » All works should also be completed in line with the National Construction Code and relevant building standards: ncc.abcb.gov.au
- » Note down any items that are defective or missing from the final building works using the Queensland Building Construction Commission (QBCC) Form 6 Defects Document

If a problem occurs after construction is complete, advise your builder in writing and allow for at least 14 days for the work to be fixed. If the problem is not resolved, contact the QBCC to report a building work issue and get further support and advice.

Find out more from the QBCC on managing a defective work dispute: qbcc.qld.gov.au/complaints-disputes/building-work-issue/defective-work-dispute

Download: Industry Guidance for Flood Resilient Homes



Download: QBCC Form 6 Defects Document



Step two: Send final payment and certificates to QRIDA

Once work is complete and any defective works have been rectified, your builder is required to certify their work by providing you with the relevant certification.

- » For the Home Raising program, your builder must provide you with a *Form 21 Final Inspection Certificate* from a licensed certifier, incorporating the full scope of work and evidence that the new habitable floor level meets or exceeds both the assessed flood level and 2021-2022 flood event level in your Home Assessment Report.
- » For Resilient Retrofit works, the required certification is listed in your Value for Money certificate.

Send these relevant certification form/s with your final Milestone Payment Form to QRIDA.

Step three: Attend a completion inspection

Once QRIDA notifies us that the work is complete – and before we make a final payment to your builder – a Resilient Homes Fund assessor will inspect the completed works to make sure they align with your Value for Money certificate.

The inspection will either be conducted as an on-site visual inspection or a desktop assessment. The type of assessment will depend on the type of works completed on your home.

We will contact you to book in your completion inspection at a suitable time.

Tip: Be prepared for your inspection by ensuring all approved works on the Value for Money certificate are completed prior to booking your completion inspection.

Step four: Finalise assessment requirements

If works are assessed as being completed per the approved quote and Value for Money certificate, a report will be sent to QRIDA to initiate final payment.

If there are items that are found to be incomplete or different to the approved scope, the Resilient Homes Fund will let you know what these items are and instruct you on how to finalise your claim.

This may include:

- » Completing any work found to be unfinished or missing (a common example is ensuring the tops and bottoms of solid core doors are sealed)
- » Sending through any certificates that have not yet been received by the Resilient Homes Fund
- » Processing a negative variation to remove the incomplete or non-approved items from the funded works.



Step five: Get your completion pack and completion letter

Completion pack

When building works are approved, you will receive a completion pack from the Resilient Homes Fund. Your assessor may provide this to you at the completion inspection or it may be posted to you.

The completion pack includes:

- » Information about notifying emergency services workers, insurance inspectors, contractors or future owners about the resilience works completed on your home
- » A completion sticker, including advice on where and how to display the sticker in your home (if this wasn't done during the completion inspection)
- » A Dangerous Weather Emergency Plan to support your household's planning for future severe weather events
- » Factsheets and other information about flood resilience.

Completion letter

After you receive your completion pack, you will subsequently be sent a completion letter from QRIDA confirming your completed works.

Once you receive your completion letter, there are no further actions you need to take.

You have completed your journey with the Resilient Homes Fund. Congratulations and enjoy your resilient home!



Investigate additional improvements (Resilient Retrofit program only)

Homeowners in the Resilient Retrofit program may be eligible to complete additional resilience works once their building works are complete.

If you have funds remaining through the program you originally accessed, you may be able to allocate those funds to complete additional works, so long as they are eligible.

For example, if you only used \$40,000 funding under the Resilient Retrofit program, you may be able to complete additional Resilient Retrofit works. Up to \$10,000 could be funded, after which you would be required to co-contribute on a dollar-for-dollar basis.

Note: Eligible homeowners can only seek additional funds under the same program.

If you are interested in this option, please phone **07 3007 4485** and **select option 2** to arrange a one-on-one appointment to discuss your options.

Need help with any of these steps?

If you have questions and want to talk to someone about your property and your individual circumstances, call **07 3007 4485** and select **option 2** to arrange a one-on-one appointment.

For more information visit qld.gov.au/resilienthomes

If you require the assistance of an interpreter, phone **1800 512 541**.

Our compliments and complaints management policy and procedure can be found at housing.qld.gov.au/contact/complaints-compliments

