

FLOOD PROPERTY ASSESSMENT PROGRAM

Information for property owners

Key information

The NSW and Australian governments are jointly funding the Flood Property Assessment Program for flood affected residential and eligible commercial properties (small and medium businesses or primary producers primary production). Johns Lyng Group are the nominated partner for the program.

The program is open to **insured and uninsured** property owners and will provide them with a free inspection report and recommended repair schedule (including estimated costs) for the repair of their property.

How do I apply?

The Flood Property Assessment Program is an 'opt-in' program. If property owners choose to register for the program they will be contacted by a representative from Johns Lyng Group (JLG) to organise a site assessment. You can register for the program by:

- Visiting the Service NSW website
- Calling Service NSW on 13 77 88

Am I eligible?

Residential and commercial property owners and tenants who have been flood affected are eligible to apply if they are located within one of the 60 LGAs within the declared natural disaster zone. A list of these LGAs can be found on the Service NSW website.

What property types are eligible?

The following property types are eligible:

- Residential properties
- Rural properties
- Commercial properties i.e. shops and tourism-related businesses owned by small and medium businesses or primary producers

A more comprehensive list of inclusions and exclusions can be found on the Service NSW Website.

How does the Program work?

Once you register for the program, you will be contacted by a JLG representative to organise your site assessment.

Can I be present for my site assessment?

Yes, we encourage you to attend. However if you cannot, we can carry out the assessment in your absence if we receive your permission.

What happens after my site assessment?

After your site assessment, you will be provided with the reports and recommended repair schedule for your property. At this stage, depending on the outcome of your assessment, you can opt out of the program or you have the option to continue with the program if you wish.

What if repair works are recommended for my property?

- a. If the damage is not covered by insurance:
 - If the property is your primary home, you can apply for the Disaster Relief Grant where, if eligible, the government will pay for JLG to undertake the recommended repairs to make your property safe and habitable.
 - If you are ineligible for the Disaster Relief Grant, you may apply for the Back Home Grant and receive up to \$20,000 to contribute to the costs of restoration and cleanup.
 - If recommended repairs are beyond your financial capability, the option to have your property demolished free of charge through the program will be reviewed on a case by case basis.
- b. If you are insured:
 - You will be provided with your recommended scope of works but the repairs are not covered by the program.

What if demolition is recommended for my property?

If demolition is recommended for your property, you can choose to have your property demolished for free. It is entirely your choice whether to demolish your property, and it cannot be demolished without your consent. Both insured and uninsured properties are eligible.

Local subcontractor engagement

Qualified local contractors and suppliers will be engaged, where possible, to deliver services to ensure the program maximises local knowledge and expertise, and assists local economic recovery.

Unlicensed tradespeople

Beware of unlicensed tradespeople offering cheap, quick, cash-only repairs. We will not turn up to your property unannounced without an appointment and demand payment. If you are concerned about someone who is trying to access your property, please call JLG on **1300 294 027**.