

My resilience works can start

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
				

Journey so far

I've signed and returned my letter of offer to QRIDA



Still to go

I need to keep track of building works and payments



Key dates:

- 30 July 2023**
Registrations for the Resilient Homes Fund program closed.
- 11.59pm (AEST), 1 December 2025**
Grant applications for funding closed.
- 31 March 2027**
The completion of works date listed in your Building Contract must not exceed this date.

Important: Registrations for the Resilient Homes Fund are not transferable. If you are planning to sell your home, all works must be completed and payments finalised prior to the sale of your home.

Please note:

The following steps are to be completed before **30 June 2027:**

- » A request for final milestone payment submitted to QRIDA
- » A RHF completion inspection of the works
- » Final Building Certification (if applicable) or the provision of the required trade certificates as listed in the Value for Money Certificate

- » Rectification of defects or incomplete works by the licensed contractor
- » Final invoices issued to the homeowner by the licensed contractor
- » Final invoices submitted by the homeowner to QRIDA
- » Final milestone payment released by QRIDA.

NOTE: Please note the Resilient Homes Fund (RHF) cannot negotiate or settle contracts between homeowners and builders.

Your funding is approved when you have signed and returned your Letter of Offer from QRIDA, which details your approved funding amount. Congratulations, this means your resilience works can now get started! This a significant step towards building back your better, more resilient home. When works are complete, you can move onto the next, and final, stage: **My home is resilient.**

The time it takes to complete your building works will depend on a number of factors, including the complexity of the work, your builder's capacity to complete the job, demand on supplies and labour, and potential delays due to weather conditions. Keep in mind work completion deadlines when scheduling work with your builder.

If you have any concerns about managing building works or need support, call us on **07 3007 4485** and **select option 2**.

What are my responsibilities during building works?

During building works, you will need to think of yourself as a project manager, managing milestone payments through QRIDA and checking the progress of works with your builder.

Managing payments

Payments are made directly to your builder, following the agreed milestones set out in your building contract and confirmed in your Letter of Offer.

For your builder to be paid, they will need to provide you with an invoice at each agreed milestone. You will then need to email QRIDA with a Milestone Payment Form. These forms were sent to you along with your Letter of Offer. In the email, state that building works for that milestone have been completed, and attach the Milestone Payment Form and your builder's invoice.

You will need to submit a Milestone Payment Form for each and every completed milestone. The number of payments you make will depend on the value of the works. This will be outlined in your contract.

You will also need to complete and submit a declaration form.

What if I have already paid for resilience works?

If you have already paid for resilience works, you may be eligible to be reimbursed directly by the Resilient Homes Fund.

Applications for reimbursement of eligible works are considered on a case-by-case basis. The works must meet all the requirements of the program and will be assessed by the Resilient Homes Fund team.

Find out more about
reimbursements on the
Resilient Homes Fund website



How are co-contribution payments made?

Co-contributions will take place at agreed milestones, as detailed in your Letter of Offer.

If you are making co-contributions, you will make your agreed share of the payments directly to your builder at the agreed milestones. You will then send evidence of these payments (for example, a receipt from your builder) to QRIDA.

The Resilient Homes Fund will then release their share of the co-contribution for that milestone to your builder.

Managing building works with your builder

Before building works get started, talk with your builder about the schedule of works and milestone payments to make sure you are both aware of your responsibilities and requirements.

Meeting with your builder

Arrange regular meetings to view and inspect the progress of building works and discuss any issues or problems as they arise.

The timing and frequency of meetings will be up to you and your builder to decide on, but be sure to at least meet during key project milestones before you submit a Milestone Payment Form to QRIDA.

Tip: Keep a written record of meetings with your builder, noting the date and milestone developments. Also note any construction issues that were discussed, and the agreed-upon steps your builder will take to rectify these problems.

Reviewing resilience works

When reviewing resilience works, refer to your Value for Money certificate. Check that works are adhering to what was outlined in the scope of works. You can also refer to the [Design Industry Guidance for Flood Resilient Homes](#) which provides examples of resilience construction techniques and materials.

Builders and qualified tradespersons are also responsible for ensuring works are completed in line with the National Construction Code and relevant building standards. Learn more about the National Construction Code: ncc.abcb.gov.au

Your builder should be aware of these resilience measures and the standard of work they must achieve for your home. If they have any questions about resilience requirements, ask them to reach out to the Resilient Homes Fund. We can talk directly with your builder about resilience strategies for your home.

Download:
[Design Guidance for Flood Resilient Homes](#)



What if there are variations to approved works?

Sometimes unforeseen issues arise during building works which result in a change to construction methods, timelines or materials. These changes are called 'variations'.

If you need to make a variation to the approved works outlined in your Value for Money certificate, you will need to submit a Variation Request form to QRIDA. Attach supporting information, such as the revised quote, scope of works and relevant photos.

Important: Note that variations will not be authorised without a Value for Money assessment to ensure the revised scope of works meets eligibility requirements and represents value for money. You need to wait until the variation is approved before your builder can commence variation works.

Variations can be submitted via the QRIDA portal: applyonline.qrida.qld.gov.au/auth/login

Managing a dispute with your builder

Unfortunately, sometimes problems can arise during building works that can lead to a disagreement with your builder. If this happens, the most effective and efficient course of action is to try to resolve the issue directly with your builder.

If you cannot resolve the issue and you believe your builder is not fulfilling their end of the contract, you can reach out to the Queensland Building Construction Commission (QBCC).

QBCC manages building disputes and complaints. Common complaints include:

- » Defective work
- » Incomplete or non-complete work
- » Faulty building design or materials
- » Damage to your property caused by the builder

Visit the QBCC website: qbcc.qld.gov.au/complaints-disputes/building-work-issue

If your complaint cannot be resolved by the QBCC, you will need to contact the Queensland Civil and Administrative Tribunal (QCAT) to take further action.

Visit the QCAT website: qbcc.qld.gov.au/complaints-disputes/building-work-issue/apply-directly-qcat

Next steps

When building works are finished, there are just a few more steps you need to take to complete your journey to a resilient home.

Find out more about conducting a final check of works with your builder, submitting final documentation to QRIDA and undergoing a completion inspection at qld.gov.au/resilienthomes

Stay informed

The Resilient Homes Fund sends out regular emails to homeowners with program updates, invites to webinars and practical information to help you on your path to a resilient home.

Check your emails to make sure you are receiving updates from resilienthomes@epw.qld.gov.au.

More information

For support or more information about the Resilient Homes Fund:



website qld.gov.au/resilienthomes

Or scan the QR code.

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