

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

ABOUT THIS TEMPLATE

This template contains suggestions for:

- 1. A Water Site Survey*
- 2. A Maintenance Plan*

*The **Water Site Survey** is used to make sure that the water system from supply to disposal has the best chance of keeping water flowing and minimizing water quality risks. This template will need to be modified to suit each site but the fundamental checks should remain.*

*The **Maintenance Plan** is used to set out a program of works for the year. Regularly maintaining equipment and sites can reduce surprise breakdowns and failures. The maintenance plan*

For both the Water Site Survey and the Maintenance Plan, refer to the resources for information and the further resources links provided in these.

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1 WATER SITE SURVEY

1.1 INSTRUCTIONS

- A. **This inspection should be completed on site.** Refer to the relevant resources for information if you are unsure on how something should look.
- B. **This form can be customised.** If there are two bores or two tanks for example, separately assess and fill out the information for each piece of infrastructure.
- C. **This form can be partly pre-filled.** For example, with bore numbers, or pump types and site infrastructure information
- D. **If the answer to the question is No,** then no action is required.
- E. **If the answer to the question is YES,** then note what action is required and carry out if possible. Ask a contractor or ask Homelands Service Group if you're unsure what is required or specialist help is required.
- F. **Scan and save** this form for your records.

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.2 PRE-FILL HOMELAND INFORMATION

Homeland name:	
Is the Homeland subject to flooding?	
Is there any water disinfection at the Homeland?	
Is there any other water treatment at the Homeland?	
Have there been any historical complaints or water issues at this Homeland?	
Any other general notes:	

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.3 WATER SITE INSPECTION INFORMATION

Homeland name:	
Service Provider organisation:	
Inspection by:	
Inspection date:	
Number of residents present during inspection:	
Weather in the 2 days before the inspection:	
What samples were taken at this inspection, if any?	
Are there any septic systems or composting toilets closer than 600 m?*	
Is there any surface water within 100 m?*	
Is there any surface water uphill of the bore within 100 m?*	
Are there any animals grazing or living within 100m?*	
Any other notes for this inspection:	

**These questions for information only. YES to any of these questions means bore surrounds and headworks integrity and maintenance are particularly important. This information can be used in the Bore and Aquifer Risk Assessment if you have been trained to use this.*

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.4 BORE, HEADWORKS AND COMPOUND

Bore number:	
Date of inspection:	
Meter reading:	
Bore pressure gauge reading*	

*When pump is running. Record units like PSi or KPa

	Question	Yes	No	If YES – what is the action required?
	Bore surrounds			
	<i>Is the bore RN number sign damaged or missing?</i>			
	<i>Are there any bores, including old bores, in a 600 m radius which need to be sealed or the concrete plinth replaced or repaired?</i>			
	Bore headworks			
	<i>Is the bore casing on an angle, rusted, bent or buried? Are there any signs of movement of the bore itself?</i>			
	<i>Are there any holes or gaps in the bore head or where cables enter?</i>			
	<i>Does the bore head need to be secured with bolts to prevent vandalism?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES – what is the action required?
	<i>Are there any signs of damage from accidents or vandalism? (Like from cars hitting the pipes.)</i>			
	<i>Is the concrete plinth absent, cracked or eroded underneath?</i>			
	<i>Is there evidence of water pooling around the concrete plinth?</i>			
	<i>Could the bore head be covered with water during a flood?</i>			
	<i>Does the pressure gauge need to be replaced?</i>			
	<i>Is water meter missing or broken?</i>			
	<i>Are there any leaks between the outlet of the bore and the inlet of the storage tank?</i>			
	<i>Is there any loose, exposed or degraded electrical wiring or conduit?</i>			
	Bore pump function			
	<i>Are there any problems with the bore pump flow?</i>			
	<i>Are there any problems with the bore pump control</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES - what is the action required?
	<i>system? (like water overflowing at the tank)</i>			
	Bore compound			
	<i>Is the fencing missing, broken or have holes in it?</i>			
	<i>Does the electrical panel need a lock?</i>			
	<i>Is there rubbish, chemicals or animal faeces in the compound?</i>			
	<i>Is there grass or other plants in the compound?</i>			
	<i>Are there signs that animals have been in the bore compound and around the bore and pipework?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.5 SURFACE WATER

Surface water type*	
Date of inspection	

*Dam, river etc

	Question	Yes	No	If YES - what is the action required?
	Surface water quality			
	<i>Do you see algae, mud, oil or changes to the colour or smell of the water?</i>			
	Surface water surrounds			
	<i>Are there any boats, cars or other vehicles in dams, lakes, billabongs, near or upstream from water intakes (unless being used for water supply maintenance)?</i>			
	<i>Are there signs of livestock or large animals using the surface water?</i>			
	<i>Are livestock present that are unfenced or upstream of the intake, without an alternative water source for them to drink?</i>			
	<i>Are there any septic systems, toilets or rubbish dumps nearby?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES – what is the action required?
	Intakes and pumps			
	<i>Are the pump and/or intake touching the bottom of the water source?</i>			
	<i>Are the pump and/or intake screens too close to the surface?</i>			
	<i>Are intake pipes without a protective casing?</i>			
	<i>Is there any visible silt or scum in or around the intake screen?</i>			
	<i>Is the intake structure fencing missing, broken or have holes in it?</i>			
	<i>Does the pump need to be secured with bolts to prevent vandalism?</i>			
	<i>Is the pump concrete plinth absent, cracked or eroded underneath?</i>			
	<i>Is there any loose, exposed or degraded electrical wiring or conduit?</i>			
	<i>Are there any signs of damage from accidents or vandalism? (Like from cars hitting the pipes.)</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES - what is the action required?
	<i>Could the pump and equipment be covered with water during a flood?</i>			
	<i>Does the pressure gauge need to be replaced?</i>			
	<i>Is water meter missing or broken?</i>			
	<i>Are there any leaks between the outlet of the pump and the inlet of the storage tank?</i>			
	<i>Are there any problems with the pump flow?</i>			
	<i>Are there any problems with the pump control system? (like water overflowing at the tank)</i>			
	Pump compound			
	<i>Is the fencing missing, broken or have holes in it?</i>			
	<i>Does the electrical panel need a lock?</i>			
	<i>Is there rubbish, chemicals or animal faeces in the compound?</i>			
	<i>Is there grass or other plants in the compound?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES - what is the action required?
	<i>Are there signs that animals have been in the compound and around the pipework?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.6 PIPES AND STORAGE

1.6.1 Ground level tank

Ground level tank name*	
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**If there is more than one ground tank give it a name like Tank 1 or West Tank. Try not to call it old tank or new tank or any name that could change in the future.*

	Question	Yes	No	If YES – what is the action required?
	Ground level tank			
	<i>Is the tank leaking, cracked or damaged?</i>			
	<i>Is there any erosion or damage around the tank?</i>			
	<i>Are the tank fixings missing or broken? (like wind braces or bolts to concrete blocks)</i>			
	<i>Is the lid or top of the tank damaged or missing?</i>			
	<i>Does the lid or top of the tank have holes in it?</i>			
	<i>Is the lock on the lid hatch broken or missing?</i>			
	<i>Does the tank overflow regularly? (like every day or more)</i>			
	<i>Is the tank level control missing or broken? (like the float valve)</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES - what is the action required?
	<i>Is the overflow pipe missing mesh or a frog flap?</i>			
	<i>Does any tank overflow pool around the tank and cause puddles and erosion?</i>			
	<i>If there is a tank ladder is it protected from unauthorised people climbing it with a cover and lock?</i>			
	<i>Is there any rubbish, sludge buildup or other contamination visible in the tank?</i>			
	<i>Is the external level gauge missing or broken?</i>			
	Tank pipework			
	<i>Is any of the pipework in the compound leaking?</i>			
	<i>Is there any obvious buildup or calcification or rust around the pipework where it connects to the tank?</i>			
	Tank compound			
	<i>Is the fencing missing, broken or have holes in it?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES - what is the action required?
	<i>Do any electrical panels need a lock?</i>			
	<i>Is there rubbish, chemicals or animal faeces in the compound?</i>			
	<i>Is there grass or other plants in the compound?</i>			
	<i>Are there signs that animals have been in the compound and around the tank?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.6.1 Elevated tank

Elevated tank name*	
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**If there is more than one elevated tank give it a name like Tank 1 or West Tank. Try not to call it old tank or new tank or any name that could change in the future.*

	Question	Yes	No	If YES – what is the action required?
	Elevated tank			
	<i>Is the tank leaking, cracked or damaged?</i>			
	<i>Is there any erosion or damage around the tank stand?</i>			
	<i>Is there any rust or damage to the tank stand?</i>			
	<i>Is there any visible rust or damage to the tank stand base that holds the tank?</i>			
	<i>Is the tank stand safe to access with railings and</i>			
	<i>Are the tank fixings missing or broken? (like wind braces or bolts to concrete blocks)</i>			
	<i>Is the lid or top of the tank damaged or missing?</i>			
	<i>Does the lid or top of the tank have holes in it?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES – what is the action required?
	<i>Is the lock on the lid hatch broken or missing?</i>			
	<i>Does the tank overflow regularly? (like every day or more)</i>			
	<i>Is the tank level control missing or broken? (like the float valve)</i>			
	<i>Is the overflow pipe missing mesh or a frog flap?</i>			
	<i>Does any tank overflow pool around the tank and cause puddles and erosion?</i>			
	<i>Is the tank ladder missing a gate or lock?</i>			
	<i>Is the tank ladder protected from unauthorised people climbing it? (like a ladder cage and cover)</i>			
	<i>Is the external level gauge missing or broken?</i>			
	Tank compound			
	<i>Is the fencing missing, broken or have holes in it?</i>			
	<i>Does the electrical panel need a lock?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES – what is the action required?
	<i>Is there rubbish, chemicals or animal faeces in the compound?</i>			
	<i>Is there grass or other plants in the compound?</i>			
	<i>Are there signs that animals have been in the compound and around the tank?</i>			

1.6.2 Pipe network

Pipe network*	
Date of inspection	

*e.g. storage tank to valve 1 or along Hill Road

	Question	Yes	No	If YES – what is the action required?
	Pipe network			
	<i>Are the water network above-ground markers missing or broken?</i>			
	<i>Are there signs of leaks along the water pipe network?</i>			
	<i>Are there any exposed pipes in the network?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES - what is the action required?
	<i>Is there any visible damage to water network areas? (like from cars or animals)</i>			
	<i>Are the backflow prevention valves at each property missing or broken?</i>			
	<i>Are the valve/meter boxes at each property missing or damaged?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.7 RAINWATER TANKS

Property number	
Date	

	Question	Yes	No	If YES - what is the action required?
	Roof and guttering			
	<i>Does the roof have any overhanging trees?</i>			
	<i>Does the roof have rubbish and leaves on it?</i>			
	<i>Does the gutter have rubbish and leaves in it?</i>			
	<i>Is there any evidence of standing water in the gutter?</i>			
	<i>Are there any holes, rust or leaks in the gutter?</i>			
	First flush device			
	<i>Is the first flush device screen missing, broken or blocked?</i>			
	<i>Is the down pipe and screw cap missing, broken, or blocked?</i>			
	<i>Does the down pipe discharge cause erosion and damage?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES – what is the action required?
	<i>Is the tank inlet screen missing, broken or blocked?</i>			
	Rainwater tank			
	<i>Is the tank leaking, cracked or damaged?</i>			
	<i>Is there any erosion or damage around the tank?</i>			
	<i>Are the tank fixings missing or broken? (like wind braces or bolts to concrete blocks)</i>			
	<i>Is the lid or top of the tank damaged or missing?</i>			
	<i>Does the lid or top of the tank have holes in it?</i>			
	<i>Is the lock on the lid hatch broken or missing?</i>			
	<i>Is the lock on the hatch broken or missing?</i>			
	<i>Is the overflow pipe missing mesh or a frog flap?</i>			
	<i>Does the tank overflow cause puddles and/or erosion?</i>			
	<i>Is there any rubbish, sludge or other contamination in the tank?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES - what is the action required?
	<i>Is the external level gauge missing or broken?</i>			
	Tank pipework			
	<i>Is the tank offtake and tap dirty, in poor condition or leaking?</i>			
	<i>Is the access tap too low so it draws in dirty water from the base of the tank?</i>			
	Tank compound			
	<i>Is there rubbish, chemicals or animal faeces in the compound?</i>			
	<i>Is there grass or other plants in the compound?</i>			
	<i>Are there signs that large animals have been in the compound and around the tank? (like donkeys, horses or cows)</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

1.8 SEPTIC TANKS

Property number	
Date	

	Question	Yes	No	If YES – what is the action required?
	Inside the property			
	<i>Is there wastewater backed up inside the property?</i>			
	<i>Does water inside the property drain very slowly?</i>			
	<i>Would the property be discharging a lot of fat or grease? (like a takeaway food shop)</i>			
	Septic tank			
	<i>Are the septic tank inspection hatches off, partially off or broken?</i>			
	<i>Is there evidence of vandalism or people walking or driving on the tank?</i>			
	<i>Does the area need to be fenced or marked to protect it?</i>			
	<i>Does the area smell bad? (like rotten eggs)</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Question	Yes	No	If YES – what is the action required?
	<i>Is there a lot of green grass around the tank?</i>			
	<i>Is there water ponding around the tank?</i>			
	<i>Is the tank overflowing?</i>			
	Absorption trenches			
	<i>Does the area smell bad? (like rotten eggs)</i>			
	<i>Are there trees and shrubs growing in or directly next to the trenches?</i>			
	<i>Is there anything covering the area like pavers or concrete?</i>			
	<i>Is there evidence of cars driving over the area?</i>			
	<i>Are the fencing and marker posts missing or broken?</i>			
	<i>Are there wet and soggy patches in the area?</i>			

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

2 MAINTENANCE PLAN

Notes:

Maintenance tasks need to be done at different frequencies depending on factors such as the size of the Homeland, if there have been any big weather events, if the system is old or if there are problems.

Recommended frequencies are marked in grey with a tick.

√√ for best practice

√ for ok

Maintenance frequencies might need to be more or less frequent depending on site conditions or specific equipment. Select the frequency for each task and make this maintenance checklist work for you.

Performing maintenance on a system can help it last for longer and be more reliable. This should mean less call outs and less cost.

		Frequency of task				Notes/Actions
	Action	Weekly	Monthly	Quarterly	Annually	
	General					
	Complete the site inspection		√√	√		Also needs to be done after a major event like a storm.
	Cut grass in the compounds and septic areas		√√	√		
	Bores					
	Solar set up check and maintenance				√	
	Generator check and maintenance			√√	√	
	Pump maintenance			√√	√	As required by bore pump manual
	Bore headworks					

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

		Frequency of task				Notes/Actions
	Action	Weekly	Monthly	Quarterly	Annually	
	<i>Pressure gauge check & maintenance</i>				√√	
	<i>Isolation valve check & maintenance</i>				√√	
	<i>Pressure relief valve check and maintenance</i>				√√	
	<i>Bladder pressure tank check and maintenance</i>				√√	
	Surface water					
	<i>Isolate, drain and inspect intakes</i>			√√	√	
	<i>Pump maintenance</i>			√√	√	<i>As required by pump manual</i>
	<i>Solar set up check and maintenance</i>				√	
	<i>Generator check and maintenance</i>			√√	√	
	Pumps					
	<i>Pressure gauge check & maintenance</i>				√√	
	<i>Isolation valve check & maintenance</i>				√√	
	<i>Pressure relief valve check and maintenance</i>				√√	

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

		Frequency of task				Notes/Actions
	Action	Weekly	Monthly	Quarterly	Annually	
	<i>Bladder pressure tank check and maintenance</i>				√√	
	Storage					
	<i>Inspect exterior of tank</i>			√√		
	<i>Inspect footings of tank</i>			√√		
	<i>Inspect and maintain tank fixings</i>			√√		<i>This includes tank stands as required</i>
	<i>Drain and inspect (from hatch) the interior of tank</i>				√√	<i>Use a torch. Disinfect water when refilling</i>
	<i>Frog flap check and maintain</i>			√√		
	<i>Tank air vent mesh - check and maintain</i>			√√		
	<i>Tank drain valve - check and maintain</i>			√√		
	<i>Hatch lock - check and maintain</i>				√√	
	<i>Manual level indicator check and maintain</i>			√√	√	
	<i>Flow control/float valve check and maintain</i>			√√	√	

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

	Action	Frequency of task				Notes/Actions
		Weekly	Monthly	Quarterly	Annually	
	<i>Booster pump and pipework check and maintain</i>			√√	√	
	Rainwater tanks					
	<i>Booster pump and pipework check and maintain</i>			√√	√	<i>If the tank has one.</i>
	<i>Inspect exterior of tank</i>			√√		
	<i>Inspect footings of tank</i>			√√		
	<i>Inspect and maintain tank fixings</i>			√√		<i>This includes tank stands as required</i>
	<i>Drain and inspect (from hatch) the interior of tank</i>				√√	<i>Use a torch. Disinfect water when refilling</i>
	<i>Frog flap check and maintain</i>			√√		
	<i>Tank air vent mesh - check and maintain</i>			√√		
	<i>Tank drain valve - check and maintain</i>			√√		
	<i>Hatch lock - check and maintain</i>				√√	
	<i>Manual level indicator check and maintain</i>			√√	√	

Water Site Survey and Maintenance Plan Template

(version 1 October 2025)

3 DAILY CHECKLISTS – FOR RESIDENTS

	Question	Yes	No	What to do
	<i>Have you run out of water?</i>			<i>Report to your service provider</i>
	<i>Are any tanks overflowing?</i>			<i>Report to your service provider</i>
	<i>Are there any obvious leaks</i>			<i>Turn off taps</i> <i>Report to your service provider</i>
	<i>Has there been any flooding or storms?</i>			<i>Report to your service provider</i>