

PREPARING FOR FLOODS AND FLOODING



This leaflet is to help you determine if you live in an area that may be prone to flooding, and provide you with guidance on how to keep yourself, your home and your valuables safe.

To find out if you are at risk of flooding you can contact the Environment Agency Floodline on **0845 988 1188** or visit the Environment Agency's website to check if your home is located in a flood risk area.

If your home is at risk, you can sign up to receive free 24 hour Floodline Warnings by phone, text or email direct from the **Environment Agency**.

Prepare for flooding

Preparing in advance will help you keep calm during a stressful situation. Having something written down will help you stay focussed on what you (and your household) need to do to keep safe.

- Ensure that your contents are insured.
- Make a list of useful contact telephone numbers, websites and email addresses. (Remember to include your insurance company and Your Housing Group).
- Make copies of important personal documents and keep these, and the original documents, in a sealed bag in a safe place.
- Make a list of things to do and essential items to take with you should flooding occur and you need to leave your home.
- Keep any flood prevention products (bungs, vent covers, flood gates, etc) and sandbags where they are readily accessible.
- **Prepare a flood kit** including torch, waterproofs, bottled water and portable radio.

If you receive a Flood Alert, or flooding is possible

- Listen out for further flood information on radio, television and social media.
- Pack essential items you will need if evacuated - medication, clothing, toiletries, blanket and items for children.
- Put your mobile phone on charge upstairs in case you lose power.
- Move pets, valuables and other items to safety (upstairs if possible).
- **Alert your neighbours**, particularly elderly or vulnerable people.
- Put any flood protection products or equipment in place - but make sure your property is ventilated.
- If you can, move any vehicles to higher levels.
- Install any flood prevention products (bungs, vent covers, flood gates, etc).
- Put plugs into any downstairs sinks and baths and cover these with a sandbag.
- Put sandbags in any downstairs toilet bowls to prevent sewage back-flow.
- Do as much as you can in daylight. Doing anything in the dark will be a lot harder, especially if the electricity fails.

During flooding

- Turn off water, gas and electricity supplies at the first sign of flooding in your home.
- **Keep calm, if you are in danger dial 999 and/or attract attention of people nearby.**
- If the Emergency Services are on the scene, follow their instructions. You may be evacuated to a rest centre.
- Stay safe - don't walk, swim or drive through floodwater. The flood waters may be contaminated with sewage and there may be hidden dangers.
- If you are evacuated or have to leave your home, remember to shut your windows, lock your doors and take mobile phones and chargers with you.

After flooding

- Contact Your Housing Group to inform us of your contact details and where you are.
- Do not return to your property until you are informed that it is safe to do so by the Emergency Services.
- Contact your contents insurer as a matter of urgency and continue to liaise closely with them.
- Do not switch on gas or electricity until this has been checked and made safe by a qualified engineer. Take all your meter readings.
- Assume flood water contains sewage, and always wear water proof gloves when touching anything soiled by the flood water.
- **Take photographs if you can.**

Flooded properties

- Your Housing Group and our insurers will assess the damage to your home and how, when and what repair work is required.
- If you are not able to return to your home and unable to stay with family or friends, your local authority, contents insurers or Your Housing Group may be able to support with temporary rehousing.
- Follow the advice provided by your contents insurer concerning disposal of food, contaminated or damaged items.
- Keep Your Housing Group informed if any of your contact details change so that we can keep you updated on any repair work.
- During instances of severe flooding, updates and further guidance may also be available on Your Housing Group's website, Facebook or Twitter accounts.

To report flooding please contact:



By telephone to Your Response -
24 hours a day on:

0345 345 0272

Local calls are charged at a local rate and may be recorded for training purposes



The YHG website:

www.yourhousinggroup.co.uk