

Recent flooding

What can you do now?

Check with the emergency services that it's safe to return to your property.

Do not turn on your water, gas or electricity. Get your utilities company or a qualified engineer to check they are safe before turning them back on.

Report Flooding

We understand it is a difficult time when people are affected by flooding, however if your home or business has flooded, please make sure you report it as close to the event as possible:

www.gov.uk/report-flood-cause

Reporting flooding helps agencies to respond and prioritise recovery efforts, and helps capture the true costs of a flood, building a case for future interventions.

What local support is available?

If you have been impacted by flooding and it is not possible to remain in your home, your local authority may be able to help with temporary rehousing. They may also be able to assist with other welfare issues or offer financial support. www.gov.uk/find-local-council



Insurance

If you are insured, contact your insurance provider as soon as possible. You may need to make your home safe, however, do not carry out any works that will prevent your insurer from assessing the property damage if they need to.

Look at the details of your insurance policy. As part of Flood Re's Build Back Better scheme, some insurers will pay an extra £10,000 as part of your claim for flood repairs, for adaptations to your property that could reduce future flood impacts. Find out more: www.floodre.co.uk/buildbackbetter/

If you're not insured, contact your local council or charities such as National Flood Forum **01299 403055** www.nationalfloodforum.org.uk, to find out if there are any grants or other support available. If your property is rented, your landlord is responsible for flood damage repairs to your home.



For more information on recovery, insurance and what to do if you're not insured, Flood Mary has an excellent step-by-step guide: floodmary.com/help-and-resources/after-a-flood/

Cleaning up

Keep records and take photos of the damage before cleaning up and follow your insurers advice.

Anything that's been exposed to floodwater will be contaminated, so careful steps should be taken to look after your health. However, many items will be salvageable and can be reused if appropriate clean up steps are taken.

Advice on drying out and cleaning items can be found here:

www.gov.uk/government/publications/flooding-and-health-advice-for-frontline-responders/how-to-recover-from-flooding