

Advice and Considerations for when Flooding Occurs

What you can do if the threat of flooding is imminent

- Where possible turn off gas, electricity and water supplies at the mains (ensure that power to alarm and security systems can be maintained)
- Unplug all electrical items and where possible store them above anticipated water levels or on upper floors. Consider the need to move furniture, machinery etc to upper storeys.
- Close off flow valves on gas and oil tanks that supply the premises
- Move family and pets (including pet food and a means of transporting your pet) to a high place with a means of escape
- Vehicles and trailers should be moved to higher ground if possible and consider relocating any vulnerable items of equipment which may be stored in an open yard
- Be alert to the risk of flooding caused not only by rivers but also by surface water building up and overwhelming drains following spells of heavy rainfall leading to localised floods

Householder Flood Kit

Include critical key documents in sealed plastic bags, e.g. passport, driving licence, latest prescription, insurance certificates (home, vehicle, pet). Include insurers emergency helpline number, policy details. Also include:

- Medicines and medical supplies for you, your family and pets
- Torch / candles / matches
- Spare batteries or wind-up charger (wind-up radio), basic tool kit
- Mobile phone (and charger)
- Rubber gloves, wellington boots and waterproof clothing
- Toiletries and First Aid Kit
- Bottled water, in-date tinned food and opener, long life snacks

What you can do during a flood

- Co-operate with the emergency services if they tell you to evacuate – be prepared to act quickly
- Don't try to walk or drive through flood water – 6 inches of fast flowing water can knock you off your feet and 2 feet of water will float a vehicle
- Be aware that manhole covers may come off and pose a significant danger – there may be other hazards that you can't see
- Avoid contact with flood water as it may be contaminated with sewerage

Immediate actions following a flood

- Contact your insurance company who will be able to provide the best guidance and instigate any specialist services required. Make sure your insurance company know how to contact you if you have had to leave home.
- If you are making an insurance claim, avoid disposing of any items until you are told to do so. Take photographs of the damage to any buildings and/or contents as this may assist with the settlement a claim
- Don't use electrical or gas supply in flooded properties until the appropriate checks have been undertaken by a qualified person
- Covers on air bricks should be removed once the flood water has receded to allow air to circulate and any trapped water to escape