

Are you prepared for groundwater flooding?

Personal checklist 

Know if you're at risk

- Have you checked if you're at risk of flooding?
- Have you signed up to receive free flood warnings?
- Do you know what the Flood Warning codes mean?

Preparing a flood plan

- Do you know how you will respond to a flood?
- Do you have a list of useful numbers including Floodline and your insurance company?
- Do you know how to shut off your gas/electric/water supplies?
- Have you thought how you would keep your pets safe?
- Can you call someone to help you in the event of a flood?

Prepare a flood kit

- Have you got copies of your insurance documents?
- Do you have a torch, spare batteries, warm waterproof clothing, first aid kit, medication?
- Do you have bottled water, food and baby care items, if required?

Protecting your property

- Have you installed flood protection products such as non return valves in your toilets and drains?
- Have you cleaned any pumps and checked they are working?
- Do you have materials to make a sandbag wall, if required?
- Do you know where you can park your car so it's not at flood risk?
- Are your electrical sockets above flood level?
- Are your personal and valuable items stored above flood level?

Flood insurance

- Do you have sufficient flood insurance?
- Do you know what information you will need to support a claim?

Evacuation

- Are you aware which roads will stay open in your area during a flood?
- Do you have the number of your local authority?
- Do you know where your local rest centre is?

Actions to take:

During a flood

Protect you and your home

- Are your personal and valuable items stored above flood level?
- Have you moved or raised any furniture and electrical items?
- Have you rolled up carpets and rugs if you can?
- Have you parked your car away from the flood risk?
- Have you installed any flood protection products eg flood gates, toilet bungs and air brick covers?
- Do you need to build a sandbag wall?
- Have you shut off your gas/electric/water supplies?
- Are your pets somewhere safe?
- Have you called the Environment Agency Incident Hotline to report your property is flooding?
- Do you have access to your emergency kit bag, bottled water, food and baby care items, if required?
- If evacuating your property, can you safely access the rest centre?

Ground water flooding

- Have you checked pumps and other flood protection equipment and cleared drains and gullies around your property?

Keep up to date

- Have you checked @EnvAgencySE and <https://flood-warning-information.service.gov.uk>

After a flood

Contact your insurance company

- Don't throw anything away without speaking to them
- Ask questions eg what costs will they cover, will they provide temporary accommodation
- Keep receipts, keep a record of conversations, ensure contractors are suitably qualified
- If you are not insured, contact your Local Authority

Re-entering your property

- Only enter once safe to do so and when flood water has subsided
- Wear safe, suitable clothing and take necessary equipment
- Take photos of the damage to show your insurance company
- Mark a line on the wall where the flood water level reached
- Inspect electricity, gas and water supplies and contact your supplier if they are not working

Cleaning up

- Wash and disinfect any hard surfaces, furnishings and belongings
- Throw away any soft furnishings or belongings that cannot be thoroughly cleaned or disinfected
- Ensure your property is fully dried out using central heating and ventilation, or dehumidifiers