



FLOODING FACT SHEET

This fact sheet can be made available in other languages or formats on request by contacting 0161 222 6644. For further information please see our detailed fact sheet **Information for all**.

Basic Safety Advice

- ❖ Never enter any deep standing water or water that is still fast flowing, as you cannot see what dangers lie beneath the surface.
Standing water and mud can obscure holes including uncovered manholes or sharp objects.
- ❖ Following a flood, water levels may rise and fall for several weeks. This will depend on local drainage and rainfall. Always move slowly and carefully near floodwaters.
- ❖ Do not attempt any repairs until you are confident the flooding has receded.
- ❖ Keep an eye on weather reports and call the Environment Agency Floodline **0845 988 1188** for the latest flood warnings. You can also get the latest flood warnings from www.environment-agency.gov.uk. This service is available 24/7.

Useful equipment to keep ready for an emergency

- ❖ A basic household tool kit.
- ❖ A battery operated torch and radio.
- ❖ Camera and film to record flood damage / digital camera.
- ❖ Heavy duty brushes, scrubbing brushes, mops and buckets.
- ❖ A supply of domestic household detergent and disinfectant.
- ❖ Rubber boots, gloves and basic protective warm clothing.
- ❖ Heavy-duty rubbish bags

If you are insured

- ❖ Check your policy wording, and contact them as soon as possible. Insurers may pay costs for temporary accommodation and assist with the clean up.
- ❖ Take photographic evidence or video footage of all the damage. Always ensure your insurance company has given a full approval before going ahead with any repair works or engaging reputable tradespersons.
- ❖ Mark the water levels on the walls with chalk.
- ❖ Do not dispose of any item until you are told to do so. If in doubt take photos of the effected items damaged by the flooding.

Safety precautions when clearing up

- ❖ Wear suitable protective clothing as sewage, chemicals, or animal faeces/urine may have contaminated the floodwater.
- ❖ Wash all cuts and grazes and cover with a waterproof plaster.
- ❖ Do not attempt to move heavy objects that may cause you injury.

Mains services

- ❖ Ensure a competent person disconnects all the utility services.
- ❖ When turning off the electricity supply. Do not reconnect it until the system has been thoroughly examined by a competent qualified electrician.
- ❖ Turn off the gas supply and get the system checked by a CORGI registered engineer before use.
- ❖ If you smell gas in your home call National Grid Gas and Electricity Service immediately on 0800 111 999.
- ❖ Mains supply water services should not be affected by flooding. However, run taps for a short time to ensure that silt has not entered the system.
- ❖ If you suspect that the mains supply water is contaminated, contact you're the local water supply company and boil tap water for at least 30 minutes before use.

Cleaning and disinfection

- ❖ Scrub surfaces with hot soapy water and a heavy-duty detergent.
- ❖ Dispose of any soft furnishings, clothes and foodstuffs that have come into contact with floodwater.

- ❖ Specialist firms can advise if it is possible to restore precious personal items that have been damaged or contaminated.

Drying your property

- ❖ The property may take several months to dry naturally.
- ❖ Cleaning and sanitising must be carried out before you start drying out your property and it's contents.
- ❖ The drying process must be controlled to ensure that moisture trapped within the structure of the property is removed.
- ❖ Drain water away in stages to avoid problems with water pressure on the structure of your property.
- ❖ Open doors and windows to help ventilate the property. Take care to ensure your house and valuables are secure.

Repairs

- ❖ Appoint builders and other specialists to get repairs done.
- ❖ Your insurance company may list suppliers that you must use or you can identify a suitably qualified company yourself.
- ❖ Beware of bogus tradesmen. Check references and NEVER pay cash in advance. Always get signed receipts for all work that is done.
- ❖ Get several quotes from firms recommended by neighbours, friends, your insurance company or loss adjuster.

Contact

You can access fact sheets in a number of ways:

Download: www.oldham.gov.uk

Tel: 0161 222 6644

Fax: 0161 222 6944

Email: contact@oldham.gov.uk

Write to: Contact Oldham, PO Box 196,
Civic Centre, West Street, Oldham OL1 1QJ

Call in: to any council office and requesting them
