

Where You Can Get Help

Monmouthshire County Council (MCC) can:

- Offer additional advice on food safety and other public health advice: MCC Environmental Health Dept.
- Clear public highways: MCC Highways Dept.
- Clear affected public land: MCC Cleansing & Waste Dept.
- Provide skips and extra rubbish collections for the removal of flood damaged household property: MCC Cleansing & Waste Dept.
- Assist you in finding somewhere to live if you are uninsured: MCC Housing Dept.
- Assist in locating reputable tradesmen via the TrustMark scheme: MCC Trading Standards Dept.
- If the flooding has affected a large number of properties the council will work with other agencies to provide central facilities to assist everyone affected. Such arrangements will be published at the time.

Contact Monmouthshire County Council Contact Centre—see ‘Useful Contact Numbers’ and ask to be put through to the relevant Council department.

CHECKLIST

- Call your insurance company.
- Record and take photos of flood damage.
- Keep record of correspondence with insurers.
- Have your gas / electricity supply checked by a professional tradesman.
- Start repairs once agreed with insurance company.
- Restock supplies for possible future flooding.

Useful Contact Numbers

Emergencies	999
Monmouthshire County Council	
Contact Centre	01633 644644
Gwent Police	01633 838111
South Wales Fire & Rescue Service	01443 232000
Gas Emergencies	0800 111 999
Power Cut Emergency Number	105
Water Emergencies	0800 052 0130
Sewerage Emergencies	0800 085 3968

For More Information

National Flood Forum ☎ 01299 403055

📍 www.floodforum.org.uk

Natural Resources Wales ☎ 0300 065 3000

www.naturalresources.wales

Citizens Advice

📍 www.citizensadvice.org.uk

☎ See local phone directory

The British Damage Management Association

📍 www.bdma.org.uk ☎ 01858 414278

Public Health Wales

📍 www.publichealthwales.wales.nhs.uk

☎ 02920 227744

Trustmark

📍 www.trustmark.org.uk ☎ 0333 555 1234

If you would like this leaflet in another language, braille, large print or by electronic means, please contact Monmouthshire's Emergency Planning Team on 01633 644091/2.



WHAT TO DO IF YOUR HOME HAS BEEN FLOODED



**THIS LEAFLET IS FOR MONMOUTHSHIRE
RESIDENTS WHO HAVE BEEN
AFFECTED BY FLOODING**

BE CAREFUL

Flood water may have caused structural damage to your property. It is recommended that you only fully reoccupy your home once it has been thoroughly cleaned and disinfected and allowed to dry out.

If you are insured, contact your Insurer.

If you rent your property, contact your landlord and contents insurance company.

- Take photos or video footage of the damage, and mark the high water level on the walls for reference.
- Do not dispose of any flood-damaged items, undertake any clearance or repair work until your insurer has given approval.
- Confirm with your insurance company that they will pay for any services/equipment you may need.
- Check that your home is secure. Do not leave doors unlocked while your home is unattended.
- People may call as tradesmen. If you do not know them, ask for identification. All gas, electricity board, Water Authority and council staff carry identification. Always check references and do not pay in advance.
- Flood water may contain sewage and chemicals—use protective clothing when clearing or cleaning your home – waterproof boots, gloves and overalls.



Gas/Electricity Safety Advice

- Turn off your gas & electric supply and **DO NOT** turn them back on until they have been checked by a qualified tradesman.
- Floodwater could have affected the safe operation of your gas appliances. It is vitally important for safety reasons to have the appliances inspected by a Gas Safe registered engineer.
- If any of the electricity supply equipment has been submerged, contact your electricity supplier to report the circumstances and to seek their advice.
- It is your responsibility to have all the wiring in your home, from the meter, checked by a qualified electrician before the main switch is turned back on.



Drying out your Property

- Before starting to clean your property it is necessary to remove any remaining standing water. South Wales Fire & Rescue Service may be able to do this for you, though a charge may be made. Alternatively pumps can be hired from local suppliers — for numbers check your yellow pages.
- If you have gas or oil central heating and it has been checked by an engineer, turn it on. Keep the thermostat between 20-22 degrees for steady drying.
- Good ventilation is essential to allow the moisture to escape. Keep doors and windows open as much as possible during the day. You may also use dehumidifiers to assist in removing water vapour.
- Where flooding has been severe, drying out a property is likely to take several months.
- Monmouthshire County Council may provide skips and extra rubbish collections for **flood damaged** items that need to be disposed of.



Cleaning your Home after Flooding

- The single most effective way of preventing infection is washing your hands after handling anything that has been in contact with flood water or sludge and silt.
- Remove soft furnishings and fittings that are damaged beyond repair.
- Remove as much silt and dirty water as possible.
- Wash down all surfaces with hot soapy water till visibly clean and disinfect all surfaces with disinfectant following the manufacturer's instructions.
- Food preparation areas, food cupboards and refrigerators should be cleaned with hot soapy water then disinfected using bleach.
- Dispose of all contaminated food, included anything defrosted.
- Allow all surfaces to dry - this will also help kill germs.
- Contact Monmouthshire County Council Environmental Health for further public health advice .



Temporary Housing

You may need to move into temporary accommodation while your property is being repaired. Your insurance company should provide this for you. If you are not insured Monmouthshire County Council may be able to assist you in finding somewhere to live. Contact the Homelessness Team in Housing.

Disposal of Sandbags

If you have been provided with sandbags by Monmouthshire County Council then these are now your responsibility to dispose of or to store in case of future flooding .