

HELP FROM US

Please contact Monmouthshire County Council on: **01633 644644** if you would like help with the following:

- Environmental Health;
- Highways & Flooding;
- Recycling & Waste;
- Housing;
- Trading Standards;
- Council Tax/Business Rates;
- Useful information available on MCC's Flood Risk Management Pages:
🌐 monmouthshire.gov.uk/flood-risk-management

CHECKLIST

- Call your insurance company and keep a record of all calls / correspondence;
- Record and take photos of all flood damage;
- Do not dispose of any flood damaged items until your insurance company says you can do so.
- Have your gas / electricity supply checked by a professional tradesperson;
- Check that your home is secure if left unattended;
- Start repairs once agreed with your insurance company.



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USEFUL CONTACTS

Emergencies:
☎ **999**

Monmouthshire
County Council:
☎ **01633 644644**

Gwent Police:
☎ **101/ 01633 838111**

South Wales Fire and
Rescue Service:
☎ **01443 232000**

Gas Emergencies:
☎ **0800 111 999**

Power Cut
Emergency Number:
☎ **105**

Water & Sewage
Agencies:
☎ **0800 052 0130**

Association of
British Insurers:
☎ **020 7600 3333**

MORE INFORMATION

Natural Resources Wales:
☎ **0300 065 3000**
🌐 naturalresources.wales/flooding

National Flood Forum
☎ **01299 403055**
🌐 nationalfloodforum.org.uk

Citizens Advice:
☎ **0800 702 2020**
🌐 citizensadvice.org.uk

Public Health:
☎ **02920 227744**
🌐 phw.nhs.wales

FloodRe:
☎ **02920 227744**
🌐 floodre.co.uk

The Blue Pages –
Flood Directory:
🌐 bluepages.org.uk

Trustmark:
☎ **0333 555 1234**
🌐 trustmark.org.uk



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**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 and/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 local telephone directory.
- 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.

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.
- Do not use a pressure washer as they blast contaminated matter into the air.
- If you come across dead rodents use gloves to handle and dispose of them in bags
- 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 any wooden boards and utensils.
- Dispose of all food that has come into contact with flood water, included anything defrosted.
- Allow all surfaces to dry - this will also help kill germs.
- Contact Monmouthshire County Council's Environmental Health team for further advice.

TEMPORARY HOUSING

You may need to move into temporary accommodation while your property is being repaired. Speak to your insurance company to find out what options you have. If you are not insured Monmouthshire County Council may be able to assist you.

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.