

Flood Recovery - Further Information

- ◆ **Tewkesbury Borough Council** Tel: 01684 295010
www.tewkesbury.gov.uk/floodrecovery
For businesses affected contact: economicdevelopment@tewkesbury.gov.uk
- ◆ **Gloucestershire County Council**
www.gloucestershire.gov.uk/flooding
- ◆ **Public Health England** - flooding clean up and mental health advice
<https://www.gov.uk/government/collections/flooding-health-guidance-and-advice>
- ◆ **NHS 111** - Tel: 111 non emergency number for health advice www.nhs.uk
- ◆ **Food Standards Agency** - flooding food safety advice
<https://www.food.gov.uk/science/microbiology/flood>
- ◆ **National Flood Forum** - for general flood recovery advice
www.nationalfloodforum.org.uk/
- ◆ **Registered Competent Person Electrical** - for registered electricians
www.electricalcompetentperson.co.uk
- ◆ **Gas Safe Register** - for registered gas engineers
Tel: 0800 4085500 www.gassaferegister.co.uk
- ◆ **Buy With Confidence Scheme** - businesses vetted and approved by Trading Standards - www.buywithconfidence.gov.uk
- ◆ **CIRIA** - for advice on repair and restoration following flooding
www.ciria.com/flooding
- ◆ **British Damage Management Association** - documents for flood recovery/ repair advice www.bdma.org.uk/publications/flooddocs
- ◆ **Know Your Flood Risk** - Flood Recovery Guide
www.knowyourfloodrisk.co.uk
- ◆ **Association of British Insurers** - insurance advice
www.abi.org.uk/Insurance-and-savings/Topics-and-issues/Flooding

If you are unfortunate enough to have been flooded, here are a few pointers to help you start to recover.

Staying Safe

- ◆ **Flood water may have caused structural damage** – seek professional advice if there are any visual signs.
- ◆ **Only pump out water when flood levels outside your property start to be lower than inside** - to reduce the risk of structural damage.
- ◆ **Be careful when moving in and around property that has been flooded** - water and mud can hide holes and sharp objects.
- ◆ **Keep children and pets out of affected areas** - until clean up has been completed.
- ◆ **Flood water can contain sewage, chemicals and animal waste.** Wear rubber boots, waterproof gloves and an apron.
- ◆ **Do not turn on gas or electric supplies until they have been checked** by a qualified engineer.



Insurance

- ◆ **Contact your insurer's 24hr Emergency helpline as soon as possible.**
- ◆ **Take photos or video of the damage** (use a mobile phone or disposable camera if you've lost your camera in the flood).
- ◆ **Do not undertake any clearance or repair work** until your insurer has given approval.
- ◆ **A loss adjuster will visit your house** and advise you.
- ◆ **Do not dispose of anything**, until your loss adjuster has advised you what to do.
- ◆ **Keep a record of everything related to your insurance claim** (letters, receipts, note of calls to and from the insurers).



Beware of carbon monoxide fumes from petrol or diesel generators or gas heaters – they can kill. **Do not use indoors.**

Clean up

Remove water and mud

- ◆ Wait until water levels outside are lower than inside your property before using a bucket or pump to remove.
- ◆ Pumps and generators can be bought or hired from DIY stores. Do not use generators inside.
- ◆ Shovel out mud (which may be contaminated) and hose down. Be careful high pressure washers can blast contaminated matter into the air.

Clean and disinfect

- ◆ Wear protective clothes, boots and rubber gloves.
- ◆ Wear a standard face mask such as those sold at DIY stores.
- ◆ Use a brush, detergent and rinse.
- ◆ Flood water may be contaminated, so disinfect all areas affected after cleaning.
- ◆ Wash clothes used for cleaning separately from other clothes.
- ◆ Wash soft items (e.g. clothing, bedding, toys) on a 60°C cycle.
- ◆ Make sure you wash your hands with disinfectant after cleaning up.

Dry

- ◆ Take furniture, bedding and clothing outside to minimise mould– but check with your insurer first before discarding.
- ◆ Good ventilation is essential. Keep windows and doors open on dry days and remove airbrick covers.
- ◆ Have the central heating on (once checked by an engineer) between 20-22°C for steady drying.
- ◆ If possible use fans, industrial heaters and dehumidifiers to aid drying.



Drying out can take weeks or even months. If its done too quickly it can cause structural damage and long term problems.

Rogue traders

Unfortunately rogue traders may try to take advantage of people who have been flooded, but there are some simple steps to follow:

- ◆ Use people/ firms you know or recommended to you by family/ friends.
- ◆ Obtain several written quotes.
- ◆ Do not agree to have work done until you have written notice of the right to cancel and you have clear agreement on the work to be done and cost.

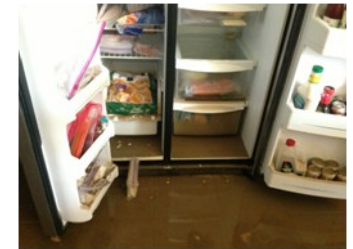
Health

Infection problems arising from floods in this country are rare. However, there are a few precautions to take:

- ◆ Where possible try to avoid coming into direct contact with floodwater. Wear waterproof gloves and rubber boots.
- ◆ Wash your hands. This is the most important way to get rid of harmful bugs. Use warm water and soap, or cold if hot not available. If there is no clean water use disposable wet wipes and hand sanitising gel.
- ◆ If you feel unwell contact your GP or ring NHS 111.
- ◆ Mention flooding if you see your GP with abdominal complaints within 10 days of being exposed to flood water.
- ◆ Mould can be a health hazard for babies, people with allergies, asthmatics and the elderly. If possible they should stay away during the clean up.

It is important not to underestimate the stress and strain of being flooded. Be aware of the potential effects on your and your family's mental health and well being. Anyone with concerns should contact their GP.

Food



- ◆ Flooding is stressful. It is normal to feel anxious, upset and experience sleeping difficulties.
- ◆ Take care of yourself and your family and check on vulnerable and elderly friends/ neighbours.
- ◆ Contact family and friends for support as it can take a long time for life to return to normal.
- ◆ Don't eat any food that has been touched or covered by flood water.
- ◆ Always wash your hands before preparing food.
- ◆ Clean and disinfect work surfaces, plates, pans, cutlery and plastic chopping boards before using.
- ◆ Discard wooden chopping boards and wooden utensils.
- ◆ Check with your insurer before disposing of food as it may be insured.
- ◆ Do not attempt to salvage damaged food, including tins, as they may be contaminated.
- ◆ Double bag flood damaged food before disposing of with your refuse collection.