

When can I move back into my property?

Do not re-enter your house until you have:

1. Removed mud/floodwater
2. Cleaned and disinfected
3. Left to dry out
4. Contacted your utility supplier(s)

Make sure your house is secure during this process. If insured, the cost of the drying process may be met by your insurer. If you are a tenant you need to consult your contract and speak to the property owner who may provide assistance for repairs. The Yellow Pages lists suppliers of cleaning materials/equipment under 'flood damage'.

Where can I find additional support?

For further advice and support on benefits, replacing lost items and sources of charitable help, contact Leeds City Council's Social Services Area Duty Team, Citizens Advice Bureau or your local One-Stop Centre.

Contact details

Leeds City Council

Highways Helpline	0845 1240113
Environmental Health	0845 1240113
Land Drainage (watercourses)	0113 2478790
Homeless Service	0113 2476919
Social Services Office hours	0113 3984702
Social Services Out of Office hours	0113 2409536
Pest Control (may be a charge)	0845 1240113
Yorkshire Water-Sewerage Helpline	0845 1242429
West Yorkshire Fire & Rescue Service	01274 682311
West Yorkshire Police (non-emergencies)	0845 6060606
Environment Agency (Floodline)	0845 9881188
Yorkshire Electricity	0800 375675
National Grid (Gas)	0800 111999
Highways Agency	0845 7504030
Association of British Insurers	0207 6003333
British Damage Management Association	07000 8432362
Citizens Advice Bureau	0870 1202450
Consumer Direct	0845 4040506

Where can I find help after a Flood?

Information in this booklet will provide you with help and advice in order to get your life back to normal as quickly as possible after a flood.

When floodwater recedes from your property, it may leave a muddy deposit which may contain sewage and other contaminants. As well as the distress of cleaning this up, there may be structural damage to your property.



What do I do about my insurance?

- Contact your insurance company immediately if your home has flooded.
- If you are the property owner - the majority of household policies provide cover in respect of flooding but check your policy. Under commercial policies, flood cover is normally provided as an option with an additional premium.
- Remember to keep a record of flood damage (photos, video) and retain correspondence with your insurer.
- If you are a tenant and have taken out contents insurance you will be covered in respect of your contents and any fixtures and fittings which belong to you. Buildings insurance is normally the responsibility of the landlord.
- If you have not taken out buildings and/or contents insurance, then you will have to cover the costs of flood damage to the uninsured property.
- If experiencing problems regarding insurance, contact the Association of British Insurers.

Who do I contact if the roads and footpaths are damaged by floodwater?

- Roads (excluding private roads) - to request removal of debris from streets and pathways, report damage to streets/pathway or to clear blocked street drains, contact Leeds City Council's Highways Helpline.
- Motorways and Trunk Roads - for flooding on motorways and trunk roads, contact the Highways Agency.

If floodwater has entered my property?

- Pumping out floodwater - West Yorkshire Fire & Rescue Service may be able to pump out water from your property following flooding. Sometimes a charge is made for this service.
- Traffic is causing waves to flood my property - contact West Yorkshire Police.
- There is flooding from a public sewer - contact Yorkshire Water in the first instance. For general health advice contact Leeds City Council's Environmental Health service.

Remember your gas, water and electricity supplies may be affected. Always turn off the power supplies, get technical advice from your supplier and get the system fully checked. Always wear rubber gloves when dealing with floodwater, and dispose of ALL food that has come into contact with floodwater.

If floodwater has damaged my property?

- If you are the property owner and insured - your loss adjuster/ structural engineer appointed by your insurers will carry out an assessment of any structural damage and arrange repair. You may also use a builder recommended by your insurer from their "approved list".
- If you are the property owner and not insured - you will need to contact a structural engineer to carry out an assessment of any structural damage and arrange repair. The British Damage Management Association may be able to advise on flood recovery and restoration practitioners.
- If you are a tenant - depending on the property owner, they may be responsible for repairs. You should consult your contract and contact the property owner, or contact the Citizens Advice Bureau for advice.

What do I do if my house is uninhabitable?

- If you are insured - your loss adjuster appointed by your insurer will help arrange emergency accommodation if there is 'damage' to your home.
- If you are the property owner and not insured, or you are a tenant - if you are made homeless in an emergency, Leeds City Council Homeless Service will help find suitable accommodation.

Remember - when undertaking repairs do not deal with doorstep traders. Always use a trader approved by your insurance company. If in doubt, or if you have any problems, contact Consumer Direct.