

After a flood



This easy read document explains what to do after a flood.

Practical things to do



Going back to your home or business after there has been a flood can be very upsetting and traumatic.



There are practical things you can do to help you recover.

First steps



Be careful – there could be dangerous things that you can't see in the flood water and there could be lots of germs.



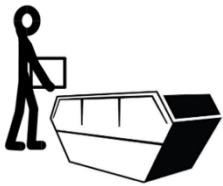
Get in touch with your insurance company and do what they tell you to do.



The insurance company will probably send a **loss adjuster** to look at your property.



A **loss adjuster** is a person who will confirm what repairs and replacements you need and what is covered by your insurance.



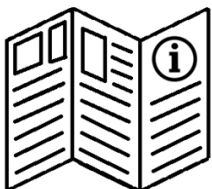
They might help to organise a skip to get rid of damaged items.



If you rent your home, you should contact your landlord and your contents insurer.



If you don't have insurance, you can contact [your district council](#) for help.



Nottinghamshire's Local Resilience Forum has produced a [flood recovery leaflet](#) [PDF] with more information. This information is not in easy read format.

Cleaning up



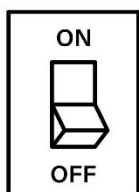
Flood water is likely to have lots of germs in it (be contaminated) so you should always wear waterproof gloves and clothes.



Contact a qualified electrician and gas engineer to check that it is safe to turn your gas and electricity back on.



Do not touch electrical items or electricity sources if you are standing in flood water as you could be electrocuted.



After your central heating has been checked by an engineer, turn it back on to help your house dry out.



You can use normal household cleaning products to clean up your home. Check with your insurance company as they may hire someone to do this for you.



Borough and district councils might provide skips and extra rubbish collections after a flood.



Your insurance company might provide a skip for you to use.



Public Health England has produced [information about cleaning up your garden after a flood \[PDF\]](#). This information is not available in easy read format.



Contact your insurance company for help to pump water out of your property.

Recording damage



It is important for flood investigations and for insurance that you make a note of the damage that has happened to your property because of the flood.



You should:



- Mark on the wall the height that the flood water reached in each room.



- Photograph or video the flood water and the damage.



- Make a list of the damage to your property and belongings.



- Keep a note of all contact with insurance companies and any other organisations or people that are helping you.

Support



If a flood has affected you and your community it can be very upsetting and traumatic.



Don't overdo it when you are cleaning up and remember that tiredness, difficulty sleeping and anxiety are normal after a flood.



To help you and your community recover after a flood we will let people know about information and support available in your local area.



You may be able to get flood grants or support schemes, and these are likely to be advertised by your district council.



You can go to a community meeting or join a group so you can talk to other people who understand what you are going through.



If you are worried about your mental health, or anyone else's, or any other health problem, you can make an appointment with your GP.

SAMARITANS

If you are finding it hard to cope and want to talk to someone, you can talk to the Samaritans 24 hours a day by
Phone: 08457 90 90 90.

Talk to us



We are the "Lead Local Flood Authority". This means you can ask us to check why your property or community has flooded and whether anything can be done to stop a flood happening again in the future.



We have [an online form you can use to report any details of property flooding](#) with photographs, to the Flood Risk Team.



You can also contact the flood risk team by:

Email: flood.team@nottsc.gov.uk or

Phone: 0300 500 80 80

Preparing for flooding in the future



It might give you peace of mind and help you protect yourself and your family if you think about how you can prepare for flooding in the future.



We have [a separate easy read document with information about preparing for flooding.](#)



There are things you can do whilst repairing your property that will make it easier and cheaper to clean up again if another flood happens in the future.



You can talk about things you can do to protect your property with your builder and loss adjuster.

Links in this document

Local Resilience Forum – flood recovery leaflet [PDF]

nottinghamshire.gov.uk/media/u1wakgfp/floodrecoveryleafletfromlrf.pdf

Public Health England – cleaning up your garden [PDF]

nottinghamshire.gov.uk/media/1707/garden-clean-up-advice-phe.pdf

Report flooding to our flood risk team

nottinghamshire.gov.uk/highwaysrequestform

Preparing for a flood – easy read

nottinghamshire.gov.uk/global-content/easy-read-library/preparing-for-a-flood-easy-read

Public Health England advice on cleaning up safely after a flood

gov.uk/government/publications/flooding-and-health-public-advice

For plain English web page version of this information, go to:

[After a flood \(Nottinghamshire County Council\)](#)

nottinghamshire.gov.uk/planning-and-environment/flooding-help-and-advice/after-a-flood

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