

Advice for homeowners affected by flooding



This easy read document tells you about advice for homeowners who have been affected by flooding.

Advice



If your home or property has flooded, it can be difficult and overwhelming to see the damage done by the flood and to make plans for repairs.



It is important you get good advice from professionals you can trust and who are good at what they do.



You should talk to your home insurance company before you employ anyone to repair your home.



Beware of traders and insurance management companies who appear from nowhere or “out of the blue”, or who offer a “quick fix” to a problem.



Don't talk to cold callers. “Cold callers” are people or businesses who try to sell things to you by telephoning or visiting without being asked to.



Genuine insurance companies will be registered with the Financial Conduct Authority, and you can ask the company to show you proof of this.

If your property is insured:



- Contact your insurance company as soon as possible.



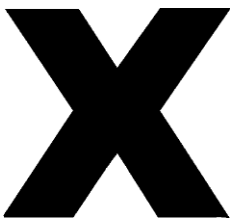
- When it is safe to do so, take photos of flood damage for your insurance claim.



- Write lists of items that have been damaged or lost because of the flood and record the height the flood water reached on your walls.



- Write down contact details of everyone you speak to about your insurance or repairs.



- Keep damaged items and don't do any repairs to your house until you have spoken to your insurance company.

If your property is not insured



- Ask for quotes for repair work from more than one tradesperson and get references from them to show their work is good quality.



- Ask family, friends or neighbours if they know any tradespeople they would trust to do the work you need.



- Use local businesses if possible.
- Always get a written agreement of the price the work will cost and what is included in the price.



- You can get free pre-shopping advice from the customer service team at Citizens Advice by phone: 0808 223 1133.

More information



You can get useful [advice and information on the GOV.UK website](#).



Nottinghamshire County Council has a [consumer advice](#) page that might be helpful to read.

Links in this document

GOV.UK – advice after a flood

gov.uk/after-flood

Nottinghamshire County Council consumer advice

nottinghamshire.gov.uk/business-community/trading-standards/consumer-advice

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

[Advice for homeowners affected by flooding \(Nottinghamshire County Council\)](#)

nottinghamshire.gov.uk/planning-and-environment/flooding-help-and-advice/after-a-flood/advice-for-homeowners-affected-by-flooding

This easy read was first published 2 November 2025

This information was last updated 2 November 2025