



**Cyfoeth
Naturiol
Cymru**
**Natural
Resources
Wales**

Are you prepared for flooding?

What to do before,
during and after a flood



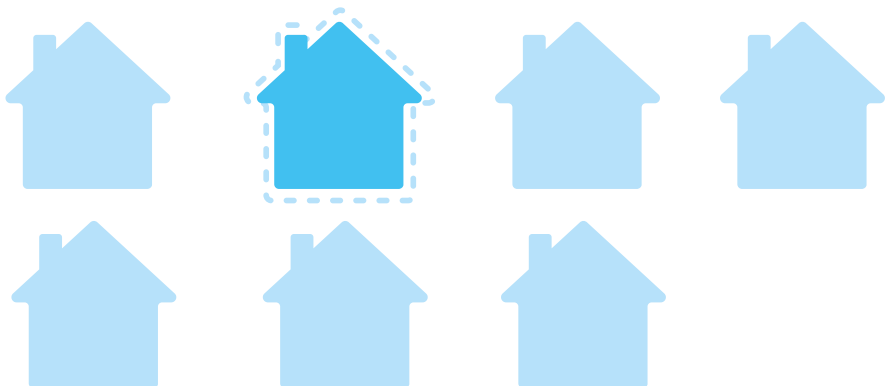
naturalresources.wales/flooding

What to do before a flood

Are you prepared for a flood?

In Wales, there are estimated to be **over 272,000** properties at risk of flooding from the sea, rivers and surface water. This is approximately **1 in 7** properties.

Our guide will help you prepare.



Check your flood risk

Find out the likelihood of flooding in your area from rivers, the sea, surface water and smaller watercourses.

This could affect:

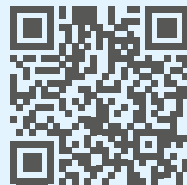
- your home
- your place of work
- your business
- where you go on holiday
- other property you own
- your travel plans
- other locations of interest, such as a relative's house

Having an awareness of the different types of flooding and how it happens helps you:

- keep up to date with flood warnings
- prepare and plan for a potential flood
- know what organisations can help you

You can view your area on a map or search by postcode to get a flood risk report at naturalresources.wales/flooding. Or contact us if you would like a copy to be sent to you at enquires@naturalresources.wales or **0300 065 3000**.

For more information on sources of flooding, and what we cover, please visit our website.



Sources of flooding

Flooding from rivers occurs when more water drains into a river channel from the surrounding land than it can hold.

Flooding from the sea is most likely to happen when there are high tides and stormy weather.

Flooding from surface water or flash flooding happens when rainwater accumulates on the ground instead of draining away through the normal drainage systems or soaking into the ground.

Risk level

Flood risk levels are based on the probability of flooding from a particular source in any given year. The levels are high, medium, low, or very low. The risk level takes into account any flood defences in place.

If a location has a 1% chance of flooding each year, this means that if you live there for 10 years, there is around a 10% chance of experiencing flooding during that time.

If you live within a flood risk area

Our information only calculates the risk of flooding to land and not individual properties. Consider hiring a surveyor for a flood survey to determine where floodwater might enter your property. The surveyor can help you decide on changes to reduce damage or floodwater entering your property. See page 18 for more information on this.



Get to know your flood warning codes

There are three types of flood warning message:

Flood Alert, Flood Warning and Severe Flood Warning.

These are issued on the likelihood of flooding and the expected impacts.

You can get up-to-date information about flooding in your area at naturalresources.wales/flooding

or contact Floodline
Call **0345 988 1188**
Type talk: **0345 602 6340**

or scan this QR code



Flood Alert

What it means

Flooding is possible.
Be prepared.

What to do

- be prepared to act on your flood plan
- prepare a flood kit of essential items

What could be happening

- flooding of fields, recreation land and car parks
- flooding of minor roads
- flooding of farmland
- spray or wave overtopping on the coast
- low lying land and roads will be affected first



Flood Warning

What it means

Flooding is expected.
Immediate action required.

What to do

- protect yourself, your family and help others
- move family, pets, and valuables to a safe place
- keep a flood kit ready
- turn off gas, electricity and water supplies if it is safe to do so
- put flood protection equipment in place

What could be happening

- flooding of homes and businesses
- flooding of rail infrastructure and roads
- significant waves and spray on coast
- extensive flood plain inundation (including caravan parks and campsites)



Severe Flood Warning

What it means

Severe flooding.
Danger to life.

What to do

- stay in a safe place with a means of escape
- be ready should you need to evacuate from your home
- cooperate with the emergency services
- call **999** if you are in immediate danger

What could be happening

- deep and fast flowing floodwater
- debris in the water causing danger
- potential or observed collapse of buildings and structures
- communities isolated by floodwaters
- critical infrastructure for communities disabled
- communities evacuated
- military support

Flood Alerts and Warnings
are **NOT** colour-coded



Get the service that's right for you

We provide a free flood warning service to many areas at risk of flooding from main rivers and the sea.

You can sign up for more than one location. This could be for:

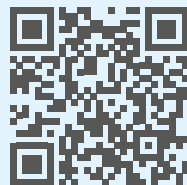
- your home address
- your place of work
- other property you own
- other locations of interest, such as a relative's house

You have the option to register for receiving all types of warning messages, including Flood Alerts, Flood Warnings, and Severe Flood Warnings. Our service does not cover surface water flooding.

You can register to get the warnings and updates in either Welsh or English. In emergencies, urgent information will be sent in English-only.

Sign up to our free flood warning service

You can sign up online at naturalresources.wales/register or contact Floodline by calling **0345 988 1188** or type talk **0345 602 6340**.



How to stay up to date

Check our 5 day flood risk

We're here to keep you informed about any potential flooding in your area. Just like the Met Office predicts the weather, we predict the risk of flooding from rivers, the sea, and surface water.

We update our 5-day flood forecast every day, so you can always be prepared. You can easily check the flood risk for your local authority area and see whether it's high, medium, low, or very low.

You can view our 5 day flood forecast at:

5-day-flood-risk.naturalresources.wales



Did you know?

We provide river level, rainfall and sea data from over 400 monitoring stations across Wales? Our aim is to keep you informed about your local conditions.

We update this information several times a day to ensure that you have access to the most up-to-date information. Whenever river or sea levels are forecast to be high, we update the information more regularly.

rivers-and-seas.naturalresources.wales



Create your personal flood plan

Step 1

Check your insurance cover

If you haven't got insurance, could you afford to replace items lost in a flood? It's always a good idea to check if your insurance policy covers your property, belongings, and business for flooding. Policies can vary, so it's important to make sure your policy meets your needs. Don't hesitate to double-check and ensure you're fully protected!

Check if your insurer:

- will replace or repair items
 - will place a limit on repair claims
 - covers the cost of alternative accommodation if your home becomes uninhabitable after a flood
- Also check:**
- if your home is eligible for the Flood Re scheme at floodre.co.uk
 - if your business insurance covers flood damage to property and stock, and business interruption cover which can help with loss of profit or supply chain problem
 - what your vehicle insurer deems as avoidable and unavoidable flood damage

Take photos of your property and make a list of your belongings to help with future insurance claims.

If you're looking for insurance, contact different insurers and shop around to find out what insurance would work best for you, based on the price and the level of cover they would offer.

Don't underestimate the value of your contents.

There are specialist insurance brokers who can help advice.

The British Insurance Brokers' Association have a 'find a broker' service at biba.org.uk or call **0370 950 1790**

It's always better to be prepared in advance, especially when it comes to flooding. You can use our step-by-step checklist as your flood plan. You can also download a template from our website, or if you need a hard copy, just let us know, and we'll be happy to send one to you.

Step 2

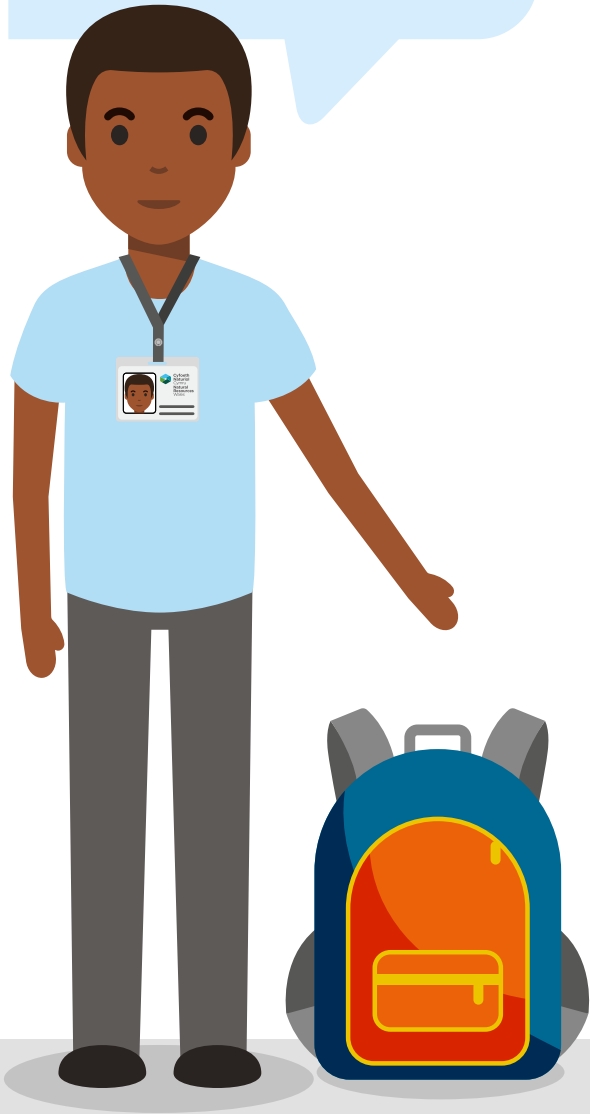
Know how to turn off your gas, electricity, and water mains supplies

Contact your supplier if you don't know how to do this.

Supply	Why turn it off?	Typical locations in properties
Gas	To help prevent gas leaks	Your gas valve is usually located next to your gas meter
Electricity	To protect yourself from shocks, electrocution and to prevent damage to any devices	Your electricity main is usually a red switch on your fuse box
Water	To prevent more water entering your property	Your water stopcock is usually under a kitchen sink or where the water supply pipe enters the property

Step 3

Create your personal flood kit of essential items and keep it handy in a safe place



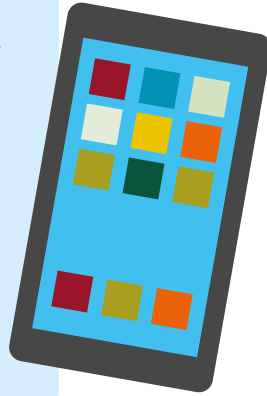
Your kit should include...

<p>warm, waterproof clothing and blankets</p>	<p>rubber gloves and wellington boots</p>	
<p>battery pack</p>	<p>phone charger</p>	<p>important telephone numbers</p>
<p>headphones and radio app</p>	<p>Face mask and hand sanitiser</p>	<p>home insurance documents</p>
<p>wind-up radio</p>	<p>first aid kit and prescription medication</p>	<p>non-perishable food</p>
<p>torch with spare batteries</p>	<p>baby care</p>	<p>pet supplies</p>

Step 4 Know who to contact and how

It's important to identify friends, family, or neighbours who can help you, or you can help in the event of a flood. This could include helping you move your possessions or providing you with a place to stay if required.

Decide on a meeting place and how to contact each other. Be prepared for communication disruptions during a flood, as power, mobile networks, or landlines may be affected. Keep a list of all your important contacts readily accessible.



Step 5 Plan what to do in an emergency

It's always better to be prepared for any emergency. One way to stay safe is to create an escape plan in case of an emergency. When making your plan, it's important to consider the needs of everyone involved, including pets and valuables.

Think about moving your car to higher ground, move people, pets, and valuable items to keep them safe. It's a good idea to identify a room upstairs with a window that could be a potential escape route. If you are in a basement or bungalow, consider other safe places where you could move to.

It's also important that everyone knows the escape plan. This way, everyone can evacuate quickly and safely if an emergency occurs. Additionally, think about where you could move your belongings, such as upstairs, on top of furniture, or even in your car.



Don't wait for a flood. Store valuable or sentimental items up high or in waterproof containers all year round.

When writing your flood plan, it's important to consider different scenarios that could happen. For example,

- if there's a flood expected within the next few hours while you're at work, do you have a nearby neighbour or friend who could help?
- what would you do if your home didn't flood, but the road out of the village flooded and you couldn't travel?
- how would you get in touch with your partner or family if phone networks were down due to flooding?
- if flooding is expected, can you safely install a flood gate or other product on your own, or will you need help?
- if you have a permanent product, like a pump, check the manufacturer's instructions to find out how often it needs to be maintained and note this in your plan



Useful numbers

Your important flood telephone numbers.

Fill this out and keep this leaflet with your flood kit.

Emergency services	999 or 101
Natural Resources Wales 24-hour Incident Line	0300 065 3000
RSPCA emergency line	0300 1234 999
To report or to get information about power cuts	105
To report a gas or carbon dioxide emergency	0800 111 999
To find out about road closures check with your local authority, or Traffic Wales for motorways and trunkroads	0300 123 1213
Traveline Cymru. To find out about impacts on public transport	0800 464 0000

Local authority emergency helpline:

Floodline: **0345 988 1188**

Type Talk: **0345 602 6340**

Floodline Quickdial number:

Water company emergency contact

Water:

Sewerage:

Insurance company 24-hour number

policy number

Buildings:

Contents:

Vehicle:

Business:

If you rent your property, note the details of your landlord or letting agent:

Family, neighbours and work:

School, nursery or other childcare:

Doctor's surgery:

Vet, kennel or cattery:

Make a note of local radio stations for relevant updates:

Make a note of the websites or social media accounts for organisations or community groups below. This could include your local authority, local police force, fire service or your water company:

[x.com/natreswales](#)

[facebook.com/NatResWales](#)

[Traffic.wales](#)

[Traveline.cymru](#)

Report flooding or risk of flooding to...

Us, if it is from

- a main river
- the sea
- within an Internal Drainage District
- an unknown source

Call 24/7 incident line **0300 065 3000** or report online at [naturalresources.wales/reportit](#)

For more information about types of watercourses



Your local authority, if it is from

- surface water
- an ordinary watercourse
- roads

Your water company, if it is from

- water supply mains
- sewers

Traffic Wales, if it is from

- motorways and trunk roads
- Call **0300 123 1213** or report online at [traffic.wales](#)

Protecting your home

Did you know that there are lots of things you can do to reduce the damage caused by flooding in your home?

Limiting the amount of water that enters allows you more time to move your belongings to a safe place and prevent damage.



This is where the term “property flood resilience” comes in handy. Essentially, it means taking steps to reduce the physical and financial damage caused by flooding. Remember that it doesn’t change the chances of a flood happening, but it can definitely help you deal with it better if it does.

If you’re interested in learning more, the Construction Industry Research and Information Association (CIRIA) is a great resource. They provide advice and information on property flood resilience and have a Code of Practice that serves as a guide for installing or constructing flood resilience measures. You can find a guide for homeowners and businesses at ciria.org/pfr to make sure you’re up to date with the correct standards.

Getting a property level survey

If you’re worried about flooding in your property, there are a few things you can do to protect it. One of those things is to get a property level survey done by a chartered surveyor. They can help you work out where water might enter your property, how fast it will flow, and where it could cause the most damage. Once they have this information, they can suggest the best flood protection options for your specific needs.

It’s important to note that sometimes, trying to keep water out of your property can do more harm than good. Water pressure against your property can cause structural damage, and if a barrier is suddenly overwhelmed by floodwater, it can cause more damage than if the area had flooded gradually. That’s why it’s crucial to get an appropriate survey done for your property to determine the best height for defending it without causing any structural damage.

We recommend using flood protection products that are tailored to your property’s specific needs. It’s a good idea to speak to a few surveyors for quotes and to get an idea of their approach.

The survey should be independent and consider:

- all sources of flood risk to your property
- the potential depth of the floodwater
- how the water can get in
- what can be done to keep it out (flood resistant measures)
- what can be done to limit the damage if it gets in (flood resilience measures)
- provide recommendations on these measures together with suitable products
- advise on the impact of these measures on the risk of future flooding and potential damage costs
- carry out a post implementation quality assurance inspection

The Royal Institution of Chartered Surveyors has information about how you can find a suitable surveyor at ricsfirms.com

If you cannot get a flood survey, consider how water could enter your home and what you can do to stop it. Water will likely enter the lowest levels first, such as basements, and can do so through various entry points including doors, windows, toilets, and cable entry points. Also, consider the potential damage that water could cause to your property, including furniture and electronics.

Choose the right flood protection products

Many flood protection products are available to keep you and your property safe during floods. Some products can be installed permanently, while others can be installed temporarily just before a flood.

For permanent solutions, you can choose from flood doors or door barriers designed to prevent water from entering your property or a sump pump or portable pump that can be used manually to remove water. You can also consider air bricks that shut automatically, plastic covers to seal them, non-return valves that stop the backflow of water or sewage, or a toilet bung that can be fitted manually to prevent blockages.

For temporary solutions, you can use hydrosacks or other lightweight alternatives to sandbags and window barriers to prevent water from entering.

It's important to consider how practical these options are for you. For example;

- affordability
- if you can install products on your own, or if you will need help lifting something
- where you can store them
- if products can be washed and reused, or if they need to be disposed of after a flood
- opportunities to make changes to your property when other work is taking place
- how often you need to maintain a product to make sure it's working properly

Making changes to your property

Here are some changes you can make to your property to make it easier and less expensive to clean up if it floods:

- install ceramic tiles on the ground floor
- opt for rugs rather than fitted carpets.
- make sure that electrical sockets are at least 1.5 meters above the ground floor level.
- use lime plaster instead of gypsum on walls.
- choose stainless steel or plastic kitchens instead of chipboard ones, or have freestanding units that can be moved.
- place any essential parts of heating or ventilation systems, such as a boiler, upstairs or above ground level.
- replace wooden window frames and doors with synthetic ones that are easier to clean.

Slowing the flow of water around your property

Here are a few things you could consider to slow down the flow of water around your property.

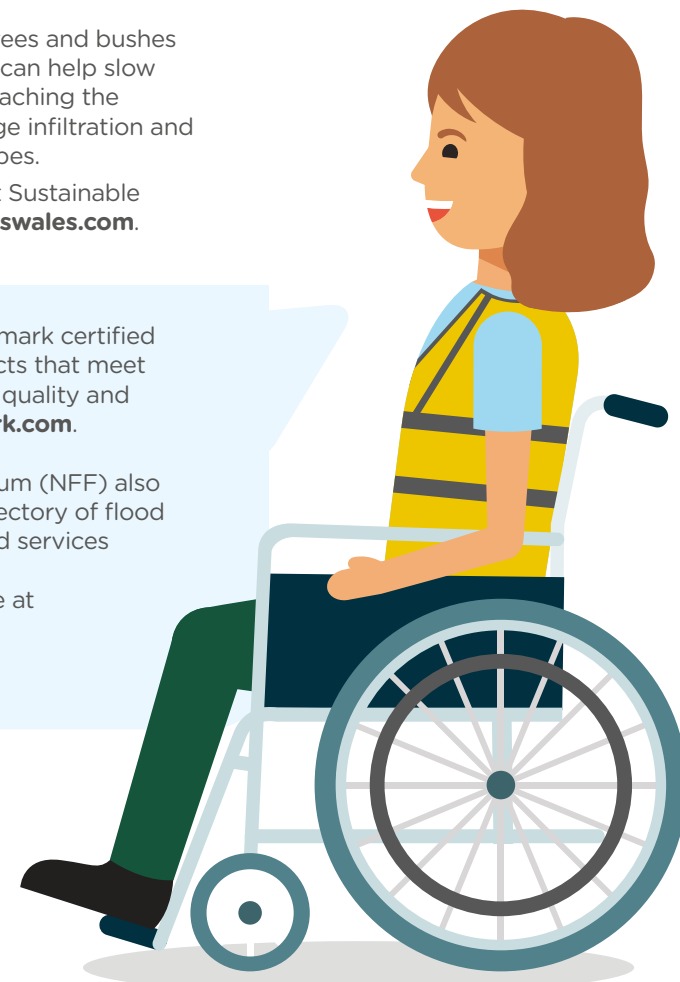
Instead of concreting outside areas, you could opt for permeable materials like gravel that allow water to seep through. You could also look into providing drainage for areas that are prone to standing water.

Another idea is to plant trees and bushes on your property, as they can help slow down or reduce rainfall reaching the ground. This will encourage infiltration and help to stabilise steep slopes.

You can learn more about Sustainable Drainage Solutions at [sudswales.com](https://www.sudswales.com).

Always choose BSI kitemark certified flood protection products that meet the British standard for quality and safety online at [kitemark.com](https://www.kitemark.com).

The National Flood Forum (NFF) also has an independent directory of flood protection products and services called 'The Blue Pages'. You can view this online at [bluepages.org.uk](https://www.bluepages.org.uk) or call **01299 403 055**.



What to do during and after a flood

During a flood

Floodwater is dangerous

Never walk or drive through floodwater. It can sweep you off your feet, lift cars and carry other objects.

Floodwater is often contaminated and it can hide dangers like open manholes.

- floodwater can rise quickly, stay calm and reassure those around you.
Call 999 if a life is in danger
- check in with other people in your household - if they are not at home make sure they are somewhere safe
- be prepared to act quickly and get yourself to safety

Evacuate when advised

Stay safe, always listen to the advice of the emergency services and evacuate when told to do so.

All the organisations responding to flooding, including us, Police, local authorities and Fire & Rescue Service, work together when significant flooding is causing a risk to life. They will communicate the risk and put in place emergency measures to assist those at risk.

For example, your local authority will set up an evacuation centre if it's needed.

- leave your home if the emergency services tell you to. Refusing to leave on their advice will put you, your family and those trying to help you at risk
- when you are evacuated, you will be taken to a rest centre run by your local authority. The rest centre will provide temporary shelter and welfare. Bring spare clothing, essential medication, and baby care items if you have an infant
- most evacuation centres will let you bring your pets. Take their food. Put cats and small animals in a pet carrier or secure box

What to do if you are about to flood

- move bottled water and other food supplies upstairs or to a safe place within your home. You can fill jugs and saucepans with clean water, in case you need to turn off the water supply
- turn off your gas, electricity and water supply. Do not touch plugs and other sources of electricity when standing in floodwater
- get your flood kit
- prepare to move people and pets in your property to a safe place
- move important, sentimental and valuable items. Consider prioritising those items which cannot be replaced

To help stop water entering your property, you can...

- put flood gates and other protection equipment in place
- check pumps and other permanently fixed protection equipment
- block water entering through doors and windows with pillowcases or plastic bags filled with soil or heavy objects
- cover airbricks and vents with plastic covers, cloths or towels
- if you do not have non-return valves fitted, block sinks, baths and toilets and weigh down with heavy objects
- unplug washing machines and dishwashers and disconnect them from the water supply
- block water inlet pipes with towels or cloths

Reduce damage if water does enter your property

- move important, sentimental and valuable items to a higher place (upstairs, on top of furniture or shelves) or put in waterproof storage containers
- move rugs and lightweight items of furniture
- throw curtains over the rail out of reach of floodwater
- lift items you can't move with bricks or a pallet and cover the bottom with plastic
- empty and move contents from kitchen base units and other low storage cupboards, to worksurface level or higher if possible

- consider moving the contents from your fridge or freezer to a higher place
- if floodwater hasn't reached you, **move your car to higher ground** and move outdoor pets to safety. Move or weigh down any large or loose items outside or in your garden

Even if your property has not been affected, flooding can still have an impact

Stay away from flooded areas

- floodwater may have damaged structures like bridges and riverbanks, and left large amounts of debris
- there may be large waves or flying debris, keep away from promenades, coastal paths and sea fronts
- respect road closure signs. Turn around and find another route if a road is flooded. **Do not drive through floodwater**

Plan ahead

Check disruptions with:

- local authorities for roads
- Traffic Wales for motorways and trunk roads Call **0300 123 1213** traffic.wales
- Traveline Cymru for trains and buses Call **0800 464 0000** traveline.cymru

After a flood

Experiencing a flood can be frightening

Experiencing a flood can be a traumatic and stressful event, whether it's your first time or not. You may feel a range of emotions in the immediate aftermath, and sometimes for a long time afterwards.'

Public Health Wales give the following advice:

- do not underestimate the stress and strain of being flooded and cleaning up after floods. Take time to consider your mental health and well-being, and that of your family
- do not overdo it when cleaning up, and remember that tiredness, difficulty sleeping and anxiety are normal in these circumstances
- anyone with concerns for their own health, or a loved one's should contact their GP

Public Health Wales

Advice about keeping physically and mentally well
Call **111**
phw.nhs.wales

Samaritans

Listening service
116 123
samaritans.org

Mind

Mental health information service
0300 123 3393
mind.org.uk

CALL

Listening and support service
0800 132 737
Text help to **81066**
callhelpline.org.uk

Meic Cymru

Helpline for children and young people
Call **07943 114 449**
Text **84001**
meiccymru.org

If your property has been flooded

Check with the emergency services if it is safe to re-enter your property, floodwater may have damaged structures and buildings and your property may not be safe. There could also be damage to the electricity, gas or water supply. Do not turn it on before seeking professional advice.

To begin the process of recovery, please take the following steps:

- contact your insurer regarding your buildings and/or contents policies and follow their advice. Most insurers provide 24-hour helplines and may be able to offer you temporary accommodation
- take photographs and make records of the damage before cleaning up or throwing anything away
- if you are a tenant, contact your landlord or agent to ask what their buildings policy covers, such as alternative accommodation
- report the floodwater damage to your local authority

Be wary of scams or fake social media adverts, cold callers, and phone calls. Always ask to see their identification and check references or details of any companies.

When significant or widespread flooding occurs, organisations that offer support, such as insurers, local authorities, and builders, may be very busy. They may take a little longer to respond due to high demand and difficulties accessing flooded areas.

If your vehicle has been damaged by floodwater

- do not attempt to start a flooded car
- contact your insurer as soon as possible
- get your vehicle checked by a professional mechanic – do not attempt to drive your car without having it checked

What happens next

Flood repairs can take weeks or months to complete, depending on the severity of the flooding, as a property needs to be dry enough for repair work to start and this takes time. Some buildings may have to be gutted before repairs can start.

This can be a stressful process but there are a number of organisations that can help you:

Shelter Cymru

A charity that provides independent housing advice
Call **08000 495 495**
sheltercymru.org.uk

British Red Cross

A charity that provides support after a crisis
Call **0808 196 3651**
redcross.org.uk

Citizens Advice Bureau

Advice on money and housing
Call **0800 702 2020**
citizensadvice.org.uk

Mary Dhonau Associates (MDA)

A specialist independent flood resilience consultancy that offers flood advice and guidance, including advice on how to prepare and also recover from a flood.
floodmary.com

British Damage Management Association (BDMA)

Certifying body for damage management professionals, including advice after you have experienced flooding
bdma.org.uk

The Financial Ombudsman Service

The Financial Ombudsman Service settles individual disputes between consumers and businesses that provide financial services
Call **0800 023 4567**
financial-ombudsman.org.uk

If you will be in a temporary property for some time, consider having your post redirected.

royalmail.com/redirection

You may be charged for this service

Making an insurance claim

When you start making your claim, your insurance company will put you in touch with a loss adjuster, and they will contact you within the first few days. They will assess the damage in more detail and oversee any work. They may visit your property, typically within seven days of the area becoming accessible.

If you are renting, contact your landlord and contents insurance company as soon as possible. Don't throw anything away until agreed by your loss adjuster or insurer. However, insurers do not want to hold up the recovery process by delaying the removal of any items that may pose a health risk (such as rotting food).

Ask the insurance company

- will you provide me with temporary accommodation? (This could be a nearby bed and breakfast, a static caravan or a rented house. You do not have to accept the first place you are offered. However, if flooding has affected many people, the choice of accommodation may be limited)
- will you appoint a loss adjuster and when will they contact me?
- will you arrange for my property to be cleaned?
- will you arrange for a specialist drying company to disinfect and dry my home?
- will you find a builder for the repair and reconstruction work? (You can accept a cash settlement if you don't want your insurer to arrange it. You would be responsible for the quality of the repair work undertaken so the insurer would not be responsible if the work is faulty or needs to be redone)
- will you repair items, or replace them?
- will you pay for any service or equipment I need?
- will you include flood protection and other modifications in the repairs? This could reduce flood damage in the future. Check if they are within the **Flood Re Build Back Better scheme** at floodre.co.uk

Make a record of flood damage

- clearly mark on the wall the height the floodwater reached and take a photo. Do this in every room affected by flooding
- photograph and list the damage to your property and belongings – this includes perishable goods (if your policy covers this)
- take photographs of everything you dispose of and write down details such as the make and serial number of the products. If you need to get rid of flood damaged carpets, cut off and keep samples. This will speed up the settlement of your claim
- keep receipts and make a note or copy of all correspondence including telephone calls, letters, and emails. Record the date, name and what was agreed

Your insurance company may arrange for your home to be cleaned, dried and repaired for you, so check with them.

The Association of British Insurers have advice for homes and businesses affected by flooding, and what you can expect from your insurer at abi.org.uk.

The National Flood Forum also has information about flood recovery and the insurance claims process at nationalfloodforum.org.uk or call **01299 403055**.



Clearing up if you do not have insurance

If you do not have insurance and your property is flooded, you can ask your local fire service to help pump water out of your property or provide advice on how to do it yourself. They might charge a fee for this service.

Once the water has been pumped out, you might find mud, silt or other debris left in your property. You should seek professional advice from a chartered surveyor or a builder to help remove it safely.

It's important to remove flood protection equipment once the floodwater has subsided to allow your property to dry out. Your property must be completely dried out before starting any repair work. You may have to remove wet items such as carpets, underlay and plasterboard.

You can check with your local authority if they can provide skips and extra rubbish collections. If you have used sandbags, they need to be treated as contaminated waste and disposed of accordingly. Contact your local authority for advice on how to dispose of them.

If you are doing any of the work yourself...

- wear waterproof clothing, gloves, wellington boots and a face mask
- wash down surfaces - don't use high-pressure hoses because they blast contaminated matter into the air
- keep doors and windows open to dry out your property, or use a dehumidifier with the windows and doors closed
- clean and disinfect your property using ordinary household products

It's always a good idea as you plan your property repairs to think about ways to protect it from future flooding. There are things you can do whilst repairing your property that will make it easier and cheaper to clean up after a future flood. Read these on **page 18**.

Be aware of scams

Be aware of rogue traders who may target flooded communities. If you require specific advice your local authority's trading standards department and local police force will be able to help you.

Avoid being scammed:

- speak to your insurance company first
- always check identification
- find registered tradespeople
- get several quotes for any work
- check trade body approval or certification
- don't feel pressured to commit on the day

You can also contact:

Citizens Advice at citizensadvice.org.uk or call **0800 702 2020**.

If you believe you have been scammed, you can report it to

Action Fraud at actionfraud.police.uk or call **0300 123 2040**.



Financial support

You may be able to get help or a grant from:

Welsh Government

Emergency Assistance
Payment grant
Call **0800 859 5924**
gov.wales

Business Flood Relief Fund and support and advice for your business
Call **03000 6 03000**
businesswales.gov.wales

Your local authority

- emergency accommodation
- information on hardship grants or charities
- community flood recovery grants
- council tax exemptions, reduction or business rates relief
- waste collections and disposal of contaminated sandbags

Turn2us

A national charity providing practical help to people who are struggling financially.
Call **0808 802 2000**
turn2us.org.uk

Royal Agricultural Benevolent Institution (RABI)

A charity for the farming community.
Call **0808 281 9490**
rabi.org.uk

Addington Fund

A charity for the farming community.
Call **01926 620135**
addingtonfund.org.uk

Helping us to help you

Flooding can have several sources – from rivers, the sea, sewerage networks or simply when the ground can't hold any more water. We work closely with our partners in local authorities and the emergency services to fully investigate the flooding events, but this can take time.

You can help by sending any photos or videos to us, to improve our understanding of the event and our modelling of your local flood risk, now and in the future. Be safe - do not put yourself at risk when taking videos or photos.

Please include as much detail as possible. Such as:

- the date and time the photo/video were taken
- the specific location, National Grid Reference or What three words
- which direction the photo is taken from

For example, 'Image of Station Road looking towards the train station', 'Taken from house 10 looking at house 2', or if describing a river, 'left-hand bank downstream'

- depth the floodwater reached
It's helpful to have something to compare it to, whether it's a tape measure, mark on a wall or how many bricks it reached on an outdoor wall, or in relation to an object
- any other details you can provide
- where the water reached or where the river came out of a bank

Please email us at
befloodready@naturalresources.wales
or call us at **0300 065 3000**
(Mon-Fri, 9am-5pm)



Get in touch

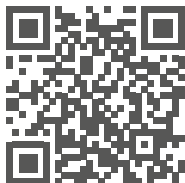
General Enquiries

Email enquires@naturalresources.wales
Call **0300 065 3000**

Natural Resources Wales
Welsh Government Offices
Cathays Park
King Edward VII Avenue
Cardiff
CF10 3NQ

To report a flood or risk of flooding

Call **0300 065 3000**
Report online at
naturalresources.wales/reportit
(24 hour service)



To get advice on flood risk, sign up for the flood warning service and check warnings in force:

Call **Floodline 0345 988 1188**
Type talk: 0345 602 6340
(24 hour service)

and also check our website:
naturalresources.wales/flooding

