

Basement/Cellar Conservatory

Utility Garden

Other (please tell us where)

4c. If possible please give a measurement of the depth of the water inside your house

5. Did you, or will you have to, move out of your property whilst repairs take place?

Yes No Unsure

6. Was your house insured against flood damage?

Yes No Unsure

7. Has your property ever been flooded before while you have been living there?

Yes No Unsure

8. If yes, please tell us any previous dates when your property was flooded, the extent of the flooding and any damage caused:

9. Do you have any flood defences in place at your property? Tick all that apply.

Sandbags Non-return valves Airbrick modification

Disconnected drainage Floor / door modification Bolted down manholes

Other.....

9a. Did these help to prevent water entering your house?

Yes No Unsure

Section B – Your Street

10. Are you aware of any flooding occurring in your street on the same day?

Yes No

11. Which areas of your street were flooded? Tick all that apply.

Road	<input type="checkbox"/>	Footpath	<input type="checkbox"/>
Verge/Grassed Area	<input type="checkbox"/>	Buildings/properties	<input type="checkbox"/>

Section C – General information about the flooding event

12. Where did the water that entered your property come from?

Roads	<input type="checkbox"/>	Manholes	<input type="checkbox"/>
Playing Field/Grass Area	<input type="checkbox"/>	Neighbour's Property	<input type="checkbox"/>
Dene/Burn	<input type="checkbox"/>	Other (Please tell us where)	
Unsure	<input type="checkbox"/>	

13. How quickly did the flooding happen?

	In your house	In your street
In less than 30 minutes	<input type="checkbox"/>	<input type="checkbox"/>
30 minutes to 1 hour	<input type="checkbox"/>	<input type="checkbox"/>
More than 1 hour	<input type="checkbox"/>	<input type="checkbox"/>
Unsure	<input type="checkbox"/>	<input type="checkbox"/>

14. After the flooding happened, how long did the water take to drain away?

	In your house	In your street
Less than 30 minutes	<input type="checkbox"/>	<input type="checkbox"/>
30 Minutes to 1 hour	<input type="checkbox"/>	<input type="checkbox"/>
More than 1 hour	<input type="checkbox"/>	<input type="checkbox"/>
Water had to be pumped out	<input type="checkbox"/>	<input type="checkbox"/>
Unsure	<input type="checkbox"/>	<input type="checkbox"/>

15. Did you report the flooding in your property or street to anyone?

Newcastle City Council Officers or councillors	<input type="checkbox"/>	Envirocall	<input type="checkbox"/>
Northumbrian Water	<input type="checkbox"/>	Environment Agency	<input type="checkbox"/>
Other (please tell us who).....			
My property and street were affected but I did not report it	<input type="checkbox"/>		

16. Is there anything else you'd like to say about the flooding and the impact it may have had on you?

17. Was any help or advice given before or after the event helpful and how could this be improved?

18. Finally, please provide us with your details. These will be kept completely confidential and we will not publish any findings which refer to your details or address. We will share the information you have provided with our partner organisations (including Northumbrian Water, the Environment Agency and Newcastle University) in order to further investigate the flooding you have reported, or to help manage the risk of flooding in your area.

If you do not want us to share your address and postcode please tick this box:

Title (e.g. Mr, Mrs, Ms, Other)

Name:

Address:
.....

Postcode:

Phone:Email:

Thank you for all of the information you have provided. Please return this questionnaire by e-mail to flood.management@newcastle.gov.uk or alternatively, if you would like to speak to someone, please do not hesitate to contact us, telephone 0191 2787878 and ask for Flood Management. You may also find it useful to visit our website which can be found at www.newcastle.gov.uk/floodmanagement