

# How to prepare for flooding

This leaflet provides practical advice on steps to take before, during, and after a flood. These steps can help reduce the impact of a flood on you, your family, and your property.

## Before a flood

### Find out if you are at risk of flooding.

You can check your risk of flooding from rivers, the sea, surface water and small watercourses and reservoirs on our flood risk map.

You can find out if your property is at risk by:

- Visiting our website [naturalresourceswales.gov.uk/flooding](https://naturalresourceswales.gov.uk/flooding)
- Phoning Floodline on **0345 988 1188**
- Typetalk: **0345 602 6340**  
(for the hard of hearing)

### Find out if you can receive a warning

If you live or work in an area at risk of flooding from main rivers or the sea, you may be able to sign up to receive free flood warnings by phone, email or text message from our Flood Warning Service.

**Call Floodline today to find out if warnings are available in your area, or sign up on our website.**

## Take practical actions to prepare

Here are some steps to help prepare your property for flooding. These will save you time and money during a flood and can also reduce the impact of a flood on your property.

### Step one

Create a personal flood plan that includes essential information you will need during a flood, such as insurance policy numbers, locations of gas, electricity, and water mains, as well as contact details for people you may need to contact in an emergency. Once you've put everything together, keep your flood plan safe and sound in a waterproof folder that's easy to access when needed!

### Step two

Prepare a flood kit with essential items you would need during a flood or evacuation. Make sure your kit includes copies of your insurance documents, a handy wind-up torch and radio, warm waterproof clothing, and any necessary medication. Keeping your flood kit in a spot that's easy to reach ensures you're ready when you need it most!

**Scan our QR code to create your personal flood plan**



### Step three

Consider getting a chartered surveyor to carry out a flood survey. This will tell you where flood water might enter your property, how fast it will flow and where it could cause the worst damage.

The surveyor can then use this information to help you choose the best flood protection for your property. Installing the wrong flood protection products could mean they are ineffective, or even cause more damage in a flood.



## During a flood

### Practical steps to take:

- Use your personal flood plan
- Turn off gas, electricity and water supplies
- Check our flood warning page on our website or call Floodline 0345 988 1188 for the latest flooding information
- Tune in to local radio or TV stations for the latest flooding updates
- Move valuables, photographs and sentimental items upstairs
- Move rugs and lightweight furniture upstairs
- Throw curtains over the rail out of reach of flood water
- To stop flood water entering your home; put plugs in sinks and weigh down with heavy objects; plug water inlet pipes with towels or cloths and disconnect any equipment that uses water, i.e. washing machine
- Locate your flood kit and prepare to move your family and pets upstairs to a safe place with a means of escape
- Try to avoid contact with flood water where possible as it may be contaminated
- Do not leave your home or enter floodwater unless directly instructed to do so by the emergency services. Flood water can be extremely dangerous and can hide hazards



## After a flood

### What to do:

- Find out from the emergency services if it is safe to re-enter your property
- Take care when re-entering your property as there may be hidden dangers caused by flooding such as structural damage and contamination
- Take photos of the damage to your property
- Contact your buildings and contents insurance companies as soon as possible and find out how long it will take for them to see you
- Check whether they have a company that will clean your house or whether you will have to do this yourself
- Check with them before throwing any damaged items away

### Clearing up after a flood

- Flood water can contain sewage and chemicals and even though it has been diluted you should always wear waterproof gloves and clothing, wellington boots and a face mask
- Clean and disinfect your property using ordinary household products
- Use a normal garden hose to wash down surfaces
- If you are drying your property naturally, keep windows and doors open as much as possible
- If using dehumidifiers close all windows and doors
- Make sure that all electrics and your central heating are checked by qualified electricians and engineers before switching them back on

### More information

For more information about protecting your home from flooding, as well as guidance on what to do during and after a flood please visit our website

**[naturalresourceswales.gov.uk/flooding](https://naturalresourceswales.gov.uk/flooding)**  
or phone: **0300 065 3000**

