

INTRODUCTION

The Community Flood Plan (CFP) provides residents with a guide to help prepare for and to minimise the damage from flooding. The CFP also highlights the actions to be taken by the Company's management committee to keep residents informed with up to date threat levels during high water events and to provide support to the more vulnerable residents.

WHAT TO DO BEFORE A FLOOD

Before there has been any sign of flooding there are a number of actions that can be taken to prepare for possible flooding:

- Access the Thorpe Meadows Residents website to acquaint yourself with valuable information on how to limit the damage from flooding and what to do in the event of a flood warning.
- Complete and/or consult your Personal Flood Plan, a checklist of actions to be taken before, during and after a flood. <https://www.gov.uk/government/publications/personal-flood-plan>

WHAT TO DO IMMEDIATELY BEFORE A FLOOD

When the Environment Agency (EA) has issued a FLOOD ALERT warning and there is the possibility of flooding, the following actions should be taken:

- If you have them, use flood protection products to help stop flood water and sewerage getting into your property.
- Monitor the Thorpe Meadows Floodline WhatsApp forum to keep abreast of the latest information on threat warnings, water levels and actions to be taken.
- Follow your Personal Flood Plan

When the EA has issued a FLOOD WARNING and there is a strong likelihood of flooding, the following actions should be taken:

- Monitor the Thorpe Meadows Floodline WhatsApp forum for latest information on water levels and actions.
- Follow your Personal Flood Plan
- Be prepared to turn off your gas, electricity and water supplies.
- Be prepared to move your family, vehicles, pets and important items to safety, such as upstairs or higher ground.
- Be prepared to evacuate your home.
- Management committee will activate its list of volunteers to assist where possible designated vulnerable residents.

COMMUNITY FLOOD PLAN

Effective from 18 August 2024

WHAT TO DO DURING A FLOOD

When flooding has occurred, following actions should be taken:

- Follow your Personal Action Plan.
- Turn off gas, electricity and water supplies if safe to do so.
- Cooperate with emergency services and evacuate residence if requested.
- Call 999 if you are in danger.
- Management committee will activate its list of volunteers to check, where possible, the safety of designated vulnerable residents.

WHAT TO DO AFTER A FLOOD

If your property has been flooded, consider the following actions:

- If you vacated your property, check with the emergency services that it's safe to return to your property.
- Do not turn on your water, gas or electricity. Get your utilities company or a qualified engineer to check they are safe before turning them back on.
- Contact your insurance company to start your claim - they'll tell you what to do next.
- Before you start clearing up: take photos of any damage and the flood water line.
- Speak to your insurance company about what you can move and throw away.
- Remember flood water may contain sewage, you can put most things in the bin as long as they're not polluted by sewage or chemicals. Contact the council if you need skips or extra rubbish collections. Contact the environmental health department at the council to get rid of things polluted by chemicals or sewage. The council will tell you how to dispose of them as hazardous waste.
- If you have used sandbags, check with the council about how to dispose of them.
- After a flood, you can stay healthy by:
 - not using tap water if you notice a change in the colour, taste or smell - contact your water company if this happens
 - not eating food that's touched flood water
 - throwing away food from a fridge if the electricity has been off for more than 4 hours
 - throwing away food from a freezer if the electricity has been off for more than 24 hours.