

- Chipped or damaged items should be thrown away.
- Ensure that water taps are cleaned and disinfected before use.
- Wash your hands before preparing food.
- Dispose of **all** food that has come into contact with flood water. This includes tins as they may be contaminated with sewage or chemicals left from the flood water.
- Do not refreeze food which has been thawed out. Throw away any defrosted food.
- Remember to keep a list of all food which you throw away for your insurance company.

## General advice

- If you feel unwell go immediately to your doctor. Tell them your house was flooded.
- Any dust from drying out should be continuously vacuumed up.
- It is advisable that young children should not play directly on wooden floorboards, damaged tiled floors, affected grassed or paved areas until they have been thoroughly cleaned and dried out.
- Don't eat garden or allotment produce that has been in contact with flood water.
- Any areas showing signs of mould should be treated with a fungicidal solution.
- Seek advice from your insurance company about any repair/ replacement work you think is necessary.

## References

Environment Agency publications are available at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) or 08708 506 506;

- Prepare for a flood.
- During a flood.
- Cleaning up after a flood.

## Useful contact numbers ☎

### Emergency Services

#### **Greater Manchester Police**

Emergency calls 999  
Non urgent calls 0161 872 5050

#### **North West Ambulance Service**

Emergency calls 999  
Non urgent calls 0161 796 7222

#### **Greater Manchester Fire Service**

Emergency calls 999  
Non urgent calls 0161 736 5866

#### **Trafford Council**

Trafford Direct 0161 912 2000  
Trafford (out of hours) 0161 912 2020  
Environmental Health 0161 912 4916

#### **Environment Agency**

Flood Line – flooding information  
Emergency 0845 988 1188  
Pollution 0800 80 7060

#### **Gas**

Emergency Release (24hrs) 0800 111 999

#### **United Utilities**

Electric: Emergency 0800 195 4141  
Water: Supply/spillages 0845 746 2200  
Sewers 0845 602 0406  
Water leaks 0800 33 0033

#### **Association of British Insurers**

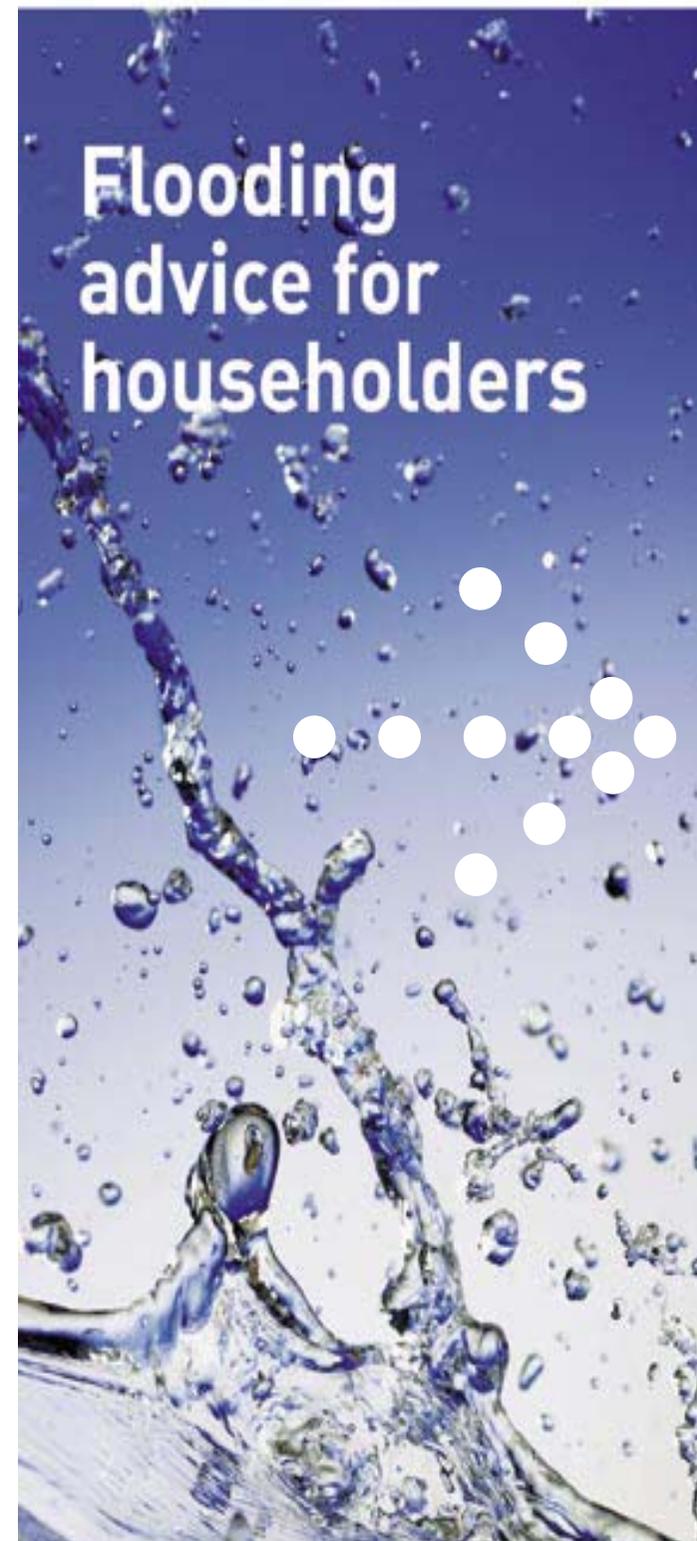
London 0207 600 3333

#### **Citizens Advice**

Sale 0844 4994 103

## TRAFFORD COUNCIL

Information supplied by the Emergency Planning Team.  
Trafford Council acknowledge the existence of a similar document produced by Salford City Council.



## Introduction

A flood in your house may be caused by various sources: either;

- Burst water pipes.
- Flooding during heavy storms causing overloading of sewers or drains.
- Overland flooding due to high water table or more likely due to overloaded rivers and streams.
- Flooding due to failure of tanks and reservoirs is unlikely.

## Flood warnings

If you live in a flood risk area the Environment Agency will probably have issued you with flooding guidance on warnings that may be issued.

- **Flood watch** - Flooding of low lying land & roads is expected.
- **Flood Warning** - Flooding houses/businesses is expected. Act now!
- **Severe Flood Warning** - Severe flooding expected. Imminent danger to life and property. Act now!
- **All clear** - An all clear will be issued when flood watches or warning are no longer in force. Flood water levels receding. Check all is safe to return. Seek advice.

**When floodwater recedes it will leave a muddy deposit, which may contain sewage and other contaminants. Previous experience with other floods has shown that risk to health is very small. Risk to health can be further reduced by taking the following precautions which will also help to restore your home to good order.**



## Before you start

- Put your own safety first. Avoid electrical shock. Wear rubber boots. Keep electrical extension cables out of water. If you have any doubts about the safety of gas or electrical systems get professional advice.
- Make sure all electrical appliances are properly switched off before electricity is restored.
- If your fuse board or sockets have been submerged do not switch the power on until the system has been checked by an electrician.
- If your gas meter or any gas appliance has been submerged contact the National Grid Gas Emergency free phone number **0800 111 999** before switching the gas on or trying to light any appliance.
- Record details of any damage with photographs or video if possible.
- Contact your insurance company.
- Work out an action plan to:- remove all water, mud and other debris. Rinse away contamination inside the house. Remove the rinse water, disinfect and dry out your house and salvageable possessions.
- Assemble equipment and supplies: ensure you have gloves, masks and other protective gear, buckets, mops, squeegees, plastic bags, bleach, detergent also containers for soaking bedding and clothing and lines to hang them to dry. You may also need to hire extension cables, submersible pumps, wet/dry vacuum cleaners, dehumidifiers or space heaters.
- Valuable papers that have been damaged should be stored in a freezer until you have time to work on them.

## Cleaning the house

- Use household gloves to protect your hands.
- Cover open cuts and wounds on exposed skin with waterproof plaster.
- Remove all soft furnishings and fittings that are damaged beyond repair.
- Remove dirty water and silt from the property including the space under the ground floor (if you have wooden floors). This space under the ground floor may need pumping out.

- Wash down all hard surfaces with hot soapy water until they look clean.
- Use a domestic disinfectant making sure you follow the manufacturers directions.
- Food preparations surfaces, storage cupboards, refrigerators, should have a final wash down with food safe disinfectants.
- Allow all cleansed areas to thoroughly dry, this will also help to destroy any germs left behind.
- Heating and good ventilation will help with the drying process.

## Clothing and bedding

- Clothing, bedding and other soft/fabric articles including children's toys should be washed at the highest temperature possible as indicated on the manufacturers instructions. Other soft furnishings that can not be put in the washing machine will have to be professionally cleaned, if this not possible dispose of the the article.

## Reoccupation of your home

It is recommended that you only move back into affected rooms once the cleaning has been carried out. Be aware further work may have to be carried out on the advice of your insurance company.

- Try and have some heating on at all times.
- The use of a dehumidifier is highly recommended.
- Ensure your home is well ventilated. Leave windows open as much as possible.
- Ensure air bricks to any under floor spaces are unblocked.

## Preparation of food

- Surfaces that food may come into contact with must be disinfected. If work tops show signs of flood damage do not use.
- Ensure food storage shelves, including your refrigerator are thoroughly cleaned and disinfected.
- Ensure that all crockery, pots and pans are cleaned and washed with very hot water before use.