

Returning to properties after flooding

The three step clean – up for returning to damaged properties:

1 Remove Water and Mud

- The Fire & Rescue Service can pump out standing water but will charge for non-emergencies.
- Shovel out mud (which may be contaminated) then hose out.
- Choice maintenance staff and contractors will try and help as many tenants as possible to remove water and mud. We may need to prioritise the assistance we can offer.
- Be vigilant. Rogue traders and criminals may try to trick or steal from you at this very difficult time.

2 Clean and Disinfect

- Floodwater may be contaminated so disinfect all areas affected after cleaning. Make sure you wash your hands with disinfectant after cleaning up. Disinfecting also avoids harmful mildew and moulds.
- Wear protective clothes, boots and rubber gloves when cleaning.
- Do not eat contaminated food and disinfect contaminated cooking utensils, crockery etc.

2 Dry

- Good ventilation is essential, keep windows and doors open on dry days and remove and air brick covers.
- Have the central heating on at 22°C or above.
- Drying out can take weeks or even months. If it is done too quickly, it can cause structural damage and long-term problems.

Please note: Your insurer will arrange for a loss adjuster and other specialists to visit your home to assess the damage. They will manage much of the clear up, so speak to them before acting on anything.

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For all your
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Services Centre

0300 111 2211



Protecting Your Home from Flooding



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Protecting Your Home from Flooding

Protecting and preparing your home from flooding is becoming more important with the increase of flash flooding throughout Ireland as a result of torrential rain over a short period of time. This information will help you prepare and assist you if you experience any problems with flooding.

It is important to recognise that when there is extreme weather, subsequent high call volume may result in delays in answering your calls. Please be patient. Due to call volume, access difficulties or where other agencies are responsible, repairs may not be completed within the designated time frames. Once you have reported your repair, try to avoid repeat calls to our Services Centre. Our contractors will deal with repairs issued in order of priority. We appreciate that this may be a difficult time for tenants and your co-operation is very much appreciated.

Please contact Choice to report any repairs on **0300 111 2211**

Further advice is available from

- Floodline 0300 2000 100.
- Northern Ireland Fire and Rescue Service 028 9266 4221.
- The Office of Public Works 1890 213 414.
- www.opw.ie/en.
- www.flooding.ie.
- National Flood Hazard Mapping Site www.floodmaps.ie.

Preparing for flooding

There are a number of simple steps that you can do to prepare for flooding if floods are forecast:

- Switch off gas, electricity and water at the mains if safe to do so.
- Make sure you have home contents insurance. Choice will carry out repairs to the structure of the properties. It is, however, the tenant's responsibility to have insurance cover for personal property, furnishings and the decoration of your home. If you do not have insurance for your personal property, you run the risk of having to find all the money necessary to repair or replace items that have been damaged.
- Move pets, vehicles, valuables and other sentimental items and important documents to safety.
- Plug sinks/baths or low-level shower trays and weigh them down to prevent backflow.
- Alert vulnerable neighbours.
- Listen out for severe weather warnings for flash floods on local radio and TV.
- Fit sand-bags and air-brick covers where possible. Pillowcases or plastic bags filled with soil or sand can be used in an emergency.

If your home is affected by flooding please contact **0300 111 2211**

- Gather essential items you may need if evacuated eg mobile phone and charger, first-aid kit and medication, children's essentials, warm clothes, cash, bottled water, a torch, essential documents and contact details.

Staying safe during flooding

- If flood water has penetrated your home, gas and electricity supplies should remain switched off until a qualified professional has checked the systems thoroughly. Wiring, appliances and pipe-work should be inspected for safety.
- Avoid electric shocks – keep extension cables out of water.
- Emergency services will tell you if you need to evacuate your property, please follow their instructions carefully. Do not return home unless you are told by authorities that it is safe to do so. Please remember prescription medicines if evacuated.
- Shut all windows and lock doors.
- Check if neighbours need help.

Help your neighbour

During flooding, please check on your neighbours if they are elderly, have a disability or are housebound as it will be a difficult time for them to get out and about. A friendly visit from a neighbour will be very much appreciated. We recommend that you take photos of any damage.

