

The following advice is recommended to occupiers of flood affected homes.

FOOD

Do not eat any contaminated food or food from fridges and freezers which have not been working. Resist salvaging food in airtight containers such as bottles and cans – there will remain a risk of contamination where the food and drink is opened. For insurance purposes make a list of all such food, place the food into refuse bags and place outside for collection.

If your fridge or freezer has been contaminated with flood water or is irretrievably damaged, make a note of the serial number and remove outside for disposal. Please make sure that you remove the seals and ensure that children cannot climb inside the fridge to avoid the danger of children hiding and suffocating in them.

WATER SUPPLY

Unless you are given advice to the contrary by your water supplier, you should assume that your public water supply will be safe for your return and will be unaffected by floods. Regular testing is taking place at the treatment stations to ensure its quality.

However, as a safeguard ensure that your taps are sterilised with a bleach solution, leave the taps in contact with the bleach for at least 2 minutes and then rinse the tap and flush before using normally.

PERSONAL HYGIENE

Wash your hands thoroughly with soap and water after using the toilet, cleaning up and before eating. To prevent overloading the drainage system, use water sparingly and only flush the toilet when absolutely necessary. Avoid using baths and showers until the drainage system has been fully restored.

ILLNESS

Floodwater is contaminated with sewage, so it is important to take the same precautions when handling materials contaminated by floodwater as you would with water from the lavatory pan.

Illness is not inevitable if precautions are taken. Minor “tummy” upsets with abdominal discomfort and loose motions are usually the commonest problem. Diarrhoea and vomiting may also occur. This is the result of germs getting in by

mouth and can be prevented by not putting soiled hands or contaminated food in your mouth.

Swimming in contaminated water or playing in contaminated mud may also cause these problems. Immersion in dirty water can cause minor eye and ear infections.

Wear household gloves when cleaning up the mess. Wash your hands afterwards in clean water. Do not smoke or eat when cleaning up the mess. Take a break, remove your gloves, then wash your hands thoroughly in clean water.

Take proper care of wounds. Treat cuts as you would a soil-contaminated cut. If you have a cut or deep scratch, you need to check on your tetanus immunity; see your doctor if you have not had a booster in the last 5 years or if you are not sure.

If you develop any illness, please see your own Doctor/GP.

FLOODING CONTACT LIST

- Welsh Water Foul Sewerage Flooding – 0800 0853968
- Welsh Water Fresh Water Flooding – 0800 0520130
- Wrexham County Borough Council – Out of Hours Emergency Control Centre – 01978 264240
- Wrexham County Borough Council Highways Flooding – 01978 291770
- Wrexham County Borough Council Sewers and Drains – 01978 291770
- Dee Valley – 01978 846949
- River Flooding – Environment Agency – 0845 988 1188
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SERVICES

Electricity:

Should your property be subject to flooding switch off the electricity at the meter. Newer wiring should in time dry out and remain serviceable. Obtain properly qualified advice before reusing. Older wiring may need replacing – obtain properly qualified advice. Do not agree to replace until independent advice has been obtained and that you have consulted your insurers. Do not use affected electrical appliances until they have been examined and tested. If the property has been flooded contact Scottish Power area on 0845 2727999 or Manweb area on 0845 2722424 for advice.

Gas:

If you experience problems with your gas supply or smell gas, please turn your gas off at the meter and ring the emergency number **0800 111 999**. If you have already isolated your supply and need assistance with restoring it then please ring the above emergency number.

Use hot water and detergents to clean all crockery, cutlery, working surfaces, taps etc before use. If these are contaminated with floodwater a suitable disinfectant should also be used. Soaked carpets should be removed prior to disinfection of your floors. Damaged carpets may need to be retained for your insurance assessor to see. Walls and floors should be washed down with a suitable disinfectant and allowed to dry. Thoroughly clean sanitary facilities, toilet pans and seats with disinfectant.

Drying Out

Remove all flood damaged property and lift floor coverings e.g. carpets, vinyl etc to allow effective drying of floors. Dry and store floor coverings where these can be salvaged. Some floor materials such as chipboard may have become weakened if saturated by water and need replacement. Make sure that timbers are dry before recovering. Inspect timber floor for rot and re-inspect regularly for one year. Do not plane swollen doors and opening lights until dry.

Remove and excess water, e.g. bail out under floor areas using a bucket or pump if available. Ensure good ventilation to help drying out. Clean all air bricks and open windows. Try and provide some background heating (not excessive levels) to ensure gradual drying out and minimal damage. Check the property for any damage, clear out gullies and remove any debris from the exterior of the building.

No attempt should be made to redecorate the property until the walls have completely dried out. Removal of old wall covering will assist this drying process. Treat any mould growth on walls with fungicide.

Oil locks and hinges.

Contact your insurance company and follow their instructions. Do not start work until their assessors have been or you have clear authority to proceed. The Association of British Insurers can provide general advice on behalf of the insurance industry on 020 760 03333. The Financial Ombudsman Service can be contacted on 0845 0801800 if you are experiencing difficulties with your insurance company.

Try to ensure the services of reputable building tradesmen. Before agreeing to any work, check with your insurance and obtain estimates. You could for example check if the builder is a current member of the Federation of Master Builders on 020 7242 7583.

SECURITY

Above all please make sure the identity of all callers.

In the event of an emergency please call the Emergency Services on 999.

FURTHER ADVICE

Useful Website's

www.environment-agency.gov.uk/subject/flood

www.ciria.org.uk/flooding/contact.htm

To obtain general advice environmental health issues please contacts the Housing and Public Protection Department:

Telephone: 01978 298989

Email: contact-us@wrexham.gov.uk