

1. Firstly, has your premises or business been directly affected by flooding?

No Yes Most recent date flooding occurred

If your premises or business was NOT affected, please go to question 10 on the following page.

2. Which areas of the premises were affected: Tick all that apply.

Sales area Cellar/Basement
Store room Other
Office If Other, please specify:

3. Did the flooding affect any of these services to the premises?

Electricity Gas
Heating Other

4 Did your business have to close?

Yes No If yes, then for how long.....

5 Did you, or will you have to, move out of your premises while repairs take place?

Yes No If yes, then for how long.....

6. Was your business insured for damage to stock or loss of revenue?

Yes No Unsure

7. Was your building insured against flood damage?

Yes No Unsure

8. Has your premises ever been flooded before?

Yes No Unsure

9. If yes, please tell us any previous dates when your premises was flooded, the extent of the flooding and any damage caused:

10. Were you aware of any flooding in your street?

Yes No

11. Which areas of your street were flooded? Tick all that apply.

Road Footpath
Verge/Grassed Area Buildings/properties
Other (please specify)

12. Where did the flood water come from?

Roads Manholes
Playing Field/Grass Area Neighbouring Property
River/Dene/Burn Front of Property
Unsure Rear of Property
Other (please specify)

13. How quickly did the flooding happen?

In less than 30 minutes 30 minutes to 1 hour
More than 1 hour Unsure

14. After the flooding happened, how long did the water take to drain away?

Less than 30 minutes 30 Minutes to 1 hour
More than 1 hour Water had to be pumped out
Unsure

15. Did you report the flooding in your premises or street to anyone?

Newcastle City Council Officers or councillors Envirocall
Northumbrian Water Environment Agency
Other (please tell us who).....

16. Is there any further information you can tell us about the recent flooding and the impact it may have had on you? Photographs are particularly useful for this.

17. Do you need any help or advice about the recent flooding? If so, please tell us what kind of help or advice.

18. Finally, please provide us with your details. These will be kept completely confidential and we will not publish any findings which refer to your details or address. We will share the information you have provided with our partner organisations (including Northumbrian Water, the Environment Agency and Newcastle University) in order to further investigate the flooding you have reported, or to help manage the risk of flooding in your area. If you DO NOT want your information to be shared for these purposes, please tick here

Title (e.g. Mr, Mrs, Ms, Other)

Name:

Address:

.....

Postcode:

Phone:Email:

Thank you for all of the information you have provided. Please return this questionnaire by e-mail to flood.management@newcastle.gov.uk or alternatively, if you would like to speak to someone, please do not hesitate to contact us, telephone 0191 2787878 and ask for Flood Management. You may also find it useful to visit our website which can be found at www.newcastle.gov.uk/floodmanagement.