

We are committed to improving our sewer network by developing a long-term solution to this problem. The information you have provided in this questionnaire will help us assess the risk of further flooding at your property and at other properties in your area. It will help us understand why some properties flood and others do not. We may need to share your information with our service providers, agents and contractors. The information is subject to the Data Protection Act 1998 and the Environmental Information Regulations 2004. By providing us with the information in this questionnaire, including your personal data, you agree to its use in accordance with the above purposes.

For more information visit www.thameswater.co.uk/counterscreek

Flooding questionnaire



About you

Forename _____ Surname _____

Property number _____ Road name _____

Post code _____

Home tel. _____ Mobile _____

Thames Water Account No. -

About your property - please tick as appropriate

- 1 When did you move in? Month Year
- 2 What is the type of property? Flat House Commercial
 School Church Hospital
- 3 Basement use? No basement Storage Living accommodation
- 4 Is the basement connected to a sewer by drain or manhole? Yes No
Pumped connection? Yes No
- 5 Do you have a manhole or drain inside at basement level? Yes No
- 6 Do you have a manhole or drain outside at basement level?
 Front Side Rear None
- 7 Do you have a manhole or drain outside at ground level?
 Front Side Rear None
- 8 Do you have any of these?
 Basement bathroom Basement toilet Basement shower
 Basement kitchen Basement outside door Back garden near basement level
 Basement stairwell*

Is there anywhere else on your property where flooding could occur? Please specify.

* external sunken area at the base of the stairs

Ref: Counters Creek

Date issued

Continuum/investigation ref.



