Flooding Questionnaire

To report an incident of sewer flooding urgently, call the Thames Water 24-hour customer service team on 0800 316 9800.

The information you provide in this questionnaire will assist with identifying what caused the flooding and how the flooding occurred. Please be assured that the information you provide in this questionnaire will be kept confidential. By completing this questionnaire, you confirm that you are the resident of the affected property, or have the permission of the resident to provide the information below.

Please return the signed and completed questionnaire to the address below.

Thames Water Customer Services, PO Box 508, Swindon, SN38 9TU

For completion by Thames Water
Date received: ____________________________

Property Information

Please provide the following details and delete as appropriate

First Name(s) ___________________________________________ Last Name ____________________________
Address (where the flooding occurred) ____________________________________________________________
Post Code ____________________________
Daytime contact number ____________________________ Email address ____________________________

Are you a: Resident at the above address / Relative or friend / neighbour to the above address / Officer at Local Authority

Other (please specify) ____________________________________________________________

How long have you lived at or occupied the property? ______________________________________________

Please indicate the type of property

Flat / House / commercial / School / Church / Hospital / Other

Does the property have a basement? Yes / No

Basement use: Storage / Living Accommodation

If YES, does the basement connect to a sewer? Yes / No / Not sure

If YES, is the basement drained via a pump? Yes / No / Not sure

Has work been done at the property to help prevent flooding? Yes / No / Not sure

If YES please specify the type of flood prevention if known:

For completion by Thames Water
Date received: ____________________________

Flood Incident Details

Please indicate when and where flooding or loss of service occurred and tick as appropriate. List all dates you can remember, if you can only recall the month and year you can leave the day blank. Thank you.

1
When did the flooding occur?

Day dd dd dd dd dd

Month (minimum requirement) mm mm mm mm mm

Year (minimum requirement) yyyy yyyy yyyy yyyy yyyy

2
What flooded?

please tick all that apply

Inhabited basement

Uninhabited basement

Internal ground floor / under floorboards

Front garden / driveway

Rear garden

Road / public highway

Field / park

Garage or outbuilding with internal door to main property

Detached garage or outbuilding
### Day

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### Month (minimum requirement)

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### Year (minimum requirement)

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### Did you have restricted or loss of toilet, bathroom or drain facilities?

- None
- Up to 1 day
- Up to 1 week
- More than 1 week

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### What did the flood water look like? please tick the closest description

- Crystal clear (like tap water)
- Clear (like a river)
- Muddy (like a puddle)
- Filthy (with sewage and/or sanitary waste)

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### Where did the flooding come from? please tick all that apply

**Outside the property**
- Runoff from:
  - Road / public highway
  - Own property / garden
  - Neighbouring property / garden
  - Field / park
  - Overflowing river / ditch

**Inside the property**
- Toilet / shower / bath
- Manhole / drain
- Through walls
- Through floor
- Through a door
- Through an air brick

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### Do you have any further evidence? please tick all that apply

- Photo / video
- Insurance claim

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Thank you for taking the time to complete this questionnaire. Please sign and date below.

**Data Protection Terms & Conditions**

Thames Water Utilities Ltd, as a Risk Management Authority, will retain this information for Flood Risk Management purposes within its operational area. This information may be shared with other Risk Management Authorities under Section 13 and 14 of the Flood and Water Management Act 2010 in order to exercise flood risk management functions.

We will use the information you have provided in this questionnaire to update our records of sewer flooding and to help us assess the risk of flooding at your property and nearby properties. We may carry out further investigations and assessments to fully understand the root cause of the flooding. We will also use the information you have provided for administration purposes including statistical reporting to regulators. The information you have provided will not be used for marketing purposes.

This information will be held securely, and any processing will be performed in line with the requirements of the Data Protection Act 1998 and the General Data Protection Regulation. Thames Water Utilities Ltd is registered as a Data Controller with the Information Commissioner’s Office under the reference number Z7588012. Further details about how we process personal data can be found in our Privacy Policy [https://www.thameswater.co.uk/legal/privacy](https://www.thameswater.co.uk/legal/privacy)

Signed: 

Date: 

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Thames Water Utilities Limited – Registered Office: Clearwater Court, Vastern Road, Reading RG1 8DB

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