

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:
e.g. Non return valve, flood barriers, etc. _____

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	dd
		Month (minimum requirement)	mm	mm	mm	mm	mm	mm
		Year (minimum requirement)	yyyy	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								

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	Day	DD	DD	DD	DD	DD	DD
	Month (minimum requirement)	MM	MM	MM	MM	MM	MM
	Year (minimum requirement)	YYYY	YYYY	YYYY	YYYY	YYYY	YYYY
3	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					

4	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)					

5	Where did the flooding come from? please tick all that apply	Outside the property	Manhole / drain:	In the road					
				On own property at ground level					
				On own property at basement level					
				On neighbouring property					
			Runoff from:	Road / public highway					
				Own property / garden					
				Neighbouring property / garden					
				Field / park					
		Inside the property	Toilet / shower / bath						
			Manhole / drain						
			Through walls						
			Through floor						
			Through a door						
			Through an air brick						

6	Do you have any further evidence? please tick all that apply	Photo / video					
		Insurance claim					

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>

Signed

Date