



# The Flood Advisory Service

Local solutions for a global problem

---

A **Step by Step Guide** to

# Managing your Flood Risk



The Flood Advisory Service is a not for profit organisation offering FREE, independent advice on practical flood mitigation solutions where it matters - at the heart of high-risk communities.

This brochure has been designed to take you on a simple step by step journey through the end to end mitigation process, to ensure taking control of your own flood risk has never been easier.

**For your peace of mind year round**

## Step 1

### Understand your own flood risk

Before embarking on the task of protecting your property from the threat of flooding, you need to understand its level of vulnerability.

#### Different sources of flooding

An area can suffer from more than one source of flooding simultaneously.

<b>Surface water (pluvial)</b>	Surface water flooding occurs when local drainage systems & surrounding terrain cannot cope with the rainfall. It's difficult to predict as it is dependent on ground water levels, intensity and duration of rainfall, and the local drainage network.
<b>River (fluvial)</b>	River flooding occurs when there is too much water for the ground to absorb, and the surface runoff overflows the normal river channel.
<b>Tidal</b>	Coastal flooding results from a combination of high tides and stormy conditions.
<b>Groundwater</b>	Groundwater flooding occurs when water levels in the ground rise above surface levels. It is most likely to occur in areas underlain by permeable rocks, called aquifers.
<b>Run-off water</b>	Surface run off is the water flow that occurs when soil is infiltrated to full capacity and excess water from rain, melt water, or other sources flows over the land.
<b>Sewer flooding</b>	Sewer flooding occurs when sewers are overwhelmed by heavy rainfall or when they become blocked. The likelihood of flooding depends on the capacity of the local sewerage system.

For more information on your flood risk, please refer to the Free Flood Risk Checker on: [www.floodadvisoryservice.co.uk](http://www.floodadvisoryservice.co.uk)

If you require a more detailed report that will include a historic overview, you can purchase one at: [www.knowyourfloodrisk.co.uk/buy-your-flood-report](http://www.knowyourfloodrisk.co.uk/buy-your-flood-report)

You can also find out more by visiting:

[www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency)

## Step 2

### Understand how a property can flood

In the event of flooding, water can enter a typical home or business through a number of different vulnerable points.

- Doorways and windows
- Unprotected airbricks and vents
- Between the damp-proof course, brickwork and via waste water pipes
- Seepage through poorly sealed doors and window frames
- Seepage through external walls and through cable holes
- Backflow through sewage pipes and water discharge through basement and ground floor toilets and sinks
- Rising groundwater levels underneath the property through the sub-floor
- Cracks in walls & poor quality pointing

Clearly all properties will differ. A comprehensive survey will identify all points of potential water ingress.

## Step 3

### Familiarise yourself with flood mitigation products

There are a number of tried and tested products on the market that you can adopt to minimise the risk of your property flooding.

ALWAYS ensure the products you select or are recommended to you by your appointed contractor carry a BSI Kitemark (PAS1188) .

Kitemark certification means a product has been thoroughly tested to exacting BSI standards. (In the case of sewage defence products ensure they have an EN standard).

For full details of all BSI Kitemark certified flood products visit <http://www.bsigroup.com/en-GB/Product-Directory/Search-Results/?standard=1188&PageSize=20>



Silicone, Tanking Polymer, Waterstop and other ancillary products are also available.

## Step 4

### Select a qualified and certified contractor

Whilst selecting Kitemark certified flood products is essential, it is equally important to only ever appoint a contractor who is suitably qualified and certified to protect your property.

Flood Professionals is the UK's only independent flood industry scheme certified by BSI to deliver Kitemark certified flood defence survey and installation.

Flood Professionals are reputable local companies and tradesmen who have successfully undertaken the industry's leading flood protection training programme. They are therefore perfectly placed to support you with all aspects of your property's flood defence including survey, product specification, installation, deployment and maintenance.

For your added peace of mind, all eligible Flood Professionals installations are inspected by a team of impartial Quality Auditors prior to certification.



Once certified, your property's flood defence installation will be awarded a Flood Professionals Certificate identifying it as a Kitemark certified installation that is recognised by the UK Insurance Industry.

To minimise the risk of your property flooding, the Flood Advisory Service recommends that you appoint a certified Flood Professionals contractor.



**bsi.**  
Flood Protection  
Installation  
**KITEMARK™**

KM642489

You can find your nearest Flood Professional by visiting

[www.floodprofessionals.co.uk/  
nearest-professional](http://www.floodprofessionals.co.uk/nearest-professional)



# Step 5

## Get your property protected

Getting your property protected, providing you've appointed a trustworthy and certified contractor, is a straightforward process.

The following provides an overview of what will happen and in what order:

### Stage 1 - Survey

Contact your selected contractor(s) and arrange a suitable date for them to visit your property to undertake a survey. The property owner will need to be present to ensure all areas are identified.

### Stage 2 - Review Product Specification & Costing

Your appointed contractor(s) will provide you with a full overview of the products that are required to maximise the protection of your property together with costs.

If you have any queries, it is suggested you raise them at this point so any issues can be resolved.

### Stage 3 - Customer Approval of Product Specification & Costing

Once you are happy with the product specification & costing you will need to approve it. Without this approval your contractor will not be able to place an order or instruct the manufacture of any custom made products and the installation process could be delayed.

### Stage 4 - Book Your Installation

Your appointed contractor will advise you how long the installation will take and what arrangements, if any, you need to make. Once these details have been clarified an installation date can be booked.

### Stage 5 - The Installation & Sign off

The installation will generally take between 2 – 3 days depending on complexity.

The contractor will advise you of access requirements across your property.

The property owner will 'sign off' the installation and will be given training on product deployment, storage & maintenance.

### Stage 6 - Kitemark Quality Audit

If you chose to adopt all the measures identified in the Flood Professional contractors' survey, your installation will need to be inspected by an impartial Quality Auditor prior to certification. This will include a 'wet test'. You will be contacted by Flood Professionals Ltd to arrange a convenient date for the audit visit.

### Stage 7 - Property Awarded Flood Professionals Certificate

Once your property has passed the Quality Audit it will be awarded its Flood Professionals Certificate for its flood defence installation.

Clearly because every property is different, every flood product survey and installation will be different. The above is intended to provide a general guidance to the process.



## Step 6

## Prepare your Flood Plan

### A Flood Plan

Being prepared with a comprehensive written Flood Plan for your home or business is crucial to ensuring you, your family and workforce are safe and damage to property is minimised should the worst happen.

As well as establishing the best emergency actions and who does what when flooding looks set to strike, it should also include an ongoing Product Maintenance & Deployment Test Plan (if you have already had protection products fitted to your property).

#### Product Maintenance

It is imperative that all flood mitigation products are regularly inspected to ensure they are in full working order. Whilst you can undertake basic maintenance checks yourself, in line with manufactures' instructions, under the Flood Professionals Kitemark Certification scheme an annual product inspection will be undertaken by a certified installer.

#### Deployment Testing

When you have "reactive" products supplied such as pumps, barriers and airbrick covers, it's important you undertake regular deployment testing to ensure you and your family/workforce are comfortable with the deployment process and all parts/tools are easily accessible.

A Flood Plan for your home should also include a checklist to help you decide what you need to do before a flood, such as listing which belongings, electrical items and/or furniture you would want to move to safety and what you want to take with you if you had to evacuate your home. You will also need to consider a safe location for any pets or vehicles.

Make sure everyone who lives in your house knows about the Plan and understands it.

A useful Plan template can be found at: <https://www.gov.uk/government/publications/personal-flood-plan>

### A Flood Plan for business

A Flood Plan for your business will need to include all of the elements included in a domestic plan but should also include details on how you'll:

- protect staff
- deal with hazardous equipment
- reduce the risk from polluting material

A Guide on how to ensure your business is prepared in the event of flooding can be found at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/410606/LIT\\_5284.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/410606/LIT_5284.pdf)

### Prepare a Flood Kit

An important part of a Flood Plan is the creation of a Flood Kit. This should contain important pieces of equipment that will be essential in the event of a flood and will need to be easily accessible .

For some ideas on what should be included in your Kit visit: [www.redcross.org.uk/What-we-do/Preparing-for-disasters/How-to-prepare-for-emergencies/Ready-for-winter/Prepare-your-emergency-kit](http://www.redcross.org.uk/What-we-do/Preparing-for-disasters/How-to-prepare-for-emergencies/Ready-for-winter/Prepare-your-emergency-kit)

Sign up for free flood warnings from the **Environment Agency Floodline:**  
**0345 988 1188**  
[www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)

You can contact the **Flood Advisory Service** on **0800 970 3950** or visit [www.floodadvisoryservice.co.uk](http://www.floodadvisoryservice.co.uk)

You can contact **Flood Professionals Ltd** on **01905 700790** or visit [www.floodprofessionals.co.uk](http://www.floodprofessionals.co.uk)

Follow us on:   @flood\_serv