



# Flood Survey

Dear Resident / Occupier,

Thank you for participating in our flood survey. Your answers will help us understand the flood risks in your area and find ways to prevent or reduce flooding in the future. Your feedback is important in making your community safer and better prepared for flooding. Please fill in this survey and return it to:

City Services  
 Coventry City Council  
 PO BOX 7097  
 Coventry  
 CV6 9SL

Coventry City Council will collect and use your personal information under our responsibility for the Flood and Water Management Act 2010. We will share your property address with the Environment Agency and Severn Trent Water Limited to investigate incidents of flooding. More details about how we use information about you can be found in the full privacy notice here: [www.coventry.gov.uk/water-management-flooding/flooding-survey-privacy-notice](http://www.coventry.gov.uk/water-management-flooding/flooding-survey-privacy-notice)

Name

Address

Postcode  Tel. No.

How long have you lived at this address?	Less than 1 year		Has your property ever flooded internally or externally?	Yes / No
	2-5 years			
	5-10 years			
	Over 10 years			

Please list ALL the DATES your property has flooded and tick the AREAS FLOODED in the table below

DATE of Flooding <i>Please list below actual dates of flooding. If you cannot recall exact dates please specify Month &amp; Year or give an indication of what time of the year the flooding occurred. e.g. Season &amp; Year</i>	INTERNAL Flooded AREA										EXTERNAL Flooded AREA											
	Domestic habitable Room	Conservatory / Porch / Veranda	Attached Garage - WITH interconnecting door to house	Under Floor / through airbricks	Basement used as Living Accommodation	Cellar used for Storage or Utility Purposes	Shop / Factory / Office Building	Restaurant / Pub / Food Outlet-Preparation-Storage	Health Centre / Hospital / Elderly Accommodation	Nursery / School / College / University	Attached Garage - NO interconnecting door to house	Detached Garage/ Other Out-building	Drive / Parking Area	Front Garden / Landscaped Area	Rear Garden / Landscaped Area	Road / Public Footpath	Childrens Play Area / School Grounds	Area used for Sports	Parkland	Field used for arable / grazing / horticulture	Wasteland	Watercourse

P.T.O.

**How often does flooding occur? Please tick as appropriate**

INTERNAL Flooding			
4 times a year or more	<input type="checkbox"/>	Once every 5 years	<input type="checkbox"/>
Twice a year	<input type="checkbox"/>	Once every 10 years	<input type="checkbox"/>
Yearly	<input type="checkbox"/>	Less than once every 20 years	<input type="checkbox"/>

EXTERNAL Flooding			
4 times a year or more	<input type="checkbox"/>	Once every 5 years	<input type="checkbox"/>
Twice a year	<input type="checkbox"/>	Once every 10 years	<input type="checkbox"/>
Yearly	<input type="checkbox"/>	Less than once every 20 years	<input type="checkbox"/>

**What impact does the flooding have? Please tick as appropriate**

INTERNAL Flooding	
No visible damage	<input type="checkbox"/>
Repairable, no permanent damage	<input type="checkbox"/>
Irreparable damage to carpets, furniture, fittings	<input type="checkbox"/>
Property becomes uninhabitable following flooding	<input type="checkbox"/>
Damage to materials, stock, goods, crops	<input type="checkbox"/>
Loss of production / business	<input type="checkbox"/>
Temporary closure of shop/factory/business due to flooding	<input type="checkbox"/>

EXTERNAL Flooding	
Flooding has minimal effect	<input type="checkbox"/>
Depth / area of flooding significantly affects normal use	<input type="checkbox"/>
Depth / area of flooding causes safety hazard to user	<input type="checkbox"/>
Severity of flooding poses significant health risk	<input type="checkbox"/>
Significant damage to affected area	<input type="checkbox"/>
Environmental Impact	<input type="checkbox"/>

**What was the approx. depth and area of INTERNAL flooding?**

Depth:	<input type="text"/>
Area:	<input type="text"/>

**What was the approx. depth and area of EXTERNAL flooding?**

Depth:	<input type="text"/>
Area:	<input type="text"/>

**Where does the flood water come from? Please tick as appropriate.**

Out of manholes / gullies on property	<input type="checkbox"/>	Runs off the road	<input type="checkbox"/>
Out of manholes on the road	<input type="checkbox"/>	Runs off neighboring property	<input type="checkbox"/>
Out of gullies on the road	<input type="checkbox"/>	From stream / watercourse	<input type="checkbox"/>
Out of cellar drain	<input type="checkbox"/>	Runs off fields	<input type="checkbox"/>

**Was the flooding from wastewater or rainfall water? Please tick as appropriate**

Wastewater	<input type="checkbox"/>
Rainfall Water	<input type="checkbox"/>
Don't know/ Unsure	<input type="checkbox"/>
N/A	<input type="checkbox"/>

Does flooding only occur when it rains?

Yes /  No

Have you ever reported the flooding?

Yes /  No

Has your property ever had blocked drains?

Yes /  No

If you have reported the flooding, who did you report the flooding to?

Phoned Coventry City Council Customer Services	<input type="checkbox"/>
Emailed Coventry City Council Customer Services	<input type="checkbox"/>
Logged via Coventry City Council's Online reporting form	<input type="checkbox"/>
Emailed Coventry City Council Flooding team	<input type="checkbox"/>
Environment Agency	<input type="checkbox"/>
Severn Trent Water	<input type="checkbox"/>
Emergency Services (e.g. fire/ police)	<input type="checkbox"/>

When did you report this flooding?

If you did not report the flooding, what was the reason for not?

Didn't know how to report	<input type="checkbox"/>
Wasn't sure who to report to	<input type="checkbox"/>
Wasn't in my house when it happened	<input type="checkbox"/>
Other	<input type="checkbox"/>

**How did you find the process from logging the issue to resolution?**

The process for reporting was easy	
I received regular updates	
I was notified of the resolution	
Other	

**Did you feel that you were receiving adequate information and support from the Council? If no, please provide some explanation.**

Yes / No

**Do you have any photographs, videos or other evidence to support your statements?**

Yes / No

It would help us with our investigations if you could provide us with copies of these to [flooding@coventry.gov.uk](mailto:flooding@coventry.gov.uk).

**Do you have you any other relevant information?**

Yes / No

Please use the space below or attach further sheets for sketches and/or additional information.

**Signature**

**Date**

**Useful Information:**

Below is a link to sign up to get Environment Agency flood warnings, if your home or business in England is at risk of flooding. The service is free. [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)

If you have a concern about affordable home insurance, the below link shows insurance companies signed up to the Government backed Flood RE scheme for affordable home insurance. [www.floodre.co.uk/find-an-insurer/](http://www.floodre.co.uk/find-an-insurer/)