

## Flood Report Form (Questionnaire)

<b>Ref:</b>	
<b>Date:</b>	

Please answer all questions in **BLOCK CAPITALS**. Those marked with an \* are essential.

### 1) Your Details\*

<b>*Owner/Occupier's Name:</b>		
<b>*House Number or Name</b>		
<b>*Street/Road Name</b>		
<b>*Village, Town or City</b>		
<b>*Postcode</b>		
<b>*Contact Tel Number (with area code):</b>	<b>*Home</b>	
	<b>Mobile</b>	
<b>*Email:</b> (please provide an email address where possible)		

### 2) Describe the flooding event (if there was more than one event, list the most recent first)\*

Q1	<b>*Date and time of rainfall event</b>	<b>*Weather at the time</b>	<b>*Comments</b>

Q2	<b>*What areas flooded in and around your property?</b>	<b>Delete as necessary</b>		<b>Approx. depth of water</b>
	Ground floor living areas	Yes	No	
	Basement or cellar	Yes	No	

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Detached garage, shed or greenhouse	Yes	No	
Attached or integral garage	Yes	No	
Garden or driveway	Yes	No	
The highway outside your property	Yes	No	
Others:			
If you are aware of any neighbouring properties that were affected could you please include any details below:			
<b>Please note:</b> If you did not experience any internal or external flooding issues please say so below and return the form to us.			

<b>Q3</b>	<b>In the most recent event, do you believe that the flooding was caused by any of the following?</b>	<b>Delete as necessary</b>	
	Run off from a highway or road	Yes	No
	Run off from a field or green-space	Yes	No
	Water overflowing from a watercourse or river	Yes	No
	Coming up from a surface water drain	Yes	No
	Coming up from a foul drain	Yes	No
	Structural damage (on your property e.g. roof gutters windows etc.)	Yes	No
	Other (please add comments)		

<b>Q4</b>	<b>If the flood water entered your property, was it:</b>	<b>Delete as necessary</b>		<b>Comments</b>
	Seeping up from the floor?	Yes	No	
	Through airbricks?	Yes	No	
	Through external doors?	Yes	No	
	Coming from a, bath or shower?	Yes	No	
	Coming in from the foul sewer or via the toilet?	Yes	No	

	<b>Please add any other comments regarding the most current incident that you think may be useful.</b>			
<b>Q5</b>	<b>Before or during the event, did you carry out any flood protection measures on your property?</b>	<b>Delete as necessary</b>		<b>What did you do?</b>
		Yes	No	
	<b>During or after the event, did you receive any visits from other services? (e.g. Anglian Water, Highways )</b>	Yes	No	<b>Who attended?</b>
<b>Please add any other information here:</b>				

<b>Q6*</b>	<b>To support our investigation, it is important that you provide supporting evidence of the flood event: eg: insurance claim, report to emergency services, photos, films etc.</b> Please forward any evidence using either email or postal address below stating your address within the correspondence.
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Thank you for taking the time to complete this form.

I acknowledge that if this reported incident meets the threshold for a formal [Section 19](#) flood investigation, as required by the [Flood and Water Management Act 2010](#), information pertaining to the flood incident may be published publicly online (personal information including names, contact details and house addresses will not be published publicly). Norfolk County Council, as Lead Local Flood Authority in the county, will retain this information for Flood Risk Management purposes in Norfolk. This information may be shared with [Risk Management Authorities](#) under Section 13 and 14 of the Flood and Water Management Act 2010 in order to exercise flood and coastal erosion risk management functions. This information will not be used for marketing purposes.

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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 from 25 May 2018. Norfolk County Council is registered as a Data Controller with the Information Commissioner's Office. Further details about how we process personal data can be found in our [Privacy Notice](#) at the following website:

[www.norfolk.gov.uk/what-we-do-and-how-we-work/open-data-fois-and-data-protection/data-protection/privacy-notices/general-privacy-notice-and-special-category-data/norfolk-county-council-privacy-notice](http://www.norfolk.gov.uk/what-we-do-and-how-we-work/open-data-fois-and-data-protection/data-protection/privacy-notices/general-privacy-notice-and-special-category-data/norfolk-county-council-privacy-notice)

Signature of  
occupier or owner:

Please return this form to:

The Flood & Water Management Team  
Floor 1, County Hall  
Martineau Lane  
Norwich  
NR1 2SG

Or email:

[water.management@norfolk.gov.uk](mailto:water.management@norfolk.gov.uk)