



Flooding questionnaire

What is the purpose of this questionnaire?

The storm on Friday 19th September generated an unprecedented amount of rainfall, 50mm (2 inches) an hour, and was concentrated over Hackney Wick. This caused a series of floods across Hackney. The rainfall lasted for less than one hour but the volume of rain was such that a number of streets had an accumulation of water that made transport extremely difficult. It should be stressed that the rainfall was exceptionally heavy. A second storm affected Hackney on the morning of Saturday 20th September. This second storm was less intense than the Friday event, but did lead to some localised flooding in the borough.

The more information we have about how flooding occurs and the impacts, the better prepared we can all be.

By completing this questionnaire you will help us to better understand the full picture of the recent flooding events in your area and the impact on you and your community.

We will use the information you share with us to map these flood events and further develop

our flood maps. In turn, this will inform decisions about how we manage flood risk in the future and improve how we work with our partners to respond to flooding. It would appear that a main cause of the flooding was the inability of the sewer system to cope with the heavy flows. We will share your information with our partners, including Thames Water, to enable them to prioritise their investigations and improvement works.

The information you provide will also help to improve the flood warning service in your area so more detail can be provided in messages, making them as accurate, relevant and timely as possible.

What will you do with my information?

We will collate the information you give us into a number of larger sets of data to understand the floods. The majority of this data will be anonymous.

We may share this information with our local authority or emergency service partners for planning and emergency planning purposes, but only in accordance with the Data Protection Act 1998.

About you

Name	
Address (including postcode)	
Daytime telephone number	
Email Address	

Flood Warnings

Q1a	Are you registered to receive Flood Warnings from the Environment Agency?	Yes <input type="checkbox"/> No <input type="checkbox"/> If No, please go to Q1c
Q1b	Please give your correspondence address registered for Flood Warnings (if different from above)	
Q1c	Would you like to register for Flood Warnings?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
Q2a	Did you receive a Flood Warning?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> If No or N/A, please go to Q3a
If you did receive a Flood Warning please tell us:		
Q2b	What type of warning did you receive?	Flood Alert <input type="checkbox"/> Flood Warning <input type="checkbox"/> Severe Flood Warning <input type="checkbox"/>
Q2c	Did you know what to do when you received your warning?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Q2d	What action(s) did you take?	

General Property Information

Q3a	Is the property?	Residential <input type="checkbox"/> Commercial <input type="checkbox"/>
Q3b	Approximate age of the property?	
Q3c	Type of residential property?	Detached / Semi-detached / Terrace / End of terrace / Basement (Please circle as appropriate)
Q3d	How long have you lived in the property?	

Flooding Information

Q4a	Was your property affected by flooding?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If No, please go to Q4o)
Q4b	What was the date of flooding?	
Q4c	What was the duration of flooding?	
Q4d	Did you have flooding inside your property?	Yes <input type="checkbox"/> No <input type="checkbox"/> If No, please go to Q4h
		If yes, please indicate which rooms:
Q4e	If you were flooded internally, did you receive a warning prior to water entering your house?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Q4f	What time did water enter your property?	
Q4g	What is your best estimate of the depth of flooding inside the property?	
Q4h	Did the flooding affect outside areas of your property? E.g. gardens driveway etc	Yes <input type="checkbox"/> No <input type="checkbox"/>
Q4i	What is your best estimate of the depth of flooding outside the property?	

Flooding Information *continued*

Q4j	To your knowledge did the water come from	A drain, gully or sewer cover <input type="checkbox"/> Surface water/overland flow <input type="checkbox"/> Other _____ (NB if the water had an odour it probably came out from a drain, gully or sewer cover)								
Q4k	Has flooding happened before?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, when was the flooding?								
Q4l	It would be useful if you could estimate the cost of damage you have suffered in the most recent flood event. <i>(this will help us to understand the cost of flooding and keep our calculations current when carrying out studies for possible future works)</i>	<table border="0"> <tr> <td>Up to £500</td> <td>£501-1500</td> </tr> <tr> <td>£1501-5,000</td> <td>£5,001-10,000</td> </tr> <tr> <td>£10,001-20,000</td> <td>£20,001-30,000</td> </tr> <tr> <td>£30,001-40,000</td> <td>£40,001 plus</td> </tr> </table> (Please circle as appropriate)	Up to £500	£501-1500	£1501-5,000	£5,001-10,000	£10,001-20,000	£20,001-30,000	£30,001-40,000	£40,001 plus
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Q4m	Did you contact us during or after the flood event? Was our response helpful?									

Space is included below for your observations about where the floodwater came from, which areas were affected, how it reached your property or any comments that you wish to make.

We are very keen to collect any photos that you may have taken of the recent flooding. If you have photos you would be willing to share with us please state when they were taken, where from and what they were looking at.

If you have electronic copies of images please email them to us at:
floodsandsuds@hackney.gov.uk (Please note there is a 10mb file size limit).

Complete this questionnaire and return using the freepost envelope provided to:
FREEPOST STREETSCENE by **28 November 2014**.

To complete this questionnaire online please visit: <https://consultation.hackney.gov.uk>