

24th April 2019

Southwell Flood Mitigation

Property Flood Resilience (PFR): Flood Protection for Your Property

As you are most likely aware in July 2013 Southwell was subjected to intense rainfall that resulted in over 200 properties being flooded throughout the town. As part of our flood mitigation proposals we are offering to design and install flood protection measures for your home to help protect it against future flooding.

This work is being joint funded by Nottinghamshire County Council and DEFRA (Department for Environment, Food and Rural Affairs) and will be delivered by a specialist contractor, Whitehouse Construction, on our behalf. These Property Flood Resilience (PFR) measures are designed to complement several other flood mitigation proposals within the catchment which include both natural and engineered solutions. These are being developed for delivery and will be discussed with the community in due course.

As part of the PFR project we will be arranging drop in sessions for you to discuss the project in more detail. Following these sessions, and with your agreement, arrangements will be put in place for the specialist contractor to visit you and discuss exactly how the project may benefit you. The drop in sessions will be arranged shortly and we will provide you with more details once we have them, however it is hoped that the information contained in this letter will give you a useful insight to the project prior to the drop in sessions and answers some of the questions you may have.

In order to identify the most appropriate PFR measures for your home a professional flood risk survey will be required. Your permission will be required to undertake this as without it we will be unable to determine what flood resilience measures are suitable for your home. These could include items such as flood resilient doors, self-sealing air bricks, non-return valves in plumbing systems and other practical options such as repointing where mortar is damaged or missing, applying external waterproofing to ground floor walls or other landscaping works.

Installing these types of flood resilience measures into your home could provide several benefits including potentially reduced insurance premiums, some protection against future flooding and the associated damage together with increased peace of mind.

It is anticipated the programme of surveys will commence in May 2019. Once the Contractor has agreed what work will be undertaken at your property, they will let you know how long approximately it will take to complete and agree a date to start the work.

Throughout the contracted works period all participating properties will receive ongoing communications of progress to date and what you can expect next.

Prior to work commencing at any property residents can expect the following:

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- The Contractor requesting a meeting with the owner/occupier of the property to carry out the survey of the property and discuss PFR options (appointment made at drop in sessions).
- A meeting at the property where the survey will be carried out and options discussed/agreed.
- Appropriate notice of the works commencement date will be given.

Once the PFR is ready for installation the Contractor will contact you to arrange a convenient time for them to carry out the proposed works. It is important that you are available at the property for the agreed fitting time to allow access and that if you are unable to attend you notify the contractor in advance. The funding and timeframe for project delivery is very tight and cannot accommodate additional costs or time associated with unplanned return trips by the contractor.

It is important for all residents to note that: in the interests of general security:

- You will always receive advance notification of contractor works at your property.
- Contractors will be uniformed and carry appropriate identification.

Additional Information

Our records show that previously your home and other neighbouring properties have been affected by or are at risk of surface water flooding. This type of flooding usually occurs during periods of heavy or persistent rainfall when the deluge of water in a short space of time can overwhelm the drainage system and lead to localised flooding. Predictions are that we are increasingly more likely to suffer from this type of adverse weather in the future and the risk of future surface water flooding to your home cannot be ruled out.

In response to this the County Council has secured funding which will enable us (with your permission) to help make your home more resilient to surface water flooding in the future. The funding will allow the County Council to commission professional surveys of identified properties that have either previously flooded or are at risk of flooding and with your agreement install a range of flood resilience measures into your house which will help to reduce the risk of future flood damage.

Not all actions will be suitable for every property and there is a cost limit for the project. Whilst there is no guarantee that the measures installed will prevent any future flooding, they could reduce the impacts to you and your property of any future flooding. Making your home more resilient to flood waters will help to prevent future internal property damage and potentially allow you to access insurance cover or better insurance cover for any future flooding events.

The Contract Manager for the project is **Ian Pitt** of Whitehouse Construction. If you have any immediate concerns or questions Ian can be contacted on **07791 196741**.

The Council will use the following personal data in this project: name, address, contact details. This data will be used solely for the purposes of carrying out this project. Your data will be shared with approved contractors in order for them to assess your house and install necessary adaptations. For more information about the Flood Risk Team uses personal data and how you can contact us, please see:

<https://www.nottinghamshire.gov.uk/media/1532452/floodriskmanagementprivacynotice.docx>

FREQUENTLY ASKED QUESTIONS

Is there a cost?

No. The project is being funded by Nottinghamshire County Council and DEFRA. Measures to be installed will be identified and prioritised through a professional survey. In some cases, the money available may not cover all the recommended options, however the Council will seek to deliver the priority works recommended by the survey to achieve the best cost benefit.

What does the survey include?

The Contractor will undertake a flood resilience survey at the homes of those wishing to participate. This will require the surveyor to have access to the outside and inside of your house. A range of appointments will be available, and you will need to be in your home to allow access and share any details of water ingress points from previous flooding events. The survey results will be shared with you and used to identify priority works for your property. Your approval will then be required to undertake the recommended works to your home.

What happens after the survey?

View our privacy notice at www.nottinghamshire.gov.uk/privacy
Nottinghamshire County Council, County Hall, West Bridgford, Nottingham NG2 7QP

Following the completion of all the surveys the Contractor will communicate their proposed PFR measures and on agreement will arrange for order of products and agree an installation date with you.

Can I install the identified flood resilience measures?

It is not possible to allow individuals to install their own measures as this will invalidate warranties with some products.

What are the timescales for all this work?

With your assistance in getting the necessary paperwork signed off the Council is aiming to complete the installation works to all properties before the end of December 2019.

I've not flooded so why am I included?

Approximately 40% of the properties we are approaching have not reported experiencing flooding. However as part of our approach to protecting the most vulnerable in the community we look at areas that are statistically shown as being at risk of flooding both in today's climate and taking into account climate change. We feel it is proactive to offer this protection to those that are shown at risk and our approach also complies with the requirements of grants we have secured to deliver the work.

Commitment Form

The Council has secured the funding and will oversee the delivery of the project. However, although product warranties will be in place, the Council cannot accept any liability for the success or failure of the flood resilience measures. Residents wishing to benefit from any measures installed as part of this scheme will be required to accept responsibility for the future maintenance and effectiveness of these once installed.

Yours faithfully,

Flood Risk Management Team
Nottinghamshire County Council



Southwell Flood Mitigation Property Flood Resilience (PFR): Flood Protection for Your Property Customer Drop-In Sessions

2nd May 2019

Further to our letter of the 24th April I am now in a position to give further details concerning the customer drop-in sessions to discuss possible flood resilience measures for your property.

Two sessions have been arranged at the Admiral Rodney public house on King Street, Southwell. The sessions will be open from **14:30 – 19:30 on Wednesday 15th May and Wednesday 22nd May**. We encourage you to attend whichever of the sessions is most convenient, to meet with the delivery team and gain further understanding about how the project will be delivered.

Whitehouse Construction, our chosen contractor for the delivery of this programme of works, will be leading the sessions and will be able to agree dates with you for the initial property surveys if you are happy to do so.

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In order to identify the most appropriate PFR measures for your home a professional flood risk survey will be required. Your permission is needed undertake this as without it Whitehouse will be unable to determine what flood resilience measures are suitable for your home.

Suitable measures could include items such as flood resilient doors, self-sealing air bricks, non-return valves in plumbing systems and other practical options such as repointing where mortar is damaged or missing, applying external waterproofing to ground floor walls or other landscaping works.

There will also be representation from Nottinghamshire County Council's Flood Risk Management Team, Via East Midlands, Southwell Flood Forum, Trent Rivers Trust and the National Flood Forum to help answer any additional queries you have.

Should you be unable to attend these sessions or have any further queries on this matter please contact Donna Owen, Project Manager for Whitehouse Construction, on 07824 486865 who will arrange to meet you at a mutually convenient time.

Yours sincerely,

Sue Jaques

Flood Risk Manager
Nottinghamshire County Council