



Simple steps to stay safe during a serious flood.

Be ready

- Put your personal flood plan into action if you have one
- Call Floodline on 0845 988 1188
- Tune into local radio

Gather essentials

- Fill jugs and saucepans with water
- Grab your flood kit if you have prepared one
- Collect blankets, torch, first aid kit, medication and food

Move items

- Move important documents, personal items, valuables, lightweight belongings upstairs or to high shelves
- Raise large items of furniture, or put them in large bags if you have them
- Move people, outdoor belongings, cars and pets to higher ground

Prepare your property

- Switch off water, gas and electricity at mains when water is about to enter your home. Do not touch sources of electricity when standing in water
- Fit flood protection products if you have them, eg flood boards, airbrick covers, sandbags, and toilet bungs on downstairs toilets
- Put plugs in sinks and baths. Weigh them down with a pillowcase or plastic bag filled with soil
- If you do not have non-return valves fitted, plug water inlet pipes with towels or cloths
- Disconnect equipment that uses water, like washing machines and dishwashers

Stay out of floodwater

- Avoid walking or driving through flood water: six inches of fast-flowing water can knock over an adult and two feet of water can move a car
- Be aware that flooding can cause manhole covers to come off
- Keep children and vulnerable people out of floodwater

- Don't walk on sea defences or riverbanks
- Take care or avoid crossing bridges when water levels are high
- Take care crossing culverts as they are dangerous when flooded
- Look out for other hazards such as fallen power lines and trees
- Wash your hands thoroughly if you touch floodwater as it may be contaminated

Take action in an emergency

- Call 999 if you are in danger, or people have been injured
- Check in on vulnerable neighbours
- Move people and pets upstairs or to a higher place with means of escape
- Remain calm

Evacuate when told

- Follow the advice of emergency services if they tell you to evacuate - they will take you to a centre run by the local council and give you food and bedding
- Bring clothing, medication, and baby care items
- Bring pets in a secure carrier and pet food
- Tell someone if you intend to stay with friends or relatives instead of the evacuation centre

Dealing with the clean up

The quicker you can remove the water from your property the better. This helps to stop water from saturating surfaces and items and help prevent long term drying out or total loss of items. In short; prevention and mitigation of damage. As a policy holder this is your responsibility and insurance companies can look unfavourably on policy holders who don't try to prevent loss.

Once the flood risk has cessed or the leak has been plugged you should call Magic Carpets Ltd on 01872552929 or 07800572802. We can talk you through a water extraction plan and dispatch a team to get the work under way. You should then call your insurance company and inform them of the incident and tell them you have engaged a local flood water extraction company to remove the water. Remember; speed equals loss prevention and most insurers will be happy for you to act quickly.

Once we have accessed the damage we can then put together a drying out plan and restoration schedule with the main aim of getting the property returned to its pre flood condition , quickly, safely and without fuss.