

Personal flood plan

Checklists to help you prepare for flooding

Before a flood

Actions	Done	Notes
Check what to do before or during a flood	✓	Checked and understood
Sign up for flood warnings	✓	Signed up to Flood Warning Service
Check you understand what the warnings mean: <ul data-bbox="149 931 566 1062" style="list-style-type: none">• Flood alert• Flood warning• Severe flood warning	✓	Checked and understood
Note your local radio station for travel and weather updates	✓	91.8 Hayes FM
Note the phone number for Floodline (0345 988 118)	✓	Noted
Note your local websites and social media for updates	✓	https://www.hillingdowntimes.co.uk/
Check if your insurance covers you for flooding	✓	Checked

Think about how you could stop water entering your home	✓	
Check you know how to turn off your electricity and water	✓	

Move important documents and possessions to a high-up place so that they're safe from flood water. Protect them in a waterproof container. Keep them in a place that is easy to get to in an emergency.

Documents	Done	Notes
Passport	✓	Stored at first floor level
Driving licence	✓	Stored at first floor level
Medical cards	✓	Stored at first floor level
Insurance documents	✓	Stored at first floor level
Computers or laptops	✓	Stored at first floor level
Mobile phones and charges	✓	Stored at first floor level
Important photos and papers	✓	Stored at first floor level
Items of sentimental value	✓	Stored at first floor level

Getting help

Keep a note of who can help you and anyone you can help.

This might be relatives, friends or neighbours. Make a note of what help you might need from them, or what you can do to help them.

Contact details you might need

Insurance	Done	Notes
Home	✓	Redacted
Contents	✓	Redacted
Vehicle	✓	Redacted

Utilities	Done	Notes
Electricity	✓	Redacted
Gas	✓	Redacted
Water	✓	Redacted
Telephone	✓	Redacted
Broadband	✓	Redacted
Mobile phone	✓	Redacted
Media providers	✓	Redacted

Finance	Done	Notes
Bank accounts	✓	Redacted

Pets	Done	Notes
Kennels	N/A	
Carers	N/A	
Vets	N/A	

Council	Done	Notes
District or unitary	✓	Hillingdon Council
Town or parish		

Medical	Done	Notes
Doctors		
Hospitals	✓	Hillingdon Hospital

Preparing a flood kit

Items you might want to include	Done	Notes
Important documents and contact information	✓	Stored at first floor level
Warm, waterproof and dry clothing and footwear	✓	Stored at first floor level

A torch	✓	Stored at first floor level
Drinking water	✓	Stored at first floor level
Medicine	✓	Stored at first floor level
Toys for children	N/A	
Baby care items	N/A	
Mobile phone or device charger or spare batteries	✓	Stored at first floor level

Pets and animals

Think about what to do with pets if a flood happens.

Actions	Done	Notes
Where they might go	N/A	
Food	N/A	
Carriers	N/A	
Medicines	N/A	

If you are asked to evacuate, many centres will allow you to bring your pet. Put cats or small animals in a carrier or small box.

Immediately before a flood

Actions you can take if you know you are about to be flooded

Actions	Done	Notes
Turn off electricity, water and gas supplies		
Lift curtains over rails above flood water levels		
Use any measures you have to stop water entering your property, such as door guards or air brick covers		
Move important items to safety		
Lift rugs and smaller furniture upstairs or on to tables or worktops if possible		
Get your flood kit together and prepare to move from your home		
Move your pets and vehicles away from flood areas if possible		
Make sure your mobile phone or devices are charged		

When a flood happens

Actions you should take

Actions	Done	Notes

Follow warnings, information and advice issued by authorities		
Do not walk or drive through flood water, as it may conceal hidden dangers		
Do not put yourself or others at risk		
Take your flood kit with you if you are directed to an evacuation centre		
Let your family or friends know you are safe		
Check they are safe too		

After a flood

Actions you can take

Actions	Done	Notes
Do not return to your home until you are told it is safe to do so		
When returning home, remember that flood water may contain sewage and conceal hidden dangers		
Wear appropriate waterproof or protective clothing when cleaning up		

Contact your insurance company to start the claims process		
If you rent your property, contact your landlord and contents insurance company		
Throw away items damaged by flood water after your property and items have been checked by a loss adjuster		
Throw away items in an appropriate manner		

You may need gas or electricity engineers to check your supply before turning it back on.

Further information

You can find more information from:

- Your local council
- Your local advice centre
- The British Red Cross
- The National Flood Forum

Use this space to make any further notes you think might help you.