



# Flooding advice and information

## **Post flooding advice**

We are sorry to hear that you have been affected by flooding and we hope that the following advice and contact numbers are helpful to you.

## **Environmental health advice on clean up issues**

If you would like additional advice to that given in the attached leaflet, please contact our Environmental Health team on 01684 272195.

## **Claiming council tax exemption**

Properties which are not habitable due to flood damage may be eligible for exemption from council tax. Please contact us on **01684 272034** if you think this may apply to you.

## **Housing benefit changes**

If you are in receipt of housing benefit and are changing address temporarily or permanently as a result of flood damage, please contact our housing benefits service on 01684 272035 as soon as possible so we can advise you of any amendments to your benefit as a result of your change in circumstances.

## **Contact your insurance company**

If you've been flooded, contact your insurance company and follow their advice. If possible, take photos or videos of the damage. If you aren't insured, the National Flood Forum can offer help and support on **01299 403055**.

Please make sure that you have checked with your insurance provider, and take photos, before disposing of items other than ruined food.

## **Central Government help**

The Government has launched a Storm Henk flood fund. Local authority areas that have been hit by flooding as a consequence of Storm Henk are now able to apply for financial support.



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## Help will be available for:

- Flooded households in eligible affected areas can apply for up to £500 cash to help with immediate costs.
- Households and businesses significantly affected will be eligible for 100% council tax and business rates relief for a minimum of three months.
- Small-to-medium sized businesses in eligible affected areas will be able to apply for up to £2,500 from the Business Recovery Grant to help them recover as soon as possible.

Details on how to apply for the grant will be published on the council's website shortly.

## Additional help

The Environment Agency has specially trained Flood Support Officers who can provide information and advice regarding flooding. You can contact the Floodline (24-hour service) on 0345 988 1188 to find out how they can help. If you require emotional support, contact friends and family, your GP or an organisation such as the Red Cross or the Samaritans. For more information from the Government on how to recover after a flood, visit [check-for-flooding.service.gov.uk/recovering-after-a-flood](https://check-for-flooding.service.gov.uk/recovering-after-a-flood)

## Housing accommodation

If you have property insurance, your insurance provider should be contacted about temporary accommodation requirements post flooding. If you do not have property insurance and cannot make temporary housing arrangements, our housing advice team may be able to help. During office hours, the team can be contacted directly on **01684 272212** or at **[housing.advice@tewkesbury.gov.uk](mailto:housing.advice@tewkesbury.gov.uk)**.

Hopefully, this information will help deal with some of the issues arising at this difficult time. If you have any other queries relating to our services, we will be happy to help, please contact our customer services team.

Main customer contact number: **01684 295010** or for out of hours emergencies, please phone **01684 293445**.