



## GENERAL GUIDELINES FOLLOWING FLOODING

### 1. WHERE ARE YOU?

It is important that you keep the Council aware of your current whereabouts especially if your home has been flooded and you have made your own accommodation arrangements. The type of information that we need to know includes: -

- where we can contact you
- a contact telephone number
- how long you are able to remain at your current location
- any other issues you feel may be relevant regarding your current situation (i.e. health, financial).
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#### **Aberdeenshire Council Local Area Offices**

Kincardine & Mearns	01569 690541
Garioch	01467 533200
Banff & Buchan	01467 530700
Buchan	01779 483200
Formartine	01358 726404
Marr	01975 520400

### 2. TEMPORARY ACCOMMODATION

The Council will, where possible, help you to find temporary accommodation.

For further information on temporary accommodation please contact your local Housing Office.

As part of this process it will be necessary to assess the ability of each household to either pay these costs. Households who are insured should check with their insurance company to establish what assistance they will be offered in terms of accommodation costs. Housing Benefit claims can also be made where appropriate.

### **3. WELFARE BENEFITS**

Staff from our Benefits Service will be available to provide you with assistance regarding benefit advice and where necessary, complete forms.

### **4. SUPPORT AND ASSISTANCE**

Community Services will offer support and assistance to those affected by flooding in circumstances of severe hardship. Should you require this you can contact your local office on the following numbers:

#### **Community Care**

Kincardine & Mearns - Stonehaven	01569 768400
Garioch - Inverurie	01467 536700
Banff & Buchan - Fraserburgh	01346 415885
Banff & Buchan - Banff	01261 455810
Formartine - Ellon	01467 537743
Marr – Banchory	01330 700415
Marr – Huntly	03456 08 12 06
Buchan – Peterhead	03456 08 12 08

If this is outwith office hours (8.45 am to 5 pm) call 03456 08 12 08.

### **5. GAS SAFETY**

Following the recent flood, your gas supply may have been affected by water entering the gas system.

Should you return to your property to find your appliances fail to work, turn off your gas at the meter and call the National Gas Freephone emergency number on 0800 111 999 and an Engineer will call to your home.

Gas safety is Transco's number one priority and if you smell gas you should always follow these simple steps:

- Open doors and windows
- Do not turn any electrical switches on or off
- Extinguish all naked flames
- Turn your gas off at the meter
- Call National Gas Emergencies Freephone number on 0800 111 999

If you are a Council tenant and have any concerns over gas heating systems phone your housing repairs number.

## **ELECTRICITY SUPPLY**

If floodwater has entered your property either through door or window openings or under the floor **DO NOT** switch on any electrical goods or touch any switches. Your property must first be inspected and declared safe by an electrician.

Emergency Number to contact is 0800 40 40 90

If you suffer a Power cut call 105.

## **7. TELEPHONE LINES**

Your telephone lines may be affected if your house has been flooded. Contact BT on: -

For Home customers:  
0800 800 150 or  
0330 123 4150 if you're using a mobile

For faults call  
0800 800 154

For Business customers:  
0800 800 152

## **8. ROYAL MAIL**

If you are unable to return to your home immediately you will need to contact the Post Office and advise them of a redirection address.

## **9. PROPERTY INSPECTIONS**

It will be necessary for all properties that have been affected by flooding to be inspected. The following arrangements should be adopted: -

- Local Authority Property – the Council will require to inspect all properties affected by the flood and will be contacting tenants to make the necessary arrangements
- Owner-Occupied Property – you should contact your Insurance Company for assistance in this matter.
- Private Tenant – you should contact your landlord and advise them of any property damage.
- Housing Association – you should contact your landlord and advise them of any property damage

## **10. GUIDELINES ON PRECAUTIONS TO TAKE FOLLOWING FLOODING**

General advice on protecting against infection. The main points are as follows: -

1. Although floodwater and sewage can leave a muddy deposit, past experience of flooding and sewage contamination suggests that the risk to health is small.
2. Health risks should be minimised when cleaning up by wearing protective clothing, e.g. strong gloves.
3. Hands should be washed with soap and clean water after going to the toilet, prior to eating and preparing food, and after contact with floodwater, sewage or items that have been contaminated by these.
4. Children should not be permitted to play in floodwater areas. Their hands should be washed frequently and always before meals. Floodwater contaminated toys should be washed with hot water or be disinfected before use.
5. Open cuts or sores should be kept clean and not be exposed to floodwater. Waterproof plasters should be worn.
6. Those who develop diarrhoea and/or vomiting following direct contact with floodwater should seek medical advice.
7. If floodwater contains oil, diesel, etc most will be removed with the floodwater and silt. If there is any remaining contamination in accessible areas, this can be removed by using detergent solution and washing the surface down after initial cleaning has been completed. It is possible that an odour problem may arise if diesel, oil, etc are present in inaccessible areas. If the odour persists, advice should be sought from the local Environmental Health Section.
8. Elderly and vulnerable people who return to their houses following flooding may seek help from the Community Services Department. If illness occurs, the doctor should be informed that the home was flooded.

### **Gardens and Play Areas**

1. Young children should not be allowed to play on affected grassed or paved areas until they have been cleaned and dried out.
2. Sunlight and soil should help destroy harmful bacteria and excess risk to health should disappear completely within a week or so.
3. Waterlogged garden equipment should be cleaned and allowed to dry out before further use.

## **Inside the Home**

1. Disconnect the electrical supply.
2. All furnishings and fittings that are damaged beyond repair should be removed ensuring that you do not block any footpaths, rights of way and pavements. If you are insured you should consult with your Insurance Company prior to disposing of your belongings. The Council will be placing skips near affected areas very soon.
3. Dirty water and silt should be removed from the property, including from the space under the ground floor if the floors are wooden.
4. All hard surfaces should be washed with hot soapy water and then disinfected, paying particular attention to food preparation areas.

## **Clothing and Bedding**

1. All affected clothing, bedding and other soft fabric items should be laundered on a hot wash at 60°C or above. Other soft furnishings that can not be laundered should be professionally cleaned or disposed of.

## **Returning to the Home**

1. The house should only be fully re-occupied once the above cleaning regime has been followed.
2. Your insurance company, housing officer, landlord, etc may advise additional works. If returning to the home before the further work is undertaken, the property should be well ventilated and heated.
3. Ensure a competent person makes the electrical supply safe before returning home.

## **Food Preparation and Storage**

1. Food should be destroyed if it has come into contact with sewage or floodwater.
2. Hands should always be washed before and after preparing food.
3. All surfaces that food will come into contact with, including shelves in fridges, should be disinfected using a hypochlorite solution (bleach). Food should not come into contact with surfaces that are damaged.
4. Food business should seek advice from Environmental Health Officers.

5. Frozen food that has been at ambient temperature for a few hours should be disposed of. Attempts should not be made to salvage damaged food, including tins, as it may be contaminated with sewage and chemicals left from the floodwater.

### **Contaminated Drinking Water**

1. Those supplied with water through the main supply should follow the advice of Scottish Water to determine the safety of their water supply. Scottish Water is taking all necessary steps to protect public health and will keep the public updated via the radio, press and other media if the water supply is contaminated. Contact no 0800 077 8778.
2. Those who receive their water from a private supply should check whether it has been affected by floodwater. If this is the case, water should be boiled until the water is tested and shown to be safe.
3. Water taps should be cleaned and disinfected before they are used for the first time.



## **Aberdeenshire Council Flood Advice**

If your home has been affected by flooding and you need advice or assistance here is some useful phone numbers for contact.

<b>Gas Emergency</b>	0800 111 999
<b>Electricity Emergency</b>	0800 40 40 90
<b>Scottish Water</b>	0800 077 8778
<b>Health Services – NHS 24</b>	111

### **Aberdeenshire Council Contacts:**

<b>Housing (24 hours)</b>	03456 08 12 03
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For all Council service enquiries relating to:

- General Housing Advice
- Provision of Temporary Housing
- Council Property Inspections
- General Advice and Assistance

<b>Environmental Health (24 hours)</b>	03456 08 12 07
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For all enquiries regarding public health, risk infection, food safety and health and safety.

### **Local Offices (9 am to 5 pm)**

Aboyne/Banchory	01467 537436
Ellon	01467 536748
Fraserburgh	01467 539782
Inverurie/Huntly	01467 539039
Macduff	01467 537322
Peterhead	01467 539072
Stonehaven	01467 537436
Turriff	01467 536779



<b>Social Work (24 hours)</b>	03456 08 12 06
<b>Benefits</b> for all general and specific benefits advice	03456 08 12 00
<b>Scottish Welfare Fund</b> (Community care grants and crisis grants)	01467 537400
<b>Aberdeenshire Council Grants Section - Care &amp; Repair</b> (Housing Grant Applications for Private Householders)	01467 534753