

Flooding - 12 August 2020 Frequently Asked Questions

I am worried that my street or my property may be contaminated with sewage.

Sewer flooding can be caused when a drain or sewer becomes full due to heavy rainfall and overflows either inside a property or outside in the garden, street or other public areas. Drains and sewers can also become full when something blocks them and they become choked.

If you have concerns that any part of your street or your property has been contaminated by sewage, then please contact Scottish Water's Customer Engagement Centre on 0800 077 8778 or e-mail help@scottishwater.co.uk.

Please see the news article at www.pkc.gov.uk/article/21802/Current-Situation-Perth-Clean-up

What action can I take to protect my property from flooding?

Check if your property is at risk - flooding can affect more than just your property, it may impact on your community or your route to work. Use SEPA's [Flood Maps](#) to find out if you're in an area at risk of flooding caused by rivers, the sea or surface water.

Check you are flood insured - If you find it difficult to obtain flood insurance that meets your needs, contact Flood Re. They provide affordable insurance to households at the highest risk of flooding.

Follow the 5 steps to prepare:

1. Sign up to Floodline to receive advance notice of when and where flooding might happen.
2. Prepare a flood plan and put a family flood kit together so that everyone knows what to do if flooding happens.
3. Familiarise yourself with how to shut off gas, electricity and water supplies.
4. Keep a list of useful contact numbers, including your insurance company and utility providers.
5. Consider flood protection products (including sandbags) for your property and ensure your insurance provides adequate cover for flood damage.

The MET Office also provide a free notification service when they have issued weather warnings and information can be found www.metoffice.gov.uk/about-us/what/met-office-weather-app. This service will provide early warnings of severe weather that may impact your property and enable you to take appropriate action.

The Scottish Flood Forum is an independent organisation which supports individuals and communities at risk from flooding. You can contact the Forum on 01698 839021. See their website at www.scottishfloodforum.org/

More advice is available on the following websites:-

Perth & Kinross Council www.pkc.gov.uk/flooding

Scottish Water www.scottishwater.co.uk/your-home/your-waste-water/sewer-flooding

Floodline (SEPA) Tel 0345 988 1188; www.floodlinescotland.org.uk/

How can I contact the Scottish Flood Forum?

The Scottish Flood Forum (SFF), is an independent organisation which supports individuals and communities at risk from flooding. The Forum will be back in Perth & Kinross at the dates and time below, offering support and advice to residents affected by flooding:

- Kinross - Tuesday 25 August (11 am until early afternoon) at Queich Place.
- Perth City Centre - Wednesday 26 August (10am-4pm); Friday 28 Aug (weekly thereafter). They will be in King Edward street next to the St.John's Shopping Centre
- Dunning – Wednesday 26 August (evening)
- Alyth - Thursday 27 August

If you can't make it along on the day you can contact the SFF helpline on 01698 839021 or email info@scottishfloodforum.org For further information about the Forum please visit www.scottishfloodforum.org.

Please bear in mind that the Scottish Flood Forum are a small organisation and are currently responding to flooding in other areas across Scotland. The on-going coronavirus pandemic also means that it will take longer than usual to respond to enquiries. We hope you will understand; thank you for your patience.

Will the Council provide sandbags?

We would strongly advise residents in flood risk areas to maintain their own supply of sandbags, or other flood protection products, in advance of flooding.

There is no duty on the Council to provide sandbags. As sandbags are in limited supply, we can only provide them to properties that are in imminent danger of being flooded. In extreme flooding situations it may not be possible to provide you with sandbags due to the level of demand placed on resources. To request sandbags at such a time, telephone 01738 476476. Please note that during periods of high demand this phone line can be overwhelmed, and customers are requested to hold until their call is answered.

Sandbags are not always the best way of protecting property and other flood protection products are available. Please see www.pkc.gov.uk/plp. The Scottish Flood Forum can provide advice and support to you before, during or after flooding and can be contacted on 01698 839021.

Will the Council provide a pump?

The Scottish Fire and Rescue Service are first responders for pumping of water in properties but will generally not respond to incidences of water inundation to properties less than 300mm deep.

The Council's Roads Maintenance Partnership have pumps but use them for lowering water levels on flooding within the road network infrastructure and as a back-up to flood alleviation schemes and consequently they will not be in a position to supply pumps directly to properties that have been inundated by flooding.

Properties who have a history of flooding and have a sump facility in their basements should purchase and operate their own pumps.

What if the road gullies or drains around my property are blocked?

Drainage systems are only able to cope with a certain volume of water and can be quickly overwhelmed during high rainfall. This does not always mean that the drains are blocked. The Council and Scottish Water have been clearing drains since last weeks' flooding.

The Council cleans out the gullies that collect surface water from the road and footways. These are cleaned out by a schedule of works and reactive visits by gully tankers to respond to blockages where they give greatest risk to property. In general, gullies on A class roads are cleaned out once per year; those on other roads are cleaned out at least once every two years.

Road drainage problems are identified by the regular inspections of the network, by calls to Clarence, or as a result of reports from the public; and appropriate action is taken to deal with the problems that are identified. For enquiries, or to report a problem with a gully (e.g. blockages), contact Clarence by telephone on 01738 476476 or 01738 475000.

What if the storm has left mud and other debris on my street?

For enquiries, or to report a problem, please contact the Council's customer service centre on 01738 475000.

See also the advice on the Council website at:

www.pkc.gov.uk/article/14914/Report-a-road-or-street-lighting-fault

www.pkc.gov.uk/article/14756/Drains-and-spillages

What if I can't get flood insurance?

Home contents insurance is a private matter for the property owner or tenant, but our general advice would be for the resident to speak to their neighbours, shop around in the insurance market or even to go to a broker if need be.

We would also refer you to the following sources of insurance information:

- A national scheme - known as FloodRe - has been set up to ensure the provision of affordable flood insurance. Their website can be viewed at www.floodre.co.uk/can-flood-re-help-me/ Please make yourself familiar with the scheme and mention this to your proposed insurance company.
- Residents can find some information on the Council's website – see www.pkc.co.uk/flooding and www.pkc.gov.uk/article/14719/Flooding-advice-and-support
- The Floodline's website www.floodlinescotland.org.uk/media/7157/1277-flood-insurance-guide-a5-leaflet-final.pdf also includes advice on obtaining flood insurance.
- The Scottish Flood Forum can also provide residents with advice on obtaining flood insurance – please see www.scottishfloodforum.org/ and <https://scottishfloodforum.org/services/individual/#insurance-advice>.

My property has been affected by surface water runoff from an adjacent field.

The responsibility for protecting individual properties lies with the land and property owner. If your property has been affected by runoff from adjacent land, then you should address this with the relevant landowner in the first instance.

Councils have no powers to require landowners to address flooding issues, although poor land management practices, such as ploughing downhill rather than across, can exacerbate flash flood events. The Council can provide advice on good land management practice.

What plans does the Council have in place to prevent flooding?

Flooding is a natural phenomenon that can never be entirely prevented. However, action can be taken to reduce the risk of flooding and its impact.

The Council has no statutory duty to prevent properties from flooding but will help residents and communities as much as we can. The primary responsibility for avoiding or managing flood risk lies with land and property owners, but certain public bodies are expected to take a proactive role in managing and, where achievable, lowering overall flood risk.

SEPA, local authorities and Scottish Water have developed and published flood risk management strategies and plans. These are available to view at www.pkc.gov.uk/frmplans.

What is the Council doing about my local watercourse?

Riparian landowners have a responsibility to maintain the bed and banks of any watercourse as it passes through their property. This includes preventing any material entering the watercourse that could become an obstruction to the flow of water and/or cause a flood risk elsewhere. It is also the responsibility of the riparian owner to remove any such debris from their section of the watercourse even if it has been transported downstream from another property.

The responsibility for clearing, improving or increasing the capacity of a watercourse lies with the riparian landowner, who may need to acquire a licence from SEPA before proceeding.

Under the Flood Risk Management (Scotland) Act, the Council carries out routine watercourse inspections and the condition of each watercourse is assessed with respect to flood risk. If it is found that the condition of a particular body of water gives rise to a risk of flooding, and clearance and repair works would **substantially** reduce that risk, then a schedule of those works will be prepared and the Council will carry them out. Any identified works are carried out in order of priority and as budgets allow.

Who can I contact in flood emergencies?

Both the Council and Scottish Water are available 24 hours a day, 7 days a week, and can be contacted for assistance in flood emergencies. The Council's customer service centre can be contacted for assistance during office hours (8.45am to 5pm) on **01738 475000** and the out of hours emergency number is **01738 476476**. Please contact Scottish Water via the Scottish Water customer helpline on **0800 077 8778** or e-mail help@scottishwater.co.uk.

How can I make claim against the Council?

If you have suffered property damage or personal injury that you consider to have been caused by Perth & Kinross Council, you may be able to claim compensation. Compensation will only be considered if it can be shown that the Council is legally liable. This will involve the claimant proving that the Council has been negligent in their obligations to the public

If you wish to make a claim, visit www.pkc.gov.uk/insurance and complete the Council's public liability claim form and send or e-mail it to the contact details shown.

If you have any queries regarding submitting a claim, phone 01738 475657.

Other Contact Details:

Scottish Flood Forum Tel 01698 839021; www.scottishfloodforum.org/