## Sewer flooding questionnaire



Thank you for taking time to complete this questionnaire. The information you provide will help us to investigate the cause of the flooding. Should you wish to make comments or require an acknowledgement, please feel free to return a letter with this questionnaire to the address below:

For office use **Thames Water Customer Services** Date issued **PO Box 508** Swindon SN38 9TU Continuum/Investigation ref. Occupier details Forename \_\_\_\_\_ Post code Home Tel. Mobile From which water company do you receive your bill? \_\_ Account No. \_\_\_\_\_ PLEASE TICK OR DELETE AS APPROPRIATE Property details 1. How long have you lived at or occupied the property? 2. Please indicate the type of property? Flat / House / Commercial / School / Church / Hospital 3. Does the property have a basement? YES / NO Basement use? Storage / Living accommodation 4. Is the basement connected to a sewer by drain or manhole? YES / NO Pumped connection? YES / NO 5. Do you have a manhole or drain internally at ground level? YES / NO 6. Do you have a manhole externally at basement level at:-Front? Side? Rear? 7. Do you have a manhole externally at ground level at:-Front? Side? Rear? 8. Have you witnessed or been affected by flooding caused by sewage or surface water from a sewer at:-Your property (including garden) / in the street / elsewhere (please state)? If 'NO', please sign and date the form and return as soon as possible PLEASE TICK OR DELETE AS APPROPRIATE If 'YES', please complete the remainder of the form 9. Has work been done at the property to help prevent flooding? YES / NO 9a. If YES, please specify type of flood prevention if known:-10. Which areas were affected by the flooding? Please tick all that apply Inhabited basement / cellar Internal ground floor Uninhabited basement / cellar Rear garden Attached garage or outbuilding Front garden / driveway Detached garage or outbuilding Shared garden / driveway Road / public highway Field / park Other please specify 11. Have you reported flooding to us or any other organisations / agencies? Please specify

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