

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:

Thames Water Customer Services
PO Box 508
Swindon SN38 9TU

For office use
Date issued _____
Continuum/Investigation ref. _____

Occupier details

Forename _____ Surname _____

Address _____

Post code _____

Home Tel. _____ Mobile _____

From which water company do you receive your bill? _____ Account No. _____

Property details

PLEASE TICK OR DELETE AS APPROPRIATE

- How long have you lived at or occupied the property?
- Please indicate the type of property? Flat / House / Commercial / School / Church / Hospital
- Does the property have a basement? YES / NO Basement use? Storage / Living accommodation
- Is the basement connected to a sewer by drain or manhole? YES / NO Pumped connection? YES / NO
- Do you have a manhole or drain internally at ground level? YES / NO
- Do you have a manhole externally at basement level at:- Front? Side? Rear?
- 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

Signed Date

If 'YES', please complete the remainder of the form

PLEASE TICK OR DELETE AS APPROPRIATE

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 | <input type="checkbox"/> | Internal ground floor | <input type="checkbox"/> |
| Uninhabited basement / cellar | <input type="checkbox"/> | Rear garden | <input type="checkbox"/> |
| Attached garage or outbuilding | <input type="checkbox"/> | Front garden / driveway | <input type="checkbox"/> |
| Detached garage or outbuilding | <input type="checkbox"/> | Shared garden / driveway | <input type="checkbox"/> |
| Road / public highway | <input type="checkbox"/> | Field / park | <input type="checkbox"/> |

Other *please specify*

11. Have you reported flooding to us or any other organisations / agencies? *Please specify*

12. Do you know where the flooding came from?

Please tick all that apply

Manhole in road	<input type="checkbox"/>	Road gully by kerb	<input type="checkbox"/>	Run off from road	<input type="checkbox"/>
Internal manhole on own property at:-		basement level?	<input type="checkbox"/>	at ground level?	<input type="checkbox"/>
External manhole on own property at:-		basement level?	<input type="checkbox"/>	at ground level?	<input type="checkbox"/>
Waste gully at own property	<input type="checkbox"/>			Rain gully at own property	<input type="checkbox"/>
Rain water not draining from garden	<input type="checkbox"/>			Run off from field / park	<input type="checkbox"/>
Manhole at neighbouring property	<input type="checkbox"/>			Waste gully at neighbouring property	<input type="checkbox"/>
Rain gully at neighbouring property	<input type="checkbox"/>				

Ditch, river, stream, watercourse, groundwater or other source. Please specify

13. If the flooding entered your building, please indicate where it entered from.

Please tick all that apply

Toilets, showers etc in basement	<input type="checkbox"/>	Toilets, showers on ground floor	<input type="checkbox"/>
Manhole covers, drains in basement	<input type="checkbox"/>	Floor	<input type="checkbox"/>
Through walls in basement	<input type="checkbox"/>	Under door	<input type="checkbox"/>
Through floor of basement	<input type="checkbox"/>	Through air brick	<input type="checkbox"/>

Other please specify

14. Please indicate when and where flooding occurred and tick as appropriate. List all dates you can remember, if you can only recall the month and year leave the day blank. Thank you

Flood incident date			Flood location					Flood water type				Flood cause					Heavy rain at time of flooding		Internal flooding to more than 50% floor area?		External flooding more than 50% of the garden affected?		Access to property restricted?					
dd	mm	yy	Inside Building	Garage/outbuilding with internal door to main building)	Garage/outbuilding within boundary	Garage in block	Outside building (Garden)	Highway / Road	Foul water	Surface water	Combined (foul & surface water)	River/watercourse/ other	Overloaded/ inundated sewer	Blockage	Collapse	Pumping station	Blocked road gully	River/watercourse/ private	Yes	No	Yes	No	Yes	No	Yes	No		

Please remember to sign and date the questionnaire

We will use the information you have provided in this questionnaire to record the history of flooding that you tell us about and to help us assess the risk of further flooding at your property and nearby properties including further research and the assessment, development and implementation of engineering schemes for the alleviation of flooding and for administration purposes including statistical reporting to regulators. We may need to share your information with our service providers, agents and contractors for these purposes.

Information provided by you on this questionnaire to Thames Water Utilities Limited ("Thames Water") is subject to the provisions of the Data Protection Act 1998 if it is personal information about you or a person living at the property and the Environmental Information Regulations 2004 if it is environmental information. Some information that you provide to Thames Water that is held on behalf of Thames Water by third parties, including Thames Water's service providers, agents and contractors as well as public authorities may also be subject to the provisions of the Environmental Information Regulations 2004.

Thames Water may store any information provided by you electronically in a secured database or databases under the control of Thames Water. We may also be obliged to disclose your information if required to do so by law, for example in response to requests from third parties under the Environmental Information Regulations 2004 or if we have been required by law to pass the information to a public authority, the public authority may be required to disclose the information. In any event, we will not act in contravention of the requirements of the Data Protection Act 1998, other applicable legislative provisions and the general law.

Thames Water may also provide 'aggregated' statistical information to reputable third parties. This information will not allow anyone to be personally identified.

By providing us with the information requested in this questionnaire, including your personal data, you consent to the collection and use of any information you provide in accordance with the above purposes.

We continually work with other agencies to investigate and reduce the risk of flooding. On occasions we may need to share the information we hold on our flooding database with these agencies to help us identify solutions to alleviate flooding.

Please tick this box, if you consent to us sharing the information held on this questionnaire with other agencies. We will only share the information with Local Authorities, Environment Agency departments and flooding agencies, such as the National Flood Forum Group.

Signed

Date