

RESIDENTS QUESTIONNAIRE

27th MAY 2018 FLOODING MILTON KEYNES

*Please note: Information provided will be shared with other flood risk management agencies (such as the Environment Agency, Anglian Water etc.) **except** for personal details and individual cost information. If you can't fill out a particular section don't worry, please just send us as much information as you can to help us with the independent review of the May 2018 floods.*

Personal Details

Name/on behalf of (if different): _____

Email address: _____

Phone number: _____

Address and postcode: _____

Your residential property

1. Who owns the property? Tick the box as appropriate:

You are the owner Milton Keynes Council

Housing Association; please specify _____

Private Landlord organisation:

2. How many people live at the property?

___ Adults ___ Children

3. What is the type of your property? Tick the box as appropriate:

Detached Semi - detached Terrace

Bungalow Flat Other: _____

During the flood event in May 2018

4. Were you aware of a risk of flooding on the day of the event (e.g. Met Office or Environment Agency warnings, weather forecasts etc)?

Yes No

5. Was your property affected by the flooding?

Yes No (If No, please go to the **Q11**)

If yes, please specify the type of flooding:

- Internal External (gardens, driveway)
 Roof leak Outbuildings (incl. garages)

If your property was flooded internally, what was the approximate depth of the water at its highest point? _____

6. Did you have to evacuate your property? Yes No (If No, please go to **Q.7**)

If so, how long were you evacuated for? _____ hours/days/months

If overnight, please provide information on any temporary accommodation used:

Type of accommodation (Hotel, B&B, hostel, rented, family/friends etc.): _____

Approximate cost per day: _____

Duration of stay: _____

7. Did you have any vehicle damages? Yes No

If yes, please provide details on the number and type of vehicles damaged:

8. Did you experience any utility outages (electricity/water/gas/telecoms cut)? Yes No

If yes, please provide details:

Type of outage(s): _____

Duration of outages(s): _____

9. Have you experienced flooding to your property prior to 27th May 2018?

- Yes, internally Yes, externally Yes, Roof Leak
 Yes, Outbuildings (incl. garages) No

If yes:

a. When did this flooding take place? (Please specify day, month and year if possible):

b. What was the source of flooding?:

- River/watercourse/ditch Rising groundwater Wastewater
 Highway drains and/or surface water sewer (e.g. water surcharging out of a gully or manhole)
 Surface runoff/ overland flow
 Mains water / other / don't know

- c. Did you report this flooding to anyone, if so who? (Milton Keynes Council, Fire service, Town Council, etc...)

After the flood event

10. Were you able to claim on insurance for any flood damages? Yes No
If yes, please provide details about your claim(s) including, *if you are willing*, the value**:

11. Have you incurred any other costs yourself? If yes, please provide details **:

*****Please note:*** Cost information provided in this questionnaire survey will be kept confidential. It will only be used for purposes of calculating the overall estimated costs of flooding in Milton Keynes. No individual data will be published.

12. Are you aware of any repair or improvement work completed in your area after the flood event which may help with future flood events?

13. Have you or your family completed any work to your property to protect it from future flooding?

Please continue to the 'Other Information' section on the next page.

Other information

Use the box below to provide any other information/comments you feel would assist in the independent flood review, for example, comments on your experience of any emergency response during and after the flooding, any evidence of flowpaths and any suggestions for reducing the impact of future floods. Photographs showing the flooding are welcome.

Please note: if you have already completed a questionnaire as part of the flood investigation by Milton Keynes Council, you do not need to repeat any detail already provided as we have access to this.

