## **Severn Trent Water** Sewer Flooding - Customer Questionnaire **Customer Name** Address Tel. No. **Post Code** Has your property ever flooded Yes / No How long have you lived here? internally or externally? Please list ALL the DATES your property has flooded and tick the AREAS FLOODED in the table below **EXTERNAL Flooded AREA** INTERNAL Flooded AREA **DATE of Flooding** Please list below actual dates of house Attached Garage - NO interconnecting door to house flooding. If you cannot recall Restaurant / Pub / Food Outlet-Preparation-Storage exact dates please specify Month 9 Health Centre / Hospital / Elderly Accomodation & Year or give an indication of Attached Garage - WITH interconnecting door Field used for arable / grazing / horticulture what time of the year the flooding Cellar used for Storage or Utility Purposes Basement used as Living Accommodation occurred. e.g. Season & Year Childrens Play Area / School Grounds Nursery / School / College / University Detached Garage/ Other Out-building Front Garden / Landscaped Area Rear Garden / Landscaped Area Shop / Factory / Office Building Conservatory / Porch / Veranda Under Floor / through airbricks Domestic habitable Room Road / Public Footpath Area used for Sports Drive / Parking Area Natercourse Nasteland How often does flooding occur? Please tick as appropriate **EXTERNAL Flooding** INTERNAL Flooding More than 4 times a year More than 4 times a year Three to four times a year Three to four times a year Twice a year Twice a year Once a year Once a year Once every 2 years Once every 2 years Once every 5 years Once every 5 years Once every 5 to 10 years Once every 5 to 10 years Once every 10 to 20 years Once every 10 to 20 years P.T.O. Less than once every 20 years Less than once every 20 years

No visible damage   Repairable, no permanent damage   Irreparable damage to carpets, furniture, fittings   Depth / area of flooding poses significantly affects normal use   Depth / area of flooding poses significantly affects normal use   Depth / area of flooding poses significantly affects normal use   Depth / area of flooding causes safety hazard to user   Severity of flooding poses significant health risk   Significant damage to affected area   Environmental Impact   Environmental Impact   Mat was the approx. depth and area of   INTERNAL flooding?   Depth:   Area:   Depth:   Area:   Depth:   Area:   Depth:   Area:   Depth:   Area:   Depth:   Area:   Does flooding only occur when it rains?   Yes / No   Runs off fields   Per / No   Per	
Repairable, no permanent damage  Irreparable damage to carpets, furniture, fittings  Property becomes uninhabitable following flooding  Damage to materials, stock, goods, crops  Loss of production / business  Temporary closure of shop/factory/business due to flooding  What was the approx. depth and area of INTERNAL flooding?  Depth:  Area:  Where does the flood water come from? Please tick as appropriate.  Out of Manholes of Guillies on property  Out of Guillies on the road  Out of Cellar Drain  Runs off the road  Runs off neighbouring property  From Stream / Watercourse  Runs off fields  Depth / area of flooding significantly affects normal use  Depth / area of flooding significantly affects normal use  Depth / area of flooding causes safety hazard to user  Severity of flooding poses significant health risk  Significant damage to affected area  Environmental Impact  What was the approx. depth and area of  EXTERNAL flooding?  Depth:  Area:  Was flooding foul sewage, surface water or combined? Please tick as appropriate  Foul Sewage  Surface Water  Combined Foul & Surface Water  Yes / No  Has your property ever had blocked drains?  Yes / No	
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Runs off neighbouring property  From Stream / Watercourse  Runs off fields  Has your property ever had blocked drains?  Yes / No	
From Stream / Watercourse Has your property ever had blocked drains? Yes / No  Runs off fields	
Runs off fields	
Have you ever reported the flooding? Yes / No	
If you have reported the flooding, to whom and when?	
Have you any photographs, videos or other evidence to support your statements?  It would help us with our investigations if you could be us with copies of these.	
Have you any other relevant information?  Yes / No  Please use the space below and overleaf for sketches and/or additional information.	aı
Signature Date	