**Sending us your flooding information**

Please send flood information to us via email, using:

**HNLFloodData@environment-agency.gov.uk**

If possible, please include:

|  |  |
| --- | --- |
| **Information** | **Include** |
| Photos | * **Dates and times** each photo was taken * **Location of photos** (the most accurate way of doing this is by using what3words and providing us the three-word code for where the photos were taken. Google “what3words” to access this information) * **Photos taken throughout the flooding** (including photos at different points during the flood if possible) |
| Videos | * **10 – 20 second video of the flood** (any longer and the file may be too big to send to us via email. A short video will allow us to see where the water is flowing, and understand what has happened in your area) * **Location of video** (the most accurate way of doing this is by using what3words and providing us the three-word code for where the video was taken. Google “what3words” to access this information) |
| Properties Affected | * **Property number** * **Street name** * **How many properties were affected?** * **Was the flooding internal or external?** (definitions below)   *Internal property flooding – flood water enters any part of the main footprint of the property, this includes garages with an internal door into the house*  *External property flooding – flood water enters the garden. External flooding would also include water entering outbuildings (including summer houses), garages without an internal door into the house* |
| Timings | * **What time did the flooding start?** * **What time did water start entering gardens?** * **What time did water start entering properties?** |
| Depth of Flood Water | * **Approximately how deep was the flood water?** * **Photos of how high the water was** – *brick walls are good for depth scale as damp marks are left behind on the bricks* * **Remember to include a zoomed-out photo of water marks to show the depth** – *this provides us with scale* |
| Source of Flooding | * **Where did the flood water come from?**   *Did the water come from the river, drains, surface water (building up on the roads and pavements), or under your house?*  *If the water looks like it is rising through your floorboards, this may be flooding from groundwater.* |