**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)
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| 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)
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| 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?**
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| 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.* |