

Questions and Answers

Why are Property Flood Resilience measures being offered?

Property flood resilience measures (PFR) are being offered to homes that are at 'very significant' risk of flooding and where PFR has been identified as the most appropriate way to manage the risk of flooding to a property. PFR measures will help to increase the resilience of an individual property, reducing the damage that flooding may cause.

Will I have to take part in the scheme?

This is a voluntary scheme, although we encourage all residents who receive a letter to register as you will receive a free, independent property survey to identify which of the products are most suitable for your property. The survey is free and there is no obligation to have the measures installed.

Why has my neighbour not been invited to join the scheme?

We have only contacted residents where the property is classified at 'very significant' flood risk. Your neighbour's property may be at a lesser risk of flooding, or no flood risk at all.

What is PFR?

Property Flood Resilience measures include flood doors, door barriers, automatically closing airbricks, non-return valves and sump pumps to reduce the amount of water getting inside. Some products such as door barriers, will need you to install them in the event of flooding while others such as non-return valves and flood doors operate automatically to provide a barrier to flood water.

Who will choose what type of protection is appropriate for my property?

The survey carried out by our contractors will identify what measures are most appropriate to protect your property.

Will PFR completely protect me against flooding?

No. It is important to be aware that there are limitations to this form of mitigation. PFR aims to reduce but cannot completely remove, the risk of flooding. PFR are designed to

be effective up to a certain level of flooding (this may depend on the products selected, but generally to a depth of no more than 600mm).

Will PFR mean a decrease in my house insurance?

If you take steps to reduce the chance of your home flooding or the damage flood water can cause, you may find it easier to get insurance and might be offered less expensive premiums. The approach to this varies between companies so you'll need to check with your home insurance provider.

After the measures are fitted, we will provide you with a post-installation report. This will show which products have been fitted and how your flood risk has been reduced. You may choose to share this report with your insurer.

Will I need to pay for or contribute to the work?

The Environment Agency will pay for the survey, products and installation of measures up to a value of £8,000. Installation costs for PFR can vary significantly from one property to another, however the average household should be covered by the £8,000 grant. Any cost that exceeds this will need to be paid for by the resident. We will advise you of any costs associated with the installation that you would need to cover, and these will be agreed prior to the installation works commencing.

What is the timescale for the work?

After applying, you will receive an acknowledgement of receipt of your application by the project team. The initial independent property survey to identify which of the products are most suitable for your property will be scheduled for summer 2021. The second survey and installation are scheduled for autumn/winter 2021.

How long does it take to undertake the survey and install the products?

The survey usually takes no more than a few hours. The product installation is usually completed within 1 to 2 days.

Who arranges the survey and product installation?

The Environment Agency will make all necessary arrangements for the survey and installation of PFR products. As the homeowner you will not need to arrange your own surveyors or contractors to undertake any of the work.

Are there any other useful sources of information?

A property owners guide to PFR is available on the National Flood Forum website:

<https://nationalfloodforum.org.uk/about-flooding/reducing-your-risk/protecting-your-property/>

You can find out about your current risk of flooding here:

<https://www.gov.uk/check-flood-risk>