

Severn Trent Water
Sewer Flooding - Customer Questionnaire

Customer Name

Address

Post Code

Tel. No.

How long have you lived here?

Has your property ever flooded internally or externally ?

Yes / No

Please list ALL the DATES your property has flooded and tick the AREAS FLOODED in the table below

DATE of Flooding		INTERNAL Flooded AREA										EXTERNAL Flooded AREA																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Please list below actual dates of flooding. If you cannot recall exact dates please specify Month & Year or give an indication of what time of the year the flooding occurred. e.g. Season & Year		Domestic habitable Room																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			

How often does flooding occur ? Please tick as appropriate

INTERNAL Flooding	
More than 4 times a year	
Three to four times a year	
Twice a year	
Once a year	
Once every 2 years	
Once every 5 years	
Once every 5 to 10 years	
Once every 10 to 20 years	
Less than once every 20 years	

EXTERNAL Flooding	
More than 4 times a year	
Three to four times a year	
Twice a year	
Once a year	
Once every 2 years	
Once every 5 years	
Once every 5 to 10 years	
Once every 10 to 20 years	
Less than once every 20 years	

P.T.O.

What impact does the flooding have ? Please tick as appropriate

INTERNAL Flooding	
No visible damage	
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	

EXTERNAL Flooding	
Flooding has minimal effect	
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 INTERNAL flooding?

Depth:

Area:

What was the approx. depth and area of EXTERNAL flooding?

Depth:

Area:

Where does the flood water come from? Please tick as appropriate.

Out of Manholes / Gullies on property

Out of Manholes on the road

Out of Gullies on the road

Out of Cellar Drain

Runs off the road

Runs off neighbouring property

From Stream / Watercourse

Runs off fields

Was flooding foul sewage, surface water or combined? Please tick as appropriate

Foul Sewage

Surface Water

Combined Foul & Surface Water

Does flooding only occur when it rains?

Yes / No

Has your property ever had blocked drains?

Yes / No

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?

Yes / No

It would help us with our investigations if you could provide 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.

Signature

Date