

# Floods Update



## Have your say

The council is inviting residents and businesses affected by the recent floods to a public meeting at the Barbican with partners involved in the operation on **Friday 15 January** from **6-8pm**.

The city's response to the floods, the recovery and clean-up operation and the way forward will be discussed.

People will be able to talk directly to representatives from those organisations at the heart of the operation, including North Yorkshire Police, the Environment Agency, North Yorkshire Fire and Rescue Service, BT and the council.

Ward meetings will also be organised in flood-affected areas. Details will be available shortly.



## Financial support for those affected by flooding

York residents whose homes have been internally flooded will receive a one-off payment of £500 from City of York Council to help support the clean-up process.

Residents who pay their Council Tax by Direct Debit and who have been identified as having had their homes flooded will receive the funding directly in their bank account.

More information is available at [www.york.gov.uk/flood](http://www.york.gov.uk/flood)

### Other financial support options for residents include:

- **The York Financial Assistance Scheme (YFAS)** at [www.york.gov.uk/yfas](http://www.york.gov.uk/yfas) email [yfas@york.gov.uk](mailto:yfas@york.gov.uk) or phone **0808 1685238** (during normal office hours 8.30am to 5.30pm).
- **York Disaster Fund** email [yfas@york.gov.uk](mailto:yfas@york.gov.uk) or phone **0808 1685238**.
- Up to £5,000 **Future Flood Prevention Funding** is available for property owners and those who are responsible for maintaining the fabric of a property that has been flooded - email [council.tax@york.gov.uk](mailto:council.tax@york.gov.uk) or phone 01904 551558.

The government has agreed to match-fund any York flood-related donations made to registered charities, such as the York Flood Appeal. More information about how to donate to the Appeal is available at [www.trcf.org.uk/](http://www.trcf.org.uk/)

## Have we been in touch?

Council staff have been visiting residents who have been affected by the flood to offer help and support, as well as to ensure that we have details of exactly which properties have been affected.

If you have not yet had a visit from a council representative and live in a private home, please call **01904 551550**. If you have not been contacted by the council and live in council housing please contact Claire Viney on **01904 555824** or Christine Dawson on **01904 551286** - your estate manager will be on hand to work with you.

# How to clean up your home safely

It is important to follow some basic precautions to keep you and your family safe while cleaning up your flooded home:

- Only turn on gas or electrics when they have been checked by a qualified technician.
- Clean all hard surfaces with hot water and detergent.
- Wash soft items (clothing, bedding and children's toys) on a 60 degree cycle with detergent.
- Don't use petrol/diesel generators or other fuel-driven equipment indoors. The exhaust gases contain carbon monoxide, which can kill.
- Anyone with concerns for their health following the floods should contact their GP for advice, or call NHS 111.

## Mental health and wellbeing

Feeling tired, having difficulty sleeping and anxiety are all normal after flooding. If you or someone you know have been affected by the floods and need emotional or psychological support contact the Major Incident Response Team on **07974 745194**.

## Rogue traders

City of York Council is reminding homeowners to make sure they employ reputable trades people to repair and re-decorate their flooded homes. There are some tell-tale signs which can help you spot the difference between a cowboy builder and the genuine thing. Be very careful about taking on a tradesperson who:

- offers very cheap quotes/estimates
- is unwilling to put a quote in writing, to offer references or give you details about their business
- claims to be in a trade association when they are not
- doesn't offer you a contract, or doesn't sign the one you give them
- asks for money up front
- doesn't charge VAT when they should
- only accepts cash.

Any complaints about traders – including being misled about goods or feeling pressured into buying – should be reported via the Citizens Advice Consumer helpline on **03454 040506**

## Waste Update

The council's waste services team will be replacing bins and recycling containers that have gone missing or are damaged as a result of the flooding free of charge.

However deliveries will not be carried out this week due to service pressures of collections after the Christmas and new year period.

The council will also collect rubbish that is presented in bags (even if this should be in a bin) while these properties wait for their replacement containers. Any recycling can be presented in alternative containers as long as it is separated as usual and the crews can easily see what is in each container.



## Skip it safely!

The council has provided temporary skips for householders and businesses who have been affected by the floods and these will be removed shortly. Please do not put fridges, freezers, batteries, TVs, plasterboard, building materials, asbestos or chemicals into the skips. Flood-damaged items can be taken free to our Household Waste Recycling Centres at Hazel Court (all items) or Towthorpe (fridges/freezers, batteries and TVs only). Residents visiting Hazel Court Waste Recycling Centre in a van or with a trailer to dispose of flood damaged waste will not require a permit up until 11 January.

### Fridge and freezer collection

The council is collecting fridges and freezers from flood-affected areas. Please leave them outside your front door.

### Insurers' costs

Those with insurance should ensure builders' quotes include rubbish disposal. Uninsured people should visit [www.york.gov.uk/yfas](http://www.york.gov.uk/yfas) or call **0808 168 5238** to see if they are eligible for flood relief grants.

**More information** For more information on the issues in this update, or on the flood recovery operation, please visit [www.york.gov.uk/flood](http://www.york.gov.uk/flood) or call **01904 551550**.

Updates are also available on [facebook.com/CityofYork](https://www.facebook.com/CityofYork) or follow us on twitter [@City of York](https://twitter.com/CityofYork)

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