



Essential Recovery Guide

'Working together for a safer Gloucestershire'



This booklet contains some useful advice and information to keep you safe and to help get you back to normal as soon as possible.



Your Property

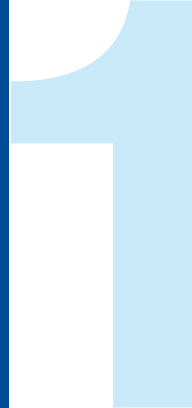
To help you recover from the unfortunate incident at your property, Gloucestershire Fire & Rescue Service have produced this booklet, which is designed as a guide to coping with the aftermath of damage due to both fire and flooding. It gives practical advice and guidance with who to contact in an emergency.

For further information, please contact the Gloucestershire Fire & Rescue Service Community Safety Team today on:

01452 753333

alternatively you can email us at:
home.safety@glosfire.gov.uk

or visit our website at: www.glosfire.gov.uk



Step One



- If you are unsure that your property is habitable then contact your local council housing department to arrange alternative accommodation. The Police may be able to make this contact for you.
- If you are leaving your property, ensure that the Police know it will be vacant. Close all doors and windows before you leave. Remove all cash and valuables.
- If boarding up is required your insurance company may arrange this for you. If uninsured or your policy does not cover this service, then contact a suitable contractor using the Yellow Pages or Thompson Local Directory. Council tenants should contact their Housing Department.





Utilities

Where necessary the Fire Service or Gas company will isolate your supply. An approved gas installer must inspect your system before reconnection.

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Step Two

DO NOT RECONNECT OR TURN ON THE POWER YOURSELF



DO NOT TURN YOUR WATER ON BEFORE THIS

- **Electricity** - If your internal supply has been affected, then it must be repaired by a qualified electrician. Once any work has been completed the electricity board will arrange for reconnection.

CAUTION!
Portable generators must always be used in well ventilated areas.

- **Gas** - Where necessary the Fire Service or Gas company will isolate your supply. An approved gas installer must inspect your system before reconnection.

- **Water** - If your water supply has been affected, then a plumber will be required to inspect and where necessary repair your water system.

CAUTION!
If you are unsure of the quality of your water supply you should use bottled water. Full guidance can be obtained by contacting your Local Water Authority.



Insurance

4,500 homes and businesses were flooded and many communities cut off. Electricity was lost to 48,000 homes for two days, and the whole county came within inches of having no power at all.

Gloucestershire County Statistics 2007

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Step Three

Contact your insurance provider as soon as possible:

- Keep a list of all damaged items. Sometimes it can be helpful to take photographs. The insurance company may also wish to inspect the property.
- Complete a claim form as soon as you can. Follow all the instructions given to you by your insurance company.
- If you are not insured then emergency assistance may be obtained from the Department of Social Security or local voluntary bodies.
- The Fire Service may also be able to request assistance from the British Red Cross fire victim support service when available.
- General information on insurance matters can be obtained from The Association of British Insurers.





Cleaning Up

As a precaution, always wear a dust mask and gloves when cleaning up. Avoid contact with flood water as it may be contaminated. Full guidance can be obtained by contacting your Water Authority.

- **Carpets/Rugs** - specialist wet/dry vacuums or water extractors can be hired for this task. Allow all items to dry completely.
- **Furniture** - Upholstery can be cleaned using the same equipment used on carpets. White spots on wood can be cleaned using turps or ammonia then dry polished.
- **Walls/ceilings** - Use sugar soap or mild detergent. Wash a small area at a time and rinse clean immediately. Wallpaper cannot be salvaged unless it is washable. If so treat as painted walls and ceilings.

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Step Four

IF IN DOUBT THROW IT OUT



- **Clothing** - Always read the label. If able to be bleached use the following solution. Half cup of bleach to two gallons of water. Rinse in vinegar. Dry cleaning can also be used where suitable.
- **Food** - Dispose of fresh food where smoke affected. Dispose of any jars or tins affected by heat. Look for cracked glass or bulging tins.
- **Important Documents** - If you have lost personal documents such as banking details, birth or marriage certificates, driving licence or passports, you can arrange to have them replaced if you contact the agency or department that originally issued them.
- **Pets & Injured Animals** - If you are concerned about the health of a pet, advice can be obtained by contacting your local veterinary surgery or RSPCA.



Useful Telephone Numbers

Emergency Services

Fire Service: 01452 753333

Gloucestershire Police: 0845 090 1234

NHS Direct: 0845 46 47

County Councils

Cheltenham: 01242 262626

Cotswold: 01285 623000

Forest of Dean: 01594 810000

Gloucester City: 01452 522232

Stroud: 01453 766321

Tewkesbury: 01684 295010

Citizens Advice Bureau

Cheltenham: 01242 522491

Cirencester: 01285 652908

Forest of Dean: 01594 823937

Gloucester: 01452 528017

Stroud: 01453 762084

Tewkesbury: 01242 522491

Utilities

Gas: 0800 111 999

Electricity: 08457 145 146

Severn Trent Water: 0800 783 4444

Thames Water: 0845 9200 800

Other Agencies

Benefits Agency: 0800 882 200

Association of British Insurers:
020 7600 3333

British Banking Association:
020 7216 8800

DVLA: 0870 240 0009

Age Concern: 01452 422660

British Red Cross: 0117 301 2600

Salvation Army: 01452 311332

RSPCA: 0300 1234 555

Floodline: 0845 988 1188

To arrange a free **Home Fire Safety Check** and have a smoke alarm installed, call us on: **0800 180 4140** or email: home.safety@glosfire.gov.uk

Additional safety information is available on our website: www.glosfire.gov.uk

This booklet has been produced by the Gloucestershire Fire & Rescue Community Safety Team. It offers practical advice about potential emergency situations we could face in the future. The information has been provided by all of our partners involved in the emergency services.

We would like your feedback on this guide. As a resident, is there anything else you need to know?

Send your comments to:
home.safety@glosfire.gov.uk

or write to:
**Gloucestershire Fire & Rescue
Community Safety Team
Waterwells Drive, Quedgeley
Gloucester GL2 2AX**



Community Safety Team

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