

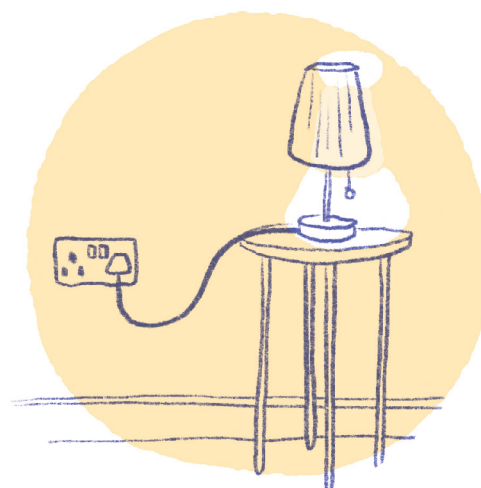
JENNY'S STORY

Jenny lives in the east of Scotland. Her home has been flooded three times over four years. In her story she tells us about how her family has made changes to their home to make sure it is resilient in the future.

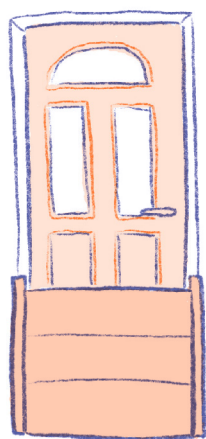
1 I could tell you about how our house has flooded over the years but I think the most useful thing to share with you is how our family has tried to make sure our house can deal with flooding.

After the second time we flooded, we realised that, as a family, we had to take positive action to overcome this.

We had lots of advice from experts, like the insurance people, about how we could change parts of our home to improve how it would deal with flooding.



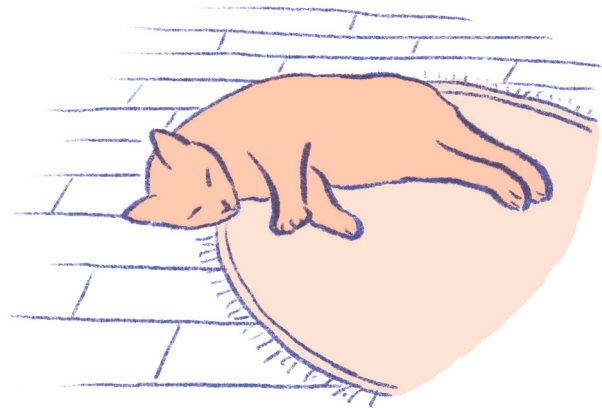
2 The first change was increasing the height of all of our electrics. All of the plugs are now quite a way off the ground and we have no electric wiring running down the walls to the ground - it all stops around 60 cm off the ground. This means that if we have had flooding we can keep our heating on and once the water has left the building we can concentrate on drying out the house.



3 We've also put flood barriers on our front door and we have special pumps under our floor to help pump out any flood water that gets into the house.

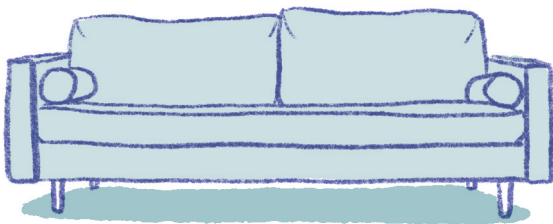
4

Changing the type of flooring we have has also made a huge difference. All our carpets had to be thrown away. Now we have stone floor tiles that help stop water rising up under the house and into the downstairs rooms.



5

We still have furniture in the house, but we now only have sofas that have legs underneath them – this means that if flood water comes in they are easy... well, with a few people, they are easy to lift up on top of bricks so hopefully flood water won't touch them.



6

We made several really positive decisions to make our house more resilient and these changes were tested last year when we flooded again. We managed to get water out of the house very quickly with the help of the pumps. We were back in the house the following week – this was so much better than the other flooding incidents where we were forced out of the house for six months each time.

7

My advice to anyone that is recovering from flooding is to think positively and make changes to your home that make it more resilient – you can't ever totally waterproof your home but you can reduce the impact.

ZANIB'S STORY

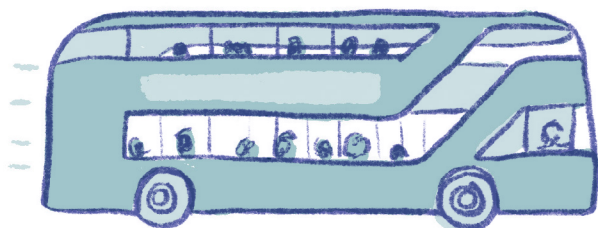
Zanib lives with her grandma. Her flat was flooded badly after a river burst its banks during a storm last year.

1

I think the thing that surprised me the most about flooding was the smell it left. I thought that once the water had gone that me and my grandma would have been able to move back but it took quite a long time to move back home.

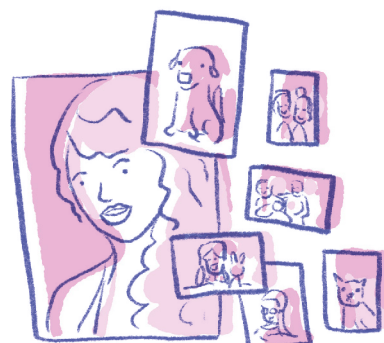
Our flood water wasn't just water from the river – flood waters can contain sewage which contains harmful bacteria. So, even after the flood waters disappear, properties have to be properly cleaned and then it takes a long time for homes to dry out.

Me and Grandma hadn't prepared for this – we ended up having to live in temporary accommodation for four months while our flat dried out, was cleaned and re-decorated.



3

After living with my auntie for a while, we moved into temporary accommodation. It was nice there, but it was a long way from school, so I had to get up earlier and get two buses to get to school.



2

It took us quite a while to sort out the temporary accommodation, so we had to rely on local friends and family for a while – they were so kind but if I'm honest I really missed my own room and my things. My auntie came up with a great idea where I had a special corner in the room that I was sleeping in where I put up some of my favourite photos and posters; that helped with making it feel like home.

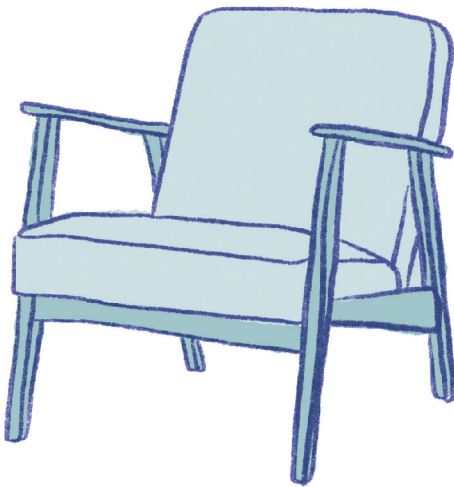
4

In my opinion, people don't realise the impact that flooding can have. During the flood, we had loads of support and the whole neighbourhood worked as a team to look after each other.



5

I was so happy when we finally got back home even though lots of our belongings had been destroyed. My favourite thing was finally getting to help Grandma choose new furniture for the flat when it was ready. We tried to choose furniture that could easily be lifted off the ground to protect it from flooding.



6

The builders have made us a special cupboard, that is located high up the wall, where we keep all of our special belongings – some of Grandma's special photos were destroyed – luckily her brother had copies but there are some important documents that were destroyed that have been very difficult to replace. Now everything valuable or special has a home in the high cupboard so flood waters won't be able to damage them.



JAMES' STORY

James' family have understood that their home may be at risk of flooding as a result of surface water when there are heavy downpours. They have made some positive changes to their house to make it more flood resilient.

1

At school we have always talked about the importance of being ready for a flood.

A few years ago our school was badly flooded and had to be closed for ages – we were taught in temporary classrooms.

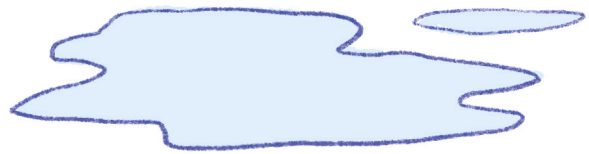
We've had lots of assemblies where we've been told about the importance of having a flood action plan and why we should prepare a flood kit.

A flood action plan is a plan of what you'll do if your home, local area or school is flooded, and a flood kit is a list of emergency and valuable items you can grab if your home is likely to be flooded.



3

Heavy rainfall is happening more often. Lots of the homes on our road have turned their front gardens into driveways or have paved over grassy areas, making it harder for excess water to move away from our homes. As a result of this, my family has decided to make some changes to make our home more resilient to extreme rainfall.



2

We also had someone visit our school to show pictures of how their home had been flooded. They said the most difficult time is always after a flood when you're just waiting to get back into your home.

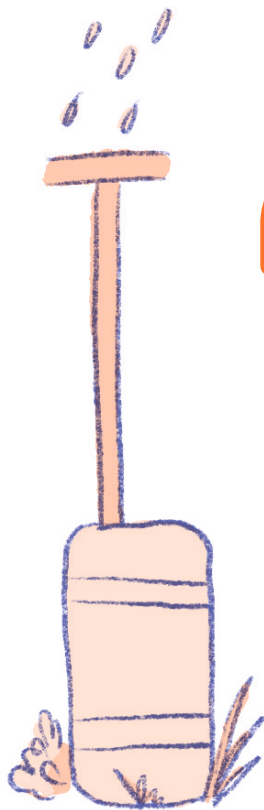
There have been times where, after lots of rain, huge puddles have appeared in our garden and up to the front door.

4

We live in a traditional terrace house with a small front garden so you might think there's not much we can do but, after a bit of research, we found lots of things we can do to improve the flood resilience of our home.

5

We started with the front garden. When we moved into this house, the front garden was paved over – we removed the paving so we could add plants to the soil underneath. The plants look great and they mean that flood water can be absorbed into the soil rather than building up in front of our house.



6

During heavy rain, we have a lot of rain coming off the roof straight onto the driveway. When the drains get overwhelmed, this leads to lots of water building up in front of the house. To stop this, we have added water butts (kind of a huge bucket at the bottom of drain pipes) so the drains send the water into the large containers rather than onto the driveway. We make sure that we empty the water butts regularly (we use them for watering the garden during dry periods of time) and this really helps reduce the amount of water around the front of the house.

7

When we were writing our flood action plan, we had a look around the outside of our house looking for all the different ways water might make its way into our home, and we actually found quite a few holes – some were from old pipes but we also had something called an airbrick (it helps air circulation in our house and prevents mould). We found out that you can get covers for airbricks that can stop water coming in. We bought a cover, and we also got a builder to properly fill some of the holes on the lower parts of our external walls.

8

Our home is definitely a little more resilient to flooding now. We've made some good changes. Creating the flood action plan has been a great idea as it's made us feel confident about what we'll do if the water ever does start to enter the house.

I really recommend that everyone writes a flood action plan and makes a flood kit.



JOSHUA'S STORY

1 Hello, my name is Joshua. I want to tell you about how me and my family were affected by flooding.

My family have lived in this area for years and my grandma had told me stories about times when the town had flooded in the past but it hadn't happened for years – it definitely wasn't something I had experienced before.



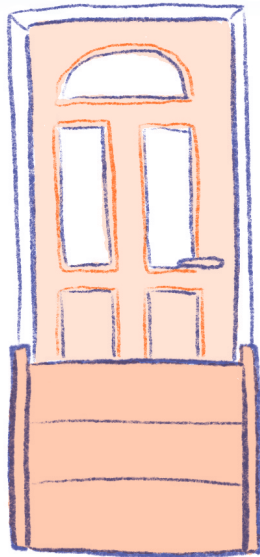
3 Dad had written down a flood plan just in case there was a threat of flooding. The plan was there to help us make sure we did the most to protect our home, our belongings and our pets (we have three cats!).

That afternoon, the flood alert was upgraded to a flood warning. We packed away photo albums and other precious belongings and put them upstairs. Mum had put lots of important documents, like our passports, in plastic wallets so we could take them with us if we needed to leave the house quickly.



2 There had been a lot of rain... lots...it was coming down heavily and my dad told me that this area still was at risk of flood. Floodline had issued a flood alert – this means that flooding is possible and that we needed to think what we would do if there was flooding in the local area.



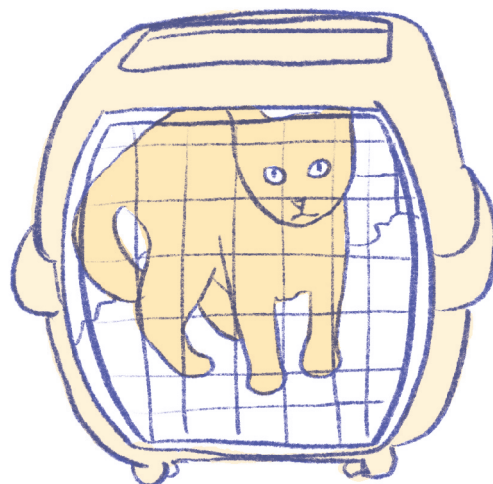


4 Along our road, many of our neighbours have flood protection products they can use to help prevent damage to homes. We have a flood barrier we can put in front of our main door to limit water coming into the front room.



6 Mum and Dad kept an eye out for more messages from Floodline. We also had the radio on and checked @SEPAFlood on X for updates about the flooding. We decided that it was probably best that I go and stay with my auntie with Mum. We packed the cats into their cat carriers and made sure that we were all going to be safe, away from any flooding.

5 One of my jobs was to think about some of the things that were precious to me so that my dad could put them safely away. I had my yearbook from school that I wanted to make sure was kept safe and my football cards too (I have some really rare cards!)



7

I took our flood kit with us – ours contains all of the essential things we need in an emergency; this includes my inhalers and medication because I have asthma.

Unfortunately flood waters did cause some damage to our house so we ended up staying with my auntie for a while – it was tricky getting to school and getting to my clubs took longer than usual.



8

I thought that once the flooding had disappeared that I would be able to go back home. I didn't realise that flood waters can be contaminated and could make me ill. It took a few months for the house to dry out and for the council to say we could move back home.

9

Lots of homes in the local community were affected. Some of my friends had to have the fire brigade help them get out of their homes safely – they have special boats that ensured no one got wet!

The flood water caused some damage in our house. Our sofas were too heavy to lift up high above the waters so they got wet and we have had to replace them. However, there were lots of people that helped us recover from the flooding. Volunteers from our local community made sure we were doing ok. Also, all of our work to prepare really helped limit the damage to our belongings.

10

If this happened to someone else, the advice I would give them would be to check if your home could be at risk of flooding, sign up to Floodline and make a plan. Then, if you are affected by flooding, follow the advice of emergency services and accept the support and advice of people in your community that can help.



FLOODING IN SCOTLAND

Flooding is becoming more likely in Scotland, so remember:

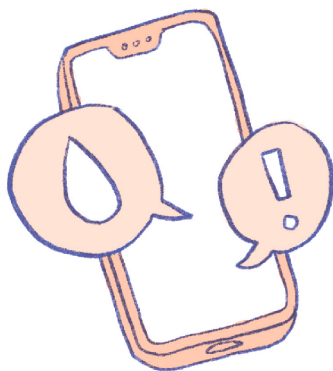
1. Check your flood risk

Check if your home and local area could be at risk of flooding.



2. Sign up to Floodline

Floodline provides live flooding information and advice.



3. Make a flood plan

What would you do if there was a threat of flooding?

Do you have special belongings and pets?

What would you do with them to protect them from flooding?



4. Make a flood kit

Create a list of essential items that you would take with you if you had to leave your house.



5. Follow the advice of the emergency services



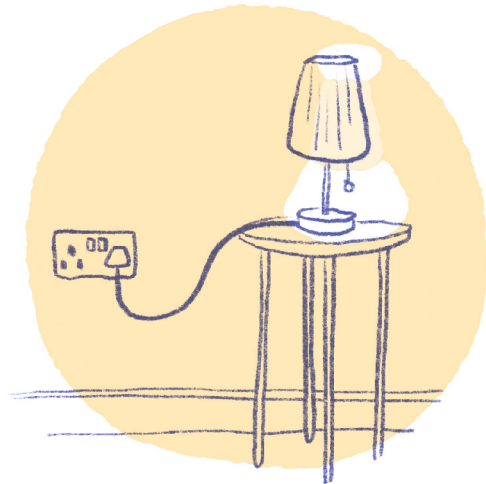
JENNY'S STORY QUESTIONS AND ANSWERS

1) How often has Jenny's home been flooded?

Three times over four years.

2) What was the first step Jenny's family took to make their home more flood-resistant?

The family increased the height of all the electrics in the house so that if the home flooded again the electric system would not be affected.

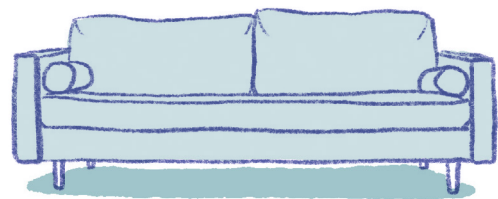


3) How does the family prevent water coming through their front door?

They have attached water barriers to the front door.

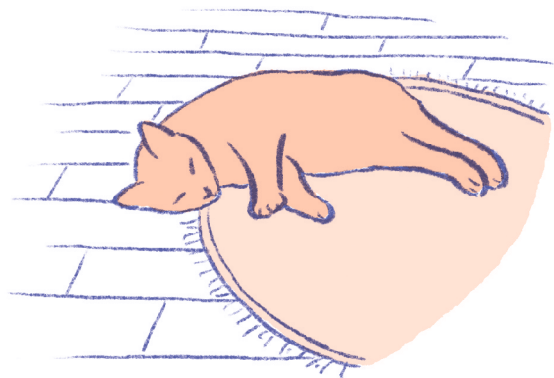
4) What can the family use to get rid of any water that does get into the house?

There are water pumps under the floor that help remove flood water.



5) How have the family made their flooring more flood resilient?

The flooring has been replaced with tiles which will not be damaged by flood water.



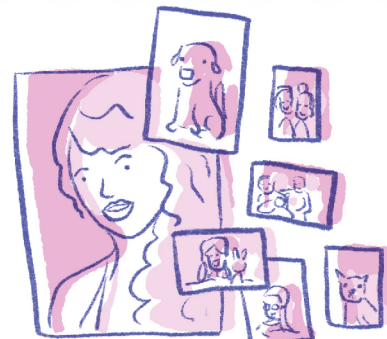
6) How can heavy furniture be protected from flood water?

It can be lifted off the floor away from flood water using bricks (or other objects that can lift the furniture higher).

ZANIB'S STORY QUESTIONS AND ANSWERS

1) What did Zanib find most surprising about the experience of flooding?

After the flood, Zanib was surprised by the smell that was left by the dirty flood water. Zanib was also not prepared for the time they had to wait before they could move back into their home after the flooding.



2) Why was the flood water smelly?

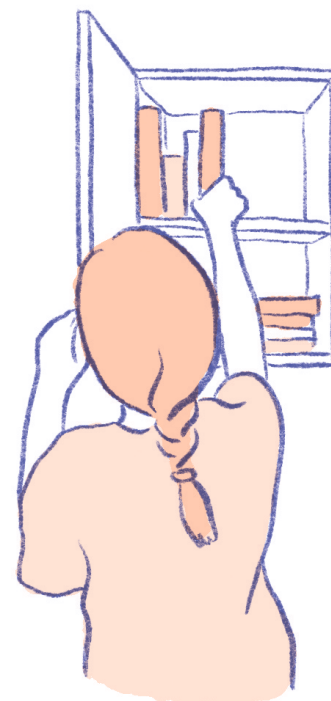
Flood water can contain sewage, which is why it's important that homes are cleaned professionally after a flood.

3) What did Zanib miss most when she was living away from home?

Zanib missed her room and belongings.

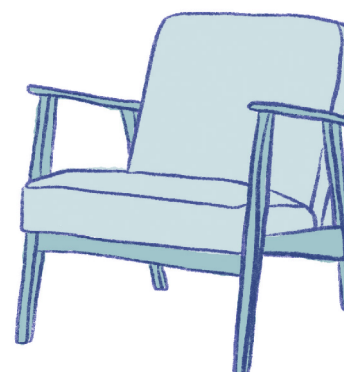
4) How did Zanib make her auntie's house feel more like home?

Zanib's auntie encouraged Zanib to make a 'special corner' in the room she was staying in, by adding posters and photos to the walls, to help the space feel more like home.



5) What changes have Zanib and her grandma made to their flat to help it be more resilient to flooding?

Zanib and her grandma have chosen furniture that can easily be raised off the floor, to protect it from flooding. This should help reduce damage to the furniture. A new high-level storage cupboard has been built for Zanib and her grandma. This high-level cupboard can be used to store important documents and belongings away from flood water.



6) What was one positive thing that happened after the flooding in Zanib's community?

Lots of people in the local community came together to support each other after the flood.



JAMES' STORY QUESTIONS AND ANSWERS

1) What is a flood action plan?

A flood action plan is a plan of what you'll do if your home, local area or school is flooded.

2) What changes to front gardens can help to reduce the impact of flooding?

Rather than paving over a front garden, flower beds (plants in the ground) and grassy areas can help absorb some flood water rather than it all building up in front of the house.

3) How did James' family make changes to decrease the amount of water running off the roof onto the driveway?

James' family added water butts under downpipes to collect rainwater and to reduce the amount of water directed at the front of the house.

4) What changes did James' family make to the external walls of their home?

When they were creating their flood action plan, they inspected their external walls and found several holes and an airbrick that could all allow water into the house. They covered the airbrick with a special cover and arranged for a builder to properly fill some of the holes on the lower parts of the external walls.

5) What does James recommend that all families do?

James recommends that all families write a flood action plan and create a flood kit.



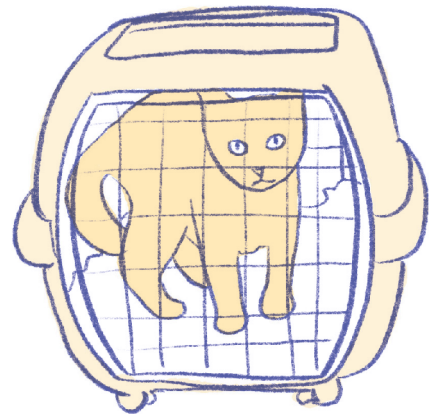
JOSHUA'S STORY QUESTIONS AND ANSWERS

1) How did Joshua know there was likely to be flooding in his area?

The alert from Floodline.

2) How did Joshua's family prepare for the flooding? (Consider all of Joshua's story)

- Wrote a flood plan
- Prepared a flood kit
- Made sure important documents were protected
- Temporarily stayed in a safe location away from flood waters
- Took pets with them to a safe location
- They also have a flood barrier they can use for their front door



3) What were Joshua's special belongings? How did he keep them safe?

His yearbook and his football cards, which his dad put somewhere safe. e.g. the loft.

4) How did Joshua's family keep up to date with news about the flooding?

The radio and messages / social media updates from Floodline.

5) What surprised Joshua about the flooding?

That he couldn't return home immediately.

6) Which different people helped Joshua's family and local community?

The fire brigade helped some of Joshua's friends get out of their homes safely. Volunteers from the local community made sure Joshua's family were doing ok.

7) What would Joshua's advice be?

Check if your home could be at risk of flooding, sign up to Floodline and make a plan. If you are affected by flooding, follow the advice of emergency services and accept the support and advice of people in your community that can help.

