

Council Tax and Business Rates

For relief information check out:
richmondshire.gov.uk/bins-and-recycling/flooding/flood-damage-council-tax

richmondshire.gov.uk/bins-and-recycling/flooding/flood-damage-business-rates

Insurance

- Household (both buildings and contents) policies, comprehensive motor policies and many business policies cover damage by flood.
- Begin by letting your insurer know that you need to make a claim, by telephoning the emergency helpline number which operates 24 hours a day, seven days a week.
- Avoid disposing of damaged property until an insurance assessor has seen it. If you have to dispose of it, take photos first.
- If you have to leave your house unoccupied contact the Police on **101**.

For more information abi.org.uk

Roads and Bridges

North Yorkshire County Council's bridge engineers have designed temporary structures in response to the issues with two bridges and landslip which closed the B6270 and C106.

It is putting a temporary bridge in place on the B6270 which links the upper dale to Richmond and is repairing the landslip so that this road can reopen under traffic management to two-way traffic as soon as possible. The target date for this is August 16. Permanent repairs will take place later on.

The county council will continue to monitor diversion routes, some of which are on very minor roads, to make sure they are safe and usable at all times. Everyone is urged to drive with care and be patient in letting other vehicles pass safely.

Cogden South Bridge on the C106 at Grinton Moor was completely devastated by the flood. The County's bridge designers have designed a temporary structure upstream of the collapsed bridge which will join the road back together. The target is to reopen the C106 before the end of August and it is hoped this will enable

the UCI Road World Championship race to take place on the publicised route in September. Reconstruction work of a permanent structure will take place later on.

For details on roads check out: northyorks.gov.uk/roadworks-road-closures-and-diversions

Useful contacts

Richmondshire District Council:

01748 901016 or
flood.recovery@richmondshire.gov.uk

Environment Agency: Floodline: 0345 988 1188

North Yorkshire County Council:

01609 780780

North Yorkshire Police: 101

Yorkshire Water: 0345 124 2424

Gas: Leaks: 0800 111 999

Appliance Repair Helpline: 0800 371 782

Electricity: Northern Powergrid:
0800 668 877 or 0800 375 675

Richmondshire District Council Housing Team:

01748 901150


Two Ridings Community Foundation:

01904 929 500



  @northyorksc



  @RichmondshireDC

This information is available in alternative formats and languages



ADVICE AFTER FLOODING



Richmondshire District Council and North Yorkshire County Council are working hard together to help the Dales' communities, people and businesses impacted by the flash floods.

Some of the information in this leaflet will be useful to you both now and in the future so please hold on to it.

Electricity and Gas

- If your electricity meter has been submerged in water call your supplier - Northern Powergrid on **0800 668 877** or **0800 375 675**.
- Switch off all appliances if they are likely to have been affected by water.
- Have all appliances and internal wiring checked by an approved electrical contractor.
- If you can smell gas call National Grid Gas on **0800 111 999** immediately.
- Check flue and ventilation systems – which are essential for normal operation - they may have been affected by the floodwater.
- Call the Appliance Helpline on **0800 371 782**.
- LPG users should contact their local supplier

Rubbish disposal

Any bulky household possessions and furnishings which cannot be salvaged and need disposing of will be dealt with by your insurance company. These can also be placed in the skips provided. Do not put rubbish out on to the pavement or highways.

The County Council's household waste recycling centre in Leyburn is open as normal but is also open between 8.30am and 5pm on Wednesday August 14 to help with the clearing operation. You can dispose of white goods here or in the mobile household waste recycling centres. Please don't put white goods into other skips in the area and make sure you check with your insurers before you throw out anything you are making an insurance claim on.

The mobile recycling centre will be at Reeth village green on Saturday August 10th between 8am and 12 noon and on Saturday August 17th between 9am and 1pm.

For details of recycling centres check out: northyorks.gov.uk/mobile-household-waste-recycling-centres

General clean up advice

- Contact your insurance company.
- Please be alert to rogue traders offering to undertake work or remove your goods and check all ID carefully.
- Record details of damage with photographs and film footage where possible.
- Assemble equipment and supplies: gloves, masks and other protective gear; buckets, mops and plastic

rubbish sacks; household bleach and detergent (never mix bleach with ammonia as the fumes are toxic); large containers for soaking bedding and clothing and lines to hang them to dry.

- You may also need to hire extension cables, submersible pumps, wet/dry vacuum cleaners, de-humidifiers or space heaters.
- Store valuable papers that have been damaged in a freezer until you have time to work on them.
- Remove all soft furnishings and fittings that are damaged beyond repair.
- Don't forget the space under the ground floor if you have wooden floors – it may need pumping out.
- Wash down all hard surfaces with hot soapy water.
- Use a domestic disinfectant to wash over all hard surfaces after cleaning.
- Clothing, bedding and other soft/fabric articles - including children's toys - should be laundered at the highest possible temperature (as indicated on manufacturer's instructions). Other soft furnishings that have been contaminated and cannot be put in a washing machine will need to be professionally cleaned or if that is not possible, disposed of.
- Don't wash down flood damaged goods and be tempted to reuse them and if you handle items contaminated by flood water we advise you use gloves or wash your hands regularly – particularly before eating.
- Food preparation surfaces and storage cupboards, refrigerators, etc should have a final wash down with food safe disinfectant.
- Dispose of all food – tins and packets – that have been affected by floodwater
- Allow all cleansed areas to dry thoroughly. This will also help to destroy any germs left behind.
- Heating and good ventilation will assist the drying process.
- Keep all sandbags issued to you in case of future emergencies. The Council will not be collecting them.

Gulley cleaning

The county council is sending out gulley-cleaning machinery where needed to improve surface-water drainage from roads in Reeth, Grinton and Fremington.

Health

- Floodwater and sewage often leaves a muddy deposit that may contain bacteria and other micro-organisms. However please do not be unduly concerned as any risk to health is very small. You do not need any booster immunisations or antibiotics. If you do feel unwell please contact your GP and tell them your home was flooded.
- Health risks can be minimised by taking general hygiene precautions. Wash hands before eating and preparing food, use protective clothing – wellies and gloves - and protect cuts with waterproof plasters.

Water and sewage

- Any taps which have been submerged in contaminated floodwater should be cleaned using bleach solution and run for 30 seconds prior to the water being used.
- Water quality is unlikely to have been affected so there is no need to boil water.
- Householders with their own private water supply should boil water if the well or spring has been covered by floodwater, if the water changes colour or taste, or if their supply has been affected by flooding. Continue to boil water until the supply has been tested. Check out dwi.gov.uk.
- Sewerage – for queries call Yorkshire Water on **0345 124 2424** or contact.yorkshirewater.com/sewerage
- Do not let children play on affected gardens and play areas until they have been cleaned and restored to their normal condition.
- Do not eat garden or allotment vegetables that have been covered by sewage or floodwater. It is better to dispose of any contaminated produce.

Telephones

BT will deal with faults as soon as possible, but delays must be expected. Dial **0800 800 150** to report faults – 24 hours a day. Customers are requested to only report the fault once.

Housing

Please contact Richmondshire District Council on **01748 901150**.