

## **Wyre Forest District Council – I need help following the flooding...**

### **When can I return to my home?**

Advice on Thursday 19 February: “Residents are not advised to return at present. River level remains high and is projected to be so for some hours. There is still a risk of flooding at Beale’s Corner and Northwood Lane. The position will be kept under review and the agencies will advise at what point the level of risk has reduced.”

Follow WFDC on Facebook <https://www.facebook.com/WyreForest/> or Twitter @WyreForestDC for updates

### **Sandbags?**

Can be collected from : Gardners Meadow car park, Bewdley; Vale Road car park, Stourport; Green Street Depot frontage, Kidderminster

If there is none available at the site nearest you, please contact [operationalservices@wyreforestdc.gov.uk](mailto:operationalservices@wyreforestdc.gov.uk) or 01562 732528 (Monday - Friday 9am - 5pm) and we will let you know when fresh supplies will be available.

### **Help with clean up?**

We are offering free bulky waste collections to anyone in the district who has suffered flooding to their property and has damaged goods. Any flood damaged property will need to be placed at a collection point our team can access. Please check with your insurance company before booking a collection. Contact [operationalservices@wyreforestdc.gov.uk](mailto:operationalservices@wyreforestdc.gov.uk) or 01562 732528.

If you are a food business and are flooded there is specific help and advice available from

<https://worcsregservices.gov.uk/food-drink/food-and-drink-for-businesses/floods-and-food-businesses.aspx>

Cleansing Private Property - we will not assist in the cleansing of private property, including courtyards. We will be able provide a reasonable quote for undertaking these works, together with a list of alternative contractors who could carry out this work.

Except where we have been paid to undertake work on your behalf, WFDC staff will not enter private properties to assist with flood recovery. Private land is the responsibility of the land owners.

Cleansing of public spaces (streets, footpaths etc) – we will clean all public spaces as soon as reasonably practicable after flooding has receded and as soon as ground conditions allow. Contact [operationalservices@wyreforestdc.gov.uk](mailto:operationalservices@wyreforestdc.gov.uk) or 01562 732528

## **I can't return to my home and I have nowhere else to go/can't afford to pay for alternative accommodation**

We have a rest centre at Wyre Forest House, Finepoint Way, Kidderminster DY11 7WF that is open tonight (Wednesday 19 February) until 1000 on Thursday 20 February – please make your way there if you have nowhere else to go tonight.

If you have been made homeless by the floods and can't make your own arrangements, please contact [HousingAdviceTeam@wyreforestdc.gov.uk](mailto:HousingAdviceTeam@wyreforestdc.gov.uk) or 01562 732928 (9am - 5pm Monday - Friday) or visit the Hub, Green Street, DY10 1HA (Opening hours: Monday, Tuesday, Thursday, Friday 9am to 5pm; Wednesday 10am to 5pm.)

Outside working hours, please contact 01562 850053.

## **Is there financial help available?**

Yes, if your house or business premises have been flooded.

We will give 100% council tax and business rates relief for 3 months for houses or business premises that were flooded, where we already have confirmation of flooding. We will send notification of the relief by post or email, depending on how people have chosen to receive their council tax or business rates bills.

Any household or business that has been flooded and thinks it may be eligible for this support should get in touch with the Hub at Green Street, Kidderminster by emailing [customerservices@wyreforestdc.gov.uk](mailto:customerservices@wyreforestdc.gov.uk) or 01562 732928 so that we can confirm that you're eligible.

We will also put in place arrangements to administer financial hardship payments for affected households and business recovery grants for small and medium enterprises that have uninsured losses. We will announce further details shortly.