Appendix A -Personal impact on residents.

From the minute the water enters the property our lives are turned upside-down. Bailing water out, moving furniture and belongings out of harms way, trying to find a minute to call on friends and neighbours to help with things like calling the fire brigade, collecting sand bags. Trying our best not to just stand and cry at what is before us.

The next days and weeks are spent ripping up wet carpets and removing damaged furniture and throwing it into a skip, trying to remember to photograph the evidence, packing personal possessions, contacting insurance companies, meeting with loss adjusters and for some, organising alternative accommodation. The realisation sets in and it breaks you.

The stripping out gets done, all skirtings, door frames, wall tiles, plasterboard and damaged plaster, kitchens. Then the air movers and dehumidifiers arrive to run a minimum of 7 hours a day and any furniture that hasn't been damaged is put into storage. You are left with empty and unusable rooms, having to live upstairs. One family had to leave their home, splitting the family into two properties. Another resident, their vehicle used for employment was written off.
People have had mental breakdowns, are now on antidepressants and sleeping tablets due to recurring nightmares, one being hospitalised due to the depression. Relationships are under huge stress, people have also lost jobs due to poor mental health and older members of the family with existing health problems have both deteriorated from the disruption of it all. Having moved into separate rented properties, they no longer have the required 24/7 support they need from the daughter and son in law.

Normal life changes beyond all recognition, family can't visit because the furniture is gone, the only chairs are camping chairs, no table to have a family meal at, grandchildren unable to stay because the bedrooms are now storage rooms full of boxes, their toys all packed away.
We can't book holidays because we are waiting, all the time, waiting for tradesmen to turn up to quote, waiting for dry certificates so the recovery work can start, waiting for the trades to eventually fit us in and then the then we have to be project managers. All the time chasing up for paperwork to submit to the loss adjuster. This takes months and its exhausting.
Those people in bungalows have no "upstairs" to escape to, elderly residents unable to protect their property and totally reliant on their neighbours to help. I can tell you now, we are all exhausted and devastated in equal measure.

This was the second time in 1 year and 4 days that we have flooded. The previous work was completed 10 weeks before it happened again.
We are now in the process of rebuilding our conservatory to try and make our house safe from flooding again, flooding that if Anglian water had done their part shouldn't have happened.
The value of the house is substantially reduced, if not worthless under current conditions, nobody will get a mortgage on a house that's flooded twice in 12 months, our house insurance has increased from £300 a year to £2400. Who compensates us for this? All down to lack of investment in the infrastructure.
Anglian water, If you can't afford to do the required work then maybe you would like to buy our properties at pre flood value and put tenants in it and you can clear up the mess each year.