

# A Step-by-Step Flood Emergency Checklist



## 1. Put Safety First

- Evacuate and call emergency services on 111 if there's standing water and electrical hazards
- Turn off power, water, and gas at the mains before entering any flooded area
- Keep up to date with news during a major weather event via the radio or Civil Defence
- Keep pets and livestock safe and move them to higher ground
- Avoid standing or fast-moving floodwater and contaminated water
- Be cautious of slippery surfaces, debris, and weakened structures

## 2. Stop the Source of Water

- Locate and turn off the source of flooding if it's safe (burst pipe, leaking appliance)
- Divert stormwater or rising groundwater away from your property if possible
- Use sandbags or barriers to minimise further water damage

## 3. Call the Professionals Immediately

- Contact JAE's 24/7 emergency flood team ASAP to minimise damage on **0800 225 552**

## 4. Protect Your Belongings

- Move valuables, important documents, electronics, and small furniture to a dry area if safe
- Place aluminium foil or wooden blocks under furniture legs to limit further water absorption
- Avoid walking on wet carpets, rugs, or upholstery until professionally inspected
- If safe, ventilate the area by opening windows and doors

## 5. Document the Damage

- Take photos or videos of all affected areas and damaged items for insurance purposes

## 6. Contact your Insurance

- After calling JAE, lodge a claim with your insurance provider

## Let JAE take care it from here!

Acting fast is the key to minimising water damage, it's best to contact JAE's qualified team as soon as you can. JAE is an insurance approved supplier who can work with any insurance company. We are here to take the stress out of the situation and guide you step by step toward a safe, dry home.