



CUSTOMER STORIES

TETLEY'S MOTOR SERVICES

We spoke with Ian Tetley to hear about his experience of flooding at his coach depot in Leeds.



Tetley's Motor Services are based on 1.5-acre site, approximately 50 – 60m away from the River Aire in a suburb of Leeds. Their operation includes a fleet of approximately 60 coaches, maintenance facilities which contain some expensive equipment and some offices.

FLOODED IN 2007: " A ONCE IN A LIFETIME FLOOD"

In 2007 the River Aire broke its banks. The staff moved the coaches to higher ground, so they were safe when flood water entered the site. The depot flooded but the offices and garages are sited on higher ground and so luckily, were not affected.

Ian Tetley who owns the company said "The flooding was bad, but it was limited to just the depot. The water was clean and so we just washed and dried everything; then we were good to go again." It was clear that Tetley's were in a flood risk area, but the 'once in a lifetime flooding' had caused relatively little damage.



They signed up for flood alerts and got on with running their business.

CHRISTMAS 2015

On Christmas Day 2015 they received alerts that the River Aire was likely to flood. On Boxing Day Ian Tetley phoned the staff in the office and was told that the River Aire had burst its banks.... It was rising quickly and reached the depot just one hour later. The staff on duty were racing against time to move the 45 – 50 coaches in the depot to higher ground and out of harm's way.

Ian and his wife set off from their home to reach the depot. The usual routes were blocked due to flooding. Eventually they were able to get through; though shortly afterwards even that route became impassable.

"IT JUST
KEPT
RISING!"

Ian and his wife arrived to see the flood water had streamed into the yard. His team had managed to move the coaches and everyone believed it was a repeat of 2007... it would be a nuisance but with limited impact. However, as they monitored the situation via the Environment Agency website it became clear that this time it was going to be much worse. By midnight the flood water was just ½ metre below the office doors. "It just kept rising!"

Ian tried to get back into the depot but couldn't get through. He could only stand and watch as the flood water breached the offices. By 3.30am the floodwater peaked and then started to subside. At 4am Ian went home exhausted.

THE IMPACT - "WE LOST OUR DATA"

When Ian opened the offices the next day it was to find that 5 pc's and the server had been damaged. This is crucial to the business as all bookings and payments are made electronically. However, the data is backed up several times a day as a contingency and so everything would be recoverable.



Tetley's depot on Boxing Day, 2015

Unfortunately, when they reviewed the recovered data some of the information was obviously missing. After a stressful period, they had a stroke of luck ... the hard drive could be repaired and they were able to recover the missing information. They had been literally 1" away from disaster.

Thankfully the business could now focus on cleaning up and getting back on its feet. The buses affected had to have very thorough cleaning and the offices had to be cleaned and sorted. The flooring was vinyl and the electrics were already set high on the wall, so they had some flood resilience by default.

FLOOD PROTECTION

Ian said “The 2007 floods were supposedly ‘once in a lifetime’ but this time it was ½ meter higher! So, I decided that we needed more flood protection.” The council were helpful and gave them information on the Flood Resilience Grant available to everyone who had been flooded. Ian arranged for 2 or 3 quotations and chose UK Flood Defence Alliance.

We chose flood barriers as the best way to protect the garage containing the expensive test equipment and the three entrances to the offices. “They look like a quality product and we hope we don’t have to use them! In the event of another ‘once in a lifetime flood’ we feel confident that we’ll be protected.”

If you were affected by Storm Desmond and would like us to tell your story, email info@ukfda.com



Tetley's coaches during the flooding on Boxing Day, 2015



The River Aire, Leeds