

Flood Bulletin

Perth & Kinross Council has continued to support affected communities since the extreme weather event that occurred during the night of 11/12 August 2020.

The Council is producing bulletins aimed at keeping local communities informed of the developments and recovery work in progress following the flooding in their area.

Perth & Kinross Council continues to work in partnership with a number of agencies including Scottish Water, the Scottish Environment Protection Agency and the Scottish Flood Forum to assist with the recovery.

The Council and its partnership agencies are committed to providing on-going support to those who need it as the recovery work continues. Further bulletins will follow.

Extremity of Rainfall

During the night of 11 August 2020, much of Scotland were affected by significant thunderstorms and heavy rainfall. The entire Perth and Kinross Council area suffered extensive rainfall, thunder and lightning for 6 hours from around 11pm on 11 August. This severe weather resulted in widespread flooding.

The flooding affected properties in some parts of Perth as well as Alyth, Kinross, Dunning, Pitlochry and other areas, although full details continue to emerge.

The Met Office has confirmed that the majority of the rain came between midnight and 3am, with 42.2mm falling between 1-2am in Perth. The total rainfall in Perth was 86.4mm for the 24 hour period from 6am on 11 August and 6am on 12 August. For the same time period, the Met Office also have a site in Kinross which recorded 61.6mm although they do not have the hourly breakdown for here. MET Office climate data indicates that Perth would normally experience an average of 65mm of rain in the whole month of August. 40mm in an hour is therefore exceptional and confirms that the storm was significant.

Initial rainfall analysis by SEPA in areas including Perth and Kinross where rain gauges are available, reported similar rainfall totals confirming that the flood event was significant. Flooding impacts were experienced across a widespread area of Central and North East Scotland and SEPA are preparing a comprehensive report of the event which will be published when complete

While that will be of little comfort to those affected, it does reflect the severity of the situation.

Flood Impact

Officers from the Council's flooding team have been on site to investigate the flooding. To date we have logged approximately 163 homes and businesses that

have experienced internal flooding; many more have experienced flooding to the external areas of the property. Communities in Perth, Alyth, Kinross, Dunning, Pitlochry, Blairgowrie, Almondbank, Bridge of Earn, Fossoway and Forgendenny have been affected.

The main impact has been in Perth with the following areas affected:

- Areas along the Craigie Burn (particularly Queen Street);
- The South Inch (particularly Marshall Place);
- The area around (and including) Feus Road, Crieff Road and Fairfield Avenue;
- Cavendish Avenue and Gray Street;
- Other areas including Low Road, Cherrybank; Wallace Crescent, Tulloch; etc

If your home was flooded please contact your insurance company immediately but remember to take lots of photographs of your property before you start clearing up. If you are going to use dehumidifiers or heaters take your electricity reading beforehand as you may be able to claim electricity usage on your insurance.

The Scottish Flood Forum will be on hand to provide advice and help with insurance claims, or if you have no Insurance, or require a home visit.

Current Priority Work

Our current priority is to investigate the extent of the flooding and why it happened. This will allow us to focus on the homes and businesses that most require our help. Council officers remain on the ground throughout Perth and Kinross to investigate the flooding at this time.

If your home or business has been affected by flooding, then we would be grateful if they could contact the Council on 01738 475000 or on flood@pkc.gov.uk if you have not already done so.

We have been receiving a high volume of calls and e-mails from throughout Perth and Kinross following the flooding. Unfortunately, it's not possible for us to respond to them all at once and we have therefore had to prioritise our efforts in this regard.

Flood Recovery work

We understand the impact that flooding can have on communities and we are doing everything we can to assist in the recovery work. The Council is also working with other responsible authorities including Scottish Water, SEPA and the Scottish Flood Forum as well as community resilience groups to help in the flood recovery work.

Unfortunately, exceptional weather events are happening more often, and flooding is having increasing impact and effect across the whole country. There will always be limits as to what individual Councils and public sector agencies can achieve in

preventing it. More can be achieved in terms of reducing the risk of flooding where communities, councils and other agencies work together.

The Scottish Flood Forum

The Scottish Flood Forum is the only charitable organisation operating in Scotland that specialises in flood recovery. It is run by people who have considerable hands-on experience in supporting victims of flooding both before, during and following a major flood event.

It is also committed to helping communities and businesses during the long process of recovery as people seek to rebuild their lives following a flood incident. It also provides support to local businesses in continuity planning.

Its work throughout Scotland is funded by the Scottish Government, and it works closely with local authorities such as Perth and Kinross Council.

The SFF will be back in Perth & Kinross at the dates and time below, offering support and advice to residents affected by flooding:

- Kinross - Tuesday 25 August (11 am until early afternoon) at Queich Place.
- Perth City Centre - Wednesday 26 August (10am-4pm); Friday 28 Aug (weekly thereafter). They will be in King Edward street next to the St.John's Shopping Centre
- Dunning – Wednesday 26 August (evening)
- Alyth - Thursday 27 August

Please see the Council's current news article at www.pkc.gov.uk/article/21805/Scottish-Flood-Forum-returns-to-Perth-and-Kinross-on-Tuesday-25-August-.

If you can't make it along on the day you can contact the Scottish Flood Forum helpline on 01698 839021 or email info@scottishfloodforum.org For further information about the Forum please visit www.scottishfloodforum.org.

Please bear in mind that the Scottish Flood Forum are a small organisation and are currently responding to flooding in other areas across Scotland. The on-going coronavirus pandemic also means that it will take longer than usual to respond to enquiries. We hope you will understand; thank you for your patience.

Housing Issues

Council officers carried out welfare checks on residents in around 100 properties after the storm. If nobody was home, letters were posted to homes hit by flooding directing them to help. Officers have visited hit worst hit areas to speak to residents and assist with the clear up where necessary.

The Council has continued to contact households affected by the storms to offer assistance and support where necessary.

Residents whose home has been affected by flooding or other storm damage, should contact their landlord and/or insurance company as soon as possible.

- Council tenants who feel their home is no longer habitable as a result of the storm damage should contact their Locality Housing Team as soon as possible by calling 01738 476000.
- Council tenants who just need to report a repair that will not affect their ability to remain in the property, should call 01738 476000 and select the housing repairs option.
- Private-sector or Housing Association tenants should contact their landlord or letting agent to advise them of the situation and request assistance. Owner-occupiers should notify their insurance company of any damage as soon as possible.
- Those living in private-sector accommodation and their home is no longer habitable and require emergency accommodation, should contact the Housing Options Team on 01738 476000. For assistance out with normal working hours, please call 0800 917 0708.
- Health and social care services can be accessed by contacting the Access Team on 0345 30 111 20 - this number connects into services at all times of the day or night.

Flooding and Council Tax

If you cannot live in your home due to the flooding you may not be charged Council Tax, as long as certain criteria are met. You will need to register your details with Perth and Kinross Council by telephoning 01738 477430.

If you have received any letters from the Council about Council Tax you haven't paid or if you have any other concerns or issues regarding Council Tax including liability for your temporary accommodation, again please contact PKC on 01738 477430.

Take Care After the Flood

We would remind people affected by flooding about the basic precautions to be taken when clearing up after a flood. A comprehensive leaflet is available from the drop-in centre, but you should:

- Be aware of the stress and strain of being flooded and clearing up afterwards. Tiredness, difficulty sleeping and anxiety are normal in these circumstances, but take time to consider your family's wellbeing and seek help if you start to feel overwhelmed. See your GP or visit the drop-in centre for details of help available;
- Wash your hands regularly with soap and warm clean water or use wet wipes if there is no clean water available. Keep cuts clean and use waterproof plasters;
- Keep children safe - keep their hands clean, particularly before eating and don't let them play on paved areas until they have been cleaned. Grass is usually safe

after about a week because sunlight and soil help destroy harmful bacteria. Wash toys in hot water and detergent, and soft toys in a hot machine wash.

Door to Door Salesmen

Beware of people calling at your home offering their services such as individuals offering to help you with your insurance claim. You are strongly advised to deal only with your insurance company's loss adjuster.

Beware of signing contracts - read the small print first. If in any doubt please contact the SFF helpline on 01698 839021 in the first instance.

Urgent Road Bridge and Culvert Works

Currently there are several bridge and road culverts located cross the Council area that have been significantly damaged due the rainfall event of 11/12 August 2020. The works required will in some cases take several months to complete; requiring full replacement of bridges and culverts in due course. In the interim Officers are working actively to prioritise emergency works that are required to re-open roads at the earliest opportunity, whilst keeping the travelling public safe.

Frequently Asked Questions

Please find attached a list of answers to commonly asked questions.

Further Information

For further advice, please also refer to the Council's Facebook and Twitter accounts and our online news articles:-

www.pkc.gov.uk/august2020flooding

www.pkc.gov.uk/article/21794/12-August-2020-Storm-Flood-Risk-Management-Update

www.pkc.gov.uk/article/21793/Council-offers-support-to-flooded-residents

Further information and advice on flooding can be found on the Council's website at <https://www.pkc.gov.uk> and <https://www.pkc.gov.uk/frmplans>

Flood Emergencies

Both Scottish Water and the Council are available 24 hours a day, 7 days a week, and can be contacted for assistance in flood emergencies. The Council's customer service centre can be contacted for assistance during office hours (8.45am to 5pm) on 01738 475000 and the out of hours emergency number is 01738 476476. Please contact Scottish Water via the Scottish Water customer helpline on 0800 077 8778.