



CUSTOMER STORIES

“ALL WE  
COULD DO  
WAS  
WATCH”

This week, we caught up with Kendal resident and UKFDA customer “Mrs B”, who very kindly shared her Storm Desmond experience with us. Mrs B remembers frantically clearing her ground floor, losing power, and one very frightened dog...

### Mr & Mrs B

Until Saturday 5<sup>th</sup> December 2015, Mr & Mrs B did not live in a flood risk area. They had lived in their home for 27 years and flooding was not something that had affected them before.

As they were not in a recognised flood zone they were not able to set up flood alerts. They kept in touch with the rising flood water through reports on the local radio and posts on Facebook, “the pictures and information posted by other people were really useful.”

At about 4.30pm, when it looked worryingly like the flood water might actually reach them, Mr & Mrs B started to shift their belongings upstairs. Anything that they could carry upstairs was moved, and items like sofas and the dining table were raised using

bricks from the garden. They also moved their cars to higher ground.

Mr & Mrs B had managed to get hold of some sandbags which they stacked in front of their door. However, the flood water entered the house through the airbricks and then through the patio doors. “Watching the water get deeper and deeper was horrible.”

The electricity went off and they sat in candlelight with no radio, TV and their phones on airplane mode to save the batteries. Their dog was very distressed, and nobody slept that night.

“Compared to some  
people we got off lightly”



*Mrs B wades up to the back door of the house, Dec 2015*

for the Flood Resilience Grant so that they could fit flood protection products. As part of that process they had a survey which assessed their property and then recommended a range of products.

“We fitted self-closing airbricks; they’re essential as this is where we’d been so vulnerable during the flood. We considered flood barriers, but we’re really pleased that we chose flood doors instead.

They look really lovely but most importantly we know that the flood doors and the self-closing airbricks will work even if we’re not home. We feel safer and that peace of mind is worth a lot!”

“ I literally mopped and bleached everything I could ”

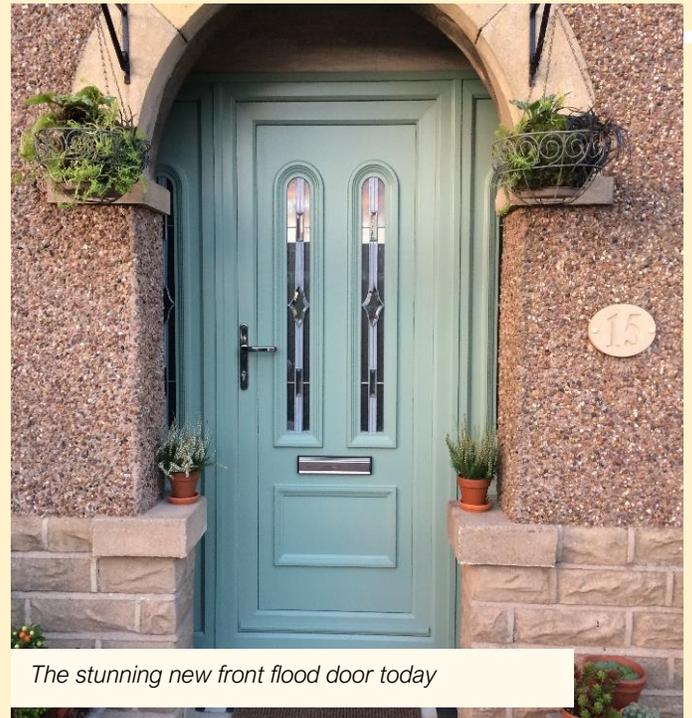
The floodwater peaked at 3” but it receded quite quickly. “Compared to some other people we got off lightly”, but all the carpets and skirting boards were soaked.

“Sunday 6th December was carnage!” said Mrs B. “The smell was rank because the water was so foul. We ripped up carpets and had help to pile them in the garden. Wet carpets are really heavy! Then I literally mopped and bleached everything that I could.”

They dried out the house by opening the windows, cranking up the central heating and using an old dehumidifier. They had contacted the insurance company immediately and the loss adjustor came on Tuesday. Luckily, they didn’t have to wait too long.

### **Moving Forward**

Once everything had dried, Mr and Mrs B needed new flooring to replace everything that was damaged. They applied to Cumbria County Council



*The stunning new front flood door today*

“ We feel safer and that peace of mind is worth a lot! ”

*If you were affected by Storm Desmond and would like us to tell your story, email [info@ukfda.com](mailto:info@ukfda.com)*