

CUSTOMER STORIES

"From the outside our house looked fine, but when we opened the porch it was clear that we had been flooded."

When Mr & Mrs Green left their property to deliver Christmas presents to relatives in **early December 2015**, they had no idea it would be **5 months** before they would sleep at home again. Jackie Wilks interviews them about their experience of **Storm Desmond**.

Being flooded

"We were returning from delivering early Christmas cards and presents to our daughter in the Midlands. We had not received any warnings about the weather or potential flooding, so it all came as a total shock.

"I've never seen a storm like it."

We were stopped by the police who told us that Kendal was blocked off and we would have to go elsewhere. This was the first we knew of it.

We eventually spent the night on chairs in the foyer of the Motorway services hotel, as there weren't any rooms left. The wind was howling. "I have never seen a storm like it".



View of front garden flooding at Mr & Mrs Green's home

In the morning we tried two different routes to get home. Storm Desmond had flooded the centre of Kendal and we couldn't get through. Eventually we reached home to find that our neighbours had been evacuated at 5pm the night before. By the time we reached home the river had gone down.

From the outside our house looked fine but when we opened the porch it was clear that we had been flooded. All the downstairs was affected. "

What happened?

"We had to throw away lots of damaged items. We had to replace all the floorboards, the wooden fireplace,

the whole kitchen, carpets, laminate flooring, the skirting boards and the plaster to half way up the wall. Oak furniture had to be renovated and some of the wiring had to be replaced.

We were out of our house for five months, which is quite quick compared to some of my neighbours' experiences."

Flood protection

"It took a while to get the flood grant approved and the exact method of protecting the house agreed.

"UKFDA worked hard to give us what we wanted."

Shortly before the flood we had replaced our front door, side panels and porch door. We wanted to match it as best we could.

The UK Flood Defence Alliance (UKFDA) went to a lot of trouble to match the style of door and they tracked down the exact glazing we had before and sourced it for us. We are really pleased."

Our house has been protected by:

- Flood door & side panels
- Flood barrier for the rear door
- Waterproof masonry treatment
- Non-return valves for the drains to protect the toilet, sink and boiler drains
- SMART airbricks
- Vent cover for the tumble dryer
- A sump pump



The porch area after the initial flood water had subsided

"UKFDA worked hard to give us what we wanted and what we needed with the minimum disruption. The work was done to a high standard and very quickly. We had a lot of support from the UKFDA office staff who were so helpful.

The matching of the flood door to what we had before was so good some of our relatives didn't realise that it had been changed! The fitting teams were great and did a really good job.

We are really pleased. It doesn't take away the worry that we will be flooded again.... I think that will always be

there, but at least now we know we are protected."

Mr & Mrs Green, Burneside, Kendal

"Now we know we're protected."

If you were affected by Storm Desmond and would like us to tell your story, email



Extensive flood damage resulted in total restoration of many areas of the house

info@ukfda.com.