

Property Flood Resilience Recovery Support Scheme 2020

Step by Step Guidance

As at 12 March 2021

Key	Responsibility	
	Property owner	Herefordshire Council

Step 1 – ACCESS Expression of Interest form

- Access the Expression of Interest form and details about the scheme from www.herefordshire.gov.uk/pfr. Documents can also be sent by post upon request.
- The updated 2020 [Property Flood Resilience emagazine](#), written by Mary Dhonau, contains real life stories of how people have adapted their homes and businesses to make them resilient to future floods.



Step 2 – SUBMIT Expression of Interest form

- Submit completed form to Herefordshire Council – you will receive notification that it has been logged and receive a unique reference number.
- Note that the deadline for submitting your Application Form is 31 December 2021** (see Step 10).



Step 3 – Expression of Interest REVIEWED	
Eligible – if we are satisfied that you are eligible to apply, we will provide details of the full application process.	Not eligible – if you are not eligible to apply for the grant we will write to you and explain why not.



Step 4 – Works already STARTED?

- It is appreciated that in some cases repair works may have already begun and that you may have commissioned recoverability and resistance measures as part of this process.
- We may still process retrospective claims. However, evidence will be required that the features you are claiming:
 - will protect the property;
 - represent best value for money; and
 - have been installed correctly.
- If you are planning works that have not already started and would like to apply for a grant, you should follow the standard process (see Step 6).
- If you go ahead with works outside of this process, we cannot guarantee that your application will be accepted.



- We will confirm the level of detail required.
- Please ensure that you keep all quotations and invoices associated with any works that have already taken place.
- If they are resistance works, a suitably qualified independent surveyor will need to undertake a post completion survey of the measures which have been installed.
- An application form will need to be completed.



NO



Go to Step 10

Step 5 – COLLABORATIVE application?

- Collaborative applications between adjacent eligible properties can be submitted and can include community property flood resilience (PFR) measures.
- These will be assessed on a case by case basis and the total value of the grant will be based upon the number of eligible properties.

➔
YES

- We will encourage you to talk to your neighbours and subsequent survey(s) should reflect the need for a holistic approach and solution.
- We will contact you in order to agree a point of contact within the community.

↓
NO

Step 6 – ARRANGE Property Survey

- If you are carrying out resistance works, you will need to arrange for a PFR survey to be carried out at your property by a suitably qualified independent surveyor (i.e. RICS / MCIWEM C.WEM accredited, able to demonstrate a track record in terms of professional experience in the installation of PFR products, have the ability to assess a property's vulnerability to flood damage and understand the nature of the risk they face).
- Whilst we have listed some potential surveyors on our webpage, these are based upon the Environment Agency's National Property Flood Resilience Framework 2018-2022 and the council takes no responsibility for their competency. The contract will be between you and the surveyor.
- The National Flood Forum maintains the Blue Pages <http://bluepages.org.uk/> - an independent flood directory that lists a range of products and services that support delivery of property flood recoverability and resistance.
- All PFR surveys must be carried out in accordance with the [Property Flood Resilience Code of Practice \(C790F\)](#) and the PFR Survey should include
 - 1 – Flood Hazard Assessment**
 - This should be a property level flood risk assessment, which clearly summarises the available hazard information to determine the likelihood and severity of flooding from different sources. This information will be used to inform the selection and design of PFR measures.
 - 2 – Property Survey**
 - The purpose of the survey is to assess the current flood resilience of the property to provide the necessary information to allow suitable PFR options to be identified. Each building and structure at the property must be surveyed.
 - 3 – Options Development**
 - The options for PFR will consider the use of:
 - measures that restrict water entry to the building under defined conditions;
 - materials that are recoverable after water contact; and
 - services, fixtures and fittings that are recoverable by their location and/or ability to resist water damage.
 - The design and specification will be based on the information provided by Standard 1 and 2, and the measures specified shall be selected impartially.
- If the survey is not to the required standard, you will be required to have a second survey done to the required standard. In this case, the cost for any initial surveys that don't meet the standard will not be recoverable from the grant and will be at a cost to the property owner

- In line with the Defra guidelines, any company who carries out the property survey cannot supply or install any of the proposed PFR measures under the terms of the grant.
- **Resistance measures should have insurance backed warranties and your surveyor will also need to undertake an independent post-installation survey.**
- Up to £500 towards the survey cost can be recovered as part of the grant – if the survey cost is higher you will need to pay the difference.
- Survey costs have to be paid upfront and claimed at the end.
- Payment will be made following completion of the works and receipt of a post-completion inspection report stating that the work meets the required standard.
- If you undertake a survey and do not choose to go ahead with the works, you will not be eligible to recover the costs for the survey.
- The National Flood Forum website has a [Property Protection Advisor tool](#) which can calculate indicative costs for property protection for types of property. This should not be used for applications. The final cost for PFR repair of a property should be based on an inspection of the property by a suitably qualified surveyor.

For more information, see www.herefordshire.gov.uk/pfr

- Resistance – it is important to carry out a survey where the changes are resistance methods to ensure that every entry point is sealed.
- Some examples of resistance measures include: flood doors and windows; flood barriers; airbrick covers; self-closing airbricks; flood walls; water resistant mortar and render; Anti-back flow valves for drains, sinks or showers; toilet bungs.

- Recoverability – a survey may not be necessary if recoverability measures only are being installed.
- Some examples of recoverability measures include: raised electric sockets and utility meters; solid concrete flooring or tiling; lime plaster and paint instead of gypsum and non-porous paint; waterproof coating to walls and floor; waterproof kitchen fittings.



Go to Step 10

Step 7 – REVIEW survey

- You will need to review the report you receive from your surveyor which will recommend a set of PFR measures best suited to your property.



Step 8 – OBTAIN quotes

- You will need to obtain quotes from at least three contractors – these quotes need to include the core measures detailed in the survey.
- Defra state that flood products should meet recognised UK or equivalent standards, acknowledging that there is only one recognised standard for flood products in the UK, BS 85118:2019 which replaced PAS 1188:2014. If you wish to use products that have not been tested to these recognised standards, you should satisfy yourself that the items you are purchasing contain adequate guarantees/warranties



Step 9 – DECIDE whether to proceed

Yes – The cost of the survey can be claimed by successful applicants as part

No – If you decide not to go ahead with the works, you will not be eligible to recover the costs for the survey.

of the grant up to a value of £500 (including VAT).

Step 10 – SUBMIT Application Form

- **Submit the application form to us by 31 December 2021**, along with a copy of the PFR survey and three quotes for the works you wish to undertake.
- The grant will only cover the costs of the cheapest quote (even if you choose a more expensive quote).
- Whilst the total cost of the works you carry out may be over the value of £5,000, you will need to cover any additional costs yourself.

Step 11 – REVIEW Application Form

- We will assess the suitability of the works and whether or not the application meets the scheme criteria.
- It will be important to ensure that the resilience works proposed are in addition to those that would be covered through the normal insurance process.
- You will be notified of the outcome of the application and whether further information is required to progress your application.
- We will agree these works with you and issue an Offer Letter.

Step 12 – SUBMIT Offer Letter

- You will be required to sign an Offer Letter with us which sets out the works you will be carrying out.
- By signing it you will agree to the conditions of the grant funding and to maintain the measures supported through the funding.

Step 13 – Works ARRANGED

- You will agree the date of installation with your chosen contractor.
- The contractor **must be independent** from the surveyor that has been used.
- Permissions (planning/heritage/permits) may be required for some properties before you go ahead with PFR works. Please ensure that these are secured prior to any works taking place.

Step 14 – Works CARRIED OUT

- You will agree the date of installation with your chosen contractor.
- Following completion of the works, you will need to arrange for a post-completion inspection by the surveyor to be carried out, demonstrating that the work meets the required standard.
- This will vary depending on the type of PFR you install but **PFR resistance measures should have insurance backed warranties and independent post-installation surveys.**
- Use of the [Flood Risk Report template](#) (or similar), if completed by an independent surveyor, will provide a record of the work undertaken. This may assist you to secure insurance and provide reassurance to a future purchaser, if the property is sold.
- If the works are not completed to appropriate quality standards, you will need to rectify these in order to qualify for the grant funding.

Step 15 – SUBMIT claim form

- A claim form, along with evidence, details of costs incurred and a post-completion inspection report will need to be submitted to us **no later than 1 April 2022**



Step 16 – PAYMENT made

- We will make payment of up to £5,000 (inclusive of VAT) directly to you, per eligible property.
- Where you are able to claim VAT back then the payment will be made at NET.
- We may carry out additional spot checks on works as part of our auditing processes.