

# Property Flood Resilience (PFR) 2024 grant scheme – Step by Step Guidance

As at 28 February 2025

Key	Responsibility	
	Property owner	Herefordshire Council

**Step 1 – ACCESS** Expression of Interest form

- Visit [www.herefordshire.gov.uk/pfr](http://www.herefordshire.gov.uk/pfr) for an Expression of Interest form and details about the scheme. Documents can also be sent by post.



**Step 2 – SUBMIT** Expression of Interest form

- Submit completed form to Herefordshire Council – you will receive notification that it has been logged and a unique reference number.
- Note that the deadline for submitting your Application Form is 31 May 2025** (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.

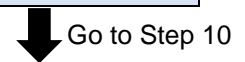


**Step 4 – Works already STARTED?**

- We appreciate that in some cases, works may have already begun and that you may have commissioned 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 keep all quotations and invoices associated with any works that have already taken place.
- If the works are for Resistance Measures, a qualified surveyor will need to undertake a post completion survey.
- An application form will need to be completed.



**Step 5 – COLLABORATIVE** application?

- Collaborative applications between adjacent eligible properties can be submitted and can include community 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.



- You should talk to your neighbours and any 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.



### Step 6 – ARRANGE Property Survey

- If you wish to apply for the grant for Resistance Measures, a property survey is required.
- Property owners have to arrange their own survey.
- The survey must be carried out by a qualified surveyor who is independent from the company that installs the measures – information on surveys can be found on the [Blue Pages](#).
- The surveyor should assess risk and recommend potential measures.
- The scheme covers costs of up to £800 (including VAT) for surveys from the £5,000 total – if the survey cost is higher you will need to pay the difference.
- Survey costs will not be reimbursed until measures have been installed. Survey costs will not be reimbursed if no PFR measures are subsequently arranged.
- If the survey is not to the required standard, you will be required to have a second survey done to the required standard – the cost of any initial surveys that don't meet the standard is not recoverable from the grant.
- Payment will be made following completion of the works and receipt of a completed claim form and evidence.

For more information, see [www.herefordshire.gov.uk/pfr](http://www.herefordshire.gov.uk/pfr)

#### Resistance Measures

- Examples 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.

#### Resilient Adaptation (also known as recoverability)

- A survey may not be required if only these measures are being installed.
- Examples 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

- Where possible, you should obtain three quotes for any proposed works. If this is not possible, you will need to demonstrate that the proposed measures represent best value for money – this could be done by comparing the costs against the [indicative PFR costs document](#).
- For Resistance Measures such as barriers or flood doors, Defra require that your contractor must have completed the [CIWEM PFR Foundation training](#).



### Step 9 – DECIDE whether to proceed

Yes – The cost of the survey can be claimed by successful applicants as part of the grant up to a value of £800 (including VAT).

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



#### Step 10 – SUBMIT Application Form

- **Submit an application form to us by 31 May 2025**, along with a copy of the PFR survey and quotes for the works you wish to undertake.
- The scheme can cover costs of up to £5,000 (including VAT) for installation. Any additional cost will need to be covered by the property owner.



#### Step 11 – REVIEW Application Form

- We will assess your application and contact you if we require any further information.
- If you commission work prior to approval of your application, this is done so at your own risk.
- If your application is approved, we will 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 **who 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.
- **Works must have been completed by 31 January 2026.**
- If the works are not completed to appropriate quality standards, you will need to rectify these in order to qualify for the grant funding.
- No payments will be made for incomplete measures.



#### Step 15 – SUBMIT claim form

- **Submit a claim form to us by 28 February 2026** along with evidence that the agreed measures have been installed (a post installation survey from the surveyor who completed your initial survey is strongly recommended, but not compulsory) and details of costs incurred (invoices for both surveys and installation works).



#### Step 16 – PAYMENT made

- We will inform you if your claim has been successful, or if further information is required. We may carry out additional spot checks on works as part of our auditing processes and there may be a need to visit your property.
- We will make payment of up to £5,000 (including VAT) directly to you, per eligible property. Where you are able to claim VAT back then the payment will be made at NET.