

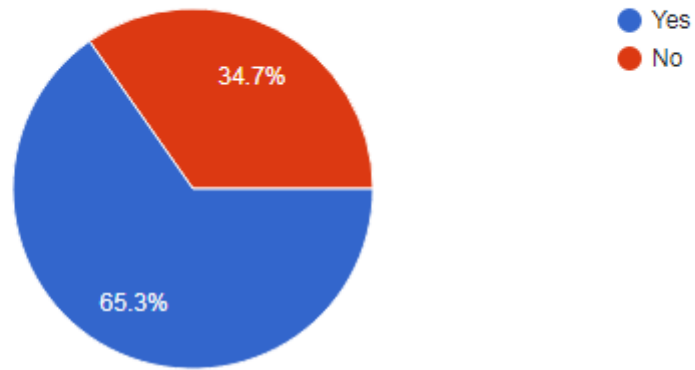
## Vigo Flood Survey – 2019

190 households responded to the survey

### Summary of Responses

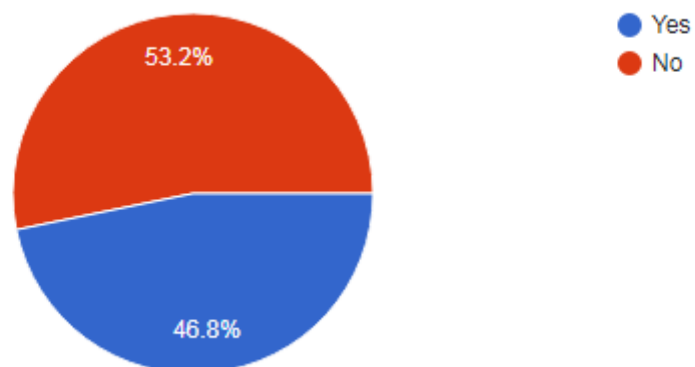
#### Were You Flooded?

190 responses



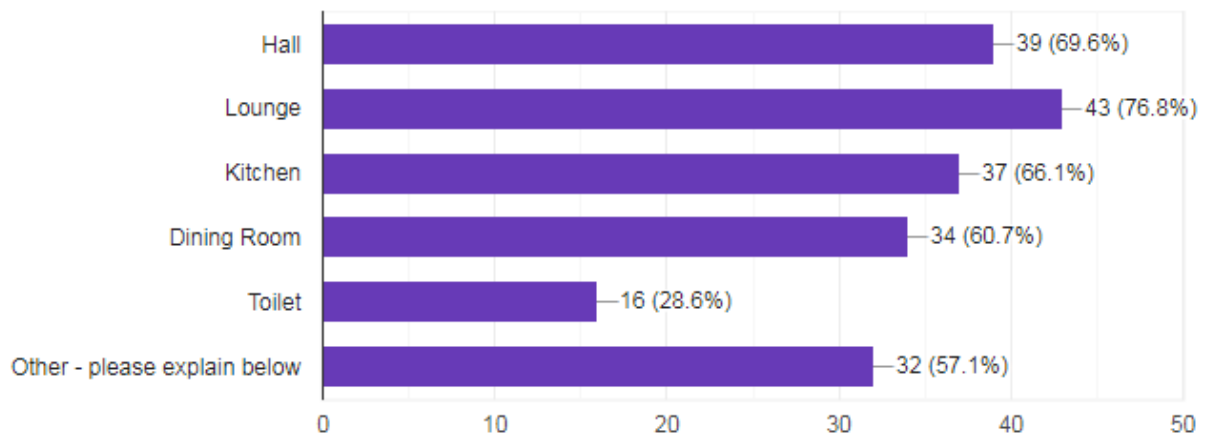
#### Was the flooding internal (in your house)?

124 responses



## If your house was flooded, how extensive was it? Please tick all that apply.

56 responses



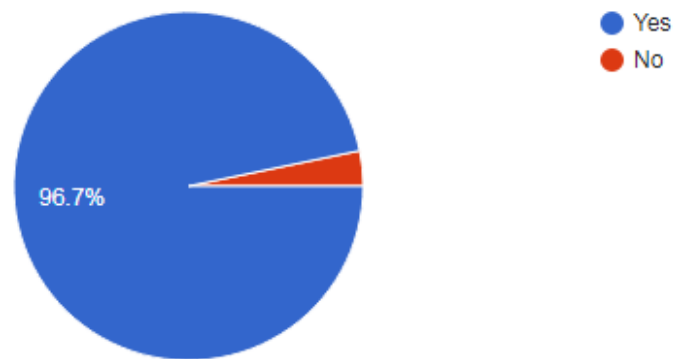
## If 'Other' please describe

36 responses

Porch
Conservatory
conservatory
Conservatory
Conservatory, Garden, Garage and Shed
Porch and garage
Large porch and integral garage
Study
Entire downstairs flooded to depth of 8 inches of water
lobby
Garage attached to house
Conservatory, garden, garage

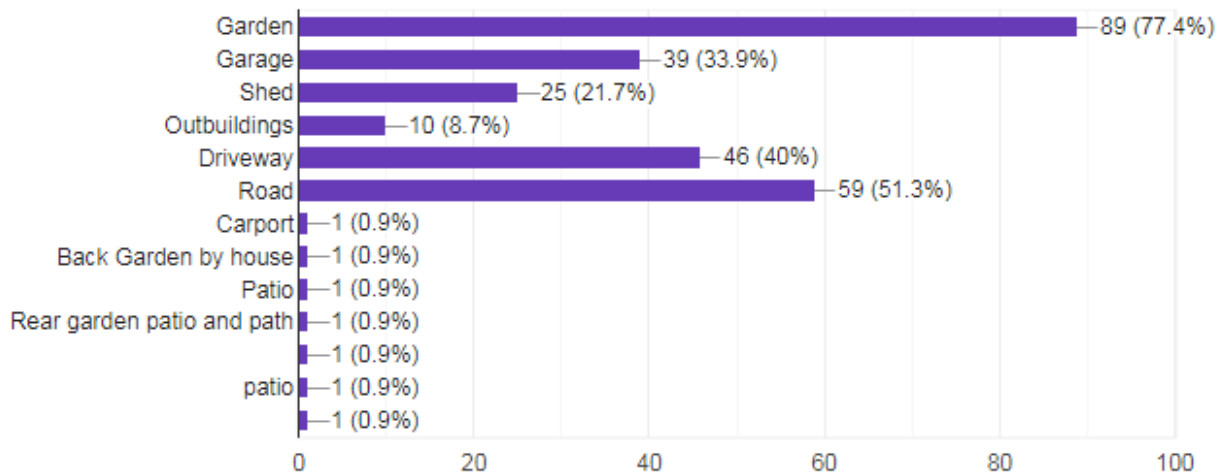
## Was your flooding external?

123 responses



## If you had external flooding, how extensive was it? Please tick all that apply

115 responses



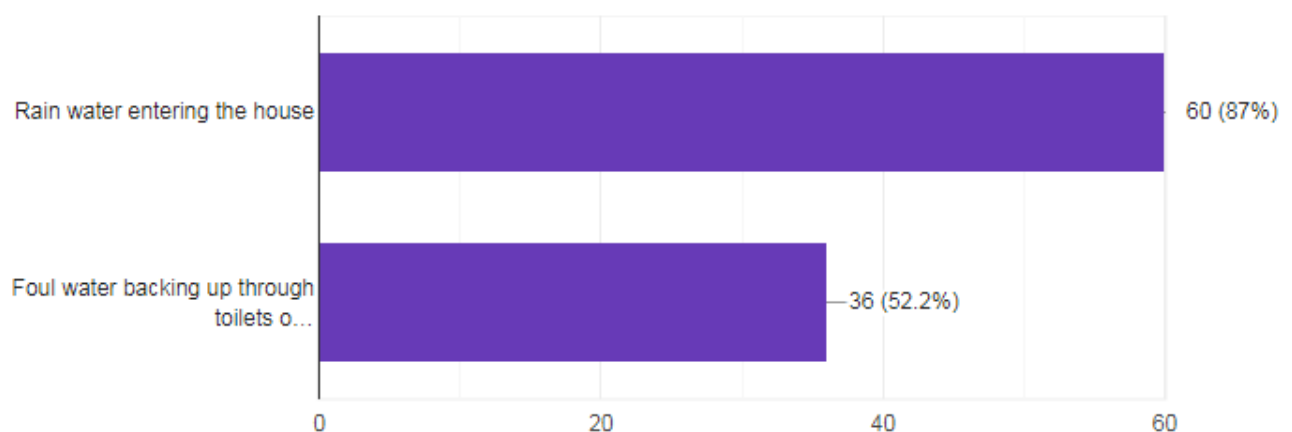
## If 'Other' please describe

19 responses

Please note, I had dug an area of approx 2mx4mx200mm deep which partially with water , with no threat to the house
Pathways in the back garden
Our houses are set back off the road and entire pathway was flooded
The underpass
Run off from drive and neighbours drives into our drive
3 feet of water around house which had nowhere to go because of bank
Patio
ALLEYWAY TO EAST OF NUMBER 29
Back garden patio, to a depth of 2 brick courses up near the patio doors / back door
Water collected outside our front door as our front garden slopes from the top to the front door, all 4 houses in our terrace had the same. We managed to stop the water entering the house by copiously baling it away then digging a trench across No. 22's garden to siphon the flooding water down the alley into Ferndown. Without this action water would undoubtedly have entered the ground floor of both number 22 and 23; 24 and 25 are on a slightly higher level

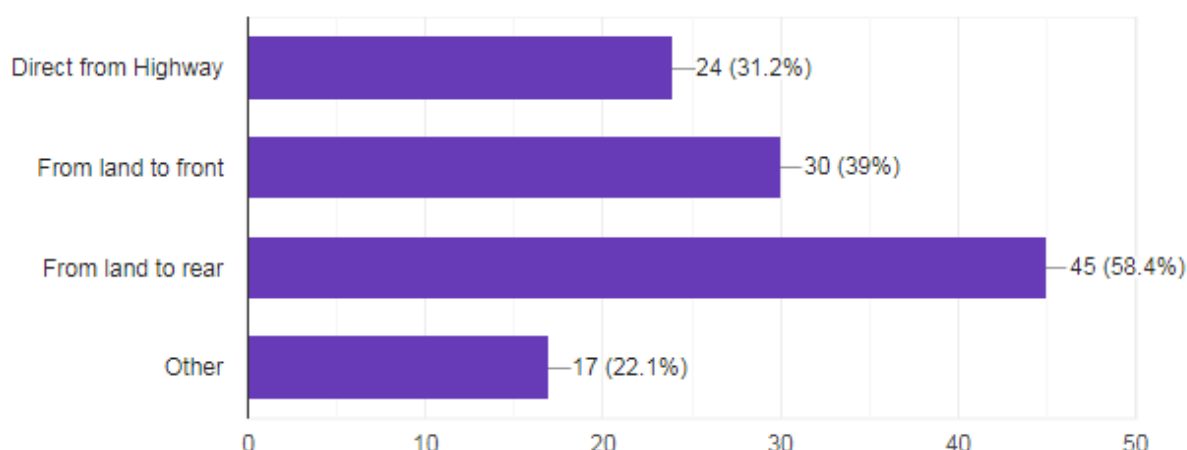
## What type of flooding did you have?

69 responses



## Where did rain water enter your property? Please tick all that apply.

77 responses



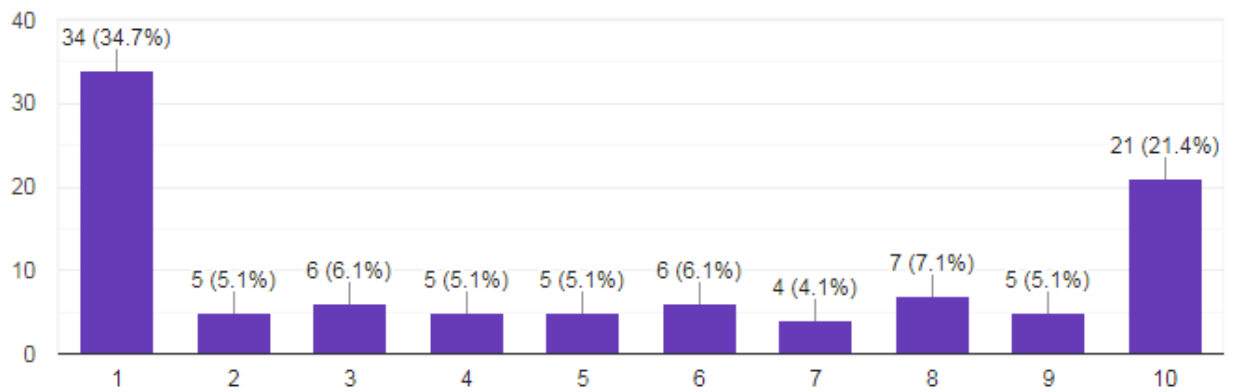
### If 'Other' please describe

20 responses

- Through roof
- Sewerage drains overflowed covering back garden patio in raw sewerage
- Water from drainpipes backed up from soak away
- Drains backed up
- from land to side
- Not sure whether water ran from adjacent gardens or down sideways from drive
- We carry the overflow from the terrace which the drain could not handle the amount
- ALLEY TO EAST SIDE
- The water came from the land to the front - a large concreted square and ran down the front garden; as explained earlier, we just managed to keep it from entering the house.
- The water was running down Highview, Came through our parking area spaces at the rear of our property (as we are based in the corner) came up through the 2 gully drains located at the rear of my property and came through my garden flooding the garden and came into the conservatory, kitchen/diner.
- From land at side

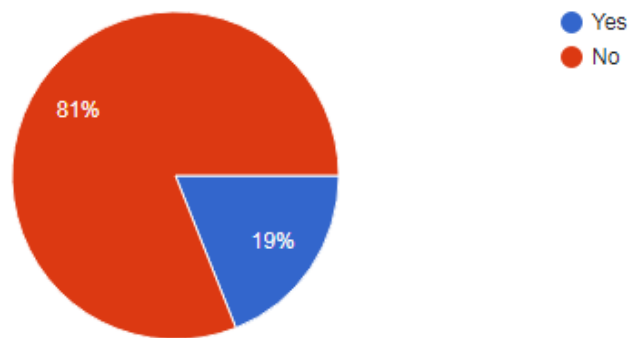
On a scale of 1 being minor to 10 being very serious, please put a score to indicate how much damage has been done to your house.

98 responses



Were you moved out into temporary accommodation?

116 responses



## If you would like to make any other comments, please do so here.

61 responses

In line with KCC's obligations to customers what risk assessment has ever been performed in this connection ? Why has there been no direct and proactive communication with residents? (This survey is reactive).

While we were not flooded internally, we had extensive structural damage caused by the sewage and rainwater which made our house shift. We also had a drain collapse causing a big sink hole in our garden.

No damage, garden paths under water, cat had to swim home and climb in through cat flap. Water soaked away overnight through drains in garden. Pictures available if helpful.

We really should never have flooded in Vigo. The village is so high and nowhere near any rivers, ponds or lakes. Something is seriously amiss. I believe we should be compensated for the terrible distress all this has caused. I noticed that the drains were all being cleaned in Timberbank last week. That's what I would call, "Closing the stable door, after the horse has bolted".

Have contacted kent council twice have now made a third complaint to clear out soakaway in front of no 98 Timberbank they still have not done it. When this soakaway was cleaned a few years ago after a series of flooding to the road we never had trouble with flooding after, since its neglect in routine maintenance we now always suffer from the road flooding in heavy rain and encroaching towards our properties. Unfortunately on the last occasion it went into 3 houses seriously flooding them.

around the end of august the council sent a tanker lorry to clear the road drains the length of timberbank. perhaps if this was done prior to the flood the water could have drained away.

the flood in the village for some 5 years and not even once the drains being cleaned. Since the flooding this year it

There are 2 such drains, side by side in the car park behind nos 190, 188, 186 and 184 Highview, that drain the excess water from the inclined car park surface. These drains are subject to all kinds of dirt - for example car washing, garden dirt, from waste bin etc.

Outside rear of 7 Croftside, just outside back garden gate. Thought this was just a soakaway? Always seems clogged.

Do not know of one

I've not noticed these around the village.

Not sure where these are located

in front of my back garage

I had a drainage gully put in at the base of house at the back (full width) draining into the drains, otherwise I would have been flooded. The above gully I have only seen in the corner of the roof of the porch of the house.

There is one of these drains on the pathway by 72 Timberbank

outside 21 admers wood .This was originally a round cover as illustrated later replaced by GBC due to damage.

I am not aware of any such gullies close to 128 Timberbank. It does seem to me that some of the flooding relates to the houses being below the level of the roads, the increasing extent (and level) of hard surfacing to