

## Storms and Adverse Weather

With large scale storms now common place in our region we've put together some helpful advice around preparing and dealing with damage caused by adverse weather conditions such as high winds and flooding.

### Reporting Storm Damage

If you're a Connexus customer, please report damage as soon as possible [using our report a repair form](#). If your repair is an emergency, inside or outside of working hours please call [03332 31 32 33](#). Please take photos of the damage where possible, but only when it's safe to do so.

To keep our customers safe, Connexus will prioritise emergency repairs during severe weather and storms.



### Flooding and Guttering

Storms can cause flash flooding from burst riverbanks, water mains and drains. If your home has been flooded please contact us immediately - and contact your local authority. Please let Connexus know as soon as possible as we will need to check your home is safe and secure.

If water is coming into your property and it's safe to do so, move any contents you can to upper floors or higher areas to prevent further damage. Depending on the damage caused, you will need to claim on your [home contents insurance](#) for household items that need to be replaced due to flood damage.

Any structural damage, building damage caused by flooding Connexus are responsible for and will repair.

Storms can also cause guttering to overflow due to the capacity of water they can hold at one time being more than normal. During a storm please do not report overflowing guttering to us.

## Damage to trees

Falling trees caused by strong winds can cause damage to homes, buildings, cars and gardens. It's important to let us know when a tree near your home or in your garden has been affected by strong winds and is dangerous or if one falls close to your property.



If a tree falls in a public area outside of your home, please report it to your local authority and Connexus in the first instance. You can find which local authority area you are in by using the [gov.uk council finder](https://www.gov.uk/council-finder).

Some outer areas are Connexus responsibility, and we will work with the local authority to ensure trees are safely removed if this is the case.

## Damage to sheds, outbuildings and garages

If you have an original shed or out-building erected by Connexus at your home, we will repair them after damage occurs - however if you have erected your own shed or outbuilding, this is your responsibility to repair and maintain

For garages, repairs depend on the type of property or tenancy you have with us. Please do contact us if damage occurs and we will be able to advise you. If you lease a standard garage unit from us, we will repair these, including roofing - if this is due to storm damage.

***If you are a shared owner or a leaseholder please check your agreements with us as this may differ to the above advice.***

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## Contact us

Report your storm damage 

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### Reducing the impact of a storm

Storms can be very disruptive but by following this guidance and by reporting early to our repairs team, you can reduce the amount of damage that they create by:



- Keep all windows and doors closed
- Make sure things outside are either placed indoors or fixed down so they aren't blown across gardens or other outdoor spaces
- Check your boundary walls, keep fences in good condition
- Check to make sure that drainpipes and gutters are properly fixed to walls and are in place
- Check gutters and drains are clear so that rainwater can drain away
- Ensure any slipped/cracked roof slates and tiles are reporting to us so that they can be replaced
- Look out for cracked or loose cement around ridge tiles or chimneys and book a repair with us

- Remember that felt flat roofs on sheds only have a limited life expectancy and they need to be regularly checked and replaced where necessary
- Check brickwork and report any cracks in walls or in the render (coloured covering on top of brickwork)
- Check external woodwork is in good condition and report any problems.

## Useful resources

- For the latest on live incidents across the region and to learn more about reporting issues like power outages and fallen trees, check out your local council website at [www.herefordshire.gov.uk/severe-weather](http://www.herefordshire.gov.uk/severe-weather) and <https://shropshire.gov.uk/shropshire-prepared-emergencies-and-major-incidents/dealing-with-severe-weather/>
- For advice on storms and gales visit the [Met Office website](#)
- For information regarding possible flooding in your area, existing and planned flood defences, historical records and an assessment of future flood risks visit the [Environment Agency](#) website.
- For warnings issued to enable UK citizens to make informed decisions that help protect their life, welfare and property in the event of severe weather visit the Met Office [Severe Warning Service](#) website.
- For information about local floods, such as those caused by ditches, streams and drainage systems visit the [Highways England](#) website.
- For hourly weather forecasts for the UK. Includes 10 day forecasts along with long range weather reports visit the [BBC Weather](#) website, or download the [The Met Office Smartphone App](#).

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