

Tick as appropriate:

I authorise Little Venice to carry out checks to siting condition, gas, water, sewage and electrical connection.

I will contact my own contractors to carry out repair works after flooding and understand that services will be isolated until contractors issue written confirmation of repair, including a copy of a Gas Safety Certificate.

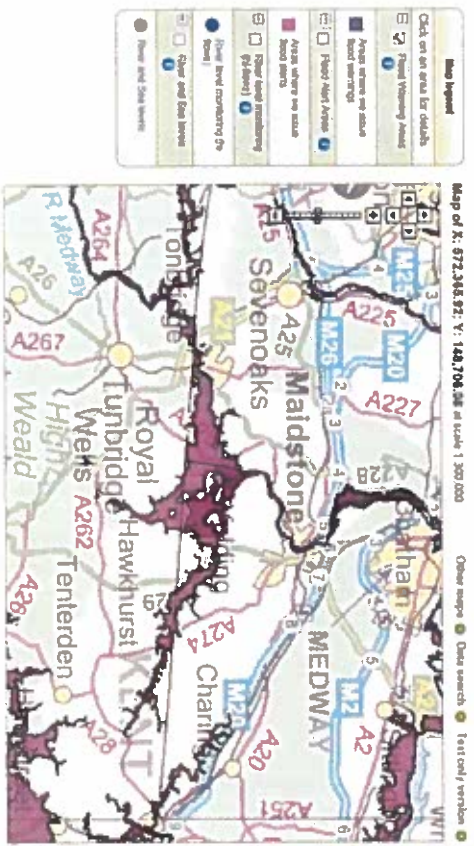
Little Venice Country Park and Marina



PRODUCED OCTOBER 2014
 REVISED JUNE 2021

ABOUT LITTLE VENICE COUNTRY PARK AND MARINA

Little Venice is located along the river Medway just outside of the village of Yalding. Within the Yalding area are three rivers the Beult, the Teise and the Medway all converging nearby into the Medway that passes alongside the park. As such the low-lying land around these rivers including Little Venice is known as flood risk areas. Details of areas liable to flooding are available on the Environment Agencies website at www.environment-agency.gov.uk/floodrisk.



WORKS PERMISSION FORM FOLLOWING FLOODING

Please complete this form and return to the office. We will then use this information to organise any work during flooding. Please note this is at a cost to you and will be invoiced as such. If your insurance covers this works then you can forward on any invoices at the time to your Insurance Company along with your claim form. *(to be completed in capitals)*

Name..... Plot Number..... Date.....
 Address of Main Residence to be held on file:

Current Contact Numbers:
 Name: Number:
 Name: Number:

Emergency Contact/Next of Kin:
 Name: Number:

Relationship to person completing this form:
 Does this emergency contact have authorisation to agree works on your behalf if you are unable to be contacted.

Please tick:
 Yes No

Caravan Lodge Boat
 19

BEING PREPARED FOR FLOODING

To ensure that you and your property are safe in the event of a flood, this plan outlines information and rules for the park to ensure you and your neighbours have as little disruption to the use of your caravan or lodge during a flood alert, flood warning and actual flooding event. In the event of large scale flooding this plan will assist in limiting the time of disruption in returning back to normal use after the flood waters have receded.

First on your list is to ensure you have a Personal Flood Plan in place. Help on this can be found on the Environment Agency website and national flood forum.

(<http://nationalfloodforum.org.uk/about-to-be-flooded>)

(<https://www.gov.uk/government/publications/personal-flood-plan>)

See the useful numbers page for the flood line number to register to receive flood warnings.

We have attached a copy of the Personal Flood Plan further on. When completing this Personal Flood Plan, you must also plan for alternative accommodation. This would be by returning to your main residence. If the situation arises that you are unable to return to your main residence due to it being temporary let or you're not able to travel at short notice, you must have an alternative plan (to go to friend, family or local hotel etc.) in the event of prolonged or major flooding. Maidstone Borough Council should not be approached for temporary housing as this is your holiday home. You should return to your main residence in the event that you cannot use your caravan/ lodge (this will not apply to the three residential units on site, as this would be your only residence. Maidstone Borough Council will be able to assist with temporary accommodation).

Little Venice Management are working with caravan/lodge owners, Kent Fire and Rescue, The Environment Agency and Maidstone Borough Council to set up and continue to run an ongoing Flood Warden

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programme. This will see two or more caravan owner volunteers at Little Venice along with appointed staff being trained to deal with the situation during flooding. This will include ensuring people are aware, on site, when flood alerts and flood warnings are issued, helping site users to gain access or leave the park should the water break the banks. Flood Wardens will also guide emergency services around the park during flooding, giving the emergency service onsite knowledge of where roads and paths lay under water and assisting in the evacuation of people onsite, should the need arise.

To ensure staff and Flood Wardens are aware of every person on site when a flood alert is issued, an up-to-date register will be opened of everyone on site. This will include their contact details updated and their emergency contact or next of kin details updated. We may also take details of vehicles on site. This register will be kept up to date by either staff or the Flood Wardens depending on the situation at the time. As flooding could happen anytime of the day, we may contact you by phone to confirm if you are on site when a flood alert is issued or if we are unable to contact you, a Flood Warden or member of staff may check in person at your unit to see who is on site, this may mean a knock on the door in the middle of the night, but this is for your safety and awareness of potential flooding.

The following pages outline our flood procedure at each stage of the flood alert and warning scale.

To ensure you and your property are prepared for flooding, to prevent damage or harm to you or others we have outlined below some procedures and rules that must be followed. These rules or procedures may change from time to time or during a flood event if required. The Management of Little Venice give the power to staff and Flood Wardens acting on our behalf to enforce or adjust these rules or procedures if the situation calls for it. If you feel that the requests are impractical or unsafe, please make your reasons why known or speak to one of the Management.

- Waterproof boots, waders. □ Torch with spare batteries.
- Mobile phone and charger.
- Some form of walking stick to help feel your footing if the water covers the view of the floor and speed bumps along the road.
- Animal transport boxes if you have pets.
- Any medication

You will not be able to return to your caravan/lodge until an evacuation order has been lifted by the park management. Flood Wardens will not be allowed to return to your caravan/lodge at any time during an evacuation.

Flood line (register to receive calls, text and email flood alerts):

0345 988 1188

0845 988 1188

Maidstone Borough Council:

01622 602 750

Emergency Services:

999

USEFUL EQUIPMENT TO HAVE TO HAND

Below is a list of items you may find helpful to have in your caravan or lodge in the event of a flood. This list is only general suggestions, and you should consider any other items that may be specific to assisting you.

- Analogue Phone. (If you have a land line you may want to have a handset that does not need power to work, in the event of a power loss due to storms or flooding).

General everyday rules for all times whether at risk of flooding or not:

Any changes to the exterior of your caravan/lodge or garden area including decking, steps, fences, trees, changes to ground surfaces e.g., from grass to gravel or slabs etc. must be approved by the Management before any work commences. Information of what you wish to carry out must be put in writing along with drawings or plans including measurements and materials to be used. This will then be checked to ensure it meets with the Site Licence and will have no effect on any of your or your neighbour's property in the event of flooding.

Any contractor adding new services to your caravan/lodge e.g. Sky, BT, electricians or plumbing including gas must check either with yourself (if you are 100% confident) or the office that cables, pipes or other materials being added to the exterior of the unit including underneath, will not impair the operation of the float of breakaway or get trapped under your or your neighbour's unit as the water recedes and unit lowers into position.

Under no circumstances can any loose items be stored under any part of the caravan or lodge. This is due to the amount of debris washed under your and your neighbour's float devices and metal work during a flood, causing them to become trapped and stopping the re-sitting of the unit after the flood. Random inspections may be made to any plot at any time through the year to ensure this rule is being followed. If any items are found to be stored under the caravan you will be given in writing 5 days to clear items from the underneath of the unit during normal conditions. If the items are not cleared within 5 days of receiving the written warning the items will be removed by a member of staff and if unable to be put in a safe place for storage e.g. on top of a decking, we will take action to dispose of these items. Any cost incurred will be passed onto the caravan/lodge owner. In the event that items are found to be stored under the caravan/lodge during an active flood alert or flood warning the caravan owner will be given a maximum of 24hrs to clear and if needed less if the predicted flood will occur in less than 24hrs. If this task is not

completed the Flood Wardens or staff will remove the items and dispose of off-site.

Any garden furniture not able to be moved in the event of a flood alert e.g. sheds, bunkers or large and bulky items must be fixed securely to the ground at all times. In the event of a flood alert all loose items not secured to the ground must be secured within the caravan or shed or moved to higher ground e.g. the decking and where possible secured to the decking also. This is in case flood waters reach these heights where items have been stored (predicted water heights will be available from the Flood Wardens as we are notified by the EA), this would include items such as garden tables, chairs, BBQ's and plant pots.

USEFUL NUMBERS

Little Venice Office:

01622 814 158

Head Office – LEE PARK ESTATES LTD

01795 510094 – 9am to 5pm Only

(There is no answer machine on this number)

Little Venice Warden (1st Contact): Iris

Lara

07904324260

Flood Wardens:

KARL ALLEN: 07851878273

IRIS LARA :07710614711

SCOTT CAREY:

PHILL HOSKINGS:

DAVE SIMMONS:

LLYOD GOODAYLE:

Returning After a Flood

- Before returning to site either after an evacuation or if you have told us you are off site during flood alerts or warnings, please inform us of when you will be returning so the flood register can be updated.
- In the event that the water reaches the depth required to make a caravan or lodge float, staff (after flood waters have receded) will isolate all water, gas and electrical supplies to each caravan/lodge where necessary.
- On returning to site you have two choices for reconnection of services:
 - a) **Option 1** - Site staff can carry out all tasks and ensure as little interruption as possible. This will include checking for trapped debris under your caravan/lodge, checking safety and security of water, waste and gas and check electrical connections are unaffected.
 - b) **Option 2** - You can elect and arrange with a contractor of your choice to carry out the works as you wish. To prevent the unsafe use of a caravan or lodge and to prevent pollution from disconnected soil pipes, the water and gas will be isolated to your unit as the flood water recedes. This will remain isolated until a competent person confirms in writing to the office that your water and sewage are securely connected and a qualified gas engineer issues a Gas Safety Certificate for your installation, to ensure there is no damage caused to any bottles, regulator or pipe work.

GAS BOTTLES

Gas bottles must be secured with gas bottle lifters or floats where provided. No more than two bottles per caravan/lodge may be kept at any time unless agreed with the office for reason such as Christmas (when the office may be closed, and replacement bottles are not able to be delivered). The spare bottles must be secured to a fixed object such as you're decking or brick built steps etc. During flood alerts any empty bottles awaiting collection or exchange must be kept either in the gas bottle lifter or float device, marked so staff are aware which bottle should be taken. If locked with a chain and padlock you must give the staff knowledge of the code or location of the key if you are not there at the time of the delivery. Alternatively, the empty bottle should be securely tied to the decking or fixed object, clear from anything that could hit or get trapped should the bottle float around. Where caravans/lodges are not fitted with gas bottle lifters or floats, (if for any reason you will be away from the caravan for a number of days) the gas bottles must be disconnected from the caravan and removed or secured away from harm. If you do not have a gas bottle lifter or float device and you are on site when a flood warning is issued, you must ensure that the gas bottles are disconnected from the regulator before any water reaches your area. This must be done to allow the caravan/lodge flotation device to operate correctly with no hindrance from external items keeping your caravan/lodge safe and dry. This will also prevent damage to the gas hoses and regulator, stopping any flammable gas leaking from the bottles. During a flood alert or warning the Flood Wardens will be checking for problems that may be caused by items such as gas bottles and if we or they feel that the gas bottles are not secured or removed correctly and we cannot contact you for any reason to ask you to resolve the problems noted, we will take action to remove them. Please note we will not take responsibility for any damage caused or any loss of bottle or gas if we have to remove them. This is done for the safety of your neighbours and to ensure there is as little disruption to all during and after a flood.



Severe Flood Warning

- On receiving a severe flood warning a member of the Management team will attend site to access the situation and liaise directly with Flood Wardens and all owners still on site.
- Should the need to evacuate be required the register will be used to contact all still on site and make arrangements to leave.
- If the site is evacuated a member of staff will be on site 24/7 until such time that the owners can return. They will work with subcontractor security where needed and report directly to the police as required. The Management will insist that the police patrols are increased at this time, but cannot guarantee complete security due to the size of the site and access issues, so please take all valuables and personal possession with you.
- During flooding, at all times possible, the office will be manned at Little Venice. Should this not be possible staff will be relocated to a third party location nearby. This location will be updated in the event of a flood and you will be notified by the office of Flood Wardens.

Flood Wardens

The Flood Wardens are for notifying of likely flooding, collecting information for the office and flood register, and checking that areas of the site are prepared for flooding.

All Flood Wardens have attended a comprehensive flood training course including water rescue. They will report to Little Venice Management Team. They are not to be used as a 'taxi service', only for emergency access and egress of the site.

The boat and equipment has been provided for the Flood Wardens to use. This equipment is not for general use, and for emergency purposes only.



Example of gas bottle riser

HOW FLOATS OPERATE

Below you will see a rough diagram of how the different types of floatation devices operate, to give you an idea of the direction and movement that the caravan/lodge will experience when floating.

When a caravan or lodge floats (due to the design of the framework that has to move) there is a certain amount of movement sideways which may cause the caravan/lodge to reposition itself after a flood of up to 50mm or 2 inches over from its original position. This may mean that decking steps, walls fences or even raised slabbing on floors may be in the way as the unit returns to its sitting piers. This could cause a lot of



Flood Warning

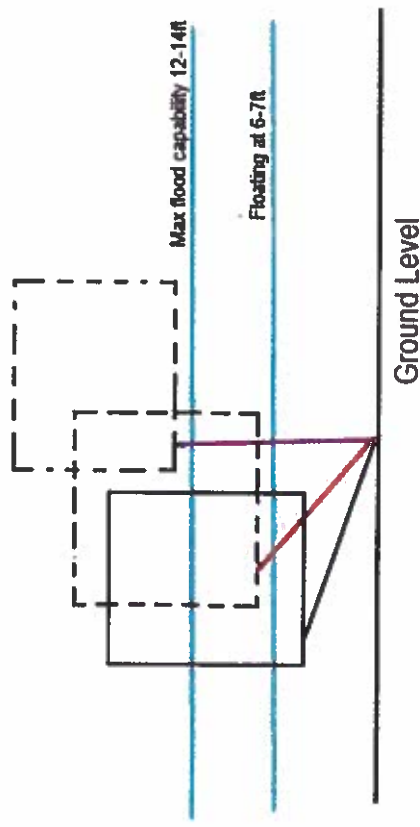
In the event of a flood warning being issued by the EA the following action will be taken:

- Flood Wardens will contact all persons on site and the on call staff will be called in as required to assist.
- Staff will contact any caravan/lodge owners (or person nominated by caravan owners) not on site to ensure they are aware of the situation and check they have taken all steps required to leave their property unattended.
- Caravan/lodge owners still on site will need to start to look at alternative accommodation options at this point, should the Management have to close the site for safety reasons. The Management will only ever close the site if they feel they can no longer operate safely or are informed that the level will reach dangerous levels by the Environment Agency. These flood processes and procedures are in place to limit the need to close so please do not take our action to close lightly.
- During a flood warning Little Venice Management will be in constant contact with the Environment Agency and local emergency services and emergency planning teams, keeping up to date on predicted and actual weather and report back to caravan owners through Flood Wardens and available social media.

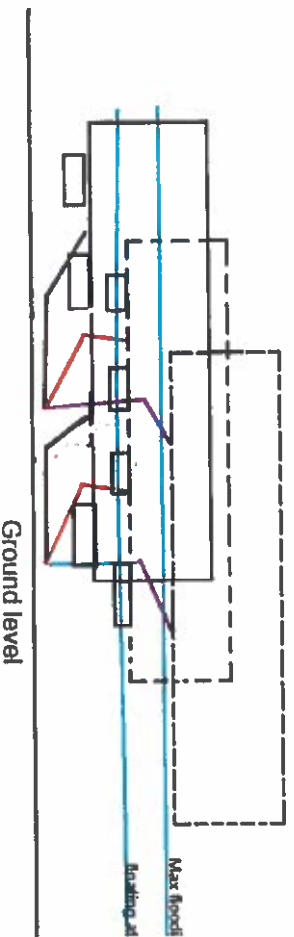
damage to your skirting or even the unit itself as the water recedes and the unit lowers. Damage caused by external influences such as decking etc. incorrectly positioned.

This may void any insurance claims and would then put all costs on you personally. Although we are able to relevel and re support your unit there is no way we can re-position you caravan/lodge without major works which may include a crane and the caravan owner would have to cover these costs. You will need to make allowances for this with anything constructed near the unit e.g. steps, decking, fences etc. Gaps between these structures and the unit may increase or decrease depending on the direction the unit travels when floating.

Example of side view of front to back lifting arm.



Example of rear view of a side lifting arm.



LITTLE VENICE FLOOD PROCEDURE

During normal operations throughout the year staff will be asked to check as they work throughout the park for anything that may have an impact on the flooding. As well as our staff we ask that all customers do the same. If you feel there are any issues that need addressing please make the staff aware by emailing info@littlevenicepark.co.uk or writing to us.

In the event of the Environment Agency issuing a flood alert the following action will be taken:

- Flood Wardens will be in contact with Little Venice Management to start to collect all the information required for the register of people on site and their plans to deal with the flood.
- During normal working hours staff will be tasked with checking from plot to plot for any of the issues mentioned earlier in this document



Flood Alert

- and report back to the office to arrange for any works required. This work will all be documented in a flood report file so we can look back after the flood to see if any work is required or if anything could have been done better. Out of hours the Flood Wardens will work alongside an on call member of the Little Venice Management to continue any other works or information gathering.
- During a flood alert if you decide to leave the site to go to your alternative accommodation or return to site, please ensure a Flood Warden or member of staff based in the office is informed of your movements (please do not tell a member of staff working around the site as they may not have access to the register).
- A member of the Little Venice Management will be in contact with the EA Control Centre from this point on until flood warnings are removed. This is to gain information of predicted heights expected of flood waters and times the peak is expected. This information will be passed to Flood Wardens and action required, depending on the information, will be passed out to caravan/lodge owners as required. Gaging boards will be fitted to the office, laundry and bar buildings and will have markings on them which the Flood Wardens will adjust according to the EA. Anybody found using these gaging boards without permission will be in breach of their Site Licence and Park Rules.
- We would ask that at this stage of flood alert any vehicle on site or along Hampstead Lane have a plot number or contact phone number displayed in the windscreen.
- No further action will be taken at this point.