

# Flood and consequential damage report

## FOR HOUSEHOLDS

This survey should take about 15 minutes to complete  
All answers will be kept confidential

### SECTION A: EVENT – LOCATION, TIME OF OCCURRENCE, INTENSITY

#### 1. Where did the damage occur?

City/town or district: \_\_\_\_\_

Street: \_\_\_\_\_

Contact name (optional): \_\_\_\_\_

Phone (optional): \_\_\_\_\_

#### 2. When did the damage occur?

Day/month/year: \_\_\_\_\_

### SECTION B: FLOOD IMPACTS

#### 3. Was the damage solely caused by floods?








- Yes  
 No

If NO what other cause contributed to the incurred damage?

- Wind  
 Rain  
 Fire  
 Debris  
 Fallen tree  
 Landslide  
 Other

Please give details: \_\_\_\_\_

4. If the damages was NOT caused exclusively by flood, could you break down the costs into different causes (e.g. 60% wind, 40% flood):

Wind		%
Rain		%
Fire		%
Debris		%
Fallen tree		%
Landslide		%
Other		%

5. Did you or anyone in your household suffer an injury or illness due to the flood event during or after?

- No
- Minor injury / illness
- Major injury / illness (requires medical treatment)

6. Did the flood cause structural damage to your house, garage, or other parts of your property? (includes wall linings, foundations, framing etc.)

- Yes
- No

7. Was this the first time in your knowledge that your property suffered flood damage?

- Yes (Go to question 9???)
- No

8. If No, is there anything you've done to reduce potential flood damage?

- Taken out insurance
- Raised floor level of your house
- Kept ditches and drains around the property clean
- Anchored tanks
- Avoid keeping irreplaceable items on ground floor
- Elevated electric appliances
- Other

**Please give details:** \_\_\_\_\_

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9. What parts of your property were flooded during this most recent event? (Tick all that apply)

- Section (land)
- Out-buildings/Granny Flat
- Garage
- House
- Vehicle
- Caravan
- Other (Please specify) \_\_\_\_\_

10. Please enter the deepest level of water in your house and state the highest item that water reached.

Water depth in house  cm

Highest item reached by flood water here (tick)				
Flooring only	Sofa / couch / lounge suite	Coffee table / low television	Dining table / bench top	Chest level / top of refrigerator
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. What was damaged?

- Foundation
- Flooring/carpets
- Windows
- Doors
- External Walls
- Internal walls
- Deck
- Heating/electricity appliances/wiring
- Household goods: Please give details: \_\_\_\_\_

\_\_\_\_\_  
 Other Please give details: \_\_\_\_\_

\_\_\_\_\_

12. If different parts of your property were damaged, could you please break the costs down into percentages if known (e.g. 60% roof, 10% wall cladding, 20% content):

Foundation	<input type="text"/>	%
Exterior walls	<input type="text"/>	%
Doors	<input type="text"/>	%
Windows	<input type="text"/>	%
Roofing	<input type="text"/>	%
Interior constructions	<input type="text"/>	%
Mechanical/electrical	<input type="text"/>	%
Content	<input type="text"/>	%
Other	<input type="text"/>	%

13. Did you see contamination in the floodwater? (Tick all that apply)

- Dirt (silt or sediment) but the water was opaque
- Sewage
- Oil or gas bubbles?
- Paint
- Other (Please specify) \_\_\_\_\_

14. Did you see debris or anything carried by the floodwater? (Tick all that apply.)

- None
- Rocks or pebbles
- Plant material (including leaves, grass, and tree branches)
- Tyres
- Furniture
- Plastic (examples are containers and telephone cables)
- Metal (examples are fence parts, tin cans, and hubcaps)
- Paper (examples are books, newspapers, and magazines)
- Organic (examples are banana peels and dead animals)
- Other than those listed above (Please specify) \_\_\_\_\_

15. If there was debris or contamination, do you think it increased the amount of structural damage?

- No
- Yes - If yes, please estimate %

SECTION C: COSTS

**16. Please state or estimate the total amount of damage (if known):**

A: Building: \$ \_\_\_\_\_

B: Contents (inventory): \$ \_\_\_\_\_

C: Removal of silt or debris: \$ \_\_\_\_\_

D: Vehicles/boats/caravans/trailer damage: \$ \_\_\_\_\_

F: Lost income or wages: \$ \_\_\_\_\_

Please specify type of business: \_\_\_\_\_

G: Alternative accommodation: \$ \_\_\_\_\_

H: Other (Please specify) \_\_\_\_\_ \$ \_\_\_\_\_

**17. Was the damage covered by any insurance?**

- Yes  
 Yes, but only a certain percentage was covered \_\_\_\_\_ %  
 No

**18. Was any building or content damage not covered by insurance?**

A: Building: \$ \_\_\_\_\_

B: Contents: \$ \_\_\_\_\_

**19. How many days did it require to clean-up the place (removal of silt/debris, etc)?**

Number of days \_\_\_\_\_

**20. Due to the damage, repairs and clean –up were you forced to temporarily seek alternative accommodation?**

- No  
 Yes - If yes, for how many days \_\_\_\_\_

**21. If your property sustained structural damage, when did you start with the repair?**

- Immediately  
 Not immediately but \_\_\_\_\_ days after event  
 Not started yet

**22. Has there been any delay to the repair due to a shortage of tradesmen?**

- Yes       days  
 No

**23. Have the repair costs been higher than normal due to a demand surge?**

- Yes      approximately  %  
 No

**SECTION D: WARNINGS ABOUT THE FLOOD**

**24. Were you aware of (or did you receive) any warnings about the event (e.g. by radio or TV, neighbours, police, etc)?**

- Yes  
 No

If 'Yes' please describe in detail what it was, how it was delivered and who it was from:

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**25. If warnings were received, did your household take any action in response to the warning? If so, please give details. [Tick all that apply]**

- Tried to prevent water from entering the house (e.g. sand bags)  
 Moved household goods to higher floor  
 Moved car and other vehicles  
 Stayed inside and waited to be told what to do  
 Listened to the radio or TV  
 Evacuated at once  
 Evacuated at a later stage  
 Meet at a designated evacuation centre or assembly point  
 Stayed at home  
 Contacted your neighbours  
 Contacted CDEM  
 Contact another emergency service  
 Contact MetService  
 Check the internet  
 Other (please specify \_\_\_\_\_)

26. **Approximately how long before the flood affected your house did you receive the first warning? (Tick only one)**

- I did not receive any warning
- Less than 10 minutes
- 10-30 minutes
- 30 minutes to one hour
- One to six hours
- Six to twelve hours
- More than twelve hours
- No warning was issued

27. **Do you think the information provided by the authorities during the event was sufficient?**

- Yes
- No

If 'No' please describe in detail what information was lacking

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#### SECTION E: HOUSE STRUCTURE

28. **How many storeys does your house have?**

Number of storeys excluding basement and loft/attic: \_\_\_\_\_

What other levels/garage do you have? (Please tick all others that apply)

- Unfinished loft/attic
- Finished loft/attic
- Basement
- Garage. → For how many vehicles? Number: \_\_\_\_\_

**If there is a garage, is it attached to the main building?**

- Yes
- No

29. **What best describes your house's foundations? (Tick one)**

- Solid concrete slab (low to ground)
- Has a crawlspace (typically < 1metre high, with concrete or brick walls)
- Pier style (open foundations, typically masonry on shallow footings)
- Solid wall (load bearing, greater than 1metre high)
- Timber or concrete Piles
- Other (please specify \_\_\_\_\_)
- Don't know

**30. Is the entrance to your house elevated or at ground level?**

- Ground level
- Elevated      →      How much?       cm
- Don't know

**31. What best describes your house's overall structure? (Tick one)**

- Wood frame
- Steel frame
- Concrete (solid-reinforced)
- Concrete block
- Other (please specify \_\_\_\_\_)
- Don't know

**32. What are the *main* products that make up the outside wall cladding of your house? (Tick all that apply)**

- Timber
- Plasterboard
- Fibrolite panels (fibrous cement)
- Plastic laminate (flat or imitation weatherboards)
- Plastered polystyrene
- Masonry or bricks
- Metal cladding
- Concrete
- Other (please specify \_\_\_\_\_)
- Don't know

**33. What is the approximate construction date of your house?**

- Pre1900
- 1900 - 1930
- 1930 - 1940
- 1940 - 1960
- 1960 - 1980
- 1980 - 2000
- post 2000
- Don't know

**34. What is your roof made of?**

- Tiles (clay or concrete tiles)
- corrugated or flat sheet (e.g. galvanised iron)
- Heavy (e.g. concrete slab)
- Other Please specify: \_\_\_\_\_

**35. What is the approximate floor area?**

Total floor area  m<sup>2</sup>

**36. What is the Rated Value of your property? If you don't know could you please estimate the monetary value (only buildings). (Note: This information is used only to help us derive relative damage from your report)**

The RV value is  \$NZ.

or

- <100,000 \$
- \$ 100-200,000
- \$ 200-300,000
- 300-400,000 \$
- 400-500,000 \$
- 500-750,000 \$
- > 750,000
- don't know

**37. Does a person live in the house who either pays the rent or owns the home ? (Tick only one)**

- Own home or mortgage and live in it
- Own home or mortgage but only use it as a holiday home
- Rent and live in it
- Rent, but only use it as a holiday home
- The house or rent is paid by someone who doesn't live in it

**38. How many people live in your household?**

Number of people in total

Number of children (under15)   
Number of people above 65

SECTION F: PERCEPTION

**39. Do you think the intensity and frequency of severe floods events will increase due to global warming?**

- Yes
- No
- Don't know

40. How well have you been informed about the basic risks of a flood by the responsible authorities?

assessment: (<high) ++  +  0  -  - -  (low >)

41. Have you ever received information on how to prepare for a flood or do you know where to get it?

- Yes, already received information
- No, but know where to get it
- No

42. If you were told to evacuate your property during a flood, would you (Tick one apply):

- Do nothing – stay put / at home
- Wait until the water reaches my house and then decide
- Evacuate everyone immediately when told
- Evacuate most of the household immediately, but leave someone at home
- Wait for the council / emergency services to ‘door-knock’ my house
- Use the phone to call for help to evacuate
- Don’t know
- Other (please specify \_\_\_\_\_)

SECTION G: FARMING (if you’re in the farming business, could you please also answer the following questions, otherwise go to section H)

43. If you are in the farming or horticultural business, what is the size of your farm?

Size  ha

44. What is the main type of land use?

- Grassland
- Grazing (dairy)
- Crop
- Horticulture
- Forest
- Other

Could you please further specify (cattle, sheep, deer; wine, maize, apples, etc.):

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**45. What is your approximate annual income?**

- <100,000 \$
- 100-200,000 \$
- 200-300,000 \$
- 300-400,000 \$
- 400-500,000 \$
- 500-750,000 \$
- > 1 Mio. \$
- don't know

**46. Has the flood caused any damage to**

- Livestock please specify: \_\_\_\_\_
- Machinery please specify: \_\_\_\_\_
- Farm buildings
- Crop please specify: \_\_\_\_\_
- Other please specify: \_\_\_\_\_

**47. Please state or estimate the total amount of damage (if known):**

- A: Livestock \$ \_\_\_\_\_
- B: Machinery \$ \_\_\_\_\_
- C: Farm buildings \$ \_\_\_\_\_
- D: Crop \$ \_\_\_\_\_
- E: Other (Fences, etc) \$ \_\_\_\_\_
- F: Lost income or wages: \$ \_\_\_\_\_

**48. If any land was flooded, for how long did it stay flooded for?**

days

**49. Do you expect any long-term impacts (e.g. reduced crop following season)?**

- Yes  % of annual turnover
- No

**50. Did, or would, a flood warning affect the level of damage that was, or would be, experienced?**

- Yes
- No

51. If yes, could you please estimate by how many percent you could reduce the damage for different warning times.

Less than 1 hour		% damage reduction
One to six hours		%
Six to twelve hours		%
12-24 hours		%
48 hours		%

SECTION H: YOUR OWN REMARKS

Please use this space to write any other comments regarding the event, your experiences, or this survey. All remarks would be useful. Thank you for your time.

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IF you have any questions concerning this questionnaire please contact:

**Stefan Reese**  
**National Institute of Water and Atmospheric Research Ltd (NIWA)**  
**(POSTAL) NIWA, PO Box 14901, Kilbirnie, Wellington**  
**Fax: +64 4 386 2153**  
**s.reese@niwa.co.nz**

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**PLEASE RETURN THIS QUESTIONNAIRE USING THE**  
**PRE-PAID RETURN ENVELOPED.**