



Flood and consequential damage report

FOR BUSINESSES

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

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

Where did the damage occur?

City/town or district: _____

Street: _____

Contact name (optional): _____

Phone (optional): _____

When did the damage occur?

Day/month/year: _____

Time: _____

SECTION B: FLOOD IMPACTS

1. **Did your business premises (inside or out), contents of your premises, or any work vehicle, suffer from flood damage?**

- No (Go to question 20)
 Yes

2. **Which areas of your business were flooded? (Tick all that apply)**

- Outside areas only
 Inside buildings
 Vehicle/s
 Other (please specify _____)

3. **What percentage of the area of your business premises were flooded (both inside and outside)?**

INSIDE: _____% OUTSIDE: _____%

4. **Was the business closed during the flood?**

No

Yes - If yes, for how many hours OR days was the premises flooded

hours OR
days

5. **Was the damage solely caused by floods?**

Yes (Go to question 7?)

No

If NO what other cause contributed to the incurred damage?

Wind

Rain

Fire

Debris

Fallen tree

Landslide

Other

Please give details: _____

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

Wind	<input type="text"/>	%
Rain	<input type="text"/>	%
Fire	<input type="text"/>	%
Debris	<input type="text"/>	%
Fallen tree	<input type="text"/>	%
Landslide	<input type="text"/>	%
Other	<input type="text"/>	%

7. **Did you or anyone in your business suffer an injury or illness due to the flood event during or after? (Tick one)**

No

Minor injury / illness

Major injury / illness (requires medical treatment)

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

- Yes
- No

9. Was this the first time that your business suffered flood damage?

- Yes (Go to question 11)
- No

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

- Taken out insurance
- Raised floor level of building
- Kept ditches and drains around the property clean
- Anchored tanks
- Avoid keeping irreplaceable items or electric equipment on ground floor
- Elevated electric appliances
- Other Please give details: _____

11. What was the maximum depth of flooding inside the premises?
Please be accurate with measurements if possible and state the highest item that water reached.

Area inside premises	Max depth of flooding (cm)
'Front of shop' / reception	
Offices	
Workshop	
Warehouse or storage area	
Other rooms (please specify)	

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

12. What was damaged during this recent event?

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

- Other Please give details: _____

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 estimate the direct cost of flood damage to your business:

- A: Building \$ _____
- B: Inventory \$ _____
- C: Stock \$ _____

17. If different structural elements were damaged, could you please break the costs down into percentages if known (e.g. 60% roof, 10% wall cladding, 20% content):

- | | | |
|------------------------|---|---|
| Foundation |  | % |
| Exterior walls | | % |
| Doors | | % |
| Windows | | % |
| Roofing | | % |
| Interior constructions | | % |
| Mechanical/electrical | | % |
| Content | | % |
| Other | | % |

18. Was the damage covered by any insurance?

- Yes (Go to question 20)
- Yes, but only a certain percentage was covered  %
- No

19. Was any building, inventory or stock damage not covered by insurance?

- A: Building: \$ _____
- B: Inventory: \$ _____
- C: Stock \$ _____

20. Did your business suffer any of the following indirect impacts from the storm/flooding?

- Loss of income because business closed due to severity of damage
- Business increased because of demands during the flooding
- Staff unable to come in to work
- Staff time spent on clearing up after the flood
- Other (Please specify _____)
- None of these

21. For how many hours/days (that you would otherwise be open) were you unable to conduct business due to the flood damage or indirect impacts?

_____ hours OR _____ days

22. Did you need to temporarily relocate your business due the flood?

No

Yes - If yes, for how long? _____ days

23. Please estimate your loss of income from the hours/days you were unable to conduct business due to the flooding (if any)?

\$ _____

24. How much time in total did it take getting your business back to normal (as before) due to the flooding?

_____ hours or _____ days

25. How much time in total were members of your staff unable to attend work due to the flooding? (e.g. 3 staff away for 1 day each equals 3 days)

_____ hours or _____ days

Number of staff unable to attend work: _____ people
(including yourself, if applicable)

26. How many days did it require to clean-up your business premises (removal of silt/debris, etc)?

Number of days _____

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

Immediately

Not immediately but _____ days after event

Not started yet

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

Yes _____ days

No

29. Do you expect any long-term impacts (e.g. reduced number of customers)?

- Yes % of annual turnover
 No

SECTION D: FLOOD WARNINGS

30. In terms of damage, does it make any difference if there is a sufficient warning issued?

- Yes
 No

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

- | | | |
|---------------------|-------------------------------|--------------------|
| Less than 1 hour | <input type="text" value=""/> | % damage reduction |
| One to six hours | <input type="text" value=""/> | % |
| Six to twelve hours | <input type="text" value=""/> | % |
| 12-24 hours | <input type="text" value=""/> | % |
| 48 hours | <input type="text" value=""/> | % |

32. Did you receive any warnings prior to this recent flood ?

- Yes
 No (Go to question 36)

33. Who were these warnings from? (Tick all that apply)

- Civil Defence
 Council
 Radio, TV
 Word of mouth (Friends/family/other businesses)
 Other: _____ (please specify)

34. Approximately how long before the floodwater affected your business did you receive the first warning? (Tick only one)

- Less than 10 minutes
 10-30 minutes
 30 minutes to one hour
 One to six hours
 Six to twelve hours
 More than twelve hours

35. If warnings were received, did your business take any action in response to the warning?

- Yes
- No

If so, please give details:

36. 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

SECTION E BACKGROUND INFORMATION

THE NEXT SET OF QUESTIONS CONCERNS INFORMATION ABOUT YOUR BUSINESS AND RESULTS WILL BE PRESENTED IN A COMBINED AND GENERALISED FORM ONLY.

37. What does your business do?

- Mining
- Manufacturing
- Electricity Generation and Supply, Gas and Water Supply
- Construction
- Wholesale Trade
- Retail Trade
- Accommodation
- Cafes and Restaurants
- Transport & Storage
- Communication
- Finance and Insurance
- Property and Business Services
- Government Administration and Defence
- Education
- Health and Community Services
- Cultural and Recreational Services
- Personal and Other Community Services
- Other, please describe _____

38. How many years has your business been trading in this location?

_____ years

39. How many employees does the business have?

1. Full time: _____ people

2. Part time: _____ people

40. What was your business's annual income (before tax)? (Tick only one)

- Under \$50 000
- \$50 001 to \$100 000
- \$100 001 to \$250 000
- \$250 001 to \$350 000
- \$350 001 to \$500 000
- \$500 001 to \$750 000
- \$1 Mio to \$2.5 Mio
- > 2.5 Mio.

41. Do you lease or own the building where your business operates?

- Lease
- Own
- Don't know
- Other (please specify _____)

42. How many storeys does the building where your business operates have?

Number of storeys excluding basement and loft/attic: _____

43. What other levels do you have? (Please tick all others that apply)

- No other levels
- Loft/attic
- Basement
- Other

44. What best describes the building's foundations? (Tick one)

- Solid concrete slab
- Has a crawlspace (typically less than 1m high, with concrete or brick walls)
- Pier style (open foundations, typically masonry on shallow footings)
- Solid wall (load bearing, greater than 1m high)
- Piles
- Don't know
- Other (please specify _____)

45. What best describes the building's overall structure? (Tick one)

- Wood frame
- Steel frame
- Concrete (mass-reinforced)
- Concrete block
- Masonry (brick)
- Don't know
- Other (please specify _____)

46. What are the main products that make up the outside wall cladding of your building? (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

47. What is the approximate construction date of your building?

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

48. 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: _____

49. What is the approximate floor area?

Total floor area m²

50. **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 a fragility [percentage 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 -1 Mio. \$
- > 1 Mio \$
- don't know

SECTION F: 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.

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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