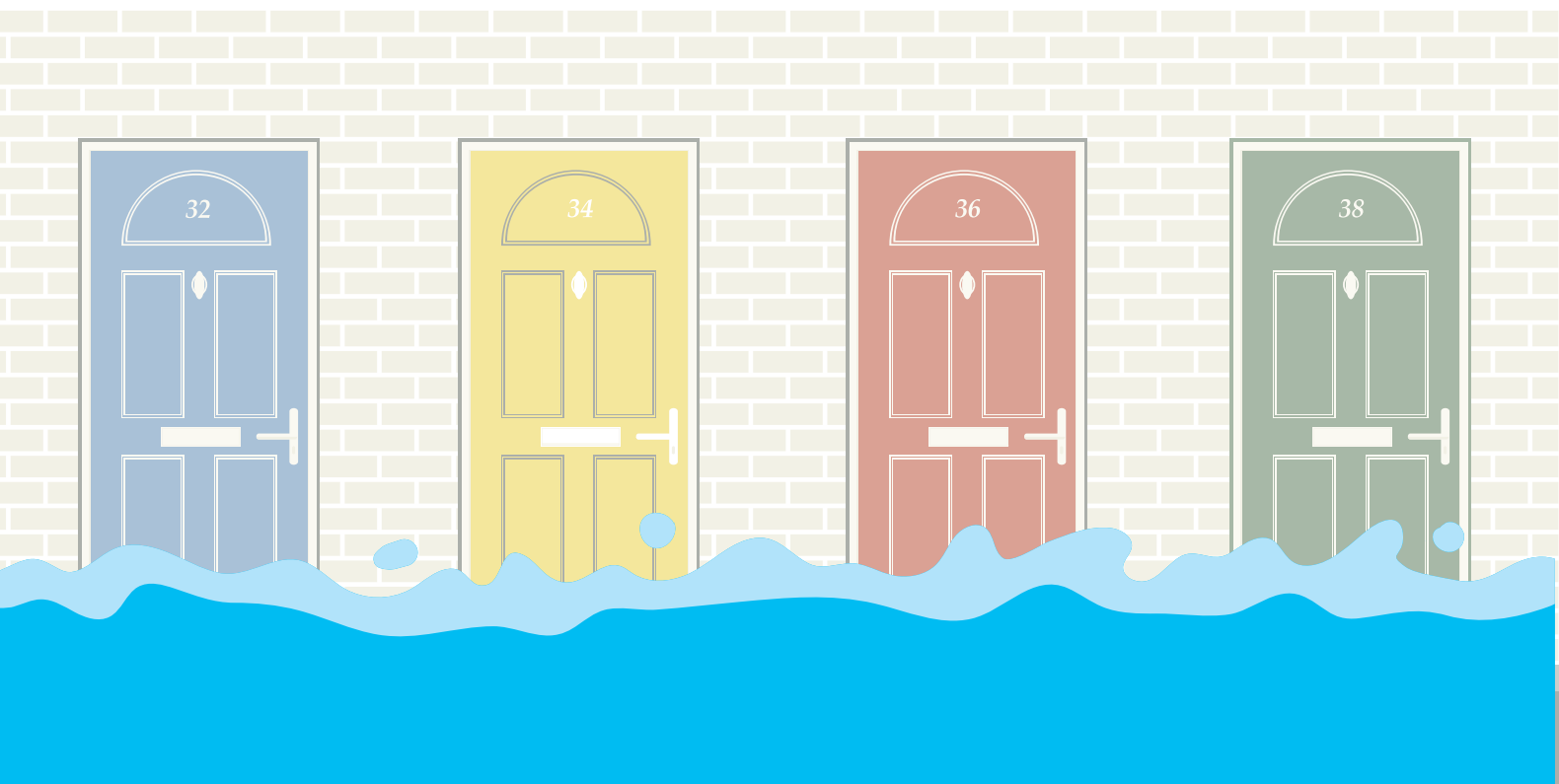


# WHITEHOUSE

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# CONSTRUCTION



Property Flood Resilience Survey  
Frequently Asked Questions



[www.whitehouseconstruction.co.uk](http://www.whitehouseconstruction.co.uk)

# FREQUENTLY ASKED QUESTIONS

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Within this document, you will be able to find all the information you need regarding your upcoming Property Flood Resilience (PFR) survey including what will happen, steps that need to be taken, and contact details for our PFR team.

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## **DO I HAVE TO BE HOME FOR THE SURVEY?**

The legal property owner or their appointed authorised delegate must be present for the duration of the survey.

If you feel you will benefit from additional support during the survey, please feel free to have a representative with you.

## **WHAT TIME CAN I EXPECT THE SURVEYOR TO ARRIVE?**

You can expect your surveyor to arrive within a 2-hour arrival window already agreed.

## **WHAT DOES THE SURVEY ENTAIL?**

Assessment of potential routes of water ingress, discussion of potential products, the taking of measurements for any of these products.

Photographs will also be taken as a record of conditions ahead of works being undertaken. You may be asked to remove any personal effects such as photo frames before photos are taken.

## **WHAT WILL BE DISCUSSED DURING THE SURVEY?**

We will explain the type of products, styles and colours available and suitable for your property, as well as fitting methodology and any other recommended measures.

## **DO I NEED TO DO ANYTHING FOR THE SURVEY?**

In advance of the survey, you must ensure there is unobstructed access to the bottom 600mm of the property, all the way around the exterior including any access from a neighbouring property. Internally, we need full access to the area surrounding the doorways.

This will enable us to assess all routes of water ingress and ventilation points.

If there is anything that cannot be moved ahead of survey, please let Whitehouse know by emailing [kaye.donovan@whc.ltd](mailto:kaye.donovan@whc.ltd) or calling 07814 943 620.

# FREQUENTLY ASKED QUESTIONS

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## **DO I HAVE TO AGREE TO MEASURES ON THE DAY?**

Yes, we would expect you to sign and confirm your acceptance of the proposals enabling us to recommend these to our client.

## **THE PROPERTY IS LISTED / IN A CONSERVATION AREA. WILL THIS CAUSE ANY ISSUES?**

If the property is Listed or in a conservation area, full planning and/or heritage permissions may be required, which could potentially limit the products available to you.

This does not mean we cannot offer PFR products to meet the requirements of associated planning / heritage approvals and this will be discussed with you.

## **WHAT WILL MY FLOOD RESILIENT DOOR LOOK LIKE?**

All Flood Doors are manufactured on a bespoke basis, and proposed styles will be agreed at the survey stage. The Doors are uPVC and are slightly stiffer to operate due to the compression required to engage the flood resilient qualities. Our Doors are therefore manufactured with a longer handle than a usual Door, which assists in engaging the locking mechanism. The Door will have 4 hinges and a threshold.

## **WILL YOU REPLACE THE BI-FOLD / SLIDING DOORS LIKE FOR LIKE?**

We do not currently manufacture a bi-fold / sliding flood resilient door. Our surveyors will discuss the options for replacement with you during the survey.

## **WILL RESIDENT ABILITIES / CONCERNS BE CONSIDERED?**

Yes. Any concerns or issues you may have regarding the proposals will be discussed at survey stage with our surveyors. Some issues may limit the products available, however this will be clearly indicated, discussed and agreed during the survey.

## **CAN I SEE EXAMPLES OF RECOMMENDED MEASURES?**

Products are manufactured on a bespoke basis, therefore exact examples may not be available for the proposed measures. During the survey, you will be shown our Flood Door brochure with images for illustrative purposes.

# FREQUENTLY ASKED QUESTIONS

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## **WILL I RECEIVE ALL THE RECOMMENDED PROPOSALS?**

Our client for the overall PFR project in the area will have budgetary control for the installation of measures. They will assess our recommendations following the survey before they confirm which measures will be installed. You will be kept up to date throughout the process.

## **DO I NEED TO HAVE ALL THE MEASURES RECOMMENDED OR CAN I CHOOSE WHAT I WANT?**

Our client will advise what recommendations they believe to be appropriate for the property. You may not be able to choose what measures you want.

## **WHAT INFORMATION WILL THE SURVEYOR REQUIRE ABOUT THE PROPERTY DRAINAGE?**

The surveyors will only assess waste from kitchens and downstairs toilets / bathrooms - they will ask to see the pipes and manholes serving these areas. If you know these to be covered or obstructed in any way, please ensure these are cleared in advance of the survey.

## **WILL MY VENTILATION BE RESTRICTED?**

Ventilation will be considered as part of the overall Property Flood Resilience being recommended for the property and if required, a qualified Gas Safe / HETAS Engineer will need to visit the property to confirm the requirements.

## **WHAT IS THE COST TO ME?**

Whitehouse will never request or accept payment for works. All works are undertaken under contract with our own clients such as Local Authorities who will be covering all costs, unless they have informed and agreed with you otherwise in advance of the survey.

## **HAS THE DOOR BEEN INDEPENDENTLY TESTED?**

Yes. Our Flood Doors have been independently tested at HR Wallingford and have achieved the latest BSI Kitemark Standard:

**BS 851188-1:2019 + A1:2021**

The British Standards Institution is the national standards body of the United Kingdom. For more information, visit [www.bsigroup.com](http://www.bsigroup.com)

# FREQUENTLY ASKED QUESTIONS

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## **WHAT IF I HAVE INTENTION OR PLANS TO CARRY OUT BUILDING MODIFICATIONS E.G. AN EXTENSION?**

Please inform us as soon as possible if you plan to make any changes to your property, as this could affect how we proceed and / or what measures are available.

## **HOW CAN I ASK QUESTIONS?**

If you have any questions or just wish to speak to a member of our team, please contact Kaye Donovan, our PFR Coordinator on [kaye.donovan@whc.ltd](mailto:kaye.donovan@whc.ltd) or speak to the surveyor on site.