

## What you can do to help yourself

- ✓ Move animals, including agisted animals, to high ground and prepare pets for possible evacuation.
- ✓ Stay away from and keep children clear of drains, culverts, creeks and low lying areas.
- ✓ Listen to your local radio station and monitor other media and social information, updates and advice. You can follow NSW SES on Facebook and Twitter.
- ✓ Check on your neighbours and follow instructions given by emergency services.
- ✓ For more information about preparing your property visit [stormsafe.com.au](http://stormsafe.com.au).

## Meet our volunteers



During emergencies, NSW SES volunteers donate their time 24/7 to assist their local communities.

Volunteers are trained to provide rescue, first aid and temporary repairs as a result of flood and storm damage.

## How the NSW SES can help you

For emergency help in flood, storm or tsunami, call the NSW SES on 132 500. In life-threatening emergencies, call 000 (triple zero). You should also advise your real estate agent or landlord in writing at the earliest opportunity.

The NSW SES Recovery Kit includes important information to help you return to normal after severe weather. For a copy of the Recovery Kit, call us on 1800 201 000 or visit our website [stormsafe.com.au](http://stormsafe.com.au).



Principal Partner



FOR EMERGENCY HELP IN FLOOD,  
STORM AND TSUNAMI CALL

**132 500**

In life-threatening emergencies call 000 (triple zero)

For more information call the NSW SES  
on **1800 201 000**  
or visit: [www.stormsafe.com.au](http://www.stormsafe.com.au)



#NSWSES



/NSWSES



/NSWSES

StormSafe



## Rental Properties



## Information for tenants

### Before a flood or storm

It is important to ensure your property is prepared in advance for severe weather and flooding. This includes an initial check when you move in and regular property maintenance. If you are a tenant, the property owner or landlord is responsible for maintaining the property in a reasonable state of repair. If any urgent repairs are required, advise your landlord as soon as possible, preferably in writing. Contents insurance can also help you protect your belongings.

### After a flood or storm

If it is safe and you want to stay; protect your property from further damage; tell the landlord / agent that you intend to stay; request any required repairs from the landlord / agent in writing; seek an inspection and written schedule of work to be done; confirm any conversations in writing.

Serious storm damage, a serious roof leak, flooding or serious flood damage, electrical faults or other damage require urgent repairs and will often require a qualified tradesperson to fix. If you believe the landlord or agent is not acting quickly enough on urgent repairs you can arrange for the work yourself and be reimbursed (up to \$1000). Provide written notice about the repairs, costs and copies of receipts.

Keep out of unsafe premises and obey directions of emergency services. Consider staying with relatives or friends. In some instances, emergency accommodation may be an option, or in larger disasters recovery centres may be established.

For further information visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

## Prepare your family and property now

### Know your risk

- ✓ If you live or work close to a river, water course, creek, drain, culvert or in a low-lying area, you may be at risk from flash floods even if you have never experienced them. It is important to be aware of the possibility of flooding where you live, where you work, where you keep livestock and where you travel.
- ✓ Find out about the local flood history. A copy of the local flood plan may be available from your council. Check with the local NSW SES unit or at [stormsafe.com.au](http://stormsafe.com.au) to find out if there is a local FloodSafe Guide. Contact your local council for specific information on how floods may affect your property.
- ✓ During storms, maintain your yard and balcony by securing or putting away items that could blow around in strong winds. Clean your gutters, downpipes and drains regularly to prevent blockages. Trim trees and branches that could fall on your home or property.
- ✓ Check your insurance policy is current and adequate. Your landlord is not obligated to compensate you for any damage to your furniture or personal belongings.

### Know where to go

- ✓ Find the safest route to travel in the event that you might need to evacuate. Identify places where evacuation routes may be cut and locate alternate routes.
- ✓ Check with friends or relatives outside the flood prone area to organise a place to go. Find out where potential evacuation centres could be in your area.

### Know who to call

- ✓ For emergency help in floods and storms, call the NSW SES on 132 500.
- ✓ Keep local emergency numbers handy (near your phone or on your fridge).
- ✓ In a life-threatening emergency, call 000 (triple zero).

### Know your plan

- ✓ To help households and businesses plan for flooding, the NSW SES has developed Home and Business FloodSafe Toolkits. These are available free of charge from your local NSW SES unit or at [stormsafe.com.au](http://stormsafe.com.au).
- ✓ Review your plan annually or after any floods to keep it current.

## How the NSW SES can help



The NSW SES is responsible for responding to floods, storms and tsunamis in NSW. This includes planning and educating people about how to protect themselves and their property.

During storms, NSW SES may:

- Assist residents with sandbagging properties affected by rising water
- Place tarpaulins on damaged roofs
- Remove fallen trees or branches from buildings
- Move fallen trees or debris to provide access
- Rescue people and domestic animals

During floods, NSW SES may:

- Resupply essential items to communities and properties that are isolated
- Provide medical transport
- Help residents with sandbagging
- Rescue people trapped in floodwater
- Issue warnings to communities
- Conduct evacuations of communities at risk from floods

What the NSW SES does not do:

- Tree removal
- Rubbish removal
- Permanent repairs
- Work with electricity

Any work carried out by NSW SES is temporary in nature. It is intended to secure, make a property safer or restore essential access to a property. Household or property owners need to engage professional tradespeople to carry out permanent repairs.