

Prevention guide

Flooding



#LALUXPrevention

Becoming increasingly common, flooding poses a serious risk to our homes. It can cause considerable material damage and put the lives of inhabitants in danger. This practical guide has been designed to help you understand the risks associated with flooding, to take preventative measures to protect your home and to know just what to do before, during and after a disaster.

DON'T WORRY
be happy

BEFORE A FLOOD

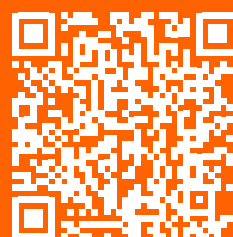
- **For new constructions, if possible :** avoid areas liable to flooding (can be identified on Geoportail.lu) and build upwards
- **In risk areas:** install watertight windows and flood barriers, use waterproof materials, raise critical installations (heating systems and electricity)
- **Be well prepared:** get a stock of sandbags, invest in a water pump, prepare an emergency kit (Wellington boots, medication, power banks, etc) and protect your important documents (safe place or digitalised)
- **For optimal protection:** make sure your housing insurance covers damage due to flooding



STATE GRANTS

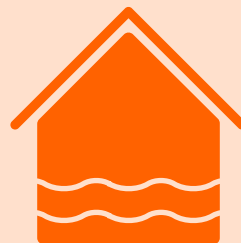
Luxembourg offers grants to help finance flood protection measures.

Discover all the information in our complete [Flooding Guide](#):



DURING A FLOOD

- Always follow the instructions given by the authorities, call 112 only in the event of an emergency
- Stay informed (inondations.lu, meteolux.lu, radio, télévision, etc.)
- Switch off your gas, water and electricity, etc.
- Store your valued possessions up high
- If possible, do not leave your home and do not drive your car
- Help your neighbours, but avoid getting into a dangerous situation



AFTER A FLOOD

- Evacuate dangerous areas
- Document the damage before you start the clean up
- Do not switch the electricity and gas back on until everything has been checked by a specialist
- Protect yourself while you clean: boots, gloves, protective goggles, etc
- Disinfect your home to avoid the spread of germs
- Contact the fire brigade to pump out the water after the flood

IN THE EVENT OF A CLAIM

Has your home has been affected by a flood? You must act quickly. Here are the key stages for a quick and appropriate compensation:

- **Document the damage:** Take photos and videos and make a detailed list of the damage suffered before you start the clean-up work. Mark the level that the water reached.
- **Inform your insurance agent** as soon as possible to declare the claim and provide all the evidence gathered.



Useful links: [Geoportail.lu](https://www.geoportail.lu), [inondations.lu](https://www.inondations.lu), [meteolux.lu](https://www.meteolux.lu), [LALUX Flooding Guide](#), [lalux.lu](https://www.lalux.lu)