

Property Flood Resilience (PFR)

August 2026

Property Flood Resilience (PFR) is the most viable option to reduce flood risk to properties near Park Road, Elland. The Environment Agency will deliver this scheme with surveyors RAB Consultants and installers Watertight International.

What does this mean for me?

We can never eliminate the risk of flooding, but we can reduce the risk of water getting into homes and reduce its impact if it does get in. These techniques are Property Flood Resilience (PFR) measures.

Introducing effective flood resilience for homes that are at risk of flooding involves surveying a property to understand its needs, and installing PFR measures to be activated in a flood event.

When it comes to flood protection it is not just a case of buying products off the shelf – there is no one-size-fits-all solution.

Improving a property's resilience to flooding can take multiple forms. There are measures which can help prevent water from entering a property, commonly referred to as **resistance** measures. Examples of such measures include:

- Flood barriers
- Air brick covers
- Non-return valves
- Waterproof sealant to external walls
- Pointing and sealing mortar

Measures residents can take before flood water reaches their property to limit the impact of flooding fall under **preparedness**. To improve your flood **preparedness**, visit the 'Be Prepared' section of www.eyeoncalderdale.com.

Measures which limit the damage caused by internal flooding and speed up the time it will take for residents to be able to return to a property post-flooding are known as **recoverability** measures.

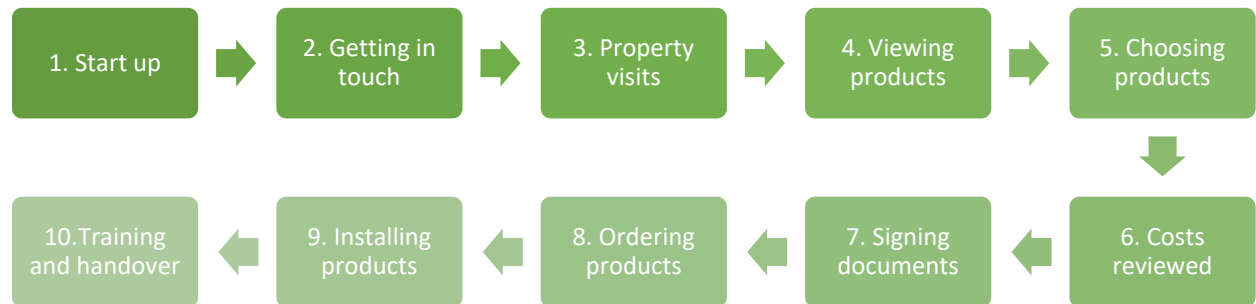
Criteria we must meet

To provide Property Flood Resilience (PFR) to a property, there are criterion the Environment Agency must follow as outlined below:

- The property must meet the eligibility criteria listed in Step 1 of the PFR Scheme process (*see next section*).
- All flooding sources and routes need to be considered for a complete package of effective protection measures: partial measures may be by-passed by flood water and the investment wasted.
- The provision, specification and use of pumps is a vital element of property protection and resilience systems. This is recognised as an essential component to help manage seepage, groundwater, and sub-floor flooding. No PFR measures can be installed without a pump also being installed if we have identified that a pump is required.
- The height of measures and the impact on floodwater loading and pressure must be considered in relation to property construction, threshold levels and floor levels.
- All products used should conform to the relevant Kitemark standards. The BSI Kitemark™ is a quality mark owned and operated by British Standards Institute. This includes replacing any existing PFR installed previously to a property that does not meet these standards.
- The property must undergo and pass a Post Installation Audit to demonstrate that the property has been better protected by the works conducted.

The Park Road, Elland PFR Flood Alleviation Scheme Process

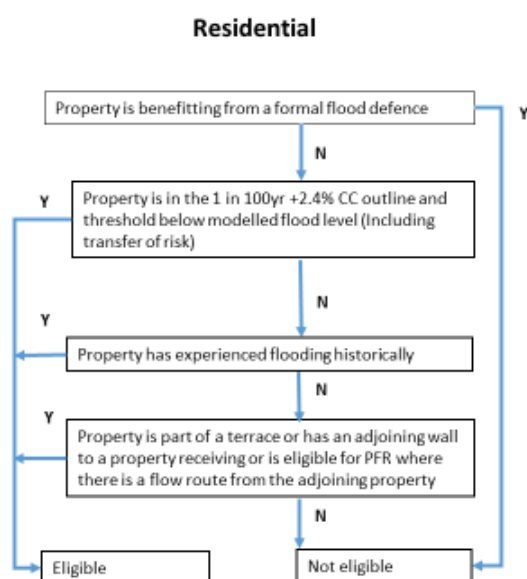
The PFR Process from start to finish can be broken down into ten steps as follows:



Step 1: Start up - PFR determined as the most appropriate solution.

We conduct technical and economic appraisals to determine viable options for each area to determine where PFR is the most appropriate solution. We then apply the principles of the following flow charts to determine eligibility of individual properties to receive a free PFR survey which will determine what measures should be recommended.

Eligibility for PFR



Step 2: Getting in touch - Community engagement and eligible homeowners contacted – June, July & August 2026.

Having determined that PFR as the most appropriate solution for a property, we will engage with eligible property owners to inform them of the scheme and the next steps. It is the homeowner's responsibility to confirm with the Environment Agency that they would like to be involved in the PFR scheme.

We will hold a community event to showcase the PFR products available and allow the community to ask questions to the project team and contractors RAB Consultants and Watertight International.

Step 3: Property surveys conducted, and draft recommendations issued to homeowners – September 2026 onwards.

Should the homeowner be eligible and wish to proceed, our contractor RAB Consultants will conduct a property survey to determine the suitability of the property for PFR and the most appropriate products for the property. They will then share the recommended products with the Environment Agency and the homeowner.

Step 4: Viewing products

Homeowners will be able to view a selection of the available products being recommended for their property. There will be opportunity to view products during the property visit or upon request.

Step 5: Choosing products.

Further meetings and discussions can be arranged as required to ensure that recommendations have been agreed, and homeowners have seen the available products to enable informed decisions to be made.

Step 6: Costs reviewed.

Resistance measures, up to a cap determined by the project, will be provided to homeowners free of charge under the PFR scheme. In the unlikely event the measures exceed this cap, or homeowners request upgraded measures - for example premium flood doors for aesthetic purposes - we will require homeowners to contribute towards the additional measures.

Step 7: Signing documentation.

Once we have agreed the measures to be installed with the homeowner, we will issue legal agreements to the homeowner for them to sign and return.

Step 8: Ordering products.

Once we have received the signed legal agreements from the homeowner, we will place the orders for the required products. There will be a wait time whilst products are manufactured to the specific property measurements.

Step 9: Installing products.

Once products are ready, we will agree a suitable installation date with each homeowner. Watertight will install the PFR products. Installations typically take 1 to 2 days, dependent on the measures required.

Step 10: Training and handover

Our installers, Watertight International, will provide training to ensure the homeowner understands how to use and maintain the products installed. The supplier will provide written and verbal instruction on the operation, storage, and maintenance of products.

We will also issue a Post Installation Flood Risk Report (PIFRR), detailing the available information on levels of flood risk and the measures that have been provided for the property. Homeowners can share this report with their insurance company who may be able to take account of the measures and adjust insurance premiums accordingly.

Continued...

Frequently Asked Questions

How much will I have to pay?

The agreed PFR measures to be installed will be available under the scheme up to a set value per property. This means the PFR measures will be fully funded by the scheme and **at no cost to the homeowner**.

Where more costly measures are needed or a more premium product is desired by the homeowner such as a premium door, a contribution will be required by the homeowner. If necessary, this would all be agreed in advance with the homeowner.

Who is surveying my property?

RAB Consultants, supported by the Environment Agency.

Who is installing the PFR measures?

Watertight International, supported by the Environment Agency.

What measures are included in the scheme?

Standard measures which may be utilised at your property to meet the minimum level of protection:

- Flood barriers or uPVC doors (as long as one exit is a barrier. See '*Can I have flood doors instead of barriers?*' below)
- Non-return valves (NRV)
- Automatic airbricks
- Toilet bung
- Automatic weep holes
- Waterproofing / repointing
- Sump pump (typically needed in properties with suspended timber floors)
- Puddle pump
- Sealing of entry points e.g. around pipes and cables
- Raising of ventilation for combustible heat sources

How big will my barriers be?

The standard height of flood barriers is 600mm. The height of PFR resistance measures at your property will be proportionate to the flood risk to your property. For example, properties at lower flood risk may only need 300mm high barriers.

This will be assessed by our surveyors, RAB Consultants.

How high can PFR measures protect to?

PFR resistance measures can be offered up to 600mm as per standard building regulations. Properties should only be surveyed up to 600mm, unless the modelled flood level and property threshold level show that flood risk exceeds 600mm. Resistance measures above 600mm may compromise the structural integrity of the building and if recommended resistance measures exceed 600mm, the suitability of these resistance measures should be confirmed by a structural engineer and will be provided at the owner's risk. If the flood risk at a property is higher than 600mm, we will inform the homeowner, and our suppliers will survey the property up to the required flood risk height. If the homeowner then chooses to have measures fitted in excess of 600mm from the ground, they must accept responsibility and sign a legal waiver to that effect.

Will I get any training in how to use my products?

Once installed, installers Watertight International will give full training in how to operate or fit your resistance measures correctly. Following this, written instructions will be provided in the Homeowner Pack.

How will I know when to put my barriers in and out?

It is important that residents have a flood action plan in place in addition to their PFR to make sure that everyone knows what to do in the event of a flood. You can speak to the contractors and Environment Agency team at any time about this.

Signing up to receive **free flood warnings** ensures you have the time to prepare for an oncoming flood event. You can sign up at <https://www.gov.uk/get-flood-warnings> and find out more about this service at www.eyeoncalderdale.com/get-alerts/.

The Environment Agency has prepared a template for individual flood plans, which is available by visiting <https://www.gov.uk/prepare-for-flooding/future-flooding>. You can also access the flood plan template and other information about flood plans via www.eyeoncalderdale.com/my-flood-plan/.

Can I have PFR resistance measures on my garage?

The protection of gardens, garages and outbuildings is excluded from the scheme unless there are direct implications for the main building. For example, an adjoined garage may have an internal door to the property, or resistance measures may need to be applied to the garage to protect the property. In this instance, we will make the homeowner aware of their responsibility for any resistance measures to the garage, and they will have to sign a legal waiver.

Can I have a flood gate?

Flood gates are normally excluded as our scheme is designed to protect the main building only.

Can I have flood doors instead of barriers?

At least one main entry or exit point from the property must be protected by a flood

barrier as opposed to a flood door. This is to allow emergency entry and exit to the property in times of flood without compromising the integrity of the protection.

Can I have a composite door instead of an uPVC one?

Composite doors are a specialist product and are only available for openings between 869mm and 997mm. Narrower or wider doors are available in uPVC. Composite doors are also more expensive and would be considered as an upgrade, and as such, the difference in cost would need to be covered by the homeowner.

Up to what point can I change my mind or leave the scheme?

The scheme is purely voluntary, and you are not obliged to receive any PFR measures. Registering your interest still allows you to change your mind later. After a survey has been conducted at your property, should you wish to proceed with installations and agree with the PFR recommendations from the survey, we will require that you sign a legal agreement. This legal agreement allows us to conduct work to install PFR on your property. At this point you will enter into an agreement to receive the measures.

Will the products have British Standards Institution certification/Kitemarks?

Where possible all products will have the relevant BSI certification/Kitemark. Non-Kitemarked alternatives will only be offered where no comparable Kitemarked products are available.

Who will pay for any maintenance once my products have been installed?

Where applicable, the products will come with a manufacturer's warranty which is usually 12 months. Once a warranty has expired, any maintenance costs will be at the discretion of the homeowner. Recommended maintenance activities and schedules will be detailed within your homeowner's pack.

How will I store my removable products, such as barriers?

We recommend that barriers are stored in a safe and dry place away from direct sunlight and that the rubber seals are not resting against anything to prevent deformation.

How long before I can expect to receive my PFR measures?

On average it can take around 9 months from property survey to completion. Our experience suggests that there are many factors which can influence the time it takes to complete. We are doing our best to speed up the process and ask that homeowners support our efforts by being available to engage with us and our contractors throughout the process.

I live in a conservation area / my property is a listed building. Can I still have PFR?

Yes, properties within a conservation area and those with listed building status can receive PFR measures. In this case, additional considerations and consents are required, which can add to the overall delivery timeframe.

My neighbour has said they do not want PFR, but I do. Can I still have it?

Yes, however, if you are part of an adjoining property, whereby your neighbour chooses not to have PFR and there is a direct flow route via that property, then this may render your measures less effective.

Post Installation Audit and Flood Risk Report

Once the Environment Agency and appointed installer confirm that all recommended works have been installed our appointed assessor will return to conduct a Post Installation Audit of the flood products provided to your property. This will allow us to verify the products that have been installed and confirm that you are satisfied with the installation and products provided. Following this visit, we will be able to produce a Post Installation Flood Risk Report (PIFRR) which will detail the works completed.

The Post Installation Flood Risk Report (PIFRR) remains confidential to you, but you may wish to share or refer to your report when talking to insurers.

Will having PFR resistance measures affect my home insurance?

Your insurance company will already have access to flood risk maps and be aware of whether your property is at flood risk, so installing PFR measures should not increase your home insurance. Following installation, we will provide you with a Post Installation Flood Risk Report (PIFRR), detailing the available information on levels of flood risk and the measures that have been provided for the property. You can share this report with your insurance company who may be able to take account of the measures and adjust insurance premiums accordingly.

The 'Flood Re' reinsurance scheme, as agreed between the Government and insurance companies, was launched in April 2016. Flood Re is designed to provide homeowners at risk of flooding with access to affordable flood protection cover. Further information is available at <http://www.floodre.co.uk/>.

What do I do with my resistance measures after a flood?

Once the flood risk has receded you will be able to remove your deployed measures. Your homeowner pack will detail what, if any, cleaning or maintenance is required for each of your measures before returning them to storage.

When do I receive my homeowner pack?

After installation you will receive both training and a homeowner pack provided by our installations contractor, Watertight International.

Who can I ask if I need any help with my flood resistance products?

For general maintenance, storage and replacement parts please speak to the installation contractors Watertight International and refer to your Homeowner Pack.

Community flood plan

As part of the PFR project, it is recommended that a community flood plan is created. This plan should consider:

- Include a list of all properties that have PFR measures installed and those residents who may require assistance in deploying any mitigation measures.

- Encourage the use of a “buddy system”, whereby a local resident or neighbour can deploy any mitigation measures should a property owner not be present or may require assistance.
- Identify the local need for official Flood Wardens to support the local community and engage with the emergency services.
- Determine the suitability of training for Flood Wardens and “buddies” to ensure PFR measures are installed correctly.
- Encourage the annual testing of the community emergency plan and test installation of PFR measures.

You can view the **Calderdale Flood Action Plan** at <https://eyeoncalderdale.com/flood-action-plan/>.

There is an active **Elland Flood Warden Group**. You may be able to join the community groups, such as on WhatsApp and Facebook, to find out more, get support and volunteer.

Individual flood plan

Residents are encouraged to develop or review their own individual Personal Flood Plan which will help to identify a list of actions which can be quickly put in place during a flood event to minimise the disruption caused.

The Environment Agency has prepared a template for individual flood plans, which is available by visiting <https://www.gov.uk/prepare-for-flooding/future-flooding>.

You can also access the flood plan template and other information about flood plans via www.eyeoncalderdale.com/my-flood-plan/.

Where can I find out more about PFR?

You can find out more information about PFR on the National Flood Forum website which has a directory, the Blue Pages, of property flood products and services to advise and inform you of what is available to help reduce the risk of flooding to your home.

- National Flood Forum: <https://nationalfloodforum.org.uk/about-flooding/reducing-your-risk/protecting-your-property/>
- Blue Pages: <http://bluepages.org.uk/>

These links provide a great opportunity to learn more about PFR from an independent source.

Contact

Email

In the first instance, if you have any questions not covered by this document, please get in touch with the team by **emailing** us at elland@environment-agency.gov.uk.

Phone

For eligible properties, contact details for the relevant project officer are detailed in your correspondence letters.

Online

- Visit the **Park Road Elland Eye on Calderdale website** at <https://eyeoncalderdale.com/park-road-fas/> to see the latest project updates.
- Visit Eye on Calderdale at www.eyeoncalderdale.com for information about all flood-related work and advice across Calderdale.

In-person

You can visit the project team at the Flood Information Centre at 4 Valley Road, Hebden Bridge, during its opening times. Opening times may vary. You can find the latest opening times at <https://eyeoncalderdale.com/hebden-bridge-flood-alleviation-scheme/>.

Please contact elland@environment-agency.gov.uk before your visit if you require a specific Park Road Elland project officer in attendance.

Write

Written correspondence can be addressed to the following:

- Environment Agency Flood Information Centre, 4 Valley Road, Hebden Bridge, HX7 7BB
- We are currently relocating from our Leeds office to a new location, so correspondence may be lost. In the meantime, please write to the Flood Information Centre address as above.