

Flood Clean Up

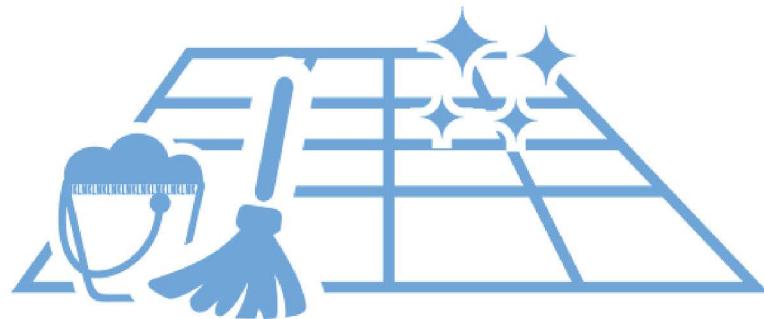
If you do have water in your basement or other areas in your home, OEMC stresses the importance of taking photos of the damage and any items destroyed for assessment and insurance claims.

All walls, surfaces, furniture, and items that came in contact with sewage or stormwater mixed with sewage should be disinfected with a strong disinfectant such as bleach with no more than 1 cup of bleach per gallon of water. Sewage can contain viruses, bacteria, and other hazards.

Proper use of gloves and other protective clothing is recommended.

If the furniture or item cannot be disinfected, it should be removed from the home as quickly as possible. Once placed in the alley or curb, the Department of Streets and Sanitation (DSS) will pick up damaged furniture, home items, and other trash removed from a flood. Please avoid leaving chemicals or large electronics for pickup.

If you have a finished basement, you may need to work with a professional cleaning company to ensure that any potential mold in the walls, building structure, and mechanicals are addressed.



How We Can Help

The Chicago Department of Water Management (DWM) goes out to these requests to:

Check the main sewer running under the middle of the street and perform sewer cleaning if necessary.

Check nearby catch basins (where stormwater runs off the street into the sewers below) to remove any blockages and make sure the rain vortex restrictors are in place. Rain vortex restrictors help keep water in the street rather than in the basement.

If the home is eligible for DWM's Private Sewer Drain Program, a flyer will be left for the resident to enroll. **This program can save homeowners \$4,000 to \$6,000 in repairs.**

To be eligible for DWM's Private Sewer Drain program:

The private sewer drain must be serving a 1-4 unit residence. Commercial, industrial, and large residential buildings do not qualify.

The repair must be between the main sewer and the private property boundary, as determined by a plumber hired by the homeowner, and in the presence of a DWM House Drain Inspector.

Typically, it takes 4 weeks for DWM to complete a private sewer drain repair. Priority is given to residents with limited mobility.

Please call 312-747-4591 to schedule an appointment with a House Drain Inspector.

BASEMENT FLOODING



In Chicago, basements are often an active part of our homes. That makes prevention, repairs, and cleanup after your basement has flooded all the more critical.



Potential Causes of Water in your Basement

1. Backup from your private sewer drain due to excessive rain.
2. Back up from your private sewer drain due to clogs from roots, debris or collapse.
3. Water in the street from excessive rain raising to an elevation where it comes in from the first floor.
4. Groundwater seepage through cracks in the foundation.

If you suspect your issue is due to #1, 2, or 3, the Office of Emergency Management and Communications (OEMC) encourages you to **Call 311**, use the CHI311 app or go to chi311.gov to fill out a "Water in Basement" request.

You can also fill out a "**Flooded Viaduct**" or "**Water in Street**" request even if it isn't flooding your basement.

Always include your phone number in the request.

Avoiding Mold

Use fans and dehumidifiers to aid in airing your property and to reduce humidity levels. Items that were scrubbed/washed with soap should be air-dried and sprayed with a disinfectant.

If you are sensitive to mold or mildew, wear a mask or respirator containing an appropriate filter when cleaning up after a flood.

For tips on preventing future flooding, please visit the link below from the Metropolitan Water Reclamation District (MWRD). Department of Water Management (DWM) highly recommends disconnecting your downspouts to help reduce the chances of basement flooding.

mwrld.org/flood-prevention-101

Further, items that cannot be dried may grow mold. The Federal Emergency Management Agency (FEMA) has instructions for how to dry and clean your basement to prevent mold after a flood. Scan the QR Code below to view them:



Chemicals and old computers may be taken to the Household Chemicals & Recycling Facility located at 1150 N. North Branch. For more information, Scan the QR Code:

