

KENDAL ORAL HISTORY GROUP INTERVIEW 0344f

Kendal Flood Project Interview

'Louise' (name withheld) born 1977

Interviewed September 2016

0344f Summary Sheet

Track, 1, pp. 1-2

A single mother with two children, she has lived in her house on Sandylands Rd for 15 years. It is now much more of a community than it was before the flood.

The Church of Sandylands has been a hub of support.

On the day of the flood they did normal things. Received calls from the Environment Agency to say the house was at risk. So moved furniture and precious things upstairs Told to evacuate at 3pm. By now like a river on Sandylands Rd. Put towels down at the doors hoping to prevent flooding. Moved to her mother's house on top Sandylands Went back on Sunday morning. Badly damaged. Strong smell of sewage. No power.

Track 2, pp. 3-4

She lives in a home rented from South Lakes Housing (SLH). Moved some personal things to her mother's house. She was in shock and didn't know what to do.

Family members helped her to clear the house. Bin men took things out of the garden SLC wanted her to clear the kitchen out. A lady from the Church helped.

SLC changed the locks. She was unable to gain access to the house for three months Stayed with her mother to January, then found various places to stay elsewhere in Kendal. Moved back to the house in March 2016. The children never missed school.

Track 3, p. 5-6

The house was not finished when they move back so had to live in one room upstairs.

The quality of the work was very poor. She had to fight for two months to get SLH to come to see the poor workmanship. Details of the poor work that had been done.

Eventually SLH gave it to their in-house builders to re-do.

Since the flood she has had three new kitchens and much else replaced.

Still not completely finished at time of interview.

Due to a lack of heating when she was out of the house, everything upstairs was ruined. So the whole house was wrecked.

Things are getting better since the beginning of September 2016.

Track 4, p.6

When she was out of the house she did not use any local community support facilities, except the Flood Relief Centre in the Shopping Centre.

Sandylands Methodist Church helped them find temporary accommodation.

Later she began to use the support centres at St George's Church and the RC Church. She has made many close friends through this.

This has been the best bit of the experience.