

Kendal Flood Project Interview

Caroline Taylor born 1947  
Interviewed September 2016

0347f Summary Sheet

Track 1, p. 1

On the day of the flood the Extended family visiting. Description of their various attempts to get to the Lakeside & Haverthwaite Railway for the 'Santa Express'. This failed and they returned home. The following day spent 7-8 hours taking two separate groups of people to Preston station. Difficulties in getting out of Kendal.

Track 2, pp. 1-2

They knew about the floods because of the water on the roads, but it was not until the Sunday that their tenants told them their house on Castle Street had flooded.

The water came in through the French windows at the back.

Rang insurance company, but there was several weeks delay in getting de-humidifiers in. She kept pressing them to start on the work. They were overpowered. Was determined to use local firms. Found some very good builders from Lancaster. Various delays until the work could start once the house dried out.

Insurance company was very good. Insurance renewals for landlords is a problem.

Track 3, pp. 2-3

Delays and confusion over who should take responsibility. In the end they (the owners of the property) had to take control.

She has concerns about the cost of flood insurance for landlords in the future.

They are not covered by a Government scheme. Asking for huge excesses.

They are considering selling their house because of this. This issue may cause problems for the future of rented property in Kendal.

Track 4, p. 4

More on landlords and flood insurance. Also on flood prevention measures which may cause problems elsewhere. It is not easy to find answers for the future.

There are many sources of water in Kendal – including springs.

Track 5, p. 4

Government grants for flood prevention. They are looking into this.

Their house is one in a shared yard.

Track 6, pp. 4-5

Details of how they found their very good builder in Lancaster – none in Kendal.

Track 7, p.5

More on their very good insurance- they use a local insurance broker.

Their house is now on a flood map.

Their part of Castle Street did not flood in 1953 – flooding was unexpected. But it did not come from the river.

Track 7, p. 5

She feels anxious now when it rains in Kendal.

If they do sell their house they will not buy another to rent in Kendal.

The house was originally their second home – so they have a close connection to it.