Questionnaire on the experiences and damage of the Limburg 2021 flood – Households

Final version: 6-1-2022

Composed by VU Amsterdam and Deltares in cooperation with Kantar and TU Delft

Q001 - Permission: **Single coded**

Thank you for your cooperation in the study on the July 2021 floods in Limburg. This survey will take approximately 20 minutes.

This research is being carried out by Kantar Public, on behalf of the VU Amsterdam and Deltares. We respect your privacy and therefore ask you to read the points below before agreeing to participate in the study.

1. The research is carried out as described in the letter of invitation. You have read this and you have understood the information given. You have enough time to decide whether you want to participate;
2. This questionnaire asks questions about your living environment. Personal data (household size, living situation, gender, year of birth, education and work situation) or company data are collected. This data is processed by Kantar Public and supplied for analysis to the VU Amsterdam and Deltares;
3. Participation in this study is voluntary and you can withdraw from the study and withdraw your consent at any time without giving a reason.

By clicking "Yes", you agree to participate in this study and you consent to the processing of your data as described above.

We hope to have informed you sufficiently and thank you in advance for your participation in this study.

1	Yes, I agree with the above and participate in the study.
2	No, I do not agree with the above and do not participate in the study ➔ GO TO SCREEN OUT

Q002 – Target audience: **Single coded**

For whom are you completing this questionnaire?

> If you live at the address where the letter arrived, enter household. Enter company if only a company is located at the address.

1	A company
2	A household

> Ask only if **Q002 - Doelgroep**,2

Q231 - Household_split_run: **Single coded**

1	Household group A	➔ GO TO **Q112 - Htxt1**
2	Household group B	➔ GO TO **Q112 - Htxt1**

Q003 - Btxt1: Intro

The first part of the questionnaire will deal with the assessment of flood risk <u>in general.</u> These questions are therefore not specifically about the flood of July 2021.

B007 - BlockH1: Risk perceptions (households)   **Begin block**

Q112 - Htxt1:   **Text**

The first part of the questionnaire will deal with the assessment of flood risk <u>in general.</u> These questions are therefore not specifically about the flood of July 2021.

Q113 - H1_1: Single coded

How high or low do you estimate the probability of a flood in your home in general?

1	There is no chance of flooding
2	Very low
3	Low
4	Not low/not high
5	High
6	Very high
999	I don't know

Q114 - H1_2: Multi coded

| Min = 1

Have you ever visited one of the websites below to inform yourself about flood risks around your home?

Multiple answers are possible.

1	Risicokaart.nl
2	Overstroomik.nl
3	Water boards
4	Province
5	Rijkswaterstaat (Ministry of Infrastructure and Water Management)
996	Other, …
998	I have not visited any of these websites

Q115 - H1_3: Numeric

Image your current home being flooded (again) in the future. How much damage do you expect to have to your home and other possessions, in total?

Please estimate in euros.

999	I don't know

Q116 - H1_4: Single coded

In the event of a future flooding of your home, do you expect to be (partially) reimbursed for the damage to the home and its contents? (e.g. by insurers or the government)

1	Definitely yes
2	Probably yes
3	Probably not
4	Definitely not
999	I don't kow

Q117 - H1_5: `Single coded`

What percentage of the total damage do you expect as compensation?

1   1% to 20%
2   21% to 40%
3   41% to 60%
4   61% to 80%
5   81% to 99%
6   100%

Q118 - H1_6: `Matrix`

To what extent do you agree with the statements below?

	Fully disagree	Disagree	Neither agree nor disagree	Agree	Fully agree
I am concerned about the danger of future flood damage to my current home.	○	○	○	○	○
The July 2021 flood makes me more concerned about flood risk.	○	○	○	○	○
I am confident that the dikes in the Netherlands are well maintained.	○	○	○	○	○
Before the high water of July 2021, I felt well informed about flood risk.	○	○	○	○	○
Since the high water of July 2021 I feel better informed about flood risk than before.	○	○	○	○	○

B007 - BlockH1: Risk perceptions (households) `End block`

B008 - BlockH2: Water (households) `Begin block`

Q119 - Htxt3: `Text`

This questionnaire continues with a number of questions about your experiences of the July 2021 flood.

Q120 - H2_1: `Single coded`

Do you live in an area subject to flooding?

1   Certainly
2   I think so
3   I don't think so
4   Certainly not
999   I don't know

Q121 - H2_2:

Was the area where you live flooded during the high water of July 2021?

1   Yes, there was water in my street
2   Yes, there was water in my neighbourhood, but not in my street
3   Yes, there was water in my hometown, but not near my street
4   No   ➔ GO TO **Q131 - H2_12**

Q122 - H2_3: Multi coded

 | Min = 1

What is the source the water came from?

Multiple answers are possible

1   Meuse
2   Geleenbeek
3   Roer
4   Geul
5   Other streams
6   Very local precipitation
996   Other, ...
999   I don't know

Q123 - H2_4: Single coded

Could an average man have effortlessly stood up in the water near your home during the flood?

1   He could easily stand up
2   He could stand, but it wasn't easy
3   We would be swept away by the water
4   The water was too deep to stand in
999   I don't know

Q124 - H2_5: Single coded

Was there water in your home during the flood?

1   Yes
2   No

Q125 - H2_6: Matrix

How high was the water above the floor in and around your home during the flood?

Can you indicate the maximum water level for each part of your home or around your home?

	Less than 20 cm	Between 20 and 50 cm	Between 50 cm and 1 m	Between 1 and 2 meter	More than 2 meter	I don't know	Not applicable
Ground floor	O	O	O	O	O	O	O
First floor	O	O	O	O	O	O	O
Cellar	O	O	O	O	O	O	O
Souterrain	O	O	O	O	O	O	O
Exterior wall	O	O	O	O	O	O	O
Garage/shed	O	O	O	O	O	O	O
Garden	O	O	O	O	O	O	O
Other parts	O	O	O	O	O	O	O

Ask only if **Q125 - H2_6** ROW=8 & COL=1,2,3,4,5,999

Q126 - H2_7: Open

Can you clarify what you mean by "Other parts" in the previous question?

Ask only if **Q125 - H2_6** ROW=1 & COL=999

Q127 - H2_8: Single coded

On the ground floor, the water was about up to your ...

1   Ankles
2   Knees
3   Waist
4   Chest
5   Neck
6   Higher than neck
999   I don't know

Q128 - H2_9: `Multi coded`

How did the water enter your home?

1	Front door
2	Back door
3	Toilet
4	Windows
5	Through the walls
6	Rising groundwater
996	Other, …
999	I don't know

Q322 - H2_10_2: `Single coded`

Can you estimate how long it took during the flood, from when the water first entered your home, until it reached its highest level?

2	Less than 30 minutes
3	30 minutes to 1 hour
4	1 to 2 hours
5	2 to 5 hours
6	5 to 10 hours
7	10 hours to a day
8	More than a day
999	I don't know

Q323 - H2_11_2: `Single coded`

Can you estimate how long it took for the water to disappear from your home?

2	Less than 30 minutes
3	30 minutes to 1 hour
4	1 to 2 hours
5	2 to 5 hours
6	5 to 10 hours
7	10 hours to a day
8	More than a day
999	I don't know

Q131 - H2_12:   `Single coded`

Did you receive a warning about the possibility of flooding just before or during the flood?

1	No
2	Yes, I received a warning before the flood occured
3	Yes, but there has never been a flood in my street
4	Yes, but my street was already flooded by then

<div style="border:1px solid red; text-align:center; color:red;">

Ask only if **Q131 - H2_12**,2,3,4

</div>

Q132 - H2_13:   `Multi coded`

Which source of information gave you a warning about a possible risk of flooding?

<div style="border:1px solid green; text-align:center; color:green;">

Multiple answers are possible

</div>

1	Municipality
2	Water boards
3	Rijkswaterstaat (Ministry of Infrastructure and Water Management)
4	Safety region
5	Neighbours
6	Family
7	Friends
8	Social media
9	Radio
10	News websites
11	Television
996	Other, ...
999	I don't know

Q133 - H2_14:   `Single coded`

Did you know which KNMI code was in place just before the flooding took place?

1	Yes, code red
2	Yes, code orange
3	Yes, code yellow
4	Yes, code green
5	No, I was not aware of the KNMI code
6	No, I am not familiar with the KNMI code system

B008 - BlockH2: Water (households)   `End block`

Q134 - H3_1:   `Single coded`

Did you sustain material damage as result of the flooding?

1	Yes	
2	No	➔ GO TO **Q150 - H3_12**

Q135 - H3_2:   `Multi coded`

What type of damage did you sustain?

Multiple answers are possible

1	Damage to exterior wall
2	Damage to interior wall
3	Damage to foundation
4	Damage to furniture
5	Damage to floor
6	Damage to electricity
7	Damage to precious possessions
8	Damage to garden and/or garden house
9	Damage due to cleaning costs
10	Damage to other household contents
11	Damage to car
12	Damage to motorcycle, moped or scooter
13	Damage to business
14	Damage from looting or burglary
15	Evacuation costs
996	Other damage, ...

Q136 - H3_3:   `Single coded`

On the basis of whose estimate was the amount of damage determined?

1	Government loss adjuster
2	Insurance loss adjuster
3	Own estimate
996	Other, ...
999	I don't know

Ask only if **Q136 - H3_3**,1,2

Q257 - Htxt3_4:   **Text**

The following questions are about the level of damage to different categories, as estimated by the experts.

Q258 - H3_4_1_1: `Numeric`

What is the total damage to **your home** (excluding household contents, etc.), estimated by experts?

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q330 - H3_4_1_2: `Single coded`

Can you still make *an estimate* of the total damage to **your home** (excluding household contents, etc.) estimated by experts?

1	Less than 1.000 euro
2	Between 1.000 and 5.000 euro
3	Between 5.000 and 10.000 euro
4	Between 10.000 and 50.000 euro
5	Between 50.000 and 100.000 euro
6	More than 100.000 euro
999	I don't know

Q259 - H3_4_2: `Numeric`

What is the total damage to the **floor**, estimated by experts?

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q260 - H3_4_3: `Numeric`

What is the total damage to **your own business**, estimated by experts? Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q261 - H3_4_4: `Numeric`

What is the total damage to the **household contents**, estimated by experts? Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q262 - H3_4_5:   `Numeric`

What is the total damage to your **car and/or motorcycle**, estimated by experts?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q263 - H3_4_6:   `Numeric`

What are the total **evacuation costs**, estimated by experts?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q277 - H3_4_7:   `Numeric`

What is the total damage caused by **cleaning costs**, estimated by experts?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q264 - H3_4_8:   `Numeric`

What is the total damage caused by **looting and burglary**, estimated by experts?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q265 - H3_4_9:   `Numeric`

What is the total damage to **other possessions**, estimated by experts?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q266 - H3_4_10: `Numeric`

And how high is the **total damage**, estimated by experts?

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q278 - Htxt3_5: `Text`

The following questions are about the amount of damage to different categories, as estimated by yourself.

Q279 - H3_5_1_1: `Numeric`

What is the total damage to **your home** (excluding household contents, etc.), estimated by yourself?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q331 - H3_5_1_2: `Single coded`

Can you still make *an estimate* of the total damage to **your home** (excluding household contents, etc.)?   Kunt u
uzelf?

1	Less than 1.000 euro	Minder
2	Between 1.000 and 5.000 euro	Tussen
3	Between 5.000 and 10.000 euro	Tussen
4	Between 10.000 and 50.000 euro	Tussen
5	Between 50.000 and 100.000 euro	Tussen
6	More than 100.000 euro	Meer da
999	I don't know	I don't

Q280 - H3_5_2: `Numeric`

What is the total damage to the **floor**, estimated by yourself?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999	I don't know
998	Not applicable

Q281 - H3_5_3: `Numeric`

What is the total damage to **your own business**, estimated by yourself?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

| 999 | I don't know |
| 998 | Not applicable |

Q282 - H3_5_4: `Numeric`

What is the total damage to the **household contents**, estimated by yourself?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

| 999 | I don't know |
| 998 | Not applicable |

Q283 - H3_5_5: `Numeric`

What is the total damage to your **car and/or motorcycle**, estimated by yourself?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

| 999 | I don't know |
| 998 | Not applicable |

Q284 - H3_5_6: `Numeric`

What are the total **evacuation costs**, estimated by yourself?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

| 999 | I don't know |
| 998 | Not applicable |

Q285 - H3_5_7: `Numeric`

What is the total damage caused by **cleaning costs**, estimated by yourself?   Hoe ho

If you don't know the exact amount, make an estimate (in euros)

| 999 | I don't know |
| 998 | Not applicable |

Q286 - H3_5_8: `Numeric`

What is the total damage caused by **looting and burglary**, estimated by yourself? Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999   I don't know
998   Not applicable

Q287 - H3_5_9: `Numeric`

What is the total damage to **other possessions**, estimated by yourself? Hoe ho

If you don't know the exact amount, make an estimate (in euros)

999   I don't know
998   Not applicable

Q288 - H3_5_10: `Numeric`

And how high is the **total damage**, estimated by yourself? En hoe

If you don't know the exact amount, make an estimate (in euros)

999   I don't know
998   Not applicable

Q337 - H3_5_11: `Single coded`

Can you estimate the **total damage to your home** (excluding household contents, etc.)?

1   Less than 1.000 euro
2   Between 1.000 and 5.000 euro
3   Between 5.000 and 10.000 euro
4   Between 10.000 and 50.000 euro
5   Between 50.000 and 100.000 euro
6   More than 100.000 euro
999   I don't know

Q237 - H3_6_1: `Multi coded`

Do you have one or more of the following insurances?

1   Home insurance
2   Contents insurance
3   Car insurance
998   None of these insurances

Q139 - H3_6_2:   `Single coded`

Have you received compensation or do you expect compensation for the damage you incurred as a result of this flooding, for example through insurance, the government or the disaster fund?

1   Yes
2   No   → GO TO **Q148 - H3_10**

<div style="border:1px solid red">Ask only if **Q237 - H3_6_1**,1</div>

Q140 - H3_7_1:   `Multi coded`

Can you indicate for each source how much compensation you have already received and how much compensation you expect?

Your answers will not be used by governments or insurers to determine reimbursements.

How much compensation have you already received and/or do you still expect from the **home insurance**?

<div style="border:1px solid green">If you don't expect any compensation from this source, enter 0.</div>

1   Compensation you have already received (in €):
2   Compensation you expect to receive (in €):
999   I don't know
998   Not applicable

<div style="border:1px solid red">Ask only if **Q237 - H3_6_1**,2</div>

Q141 - H3_7_2:   `Multi coded`

How much compensation have you already received and/or do you still expect from the **content insurance**?

<div style="border:1px solid green">If you don't expect any compensation from this source, enter 0.</div>

1   Compensation you have already received (in €):
2   Compensation you expect to receive (in €):
999   I don't know
998   Not applicable

<div style="border:1px solid red">Ask only if **Q237 - H3_6_1**,3</div>

Q142 - H3_7_3:   `Multi coded`

How much compensation have you already received and/or do you still expect from the **car insurance**?   Hoevee

<div style="border:1px solid green">If you don't expect any compensation from this source, enter 0.</div>

1   Compensation you have already received (in €):
2   Compensation you expect to receive (in €):
999   I don't know
998   Not applicable

Q143 - H3_7_4: Multi coded

How much compensation have you already received and/or do you still expect from **the government** (Disaster Compensation Act)?

> If you don't expect any compensation from this source, enter 0.

1	Compensation you have already received (in €):
2	Compensation you expect to receive (in €):
999	I don't know
998	Not applicable

Q144 - H3_7_5: Multi coded

How much compensation have you already received and/or do you still expect from the **disaster fund**? Hoevee

> If you don't expect any compensation from this source, enter 0.

1	Compensation you have already received (in €):
2	Compensation you expect to receive (in €):
999	I don't know
998	Not applicable

Q145 - H3_7_6: Multi coded

How much compensation have you already received and/or do you still expect from **another source**? Hoevee

> If you don't expect any compensation from this source, enter 0.

1	Compensation you have already received (in €):
2	Compensation you expect to receive (in €):
999	I don't know
998	Not applicable

> Ask only if **Q145 - H3_7_6**,1,2,999

Q146 - H3_8: Open

Can you clarify what you mean by "another source" in the previous question?

Q147 - H3_9_1: Numeric

How much **total** compensation do you expect for the damage you have incurred?

> If you are unsure of the total fee, please estimate (in euros)

999	I don't know

Q324 - H3_9_2:   `Single coded`

Can you still estimate how much you expect in total compensation for the damage you have incurred?

1	Less than 1.000 euro
2	Between 1.000 and 5.000 euro
3	Between 5.000 and 10.000 euro
4	Between 10.000 and 50.000 euro
5	Between 50.000 and 100.000 euro
6	More than 100.000 euro
999	I don't know

Q148 - H3_10:   `Single coded`

How satisfied are you with the settlement of the compensation?

1	Very satisfied
2	Satisfied
3	Not satisfied, not dissatisfied
4	Dissatisfied
5	Very dissatisfied
998	Not applicable

Q149 - H3_11:   `Single coded`

How long after the flood was your home fully restored or, if it has not yet been restored, do you expect your home to be fully recovered from the flood?

1	My home has not suffered any damage
2	Within 1 month
3	Between 1 and 2 months
4	Between 2 and 6 months
5	Between 6 months and 1 year
6	Between 1 and 2 years
7	More than 2 years
999	I don't know

Q150 - H3_12:

How long did you experience failure of the following facilities during or shortly after the flood

Indicate the duration of the outage in hours.					
	No outages	Less than 6 hours outage	Between 6 and 12 hours outage	Between 12 and 24 hours outage	More than 24 hours outage
Electricity	○	○	○	○	○
Internet (wifi)	○	○	○	○	○
Roaming (3G/4G/5G)	○	○	○	○	○
Telephone connection	○	○	○	○	○
Drinking water	○	○	○	○	○
Public roads (accessibility of the house)	○	○	○	○	○

Q151 - H3_13: Left-right slider

To what extent do you consider it permissible for the previous services to fail during or shortly after a flood?

It is logical that this happens during a flood event	1 2 3 4 5	This should never happen, not even during a flood event

Q152 - H3_14: Single coded

What is the probability that you will move to another place of residence if severe floods such as those in July 2021 would occur on average **twice more** before 2050?

1	Definitely not (0% chance that I will move)
2	Unlikely (1%-39% chance)
3	Not likely, not unlikely (40%-60% chance)
4	Likely (61%-99% chance)
5	Definitely(100% chance that I will move)
999	I don't know

Q153 - H3_15: Single coded

And what if severe flooding such as the one in July 2021 would occur an average of **5 times more** before 2050?

1	Definitely not (0% chance that I will move)
2	Unlikely (1%-39% chance)
3	Not likely, not unlikely (40%-60% chance)
4	Likely (61%-99% chance)
5	Definitely(100% chance that I will move)
999	I don't know

Q154 - H3_16:   Single coded

In your opinion, how stressful was the July 2021 flood and its aftermath for you?

1	Not stressful at all
2	A bit stressful
3	Fairly stressful
4	Stressful
5	Very stressful

Q155 - H3_17:   Single coded

To what extent do you still experience trouble from the flood event?

1	No trouble at all
2	A little trouble
3	Fairly much trouble
4	Some trouble
5	A lot of trouble

Q156 - H3_18:   Single coded

What was the greatest impact of the flood for you personally?

1	The damage incurred to your home and belongings
2	The settlement of the damage
3	The impact of the flood on others
4	Cleaning up after the flood
5	Stress
6	The evacuation process
7	Not being able to go home
8	Fear of or experience with burglary or looting
9	Fear of flooding again in the future
996	Other, …
998	The flood made no impact to me at all

Q157 - H3_19:   Single coded

Did you experience a flood before the flood of July 2021? If so, what is the most recent year in which you experienced another flood?

1	No
2	Yes, in the year:

B009 - BlockH3: Experience and damage as result of the flood (households)   End block

B010 - BlockH4: Evacuation (households)	Begin block

Q238 - Htxt4:	Text

The following questions are about your experiences with regard to the evacuation during the high water in July 2021.

Q158 - H4_1:	Single coded

Was there an evacuation advice for the area where you live during the flood?

1	Yes, an urgent evacuation advice
2	Yes, an evacuation advice
3	No
999	I don't know

Q159 - H4_2:	Single coded

Did you evacuate because of the flood?

Choose the answer that applies the most to you.

1	Yes, with my entire household
2	Yes, with my entire household, but the water had already entered my home at that time
3	Yes, but part of my household stayed at home, namely (number of people)
4	Yes, but the water had already entered my home at that time and part of my household stayed at home, namely (number of people)
5	No	➔ GO TO **Q169 - H4_12**

Q160 - H4_3:	Single coded

Where did you evacuate to?

1	To family or friends
2	To a central evacuation center
3	To a hotel
996	Other, …

Q161 - H4_4:	Multi coded

Did you receive help with the evacuation and/or with moving items or animals?

Multiple answers are possible.

1	Yes, from aid workers
2	Yes, from neighbours
3	Yes, from family or friends
4	No

Q162 - H4_5:

How did you obtain information about an evacuation where you live?

> Multiple answers are possible.

1	Municipality
2	Water boards
3	Rijkswaterstaat (Ministry of Infrastructure and Water Management)
4	Safety region
5	Neighbours
6	Family
7	Friends
8	Social media
9	Radio
10	News websites
11	Television
996	Other, ...

Q163 - H4_6:   Single coded

How stressful did you experience the evacuation process?

1	Not stressful at all
2	A bit stressful
3	Fairly stressful
4	Stressful
5	Very stressful

Q164 - H4_7:   Matrix

How long did the following actions take during the evacuation?

> Although it is difficult to estimate the duration of these actions during the flood, please make an estimate.

	I did not receive a warning	Less than 1 hour	1-3 hours	3-6 hours	6-12 hours	12-24 hours	1-2 days	More than 2 days	Not applicable
Between receiving the warning and deciding to actually evacuate	○	○	○	○	○	○	○	○	○
Packing supplies after you have made the decision to evacuate	○	○	○	○	○	○	○	○	○
Traveling to the evacuation location	○	○	○	○	○	○	○	○	○
Time spent at the evacuation location	○	○	○	○	○	○	○	○	○
How long it took from the warning until there was actually water in your street	○	○	○	○	○	○	○	○	○

Q165 - H4_8:

What did you take with you during the evacuation?

Multiple answers are possible

1	Properties with sentimental value
2	Personal care and medicines
3	Food and drink
4	Comfort gear (sleeping bags , pillows, etc.)
5	Pets, namely:
6	Clothes
7	Phone
8	Laptop
9	School or study supplies
996	Other, ...

Q166 - H4_9:   Single coded

Have you moved back into your home?

1	Yes
2	No

Ask only if **Q166 - H4_9**,1

Q167 - H4_10_1:   Numeric

How long did it take from the moment you evacuated until you were able to return home?

If you are not sure of the exact number of days, please make an estimate.

999	I don't know

Ask only if NOT **Q167 - H4_10_1** <= 200

Q325 - H4_10_2:   Single coded

Can you estimate how long it took approximately from the moment you evacuated until you could return home?

2	Less than 1 day
3	Between 2 and 5 days
4	Between 5 and 15 days
5	Between 15 days and 1 month
6	Between 1 month and 2 months
7	More than 2 months
999	I don't know

Q168 - H4_11: `Single coded`

When do you expect to move back into your home?

1	Next week
2	Next month
3	In 1 to 2 months
4	In 2 to 6 months
5	In 6 months to a year
6	Next year
7	Never
999	I don't know

Q169 - H4_12: `Multi coded`

Why weren't you evacuated because of the flood?

Multiple answers are possible.

1	There were no floods where I live
2	I did not feel threatened by the flood
3	I had no access to help from aid workers, neighbours or acquaintances
4	I was afraid of burglary and looting
5	I was afraid of getting infected with the COVID-19 (corona) virus or infecting others
6	I was not informed or was informed too late about the evacuation
7	The water level was too high to evacuate
8	I was physically unable to evacuate
9	I had no means of transport to evacuate
10	There was no location I could go
11	The costs of evacuation were too high
12	Because of my pets
13	Because of my job
14	My family members didn't want to evacuate
15	I couldn't reach anyone during the flood
996	Other, …
999	I don't know

Q170 - H4_13: `Single coded`

To what extent do you agree with the following statement?
I would rather have been evacuated (before or afterwards) because of the flooding

1	Totally agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Totally disagree

Q171 - H4_14:

Did you help as a volunteer before or during the flood (for example helping people evacuate or placing sandbags in front of the barrier)?

1	Yes
2	No

Q172 - H4_15:   Single coded

How do you rate the communication and information provision during the flood and the eventual evacuation process?

1	Very bad
2	Bad
3	Not bad, not good
4	Good
5	Very good

Q173 - H4_16:   Open

Do you have any specific points for improvement for communication and information provision during the flood?

999	I don't know

Q174 - H4_17:   Single coded

Are you planning to evacuate during a future flood event?

1	Definitely yes
2	Probably yes
3	Probably not
4	Definitely not

B010 - BlockH4: Evacuation (Households)   End block

Q175 - H5_1:   Matrix

Can you indicate which of the following flood protection measures you have taken to protect your home or other possessions against flood damage?

	Measure taken before or during the flood of July 2021	Measure taken after the flood of July 2021	Planning to take the measure after the July 2021 flood	Measure not taken and not (yet) planning to take	I am not familiar with the measure
Watertight bulkheads	○	○	○	○	○
Sandbags in front of my house	○	○	○	○	○
Water pump	○	○	○	○	○
Water-resistant floor on the ground floor (e.g. tiles)	○	○	○	○	○
Water-resistant walls	○	○	○	○	○
Other water-resistant building materials	○	○	○	○	○
Elevation floor or entrance	○	○	○	○	○
Moving to another place of residence with less flood risk	○	○	○	○	○
Strengthen foundation	○	○	○	○	○
Elevating appliances such as boilers and electricity	○	○	○	○	○
Moving valuable possessions to a higher place	○	○	○	○	○
Parking your car or motorcycle in a safe location	○	○	○	○	○

Q336 - H5_1b: Single coded

Have you taken any other flood protection measures?

1	Yes, other measure taken before or during the flood of July 2021
2	Yes, other measure taken after the flood of July 2021
3	No, but planning to take other measures after the flood of July 2021
4	No, no other measure taken

Ask only if **Q336 - H5_1b**,1,2,3

Q176 - H5_2:   Open

Can you indicate which other measure in the previous question you mean?

Q177 - H5_3:   Matrix

What is the probability that you will take the following flood protection measures in the next 5 years to protect your home and contents against flooding?

	Definitely not (0% chance)	Unlikely (1%-39% chance)	Not likely, not unlikely (40%-60% chance)	Likely (61%-99% kans)	Definitely yes (100% kans)	I don't know
Watertight bulkheads	○	○	○	○	○	○
Sandbags in front of my house	○	○	○	○	○	○
Water pump	○	○	○	○	○	○
Water-resistant floor on the ground floor (e.g. tiles)	○	○	○	○	○	○
Water-resistant walls	○	○	○	○	○	○
Other water-resistant building materials	○	○	○	○	○	○
Elevation floor or entrance	○	○	○	○	○	○
Moving to another place of residence with less flood risk	○	○	○	○	○	○
Strengthen foundation	○	○	○	○	○	○
Elevating appliances such as boilers and electricity	○	○	○	○	○	○
Moving valuable possessions to a higher place	○	○	○	○	○	○
Parking your car or motorcycle in a safe location	○	○	○	○	○	○

Q178 - H5_5: `Matrix`

How effective do you think these measures are in protecting against flood damage to your home and contents?

	Not effective at all	Not very effective	Fairly effective	Effective	Very effective	I don't know
Watertight bulkheads	○	○	○	○	○	○
Sandbags in front of my house	○	○	○	○	○	○
Water pump	○	○	○	○	○	○
Water-resistant floor on the ground floor (e.g. tiles)	○	○	○	○	○	○
Water-resistant walls	○	○	○	○	○	○
Other water-resistant building materials	○	○	○	○	○	○
Elevation floor or entrance	○	○	○	○	○	○
Moving to another place of residence with less flood risk	○	○	○	○	○	○
Strengthen foundation	○	○	○	○	○	○
Elevating appliances such as boilers and electricity	○	○	○	○	○	○
Moving valuable possessions to a higher place	○	○	○	○	○	○
Parking your car or motorcycle in a safe location	○	○	○	○	○	○

Q179 - H5_7: `Matrix`

How difficult was it or do you think it would be for you to implement these flood protection measures at your home?

	Very easy	easy	Not easy, not difficult	Difficult	Very difficult	I don't know
Watertight bulkheads	○	○	○	○	○	○
Sandbags in front of my house	○	○	○	○	○	○
Water pump	○	○	○	○	○	○
Water-resistant floor on the ground floor (e.g. tiles)	○	○	○	○	○	○
Water-resistant walls	○	○	○	○	○	○
Other water-resistant building materials	○	○	○	○	○	○
Elevation floor or entrance	○	○	○	○	○	○
Moving to another place of residence with less flood risk	○	○	○	○	○	○
Strengthen foundation	○	○	○	○	○	○
Elevating appliances such as boilers and electricity	○	○	○	○	○	○
Moving valuable possessions to a higher place	○	○	○	○	○	○
Parking your car or motorcycle in a safe location	○	○	○	○	○	○

Q180 - H5_9: | Matrix

How high do you personally estimate the costs of taking these flood protection measures at your home, in terms of money and time investment you would spend on them?

	No high costs at all	Not such high costs	Fairly high costs	High costs	Very high costs	I don't know
Watertight bulkheads	○	○	○	○	○	○
Sandbags in front of my house	○	○	○	○	○	○
Water pump	○	○	○	○	○	○
Water-resistant floor on the ground floor (e.g. tiles)	○	○	○	○	○	○
Water-resistant walls	○	○	○	○	○	○
Other water-resistant building materials	○	○	○	○	○	○
Elevation floor or entrance	○	○	○	○	○	○
Moving to another place of residence with less flood risk	○	○	○	○	○	○
Strengthen foundation	○	○	○	○	○	○
Elevating appliances such as boilers and electricity	○	○	○	○	○	○
Moving valuable possessions to a higher place	○	○	○	○	○	○
Parking your car or motorcycle in a safe location	○	○	○	○	○	○

Q328 - H5_11_1_2: | Single coded

Can you estimate the height of the sandbags in front of your home?

2	Less than 20 cm
3	Between 20 and 50 cm
4	Between 50 cm and 1 m
5	Between 1 m and 2 m
6	More than 2 m
999	I don't know

Q329 - H5_11_2_2: | Single coded

Can you estimate how high the water retaining bulkheads in front of your home were?

2	Less than 20 cm	Minder
3	Between 20 and 50 cm	Tussen
4	Between 50 cm and 1 m	Tussen
5	Between 1 m and 2 m	Tussen
6	More than 2 m	Meer da
999	I don't know	I don't

Q183 - H5_12:   `Single coded`

Were the sandbags and/or the water-retaining bulkheads high and sturdy enough to keep the water out?

1	High and sturdy enough
2	High enough, but not sturdy enough
3	Sturdy enough, but not high enough
4	Not high and not sturdy enough
999	I don't know

Q184 - H5_13:   `Multi coded`

How did you obtain the sandbags and/or bulkheads?

Multiple answers are possible.

1	I already had these myself
2	Picked up at a yard
3	From neighbours
4	From family or friends
5	From the government or aid workers
996	Other, …

Q185 - H5_14:   `Single coded`

To what extent do you agree with the following statement?
I regret not taking more protective measures before or during the July 2021 flood.

1	Totally agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Totally disagree

Q186 - H5_15:   `Left-right slider`

To what extent do you consider yourself responsible for limiting flood damage to your home?

This is completely my responsibility	1 2 3 4 5	This is by no means my responsibility

Q187 - H5_16:   `Single coded`

How would you rate your preparation for a possible flood event before the flood occurred in July 2021?

1	Very poorly prepared
2	Poorly prepared
3	Not good, not bad
4	Well prepared
5	Very well prepared
999	I don't know

Q188 - H5_17:   `Single coded`

How would you rate your preparation for a possible future flood event right now?

1	Very poorly prepared
2	Poorly prepared
3	Not good, not bad
4	Well prepared
5	Very well prepared
999	I don't know

Q189 - H5_18:   `Matrix`

To what extent do you agree with the following statements?

	Totally disagree	Disagree	Neiter disagree, nor agree	Agree	Totally agree
I would regret having taken flood protection measures when there is no flood next year.	O	O	O	O	O
I would regret not having taken flood protection measures when a flood does happen next year.	O	O	O	O	O
Other people around me would be upset if they knew that someone who was hit by a flood had not taken adequate measures to protect against flooding.	O	O	O	O	O
I would be upset if I knew that someone affected by a flood had not taken adequate measures to protect against flooding.	O	O	O	O	O

Q190 - H5_19:   `Open`

What do you expect from the government to reduce flood damage in the future?

`B011 - BlockH5: Flood protection measures (Households)`   `End block`

Q191 - H6_1:   Single coded

What is your gender?

1	Male
2	Female
3	Other

Q192 - H6_2:   Numeric

What is your age (in years)?

Q193 - H6_3:   Single coded

What is your highest completed education?

1	Primary education
2	Lower General Secondary Education/Intermediate Vocational Education
3	Higher General Secondary Education / Pre university education
4	Higher vocational education Bachelor / University Bachelor
5	Higher vocational education Master / University Master
6	PhD/Postdoc
998	No education
996	Other, …

Q194 - H6_4:   Single coded

Which of the categories below describes you best?

1	Entrepreneur/employer
2	Full-time employee
3	Part-time employee
4	Unemployed/looking for a job
5	Student
6	Retired
996	Other, …

Q195 - H6_5:   Numeric

How many people does your household consist of, including yourself?

Q196 - H6_6: `Single coded`

Do you own the house you live in, or do you rent the house you live in?

1	I own the house
2	I live in a rental house
996	Other, …

Q197 - H6_7: `Numeric`

What is the year of construction of your home?

Q198 - H6_8: `Numeric`

How long have you lived in your current home (in years)?

Q199 - H6_9: `Single coded`

Which description describes your type of home best?

1	Detached house for just your family
2	Terraced house
3	Semi-detached house
4	Detached multi-family house (less than 6 floors)
5	Multi-family house in a housing block (less than 6 floors, with different entrances and house numbers)
6	High-rise buildings (more than 6 floors)
7	Farmhouse

Q200 - H6_10: `Single coded`

What energy label does your home have?

1	A
2	B
3	C
4	D
5	E
6	F
7	G
999	I don't know

Q201 - H6_11: `Single coded`

Is your house or apartment located on the ground floor?

1	Yes	
2	No	➔ GO TO **Q205 - H6_15**

Q202 - H6_12:   **Single coded**

Is the ground floor of your home higher or lower than the street you live on?

1	Lower
2	Higher
3	Same level

<div style="border:2px solid red; text-align:center; color:red">Ask only if Q202 - H6_12,1</div>

Q203 - H6_13_1:   **Numeric**

How much lower?

<div style="border:2px solid green; text-align:center; color:green">If you are not sure of the exact height, please estimate (in centimeters).</div>

999	I don't know

<div style="border:2px solid red; text-align:center; color:red">Ask only if NOT Q203 - H6_13_1 <= 300</div>

Q326 - H6_13_2:   **Single coded**

Can you estimate how much lower this is?

2	Less than 20 cm
3	Between 20 and 50 cm
4	Between 50 cm and 1 m
5	Between 1 m and 2 m
6	More than 2 m
999	I don't know

<div style="border:2px solid red; text-align:center; color:red">Ask only if Q202 - H6_12,2</div>

Q204 - H6_14_1:   **Numeric**

How much higher?

<div style="border:2px solid green; text-align:center; color:green">If you are not sure of the exact height, please estimate (in centimeters).</div>

999	I don't know

<div style="border:2px solid red; text-align:center; color:red">Ask only if NOT Q204 - H6_14_1 <= 200</div>

Q327 - H6_14_2:   **Single coded**

Can you estimate how much higher this is?

2	Less than 20 cm
3	Between 20 and 50 cm
4	Between 50 cm and 1 m
5	Between 1 m and 2 m
6	More than 2 m
999	I don't know

Q205 - H6_15:

Is the following present in your home?

	Present	Not present
Basement	○	○
Souterrain	○	○
Garage/shed	○	○
Garden	○	○
Front door threshold	○	○
Back door threshold	○	○

Ask only if **Q201 - H6_11**,1

Q206 - H6_16_1:   Numeric

What is the (floor) area of the **ground floor** of your home (in m^2)?

If you are not sure of the exact area, please estimate and round to the nearest whole meter

| 999 | I don't know |
| 998 | Not applicable |

Q207 - H6_16_2:   Numeric

What is the (floor) area of the **first floor** of your home (in m^2)?   Wat is

If you are not sure of the exact area, please estimate and round to the nearest whole meter   Als u

| 999 | I don't know |
| 998 | Not applicable |

Ask only if **Q205 - H6_15** ROW=1 & COL=2

Q208 - H6_16_3:   Numeric

What is the (floor) area of the **basement** of your home (in m^2)?   Wat is

If you are not sure of the exact area, please estimate and round to the nearest whole meter   Als u

| 999 | I don't know |
| 998 | Not applicable |

Ask only if **Q205 - H6_15** ROW=2 & COL=2

Q209 - H6_16_4:   Numeric

What is the (floor) area of the **souterrain** of your home (in m^2)?   Wat is

If you are not sure of the exact area, please estimate and round to the nearest whole meter   Als u

| 999 | I don't know |
| 998 | Not applicable |

Q210 - H6_16_5: `Numeric`

What is the (floor) area of the **garage/shed** of your home (in m²)? Wat is

If you are not sure of the exact area, please estimate and round to the nearest whole meter | Als u

999   I don't know
998   Not applicable

Q211 - H6_16_6: `Numeric`

What is the (floor) area of the **garden** of your home (in m²)? Wat is

If you are not sure of the exact area, please estimate and round to the nearest whole meter | Als u

999   I don't know
998   Not applicable

Q212 - H6_16_7: `Numeric`

What is the (floor) area of the **other parts** of your home (in m²)? Wat is

If you are not sure of the exact area, please estimate and round to the nearest whole meter | Als u

999   I don't know
998   Not applicable

Q213 - H6_17: `Open`

Can you clarify what you mean by "other parts" in the previous question?

Q214 - H6_18: `Single coded`

What type of floor do you have on the ground floor?

1   Laminate floor
2   Woorden parquet floor
3   Carpet floor
4   Tiles
5   Cast floor
996   Other, …

Q215 - H6_19:　　　　　　　　　　　　　　　　　　　　　　　　**Single coded**

What type of wall does your home have?

1	Single brick wall
2	(Insulated) cavity wall
3	Clay
996	Other, …
999	I don't know

Q216 - H6_20:　　　　　　　　　　　　　　　　　　　　　　　　**Matrix**

Where are the following installations located in your home?

	Not present	Present, below street level	Present, above street level	I don't know
Gas meter	O	O	O	O
Water meter	O	O	O	O
Electricity meter	O	O	O	O
Boiler	O	O	O	O
Heat pump	O	O	O	O

Q217 - H6_21_1:　　　　　　　　　　　　　　　　　　　　　　**Numeric**

What is the approximate current value of your current household contents?

If you don't know the exact value, please make an estimate (in euros)

999	I don't know

Ask only if NOT **Q217 - H6_21_1** <= 1000000

Q332 - H6_21_2:　　　　　　　　　　　　　　　　　　　　　　**Single coded**

Can you still estimate the approximate current value of your current household contents?

2	Less than €5.000
3	Between €5.000 and €9.999
4	Between €10.000 and €24.999
5	Between €25.000 and €49.999
6	Between €50.000 and €99.999
7	Between €100.000 and €199.999
8	€200.000 or more
999	I don't know

Q218 - H6_22_1:　　　　　　　　　　　　　　　　　　　　　　**Single coded**

Do you have a car?

1	Yes	
2	No	➔ GO TO **Q221 - H6_23_1**

Q219 - H6_22_2:　　　　　　　　　　　　　　　　　　　**Numeric**

What is the purchase value of your car?

999	I don't know

Q220 - H6_22_3:　　　　　　　　　　　　　　　　　　　**Numeric**

What is the year of manufacture of your car?

999	I don't know

Q221 - H6_23_1:　　　　　　　　　　　　　　　　　　　**Matrix**

Do you have one or more of the following insurance policies?

	Yes	No
Home insurance	○	○
Contents insurance	○	○

Q222 - H6_23_2:　　　　　　　　　　　　　　　　　　　**Single coded**

Does your home insurance cover flood damage?

1	Yes
2	No

Q223 - H6_23_3:　　　　　　　　　　　　　　　　　　　**Single coded**

Does your contents insurance cover flood damage?

1	Yes
2	No

Q224 - H6_24:　　　　　　　　　　　　　　　　　　　**Multi coded**

What car insurance do you have?

Multiple answers are possible

1	Third party liability insurance
2	Casco-coverage
3	All-risk car insurance
998	None of these insurances

Q225 - H6_25: Matrix

One a scale of 0 to 10, how satisfied are you currently with the following aspects of your life, where 0 means "completely dissatisfied" and 10 means "completely satisfied"?

	0 (completely dissatisfied)	1	2	3	4	5	6	7	8	9	10 (completely satisfied)
Your life in general	○	○	○	○	○	○	○	○	○	○	○
Your health	○	○	○	○	○	○	○	○	○	○	○
Your home	○	○	○	○	○	○	○	○	○	○	○
Your living environment	○	○	○	○	○	○	○	○	○	○	○
Your safety	○	○	○	○	○	○	○	○	○	○	○
Your financial situation	○	○	○	○	○	○	○	○	○	○	○
Your job	○	○	○	○	○	○	○	○	○	○	○
Your family/family life	○	○	○	○	○	○	○	○	○	○	○
Your social life	○	○	○	○	○	○	○	○	○	○	○

Q226 - H6_26: Left-right slider

In general, are you someone who is willing to take risks, or do you try to avoid risks?

Please answer on a scale of 0 to 10, where 0 is "not at all willing to take risks" and 10 is "very willing to take risks".

Not at all willing to take risks	1 2 3 4 5 6 7 8 9 10 11	Very willing to take risks

Q227 - H6_27_1: Numeric

What is the approximate property value of your house?

If you don't know the exact value, please make an estimate (in euros)

999	I don't know

Q333 - H6_27_2: | Single coded

Can you still make an estimation of the approximate property value of your house?

2	Less than €100.000
3	Between €100.000 and €149.999
4	Between €150.000 and €199.999
5	Between €200.000 and €299.999
6	Between €300.000 and €399.999
7	Between €400.000 and €499.999
8	Between €500.000 and €699.999
9	Between €700.000 and €999.999
10	Between €1.000.000 and €1.499.000
11	Between €1.500.000 and €1.999.000
12	€2.000.000 or more
999	I don't know

Q228 - H6_28_1: | Numeric

What is your household's net monthly income?

> If you are not sure of the exact amount, please make an estimate (in euros)
> Your answers wil be used for scientific purposes only and will be treated confidentially.

999	I don't know

Q334 - H6_28_2: | Single coded

Can you still estimate what the net monthly income of your household is?

> Your answers will be used for scientific purposes only and will be treated confidentially.

1	Less than €1.000
2	Between €1.000 and €1.499
3	Between €1.500 and €1.999
4	Between €2.000 and €2.999
5	Between €3.000 and €3.999
6	Between €4.000 and €4.999
7	Between €5.000 and €6.999
8	Between €7.000 and €9.999
9	€10.000 or more
999	I don't know

Q229 - H6_29: Single coded

Finally, we would like to ask you if we can store your address with the answers you have given?

Your answers will be used for scientific purposes only and will be treated confidentially. | Uw an

1   Yes, I give permission to save my address
2   No, I do not give permission to save my address

Ask only if **Q229 - H6_29**,2

Q230 - H6_30: Single coded

May we store your zip code?

Your answers will be used for scientific purposes only and will be treated confidentially. | Uw an

1   Yes, I give permission to store my zip code
2   No, I also do not give permission to save my zip code

B012 - BlockH6: General questions (Households)   **End block**