

## Who to contact when reporting a flood

**Reigate and Banstead Borough Council**  
**01737 276000**

**0151 221 2938** (out of hours emergency)

**SMS 07834 626468**

**[www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)**

**Runnymede Borough Council**  
**01932 838383**

**[www.runnymede.gov.uk](http://www.runnymede.gov.uk)**

**Spelthorne Borough Council**  
**01784 451499**

**01932 425060** (out of hours emergency)

**[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)**

**Surrey Heath Borough Council**  
**01276 707100**

**[www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)**

**Tandridge District Council**  
**01883 722000**

**SMS 07786 200690**

**[www.tandridge.gov.uk](http://www.tandridge.gov.uk)**

**Waverley Borough Council**  
**01483 523333**

**01483 523200** (out of hours emergency)

**[www.waverley.gov.uk](http://www.waverley.gov.uk)**

**Woking Borough Council**  
**01483 755855**

**[www.woking.gov.uk](http://www.woking.gov.uk)**



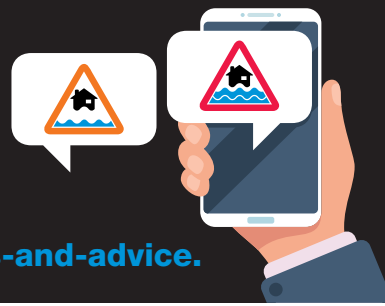
# Am I at risk of flooding?

**You need to find out.** It could save you money, help you protect yourself and your property – maybe even save your life.

The average cost of flooding to a home is £30,000! This risk is present all year round and results from high levels of rainfall which can cause groundwater to rise, rivers to burst their banks and surface water to build on the roads and pavements surrounding our homes.



Visit [www.gov.uk/check-flood-risk](http://www.gov.uk/check-flood-risk) or call **Floodline** on **0345 988 1188** to see if your property or business is at risk from ground water or river flooding and sign up to Met Office weather warnings via [www.metoffice.gov.uk/weather/warnings-and-advice](http://www.metoffice.gov.uk/weather/warnings-and-advice).



### You may be at risk of surface water flooding.

Often referred to as flash flooding, this type of flood can occur during summer and winter. It is caused by heavy rain and storms that leaves rainwater unable to soak into the ground overwhelming the normal drainage systems too quickly. Surface water flooding can subside as quickly as it occurs with urban and semi urban areas more susceptible. This can be due to density of building and development, car parks, concrete and block paved drives without sufficient drainage.

### Would you know what to do in a flood?

The Environment Agency provides a free Flood Warning Service to many areas at risk of flooding from our local rivers. Register to receive flood warnings at [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings) or call **Floodline** on **0345 988 1188** and start to plan what action you would take in a flood such as:

- storing important documents safely;
- looking at ways to help stop flood water entering your property (visit [www.bluepages.org.uk](http://www.bluepages.org.uk));
- checking your insurance policy covers you for flooding;
- knowing what you will do with your pets; and
- making sure you know how to turn off your gas, water and electricity.

## DO YOU KNOW WHAT TO DO IN A FLOOD?

### FLOOD ALERT PREPARE

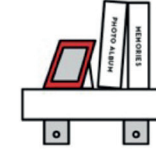


Pack medicines & insurance docs

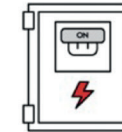


Visit the flood warning information service

### FLOOD WARNING ACT



Move things upstairs or to safety



Turn off gas, water & electricity



Move family, pets & car to safety

### SEVERE FLOOD WARNING SURVIVE



Follow emergency services' advice



Immediate danger? Call 999



Stay safe

### Homeowner's duties

- To identify if your house is at risk of flooding
- To insure your home against flooding
- To invest in protecting your home against flood risk
- To plan for the evacuation of your home



## Flooding dos and don'ts

### Do

- ✓ keep together, stay safe and consider any vulnerable or elderly neighbours. If you are asked to leave your home, make sure you take your medication and if possible any medical equipment you need. Remember to tell family, friends and carers where you are going and if you are in receipt of a care package, please let your provider know where you have gone.
- ✓ know where your important documents and essential items are (including medication and portable medical equipment) if you need to leave the house quickly
- ✓ move important and sentimental items to a high and safe place within the home
- ✓ pay close attention to the advice of the emergency services and local authority. Take all warnings seriously and respond quickly
- ✓ switch off your water and all electrical and gas appliances at the mains
- ✓ monitor the ongoing situation block downstairs toilets and drains to prevent backflow of sewage – use a sandbag or a strong bin bag filled with soil

## Flooding dos and don'ts

### Don't

- ✗ don't enter flood water. Six inches of fast flowing water can knock a person over and there may be unseen hazards such as uncovered manholes hidden beneath the surface
- ✗ don't drive through flood water. Less than two feet of water can be enough to float a car and beneath the water may be hidden hazards
- ✗ don't come into contact with flood water – it is often contaminated with sewage and other substances. Wear rubber gloves and boots, and wash thoroughly if you do accidentally come into contact with flood water
- ✗ do not ever attempt to swim through flood water. You may be swept away or be struck by flowing debris
- ✗ do not re-enter a flooded area until you are advised it is safe to do so
- ✗ do not enter a property that has been flooded unless you are sure it is structurally safe – if in doubt it should be professionally checked
- ✗ do not turn on your electricity or gas supplies until they have been checked by a qualified electrician/ engineer. Be aware of gas leaks – do not smoke or use open flames

## Who to contact when reporting a flood

### In a life threatening emergency

If you believe life is in danger, call **999** immediately.

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### Reporting river flooding

**0800 80 70 60** – The Environment Agency’s incident line

Tel **0345 988 1188**

Textphone **0345 602 6340** – Floodline: to check the current flood alert or warning level.

[www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)

[www.gov.uk/check-flood-risk](http://www.gov.uk/check-flood-risk)

<https://flood-warning-information.service.gov.uk/warnings>

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### Reporting flooding on and from the highway

If a property has flooded internally contact: **0300 200 1003**

SMS **07860 053 465**

Report flooded properties to [flooding.enquiries@surreycc.gov.uk](mailto:flooding.enquiries@surreycc.gov.uk) the next working day. To report highway related flooding visit the **Surrey County Council Website** or once on the main page go to Roadworks and maintenance > Tell us about a highways issue > Flooding and blocked drains

### Reporting sewage flooding or blocked sewage drains

Thames Water: **0800 316 9800**

Southern Water: **0330 303 0368**

[Check provider here](#)

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## Who to contact about a burst water main

### Affinity Water

Emergency number: **0345 357 2407**

[www.affinitywater.co.uk](http://www.affinitywater.co.uk)

## Who to contact when reporting a flood

### Reporting to UK Power Networks

**0800 316 3105**

**105**

[www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)

Sign up for text alerts: <https://www.ukpowernetworks.co.uk/power-cut/text-updates>. Or text: “Power” followed by your postcode to **80876**

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### Elmbridge Borough Council

**01372 474474**

**0300 369 0576** (out of hours emergency)

[www.elmbridge.gov.uk](http://www.elmbridge.gov.uk)

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### Epsom and Ewell Borough Council

**01372 732000**

SMS **07950 080 202**

[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)

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### Guildford Borough Council

**01483 50 50 50**

**01344 949371** (out of hours number)

[www.guildford.gov.uk](http://www.guildford.gov.uk)

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### Mole Valley District Council

**01306 885001**

**0300 123 7718** (out of hours emergency)

SMS **07771 576411**

[www.molevalley.gov.uk](http://www.molevalley.gov.uk)