

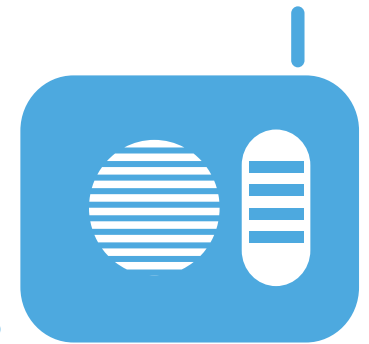






# know your flood warning codes

Monitor local news and weather forecasts



Four codes are used for flood warnings. They can be issued in any order, usually ending with an 'all clear'.



## What it means

Flooding of low lying land and roads is expected. Be aware, be prepared, watch out.

## What to do

- Monitor local news and weather forecasts.
- Be aware of water levels near you.
- Be prepared to act on your flood plan.
- Check on the safety of pets and livestock.
- Charge your mobile phone.



## What it means

Flooding of homes & businesses is expected. Act now!

## What to do

- Move cars, pets, food, valuables and important documents to safety.
- Get flood protection equipment in place.
- Turn off gas, electricity and water supplies if safe to do so.
- Be prepared to evacuate your home.
- Protect yourself, your family and help others.
- Act on your flood plan.



## What it means

Severe flooding is expected. There is extreme danger to life and property. Act now!

## What to do

- Collect things you need for evacuation.
- Turn off gas, electricity and water supplies if safe to do so.
- Stay in a high place with a means of escape.
- Avoid electricity sources.
- Avoid walking or driving through flood water.
- In danger call 999 immediately.
- Listen to emergency services.
- Act on your flood plan.



## What it means

Flood watches or warnings are no longer in force for this area.

## What to do

- Keep listening to weather reports.
- Only return to evacuated buildings if you are told it is safe.
- Beware sharp objects and pollution in flood water.
- If your property or belongings are damaged, contact your insurance company. Ask their advice before starting to clean up.

## **Flood protection equipment can help stop flood water. Follow manufacturer instructions to put these in place when you get a flood warning.**

### **Plastic covers to seal airbricks**

These can stop flood water coming in through your airbricks.

### **Sandbags**

Your local council may provide these during a flood, but they may be scarce. You can buy your own sand and bags, or fill pillowcases and plastic bags with earth. Be aware that following a flood they will be contaminated by sewage in the water.

### **Floodboards**

These fix to frames around windows and doors. They can be washed, stored and used again.

Always remove flood protection equipment once the flood water has gone. This will help your property dry out.

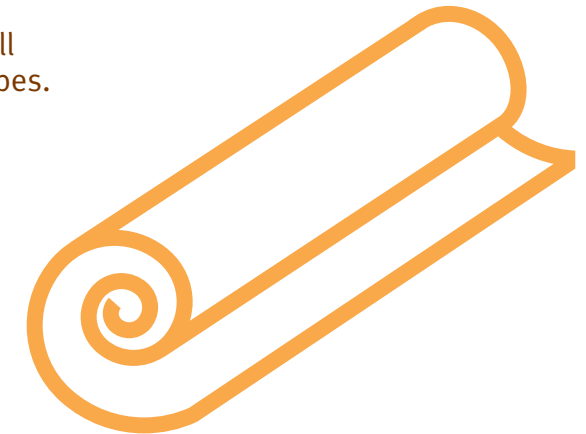
### **Further steps to protect your property**

There are things you can do to your property that will make it easier and cheaper to clean up after a flood. However, these are likely to cost more to put in place and take longer to do.

- Lay ceramic tiles on your ground floor and use rugs instead of fitted carpets.
- Raise the height of electrical sockets to 1.5 metres above ground floor level.
- Use lime plaster instead of gypsum on walls.

- Fit stainless steel or plastic kitchens instead of chipboard ones.
- Position any main parts of a heating or ventilation system, like a boiler, upstairs.
- Fit non-return valves to all drains and water inlet pipes.
- Replace wooden window frames and doors with synthetic ones.

### **Lay rugs instead of fitted carpets on your ground floor**



# temporary flood protection equipment

# useful numbers

**Your important flood telephone numbers.  
Fill this out and keep this leaflet with your flood kit.**

Environment Agency Floodline	<b>0845 988 1188*</b>
Quickdial number	
Local authority emergency helpline	
Insurance company 24-hour number and policy number	
Local radio station frequency for news alerts and weather updates	
Family and neighbours	
Bank phone number and details	
Work phone numbers	
Doctor's surgery	
Local police station	
Vet/kennel/cattery	
Local hotel or B&B	
Gas supplier and meter number	
Electricity supplier and meter number	
Water supplier and meter number	
Electrician	
Plumber	
Builder	

\*BT calls cost up to 4p/min plus 6p set-up fee from your home. Other providers and mobiles may vary.

## For more information

These organisations have advice, information and services to help you protect your property from flooding.

### For general insurance queries contact The Association of British Insurers

 [www.abi.org.uk](http://www.abi.org.uk)

 020 7600 3333

### For flood products and services contact

#### National Flood Forum (Blue Pages)

 [www.floodforum.org.uk](http://www.floodforum.org.uk)

 01299 403055

#### The Construction Centre

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

 01926 865825


### For information on flood resistance and resilience contact

CIRIA  [www.ciria.org/flooding](http://www.ciria.org/flooding)

 020 7549 3300

### For support and advice contact

#### The British Damage Management Association (BDMA)

 [www.bdma.org.uk](http://www.bdma.org.uk)

 07000 843 2362

### For health information contact

#### Health Protection Agency

 [www.hpa.org.uk](http://www.hpa.org.uk)

 01235 822 603/742

### For weather and travel information contact

Met Office  [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

 0870 900 0100

#### Highways Agency

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

 0845 750 4030

#### Traffic Wales

 [www.traffic-wales.com](http://www.traffic-wales.com)

 0845 6026020

  
call Floodline on  
**0845 988 1188\***

Open 24 hours a day

- Find out what flood warning service is available where you live.
- Get practical advice on what to do before, during and after flooding.
- Get your Quickdial number for easy access to local warnings.

Would you like to find out more about us,  
or about the environment?

Then call us on  
08708 506 506\*\* (Mon-Fri 8-6)

email  
enquiries@environment-agency.gov.uk

or visit our website  
www.environment-agency.gov.uk

incident hotline 0800 80 70 60 (24hrs)  
floodline 0845 988 1188\*

\* BT calls cost up to 4p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.

\*\* BT calls cost up to 8p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.



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