

# Flooding advice for your area



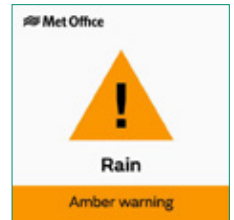
**Stay alert to surface water flooding that could affect properties in your area.**

This could happen during storms or heavy spells of rainfall where drainage systems are unable to cope.

You can find out about the possibility of 'surface water' flooding in your area by checking local weather forecasts. The Met Office will issue weather warnings alerting the public to heavy rain and flooding. Sign up to receive these free weather warnings at [metoffice.gov.uk](https://www.metoffice.gov.uk) or sign up to flood alerts at [gov.uk/sign-up-for-flood-warnings](https://www.gov.uk/sign-up-for-flood-warnings) to receive flood alerts by email, text or phone call.

**In an emergency where you are at serious risk from flooding and in danger, call 999.**

**If flooding occurs to your road and/or property, contact Sutton Council on 020 8770 5000.**



- **Flooding from main river** – call the Environment Agency Floodline (0345 988 1188) or Typetalk (0345 602 6340)
- **Sewer flooding** – call Thames Water (0800 316 9800)
- **Surface water** – call Sutton Council (020 8770 5000)

For flooding advice or to report a flood to the council go to [sutton.gov.uk/flooding](https://www.sutton.gov.uk/flooding)

**Remember to check in with vulnerable neighbours or relatives.**



## We encourage all residents to remain vigilant and take steps to protect themselves from the risk of flooding.

### Follow these steps if flooding could happen:

- 1 Check in with other people in your household - if they are not at home make sure they are somewhere safe.
- 2 Gather essential items together either upstairs or in a high place.
- 3 Fill jugs and saucepan with clean water.
- 4 Move your family and pets upstairs, or to a high place with a means of escape.
- 5 Turn off gas, electricity and water supplies when floodwater is about to enter your home if safe to do so. **DO NOT** touch sources of electricity when standing in flood water.
- 6 Keep listening to local radio for updates or call floodline **0345 988 1188**.

### If flooding has happened

If you are a social housing tenant and your home is flooded please contact your housing association. If you're unable to contact your housing association then please contact the Council for assistance with temporary accommodation on **020 8770 5000**.

If you rent or own your own home you should contact your insurance company and report the flooding.

**If you consider yourself to be vulnerable or in any way at risk - or if you know someone who is and needs help because of flooding, then please contact the Council for assistance on 020 8770 5000.**