

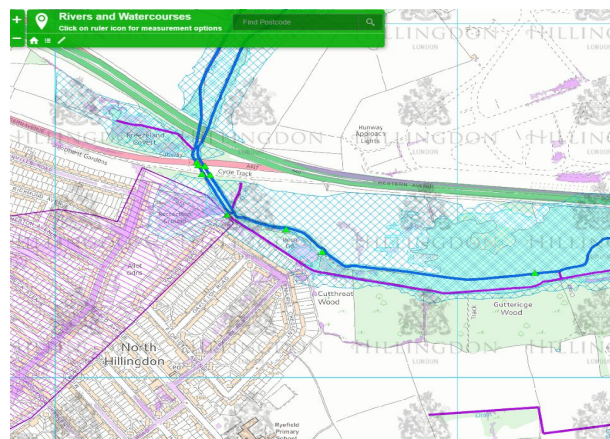
Are you at risk of flooding?

Knowing the risk is the first step in protecting your property from flooding. You may be at risk from a number of sources including rivers, surface water, groundwater and reservoirs.

Maps

The Environment Agency has produced maps to show if you are in an area likely to be affected by flooding. By entering a postcode the maps will help you identify the risk(s) to your specific property. The maps can be found online here;

<https://flood-warning-information.service.gov.uk/long-term-flood-risk>. The Council has also published a Borough wide 'Flood and water information map'. This provides an overview of the flood risk in the Borough as well as maps of rivers including ordinary watercourses. <http://www.hillingdon.gov.uk/article/28579/Rivers-ditches-and-canals>



Extract from Council 'Flood and water information map'

Flood Preparation

Preventing flooding is difficult but being prepared can greatly reduce the impact a flood can have on your domestic or commercial property. Some steps you can take to help you prepare for a flood;

- Sign up to the Environment Agency Flood Warning Service - <https://www.gov.uk/sign-up-for-flood-warnings>
- Purchase property level flood protection products - <http://www.bluepages.org.uk/>
- Create a personal flood plan of what you should do and who to contact: <https://www.gov.uk/government/publications/personal-flood-plan>
- Work together as a community. Information can be found on; The Community Groups page of the National Flood Forum <http://www.nationalfloodforum.org.uk/flood-risk-community-groups/>, The government website which provides flood plan guidance for communities, - <https://www.gov.uk/government/publications/flood-plan-guidance-for-communities-and-groups>
- All residents can help to reduce their risk for ensuring front drives and other hardstandings are permeable
- Ensure that all development has an appropriate Flood Risk Assessment where needed with any planning application submitted <https://www.gov.uk/guidance/flood-risk-assessment-for-planning-applications>

Keep informed

- The Met office will issue weather warnings - <http://www.metoffice.gov.uk/public/weather>
Heavy rain may result in flooding on roads, please look for updates on:
- Council website, twitter and facebook pages
- TFL Traffic Status updates for road closures - <https://tfl.gov.uk/traffic/status/>
- Look at the government website for Environment Agency flood warnings and river levels in your area.
 - River and Sea levels - <https://flood-warning-information.service.gov.uk/river-and-sea-levels>
 - Live Flood Warning Map - Flood warnings issued in your area by the Environment Agency - <https://flood-warning-information.service.gov.uk/>
- Call **Floodline on 0345 988 1188** (24 hour service) for updates

Protecting Your Property

- Block doors and air vents with plastic sheets and duct tape
- Store drinking water in clean containers
- Turn off gas, electricity and water supplies (if you can safely)
- Store small valuables (including passports and money) in a waterproof container

- Move other valuables, furniture and pets to a higher level
- Have a grab bag - <http://www.hillingdon.gov.uk/emergencypack> available if you need to live in a different part of the house or move into a neighbour's house
- Environment Agency advice to prepare for and get help during and after a flood - <https://www.gov.uk/browse/environment-countryside/flooding-extreme-weather>

Protect Yourself

- Keep children and vulnerable people out of floodwater
- Avoid walking through flood water, you may not be able to see through flood water, to see kerbs and there are likely to be other underwater dangers such as open manholes
- Avoid driving through flood water, only a small amount can float a car and could be dangerous to you. If you drive please do so slowly as bow waves caused can result in water entering properties
- For more information visit the AA website - <https://www.theaa.com/driving-advice/seasonal/driving-through-flood-water>
- Don't walk on sea defences or riverbanks
- Take care or avoid crossing bridges when water levels are high
- Take care crossing culverts as they are dangerous when flooded
- Look out for other hazards such as fallen power lines and trees
- Wash your hands thoroughly if you touch floodwater as it may be contaminated

During a flood you should remain calm and follow your prepared plan

Evacuation

If there is a risk to life you may need to evacuate

- Use the flood plan listed above
- Use your Home Emergency pack listed above (designed especially for emergency evacuations containing items not normally found around the house)
- Please allow sufficient time to evacuate your property in advance of water surrounding the property
- Please ensure you have a safe route

Recovery

In the event of your property being flooded, there is likely to be some damage internally and externally:

- Upon returning to your property do not turn on gas, electricity until checked by your suppliers
- Throw away all food that has come into contact with water
- Contact your water company if your tap water tastes bad or is discoloured
- Contact your insurance company as soon as possible
- Take photos of damage and don't throw away damaged items until inspected by your insurers
- Get repair advice from registered tradesmen only
- Open windows to air your home

Emergency Contact Details

- London Borough of Hillingdon
 - 01895 250 6000 (Mon - Fri 8am to 6pm)
 - Out of hours 01895 250111
- Environment Agency Incident Hotline 0800 80 70 60 (Freephone, 24 hour service)
- Thames Water 0800 316 9800 (24 Hour service)
- Affinity Water 0345 357 2407 (24 Hour service)
- Canal and River Trust
 - Non-critical events 0303 040 4040 (Mon - Fri 8am to 6pm).
 - In an emergency 0800 47 999 47 (24 hour emergency contact number)

Report



Please report the flooding to the relevant authority, so that they can take action if necessary and record it to inform future priorities. Further contact details outside an emergency are held on the Council website.