

## Where can you go for updates on flooding?



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



Call Floodline 0345 9 88 11 88

Type talk: 0345 602 6340 (for the hard of hearing)



Make sure you know your local radio station  
BBC Radio Solent on 96.1FM



[@EnvAgencySE](https://twitter.com/EnvAgencySE)

## Who can you contact about flooding?

**If you think your life is in danger call 999**

### To report flooding

Environment Agency 24-hour incident hotline **0800 807060**

### To report, or get advice on flooding from groundwater or surface water

Hampshire County Council - **0300 555 1375** [www.hants.gov.uk](http://www.hants.gov.uk)

### Other useful contacts -

Floodline 24-hours **0345 988 1188**



[www.gov.uk/prepare-for-flooding](http://www.gov.uk/prepare-for-flooding)

National Flood Forum 01299 403055

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

Water supplier Southern Water 0330 303 0368

Gas supplier – SGN 0800 111 999

Electricity supplier – SSEN 0800 072 7282

## For further support and advice?

- Your local Environment Agency team  
[resilience.solentandsouthdowns@environment-agency.gov.uk](mailto:resilience.solentandsouthdowns@environment-agency.gov.uk)

# If your home is at risk of Groundwater Flooding here are some ways to prepare



After prolonged periods of rainfall, water in the soil can reach ground level, disrupt communities and damage property.

**If groundwater flooding happens, you can be prepared.**  
Look inside to find out how.

## Step 1 Sign up for free flood alerts now

We provide **flood alerts** to many locations that experience groundwater flooding. Call or go online to find out if there is a risk in your community, that we can help with:



**0345 988 1188**



[www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)

## Additional groundwater information is available



If you register to receive flood alerts to an email address, you will also receive our **Groundwater Briefing Notes** – which provides additional information



You can view live daily groundwater levels and rainfall data at our website (it works best in Google Chrome)

<https://sites.google.com/view/groundwatergraphs>

You could still be at risk of groundwater flooding where a flood alert service is not provided. Contact your Lead Local Flood Authority, Parish Council or the Environment Agency to learn more.

## Step 2 Actions to take before flooding

Think now about what you will do during a flood:

- Make sure you have a flood plan
- Prepare a grab bag of essential items
- Check to see if your insurance covers flooding
- Know how to turn off gas, electricity and water supplies
- Think about what you need to move to safety during a flood – pets, cars, furniture, electrical equipment
- Chat to neighbours about how you could help each other



## How can you slow, or stop flood water coming into your home?



Flood doors, flood boards, air brick covers or other barrier forming items like sandbags can be useful in directing water away from your property



A drainage or pump system can help move water from low points in your property. Be aware there may be a risk of structural damage, if you are pumping deep water out.

**!Power cuts could prevent electric pumps working, and diesel and petrol pumps can produce deadly carbon monoxide fumes**

**! Be aware –**

- Do not cause flooding elsewhere
- Keep local drainage ditches flowing and clear of obstructions
- Contact the relevant authority if you intend to pump into a watercourse, sewer or drain



Toilet flushing may become difficult as groundwater rises. In emergencies sand bags or plastic bags filled with soil can help stop rising water coming up through your sink or toilet.



If not, you may need to order a Portaloo.

For more advice visit [www.gov.uk/government/publications/flooding-from-groundwater](http://www.gov.uk/government/publications/flooding-from-groundwater)

## Step 3 Actions to take on receipt of a flood alert

- Be prepared to act on your flood plan
- Check your flood protection equipment is working
- Keep up to date with groundwater levels and trends
- Check others in your community are ok