



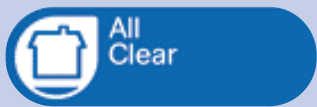
Flood Watch - Flooding possible. Be aware! Be prepared! Watch out!



Flood Warning - Flooding expected affecting homes, businesses and main roads. Act now!



Severe Flood Warning - Severe flooding expected. Imminent danger to life and property. Act now!



All Clear - An all clear will be issued when flood watches or warnings are no longer in force.

Warning codes reproduced from the Environment Agency's web-site

Floodline call 0845 988 1188

Environment Agency

General Enquiry Line
08708 506 506

Floodline
0845 988 1188

Incident Hotline
0800 807 060

Minicom Service
08702 422 549

www.environment-agency.co.uk

Spelthorne Borough Council

01784 451499
www.spelthorne.gov.uk/flooding



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Visit our website on
www.spelthorne.gov.uk/flooding



Flooding

Your action plan

www.spelthorne.gov.uk



Before the flood - how to prepare

- ✓ Keep a list of useful numbers, e.g. the emergency services, the Environment Agency's floodline, and your insurance company.
- ✓ Know what the four flood warning codes mean and check the specific warnings for your area on a regular basis.
- ✓ Stock up on sandbags - look under Builders Merchants in the telephone directory for suppliers.
- ✓ Get together a flood kit, including a torch and protective clothing.
- ✓ Know where your gas, electricity and water supplies are turned off.
- ✓ Think of friends or family with whom your pets can stay and where you can move your car to temporarily.

Know your warning codes...

During the flood - what action to take

- ✓ Stay alert and listen out for warnings - flooding can increase in severity very quickly.
- ✓ Make sure that your neighbours are aware of the situation. Keep an eye out for the elderly.
- ✓ Move any valuable items upstairs.
- ✓ Follow guidance from the Environment Agency and obey directions given by the emergency services.
- ✗ Avoid contact with floodwater - it may be contaminated by sewage. If you must walk through floodwater, wear protective clothing and use a stick to test the ground in front of you.
- ✗ Try not to drive through floodwater.

Know your warning codes...

After the flood - what to do

- ✓ Don't return to your property until the "All Clear" is given.
- ✓ Reconnect gas and electricity supplies with the aid of a qualified engineer.
- ✓ Ventilate your property as often as possible to encourage drying.
- ✓ Run taps for a few minutes before use.
- ✓ Dispose of all food that has come into contact with floodwater - it may be contaminated.
- ✓ Follow advice from your insurance company. You may be required to take photos of flood damage.
- ✓ Wear protective clothing, including boots and gloves.
- ✓ Ensure that electrical equipment is completely dry before reusing.

Know your warning codes...