

Prepare in case it happens again...

- Sign up to our free flood warning service.
- Consider temporary flood protection equipment - more information can be found at: <http://bluepages.org.uk/>
- Create a flood plan. A template to help you can be found on <https://www.gov.uk/government/publications/personal-flood-plan>
- Remember your pets and make a plan for them if you need to evacuate your property.
- Contact your local EA Team for further advice and guidance on resilience.solentandsouthdowns@environment-agency.gov.uk

Who can you contact about flooding?

Environment Agency 24-hour incident hotline 0800 807060

Floodline 24-hours 0345 9881188 www.gov.uk/flood

Isle of Wight Council 01983 821000 <https://www.iow.gov.uk/>

National Flood Forum 01299 403055 www.nationalfloodforum.org.uk

Association of British Insurers 0207 600 3333 www.abi.org.uk

Public Health England 020 7654 8000 www.gov.uk/phe

British Red Cross 0344 871 1111 www.redcross.org.uk

Samaritans 020 8394 8300 www.samaritans.org

Citizens Advice 0344 411 1444 www.citizensadvice.org.uk

Emergency Utility Numbers:

Southern Water 0330 303 0368

<https://www.southernwater.co.uk/help-advice/contact-us>

Gas - SGN 0800 111 999

Electricity - Scottish & Southern Energy Networks (SSE)
0800 072 7282



What do I need to do after a flood?

A route to recovery..



Flooding is dangerous and can happen very quickly. The effects can be devastating.

Read this leaflet for advice on what you can do after a flood

Cleaning up your property

- Make sure your property is safe and secure.
- Check your gas, electricity and water supplies are switched off. Get a qualified person to do this.
- DO NOT touch sources of electricity when standing in flood water.
- Grab a pen and notepad – you'll be speaking to lots of people so it's a good idea to record names and numbers and what you're talking to them about.
- Disinfect everything.
- Chat to friends and neighbours about how you could help each other.



Let's take photos of the damage

Remember...

Flood water can contain sewage, chemicals and animal waste. Wash your hands regularly and when cleaning your home always wear waterproof clothing, including gloves, wellies and a face mask.



Recovering from a flood can be a very difficult time

Everyone reacts differently so be aware of yours and others emotions.

Flooding can affect your health and wellbeing. Emotional support might be helpful. Speak to your friends, family or your doctor.

How are you feeling?



How do you deal with an insurance claim?

- Contact your insurer straight away.
- Take photographs of everything damaged and where the water reached.
- Don't bin anything until a loss adjuster has assessed your claim.
- Take an electricity meter reading, much of the electric used to repair your property, can be covered by your insurance policy
- **If you don't have any insurance your local council or the National Flood Forum may be able to help.**

The **National Flood Forum** is a national charity and can offer lots of experience and advice to help you recover from flooding. Call them on **01299 403055**

What can you do now?

We provide a free Flood Warning Service to many areas at risk of flooding from rivers and the sea.

Register to receive warnings at www.gov.uk/sign-up-for-flood-warnings, use the QR code or call Floodline on 0345 988 1188.



SCAN ME

Sign up for weather warnings on the Met Office app.

Where can you go for updates on flooding?



Listen for updates on local TV and radio stations

Isle of Wight Radio on 102.0 MHz & 107.0 MHz

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



<https://flood-warning-information.service.gov.uk>

