

# FLOODING

What to do if a flood alert is issued



## FLOOD ALERT

### FLOODING IS POSSIBLE SO STAY ALERT AND PREPARE

- Sign up for [Flood Alerts](#) if you live near a watercourse e.g. river or brook
- Call the national 24hr Floodline for advice and support on 0345 988 118
- Check and prepare your flood defences like aqua-sacs, door dams or sandbags
- Pack an overnight bag and include any home insurance documents you may need
- Move any vehicles to a safe place
- Alert any elderly or vulnerable neighbours of the flood risk.
- Update or create your own [Flood Plan](#).

**24 hour Floodline**  
**0345 988 118**



## RISK TO PROPERTY

### FLOODING IS EXPECTED SO TAKE IMMEDIATE ACTION

- Carry out the actions in your [Flood Plan](#).
- Move valuables or sentimental items upstairs.
- Take immediate action to protect your property - deploy any flood prevention devices e.g. door dams or aqua-sacs
- Request sandbags from the Council **ONLY** if there is a severe and imminent risk of flooding to your property
- Sandbags will only be distributed an area where a Council officer has confirmed the risk level.
- If you don't have any flood prevention devices you can fill a bag or pillowcase with soil. Place them in the front of doorways.

**MK City Council:**  
**Highways 01908 252353**  
**Out of Hours 01908 226699**



## RISK TO LIFE

### FLOODING IS IMMINENT WITH RISK TO PROPERTY AND LIFE

- Evacuate your property
- Carry out the actions in your [Flood Plan](#)
- Lock doors and windows and turn off the mains electric and gas. Do not switch back on when you return until a qualified utility engineer has checked it.
- Take pets with you
- Cooperate with emergency services and make them aware of any vulnerable or elderly neighbours
- Do not return to the property until the risk level has decreased.

**Risk to Life call 999**  
**Non emergency call 101**

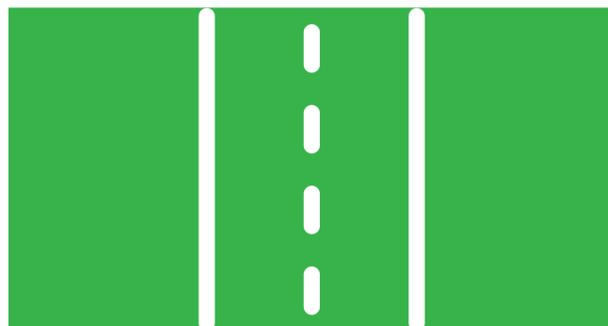
# WHO TO CONTACT ABOUT FLOODING



## Anglian Water

Anglian Water own the public sewers and drains and are responsible for maintaining them. Any blocked sewers, leaks or burst water mains should be reported to them immediately.

**Free 24hr Leakline**  
**0800 771 881**



## MK City Council Highways

Public highway drains and gullies are maintained by the Highways team. Call this number to report a blocked road drain.

Flood events: do not call for sandbags UNLESS there is a severe, imminent risk to public safety.  
For out of hours call 01908 226699

**Call 01908 252353**



## MKC Flood Management

The Flood & Water Management Team lead in managing local flood risk from surface water, ordinary (smaller) watercourses and groundwater. They work closely with other local authorities on flood protection and prevention.

**Call 01908 691691**



## MKC Emergency Planning

The Emergency Planning Team coordinate activities between the Council, emergency services and the public if a situation becomes a major incident in MK including severe flooding. In an emergency call 01908 254555 for the Duty Officer.

**Call 01908 311773**



## National Floodline

This is a 24 hour helpline available for anyone needing support and advice on flood protection. You can also register for Flood Alerts through this service or visit [www.gov.uk](http://www.gov.uk)

**Call 0345 988 1188**



## National Highways

Formerly Highways England, they are responsible for the motorways and A roads across England including the M1 between Junctions 13 and 14 and the A5. Any flooding issues should be reported to them so they can take action.

**Call 0300 123 5000**



## Environment Agency

Government department who help to protect areas from flooding, monitor river levels and issue flood alerts. Sign up for flood alerts on their website and check current river levels for your local area.

**Visit [www.gov.uk](http://www.gov.uk)**



## Risk to Life Emergency

Call 999 and ask for Ambulance, Fire Service or Police. Only call this number if it is a life threatening emergency. For non-emergencies call 101 for the Police, 111 for NHS or Bucks Fire & Rescue 01296 744400.

**Dial 999**