

Quick tips to help you prepare

- Identify how to turn off your gas, water and electricity.
- Have plug sockets raised.
- Move expensive or sentimental possessions above ground.
- Have copies of your insurance documents and up to date photos of your home (internal and external) downloaded to a device, or stored in the cloud.
- Share info on how to stay safe in a flood with your neighbours.
- Prepare a personal flood kit (see hackney.gov.uk/floods)
- Become a flood warden and help build your community flood resilience. Contact the Environment Agency for more information: HNLenquiries@environment-agency.gov.uk

Sign up to Environment Agency flood warnings and Met Office Weather Alerts.

 www.metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts

 gov.uk/sign-up-for-flood-warnings

Stay Safe

If you get flooded:

- **Do not** drive or walk in flood water.
- **Always** stay on high ground. Do not go into basements.
- **Do not** enter the building if it is not safe to do so.
- **Pay attention** to weather reports and flood warnings.
- **Do not** use any sink or toilet. It could cause you or your neighbour to be flooded.

Further advice

If you are concerned about flooding in your area and want to find out how to better prepare, respond and recover, visit the Hackney flood site: hackney.gov.uk/floods

If you are in danger, call **999** immediately.

If you have been affected by flooding refer to Authorities and their responsibilities section of this leaflet and contact the relevant authority below:

Hackney Council
reportaproblem.hackney.gov.uk
0208 356 3000

Environment Agency
0800 80 70 60

Thames Water
www.thameswater.co.uk/help/report-a-problem#/view-and-report-problems
0800 316 9800 (24/7)

Transport for London
streetcare.tfl.gov.uk

Flooding: are you prepared?

Over 3,400 residential properties in Hackney are at risk from surface water flooding, also known as flash flooding.

Climate change has increased the intensity and regularity of rainfall in the UK. The ongoing urbanisation of London and its growing population means more and more homes are prone to surface water flooding. Most people are unaware of this risk and as a result are unprepared. This leaflet will provide you with some practical advice on how to reduce the impact of a flood should one happen in your area'.



Check the level of risk to your area here:
www.gov.uk/check-long-term-flood-risk

Authorities and their responsibilities

River Lea:

The **Environment Agency** is responsible for responding to flooding from the River Lea, a statutory Main River.



Canals:

Canal and River Trust is responsible for Canals.

Ordinary Watercourse:

Hackney Council is responsible for any Ordinary Watercourse. (Ordinary watercourses include every river, stream, ditch, drain, cut, dyke, sluice, sewer (other than a public sewer) and passage through which water flows and which does not form part of a main river).

Public Sewers and Utility Pipes:

Thames Water are responsible for any other Public Sewers and Utility Pipes.

Foul sewer flooding occurs when the system becomes overwhelmed due to high volumes of water during an extreme flood event or due to blockages from objects that you cannot flush for example nappies, wet wipes. The only objects that should go down the toilet are the 3 Ps: Pee, Poo, Paper.

Highways and Gullies:

The **Council** is responsible for gullies, drainage pipes, soakaways and any assets that lie within the highway boundary. **The exception is red routes which are managed by TfL.** Flooding can occur after a sustained period of heavy rain. The network cannot cope and reaches capacity.



Surface Water Flooding:

The **Council** is responsible for responding to surface water flooding. **The exception is red routes which are managed by TfL.**

Surface water and sewer flooding occurs when the drainage system becomes overwhelmed with high volumes of water. This can be exacerbated due to blockages in the system.



Private Drainage:

The drains which carry household waste are normally the **property owner's responsibility** up to the property boundary where they connect to the public sewer.

To reduce the chances of blockages homeowners should not pour fats, oils or greases down the sink or toilet.