

## **If you have been flooded - Who should you call?**

If floodwater has entered your property then you should call 999 and ask for Devon Fire & Rescue to assist with pumping water out of your property.

You should contact your insurance company as soon as possible to advise of your situation and understand their requirements before you start clearing items from your property. They will carry out a damage assessment of your property and assist in providing equipment to start restoring your property. They should also be able to advise you on any temporary accommodation you may require.

If you require assistance following flooding to your property, whether or not you are insured, you should contact your local District Council. During the Christmas period dial the main switchboard number and you will be advised of the out of hour's procedures and relevant contact numbers. They will be able to assist you with the disposal of damaged goods by providing skips or a collection service. They should also be able to assist you with any accommodation needs you may have. Depending on the District you live in there are various options for obtaining sandbags to assist in protecting your property from further flooding. Advice on other property level protection measures can also be provided.

The County Highway Authority will be working hard to get the road network and drainage systems cleared and back in operation. In times of widespread flooding the major networks will be prioritised so please bear with us while we complete this task. If you have any major concerns please advise the Highways team on 0845 155 1004 or out of hours on 01392 383329 to speak to the Highway Operations Control Centre. You could also visit the website to log your concern at <http://www.devon.gov.uk/roads>

Devon County Council, as the Lead Local Flood Authority, will investigate any significant flooding events and a report will be published of the findings. In order to gather information the County Council will work in partnership with the District Councils, the Environment Agency and South West Water to carry out site inspections where appropriate.

Any useful data such as photographs and video clips of flooding can be sent to [floodrisk@devon.gov.uk](mailto:floodrisk@devon.gov.uk). You can also use this address if you wish to advise the Flood Risk Management team of your flooding situation and ensure it is included in any investigations.

For further advice on what to do before, during and after a flood and also for information on the flood warning service in your area call Floodline on 0845 988 1188 or visit the Environment Agency's website <http://www.environment-agency.gov.uk> Details of river levels in your area can also be obtained on this site. It is also useful to listen to local radio for up to date information on the risk of flooding.