

Dear Tenant/Property Owner,

I am the Environment Agency Community Engagement Officer for Northumberland, specialising in helping to improve the flood resilience of communities, businesses and schools throughout the County.

This letter is to inform you that you are living in an area at risk of flooding and to offer advice and guidance on how you can improve your resilience to this potential risk. Check your flood risk by visiting www.gov.uk/check-long-term-flood-risk or scan the QR code.



The most important thing you can do is to sign up to the free Flood Warning Service which uses telemetry to provide flood warnings to at risk properties when river levels start to rise. The FWS provides three stages of warning, see below:



FLOOD ALERT
FLOODING IS POSSIBLE. BE PREPARED.

Flooding is possible, be prepared. May observe flooding of low lying land, riverside footpaths, roads and promenades



FLOOD WARNING
FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

Flooding of homes and businesses expected. Take action to protect property (implement personal flood plan, grab bag and keep checking weather).



SEVERE FLOOD WARNING
SEVERE FLOODING. DANGER TO LIFE.

Reserved for exceptional flooding situations. To warn of significant risk to life or significant disruption to community.

For more information on and to sign up to our Flood Warning Service, visit - www.gov.uk/sign-up-for-flood-warnings or scan the QR code.



Further important flood resilience measures that you can take to protect yourself and your property are:



Prepare

Create a Personal Flood Plan and pack a grab bag with essentials. Visit www.gov.uk/prepare-for-flooding/future-flooding or scan the QR code.

Flood Protection

Look to install flood protection products or speak to your landlord about doing so. Visit bluepages.org.uk or scan the QR code.

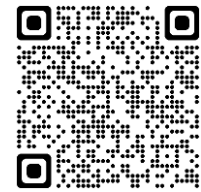


Insurance

Make sure that you have the right level of insurance cover needed, including building and contents insurance. Visit www.floodre.co.uk or scan the QR code.

Weather

Regularly check for weather updates. Visit www.metoffice.gov.uk or scan the QR code.



Fly Tipping

Fly tipping or littering in and around rivers and watercourses can cause pollution, harm wildlife and can lead to blockages which can cause flooding. Report any fly tipping to online.northumberland.gov.uk or scan the QR code.

If you would like any further information on the subject of this letter or would like advice on creating a Personal Flood Plan and signing up to our Flood Warning Service please contact me on colin.hall@environment-agency.gov.uk.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Colin Hall'.

Colin Hall
Flood Resilience Community Engagement Officer – Northumberland
colin.hall@environment-agency.gov.uk
External: 020 77140547
Mobile: 07384877507

Personal flood plan

Name



Are you signed up to receive flood warnings?

If not call Floodline on 0345 988 1188 to see if your area receives free flood warnings.

Let us know when you've completed your flood plan by calling Floodline on **0345 988 1188**. This will help us learn more about how people are preparing for flooding.

General contact list	Company name	Contact name	Telephone
Floodline	Environment Agency		0345 988 1188
Electricity provider			
Gas provider			
Water company			
Telephone provider			
Insurance company and policy number			
Local council			
Local radio station			
Travel/weather info			

Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

Who can help/who can you help?

Relationship	Name	Contact details	How can they/you help?
Relative			
Friend or neighbour			

Be prepared for flooding. Act now

Personal flood plan

What can I do NOW?



Put important documents out of flood risk and protect in polythene

Look at the best way of stopping floodwater entering your property

Find out where you can get sandbags

Identify what you would need to take with you if you had to leave your home

Check your insurance covers you for flooding

Make a flood plan and prepare a flood kit

Identify who can help you/ who you can help

Understand the flood warning codes

What can you do if a flood is expected in your area?

Actions	Location
Home	
● Move furniture and electrical items to safety	
● Put flood boards, polythene and sandbags in place	
● Make a list now of what you can move away from the risk	
● Turn off electricity, water and gas supplies	
● Roll up carpets and rugs	
● Unless you have time to remove them hang curtains over rods	
● Move sentimental items to safety	
● Put important documents in polythene bags and move to safety	
Garden and outside	
● Move your car out of the flood risk area	
● Move any large or loose items or weigh them down	
Business	
● Move important documents, computers and stock	
● Alert staff and request their help	
● Farmers move animals and livestock to safety	
Evacuation - Prepare a flood kit in advance	
● Inform your family or friends that you may need to leave your home	
● Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, toys for children and pets, rubber gloves and wellingtons	

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the **National Flood Forum** at www.bluepages.org.uk

Be prepared for flooding. Act now