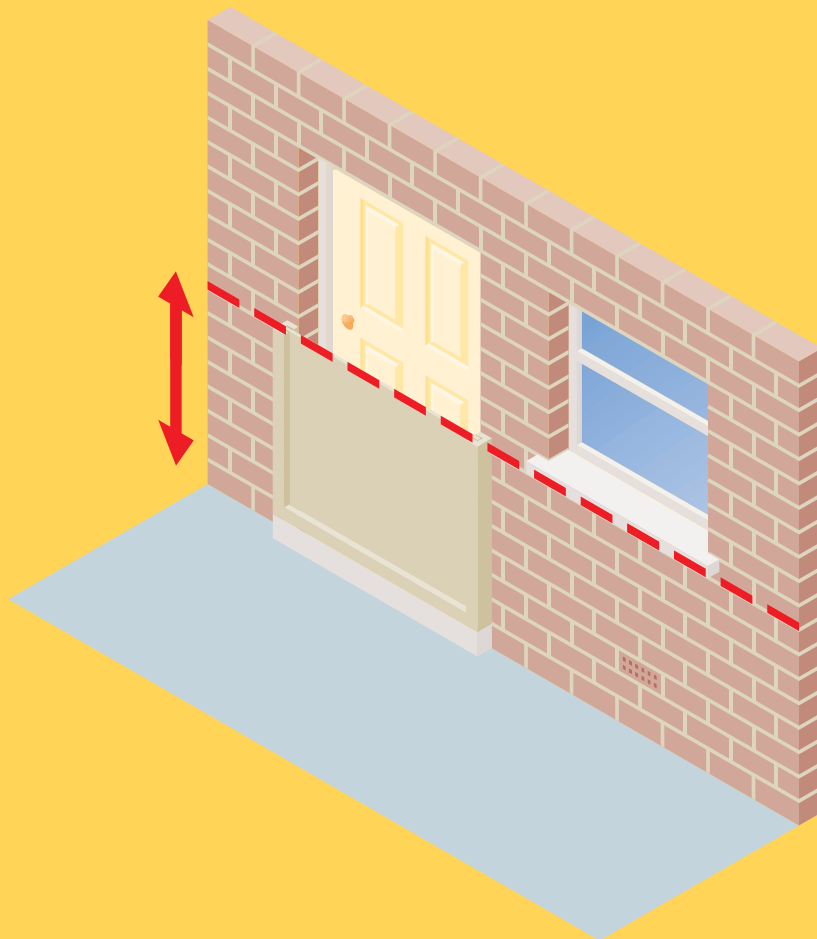


**Floodline**  
0845 988 1188  
ENVIRONMENT AGENCY

# Managing flood risk

Taking effective action **now**



**ENVIRONMENT  
AGENCY**

## Useful information

### The Automated Voice Messaging Service

If you live or work in an area prone to flooding from rivers or the sea you may be able to receive flood warnings direct by phone at home or at work, via the Agency's Automated Voice Messaging Service (AVM).

The service is free and messages can be sent to all types of telephone including mobile phones. The system will try to telephone a maximum of three times, and to keep the service as accurate as possible we ask that you inform us of any changes to your telephone numbers or address.

### What happens when a Flood Warning is issued?

- 1** This warning is sent direct to your home or work telephone number, and a pre-recorded message will tell you:
  - What level of warning has been issued
  - To telephone Floodline and listen to the Quickdial information for your area
- 2** The message then asks you to press 1 to acknowledge the message.
- 3** Follow the procedure on page 1 and listen to the Quickdial information for your area.

Should an answer phone pick up the message it may not record the whole warning, and we advise people to contact **Floodline** on **0845 988 1188** and listen to the quickdial information for their location immediately.

We can also contact additional numbers to issue warnings. However, we stress that it is important that the person receiving the warning is aware of the system, and knows to pass the message on in order to take effective action.

### Do you know your codes?



Flooding possible. Be aware!  
Be prepared! **Watch out.**



Flooding expected, affecting homes, businesses and main roads. **Act now!**



Severe flooding expected. Imminent danger to life and property. **Act now!**



An all clear will be issued when flood watches or warnings are no longer in force. Flood water levels receding. Check all is safe to return. **Seek advice.**

# Managing flood risk - taking effective action now

In recent years we have seen more flooding in England and Wales, which has focussed attention on the need to provide better flood protection for people and property.

The new BSI Kitemark standard has been established for flood protection products including flood boards and freestanding barriers. The products bearing the familiar Kitemark symbol have been rigorously tested to test that they are fit for the purpose intended.

Insurance companies are now offering flood cover based on the actual risks of flooding. Insurers will take account of **effective action** people have taken to protect their homes and business, including the use of Kitemarked flood products.

If you occupy a building in a flood prone location, you should really assess how to reduce the risk of flooding to your property, for which you may need to seek professional advice.

## Consider

- Is there a history of flooding in your area?
- Are there potential sources of flooding?
- Does the Environment Agency provide a flood warning service in your area?
- Is there a concern about the risk of flooding in your local community?

## Think

- How would water get into your property (e.g. through doors, walls, drains, groundwater seepage)?
- What damage would this cause to the building and the contents?
- What would be the cost of repair and how much disruption would it bring?

## Case study examples

On the following pages are some real life examples of people throughout the south west who have chosen to take effective action. Some have learnt through bitter experience, whilst others have seen the potential misery and loss caused to others and have taken the right action to reduce the risks **Now**.

## Managing flood risk - taking effective action now

*'It takes less than a minute to install each of the flood guards and gives us peace of mind, knowing that we can put up the boards early on, even before we got to bed.'*

After their home flooded 10 years ago, Mr and Mrs S along with their landlord decided to invest in the purchase of two flood guards to protect the front and back doors of their home.

Mr S, now aged 84, was able to demonstrate how simple it is to install the units, taking less than one minute to put up the first unit.

Mr and Mrs S have signed up to the Environment Agency's Automatic Voice Messaging (AVM) flood warning service to ensure they receive up-to-the minute flood warnings.



## Managing flood risk - taking effective action now

Water can enter a home via a property's airbricks, and potentially cause thousands of pounds worth of damage.

Despite being above the river Mr W can still suffer flooding from both the river and surface water.

During flooding, rather than coming over his threshold, water entered the property via the airbricks.

After flooding in 1993 Mr W bought a set of airbrick covers which he uses to protect his home. He is also connected to the Agency's AVM flood warning service.



*'When I get a message from the Agency's AVM flood warning service I simply fix a frame around each airbrick and then screw on the cover - it only takes a few minutes'.*

# Managing flood risk - taking effective action now

*'We knew we were in an area prone to flooding, but did nothing about it. November 2000 showed us we should have...'*



Shortly after moving into their home, Mr and Mrs S discovered their village was prone to flooding. Although there had been minor flooding in the recent past they decided to ignore the risk.

In November 2000 more serious flooding affected their property causing substantial damage throughout the ground floor.

Action was needed – the couple bought door boards, which are fitted quickly and easily, and joined the Agency's AVM service to ensure they receive flood warnings.



# Managing flood risk - taking effective action now

*'It pays to take all the precautions you can before you are flooded'.*

After several hours of exceptionally heavy rain Ms B's home was flooded on New Years Day 2003 when the local river flowed out of its bank. Surface water added to the problem affecting several cottages, amongst them that of Ms B.

Ms B decided to take positive steps to help reduce the impact of future floods on her property. Firstly she bought two flood boards - for the front and rear of her cottage. Secondly she installed a sump with a float-activated pump, as floodwater could still enter her property from under the ground floor.

The pump acts by sensing when groundwater is rising under the cottage and pumps it away before it can rise through the floor of the property.



For further information on kite marked products please visit our website:  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)  
or telephone FLOODLINE 0845 988 1188

## SOUTH WEST REGION ADDRESSES

### REGIONAL OFFICE

Environment Agency  
South West Region  
Manley House  
Kestrel Way  
Exeter EX2 7LQ  
Tel: 01392 444 000  
Fax: 01392 444 238

### SOUTH WESSEX AREA OFFICE

Environment Agency  
Rivers House  
Sunrise Business Park  
Higher Shaftesbury Road  
Blandford DT11 8ST  
Tel: 01258 456 080  
Fax: 01258 455 998

### DEVON AREA OFFICE

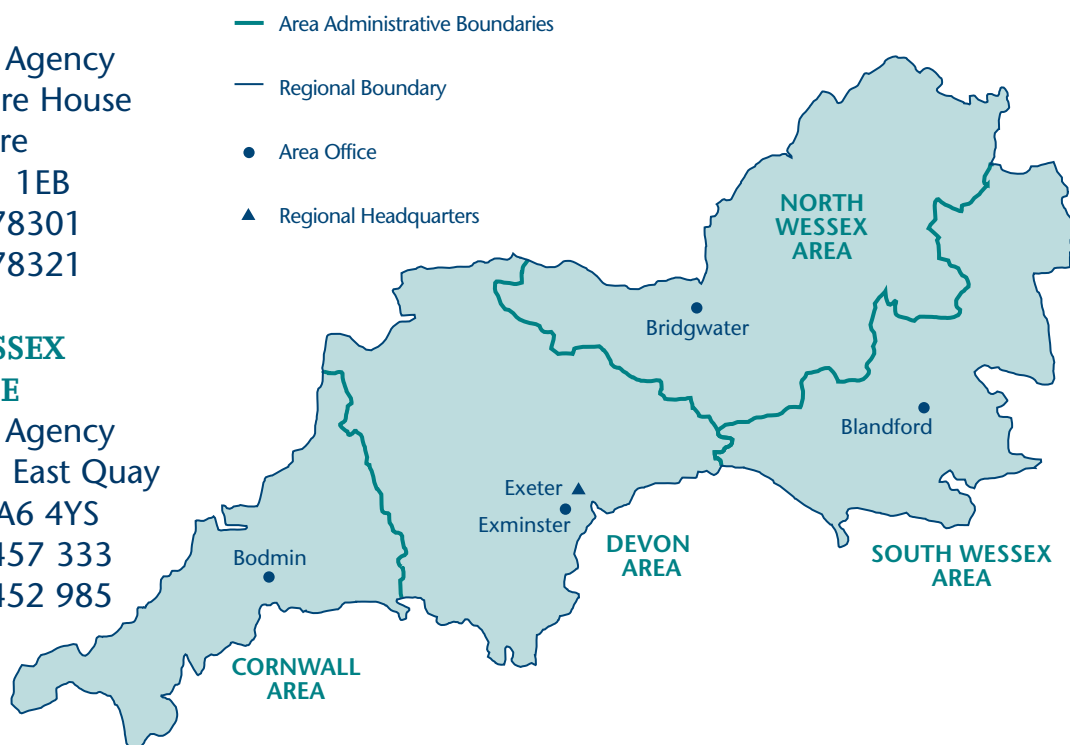
Environment Agency  
Exminster House  
Miller Way  
Exminster  
Devon EX6 8AS  
Tel: 01392 444 000  
Fax: 01392 316 016

### CORNWALL AREA OFFICE

Environment Agency  
Sir John Moore House  
Victoria Square  
Bodmin PL31 1EB  
Tel: 01208 78301  
Fax: 01208 78321

### NORTH WESSEX AREA OFFICE

Environment Agency  
Rivers House, East Quay  
Bridgwater TA6 4YS  
Tel: 01278 457 333  
Fax: 01278 452 985



[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

ENVIRONMENT AGENCY  
GENERAL ENQUIRY LINE

**0845 933 3111**

ENVIRONMENT AGENCY  
FLOODLINE

**0845 988 1188**

ENVIRONMENT AGENCY  
EMERGENCY HOTLINE

**0800 80 70 60**



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