

# Key Contacts for Flooding Emergencies

## Key reminders

- 1) During a flood event RBC will prioritise the delivery of sandbags to those most vulnerable and at risk of immediate internal flooding of habitable rooms (not garages or gardens)
- 2) Please use the RBC contact details below so that your call can be correctly logged and information shared with our teams
- 3) RBC do not deliver sandbags to commercial businesses
- 4) Be aware that during a flood event the road network may flood which can mean access and the delivery of sandbags to homes may not be possible therefore being prepared in advance is vital
- 5) Check if you have a local flood resilience store in your area operated by local Town and Parish Councils as you may be able to obtain sandbags during an event from this location
- 6) Finally please be prepared – if you're at risk of flooding it's vital to take steps to protect your home by fitting flood protection measures and keeping your own stock of sandbags

## Contacting Rushcliffe Borough Council

**0115 981 9911** Monday to Friday 8.30am to 5pm  
**0115 981 1143** all other times  
[www.rushcliffe.gov.uk/flooding](http://www.rushcliffe.gov.uk/flooding)

RBC work closely with key partner agencies in a multi-agency approach to emergency planning and response. If your community is affected by a flooding emergency, please see useful contact details and information below.

### Flooding

<b>Environment Agency</b>	<b>0345 988 1188</b> <b><a href="http://www.gov.uk/sign-up-for-flood-warnings">www.gov.uk/sign-up-for-flood-warnings</a></b>	<b>Floodline: For advice and information on flood risk. Sign up online to receive flood warnings in your area</b>
<b>Severn Trent Water</b> <b>(24 hours)</b>	<b>0800 783 4444</b>	<b>For reporting emergencies such as sewer flooding</b>
<b>Nottinghamshire</b> <b>County Council</b>	<b>0300 500 8080</b> <b>Out of hours</b> <b>01253 502 776</b>	<b>Customer contact centre</b> <b>For reporting drainage problems on the highways network</b>

### Power cut

<b>Electricity network operators</b>	<b>105</b>	<b>Free number to call</b>
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