

April 2024

Dear Householder or business owner,

## Your home could be at risk of flash flooding.

Flash flooding is dangerous and can happen very quickly. The effects can have devastating impacts on property and be a risk to life.

The Environment Agency has identified your address as being located within a Rapid Response Catchment (RRC) and we want to ensure you are aware and prepared for the potential risk of a flash flood.

RRCs are areas where rivers are very responsive to extreme rainfall and can cause severe flooding even before flood warnings are issued. Heavy rainstorms are becoming more common and therefore increasing the likelihood of a flash flood.

Knowing what to do in a flood can significantly reduce the risk to life, property, and possessions.

### What you can do:

- 1. Be vigilant of weather forecast for heavy rain or thunderstorms.** Download the Met Office Weather app and save your home location to be aware of their weather warnings or sign up to receive these by email at [www.metoffice.gov.uk/about-us/guide-to-emails](http://www.metoffice.gov.uk/about-us/guide-to-emails).
- 2. Sign up for the 'Rivers in the Forest of Dean' Flood Alert and 'River Lyd at Lydney' Flood Warning** at [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings) or call **Floodline on 0345 988 1188** or scan this QR code.  
However, be aware that flash floods can occur before there's time for warnings to be issued.
- 3. Be prepared.** Think about what actions you would need to take. Complete your Flood Plan now and keep it somewhere safe. More information from your Local Authority can be found at <https://www.fdean.gov.uk/environment/flooding/>.



It is important to note that there has been no change to your property's flood risk and this awareness letter will not affect your insurance premium. If you have any questions or feedback, please contact us at: [floodresilience@environment-agency.gov.uk](mailto:floodresilience@environment-agency.gov.uk)

With best wishes,

West Midlands Flood Resilience Team



# Your Personal Flood Plan

## Think about what you can do NOW to be prepared:

- ✓ Sign up to flood warnings and the Met Office weather warnings.
- ✓ Move important documents and treasured items upstairs or somewhere high.
- ✓ Check if your house insurance covers flooding.
- ✓ Note the location of utility cut offs and complete the contact list below.
- ✓ Identify what you would need in a Grab Bag if you had to suddenly leave your home.
- ✓ Consider how you could stop water entering your property.

## Emergency Contacts: **call 999 if in immediate danger**

Supplier	Telephone	Notes:
Electricity:		Location of cut off?
Gas:		Location of cut off?
Water: Severn Trent	0800 783 4444	Location of stop tap?
Phone/broadband:		
Insurance Company:		

Do you know how to cut off utilities?

Floodline	Flood Warnings and Alerts 0345 988 1188
Environment Agency	Incident Line 0800 807060
Forest of Dean District Council	01594 810000
Local radio stations	BBC Radio Gloucestershire 104.7FM
Weather Updates	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
Friends/neighbours	

## What to do if a flood is expected: (ONLY if it's safe and you have time)

- Turn off your electricity, gas, and water supply.
- Raise up or move furniture and electrical items to safety.
- Hang curtains over rods and roll up and remove any rugs.
- Prepare a Grab Bag in case you need to leave – inc. phone and charger, clothing and wellies, toiletries, medications, food and drink, essential items for children and pets.

### And outside...

- Put any household flood resilience measures in place.
- Move your vehicle to somewhere safe.
- Relocate pets e.g. rabbit hutches to a safe place.
- Move or weigh down any loose garden items to prevent them floating away.

## Should you need to evacuate:

- Secure your property, take your grab bag, and inform family where you will be.
- If you are advised to leave your property, please think carefully before refusing; it may not be possible to rescue you if due to flooding the situation deteriorates and you've changed your mind.
- We will also inform you if a rest centre or place of safety is activated.

Think about your neighbours. Do you have their phone numbers?

