

Dear Resident,

Be flood aware this winter

Flooding can happen at any time of year. While we cannot predict exactly what this winter will bring, taking a few simple actions now can help you stay informed and prepared.

The Environment Agency is here to help. We monitor rainfall, river and sea levels 24 hours a day, issue flood warnings, maintain flood defences and work closely with local partners to support communities before, during and after flooding.

Get flood warnings

You are receiving this letter because your property is located within an Environment Agency Flood Warning Area.

Sign up to the Environment Agency's free **Flood Warning Service**, the simplest way to stay informed if flooding is expected in your area.

You can receive flood warnings by phone, text message or email, giving you valuable time to take action.

Already registered? Please check your contact details are up to date.

Sign up for free flood warnings

www.gov.uk/get-flood-warnings

Flood information and advice

Flood warnings are an important first step. There are also other ways to help reduce the impacts of flooding.

- Create a personal flood plan
- Explore property flood resilience measures that can help protect your home
- Check river and rainfall levels in your area
- Check your home or business insurance covers flood risk
- Find out about local Flood Warden schemes and community support

More information is available at www.gov.uk/flood

Being flood aware does not mean flooding will occur. It simply means knowing where to find information if conditions change.

Thank you for taking the time to read this letter. By staying informed, you can help make your community more resilient to flooding.

Yours faithfully,

Environment Agency

Email

emdenquiries@environment-agency.gov.uk

Customer enquiries

08708 506 506 (Monday to Friday, 8am to 6pm)

Floodline (24 hours)

For the latest flood information and warnings

0345 988 1188

Incident hotline (24 hours)

To report flooding or environmental incidents

0800 80 70 60

Report a river blockage

www.gov.uk/report-river-blockage