

# After a Storm or Flood

## Some useful contact information for those affected

This information should be read in conjunction with the Environment Agency's leaflet *Flooding: Advice for the Public*.

### If Your Property Has Been Flooded

There are many incidents across the county from vehicle crashes to building collapses. Please do not call 999 to ask for flood water to be pumped from your property as Kent Fire and Rescue Service are unlikely to be available.

You should first contact your insurance company who can help arrange for a private company to assist you. In addition, there has to be at least six inches of water before pumping is possible and there must be a suitable place for water to be pumped to.

### Insurance

If you do not know your insurance details, the Association of British Insurers has a website that offers advice, [www.abi.org.uk](http://www.abi.org.uk). Your bank may also be able to tell you who you make payments to.

### Alternative Accommodation

The most comfortable option available is likely to be to find temporary accommodation with friends and family or to contact your insurance company to see if they will cover other temporary accommodation. If you have nowhere else to go, contact your local Council (see contact details at the end of this leaflet) as emergency shelter may be possible.

### Gas and Electricity

- To report a power cut or concerns about the safety of their equipment, contact UK Power Networks [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk), 0800 783 8866 or 01243 50 8866. To contact by email please go to [www.ukpowernetworks.co.uk/internet/en/help-and-advice/enquire-online/](http://www.ukpowernetworks.co.uk/internet/en/help-and-advice/enquire-online/).
- For any gas emergency phone 0800 111 999.

### Water

Your water supplier will vary depending where you live:

- South East Water - <http://www.southeastwater.co.uk/contact-us>. Monday to Friday 8am-7pm and Sat 8am-1pm 0333 000 0002. For out of hours emergencies please call 0333 000 0365.
- Southern Water (East Kent & Medway) - [www.southernwater.co.uk/](http://www.southernwater.co.uk/). For water and wastewater enquiries lines are open 24 hours a day for emergencies,

otherwise from 8am–7pm, Monday to Friday, and from 9am–1pm on Saturdays  
0845 278 0845

- Mid Kent Water - [www.midkentwater.co.uk/](http://www.midkentwater.co.uk/). Mon to Fri 8am - 7pm Sat 8am - 1pm. **0333 000 0002. Out of hours emergencies: 0333 000 0365** - please only use this emergency number if you have no water at your cold water kitchen tap, there is a burst water main in the highway, or damage or danger could be caused to people or properties from a water leak.

## Food Safety Advice

If you have been in contact with flood water or any debris, wash your hands thoroughly before handling any food.

- Food Standards Agency <http://www.food.gov.uk/>, 020 7276 8829, [helpline@foodstandards.gsi.gov.uk](mailto:helpline@foodstandards.gsi.gov.uk)
- Your District Council's Environmental Health team may also provide advice.

## Rubbish

Your local council will be making normal rubbish collections. Please do not leave loose items out for collection. If necessary, you should contact your local council to arrange a bulky refuse collection. You can also take most domestic waste to a household waste recycling centre.

Waste collection – please see local council contact details at the end of this leaflet.

Household waste recycling centres

[http://kent.gov.uk/environment\\_and\\_planning/recycling\\_and\\_rubbish/waste\\_and\\_recycling\\_centres.aspx](http://kent.gov.uk/environment_and_planning/recycling_and_rubbish/waste_and_recycling_centres.aspx)

It might be worth checking with your insurance company before you dispose of anything you could be claiming for.

## Businesses

If you have a business that has been affected, the Business Emergency Recovery Group is part of Business in the Community, a business-led charitable organisation that may be able to assist you.

<http://www.bitc.org.uk/programmes/business-emergency-recovery-group-berg>

## Consumer Advice

Trading Standards approved businesses can be found on

<http://www.buywithconfidence.gov.uk/sitepages/bwchome.aspx>

Consumers can get advice from KCC Trading Standards via the Citizens' Advice Consumer Service on 08454 040506 or

[http://www.kent.gov.uk/community\\_and\\_living/protecting\\_consumers/severe\\_weather\\_-\\_repairing\\_the.aspx](http://www.kent.gov.uk/community_and_living/protecting_consumers/severe_weather_-_repairing_the.aspx) or from Medway Council using the contact details at the end of this leaflet.

## Help in a Crisis

If you are facing exceptional pressures as a result of an emergency or crisis, there are services that may be able to provide short term help. Information is available at [http://www.kent.gov.uk/community\\_and\\_living/money\\_matters/your\\_money/kent\\_support\\_assistance.aspx](http://www.kent.gov.uk/community_and_living/money_matters/your_money/kent_support_assistance.aspx)

## District Councils

**The phone numbers listed here are the Council's main contact numbers and might not be available outside normal working hours.**

**Ashford** [www.ashford.gov.uk](http://www.ashford.gov.uk)  
[customer.care@ashford.gov.uk](mailto:customer.care@ashford.gov.uk) , 01233 331 111

**Canterbury** [www.canterbury.gov.uk](http://www.canterbury.gov.uk)  
[Customer.services@canterbury.gov.uk](mailto:Customer.services@canterbury.gov.uk), 01227 862 000

**Dartford** [www.dartford.gov.uk/](http://www.dartford.gov.uk/)  
[customer.services@dartford.gov.uk](mailto:customer.services@dartford.gov.uk), 01322 343 434

**Dover District Council** <http://www.dover.gov.uk/Home.aspx>  
01304 821199, [customerservices@dover.gov.uk](mailto:customerservices@dover.gov.uk)

**Gravesham** [www.gravesham.gov.uk/](http://www.gravesham.gov.uk/)  
[customer.services@gravesham.gov.uk](mailto:customer.services@gravesham.gov.uk), 01474 564422.

**Maidstone** [www.maidstone.gov.uk/](http://www.maidstone.gov.uk/)  
01622 602750, [customerservices@maidstone.gov.uk](mailto:customerservices@maidstone.gov.uk)

**Medway Council** <http://medway.gov.uk/default.aspx>  
01634 333333, [info@medway.gov.uk](mailto:info@medway.gov.uk)

**Sevenoaks** [www.sevenoaks.gov.uk](http://www.sevenoaks.gov.uk)  
[information@sevenoaks.gov.uk](mailto:information@sevenoaks.gov.uk), **01732 227000**

**Shepway** [www.shepway.gov.uk](http://www.shepway.gov.uk)  
01303 853 000

**Swale Borough Council** <http://www.swale.gov.uk/>  
Tel: 01795 417850, [www.swale.gov.uk/contact-us/](http://www.swale.gov.uk/contact-us/)

**Thanet District Council** <http://thanet.gov.uk/>  
Tel: 01843 577000, [customer.services@thanet.gov.uk](mailto:customer.services@thanet.gov.uk)

**Tonbridge and Malling** [www.tmbc.gov.uk/](http://www.tmbc.gov.uk/)  
[www.tmbc.gov.uk/do-it-online/report-it](http://www.tmbc.gov.uk/do-it-online/report-it), emergency out of hours 01732 844 522.

**Tunbridge Wells** [www.tunbridgewells.gov.uk/](http://www.tunbridgewells.gov.uk/)  
01892 526121

If you need help with access to a computer or a phone, your local library or Gateway may be able to help. Gateways may also be able to give you more advice on many of the local council services mentioned here.