

Useful contacts

Water Supply (for area, see your water bill)
United Utilities 08457 462200
Yorkshire Water 08451 242424

Sewers (see map)
United Utilities 08456 020406
Yorkshire Water 08451 242429

Environment Agency
Floodline 0845 988 1188

Lancashire County Council
Highways 0845 053 0011

Pendle Borough Council
24 hr Emergency Contact No. 01282 661999
Switchboard 01282 661661

If you think that your property might be at risk,
more permanent types of flood protection may
be suitable. For advice, call Pendle Council's
Engineering and Special Projects Department.



If you need any additional information,
please contact:

Engineering and Special Projects
Elliott House
9 Market Square
NELSON
Lancashire
BB9 0LX

Tel: 01282 661661
Fax: 01282 661068
Email: engineering@pendle.gov.uk



If you would like this information
in a way which is better for you,
please telephone us.

اگر آپ یہ معلومات کسی ایسی شکل میں
چاہتے ہیں، جو کہ آپ کے لئے زیادہ مفید
ہو تو برائے مہربانی ہمیں ٹیلیفون کریں۔



2006-2007
Transforming the Delivery of
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LIBERATA OUTSOURCING
WHERE WORK FLOWS™

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Flood Advice and Sandbag Use



Borough of
Pendle
Putting people first

FLOODING

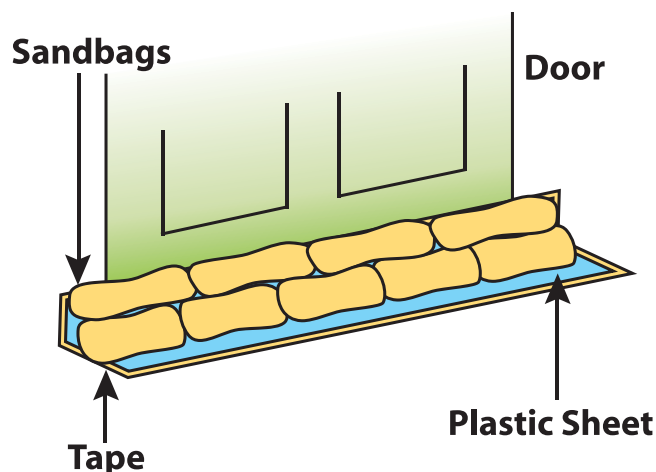
Flooding can occur from many sources, such as rivers and streams, sewers, drains and major water bursts. It is fairly unlikely that you will suffer flooding inside your property, but if it happens it can be devastating. It is always best to be prepared – spending a short amount of time looking at your property to assess the risks and making a plan of action could be time well spent.

Consider an emergency kit. Keep it at a high level within the property so it is not damaged by the floodwater.

Floodwater can enter a property in many ways, e.g. through doors, French windows, air vents and even through ground floor toilets.

The most common type of protection against flooding is the use of sandbags. Pendle Council is willing to supply filled sandbags to residents and businesses, and at the moment this service is free of charge. You can get these by ringing 01282 661661 during normal working hours (Mon–Fri, 9am–5pm) or 01282 661999 out of hours.

Sandbags will deteriorate if you do not store them correctly and then they would be useless if needed. They are best stored off the ground, in a dry place and out of direct sunlight. The sandbags work better if you tape down plastic sheets first (over gaps), as shown in the diagram.



USE OF SANDBAGS

To seal doors, you should place empty bin bags around the bottom and sides of the door. Always leave a good overlap between the bin bags and use insulation tape to hold them in place. Please note that bin bags and insulation tape will not be provided by Pendle Council. Place the sandbags on top of the bin bags and tread them into place. Air vents can be sealed in a similar way. Do not forget to seal up other gaps like letterboxes, cat flaps, tumble drier vents, etc.

If water does get into your property, try to bail it out if you can and to keep safe, turn off your electricity and gas supply. When the level of floodwater is going down, contact your insurance company as they should be able to offer advice to reduce the amount of damage to your property and possessions.

Pendle Council is not legally required to give help during flooding, but will help where possible, according to the resources available. Very serious flooding, resulting in the need to evacuate houses and set up temporary accommodation, is covered by the Council's Emergency Plan.

HEALTH AND SAFETY

Floodwater often leaves muddy deposits that may contain bacteria and other micro-organisms. Please do not worry as the risk to health is believed to be small. However, if you have a stomach upset after contact with floodwater or you are concerned in any way, please consult your GP.

EMERGENCY KIT

- Battery-powered radios
- Torch (including batteries)
- Rubber boots
- Rubber gloves
- A camera and film, or video, to record the flooding as it occurs (for insurance purposes)
- Bin bags (plastic sheets)
- Insulation tape

ACTION

- Concentrate on the lowest area first and remember to block any ground floor toilet bowls with a sandbag to reduce internal flooding with sewage.
- Move valuables to a higher level within the property, e.g. upstairs, shelves or windowsills. Do not forget items that cannot be replaced such as photograph albums and other items of sentimental value.
- Ensure electrical equipment is lifted from the floor, e.g. video cassette recorders, radios, etc.
- Do not forget pets or to make arrangements for children at school.
- If you have time, move your car out of the area if it is safe to do so, but avoid driving through any floodwater as the wave created by your vehicle could easily flood more properties.

When you have achieved all that you can, see if your neighbours need any help. Remember, photos and video evidence taken during the flooding can help with investigations and insurance claims.

**ALWAYS AVOID TRAVEL IF THERE IS
DEEP WATER ON THE ROADS**