

# It is vital that every resident or business reports flooding every time it happens and to the correct authority

## Report flooding

- In an emergency with risk to life - Surrey Fire and Rescue Service 999 or 112
- Surface Water Flooding from roads or drains - Surrey County Council (SCC) 0300 200 1003 or text for the deaf or hard of hearing using 07860 053 465

SCC Flood and Climate Residence Team [flooding.enquires@surreycc.gov.uk](mailto:flooding.enquires@surreycc.gov.uk)

Get advice or report surface water or ground water flooding at:

[www.surreycc.gov.uk/community/emergency-planning-and-community-safety/flooding](http://www.surreycc.gov.uk/community/emergency-planning-and-community-safety/flooding)

- River flooding - The Environment Agency – 0800 80 70 60  
Type Talk (for hard of hearing) 0345 602 6340)

## Report foul flooding or water with sewage

- Thames Water 0800 316 9800 or Southern Water 0330 303 0368

Online at [www.thameswater.co.uk/help/report-a-problem](http://www.thameswater.co.uk/help/report-a-problem)

Online at [www.southernwater.co.uk/help-and-support](http://www.southernwater.co.uk/help-and-support)

## If you are displaced or need rehousing

Contact Guildford Borough Council Emergency Planning Team

- During office hours - 01483 505050      Out of hours emergencies: 01344 949371  
Emergency housing situations: 01483 517898

## If you have concerns about an elderly or vulnerable person

Contact Surrey County Council Adult Social Care Team

- During office hours 0300 200 1005 - text for deaf or hard of hearing 07527 182 861
- Out of hours emergency 01483 517 898 - text for deaf hard of hearing 07800 000 388

Online at [www.surreycc.gov.uk/adults/care-and-support/concerns](http://www.surreycc.gov.uk/adults/care-and-support/concerns)

## After a flood help and advice

Insurance Companies Build Back Better

FloodRe and flood insurance

[www.floodre.co.uk/buildbackbetter](http://www.floodre.co.uk/buildbackbetter)

Help and advice with flooding

National Flood Forum [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

Email [info@floodforum.org.uk](mailto:info@floodforum.org.uk)

Telephone 01299 403 055