

# Protect your home this winter from flooding

This year's long hot summer has increased the risk of flooding across our region.

## Why?

Prolonged periods without rain means that the ground has dried and hardened significantly. This increases the risk of flooding, as the ground takes much longer to absorb rainwater than normal, and surface water accumulates quickly.

**You can act today to protect your home from flooding.**



## To reduce the risk of flooding, it's important to:



Check gutters, drains and downpipes across your property, clearing out excess leaves, silt or debris that may have accumulated over the summer period.



Notify your local council of any blocked gullies, drains or ditches in your local area.

## Help to avoid blockages that cause sewer flooding by:



Only flush the 3Ps: pee, poo and paper



Bin wet wipes and sanitary products



Once cooled, bin any cooking fat, oil or grease

If you see any flooding coming from manholes or anything in a river, lake or stream that shouldn't be there, we want to know about it as soon as possible.

Report it easily by visiting [anglianwater.co.uk/tell-us](https://anglianwater.co.uk/tell-us)



Scan the QR code  
for more help and advice

Or visit [anglianwater.co.uk/help-and-advice/flooding-guidance](https://anglianwater.co.uk/help-and-advice/flooding-guidance)



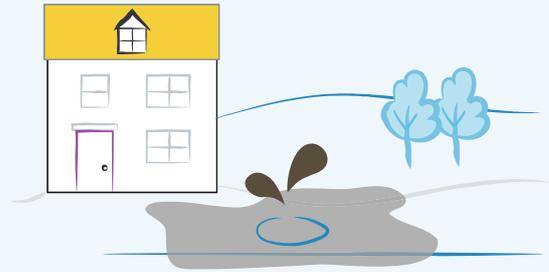


# Who to contact for help with flooding issues:



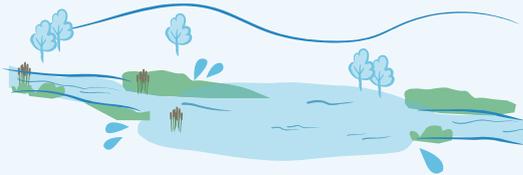
## Flood water from highways, run off from fields or issues with land drainage:

Contact the local council.  
Most flooding caused by rainwater will subside once the rain stops. If it's causing a danger to life call **101** or **999**.



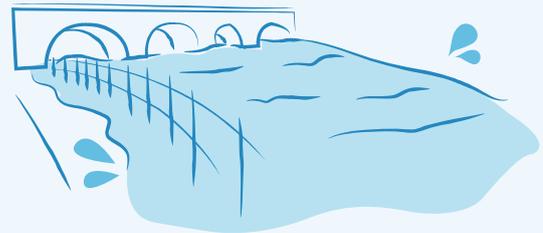
## A new water or sewerage issue:

Anglian Water will be closely monitoring our network in the area, but if there is a problem the quickest way to tell us is to visit [anglianwater.co.uk/tell-us](https://www.anglianwater.co.uk/tell-us)  
Alternatively, customers can call the 24/7 customer services team on **0345 7145 145**.



## Clearing up debris left over from the flooding:

Speak to the local council to get help to clean up silt and mud left behind by receding rain or flood water. If there's been any flooding from Anglian Water sewers, they will attend as soon as possible to clear up, but only once they've helped customers who have flooding inside their homes or problems with their water supply.



## For high or overflowing rivers:

Call the Environment Agency on **0800 80 70 60** for help and advice.  
The Environment Agency has published a guide, [Living on the Edge](#) for people who own property alongside a river or other watercourse.



Scan the QR code for more information on flooding insurance

Or visit [floodre.co.uk](https://www.floodre.co.uk)



Scan the QR code for help recovering after a flood

Or visit [nationalfloodforum.org.uk](https://www.nationalfloodforum.org.uk)