

MAYOR OF LONDON

FLASH FLOODING

**If you live in a basement property, you
may be at greater risk.**

Here's how you can prepare for flash floods.



This leaflet is designed to help you prepare for flash floods, which we expect to happen more frequently in our city. Be prepared – it could help to save lives.

Safety message from the Mayor of London:

"Serious flooding in London in recent years proves that the climate crisis is no longer a distant problem, but one increasingly on our doorsteps. We must all take action now to help build a greener city that is more resilient to the devastating impacts of climate change."



Sadiq Khan
Mayor of London

Flash flooding happens when heavy rain falls on hard surfaces overwhelming drainage and sewers. Flash floods are difficult to predict and often happen quickly with fast flowing water. They are more likely to happen during intense summer storms. The likelihood of flooding remains low for most basements, but where it happens, damage and risk to life can be serious.

WHAT YOU NEED TO DO TODAY TO BE PREPARED:

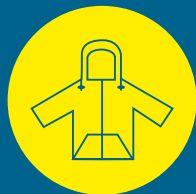
- Sign up to weather warnings: [metoffice.gov.uk](https://www.metoffice.gov.uk)
- Put your valuables on a high shelf to protect them from water damage.
- Make sure you know how to turn off your water, gas and electricity supply.
- Check your household building or contents insurance covers flooding. If you don't have any, FloodRe may be able to help: [floodre.co.uk](https://www.floodre.co.uk)
- Save phone numbers e.g., your insurance company, landlord, housing association and local council in your phone.
- Check drains outside your home and on your street are clear. Report street drainage issues to your council by phone, via their website or at [fixmystreet.com](https://www.fixmystreet.com) or [lovecleanstreets.info](https://www.lovecleanstreets.info)
- Prepare a flood kit.

Your flood kit should contain items you must have if you need to leave your home.

Things like:



Medicine and prescriptions



Warm / Waterproof clothing



Phone charger



ID / Passport and insurance policies



Torch

BEFORE IT FLOODS, YOU SHOULD:

PREPARE:

Check Met Office warnings and listen to local news if storms are forecast. Make sure your flood kit is ready just in case.

IF IT FLOODS, YOU SHOULD:

ACT:

If water starts to enter your home, move yourself, your family and pets away from danger. Turn off electricity, gas and water if safe to do so. Avoid flood water if possible as it may contain chemicals and waste. Don't drive through flood waters, as it's dangerous.

SURVIVE:

Call 999 if there is a threat to life. Emergency services can help if you need to evacuate your home.

LEND A HAND:

Check on vulnerable neighbours if you can.

WHO TO CALL DURING A FLOOD:

- For emergencies such as serious illness, injury and risk to life, call **999**: fire, ambulance and police services
- If your toilet, sink or bath is flooding, call Thames Water: **0800 316 9800**
- Inform your council of flooding coming from outside your property e.g., from the road or pavement – visit **[gov.uk/find-local-council](https://www.gov.uk/find-local-council)** to locate your council. Then, find contact information for the right team by searching for 'flood' or 'flooding' through the council website.

USEFUL CONTACTS

- For general advice, call the Environment Agency's 24-hour floodline: **0345 988 1188**
- The National Flood Forum has a helpline that provides general support before, during and after a flood on issues including insurance, home reinstatement and home resilience. Contact the National Flood Forum charity: **01299 403 055**
nationalfloodforum.org.uk
- To find an insurer, try FloodRe: **floodre.co.uk**
- If you are a renter inform your landlord/housing association if your home has flooded and needs repairs.

For more advice, visit: **[London.gov.uk/flash-flooding](https://www.london.gov.uk/flash-flooding)**



MAYOR OF LONDON

IT'S BEEN A YEAR SINCE THE MAYOR OF LONDON AND PARTNERS LAST SENT YOU THIS LEAFLET – HERE'S WHAT WE'VE DELIVERED TOGETHER SINCE THEN

London experienced devastating floods in 2021. The Mayor wants to protect Londoners by building the city's resilience to flooding, and helping people understand their risk and how to prepare. This can only be done through strong partnerships and working together to take city-wide action.

Last year, the Mayor set out a bold ambition to clean London's rivers, canals, and other waterways by 2034. This March he brought together a landmark coalition to start this work. He announced £1.8bn in funding from City Hall, Thames Water and other partners to clean London's waterways and deliver projects to reduce flash flooding.

This will build on the work already underway, including the Thames Tideway Tunnel which has already stopped more than 2,800 Olympic swimming pools of sewage from reaching the Thames since August 2024.

Last month, the Flood Ready London partnership, published a plan to better manage flash flooding in the city. You can find out more at london.gov.uk/surface-water-strategy. Flood Ready London is a partnership with the Mayor of London, Environment Agency, London Councils, London Boroughs, TfL, London Fire Brigade and Thames Water. We will use the plan to inform the best and most cost-effective ways to help everyone in London become flood ready.



WE WANT TO EMPOWER YOU TO WORK WITH YOUR COMMUNITY TO TAKE LOCAL ACTION.

You can use City Hall's new toolkit on building resilience,
including for floods:

communitiesprepared.org.uk/london-community-resilience-toolkit/

To check local flood risk use the Environment Agency tool:

check-long-term-flood-risk.service.gov.uk

