

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 last year proved that the climate crisis was 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, 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 re-instatement and home resilience. Contact the National Flood Forum charity: **01299 403 055** [nationalfloodforum.org.uk](https://nationalfloodforum.org.uk)
- To find an insurer, try FloodRe: [floodre.co.uk](https://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)



LONDON RESILIENCE