**Website link** [Flooding advice - What can I do in case of flooding or I have been flooded? - East Devon](https://eastdevon.gov.uk/environmental-maintenance/emergency-planning/flooding-advice/what-can-i-do-in-case-of-flooding-or-i-have-been-flooded/#article-content)

**I've been flooded - what do I do?**

If you've been flooded either inside your property or outside or both, here are some frequently asked questions to help you recover from the incident.

**My house is uninhabitable and I have no friends and family around to help – what do I do?**

We can provide temporary accommodation so please call us on 01395 571660. If this happens outside of normal working hours, please contact our out of hours service on 0330 678 2382.

**Our food has been spoiled as a result of the flooding – is there any help?**

If you need an emergency food parcel, please contact our Customer Services team on 01404 515616 who would be able to arrange a food voucher in most circumstances.

**I have problems with blocked road drains – who do I need to contact?**

Devon County Council is responsible for road drain clearance. You can [report a blocked drain to them online](https://www.devon.gov.uk/roadsandtransport/report-a-problem/map/map_src/sw) or you can call them on 0345 155 1004.

**Who do I tell about damaged roads, pavements and footpaths caused by the flood?**

Devon County Council is responsible for damaged highways. You can [report a problem to them online](https://www.devon.gov.uk/roadsandtransport/report-a-problem/map/map_src/sw) or you can call them on 0345 155 1004.

**What do I do with my damaged carpets and furniture?**

Please call us on 01404 515616 and we can advise on what can be disposed of and how. Please make sure your insurers know that you are intending to dispose of these items as they may want you to take photos for evidence.

You may find that your insurance company will arrange disposal so make sure you contact them as soon as you can.

**I’m worried about structural damage to my property that could be dangerous**

If there is structural damage that poses a danger, you need to contact our Building Control service. Fill in this [Report a dangerous structure - East Devon](https://eastdevon.gov.uk/building-control/other-building-control-services/report-a-dangerous-structure/) or call 01404 515616. If it’s outside of normal working hours, please contact our out of hours service on 0330 678 2382.

**Report an electrical, gas or sewage problem**

To report:

* an electrical hazard or power cut, contact your [local electricity company](https://www.energynetworks.org/keeping-you-safe/power-cut) or call 105 (calls are free)
* a gas leak, contact [National Grid](https://www.nationalgrid.com/contact-us)
* an overflowing sewer, contact your [water company](https://www.water.org.uk/advice-for-customers/find-your-supplier)

**Pumping out water**

You may need a permit to pump water out of a property. If you want to pump the water into:

* rivers, ditches or watercourses (for example a brook or mill stream), check with your [local Environment Agency office](https://www.gov.uk/government/organisations/environment-agency/about/access-and-opening)
* public sewers, check with your [water company](https://www.water.org.uk/advice-for-customers/find-your-supplier)
* street drains, highways of highway ditches, check with the local highways authority or [National Highways](https://highwaysengland.co.uk/about-us/office-access-and-opening-times/)

You can ask your [local fire brigade](http://www.fireservice.co.uk/information/ukfrs) for help pumping out water. They might charge a fee and can help you get a permit

**I don’t have any contents insurance and financially struggling – what do I do?**

We may be able to point you in the direction of financial support if there is any available at the time. Please call Customer Services on 01404 515616.

Alternatively, contact the Citizen’s Advice Bureau – call **01395 265 070** or email [enquiries@citizensadviceeastdevon.org](mailto:enquiries@citizensadviceeastdevon.org) or you can visit them at 67 Exeter Rd, Exmouth, EX8 1QD. You can also [visit their website](https://citizensadviceeastdevon.org/).

There is more useful information about what to do if you're uninsured on this [website](https://nationalfloodforum.org.uk/about-flooding/insurance/what-if-im-uninsured/).

**Where can I find out more information about flooding?**

We have a [flooding information page](https://eastdevon.gov.uk/environmental-maintenance/emergency-planning/flooding-advice/) on our website that signposts you to where you can get more help and information on various aspects of flooding such as how to sign up to Met Office weather alerts and Environment Agency flood warnings, as well as places you can get practical help and advice.

The [Environment Agency website](https://www.gov.uk/topic/environmental-management/flooding-coastal-change) has also got lots of important and useful information:

Here are some other useful websites:

* [GOV.UK - Environment Agency](https://www.gov.uk/government/organisations/environment-agency)
* [Environment Agency - Prepare your property for flooding](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/451622/LIT_4284.pdf)
* [Environment Agency - What to do before, during and after a flood](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/403213/LIT_5216.pdf)
* [Landmark - Know your flood risk](https://www.landmark.co.uk/products/know-your-flood-risk/)
* [GOV.UK - Preparing your business for flooding](https://www.gov.uk/government/publications/preparing-your-business-for-flooding)
* [GOV.UK - Camping and caravan sites: minimise your flood risk](https://www.gov.uk/guidance/camping-and-caravan-sites-minimise-your-flood-risk)
* [Devon.gov.uk - Flooding](https://www.devon.gov.uk/emergencies/severe-weather/flooding/)
* [GOV.UK - Recovery after a flood](https://www.gov.uk/after-flood)
* [GOV.UK - Floods: cleaning your home safely](https://www.gov.uk/government/publications/floods-how-to-clean-up-your-home-safely/floods-cleaning-your-home-safely)
* [National Flood Forum - Helpline and guidance](https://nationalfloodforum.org.uk/)
* [National Flood Forum - Recovery Page including helpful graphics](https://nationalfloodforum.org.uk/about-flooding/recovering/what-should-i-do/)
* [National Flood Forum - What to do if you're not insured](https://nationalfloodforum.org.uk/about-flooding/insurance/what-if-im-uninsured/)
* [Floodre - Insurance and specific flood cover](https://www.floodre.co.uk/)
* [Shelter - Housing support if your home is flooded](https://england.shelter.org.uk/housing_advice/repairs/housing_help_if_your_home_is_flooded)