

# How to report flooding

## Did you know

Anyone that has a river, stream or drainage ditch running through, or adjacent to their land is known as a 'riparian owner', and is responsible for maintaining the bed and banks to ensure that water can flow normally.

## Reduce the impact of flooding

The National Flood Forum can advise on things like finding flood insurance, or ways you can make your home more flood resilient. [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

## Did you know

The maintenance of roadside ditches generally rests with the adjoining landowner.

## Is your home at risk of flooding?

Find out your flood risk by looking at the Environment Agency's flood maps for rivers and surface water. [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

## Did you know

A third of flood-related deaths in the UK involve drivers taking unnecessary risks. **Do not drive through flood water!**

If your home or business has flooded it's important to let the Council know so that we can investigate.

You can report flooding in a variety of ways:

- Complete an online form at [www.bathnes.gov.uk/reportit](http://www.bathnes.gov.uk/reportit)
- Email [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)
- Tweet [@ccbathnes](https://twitter.com/ccbathnes)
- Call **01225 39 40 41**
- Text **07797 806545**

If you know the precise cause of flooding please also contact the relevant organisation.

## Watercourse flooding

Watercourse flooding, also referred to as fluvial flooding, occurs when water overtops the banks of a river, stream or drainage ditch.

This can occur because there is more water draining into the channel than it can hold, or because it is blocked.

### Report watercourse flooding

Watercourses are split into two categories: Ordinary Watercourses and Main Rivers. Main Rivers tend to be the larger rivers or systems and in Bath and North East Somerset these include the Avon, the Chew, the Cam Brook and Wellow Brook.

To report Main River flooding contact the Environment Agency on **0800 80 70 60**.

Any watercourse that is not a Main River is known as an Ordinary Watercourse and include drainage ditches, small streams and pipes.

To report Ordinary Watercourse flooding contact the Council via Council Connect.

## Surface water flooding

Surface water flooding is caused by rainwater, which runs across the surface of the ground and pools in low lying areas.

Surface water flooding commonly affects roads and can occur quickly during intense rain storms.

### Report surface water flooding

To report surface water flooding including highway flooding and blocked road gullies contact the Council via Council Connect.

Please note the Council does not provide sandbags.

## Sewer flooding and burst water mains

Sewer flooding happens either when the pipes in the network are blocked or when there is heavy rainfall and the sewers cannot cope with the amount of water. You can help prevent blockages by only flushing the three Ps – paper, poo and pee, and avoid pouring fats, oils and grease down the sink.

The danger of this type of flooding is that water can become contaminated with raw sewage and enter land, property, or the river system.

### Report sewer flooding and burst water mains

To report sewer flooding contact Wessex Water on **0345 600 4 600**.

To report a burst water main in the Bath area contact Wessex Water on **0345 600 4 600**.

To report a burst water main outside of the Bath area contact Bristol Water on **0800 801 011**.