



# Flooding - useful contact numbers

## Flooding from public sewers



### Thames Water Utilities Ltd

Clearwater Court  
 Vastern Road  
 Reading  
 RG1 8DB  
 0845 9200 800  
[www.thameswater.co.uk](http://www.thameswater.co.uk)



### Southern Water Services Ltd

Southern House  
 Yeoman Road  
 Worthing  
 Sussex  
 BN13 3NX  
 0845 278 0845  
[www.southernwater.co.uk](http://www.southernwater.co.uk)

## Flooding from 'main rivers'



### Environment Agency

Thames office  
 Kings Meadow House  
 Kings Meadow Road  
 Reading  
 RG1 8DQ  
 08708 506506 (M-F 8-6)  
 Floodline: 0845 9881188 (24hrs)  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

## Flooding from 'ordinary watercourses' or culverted (i.e. piped) watercourses



### Basingstoke and Deane Borough Council

Community Services  
 Civic Offices  
 London Road  
 Basingstoke  
 RG21 4AH  
 01256 844844  
[communityservices@basingstoke.gov.uk](mailto:communityservices@basingstoke.gov.uk)  
[www.basingstoke.gov.uk](http://www.basingstoke.gov.uk)

## Flooding of the highway (i.e. roads)



### Hampshire County Council

C/O Motorway Compound  
 M3 Junction 5  
 Hook  
 Hampshire  
 RG27 9AA  
 0845 603 5633  
[roads@hants.gov.uk](mailto:roads@hants.gov.uk)  
[www.hants.gov.uk/highways](http://www.hants.gov.uk/highways)

### **Flooding from private roads or forecourt areas**

Individual owners are responsible for flooding on private roads or forecourt areas. In some areas, the owner may be your housing association.

The Council would not usually become involved in private disputes of this nature. If you have problems you may need to seek your own legal advice.

### **Flooding from private sewers and drains**

Private sewers and drains are the responsibility of the property owner. If there were a blockage or defect on a private sewer or drain, all property owners upstream of the blockage would usually be expected to share in the cost of its removal.

In the case of housing association homes, you should contact them for help.

The Council's Environmental Health team can offer advice in the case of disputes.

### **Run-off from higher land**

Individual landowners are responsible for the drainage of their own land or property.

This means accepting and dealing with natural and flood flows from adjacent higher land. It is not an offence to let water run off onto nearby land unless the flow has been artificially concentrated into a particular place.

The Council would not usually become involved in private disputes of this nature. If you have problems you may need to seek your own legal advice.

### **Water in cellars (where not from sewers, drains, water mains or blocked watercourses)**

Property owners are responsible for dealing with groundwater water ingress into cellars. Specialist advice should always be sought before preventing water ingress by sealing walls externally or internally. A resulting external pressure build-up could cause structural damage.

The Council's Environmental Health team may be able to help investigate the source of the water, provided that the relevant water company has already investigated and ruled out the possibility of leakage from public sewers and water mains.

### **Waterlogged gardens (not due to the above sources)**

Property owners are responsible for dealing water logging problems.