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Direct Line: 01509 263151  
Email: [information@charnwood.gov.uk](mailto:information@charnwood.gov.uk)

02 October 2019

Dear Resident,

### **Flooding incidents in Charnwood**

Following the flooding incidents in the borough this week, we have deployed officers into some of the most affected communities today (October 2).

The aim is to give residents the opportunity to discuss any issues with us to see if we can assist further in anyway, gather information and views and signpost people to other agencies if appropriate.

Please take the opportunity to talk to our team if you can.

We've also compiled some handy numbers and links below as well as some frequently asked questions. The information is also available on the Council website and will be updated over the coming days. Please visit [www.charnwood.gov.uk/floodresponse](http://www.charnwood.gov.uk/floodresponse)

Many different agencies, including Charnwood Borough Council, have been working together since the start of these flooding incidents to support communities. That will continue until any immediate danger has passed. Following that we will be working with other agencies to support our communities in whatever way we can.

Yours sincerely,

Rob Mitchell  
Chief Executive

#### **INFORMATION:**

##### **Flood alerts**

For the latest flood news and to sign up to flood alerts, visit [www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency)



Telephone: 01509 263151  
Email: [information@charnwood.gov.uk](mailto:information@charnwood.gov.uk)  
Visit us at [www.charnwood.gov.uk](http://www.charnwood.gov.uk)

## **Housing needs**

If you need assistance with your housing situation, please contact our housing needs team on 01509 634567 or 0333 200 8811 or email [housing@charnwood.gov.uk](mailto:housing@charnwood.gov.uk).

## **Refuse and recycling**

If you have any issues with the refuse and recycling service, please report them via the website [www.charnwood.gov.uk/recycling](http://www.charnwood.gov.uk/recycling) or call 01509 634563 or email [cleaner.greener@charnwood.gov.uk](mailto:cleaner.greener@charnwood.gov.uk)

## **Council tax**

To discuss any council tax issues, please call 03456 091258, visit [www.charnwood.gov.uk/counciltax](http://www.charnwood.gov.uk/counciltax) or email [council.tax@charnwood.gov.uk](mailto:council.tax@charnwood.gov.uk)

## **Council alerts**

To stay in touch with Charnwood Borough Council news, including disruptions to services, sign up to our email alerts, visit [www.charnwood.gov.uk/alerts](http://www.charnwood.gov.uk/alerts)

## **Frequently Asked Questions**

### **1. Who does Charnwood Borough Council provide sandbags for?**

Local authorities do not have a statutory duty to provide residents with sandbags. Charnwood Borough Council maintains limited stock as sandbags only provide limited protection for properties and transporting and getting sandbags in place before flooding has occurred often proves difficult.

However, we do make sandbags available to:

- to protect life, critical infrastructure and buildings, such as hospitals and substations
- to protect elderly, disabled and vulnerable residents
- support the emergency services
- protect private property

We will prioritise the people most in need. Sandbags will not be made available for the protection of gardens, outbuildings or garages.

### **2. What do I do if I believe my home is at risk of being flooded?**

Please read the Environment Agency advice by visiting [bit.ly/EAfloodadvice](http://bit.ly/EAfloodadvice)

### **3. My property has flooded, who can help me?**

Please read the Environment Agency advice by visiting [bit.ly/EAfloodadvice](http://bit.ly/EAfloodadvice)

### **4. The flooding has caused me to become homeless and I have no alternative accommodation available.**

Please contact our housing needs team on 01509 634567 or 0333 200 8811 or email [housing@charnwood.gov.uk](mailto:housing@charnwood.gov.uk).

The Council is committed to supporting its communities and we will be working with colleagues at other agencies to ensure concerns are addressed. If you have any concerns or issues, please use the contact information above for specific issues, or alternatively email [information@charnwood.gov.uk](mailto:information@charnwood.gov.uk)

#### **Data Protection**

For information about how & why we may process your personal data, your data protection rights or how to contact our data protection officer, please view our Privacy Notice <https://www.charnwood.gov.uk/pages/privacynotice>