

Q&A – Flooding in St Albans and District Council

Where do I get help in an emergency?

If it is a matter of life and death or an emergency, call 999. The Police non-Emergency number is 101. For Highways issues the number to call is 0300 123 4047. St Albans City and District Council's emergency out of hours number is 01727 811155 or 01727 811600 during normal working hours.

Where do I get information about what to do in a flood? There is lots of useful information and links on the Council's website at www.stalbans.gov.uk/flooding. There is also a list of contacts and advice on where to go for assistance. Floodline's "Ready for flooding" leaflet provides help on what you can do before, during and after a flood.

Where can I get sandbags?

If you are at risk of being flooded, you may want to consider keeping some empty sandbags and sand or earth ready for use at the first sign of trouble. These are available from builders merchants.

The Council makes a limited number of aquabags (used like sandbags) available to parish councils in areas where there is most risk of flooding. These are to assist those people who are most vulnerable and unable to help themselves. For the unparished areas of the City we also keep a limited number of aquabags at the Civic Centre. Again these are for the Council to use to help vulnerable people who are not able to help themselves.

Contact details/links for agencies

Environment Agency - For the Environment Agency Incident Communications Service, please call 0800 80 70 60

Met office weather - Tel: 0870 900 0100 or 01392 885680

Reporting floods - Agency phone numbers and contact details

BBC Travel Alerts

Updates on road closures and restrictions - from Hertfordshire County Council

Highways flood reporting - Tel: 0300 123 4047

National Rail - National Rail Enquiries: 08457 48 49 50

Thameslink railway - Tel: Tel: 0800 058 2844

Bus Services - Tel: 0871 200 22 33