

Who is responsible for flooding?



This easy read tells you about who is responsible for flooding.

Roads



Nottinghamshire County Council's Highways Team provide and manage road drainage.



They make sure that road projects don't make flood risk worse.



[You can report road related problems to us.](#)

Public Sewer or Burst Water Mains



[Report problems directly to Severn Trent](#)

Telephone: 0783 4444

anglianwater

[Report problems directly to Anglian Water](#)

Telephone: 03457 145145

Main rivers



[Report problems directly to the Environment Agency](#)

Telephone: 0845 988 1188

24-hour incident hotline: 0800 80 70 60



Non-Main Rivers



Non main rivers include small rivers and streams which are not managed by the Environment Agency.



These are the responsibility of the owners of the bank. This is usually anyone who owns land next to or containing water.



You must apply for and get permission before making any changes to these.



You can find out more about this here:
[Making changes to waterways.](#)

Rising Groundwater



This is usually the responsibility of the property owner.



Nottinghamshire County Council can give you advice about this.

[Advice for flooding.](#)

Flood Risk



If you think you are at risk of flooding please contact the Nottinghamshire County Council Flood Team.



Email: flood.team@nottscc.gov.uk

Or contact the Customer Service Centre.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them, including:

Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

Report a flooding or drainage problem

nottinghamshire.gov.uk/transport/roads/report-a-flooding-or-drainage-problem

Report a sewer or burst water main to Severn Trent

stwater.co.uk/help-and-contact/contact-us/

Report a sewer or burst water main to Anglian Water

anglianwater.co.uk/your-local-area/report-an-issue

Main Rivers

gov.uk/government/organisations/environment-agency

Making changes to waterways

nottinghamshire.gov.uk/planning-and-environment/flooding-help-and-advice/after-a-flood/further-support

Advice for flooding

nottinghamshire.gov.uk/planning-and-environment/flooding-help-and-advice/preparing

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[Further support | Nottinghamshire County Council](#)

<https://www.nottinghamshire.gov.uk/planning-and-environment/flooding-help-and-advice/after-a-flood/further-support>

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