

# Frequently Asked Questions (FAQs) about flooding: Personal safety



This easy read answers frequently asked questions (FAQs) people have about personal safety in case of a flood.

## I can't go home what can I do?



If possible, stay with friends or family until the risk is over.



Contact your insurer, as they might be able to arrange a place for you to stay.

# I have no water/gas/electricity what should I do?



Your utilities may have been switched off for safety reasons.



Do not switch on any utilities until you have checked with an expert that is safe to do so.

## Where can I get water?



For more information, visit [the Severn Trent Water website](#).



Or phone them on 0800 783 4444.

# What can I do about protecting my property from burglars?



If you must leave your property, make sure to lock all doors and windows if it is safe to do so and take out valuable items.

## I am very distressed who can I contact?



We know this may cause anxiety for many people in our community, if you need help, get in touch with:



- Your GP.

SAMARITANS

- Phone the Samaritans on 116 123



- Phone the Red Cross on 0344 871 1111  
Or email: [contactus@redcross](mailto:contactus@redcross)

# Emergency phone numbers



For water, phone Severn Trent Water on:  
0800 783 4444



For gas, phone Gas Emergency Services on:  
0800 111 999



For electricity, phone: 105

## Links in this document

### Severn Trent Water website

stwater.co.uk

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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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