

## Key agencies and their contact numbers

**Croydon Council:** Responsible for council services including highways management in Croydon borough.

**Website:** [www.croydon.gov.uk/advice/emergencies/floods](http://www.croydon.gov.uk/advice/emergencies/floods)

**Telephone:** 020 8726 6000 (option 1 for Flood advice)

**Twitter** @yourcroydon

**Environment Agency:** Responsible for the environment

**Website:** [www.environment-agency.gov.uk/](http://www.environment-agency.gov.uk/)

**Telephone:** 0345 988 1188 and 0845 988 1188

**Twitter** @EnvAgency

**Sutton and East Surrey Water** - Responsible for the provision of fresh drinking water.

**Telephone:** 01737 772000 (24hr Emergency Line)

**Website:** - <http://www.waterplc.com>

**Thames Water** - Responsible for waste/sewage.

**Telephone:** 0845 9200 800 if you are suffering from flooding **inside your home.**

**Twitter:** [@thameswater](https://twitter.com/thameswater)

**Citizens Advice Bureau** - Provide free, independent and confidential advice

**Website:** [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

**Telephone:** 020: 8684 2236 (Croydon advice Line)

**Public Health England:** Responsible for public health

**Website:** [www.hpa.org.uk/Flooding](http://www.hpa.org.uk/Flooding)

**Telephone:** 0345 988 1188 or 0845 988 1188

**NHS 111** - You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation

**Met Office:** Weather updates

**Website:** <http://www.metoffice.gov.uk/>

**Twitter:** [@metoffice](https://twitter.com/metoffice)

**RSPCA:** Animal welfare, Croydon, Crystal Palace & District Branch

[www.rspca-croydoncrystalpalaceanddistrict.org.uk](http://www.rspca-croydoncrystalpalaceanddistrict.org.uk)

**UK Power Networks** (Emergencies and power cuts) - In the event of your property being damaged by fire or flood, the emergency services will ask UK Power Networks to disconnect the service cable that enters your property.

**Website:** <http://www.ukpowernetworks.co.uk/>

**Telephone:** 0800 783 8866 or 0124 350 8866

0800 028 4587 for advice on disconnection and re-connection

**Twitter** @UKPowerNetworks

**National Grid (Gas Emergency)** - To report a gas or carbon monoxide emergency, or if a pipeline is struck (even if no gas leak has occurred) call the National Gas Emergency Service

**Website:** [www2.nationalgrid.com/uk](http://www2.nationalgrid.com/uk)

**Telephone:** 0800 111 999

**Twitter** @nationalgriduk

## Transport information

**Transport for London** - <http://www.tfl.gov.uk> or twitter @TfLOfficial

**National Rail** - <http://www.nationalrail.co.uk> or twitter @nationalrailenq

**Highways agency** - <http://www.highways.gov.uk/> or twitter @highwaysagency

## Other key neighbouring authorities

### **Tandridge District Council**

Website: [www.tandridge.gov.uk/](http://www.tandridge.gov.uk/)

Twitter:@TandridgeDC

### **Surrey County Council**

Website: [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

Twitter:@surreyCountyCouncil