

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

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

Twitter @yourcroydon

Environment Agency: Responsible for the environment

Website: 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/

Telephone: 020: 8684 2236 (Croydon advice Line)

Public Health England: Responsible for public health

Website: 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

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

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/

Twitter:@TandridgeDC

Surrey County Council

Website: www.surreycc.gov.uk

Twitter:@surreyCountyCouncil