



Information sheet

Alton Town Council - Lenten Street meadow including bridge and Kings Pond

Opening Hours

Monday – Thursday 9:00am – 5:00pm

Friday 9:00am – 4:30pm

Tel: 01420 83986

Email: info@alton.gov.uk

No out of hours service

Old Coors site under development – private land

Cala Homes

Mr Mike Couderc

Tel. 07825 043651

No out of hours service

Rear of the Co-Op – private land

Currently with the Environment Agency to establish responsibility.

East Hampshire District Council – small strip of land adjacent to Fielders Court, Bank car park river and grill and Weyside Walk/Manor car park (not grill)

Tel 01730 266551 – limited Out of Hours service, no guaranteed support for flooding routinely

<https://www.easthants.gov.uk/emergency-advice/flooding-advice>

Sandbags

East Hampshire District Council has a very small supply of sandbags and resource to deliver, these are for use in emergencies where there is no known risk of flooding and we will try to help as many properties as we can. The distribution of sandbags will be done on a priority needs and vulnerability basis. We advise residents who are aware that their property may be at risk of flooding to purchase their own sandbags in advance, as it is the responsibility of the owner/occupier to do everything they possibly can to protect their property where there is a known risk.

When using sandbags, put a large sheet of heavy-duty plastic between them and the wall of your house. This makes for a better defence than sandbags alone.

If your house is under threat and you have no sandbags, you can improvise by using the following:

- Grow bags are the right shape and light enough to be easily carried
- Bin liners or plastic carrier bags filled with soil dug from your garden
- Soil wrapped up in a bath towel
- You can buy sandbags from your local Builders Merchant or DIY Store

Environment Agency

Floodline

Telephone: 0345 988 1188

Textphone: 0345 602 6340

24-hour service

Environment Agency incident hotline

Telephone: 0800 80 70 60

24-hour service

This number should only be used if there is an imminent flood risk, pollution, a complete obstruction of the watercourse or works being undertaken that may be unpermitted

General enquiries

National Customer Contact Centre

PO Box 544

Rotherham

S60 1BY

United Kingdom

Email

enquiries@environment-agency.gov.uk

Telephone

03708 506 506

Links to Environment Agency guidance - <https://www.gov.uk/guidance/owning-a-watercourse>

(this includes information about living adjacent to a river).

Government Website

Check for Flooding in Hampshire

<https://check-for-flooding.service.gov.uk/location/hampshire>

Sign up for flood warnings

<https://www.gov.uk/sign-up-for-flood-warnings>

Hampshire County Council – grill at Cut Pound and Manor Car Park/Draymans Way

[Report a problem to Hampshire County Council Highways | Hampshire County Council \(hants.gov.uk\)](#)

[Report something else to Hampshire County Council Highways | Hampshire County Council \(hants.gov.uk\)](#)

How should I report my issue?

To report a highways emergency that poses an immediate risk to the public, call either:

- [0300 555 1388](tel:03005551388) (8:30am to 5pm, Monday to Friday)
- [101](tel:101) if outside of office hours (Police Control)

If you are reporting an issue that is very likely to present an imminent threat to life, serious injury or serious damage to property; report this emergency by calling 999.

[Report flooding | Hampshire County Council \(hants.gov.uk\)](#)

[Communities - Local Resilience Forum | Hampshire & Isle of Wight \(hiowprepared.org.uk\)](#)

Additional information

Due to the complexities of flooding, the County Council's response to an incident of this nature would be dynamic and dependent on the specific scenario. In a flood response, the County Council would provide equipment, such as road signage, where necessary. To support deployment, Hampshire Highways have signage stored across the county in various depots and would provide these to the impacted areas as required. If road closures are put in place due to flooding Hampshire Highways will deploy signage to warn road users of the closure and will additionally put in place barriers intended to prevent cars from passing through the flood water. The use of alternative routes will consider the points of any road closure and the roads available for alternative traffic. Highways will also consider the success and problems of any previous road closures and alternative routes to where possible improve on previous closures.

As the extent and specific impacts of flooding is unpredictable, actions will be taken based on information available at the time. Any pumping would be solely for the purpose of protecting the highway (by Hampshire Highways); the protection of properties remains the responsibility of home owner. The County Council's Flood and Water Management team have neither the requirement nor the ability to provide pumps therefore no 'pumping of the flood alleviation scheme' will take place.

It should be noted that the County Council does not provide sandbags to residents during flooding¹. As with any response, the County Council will work collaboratively with District/Borough Authorities and multi-

agency partners to share situational awareness to ensure that impacted communities are aware of the actions/work being

Website link for our published indicative maintenance programme is: [River and coastal maintenance programmes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/river-and-coastal-maintenance-programmes)

River clearing guidance from the Environment Agency (EA)

In terms of timings for removal of weeds/reeds the EA do not advise this is undertaken between March and June in channel due to fish spawning and equally between March and September for nesting birds. These timings can be worked within if checks are carried out beforehand however we avoid these periods of time so as not to disturb the ecology.