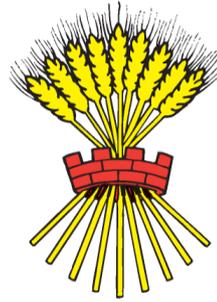


RYEDALE
DISTRICT
COUNCIL



RYEDALE DISTRICT COUNCIL
FLOODING INFORMATION
FOR
HOUSEHOLDERS

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Introduction:

This guidance has been prepared by the Council and is based on similar advice given by other authorities in relation to flooding incidents.

Scientists are predicting that climate change could lead to more frequent floods in future. It is the intention within this booklet to remind house owners of the risks of flooding, give some simple advice on possible flood prevention measures which can be undertaken by householders and more detailed information should property be affected by flooding.

Flood – Being prepared:

- Are you at risk from flooding? There are up to date Flood Warnings and helpful guidance on dealing with flooding available by calling the Environment Agency Flood Line Type Talk on 0845 602 6340 or looking at the website at www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx . The local radio station will keep you up to date with the flooding situation in your area.
- If you are at risk from flooding could you carry out any preventative measures? For example: in a minor flooding event blocking air bricks and making some kind of barrier for external doors could well serve to keep water out of the property. If you are at risk from flooding, have a look around your property and see what you could achieve with simple measures such as filling bought sandbags or pillowcases with sand or earth, to use as sandbags. Products are available on the open market that may reduce the impact of flooding on a property. For further details see The Environment Agency web site: www.environment-agency.gov.uk
- Keep a list of useful numbers by your telephone. A list of numbers is provided on a separate sheet with this booklet and you may feel like adding other appropriate numbers of your own – your household insurance company for example.
- Prepare a flood plan for your property – What would your family do in the event of a flood?
 - Collect personal belongings, including insurance and bank details, and essential telephone numbers together, and keep them in a waterproof bag:

- If you live in a house, how much furniture and other belongings could you move upstairs?
- Be prepared to turn off essential supplies – gas, electricity and water – at the mains.
- Listen to the advice of the authorities and follow any instructions they give to leave a property.
- The Environment Agency suggests that you make up a flood kit – to include a torch, blankets, waterproof clothing, wellingtons, a portable radio, a first aid kit, rubber gloves and key personal documents. At the very least become familiar with the Environment Agency flood warning system and be ready to assemble such items quickly should the need arise.
- You may wish to obtain copies of the Environment Agency on-line flood library publications, “Preparing for a flood” from their website www.environment-agency.gov.uk .

Following a flood: *(a check list of the major points is included on a separate A4 sheet together with telephone numbers which you could pin up on the wall as a reminder following your return to the property)*

Before you begin :

- Put your own safety first. Avoid electrical shock. Wear rubber boots. In case of any doubt about the safety of gas or electrical systems get professional advice.
- Do not switch on the power if your fuse board or sockets have been submerged in water, until an electrician has checked the system.
- It is likely that the mains electricity will be off. Make sure all electrical appliances are properly switched off in preparation for restoration of power.
- Contact Northern Power Grid emergency Freephone number: 0800 468 5500 if your gas meter or any gas appliance has been submerged. Do not switch the gas on or try to light any appliance.
- Assemble equipment you will need – gloves, other protective gear, buckets, mops, squeegees, plastic rubbish sacks, household bleach and detergent (**never mix bleach with ammonia – the fumes are toxic**). **Check with your insurance company before starting any clear up works as they may use a professional cleaning/restoration company to undertake this work.**

- You may need also to hire extension cables, pumps, wet/dry vacuum cleaners, de-humidifiers or space heaters. The District Council may be able to help with sources of such equipment.
- Be prepared to make difficult decisions about what to keep and what to throw out. Could you take photographs or video the damage for Insurers. If items have been contaminated with sewage they should be discarded.
- You may wish to obtain copies of the Environment Agency on-line flood library publications, “After a Flood” from their website www.environment-agency.gov.uk or by telephoning 03708 506 506 (Mon-Friday 8am-6pm) or to report an incident 0800 807060 (Freephone 24hrs) or e mail: enquiries@environment-agency.gov.uk (not for incidents)

General Advice on Protecting against Infection:

Floodwater may have been contaminated with sewerage, animal waste and other materials. However, infection problems arising from floods in the UK are actually **rare**. Although harmful micro-organisms in flood water are very diluted and present a low risk, there are a few precautions to take when you are dealing with flooding and these should prevent unnecessary additional health problems. Follow the basic advice set out below and you should not experience any additional health problems:

Floodwater and sewage often leave a muddy deposit. However, experience from previous flooding and sewage contamination has shown that any risk to health is small. (*You will not need any booster immunisations or anti-biotics*).

- Health risks can be minimised by taking general hygiene precautions and by the use of protective clothing (*boots and gloves*) whilst you are cleaning up.
- **The single most important precaution is always wash your hands with soap and hot clean water after going to the toilet, before eating or preparing food, after being in contact with flood water, sewage or items that have been contaminated by these, or if you have been working in flood clean up activities.**
- Do not allow children to play in flood water, on affected grassed or paved areas until they have been cleaned down and returned to their normal condition. Any dangerous debris deposited by the flood or collections of sludge should be removed. Exposure to sun and soil will make grassed surfaces safe from harmful bacteria after a week or so. Wash childrens’ hands frequently (*always before meals*). Wash plastic or other impervious flood

water contaminated toys with hot soapy water and disinfect with a mild bleach solution (refer to manufacturers' advice) before allowing them to be used. Soft toys should be disposed of if contaminated by dirty flood water

- Keep any open cuts or sores clean and prevent them being exposed to flood water. Wear waterproof plasters.
- Harmful bacteria such as *Ecoli 0157* may be present in sewage and animal waste, and this can pass into flood water, although this is likely to be very dilute. If anyone does develop a tummy upset following direct flooding or contact with sewage, they should seek medical advice.
- If you become ill, remember to tell your doctor that your house was flooded.
- The property – floor boards walls etc will continue to dry out. Any loose material and dust resulting from this should be vacuumed up on a regular basis.
- Very young children should avoid playing directly on timber floor boards or any damaged tiled floors, if possible – be aware of the risk of injury from sharp edges from tiles or raised nails in the floorboards, until these have been repaired.

Cleaning Up The House After The Flood:

a) Inside Your Home:

Check first with your insurance company before starting any clean up work or disposing of any contaminated items. They may want a loss adjuster to visit your home and to use a professional cleaning or restoration company to carry out this work.

- Use household gloves and cover any exposed wounds with waterproof plasters.
- Remove all soft furnishings and fittings that are damaged beyond repair.
- Remove dirty water and silt from the property, including the space under the ground floor, if you have wooden floors. This space may need pumping out.

You may need to hire a pump to do this or your insurance company may organise this for you.

- Wash down all hard surfaces with hot soapy water until they look clean.
- Allow surface to dry thoroughly, this will also help to destroy germs left behind.
- Use a mild bleach solution or other propriety disinfectant (following the manufacturer's directions as to concentrations) to wash over all hard surfaces after cleaning. If you want more advice about cleaning contact the Environmental Health Service telephone number: 01653 600666.
- Heating and ventilation will assist the drying process.
- You may need to treat mould – fungicides are available from DIY stores
- Help for vulnerable and elderly people returning to their houses is available from NYCC Social Care enquiries, telephone number 0845 034 9410.

b) Clothing & Bedding:

- Clothing, bedding and other soft/fabric articles should be laundered on a hot wash (60°C or the highest temperature indicated on the manufacturer's instructions). This will destroy most germs that may be present. Other soft furnishings that have been contaminated and cannot be put in a washing machine may have to be professionally cleaned. If this is not possible they should be disposed of.

c) Other Contamination:

- If the floodwater contains diesel oil etc, this should in the main be removed with the flood water and silt. Any remaining oil contamination in accessible areas can be removed using a detergent solution, washing the surface down after initial cleaning has been carried out. In inaccessible areas such as under floorboards, it may cause an odour, but this is not necessarily a health hazard. If you are particularly concerned, seek advice from the Council's Environmental Health Service.

d) Bringing Your Home Back Into Use:

It is recommended that you only fully re-occupy your home once cleaning as detailed above has been carried out. There may be additional works to be carried out eventually as advised by your insurance company, housing officer, landlord, builder etc. The following advice will speed up the drying process:

- Try to have some heating on at all times, consider the use of a de-humidifier.
- Your Council may have details of specialised drying companies.
- Ensure the property is well ventilated. Leave windows open as much as possible **but remember security**.
- Ensure that airbricks to any under floor spaces are unblocked so as to give cross ventilation to these areas.

e) Food Preparation & Storage:

- Do not eat any food or drink products that have been covered by or come into contact with sewage or flood water.
- Wash your hands before and after preparing food.
- If work tops and other areas show signs of damage, avoid food contact with these areas, in particular make sure that the shelves, including those in your refrigerator where food is stored, are cleaned and disinfected. Disinfect all working surfaces before use.
- See Yorkshire Water advice on page 10 for water quality.
- Ensure that water taps are cleaned and disinfected before using for the first time.
- If there is a bottle-feed baby in the house, make sure their water is boiled and do not use bottled water unless it is recommended by a doctor or a health visitor. Some bottled water is unsuitable for babies.
- Food preparation surfaces should be wiped down using hot, unboiled tap water, containing washing up liquid, and dishes and other utensils should be washed in hot unboiled tap water containing washing up liquid.

- Try to keep any unopened food in an enclosed box or tin.
- Wash all crockery, pots and pans thoroughly with hot soapy water before using. If any of these are badly chipped or damaged, do not use. You could use a food safe disinfectant to sanitise them after cleaning- such as Milton, Dettol or similar.
- Frozen food, which has been at ambient temperature for a few hours, should be discarded. Put contaminated flood damaged food in black plastic refuse sacks, seal and put out when your next refuse collection is due. **Check with your insurers before disposal.**
- Do not attempt to try and salvage damaged food or drink products – including tins, as they may be contaminated with sewage and chemicals left from the floodwater.

Gardens and Play Areas:

- Do not let young children play on affected grassed or paved areas until they have been cleaned down and restored to their normal condition.

Sunlight and soil help destroy any harmful bacteria and any increased risk to health should disappear completely within a week or so. *(The best way of protecting health is always to wash your hands before eating or preparing food).*

Garden, Vegetable Produce

- Do not eat garden or allotment vegetables that have been covered by sewage or flood water. Although any health risk is small it is better to dispose of any contaminated produce and start again.

Further health advice on contamination of your home by sewage or floodwater is available on the Health Protection Agency's website at www.hpa.org.uk/ or contact NHS Direct on 0845 4657 or visit their website www.nhsdirect.nhs.uk.

Yorkshire Water Advice

Water Supply

During a flood event Yorkshire Water will monitor the quality of the drinking water in the area, there will normally be no need to boil mains water. This monitoring will continue and if they have any doubts whatsoever about the wholesomeness of the water they will notify you as soon as possible. If you

have any enquiries, or feel you have any cause to be concerned about the quality of your water supply, you should contact us on:- 0845 1242424.

If you notice a change in water quality, such as the water becoming discoloured or a change in smell or taste, or if you are unsure ring Yorkshire Water, if in doubt boil all water intended for drinking or use bottled water.

If you have been advised to boil your water then boil all water for drinking, brushing teeth, washing food and making ice. There will be no need to boil water used for cooking where it will be boiled during the course of the cooking. Any taps, which have been submerged in contaminated floodwater, should be cleaned using a bleach solution and run for 30 seconds prior to the water being used.

Waste Water

Our priority is to ensure that the public sewerage system is running as effectively as possible to help maximise its contribution to the drainage efforts. As the floodwaters subside we will be using jetting machines to ensure that any blockages in the sewers caused by flooding debris are quickly cleared. A specialist team will also be brought into the area to carry out additional checks on the sewerage system. If your property has been flooded and damage has been caused, you should contact your household insurers immediately. If you have a query about this you should contact us on :-0845 1242424.

We are in regular close contact with the Flood Emergency teams at Ryedale District Council and The Environment Agency to ensure a co-ordinated approach to the recovery from this event.

Private Water Supplies

If your water is a private supply such as a well or a spring, check it has not been affected by flood water. If a private well or spring has been covered by spring water or you believe the supply has been infected by the flood then boil or otherwise treat the water. Continue to boil the water until the supply has been tested and shown to be safe, ring the Environmental Health Services if you have any doubts. Boiling water kills bacteria, viruses and parasites that may be present in water. Bring the water to the boil and then allow it to cool before drinking. You can store it in a clean jug covered by a saucer in a cool place preferably in a refrigerator, if your electricity supply is on.

Gas and Electrical Safety

Gas safety advice from Gas Safe

- Floodwater could have affected the safe operation of your gas appliance. It is vitally important for safety reasons to have the appliances inspected by a Gas Safe registered engineer.
- The appliances may light and appear to be working normally, but the flue or ventilation systems, which are essential for normal operation, may have been adversely affected by the floodwater.
- You can contact a Gas Safe engineer by looking in YELLOW PAGES or via the **Gas Safe Telephone Helpline: 0800 468 5500**
www.gassaferegister.co.uk
- If you live in a Housing Association property please contact your landlord as soon as possible.
- **If you can smell gas in your home call National grid Gas Emergencies immediately on 0800 111 999.**
- **It is essential you follow this advice for your own safety.**

Northern Power Grid advice

The following information comes from Northern Power Grid and is designed to help you when you return to your home.

- If the water has come into contact with any of Northern Power Grid equipment (that is the cable from outside, up to your meter) or any of your own electrical wiring or appliances, then you must ensure that you do not touch any of the equipment or the water around it.
- If you are able to access your main switch before the water comes into contact with any electrical equipment then you should turn the switch off. If in doubt, do not touch it.
- If any of the main electricity equipment has been submerged, please contact your electricity supplier, for Northern Power Grid call 0800 668877 to report the circumstances and to seek advice or visit www.northernpowergrid.com/page/contact
- It is your responsibility to have all of the wiring in your home, from the meter, checked by a qualified electrician before the main switch is turned

back on. Northern Power Grid staff cannot carry out this check for you.

Fire Safety Advice

1. USE OF PORTABLE HEATERS

Ensure mobile heaters are not placed near furniture.

Ensure LPG cylinders are changed in the open air.

Do not attempt to dry clothing or furniture with mobile heaters.

2. USE OF CANDLES

Where people are using candles for lighting they should ensure that the candles are placed in proper holders or on plates.

People should ensure that all candles are properly extinguished before going to bed.

3. ELECTRICAL EQUIPMENT

In premises that have been flooded occupiers must have the electricity supply checked by a qualified electrician before use.

Repair Works

- The necessary repair works to your property may be identified by your insurers, builder's etc. It may be some time before repairs can be carried out, as the property will have to dry thoroughly. However if plaster walls and partitions have been affected badly and do not dry out in a sound condition the plaster and boards affected will have to be removed, walls dried out and re-plastered. Otherwise you may in due course be able to re-decorate sound walls after they have been cleaned down.
- Any area showing signs of surface mould should be treated – fungicidal products are available from DIY stores. Contact the Environmental Health department if you want more advice.
- After about six months it would be advisable to check floors for any evidence of rot or shrinkage. Any necessary repair work can then be made.

- Fitted units made of chipboard will not dry out and may be come damaged by absorbed water. They will almost certainly therefore need to be replaced. Check with your insurance company and remember to include for such items on your claim.

If you think your property has been structurally damaged or is unsafe, seek advice from your insurers, builder or Building Control. The number for North Yorkshire Building Control Partnership is 01347 822703.

Finally both physical stress associated with over exertion in cleaning up premises and mental stress caused by temporary re location may make you feel unwell. The major health hazard of floods comes from all the stress and strain of the event, not infection; therefore if you feel unwell this does not necessarily mean that you are suffering from any infection. If you are however concerned – visit your own doctor.

Flood Guidance from the Association of British Insurers (ABI)

Recovering from Flood Damage

a) Insurance Claims

- If you are affected by a flood, you should contact your insurer as soon as possible after a property has been damaged. Most insurers have a 24-hour helpline. Claims staff will be able to give advice on the actions you need to take in certain circumstances, and may be able to give you the go-ahead for repair work to be commenced.
- If you have to leave your house during the flood and subsequent repair, alternative accommodation must be reasonable and in keeping with your normal lifestyle. You should always obtain your insurer's approval before incurring any costs.
- Once the flood waters have receded you should remove mud, clean and disinfect, and dry out your property. Where possible. You should seek professional advice as to how walls, furniture and carpets should be cleaned and dried out before any work is undertaken.
- **It is a good idea to take photographs or a video of the damage. Any carpets, furniture or other goods that have been removed from your home should be retained until your insurer has agreed that they can be disposed of.** If it is not possible to store or retain goods, every effort should be made to contact your insurer or their representative (loss adjuster) to obtain their agreement to the disposal of goods.
- Do not be over-hasty in making your insurance claim. Take time to calculate how much work needs to be done, what needs to be replaced and what the costs will be. If necessary, seek technical advice, for example from the Environmental Health Service. Remember that it becomes difficult to re-open a claim once it is settled.
- Do not under-claim on insurance. Claim for all the items, which have been lost or damaged up to the limit of your insurance policy. If you need guidance in making your claim, contact the local Citizens Advice Bureau or other information and advice agencies. Following a large-scale incident the Council may set up an advice centre or help-line.
- Further details about how to deal with a flood claim are available on the ABI's website (www.abi.org.uk/Information/Consumers/General/Floods/Flooding.aspx)

Building Repairs

a) Problems Posed

Cowboy builders are not a new phenomenon. As with any other sector the trade-off between quality and cost has long provided opportunities for the unscrupulous, particularly at the bottom end of the market. The problems presented by such rogues operating in the building trade cover a number of areas including:

- Failure to follow planning and building controls
- Poor workmanship
- The use of substandard materials
- Pressure selling of services
- Damage to property (either to generate work or simply through lack of care)
- The taking of large pre-payments or deposit
- Delays in commencement or completion
- Misleading prices
- Absence of effective guarantees/warranties for work undertaken
- Difficulties in obtaining redress.

b) Guidance for Consumers looking for Building or Repair Works

- Check with the District Council to avoid any development consent difficulties
- Choose a builder with established reputation, if at all possible one who offers an insurance-backed guarantee
- Exercise caution when sales people or builders 'cold call'
- Obtain a written quotation (not an estimate) for any work
- Agree a written contract for any work
- Confirm that both the builder and yourself have adequate insurance cover
- Stage payments as work progresses satisfactorily

c) **Prepayments for Goods or Services**

Given the often considerable sums involved it is surprising to find that many building or maintenance works are carried out without any written contract. The absence can lead to misunderstandings between builders and consumers at the best of times.

Where a rogue is involved, the failure to agree a detailed contract is only too readily exploited. The contract acts as a checklist to ensure that both parties understand each other's requirements and can also be referred to when problems arise. The contract will provide for the specification of often contentious (in relation to cowboys) details such as:

- The work to be undertaken
- The materials to be used
- Dates for commencement and completion
- The agreed price – on the basis of a full quotation
- Payment arrangements
- Cancellation rights
- Necessary approvals and permissions

d) **Identifying a Reputable Builder**

The biggest problem facing the domestic consumer when selecting a builder lies in distinguishing between builders who can be relied upon to carry out a good job to a fair price and those likely to supply a defective service, in all probability over charging in the process. People usually rely on one of two methods to select a builder. The Yellow Pages (or other form of advertisement such as a local newspaper) or word of mouth. Both are fraught with difficulty. For example, advertisements are no guarantee of competence, and can indeed be deliberately misleading. Beware builders whose vans have no name or logo painted on the side or display only a mobile phone number. Consumers can try to protect themselves by following some simple selection steps, such as seeking at least three quotations for work based upon a detailed specification and following up references.

e) **Guaranteed Standards and Certification**

A number of builders claim accreditation under ISO 9000 (formerly BS5750), a quality assurance standard. There are three difficulties associated with this:

- A firm is often only ISO approved for one aspect of its work, which may have little bearing on the work for which the consumer is considering using the firm.

It is often difficult to establish exactly what the ISO standard refers to.

- ISO9000 relates to quality assurance systems within the company. It does not offer any guarantee of the quality of the completed work.
- With its emphasis on internal management procedures there are doubts that ISO9000 is suited to the operation of many small builders.

These points notwithstanding it is evident that if a firm elects to become ISO registered it is making a statement that it takes quality seriously.

f) **Remedies for the Customer**

Where satisfaction has not been received from a builder, there are three broad remedies available to the customer. Where the builder is a member of a trade association it may be possible to seek its assistance in resolving a problem. If malpractice is involved it may be a matter for the local trading standards officer, and it may be appropriate to take action through the civil courts. The consumer is faced with a number of obstacles when seeking redress through these routes.

g) **Action through Trade Associations**

Many trade bodies operate only limited controls over membership registration and activity. This is particularly evident when considering the mechanisms for dealing with consumer complaints about their members. Some trade associations do offer a system of redress for consumers when an inadequate service has been provided and there has been a breach of the body's code of practice. This might include access to an independent conciliation service. Others (and this is the majority) are reluctant to take any disciplinary action against members, including the ultimate sanction of expulsion.

h) **Action by Trading Standards Officers**

The powers of trading standards officers are governed by part III of the Fair Trading Act 1973. There are limitations to the Act, which make it difficult to take action against rogue traders. These include problems with the speed with which procedures can be implemented against unscrupulous traders and the level of proof required before effective action can be taken by the Office of Fair Trading. This makes it difficult to secure convictions.

i) Action through the Civil Courts

A number of legal remedies are available to consumers. For example, The Supply of Goods and Services Act 1982 – which subjects builders to the same general consumer protection legislation as other providers of services – requires the work to be carried out with reasonable skill and care and for any materials supplied to be of satisfactory quality. Failing to meet these requirements is treated as a breach of contract. But all legal remedies run into a number of problems which severely limit the opportunities for a successful outcome. Difficulties encountered include:

- Identifying or tracing the builder
- The frequency with which small builders become insolvent
- The frequency with which they simply lack the means to pay even when judgements have been found against them.
- The delays in securing results in legislation or arbitration cases
- The high cost relative to the size of the dispute
- The added expense of having to obtain expert evidence to prove the work was defective

Many of these problems are common to a range of goods or services used by the consumer, not just the repair and maintenance sector. But it is clear that action through the courts often fails to offer a quick, cheap or certain remedy to the customer dissatisfied with the service provided by a builder.

j) Finally

- Make sure that you supervise your own repair and building work whenever possible. Do not rely on loss adjusters or insurance companies. **Supervision is your responsibility.**
- If your home is unoccupied you are advised to inform the Police.

PRIORITY CHECKLIST

ELECTRICITY - *Do not switch on*

GAS - *Do not turn on*

Assume floodwater is contaminated – Wear gloves, wash hands before eating or preparing food.

Check around the property for debris , are all manhole covers secure – they may have come off during flood.

Take care on flooded surfaces - muddy deposits make them slippery

IS YOUR HOME SECURE? - *Do not leave doors unlocked while home is unattended*

IS THE GROUND FLOOR TIMBER? *Do you need to get help to pump out under the floor? Especially if you have children, take care with damaged areas and loose boards etc.*

WHAT EQUIPMENT DO YOU NEED TO START?

See page 4-5 of booklet

People may call as tradesmen. If you do not know them, ask for identification. All Gas, Electricity Board, Water Authority and Local Council staff carry identification.

Can you record damage? Have you a camera or video? Information for insurers could be important.

Listen to local radio for up to date information.

FLOODING INFORMATION FOR HOUSEHOLDERS

USEFUL CONTACT NUMBERS

RYEDALE DISTRICT COUNCIL		01653 600666
Ryecare emergency control		01653 697737
ENVIRONMENT AGENCY FLOODLINE Type Talk		0845 602 6340
www.environment-agency.gov.uk		
ENVIRONMENT AGENCY (General enquiries)		03708 506 506
YORKSHIRE WATER		0845 1242424
NATIONAL GRID GAS EMERGENCIES		0800 111 999
NORTHERN POWER GRID		0800 668877
www.northernpowergrid.com/page/contact		
GAS SAFE ENGINEER HELPLINE		0800 468 5500
NORTH YORKSHIRE POLICE		101
NORTH YORKSHIRE FIRE AND RESCUE		01609 780150
BRITISH TELECOM (Faults)	From a landline	0800 800 151
www.bt.com	From a mobile	0330 123 4151
NORTH YORKSHIRE COUNTY COUNCIL – Road closures		0845 8727374
www.northyorks.gov.uk		
CITIZENS ADVICE BUREAU		0844 411 1444
NYCC SOCIAL CARE ENQUIRIES		0845 034 9410
DEPARTMENT OF WORKS & PENSIONS- benefit claim		0800 055 6688
www.dwp.gov.uk		
NHS Direct www.nhsdirect.nhs.uk		0845 4647
Health Protection Agency www.hpa.org.uk		
Local Radio will broadcast on-going news: Radio York 103.7FM Minster 104.7FM & Viking 96.9FM		

DISCLAIMER

This document is a summary of advice from a number of agencies. Whilst we use all reasonable endeavours to ensure that the material in this document is accurate and up to date, the Council cannot accept any responsibility or liability for any loss, or claim arising directly or indirectly from any error or inaccuracy in any of the material in this document.

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