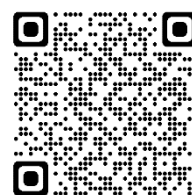


Dear Tenant/Property Owner,

I am the Environment Agency Community Engagement Officer for Northumberland, specialising in helping to improve the flood resilience of communities, businesses and schools throughout the County.

This letter is to inform you that you are living in an area at risk of flooding and to offer advice and guidance on how you can improve your resilience to this potential risk. Check your flood risk by visiting www.gov.uk/check-long-term-flood-risk or scan the QR code.



The most important thing you can do is to sign up to the free Flood Warning Service which uses telemetry to provide flood warnings to at risk properties when river levels start to rise. The FWS provides three stages of warning, see below:



FLOOD ALERT
FLOODING IS POSSIBLE. BE PREPARED.

Flooding is possible, be prepared. May observe flooding of low lying land, riverside footpaths, roads and promenades



FLOOD WARNING
FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

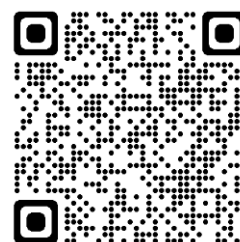
Flooding of homes and businesses expected. Take action to protect property (implement personal flood plan, grab bag and keep checking weather).



SEVERE FLOOD WARNING
SEVERE FLOODING. DANGER TO LIFE.

Reserved for exceptional flooding situations. To warn of significant risk to life or significant disruption to community.

For more information on and to sign up to our Flood Warning Service, visit - www.gov.uk/sign-up-for-flood-warnings or scan the QR code.



Further important flood resilience measures that you can take to protect yourself and your property are:

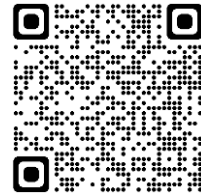


Prepare

Create a Personal Flood Plan and pack a grab bag with essentials. Visit www.gov.uk/prepare-for-flooding/future-flooding or scan the QR code.

Flood Protection

Look to install flood protection products or speak to your landlord about doing so. Visit bluepages.org.uk or scan the QR code.



Insurance

Make sure that you have the right level of insurance cover needed, including building and contents insurance. Visit www.floodre.co.uk or scan the QR code.

Weather

Regularly check for weather updates. Visit www.metoffice.gov.uk or scan the QR code.



Fly Tipping

Fly tipping or littering in and around rivers and watercourses can cause pollution, harm wildlife and can lead to blockages which can cause flooding. Report any fly tipping to online.northumberland.gov.uk or scan the QR code.

If you would like any further information on the subject of this letter or would like advice on creating a Personal Flood Plan and signing up to our Flood Warning Service please contact me on colin.hall@environment-agency.gov.uk.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Colin Hall'.

Colin Hall

Flood Resilience Community Engagement Officer – Northumberland

colin.hall@environment-agency.gov.uk

External: 020 77140547

Mobile: 07384877507