

There are a number of agencies who might be responsible for sorting out problems with regard to flooding – it depends on where the problem is.

Agency	Responsible for ...
<b>Environment Agency</b>	Designated <i>main river</i> watercourse and sea flooding. (Floodline: 0845 988 1188)
<b>Lead Local Flood Authorities (LLFA)</b> Leicester City Council, Leicestershire County Council or Rutland County Council depending where you are	Planned flood prevention work affecting ordinary watercourses and ground water.  The LLFAs also have Statutory powers under the Land Drainage Act (1991) to ensure that Riparian Owners keep the ordinary watercourse clear.  Tel: 0116 305 0001, Email <a href="mailto:flooding@leics.gov.uk">flooding@leics.gov.uk</a>
<b>Highways Departments</b> Leicester City Council, Leicestershire County Council or Rutland County Council depending where you are	Ordinary watercourse and ground water flooding including road flooding and flooding from public drains. Tel: 0116 305 0001
<b>Water and Sewerage Companies</b> Severn Trent Water or Anglian Water depending on where you are	Blocked sewers, sewer flooding and burst water mains.  Severn Trent Water: 0800 783 4444
<b>Riparian Owner</b> Owner of the land adjacent to a watercourse	Responsible for allowing water through their land, maintaining overhanging vegetation and removing debris from the watercourse.  The LLFAs can intervene and assist if required.
<b>Local District and Borough Councils</b>	Some provide sandbags according to their own policies but have no obligation to do so.  Tel: 01530 454545 or Visit website
<b>HOWEVER ...</b> it's not so complicated if you need to report a potential flood risk or a flooding incident.	
Burst water main or sewage involved	Severn Trent or Anglian Water
Life at risk	999
Request for sandbags	Local district or borough council
All others	Customer Services at Leicester City Council, Leicestershire County Council or Rutland County Council