

Heavy rain and snow warning – advice and information

With a weather warning for heavy rain and snow, there could be travel delays, difficult driving conditions, and flooding. Drive with extra care. It might be useful to take note of the Flooding Incident Line number – 0300 2000 100.

Weather warning

The Met Office has sent out a [weather warning for heavy rain and snow](#).

Weather warnings let the public and emergency services know about potentially hazardous conditions.

You can find out more about weather warnings on [the Met Office website](#).

Emergency numbers

You should note the following numbers in case of emergency:

- Emergency services – 999 or 112
- Flooding Incident Line – 0300 2000 100
- Northern Ireland Electricity Networks – 03457 643 643
- NI Gas Emergency Service – 0800 002 001
- Northern Ireland Water Waterline – 03457 440 088
- Housing Executive – 03448 920 901

There is also information about emergencies at this link:

Reporting flooding

The Flooding Incident Line (0300 2000 100) is available 24 hours a day, every day. You can report flooding problems on roads or burst water mains and blocked drains.

When you ring the flooding incident line, a member of staff will:

- take all your details
- contact the appropriate agency on your behalf

This is a non emergency number, so if you are in danger, call the emergency services on 999.

You can get more information about flooding at the following link:

Snow and ice advice

You can get information about driving in snow and ice conditions and other useful advice, on the following page:

Report an issue with snow or ice

If you want to report an issue with snow or ice, you can do so online at this link:

Report a fallen tree or blocked road

You can report a fallen tree or blocked road at the following link:

Roads information

If there are any problems on the roads as a result of the weather you can get the latest updates on the [TrafficwatchNI website](#).

Public transport

For the latest information on bus and train services, go to the 'Travel update' section on the [Translink website](#).

Local councils

If local council services are affected by adverse weather, the latest information should be available on council websites.

Preparing for a flood

To help reduce the impact of flooding on your home, you should:

- have some sandbags or floodboards or plastic covers prepared to block doorways and airbricks
- know where to turn off your electricity and/ or gas
- move your valuable possessions to safety
- ensure your insurance provides cover against flood damage to property
- keep a list of useful contact numbers such as your local council, emergency services and your insurance company

You can get more details on the [preparing for a flood](#) page.

Driving and walking in flooded areas

You should always plan your journey and check the latest weather and travel advice.

Do not travel in heavy rainstorms unless absolutely necessary.

In flooded areas, drivers should not:

- enter flood water that is moving or is more than four inches deep
- under any circumstances, drive through fast-flowing water as the car could be swept away

In more shallow but passable water:

- slow down
- avoid creating bow waves which can damage your car engine; and
- remember to test the brakes after leaving the water

Do not attempt to walk through flooded areas. Even shallow water moving fast can sweep you off your feet and there may be hidden dangers such as:

- open drains
- damaged road surfaces
- submerged debris; or
- deep channels which can result in serious injury or, in the worst cases, death

If you do become stranded in flood water and you feel there is a risk to life, dial 999 for emergency assistance.

Insurance claims after a flood

If you are going to report flood damage to your insurance company there are certain things to remember. You should keep a record of the flood damage and any contact you have with the insurance company.

If you have different insurers for the structure of your home and your content, make sure you contact them both.

If you live in rented accommodation, the landlord will deal with the structure of your home. For content claims, contact your own insurer.

You can find out more at [this page](#):

Risks related to flooding

Be aware of hidden dangers under the water, such as missing manhole covers, and guard against the possibility of falling into fast-flowing water.

The risk of becoming ill after contact with flood water is generally low. However, as it is not always clear whether flood water is contaminated, you should assume that it is and take appropriate precautions.

Preventing health problems

There are a number of things you can do to prevent health problems if your home floods:

- wherever possible try to avoid coming into direct contact with floodwater
- do not let children play in floodwater
- use rubber gloves when cleaning up
- wash hands after being in contact with flood water, sewage or anything contaminated by these
- wash children's hands regularly
- clean toys that have been in flood water with disinfectant
- cover cuts or open sores
- don't eat any food that has been in contact with floodwater
- clean all surfaces with disinfectant before any food is placed on them

Contact your GP if you, or someone you know, develops a stomach upset following flooding.

More useful links