



[Title] [Last Name] Or
Current Occupier
[Job Title]
[Organisation Name]
[Contact Address Line 1]
[Contact Address Line 2]
[Contact Address Line 3]
[Contact Address Line 4]
[Contact Town Name]
[Contact Postcode]

[Date]

Dear [Title] [Last Name]

SIGN UP NOW
FREE COASTAL FLOOD WARNINGS FOR
[Target Area]

When there's a real danger of coastal flooding in [Target Area], we'll have a word in your shell-like.

The Scottish Environment Protection Agency (SEPA) has improved the coastal flood warning service in your area. We can now send free advance warnings to your phone. This will give you time to protect your home and belongings, and make alternative travel plans if roads are affected.

Storm conditions, tidal surges and heavy rainfall can all cause flooding, so it's important to be aware and prepared in advance. You may be affected even if you think your property is safe or if there are defences in your area. Floodline will send a warning voicemail or text direct to your phone. You can also sign up on behalf of a family member; an elderly relative, for example.

Flooding can happen at any time of the year. So be prepared.

Why have you sent me this letter?

SEPA has identified that your property is located in an area at risk of coastal flooding. Which means you can benefit from a new, free, coastal flood-warning service.

Address line 1 Address line 2 Town

What is Floodline?


Floodline is a reliable source of information on the current risk of river and coastal flooding in Scotland. Our recorded telephone and website services let you find out the chances and timings of local flooding. And you can get advice 24 hours a day on how to protect your property, reducing potential damage.

How can Floodline help me?


Sign up to receive free messages direct to your landline or mobile, and you'll be notified whenever a flood warning has been issued for your area or an area you have an interest in, helping you reduce the impact that floods have on your home or business.

How do I sign up to this free service?

Signing up is easy and there are a number of ways to do it:

 **Call Floodline on 0845 988 1188**

 **Visit www.sepa.org.uk/floodingsignup**

 **Complete the attached form and return it in the Freepost envelope provided**

Yours sincerely,
Floodline Communications Team

Floodline
0845 988 1188
FOR ADVANCE FLOOD WARNINGS

**REMEMBER, ALTHOUGH YOU CAN'T PREVENT
FLOODING, YOU CAN PREPARE FOR IT!**

GET FLOOD PREPARED

Here's what you can do at home now to prepare for flooding in a few simple steps. This can really make a difference should you be faced with a flood in your area. It's also important to remember flooding can affect your route to work or school even if your property isn't affected.

- Sign up for free coastal flood warning messages from Floodline. You can complete the registration form overleaf or go online at www.sepa.org.uk/floodingsignup
- Check your property is covered by adequate flood insurance.
- Prepare an emergency kit which can be used for a number of situations. You should include items such as batteries, bottled water, a wind-up radio, essential medications, rubber gloves and a first aid kit.
- Learn how to turn off your gas and electric supplies so you know how to do it should a flood affect you.
- Make sure your family knows what to do in a flood situation and how to keep in touch.



COASTAL FLOODING

When flooding is caused by waves or storm conditions, remember roads and transport networks can be affected. You should also observe the following safety precautions:

- Stay away from sea defences and exposed areas.
- Do not try and cross causeways; you could be swept away.
- Do not drive through flood water; it may be deeper than it appears and there could be hidden dangers.

For more information on flood preparation visit SEPA's website: www.sepa.org.uk/flooding or you can call Floodline for advice on **0845 988 1188**.



Photos: Fife Council



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SIGN UP TO RECEIVE COASTAL FLOOD WARNINGS DIRECT TO YOUR PHONE.

Fields marked with an asterisk (*) must be completed for your registration to be successful.

Customer details		Type of address to be registered	
Title	Title	Home <input type="checkbox"/>	Organisation <input type="checkbox"/>
* First name	First name	Organisation name	Organisation name
* Surname	Surname	Job title	Job title

The following address must be the property that you wish to receive flood messages for.

Flood warning property address	
* Address line 1	Address line 1
Address line 2	Address line 2
Address line 3	Address line 3
Address line 4	Address line 4
Town name	Town name
* Property postcode	Postcode

To register more properties, please call Floodline on **0845 988 1188**.

Service options

Your address is within a Flood Warning area and by completing this form you will be registered to receive messages for your local warning target area, but you can also receive additional messages for a more general Alert area. Please refer to the Floodline leaflet for more information. If you wish to receive additional Alerts, please tick the box below.

Receive additional Alert messages

Please be aware that Flood Alerts are issued for larger geographical areas, usually representing Local Authority boundaries and therefore might not be relevant for all properties.

CONTACT NUMBERS

It's important that you have access to your Priority 1 telephone number day and night, as it will be the first number that Floodline will try to contact you on. However, if you do not answer the phone or we cannot deliver the message, the system will try your choice of additional numbers in order of priority, up to a maximum of three times. An answering phone service may be treated as a delivered message.

You can provide up to three landline or mobile numbers to receive voice messages, plus up to three mobile numbers to receive SMS messages, giving you a total of six possible registered numbers.

Telephone Priority	Number (incl. area code)	Description	Type of Message
* Priority 1		Description	Voice
Priority 2		Description	SMS <input type="checkbox"/> or Voice <input type="checkbox"/>
Priority 3		Description	SMS <input type="checkbox"/> or Voice <input type="checkbox"/>
Priority 4		Description	SMS <input type="checkbox"/> or Voice <input type="checkbox"/>
Priority 5		Description	SMS <input type="checkbox"/> or Voice <input type="checkbox"/>
Priority 6		Description	SMS <input type="checkbox"/> or Voice <input type="checkbox"/>

CONTACTING YOU BY EMAIL

If you provide an email address, we will create an online account and email you a password. You can then log on and change this password to one that's easier to remember. We will also use your email address to send annual account reminders and other updates on the Floodline service. If an email address is **not** provided then you will receive annual account reminders to your registered address.

Email address:

CONFIRMATION

Once your details have been entered onto our system a welcome pack will be sent to your registered address; confirming the name of the target area that you will receive flood messages for.

Service level Terms and Conditions – how we will use your information

Full details of our service level commitment and Terms and Conditions relating to the Floodline service will be contained in your welcome pack. You can also view them by visiting www.sepa.org.uk/floodingpublications

Data Protection Act 1998

The information you have provided will be used by the Scottish Environment Protection Agency (SEPA) for the purposes of flood warning and flood management only and will be retained, processed and used in accordance with the Data Protection Act 1998. Information may be shared with other emergency services and local authorities to help them plan and respond to flooding; however, you can opt-out from some of your personal data being shared with these organisations.

For further information on your rights under the Data Protection Act 1998 and SEPA's privacy policy, please visit www.sepa.org.uk/privacypolicy

I confirm I have read and accept the data protection statement (Please tick box)

Signature: _____

Date: _____

Return address:

SEPA Floodline Service, PO Box 24008, Edinburgh EH6 9AY.

For further information or advice on flooding, contact Floodline on **0845 988 1188** or visit www.sepa.org.uk/flooding

For office use

Date received	
Date entered	
By	