

Who's responsible for managing flood risk?

Private drainage and surface water

The **property owner** is responsible for private drainage up to the boundary of the property, and rain water through the roof e.g. via storm damage.

Watercourse (riparian) ownership

You own a watercourse if it runs adjacent to, through, or under your property. These ordinary watercourses include culverts, streams and ditches. You are responsible for maintaining the natural flow of water and reporting incidents such as blockages and flooding.

Main river and coastal flooding Environment Agency (EA)

Main rivers are those which are designated as such on the EA's Main River Map. To report incidents and flood risk issues, call the Incident hotline on 0800 80 70 60. To sign up for flood warnings, call the Floodline on 0345 988 1188.

Groundwater flooding

Responsibility of Cheshire East Council (Lead Local Flood Authority).

This flooding can occur when periods of prolonged rainfall cause the water table to rise and emerge in basements or above ground.

Public sewers and utility pipes

These are the responsibility of the **water company, United Utilities**. This includes shared sewer pipes where they meet between properties before joining the public sewer.

Highway gullies and drains Responsibility of Cheshire East Highways.

Responsible for highway roads, footpaths, drains and gullies.

Major roads and motorway drainage

The highway authority is **Highways England**.

Surface water flooding Responsibility of Cheshire East Council.

This flooding can occur when the capacity of drainage systems on land or roads is exceeded by heavy rainfall.

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Type of Flooding	Organisation	Contact Number	Website
<ul style="list-style-type: none"> • Groundwater flooding • Surface water flooding • Highway gullies, drains, standing water and flooded properties 	For general information: Cheshire East Council (Lead Local Flood Authority)	Main information line: 0300 123 5500	https://www.cheshireeast.gov.uk/highways_and_road/archivehighwayprejul19/highway-services/flood-risk-management/flood-risk-management.aspx
	To report flooding: Cheshire East Highways Department	0300 123 5020 Emergency out of hours number: 0300 123 5025	https://www.cheshireeast.gov.uk/highways_and_road/archivehighwayprejul19/highway-services/flood-risk-management/flooding-emergencies.aspx
<ul style="list-style-type: none"> • Main river flooding • Coastal flooding 	Environment Agency	Floodline: 0345 988 1188 Incident hotline: 0800 807060	www.gov.uk/report-flood-cause
<ul style="list-style-type: none"> • Public sewers and utility pipes 	United Utilities	03456 723723	www.unitedutilities.com/emergencies/
<ul style="list-style-type: none"> • Major roads and motorway drainage 	Highways England	0300 123 5000	www.gov.uk/government/organisations/highways-england
<ul style="list-style-type: none"> • Ordinary watercourse • Private drainage and private surface water 	Property/landowners with a watercourse running through/underneath or bordering their property		www.gov.uk/guidance/owning-a-watercourse