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.

**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.

**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.

This resource has been produced by Newground who work in partnership with the Environment Agency.

Under the Flood and Water Management Act 2010, Cheshire East Council has been designated as a Lead Local Flood Authority (LLFA). Cheshire East Council therefore has powers and duties to manage flood risk from surface water, groundwater and ordinary water courses and investigate and record incidents of significant flooding.
### Type of Flooding

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<tr>
<th>Organisation</th>
<th>Contact Number</th>
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| **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_roads/archivehighwayprejul19/highway-services/flood-risk-management/flood-risk-management.aspx |
| **To report flooding:** Cheshire East Highways Department                     | 0300 123 5020                        | https://www.cheshireeast.gov.uk/highways_and_roads/archivehighwayprejul19/highway-services/flood-risk-management/flooding-emergencies.aspx |
| **Main river flooding**  
  **Coastal flooding**                                                          | Environment Agency                  | www.gov.uk/report-flood-cause                                           |
| **Public sewers and utility pipes**                                           | United Utilities                    | www.unitedutilities.com/emergencies/                                   |
| **Major roads and motorway drainage**                                         | Highways England                    | www.gov.uk/government/organisations/highways-england                  |
| **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                               |