

# Birmingham community**ALERT**



Sign up to the

# FREE Emergency Messaging Service

from the Birmingham Resilience Team



**Case study 1**  
**Pat and Trevor**



Pat has signed up to Birmingham Community Alert and receives text messages to her mobile phone.

Pat says: "Being a carer can be stressful. Simply by providing three postcodes I have ensured that I will be advised of any emergency affecting either of our homes or Trevor's day centre."

**Case study 3**  
**Margaret**



Margaret has signed up to receive Birmingham Community Alerts on her landline telephone.

Margaret says: "Not only will I get an alert if an emergency affects my home, but more importantly I will be alerted for emergencies affecting my mother's home and I'll be able to check up on her."

# What is Birmingham Community Alert?

Birmingham Community Alert is a hi-tech messaging service for all residents and businesses in Birmingham providing emergency texts or voicemail messages during an emergency incident.

You can also choose whether to receive the latest information on how we are improving Birmingham's resilience to major emergencies and what you can do to help in our monthly newsletter.

## How does it work?

### Step 1

#### Select your location(s)

Choose up to **3** different postcodes. This allows us to send you messages if the emergency is affecting one of your chosen areas. For example:

1. Home postcode
2. Work postcode
3. Relative's postcode/other

## Step 2

### Choose how you want to receive messages



#### SMS

*(text message to your mobile)*



#### Email

*(required to receive our resilience newsletters)*



#### Mobile voicemail

*(voice recording played to your mobile)*



#### Telephone

*(voice recording played to your landline phone)*



#### Pager



#### Fax

### Case study 2

#### Raj



Raj receives alerts by text message to his mobile phone and by email which he can also receive on his mobile device as well as at his computer.

Raj says: "I commute to work every day and it is important to me to know of any emergencies affecting my office. I simply used the office postcode and will now receive alerts whether I'm at work, en route or still at home."

### Case study 4

#### Paul



Paul receives alerts to his pager, fax to his CCTV room and mobile phone text message.

Paul says: "Being responsible for a large building I have registered and made sure my key security staff are signed up to receive emergency alerts so we can quickly respond to any incidents affecting our building or surrounding area. I've also encouraged all the tenants in the building to sign up. I also benefit from receiving alerts for my home address!"

## Step 3

### Register

There are **3** ways to register:

1. Go to our secure online form at [www.birminghamprepared.gov.uk](http://www.birminghamprepared.gov.uk)  
*(Preferred option) or*
2. Text **ALERT** followed by a space and your postcode to **83118** or
3. Complete the form attached and post it to us.

# Frequently Asked Questions

## What is this about?

You can ask to receive free messages – on your mobile, by email, on your landline, or by pager – letting you know about emergencies that affect your areas. You can give us up to three Birmingham postcodes you want to be informed about.

## What kind of emergencies and messages are we talking about?

Severe weather, major power or water outages, major fires or chemical spills, security alerts, serious road closures...to name but a few. Here are some examples of some real SMS messages, so you can see if they would be helpful to you if they were about your area. Emails would have a lot more detail.

“Burst water main on Colmore Row. Severn Trent on site. Water off to some properties and may remain off until early pm.”

“Factory fire in Cecil Street (City Centre). Residents in the area are advised to remain indoors and shut windows. Drivers avoid the area.”

“Birmingham Pride takes place in your area this weekend. Roads will start to close from 5pm tonight. Access for residents maintained.”

“Kingsbury Road closed out of City from Tyburn Island to Asda island due to flooding.”

“Paradise Circus road closures continue this morning. Expect congestion. Listen to local radio, check website.”

“Suspect package being investigated on Winson Green Road. Area evacuated and roads closed between Foundry Road and Aberdeen Street.”



How many messages will I get?

It depends how many emergencies there are in your area – you might not get any. You will not receive any extra messages about anything else.

Who has my data? How do I know I won't get lots of junk sales messages?

Your data is held securely by Birmingham City Council for emergency messages and our Resilience Newsletter, if you request it and won't be supplied to anyone else.

How do you know about the incidents and are the messages accurate?

We work very closely with the police, fire service, health services and utilities before any messages go out to make sure they contain the right information and are going to be useful to you.

That text number to sign up, 83118, looks expensive...

No, sending a text message to it will only cost you the same as to a friend. You will get a message back telling you your password and user name, but that is just like receiving a normal message too. It is not like entering a competition with a premium number.

How much does it cost? What if I want to cancel, or if I move house?

It's FREE! You can view your details and change your postcodes or cancel the alerts altogether, any time you wish.

So...it's free, quick to set up, there are no junk messages, it might come in handy if there's an emergency...what's the catch? Why shouldn't I sign up?

We can't think of any good reasons not to! Why not do it now, before you forget?

**DON'T  
DELAY,  
SIGN UP  
TODAY!**

1. Go to our secure online form at [www.birminghamprepared.gov.uk](http://www.birminghamprepared.gov.uk) (*Preferred option*) **or**
2. Text **ALERT** followed by a space and your postcode to **83118** **or**
3. Complete the form attached and post it to us.

# DON'T DELAY, SIGN UP TODAY!

1. Go to our secure online form at [www.birminghamprepared.gov.uk](http://www.birminghamprepared.gov.uk) (*Preferred option*) **or**
2. Text **ALERT** followed by a space and your postcode to **83118 or**
3. Complete the form below and post it to us.



**SIGN UP FORM** – Sign up by completing this form and post to:  
Birmingham Resilience Team, Room B159,  
Council House, Victoria Square, Birmingham B1 1BB.

Title: \_\_\_\_\_ Full name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Full address: \_\_\_\_\_

\_\_\_\_\_

Postcode  
(*required*): \_\_\_\_\_

I would like messages sent to (*only enter details of the services that you require*):

Text to mobile: \_\_\_\_\_  
(*Enter mobile number*)

Landline voice message: \_\_\_\_\_  
(*Enter landline number*)

Email address: \_\_\_\_\_

I would ALSO like to register for the following (*optional*):

Postcode 2: \_\_\_\_\_ Postcode 3: \_\_\_\_\_

Please tick if you do not wish to receive newsletters  
from the Birmingham Resilience Team

Signed: \_\_\_\_\_ Date: \_\_\_\_\_