

# Registration form

To register for the airAlert service please fill in the form below and return to airAlert, Environmental Protection, Town Hall, Castlefield Road, Reigate, Surrey, RH2 0SH. Reigate and Banstead borough council handle all postal registrations regardless of which borough you live in.

Title: Please circle: Mr, Mrs, Miss, Ms, Dr or other

Forename/initials:

Surname:

Address:

Postcode:

Which borough would you like to receive alerts for (please circle):

Elmbridge Epsom & Ewell Mole Valley Woking

Reigate & Banstead Tandridge Spelthorne

Is this service: for you  or are you a carer for someone else   
(tick as applicable)

Age: Please circle: 1-5, 6-10, 11-16, 17-25, 26-35, 36-45, 46-55, 56-59, 60-70, 71+

Do you need the alerts for: Please tick all that apply.

Asthma  COPD  Heart disease  Other

Complete **ONE** of the following to receive airAlerts.

How would you like to receive the alert (circle one only)

Voice message (enter number below),

Please ensure the number given is a direct number and not through a switchboard.

Text message (enter number below),

Please ensure the number given is a direct number and not through a switchboard.

Email (enter address below).

Please use the following details for my account:

Username:

Password:

All the information you give to us will be processed in accordance with the Data Protection Act 1998. It will be kept confidential and used only to supply or monitor the Air Alert service to you.

We will not share your information with any third party, except for the prevention or detection of fraud or crime.

We are continually evaluating the service and we would like to know if we can share your information with our partners for this purpose and contact you to ask your views on airAlert and the ways in which it can be improved. Please tick:  Yes  No

## Who should register for airAlert?

We recommend that you register for airAlert if you have COPD or your asthma is triggered by air pollution or you are the parent or carer of someone who suffers with either of the above.

### How can I register?

You can register online at [www.airalert.info](http://www.airalert.info) and select Surrey, by post using the form opposite, or by calling **01784 446251** or **01483 743840**.

### Can I register on someone else's behalf?

Yes you can register if you are a parent or carer for someone who is adversely affected by high levels of pollution.

### Contacting us

The Surrey airAlert service is provided by seven local authorities in Surrey (Elmbridge, Epsom and Ewell, Mole Valley, Spelthorne, Tandridge, Woking, and Reigate and Banstead) in conjunction with Surrey County Council and can be contacted via any of the following methods:

**Telephone:** 01784 446251 or 01483 743840

**Email:** [airalert@reigate-banstead.gov.uk](mailto:airalert@reigate-banstead.gov.uk)

**Post:** airAlert, Environmental Protection, Town Hall, Castlefield Road, Reigate, Surrey, RH2 0SH.

**To unsubscribe** from this service please e-mail or call us using the details above.

If you need this leaflet in large print please call 01784 446251.



# Helping you breathe more easily

Free air pollution warning service that helps you manage your respiratory condition more effectively

Register online now  
[www.airalert.info](http://www.airalert.info)

Service for East Surrey,  
Spelthorne & Woking

For more information or to register online now visit  
[www.airalert.info](http://www.airalert.info)

# What is airAlert?

airAlert is a free service provided by the five local authorities of East Surrey, together with Spelthorne, Woking, and Surrey County Council, to help improve the lives of those who are affected by air pollution.

## airAlert can help you manage your health

Those affected by asthma, other respiratory illnesses and heart conditions can find their health is affected by poor air quality.

**airAlert** is a free text, voicemail, e-mail and web service that sends you air pollution alerts when levels in your area increase to a moderate level or above.

**airAlerts** are sent out on the day before moderate levels are forecast. The service allows you to receive alerts for different locations (i.e home or work).

**airAlert** is particularly valuable for those who have chronic respiratory disease or whose asthma is triggered by air pollution.

## What should I do when I receive an airAlert?

- Avoid areas where pollution increases are likely.
- Be active, but consider alternative activities for the period of an alert.
- Don't forget your inhaler or medication.
- Contact your health professional if your symptoms worsen or if you require specialist advice concerning your condition.



# What can I expect from airAlert?

airAlert messages let you know the predicted levels of pollution in your area.

## airAlert message

These are the type of messages you will receive. These messages reflect government advice on air pollution levels.



### Moderate air pollution levels

those at risk may notice mild effects but these are unlikely to need action.



### High air pollution levels

those at risk may notice significant effects and may need to take action.



### Very high air pollution levels

the effects on those at risk, described for 'high' alerts, may worsen

## The airAlert will detail:

- The level of concern; Moderate, High or Very High.
- The type of pollution ozone (O<sub>3</sub>), particles/dust (PM<sub>10</sub>), nitrogen dioxide (NO<sub>2</sub>).
- Where the pollution is of most concern (e.g. roadside, non-roadside, rural, urban).
- Date and period of the alert.

The number of alerts issued varies from year to year, though typically 20 to 50 alerts are issued per year.



# How do I sign up?

**airAlert** is a completely free service available to all those who would benefit from air pollution alerts.

There are 4 easy ways to sign up:

1. Registering online at [www.airalert.info/surrey](http://www.airalert.info/surrey)
2. Download the smartphone app (android/iOS) at: [www.airalert.info/surrey](http://www.airalert.info/surrey)
3. Calling us on 01784 446251 (Spelthorne) or 01483 743840 (Woking) and we will register for you
4. Completing and returning the attached form

Once you have signed up we will send you a welcome message. **airAlert** runs all year but messages will only be sent out when pollution levels increase to a moderate level or above.

“airAlert definitely helped me understand the link between air pollution and my health”  
- a user

For more information or to register online now visit  
[www.airalert.info](http://www.airalert.info)