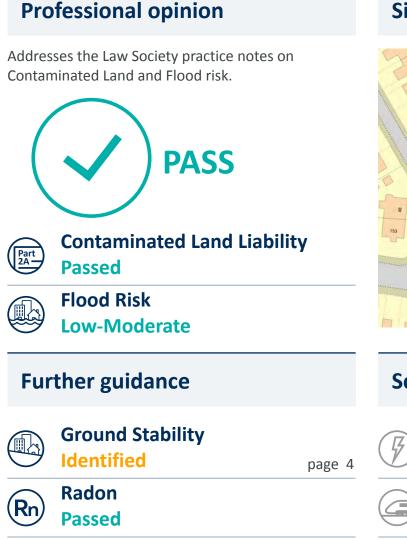


### 228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP



## Site plan



**Planning Constraints** Not identified

## **Screenings**

F	Energy Identified
	Transportation Not identified
	Planning Applications

Identified

page 9

page 11

Full assessments of the above screenings are available in our Avista report. Please contact Groundsure or your search provider for further details.



Conveyancing Information Executive

search106@pali.uk.com

info@groundsure.com 08444 159 000

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045 Date: 20 March 2020

228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

## **Useful contacts**

Blackpool Borough Council: http://www.blackpool.gov.uk customer.first@blackpool.gov.uk 01253 477 477 Environment Agency National Customer Contact Centre (NCCC): enquiries@environment-agency.gov.uk 03708 506 506

## **Overview of findings and recommendations**

To save you time when assessing the report, we only provide maps and data tables of features within the search radius that we have identified to be of note. These relate to environmental risks that may have liability implications, affect insurance premiums, property values and/or a lender's willingness to lend.

You can view the fully comprehensive library of information we have searched on page 12.

## Flood Risk

#### FloodScore™

The property has been given a FloodScore<sup>™</sup> rating of Very High. Key recommended next steps:

- check to see if the property is eligible for the Flood Re scheme, which enables many properties at risk of flooding to be insured at reasonable rates: <a href="http://www.floodre.co.uk/homeowner/about-us/">http://www.floodre.co.uk/homeowner/about-us/</a>
- investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion
- a risk of groundwater flooding has been identified at the site. This will be more of an issue for properties with a basement or other section below ground. Further advice on groundwater flooding has been produced by the Environment Agency and the Local Government Association and can be found at <u>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/297</u> <u>421/flho0911bugi-e-e.pdf</u>
- the assessment in this report is automated based on the highest flood risk found within the site boundary. You may wish to check the maps provided in this report to confirm whether the flood risk area affects the buildings or the associated land. Groundsure can manually reassess the site. Please note this does not include a site visit
- if the property has recently been constructed, the flood risk assessment contained within this report will not take into account any measures put in place by the developer to deal with flooding. You should seek further information from the developer on flood risk mitigation for the site
- investigate the various forms of flood resistance and resilience measures that will help protect your property in the event of a flood



228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

## Ground stability

The property is indicated to lie within an area that could be affected by natural ground subsidence. You should consider the following:

- carry out a visual inspection of the property looking out for cracks and other signs of subsidence
- have a structural survey conducted by a Structural Surveyor to clarify whether or not the property is being affected by any of the risks presented in this report
- contact the relevant Local Authority departments (e.g Planning department, Building Regulations) to ask for records of the property and local area relating to subsidence
- check whether your property benefits from an NHBC guarantee or other environmental warranty that often covers structural issues
- remember that professional advice should be sought before altering the ground in any way at the property, including the planting of trees

## **Other considerations**

No additional factors that Groundsure believe require further action have been identified in relation to the property.



228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

### **Environmental summary**



Environmental searches are designed to ensure that significant hazards and risks associated with this property are identified and considered alongside the investment in or purchase of a property. Please see **page 2** for further advice.



#### **Contaminated Land**

No significant concerns have been identified as a result of the contaminated land searches.

Contaminated Land Liability	Passed
Past Land Use	Passed
Waste and Landfill	Passed
<b>Current and Recent Industrial</b>	Passed



#### Flood Risk

Property's overall risk assessment for river, coastal,		River and Coastal Flooding	Low
surface water and groundwater flooding is low-		Groundwater Flooding	Moderate
moderate.		Surface Water Flooding	Negligible
Further explanation of flood risk assessment can be seen		Past Flooding	Not identified
in the Flood information on <b>page 15</b> .		Flood Storage Areas	Not identified
FloodScore™	Very High	The rating is compiled by Ambie flood risk analysis company. Ple	

h
7

#### **Ground stability**

The property is assessed to have potential for natural or non-natural ground subsidence.

Natural Ground Stability Non-Natural Ground Stability Moderate-High

Not identified

Please see **page 8** for details of the identified issues.



Local levels of radon are considered normal. Percentage of affected homes in your local area is: Less than 1%.

Not in a radon affected area

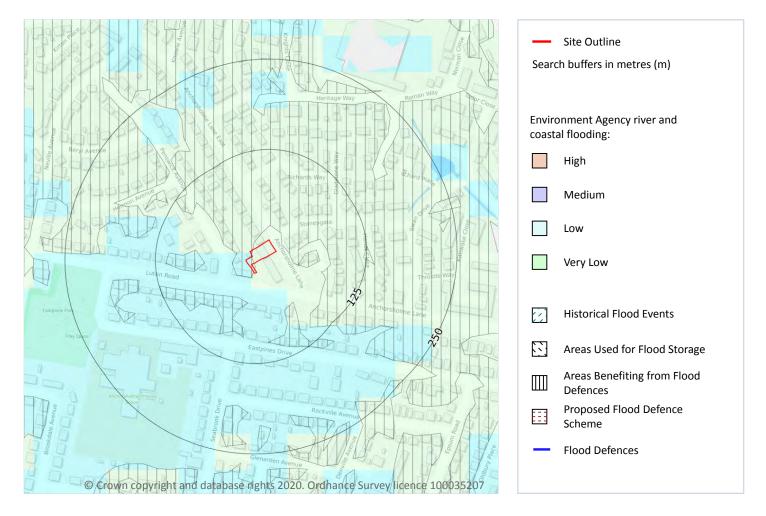


228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

## **Flood Risk**





#### Risk of flooding from rivers and the sea

The property has a Low chance of flooding in any given year, according to Risk of Flooding from Rivers and Sea (RoFRaS) data. This could cause problems with insuring the property against flood risk. However, if built before 2009, it may be eligible for insurance assistance from the Flood Re scheme: <u>http://www.floodre.co.uk/</u>

RoFRaS assesses flood risk from rivers and the sea in England and Wales, using local data and expertise. It shows the chance of flooding from rivers or the sea, taking account of flood defences and the condition those defences are in. The RoFRaS model uses local water level and flood defence data to model flood risk. See below for explanation of the RoFRaS levels of flood risk.

Please see page 2 for further advice.

#### **Environment Agency RoFRaS risk ratings**







228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

Very Low	Low	Medium	High
The chance of flooding from rivers or the sea is considered to be less than 1 in 1000 (0.1%) in any given year.	The chance of flooding from rivers or the sea is considered to be less than 1 in 100 (1%) but greater than or equal to 1 in 1000 (0.1%) in any given year.	The chance of flooding from rivers or the sea is considered to be less than 1 in 30 (3.3%) but greater than 1 in 100 (1%) in any given year.	The chance of flooding from rivers or the sea is considered to be greater than or equal to 1 in 30 (3.3%) in any given year.

#### **Flood Defences**

#### Areas benefiting from flood defences

The property is located in an area benefiting from flood defences. These areas would flood if the defence were not present, but may not do so as it is.

This means the area has major flood defences that may protect properties from flooding during a 1% river (fluvial) or 0.5% coastal flood event. We recommend discussing all flood defence in place as part of your discussions with insurance providers.

Details of flood defences and any areas benefiting from these defences can be seen on the Risk of Flooding from Rivers and the Sea Map.





228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

### **Groundwater flooding**



Ambiental data indicates that the property is in an area with a moderate risk of groundwater flooding. Should a 1 in 100-year groundwater flood event occur, groundwater levels may affect basement areas. Properties without basements are not considered to be at risk from this level of groundwater flooding.

Some of the responses contained in this report are based on data and information provided by the Natural Environment Research Council (NERC) or its component body British Geological Survey (BGS). Your use of any information contained in this report which is derived from or based upon such data and information is at your own risk. Neither NERC nor BGS gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including for negligence) arising from its use is excluded to the fullest extent permitted by law. Your use of the data/report/assessment constitutes your agreement to bring no claim against NERC or BGS in connection with it.



Contact us with any questions at: info@groundsure.com 08444 159 000

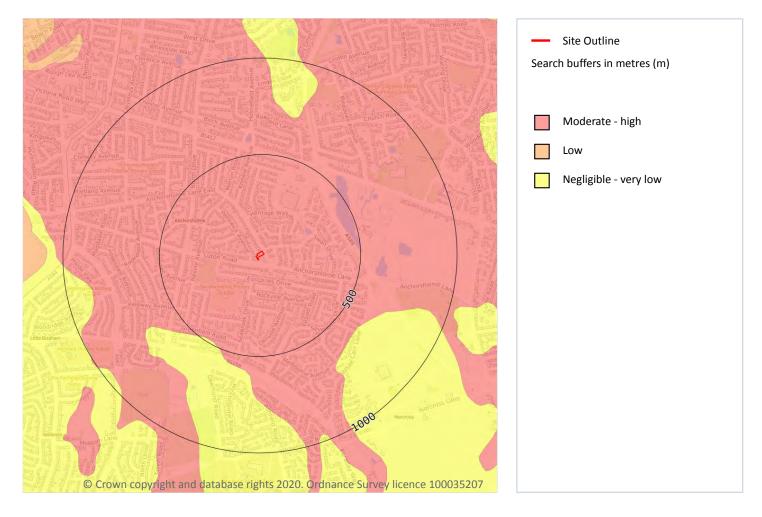
228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

## **Ground stability**



#### Natural ground subsidence



#### Natural ground subsidence

The property, or an area within 50m of the property, has a moderate to high potential for natural ground subsidence. This rating is derived from the British Geological Survey's GeoSure database, and is based upon the natural qualities of the geology at the site rather than any historical subsidence claims or events. Additionally, this data does not take into account whether buildings on site have been designed to withstand any degree of subsidence hazard.

Please see **page 2** for further advice.

Surveyors are normally aware of local problem areas in relation to subsidence, however, this data provided by the British Geological Survey (BGS) can highlight areas where a significant potential for natural ground subsidence exists and whether it may need particular consideration. The term "Subsidence" refers to ground movement that could cause damage to foundations in domestic or other properties.



Contact us with any questions at: info@groundsure.com 08444 159 000



228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

### **Energy summary**

The property has been identified to lie within 5km of one or more energy features. The Homebuyers report summarises these on this page.

If required, full details on these energy features including a detailed location plan relative to the property are available when you purchase a Groundsure Energy and Transportation Report via your preferred searches provider.

) Oil and Gas

Historical, active or planned wells or extraction areas (such as fracking sites) have been identified near the property.

Oil and Gas Areas Oil and Gas Wells Identified Not identified



#### Wind and Solar

Our search of existing and planned renewable wind and solar infrastructure has identified results.

Planned Multiple WindIdentifiedTurbinesIdentifiedPlanned Single Wind TurbinesIdentifiedExisting Wind TurbinesNot identifiedProposed Solar FarmsNot identifiedExisting Solar FarmsIdentified



### **Energy Infrastructure**

Our search of major energy transmission or generation	Power stations	Identified
infrastructure and nationally significant infrastructure	Energy Infrastructure	Not identified
projects has identified results.	Projects	Identified





228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

### **Transportation summary**



The property has not been identified to lie within the specified distance of one or more of the transportation features detailed below.

If required, full details on these transportation features including a detailed location plan relative to the property are available when you purchase a Groundsure Energy and Transportation Report via your preferred searches provider.



No results for Phase 1 or Phase 2 of the HS2 project (including the 2016 amendments) have been identified within 5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future.

Visual assessments are only provided by Groundsure if the property is within 2km of Phase 1 and 2a. Other assessments may be available from HS2.

HS2 Route	Not identified
HS2 Safeguarding	Not identified
HS2 Stations	Not identified
HS2 Depots	Not identified
HS2 Noise	Not assessed
HS2 Visual impact	Not assessed



### Crossrail

The property is not within 250 metres of either the Crossrail 1 or Crossrail 2 project.

Crossrail 1 Route	Not
Crossrail 1 Stations	Not
Crossrail 1 Worksites	Not
Crossrail 2 Route	Not
Crossrail 2 Stations	Not
Crossrail 2 Worksites	Not
Crossrail 2 Safeguarding	Not
Crossrail 2 Headhouse	Not

Not identified Not identified Not identified Not identified Not identified Not identified Not identified

identified

identified

identified

identified

### **Other Railways**

The property is not within 250 metres of any active or former railways, subway lines, DLR lines, subway stations or railway stations.

Active Railways and Tunnels	Not
Historical Railways and	Not
Tunnels	
Railway and Tube Stations	Not
Underground	Not





228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

### **Planning summary**



### **Planning Applications**

Using Local Authority planning information supplied and processed by Glenigan dating back 10 years, this information is designed to help you understand possible changes to the area around the property. Please note that even successful applications may not have been constructed and new applications for a site can be made if a previous one has failed. We advise that you use this information in conjunction with a visit to the property and seek further expert advice if you are concerned or considering development yourself.



#### **Total applications**

This total includes large developments within 750 m, small developments within 500 m and house extensions within 125 m. If required, full details on these applications including a detailed location plan relative to the property are available when you purchase a Groundsure Planning Report via your preferred searches provider.

### Planning constraints

No protected areas have been identified within 50 metres of the property. Protected areas include nature reserves and other conservation areas.

Environmental Protected Areas Not identified Visual and Cultural Protected Not identified Areas



#### Telecoms

There are no mobile masts, mobile phone base stations or planning applications for mobile masts identified within 250 metres of the property.

Mobile phone masts

Not identified



228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

#### **Datasets searched**

This is a full list of the data searched in this report. If we have found results of note we will state "Identified". If no results of note are found, we will state "Not identified". Our intelligent filtering will hide "Not identified" sections to speed up your workflow.

Contaminated Land	
Former industrial land use (1:10,560 and 1:10,000 scale)	Not identified
Former tanks	Not identified
Former energy features	Not identified
Former petrol stations	Not identified
Former garages	Not identified
Former military land	Not identified
Former landfill (from Local Authority and historical mapping records)	Not identified
Waste site no longer in use	Not identified
Active or recent landfill	Not identified
Former landfill (from Environment Agency Records)	Not identified
Active or recent licensed waste sites	Not identified
Recent industrial land uses	Not identified
Current or recent petrol stations	Not identified
Hazardous substance storage/usage	Not identified
Sites designated as Contaminated Land	Not identified
Historical licensed industrial activities	Not identified
Current or recent licensed industrial activities	Not identified
Local Authority licensed pollutant release	Not identified
Pollutant release to surface waters	Not identified
Pollutant release to public sewer	Not identified
Dangerous industrial substances (D.S.I. List 1)	Not identified

Contaminated Land	
Dangerous industrial substances (D.S.I. List 2)	Not identified
Pollution incidents	Not identified
Flood Risk	
Risk of flooding from rivers and the sea	Identified
Flood storage areas: part of floodplain	Not identified
Historical flood areas	Not identified
Areas benefiting from flood defences	Identified
Flood defences	Not identified
Proposed flood defences	Not identified
Surface water flood risk	Not identified
Groundwater flooding	Identified
Ground stability	
Natural ground subsidence	Identified
Natural geological cavities	Not identified
Coal mining	Not identified
Non-coal mining	Not identified
Mining cavities	Not identified
Infilled land	Not identified

Radon

Radon

Not identified



Contact us with any questions at: info@groundsure.com 08444 159 000

228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

#### **Energy Infrastructure**

Energy Infrastructure	
Electricity transmission lines and pylons	Not identified
Planning constraints	
Sites of Special Scientific Interest	Not identified
Internationally important wetland sites (Ramsar Sites)	Not identified
Special Areas of Conservation	Not identified
Special Protection Areas (for birds)	Not identified
National Nature Reserves	Not identified
Local Nature Reserves	Not identified
Designated Ancient Woodland	Not identified
Green Belt	Not identified
World Heritage Sites	Not identified
Areas of Outstanding Natural Beauty	Not identified
National Parks	Not identified
Conservation Areas	Not identified
Listed Buildings	Not identified
Certificates of Immunity from Listing	Not identified
Scheduled Monuments	Not identified
Registered Parks and Gardens	Not identified

#### Planning

Mobile phone masts	Not identified
Mobile phone masts planning records	Not identified



Contact us with any questions at: info@groundsure.com 08444 159 000



228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

## **Contaminated land liability assessment methodology**

As part of this report Groundsure provide a professional assessment of the risks posed by key environmental information which could lead to the property being designated as 'Contaminated Land' as defined under Part 2A of the Environmental Protection Act 1990. This assessment is based on the following data:

- historical land use (compiled from 1:10,000 and 1:10,560 maps)
- petrol stations, garages, energy features and tanks (compiled from 1:1,250 and 1:2,500 maps) for selected areas.
- historic military / ordnance sites
- landfill and waste transfer/treatment or disposal sites (including scrap yards)
- current and recent industrial uses (as defined by PointX data)
- Catalist petrol station
- Part A(1), Part A(2) and Part B Authorisations
- sites determined as Contaminated Land under Part 2A EPA 1990
- Planning Hazardous Substance Consents
- Environment Agency Recorded Pollution Incidents
- Dangerous Substances Inventory Releases (DSI)
- Red List Discharge Consent

The level of risk associated with the property is either Passed or Action Required. If the report result is Action Required it does not necessarily mean that the site is unsuitable for purchase, but only that further assessment of the risk associated with the site is required.

#### **Method Statement**

In assessing specific site risk, Groundsure follows principles used extensively throughout the environmental consultancy sector. Our system looks at the potential for specific industries to have generated residual contamination and for this contamination to remain at a site, or to have migrated to neighbouring sites. Sites are scored based on this system and if a site scores highly it indicates a high level of risk.

#### Limitations of the Study

This report has been prepared with the assumption that the site is in residential use and that no significant (re)development is planned. The screening process reviews historical mapping and a range of current databases. The historical land use database reviewed for this study does NOT include 1:2,500 or 1:1,250 scale maps except for Groundsure's additional information database of selected features namely tanks, energy features, petrol filling stations and garages. This additional information database covers the majority of the UK, but not all. Where 1:2500 or 1:1250 scale maps are utilised all relevant and available map epochs to Groundsure are used. Additionally, this review does NOT include specific enquiries to the Local Authority who may hold additional information and it does NOT include a site visit/inspection. Your attention is drawn to the Terms and Conditions of Groundsure Limited under which this service is provided.



Contact us with any questions at: info@groundsure.com 08444 159 000

228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

### **Flood information**

The Flood Risk Assessment section is based on datasets covering a variety of different flooding types. No inspection of the property or of the surrounding area has been undertaken by Groundsure or the data providers. The modelling of flood hazards is extremely complex and in creating a national dataset certain assumptions have been made and all such datasets will have limitations. These datasets should be used to give an indication of relative flood risk rather than a definitive answer. Local actions and minor variations, such as blocked drains or streams etc. can greatly alter the effect of flooding. A low or negligible modelled flood risk does not guarantee that flooding will not occur. Nor will a high risk mean that flooding definitely will occur. Groundsure's overall flood risk assessment takes account of the cumulative risk of river, coastal, surface water (pluvial), and groundwater flooding and historic flood events.

#### Risk of flooding from rivers and the sea

This is an assessment of flood risk for England and Wales produced using local data and expertise, provided by Environment Agency. It shows the chance of flooding from rivers or the sea presented in categories taking account of flood defences and the condition those defences are in. The model uses local water level and flood defence data to model flood risk.

#### **Historic flood events**

Over 86,000 events are recorded within this database. This data is used to understand where flooding has occurred in the past and provides details as available. Absence of a historic flood event for an area does not mean that the area has never flooded, but only that Environment Agency/Natural Resources Wales do not currently have records of flooding within the area. Equally, a record of a flood footprint in previous years does not mean that an area will flood again, and this information does not take account of flood management schemes and improved flood defences.

#### Surface water flooding

Ambiental Risk Analytics surface water flood map identifies areas likely to flood following extreme rainfall events, i.e. land naturally vulnerable to surface water or "pluvial" flooding. This data set was produced by simulating 1 in 30 year, 1 in 100 year, 1 in 250 year and 1 in 1000 year rainfall events. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though older ones may even flood in a 1 in 5 year rainstorm event.

#### **Proposed flood defences**

The data includes all Environment Agency/Natural Resources Wales's projects over £100K that will change or sustain the standards of flood defence in England and Wales over the next 5 years. It also includes the equivalent schemes for all Local Authority and Internal Drainage Boards.

#### Flood storage areas

Flood Storage Areas may also act as flood defences. A flood storage area may also be referred to as a balancing reservoir, storage basin or balancing pond. Its purpose is to attenuate an incoming flood peak to a flow level that can be accepted by the downstream channel. It may also delay the timing of a flood peak so that its volume is discharged over a longer time interval. These areas are also referred to as Zone 3b or 'the functional floodplain' and has a 5% or greater chance of flooding in any given year, or is designed to flood in the event of an extreme (0.1%) flood or another probability which may be agreed between the Local Planning Authority and Environment Agency/Natural Resources Wales, including water conveyance routes. Development within Flood Storage Areas is severely restricted.



Contact us with any questions at: info@groundsure.com 08444 159 000



228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

#### Groundwater flooding

Groundwater flooding is flooding caused by unusually high groundwater levels. It occurs as excess water emerging at the ground surface or within underground structures such as basements. Groundwater flooding tends to be more persistent than surface water flooding, in some cases lasting for weeks or months, and it can result in significant damage to property. This risk assessment is based on a 5m Digital Terrain Model (DTM) and 1 in 100 year and 1 in 250 year return periods.

#### Ambiental FloodScore™

The property has been rated as Very High risk. Please see page 2 for further advice.

Flood Re is a re-insurance scheme that makes flood cover more widely available and affordable as part of your residential property home insurance. Properties at higher risk of flooding may have the flood part of their policy ceded to Flood Re by their insurer. It is important to understand that Flood Re does not apply to all situations. Exclusions from Flood Re includes properties constructed after 1 January 2009; properties not within domestic Council Tax bands A to H (or equivalent); commercial properties, certain buy to let scenarios and buildings comprising four or more residential units. A full list of the exemptions can be found on the Flood Re website (https://www.floodre.co.uk/can-flood-re-help-me/eligibility-criteria/).

Ambiental's FloodScore<sup>™</sup> risk rating gives an indicative assessment of the potential insurance risk classification from flooding, which can provide an indication of how likely it is that a property's policy will be ceded to Flood Re. The assessment is based on Ambiental's river, tidal and surface water flood data and other factors which some insurers may use in their assessment are not included.

The Ambiental FloodScore<sup>™</sup> is classified into six different bandings:

**Very High** indicates a level of risk that may make it more likely that standard insurance premiums will be higher, or additional terms may apply to the provision of flood cover. There is a very high possibility that the cover for flooding at the property will be ceded into the Flood Re scheme, particularly if the property has flooded in the past.

**High** indicates a level of risk that may make it more likely that standard insurance premiums will be higher, or additional terms may apply to the provision of flood cover. There is a high possibility that the cover for flooding at the property will be ceded into the Flood Re scheme, particularly if the property has flooded in the past.

**Moderate-High** indicates a level of risk that may make it more likely that standard insurance premiums will be higher, or additional terms may apply to the provision of flood cover. There is a moderate possibility that the cover for flooding at the property will be ceded into the Flood Re scheme, particularly if the property has flooded in the past.

**Moderate** indicates a level of risk that may make it more likely that standard insurance premiums will be higher, or additional terms may apply to the provision of flood cover. There is a low possibility that the cover for flooding at the property will be ceded into the Flood Re scheme, unless the property has flooded in the past.

**Low** indicates a level of risk that is likely to mean standard cover and premiums are available for flood cover. There is a low possibility the cover for flooding at the property will be ceded into the Flood Re scheme, unless the property has flooded in the past.

**Very Low** indicates a level of flood risk that should not have any impact on the provision of flood cover for the property.



Contact us with any questions at: info@groundsure.com 08444 159 000



228, ANCHORSHOLME LANE EAST, BLACKPOOL, FY5 3BP

Ref: PALI106-6709946 Your ref: PLI2-2156410-106-001423-AD/Farrow/0199102 Grid ref: 332514 442045

## **Conveyancing Information Executive and our terms & conditions**

#### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: info@groundsure.com. Groundsure adheres to the Conveyancing Information Executive Standards.

#### The Standards

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill.
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions.
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and associated parties.

#### **Complaints Advice**

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure.

If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Standards.

Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not to TPOs.

#### COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

- acknowledge it within 5 working days of receipt
- normally deal with it fully and provide a final response, in writing, within 20 working days of receipt
- liaise, at your request, with anyone acting formally on your behalf

#### Complaints should be sent to:

Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: <u>info@groundsure.com</u> If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: <u>admin@tpos.co.uk</u> We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

Groundsure's Terms and Conditions can be viewed online at this link: <u>https://www.groundsure.com/terms-and-conditions-jan-2020/</u>

### Important consumer protection information

All of the advice and reports that Groundsure produces are covered by a comprehensive Remediation Contribution policy to ensure customers are protected, see <a href="https://www.groundsure.com/remediation">https://www.groundsure.com/remediation</a> for full details.

## Data providers

Groundsure works with respected data providers to bring you the most relevant and accurate information in your Homebuyers report. To find out who they are and their areas of expertise see <u>https://www.groundsure.com/sources-reference</u>.

