

THE OLD FORGE, CHURCH STREET, GROTON, SUDBURY, CO10 5HD

## Professional opinion

Addresses the Law Society practice notes on Contaminated Land and Flood risk.



**ACTION  
REQUIRED**



**Contaminated Land Liability**  
**Action Required**

page 4



**Flood Risk**  
**Low**

## Further guidance



**Ground Stability**  
Not identified

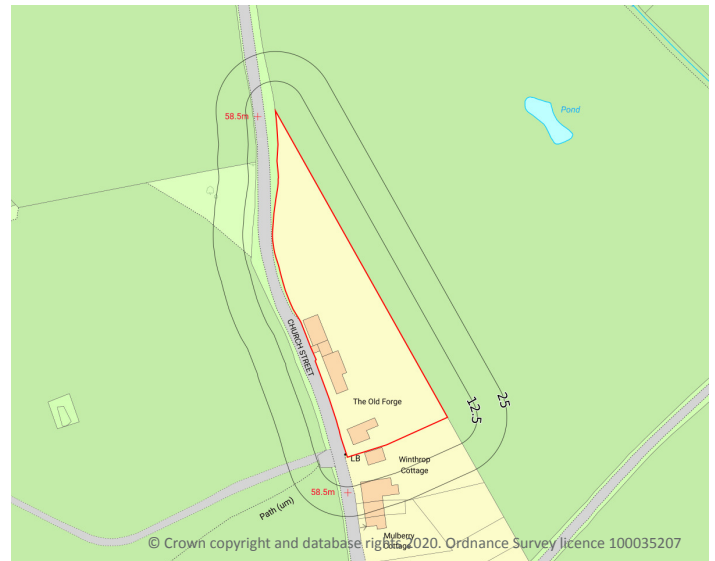


**Radon**  
**Passed**



**Planning Constraints**  
Not identified

## Site plan



## Screenings



**Energy**  
**Identified**

page 8



**Transportation**  
Not identified



**Planning Applications**  
**Identified**

page 10

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

## Useful contacts

Babergh District Council:  
<http://www.babergh.gov.uk>  
enquiries@babergh-south-suffolk.gov.uk  
01473 826 622

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 11**.



### Contaminated Land

The property is assessed to have potentially significant contamination risks due to the presence of the following potentially contaminative historical land use:

1. Forge on site circa 1977.

Key recommended next steps:

- if the property was built after 1999, you can find out if its NHBC Buildmark Certificate includes contaminated land cover by emailing a copy of the NHBC certificate to [info@groundsure.com](mailto:info@groundsure.com), quoting your report reference. If so, our experts will review your report free of charge and, if appropriate, revise to a pass free of charge
- investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion
- if the property was built after 1985, consider contacting the planning department of the relevant Local Authority to clarify any conditions placed in the original planning consent documentation regarding investigation/remediation (cleaning) of contamination on the site. Evidence that these conditions were complied with will also need to be obtained. Our experts will review any such conditions identified and if appropriate revise to a pass free of charge
- consider contacting the Contaminated Land Officer within the Environmental Health Department of the relevant Local Authority to ask about the previous land use of the area (as specified above), written details confirming whether the land has been designated 'Contaminated Land' (as defined under Part 2A of EPA 1990), and if the Local Authority plans to take any further action. If the Local Authority are considering further action the level of priority assigned to this site and timescale of potential investigation will also be required.

- if speed is a priority, or other methods have failed, insurance might be the best option. However, at this stage it may be expensive, and it is not always possible to get suitable insurance. Numerous companies offer environmental insurance. If you are considering this option you can get in touch with Groundsure who will be happy to provide further details



## Flood Risk

### Groundwater Flooding

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

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/297421/flho0911bugi-e-e.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/297421/flho0911bugi-e-e.pdf)

## Other considerations

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

## 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

Our Contaminated Land searches have found some potentially significant contamination risks. These could include risks relating to industrial processes, petrol stations, or landfill.

Please see **page 5** for details of the identified issues and **page 13** for our assessment methodology.

| Contaminated Land Liability   | Action Required |
|-------------------------------|-----------------|
| Past Land Use                 | Identified      |
| Waste and Landfill            | Passed          |
| Current and Recent Industrial | Passed          |



### Flood Risk

Property's overall risk assessment for river, coastal, surface water and groundwater flooding is low.

Further explanation of flood risk assessment can be seen in the Flood information on **page 14**.

|                            |                |
|----------------------------|----------------|
| River and Coastal Flooding | Very Low       |
| Groundwater Flooding       | Moderate       |
| Surface Water Flooding     | Negligible     |
| Past Flooding              | Not identified |
| Flood Storage Areas        | Not identified |

### FloodScore™

Very Low

The rating is compiled by Ambiental, a leading flood risk analysis company. Please see **page 14**



### Ground stability

No significant concerns have been identified as a result of the ground stability searches. No action required.

|                              |                |
|------------------------------|----------------|
| Natural Ground Stability     | Low            |
| Non-Natural Ground Stability | Not identified |



### Radon

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

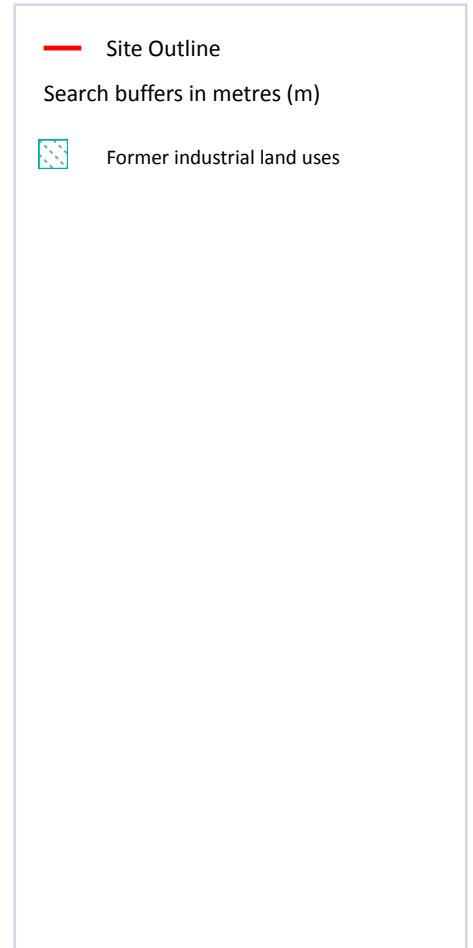
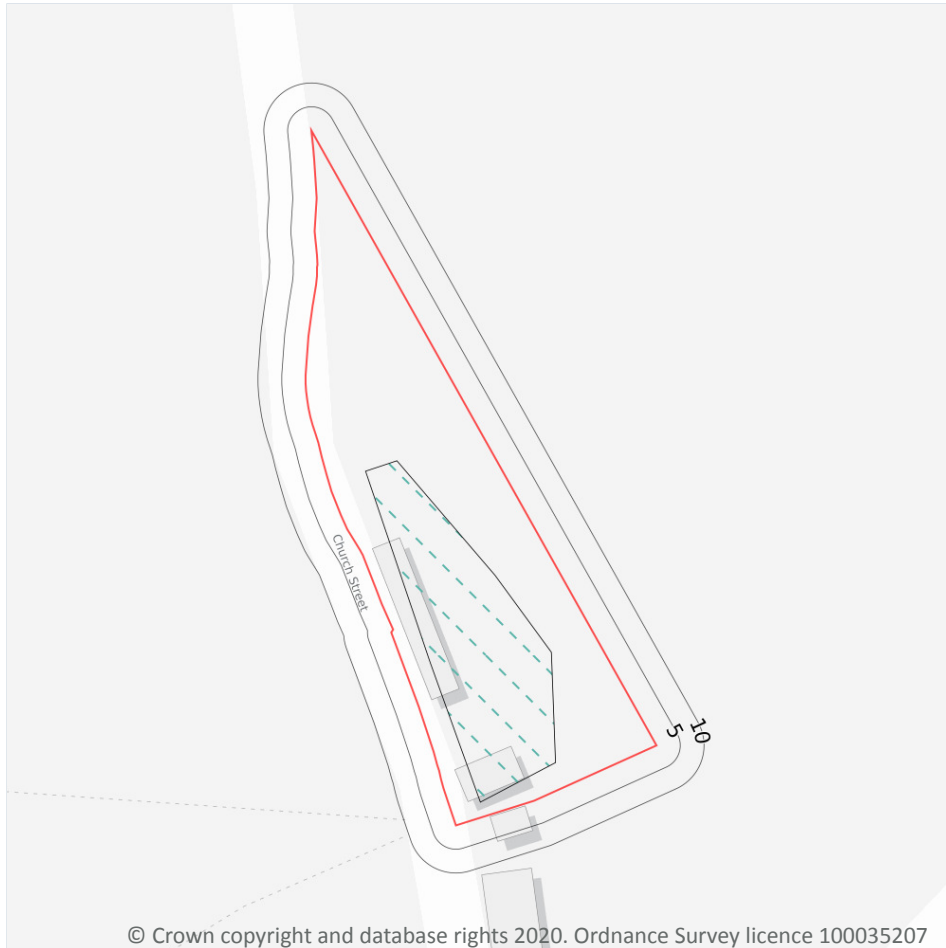
Not in a radon affected area



## Contaminated Land



### Past land use



### Former industrial land use (1:10,560 and 1:10,000 scale)

These historical land uses have been identified from 1:10,560 and 1:10,000 scale Ordnance Survey maps dated from the mid to late 1800s to recent times. They have the potential to have caused ground contamination. Please see the Environmental Summary to find out how these could impact the site.

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

| Distance | Direction | Use   | Date |
|----------|-----------|-------|------|
| 0        | on site   | Forge | 1977 |

# Homebuyers

THE OLD FORGE, CHURCH STREET,  
GROTON, SUDBURY, CO10 5HD

Ref: GS-6743959  
Your ref: BME/Becker  
Grid ref: 596065 242002

This data is sourced from Ordnance Survey/Groundsure.

## Flood Risk



### 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.

## Energy summary



The property has been identified to lie within 5km of one or more solar energy features or within 10km of one or more wind 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

No historical, active or planned wells or extraction areas have been identified near the property.

**Oil and Gas Areas**  
**Oil and Gas Wells**

**Not identified**  
**Not identified**

### Wind and Solar

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

**Planned Multiple Wind Turbines**

**Identified**

**Planned Single Wind Turbines**

**Identified**

**Existing Wind Turbines**

**Not identified**

**Proposed Solar Farms**

**Identified**

**Existing Solar Farms**

**Identified**

### Energy Infrastructure

Our search of major energy transmission or generation infrastructure and nationally significant infrastructure projects has identified results.

**Power stations**

**Not identified**

**Energy Infrastructure Projects**

**Not identified**  
**Identified**



## 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.

### HS2

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.

|                          |                       |
|--------------------------|-----------------------|
| <b>HS2 Route</b>         | <b>Not identified</b> |
| <b>HS2 Safeguarding</b>  | <b>Not identified</b> |
| <b>HS2 Stations</b>      | <b>Not identified</b> |
| <b>HS2 Depots</b>        | <b>Not identified</b> |
| <b>HS2 Noise</b>         | <b>Not assessed</b>   |
| <b>HS2 Visual impact</b> | <b>Not assessed</b>   |

### Crossrail

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

|                                 |                       |
|---------------------------------|-----------------------|
| <b>Crossrail 1 Route</b>        | <b>Not identified</b> |
| <b>Crossrail 1 Stations</b>     | <b>Not identified</b> |
| <b>Crossrail 1 Worksites</b>    | <b>Not identified</b> |
| <b>Crossrail 2 Route</b>        | <b>Not identified</b> |
| <b>Crossrail 2 Stations</b>     | <b>Not identified</b> |
| <b>Crossrail 2 Worksites</b>    | <b>Not identified</b> |
| <b>Crossrail 2 Safeguarding</b> | <b>Not identified</b> |
| <b>Crossrail 2 Headhouse</b>    | <b>Not identified</b> |

### Other Railways

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

|  |                       |
|--|-----------------------|
| <b>Active Railways and Tunnels</b>     | <b>Not identified</b> |
| <b>Historical Railways and Tunnels</b> | <b>Not identified</b> |
| <b>Railway and Tube Stations</b>       | <b>Not identified</b> |
| <b>Underground</b>                     | <b>Not identified</b> |

## 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.

### 5 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 Areas** Not identified



### 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



## 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   |                   | Contaminated Land                               |                   |
|---|-------------------|---|-------------------|
| <b>Former industrial land use (1:10,560 and 1:10,000 scale)</b>       | <b>Identified</b> | Dangerous industrial substances (D.S.I. List 2) | Not identified    |
| Former tanks  | Not identified    | Pollution incidents                             | Not identified    |
| Former energy features  | Not identified    |   |                   |
| Former petrol stations  | Not identified    | <b>Flood Risk</b>                               |                   |
| Former garages  | Not identified    | Risk of flooding from rivers and the sea        | Not identified    |
| Former military land  | Not identified    | Flood storage areas: part of floodplain         | Not identified    |
| Former landfill (from Local Authority and historical mapping records) | Not identified    | Historical flood areas                          | Not identified    |
| Waste site no longer in use   | Not identified    | Areas benefiting from flood defences            | Not identified    |
| Active or recent landfill   | Not identified    | Flood defences                                  | Not identified    |
| Former landfill (from Environment Agency Records)                     | Not identified    | Proposed flood defences                         | Not identified    |
| Active or recent licensed waste sites                                 | Not identified    | Surface water flood risk                        | Not identified    |
| Recent industrial land uses   | Not identified    | <b>Groundwater flooding</b>                     | <b>Identified</b> |
| Current or recent petrol stations                                     | Not identified    |   |                   |
| Hazardous substance storage/usage                                     | Not identified    | <b>Ground stability</b>                         |                   |
| Sites designated as Contaminated Land                                 | Not identified    | Natural ground subsidence                       | Not identified    |
| Historical licensed industrial activities                             | Not identified    | Natural geological cavities                     | Not identified    |
| Current or recent licensed industrial activities                      | Not identified    | Coal mining                                     | Not identified    |
| Local Authority licensed pollutant release                            | Not identified    | Non-coal mining                                 | Not identified    |
| Pollutant release to surface waters                                   | Not identified    | Mining cavities                                 | Not identified    |
| Pollutant release to public sewer                                     | Not identified    | Infilled land                                   | Not identified    |
| Dangerous industrial substances (D.S.I. List 1)                       | Not identified    | <b>Radon</b>                                    |                   |
|   |                   | Radon   | Not identified    |

## Energy Infrastructure

|   |                |
|---|----------------|
| Electricity transmission lines and pylons | Not identified |
|---|----------------|

## Planning constraints

|                                      |                |
|--------------------------------------|----------------|
| Sites of Special Scientific Interest | Not identified |
|--------------------------------------|----------------|

|   |                |
|---|----------------|
| Internationally important wetland sites<br>(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 |
|-------------------------------------|----------------|

## 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)
- Catalyst 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.

## 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.

## 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 Low** risk.

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™ 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™ 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.

## Conservation Area data limitations

Please note the Conservation Area data is provided by Historic England and may be incomplete. We recommend reviewing your local search for confirmation.

## Subsidence data limitations

The natural ground subsidence assessment is based on the British Geological Survey's GeoSure data. GeoSure is a natural ground stability hazard susceptibility dataset, based on the characteristics of the underlying geology, rather than an assessment of risk. A hazard is defined as a potentially damaging event or phenomenon, where as a risk is defined as the likelihood of the hazard impacting people, property or capital. The GeoSure dataset consists of six data layers for each type of natural ground subsidence hazard. These are shrink-swell clay, landslide, compressible ground, collapsible ground, dissolution of soluble rock and running sand. Each hazard is then provided with a rating on its potential to cause natural ground subsidence. This rating goes from A-E, with A being the lowest hazard, E being the highest. This is then represented within Groundsure reports as either Negligible-Very Low (A&B ratings), Low (C ratings) or Moderate-High (D&E ratings). The GeoSure data only takes into account the geological characteristics at a site. It does not take into account any additional factors such as the characteristics of buildings, local vegetation including trees or seasonal changes in the soil moisture content which can be related to local factors such as rainfall and local drainage. These factors should be considered as part of a structural survey of the property carried out by a competent structural surveyor. For more information on the "typical safe distance" trees should be from a property please see this guide: <https://www.abi.org.uk/globalassets/sitecore/files/documents/publications/public/migrated/home/protecting-your-home-from-subsidence-damage.pdf>



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- 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.

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- 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:

[info@groundsure.com](mailto:info@groundsure.com) 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: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

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