

## Homecheck Environmental



# Contamination Risk PASSED

#### **Professional Opinion**

Argyll Environmental Consultants have passed this report in accordance with the definition of contaminated land within Part 2A of the Environmental Protection Act 1990. Please refer to the Professional Opinion page and Section 1 for further information.



## Flood Risk: None Identified

Refer to Section 2 for further information

#### **Conveyancer Guidance**

While this report may have identified areas at risk of flooding within 250m of the search centre, we consider there to be no significant risk of flooding to the property. Please refer to Section 2 for further information.



## Radon: None Identified

Refer to Section 3 for further information



## Ground Stability: None Identified

See Section 5a

Refer to Section 4 for further information

## Other Influential Factors:

Refer to Section 5 for further information

**Environmental Constraints: None Identified** 

Report issued for the property at G v Baskerville, Place Farm Old Bury Road STUSTON IP21 4AD

Report Reference 229039489\_1\_1

National Grid Reference 612660 278230

Customer Reference 5976\_HCP

Report Date 23 December 2019

#### **Contact Details**

If you require assistance please contact your Search Provider or phone Customer Services on 0844 844 9966 or email helpdesk@homecheck.co.uk

### Landmark Contribution

By purchasing this report, the recipient may be eligible for Remediation Contribution of up to £100,000 if served with a Remediation Notice by the Local Authority. Such a notice may require the homeowner to pay for all, or contribute to, the remediation of the property. For more information see Landmark's Terms and Conditions.



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## Homecheck Environmental



## **Contents and Summary of Findings**



Site Location



## Section 1: Contamination Risk Findings

Contamination Risk	0-25m	25-250m	250-500m	See Section
Designated Contaminated Land	No	No	No	1a
Landfill and Waste	No	No	No	1b
Potentially Contaminative Activities	No	Yes	No	1c
Known Pollution Incidents	No	No	No	1d
Other Potential Contaminative Land Uses	No	No	n/a	1e



## Section 2: Flood Findings

Flood	0-25m	25-250m	See Section
River Flooding	No	Yes	2a
Coastal Flooding	No	No	2b
Surface Water Flooding	No	Yes	2c

## Section 3: Radon Findings

Radon	Result	See Section
Radon Affected Property	No	3

## Section 4: Ground Stability Findings

Ground Stability	Result	See Section
Man-Made Factors	No	4a
Natural Factors	No	4b



## Section 5: Other Influential Factors

Other Influential Factors	Result	See Section
Environmental Constraints	No	5a



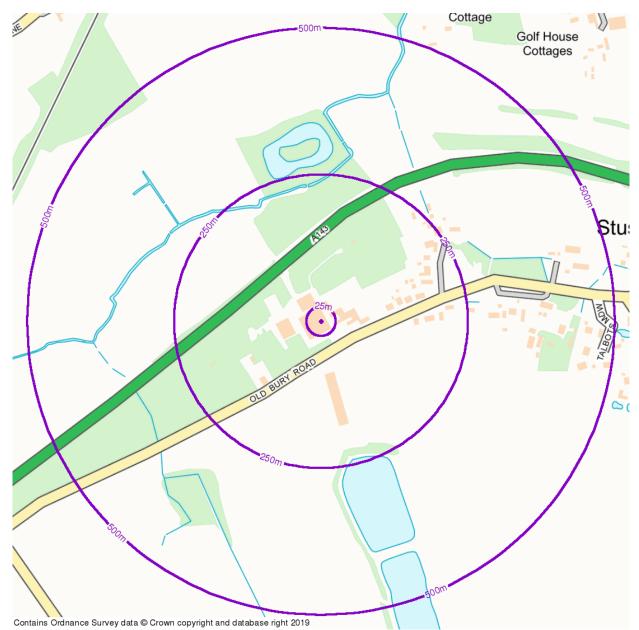
# i Aerial Photograph

The photograph below shows the location of the site to which this report relates.





The map below shows the location of the site to which this report relates.

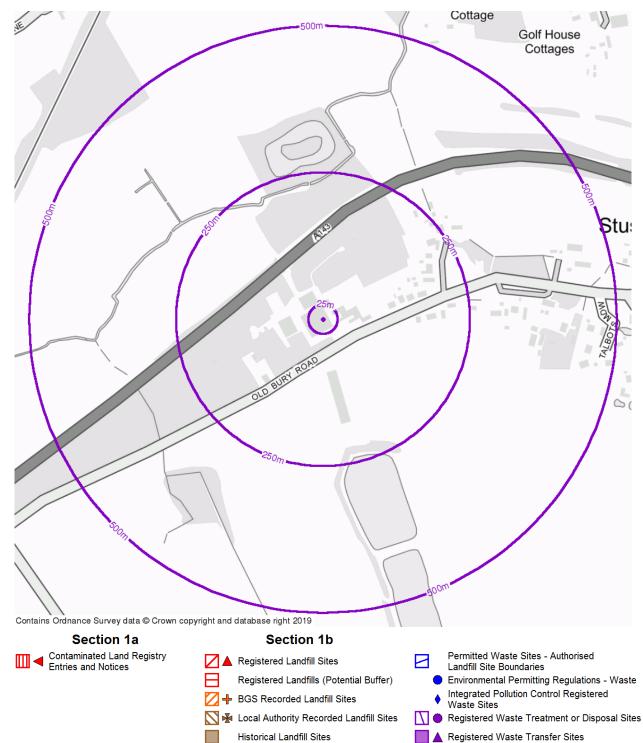


## Section 1: **Contamination Risk Findings**

The whole of section 1 deals with potential sources of contamination and provides the information by which this report has either been passed or referred for assessment.

## Section 1a and 1b: Information Map

The map detailed below shows the location of the Designated Contaminated Land and Landfill and Waste features highlighted within sections 1a and 1b of this report.



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### Section 1a: Designated Contaminated Land

The data within this section tells you whether your property or surrounding area has been identified by the Local Authority as "Contaminated Land" under the Environmental Protection Act 1990. Should there be an indication of contamination, it is not necessarily a cause for concern. Your report will be assessed by our professional environmental consultants who will advise you what, if any, considerations need to be made should you proceed with the property purchase.

Enquiry			Result
Has any contaminated land been identified within 500m of the property?			No
Map ID Reference	Location	Details	Distance Contact
Contaminated Land Re	egister Entries and Notice	S	
No factors identified	for this property		

### Section 1b: Landfill and Waste

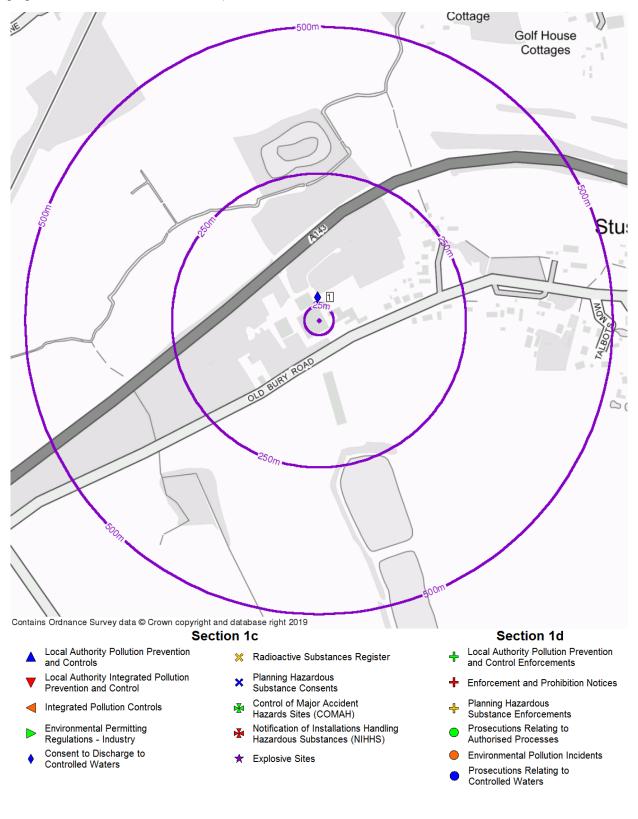
The information in this section is telling you about active and historic landfill and waste sites within 500 metres of the property. Having a landfill or waste site near your property does not necessarily mean that you or the property will be affected. However, it is something you need to be aware of, because landfill and waste can have a detrimental effect on the surrounding environment, house value and health. A closed landfill/waste site should be given equal consideration to an active site, because of landfill byproducts. For instance, landfill with lots of organic material can continue to produce odours and gas for many years.

Enquiry			Result
lave any landfill and wa	aste sites been identified v	vithin 500m of the property?	No
Map ID Reference	Location	Details	Distance Contact
Registered Landfill Site	S		
No factors identified f	or this property		
GS Recorded Landfill	Sites		
No factors identified f	or this property		
ocal Authority Record	ed Landfill Sites		
No factors identified f	or this property		
ocal Authority Record	ed Landfill Coverage		
The following list deta	ails the Local Authorities that cove	r the search area who have made landfill data available:	
Suffolk County Cour	ncil	- Has supplied landfill data	3
Mid Suffolk District	Council	- Has supplied landfill data	4
For further informatic contacts indicated ab		al Authority Recorded Landfill data you may wish to forw	vard enquiries to one or more of the
listorical Landfill Sites			
No factors identified f	or this property		
Permitted Waste Sites -	Authorised Landfill Site	Boundaries	
No factors identified f			
invironmental Permitt	ing Regulations - Waste		
No factors identified f	or this property		

Map ID Reference	Location	Details	Distance Contact
Integrated Pollution Co	ontrol Registered Waste	Sites	
No factors identified	for this property		
Registered Waste Trea	tment or Disposal Sites		
No factors identified	for this property		
Registered Waste Tran	sfer Sites		
No factors identified	for this property		

## **1** Section 1c and 1d: Information Map

The map detailed below shows the location of the Potentially Contaminative Activities and Known Pollution Incidents features highlighted within sections 1c and 1d of this report.



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### Section 1c: Potentially Contaminative Activities

This section describes current and historic licensed activities within 500 metres of the property, which have the potential to cause contamination or have an impact on the environment. The licensed activities could range from pollution to air, land or water; storage or disposal of radioactive substances; or storage of hazardous or explosive materials. Licences may no longer be active, but the nature of the past activity means it could still have an impact.

Enquiry	1			Result	
Have a	iny potentially contami	native activities been ider	ntified within 500m of the property?	Yes	
Map ID	Reference	Location	Details	Distance	Contact
Local A	Authority Pollution Pre	evention and Controls			
	No factors identified for this	property			
Local A	Authority Integrated P	ollution Prevention And	Control		
	No factors identified for this				
Integra	ated Pollution Control	5			
j.	No factors identified for this				
Enviro	nmental Permitting Re	aulations Industry			
EIIVIIO	No factors identified for this				
Consei	nt to Discharge to Cor				
1	Reference: Gwelf50232 Diss Norfolk	Stuston Place Stuston	Type: Trade Discharge	41m	1
			<b>Discharge Type:</b> Trade Discharge - Agricultural And Surface		
		1021-100	Property Type: Arable Farming		
			Discharge Environment Type: Onto Land		
			Receiving Water: Groundwater		
			<b>Status:</b> Deemed Groundwater Regulations Authorisation		
			Date of Issue: 17th May 2000		
			<b>Positional Accuracy:</b> Located by supplier to within 10m		
Radioa	ctive Substances Regi	ster			
	No factors identified for this	property			
Planni	ng Hazardous Substar	ice Consents			
	No factors identified for this	property			
Contro	l of Major Accident Ha	azards Sites (COMAH)			
20110	No factors identified for this				

#### Notification of Installations Handling Hazardous Substances (NIHHS)

No factors identified for this property

#### **Explosive Sites**

No factors identified for this property

#### Next Steps

If you would like any further information in respect of the above findings we recommend that you contact the relevant Local Authority or the Environment Agency/Natural Resources Wales, their contact details can be found in the 'Useful Contacts' section of this report. Further Information is also available in the 'Useful Information' section.

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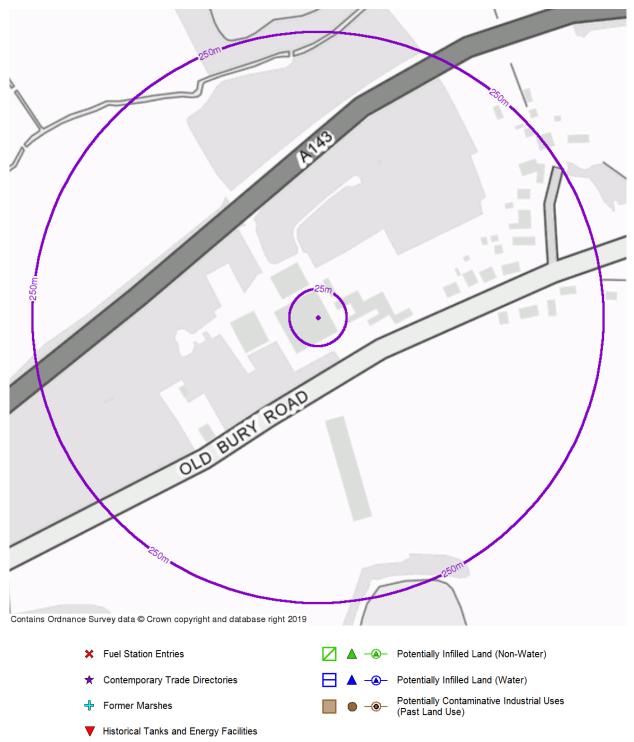
## Section 1d: Known Pollution Incidents

The data within this section describes unpermitted activity in your area (e.g. polluting incidents, or exceedance of permitted allowance) where the activity led to a prosecution or enforcement of regulations. Whilst all of these records are historic, the nature of the incident may have long term effects.

cidents been identifie		Result	
ave any known pollution incidents been identified within 500m of the property?		No	
Location	Details	Distance	Contact
revention and Contro	l Enforcements		
s property			
on Notices			
s property			
ince Enforcements			
s property			
uthorised Processes			
uthorised Processes			
5	evention and Contro property on Notices property nce Enforcements	evention and Control Enforcements property In Notices property nce Enforcements	evention and Control Enforcements property n Notices property nce Enforcements

## i Section 1e: Information Map

The map detailed below shows the location of the Other Potential Contaminative Land Uses features highlighted within section 1e of this report.



## Section 1e: Other Potential Contaminative Land Uses

This section describes either current or historic activity, which could be considered to be contaminative. This section makes no statement about whether the activity requires a licence; however our environmental experts deem that the activities described in this section could lead to potential contamination. The information is taken from a variety of sources including trade directories, Landmark's extensive historical map collection and analysis of historic activity. Records are highlighted due to the potential for contamination to exist.

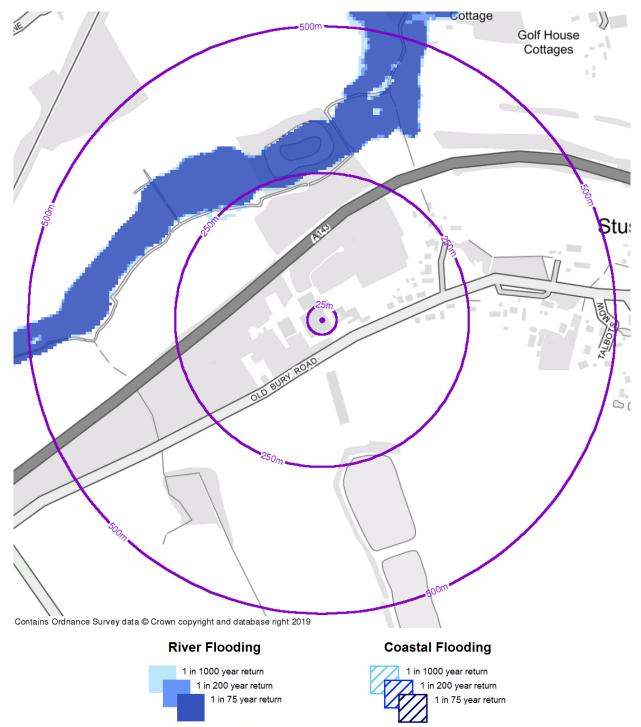
		Result	
al sources of contaminatio	n been identified within 250m of the property?	No	
Location	Details	Distance	Contact
for this property			
virectory Entries			
for this property			
for this property			
d (Non-Water)			
for this property			
d (Water)			
for this property			
tive Industrial Uses (Past	Land Use)		
	,		
f	Location for this property irrectory Entries for this property for this property d (Non-Water) for this property d (Water) for this property	for this property for this property for this property for this property d (Non-Water) for this property d (Water)	al sources of contamination been identified within 250m of the property? No Location Details Distance Tor this property Tirectory Entries Tor this property Tor this property Tor this property Contries property



The whole of this section deals with potential sources of flooding that may impact the property.

## Section 2a and 2b: **River and Coastal Flood Map**

The map detailed below shows the location of potential river and coastal flood risk. The potential risk has been modelled on the basis of an event occurring on average every 75, 200 or 1000 years.



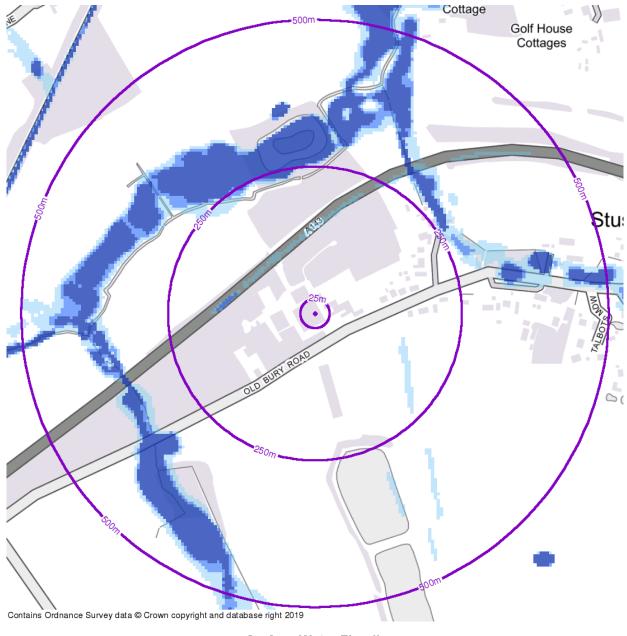
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# **i** Section 2c: **Surface Water Flood Map**

The map detailed below shows the location of potential surface water flood risk. The potential risk has been modelled on the basis of an event occurring on average every 75, 200 or 1000 years.



#### Surface Water Flooding



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## Section 2a: River Flooding

River flooding mainly happens when the river catchment (that is the area of land that feeds water into the river and the streams that flow into the main river) receives greater than usual amounts of water (for example through rainfall or melting of snow). The amount of runoff depends on the soil type, catchment steepness, drainage characteristics, agriculture and urbanisation as well as the saturation of the catchment. The extra water causes the level of the water in the river to rise above its banks or retaining structures.

Enquiry	Result	Contact
Is there a potential risk of river flooding within 250m of the property?	Yes	-

### Section 2b: Coastal Flooding

Coastal flooding is the inundation of land areas along the coast caused by sea water rising above normal tidal conditions. Coastal flooding can arise from a combination of high tides, wind induced tidal surge, storm surge created by low pressure and wave action.

Enquiry	Result	Contact
Is there a potential risk of coastal flooding within 250m of the property?	No	-

## Section 2c: Surface Water Flooding

Surface water flooding results from rainfall running over ground before entering a watercourse or sewer. It is usually associated with high intensity rainfall events (typically greater than 30mm per hour) but can also occur with lower intensity rainfall or melting snow where the ground is already saturated, frozen, developed (for example in an urban setting) or otherwise has low permeability.

Enquiry	Result	Contact
Is there a potential risk of surface water flooding within 250m of the property?	Yes	-

#### Next Steps

In order to gain more detailed information on the type and likelihood of your property being impacted by a flood event, and the potential impact on insurance, we recommend that you purchase our Homecheck Professional Flood Report. If you would like more information please contact your Search Provider or our Customer Services Team on **0844 844 9966** or email **helpdesk@homecheck.co.uk.** 

Flood data provided by JBA Risk Management Limited. © Copyright JBA Risk Management Limited 2008-2019

# Section 3: Radon Findings

The information within this section tells you whether the property is located in a radon affected area. Radon is a radioactive gas which occurs naturally in rocks and soils. You cannot see, hear, feel or taste it. Exposure to particularly high levels of radon may increase the risk of developing lung cancer, and is therefore something you need to be aware of or should consider.

Enquiry	Result	Contact
Is the property in a radon affected area?	The property is in a lower probability radon area, as less than 1% of homes are above the action level	2
What level of radon protection measures for new dwellings or extensions to existing ones is required for the property?	No radon protective measures are necessary in the construction of new dwellings or extensions	2

#### Next Steps

The level of radon concentration can only be established by having the building tested. Action should be taken if the indoor radon level is measured and found to be above 200 becquerel's per cubic meter. If you would like any further information we recommend you contact Public Health England whose details can be found in the 'Useful Contacts' section of this report.

#### **Further Action**

Airtech Environmental Systems can advise on radon testing kits, which cost £39.36 including VAT and can run from 7 days to 3 months. They also have a team of surveyors on hand to provide recommendations and advice for any properties above the target level of 100 becquerel's per cubic meter or action level of 200 becquerel's per cubic meter. Airtech Environmental Systems can provide a report, recommendations and a quotation for any recommended works. For more detailed information please call their free-phone number 0800 378017.

# Section 4: Ground Stability Findings

This section provides summary information on factors that could affect the ground stability of the property. It considers both manmade factors (e.g. mining activity) and natural hazards (e.g. geological stability).

### Section 4a: Man-Made Factors

Enquiry	Result	Contact
Is the property within 25m of a Coal Mining Affected Area?	No	-

## Section 4b: Natural Factors

Enquiry	Result	Contact
What is the potential for natural ground instability in the area within 50m of the property?	Low	-
<b>Comment:</b> The British Geological Survey has assessed the area of search as having	low potential for natural ground	instahility

**Comment:** The British Geological Survey has assessed the area of search as having low potential for natural ground instability. This does not necessarily mean there is cause for concern in terms of the property's stability. Active subsidence will be dependent on local conditions, such as the proximity of trees or areas where trees have been removed, which require an inspection of the site to identify the nature of the ground on which the property is built. A house buyers survey is advised to look for signs of property damage that may indicate poor natural ground conditions.

## Section 5: Other Influential Factors

The following section provides information on a variety of factors which may have an influence on the property or surrounding area.

# Section 5a: Environmental Constraints

		Result	
s the property within 250m of an area likely to be impacted by Environmental Constraints?		No	
Location	Details	Distance	Contact
ural Beauty			
his property			
his property			
his property			
his property			
his property			
nterest			
his property			
tion			
his property			
	Location Location ural Beauty his property his property his property his property his property his property tion	Location Details ural Beauty his property his property his property his property his property his property tion	n of an area likely to be impacted by Environmental Constraints? No  Location Details Distance Ural Beauty his property hi

### **Useful Contacts**

#### Contact 1 - Environment Agency - National Customer Contact Centre (NCCC)

PO Box 544 Templeborough Rotherham S60 1BY	Tel: 03708 506 506	enquiries@environment-agency.gov.uk
Contact 2 - Public Health Eng	land - Radon Survey, Centre for Ra	diation, Chemical and Environmental Hazards
Chilton Didcot Oxfordshire OX11 0RQ	Tel: 01235 822622 Fax: 01235 833891	radon@phe.gov.uk www.ukradon.org
Contact 3 - Suffolk County Co	uncil	
St Edmund House County Hall Ipswich Suffolk IP4 1LZ	Tel: 01473 583000 Fax: 01473 230240	www.suffolkcc.gov.uk
Contact 4 - Mid Suffolk Distric	t Council - Environmental Health	Department
Council Offices 131 High Street Ipswich Suffolk IP6 8DL	Tel: 01473 826622	customer.services@baberghmidsuffolk.gov.uk www.midsuffolk.gov.uk
Landmark Information Group	Limited	
Legal and Financial Imperium Reading Berkshire RG2 0TD	Tel: 0844 844 9966 Fax: 0844 844 9980	helpdesk@homecheck.co.uk www.landmarkinfo.co.uk

The Landmark website contains links to many of our data suppliers which may prove useful.

Please note that the Environment Agency/Natural Resources Wales/SEPA have a charging policy in place for enquiries.

Landmark works in association with:



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## **Useful Information**

The following explanatory notes may be of assistance to users of the Homecheck Professional report. Practitioners are reminded that full guidance notes are contained in the Practitioners Guide.

#### **Professional Opinion**

A Professional Opinion in relation to Part 2A of the Environmental Protection Act 1990 is provided by Argyll Environmental Consultants. In many cases the report will be PASSED without referral. However, in some cases, entries that may be of concern are revealed by the search, in which case the report is REFERRED free of charge for more detailed consideration, although this will not include a physical site inspection. After such referral the report may be PASSED or suggestions made of some FURTHER ACTION that could be taken, in the form of questions to ask of the appropriate authorities. When responses to these questions are received it is the responsibility of the client and their professional advisors to decide if they are happy to proceed.

#### Flood Risk

A limited flood risk screening exercise is included in this report designed to satisfy basic flood risk screening due diligence including consideration of river, coastal and surface water flooding. Where a potential flood risk is "Identified" you may wish to consider commissioning a more detailed flood risk screening report. When there is "None Identified" this does not indicate that there is not risk of flooding at the property, but that the risk of flooding from the sources screened (river, coastal and surface water) within the vicinity of the property is such that the risk may not be considered significant.

#### Location Map

The Ordnance Survey location map may show features which are not necessarily otherwise included in this report. You are advised to supplement the information contained in the report with the descriptive text shown on the map.

#### **Positional Accuracy**

We locate data in a variety of ways according to information provided to us and subsequent in-house research. If data is provided as a point on the ground, we provide a "positional accuracy" which tells you how confident we are of the actual location.

#### Section 1b: Landfill and Waste

At present no complete national data set exists for landfill site boundaries, therefore, a point grid reference, provided by the data supplier, is used for some landfill sites. In certain cases the point grid references supplied provide only an approximate position, and can vary from the site entrance to the centre of the site. Where the exact position of the site is unclear for Registered Landfill data, Landmark construct either a 100 metre or 250 metre "buffer" around the point to warn of the possible presence of landfill. The size of this "buffer" relates to the positional accuracy that can be attributed to the site. The "buffer" is shown on the map as a red hatched area. For further information regarding landfill sites identified in the report, please contact the relevant environment agency or authority referenced in the Useful Contacts section.

The BGS holds records of over 3,000 landfill sites that accepted waste prior to the Control of Pollution Act (COPA) 1974. These were not subject to any strict regulation or monitoring.

Permitted Waste Sites and Environmental Permitting Regulations - Waste cover current or recently current consents issued for landfill sites, waste transfer, treatment or disposal sites by the Environment Agency/Natural Resources Wales, under Section 64 of the Environmental Protection Act 1990 (Part 2) and prescribed by regulation 10 of SI No. 1056 of the Waste Management Licensing Regulations 1994.

#### Section 1c: Potentially Contaminative Activities

Identified discharge consents could be for storm water discharges, soakaways or septic tanks.

If a radioactive substance licence has been identified the consent band will be given under enquiries and replies. Consents fall into one of four bands: Band 1 and 2 Nuclear licensed sites authorised by the Nuclear Installations Inspectorate e.g. nuclear power stations Band 3 Site registered/authorised to accumulate and dispose of radioactive materials, only non-nuclear operations are carried out on site e.g. hospitals Band 4 Sites registered to keep and use radioactive material e.g. laboratories, universities, commercial premises using appliances such as monitoring equipment, alarm systems, tritium lighting etc.

Data supplied for Explosive Sites, Control of Major Accident Hazards Sites (COMAH) and Notification of Installations Handling Hazardous Substances (NIHHS) contains public sector information published by the Health and Safety Executive and licensed under the Open Government Licence.

#### Section 1e: Other Potential Contaminative Land Uses

This section relates to categories of potentially contaminative land uses that have been identified by the analysis of selected Ordnance Survey historical mapping. The published date (range of dates) of the map (s) and the distance from the centre of search to the nearest point of the feature is given. Further details of the extent of the site or its activities are not available. Should you wish to examine the Ordnance Survey maps these are normally available for public inspection at the local archive or local major library. Alternatively, extracts of editions of Ordnance Survey maps are available on www.old-maps.co.uk

Potentially infilled land has been identified when a 'cavity' (a hole made by an extractive industry or natural occurrence e.g. pond) was indicated on a historic map but there was no evidence of its existence in the last available map for the area. No details of what may have been used to fill the cavity or exactly when or if it was filled are available from the mapping.

The point locations of historical tanks and energy facilities are identified from the text on Ordnance Survey 1:1250 and 1:2500 scale mapping published between 1943 and 1996, based upon a predetermined list of abbreviations, e.g. El Sub (Electricity Sub-station) and F Stn (Filling Station). The position of the point has been located at the centre of the identified text so that it would be within approximately 30 meters of the feature it was describing. The features themselves are related to energy and petroleum storage and cover the following: tanks, petrol storage, potential tanks (at depots etc.), electricity sub stations and related features, gas and gas monitoring related features, oil related features and miscellaneous power features. NB: It should be noted that the Ordnance Survey abbreviation for tank (tk) is the same as that for tracks. Therefore some of the captured text may relate to tracks and not tanks when the exact nature of the feature is not clear from the mapping.

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#### Section 2: Flood Findings

Sections 2a, b and c of the report provide data on modelled extents of river, coastal and surface water flooding generated by JBA Risk Management, a market leader in flood risk assessment commonly engaged by insurers to assess flood risk. The data has been modelled for several perils or return periods: 1 in 75, 1 in 200 or 1 in 1000 which relate to areas with a 1.3%, 0.5% and 0.1% annual probability of flooding in any one year respectively. Properties at risk of flooding during a 1 in 75 year event are typically considered to be at a high risk of flooding. The data has been generated to provide a UK wide screening tool and as a result may have inherent limitations. In addition, there may be areas of the country which are modelled to varying degrees of accuracy based on currently available topographical information.

#### Section 3: Radon Findings

Due to the nature of way the information is gathered, your property/site may have more than one probability of radon attributed to it. We report the worst case scenario on the property/site you have provided. This information is an estimate of the probability that a property /site in Great Britain is at or above the "Action Level" for radon (the level at which Public Health England recommends that radon levels should be reduced, those with an average of 200 Bq m-3 or more). This information satisfies CON29 Standard Enquiry of Local Authority; 3.13 Radon Gas: Location of the Property in a Radon Affected Area. Where the property/site is a new build, this information provides information on the level of protection required for new buildings under BR211 (Scivyer, 2007) Radon: Guidance on protective measures for new buildings.

Disclaimer: "Some of the responses contained in this section are based on data and information provided by the Natural Environment Research Council (NERC) or its component bodies the 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, BGS nor Public Health England where applicable, gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including liability for negligence) arising from its use is excluded to the fullest extent permitted by law."

#### Section 5a: Environmental Constraints

The Local Nature Reserves national dataset is "indicative" not "definitive". Definitive information can only be provided by individual local authorities and you should refer directly to their information for all purposes that require the most up to date and complete dataset.

#### General

If after reading the details in this report regarding the sites identified, you still require further information, please contact the relevant environment agency or authority indicated in the Useful Contacts section quoting the corresponding reference given in the text of the report.

The contacts in the Useful Contacts section may be able to provide further information relating to items identified in the report, however they are not in a position to advise how these might affect the value of a property. The findings of the report should be discussed with your professional advisor.

### The Purpose and Scope of the Report

The report is designed to satisfy the concerns raised by the Law Society warning card and has been prepared to assist conveyancing professionals who may be advising clients when they sell or buy a property, obtain a mortgage, seek further mortgage advice, or commence any building works. It is designed to bring information to their attention and help them decide whether they need to seek any further specialist advice. As the report is so detailed, this information can cause concern, but professional advisors will see that further action is suggested on all issues that have been identified.

### Limitations

This report has been published by Landmark Information Group Limited ("Landmark") and is supplied subject to our Terms and Conditions of Business, which can be found at <u>http://www.landmarkinfo.co.uk/Terms/Show/515</u>. It has been prepared on the understanding that it is to be used for an individual residential property transaction and should not be used or relied upon in a commercial property transaction. This report is neither a guarantee of the physical condition of the subject property nor a substitute for any physical investigation or inspection. The information in Homecheck Professional is derived from a number of statutory and non-statutory sources (see The Practitioner Guide for details). Whilst every effort is made to ensure the details in the report are correct, Landmark cannot guarantee the accuracy or completeness of such information or data, nor identify all the factors that may be relevant. If you are a private individual using this report Landmark recommends that you discuss its contents in full with your professional advisor. The methodology for risk assessment and the conclusions drawn therefrom are the responsibility of Argyll Environmental Consultants.

### Insurance

Houses registered between 1st April 1999 and 31st December 2002 and covered by the NHBC Buildmark scheme probably have insurance against certain costs if contamination occurs within ten years of their construction. From 1st January 2003, NHBC will only provide this cover if building control has been carried out by NHBC Building Control Services Limited.

### **Landmark Standard Terms and Conditions**

Full Terms and Conditions can be found on the following link: <u>http://www.landmarkinfo.co.uk/Terms/Show/515</u> If you experience difficulties accessing our Terms and Conditions, please copy and paste the link directly into your browser, you will then be able to access our Terms and Conditions from there. Should you still experience difficulties, please telephone our Customer Service Team on 0844 844 9966.

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## Search Code

#### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Landmark Information Group Ltd, Imperium, Imperial Way, Reading, Berkshire, RG2 0TD. Telephone: 0844 844 9966, Fax No: 0844 844 9980, email: <u>helpdesk@landmark.co.uk</u> which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

The Search Code:

- provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom
- sets out minimum standards which firms compiling and selling search reports have to meet
- promotes the best practice and quality standards within the industry for the benefit of consumers and property
  professionals
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.

By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

#### The Code's core principles

Firms which subscribe to the Code will:

- display the Search Code logo prominently on their search reports
- act with integrity and carry out work with due skill, care and diligence
- at all times maintain adequate and appropriate insurance to protect consumers
- conduct business in an honest, fair and professional manner
- handle complaints speedily and fairly
- ensure that products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

#### COMPLAINTS

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 Code.

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

#### **TPOs Contact Details:**

The Property Ombudsman Scheme Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP Tel: 01722 333306 Fax: 01722 332296 Web site: www.tpos.co.uk Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk

#### PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE



## Search Code

#### **COMPLAINTS PROCEDURE**

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of its receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt. Liaise, at your request, with anyone acting formally on your behalf.

#### Complaints should be sent to:

Head of Customer Relations Landmark Information Group Ltd Landmark UK Property Imperium Imperial Way Reading RG2 0TYD

Telephone: 0844 844 9966

E-mail: helpdesk@landmark.co.uk

Fax: 0844 844 9980

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 his final decision.