Site Solutions Commercial





Maltings Barn, Hinderclay Road, Wattisfield, Diss, IP22 1NF

Report Prepared for: Not Supplied **Client Reference:** IP22 1NF_SSCo



Contaminated Land

PASSED

Executive Summary | SEE PAGE 1

CLICK HERE

Consultant Commentary | SEE PAGE 3

CLICK HERE

On-site	LOW TO MODERATE
Off-site	LOW TO MODERATE
Environmental sensitivity	MODERATE TO HIGH



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Operational Compliance

NOT IDENTIFIED | SEE PAGE 1

Operations at the Site are unlikely to require a permit or present a risk.

CLICK HERE

Natural and Mining Related Hazards

IDENTIFIED | SEE PAGE 4

We have identified potential ground stability issues.

CLICK HERE



Authored by:

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Executive Summary



Contaminated Land

PASSED



Liability Assessment

Within the scope of this assessment no Liabilities have been identified. No further action is required.

What is the overall risk of contaminants from on Site activities? **LOW TO MODERATE** What is the risk of contaminants from off-site activities impacting the Site? **LOW TO MODERATE** What is the environmental sensitivity (pathways and receptors) rating? **MODERATE TO HIGH**



Argyll's Recommendations

No Action Required

Operational Compliance



Argyll's Comment

The Site does not appear to be engaged in activities that require permitting.

Report Scope

Report Prepared on: Maltings Barn, Hinderclay Road, Wattisfield, Diss, IP22 1NF

Current Use: **Assumed Commercial**

Proposed Use: **Assumed Commercial**

Transaction Type: **Assumed purchase**

Site Area (m²): 1735.91

National Grid Reference: 601490 275130



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Contaminated LandConsultant Commentary



On-site Sources LOW TO MODERATE

A review of historical maps shows several agricultural buildings occupied the Site since before the earliest available 1886 map edition. The Site remained in agricultural use with a number of footprint changes noted until c.2000, when the west of the Site was cleared. Evidence from current street level imagery suggests the Site is in commercial use.

Off-site Sources LOW TO MODERATE

A review of historical maps dating from 1886 shows the following potentially contaminative uses within 100m of the Site: the wider agricultural buildings (c.1886-2022).

Pathways and Receptors

MODERATE TO HIGH

The general area appears to be in residential and agricultural use, with residential properties located 20m north.

No superficial deposits have been identified underlying the Site. The bedrock hydrogeology is classified as a Principal Aquifer.

The Site does not lie within a groundwater Source Protection Zone (SPZ).

There is one non-potable abstraction licence located within 100m. It is an Agricultural Abstraction 74m west.

There are no potable abstraction licences within 500m.

The nearest watercourse is a drain on Site.

Finally, no designated eco-receptors were identified within a 500m radius of the Site.

Additional Sources of Information

No additional sources of information have been used.

Natural and Mining Related Hazards



Natural and Mining Related Hazards: This section contains information on natural and mining related hazards which may affect the Site. These include subsidence, radon and mining. Hazards that may need further investigation are detailed here. This report is neither a guarantee of the physical condition of the subject Site nor a substitute for any physical investigation or inspection.

Risk	Argyll's Summary	Suggested Action
Former Mining	Our search indicates that the Site is not within a Coalfield Consultation Area.	As such, no action is required.
Natural Ground Instability	There are very significant soluble rocks in the area. Information provided by the BGS indicates there are places where the underlying ground may have dissolved with some recorded subsidence. There is a moderate potential of localised subsidence occurring naturally.	Whether or not a Site is affected by ground movement can depend on a number of factors – including property age and type of construction. We recommend that you consult a local RICS accredited surveyor to arrange the most suitable survey for the Site, to assess whether or not it is affected by ground stability issues. If it has been built recently, contact Building Contro at the Local Authority in order to check whether it was constructed to a standard that will minimise the risk of structural damage. Alternatively, the Site may benefit from building warranty through companies such as the NHBC.
Coal Mining Subsidence Damage Claims	Our search indicates that the Site is not within an area where Coal Mining Subsidence Damage Claims have been recorded.	As such, no action is required.

Radon

No Risk Identified.

Contaminated Land

Data Section



Contaminated Land Data: This section details the data used as part of our Contaminated Land Risk analysis. Each key dataset is mapped with the detail outlined beneath. We only show section headers beyond the tabular summary where we have found data to report. The relevant data has been reviewed by the report writer, supplemented by a review of historical mapping.

ontent

Tabular Summary	This section gives an overview of the data found at the Site and in the surrounding area. We present the data in three buffer zones, extending to a maximum of 500m. The search distances vary based on the scale of the activity and regulatory guidance. We display the number of records found in each database under the relevant heading. Where we have not searched a database, we will display the abbreviation N/A instead.
Authorised Industrial Processes	This section shows current and licensed activities relevant to contaminated land and environmental controls from a range of regulatory bodies. The search distances vary based on the scale of the activity.
Incidents and Enforcements	This section shows pollution incidents, licence enforcements and prosecutions. It also includes Contaminated Land Register Entries and Notices.
Landfill and Waste sites	This section presents detailed information on waste and landfill sites for the Site and surrounding area.
Current Land Use	This section shows contemporary trade directories and fuel stations. This information is indicative of operations at the Site and surrounding area, and may also relate to inactive or former land uses.
Historical Land Use	This section presents selected information on historical land use for the Site and surrounding area. The data shows historical land use information collected from 1:10,000 scale mapping, and for tanks and energy facilities 1:2,500 scale mapping. This includes polygon and point based land uses digitised by Landmark.
Groundwater Vulnerability	This section presents information relating to the aquifer designations beneath the Site. The aquifer designation of the Superficial and Bedrock geology are both mapped, followed by the detail. These aquifer designations are followed by information on the local geology. This information is considered in our Pathways and Receptors section.
Environmental Sensitivity	This section presents designated eco-receptors and sensitive area designations at the Site and in the surrounding area. This information is considered in our Pathways and Receptors section.
Natural and Mining Related Hazards	This section contains information on natural and mining related hazards, which may affect the Site. These include subsidence, radon and mining.



Authorisations	On-site	1-100m	101-250m
Local Authority Pollution Prevention and Controls	0	0	N/A
Local Authority Integrated Pollution Prevention And Control	0	0	N/A
Integrated Pollution Controls	0	0	N/A
Environmental Permitting Regulations - Industry	0	0	N/A
Radioactive Substances Register*	0	0	N/A
Discharges	On-site	1-100m	101-250m
Consented Discharges to Controlled Waters**	0	0	N/A
Referrals of Red List Discharges to Sewers (Corporate Entities)**	0	0	N/A
Hazardous Sites	On-site	1-100m	101-250m
Control of Major Accident Hazards Sites (COMAH)	0	0	0
Explosive Sites	0	0	0
Notification of Installations Handling Hazardous Substances (NIHHS)	0	0	0
Planning Hazardous Substance Consents	0	0	0
Incidents and Enforcements			
Contraventions	On-site	1-100m	101-250m
Contaminated Land Register Entries and Notices	0	0	0
Local Authority Pollution Prevention and Control Enforcements	0	0	N/A
Enforcement and Prohibition Notices	0	0	N/A
Planning Hazardous Substance Enforcements	0	0	N/A
Environmental Pollution Incidents	0	0	N/A

Contraventions	On-site	1-100m	101-250m
Contaminated Land Register Entries and Notices	0	0	0
Local Authority Pollution Prevention and Control Enforcements	0	0	N/A
Enforcement and Prohibition Notices	0	0	N/A
Planning Hazardous Substance Enforcements	0	0	N/A
Environmental Pollution Incidents	0	0	N/A
Prosecutions (Post 2000)	0	0	N/A

Landfill and Waste Sites			
Landfill and Waste	On-site	1-100m	101-250m
BGS Recorded Landfill Sites	0	0	0
Integrated Pollution Control Registered Waste Sites	0	0	0
Permitted Waste Sites - Authorised Landfill Site Boundaries	0	0	0
Environmental Permitting Regulations - Waste Sites	0	0	0
Local Authority Recorded Landfill Sites	0	0	0
Registered Landfill Sites	0	0	0
Registered Waste Transfer Sites	0	0	N/A
Registered Waste Treatment or Disposal Sites	0	0	N/A
Historic Landfill	0	0	0



Current Potentially Contaminative Uses	On-site	1-100m	101-250m
Contemporary Trade Directory Entries**	0	0	N/A
Fuel Station Entries	0	0	N/A
Historical Land Use			
Historical Potentially Contaminative Uses	On-site	1-100m	101-250m
Historical Tanks And Energy Facilities	0	0	N/A
Potentially Contaminative Industrial Uses (Past Land Use)	0	0	N/A
Potentially Infilled Land	On-site	1-100m	101-250m
Former Marshes	0	0	N/A
Potentially Infilled Land (Non-Water)	0	0	N/A
Potentially Infilled Land (Water)	0	0	N/A
Groundwater Vulnerability			
Hydrogeology	On-site	1-250m	251-500m
Superficial Aquifer Designations	No	N/A	N/A
Bedrock Aquifer Designations	Yes	N/A	N/A
Geology			
Geology	On-site	1-250m	251-500m
BGS 1:50,000 Bedrock Geology	Yes	N/A	N/A
BGS 1:50,000 Superficial Deposits	No	N/A	N/A
BGS 1:50,000 Geological Mapping Coverage	Yes	N/A	N/A



Environmental Sensitivity	On-site	1-250m	251-500m
Local Nature Reserves	0	0	0
Marine Conservation Zones	0	0	0
National Nature Reserves	0	0	0
National Parks	0	0	0
Ramsar Sites	0	0	0
Sites of Special Scientific Interest	0	0	0
Special Areas of Conservation	0	0	0
Special Protection Areas	0	0	0
Water Abstractions	0	1	0
Source Protection Zones	0	0	1
Natural and Mining Related Hazards			
Former Mining	On-site	1-100m	101-250m
Coalfield Consultation Areas	0	N/A	N/A
Potentially Contaminative Land Uses (1950-1980) from large scale historical mapping	0	N/A	N/A
Potentially Contaminative Land Uses (1855-1909) from large scale historical mapping*	0	0	N/A
Potentially Contaminative Land Uses (1893-1915) from large scale historical mapping	0	N/A	N/A
Potentially Contaminative Land Uses (1906-1937) from large scale historical mapping	0	N/A	N/A
Potentially Contaminative Land Uses (1924-1949) from large scale historical mapping	0	N/A	N/A
Potentially Contaminative Industrial Uses (Past Land Use)	0	N/A	N/A
Man-Made Mining Cavities	0	0	0
BGS Recorded Mineral Sites	0	0	N/A
Mining Instability	0	N/A	N/A
Non Coal Mining Areas of Great Britain*	0	0	N/A
Potential Mining Areas	0	N/A	N/A
Salt and Brine	On-site	1-100m	101-250m
Brine Compensation Area	0	N/A	N/A
Brine Pumping Related Features	0	N/A	N/A

Report Reference: 302514722
Intelligent Due Diligence

Brine Subsidence Solution Area

Salt Mining Related Features

N/A

N/A

N/A

N/A

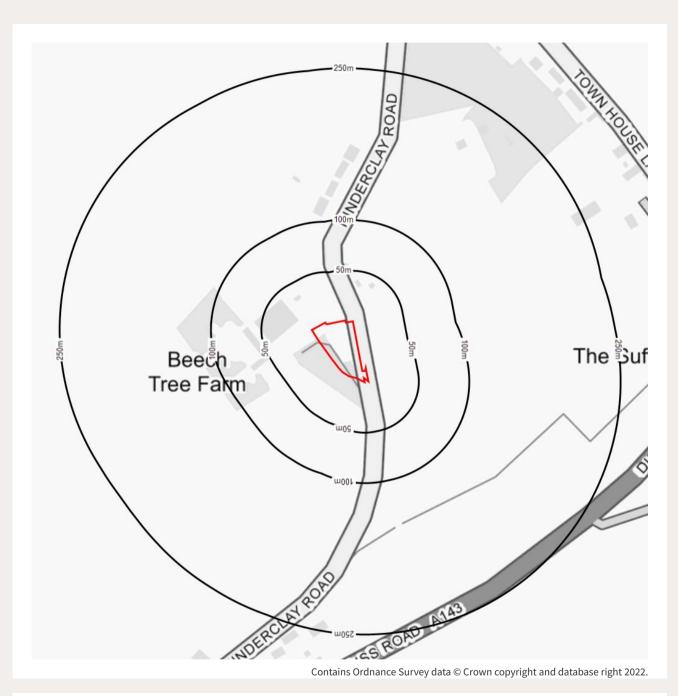


Landfill Sites and Infilled Land	On-site	1-100m	101-250m
Former Marshes	0	N/A	N/A
Potentially Infilled Land (Non-Water)	0	N/A	N/A
Potentially Infilled Land (Water)	0	N/A	N/A
Potentially Contaminative Industrial Uses (Past Land Use)	0	N/A	N/A
BGS Recorded Landfill Sites	0	N/A	N/A
Permitted Waste Sites - Authorised Landfill Site Boundaries	0	N/A	N/A
Registered Landfill Sites	0	N/A	N/A
Local Authority Recorded Landfill Sites	0	N/A	N/A
Historic Landfill	0	N/A	N/A
Natural Ground Instability	On-site	1-100m	101-250m
Natural Cavities	0	0	0
Potential for Landslide Ground Stability Hazards*	0	0	N/A
Potential for Ground Dissolution Stability Hazards*	0	1	N/A
Potential for Compressible Ground Stability Hazards*	0	0	N/A
Potential for Shrinking or Swelling Clay Ground Stability Hazards*	0	0	N/A
Potential for Running Sand Ground Stability Hazards*	0	0	N/A
Potential for Collapsible Ground Stability Hazards*	0	0	N/A
Coal Mining Subsidence Damage Claims	On-site	1-100m	101-250m
Coal Mining Subsidence Damage Claims*	0	0	N/A
Insurance Claims from Subsidence	On-site	1-100m	101-250m
Postcode Unit Insurance Claims Rating - Subsidence	0	N/A	N/A
Radon	On-site	1-100m	101-250m
Radon Potential	0	N/A	N/A

^{**}dataset searched to 25m

^{*}dataset searched to 50m









Local Authority Pollution Prevention and Controls

Local Authority Integrated Pollution Prevention And Control

Integrated Pollution Controls

Environmental Permitting Regulations - Industry

Radioactive Substances Register

Consented Discharges to Controlled Waters

Referrals of Red List Discharges to Sewers (Corporate Entities)

Control of Major Accident Hazards Sites (COMAH)

Explosive Sites

Notification of Installations Handling Hazardous Substances

Planning Hazardous Substance Consents



Contaminated Land: Authorised Industrial Processes

Authorisations

Local Authority Pollution Prevention and Controls

No features identified.

Local Authority Integrated Pollution Prevention And Control

No features identified.

Integrated Pollution Controls

No features identified.

Environmental Permitting Regulations - Industry

No features identified.

Radioactive Substances Register



Contaminated Land: Authorised Industrial Processes

Discharges

Consented Discharges to Controlled Waters

No features identified.

Referrals of Red List Discharges to Sewers (Corporate Entities)



Contaminated Land: Authorised Industrial Processes

Hazardous Sites

Control of Major Accident Hazards Sites (COMAH)

No features identified.

Explosive Sites

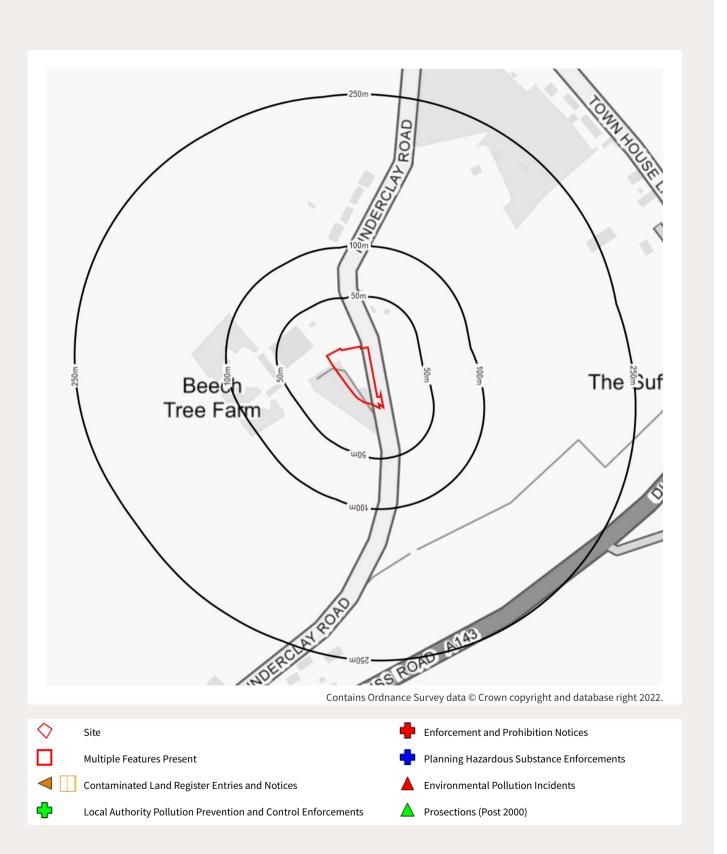
No features identified.

Notification of Installations Handling Hazardous Substances (NIHHS)

No features identified.

Planning Hazardous Substance Consents







Contaminated Land: Incidents and Enforcements

Contraventions

Contaminated Land Register Entries and Notices

No features identified.

Local Authority Pollution Prevention and Control Enforcements

No features identified.

Enforcement and Prohibition Notices

No features identified.

Planning Hazardous Substance Enforcements

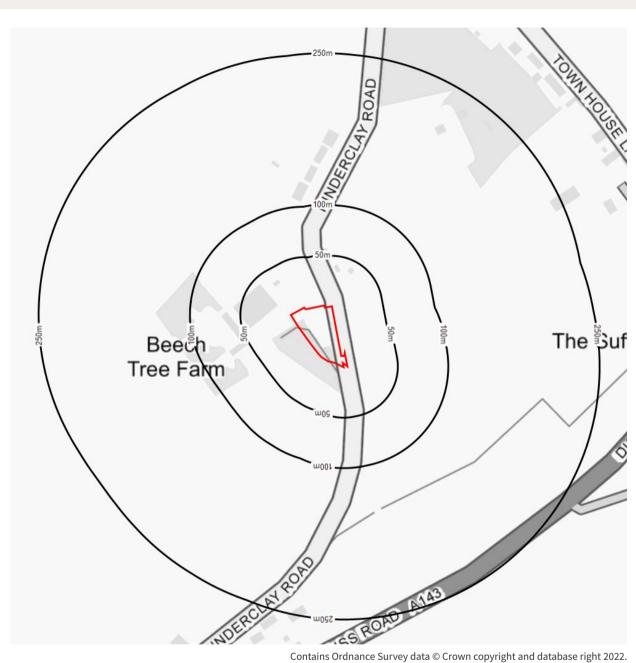
No features identified.

Environmental Pollution Incidents

No features identified.

Prosecutions (Post 2000)









Contaminated Land: Landfill and Waste

Landfill and Waste

BGS Recorded Landfill Sites

No features identified.

Integrated Pollution Control Registered Waste Sites

No features identified.

Permitted Waste Sites - Authorised Landfill Site Boundaries

No features identified.

Environmental Permitting Regulations - Waste Sites

No features identified.

Local Authority Recorded Landfill Sites

No features identified.

Registered Landfill Sites

No features identified.

Registered Waste Transfer Sites

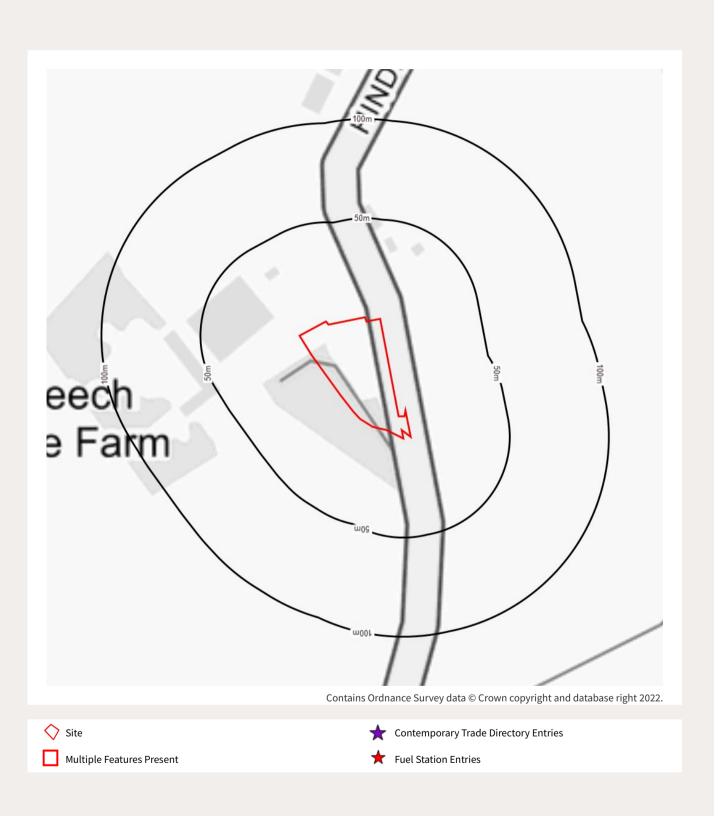
No features identified.

Registered Waste Treatment or Disposal Sites

No features identified.

Historic Landfill







Contaminated Land: Current Land Uses

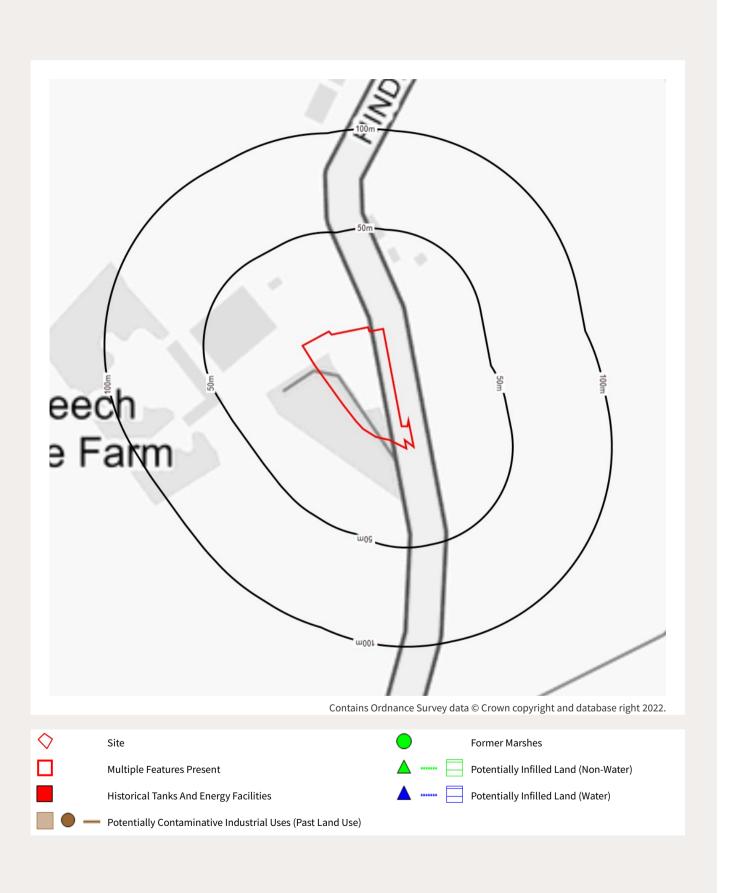
Current Potentially Contaminative Uses

Contemporary Trade Directory Entries

No features identified.

Fuel Station Entries







Contaminated Land: Historical Land Uses

Historical Potentially Contaminative Uses

Historical Tanks And Energy Facilities

No features identified.

Potentially Contaminative Industrial Uses (Past Land Use)



Contaminated Land: Historical Land Uses

Potentially Infilled Land

Former Marshes

No features identified.

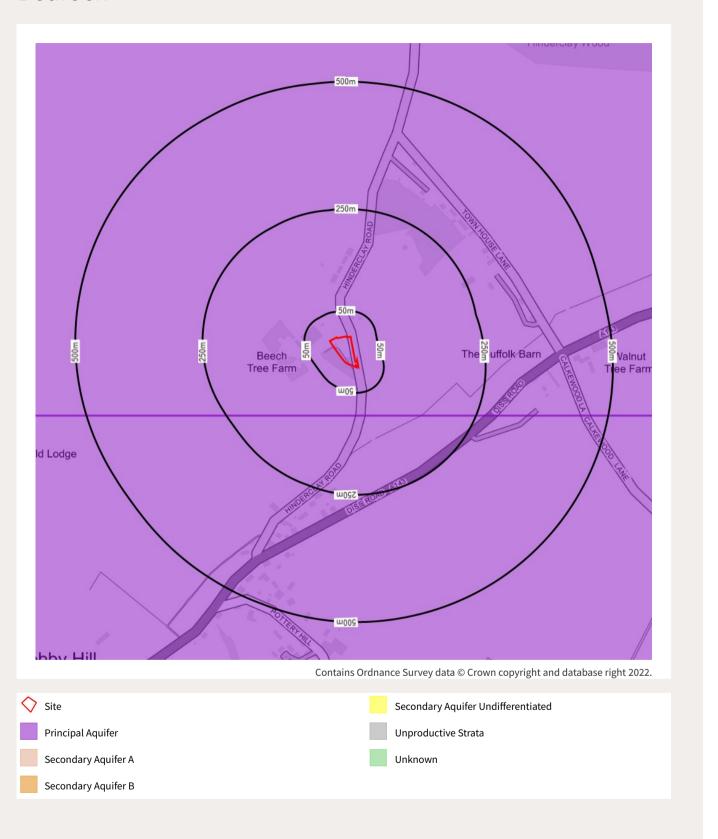
Potentially Infilled Land (Non-Water)

No features identified.

Potentially Infilled Land (Water)

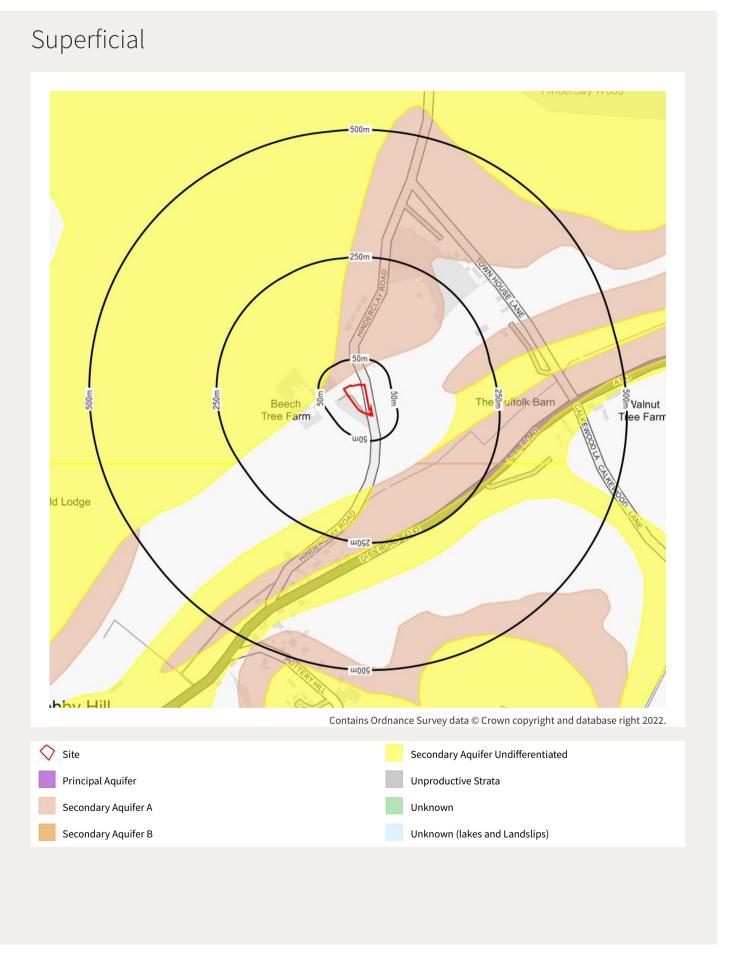


Bedrock











Contaminated Land: Groundwater Vulnerability

Hydrogeology

Bedrock Aquifer Designations

Details	Distance	Direction	Contact
Aguifer Designation: Principal Aguifer	0m	N	1

Superficial Aquifer Designations



Contaminated Land: Geology

Geology

BGS 1:50,000 Bedrock Geology

Details	Distance	Direction	Contact
Tex Code: LCCK	Λm	N	2

Rock Name: Lewes Nodular Chalk Formation, Seaford Chalk Formation, Newhaven Chalk

Formation and Culver Chalk Formation (Undifferentiated)

Rock Type: Chalk Min Age: Not Supplied Max Age: Turonian

BGS 1:50,000 Superficial Deposits

No features identified.

BGS 1:50,000 Geological Mapping Coverage

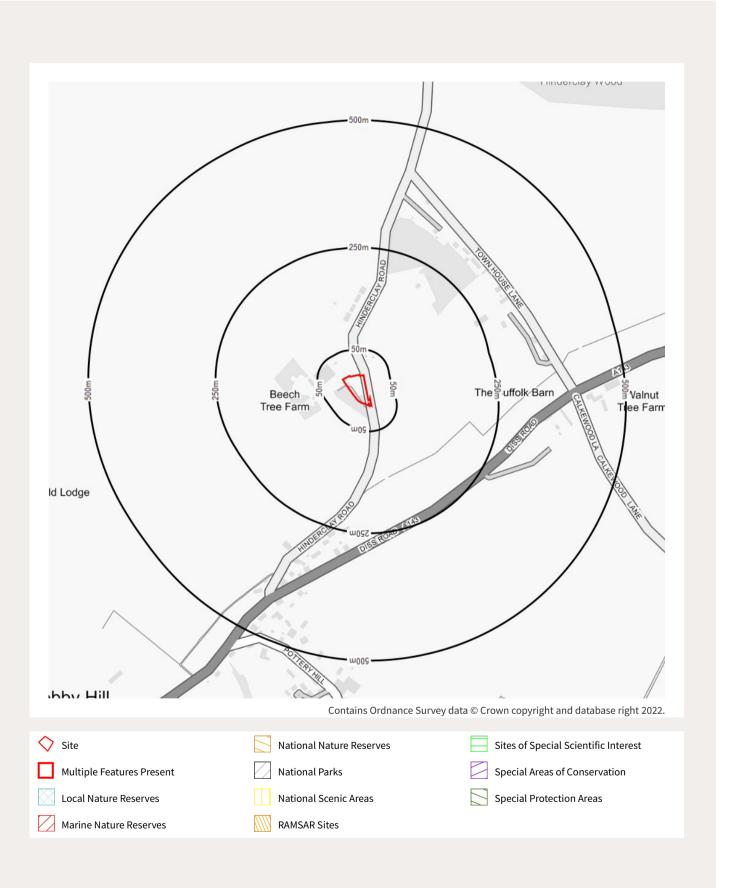
Details	Distance	Direction	Contact
Map Sheet No: 190	0m	N	2

Map Name: Eye

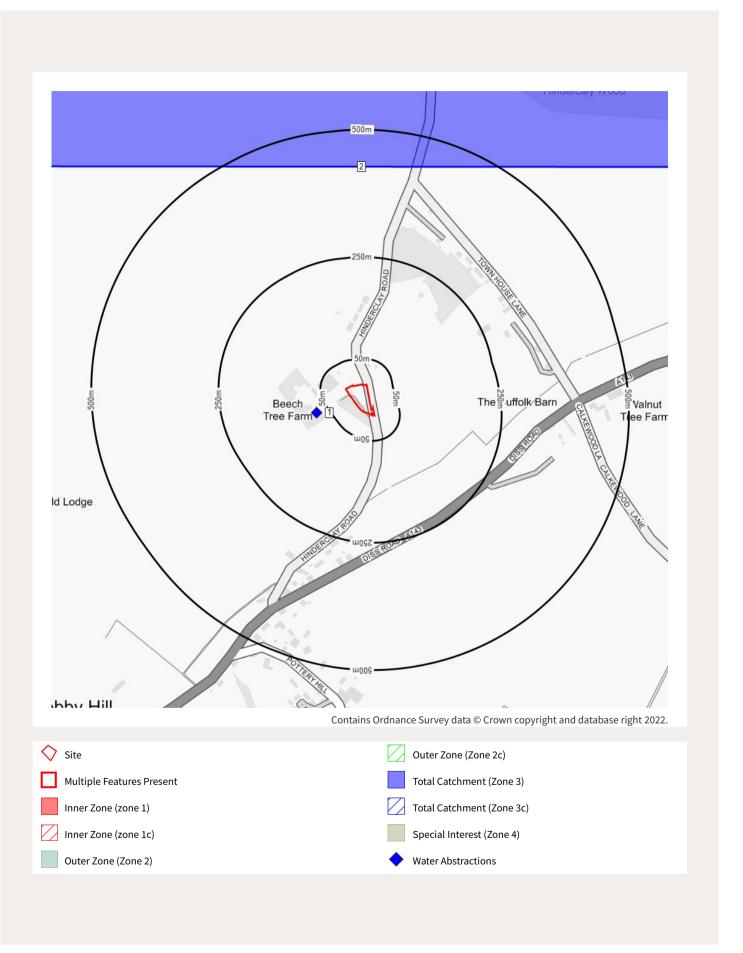
Bedrock Geology: Available Superficial Geology: Available













Contaminated Land: Environmental Sensitivity

Environmental Sensitivity

Local Nature Reserves

No features identified.

Marine Conservation Zones

No features identified.

National Nature Reserves

No features identified.

National Parks

No features identified.

Ramsar Sites

No features identified.

Sites of Special Scientific Interest

No features identified.

Special Areas of Conservation

No features identified.

Special Protection Areas

No features identified.

Water Abstractions

Map ID	Details	Distance	Direction	Contact
1	Abstraction Source: Groundwater	74m	W	3
	Abstraction Type: Abstractions Agricultural			
	Reference: Not Supplied			
	Operator: F W Barker Farms Ltd			
	License Number: 6/33/42/*G/0035			
	Location: Borehole At Beach Tree Farm			
	Authorised Start: 1991-04-01			
	Authorised End: Not Supplied			
	Permit Start Date: 01 January			
	Permit End Date: 31 December			

Source Protection Zones

Map ID	Details	Distance	Direction	Contact	
2	Name: Not Supplied	428m	N	3	
	Reference: Not Supplied				
	Type: Zone III (Total Catchment): The total area needed to support the				
	discharge from the protected groundwater source.				



Contaminated Land: Natural and Mining Related Hazards

Former Mining

Coalfield Consultation Areas

No features identified.

Potentially Contaminative Land Uses (1950-1980) from large scale historical mapping

No features identified.

Potentially Contaminative Land Uses (1855-1909) from large scale historical mapping

No features identified.

Potentially Contaminative Land Uses (1893-1915) from large scale historical mapping

No features identified.

Potentially Contaminative Land Uses (1906-1937) from large scale historical mapping

No features identified.

Potentially Contaminative Land Uses (1924-1949) from large scale historical mapping

No features identified.

Potentially Contaminative Industrial Uses (Past Land Use)

No features identified.

Man-Made Mining Cavities

No features identified.

BGS Recorded Mineral Sites

No features identified.

Mining Instability

No features identified.

Non Coal Mining Areas of Great Britain

No features identified.

Potential Mining Areas

No features identified.

Salt and Brine

Brine Compensation Area

No features identified.

Brine Pumping Related Features



Contaminated Land: Natural and Mining Related Hazards

Brine Subsidence Solution Area

No features identified.

Salt Mining Related Features

No features identified.

Landfill Sites and Infilled Land

Former Marshes

No features identified.

Potentially Infilled Land (Non-Water)

No features identified.

Potentially Infilled Land (Water)

No features identified.

Potentially Contaminative Industrial Uses (Past Land Use)

No features identified.

BGS Recorded Landfill Sites

No features identified.

Permitted Waste Sites - Authorised Landfill Site Boundaries

No features identified.

Registered Landfill Sites

No features identified.

Local Authority Recorded Landfill Sites

No features identified.

Historic Landfill

No features identified.

Natural Ground Instability

Natural Cavities

No features identified.

Potential for Landslide Ground Stability Hazards



Contaminated Land: Natural and Mining Related Hazards

Potential for Ground Dissolution Stability Hazards

Details	Distance	Direction	Contact
Hazard Potential: Moderate	16m	NIW	2

Hazard Description: Very significant soluble rocks, where there are numerous dissolution features and/or some recorded subsidence with a moderate possibility of localised subsidence occurring naturally or in adverse conditions such as high surface or subsurface

Hazard Guidance: Do not load the land or undertake building work before obtaining specialist advice. Do not dispose of surface drainage to the ground. Maintain drainage

Potential for Compressible Ground Stability Hazards

No features identified.

Potential for Shrinking or Swelling Clay Ground Stability Hazards

No features identified.

Potential for Running Sand Ground Stability Hazards

No features identified.

Potential for Collapsible Ground Stability Hazards

No features identified.

Coal Mining Subsidence Claims

Coal Mining Subsidence Damage Claims

No features identified.

Insurance Claims

Postcode Unit Insurance Claims Rating - Subsidence

No features identified.

Radon

Radon Potential

Site Solutions Commercial About this report



Site Solutions Commercial Limitations

Site Solutions Commercial reports help you and your clients make informed property decisions. Our reports are 'desktop' assessments, written and quality checked by our team of expert consultants. We carry out the work in our Brighton office using data, maps and our expertise. We do not carry out a physical inspection of the property nor do we contact any regulator. This means that we cannot guarantee that we will have identified all issues of concern.

In the Data Section of the report we list the data sources that we have used. Most of these data sets come from third party sources such as the Environment Agency. We cannot guarantee the accuracy of this data and are not responsible for any inaccuracies in third party data.

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Contaminated Land Risk Analysis Methodology

For this section of the report we assess the condition of the land. We see whether the land could be 'Contaminated Land' under the relevant legislation. This section of the report meets the requirements for an independent site report. This is the recommendation of the Law Society Practice Note on Contaminated Land.

The main legislation is Part 2A of the Environmental Protection Act 1990. We also assess whether similar requirements could arise under the Water Resources Act 1991. The Contaminated Land legislation asks whether a 'plausible contaminantpathway-receptor relationship' exists. If we identify a relationship, then our consultants will assess the potential significance. We define Liabilities as the potential for remedial works under Part 2A of the Environmental Protection Act 1990 and/or the Water Resources Act 1991.

If the Site is to have a change of use, then we also consider relevant requirements under the Planning Regime. It may be that the level of contamination will only become an issue if the Site is to be redeveloped. An example of this is when former industrial land is redeveloped for housing. If the Site is to be redeveloped then it could also include remedial works required under the planning regime. These remedial works may be the responsibility of the Site owner or occupier.

We will issue one of the following Liability statements, in line with Defra's recommended four stage test.

Assessment	Liability Statement	Defra Category
PASSED	Within the scope of this assessment no Liabilities have been identified. No further action is required.	3 or 4
PASSED – PRUDENT ACTION	Within the scope of this assessment no Liabilities have been identified. However, your attention is drawn to the prudent action suggested below.	3 or 4
FURTHER ACTION	We have identified potential soil and/or groundwater liabilities. To quantify these we recommend you undertake the action outlined below.	Potentially 1 or 2

Useful Contacts

Please see below the contact details of the suppliers referred to within this report. For all queries please contact:

Landmark Information Group Limited

1st Floor 98-99 Queens Road Brighton BN13XF

If you require assistance please contact our customer services team on:

0330 036 6115

Or by email at:

orders@argyllenviro.com

Contact	Name	Address	Contact Details
	Public Health England	Centre for Radiation Chemical and Environmental Hazards Chilton Didcot Oxon OX11 ORQ	T: 01235 822622 F: 01235 833891 E: radon@phe.gov.uk W: www.ukradon.org
1	Environment Agency, Head Office	Rio House Waterside Drive Aztec West, Almondsbury Bristol Avon BS32 4UD	T: 01454 624400
2	British Geological Survey, Enquiry Service	British Geological Survey Environmental Science Centre Keyworth Nottingham Nottinghamshire NG12 5GG	T: 0115 936 3143 E: enquiries@bgs.ac.uk W: www.bgs.ac.uk
3	Environment Agency, National Customer Contact Centre (NCCC)	PO Box 544 Templeborough Rotherham S60 1BY	T: 03708 506 506 E: enquiries@environment-agency.gov.uk

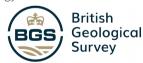
Please note that if you choose to contact any of the above organisations, they may have a charging policy in place for enquiries.

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Important Consumer Protection Information

This search has been produced by Landmark Information Group Limited, 1st Floor, 98 - 99 Queens Road, Brighton, BN1 3XF.

Tel: 03300 366 115

Email: orders@argyllenviro.com

Argyll adheres to the Conveyancing Information Executive (CIE) 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.
- The standards can be seen here: http://www.conveyinfoexec.com

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 $\pounds 5,000$ 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 TPO.

TPOs Contact Details:

The Property Ombudsman scheme Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP

Tel: 01722 333306 Fax: 01722 332296

Website: www.tpos.co.uk Email: admin@tpos.co.uk

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Argyll Environmental Complaints Procedure

If you want to make a complaint to Argyll Environmental, 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
- 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:

Legal Director Landmark Information Group Limited 1st Floor 98 - 99 Queens Road Brighton BN1 3XF

Tel: 03300 366 115

Email: orders@argyllenviro.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,

Email: admin@tpos.co.uk

We will co-operate fully with the Ombudsman during an investigation and comply with his final decision.