

# Envirosearch Residential

## Risk Summary



### Section 1: Contaminated Land

**PASSED**

We consider there to be no potential risk of contaminated land at or within the vicinity of the property. Please **refer to section 1** for further information.



### Section 2: Flood

**IDENTIFIED**

We consider there to be a risk of flooding within 50m of the search centre. Please **refer to section 2** for further information.



### Section 3: Energy & Infrastructure

**NONE IDENTIFIED**

No factors such as HS2, Crossrail 1 or 2, energy exploration, solar or wind farms have been identified within the vicinity of the property. Please **refer to section 3** for more information.



### Section 4: Ground Stability

**NONE IDENTIFIED**

No ground stability factors have been identified which could affect the property. Please **refer to section 4** for more information.



### Section 5: Radon

**NONE IDENTIFIED**

The property is not considered to be within a radon affected area. Please **refer to section 5** for more information.



### Section 6: Other Influential Factors

**NONE IDENTIFIED**

No overhead power lines, environmental or other influential factors have been identified within the vicinity of the property. Please **refer to section 6** for more information.

This report is issued for the property described as  
**Old Maria Cottage and Rhubarb Barn site**  
**Wortham**  
**Diss**  
**IP22 1RD**

Report Reference  
**309030411\_1\_1**

National Grid Reference  
**607010 277300**

Customer Reference  
**21677286 ESR CC\_ESR**

Report Date  
**24 March 2023**

### Landmark Contribution

By purchasing this report, the recipient may be eligible for remediation contribution of **up to £150,000** 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.

### CONTACT DETAILS

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

**0844 844 9966**

or by email at:  
[helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)

# Conveyancer Guidance



## Professional Opinion

Contamination Risk: **PASSED CERTIFICATE**

In the professional opinion of Argyll Environmental Ltd. the level of contamination risk associated with the information disclosed in the Envirosearch Residential report dated 24th March 2023 and reference 309030411\_1\_1, 21677286 ESR CC\_ESR for

**Old Maria Cottage and Rhubarb Barn site  
Wortham  
Diss  
IP22 1RD**

1) is unlikely that the property would be designated "contaminated land" within the meaning of Part 2A of the Environmental Protection Act 1990.

2) is unlikely to have an adverse effect on the security of the property for normal lending purposes.

The professional opinion refers to Section 1 of this report and should always be read in conjunction with the full text of that report. No physical site inspection or survey has been carried out or is proposed.

Approved by:

**Argyll Environmental Ltd**



# Summary of Report Findings



## Section 1: Contaminated Land

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



## Section 2: Flood

Flood Risk	0-25m	25-250m	See Section
River Flooding	No	No	<b>2a</b>
Coastal Flooding	No	No	<b>2b</b>
Surface Water Flooding	<b>Yes</b>	No	<b>2c</b>
Risk of Flooding from Rivers and Sea (RoFRS)	No	No	<b>2d</b>
Historic Flood Events	No	No	<b>2e</b>
Groundwater Flooding	No	n/a	<b>2f</b>



## Section 3: Energy & Infrastructure

Energy & Infrastructure	Result	See Section
New Rail Infrastructure	No	<b>3a</b>
Oil and Gas Exploration and Production	No	<b>3b</b>
Existing or Proposed Wind Farms and Wind Turbines	No	<b>3c</b>
Existing or Proposed Solar Farms	No	<b>3d</b>



## Section 4: Ground Stability

Ground Stability Risk	Result	See Section
Man-Made Factors	No	<b>4a</b>
Natural Factors	No	<b>4b</b>



## Section 5: Radon

Radon Risk	Result	See Section
Radon Affected Property	No	<b>5</b>



## Section 6: Other Influential Factors

Other Factors	Result	See Section
Overhead Power Lines	No	<b>6a</b>
Environmental Constraints	No	<b>6b</b>

# Property Purchaser Guidance

## Understanding This Report

The purpose of this report is to highlight any potential risk of contaminated land and identify other environmental factors at or around the property. It is necessary for your solicitor to consider these risks as part of their due diligence.

For Contaminated Land, we will state '**Passed**' on the front page if our expert consultants have considered there to be no potential risk. If a potential risk of contamination is found, the report will state '**Further Action**'. In this case, we include a 'Next Steps' section to help you to decide what to do next.

For all other environmental factors, we will state '**None Identified**' on the front page if we consider there is little or no significant risk to the property. If a potential risk is found, we will state '**Identified**' and detail the Next Steps within the relevant section of the report.

### Section 1: Contaminated Land

In this section, we highlight on a map, and within our findings pages, if there are any potential contaminated land risks at or around the property. Contaminated land contains substances that are actually or potentially hazardous to health or the environment.

### Section 2: Flood

In this section, we detail any risks of flooding at or around the property. We consider a number of factors such as river, coastal, groundwater and surface water.

### Section 3: Energy & Infrastructure

In this section, we provide information on a variety of energy and infrastructure projects and developments which may affect the property and surrounding area, such as High Speed Rail (HS2), Crossrail 1 and 2, solar and wind farms, etc. (only wind and solar farms with a capacity to produce over 1MW of power are shown).

### Section 4: Ground Stability

In this section, we identify if there are any factors present which could affect the ground stability of the property, such as coal mining activities, man-made or natural cavities.

### Section 5: Radon

In this section, we identify if the property is located in a radon affected area. Radon is a radioactive gas, which occurs naturally in rocks and soils and may be harmful to health.

### Section 6: Other Influential Factors

In this section, we identify factors that may have an influence on the property or surrounding area, such as overhead power lines or any environmental constraints such as national parks or conservation areas.

## Next Steps:

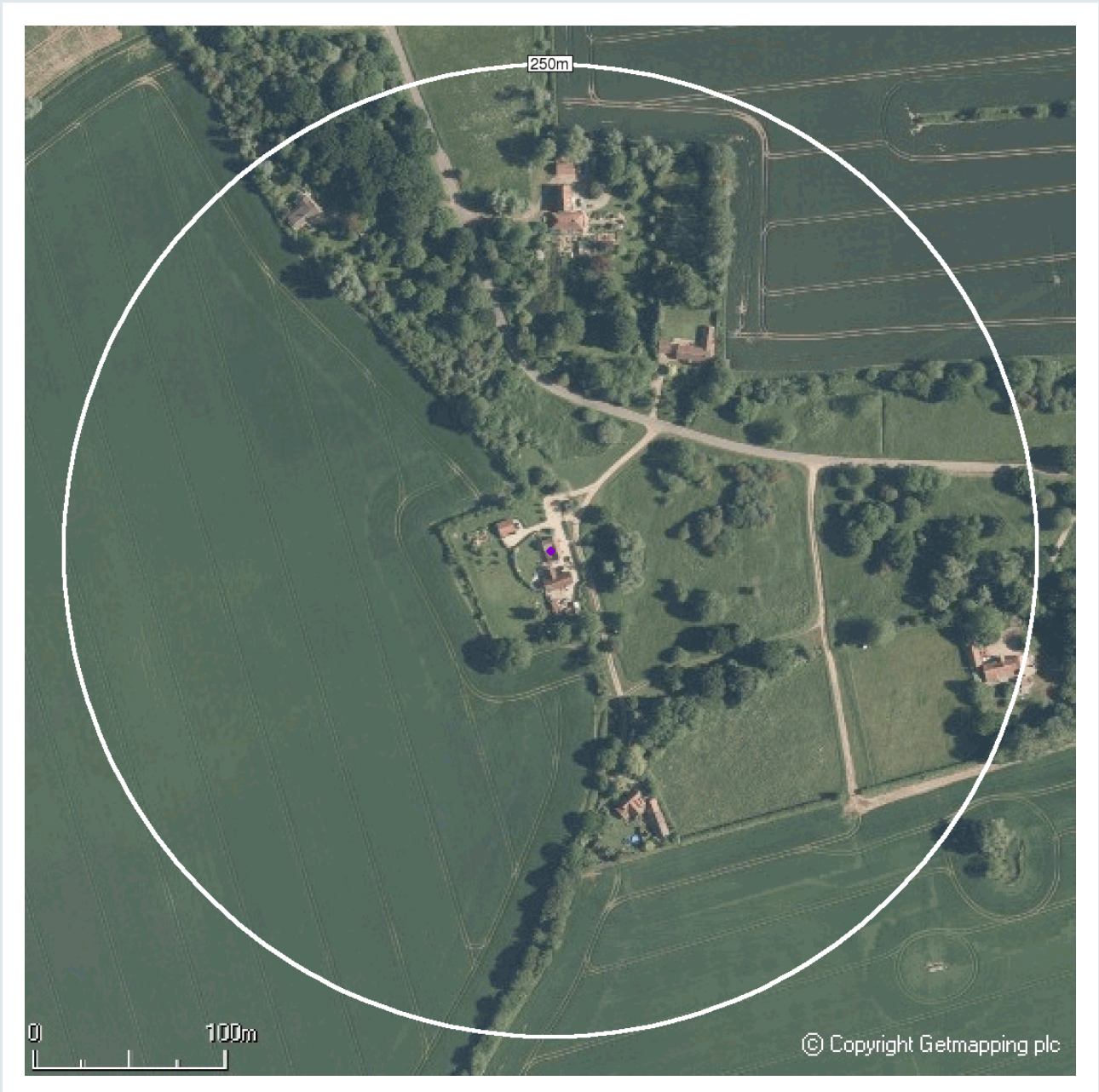
If you require any assistance, please contact our customer service team on: **0844 844 9966** or **helpdesk@landmark.co.uk**

# Site Location



## Aerial Photograph

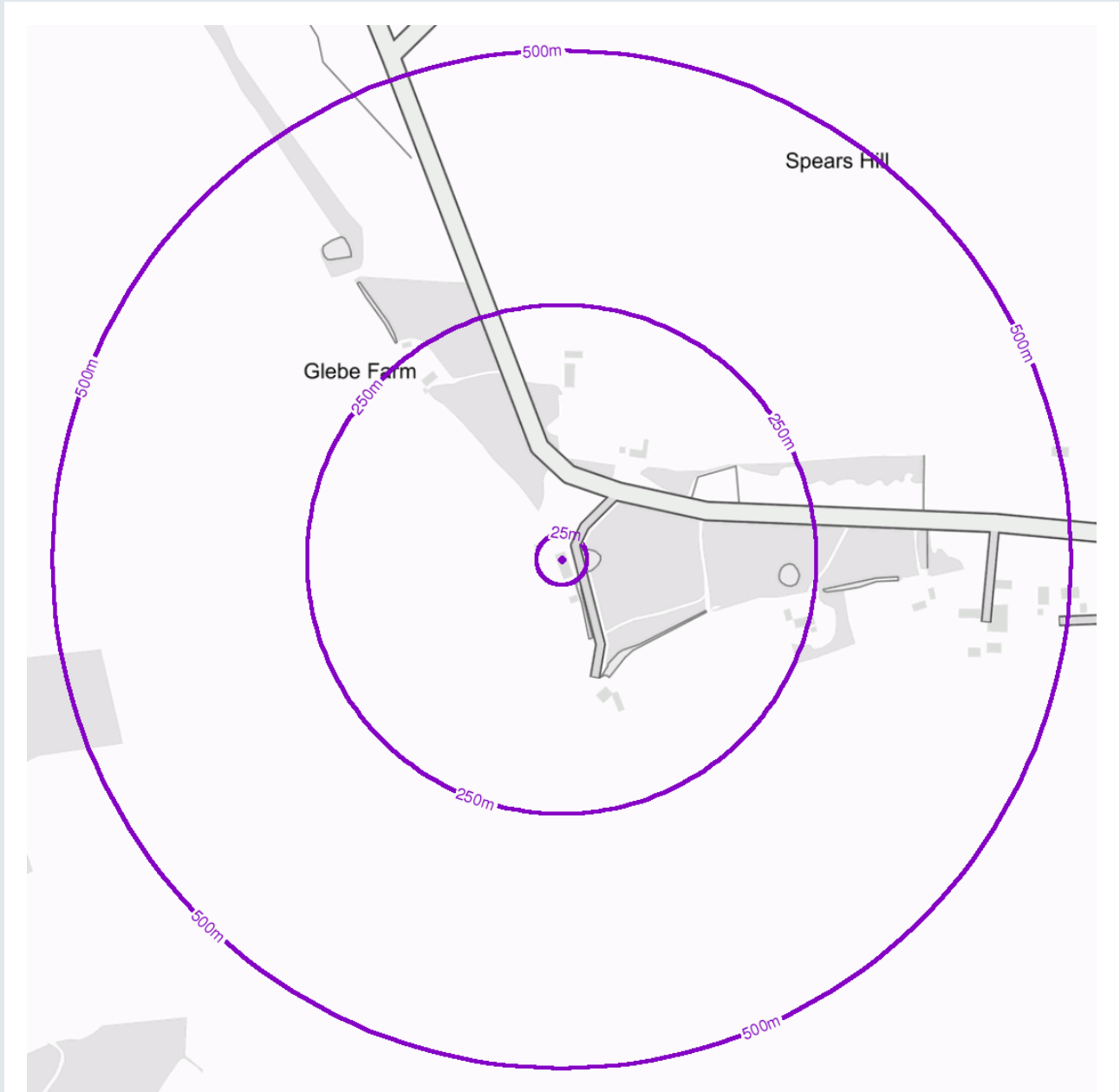
The photograph below shows the location of the property.





## Section 1a and 1b: Contaminated Land, Landfill and Waste

The map below shows the location of the Designated Contaminated Land and Landfill and Waste features highlighted within sections 1a and 1b of this report. Further details are shown on the following pages.



Contains Ordnance Survey data © Crown copyright and database right 2023

Section 1a	Section 1b	
Contaminated Land Registry Entries and Notices	Registered Landfill Sites	Permitted Waste Sites - Authorised Landfill Site Boundaries
	Registered Landfills (Potential Buffer)	Environmental Permitting Regulations - Waste
	BGS Recorded Landfill Sites	Integrated Pollution Control Registered Waste Sites
	Local Authority Recorded Landfill Sites	Registered Waste Treatment or Disposal Sites
	Historical Landfill Sites	Registered Waste Transfer Sites



## 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
<b>Has any contaminated land been identified within 500m of the property?</b>	<b>No</b>

Map ID	Reference	Location	Details	Distance	Contact
<b>Contaminated Land Register Entries and Notices</b>					
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 by-products. For instance, landfill with lots of organic material can continue to produce odours and gas for many years.

Enquiry	Result
<b>Have any landfill and waste sites been identified within 500m of the property?</b>	<b>No</b>

Map ID	Reference	Location	Details	Distance	Contact
<b>Registered Landfill Sites</b>					
No factors identified for this property					
<b>BGS Recorded Landfill Sites</b>					
No factors identified for this property					
<b>Local Authority Recorded Landfill Sites</b>					
No factors identified for this property					
<b>Local Authority Recorded Landfill Coverage</b>					
The following list details the Local Authorities that cover the search area who have made landfill data available:					
<b>Suffolk County Council</b>		<b>- Has supplied landfill data</b>		5	
<b>Mid Suffolk District Council</b>		<b>- Has supplied landfill data</b>		6	
For further information regarding the availability of Local Authority Recorded Landfill data you may wish to forward enquiries to one or more of the contacts indicated above.					

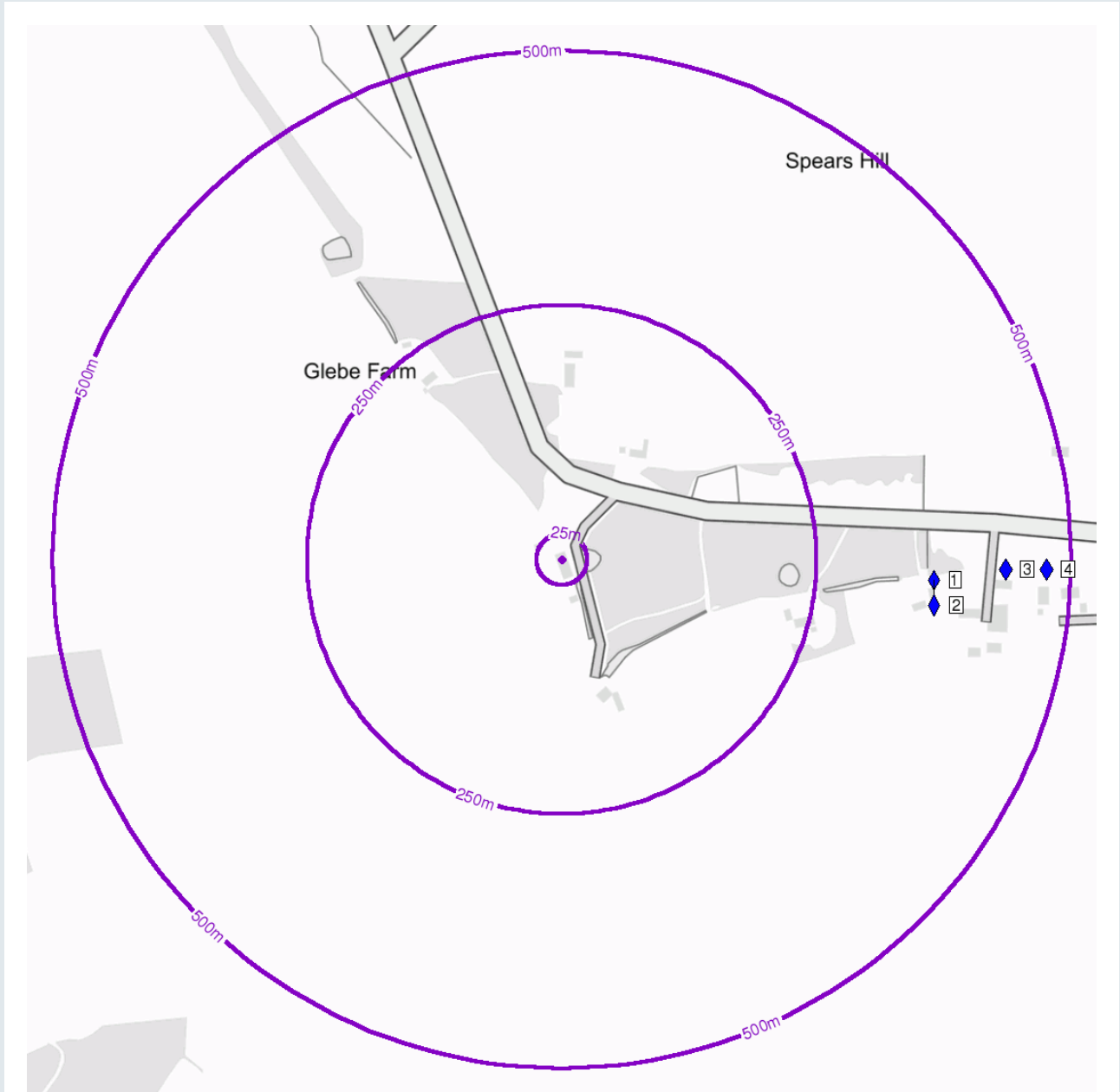
Map ID	Reference	Location	Details	Distance	Contact
<b>Historical Landfill Sites</b>					
No factors identified for this property					
<b>Permitted Waste Sites - Authorised Landfill Site Boundaries</b>					
No factors identified for this property					
<b>Environmental Permitting Regulations - Waste</b>					
No factors identified for this property					
<b>Integrated Pollution Control Registered Waste Sites</b>					
No factors identified for this property					
<b>Registered Waste Treatment or Disposal Sites</b>					
No factors identified for this property					
<b>Registered Waste Transfer Sites</b>					
No factors identified for this property					





## Section 1c and 1d: Potential and Known Contamination

The map below shows the location of the Potentially Contaminative Activities and Known Pollution Incidents in sections 1c and 1d of this report. Further details are shown on the following pages.



Contains Ordnance Survey data © Crown copyright and database right 2023

### Section 1c

- ▲ Local Authority Pollution Prevention and Controls
- ▼ Local Authority Integrated Pollution Prevention and Control
- ◀ Integrated Pollution Controls
- ▶ Environmental Permitting Regulations - Industry
- ◆ Consent to Discharge to Controlled Waters

- ✕ Radioactive Substances Register
- ✖ Planning Hazardous Substance Consents
- ✚ Control of Major Accident Hazards Sites (COMAH)
- ✚ Notification of Installations Handling Hazardous Substances (NIHHS)
- ★ Explosive Sites

### Section 1d

- ✚ Local Authority Pollution Prevention and Control Enforcements
- ✚ Enforcement and Prohibition Notices
- ✚ Planning Hazardous Substance Enforcements
- Prosecutions Relating to Authorised Processes
- Environmental Pollution Incidents
- Prosecutions Relating to Controlled Waters



## 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	Result
Have any potentially contaminative activities been identified within 500m of the property?	Yes

Map ID	Reference	Location	Details	Distance	Contact
<b>Local Authority Pollution Prevention and Controls</b>					
No factors identified for this property					
<b>Local Authority Integrated Pollution Prevention And Control</b>					
No factors identified for this property					
<b>Integrated Pollution Controls</b>					
No factors identified for this property					
<b>Environmental Permitting Regulations - Industry</b>					
No factors identified for this property					
<b>Consent to Discharge to Controlled Waters</b>					
1	<b>Name:</b> Mr P R Bradley <b>Reference:</b> Prenf00170	Ivy House Farm Long Green Wortham Diss Norfolk Ip22 1rd	<b>Type:</b> Sewage Discharge <b>Discharge Type:</b> Sewage Discharges - Final/Treated Effluent - Not Water Company <b>Property Type:</b> Domestic Property (Single) <b>Discharge Environment Type:</b> Freshwater Stream/River <b>Receiving Water:</b> Trib River Waveney <b>Status:</b> Post National Rivers Authority Legislation where issue date > 31/08/1989 <b>Date of Issue:</b> 6th February 1992 <b>Positional Accuracy:</b> Located by supplier to within 100m	366m	1

Map ID	Reference	Location	Details	Distance	Contact
2	<p><b>Name:</b> Mr P R Bradley</p> <p><b>Reference:</b> Prenf00170</p>	Ivy House Farm Long Green Wortham Diss Norfolk Ip22 1rd	<p><b>Type:</b> Sewage Discharge</p> <p><b>Discharge Type:</b> Sewage Discharges - Final/Treated Effluent - Not Water Company</p> <p><b>Property Type:</b> Domestic Property (Single)</p> <p><b>Discharge Environment Type:</b> Freshwater Stream/River</p> <p><b>Receiving Water:</b> Trib River Waveney</p> <p><b>Status:</b> Pre National Rivers Authority Legislation where issue date &lt; 01/09/1989</p> <p><b>Date of Issue:</b> 4th January 1989</p> <p><b>Positional Accuracy:</b> Located by supplier to within 10m</p>	366m	1
3	<p><b>Name:</b> Mr &amp; Mrs D Holland</p> <p><b>Reference:</b> Prenf10132</p>	Bung Adj Ivy House Farm Long Green Wortham Ip22 1rd	<p><b>Type:</b> Sewage Discharge</p> <p><b>Discharge Type:</b> Sewage Discharges - Final/Treated Effluent - Not Water Company</p> <p><b>Property Type:</b> Domestic Property (Single)</p> <p><b>Discharge Environment Type:</b> Freshwater Stream/River</p> <p><b>Receiving Water:</b> Tributary River Waveney</p> <p><b>Status:</b> Post National Rivers Authority Legislation where issue date &gt; 31/08/1989</p> <p><b>Date of Issue:</b> 14th June 1995</p> <p><b>Positional Accuracy:</b> Located by supplier to within 100m</p>	436m	1

Map ID	Reference	Location	Details	Distance	Contact
4	<b>Name:</b> Mr & Mrs D Holland <b>Reference:</b> Prenf10131	The Chestnuts Formerly Land Adj Ivy House Farm Long Green Wortham Suffolk Ip22 1rd	<b>Type:</b> Sewage Discharge <b>Discharge Type:</b> Sewage Discharges - Final/Treated Effluent - Not Water Company <b>Property Type:</b> Domestic Property (Single) <b>Discharge Environment Type:</b> Freshwater Stream/River <b>Receiving Water:</b> Tributary River Waveney <b>Status:</b> Post National Rivers Authority Legislation where issue date > 31/08/1989 <b>Date of Issue:</b> 14th June 1995 <b>Positional Accuracy:</b> Located by supplier to within 100m	476m	1

#### Radioactive Substances Register

No factors identified for this property

#### Planning Hazardous Substance Consents

No factors identified for this property

#### Control of Major Accident Hazards Sites (COMAH)

No factors identified for this property

#### 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. Contact details can be found in the 'Useful Contacts' section of this report. Further Information is also available in the 'Useful Information' section.



## Section 1d: Known Contamination 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.

Enquiry	Result
<b>Have any known contamination incidents been identified within 500m of the property?</b>	<b>No</b>

Map ID	Reference	Location	Details	Distance	Contact
<b>Local Authority Pollution Prevention and Control Enforcements</b>					
No factors identified for this property					
<b>Enforcement and Prohibition Notices</b>					
No factors identified for this property					
<b>Planning Hazardous Substance Enforcements</b>					
No factors identified for this property					
<b>Prosecutions Relating to Authorised Processes</b>					
No factors identified for this property					
<b>Environmental Pollution Incidents</b>					
No factors identified for this property					
<b>Prosecutions Relating to Controlled Waters</b>					
No factors identified for this property					



## Section 1e: Other Potential Contaminative Land Uses

The map below shows the location of the Other Potential Contaminative Land Uses highlighted within section 1e of this report. Further details are shown on the following pages.



Contains Ordnance Survey data © Crown copyright and database right 2023

- |  |   |
|--|---|
| ✘ Fuel Station Entries                   | ☒ Potentially Infilled Land (Non-Water)                     |
| ★ Contemporary Trade Directories         | ▲ Potentially Infilled Land (Water)                         |
| ⊕ Former Marshes                         | ⊙ Potentially Contaminative Industrial Uses (Past Land Use) |
| ▼ Historical Tanks and Energy Facilities |   |



## 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.

Enquiry	Result
<b>Have any other potential sources of contamination been identified within 250m of the property?</b>	<b>No</b>

Map ID	Reference	Location	Details	Distance	Contact
<b>Fuel Station Entries</b>					
No factors identified for this property					
<b>Contemporary Trade Directory Entries</b>					
No factors identified for this property					
<b>Former Marshes</b>					
No factors identified for this property					
<b>Potentially Infilled Land (Non-Water)</b>					
No factors identified for this property					
<b>Potentially Infilled Land (Water)</b>					
No factors identified for this property					
<b>Potentially Contaminative Industrial Uses (Past Land Use)</b>					
No factors identified for this property					
<b>Historical Tanks And Energy Facilities</b>					
No factors identified for this property					



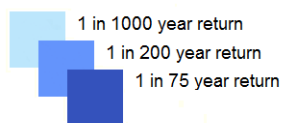
## Section 2a and 2b: River and Coastal Flooding

The map below shows the location of potential river and coastal flood risk. The potential risk has been modelled on the basis of events with a 1 in 75, 200 or 1000 chance of occurring in any given year. Further details are shown on the following pages.

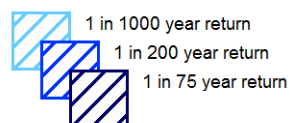


Contains Ordnance Survey data © Crown copyright and database right 2023

### River Flooding



### Coastal Flooding

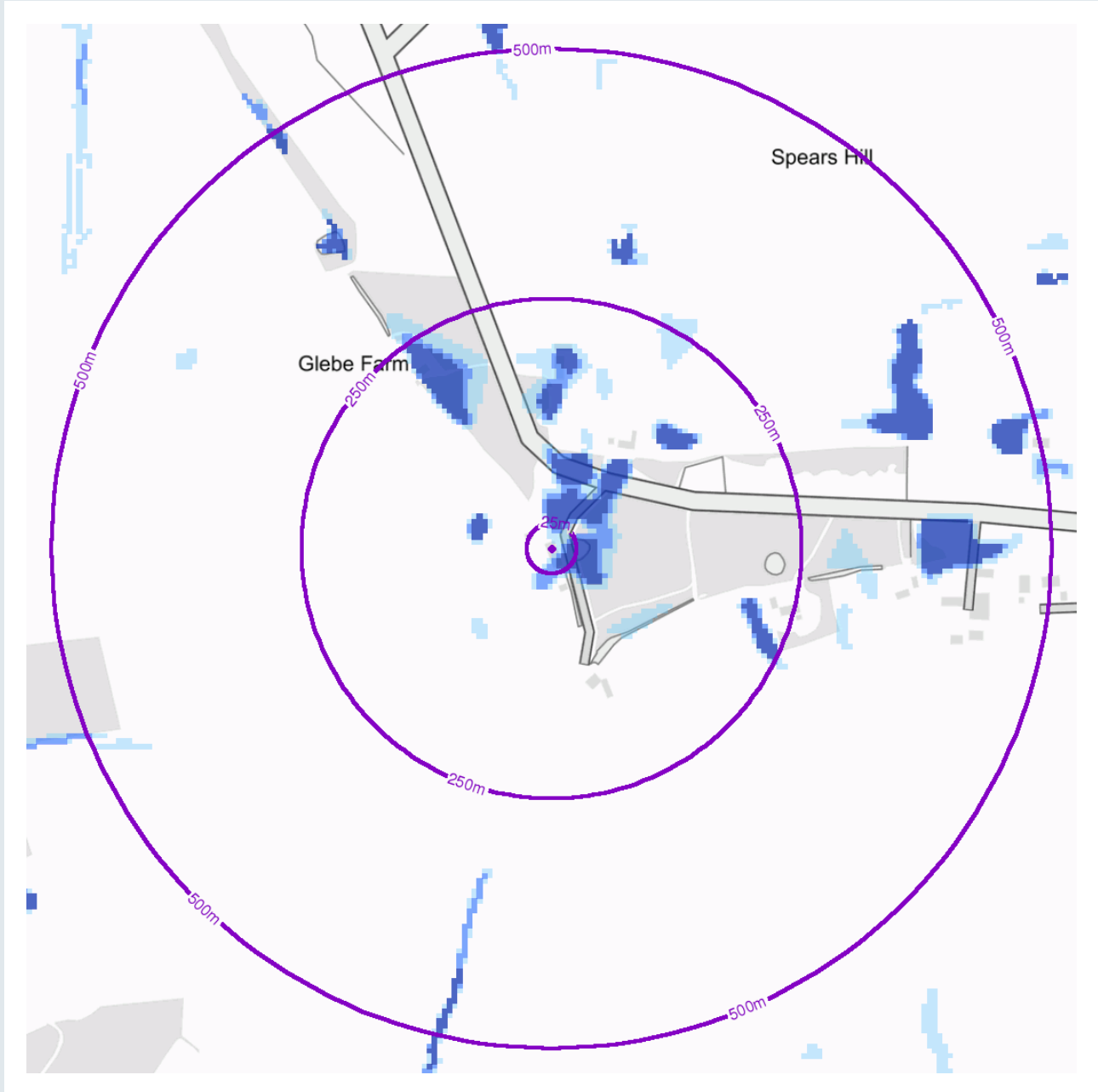






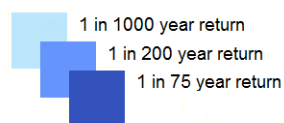
## Section 2c: Surface Water Flooding

The map below shows the location of potential surface water flood risk. The potential risk has been modelled on the basis of events with a 1 in 75, 200 or 1000 chance of occurring in any given year. Further details are shown on the following pages.



Contains Ordnance Survey data © Crown copyright and database right 2023

### Surface Water Flooding





### 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. The result is a worst-case scenario and assumes the failure of any defences which may be present.

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



### Section 2b: Coastal Flooding

Coastal flooding is the inundation of land caused by sea water rising above normal tidal conditions due to the effects of severe weather conditions (a combination of storm surge, tides and river inflow). The result is a worst-case scenario and assumes the failure of any defences which may be present.

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

If you wish 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 Landmark 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@landmark.co.uk](mailto:helpdesk@landmark.co.uk).

Flood data provided by JBA Risk Management Limited. © Copyright JBA Risk Management Limited 2008-2023.







### Section 2d and 2e: RoFRS and Historic Flood Events

The map below shows the location of RoFRS and Historic Flood Events. Further details are shown on the following pages.



Contains Ordnance Survey data © Crown copyright and database right 2023

#### Risk of Flooding from Rivers and Sea (RoFRS)

-  High
-  Medium
-  Low
-  Very Low

#### Historic Flood Events





## Section 2d: Risk of Flooding from Rivers and Sea (RoFRS)

The Risk of Flooding from Rivers and Sea (RoFRS) database provides an indication of river and coastal flood risk at a national level using a 50m grid as used by many insurance companies. The RoFRS data product has been created by calculating the actual likelihood of flooding to areas of land within the flood plain of an extreme flood and considers the probability that the flood defences will overtop or breach. The risk level is divided into four categories 'Low', 'Medium', 'High', and 'Very Low'.

Enquiry	Result
Is there a risk of flooding identified within 250m of the property based on the Risk of Flooding from Rivers and Sea (RoFRS)?	No

Map ID	Reference	Location	Details	Distance	Contact
Risk of Flooding from Rivers and Sea (RoFRS)					
No Risk Found					



## Section 2e: Historic Flood Events

The Historic Flood Events shows the individual areas of all historic flood events recorded by the relevant agency. This information is a useful tool to identify homes and businesses that may have experienced flood problems in the past. An area affected by a historic flood event may now be protected through an increase in flood management schemes and defences, meaning that it may not necessarily flood again. Equally the absence of a historic flood event does not mean that flooding has never occurred in an area, but that the agency do not have a record of it.

Enquiry	Result
Have any Historic Flood Events occurred within 250m of the property?	No

Map ID	Reference	Location	Details	Distance	Contact
Historic Flood Events					
No Events Found					



## Section 2f: Groundwater Flooding

Enquiry	Result	Contact
What is the risk of Groundwater Flooding within 250m of the property?	Negligible	2

**Comment:** There is a negligible risk of groundwater flooding in this area and any groundwater flooding incidence has a chance of less than 1% annual probability of occurrence. No further investigation of risk is deemed necessary unless proposed site use is unusually sensitive.

## Next Steps

If you wish 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 Landmark 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@landmark.co.uk](mailto:helpdesk@landmark.co.uk).



## Section 3a: New Rail Infrastructure

High Speed Rail Link and Crossrail 1 and 2 are new rail links proximity to which is likely to have an impact on surrounding areas

Enquiry	Result
Is the property within 4km of the proposed HS2 rail development?	No
Is the property within 2km of the proposed Crossrail 1 or 2 rail developments?	No



## Section 3b: Oil and Gas Exploration and Production

Any areas to be explored for their energy potential by the oil & gas industry must be licensed by the Oil and Gas Authority. Such exploration includes areas subject to hydraulic fracturing ("fracking") investigation.

Enquiry	Result
Is the property within 4km of an area licensed for onshore energy exploration and production?	No
Is the property within 4km of an area that has been offered for licensing for the onshore exploration oil and gas by the Oil and Gas Authority?	No
Is the property within 4km of a well used for energy exploration or extraction?	No



## Section 3c: Existing or Proposed Wind Farms and Wind Turbines

Wind energy is one of several alternative energy sources; however, the location of wind farms or turbines can be contentious due to visual and auditory impact on the surrounding area. The information in this section gives insight into whether there are wind farms or turbines (planned or existing) in the vicinity of the report location. Planning Applications showing a "Planning Application Refused" status are reported as active as they can be resubmitted or appealed until Planning Permission has expired, or they are withdrawn or abandoned by the Applicant. We detail only those wind power developments which generate between 1MW and 50MW of power.

Enquiry	Result
Is the property within 4km of existing or proposed wind farms or wind turbines?	No



## Section 3d: Existing or Proposed Solar Farms

Solar energy is one of several alternative energy sources; however, the location of a solar farm can be contentious due to its visual impact on the surrounding area. The information in this section gives insight into whether there are solar farms (planned or existing) in the vicinity of the report location. Planning Applications showing a "Planning Application Refused" status are reported as active as they can be resubmitted or appealed until Planning Permission has expired, or they are withdrawn or abandoned by the Applicant. We detail only those solar developments which generate between 1MW and 50MW of power.

Enquiry	Result
Is the property within 2km of existing or proposed solar farms?	No

## Next Steps

In order to gain more detailed information regarding the potential impact of HS2, Crossrail 1 and 2, Energy Production, Wind Farms or Solar Farms on your property we recommend that you purchase an Argyll Energy & Infrastructure report. If you would like more information please contact your Search Provider or our Customer Services Team on **0844 844 9966** or email [helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk).



## Section 4a: Man-Made Factors

Enquiry	Result	Contact
Is the property within 25m of a Coal Mining Affected Area?	No	-
What is the potential for ground instability relating to non-coal mining within 50m of the property?	Rare	3
<p><b>Comment:</b> The British Geological Survey has assessed that hazards because of underground non-coal mine workings in this area are rare. It should be noted that there is always the possibility of excavations that are outside of the scope of this dataset which could affect ground stability.</p>		
Are there any Man-Made mining cavities within 250m of the property?	No	-



## Section 4b: Natural Factors

Enquiry	Result	Contact
Are there any Natural cavities within 250m of the property?	No	-
What is the potential for natural ground instability in the area within 50m of the property?	Low	3
<p><b>Comment:</b> 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.</p>		





## Section 5: 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.

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	4
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	4

### 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.

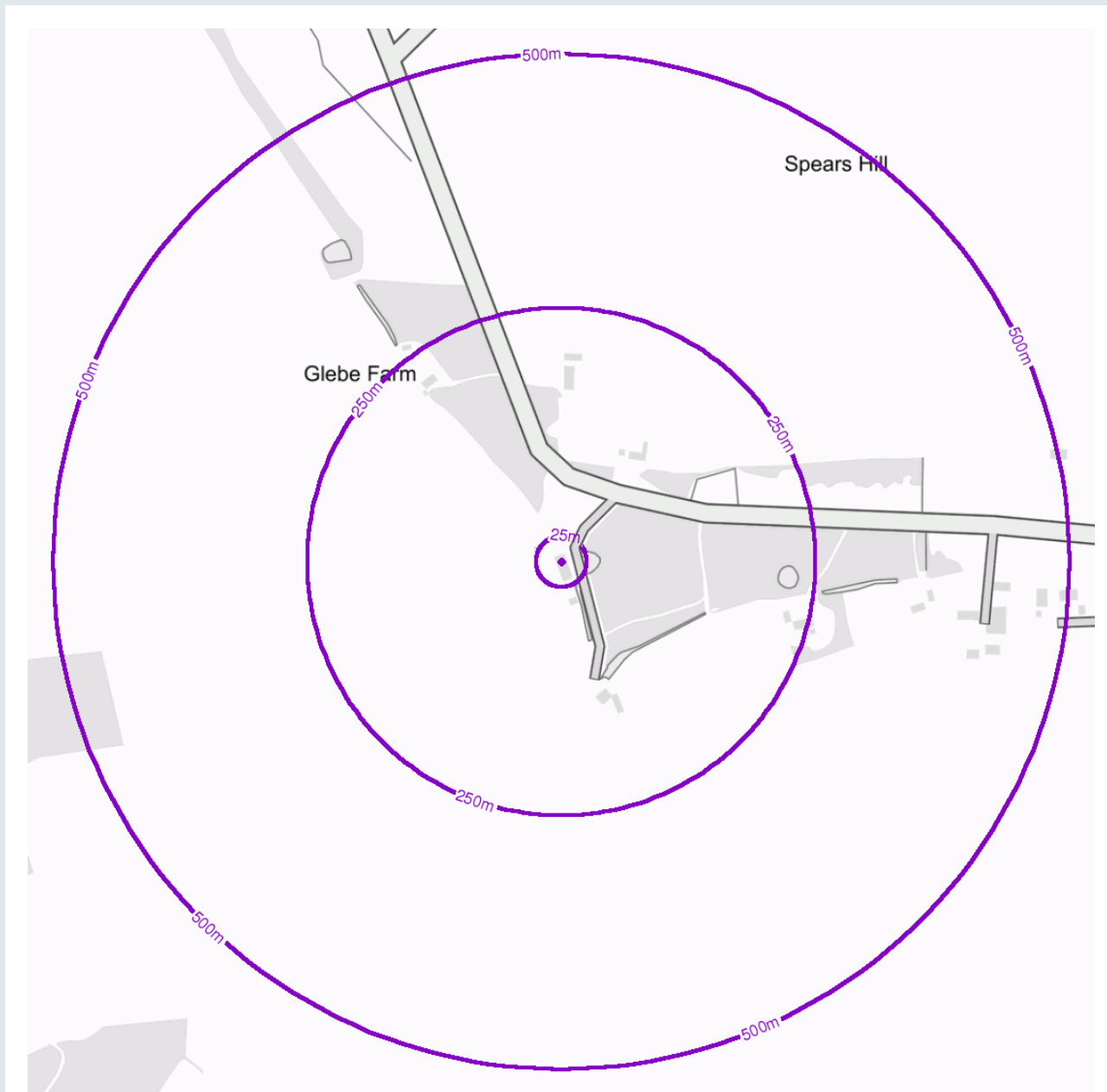
### Further Action

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 6a and 6b: Other Influential Factors

The map below shows the location of any Overhead Power Lines highlighted within Section 6a of this report. It also shows the location of any Environmental Constraints that are from datasets recognised as being relevant to Part 2A of the Environmental Protection Act 1990, that are highlighted in Section 6b of this report. Further details are shown on the following pages.



Contains Ordnance Survey data © Crown copyright and database right 2023

**Section 6a**

-  Overhead Power Line
-  Pylon or Mast

**Section 6b**

- |   |   |
|---|---|
|  Local Nature Reserves     |  Sites of Special Scientific Interest |
|  Marine Conservation Zones |  Special Areas of Conservation        |
|  National Nature Reserves  |  Special Protection Areas             |
|  Ramsar Sites              |   |



## Section 6a: Overhead Power Lines

This section of the report contains information on pylons and overhead power lines. Overhead lines can be contentious and may have a visual impact on the surrounding area. Please note that Overhead Transmission Lines are extracted from Ordnance Survey Landline data in MasterMap and only show significant lines; if the pylons and lines are not shown on the mapping then they will not be reported.

Enquiry	Result	Contact
Are there any Overhead Power Lines within 250m of the property?	No	-



## Section 6b: Environmental Constraints

This section provides information on areas which have been designated as having environmental or historical importance; as such there may be constraints on property or land developments or alterations.

Enquiry	Result
Is the property within 250m of an area likely to be impacted by Environmental Constraints?	No

Map ID	Reference	Location	Details	Distance	Contact
<b>Ancient Woodland</b>					
No factors identified for this property					
<b>Areas of Outstanding Natural Beauty</b>					
No factors identified for this property					
<b>Boundaries - National Parks</b>					
No factors identified for this property					
<b>Country Parks</b>					
No factors identified for this property					
<b>Environmentally Sensitive Areas</b>					
No factors identified for this property					
<b>Forest Parks</b>					
No factors identified for this property					
<b>Local Nature Reserves</b>					
No factors identified for this property					
<b>Marine Conservation Zones</b>					
No factors identified for this property					

Map ID	Reference	Location	Details	Distance	Contact
<b>National Nature Reserves</b>					
No factors identified for this property					
<b>National Parks</b>					
No factors identified for this property					
<b>National Scenic Areas</b>					
No factors identified for this property					
<b>Nature Improvement Areas</b>					
No factors identified for this property					
<b>Ramsar Sites</b>					
No factors identified for this property					
<b>Sites of Special Scientific Interest</b>					
No factors identified for this property					
<b>Special Areas of Conservation</b>					
No factors identified for this property					
<b>Special Protection Areas</b>					
No factors identified for this property					
<b>World Heritage Sites</b>					
No factors identified for this property					

# Useful Contacts

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

## Landmark Information Group

Imperium  
Imperial Way  
Reading  
RG2 0TD

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

**0844 844 9966**

or by email at:

[helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)

Contact	Name	Address	Contact details
1	<b>Environment Agency National Customer Contact Centre (NCCC)</b>	PO Box 544 Templeborough Rotherham S60 1BY	<b>T:</b> 03708 506 506 <b>E:</b> <a href="mailto:enquiries@environment-agency.gov.uk">enquiries@environment-agency.gov.uk</a>
2	<b>Landmark Information Group Limited</b>	Imperium Imperial Way Reading Berkshire RG2 0TD	<b>T:</b> 0844 844 9966 <b>F:</b> 0844 844 9951 <b>E:</b> <a href="mailto:helpdesk@landmark.co.uk">helpdesk@landmark.co.uk</a> <b>W:</b> <a href="http://www.landmark.co.uk">www.landmark.co.uk</a>
3	<b>British Geological Survey Enquiry Service</b>	British Geological Survey Environmental Science Centre Nottingham Nottinghamshire NG12 5GG	<b>T:</b> 0115 936 3143 <b>F:</b> 0115 936 3276 <b>E:</b> <a href="mailto:enquiries@bgs.ac.uk">enquiries@bgs.ac.uk</a> <b>W:</b> <a href="http://www.bgs.ac.uk">www.bgs.ac.uk</a>
4	<b>Public Health England Radon Survey, Centre for Radiation, Chemical and Environmental Hazards</b>	Chilton Didcot Oxfordshire OX11 0RQ	<b>T:</b> 01235 822622 <b>F:</b> 01235 833891 <b>E:</b> <a href="mailto:radon@phe.gov.uk">radon@phe.gov.uk</a> <b>W:</b> <a href="http://www.ukradon.org">www.ukradon.org</a>
5	<b>Suffolk County Council</b>	St Edmund House County Hall Ipswich Suffolk IP4 1LZ	<b>T:</b> 01473 583000 <b>F:</b> 01473 230240 <b>W:</b> <a href="http://www.suffolkcc.gov.uk">www.suffolkcc.gov.uk</a>
6	<b>Mid Suffolk District Council Environmental Health Department</b>	Council Offices 131 High Street Ipswich Suffolk IP6 8DL	<b>T:</b> 01473 826622 <b>E:</b> <a href="mailto:customer.services@babberghmidsuffolk.gov.uk">customer.services@babberghmidsuffolk.gov.uk</a> <b>W:</b> <a href="http://www.midsuffolk.gov.uk">www.midsuffolk.gov.uk</a>
	<b>Argyll Environmental Ltd</b>	1st Floor 98-99 Queens Road Brighton BN1 3XF	<b>T:</b> 0845 458 5250 <b>F:</b> 0845 458 5260 <b>E:</b> <a href="mailto:info@argyllenviro.com">info@argyllenviro.com</a> <b>W:</b> <a href="http://www.argyllenvironmental.com">www.argyllenvironmental.com</a>

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.

# Useful Information

The following explanatory notes may be of assistance to users of the Envirosearch Residential 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 Ltd. 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, surface water and groundwater 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, surface water and groundwater) within the vicinity of the property is such that the risk may not be considered significant.

## 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 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 relevant agency, 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](http://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.

# Useful Information

## 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 2d of the report provides data relating to the Risk of Flooding from Rivers and Sea (RoFRS) dataset provided by the environment relevant agency. Each agency has used its own data to further assess the risk of river or coastal flooding to the area of land located within an extreme flood zone. It was originally conceived to guide where flood defences were most needed. The risk assessment takes into account a variety of hypothetical levels of rainfall or coastal flooding (both in terms of intensity and duration) and certain flood defences, which it assumes will work effectively. The data generated considers a 50m<sup>2</sup> area and assigns a risk level (either low, medium or high). The model does not differentiate between properties within the grid square, nor does it predict the depth of any resultant flood (merely the risk of a flood occurring). The RoFRS data does not include flood risk from very small catchments areas as these are not considered reliable for UK-wide flood risk assessments, nor does it consider the potential impacts of climate change on flood risk or provide coverage in Scotland. The assessment is regularly updated and Landmark uses the latest version supplied by RoFRS. Many insurers use RoFRS as a guide to where to offer flood risk insurance cover.

Section 2e of the report includes information relating to records of historical flooding provided by the Environment Agency/Natural Resources Wales. It should be noted that the historical flood event database is not comprehensive. Further details regarding the nature of any historical flood events are not supplied in this report, but can be obtained by contacting your local agency office.

Section 2f of the report provides data relating to the risk of groundwater flooding and is provided by GeoSmart, a leading independent scientific environmental consultancy specialising in water, land and sustainable development. Through research and development, building on their expertise in addressing groundwater flooding issues for the Environment Agency/Natural Resources Wales and other clients in the UK, GeoSmart has developed algorithms and calibrated predictions of the risk of groundwater flooding occurring in England and Wales. This differs from other suppliers of data regarding groundwater flooding which only report on the susceptibility of groundwater flooding. Susceptibility merely has to be identified, whereas risk must be quantified. The resulting data is a 5x5m classification of groundwater flooding risk into four categories (Negligible, Low, Moderate and High). GeoSmart's classifications are based on the level of risk, combining severity and uncertainty that a site will suffer groundwater flooding within a return period of about 100 years.

The data is a general purpose indicative screening tool, and is intended to provide a useful initial view for a wide variety of applications. However, it does not provide an alternative to a site specific assessment, and a detailed risk assessment should be used for any site where the impact of groundwater flooding would have significant adverse consequences.

## Section 3: Energy & Infrastructure Findings

The Energy & Infrastructure section has been designed to satisfy standard due-diligence enquiries for residential and commercial sites. It is a limited, desk-based screen - we would recommend purchasing an Argyll Energy & Infrastructure report for further information. The report does not include data on all UK energy and infrastructure projects, nor does Landmark Information Group make specific information requests of the regulatory authorities for any relevant information they may hold. Therefore, Landmark Information Group cannot guarantee that all land uses or factors of concern will have been identified by the report. Landmark Information Group is unable to comment directly with regards to the potential effect these key energy or infrastructure projects will have on the value of nearby properties. We would recommend contacting an appropriate surveyor who can provide a valuation. While every effort is made to ensure accuracy, Landmark Information Group cannot guarantee the accuracy or completeness of such information or data. We do not accept responsibility for inaccurate data provided by external data providers. For further information regarding the datasets reviewed within our analysis, please contact our customer services team on 0844 844 9966. Crossrail 2 data is sourced from consultation documents as published by the Department of Transport

## Section 5: 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<sup>-3</sup> or more). This information satisfies CON29 Standard Enquiry of Local Authority; 3.13 Radon Gas: Location of the Property in a Radon Affected Area and can also be used to advise house buyers and sellers in Scotland. 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 and BR376 (BRE, 1999) Radon: Guidance on protective measures for new dwellings in Scotland.

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 6b: 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.

# Useful Information

## General

If after reading the details in this report regarding the sites identified, you still require further information, please contact the relevant 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 <http://www.landmarkinfo.co.uk/Terms/Show/534>. 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 Envirosearch Residential 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 Ltd.

## 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: <http://www.landmarkinfo.co.uk/Terms/Show/534>

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.

## Copyright Statement

The data supplied for this Envirosearch Residential report falls under the following copyrights: © Landmark Information Group and/or its Data Suppliers 2023; © Environment Agency and database right 2023; ©Experian Ltd 2023; Produced in whole or in part under licence from, and based in whole or in part from copyright material of © Thomson Directories Limited; © The Coal Authority owns the copyright to this data and the coal mining information used to produce it; © Stantec UK Limited; © Ofcom copyright 2023; © Natural England copyright. Contains Ordnance Survey data © Crown copyright and database right 2023; © HS2 Ltd and licensed under the Open Government Licence; © GeoSmart Information Limited 2023; Contains Natural Resources Wales information © Natural Resources Wales and Database Right. All rights Reserved; Contains Natural Resources Wales information © Natural Resources Wales and Database Right. All rights Reserved. Contains Ordnance Survey Data. Ordnance Survey Licence number 100019741. Crown Copyright and Database Right; Contains Natural Resources Wales information © Natural Resources Wales and Database Right. All rights Reserved. Some features of this information are based on digital spatial data licensed from the Centre for Ecology & Hydrology © NERC (CEH). Defra, Met Office and DARD Rivers Agency © Crown copyright. © Cranfield University. © James Hutton Institute. Contains OS data © Crown copyright and database right 2023. Land & Property Services © Crown copyright and database right; Ordnance Survey © Crown copyright and/or Database Right. All rights reserved. Licence 100022432.

Landmark works in association with:





## Important Consumer Protection Information

This search has been produced by Landmark Information Group Ltd, Imperium, Imperial Way, Reading, Berkshire, RG2 0TD

Tel: 0844 844 9966  
Fax: 0844 844 9980  
Email: [helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)

Landmark 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 £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](http://www.tpos.co.uk)  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

## Complaints Procedure

If you want to make a complaint to Landmark, 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:

Customer Relationships Manager  
Landmark Information  
Imperium  
Imperial Way  
Reading  
RG2 0TD

Tel: 0844 844 9966  
Email: [helpdesk@landmark.co.uk](mailto: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  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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