

CHERRY ORCHARD FARM, STOKE ROAD, LAYHAM, IP7 5RB

Professional opinion



Contaminated Land
Low-Moderate:
Acceptable Risk

Consultant's guidance and recommendations inside.

Further Guidance



Flooding
Moderate-High

page 16



Ground Stability
Identified

page 4



Radon
Passed

Site plan



Contaminated land liability

Banking security

Is it likely that the property will represent acceptable banking security from a contaminated land perspective?

Yes

Statutory or 3rd party action

Is there a risk of statutory (e.g. Part 2A EPA 1990) or third party action being taken against the site?

Unlikely

Environmental liability

Is there a risk that the property value may be impacted due to contaminated land liability issues?

Unlikely

Guidance and recommendations

Current Use	Agricultural
Proposed Use	Residential
Redevelopment planned? (not refurbishment)	Yes
Underground storage tanks? (e.g. fuel tanks, septic tanks)	No
Distance to surface water feature	On Site
Distance to residential properties	Adjacent



Contaminated Land

Groundsure considers the site to comprise acceptable banking security despite some minor potentially contaminative land uses being identified.

If you require further advice with regards to this, please contact our customer services team on 08444 159 000 or e-mail at info@groundsure.com.

No further action is required.



Flooding

Flooding

An elevated level of flood risk has been identified at the property.

Next steps for consideration:

- investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion
- the assessment in this report is based on the highest flood risk found within the site boundary. The detailed maps within the flood section clearly highlight which parts of the site are affected by flooding, allowing you to visualise whether flood risk affects the buildings or the associated land. If you would prefer an assessment that provides separate flood ratings for the main dwelling and the associated land, Groundsure can provide this for a fee of £35 plus VAT
- if the property has recently been constructed, the flood risk assessment contained within this report will not take into account any measures put in place by the developer to deal with flooding. You should seek further information from the developer on flood risk mitigation for the site
- investigate the various forms of flood resistance and resilience measures that will help protect your property in the event of a flood

National Planning Policy Framework (NPPF)

A site-specific flood risk assessment should be provided for all development in Flood Zones 2 and 3. In Flood Zone 1, an assessment should accompany all proposals involving: sites of 1 hectare or more; land which has



been identified by the Environment Agency as having critical drainage problems; land identified in a strategic flood risk assessment as being at increased flood risk in future; or land that may be subject to other sources of flooding, where its development would introduce a more vulnerable use. The NPPF states that the flood risk assessment should identify and assess the risks of all forms of flooding to and from the development and demonstrate how these flood risks will be managed so that the development remains safe throughout its lifetime, taking climate change into account. Those proposing developments should take advice from the emergency services when producing an evacuation plan for the development as part of the flood risk assessment.



Ground stability

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

Next steps for consideration:

- if a survey has been undertaken at the property that considers ground instability and no issues were found, no further action is required
- however, based on the findings of this report, the purchaser should be encouraged to consider potential instability in any future development or alteration of the ground including planting and removing trees, and regardless of the survey outcome
- if no survey has yet been undertaken, we recommend one is carried out by a suitably qualified and experienced person
- if ground instability issues have been or are subsequently identified in a survey we recommend following any advice given in the survey findings

Environmental summary



Flooding

The property and area within the site outline is at risk from one or more kinds of flooding. Property's overall risk assessment for past flooding and river, coastal, surface water and groundwater flooding is moderate-high.

Please see **page 16** for details of the identified issues.

River and Coastal Flooding	Very Low
Groundwater Flooding	Low
Surface Water Flooding	Significant
FloodScore™ insurance rating	High
Past Flooding	Not identified
Flood Storage Areas	Not identified
NPPF Flood Risk Assessment required if site redeveloped?	See overview



Ground stability

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

Please see **page 18** for details of the identified issues.

Natural Ground Stability	Moderate-High
Non-Natural Ground Stability	Not identified



Radon

Local levels of radon are considered normal. The percentage of homes estimated to be affected by radon in your local area is less than 1%.

Not in a radon affected area



Recent aerial photograph



Capture Date: 05/04/2020

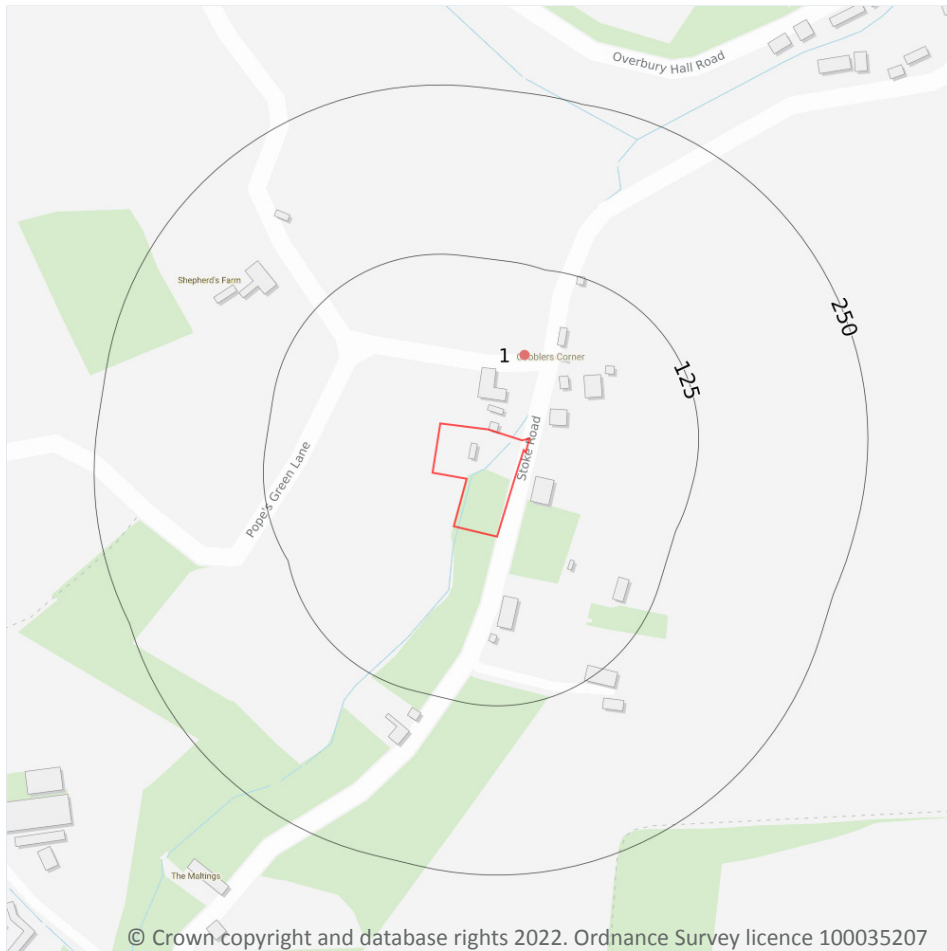
Site Area: 0.36ha

Contaminated Land summary



Past land use	On-Site	0-50m	50-250m
Former industrial land use (1:10,560 and 1:10,000 scale)	0	0	0
Former tanks	0	0	0
Former energy features	0	0	0
Former petrol stations	0	0	0
Former garages	0	0	0
Former military land	0	0	0
Waste and landfill	On-Site	0-50m	50-250m
Active or recent landfill	0	0	0
Former landfill (from Environment Agency Records)	0	0	0
Former landfill (from Local Authority and historical mapping records)	0	0	0
Waste site no longer in use	0	0	0
Active or recent licensed waste sites	0	0	0
Current and recent industrial	On-Site	0-50m	50-250m
Recent industrial land uses	0	0	1
Current or recent petrol stations	0	0	0
Historical licensed industrial activities	0	0	0
Current or recent licensed industrial activities	0	0	0
Local Authority licensed pollutant release	0	0	0
Pollutant release to surface waters	0	0	0
Pollutant release to public sewer	0	0	0
Dangerous industrial substances (D.S.I. List 1)	0	0	0
Dangerous industrial substances (D.S.I. List 2)	0	0	0
Dangerous or explosive sites	0	0	0
Hazardous substance storage/usage	0	0	0
Sites designated as Contaminated Land	0	0	0
Pollution incidents	0	0	0

Contaminated land / Current and recent industrial



— Site Outline

Search buffers in metres (m)

● Recent industrial land uses

Recent industrial land uses

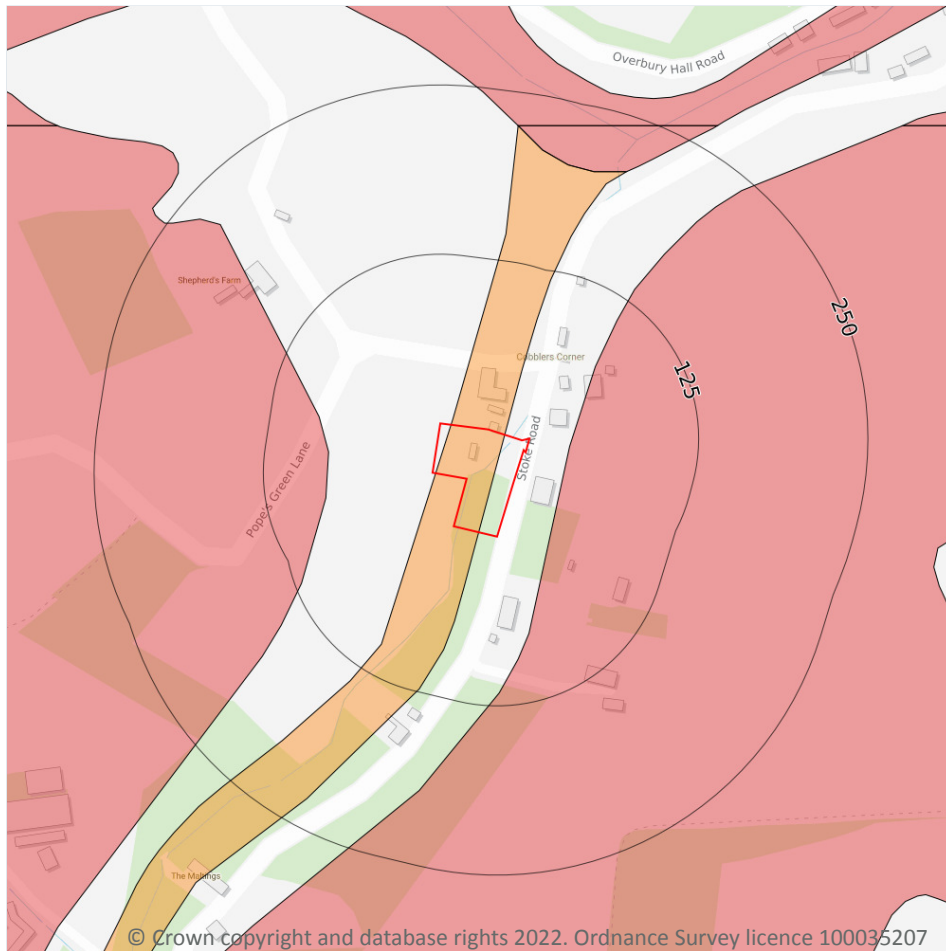
These records show details of businesses that have recently operated, or are currently operating in the area. Depending on the type of activities taking place, some of these businesses could present a risk of contamination.

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

ID	Distance	Direction	Company / Address	Activity	Category
1	60 m	N	Pump - Suffolk, IP7	Water Pumping Stations	Industrial Features

This data is sourced from Ordnance Survey.

Superficial hydrogeology



- Site Outline
- Search buffers in metres (m)
- Principal
- Secondary A
- Secondary B
- Secondary Undifferentiated
- Unproductive
- Unknown

Aquifers within superficial geology

The Environment Agency/Natural Resources Wales and the British Geological Survey have assigned designations or types to the aquifers that exist within superficial geology. These designations reflect the importance of aquifers in terms of groundwater as a resource (eg drinking water supply) but also their role in supporting surface water flows and wetland ecosystems.

Principal - These are layers of rock or superficial deposits that usually provide a high level of water storage.

Secondary A - Permeable layers capable of supporting water supplies at a local rather than strategic scale.

Secondary B - Predominantly lower permeability layers which may store and yield limited amounts of groundwater.

Secondary Undifferentiated - Has been assigned in cases where it has not been possible to attribute either category A or B to a rock type.

Unproductive - These are rock layers with low permeability that have negligible significance for water supply.

Unknown - These are rock layers where it has not been possible to classify the water storage potential.

Distance	Direction	Designation
0	on site	Secondary B
30 m	E	Secondary A
203 m	N	Secondary A
225 m	N	Secondary A

This data is sourced from the Environment Agency/Natural Resources Wales and the British Geological Survey.

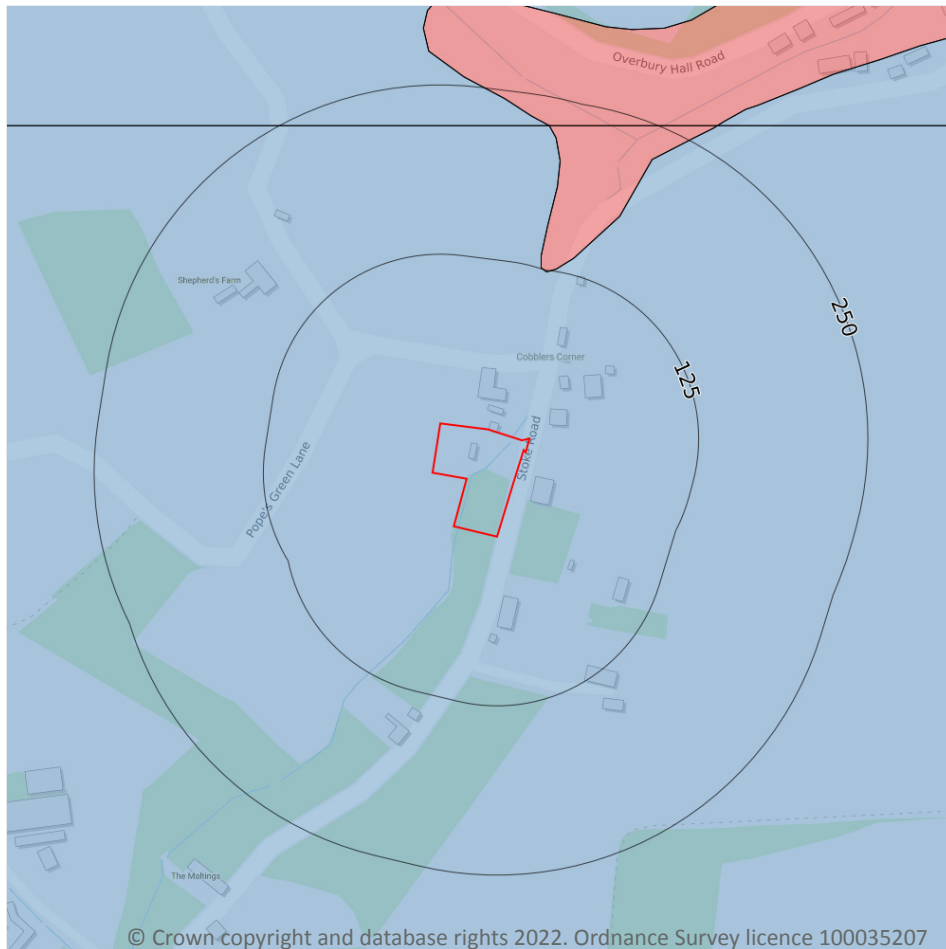
Superficial geology

Superficial deposits are the youngest natural geological deposits formed during the most recent period of geological time. They rest on older deposits or rocks referred to as bedrock. This information comes from the BGS 1:50,000 Digital Geological Map of Great Britain, where available.

Description	BGS LEX Code	Rock Type
HEAD	HEAD-DMTN	DIAMICTON

This data is sourced from British Geological Survey.

Bedrock hydrogeology



- Site Outline
- Search buffers in metres (m)
- Principal
- Secondary A
- Secondary B
- Secondary Undifferentiated
- Unproductive
- Groundwater abstraction licence (point)
- Groundwater abstraction licence (area)
- Groundwater abstraction licence (linear)

Aquifers within bedrock geology

The Environment Agency/Natural Resources Wales and the British Geological Survey have assigned designations or types to the aquifers that exist within bedrock geology. These designations reflect the importance of aquifers in terms of groundwater as a resource (eg drinking water supply) but also their role in supporting surface water flows and wetland ecosystems.

Principal - These are layers of rock or superficial deposits that usually provide a high level of water storage.

Secondary A - Permeable layers capable of supporting water supplies at a local rather than strategic scale.

Secondary B - Predominantly lower permeability layers which may store and yield limited amounts of groundwater.

Secondary Undifferentiated - Has been assigned in cases where it has not been possible to attribute either category A or B to a rock type.

Unproductive - These are rock layers with low permeability that have negligible significance for water supply.

Distance	Direction	Designation
0	on site	Unproductive
124 m	N	Secondary A
220 m	N	Unproductive
229 m	N	Secondary A

This data is sourced from the Environment Agency/Natural Resources Wales and the British Geological Survey.

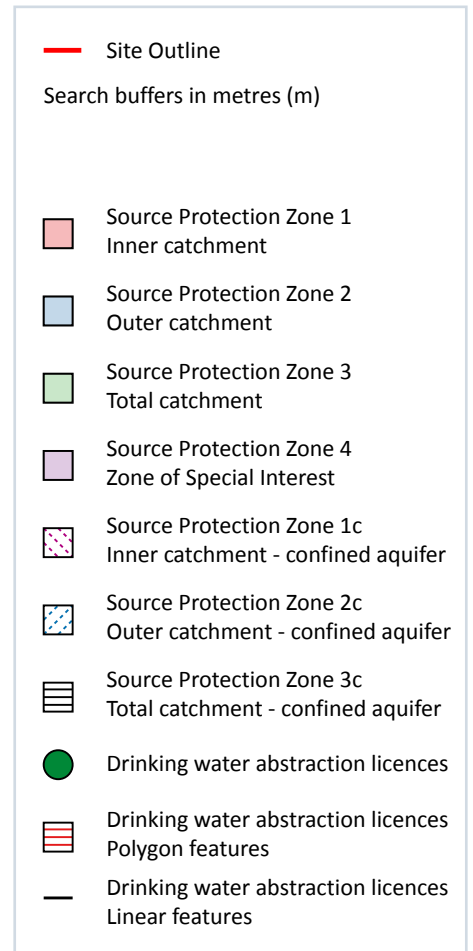
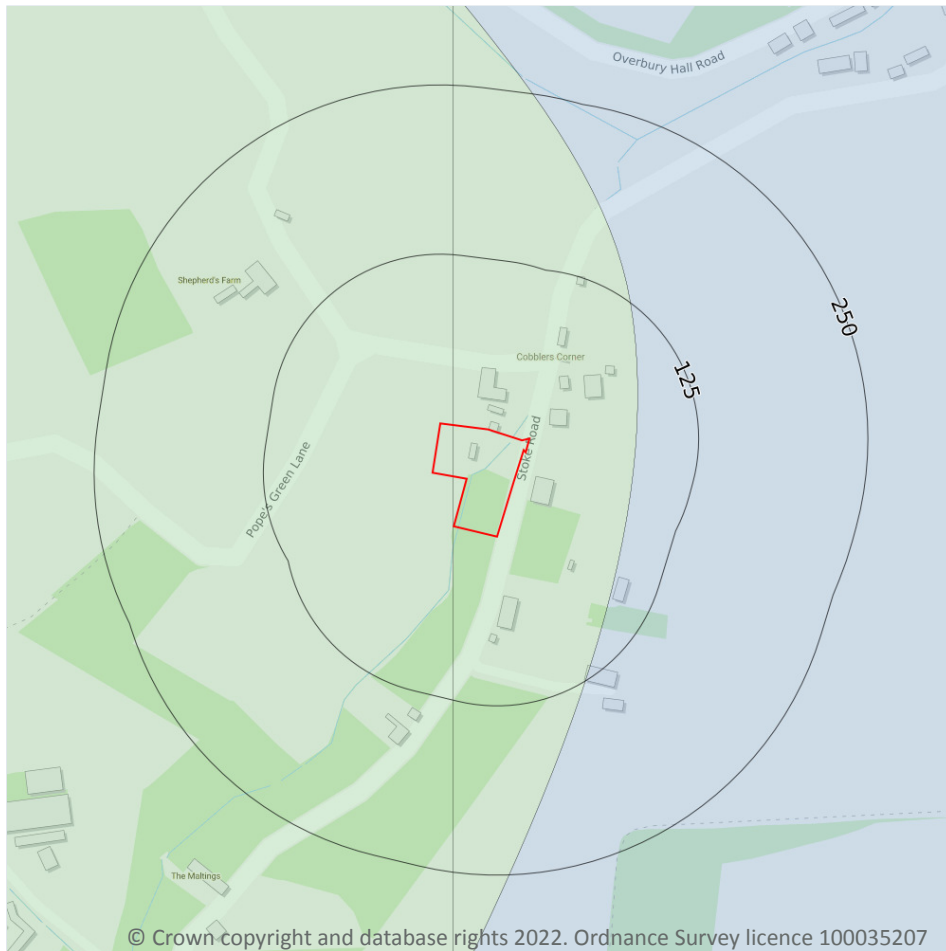
Bedrock geology

Bedrock geology is a term used for the main mass of rocks forming the Earth and is present everywhere, whether exposed at the surface in outcrops or concealed beneath superficial deposits or water. This information comes from the BGS 1:50,000 Digital Geological Map of Great Britain, where available.

Description	BGS LEX Code	Rock Type
THAMES GROUP	THAM-XCZS	CLAY, SILT AND SAND

This data is sourced from British Geological Survey.

Source Protection Zones and drinking water abstractions



Source Protection Zones

The Environment Agency / Natural Resources Wales has defined Source Protection Zones (SPZs) for groundwater sources such as wells, boreholes and springs used for public drinking water supply. These zones show the risk of contamination from any activities that might cause pollution in the area. The closer the activity, the greater the risk. There are three main zones (inner (SPZ 1), outer (SPZ 2) and total catchment (SPZ 3)) and a fourth zone of special interest.

Distance	Direction	Details
0	on site	Zone: 3 Description: Total catchment
0	on site	Zone: 3 Description: Total catchment
79 m	E	Zone: 2 Description: Outer catchment

This data is sourced from the Environment Agency/Natural Resources Wales.

Hydrology



Water courses from Ordnance Survey

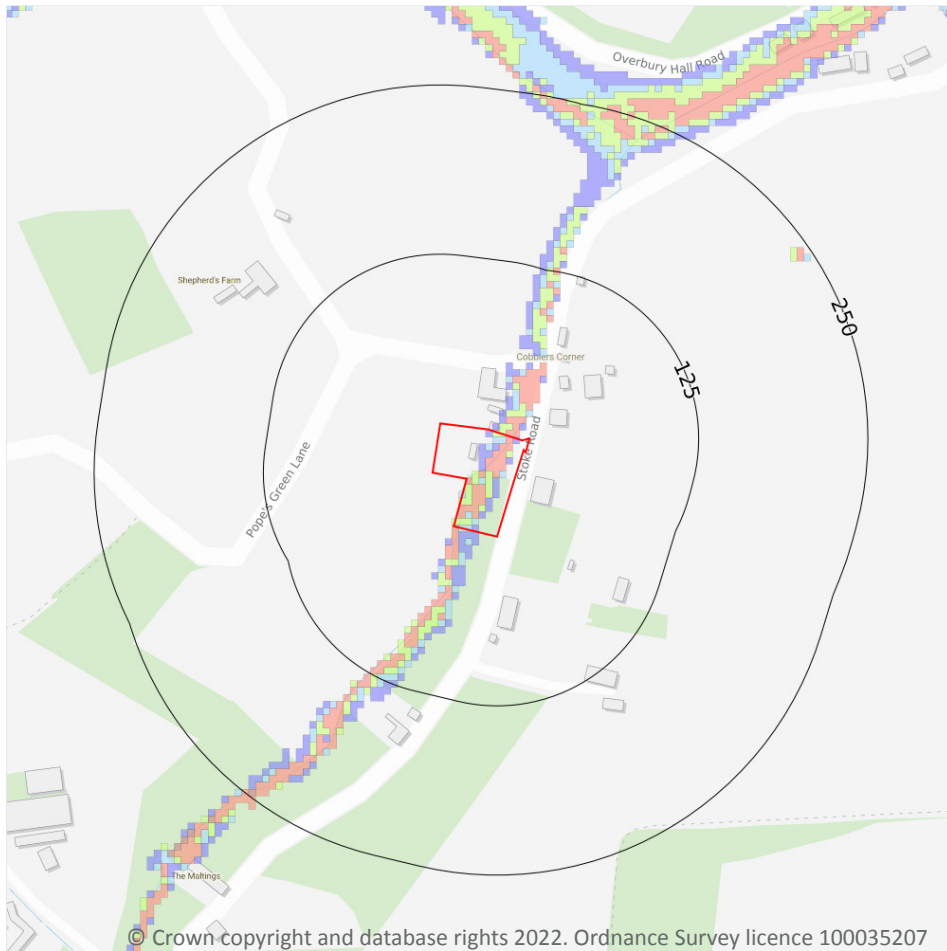
These are water features such as ponds, lakes, rivers and streams that have been identified by Ordnance Survey. These features may be sensitive to contamination.

Distance	Direction	Details
0	on site	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)
0	on site	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: Underground Permanence: Watercourse contains water year round (in normal circumstances)

Distance	Direction	Details
0	NE	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)
55 m	NE	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: Underground Permanence: Watercourse contains water year round (in normal circumstances)
63 m	NE	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)
115 m	NE	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: Not provided Permanence: Watercourse contains water year round (in normal circumstances)
176 m	NE	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)
235 m	NE	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)
235 m	NE	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)

This data is sourced from Ordnance Survey.

Flooding / Surface water flood risk



— Site Outline
Search buffers in metres (m)

Surface water flood risk

- Highly significant
- Significant
- High
- Moderate to high
- Moderate
- Low to moderate
- Low

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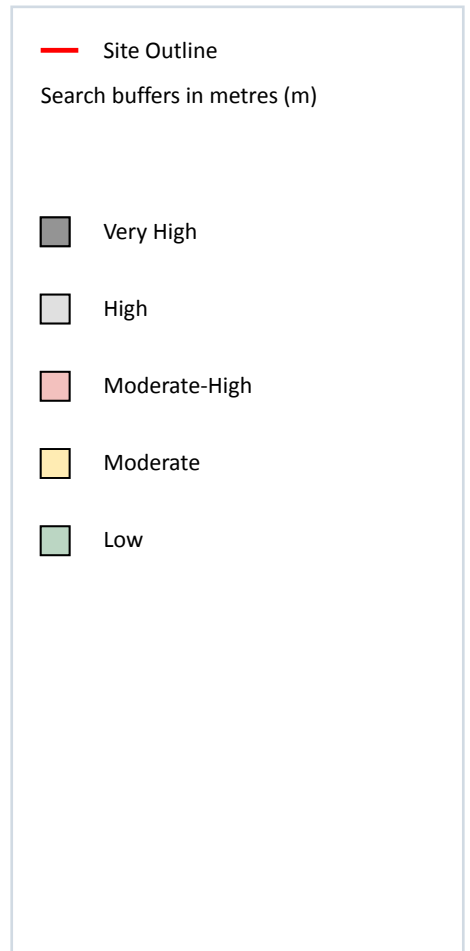
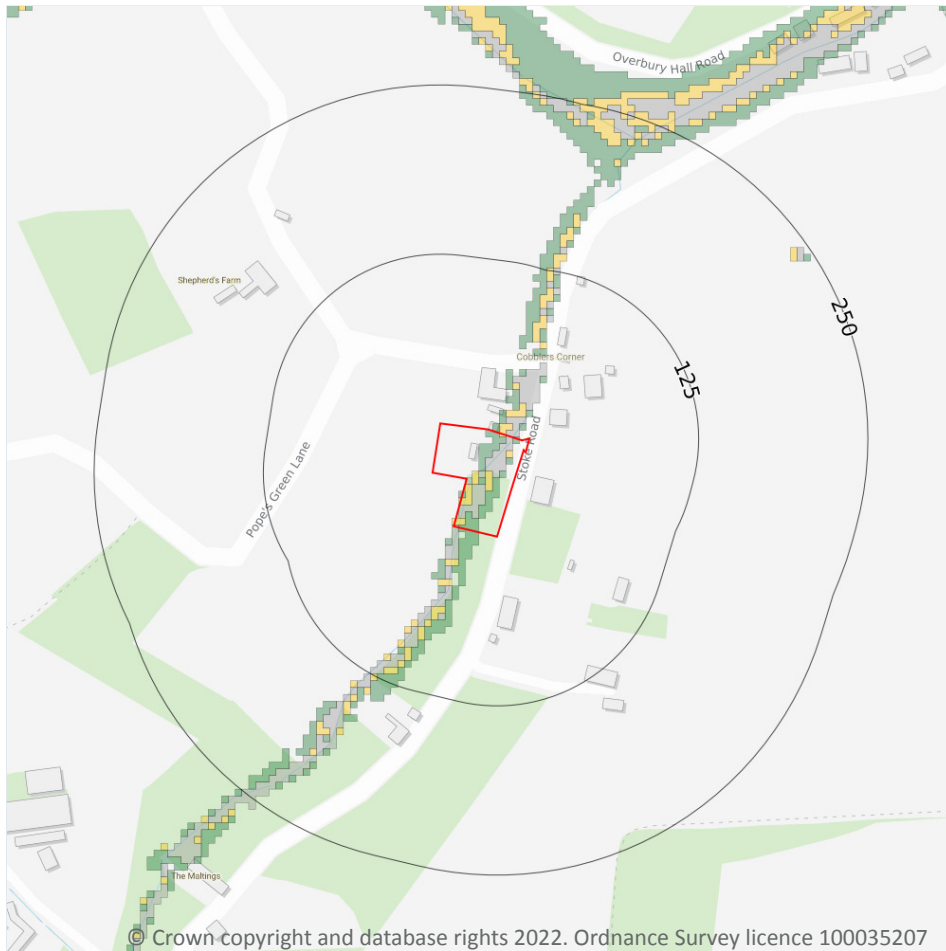
Surface water flood risk

The property is likely to be prone to flooding following extreme rainfall, which may have an impact on insuring the property against flood risk.

The area in which the property is located has been assessed to be at a Significant risk of surface water flooding. This area is considered to have a 1 in 30 probability of surface water flooding due to rainfall in a given year to a depth of between 0.3m and 1.0m. However, as is the case with probability statistics and predictions, this information should be used as a guideline only. The area may flood several years in a row, or not at all for many years. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though some older ones may flood in a 1 in 5 year rainfall event.

These risk calculations are based on Ambiental Risk Analytics maps.

Flooding / Ambient FloodScore™ insurance rating

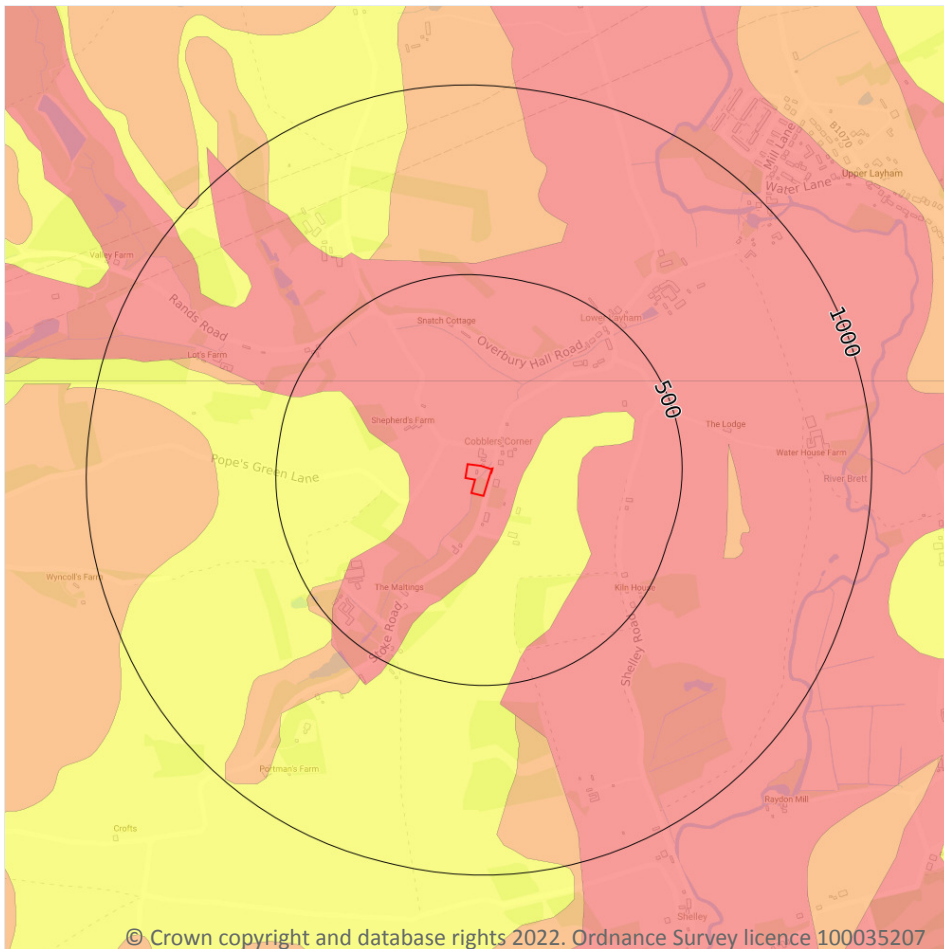


The property has been rated as having a High level of flood hazard.

Ambient's FloodScore™ insurance rating provides an indication of the likelihood of a property being flooded from river, coastal, groundwater and/or surface water flood. The FloodScore™ insurance rating information is based on a model and should not be relied upon as fact. It is only one of the many considerations reviewed as part of a commercial insurance policy.

Other underwriting considerations may include whether the building has been raised, are the contents raised off the floor, the construction type, business type, whereabouts the flooding impacts the property and the likelihood of business interruption such as access restrictions due to flood waters. As a property owner, understanding the risk to your property is valuable and adding flood resilience measures to the property, where known to be at risk, may help getting insurance or reducing the premium or excess charged by an insurer.

Ground stability / Natural ground subsidence



- Site Outline
- Search buffers in metres (m)
- Moderate - high
- Low
- Negligible - very low

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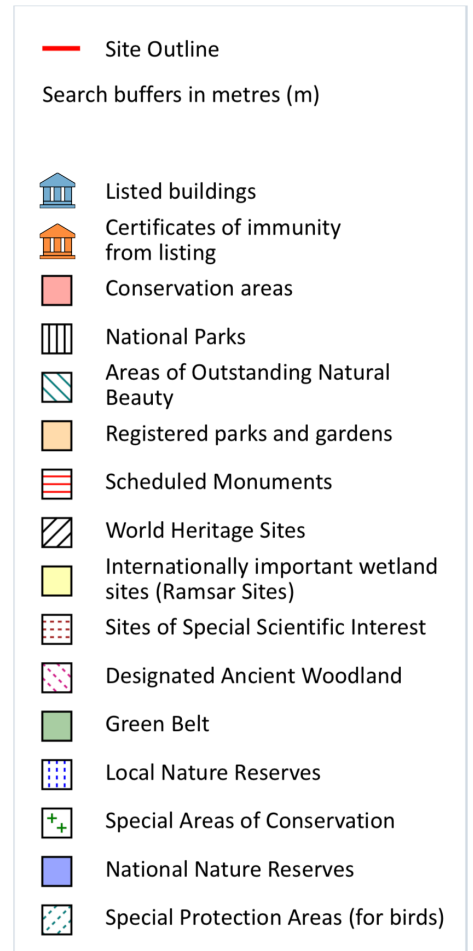
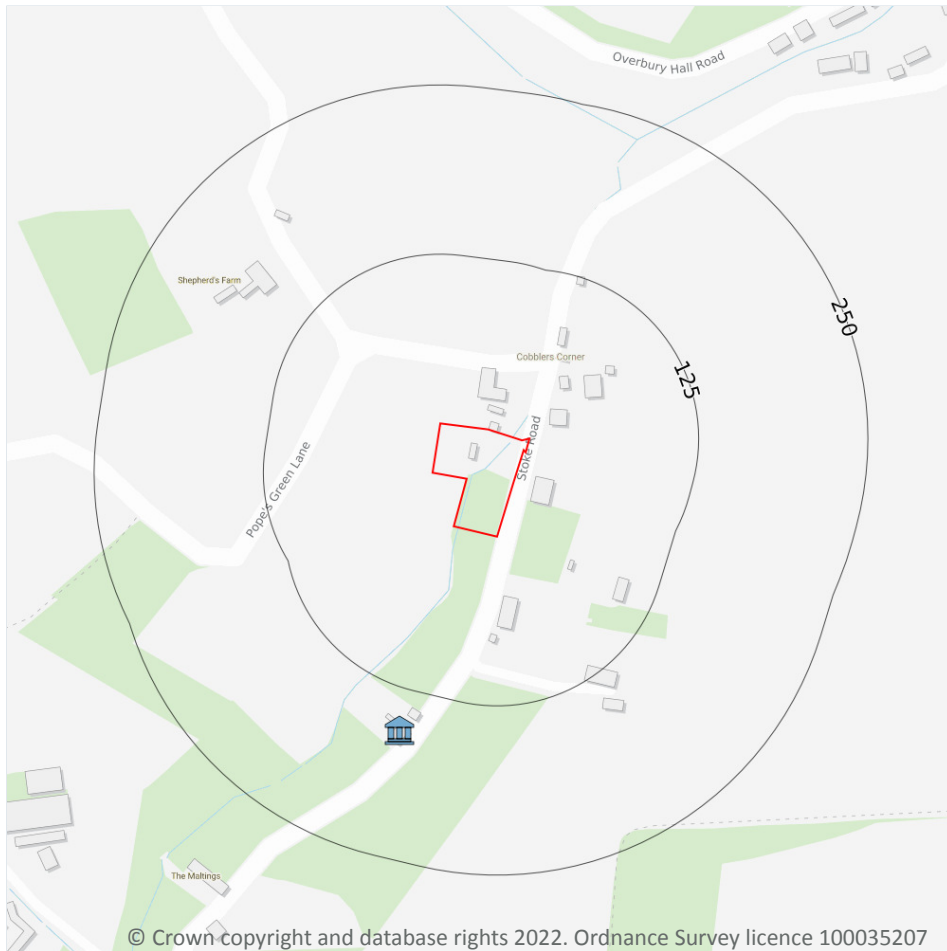
Natural ground subsidence

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

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

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

Planning constraints



Listed Buildings

The presence of listed buildings means there will be extra control over what changes can be made to that building's interior and exterior. If the property itself is a listed building, owners will need to apply for Listed Building Consent for most types of work that affect the 'special architectural or historic interest' of the property and the work approved may increase costs.

Distance	Direction	Name	Grade	Listed building reference number	Listed date
156 m	S	Stoke Road Cottage, Layham, Babergh, Suffolk, IP7	II	1351552	10/07/1980

This data is sourced from Historic England. For more information please see <https://historicengland.org.uk/listing/the-list/>

Datasets searched

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

Contaminated Land		Contaminated Land	
Former industrial land use (1:10,560 and 1:10,000 scale)	Not identified	Dangerous industrial substances (D.S.I. List 1)	Not identified
Former tanks	Not identified	Dangerous industrial substances (D.S.I. List 2)	Not identified
Former energy features	Not identified	Pollution incidents	Not identified
Former petrol stations	Not identified	Superficial hydrogeology	
Former garages	Not identified	Aquifers within superficial geology	Identified
Former military land	Not identified	Superficial geology	Identified
Former landfill (from Local Authority and historical mapping records)	Not identified	Bedrock hydrogeology	
Waste site no longer in use	Not identified	Aquifers within bedrock geology	Identified
Active or recent landfill	Not identified	Groundwater abstraction licences	Not identified
Former landfill (from Environment Agency Records)	Not identified	Bedrock geology	Identified
Active or recent licensed waste sites	Not identified	Source Protection Zones and drinking water abstractions	
Recent industrial land uses	Identified	Source Protection Zones	Identified
Current or recent petrol stations	Not identified	Source Protection Zones in confined aquifer	Not identified
Dangerous or explosive sites	Not identified	Drinking water abstraction licences	Not identified
Hazardous substance storage/usage	Not identified	Hydrology	
Sites designated as Contaminated Land	Not identified	Water courses from Ordnance Survey	Identified
Historical licensed industrial activities	Not identified	Surface water abstractions	Not identified
Current or recent licensed industrial activities	Not identified	Flooding	
Local Authority licensed pollutant release	Not identified	Risk of flooding from rivers and the sea	Not identified
Pollutant release to surface waters	Not identified		
Pollutant release to public sewer	Not identified		

Flooding

Flood storage areas: part of floodplain	Not identified
Historical flood areas	Not identified
Areas benefiting from flood defences	Not identified
Flood defences	Not identified
Proposed flood defences	Not identified

Surface water flood risk **Identified**

Groundwater flooding	Not identified
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Natural ground subsidence

Natural ground subsidence **Identified**

Natural geological cavities	Not identified
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Non-natural ground subsidence

Coal mining	Not identified
Non-coal mining	Not identified
Mining cavities	Not identified
Infilled land	Not identified

Radon

Radon	Not identified
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Planning constraints

Sites of Special Scientific Interest	Not identified
Internationally important wetland sites (Ramsar Sites)	Not identified
Special Areas of Conservation	Not identified
Special Protection Areas (for birds)	Not identified
National Nature Reserves	Not identified
Local Nature Reserves	Not identified
Designated Ancient Woodland	Not identified
Green Belt	Not identified

Planning constraints

World Heritage Sites	Not identified
Areas of Outstanding Natural Beauty	Not identified
National Parks	Not identified
Conservation Areas	Not identified

Listed Buildings **Identified**

Certificates of Immunity from Listing	Not identified
Scheduled Monuments	Not identified
Registered Parks and Gardens	Not identified

Contaminated Land Assessment Methodology and Limitations

Our risk assessment methodology and limitations can be found at [Risk Assessment methodology and Limitations - Groundsure](#)

Flood information

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

Risk of flooding from rivers and the sea

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

The categories associated with the Environment Agency and Natural Resources Wales models are as follows:

RoFRaS (rivers and sea) and FRAW (rivers):

Very Low - The chance of flooding from rivers or the sea is considered to be less than 1 in 1000 (0.1%) in any given year.

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

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

High - The chance of flooding from rivers or the sea is considered to be greater than or equal to 1 in 30 (3.3%) in any given year.

FRAW (sea):

Very Low - The chance of flooding from the sea is considered to be less than 1 in 1000 (0.1%) in any given year.

Low - The chance of flooding from the sea is considered to be less than 1 in 200 (0.5%) but greater than or equal to 1 in 1000 (0.1%) in any given year.

Medium - The chance of flooding from the sea is considered to be less than 1 in 30 (3.3%) but greater than 1 in 200 (0.5%) in any given year.

High - The chance of flooding from the sea is considered to be greater than or equal to 1 in 30 (3.3%) in any given year.

Historic flood events

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

Surface water flooding

Ambiantal Risk Analytics surface water flood map identifies areas likely to flood following extreme rainfall events, i.e. land naturally

vulnerable to surface water or “pluvial” flooding. This data set was produced by simulating 1 in 30 year, 1 in 100 year, 1 in 250 year and 1 in 1000 year rainfall events. The flood risks for these rainfall events are reported where the depth would be greater than the threshold for a standard property to modern building standards. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though older ones may even flood in a 1 in 5 year rainstorm event.

Proposed flood defences

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

Flood storage areas

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

Groundwater flooding

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

Conservation Area data limitations

Please note the Conservation Area data is provided by Historic England and individual Local Authorities. Due to different methodologies used by different Local Authorities the data may be incomplete. We recommend reviewing your local search for confirmation.

Subsidence data limitations

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

Conveyancing Information Executive and our terms & conditions

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- 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.

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

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

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

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

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

Complaints should be sent to:

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

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

Important consumer protection information

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

Data providers

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