

# Sitecheck Assess



### **Contaminated Land**

**FURTHER ACTION** 

Plausible contaminant linkages have been identified at the site. As such, potential liabilities have been identified under the relevant contaminated land legislation. Please refer to the next section for further information.



### **Flood Risk Screen**

IDENTIFIED

A screening of potential flood risks has identified an elevated risk of flooding. In order to better understand the potential risk to the property, you should purchase a Flood Solutions Commercial Report. Please refer to the next section for further information.

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### Energy & Infrastructure Screen

IDENTIFIED

A screening of Energy & Infrastructure projects has identified a project/s at or close to the property. You should purchase a SiteSolutions Energy & Infrastructure report to better understand the potential impact on the property. Please refer to the next section for further information.



### Radon

### NONE IDENTIFIED

The property is not considered to be within a radon affected area. No further action is considered necessary.



### Environmental Constraints

#### NONE IDENTIFIED

No Environmental Constraints have been identified within 250 metres of your property.

#### This report is issued for the property described as: 114-128, HYTHE STREET, DARTFORD, KENT, DA1 1BN

Report Reference: 241820662

National Grid Reference: **554200 174570** 

Customer Reference: G2524561\_SAS

Report Date: 29 April 2020

#### CONTACT DETAILS

If you require any assistance please contact our customer support team on

## 0844 844 9966

or by email at: helpdesk@landmark.co.uk







## Professional Opinion and Recommendations

Please see below our recommendations and next steps. These may be copied into your Report on Title if you wish. No physical site inspection has been carried out or is proposed.



### Section 1: Contaminated Land

### FURTHER ACTION

#### **Professional Opinion**

In the professional opinion of Landmark Information, potential liabilities have been identified under Part 2A of the Environmental Protection Act 1990. To quantify these, you may decide to undertake a more detailed assessment following the recommendation(s) set out below.

You should be aware of the following:

A review of historical mapping has revealed the following historical or current potentially contaminative uses on site:a gasworks (1938), a builders yard (1961), a works and tank (1975).

As part of this assessment, we have considered sensitive receptors and human health, as this information is considered as part of the Local Authorities Part 2A inspection strategy.

Please see section 1 for further information. Alternatively, please contact your professional advisor or Landmark Customer Services on 0844 8449966.

#### Recommendations

Landmark Information may be able to revise the risk assessment by reviewing additional information. To take advantage of the free re-review service, please forward relevant information to: <u>helpdesk@landmarkinfo.co.uk</u>

#### This should include:

#### A written comment from the Environmental Health Department (Local Authority) including the following:

A comment on the Property's potential to be investigated under Part 2A of the Environmental Protection Act, 1990. The comment needs to include whether or not the Property is likely to be investigated under this legislation, if so what priority it has been given, and a reason for this priority status. Please note that Local Authorities can take up to 20 working days to provide this information.

## Or, if the Site has recently been redeveloped, planning information may be available from the Planning Department (Local Authority):

Planning permission for the Property including contaminated land conditions, with written confirmation from the Local Authority that these have been fully discharged. Please note, planning permission without contaminated land conditions will not be accepted.

Alternatively, we can collect and review this additional information on your behalf at a cost of £450 + VAT.

If the Property is operational, you should consider undertaking an Environmental Audit in order to investigate current operational environmental liabilities, compliance issues and any historical legacy that the Property owner may be exposed to. We can offer a contaminated land, compliance and other environmental audits from £950 + VAT.

A warranty or similar guarantee, environmental indemnity or Contaminated Land insurance Policy would transfer risk identified in the context of the report, subject to its validity, wording and terms.

Please call 0845 4585250 for further information.

## Professional Opinion and Recommendations



### Section 2: Flood Risk Screen

A risk of Surface Water flooding has been identified. In order to understand more about the risk and potential impact on the property, we recommend that you purchase a Flood Solutions Commercial Report. If you would like more information, please contact your Search Provider or the Landmark Customer Services Team on 0844 844 9966 or email <u>helpdesk@landmark.co.uk</u>.



### Section 3: Energy & Infrastructure Screen

Landmark Information have identified Energy or Infrastructure projects at or close to the property. In order to gain more detailed information regarding the projects and the potential impact, it is recommended that you purchase a SiteSolutions 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.



### Section 4: Radon

Landmark Information have identified that the property is in a lower probability radon area as less than 1% of homes are estimated to be at or above the action level for radon gas.

Radon Protection Measures: No radon protective measures are necessary in the construction of new dwellings or extensions to existing buildings.



### Section 5: Environmental Constraints

Landmark Information have not identified any environmental constraints within 250m of the property.

#### **Next Steps**

If you require any assistance, please contact our Customer Services Team on: 0844 844 9966 or helpdesk@landmark.co.uk

**IDENTIFIED** 

**IDENTIFIED** 

NONE IDENTIFIED

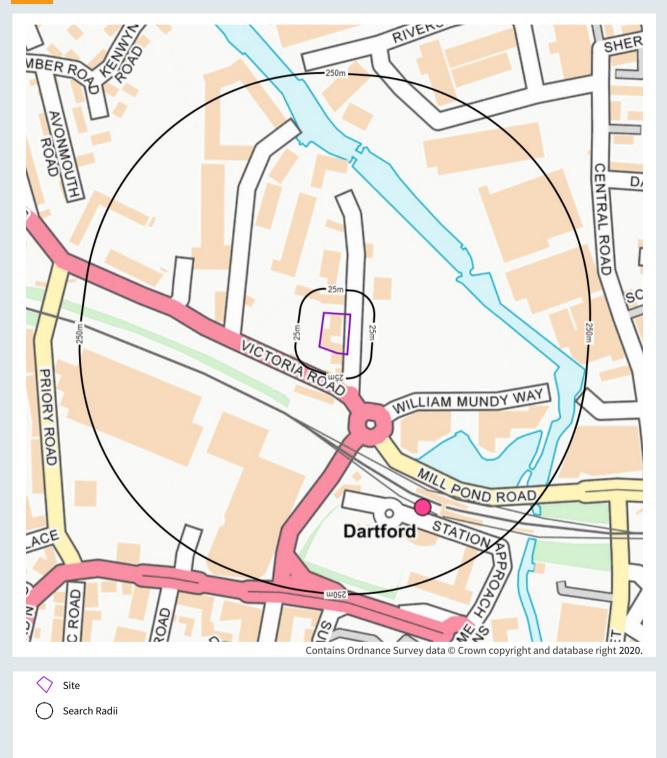
#### NONE IDENTIFIED

## Property Location



Location Plan

The map below shows the location of the property.



## Property Purchaser Guide

### Understanding this report

The purpose of this report is to highlight any potential risk of contaminated land, as defined under Part 2A of the Environment Protection Act 1990. The report also examines whether the property is at risk from other specified environmental factors that may impact the future intended use and saleability of the property.

For contaminated land, we will state 'Passed' on the front page if our environmental consultants consider there to be no risk to the property. If a potential risk of contaminated land is found, the report front page will state 'Further Action'. In this case, we will include our recommendations and next steps.

For all other environmental factors, we will state 'None Identified' if no potential risk is found and 'Identified' if a potential risk is found. In this case, we will provide recommendations or details of further information required to explore this potential risk.

#### 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 Risk Screen

This section is a flood screen. This means that if we highlight a flood risk at the property, a further report will be required in order to understand the full details and possible impact on the property. Within the section, we consider River, Coastal, Surface water, Groundwater and other flood risks.

#### Section 3: Energy & Infrastructure Screen

This section is an Energy and Infrastructure projects screen. This means that if we identify any projects at or

close to the property, a further report will be required in order to understand the full details and possible impact on the property. Within the section, we consider projects such as High Speed Rail (HS2), Crossrail 1 & 2, Oil and Gas Exploration (Fracking), & Solar and Wind farms. (only wind and solar farms with a capacity to produce over 1MW of power are considered).

#### Section 4: 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. Employers have duty of care to mitigate the build up of radon gas in higher risk areas.

#### Section 5: Environmental Constraints

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

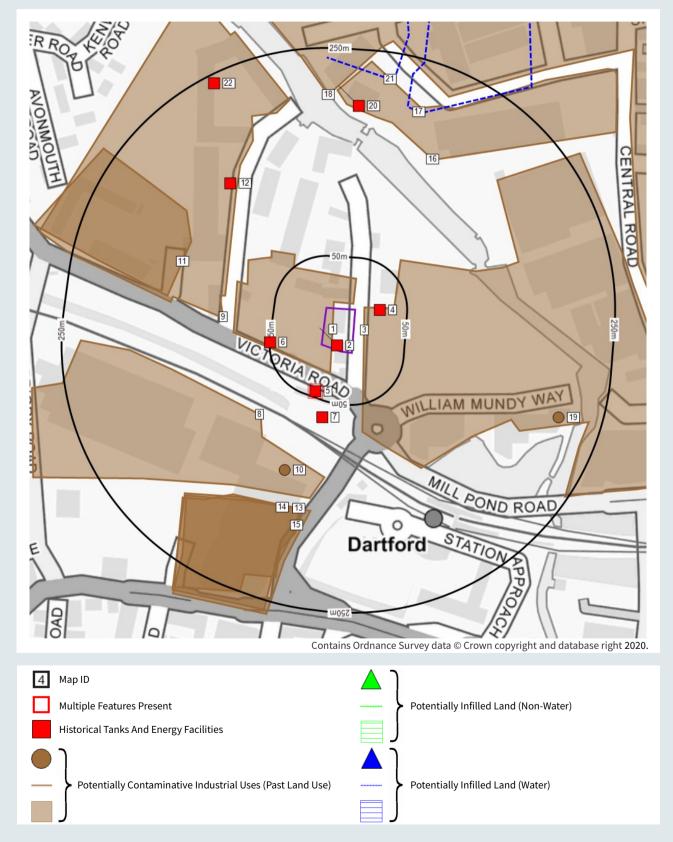
#### **Next Steps**

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



#### Section 1a: Historical Land Uses

The map below shows the location of potentially contaminative historical land uses that have been identified from historical maps and other sources. Further details are shown on the following pages.





### Section 1a: Historical Land Uses

This section describes historical activity at and around the property, which could be considered to be contaminative. The information is taken from a variety of sources including Landmark's extensive historical map collection and analysis of historic activity. Records are highlighted due to the potential for contamination to exist.

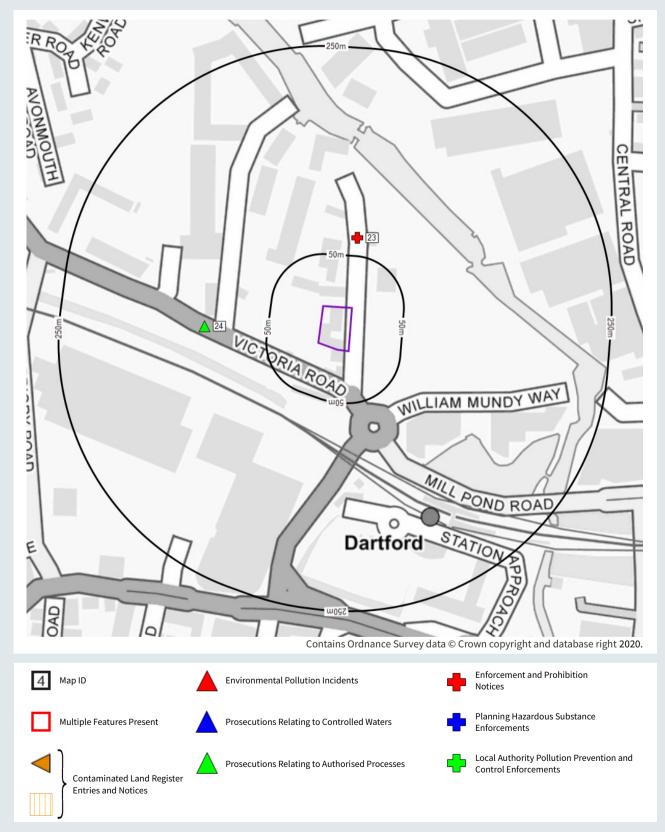
Question			Response
Have any	historical potentially contaminative land uses been identified within 250m	of the property?	Yes
Map ID	Details	Distance	Contact
Potentia	lly Contaminative Industrial Uses (Past Land Use)		
1	Class: Oil, petroleum & gas refining & storage Map Published Date: 1898-1983	On Site	1
3	Class: Factory or works - use not specified Map Published Date: 1949-1983	9m	1
8	Class: Factory or works - use not specified Map Published Date: 1949-1983	90m	1
9	Class: Factory or works - use not specified Map Published Date: 1949-1983	98m	1
10	Class: Metal casting/foundries Map Published Date: 1898	126m	1
11	Class: Machinery: engines, building and general industrial [manufacture] Map Published Date: 1938	145m	1
13	Class: Factory or works - use not specified Map Published Date: 1961	156m	1
14	<b>Class:</b> Machinery: engines, building and general industrial [manufacture] <b>Map Published Date:</b> 1938	156m	1
15	Class: Metal casting/foundries Map Published Date: 1898-1910	157m	1
16	Class: Road haulage Map Published Date: 1983	163m	1
18	Class: Factory or works - use not specified Map Published Date: 1983	205m	1
19	Class: Chemical manufacturing general Map Published Date: 1910-1938	209m	1
Historica	l Tanks And Energy Facilities		
2	Type: Tanks Date Of Mapping: 1975	4m	1
4	Type: Electrical Sub Station Facilities Date Of Mapping: 1975	24m	1
5	Type: Potential Tanks Date Of Mapping: 1975	45m	1
5	Type: Potential Tanks Date Of Mapping: 1962	49m	1
5	Type: Potential Tanks Date Of Mapping: 1961-1982	50m	1

Map ID	Details	Distance	Contact
6	Type: Gas Industry Facilities Date Of Mapping: 1975	50m	1
7	Type: Tanks Date Of Mapping: 1982	66m	1
12	Type: Tanks Date Of Mapping: 1975	152m	1
20	Type: Electrical Sub Station Facilities Date Of Mapping: 1975	214m	1
22	Type: Tanks Date Of Mapping: 1975	242m	1
	<b>ly Infilled Land (Non-Water)</b> s identified for this property.		
Potential	ly Infilled Land (Water)		
17	Details: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published Date: 1961	200m	1
21	<b>Details:</b> Unknown Filled Ground (Pond, marsh, river, stream, dock etc) <b>Map Published Date:</b> 1961	224m	1



#### Section 1b: Incidents and Enforcements

The map below shows the location of land that has been designated as Contaminated Land as well as the locations of other pollution incidents, prosecutions or enforcements. Further details are shown on the following pages.





### Section 1b: Incidents and Enforcements

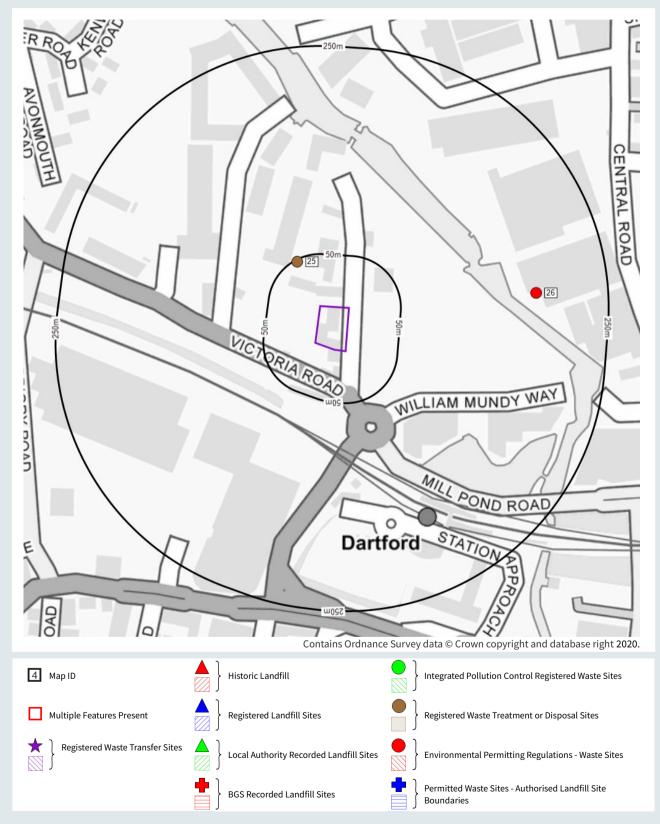
The data within this section tells you whether your property or surrounding area has been identified by the Local Authority as "Contaminated Land" under Part 2A of the Environmental Protection Act 1990 or if there have been any other pollution incidents, prosecutions or enforcements. Should there be 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.

Question			Response
Have any incide	ents or enforcements been identified within 250m of the property?		Yes
Map ID Det	tails	Distance	Contact
	Land Register Entries and Notices tified for this property.		
	l Pollution Incidents tified for this property.		
	Relating to Controlled Waters tified for this property.		
Prosecutions F	Relating to Authorised Processes		
Hea Loc Pro	osecution Verdict: Guilty aring Date: 6th December 2004 cation: Land Off Victoria Road, Dartford, Kent, Da osecution Text: Storing and burning waste without a WML - 240 hour nmunity punishment order served	111m	2
Enforcement a	and Prohibition Notices		
Enf Ref	tice Type: EA Enforcement Notice forcement Date: ference: Not Supplied cation: 150a Lower Hythe Street, Dartford, DA11	68m	2
•	ified for this property.		
	y Pollution Prevention and Control Enforcements tified for this property.		



#### Section 1c: Landfill and Waste Sites

The map below shows the location of landfill sites and other waste facilities that have been identified from various sources. Further details are shown on the following pages.





### Section 1c: Landfill and Waste Sites

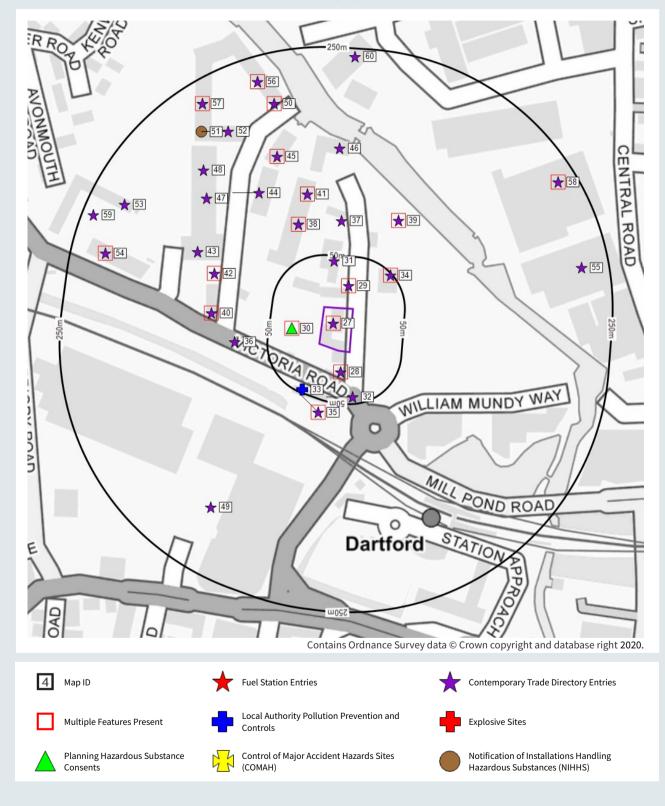
The information in this section identifies active and historical landfill and waste sites within 250 metres of the property. Having a landfill or waste site near your property does not necessarily mean that you or the property will be affected. However, it is something you need to be aware of, because landfill and waste can have a detrimental effect on the surrounding environment, property 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.

Question			Response
Have any	landfill and waste sites been identified within 250m of the property?		Yes
Map ID	Details	Distance	Contact
Historic I No feature	<b>_andfill</b> s identified for this property.		
	ed Landfill Sites s identified for this property.		
	thority Recorded Landfill Sites s identified for this property.		
	orded Landfill Sites s identified for this property.		
	d Waste Sites - Authorised Landfill Site Boundaries s identified for this property.		
	ed Pollution Control Registered Waste Sites s identified for this property.		
Registere	ed Waste Treatment or Disposal Sites		
25	Site Category: Scrapyard - with Transfer Station Licence Status: Operational as far as is known Operational Name: W T Cleary Reference: EAWML10018 Location: 150a Lower Hythe Street, DARTFORD, Kent, DA1 1BN Record Date: 29th December 2000 Max Input Rate: Very Small (Less than 10,000 tonnes per year)	49m	2
Environn	nental Permitting Regulations - Waste Sites		
26	Licenced Waste Type: Metal recycling sites (vehicle dismantlers) Status: Surrendered Date of Issue: 29th December 2000 Reference: 10018 Location: 150a Lower Hythe Street, Dartford, Kent, DA1 1BN Operator Name: William Thomas Cleary	181m	2
-	ed Waste Transfer Sites s identified for this property.		



#### Section 1d: Authorised Industrial Processes

The map below shows the location of any current or recent land uses that could have the potential to cause contamination. Further details are shown on the following pages.





### Section 1d: Authorised Industrial Processes

This section describes current and licensed activities within 250 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; 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.

Fuel Station Entries No features identified for this property.       Image: Addition of the property o				
property?       Image Interpretation       Distance       Contact         Map 10 Details       Details       Distance       Contact         Fuel Station Entries         No features identified for this property.         Local Authority Pollution Prevention and Controls         33       Name: Milestone Auto Services         Reference: B/46/00/orig       48m       3         Doction: 6-8 Victoria Road, Dartford, Kent, DA       Description: FCI/1Waste oil burmers, less than 0.4MW net rated thermal input Status: Authorisation revoked       48m       3         Control of Major Accident Hazards Sites (COMAH)         No features identified for this property.         Planning Hazardous Substance Consents         30       Name: British Gas PIC Reference: 1 Status: Consent transferred Location: Dartford Gasholder Station, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substance: Hazardous Substance: Part C, Flammable Substance (Not in Parts A&B), Gas or gases flammable Substance: Hazardous Substance: Part C, Flammable Substance (Not in Parts A&B), Gas or gases flammable Substance: Hazardous Substance: Interpreted Statistic Consent Granted[Granted Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substance: Hazardous Substance: Interpreted extremely flammable gas (including LPC) and natural gas (whether liquefied or not)       29m       4         Notification of Installations Handling Hazard	Questio	'n		Response
Fuel Station Entries         No features identified for this property.         Local Authority Pollution Prevention and Controls         33       Name: Milestone Auto Services Reference: B/46/00/rig Date of Issue: 14th June 2000 Location: 6-8 Victoria Road, Dartford, Kent, DA Description: PGI/1Waste oil burners, less than 0.4MW net rated thermal input Status: Authorisation revoked       48m       3         Control of Major Accident Hazards Sites (COMAH) No features identified for this property.         Planning Hazardous Substance Consents         20m       8m: British Gas Plc Reference: 1 Status: Consent transferred Location: Dartford Gasholder Station, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substances Hazardous Substance: Part C, Flammable Substance (Not in Parts A&B), Gas or gases flammable in air, when held as a gas, where amount held is >= 15tonnes       29m       4         Status: Consent Granted[Granted Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substances Hazardous Substance: Liquefied extremely flammable gas (including LPG) and natural gas (whether liquefied or not)       29m       4         Status: Consent Granted[Granted Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substances         Hazardous Substance: Liquefied extremely flammable gas (including LPG) and natural gas (whether liquefied or not)       206m       5         Status: Deemed Consent Granted[Granted Location: Gasworks, Victoria Road, DARTF			of the	Yes
Fuel Station Entries         No features identified for this property.         Local Authority Pollution Prevention and Controls         33       Name: Milestone Auto Services Reference: B/46/00/rig Date of Issue: 14th June 2000 Location: 6-8 Victoria Road, Dartford, Kent, DA Description: PGI/1Waste oil burners, less than 0.4MW net rated thermal input Status: Authorisation revoked       48m       3         Control of Major Accident Hazards Sites (COMAH) No features identified for this property.         Planning Hazardous Substance Consents         20m       8m: British Gas Plc Reference: 1 Status: Consent transferred Location: Dartford Gasholder Station, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substances Hazardous Substance: Part C, Flammable Substance (Not in Parts A&B), Gas or gases flammable in air, when held as a gas, where amount held is >= 15tonnes       29m       4         Status: Consent Granted[Granted Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substances Hazardous Substance: Liquefied extremely flammable gas (including LPG) and natural gas (whether liquefied or not)       29m       4         Status: Consent Granted[Granted Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substances         Hazardous Substance: Liquefied extremely flammable gas (including LPG) and natural gas (whether liquefied or not)       206m       5         Status: Deemed Consent Granted[Granted Location: Gasworks, Victoria Road, DARTF				
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No features identified for this property.         Planning Hazardous Substance Consents         30       Name: British Gas Plc         Reference: 1         Status: Consent transferred       29m         Location: Dartford Gasholder Station, Victoria Road, DARTFORD, Kent, DA1         Type: Storage of Flammable Substances         Hazardous Substance: Part C, Flammable Substance (Not in Parts A&B), Gas or         gases flammable in air, when held as a gas, where amount held is >= 15tonnes         30       Name: Bg Transco Plc         Reference: 00/00318/Hsc         Status: Deemed Consent Granted Granted         Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1         Type: Storage of Flammable Substances         Hazardous Substance: Liquefied extremely flammable gas (including LPG) and natural gas (whether liquefied or not)         Notification: Dartford Holder Station, Victoria Road, DARTFORD, Kent, DA1 SAJ         51       Name: Transco         Status: Not Active         Location: Dartford Holder Station, Victoria Road, DARTFORD, Kent, DA1 SAJ         206m       5	33	Reference: B/46/00/orig Date of Issue: 14th June 2000 Location: 6-8 Victoria Road, Dartford, Kent, DA Description: PG1/1Waste oil burners, less than 0.4MW net rated thermal input	48m	3
30       Name: British Gas Plc       29m       4         31       Reference: 1       Status: Consent transferred       29m       4         1       Status: Consent transferred       Location: Dartford Gasholder Station, Victoria Road, DARTFORD, Kent, DA1       7ype: Storage of Flammable Substances       1         1       Type: Storage of Flammable Substance: Part C, Flammable Substance (Not in Parts A&B), Gas or gases flammable in air, when held as a gas, where amount held is >= 15tonnes       29m       4         30       Name: Bg Transco Plc       Reference: (0/00318//Hsc       29m       4         31       Reference: O/00318//Hsc       29m       4         32       Status: Deemed Consent Granted]Granted       Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1       Type: Storage of Flammable Substances         32       Hazardous Substance: Liquefied extremely flammable gas (including LPG) and natural gas (whether liquefied or not)       29m       4         33       Name: Transco       Status: Not Active Location: Dartford Holder Station, Victoria Road, DARTFORD, Kent, DA1       20fm       5         34       Name: Transco       Status: Not Active Location: Dartford Holder Station, Victoria Road, DARTFORD, Kent, DA1 5AJ       206m       5         35       Status: Not Active Location: Dartford Holder Station, Victoria Road, DARTFORD, Kent, DA1 5AJ       206m       5				
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51       Name: Transco       206m       5         Status: Not Active       Location: Dartford Holder Station, Victoria Road, DARTFORD, Kent, DA1 5AJ       206m       5         Explosive Sites         No features identified for this property.	30	Reference: 00/00318/Hsc Status: Deemed Consent Granted Granted Location: Gasworks, Victoria Road, DARTFORD, Kent, DA1 Type: Storage of Flammable Substances Hazardous Substance: Liquefied extremely flammable gas (including LPG) and	29m	4
Status: Not Active         Location: Dartford Holder Station, Victoria Road, DARTFORD, Kent, DA1 5AJ         Explosive Sites         No features identified for this property.	Notifica	tion of Installations Handling Hazardous Substances (NIHHS)		
No features identified for this property.	51	Status: Not Active	206m	5

Map ID	Details	Distance	Contact
27	Name: Weald Enterprises Machine Tools Classification: Machinery - Industrial & Commercial Location: 118-128, Hythe Street, Dartford, DA1 1BN Status: Active	On Site	6
27	Name: T P E Ltd Classification: Precision Engineers Location: 114-116 Lower Hythe Street, Dartford, Kent, DA1 1BN Status: Active	On Site	6
28	Name: Servicemaster London South East Ltd Classification: Carpet, Curtain & Upholstery Cleaners Location: 108 Lower Hythe Street, Dartford, Kent, DA1 1BN Status: Active	20m	6
28	Name: All Cars & Vans Wanted Classification: Car Breakdown & Recovery Services Location: 1, Victoria Road, Dartford, DA1 5AE Status: Active	27m	6
29	Name: Ashtron Classification: Precision Engineers Location: Wheatsheaf Wharf, Hythe Street, Dartford, DA1 1BN Status: Inactive	22m	6
29	Name: Poundhouse Ltd Classification: Concrete Contractors Location: Wharfaye Yard,Hythe Street, Dartford, Kent, DA1 1BN Status: Inactive	4m	6
31	Name: Deba Cooling Towers & Engineering Co Ltd Classification: Air Conditioning Equipment & Systems Location: Nelson Works, 134-150, Hythe Street, Dartford, DA1 1BN Status: Inactive	45m	6
32	Name: Reeves Garage Classification: Garage Services Location: 104, Hythe Street, Dartford, DA1 1BW Status: Active	46m	6
34	Name: Poundhouse Ready Mix Concrete Classification: Concrete & Mortar Ready Mixed Location: 143-147, Lower Hythe Street, Dartford, DA1 1BN Status: Active	49m	6
34	Name: Bright'S Building & Timber Supplies Co Ltd Classification: Builders' Merchants Location: 139-141, Hythe Street, DARTFORD, DA1 1BQ Status: Inactive	38m	6
34	Name: Brompton Pumps Classification: Pumps - Sales, Servicing & Repairs Location: 139-141, Hythe Street, Dartford, DA1 1BQ Status: Inactive	38m	6
35	Name: Milestone Auto Services Classification: Exhaust & Shock Absorber Centres Location: 6-8, Victoria Road, DARTFORD, DA1 5AE Status: Inactive	50m	6
35	Name: Milestone Garage Classification: Garage Services Location: 6-8, Victoria Road, Dartford, DA1 5AE Status: Active	51m	6

Map ID	Details	Distance	Contact
35	Name: Milestone Garage Dartford Ltd Classification: Garage Services Location: 6-8, Victoria Road, Dartford, DA1 5AE Status: Active	51m	6
36	Name: Rivadon Trading Co Ltd Classification: Ceramic Manufacturers, Supplies & Services Location: Victoria Works,Victoria Rd, Dartford, Kent, DA1 5AJ Status: Inactive	82m	6
37	Name: Eastwood Metals Recycling Centre Classification: Scrap Metal Merchants Location: 150a, Hythe Street, DARTFORD, DA1 1BN Status: Inactive	84m	6
38	Name: Fewell Precision Ltd Classification: Nuts, Bolts & Fixings Location: Unit 47, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	84m	6
38	Name: Fewell Precision Ltd Classification: Precision Engineers Location: Unit 47, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	90m	6
38	Name: Fewell Decision Ltd Classification: Chemical Engineers Location: Unit 47, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	90m	6
39	Name: Crane & Rowbury Blasting & Finishing Classification: Metal Products - Fabricated Location: Steam Crane Wharf, Hythe Street, Dartford, DA1 1BN Status: Inactive	96m	6
39	Name: Spro-Turn Classification: Precision Engineers Location: Steam Crane Wharf, Hythe Street, Dartford, DA1 1BN Status: Inactive	96m	6
40	<ul> <li>Name: Pbs Technologies Ltd</li> <li>Classification: Disability Equipment - Manufacturers &amp; Suppliers</li> <li>Location: Mistral House, Victoria Industrial Park, Victoria Road, Dartford, Kent, DA1</li> <li>5AJ</li> <li>Status: Inactive</li> </ul>	107m	6
40	Name: Halfords Autocentre Classification: Garage Services Location: Matrix Trade Park, Victoria Road, Dartford, DA1 5AJ Status: Active	104m	6
40	Name: Weston & Webb Heating & Plumbing Services Classification: Heating Services - Industrial and Commercial Location: Mistral House, Matrix Business Centre, Victoria Road, Dartford, Kent, DA1 5AJ Status: Inactive	107m	6
41	Name: C P S Concrete Pumping Classification: Concrete Pumping Services Location: Unit 48, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	110m	6

Map ID	Details	Distance	Contact
41	Name: C P S Commercial Classification: Commercial Vehicle Dealers Location: Unit 48, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	108m	6
41	<ul> <li>Name: Dart Concrete Pumping</li> <li>Classification: Concrete Pumping Services</li> <li>Location: Unit 48, Victoria Industrial Park, Victoria Road, Dartford, Kent, DA1 5AJ</li> <li>Status: Inactive</li> </ul>	108m	6
41	Name: Poundhouse Ltd Classification: Concrete Pumping Services Location: Unit 48, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	108m	6
42	<ul> <li>Name: F S Resources</li> <li>Classification: Road Haulage Services</li> <li>Location: Matrix House, Matrix Business Centre, Victoria Road, Dartford, Kent, DA1</li> <li>5AJ</li> <li>Status: Inactive</li> </ul>	lllm	6
42	Name: C Thru Solutions Co Ltd Classification: Catering Equipment Location: Matrix House, Matrix Business Centre, Victoria Road, Dartford, Kent, DA1 5AJ Status: Inactive	lllm	6
42	Name: Todays Ventures Classification: Electrical Goods Sales, Manufacturers & Wholesalers Location: Unit 2, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	111m	6
42	Name: Formula One Autocentres Classification: Tyre Dealers Location: Matrix House, Victoria Road, Dartford, DA1 5AJ Status: Active	111m	6
42	Name: Blackford Baines Commercial Cleaning Classification: Cleaning Services - Commercial Location: Matrix House, Victoria Road, Dartford, DA1 5AJ Status: Inactive	111m	6
42	Name: Atlas Print & Office Services Classification: Printers Location: Matrix Business Centre,Victoria Rd, Dartford, Kent, DA1 5AJ Status: Inactive	115m	6
43	Name: Ats Euromaster Ltd Classification: Tyre Dealers Location: Unit 3 Matrix Trade Park,Victoria Road, Dartford, Kent, DA1 5AJ Status: Active	133m	6
44	Name: Priory Cars Classification: Car Dealers Location: Old Railway Sidings, Victoria Road, Dartford, DA1 5AJ Status: Inactive	141m	6
45	Name: Sasco Sauces Classification: Food Products - Manufacturers Location: Unit 50/51, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	152m	6

Map ID	Details	Distance	Contact
45	Name: Opus Air Conditioning Ltd Classification: Air Conditioning Equipment & Systems Location: Unit 52, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	138m	6
46	Name: Ideal Foods Classification: Food Products - Manufacturers Location: Wheatsheaf Wharf, Hythe Street, Dartford, Kent, DA1 1BN Status: Inactive	154m	6
47	Name: Cosmetronic Classification: Cosmetic Manufacturers Location: Unit 4, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	155m	6
48	Name: Bilux Classification: Homefurnishings - Manufacturers Location: Unit 28, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	176m	6
49	Name: S C S Classification: Furniture Manufacturers - Home & Office Location: Unit 5b, Prospect Place, Dartford, Kent, DA1 1DY Status: Inactive	189m	6
50	Name: A & B Engineering Classification: Sheet Metal Work Location: Unit 20, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	202m	6
50	Name: The Bearded Man Company Classification: Cosmetic Manufacturers Location: Unit 19, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	205m	6
50	Name: Courtney Bell Ltd Classification: Engineers - General Location: Unit 21, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Inactive	213m	6
52	Name: Diamond City Services Ltd Classification: Commercial Cleaning Services Location: Unit 3-4, Victoria Industrial Park, Victoria Road, Dartford, Kent, DA1 5AJ Status: Inactive	207m	6
53	Name: Media Control Classification: Air Conditioning Equipment & Systems Location: Unit 83 The Base, Dartford Business Park, Victoria Road, Dartford, DA1 5FS Status: Active	216m	6
54	Name: Debatin Uk Ltd Classification: Packaging Materials Manufacturers & Suppliers Location: The Base, Dartford Business Park, Victoria Road, Dartford, DA1 5FS Status: Inactive	217m	6
54	Name: F P Mailing Classification: Mailing Machines & Equipment Location: Unit 16 The Base, Dartford Business Park, Victoria Road, Dartford, DA1 5FS Status: Inactive	206m	6

Map ID	Details	Distance	Contact
55	Name: Murex Biotech Ltd Classification: Pharmaceutical Manufacturers & Distributors Location: Central Road, Dartford, DA1 5LR Status: Active	224m	6
56	Name: P L P Fire & Security Classification: Firefighting Equipment Location: Unit 22, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	226m	6
56	Name: Daley'S Glass Classification: Glass Products - Manufacturers Location: Unit 23, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	239m	6
57	Name: Action Pumps Ltd Classification: Pumps - Sales, Servicing & Repairs Location: Unit 8, Victoria Industrial Park, Victoria Road, Dartford, DA1 5AJ Status: Active	229m	6
57	Name: Dartford Metal Polishers Classification: Metal Finishing Services Location: Unit 6, Victoria Industrial Park, Victoria Road, Dartford, Kent, DA1 5AJ Status: Inactive	228m	6
57	<ul> <li>Name: Absolute Mouldings</li> <li>Classification: Glass Fibre Moulding, Materials &amp; Manufacturers</li> <li>Location: Unit 12-13, Victoria Industrial Park, Victoria Road, Dartford, Kent, DA1</li> <li>5AJ</li> <li>Status: Inactive</li> </ul>	228m	6
58	Name: A M Cargo Services Classification: Freight Forwarders Location: 1a, Central Road, Dartford, DA1 5BG Status: Inactive	233m	6
58	Name: Woollett Airey & Co Ltd Classification: Freight Forwarders Location: 1a, Central Road, Dartford, DA1 5BG Status: Inactive	233m	6
58	Name: C K R Services Classification: Road Haulage Services Location: 1a, Central Road, Dartford, DA1 5BG Status: Inactive	233m	6
58	Name: Smart Freight Solutions Ltd Classification: Road Haulage Services Location: 1a, Central Road, Dartford, DA1 5BG Status: Inactive	233m	6
58	Name: Panmet Uk Classification: Freight Forwarders Location: 1a, Central Road, Dartford, DA1 5BG Status: Inactive	233m	6
58	Name: Arriva Bus & Coach Ltd Classification: Bus & Coach Operators & Stations Location: Riverside Mill, Central Road, Dartford, DA1 5BG Status: Inactive	233m	6

Map ID	Details	Distance	Contact
58	Name: Bus Garage Classification: Bus & Coach Operators & Stations Location: 1a, Central Road, Dartford, DA1 5BG Status: Active	219m	6
58	Name: Inter Europe Classification: Freight Forwarders Location: 1a, Central Road, Dartford, DA1 5BG Status: Active	219m	6
59	Name: Birchwood Printing Ltd Classification: Printers Location: Birchwood House, Victoria Road, Dartford, Kent, DA1 5AJ Status: Inactive	240m	6
60	Name: Ocs Cradle Runways Classification: Manufacturers Location: Unit J1, Riverside Industrial Estate, Riverside Way, DARTFORD, DA1 5BS Status: Inactive	243m	6

### Next Steps

If you would like any further information in respect of the above findings, we recommend that you contact our Customer Services Team on **0844 844 9966 or helpdesk@landmark.co.uk**. Further Information is also available in the 'Useful Information' section.

## Flood Risk Screen



### Section 2a: River and Coastal Flooding

River flooding occurs when rivers and streams are unable to carry away floodwaters within their usual drainage channels. River flooding can cause widespread and extensive damage because of the sheer volume of water.

Coastal flooding results from a combination of high tides, low lying land and sometimes stormy conditions. Coastal flooding can cause widespread and extensive damage because of the sheer volume of water.

Question	Response
Is there a potential risk of river or coastal flooding at the property?	No



### Section 2b: Surface Water Flooding

Surface water flooding is common during prolonged or exceptionally heavy downpours, when rainwater does not drain away into the normal drainage systems or soak away into the ground.

Question	Response
Is there a potential risk of surface water flooding at the property?	Yes

### Section 2c: Groundwater Flooding

Groundwater flooding generally occurs during long and intense rainfall when underground water levels rise above surface level. Groundwater flooding may last for weeks or several months.

#### Question

Is there a risk of groundwater flooding at the property?

### Section 2d: Other Flood Risks

We analyse any historic flood events records, the proximity of the property to surface water features and the elevation of the property above sea level to enhance our overall analysis of the property.

Question	Response
Are there other flood risks identified that could impact the property?	No

### **Next Steps**

We have identified a risk of flooding to the property. We recommend you purchase a Flood Solutions Commercial Report to gain further information on the type and likelihood of your property being impacted by a flood event. Please contact your Search Provider or our Customer Services Team on **0844 844 9966 or email helpdesk@landmark.co.uk**.

No

## Energy and Infrastructure Screen



### Section 3a: 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.

Question	Response
Is the property within 4km of any licences or drilling wells that could indicate that onshore oil and gas exploration and production operations are or could happen in the area?	No

### Section 3b: 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. We only search those wind power developments which generate between 1MW and 50MW of power.

Question	Response
Is the property within 4km of existing or proposed wind farms or wind turbines?	Yes

### Section 3c: 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. We only search those solar developments which generate between 1MW and 50MW of power.

Question	Response
Is the property within 2km of existing or proposed solar farms?	No

### Section 3d: Other Renewable Power Plants

As well as wind and solar power there are a variety of other renewable power sources in the UK. This section identifies planning applications associated with these other types of renewable energy (BEIS only provides data relating to developments which have a capacity to generate over 1MW of power).

Question	Response
Is the property within 2km of any other existing or proposed renewable power plant?	No

## Energy and Infrastructure Screen



### Section 3e: Infrastructure

This section identifies if there are any Infrastructure projects, such as the High Speed 2 Rail Link (HS2) and Crossrail at or close to the property. HS2 is a proposed railway line between London and the North of England. Trains along this route will operate at speeds of up to 250mph. Proximity to the route is likely to have an impact on the surrounding areas. The Crossrail 1 project is a rail project stretching from Reading and Heathrow in the west to Shenfield and Abbeywood in the east. It will improve journey times across London, ease congestion and improve connections. Crossrail 2 is a new (proposed) railway, linking the national rail networks in and around Surrey and Hertfordshire via an underground tunnel through London.

Question	Response
Is the property located in an area that could be impacted by the development of either HS2, Crossrail 1 or Crossrail 2?	No

### **Next Steps**

We have identified energy or infrastructure projects that may impact the property. We recommend you purchase a SiteSolutions Energy & Infrastructure report to gain further information on the type and location of the project. Please contact your Search Provider or our Customer Services Team on **0844 844 9966 or email helpdesk@landmark.co.uk**.

## Radon



### Section 4: 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.

Question	Response
Is the property in a radon affected area?	The property is in a Lower probability radon area (less than 1% of homes are estimated to be at or above the Action Level).
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 to existing buildings.

### Next Steps

The Ionising Radiation Regulations, 1999, require employers to take action when radon is present above a defined level in the workplace. Advice may be obtained from your local Health and Safety Executive Area Office or the Environmental Health Department of your local authority. The Building Research Establishment (BRE) publishes a guide (BR293): Radon in the workplace. Advice on radon in the workplace can be obtained from the Public Health England.

For further information, please contact Public Health England (see Contacts section) or go to www.ukradon.org.

## Environmental Constraints

### Section 5: 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.

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

Details	Distance	Contact
National Nature Reserves No features identified for this property.		
Local Nature Reserves No features identified for this property.		
Marine Conservation Zones No features identified for this property.		
Sites of Special Scientific Interest No features identified for this property.		
Ramsar Sites No features identified for this property.		
<b>Special Areas of Conservation</b> No features identified for this property.		
<b>Special Protection Areas</b> No features identified for this property.		
Nature Improvement Areas No features identified for this property.		
Environmentally Sensitive Areas No features identified for this property.		
World Heritage Sites No features identified for this property.		
Ancient Woodland No features identified for this property.		
<b>Country Parks</b> No features identified for this property.		
Areas of Outstanding Natural Beauty No features identified for this property.		
Forest Parks No features identified for this property.		
National Parks No features identified for this property.		

### Next Steps

If you would like any further information in respect of the above findings we recommend that you contact our Customer Services Team on **0844 844 9966 or helpdesk@landmark.co.uk**.

## Useful Information

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## Useful Contacts

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

Contact	Name	Address	Contact Details
	Public Health England	Centre for Radiation Chemical and Environmental Hazards Chilton Didcot Oxon OX11 0RQ	<ul> <li>T: 01235 822622</li> <li>F: 01235 833891</li> <li>E: radon@phe.gov.uk</li> <li>W: www.ukradon.org</li> </ul>
1	Landmark Information Group Limited	Imperium Imperial Way Berkshire RG2 0TD	<ul><li>T: 0844 844 9966</li><li>E: helpdesk@landmark.co.uk</li><li>W: www.landmark.co.uk</li></ul>
2	Environment Agency, National Customer Contact Centre (NCCC)	PO Box 544 Templeborough S60 1BY	T: 03708 506 506 E: enquiries@environment-agency.gov.uk
3	Dartford Borough Council, Environmental Health Department	Civic Centre Home Gardens Kent DA1 1DR	T: 01322 343233 W: www.dartford.gov.uk
4	Dartford Borough Council	Civic Centre Home Gardens Kent DA1 1DR	T: 01322 343434 W: www.dartford.gov.uk
5	Health and Safety Executive	5S.2 Redgrave Court Merton Road L20 7HS	<b>W:</b> www.hse.gov.uk
6	Thomson Directories	Thomson House 296 Farnborough Road Hampshire GU14 7NU	<b>T:</b> 01252 390025 <b>W:</b> www.thomsonlocal.com

## Useful Contacts

Contact	Name	Address	Contact Details
7	British Geological	British Geological Survey	<b>T:</b> 0115 936 3143
	Survey, Enquiry Service	Environmental Science	E: enquiries@bgs.ac.uk
		Centre	W: www.bgs.ac.uk
		Keyworth	
		Nottinghamshire	
		NG12 5GG	

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

## Useful Information

#### Information for Professional Advisers

This report is designed to satisfy the concerns raised by the Law Society Practice Note and has been prepared to assist conveyancing professionals who may be advising clients when they sell or buy a property. It is designed to bring information to their attention and help them decide whether they need to seek any further specialist advice. The report gives details of any issues that we have identified as affecting the property or located nearby, and our recommendations on what to do in relation to these issues. You are authorised to copy the recommendations on the Professional Opinion and Recommendations page into any report on title that you provide to your client.

#### **Other Information**

#### 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.

#### 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. 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.

#### Authorised Industrial Processes

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.

#### Historical Land Uses

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

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

The point locations of historical tanks and energy facilities are identified from the text on Ordnance Survey 1:1250 and 1:2500 scale mapping published between 1943 and 1996, based upon a predetermined list of abbreviations, e.g. El Sub (Electricity Sub-station) and F Stn (Filling Station). The position of the point has been located at the centre of the identified text so that it would be within approximately 30 meters of the feature it was describing. The features themselves are related to energy and petroleum storage and cover the following: tanks, petrol storage, potential tanks

## Useful Information

(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.

#### Other Information

#### Radon

Radon is a natural radioactive gas, which enters buildings from the ground. It is the geological conditions in certain areas that can lead to higher than average volumes (some of the highest radon levels have been found in the southwest, but levels well above average have been found in some other parts of the UK).

Radon has no taste, smell or colour and special devices are needed to measure it. The gas is diluted to harmless levels out in the open but has the potential to build up to higher concentrations indoors. Exposure to high concentrations of Radon gas can pose a health risk and studies have shown that it increases the risk of lung cancer.

This report informs you whether the property is in a radon Affected Area and the percentage of homes that are estimated to be at or above the radon Action Level. This does not necessarily mean there is a radon problem in the property; the only way to find out whether it is above or below the Action Level is to carry out a radon measurement in an existing property. Due to the nature of the way the information is gathered, your property/site may have more than one probability of radon attributed to it. We report the worst case scenario on the property/site you have provided. This information is an estimate of the probability that a property/site in Great Britain is at or above the "Action Level" for radon (the level at which Public Health England recommends that radon levels should be reduced, those with an average of 200 Bq m-3 or more). This information satisfies CON29 Standard Enquiry of Local Authority; 3.13 Radon Gas: Location of the Property in a Radon Affected Area. Where the property/site is a new build, this information provides information on the level of protection required for new buildings under BR211 (Scivyer, 2007).

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.

#### 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.

#### Crossrail 2

Data sourced from consultation documents as published by the Department of Transport.

### **Consumer Protection**





#### Important Consumer Protection Information

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

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- The standards can be seen here: <u>http://www.conveyinfoexec.com</u>

#### 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 TPOs.

TPOs Contact Details:

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

Tel: 01722 333306 Fax: 01722 332296 Website: <u>www.tpos.co.uk</u> Email: <u>admin@tpos.co.uk</u>

### **Consumer Protection**





#### Landmark 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: <u>helpdesk@landmark.co.uk</u> 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: <u>admin@tpos.co.uk</u>

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