Environmental Risk









Professional Opinion Environmental Risk

Certificate

This Certificate is issued in respect of the Homecheck Professional Environmental Report 46375243_1 dated 23/05/2013 for the property described as:

Land at, Wheal Kitty ST. AGNES

TR5 0RW

Your Reference: Site at Wheal Kitty Lane_HCP

Contaminated Land Assessment

RPS certifies that the level of environmental risk identified in the Homecheck Professional Environmental Report is not likely to be sufficient for the property to be described as "contaminated land" as defined by section 78(A)2 of Part 2A of the Environmental Protection Act 1990.

Lending Assessment

As the subject property has received a Certificate, it is the opinion of RPS that "contaminated land" issues should not have a significant impact on the security of the property for normal lending purposes.

Completed by: RPS Environmental Risk Team



Dated 23 May 2013

This Certificate is based only on the information relating to historical land uses as shown by data sources collected by Sitescope Ltd and stated within the Homecheck Professional Environmental Report. This Certificate should be read in conjunction with both that Report and the Guide to the RPS Environmental Risk Certificate provided with this Certificate. No physical inspection of the Property has been carried out. This Certificate is subject to our prevailing terms of business as set out in the document entitled Sitescope Terms and Conditions.

Other Matters

Whilst outside the scope of Part 2A of the Environmental Protection Act 1990, and this Certificate, it should also be noted that the following additional environmental factors have been identified within the Report:

Radon: The property is located in an area where radon protection measures are required for new properties and extensions under BR211. It is recommended that a surveyor is consulted. (See Section C.3)







Statutory Registers: None Identified

No high risk features identified. Refer to Section A for further information



Site History: None Identified No high risk features identified.

Refer to Section B for further information



Mining: None Identified

Refer to Section C for further information

Radon: IDENTIFIED

Refer to Section C for further information



Flooding: IDENTIFIED

Refer to Section D for further information

Homecheck Professional is provided by Sitescope Limited, part of Landmark Information Group. Sitescope is a leading UK provider of spatially-enabled property and environmental risk information to lawyers, banks, insurance companies, home inspectors and other property professionals.

Report issued for the property at Land at, Wheal Kitty **ST. AGNES** TR5 0RW

Report Reference 46375243 1

National Grid Reference 172350 50812

Customer Reference Site at Wheal Kitty Lane_HCP

Report Date 23 May 2013

Requested by **Robert Burrows Associates Mansion House Princes Street** Truro Cornwall **TR1 2RF**

Contact Details

If you require assistance please phone customer services on 0844 844 9966 or email helpdesk@landmark.co.uk

Peace of Mind Guarantee

This report benefits from a Remediation Contribution of up to £60,000. This contribution will come into effect if the recipient of this report is served with a Remediation Notice by the Local Authority. Such a notice forces the homeowner to contribute to the costs of remediating the site.







Contents & Summary of Findings





Section A - Statutory Registers

Statutory Registers	0-250m	250-500m	See Part
Landfill and Waste	No	No	A.1 - A.3
Regulated Industries	No	No	A.4 - A.8
Air	No	No	A.9
Discharge Licences	Yes	Yes	A.10
Contaminated Land Register	No	No	A.11
Contraventions	No	Yes	A.12

Section B - Site History

Site History	0-250m	See Part
Past Industrial Land Use	Yes	B.1
Current Industrial Land Use	No	B.2

Section C - Mining

Mining	Result	See Part
Mining	No	C.1

Section C - Radon

Radon	Result	See Part
Radon and Radon Protection Measures	Yes	C.2 - C.3

Section D - Flooding

Flood	Result	See Part
River Flooding	No	D.1.1
Surface Water Flooding	Yes	D.1.2
Tidal Flooding	No	D.1.3



Introduction

This report is for use by lawyers and other professionals involved in residential conveyancing. It presents information in the following four key areas that are not covered by Standard Enquiries of Local Authorities:

Section A - Statutory Registers

This section of the report sets out information from statutory registers kept by the Environment Agency, local authorities and the Health and Safety Executive. It identifies any nearby industrial processes or installations which might have an environmental impact on the property.

The key areas covered are the existence of landfill and waste management sites, industrial processes regulated by the Environment Agency, the storage of hazardous substances, discharges to air, and industrial installations regulated by the Health and Safety Executive under NIHHS and COMAH Regulations.

Section B - Site History

This section of the report seeks to identify both past and present industrial land use. Its purpose is to identify any land which may have been put to a potentially contaminative use.

Section C - Mining and Radon

This section concerns coal mining, underground cavities and radon, which are the principal cause of insurance claims. It is designed to highlight potential issues which may affect the value or enjoyment of the property.

Section D - Flooding

This section provides a high level overview of potential flood risks. For a more comprehensive assessment of flood risk, a Homecheck Professional Flood report should be obtained.

The Summary section of the report presents enquiries in a familiar and easy-to-understand question and answer format. In Sections A and B, where a reply to an enquiry is Yes, further details are given for each question in the Additional Information section of the report.

Unless otherwise stated in the enquiry, the answers cover two search bands, 0-250 metres and 251-500 metres from the property. Contact details for the data providers are given in the Contacts section at the end of this report.

Footnotes

(1) The report should only be used in connection with one residential parcel of land (for the purpose of defining a single parcel of land Rule2(2) of the Local Land Charges Act 1997 is used). The report is based on the address and grid reference shown on the cover of this report and the replies are given in reliance on the accuracy and completeness of this information.

(2) The report is supplied subject to our current standard terms and conditions.

(3) The search is based on a UK National Grid Reference for the property. The grid reference used is shown on the cover of this report.(4) The information in the report is supplied under licence to Sitescope Limited from various sources including: Environment Agency, British

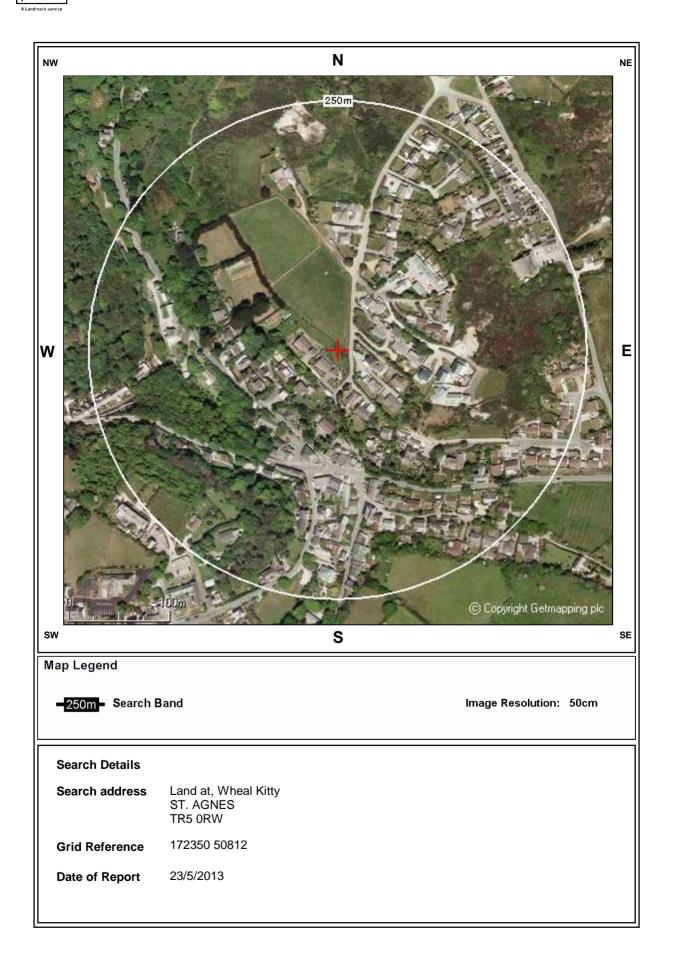
(4) The information in the report is supplied under licence to Sitescope Limited from various sources including. Environment Agency, Britsh Geological Survey and Ordnance Survey.
 (5) This report is a search of statutory and non-statutory sources of information which does not include any on-site survey or inspection of the

property or its environs. Accordingly the report cannot in any way provide information as to the actual state of the property or land. (6) The replies in this report are based on information currently supplied to Sitescope Limited by its data providers. Sitescope cannot guarantee the accuracy or the completeness of any information supplied to it by its data providers.

(7) Homecheck Professional is a Sitescope Product provided by Landmark Information Group Limited.

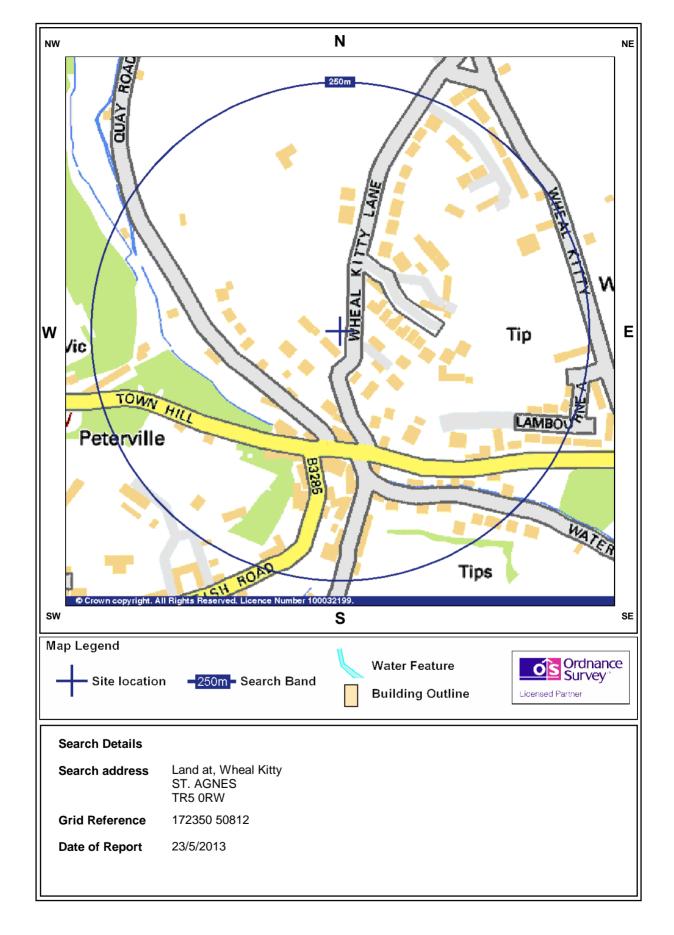
home Environmental check Report

Aerial Photo



Site Location







Section A - Statutory Registers

LANDFILL AND WASTE

- Local Authority Landfill Sites within 0 - 250 metres? A.1.1 Are there any Local Authority recorded landfill No sites? within 251 - 500 metres? No Are there any Local Authority recorded landfill Carrick District Council - Has supplied landfill data Cornwall County Council - Had landfill data but passed it to the relevant sites? The following list shows if local authorities covering the area of search have environment agency made landfill data available. Please refer to the Contacts section for contact information. Landfill Sites A.1.2 Are there any landfill sites or waste within 0 - 250 metres? No management facilities licensed by the within 251 - 500 metres? No environment Agency under Part 2 of Environmental Protection Act 1990 or any BGS Recorded Landfill sites? **EA Historical Landfill Sites** A.1.3 Are there any EA Historical Landfill Sites? within 0 - 250 metres? No within 251 - 500 metres? No None Waste Transfer Are there any Waste Transfer Sites (including within 0 - 250 metres? No A.2 scrapyards) licensed by the environment within 251 - 500 metres? Agency under Part 2 of Environmental No Protection Act 1990? Waste Treatment and Disposal Are there any other sites licensed by the within 0 - 250 metres? No A.3 environment Agency under Part 2 of within 251 - 500 metres? No Environmental Protection Act 1990 to treat, keep or dispose of controlled waste? **REGULATED INDUSTRIES** Integrated Pollution Control (IPC) Regulations within 0 - 250 metres? Are there sites authorised under Part 1 of the No A.4 Environmental Protection Act 1990 or the within 251 - 500 metres? No Pollution Prevention and Control (England and
- Environmental Protection Act 1990 or the
Pollution Prevention and Control (England and
Wales) Regulations 2000 to carry out
processes subject to Integrated Pollution
Control (IPC) or Integrated Pollution Prevention
and Control (IPPC)?
 within 251 500 metres?
 No

 Radioactive Substances
 A.5
 Are there any sites registered by environment
Agency under the Radioactive Substances Act
1993 to keep or use radioactive materials?
 within 0 250 metres?
 No



Storage of Hazardous Substances

	Storage of Hazardous Substances		
A.6	Are there any sites subject to hazardous substances consents granted by the relevant	within 0 - 250 metres?	No
	local authority under the Planning (Hazardous Substances) Act 1990?	within 251 - 500 metres?	No
	Storage of Dangerous Substances		
A.7	Are there any sites regulated by the Health and Safety Executive for storing specific dangerous	within 0 - 250 metres?	No
	substances under the Notification of Installations Handling Hazardous Substances (NIHHS) Regulations 1982?	within 251 - 500 metres?	Νο
	Control of Major Accident Hazards		
A.8	Are there any sites regulated by the Health and Safety Executive under the Control of Major	within 0 - 250 metres?	No
	Accident Hazards (COMAH) Regulations 1999?	within 251 - 500 metres?	No
	AIR		
	Emissions to Air		
A.9	Are there any sites subject to Local Authority Pollution Prevention and Control (LAPPC)	within 0 - 250 metres?	No
	under Part I of the Environmental Protection Act 1990 or the Pollution Prevention Control Act 1999?	within 251 - 500 metres?	Νο
	DISCHARGE LICENCES		
	Discharges to Water		
A.10	Are there any authorisations issued by the environment Agency (and its predecessor, the	within 0 - 250 metres?	Yes
	National Rivers Authority) to discharge to the watercourse from non-IPC processes in	within 251 - 500 metres?	Yes
	accordance with the Water Resources Act 1991?	Please refer to the Additional Informa	tion section for details of records found.
	CONTAMINATED LAND REGISTER		

Contaminated Land Register Entries and Notices

A.11	Are there any Contaminated Land Register Entries and Notices from the Local Authority as defined by 78(A) 2 of Part 2A of the Environmental Protection Act 1990?	within 0 - 250 metres? within 251 - 500 metres?	No No
	CONTRAVENTIONS		
	Contraventions		
A.12	Are there any records of any enforcements, prohibitions, or prosecutions relating to	within 0 - 250 metres?	No
	questions in Section A or any Substantiated Pollution Incidents?	within 251 - 500 metres?	Yes



Report Summary

Footnotes:

Question A.1 The Landfill Sites and Licensed Waste Management Facilities have been provided by the relevant environment agency or Local Authority (where available). 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. For Registered Landfill Sites, where the positional accuracy of the site is unclear, a "buffer" is constructed around the point to warn of the positible presence of landfill.

Question A.2. The Waste Transfer Sites comprise both current and historic sites sourced from the relevant environment Agency. In certain cases it has been possible to source site boundaries.

Question A 3. The Waste Treatment and Disposal Sites comprise both current and historic sites sourced from the relevant environment Agency. In certain cases it has been possible to source site boundaries.

Question A.6 The response to this question is based on data supplied by Local Planning Authorities.

Question A.10 The response to this question is based on details of consents issued by the relevant environment Agency to discharge to the watercourse.

Question A.11 The contaminated land regulations, enacted in 2000, give effect to relevant sections of the Environmental Protection Act (1990) in regards to contaminated land. There are three sets of regulations that relate to England, Scotland and Wales. They are Contaminated Land (England) Regulations 2006 (SSI380), Contaminated Land (Scotland) Regulations 2005 (SI 658), and Contaminated Land (Wales) Regulations 2006 (WSI 2989) respectively, and any amendment regulations. There is also statutory guidance (updated in 2012) that complements the regulations. The regulations give power to define special sites, contaminated land and to remediate any land defined as contaminated as well as exclude and apportion liability for remediation.



Section B - Site History

LAND USE

Past Industrial Land Use

potentially contaminative land use) in Trade

B.1	Are there any industrial sites (indicating	within 0 - 250 metres?	Yes
0.1	potentially contaminative land use) shown on historical Ordnance Survey maps?		mation section for details of records found.
	Current Industrial Land Use		
B.2	Are there any industrial sites (indicating	within 0 - 250 metres?	No

Footnotes:

Listings?

Question B.1 Historical maps are a valuable and recognised source of information for investigating site history. They assist in identifying any previous potential contaminative uses or potential infilling of land which may have been carried out at a particular location.

The Historical Industrial Land Use data used in this reply is the result of a systematic analysis of 1:10,560 scale Ordnance Survey maps dating from the 1880s, as well as selected 1:10,000 scale Ordnance Survey National Grid Series.

Evidence of past potential contamination and potentially infilled land is drawn from a series of up to six historic map editions. The first of these editions will be the earliest County Series maps, which date from between 1860 and 1890 and are to a scale of 1:10,560. The second edition of County Series maps dates from circa 1900, and the third circa 1930.

In addition, evidence of Historical Tanks and Energy Facilities has been identified from the location of text on 1:2,500 and 1:1,250 historical Ordnance Survey maps covering a period from 1943-1996.

Question B.2 The reply to this question is based on contaminative industrial uses identified from current published trade directories.



Section C - Mining and Radon

MINING

Coal Mining Areas

C.1 Is the property in a coal mining area or in an area (without past or present, deep or opencast, coal mining activity) in which coal bearing strata are known or expected to be present?

RADON AND RADON PROTECTION MEASURES

Radon Affected Area

C.2 Is the property in a radon-affected area as defined by the Health Protection Agency (HPA) and if so what percentage of homes are above the action level?

Radon Protection Measures

C.3 Is the property in an area where radon protection measures are required for new properties or extensions to existing ones?

Between 10% and 30% of homes are above the Action Level

Whether or not a home actually has a basic or high radon concentration can only be established by having the building tested. The HPA provides a radon testing service, please refer to the Contacts section of this report.

Full radon protective measures should be installed

For existing properties please refer to Question C.2

Footnotes:

Question C.1 The reply to this question indicates whether it is advisable to obtain a coal mining search from the Coal Authority.

Question C.2 The HPA recommends an 'Action Level' of 200 Becquerels per cubic metre. Areas are defined as radon-affected for existing dwellings where there is 1% chance or more of a house having a radon concentration at or above the Action Level.

No

Question C.3 In areas with 3% chance or more of a house having a radon concentration at or above the Action Level in England, and 1% or more in Scotland, protective measures need to be installed in new buildings and extensions to existing buildings. These areas are estimated through a combined analysis of geological data from the British Geological Survey (BGS) and measurement data from the Health Protection Agency (HPA). This forms the basis for the Building Research Establishment guidance on radon protective measures for new buildings (BR211, 2007) in England, and the Radon: Guidance on protective measures for new dwellings in Scotland (BR376, 1999).



Report Summary

Section D - Flooding

FLOODING

River Flooding

D.1.1 Is the area within 250 metres of the centre of the search potentially affected by river flooding?

Surface Water Flooding

D.1.2 Is the area within 250 metres of the centre of the search potentially affected by surface water flooding?

Yes

No

No

Please refer to the Additional Information section for details of records found.

Tidal Flooding

D.1.3 Is the area within 250 metres of the centre of the search potentially affected by tidal flooding?

Footnotes:

Question D.1.1 The potential risk has been modelled on the basis of an event occurring on average every 75, 200 or 1000 years. Fluvial flooding occurs when rivers overflow and burst their banks, due to high or intense rainfall which flows into them. For further information you should consider purchasing Landmark's Homecheck Flood Report.

The JBA fluvial flood data is produced using JBA's in-house software, JFlow. This is a 2D hydraulic model that is designed specifically to meet the needs of broad-scale modelling. All JBA datasets are produced using a DTM comprising of a mixture of Lidar, Photogrammetry, and OS Panorama.

Question D.1.2 The potential risk has been modelled on the basis of an event occurring on average every 75, 200 or 1000 years. Pluvial flooding results from rainfall-generated overland flow before the runoff enters any watercourse or sewer. It is usually associated with high intensity rainfall events but can also occur with lower intensity rainfall or melting snow where the ground is saturated, frozen, developed or otherwise has low permeability. For further information you should consider purchasing Landmark's Homecheck Flood Report.

The JBA pluvial flood data is produced using JBA's in-house software, JFlow. This is a 2D hydraulic model that is designed specifically to meet the needs of broad-scale modelling. All JBA datasets are produced using a DTM comprising of a mixture of Lidar, Photogrammetry, and OS Panorama.

Question D.1.3 The potential risk has been modelled on the basis of an event occurring on average every 75, 200 or 1000 years. Tidal flooding is due to the inundation of land areas along the coast by sea waters over and above normal tidal action. For further information you should consider purchasing Landmark's Homecheck Flood Report.

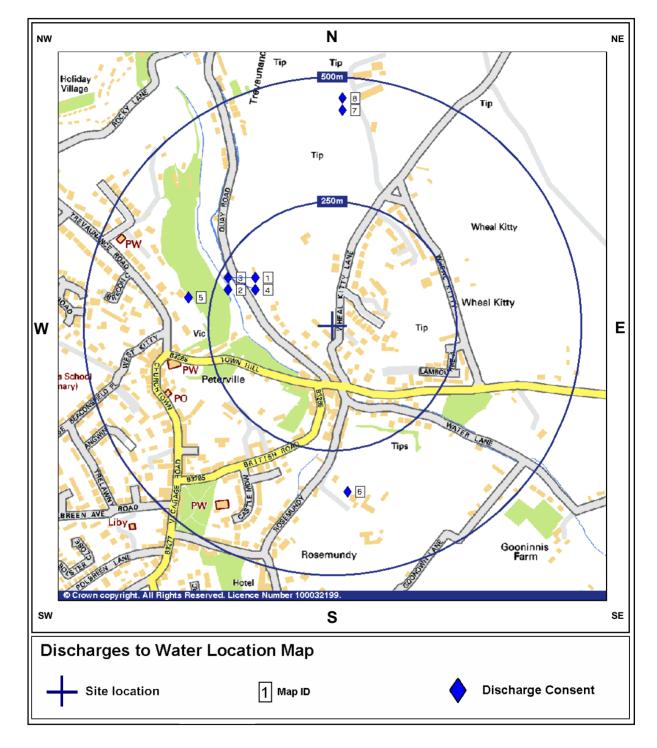
The JBA Tidal flood data is produced using TUFLOW and projection modelling. All JBA datasets are produced using a DTM comprising of a mixture of Lidar, Photogrammetry, and OS Panorama.

Flood data provided by Jeremy Benn Associates Limited © Copyright Jeremy Benn Associates Limited & JBA Risk Management Limited 2008-2012.



Section A - Statutory Registers

A.10 - Discharges to Water - Records within 0 - 500m





Discharge Consents

Map ID	1
Contact Number	1
Direction	North-West
Distance	232m
Operator:	South West Water
Property Type:	Sewerage Network - Pumping Station - Water Company
Location:	Peterville Pumping Station, St Agnes, Cornwall, Tr5 0rp
Authority:	Environment Agency, South West Region
Catchment Area:	Red River, Porthreath, & Perranwell Streams, Cornwall
Reference:	Nra-Sw-6994
Permit Version:	1
Effective Date:	15th November 1995
Issued Date:	15th November 1995
Revocation Date:	28th February 2006
Discharge Type:	Sewage Discharges - Stw Storm Overflow/Storm Tank - Water Company
Discharge Environment:	Freshwater Stream/River
Receiving Water:	Trevaunance Stream
Status:	New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995)
Positional Accuracy:	Located by supplier to within 100m
Map ID	2
Map ID Contact Number	2 1
•	
Contact Number	1
Contact Number Direction	1 North-West
Contact Number Direction Distance	1 North-West 232m
Contact Number Direction Distance Operator:	1 North-West 232m South West Water
Contact Number Direction Distance Operator: Property Type:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company
Contact Number Direction Distance Operator: Property Type: Location:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp
Contact Number Direction Distance Operator: Property Type: Location: Authority:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp Environment Agency, South West Region
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall 303458
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station, St Agnes, Cornwall, Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall3034581
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station,St Agnes,Cornwall,Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458111st April 2006
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station,St Agnes,Cornwall,Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458111st April 200631st March 2006
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station,St Agnes,Cornwall,Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458111st April 200631st March 200629th April 2011
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date: Discharge Type:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station,St Agnes,Cornwall,Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458111st April 200631st March 200629th April 2011Sewage Discharges - Pumping Station - Water Company
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date: Discharge Type: Discharge Environment:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station, St Agnes, Cornwall, Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458111st April 200631st March 200629th April 2011Sewage Discharges - Pumping Station - Water CompanyFreshwater Stream/River



Map ID	3
Contact Number	1
Direction	North-West
Distance	232m
Operator:	South West Water
Property Type:	Sewerage Network - Pumping Station - Water Company
Location:	Peterville Pumping Station, St Agnes, Cornwall, Tr5 0rp
Authority:	Environment Agency, South West Region
Catchment Area:	Red River, Porthreath, & Perranwell Streams, Cornwall
Reference:	Nra-Sw-6994
Permit Version:	2
Effective Date:	1st March 2006
Issued Date:	15th November 1995
Revocation Date:	31st March 2006
Discharge Type:	Sewage Discharges - Stw Storm Overflow/Storm Tank - Water Company
Discharge Environment:	Freshwater Stream/River
Receiving Water:	Trevaunance Stream
Status:	Authorisation revoked
Positional Accuracy:	Located by supplier to within 10m
Map ID	4
Map ID Contact Number	4
•	
Contact Number	1
Contact Number Direction	1 North-West
Contact Number Direction Distance Operator:	1 North-West 232m South West Water
Contact Number Direction Distance	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company
Contact Number Direction Distance Operator: Property Type:	1 North-West 232m South West Water
Contact Number Direction Distance Operator: Property Type: Location:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp
Contact Number Direction Distance Operator: Property Type: Location: Authority:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp Environment Agency, South West Region
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall 303458
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version:	1 North-West 232m South West Water Sewerage Network - Pumping Station - Water Company Peterville Pumping Station,St Agnes,Cornwall,Tr5 0rp Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall 303458 2
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station,St Agnes,Cornwall,Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458230th April 2011
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station, St Agnes, Cornwall, Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458230th April 201125th March 2010
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station, St Agnes, Cornwall, Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458230th April 201125th March 2010Not Supplied
Contact NumberDirectionDistanceOperator:Property Type:Location:Authority:Catchment Area:Reference:Permit Version:Effective Date:Issued Date:Revocation Date:Discharge Type:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station, St Agnes, Cornwall, Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458230th April 201125th March 2010Not SuppliedSewage Discharges - Pumping Station - Water Company
Contact NumberDirectionDistanceOperator:Property Type:Location:Authority:Catchment Area:Reference:Permit Version:Effective Date:Issued Date:Revocation Date:Discharge Type:Discharge Environment:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station, St Agnes, Cornwall, Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458230th April 201125th March 2010Not SuppliedSewage Discharges - Pumping Station - Water CompanyFreshwater Stream/River
Contact NumberDirectionDistanceOperator:Property Type:Location:Authority:Catchment Area:Reference:Permit Version:Effective Date:Issued Date:Revocation Date:Discharge Type:Discharge Environment:Receiving Water:	1North-West232mSouth West WaterSewerage Network - Pumping Station - Water CompanyPeterville Pumping Station, St Agnes, Cornwall, Tr5 0rpEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, Cornwall303458230th April 201125th March 2010Not SuppliedSewage Discharges - Pumping Station - Water CompanyFreshwater Stream/RiverTrevaunance Stream(S)



Map ID	5
Contact Number	1
Direction	West
Distance	296m
Operator:	Mr & Mrs J Nielsen
Property Type:	Domestic Property (Single)
Location:	Rear Of Roseneath, Trevaunance Road, St Agnes, Cornwall
Authority:	Environment Agency, South West Region
Catchment Area:	Red River, Porthreath, & Perranwell Streams, Cornwall
Reference:	300652/Sa/01
Permit Version:	1
Effective Date:	1st December 1998
Issued Date:	18th March 1998
Revocation Date:	Not Supplied
Discharge Type:	Sewage Discharges - Final/Treated Effluent - Not Water Company
Discharge Environment:	Land/Soakaway
Receiving Water:	Soakaway
Status:	Varied by Application - (Water Resources Act 1991, Schedule 10 as amended by Environment Act 1995)
Positional Accuracy:	Located by supplier to within 100m
Map ID	6
Map ID Contact Number	6 1
•	
Contact Number	1
Contact Number Direction	1 South
Contact Number Direction Distance	1 South 334m
Contact Number Direction Distance Operator:	1 South 334m A J Blewett
Contact Number Direction Distance Operator: Property Type:	1 South 334m A J Blewett Wooden Containers
Contact Number Direction Distance Operator: Property Type: Location:	1 South 334m A J Blewett Wooden Containers 19 Rosemundy St Agnes,ST AGNES
Contact Number Direction Distance Operator: Property Type: Location: Authority:	1 South 334m A J Blewett Wooden Containers 19 Rosemundy St Agnes,ST AGNES Environment Agency, South West Region
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area:	1 South 334m A J Blewett Wooden Containers 19 Rosemundy St Agnes,ST AGNES Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference:	1 South 334m A J Blewett Wooden Containers 19 Rosemundy St Agnes,ST AGNES Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall NRA-SW-2187/1
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version:	1 South 334m A J Blewett Wooden Containers 19 Rosemundy St Agnes,ST AGNES Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall NRA-SW-2187/1 Not Supplied
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date:	1 South 334m A J Blewett Wooden Containers 19 Rosemundy St Agnes,ST AGNES Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall NRA-SW-2187/1 Not Supplied
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date:	1 South 334m A J Blewett Wooden Containers 19 Rosemundy St Agnes,ST AGNES Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall NRA-SW-2187/1 Not Supplied Not Supplied 11th October 1990
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date:	1South334mA J BlewettWooden Containers19 Rosemundy St Agnes,ST AGNESEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, CornwallNRA-SW-2187/1Not Supplied11th October 1990Not Supplied
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date: Discharge Type:	1South334mA J BlewettWooden Containers19 Rosemundy St Agnes,ST AGNESEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, CornwallNRA-SW-2187/1Not Supplied11th October 1990Not SuppliedSewage Effluent Discharge-Treated Effluent
Contact NumberDirectionDistanceOperator:Property Type:Location:Authority:Catchment Area:Reference:Permit Version:Effective Date:Issued Date:Revocation Date:Discharge Type:Discharge Environment:	1South334mA J BlewettWooden Containers19 Rosemundy St Agnes,ST AGNESEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, CornwallNRA-SW-2187/1Not SuppliedNot Supplied11th October 1990Not SuppliedSewage Effluent Discharge-Treated EffluentLand/Soakaway

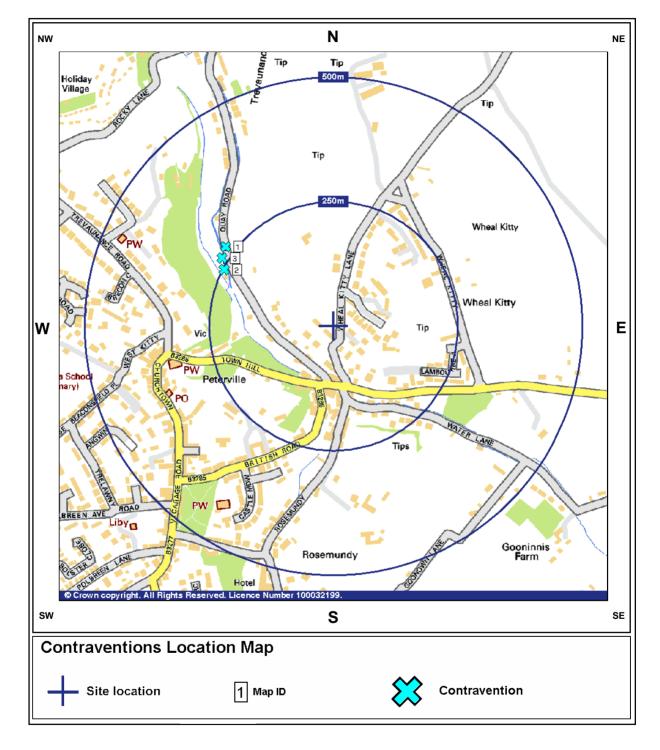


Map ID	7
Contact Number	1
Direction	North
Distance	454m
Operator:	Carrick District Council
Property Type:	Trade (Unknown/Other)
Location:	Wheal Kitty,St Agnes,Cornwall
Authority:	Environment Agency, South West Region
Catchment Area:	Red River, Porthreath, & Perranwell Streams, Cornwall
Reference:	300445/Sa/01
Permit Version:	1
Effective Date:	26th June 1997
Issued Date:	26th June 1997
Revocation Date:	Not Supplied
Discharge Type:	Sewage Discharges - Final/Treated Effluent - Not Water Company
Discharge Environment:	Land/Soakaway
Receiving Water:	Soakaway
Status:	Varied by Application - (Water Resources Act 1991, Schedule 10 as amended by Environment Act 1995)
Positional Accuracy:	Located by supplier to within 100m
Map ID	8
Map ID Contact Number	8 1
•	
Contact Number	1
Contact Number Direction	1 North
Contact Number Direction Distance	1 North 459m
Contact Number Direction Distance Operator:	1 North 459m Carrick District Council
Contact Number Direction Distance Operator: Property Type:	1 North 459m Carrick District Council Undefined Or Other
Contact Number Direction Distance Operator: Property Type: Location:	1 North 459m Carrick District Council Undefined Or Other Wheal Kitty,ST AGNES,Cornwall
Contact Number Direction Distance Operator: Property Type: Location: Authority:	1 North 459m Carrick District Council Undefined Or Other Wheal Kitty,ST AGNES,Cornwall Environment Agency, South West Region
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area:	1 North 459m Carrick District Council Undefined Or Other Wheal Kitty,ST AGNES,Cornwall Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference:	1 North 459m Carrick District Council Undefined Or Other Wheal Kitty,ST AGNES,Cornwall Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall NRA-SW-5399/1
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version:	1 North 459m Carrick District Council Undefined Or Other Wheal Kitty,ST AGNES,Cornwall Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall NRA-SW-5399/1 Not Supplied
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date:	1 North 459m Carrick District Council Undefined Or Other Wheal Kitty,ST AGNES,Cornwall Environment Agency, South West Region Red River, Porthreath, & Perranwell Streams, Cornwall NRA-SW-5399/1 Not Supplied
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Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date:	1North459mCarrick District CouncilUndefined Or OtherWheal Kitty,ST AGNES,CornwallEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, CornwallNRA-SW-5399/1Not SuppliedNot SuppliedNot SuppliedNot SuppliedNot Supplied
Contact Number Direction Distance Operator: Property Type: Location: Authority: Catchment Area: Reference: Permit Version: Effective Date: Issued Date: Revocation Date: Discharge Type:	1North459mCarrick District CouncilUndefined Or OtherWheal Kitty,ST AGNES,CornwallEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, CornwallNRA-SW-5399/1Not Supplied16th February 1993Not SuppliedSewage Effluent Discharge-Treated Effluent
Contact NumberDirectionDistanceOperator:Property Type:Location:Authority:Catchment Area:Reference:Permit Version:Effective Date:Issued Date:Revocation Date:Discharge Type:Discharge Environment:	1North459mCarrick District CouncilUndefined Or OtherWheal Kitty,ST AGNES,CornwallEnvironment Agency, South West RegionRed River, Porthreath, & Perranwell Streams, CornwallNRA-SW-5399/1Not Supplied16th February 1993Not SuppliedSewage Effluent Discharge-Treated EffluentLand/Soakaway



Section A - Statutory Registers

A.12 - Contraventions - Records within 0 - 500m





Prosecutions Relating to Controlled Waters

Map ID	1
Direction	North-West
Distance	265m
Location	Trevaunance Cove Stream, Peterville Pumping Station, St Agnes
Prosecution Text	Causing sewage effluent to enter a watercourse
Prosecution Act	Wra91 S85(3)
Hearing Date	1st July 2009
Verdict	Guilty
Fine	2000
Cost	1883
Positional Accuracy	Manually positioned within the geographical locality

Substantiated Pollution Incident Register

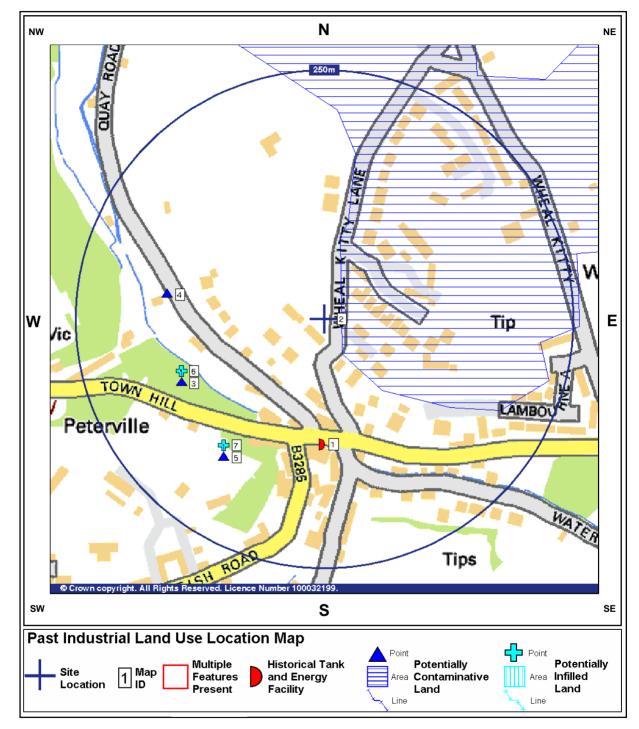
Map ID Contact Number Direction Distance Property Type Authority Incident Date Incident Reference Water Impact	2 1 North-West 254m Not Supplied Environment Agency - South West Region, 25th November 2002 122768 Category 3 - Minor Incident	Devon and Cornwall Area
Air Impact Land Impact Positional Accuracy Pollutant	Category 4 - No Impact Category 2 - Significant Incident Located by supplier to within 10m Crude Sewage	
Map ID Contact Number	3 1	
Direction Distance	North-West 263m	
Property Type	Not Supplied	
Authority Incident Date Incident Reference Water Impact Air Impact Land Impact Positional Accuracy Pollutant	Environment Agency - South West Region, 11th September 2008 620446 Category 2 - Significant Incident Category 4 - No Impact Category 4 - No Impact Located by supplier to within 10m Crude Sewage	Devon and Cornwall Area





Section B - Site History





Historical Tanks And Energy Facilities

Map ID	1
Direction	South
Distance	126m
Use:	Potential Tanks
Scale of Mapping:	1:2,500
Date of Mapping:	1973



Additional Information

Potentially Contaminative Industrial Uses (Past Land Use)

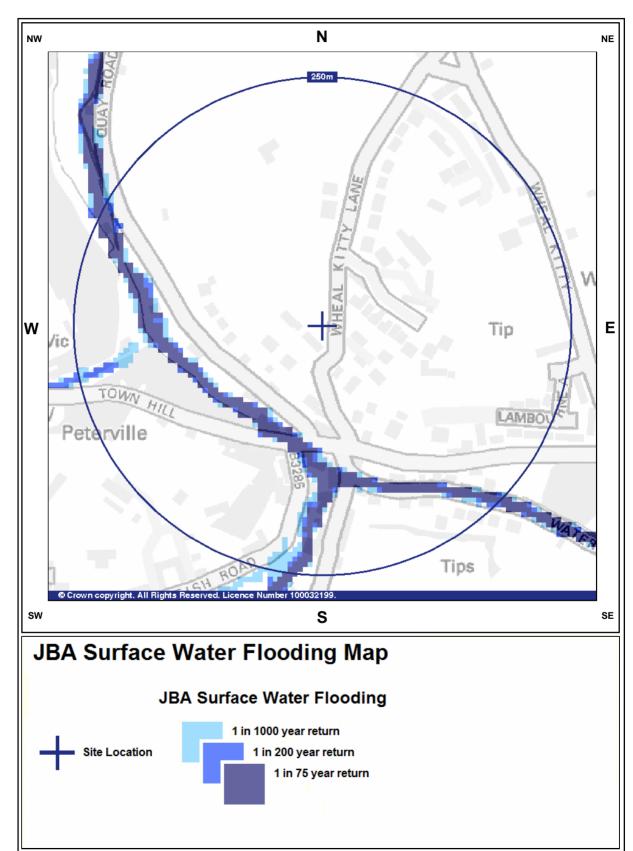
Map ID	2
Direction	East
Distance	18m
Use:	Mining & quarrying general
Date of Mapping:	1888-1963
Map ID	3
Direction	West
Distance	153m
Use:	General quarrying
Date of Mapping:	1888
Map ID	4
Direction	West
Distance	161m
Use:	Metal casting/foundries
Date of Mapping:	1888
Map ID	5
Direction	South-West
Distance	163m
Use:	General quarrying
Date of Mapping:	1888

Potentially Infilled Land (Non-Water)

Map ID	6
Direction	West
Distance	153m
Use:	Unknown Filled Ground (Pit, quarry etc)
Map ID	7
Direction	South-West
Distance	163m
Use:	Unknown Filled Ground (Pit, quarry etc)



Section D - Flooding



D.1.2 - Surface Water Flooding - Records within 0 - 250m





Environment Agency - National Customer Contact Centre (NCCC) Po Box 544 Templeborough Rotherham S60 1BY Telephone 08708 506 506

Email enquiries@environment-agency.gov.uk

Carrick District Council (now part of Cornwall Council) - Environmental Health Department

Carrick House Pydar Street Truro Cornwall TR1 1EB Telephone 01872 224400 Fax 01872 242104

Website www.carrick.gov.uk

Cornwall County Council (now part of Cornwall Council)

County Hall Treyew Road Truro Cornwall TR1 3AY

Telephone 01872 322000 Fax 01872 270340

Email enquiries@cornwall.gov.uk

Website <u>www.cornwall.gov.uk</u>

Health Protection Agency - Radon Survey, Centre for Radiation, Chemical and Environmental Hazards Chilton

Didcot Oxfordshire OX11 0RQ

Telephone 01235 822622 Fax 01235 833891

Email radon@hpa.org.uk

Website www.hpa.org.uk

Anyone concerned about the radon levels in their home can obtain a free information pack about radon (including details of how to obtain a test kit) by leaving their name, address and postcode on the free telephone number 0800 614529. Further information is also available on the HPA website.

British Geological Survey - Enquiry Service

British Geological Survey Kingsley Dunham Centre Keyworth Nottingham Nottinghamshire NG12 5GG

Telephone 0115 936 3143 Fax 0115 936 3276

Email enquiries@bgs.ac.uk

Website <u>www.bgs.ac.uk</u>

The BGS can provide a detailed geological report on the area in which the property is located.



Sitescope Limited - Homecheck Professional Environmental Helpline Legal And Financial Imperium Imperial Way Reading Berkshire RG2 0TD

Telephone 0844 844 9966 Fax 0844 844 9980

Email helpdesk@homecheck.co.uk

Guide to the RPS Environmental Risk Certificate

1 Purpose of the Certificate

The purpose of the RPS Environmental Certificate is to assist the conveyancer in assessing the implications of the environmental risks identified in the Homecheck Professional Environmental Report and their possible impact on the security of the property for normal lending purposes. Such risks are identified from eleven key recorded environmental datasets which on their own or in combination and subject to their proximity to the subject site could lead to the property being described as "contaminated land" as defined by section 78(A)2 of Part 2A of the Environmental Protection Act 1990.

Under this legislation Local Authorities have a duty placed on them to identify land within their Borough, which falls within the statutory definition of being "contaminated land". Where land is identified as being "contaminated land", the Local Authority (or the Environment Agency in certain circumstances) must ensure that the site is remediated to ensure that the land is safe for its current usage.

For a site to be identified as "contaminated land" there must be a source of contamination that can find a pathway to affect the underlying groundwater, watercourse, people, building materials, or the natural environment (the receptor) AND be causing significant harm or likely to cause significant harm to the receptor. That is: for land to officially be deemed "contaminated land" a linkage must exist between the contaminant, the pathway and the receptor. If any one of these is absent, then it cannot be classed as contaminated land under the Part 2A guidance. Each Local Authority has a duty to produce a contaminated land inspection strategy which explains the process they will be following.

2 Lending Assessment

In addition to the Certificate and to add further clarification to the result of the report, RPS provide an Opinion on whether the potential risk associated with the likelihood of the property being defined as "contaminated land" will have a significant impact on the security of the property for normal lending purposes.

3 Review Procedure

Where a sufficient level of potential risk has been identified within the report such that the property does not immediately receive a Certificate, the report is automatically forwarded to RPS for manual review by a qualified environmental consultant. The outcome of the review will either be a Certificate (in the majority of cases) or a detailed report on the outstanding matters that require further information to be obtained and other actions that may be necessary. Where a Certificate is not issued after a review, this does not necessarily mean there is a likelihood of contamination but that further information/action is required before a Certificate can be issued. The review will normally be completed within 2 working days. There is then the choice of instructing RPS to assist and carry out this further investigation or sourcing the information independently and forwarding it to RPS for further review.

The Certificate is based solely on the 11 key recorded environmental datasets defined below and as detailed in the Homecheck Professional Environmental Report and is NOT based on any physical inspection of the site or condition of the land. Whilst Sitescope uses the best available public sources of information to identify possible risks and sources of land use, Sitescope does not warrant that all potentially contaminative land uses or features whether past or current will be identified in the Homecheck Professional Environmental Report using these sources. Where sufficient risk is identified in the Homecheck Professional Environmental Report it does not necessarily mean that a property will be designated as contaminated land or a special site. It is the duty of the Local Authority to inspect the land in its area to determine if it meets the definition of contaminated land (as mentioned in Section 1 above). Until such investigations have taken place it will not be possible to confirm whether the site is likely to be designated as contaminated.

Under Part 2A of the Environmental Protection Act 1990, Local Authorities have a duty to inspect their land from time to time. This means that they may gather information at a later date, which may lead them to alter their decision on whether the land can be classed as contaminated. We recommend that for additional protection insurance cover be obtained. Please contact the Homecheck Professional Environmental Helpline (0844 844 9966) for further details on Land Insurance.

4 Other Matters

Other matters identified in the Homecheck Professional Environmental Report, which the conveyancer may wish to bring to the attention of the client, are set out together with appropriate guidance in the "Other Matters" section of the Certificate. These risks are outside the definition of **contaminated land** because they are outside the scope of Part 2A of the Environmental Protection Act 1990.

These risks are:

Flooding, Radon Gas and Coal Mining. Where relevant, reference is also made to the report commissioned by DEFRA in relation to the impact on property values caused by their proximity to active landfill sites.

Where indicative flood plain is identified in close proximity to the property, enquiries should be made to confirm that insurance cover is available for this risk.

The Certificate ONLY applies to residential property with a valid planning consent, not to commercial/industrial property.

For any enquiries in relation to this report (including queries for RPS), please contact the Homecheck Professional Environmental Helpline on 0844 844 9966 or at <u>helpdesk@homecheck.co.uk</u>

5 Methodology and Scope

The RPS Certificate is based on a risk assessment model designed by RPS specifically for the purpose described above. The model uses details set out in this Homecheck Professional Report to assess the risk from 11 key recorded environmental datasets. Using a point allocation system based on the contaminative nature of each land use identified and distance from the search site, the model determines if **sufficient risk** is present. The data used to assess **sufficient risk** is limited to:

- 1. Historical Industrial land uses
- 2. Potentially Infilled land
- 3. Historical Tanks and Energy Facilities
- 4. BGS Recorded Landfill Sites
- 5. Registered Landfill Sites
- 6. Local Authority Recorded Landfill Sites
- 7. Licensed Waste Management Facilities
- 8. Waste Treatment Sites
- 9. Scrap Yards
 - 10. Fuel Station Entries
 - 11. Contaminated Land Register Entries and Notices

Areas of Military Land depicted on historical maps often comprise large expanses of land. Although parts of these areas can have the potential for a degree of contamination, a substantial proportion have often only been occupied by open land (e.g. fields) or subject to non-contaminative activities (e.g. as a training ground or barracks). In addition some areas of past Military Land were left blank for defence reasons. Consequently, given this inconsistency and to avoid over-caution, areas of Military Land have been excluded from assessment within this report.

6 Who is RPS?

RPS is part of the RPS Group plc, the largest Environmental Consultancy in Europe with over 4500 staff. As a leading advisor to the financial and property sector on potential environmental liabilities, RPS has developed statistical models to try to ensure that potential environmental liabilities are placed in a suitable risk context. RPS acts as a panel advisor to the majority of UK clearing banks.

7 Other Information

It is not possible to identify from records and historical mapping all contaminative land uses. For example, illegal tipping of chemical substances by an unknown business or person could result in a remediation notice being issued on the current occupier of the land.

8 Contact Details

For any enquiries in relation to this report (including queries for RPS), please contact the Homecheck Professional Environmental Helpline on 0844 844 9966 or at <u>helpdesk@homecheck.co.uk</u>

Search Code



IMPORTANT CONSUMER PROTECTION INFORMATION

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

The Search Code:

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

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

The Code's core principles

- Firms which subscribe to the Code will:
- Display the Code logo prominently on their search reports.
- Act with integrity and carry out work with due skill, care and diligence.
- At all times maintain adequate and appropriate insurance to protect consumers.
- Conduct business in an honest, fair and professional manner.
- Handle complaints speedily and fairly.
- Ensure that all search services comply with the law, registration rules and standards.
- Monitor their compliance with the Code.

COMPLAINTS

If you have a query or complaint about your search, you should raise it directly with the firm, and if appropriate ask for your 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 compensation of up to £5,000 to you if it finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

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

TPOs Contact Details:

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

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

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

Search Code



COMPLAINTS PROCEDURE

If you want to make a complaint, we will:

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

Complaints should be sent to:

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

Telephone: 0844 844 9966

E-mail: helpdesk@landmark.co.uk

Fax: 0844 844 9980

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman Scheme (TPOs): Tel: 01722 333306, E-mail: <u>admin@tpos.co.uk</u>.

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

SITESCOPE CONVEYANCING TERMS & CONDITIONS

Full Terms and Conditions can be found on the following link:

http://www.landmarkinfo.co.uk/Terms/Show/431