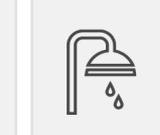


Your order reference: G3011822-1
Your client reference: SF33899391000
Date of report: 05 September 2025
Water provider: Anglian Water Services Ltd
Sewerage provider: Anglian Water Services Ltd

Property search address
23 West Parade, NORWICH, NR2 3DN

All you need to know.

Asset and property analysis

 <p>Public sewer within property boundaries</p> <p>No</p> 	 <p>Public water mains within property boundaries</p> <p>Yes</p> 	 <p>Public pumping station within property boundaries</p> <p>No</p> 	 <p>Risk of internal sewer flooding</p> <p>No</p> 	 <p>Risk of low water pressure</p> <p>No known risk</p> 
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Water and sewerage connections

 <p>Water connection</p> <p>Yes</p>	 <p>Foul water drainage connection</p> <p>Yes</p>	 <p>Is there a water meter at the property?</p> <p>No</p>
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Need some help or advice?

If you have any queries about this CON29DW search please contact our drainage and water experts on:

0800 085 8050

customer.services@geodesys.com

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Associations



DRAINAGE + WATER SEARCHES NETWORK
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Appendix

All you need to know - understanding the CON29DW report

To understand why the information included in this report is important, it's useful for you to understand a few basic definitions and responsibilities you may have as a property owner. You may find it useful to review the key points below - this applies particularly to first-time buyers, who may have limited experience of drainage and water issues.

Definitions

Foul water	Foul water is the water from the household (i.e. from toilets, sinks and baths). If the foul water does not drain to a public sewer, the property may rely on a cesspit or septic tank. This needs to be checked before the property purchase goes ahead.
Surface water	Surface water is basically rainwater (i.e. running off the land and roofs of properties). If the rainwater does not drain to a public sewer, the home buyer's solicitor needs to check how it drains away to avoid any risk of flooding.
Mains water	This is the public water supply. If the property is not connected to the mains water supply, it may rely on a borehole. This needs to be checked before the property purchase goes ahead.

Who's responsible for the maintenance of sewers and drains?

Responsibility for sewers and drains is generally shared between the property owner and Anglian Water Services Limited. Sometimes a Local Authority, the Highways Agency or an internal drainage board may also have responsibility.

The information below applies specifically to the split of responsibility between the property owner and the water company.

Public sewers (to take away foul water and surface water)

A public sewer is defined as all the sewers outside the boundary of the property and any shared sewers within the property boundary (provided the latter were connected to the public sewer before 1 July 2011). If a sewer is public, Anglian Water owns the sewer and has responsibility for maintenance, and any blockages or leaks should be reported to them on 03457 145 145. Public sewers appear on the public sewer map which can be found at the end of your CON29DW report, but please note that, due to recent changes in sewer ownership, not all public sewers may yet be on the map.

Private sewers (to take away foul water and surface water)

If the sewer within the boundary serves a single property, the sewer is defined as private. If there's a private sewer within the property boundary, the property owner owns the sewer and is responsible for maintenance. This also applies to shared sewers if they were connected to the public sewer after 1 July 2011. Private sewers aren't shown on the sewer map in this report.

Drains

A pipe connecting a single property to a public sewer (or to a sewer covered by an [S104 agreement](#)) is referred to as a drain. Drains are private and the property owner is responsible for maintenance. Drains aren't shown on the sewer map in this report.

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All you need to know - understanding the CON29DW report

Different property types

Sewer ownership can vary slightly depending on property type. Please see the illustrations below for full details. For further information you can also visit the Anglian Water website - <https://www.anglianwater.co.uk/services/wastewater-treatment/keeping-the-sewers-clear/sewer-ownership/>

 Private drains  Public drains



Terraced Properties

As sewer pipes for terraced properties are usually shared, the majority of terraced properties have a public sewer passing within the property boundaries. The exceptions are the pipes within the end terrace boundary (shown on the left in this illustration) where the run of the sewer begins, and the lateral drains connecting all individual properties to the public sewer.



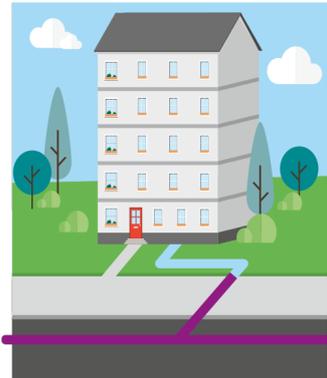
Semi-Detached

The majority of semi-detached properties share a sewer, meaning that most of the sewer pipe is public. The exceptions are the pipes within the end property (shown on the left in this illustration), and the lateral drains connecting both properties to the public sewer.



Detached

Detached properties are most likely to connect directly to the public sewer, with no shared pipes. This means that in most cases the pipes within the boundary are private. This is important to note as owners are generally responsible for a longer length of sewer pipe.



Apartment/Flats

Apartments and flats generally connect directly to the public sewer meaning that, in most cases, the sewer pipes within the boundary are private. This is important for owners of the individual flats as they have joint responsibility for these pipes. In some cases the pipes may be the responsibility of the management company.

What's an adoption agreement and why is it important?

An adoption agreement, (also known as a Section 104 agreement) is an agreement between the owners of a private sewer (usually a property developer) and the water company. The agreement states that, once the developer has constructed the sewer to an agreed standard and maintained it for an agreed period, the water company will adopt it and it will become a public sewer. Before this happens, the sewer remains private, owned by the developer.

The solicitor should ask to see a copy of the Section 104 agreement (available from Anglian Water or the developer) to check that it covers the particular property. They should also ask to see a copy of any Section 104 agreement to check that it covers the particular property and should also ask whether a bond was paid by the developer. The bond is intended to cover water company costs should the developer not complete the sewer to the agreed standard. If a bond has been paid, this information will be included in [question 2.6](#) of the report.

When dealing with fairly new properties it's quite common that the Section 104 agreement is not yet completed. If the proposed property purchase is more than about 5 years old, however, the purchaser's solicitor should enquire into why there's no agreement.

If there's no agreement in place the solicitor should check with Anglian Water whether they're planning to adopt. If not, the purchaser and the lender need to be aware of this as the cost of maintaining and repairing private sewers can be very expensive.

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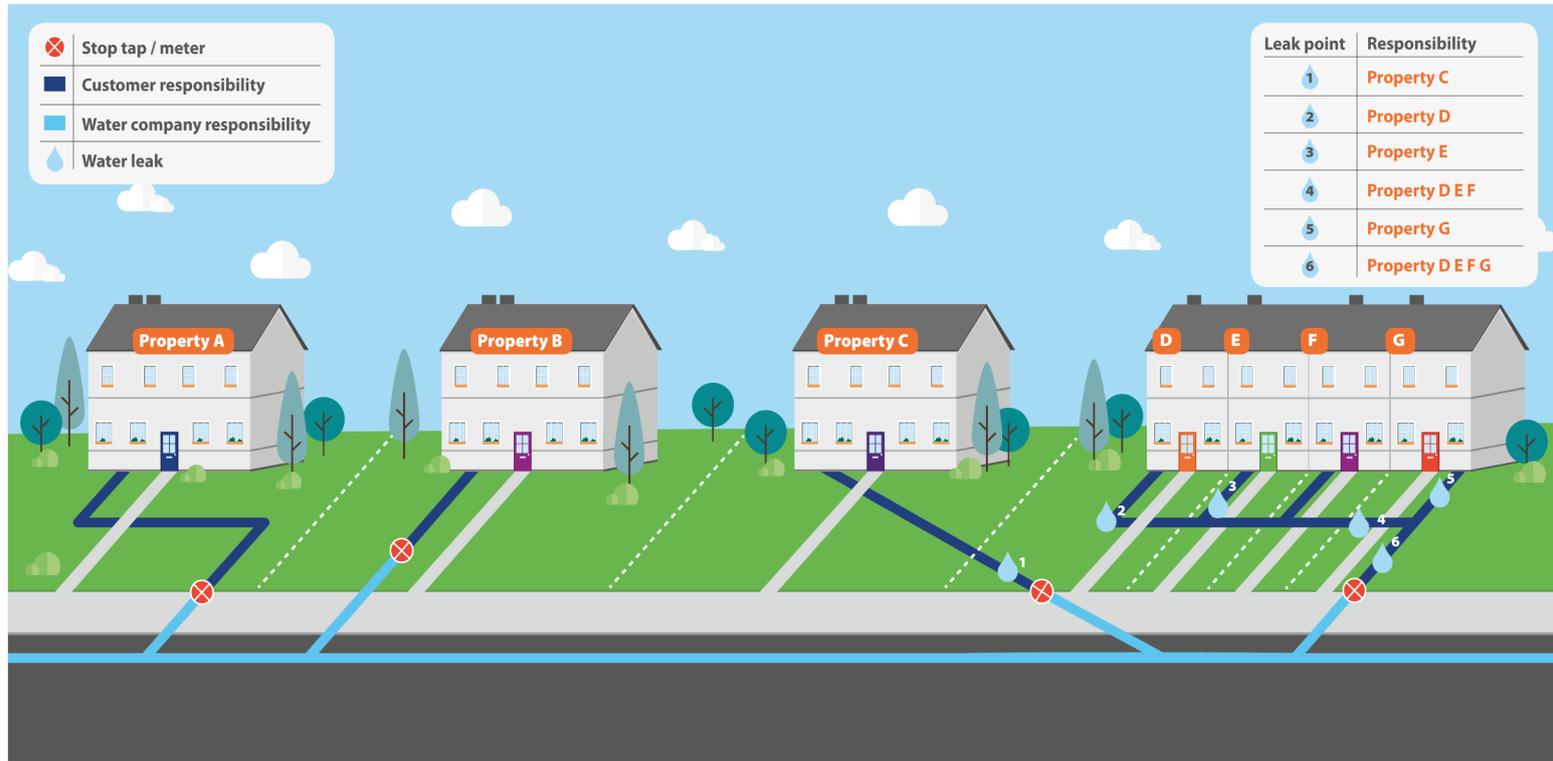
All you need to know - understanding the CON29DW report

Who's responsible for the maintenance of water supply pipes?

In most cases Anglian Water Services Limited is responsible for the pipes from the water mains up to your property boundary (or the stop tap / meter, if this is inside your property boundary). Sometimes the stop tap or meter is located on the external wall of your property (not reflected in our diagram); in which case you are responsible for the pipe work which runs between your property boundary and the inlet of the meter box.

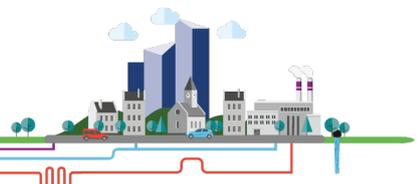
There are a few situations when your responsibility can extend beyond your property boundary, but you (or your landlord) are responsible for that section of pipework. See property C below.

In the case of a shared supply pipe - see properties D, E, F and G below - responsibility and costs for maintenance or repair are shared between the properties.



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All you need to know - understanding the CON29DW report

Who's responsible for the maintenance of pumping stations?

After 1 October 2016, many private pumping stations became the responsibility of water companies (provided they were connected before 1 July 2011). This applies to all stations that serve two or more properties, unless both properties are leasehold and situated on a single curtilage (e.g. many industrial or commercial pumping stations). A pumping station which serves only a single property remains private, unless it's situated on third-party land.

Anglian Water is currently identifying and assessing all pumping stations and, once the team identifies a station that's their responsibility, they write to the property owner(s) to inform them of their intention to adopt. This includes waivers of consent, i.e. allowing Anglian Water access to pumping stations on the homeowner's land. Once a pumping station becomes the responsibility of Anglian Water, it will also appear on the map within your CON29DW report.

Once the water company has taken on responsibility for a pumping station, they are responsible for maintenance and anything that goes wrong. If there's a private pumping station within the property boundary, the property owner has that responsibility. If there's more than one property owner, e.g. in the case of apartments and flats, owners may have joint responsibility or it may be the responsibility of the management company.

If you think your private pumping station should be the responsibility of Anglian Water, you can find out more on the Anglian Water website <https://www.anglianwater.co.uk/services/wastewater-treatment/keeping-the-sewers-clear/private-pumping-stations/> As pumping stations come in all shapes and sizes, this page also includes a useful guide to what you should be looking for.

Sustainable drainage systems

Rather than surface water (rainwater) running straight into the sewers, sustainable drainage systems (also known as SuDS) slow down the water flow, absorbing it or holding it back in ponds or other landscape features. This helps to reduce the risk of flooding and of pollution caused by surface water carrying waste into watercourses.

Your CON29DW report provides information on whether surface water from a property drains to a public sewer. But if the property was built after 6 April 2015, the surface water drainage may be provided by a sustainable drainage system. If this is the case, then checks should be made either with the property developer or by reviewing question 3.3 of the CON29 from the Local Authority.

Paying for your water and sewerage services

For details of charges please visit your provider's website (see questions [4.1.1](#) and [4.1.2](#)). If your provider is Anglian Water, you can find details of both water and sewerage services on their website - <https://www.anglianwater.co.uk/services/extra-support/charges-explained>

If there's already a water meter at the property, your water usage will be measured and charged according to the meter. If there's no meter, the water charge will be a fixed annual charge (i.e. water rates). Homeowners with a fixed charge can also apply to have a meter fitted.

Please note that the water company may choose to install a meter at the property upon change of occupancy.

Who looks after what?

**Anglian Water billing services
(general enquiries about your water bill)**
0345 791 9155

Anglian Water emergency line (24/7)
0345 714 5145

Anglian Water - reporting a leak (24/7)
0800 771 881

**In Your Area
(get the latest updates on repairs or
planned work in your area)**
<https://inyourarea.digdat.co.uk/AnglianWater>

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Summary of Responses:

Maps

1.1	Where relevant, please include a copy of an extract from the public sewer map.	Map included
1.2	Where relevant, please include a copy of an extract from the map of waterworks.	Map included

Drainage

2.1	Does foul water from the property drain to a public sewer?	Yes
2.2	Does surface water from the property drain to a public sewer?	Yes
2.3	Is a surface water drainage charge payable?	Yes
2.4	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	No
2.4.1	Does the public sewer map indicate any public pumping station or ancillary apparatus within the boundaries of the property?	No
2.5	Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	Yes
2.5.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?	No
2.6	Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?	No
2.7	Has a Sewerage Undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?	Not applicable
2.8	Is any building which is, or forms part of the property, at risk of internal flooding due to overloaded public sewers?	No
2.9	Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	See answer.

Water

3.1	Is the property connected to mains water supply?	Yes
3.2	Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	Yes.
3.3	Is any water main or service pipe serving, or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?	No.
3.4	Is this property at risk of receiving low water pressure or flow?	No known risk.
3.5	What is the classification of the water supply for the property?	Very Hard
3.6	Please include details of the location of any water meter serving the property.	Not applicable - See answer.

Charging

4.1.1	Who is responsible for providing the sewerage services for the property?	Anglian Water Services Ltd
4.1.2	Who is responsible for providing the water services for the property?	Anglian Water Services Ltd
4.2	Who bills the property for sewerage services?	Anglian Water Services Ltd
4.3	Who bills the property for water services?	Anglian Water
4.4	What is the current basis for charging for sewerage and/or water services at the property?	Unmeasured.
4.5	Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?	See answer.

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Maps

Question 1.1 Where relevant, please include a copy of an extract from the public sewer map.

Answer

A copy of an extract of the public sewer map is included, showing the public sewers, disposal mains and lateral drains in the vicinity of the property.

Public Sewers are defined as those for which Anglian Water Services Limited holds statutory responsibility under the Water Industry Act 1991.

Anglian Water Services Limited is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.

An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Assets other than public sewers may be shown on the copy extract for information.

Question 1.2 Where relevant, please include a copy of an extract from the map of waterworks.

Answer

A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property.

The map of waterworks has been supplied by: Anglian Water Services Ltd
Lancaster House
Lancaster Way
Ermine Business Park
Huntingdon
Cambridgeshire
PE29 6XU
Tel: 03457 145 145
www.anglianwater.co.uk

The "water mains" in this context are those which are vested in and maintainable by the responsible Water company under statute.

Assets other than public water mains may be shown on the plan, for information only.

Water companies are not responsible for private supply pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.

The enclosed extract of the public water main record shows known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

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Drainage

Question 2.1 Does foul water from the property drain to a public sewer?

Answer Records indicate that foul water from the property does drain to a public sewer.

Anglian Water Services Limited is not responsible for any private drains and sewers that connect the property to the public sewerage system, and does not hold details of these. The property owner will normally have sole responsibility for private drains serving the property.

When an extract from the public sewer map is included, this will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Question 2.2 Does surface water from the property drain to a public sewer?

Answer Records indicate that surface water from the property does drain to a public sewer.

If the property was constructed after 6 April 2015 the surface water drainage may be served by a Sustainable Drainage System. Further information may be available from the developer or question 3.3 of the CON29 search from the local authority.

Anglian Water Services Limited is not responsible for private drains and sewers that connect the property to the public sewerage system, and do not hold details of these.

This information is provided based on the existing billing records for the property. It is the responsibility of the homeowner to notify the sewerage undertaker should this not be accurate and surface water does not drain to the public sewer. The charge for surface water drainage will still be payable if the property drains only partially to the public sewer, as well as to a soakaway or to ground.

If on inspection the buyer finds that the property is not connected for surface water drainage, the property may be eligible for a rebate of the surface water drainage charge.

If surface water does not drain to the public sewerage system the property may have private facilities in the form of a soakaway or private connection to a watercourse.

Details can be obtained from Anglian Water Services Limited, telephone 0800 169 3271 or visit : www.anglianwater.co.uk/services/extra-support/tariff-options/sewerage-charges/surface-water-drainage/

For further information on surface water drainage, please visit the Ofwat website; www.ofwat.gov.uk/households/your-water-bill/surfacewaterdrainage/

Question 2.3 Is a surface water drainage charge payable?

Answer Records confirm that a surface water drainage charge is payable for the property at £49 for each financial year.

If the property was constructed after 6 April 2015 the surface water drainage may be served by a Sustainable Drainage System. Further information may be available from the developer or question 3.3 of the CON29 search from the local authority.

Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are payable.

Where surface water charges are payable but upon inspection the property owners believe that surface water does not drain to the public sewerage system, an application can be made to Anglian Water Services Limited to end future surface water charges by contacting them on 0800 169 3271. Further information can be found by visiting: <https://www.anglianwater.co.uk/services/extra-support/tariff-options/sewerage-charges/surface-water-drainage/>

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Question 2.4 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?

Answer

The public sewer map included indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property.

However, on 1 October 2011, private sewers that serve a single property and lie outside the boundary of that property, were transferred into public ownership. Therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may prevent or restrict development of the property.

The boundary of the property has been determined by reference to the Ordnance Survey record.

The presence of a public sewer running within the boundary may restrict further development. Anglian Water Services Limited has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of Anglian Water Services Limited or its contractors needing to enter the property to carry out work.

Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an "as constructed" record. It is recommended that these details are checked with the developer.

Please note if the property was constructed after 1 July 2011 any sewers and/or lateral drain within the boundary of the property are the responsibility of the homeowner.

Question 2.4.1 Does the public sewer map indicate any public pumping station or ancillary apparatus within the boundaries of the property?

Answer

The public sewer map included indicates that there is no public pumping station within the boundaries of the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

Only private pumping stations installed before 1 July 2011 and servicing 2 or more properties will be transferred into the ownership of Anglian Water Services Limited.

Pumping stations installed after 1 July 2011 will remain the responsibility of the homeowners unless they are the subject of an adoption agreement.

Anglian Water Services Limited will have rights of access to maintain their assets which is anticipated to be completed on a 12 monthly basis and which will be reviewed dependent on monitoring and performance.

Further information can be found on the pumping station adoption in the information pages of this report.

Question 2.5 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

Answer

The public sewer map included indicates that there is a public sewer within 30.48 metres (100 feet) of a building within the property. (See supplied extract from the public sewer map). On 1 October 2011 private sewers were transferred into public ownership, therefore there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.

The presence of a public sewer within 30.48 metres (100 feet) of any building within the boundary of the property can result in the local authority requiring a property to be connected to the public sewer.

The measure is estimated from the Ordnance Survey record, between any building within the boundary of the property and the nearest public sewer.

Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an "as constructed" record. It is recommended that these details are checked with the developer.

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Question 2.5.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?

Answer

The public sewer map included indicates that there is no public pumping station within 50 metres (164.04 feet) of any buildings within the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

Only private pumping stations installed before 1 July 2011 and servicing 2 or more properties will be transferred into the ownership of Anglian Water Services Limited.

Pumping stations installed after 1 July 2011 will remain the responsibility of the homeowners unless they are the subject of an adoption agreement.

Anglian Water Services Limited will have rights of access to maintain their assets which is anticipated to be completed on a 12 monthly basis and which will be reviewed dependent on monitoring and performance.

Further information can be found on the pumping station adoption in the information pages of this report.

Question 2.6 Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?

Answer

The property is part of an established development and in terms of a Foul Sewer is not subject to an adoption agreement.

The property is part of an established development and in relation to surface and lateral drains is not subject to an adoption agreement.

This enquiry is of interest to purchasers of new properties who will want to know whether or not the property will be linked to a public sewer.

Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of public drains and sewers for which they will hold maintenance and renewal liabilities.

On 1 October 2011 all foul Section 104 sewers laid before 1 July 2011 were transferred into public ownership, excluding those that discharge to a privately owned sewage treatment or collection facility. All surface Section 104 sewers that do not discharge to a public watercourse were also transferred. Anglian Water Services Limited mapping records are constantly being reviewed and updated and may not yet reflect this change, therefore there may be additional public sewers, disposal mains or lateral drains which are not yet recorded on the public sewer map or public sewers that still show as Section 104 sewers.

Question 2.7 Has a Sewerage Undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?

Answer

The company's records confirm that there is not a statutory agreement or consent in respect of building over/near a public sewer at this property. For historical reasons the company may not be aware of some agreements or consents which have been entered into by the local authority. Whilst an 'agreement' may not exist, current Building Regulation guidance permits building over/near sewers in certain circumstances. Consent without an agreement may have been issued by Anglian Water or independently by the Building Control Body. As long as the extension has a valid building regulations certificate then this should prove adequate assurance to the purchaser.

Anglian Water Services Limited is obliged to maintain its sewers. If any problem was to arise, Anglian Water Services Limited would investigate the problem and has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of Anglian Water Services Limited or its contractors needing to enter the property. In advance of any problem it is difficult to predict the effect the works would have on the property. Similarly, the position as to liability of both the property owner and Anglian Water Services Limited would need to be ascertained.

On 1 October 2011 private sewers were transferred into public ownership, therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may further prevent or restrict development of the property.

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Question 2.8 Is any building which is, or forms part of the property, at risk of internal flooding due to overloaded public sewers?

Answer

The property is not recorded as being at risk of internal flooding due to overloaded public sewers. On 1 October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership. It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which Anglian Water may not be aware of. For further information it is recommended that enquiries are made of the vendor as to any previous flooding occurrences.

An internal sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. Flat gradient, small diameter). Internal Flooding as a result of temporary problems such as blockage, siltation, collapses, and equipment or operational failures are excluded.

"Internal flooding" from public sewers is defined as flooding which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.

"At Risk" properties are those that Anglian Water Services Limited, after investigation, are able to confirm have suffered internal flooding from public foul, combined or surface water sewers (either once or twice in ten years) due to overloading in the sewerage systems.

Properties which have flooded internally as a result of storm events proven to be exceptional (defined as a storm return period equal to or greater than 1 in 20) are not included.

Properties may be at risk of internal flooding but not included where internal flooding incidents have not been reported to Anglian Water Services Limited.

Public sewers are defined as those for which Anglian Water Services Limited holds statutory responsibility under the Water Industry Act 1991.

It should be noted that internal flooding can occur from private sewers and drains which are not the responsibility of Anglian Water Services Limited. This report excludes internal flooding from private sewers and drains and Anglian Water Services Limited makes no comment upon this matter.

For further information please visit www.anglianwater.co.uk or contact Anglian Water customer services on 03457 145 145.

For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.

Question 2.9 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.

Answer

The nearest sewage treatment works is 5.40 kilometres to the East of the property. The name of the sewage treatment works is WHITLINGHAM TROWSE STW (Anglian Water Services).

The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated.

The Sewerage Undertaker's records were inspected to determine the nearest sewage treatment works. It should be noted, therefore, that there may be a private sewage treatment works closer than the one detailed above that has not been identified.

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Water

Question 3.1 Is the property connected to mains water supply?

Answer Records indicate that the property is connected to mains water supply.

Question 3.2 Are there any water mains, resource mains or discharge pipes within the boundaries of the property?

Answer  The map of waterworks indicates that there are water mains, resource mains or discharge pipes within the boundaries of the property.

The boundary of the property has been determined by reference to the Ordnance Survey record.

The presence of a public water main within the boundary of the property may restrict further development within it. Water companies have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of Anglian Water Services Limited or its contractors needing to enter the property to carry out work. In addition, if Public water mains (which includes a bypass valve) lie within the property boundary they are protected from interference under section 174 of the Water industry Act 1991 and certain activities must not take place within a protected strip lying 3.5m from the medial line of the public water mains and bypass valve without the consent of Anglian Water Services Limited. This includes the erection of any building wall or other structure, whether permanent or temporary, withdrawal of support for the water main, any piling or percussive works, alteration of ground levels, the planting of trees or shrubs, any other activities that may endanger, injure or damage the public water mains or the bypass valve or adversely affect the quality or free flow of water through them. Anglian Water Services Limited may exercise powers of entry over the property (conferred by sections 159 and 168 of the 1991 Act) and work within that protected strip in order to inspect, maintain, repair or alter the public water mains or bypass valve, but in doing so will comply with all statutory requirements such as the provision of notice and the payment of compensation.

Question 3.3 Is any water main or service pipe serving, or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?

Answer Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.

This enquiry is of interest to purchasers of new homes who will want to know whether or not the property will be linked to the mains water supply.

Please note this could relate to a piece of land and is not subject to an adoption agreement.

Section 51A of the Water Industry Act 1991, as amended by Water Industry Act 2003 "Agreements to adopt water main or service pipe at future date", sets out the framework for water companies to enter into agreements with persons constructing or proposing to construct new water mains and service pipes for domestic purposes.

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Question 3.4 Is this property at risk of receiving low water pressure or flow?

Answer

Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow.

"Low water pressure" means water pressure below the reference level which is the minimum pressure when demand on the system is not abnormal. Anglian Water Services Limited maintain a Low Pressure Register of properties that are at risk of persistently receiving pressure below the reference level, provided that allowable exclusions do not apply. (i.e. events which can cause pressure to temporarily fall below the reference level).

The reference level of service is a flow of 9 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap (mst). The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the main stop tap.

The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served. For two properties, a flow of 18 litres/minute at a pressure of 10 metres head on the customers' side of the main stop tap (mst) is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS806-3 or the Institute of Plumbing handbook.

Allowable exclusions: Anglian Water Services Limited includes in the Low Pressure Register properties receiving pressure below the reference level, provided that allowable exclusions listed below do not apply.

Abnormal demand: This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand which are normally expected. Anglian Water Services Limited exclude properties which are affected by low pressure only on those days with the highest peak demands. During the report year Anglian Water Services Limited may exclude, for each property, up to five days of low pressure caused by peak demand.

Planned maintenance: Anglian Water Services Limited do not report low pressures caused by planned maintenance.

One-off incidents: This exclusion covers low pressure incidents caused by one-off events: mains bursts; failures of company equipment (such as PRVs or booster pumps); firefighting; and action by a third party

Low pressure incident of a short duration: Properties affected by low pressure which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year.

Question 3.5 What is the classification of the water supply for the property?

Answer

The water supplied to the property has an average water hardness of 135.221000 mg/l which is defined as Very Hard by Anglian Water Services Ltd

Water hardness can be expressed in various different units, for example, the hardness setting for a dishwasher is commonly expressed in degrees Clark. You should be able to find the required unit in your appliance's manual. The following table shows the various different units of the water hardness measurement for this property: undefined

Calcium (mg/l or ppm)	Calcium Carbonate (mg/l or ppm)	Degrees Clark (°Clark or °e)	Degrees French (°f or °fH)	Degrees German (°dh or °dgH)	mmol/l (Millimoles of ca/l)
135.221000	338.052500	23.663675	33.805250	18.930940	3.380525

Question 3.6 Please include details of the location of any water meter serving the property.

Answer

Records indicate that the property is not served by a water meter.

For further information please contact: Anglian Water

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Charging

Question 4.1.1 Who is responsible for providing the sewerage services for the property?

Answer Anlian Water Services Ltd
 Lancaster House
 Lancaster Way
 Ermine Business Park
 Huntingdon
 Cambridgeshire
 PE29 6XU
 Tel: 03457 145 145
www.anlianwater.co.uk

Question 4.1.2 Who is responsible for providing the water services for the property?

Answer Anlian Water Services Ltd
 Lancaster House
 Lancaster Way
 Ermine Business Park
 Huntingdon
 Cambridgeshire
 PE29 6XU
 Tel: 03457 145 145
www.anlianwater.co.uk

Question 4.2 Who bills the property for sewerage services?

Answer The property is billed for sewerage services by: Anlian Water Services Ltd

If the property is not billed for sewerage services this could indicate that an account hasn't been set up with the sewerage provider or the property has a private drainage system. The above answer is based on the most up to date billing records listed for the property. If the current occupier believes this answer to be incorrect, they will need to contact their sewerage provider to ensure these records are amended.

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Question 4.3 Who bills the property for water services?

Answer

The property is billed for Water services by Anglian Water: Lancaster House
Lancaster Way
Ermine Business Park
Huntingdon
Cambridgeshire
PE29 6XU
Tel: 03457 145 145
www.anglianwater.co.uk

If the property is not billed for water services this could indicate that an account hasn't been set up with the water provider or the property has a private water supply. The above answer is based on the most up to date billing records listed for the property. If the current occupier believes this answer to be incorrect, they will need to contact their water provider to ensure these records are amended.

Question 4.4 What is the current basis for charging for sewerage and/or water services at the property?

Answer

The charges are based on the rateable value of the property of 638.0000000 and the charge for the current financial year is £1190.66

Water and sewerage companies full charges are set out in their charge schemes which are available from the relevant company free of charge upon request.

On change of occupation, Anglian Water Services Limited may install a meter at the premises and base charges upon the measured tariff. Anglian Water Services Limited may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for: watering the garden, other than by hand (this includes the use of sprinklers) Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

If you don't have a water meter, you are charged based on the Rateable Value (RV) of the property. This value was set back in March 1990 and is based on a number of different factors including the size of your home, the number of rooms and the amenities you have in your area. Although RV's are no longer set by councils, Anglian Water Services Limited still have to use the values fixed in 1990 or earlier as the basis for the charges.

Question 4.5 Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?

Answer

The basis for charges will be based on an unmeasured supply.

Water and Sewerage companies full charges are set out in their charges schemes which are available from the relevant company free of charge upon request.

On change of occupation, Anglian Water Services Limited may install a meter at the premises and base charges upon the measured tariff. Anglian Water Services Limited may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for: watering the garden, other than by hand (this includes the use of sprinklers) Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

Where charges are levied to a third party, the occupier needs to contact the vendor to confirm charging arrangements.

For properties in the Anglian Water Services Limited region, where Anglian Water Services Limited supply clean water and a meter is installed, all charges levied at the property will be based on a metered consumption.

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APPENDIX 1: General interpretation

(1) In this Schedule-

'the 1991 Act' means the Water Industry Act 1991(a);

'the 2000 Regulations' means the Water Supply (Water Quality) Regulations 2000(b); 'the 2001 Regulations' means the Water Supply (Water Quality) Regulations 2001(c);

'adoption agreement' means an agreement made under Section 51A(1) or 104(1) of the 1991 Act (d); 'bond' means a surety granted by a developer who is a party to an adoption agreement;

'bond waiver' means an agreement with a developer for the provision of a form of financial security as a substitute for a bond; 'calendar year' means the twelve months ending with 31st December;

'discharge pipe' means a pipe from which discharges are made or are to be made under Section 165(1) of the 1991 Act; 'disposal main' means (subject to Section 219(2) of the 1991 Act) any outfall pipe or other pipe which-

(a) is a pipe for the conveyance of effluent to or from any sewage disposal works, whether of a sewerage undertaker or of any other person;

(b) and is not a public sewer;

'drain' means (subject to Section 219(2) of the 1991 Act) a drain used for the drainage of one building or any buildings or yards appurtenant to buildings within the same curtilage;

'effluent' means any liquid, including particles of matter and other substances in suspension in the liquid; 'financial year' means the twelve months ending with 31st March;

'lateral drain' means-

(a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or

(b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under Section 102 of the 1991 Act or in an agreement made under Section 104 of that Act (e);

'licensed water supplier' means a company which is the holder for the time being of a water supply licence under Section 17A(1) of the 1991 Act(f);

'maintenance period' means the period so specified in an adoption agreement as a period of time-

(a) from the date of issue of a certificate by a sewerage undertaker to the effect that a developer has built (or substantially built) a private sewer or lateral drain to that undertaker's satisfaction; and

(b) until the date that private sewer or lateral drain is vested in the sewerage undertaker;

'map of waterworks' means the map made available under section 198(3) of the 1991 Act (g) in relation to the information specified in subsection (1A); 'private sewer' means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a sewerage undertaker;

'public sewer' means, subject to Section 106(1A) of the 1991 Act(h), a sewer for the time being vested in a sewerage undertaker in its capacity as such, whether vested in that undertaker-

(a) by virtue of a scheme under Schedule 2 to the Water Act 1989(i);

(b) by virtue of a scheme under Schedule 2 to the 1991 Act (j);

(c) under Section 179 of the 1991 Act (k); or

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(d) otherwise;

'public sewer map' means the map made available under Section 199(5) of the 1991 Act (l);

'resource main' means (subject to Section 219(2) of the 1991 Act) any pipe, not being a trunk main, which is or is to be used for the purpose of-

(a) conveying water from one source of supply to another, from a source of supply to a regulating reservoir or from a regulating reservoir to a source of supply; or

(b) giving or taking a supply of water in bulk;

'sewerage services' includes the collection and disposal of foul and surface water and any other services which are required to be provided by a sewerage undertaker for the purpose of carrying out its functions;

'Sewerage Undertaker' means the Company appointed to be the sewerage undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated;

'surface water' includes water from roofs and other impermeable surfaces within the curtilage of the property;

'water main' means (subject to Section 219(2) of the 1991 Act) any pipe, not being a pipe for the time being vested in a person other than the water undertaker, which is used or to be used by a water undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or supplier, as distinct from for the purpose of providing a supply to particular customers;

'water meter' means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises; 'water supplier' means the Company supplying water in the water supply zone, whether a water undertaker or licensed water supplier;

'water supply zone' means the names and areas designated by a water undertaker within its area of supply that are to be its water supply zones for that year; and

'Water Undertaker' means the Company appointed to be the water undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated.

(2) In this Schedule, references to a pipe, including references to a main, a drain or a sewer, shall include references to a tunnel or conduit which serves or is to serve as the pipe in question and to any accessories for the pipe.

(a) 1991 c.56.

(b) S.I. 2000/3184. These Regulations apply in relation to England.

(c) S.I. 2001/3911. These Regulations apply in relation to Wales.

(d) Section 51A was inserted by Section 92(2) of the Water Act 2003 (c. 37). Section 104(1) was amended by Section 96(4) of that Act.

(e) Various amendments have been made to Sections 102 and 104 by section 96 of the Water Act 2003.

(f) Inserted by Section 56 of and Schedule 4 to the Water Act 2003.

(g) Subsection (1A) was inserted by Section 92(5) of the Water Act 2003.

(h) Section 106(1A) was inserted by Section 99 of the Water Act 2003.

(i) 1989 c.15.

(j) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.

(k) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.

(l) Section 199 was amended by Section 97(1) and (8) of the Water Act 2003.

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1. Introduction

1.1 These Terms set out the terms which will apply in respect of any Orders You place with Us for a Report, as defined below.

1.2 These Terms may need to be amended from time to time and have a publication date which will be updated when any changes are made. Every time You wish to place an Order, please check these Terms to ensure You understand the terms which apply at that time, as they may have changed since an earlier order You may have placed.

1.3 If You do not accept these Terms You must not place any Orders with Us.

1.4 If You are trading as a business, it is also Your responsibility to ensure that prior to placing an Order on behalf of a Client, that You make Your Client aware of the Terms, and that they accept them.

2. Interpretations & Definitions

2.1 In addition to any defined terms, the following words shall have the following meanings:

(a) 'Client' means the person, company or body (including where required, their mortgage lender) for whom You have agreed to supply one or more Reports in the normal course of business.

(b) 'Map' means any Ordnance Survey map (and any data contained therein) provided as part of the Services.

(c) 'Order' means any request for a Report made by You to Us

(d) 'Report' means the report known as the 'CON29DW' prepared by Us providing drainage and water information in relation to a Residential Property.

(e) 'Residential Property' means the address(es) or location(s) of a residential property provided by You when You place an Order.

(f) 'Services' means the provision of a Report.

(g) 'Terms' means these terms and conditions for CON29DW enquiries and General Terms means any general commercial terms in effect between the parties.

(h) 'We', 'Our' and 'Us' means Anglian Water Services Limited trading as Geodesys, being a company registered in England and Wales with company number 2366656, and whose registered office address is at Lancaster House, Lancaster Way, Huntingdon PE29 6XU, and whose principle place of trading is at Osprey House, 1 Percy Road, Huntingdon PE29 6XU.

(i) 'Website' means www.geodesys.com.

(j) 'You' and 'Your' means the person, firm or company requesting the provision of property-related and company search information and reports from Us.

3. Placing Orders and Our Agreement

3.1 Your Order constitutes an offer by You to purchase Report(s) from Us.

3.2 When You place an Order, You will receive an e-mail from Us acknowledging that We have received Your Order, but this does not mean We have accepted Your Order

3.3 We may choose not to accept Your Order, but on the rare occasion that this may occur, We will aim to notify You within 48 hours. For the avoidance of doubt, no contract will exist between Us until We have expressly accepted Your Order.

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4. Cancellation rights

As a consumer

4.1 Where You are an individual consumer (and not acting for purposes wholly or mainly relating to Your trade, business, craft or profession), You have specific legal rights relating to cancellation of any Order You may place. You may cancel Your Order at any time within 14 days after the day on which the contract is entered into ("Cancellation Period").

4.2 To exercise the right to cancel, You must tell Us of Your decision to cancel this contract by a clear statement.

4.3 Where You are ordering a Report as a consumer, due to Your cancellation rights, We will not process Your Order or provide the Report to You before the end of the Cancellation Period unless You provide Your express consent and You acknowledge that You will lose the right to cancel the contract under regulation 29(1) of the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulation 2013.

4.4 In addition to these rights, where We are able to, We will cancel any Order in accordance with Our cancellation policy, which can be found on Our Website.

As a Business

4.5 The Cancellation Period does not apply to Your Order if You are placing the Order wholly or mainly for purposes relating to Your trade, business, craft or profession.

4.6 If You cancel Your Order other than in accordance with this clause You may be liable for the payment of certain fees which are recoverable as detailed in Our cancellation policy at: www.geodesys.com/cancellation-policy.

5. The Report

5.1 We will prepare the Report using the Residential Property details You provide at the time You place Your Order. The Report You receive will rely on the accuracy, completeness and legibility of the address and/or plans You supply with Your Order.

5.2 The Report is produced only for use in relation to Residential Property which require the provision of drainage and water information and cannot be used for non-residential properties, development of land or any property used solely for carrying on a trade or business. Where You require a report for a non-residential property, or for the development of land, You can order a different report from Us, and different terms shall apply

5.3 The Report provides information as to the indicative location and connection status of existing services and other information relating to drainage and water enquiries and should not be relied on for any other purpose.

5.4 As You may expect, the information contained in the Report can change on a regular basis, so We cannot be responsible to You or if You are trading as a business to Your Client for any change in the information contained in the Report after the date on which the Report was produced (as shown in the Report).

5.5 The Report does not give details about the actual state or condition of the Residential Property or its connecting private services, nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Residential Property for any particular purpose. It should not be relied upon for determining saleability or value or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.

5.6 We will send the Report to the address You have provided in Your Order, including email address for online Orders.

5.7 You agree only to use the Report for the purpose for which it is supplied in accordance with these Terms.

5.8 Where We accept Your Order:

(a) We will provide the Services with reasonable skill and care; and

(b) Your Order will be fulfilled within a reasonable period.

5.9 In providing the Report, We will comply with all laws and regulations which apply to the provision of the Report including ensuring that We have all the necessary licences and permissions, including intellectual property rights to provide the Report.

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5.10 It is Your responsibility to ensure that Your Order, and the Report meet Your requirements if You are trading as a business the requirements of Your Client.

5.11 In providing You with this Report, We will comply with the Drainage & Water Searches Network (DWSN) Standards.

6. Disclaimers with regards to the Reports

6.1 Without prejudice to all other Terms, Geodesys accepts responsibility for the inaccuracy of location, or missing apparatus contained in the Maps with in the Report that arise as a result of negligence.

6.2 Notwithstanding clause 6.1, for the purposes of this Report, Geodesys will not seek to rely on any statements and/or disclaimer shown on any Maps which limits liability in relation to the accuracy and/or location of apparatus.

6.3 The Report should not be relied upon in the event of excavations at the Residential Property or other works without seeking independent advice in advance.

7. Intellectual Property Rights

7.1 The Report You receive is confidential and is intended for (a) Your own internal or personal purposes and/or (b) where You are trading as a business, the personal use of Your Client. The Report shall not be used or copied (in whole or in part) for any other use whatsoever, whether for commercial gain or otherwise

7.2 We grant You a non-exclusive and non-transferable licence:

(a) to make copies of the Reports (except the Map) for Your own internal purposes;

(b) to incorporate the Reports (other than the Map) into any written advice You provide in the normal course of Your business; and

(c) to disclose the Reports, where You are trading as a business, in the normal course of Your business to:

(i) Your Client; and or

(ii) anyone who is acquiring or considering acquiring an interest in or charge over the property to which the Report relates, and their professional advisers.

7.3 You must not alter any part of the Report including altering, removing or obscuring any logos and/or branding which is contained in a Report.

7.4 All intellectual property rights, including trademarks, domain names and copyright in the Reports are owned by Us and/or Our licensors.

7.5 Any Maps contained in any Report are protected by Crown Copyright. The Maps must not be used for any purpose other than as part of the Report. Neither You nor anyone You provide the Report to may reproduce the Maps without paying for a separate licence from Ordnance Survey.

7.6 No intellectual or other property rights are transferred or licensed to You or where You are trading as a business to Your Client or any other person except to the extent set out in these terms.

7.7 You agree to compensate Us against any losses, costs, claims, damages and/or expenses which We incur and/or suffer as a result of any breach of any intellectual property rights or obligations set out in any of the Terms) by You, or where You are trading as a business to Your Client or any party to whom You provide a copy of the Report.

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8. Additional Intellectual Property Right Provisions

8.1 The enquiries in the Report are protected by copyright by the Law Society of 113 Chancery Lane, London WC2A 1PL and must not be used for any purpose which is not expressly set out in these Terms.

8.2 The answers and information in the Report are protected by copyright by Geodesys.

9. Liability

9.1 This paragraph sets out the exclusions to and limitations on Our liability to You and if You are trading as a business to Your Client.

9.2 We will not be liable to You (and/or if You are trading as a business to Your Client) in contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise:

(a) if We do not accept Your Order;

(b) for any inaccuracies, mistakes or omissions in the Reports unless any such liability arises as a direct consequence of Our negligence.

9.3 Notwithstanding the above, nothing affects any party's liability for (a) death or personal injury arising from its negligence, (b) liability for fraud or fraudulent misrepresentation and / or (c) any other liability which cannot be excluded or limited under applicable law.

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10. Additional Provision relating to Our Liability to You for the Report

10.1 Subject to clause 9.3, Our total liability to You and/or if You are trading as a business to Your Client, whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise, arising under or in connection with these Terms and/or the provision of a Report limited to £10million in aggregate.

11. Customer Complaints Procedure

11.1 Geodesys offer a robust complaints procedure which can be found on Our Website.

11.2 If Your complaint has gone through Our complaints procedure and You are dissatisfied with the response or it has exceeded Our response timescales, You may refer Your complaint for consideration under The Property Ombudsman Scheme (TPOs). The Ombudsman can award up to £25,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience. You can obtain further information by visiting www.tpos.co.uk or email admin@tpos.co.uk.

11.3 In addition to the TPO redress scheme covering consumers, TPO will also provide redress for small businesses (including Charities and Trusts) that meet the following criteria:

- a small business (or group of companies) with an annual turnover of less than £3 million;
- a charity with an annual income of less than £3 million;
- a Trust with a net asset value of less than £3 million.

12. General

12.1 These Terms (and any General Terms or other documents referred to herein) are the only terms and conditions that shall apply to any Order and the provision of a Report by Us to You and shall constitute the entire agreement between You and Us and supersede, replace and extinguish any previous arrangement, understanding or agreement between Us relating to such Report

12.2 Any dispute or claim arising out of or in connection with these terms and or their subject matter or formation (including non-contractual disputes or claims) shall be governed by the laws of England and Wales. Any dispute (including any non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12.3 If there is any conflict or inconsistency between the provisions of these Terms and any other General Terms, the provisions of these Terms shall prevail.

12.4 In the event of any conflict of inconsistency between any information on the Website describing the features of the Report and these Terms, then these Terms shall prevail.

12.5 Where You are acting wholly or mainly in the normal course of Your trade, business, craft or profession Your Client is entitled to the benefit of these Terms. Save as provided in this clause 12.5, it is not intended that any other person who is not a party to these Terms has any right to enforce any term of these Terms under the Contracts (Rights of Third Parties) Act 1999.

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APPENDIX 3: Important consumer protection information

This search has been produced by Geodesys, a trading name of Anglian Water Services Ltd. Our address is - Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire, PE29 6SZ. To contact us - Tel 0800 085 8050 or email customer.services@geodesys.com.

Geodesys is a member of the Drainage and Water Searches Network (DWSN), a membership organisation for companies who are responsible for compiling full and complete responses to the Law Society's CON29DW Residential and CON29DW Commercial products.

For more information please visit www.dwsn.org.uk

Geodesys adhere to the DWSN Standards which set out to ensure DWSN members maintain high standards of product quality, consumer protection and customer service in the supply of responses to the Law Society's CON29DW Enquiry for the benefit of end-users and their professional advisers.

The DWSN Standards are:

- Promotion of best practice and quality
- Maintain adequate insurance
- Display the appropriate logos to signify high standards
- Respond to complaints in a timely fashion and provide an appropriate escalation procedure
- Comply with all applicable UK legislation, regulations and industry standards
- Act in a professional and honest manner and provide a service with due care and skill

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Complaints

Whilst we make every effort to ensure that all our searches are accurate and dispatched in a timely way, we understand that occasionally things may not go as planned. If you have a query or complaint about your search, you should raise it directly with us, and if appropriate ask for any complaint to be considered under our formal internal complaints procedure. We will always try to resolve a query or complaint immediately. 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). The Ombudsman can award up to £25,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience.

If it is not possible to resolve your complaint immediately, we will:

- Take all of the details and investigate your complaint under our formal complaints procedure. If we do not contact you within 5 working days of you raising the complaint, you will be entitled to £50 compensation.
- Always aim to resolve a complaint fully and in writing within 5 working days, but no later than 20 working days of receipt
- Keep you informed by letter, telephone or email as you prefer should we need more time to resolve the matter.
- 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.

If we consider your complaint to be justified we will:

- Refund your search fee.
- Provide you with a revised search.
- Take all action within our control to put things right.

Complaints should be sent to: Customer Services, Geodesys, Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire, PE29 6SZ, Tel: 0800 085 8050, Email: customer.services@geodesys.com

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman Scheme (TPOS).

TPOs Contact Details:

The Property Ombudsman scheme (TPOs)

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

Telephone: 01722 333306

Fax: 01722 332296

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

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

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Title: G3011822-1 Date: 05/09/25 Scale: 1:1000 Map Centre: 621901,308480

- | | | | |
|----------------------|--|--|---------|
| Water Main (Potable) | | | Hydrant |
| Decommissioned Water | | | Fitting |
| Water Main (Raw) | | | |

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