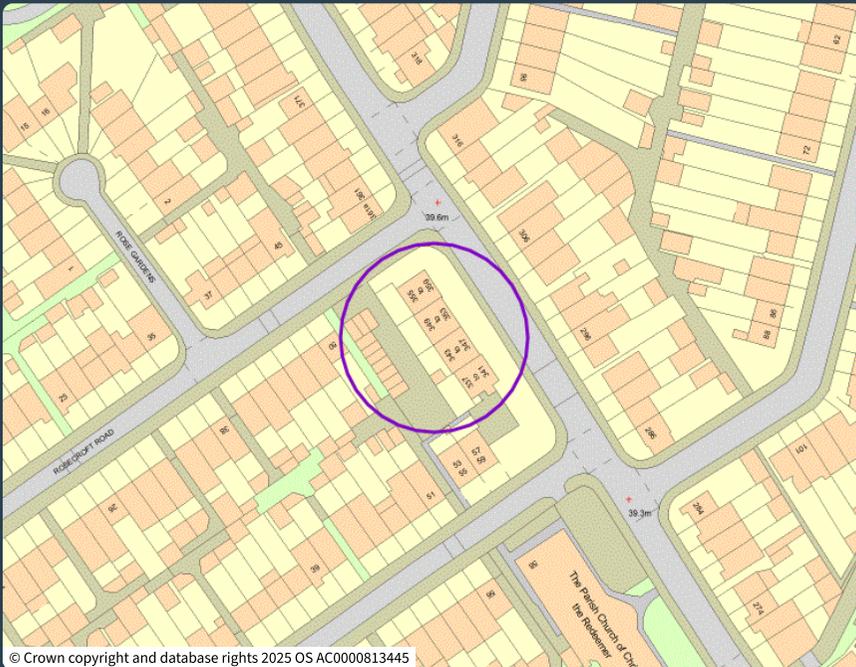


Property address

## 351 Allenby Road, SOUTHALL, UB1 2HE, England



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### Homebuyer advice

This report is designed to help you understand environmental factors that might be relevant to your property. Where you see underlined text, this indicates a hyperlink to help you navigate to the relevant section of the search. As this report includes information from a specified range of risk factors, we recommend reading each section to find out more and check our guidance.

### Professional opinion



Contaminated Land

[Page 2](#)

Passed

### Full assessment



Flood

[Page 3](#)

Passed



Climate change

[Page 4](#)

Identified



Ground stability

[Page 6](#)

Not Identified



Radon

[Page 7](#)

Not Identified



Energy & Infrastructure

[Page 8](#)

Identified



Planning constraints

[Page 9](#)

Not Identified

### Alert assessment



Coal mining

[Page 10](#)

No coal report required



Planning applications

[Page 11](#)

Identified

# Contaminated Land

PROFESSIONAL OPINION

Passed 

Passed Certificate

## No liability identified

The property is unlikely to be designated "contaminated land" within the meaning of Part 2A of the Environmental Protection Act 1990.

Approved by:

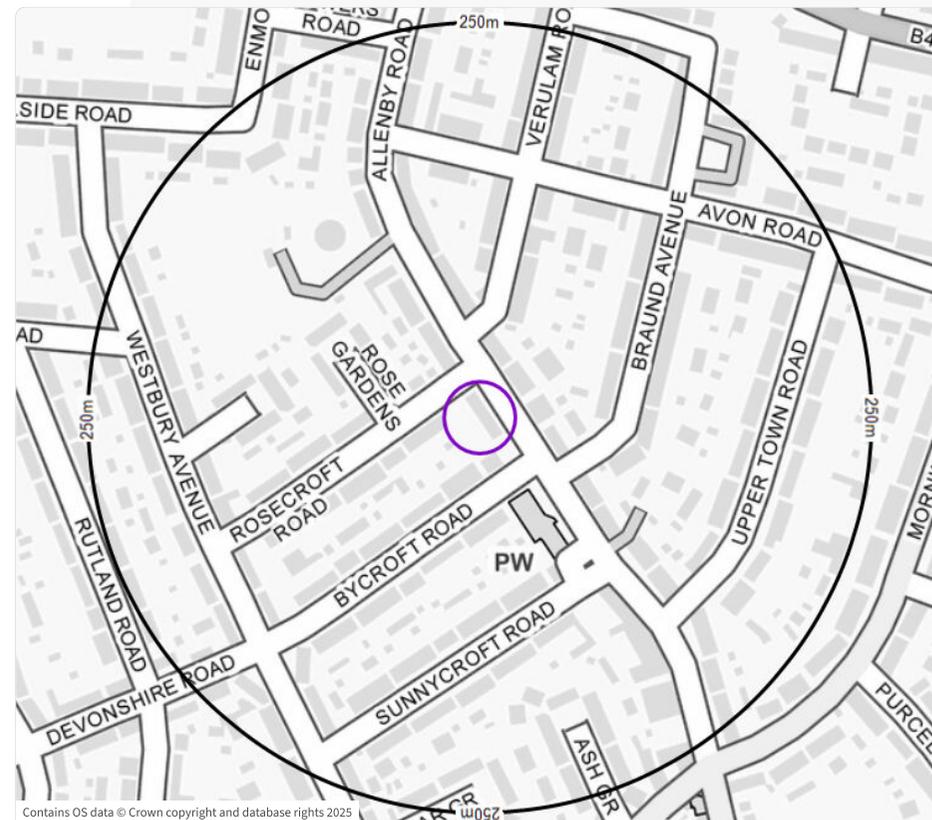


## Landmark Contribution

By purchasing this report, the recipient may be eligible for remediation contribution of up to £250,000 if served with a Remediation Notice by the local authority. Such a notice may require the homeowner to pay for all, or contribute to, the remediation of the property. For more information see Landmark's Terms and Conditions.

## Why we search this

Local Authorities have a duty to investigate potential land contamination. Where they identify a significant hazard, the owner of the land may find themselves liable to remediate. The aim of this assessment is to flag whether there is a risk of liability at your property, so it can be addressed as part of your due diligence process.



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Risk	Search radius	Result
Multiple features present		
Authorised Industrial Processes	On-site	Not Identified
Landfill & Waste	On-site	Not Identified
Incidents & Enforcements	On-site	Not Identified
Current Land Uses	On-site	Not Identified
Historical Land Uses	On-site	Not Identified

 **Flood**

FULL ASSESSMENT

Passed 

**Professional opinion**

We have identified the property to be within an area that is at minimal or no risk of flooding.

**Insurance**

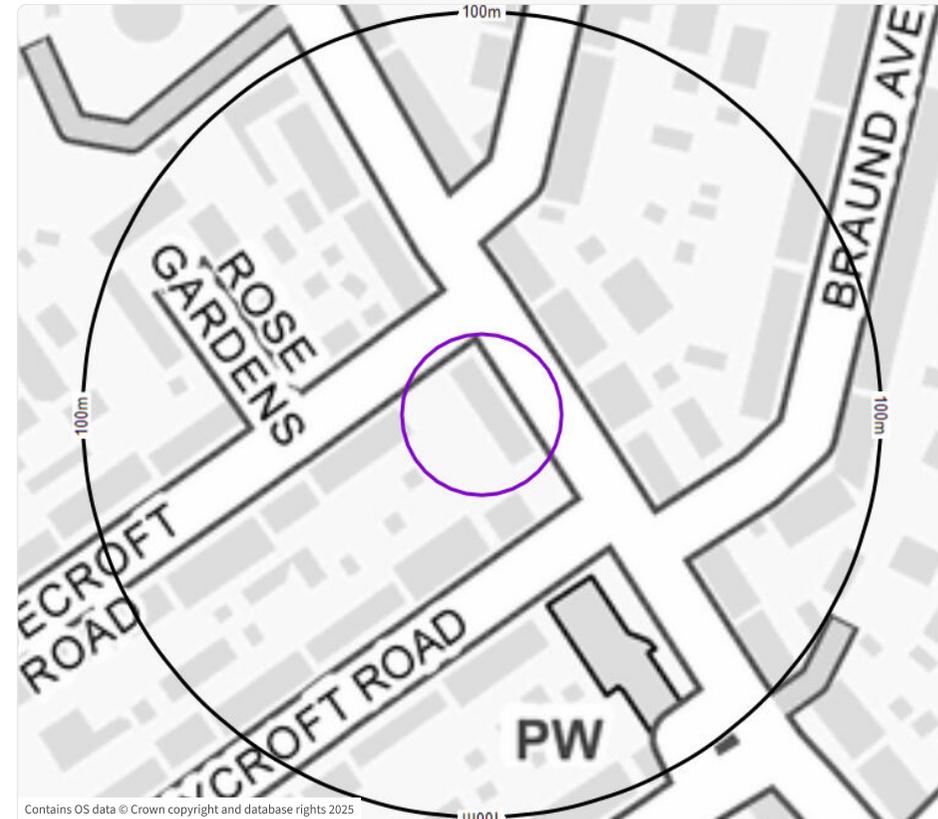
Buildings and contents insurance should be available and affordable.

**Recommendations**

- 1 Ask the seller whether the property has flooded in the past. If it has, contact us for advice.
- 2 Establish the availability of buildings and contents insurance before exchanging contracts.

**Why we search this**

1 in 6 properties in the UK are at risk of flooding, and this risk varies in severity. Flood risk can impact property value and your ability to get home insurance at standard terms, if the flooding was to occur. We are assessing the likelihood of flooding occurring, and where possible the significance of an event. We also advise on the availability of insurance and whether the location has flooded in the past. Where information about defences is available, we will have taken them into account as part of our assessment.



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Risk	Search radius	Result
 River & coastal		
• River	On-site	Very Low
• Coastal	On-site	Very Low
 Surface Water	On-site	Very Low
 Groundwater	On-site	Very Low
 Other	Mixed	Very Low

# Climate change

FULL ASSESSMENT

Identified 

## Flood

Today **Negligible**

2050 RCP 4.5 **Negligible**

### Recommendations

1. Ask the seller whether flooding has occurred in the area before.
2. Establish the availability of buildings and contents insurance before exchanging contracts. This may be provided by the Flood Re scheme. This scheme is due to end in 2039.

## Coastal Erosion

Risk (undefended) **Negligible**

### Recommendation

1. No further action required.

## Ground Stability

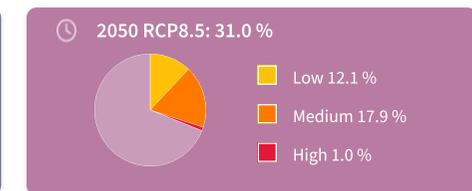
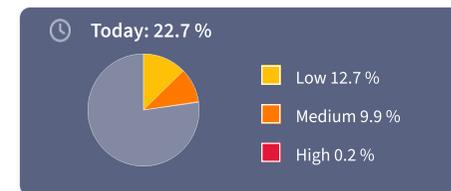
Today **Low**

2050 RCP 4.5 **Likely**

### Recommendations

1. Speak to a structural surveyor and arrange a physical inspection.
2. The BGS provide information on steps that can be made to limit future impact of subsidence related issues and what to look out for. Click here - <https://www.bgs.ac.uk/news/six-ways-to-prepare-your-home-for-climate-change-related-subsidence/>
3. Check the terms of insurance before completing and make sure you are comfortable with the policy on offer. This may also reference other types of ground movement.
4. Ask the owner if there have been any ground stability insurance claims previously. Any past claims may be as a result of non-geological issues and instead be linked to property specific causes such as damaged pipes or tree roots.

## Heat Stress



### Recommendations

1. If you have concerns about high indoor temperatures, there are practical steps you can take that may help in managing the temperature inside your property in this guide: <https://www.gov.uk/government/collections/hot-weather-and-health-guidance-and-advice>. It also sets out which types of dwellings are more prone to overheating and which demographics are likely to be more susceptible.
2. In June 2022, Part O of Schedule 1 to The Building Regulations 2010 came into effect, relating to mitigating overheating. Speak to the developer to determine if this has been taken into account for new builds. A non-technical document should exist for the property under the regulations.

 **Climate change** FULL ASSESSMENT

**Identified** 

 **Energy Performance**

**Likely property rating:**

Valid EPC certificate

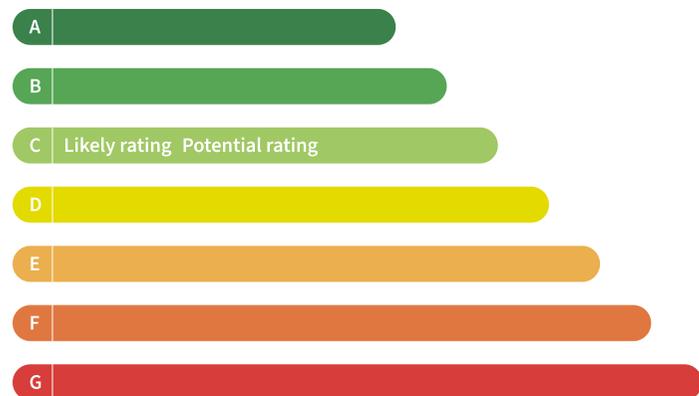


**Potential rating this property could achieve:**

Consider improving the rating to decrease running costs



**EPC ratings**



**Domestic Energy Performance**

Landlords will need to demonstrate the building has reached the highest EPC band that a cost-effective package of measures can deliver.

Date	For who?	Minimum EPC rating
1st April 2023	All Tenancies	E
1st April 2025	All rented buildings must have valid EPC	E
1st April 2027	New Tenancies	C (proposed rating)
1st April 2030	All Tenancies	B (proposed rating)

If an exemption applies, landlords will need to register this on the PRS Exemption Register. It is the landlord's obligation to ensure they are compliant. Freehold Properties: While there are no minimum energy efficiency standards in place for homeowners, improvements to building performance will lead to less energy usage, reduced emissions and cheaper bills.

**Why we search this**

The Government's Energy White Paper sets out that the 2020s must be a decade of action on tackling emissions to help meet the statutory obligations for net zero by 2050. The Minimum Energy Efficiency Standard (MEES) was set out by the Energy Efficiency (Private Rented Property) (England and Wales) Regulations in 2015 and future policies on minimum EPC standards can be expected in the future.

**Ground stability** FULL ASSESSMENT

Not Identified

**Summary**

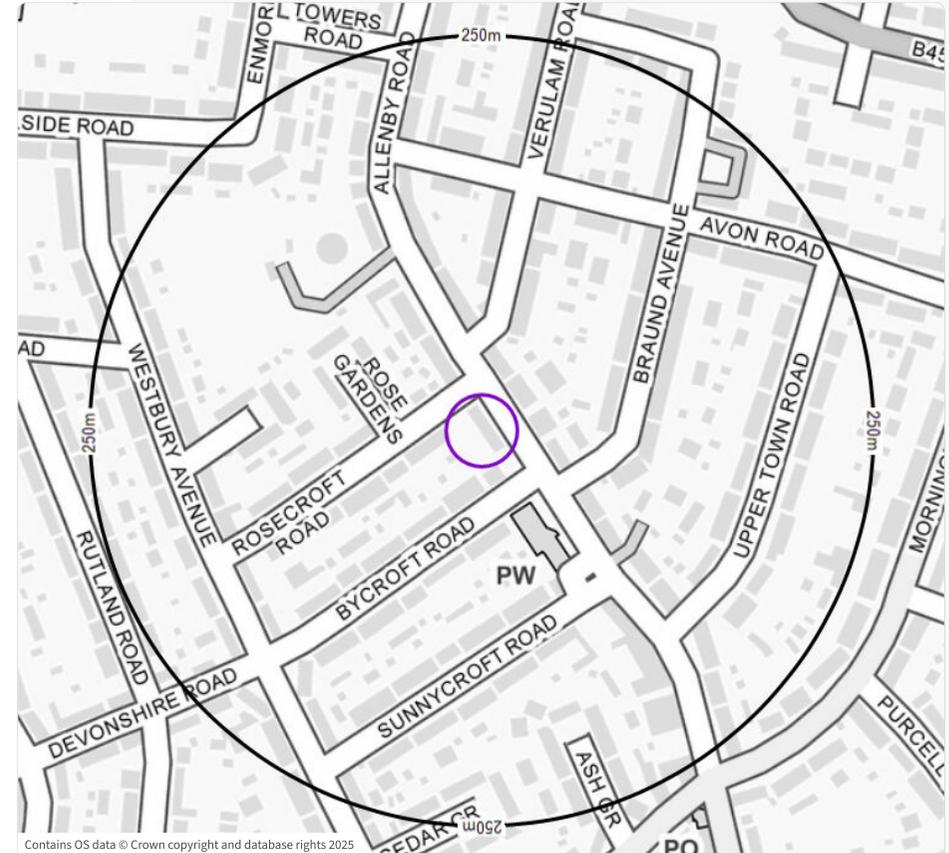
We have not identified a risk of ground stability hazards at the property.

**Recommendation**

- 1 If any active ground instability appears to be affecting your property, inform your insurance company, mortgage lender, landlord or get specialist advice from a suitably qualified expert such as a structural surveyor, geotechnical engineer or chartered engineering geologist.

**Why we search this**

Subsidence is caused by movement in the ground beneath a property, impacting the security of the foundations. This can cause the walls and floors to shift, leading to cracks and potentially destabilising the construction of the property.



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Risk	Search radius	Result
Multiple features present		
Man-made hazards	On-site	Not Identified
Natural hazards	Mixed	Not Identified
Mining	Mixed	Not Identified
Brine and Salt	On-site	Not Identified

**Radon** FULL ASSESSMENT

Not Identified 

**Summary**

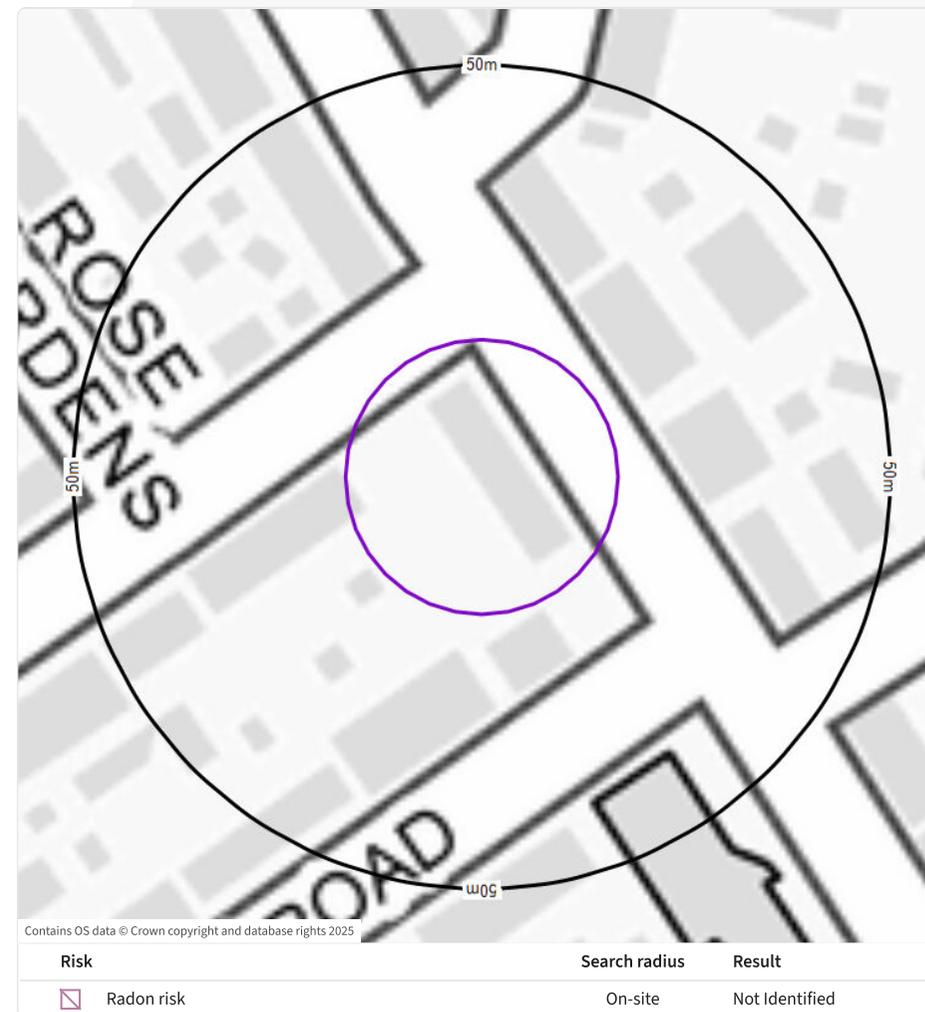
The property is not in a radon affected area. Less than 1% of homes are estimated to be at or above the action level.

**Recommendations**

- 1 The result is only valid for properties above ground. All basements and cellars are considered to be at additional risk from high radon levels. If an underground room such as a cellar or basement makes up part of the living accommodation, the property should be tested regardless of the radon affected area status.
- 2 No protective measures are considered necessary in the construction of new buildings or extensions.

**Why we search this**

Radon is a radioactive gas which occurs naturally in rocks and soils. You cannot see, hear, feel or taste it. Radon is known to be carcinogenic, and exposure to particularly high levels of radon may increase the risk of developing lung cancer. It is easily identified, and measures can be put in place to disperse the gas, either at the time of building a property or retrospectively.



# ✈ Energy & Infrastructure

FULL ASSESSMENT

Identified 

## Summary

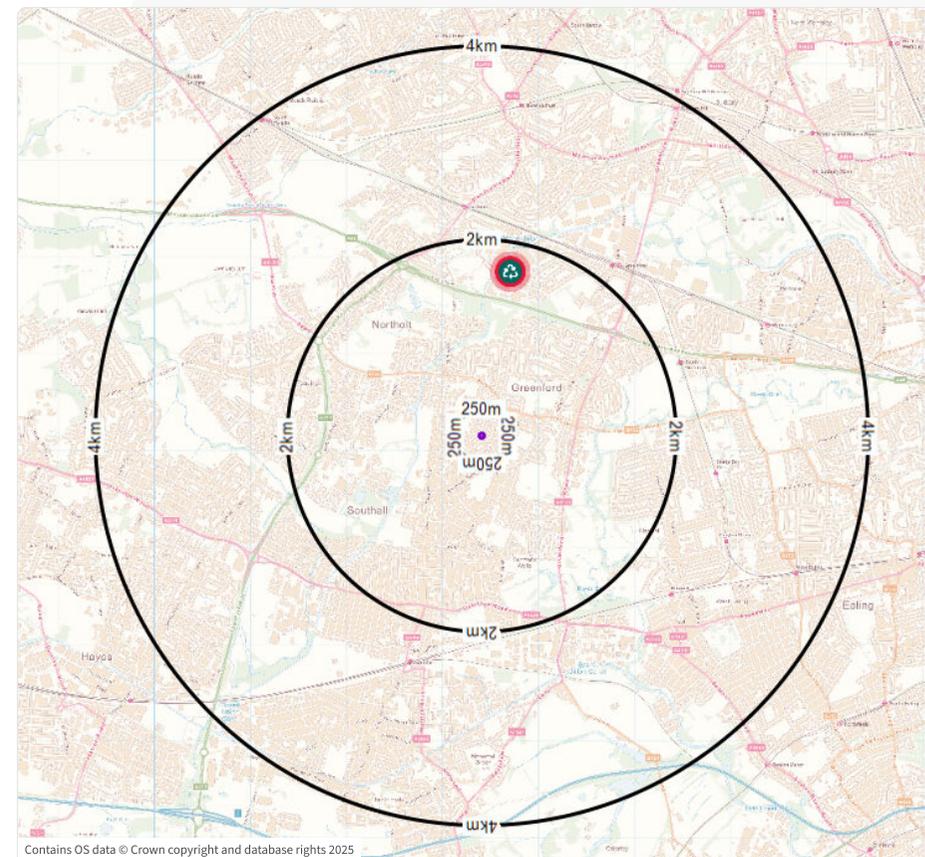
We have identified features in proximity to the property.

## Recommendations

- 1 The data section has the full details of each project we've identified, along with the operator details if you'd like to contact them to find out more.
- 2 For planned projects, contact the Local Planning Authority to find out if there are any associated planning applications with details on likely activities.

## Why we search this

Energy and infrastructure projects have the potential to affect the enjoyment and value of a property. They may result in changes to how a neighbourhood looks or sounds and may also have an impact on property value. Depending on the project, this may be positive or negative.



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Risk	Search radius	Result
 Multiple features present		
 Non-Renewable Energy	4km	Not Identified
 <a href="#">Renewable Energy</a>	4km	Identified
 Above & Below Ground Railways	250m	Not Identified
 HS2 & Crossrail 2	2km	Not Identified

# ⊘ Planning constraints

FULL ASSESSMENT

Not Identified ✓

## Summary

We have not identified any records of environmental designations, pylons or masts within 250m of the property.

## Recommendations

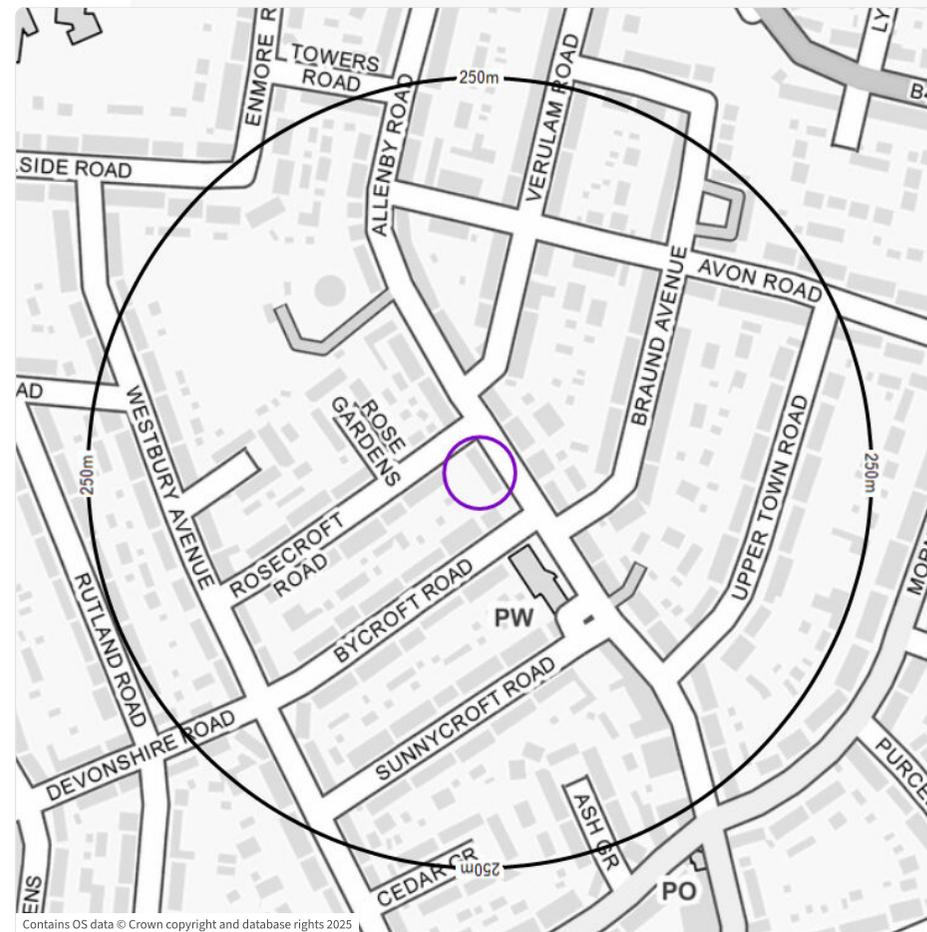
- 1 If you are considering carrying out development on this property, it would be prudent to contact your Local Planning Authority to see if there would be anything impacting this.
- 2 Visit the property to ensure there are no other features which would be of concern.

### Important note

Not all of the available datasets will be represented as polygons on the map. For full details of any identified features, please consult the data appendix.

## Why we search this

Some additional factors could have an influence over the property or surrounding area. This includes nearby pylons or masts, or environmental designations such as areas of outstanding natural beauty. Whilst environmental designations can be considered a positive, they can affect the ability to carry out any development at the property.



Risk	Search radius	Result
⊘ Multiple features present		
☑ Environmental Designations	250m	Not Identified
⚠ Pylons and Masts	250m	Not Identified

 Coal mining POWERED BY PINPOINT COAL

ALERT ASSESSMENT

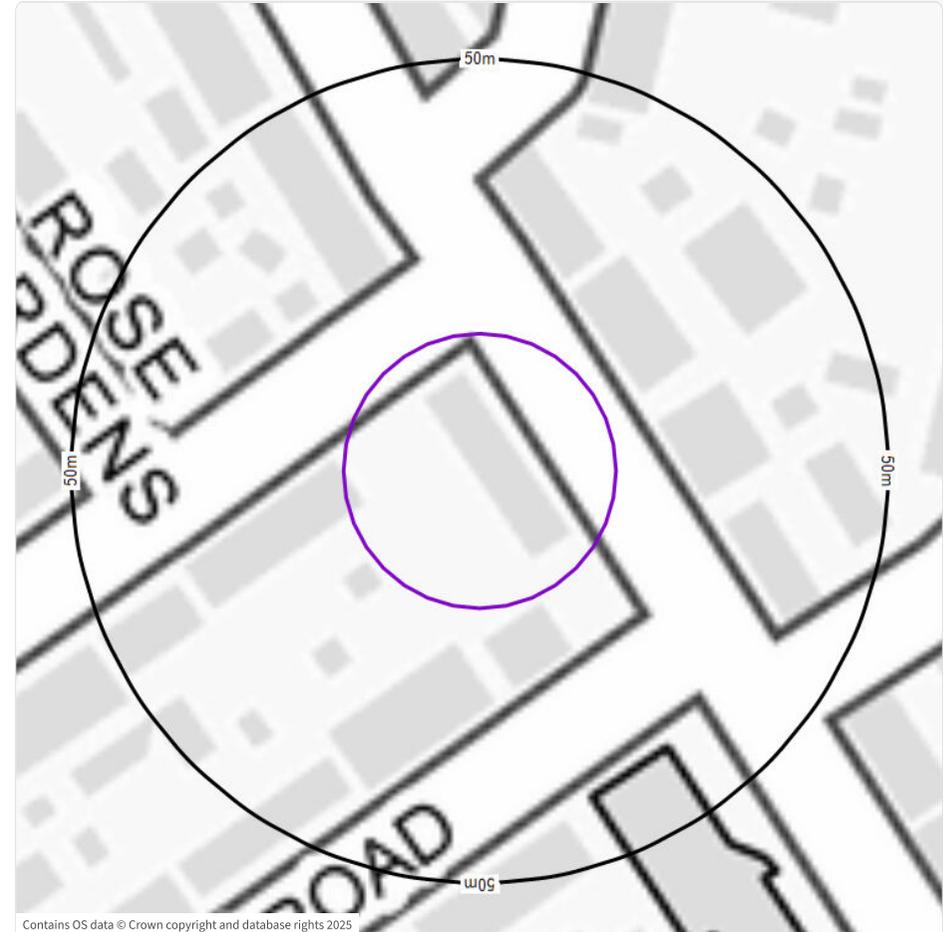
No coal report required 

**PINPOINT Certification** 

The property is not in an area subject to material risks from coal mining. No further action is required.

**Why we search this**

Coal mining and associated ground stability risks are present in certain locations across the UK as a result of past mining activities conducted to satisfy demand for coal as it increased throughout the Industrial Revolution. These mining activities have left a legacy of ground stability and/or subsidence risks.



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Risk	Search buffer	Result
 Coal mining risk	On-site	Not Identified

# Planning Applications

ALERT ASSESSMENT

Identified 

## Planning applications nearby

We have identified planning application records at or near the property.

## Recommendation

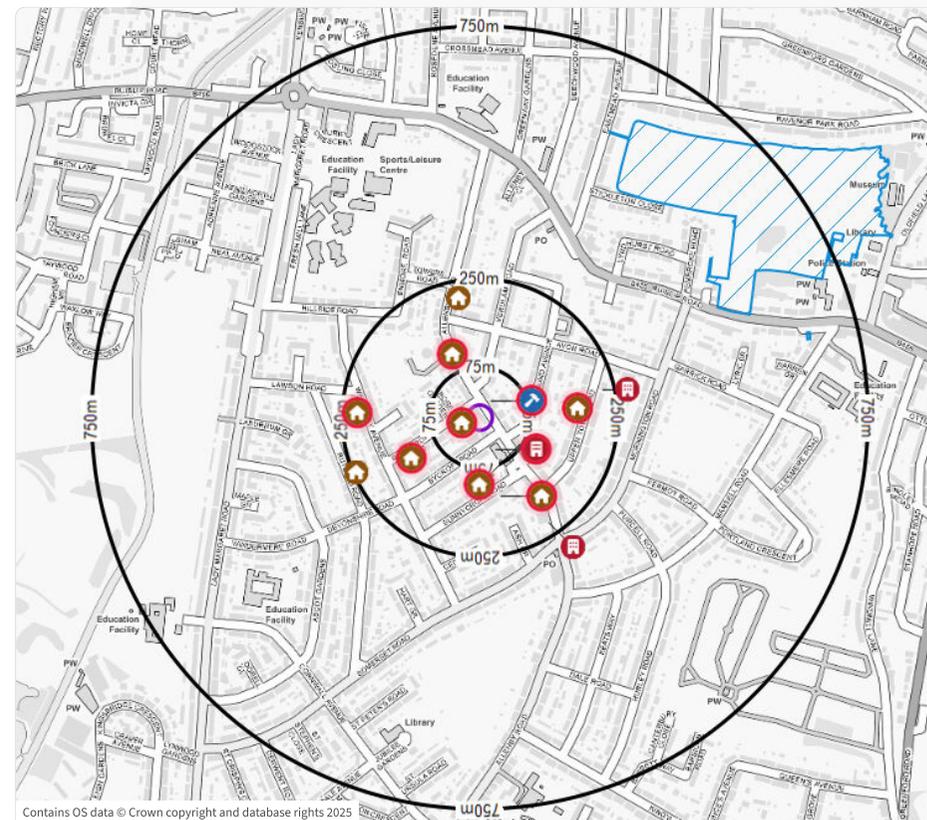
- 1 For information about each identified planning application, along with a link to the full application on the Local Authority website, please purchase a Landmark Planning report through your usual report provider.

### Important note

Not all of the available datasets will be represented as polygons on the map. For full details of any identified features, please consult the data appendix.

## Why we search this

The potential impact of planning applications is subjective. The aim of this report is to flag what types of applications are present in the surrounding area. We have also included local authority planning strategies from the Local Development Plans that could be relevant to your property. These can be found in the Data Appendix.



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Risk	Search radius	Result
Multiple features present		
Large	750m	Identified
Medium	250m	Identified
Small	250m	Identified
Unclassified	250m	Not Identified
Alterations and minor new builds	75m	Identified

# Data appendix

The rest of the report outlines the data used to inform the previous sections. There's no need to read on unless you're after the detail of a particular dataset used to inform our opinion.

**We will only show maps and detail where a risk has been identified.**



<b>How to use this report</b>	<a href="#"><u>14</u></a>
<b>Understanding the data</b>	<a href="#"><u>15</u></a>
<b>Datasets searched</b>	<a href="#"><u>19</u></a>
<b>Contaminated Land</b>	
<b>Authorised industrial processes</b>	Not identified
<b>Landfill and waste</b>	Not identified
<b>Incidents &amp; Enforcements</b>	Not identified
<b>Current land uses</b>	Not identified
<b>Historical land uses</b>	Not identified
<b>Flood</b>	
<b>River and Coastal</b>	Not identified
<b>Surface water</b>	Not identified
<b>Groundwater</b>	Not identified
<b>Other</b>	Not identified
<b>Climate change</b>	
<b>River Flooding</b>	Not identified
<b>Coastal Flooding</b>	Not identified
<b>Surface Water Flooding</b>	Not identified
<b>Ground stability</b>	<a href="#"><u>22</u></a>
<b>Heat stress</b>	<a href="#"><u>23</u></a>

**Ground stability**

<b>Man-made hazards</b>	Not identified
<b>Natural factors</b>	Not identified
<b>Mining</b>	Not identified
<b>Brine and Salt</b>	Not identified

**Energy & Infrastructure**

<b>Non-Renewable Energy</b>	Not identified
<b>Renewable Energy</b>	24
<b>Rail Infrastructure : Above and below ground railways</b>	Not identified
<b>Rail Infrastructure : HS2 &amp; Crossrail 2</b>	Not identified

**Planning constraints**

Not identified



## **i** How to use your report

The report is designed to satisfy the concerns raised by the Law Society warning card and has been prepared to assist conveyancing professionals who may be advising clients when they sell or buy a property, obtain a mortgage or seek further mortgage advice. It is designed to bring information to their attention and help them decide whether they need to seek any further specialist advice. As the report is so detailed, this information can cause concern, but professional advisors will see that further action is suggested on all issues that have been identified.

### How do we examine the risk?

This report is generated based on the boundary selected at the point of order to represent the property. Where the location was provided to us as a point only, the report is based on a 25m radius around this point; any features which are present within this boundary are considered to be 'on-site'.

In this report there are two different ways we can examine each risk. These are indicated on the cover page, and we also highlight the assessment type on each risk summary page.

**Professional opinion** This is the highest level of risk assessment. A full assessment is run on the data. If the outcome is above the threshold for that risk, one of our in-house consultants will personally review the outcome. This may lead to the risk outcome being downgraded to a lower level based on our expertise and methodology.

**Full assessment** Based on the data that is relevant to your property, we have created an automated opinion and recommendations using our expertise and risk models.

**Alert assessment** We identify data within the search area, which may be relevant to the property. If features or potential hazards are found, we would recommend additional reports are obtained to clarify these further.

The front page of this report advises the outcome for each section based on one of these categories:

- **Passed:** We do not consider this to be a risk
- **Passed with guidance:** We have identified a risk but do not consider it to be significant. Please review the guidance.
- **Further Action:** We have identified a risk which we recommend you investigate further.
- **Identified:** We have identified a potential hazard risk in this section
- **Not identified:** We have not identified any potential hazards in this section.

### Guide to the risk summary pages

Each risk has a dedicated summary page, outlining the risks on a map, with a key. More details of any identified features can then be seen in the Data Appendix of this report.

This report is not designed to be printed. Please store it securely online, and consider the environment before you print.

**1** Energy & Infrastructure **FULL ASSESSMENT** **2** **3 Identified**

**4** **Summary**  
We have identified features in proximity to the property.

**4** **Recommendations**

- The data section has the full details of each project we've identified, along with the operator details if you'd like to contact them to find out more.
- Visit the property to ensure you are comfortable with any potential noise or visual impact.
- For planned projects, contact the Local Planning Authority to find out if there are any associated planning applications with details on likely activities.
- Detailed guidance, including the location of the proposed route and compensation schemes, can be obtained by visiting the website: [www.gov.uk/skills/compensation-if-affected-by-hz](http://www.gov.uk/skills/compensation-if-affected-by-hz).

**5** **Why we search this**  
Energy and infrastructure projects have the potential to affect the enjoyment and value of a property. They may result in changes to how a neighbourhood looks or sounds and may also have an impact on property values. Depending on the project, this may be positive or negative.

**6** **7**

**1** The risk we have examined  
**2** How we have examined each risk (see left)  
**3** The outcome that we have determined  
**4** Summary and any recommendations  
**5** Explanation of why we search this risk  
**6** Map displaying proximity of any issues to boundary  
**7** Map key identifying any risk features

# Understanding the data

## Contaminated land

A Professional Opinion in relation to Part 2A of the Environmental Protection Act 1990 is provided. In many cases the report will be passed without referral. However, in some cases, entries that may be of concern are revealed by the search, in which case the report is referred free of charge for more detailed consideration, although this will not include a physical site inspection. After such referral the report may be passed or suggestions made of some further action that could be taken, usually in the form of questions to ask of the appropriate authorities. When responses to these questions are received it is the responsibility of the client and their professional advisors to decide if they are happy to proceed.

## Flood

### Types of flooding

<b>River</b>	River flooding, also known as ‘fluvial flooding’, occurs when rivers and streams are unable to carry away floodwaters within their usual drainage channels. It can cause widespread and extensive damage because of the sheer volume of water.
<b>Coastal</b>	Coastal flooding results from a combination of high tides, low lying land and sometimes stormy conditions. It can cause widespread and extensive damage because of the sheer volume of water.
<b>Surface water</b>	Surface water flooding, also known as ‘pluvial’ flooding, is common during prolonged or exceptionally heavy downpours, when rainwater does not drain away into the normal drainage systems or soak away into the ground.
<b>Groundwater</b>	Groundwater flooding generally occurs during long and intense rainfall when underground water levels rise above surface level. Groundwater flooding may last for weeks or several months.
<b>Historical flood events</b>	We analyse proximity to and elevation above historical flood records to better understand the risk of flooding.
<b>Watercourses</b>	The flood risk from smaller watercourses is not always modelled, so we include proximity to nearby watercourses in our overall analysis.

### Understanding flood risk

It is important to understand that flooding can happen anywhere, even if you don't live near to a watercourse or the sea. Insurance may be expensive or difficult to obtain if your home is at risk, so it is vital to understand

the risk of flooding of your home or before purchasing a property.

Flood risk is based on the likelihood of a flood event and the potential impact.

**Likelihood:** Flood risk is based on probability and different approaches to flood protection may be needed depending upon how likely flooding is expected. A common way of expressing how likely a flood event is to occur is ‘return period’. For example, a 1:100 year event has a 1% likelihood of occurring in any given year, whereas a 1:200 year event has a 0.5% likelihood of occurring in any given year. The 1:200 event would be expected to result in a greater extent of flooding than the 1:100 event, as it would be more severe, but the likelihood of it occurring is lower.

**Impact:** We consider the expected depths of flooding at your house. Low depths, for example, 10cm, are unlikely to put people at risk but water damage to buildings and contents may be significant without any flood protection. High water depths, for example 1m, may severely threaten the safety of people and may cause extensive damage to buildings. It may be dangerous to keep deep floods out of a building because of the large weight of water pressing against the wall.

### River and Coastal

It is important to understand that flooding can happen anywhere, even if you don't live near to a watercourse or the sea. Insurance may be expensive or difficult to obtain if your home is at risk, so it is vital to understand the risk of flooding of your home or before purchasing a property. Flood risk is based on the likelihood of a flood event and the potential impact.

**Likelihood:** Flood risk is based on probability and different approaches to flood protection may be needed depending upon how likely flooding is expected. A common way of expressing how likely a flood event is to occur is ‘return period’. For example, a 1:100-year event has a 1% likelihood of occurring in any given year, whereas a 1:200-year event has a 0.5% likelihood of occurring in any given year. The 1:200 event would be expected to result in a greater extent of flooding than the 1:100 event, as it would be more severe, but the likelihood of it occurring is lower.

**Impact:** We consider the expected depths of flooding at your house. Low depths, for example, 10cm, are unlikely to put people at risk but water damage to buildings and contents may be significant without any flood protection. High water depths, for example 1m, may severely threaten the safety of people and may cause extensive damage to buildings. It may be dangerous to keep deep floods out of a building because of the large weight of water pressing against the wall.

### Surface water flooding

We use JBA Pluvial data to understand the risk of surface water flooding. We analyse the risk of surface water flooding in three separate return periods, 1:75, 1:200 and 1:1000. We then look at the likely flood depth

## Understanding the data

bandings within these return periods and assign appropriate risk ratings based on these depth bandings.

### Groundwater flooding

To analyse groundwater flood risk we use data from Geosmart. The dataset consists of a national 5m resolution model designed to provide an assessment of groundwater flood risk.

### Other

The flood risk from smaller watercourses is not always modelled, so we include proximity to nearby watercourses in our overall analysis. We incorporate data that shows both natural and man-made water features.

In addition, we look at the location of Flood Water Storage areas, which are designed to store floodwater during flood events.

Historical flood information is supplied by Environment Agency and shows recorded flood outlines and contains information on the cause of the event. This data does not advise if water entered the property or not, simply the recorded outline of the flood event. This may have occurred before the property was built.

### Radon

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

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

This report informs you whether the property is in a radon Affected Area and the percentage of homes that are estimated to be at or above the radon Action Level. This does not necessarily mean there is a radon problem in the property; the only way to find out whether it is above or below the Action Level is to carry out a radon measurement in an existing property.

If you are buying a currently occupied property in a Radon Affected Area, you should ask the present owner whether radon levels have been measured in the property. If they have, ask whether the results were above the Radon Action Level and if so, whether remedial measures were installed, radon levels were re-tested, and the results of re-testing confirmed the effectiveness of the measures.

### Climate Change

### Flood

The flood risk analysis in this section considers the on-site undefended river, coastal and surface water flood risk. The data within the flood risk section of this report is generated by JBA Risk Management. The results of this section may differ from the main Flood summary in our report, as it is using different sources of data.

This report includes primary analysis of the current on-site flood risk, and for RCP 4.5 (based on 2050) to highlight a medium-term view of climate change at the property. A stress testing table has also been included for the purposes of providing on-site analysis across a range of RCPs. The mapping will show the extent of any flood risk within the mapped area. Where flood risk is shown on the mapping, but does not appear within the property boundary, it does not form part of our on-site analysis.

If a flood risk is identified on-site, then the data appendix will include information on short-, medium- and long-term predications, along with detailing three return periods: 1:75, 1:200, 1:1000. These return periods refer to the likelihood of flooding in any given year, with 1:75 being the most likely but most limited in extent, and 1:1000 being least likely, but more catastrophic if it were to occur.

Flood Re is a joint initiative between the Government and insurers. Its aim is to make the flood cover part of household insurance policies more affordable. More information can be found here <https://www.floodre.co.uk/>.

### Coastal Erosion

The coastal erosion risk considers the undefended erosion susceptibility of the coastline closest to your site or property. The baseline data within this section of this report is generated by the British Geological Survey (BGS). The distance from the property to the coastline is a straight-line measurement.

Some areas of the coastline are covered by Shoreline Management Plans (SMPS). SMPs help to deliver the ambitions of the National Flood and Coastal Erosion Risk Management Strategy. They set out a planned approach to managing flood and coastal erosion risk around the coast of England and Wales to 2105.

### Ground Stability

The ground stability analysis in this report includes consideration of shrink-swell of clay soils. The data within the ground stability section of this report is generated by the British Geological Survey (BGS) using UKCP09 projections. We show the current hazard level and the likelihood that this would change based on the RCP4.5 2050 scenario.

The most common cause of natural subsidence in the UK is the shrinking and swelling of clays. The soils swell, absorbing moisture in wet conditions, and contract when they dry out, which can result in ground movement. Further information on current risk can be found in the Ground Hazards section of your current environmental report.

## Understanding the data

This report includes primary analysis of the current ground stability risk, and for the average period of dry conditions (based on 2050) to highlight a medium-term view of climate change at the property based on average conditions. A stress testing table has also been included for the purposes of providing analysis based on drier, average or wetter conditions. In addition, should a risk be identified the data here will include additional time periods, and analysis based on drier, average or wetter conditions.

### Heat Stress

The heat stress data used within this report is derived from the UKCP18 regional climate projections for average summer temperatures. The classification of the level of severity of the heatwave is set using UKHSA thresholds.

This data shows the percentage and number of days spent in heatwave conditions at low, medium or high severity, for today and 3 additional time periods.

### Energy Performance

Where possible, an Energy Performance Certificate (EPC) rating for the property has been identified and reported, with the inspection date, and a 'valid until' date. If no EPC is available, this will either be reported as 'EPC unconfirmed' or 'No valid EPC'. Where 'EPC unconfirmed' or 'No EPC available' is reported, it is possible that the property does have a valid EPC and we would recommend further checks are undertaken in this regard. The EPC ratings are harvested from the EPC register on a regular basis, but it is possible that during the period between updates, a property has been given a valid EPC.

For residential properties with a valid EPC, as well as including a current EPC rating, where possible, we have provided a potential EPC rating if various energy performance improvements were made – along with indicative costs for these improvements. This potential rating and the associated costs are intended to provide a useful possible view of potential energy performance improvements. It is not a guarantee that the Potential Energy Performance rating is possible at the property and should not replace a detailed site-specific assessment completed by a surveyor. In addition, for residential properties where there is no valid EPC, or an EPC cannot be confirmed, we will try to report a 'likely' energy performance rating. Again, this is intended to provide a useful possible view of the EPC for the property and is not a guarantee that the reported 'likely' rating will be given once an EPC has been completed.

### Planning: Applications

This report includes an alert for nearby planning applications. To do this, we check each project or development against your property boundary. If we find something on-site or nearby, we will display 'Identified' on the front page. If we don't find anything, we will display 'Not identified'. We will only describe issues relevant to the property in this report.

Where possible, we will represent larger planning applications as a polygon. Our ability to do this is limited by: the presence or absence of the planning application having been made available online; the availability/accessibility of the plan on the Local Authority website; and Landmark's ability at a point in time to capture the record. Small applications will be represented by a point, although a limited number may be presented as a polygon.

We have considered planning applications captured by Barbour ABI Ltd within the last 7 years to inform you of current or future developments that could influence your enjoyment and use of the property. We use different search buffers based on the size of the potential development project.

Development in the UK is controlled by the government's planning legislation, which is regulated and enforced by your local authority planning department. Once a planning application request has been submitted and published, it can take up to 6 weeks for us to receive and use in our reports.

Applications are often submitted with imprecise or incomplete address details and because of this the locations we use may not always represent a development site's full extent. We endeavour to position applications in the most appropriate location we can, using the address details available to us. If nearby development is likely to significantly influence your choice to purchase the property, we would recommend you use this report as a starting point for more extensive investigations.

This report does not include a data section for Planning applications. Should any applications have been identified, please purchase the Landmark Planning report through your usual reseller.

### Ground stability

This section provides information on a range of ground stability issues; either naturally occurring or arising from previous mining activity. Ground stability is important, as subsidence, landslide and sink holes can all cause damage to properties.

We search a number of different sources of information to identify areas of past mining. Old mine shafts and tunnels can collapse and damage properties above them. Disturbed ground and spoil tips can also be prone to settlement which could cause structural damage to buildings. We also identify areas of historical salt and brine extractions. This type of mining leaves large cavities in the ground which could collapse and cause problems for properties built in the area.

We use historical mapping to identify areas formerly used for landfill and areas of other infilling such as ponds, drains and small pits. Infilled land can be susceptible to settling so any houses that have been built on these areas could experience ground stability problems and subsidence resulting in damage to your property.

We also consider areas of land that could be prone to ground instability and subsidence as a result of the natural underlying geology. Examples include areas of the UK at a higher risk of landslides or where sink holes could occur.

# Understanding the data

## Coal mining

We use data from PinPoint to assess if you are in an area affected by Coal Mining activity. If you are assessed as being at risk, we include full details regarding that risk. Conversely, if you are assessed as not being at risk, you are provided with certification informing you of that outcome.

## Energy and Infrastructure

### Non-renewable energy

This section contains the extents of all 'Blocks' that are currently licensed for the exploration and production of energy, along with the locations of all current and historic wells that have been licenced for the exploration of energy. This is provided by North Sea Transition Authority.

'Blocks' are large areas of land where a licence has been offered or granted for the exploration or production of energy. The presence of one or more of these licences does not mean that exploration or production will happen.

Drilling wells cover the following categories: shale gas; gas storage; methane gas; coalbed methane; conventional oil and gas.

This section also includes details of the Southampton to London pipeline; a replacement underground aviation fuel transportation pipeline that runs from ESSO's Fawley Refinery near Southampton to their West London Terminal storage facility in Hounslow. The replacement works have been completed; however, land regeneration works will continue for several years.

### Renewable energy

This section of the report covers wind, solar and other renewable energy sources, including planning information for proposed projects with a capacity of over 1MW from the Department of Energy & Climate Change.

The report will only consider a planning application to be 'Identified' if the application is active. We will still provide details of the inactive applications, as these can provide context on intended activity in the area. These are usually applications that have been refused, withdrawn or abandoned.

We provide details of Wind Farms as held by the British Wind Energy Association, in addition to details of Wind Turbines located using Ordnance Survey large scale mapping.

We include details on solar farms which generate between 1MW and 50MW of power. As a rough guide 2 to 3 hectares of land are required for every 1MW of power produced. This data, from the Department of Energy & Climate Change, shows the location of operational and proposed solar farms with a point reference. As such

the farm could be nearer to your property than indicated depending on how large the solar farm is. The data provides the name of the operating company, the generating capacity, and the farm's operational status.

As well as wind and solar power there are a variety of other renewable power sources in the UK. This section of the report uses Department of Energy & Climate Change data to identify the following other types of renewable energy: Small / Large Hydroelectric, Shoreline Wave, Tidal Barrage / Stream, Biomass, Co-firing, Anaerobic / Sewage Digestion, Hot Dry Rocks, Landfill Gas, Energy From Waste (EfW) Incineration, Advanced Conversion Technology.

### Above and below ground railways

The above and below ground railways section provides details on existing or historic railways. This includes data supplied by Crossrail1 for the route and stations; Railway lines (including underground, overground, national rail and tram lines) sourced from OpenStreetMap; and Stations and stops (including Metro, Tram, Underground, Preserved and Inactive stations) sourced from Department of Transport's NaPTAN API and Ordnance Survey OpenMap Local product for the United Kingdom.

As this data includes records of historic railways, it is possible that the railways identified are no longer present.

### HS2 and Crossrail 2

The High Speed 2 (HS2) and Crossrail2 section of the report provides details on the proposed route, stations and safeguarding areas for each of the projects, based on Consultation documents and data provided by the Department for Transport.

In October 2023, the HS2 project was scaled back by the Government; discussions continue regarding the appropriate next steps, and as such the data provided may not reflect the most recent changes. Full details about the Phase 2 cancellation can be found here: <https://www.hs2.org.uk/>

Crossrail 2 is also not finalised, with Transport for London (TfL) and the Department for Transport (DfT) still engaged with discussions around the project's safeguarding measures

### Planning constraints

Pylons are extracted from Ordnance Survey data in MasterMap and only show significant lines; if the pylons are not shown on the mapping then they will not be reported.

We also show the location of any Environmental Constraints that are from datasets recognised as being relevant to Part 2A of the Environmental Protection Act 1990.

The Local Nature Reserves national dataset is 'indicative' not 'definitive'. Definitive information can only be provided by individual local authorities, and you should refer directly to their information for all purposes that require the most up to date and complete dataset.

## Datasets searched

### Contaminated land

#### Authorised Industrial Processes

Local Authority Pollution Prevention and Controls  
 Planning Hazardous Substance Consents  
 Control of Major Accident Hazards Sites (COMAH)  
 Notification of Installations Handling Hazardous Substances (NIHHS)  
 Explosive sites

#### Landfill and Waste Sites

Registered Waste Treatment or Disposal Sites  
 Registered Waste Transfer Sites  
 BGS Recorded Landfill Sites  
 Registered Landfill Sites  
 Licensed Waste Management Facilities (Landfill Boundaries)  
 Local Authority Recorded Landfill Sites  
 Historical Landfill Sites  
 Licensed Waste Management Facilities (Locations)

#### Incidents and Enforcements

Enforcement and Prohibition Notices  
 Prosecutions Relating to Authorised Processes  
 Planning Hazardous Substance Enforcements  
 Prosecutions Relating to Controlled Waters  
 Local Authority Pollution Prevention and Control Enforcements  
 Prosecutions (Post 2000)  
 Contaminated Land Register Entries and Notices  
 Substantiated Pollution Incident Register

#### Historical Land Use

Potentially Contaminative Industrial Uses (Past Land Use)  
 Potentially Infilled Land (Non-Water)

Potentially Infilled Land (Water)  
 Historical Tanks And Energy Facilities

#### Current Land Use

Fuel Station Entries  
 Contemporary Trade Directory Entries

#### Miscellaneous

Landmark Risk Assessed Land Register  
 Water Abstractions  
 Source Protection Zones Locations  
 BGS Bedrock Aquifer Designations  
 BGS Superficial Aquifer Designations  
 VMD Water Features  
 OS MasterMap Water Network

### Flood

#### River and Coastal Flooding

Flooding from Rivers or Sea without Defences  
 Extreme Flooding from Rivers or Sea without Defences  
 Risk of Flooding from Rivers or Sea (RoFRS)  
 Flood Defences (with attributes)  
 Flood Map: Areas Benefitting from Flood Defences

#### Surface Water Flooding

JBA Pluvial 75 Depths  
 JBA Pluvial 200 Depths  
 JBA Pluvial 1000 Depths

#### Groundwater Flooding

Groundwater Flood Risk 5m  
 JBA Pluvial 75 Depths

Flooding from Rivers or Sea without Defences

#### Other

Flood Water Storage Areas  
 Historic Flood Events  
 VMD Water Features  
 OS MasterMap Water Network  
 OS Terrain 5 DTM

### Radon

#### Radon

Radon Potential

### Climate change

#### Flood

JBA undefended Fluvial  
 JBA undefended Surface Water  
 JBA undefended Coastal  
 JBA Climate Change - River Flood 2030  
 JBA Climate Change - River Flood 2050  
 JBA Climate Change - River Flood 2080  
 JBA Climate Change - Pluvial Flood 2030  
 JBA Climate Change - Pluvial Flood 2050  
 JBA Climate Change - Pluvial Flood 2080  
 JBA Climate Change - Coastal Flood 2030  
 JBA Climate Change - Coastal Flood 2050  
 JBA Climate Change - Coastal Flood 2080

#### Coastal erosion

BGS Coastal Erosion Susceptibility  
 Boundaries - Enhanced Coastline

## Datasets searched

National Coastal Erosion Map (NCERM)

### Ground stability

Potential for Shrinking or Swelling Clay Ground Stability Hazards  
 BBGS Geoclimate UKCP09 - Shrink Swell - 2030s  
 BBGS Geoclimate UKCP09 - Shrink Swell - 2050s  
 BBGS Geoclimate UKCP09 - Shrink Swell - 2080s

### Heat stress

Heat Stress Events

### Energy performance

Energy Performance of Buildings Certificates

### Planning Applications

#### Planning Applications

Post 1997 Planning Applications

### Ground stability

#### Natural hazards

Potential for Landslide Ground Stability Hazards  
 Potential for Ground Dissolution Stability Hazards  
 Potential for Compressible Ground Stability Hazards  
 Potential for Shrinking or Swelling Clay Ground Stability Hazards  
 Potential for Running Sand Ground Stability Hazards  
 Potential for Collapsible Ground Stability Hazards  
 Natural Cavities

#### Man-made hazards

BGS Recorded Landfill Sites  
 Potentially Contaminative Industrial Uses (Past Land Use)

Former Marshes

Potentially Infilled Land (Non-Water)  
 Potentially Infilled Land (Water)  
 Registered Landfill Sites  
 Licensed Waste Management Facilities (Landfill Boundaries)  
 Local Authority Recorded Landfill Sites  
 Historical Landfill Sites

### Brine and Salt

CBSCB Compensation District  
 Brine Pumping Related Features  
 Salt Mining Related Features  
 Brine Subsidence Solution Area

### Mining

BGS Recorded Mineral Sites  
 Potentially Contaminative Industrial Uses (Past Land Use)  
 Non-Coal Mining Areas of Great Britain  
 Mining Instability  
 Potentially Contaminative Land Uses from large scale historical mapping  
 Potential Mining Areas  
 Man-Made Mining Cavities

### Coal mining

PinPoint Coal Screening

### Energy & infrastructure

#### Renewable energy

Wind Farms  
 Wind Turbines

Renewable Energy Planning Database

### Non-renewable energy

Licensed Areas for Onshore Energy Exploration and Production  
 Licensed Wells for Energy Exploration  
 Offered Blocks for Onshore Energy Exploration and Production  
 Southampton to London Pipeline Development

### Above and Below Ground Railways

Crossrail - Stations  
 Crossrail - Track  
 Railed Transport - Tracks  
 Railed Transport - Stations and Stops

### HS2 and Crossrail2

HS2 - Track  
 HS2 - Stations  
 HS2 - Safeguarding Limits  
 HS2 - Payment Zones  
 Crossrail 2 - Track  
 Crossrail 2 - Stations  
 Crossrail 2 - Safeguarding Limits

### Miscellaneous

Local Authority Boundaries

### Planning Constraints

#### Planning Constraints

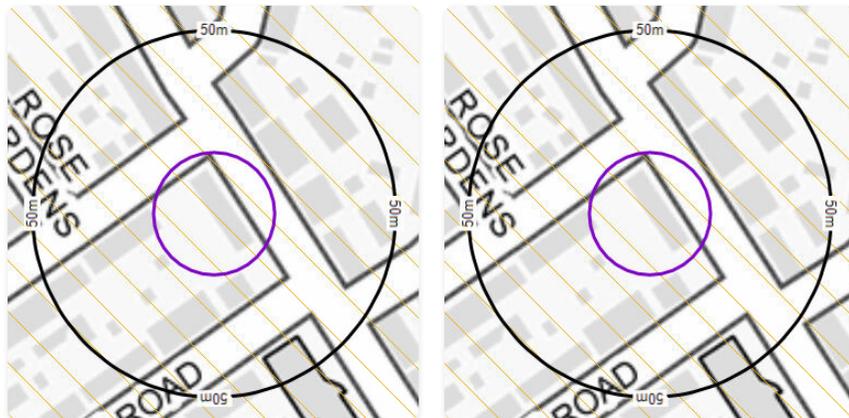
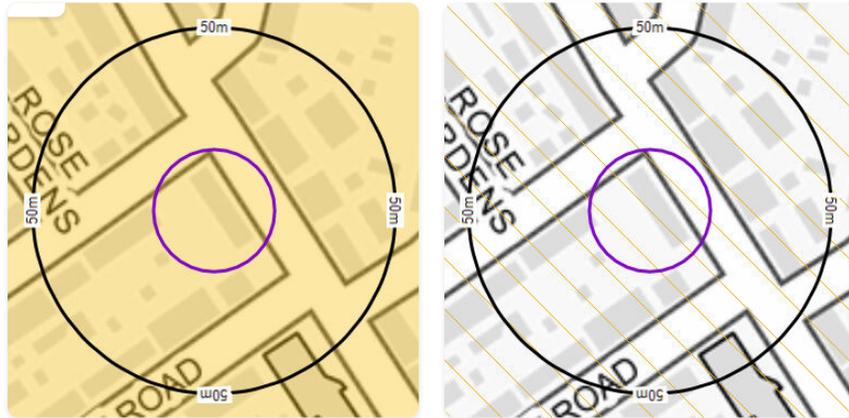
Pylon or Mast  
 Areas of Outstanding Natural Beauty  
 National Nature Reserves  
 Local Nature Reserves

## Datasets searched

Marine Nature Reserves  
Sites of Special Scientific Interest  
Forest Parks  
National Parks  
Areas of Unadopted Green Belt  
Ramsar Sites  
Special Areas of Conservation  
Special Protection Areas  
Areas of Adopted Green Belt  
Environmentally Sensitive Areas  
Listed Buildings  
World Heritage Sites  
Scheduled Monuments  
Ancient Woodland  
Country Parks  
Nature Improvement Areas

# Climate change: Ground stability

[← Back to summary](#)

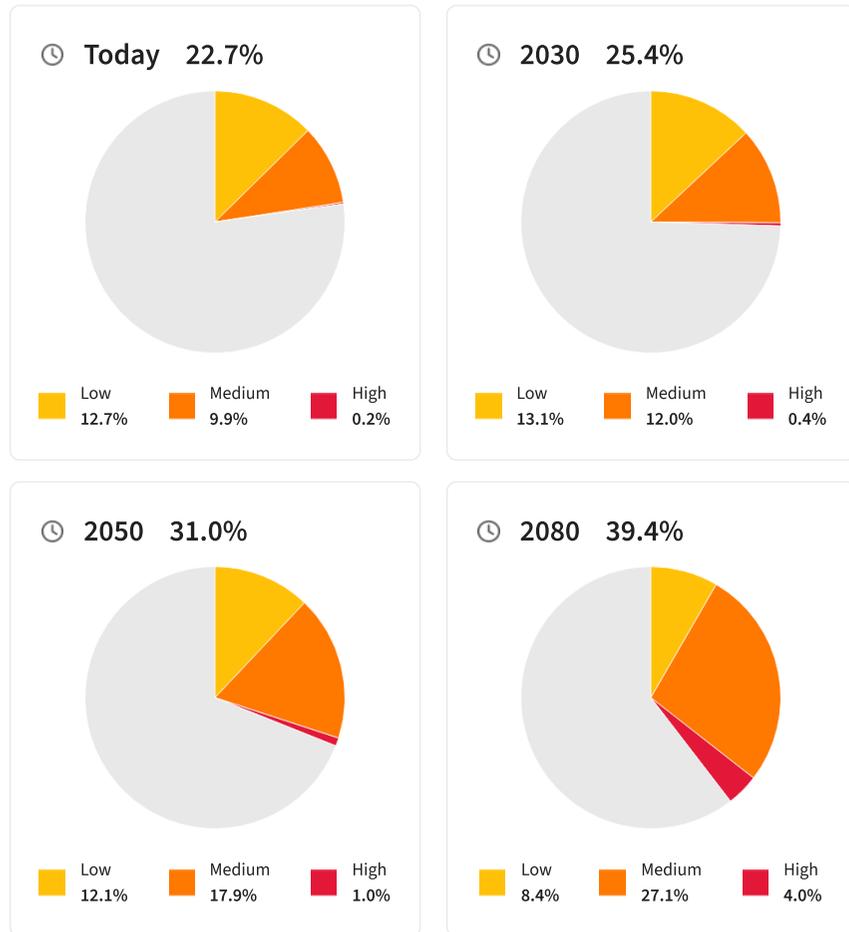


Today		
Low		
2030		
Drier	Average	Wetter
Likely	Likely	Highly Unlikely
2050		
Drier	Average	Wetter
Likely	Likely	Highly Unlikely
2080		
Drier	Average	Wetter
Likely	Likely	Likely

# Climate change: Heat stress

[← Back to summary](#)

## Percentage of days spent in heatwave conditions



Thresholds for your location

Temperatures above 40 °C are classified as high severity, above 32 °C are medium severity. Temperatures below the medium threshold are low severity.

This data shows the percentage and number of days spent in heatwave conditions at low, medium or high severity, for today and 3 additional time periods.

Today	Total	Low	Medium	High
Percentage	22.7%	12.7%	9.9%	0.2%
Days in heatwave	83 days	46 days	36 days	1 day

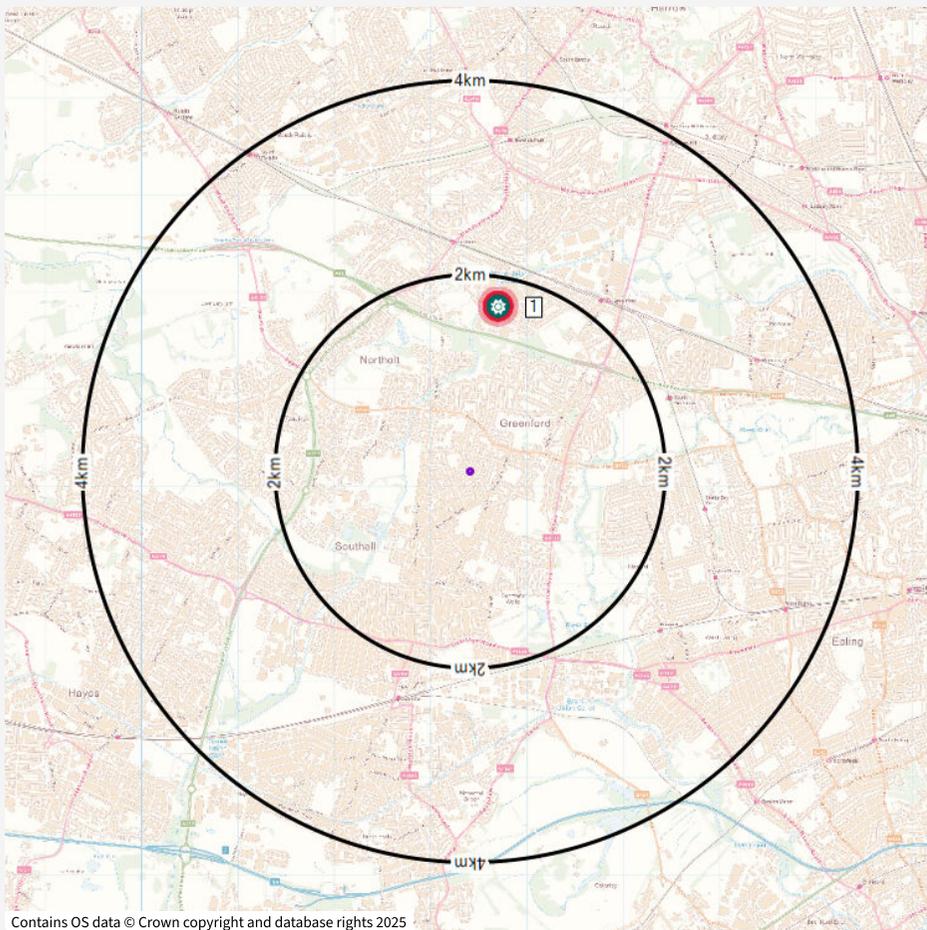
2030	Total	Low	Medium	High
Percentage	25.4%	13.1%	12.0%	0.4%
Days in heatwave	93 days	48 days	44 days	1 day

2050	Total	Low	Medium	High
Percentage	31.0%	12.1%	17.9%	1.0%
Days in heatwave	113 days	44 days	65 days	4 days

2080	Total	Low	Medium	High
Percentage	39.4%	8.4%	27.1%	4.0%
Days in heatwave	144 days	30 days	99 days	14 days

# Energy & Infrastructure: Renewable Energy

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- ⊙ Multiple features present
- ⚙ Wind farms
- ⚙ Wind turbines
- ⚙ Planning apps - wind energy
- ⚙ Planning apps - Solar farms
- ⚙ Planning apps - other renewable energy

Solar energy			
Planning applications			
Id	Details	Status	Distance
1	Name: Sergo Park Greenford Central, Phase 1A - Industrial, Warehouse & Offices Reference: 242581FUL Installed capacity (MWe): 0.38 Contractor: Brixton Investments (Hemel Hempstead) Limited Address: Units 418, 419-420, 20A And 21 Derby Road Greenford Central Local Planning Authority: Ealing	Planning Application Submitted	1692m N
1	Name: Belazu Ingredient Company, Long Drive - Solar panels Reference: 243243PAPV Installed capacity (MWe): 0.31 Contractor: Columbia Threadneedle Investments Limited Address: Belazu Ingredient Company, 74 Long Drive, Greenford Local Planning Authority: Ealing	Planning Permission Granted	1835m N

# Appendices

Report limitations	<a href="#">26</a>
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Useful contacts	<a href="#">36</a>
Important consumer protection information	<a href="#">38</a>
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## Report limitations

This report has been prepared on the understanding that it is to be used for an individual residential property transaction and should not be used or relied upon in a commercial property transaction, or if development is planned at the property. The report is a desktop review of information provided by the client and from selected private and public databases. It does not include a site investigation, nor are specific information requests made of the regulatory authorities for any relevant information. Therefore, Landmark cannot guarantee that all issues of concern will be identified by this report, or that the data and information supplied to it by third parties is accurate and complete. We do not accept responsibility for inaccurate data provided by external data providers

The methodology for the contaminated land risk assessment and the conclusions drawn therefrom are the responsibility of Landmark Information Group Ltd.

The flood risk section includes an assessment of surface water flooding which examines the risk of the general drainage network overflowing during periods of extreme rainfall. This report does not make a detailed site-specific assessment of the suitability of the existing drainage on the property. If this is required, then a site survey should be considered. The assessment of pluvial flooding does not take into account particular local or temporary factors that may cause surface water flooding such as the blockage or failure of structures on or within watercourses, drains, foul sewers, water mains, canals and other water infrastructure; and any history of drains flooding at the property or in the locality. Surface water flooding can occur before surface water reaches the general drainage network, for example on hills and inclines. Environment Agency flood data does not include flood risk from very small catchments, as models of such small-scale catchments are not considered to be reliable for UK-wide flood risk assessments. The potential impact of climate change on flood risk to the property would require further study. When answering any questions within this report, current applicable legislation is taken into account. The data used in this report may have inherent limitations and qualifications.

The Energy & Infrastructure section has been designed to satisfy standard due-diligence enquiries for residential and commercial sites. It is a 'remote' investigation and reviews databases of publicly available information that have been chosen to enable a desk-based analysis of key infrastructure projects. The report does not include data on all UK energy and Infrastructure projects, nor does Landmark make specific information requests of the regulatory authorities for any relevant information they may hold. Therefore, Landmark cannot guarantee that all land uses or factors of concern will have been identified by the report.

Landmark is unable to comment directly with regards to the potential effect these key energy or infrastructure projects will have on the value of nearby properties. We would recommend contacting an appropriate surveyor who can provide a valuation.

While every effort is made to ensure accuracy, Landmark cannot guarantee the accuracy or completeness of such information or data. We do not accept responsibility for inaccurate data provided by external data providers.

## Useful information

### Contaminated land

#### Landfill and Waste

At present no complete national data set exists for landfill site boundaries, therefore, a point grid reference, provided by the data supplier, is used for some landfill sites. In certain cases the point grid references supplied provide only an approximate position, and can vary from the site entrance to the centre of the site. Where the exact position of the site is unclear for Registered Landfill data, Landmark construct either a 100 metre or 250 metre 'buffer' around the point to warn of the possible presence of landfill. The size of this 'buffer' relates to the positional accuracy that can be attributed to the site. The 'buffer' is shown on the map as a red hatched area. For further information regarding landfill sites identified in the report, please contact the relevant agency or authority referenced in the Useful Contacts section.

The British Geological Survey (BGS) hold records of over 3,000 landfill sites that accepted waste prior to the Control of Pollution Act (COPA) 1974. These were not subject to any strict regulation or monitoring.

Permitted Waste Sites and Environmental Permitting Regulations - Waste cover current or recently current consents issued for landfill sites, waste transfer, treatment or disposal sites by the relevant agency, under Section 64 of the Environmental Protection Act 1990 (Part 2) and prescribed by regulation 10 of SI No. 1056 of the Waste Management Licensing Regulations 1994.

#### Authorised Industrial Processes

Identified discharge consents could be for storm water discharges, soakaways or septic tanks. If a radioactive substance licence has been identified the consent band will be given under enquiries and replies. Consents fall into one of four bands: Band 1 and 2 Nuclear licenced sites authorised by the Nuclear Installations Inspectorate e.g. nuclear power stations Band 3 Site registered/authorised to accumulate and dispose of radioactive materials, only non-nuclear operations are carried out on site e.g. hospitals Band 4 Sites registered to keep and use radioactive material e.g. laboratories, universities, commercial premises using appliances such as monitoring equipment, alarm systems, tritium lighting etc.

Data supplied for Explosive Sites, Control of Major Accident Hazards Sites (COMAH) and Notification of Installations Handling Hazardous Substances (NIHHS) contains public sector information published by the Health and Safety Executive and licenced under the Open Government Licence.

#### Historical Land Uses

This data relates to categories of potentially contaminative land uses that have been identified by the analysis of selected Ordnance Survey historical mapping. The published date (range of dates) of the map (s) and the distance from the centre of search to the nearest point of the feature is given.

Further details of the extent of the site or its activities are not available. Should you wish to examine the Ordnance Survey maps these are normally available for public inspection at the local archive or local major library.

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

The point locations of historical tanks and energy facilities are identified from the text on Ordnance Survey 1:1250 and 1:2500 scale mapping published between 1943 and 1996, based upon a predetermined list of abbreviations, e.g. El Sub (Electricity Sub-station) and F Stn (Filling Station). The position of the point has been located at the centre of the identified text so that it would be within approximately 30 meters of the feature it was describing. The features themselves are related to energy and petroleum storage and cover the following: tanks, petrol storage, potential tanks (at depots etc.), electricity sub stations and related features, gas and gas monitoring related features, oil related features and miscellaneous power features. NB: It should be noted that the Ordnance Survey abbreviation for tank (tk) is the same as that for tracks. Therefore some of the captured text may relate to tracks and not tanks when the exact nature of the feature is not clear from the mapping.

### Flood

#### Flood

The Envirosearch Residential report includes a desktop flood risk screening report, designed to satisfy the concerns raised by the Law Society Practice Note and to enable home buyers and property professionals to assess the risk of flooding at residential sites.

It examines two key areas:

- (1) the overall risk of flooding at a property taking into account any flood defences present (where information about defences is available). It should be noted that a residual risk of flooding may remain if such defences were to fail owing to extreme weather conditions, over-topping or poor maintenance. In addition, it should be noted that flood defences do not generally offer protection against groundwater or surface water flooding.
- (2) how flood risk affects the availability of insurance for a property. Where no flood defences are present or where no information about defences is available, the overall risk rating provides a worst case scenario which may be alleviated by smaller scale local flood defences or recently constructed flood defences not currently registered by the relevant agency.

Where several flood risks have been identified, the report highlights the highest risk and details the information Landmark consider should be drawn to your attention as part of the conveyancing transaction.

## Useful information

However, other flood risks may be present.

The Landmark Flood report is a general-purpose indicative screening tool and is intended to provide a useful initial analysis for a residential conveyancing transaction. It does not provide an alternative to a property specific assessment, such as the Flood Solutions Consult Report, which should be used when this report suggests 'Further Action'.

### The Individual Flood Risks

The individual flood risk gauges on the front page highlight the individual river, coastal, surface water, ground water, historic flood event and water features flooding risk at the property, taking into consideration any information on flood defences where available. These risks are used to determine the overall flood risk to the property. The individual flood risks are demonstrated in the gauges as follows:

<b>High Moderate To High</b>	Landmark consider the individual flood risk to be significant. This is because there is a potential flood risk that would be likely to occur fairly frequently, or the predicted depth of any flood event would result in significant impact and/or there is information to suggest a flood has happened in the past. It is recommended that you refer to the Overall Flood Risk and take note of the Professional Opinion and Recommendations as further action will be required.
<b>Moderate</b>	Landmark consider the individual flood risk to be moderate. This is either because of a potential flood that is likely to occur with moderate frequency, or because the predicted depth of potential flooding at the property is likely to be shallow and insufficient to cause a significant issue. It is recommended that you check the Overall Flood Risk result and refer to the Professional Opinion and Recommendations for guidance and next steps.
<b>Low To Moderate</b>	This describes areas that Landmark consider are at low to moderate risk flooding. These are areas where we have found some indication of potential flood risk, however any resulting flooding would be expected to be infrequent or have a low predicted depth. It is recommended that you check the Overall Flood Risk to the property as this may differ from the individual flood risks.
<b>Low</b>	This describes areas that Landmark consider are at low risk of flooding. These are areas where there may be some indications of potential flood risk, however any flooding would be expected to be very infrequent or have a very low predicted depth. It is recommended that you check the Overall Flood Risk to the property as this may differ from the individual flood risks.

Flooding can usually be managed by the installation of flood protection measures, either on or within the building or across the property. Flood protection measures can be divided into two categories; flood resistance and flood resilience.

Flood resistance measures: physical barriers designed to keep water out of your house, such as flood doors, air brick covers and non-return valves. Temporary flood resistance products are those that need deploying (fitting or activating) prior to flooding arriving, whereas permanent flood resistance products do not need activating.

Flood Resilience measures: these reduce flood damage in situations where water is allowed to enter, such as raising electrical sockets, the use of resilient plaster.

The flood source, likely depths and property design and age will inform the best choice of permanent resistance, temporary resistance or resilience. Other factors will play a part in the decision making process, such as cost, visual impact, ease of deployment and product performance. The best answer for your home will most likely involve a combination of products.

This report is not a Flood Risk Assessment, and should you be developing the property a more in depth report may be required by the Planning authority.

### Flood protection measures

Flooding can usually be managed by the installation of flood protection measures, either on or within the building or across the property. Flood protection measures can be divided into two categories; flood resistance and flood resilience.

Flood resistance measures: physical barriers designed to keep water out of your house, such as flood doors, air brick covers and non-return valves. Temporary flood resistance products are those that need deploying (fitting or activating) prior to flooding arriving, whereas permanent flood resistance products do not need activating.

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Please refer to the Know Your Flood Risk website for further information and suppliers of protection and resilience measures: [www.knowyourfloodrisk.co.uk/flood-advice-guidance](http://www.knowyourfloodrisk.co.uk/flood-advice-guidance)

## Preparation for a flood event

## Useful information

### Flood Action Plan

Preparing a Flood Action Plan will help ensure the safety of everyone, minimise the disruption that you may suffer and reduce damage to important items. The flood plan should comprise of a simple check list for you to follow should a flood event be expected. You can create your own personal Flood Action Plan by visiting the Environment Agency website at [www.gov.uk/prepare-for-flooding/future-flooding](http://www.gov.uk/prepare-for-flooding/future-flooding). Alternatively, visit your Local Authority's website.

A Flood Action Plan should include:

- Contact numbers for utility providers (gas, electricity, water), insurance providers, local authority, and other important contacts (family, friends, etc.)
- A list of important items that you can move upstairs or to a safe place before an event (pets, cars, electrical equipment, heirlooms, furniture)
- Where the utility shut-off points are and how to operate them
- What Property Level Protection measures to install and where
- Where the emergency flood kit is and what it should comprise of
- Practical advice on appropriate actions to take during a flood (store as much drinkable water as possible, block sinks and toilets, tune into your local radio station for updates)
- Practical advice on appropriate actions to take after a flood has occurred (take photos and videos of damage, contact insurance providers, contact utilities to check that central heating, water, and electrics are working properly)

### Flood Action Groups

As well as protecting your property and preparing yourself for a flood, as a local community you can set up a flood action group. Flood action groups across England and Wales are proving to be very successful ways in raising awareness and engaging communities in responding to flood risk. This is done through engagement, increasing resource, applying for grant schemes and working in partnership with relevant Agencies and Authorities. The advice, support and assistance provided by Agencies and Authorities can be helped by local knowledge to better help reduce or mitigate flood risk. For guidance on how to create a flood action group in your community please visit the National Flood Forum's website at [www.nationalfloodforum.org.uk/flood-risk-community-groups/how-to-form-a-flood-action-group](http://www.nationalfloodforum.org.uk/flood-risk-community-groups/how-to-form-a-flood-action-group).

### Flood Re

At the start of April 2016 the flood insurance market changed. Flood RE opened for business, allowing many flood risk prone residential properties access to affordable flood insurance. All other properties (including

most leasehold homes and all commercial property) are exposed to a fully risk-based flood insurance market, perhaps for the first time.

It is therefore important to understand in advance of exchanging contracts whether that property has a flood risk, which is likely to make insurance more expensive, or even impossible to obtain.

Such insurance implications may make getting a mortgage more difficult, which may jeopardise the proposed transaction. Alternatively, the cost implications of dealing with the potential flooding may lead to the property price being discounted.

### So what is Flood RE?

Flood RE is a scheme developed by the insurance industry with the approval of Government. It is an independent organisation and is neither run by nor funded by Government (though it does report to Parliament on the way the scheme is working). The Flood RE scheme is designed to ensure that affordable flood cover remains available to most residential homes for a 25 year period and to soften the transition to fully risk-reflective pricing.

Flood RE also hopes to encourage competition between insurers to offer better terms for flood insurance. Insurers who write flood risk business in the UK must be members of Flood RE. They can then choose whether or not to cede to Flood RE the flood part of home insurance policies (buildings or contents) bought by their customers. Each insurer is free to set the benchmarks at which it will offer flood insurance itself, or cede the business to Flood RE, or perhaps refuse to offer flood cover at all. So there will be variations in the level of flood risk to the property which will result in Flood RE's involvement. Flood RE offers the insurer who cedes the business both capped premiums (set by reference to the property Council Tax band) and capped excess for the cover. Both will rise over the lifetime of the scheme, with the capped premiums rising in line with CPI. Flood RE will deal only with the insurer, not with the insured. See [www.floodre.co.uk](http://www.floodre.co.uk)

### Radon

Due to the nature of way the information is gathered, your property/site may have more than one probability of radon attributed to it. We report the worst case scenario on the property/site you have provided. This information is an estimate of the probability that a property /site in Great Britain is at or above the 'Action Level' for radon (the level at which Public Health England recommends that radon levels should be reduced, those with an average of 200 Bq m<sup>-3</sup> or more). This information satisfies CON29 Standard Enquiry of Local Authority; 3.13 Radon Gas: Location of the Property in a Radon Affected Area and can also be used to advise house buyers and sellers in Scotland. Where the property/site is a new build, this information provides information on the level of protection required for new buildings under BR211 (Scivyer, 2007) Radon: Guidance on protective measures for new buildings and BR376 (BRE, 1999) Radon: Guidance on protective measures for new dwellings in Scotland.

## Useful information

Public Health England advises that radon gas should be measured in all properties within radon Affected Areas and that homes with radon levels above the Action Level (200 Bq m<sup>-3</sup>) should be remediated, and when achievable to below the Target Level of 100 Bq m<sup>-3</sup>. Householders with levels between the Target Level and Action Level should seriously consider reducing their radon level, especially if they are at greater risk, such as if they are current or ex smokers. Whether or not a home is in fact above or below the Action Level or Target Level can only be established by having the building tested. Public Health England provides a radon testing service which can be accessed at [www.ukradon.org](http://www.ukradon.org).

Indoor radon levels can usually be substantially reduced at a low cost comparable to many home improvements, such as replacing carpets. Details of methods of reducing radon levels are given on the Building Research Establishment Website. <http://www.bre.co.uk/radon>.

## Climate change

### What are the risks

**Physical risks:** result from climatic events. You may face more frequent severe weather events such as flooding, drought and storms. Gradual onset of these environmental changes as a result of climate change could have an adverse impact.

**Transition risks:** result from changes in behaviour including government policy as the UK transitions to a low-carbon economy.

### What are climate risks?

The Impacts from climate change could affect UK companies in many ways. Both the UK Government and the Bank of England have advocated climate related disclosures, which was set out by the Task Force for Climate Related Financial Disclosures in their 2017 recommendations.

### UKCP18

UK Climate Projections 2018 (UKCP18) is the Met Office's climate projection tool for the UK, which is the update from UKCP09. The data provides probabilistic scenarios for how the climate of the UK may change over the 21st Century. The Met Office states that the tools have been designed to help decision-makers assess their exposure to the climate.

Source: <https://www.metoffice.gov.uk/research/approach/collaboration/ukcp/about/what-is-ukcp>

### Representative Concentration Pathways (RCPs)

Representative Concentration Pathways (RCPs)	Change in Temperature (C) by 2081-2100	Description
RCP2.6	1.6 (0.9-2.3)	Emissions strongly reduced
RCP4.5	2.4 (1.7-3.2)	Mitigation implemented but Paris Agreement missed (IPCC moderate scenario)
RCP6.0	2.8 (2.0-3.7)	2nd medium emission stabilisation pathway
RCP8.5	4.3 (3.2-5.4)	Emissions continue to grow unmitigated

### Stress Testing

As the future climate scenario is unknown and may change in future, in some instances alongside the assessment we have also provided other scenarios in the Data Appendix to assist with other decision making.

### The Paris Agreement

Goal 13 of the UN Sustainable Development Goals calls for urgent action to combat climate change. The Paris Agreement on climate change officially entered into force on 4th November 2016. As of 2020, 195 signatories and 189 countries have joined the Paris Agreement.

The agreement pledges that signatories will take steps to limit temperature rise to well below 2°C by 2050. Both the EU and the UK have pledged climate action and have now written into law that they will have net-zero greenhouse gas emissions by 2050.

### Task Force for Climate Related Financial Disclosure (TCFD) Recommendations

Understanding future climate risk requires consideration as part of the 'Task Force for Climate Related Financial Disclosures' (TCFD Recommendations). Within the recommendations, risk management is an integral step where organizations are expected to identify, assess and manage climate related risks.

These recommendations are fast becoming the linchpin of best practice, at an industry and national policy level. The Better Building Partnership (BBP) is a collaboration of the UK's leading commercial property owners. Its members have signed a ground-breaking commitment to deliver net zero carbon real estate

## Useful information

portfolios by 2050. Member organisations are also committing to developing climate change resilient strategies in line with the TCFD Recommendations.

<https://www.betterbuildingspartnership.co.uk/property-owners-make-groundbreaking-climate-change-commitment>

### Transition risks for built environment

The Government are committed to net zero emissions by 2050. In order to achieve this target, the Government are looking at ways the UK can reduce its emissions in all sectors. One of these has been a focus on buildings. The UK has nearly 30 million buildings (27 million of which are residential) and include some of the oldest building stock in Europe. Heating and powering buildings currently accounts for 40% of the UK's total energy usage. Therefore, there is a need to improve the energy efficiency of our homes and buildings. The Future Homes and Buildings Standard is not due to be implemented until 2025, however through consultations, Parts L (conservation of fuel and power) and F (ventilation) of the Buildings Regulations for new dwellings were changed in 2021. From 2025, new homes built after this time, will produce 75%-80% less carbon emissions than homes delivered under the old regulations.

Existing homes and some home improvements will also be subject to higher standards, but these will only come when the occupants want to make thermal upgrades or if building an extension. These are already being asked for. Part L for example requires changes in ventilation. For existing domestic buildings, background ventilations should be fitted to all replacement windows.

There will also be a phase out of gas boilers. The sale of new gas boilers will be prohibited from 2025 and they will be replaced by heat pumps and – depending how the technology develops- hydrogen boilers.

## Planning: Applications

### What is a planning application?

A planning application is a request for approval from your local authority for you to carry out some form of development or change to property or land. You apply to your local authority to obtain this permission, known as Planning Permission.

### Is Planning Permission needed?

Most changes will require planning permission from your local authority, but some forms of development may fall within 'permitted development rights' and not require planning permission. The types of development allowed under these rights can depend on your local authority and additional factors such as whether the property is in a conservation area or national park. Common types of permitted development are small alterations and minor extensions to residential dwellings. Information about the types of

development allowed under your permitted development rights is available from the Planning Portal (details below) or from your local planning authority (see the Contacts page).

If you are considering any development, it is advisable to contact your local planning authority to check if planning permission is required for the intended works. Your local planning authority may also have a useful duty planner service or provide pre-application advice, although there could be a charge for this.

### Applying for Permission

If planning permission is required, an application is made to the local planning authority. The type of application and supporting information required will depend on the scale of works proposed.

Once an application has been made the local authority may notify relevant parties, such as immediate neighbours, and the application may be advertised locally for a consultation period. Public comments can then be made on the application for consideration by the local planning authority.

### Planning Decisions

A planning officer will consider the application and any supporting information and make a recommendation for approval or refusal. Depending on the type of application the final decision may be made by the officer through 'delegated powers', or the information could be passed to a planning committee.

The local authority will explain the reasons for refusing any applications. The applicant could then choose to re-submit the application with amendments. The result can also be appealed through the planning inspectorate; however, this can be a complicated and costly procedure and would not normally be undertaken without obtaining further professional guidance. Consequently, where an application is listed in this report as refused it may later be granted on appeal. Therefore, if an application within this report concerns you, we would strongly advise you to find out more from your local planning authority.

Planning applications are usually decided within 8 weeks of the application date, although this can be extended to 13 weeks where the application is large or complex. Unless acted upon a planning permission will lapse after either 3 or 5 years, depending on whether it is an 'outline' or 'full' (sometimes called 'detail') application.

### Helpful Resources

<http://www.planningportal.gov.uk> - The Planning Portal is the governmental planning information website. You can access guides about the planning system and also submit applications through this website.

## Useful information

Use Classes		
Use Class	Category Description	Notes
A1	Shops	General retail
A2	Financial and Professional Services	e.g banks, estate agents etc.
A3	Restaurants and cafes	
A4	Drinking establishments	Pubs/wine bars (not nightclubs)
A5	Hot food takeaways	
B1	Business	Offices etc. (not those that fall within A2 e.g.Estate agents)
B2	General industry	
B8	Storage or distribution	Warehouses etc.
C1	Hotels	
C2	Residential institutions	Hospitals, nursing homes, boarding schools
C2(a)	Secure residential institutions	Prisons, young offenders institutes etc.
C3	Dwelling houses	
C4	Houses in multiple occupation	Small shared houses occupied by between 3 and 6 unrelated individuals, as their only or main residence, who share basic amenities such as kitchen or bathroom

Use Classes		
Use Class	Category Description	Notes
D1	Non-residential institutions	Schools, museums, libraries etc.
D2	Assembly and leisure	Cinemas, music and concert halls, swimming pools etc.
Sui Generis		Anything not falling into the above, e.g petrol stations, nightclubs, taxi business, amusements etc.

## Coal mining

### Underground coal mining

Underground mining creates spaces (or voids). The intense pressures set up by deep mining make these voids compress, resulting in subsidence at the surface. Where the mining has been nearer to the surface, as is the case here, the pressures are less and the voids can remain for a longer period of time. When and where or if these voids might collapse and result in surface subsidence is difficult to predict but there is clearly an enhanced risk.

### Pinpoint Zone of Influence

Landmark reports use a bespoke methodology to determine the Zone Of Influence that is unique to them and is highly accurate. The average depths of underground workings within the Zone Of Influence are reported by indicating the percentage depths for shallow workings (those less than 30M or 50M where the seam is unusually thick), moderate (depth ranges from 30M to 500M) and considerable (workings deeper than 500M). A count of the number of seams worked and the last date of mining from these is also reported.

### Mine entries

Shafts and adits are the means by which coal is accessed from the surface. Shafts are vertical excavations sunk from the surface to the coal seams worked. Adits are tunnels that start at the surface and extend into the seams worked. The approximate location of any mine entries within 20M of the property boundary are referred to and shown on the plan

## Useful information

### Summary

The report has identified what, if any, treatment is known to have been provided to the mine entries disclosed. Where treatment is unknown this does not mean none has taken place but simply that the Coal Authority does not have any record of it. This is because before the formation of the National Coal Board there was no centralised recording facility, and the treatment was reliant upon private operators and landowners.

If after reading this you are concerned about any of the issues raised here and wish to obtain further advice other than our Consultants Report, you will need to have a further detailed investigation undertaken and a report prepared by a suitably qualified professional; then follow any guidance given in that report.

### Subsidence claims

The individual details of each claim are listed above. Further actions are recommended based on the particular status of a claim.

- **Claim Withdrawn**- no action generally but if damage was identified in the property there may be causes other than mining subsidence. Advise making further enquiry with the vendor.
- **Claim Ongoing**- make further enquiries of the Seller, their Solicitors or the Coal Authority.
- **Claim Settled**- where further detail is required, seeking a Subsidence Claims History report from the Coal Authority might provide useful information as to, for example, why the compensation was so high/low.

The existence of nearby claims does not necessarily mean that damage has been caused to other properties in the locality or will do so in the future. While there may not have been damage there most certainly will have been subsidence. The only method by which you can be sure no damage has been caused is to have an inspection undertaken.

## Energy & Infrastructure

### Non-renewable energy

Onshore oil and gas exploration and production licences relate to areas of land (blocks). The Oil and Gas Authority (OGA) grants the licences to operators. They must show technical and environmental competence and have access to funding. The government does not directly grant access rights. Planning permission must be sought from the Local Authority. Environmental permits must also be sought from the Environment Agency, Scottish Environment Protection Agency, or Natural Resources Wales.

As well as the areas currently licensed for oil and gas exploration, we will also show the 159 new licenses that were offered under the 14th Onshore Oil and Gas Licensing Round to successful applicants.

Before any drilling activities can begin, the operator must first get planning permission. Contact your Local Planning Authority to get details of any current planning applications near to your property.

### Fracking (Hydraulic Fracturing)

Fracking is just one technical part of the process needed for the development and operation of a shale gas facility. This includes exploration, production and abandonment. Each stage of the shale gas development process presents a distinct set of risks. These include contamination risk to groundwater and surface water, seismic risks, and amenity risks (for example, from increased traffic movements). The nature of risk depends upon both the impact should an event occur and the likelihood of it occurring. Some guidance has been produced in relation to shale gas by UK Government and environmental regulators. It is likely that significantly more will follow before commercial shale gas operations begin at any significant scale.

The fracking process involves injecting water and various other additives into the ground. Some negative media coverage of the process has occurred in the UK and USA. The differences in regulatory regime and geological conditions mean that direct comparison of the UK with the USA is not strictly applicable. A number of reports have been produced by proponents and opponents of the technology in the UK and Europe, with a small number of expert technical reports leading government and regulatory policy towards shale gas development in the UK. However, regulatory advice is currently limited.

There is general consensus that risks to property from fracking are low. The exact nature of risk depends upon site specific considerations.

### Renewable energy

Planning has a key role in providing renewable and low carbon energy facilities, where the local environmental impact is acceptable. Protection of local amenity is an important consideration which planning authorities consider when making their decisions.

No formal government compensation schemes currently exist for property owners located close to wind or solar farms.

The wind and solar energy industries are increasingly trying to work more closely with the government, councils, local communities and wider interest groups, to ensure that benefits associated with wind energy developments are felt by those who live locally. RenewableUK developed the Community Benefits Protocol in 2011 to ensure that the wind power industry delivers on these benefits. As part of the Protocol, developers commit to provide a minimum of £1000 per MW of installed capacity, or equivalent benefits, directly to host communities. Further information can be obtained from RenewableUK (<https://www.renewableuk.com/>).

## Useful information

### Wind energy

Wind farms do not usually pose a risk to the surrounding environment. But due to the large areas they cover and the height of the turbines they can cause problems. These include visual impacts and those from noise/vibrations produced by the turbines. Ecological impacts can also be present although these tend not to be so relevant to property.

The biggest issue relates to the visual impact of a wind farm. The resulting changes of the visual landscape can be significant. This is particularly a problem in protected rural areas.

The wind is the UK's largest source of renewable energy generation. There are over 400 wind farms and around 4000 wind turbines in the UK. With many projects due to be developed these figures will continue to grow.

RenewableUK (<https://www.renewableuk.com/>) holds records of wind projects in the UK Wind Energy Database.

### Solar energy

The main environmental impact of a solar farm is visual impact. Solar farms can cover large areas of land, but the structures within them are rarely higher than 2m above ground level. Visual impact can be reduced if planned and screened sensitively. A solar farm does not generate noise and is quick to construct (often only 1-2 months). There is very little maintenance traffic once construction completes.

Panels may be freestanding or attached to a building with a large surface area such as a warehouse roof. They are a form of renewable and low carbon energy production. They could help provide the UK with a secure energy supply and reduce greenhouse gas emissions.

### Other renewable energy

As well as wind and solar power there are a variety of other renewable power sources in the UK. Details of the other types of renewable energy are:

- **Small / Large Hydroelectric**- Power stations that produce electricity using the gravitational force of falling or flowing water. Small hydro projects are those that produce 10 megawatts or less.
- **Shoreline Wave**- Electricity generation using sea surface waves
- **Tidal Barrage / Stream**- this is a form of hydroelectric power station that converts the energy of tides into electricity
- **Biomass** - Energy is created by burning biological material such as wood and certain types of Plants.
- **Co-firing**- A co-firing power plant burns biomass together with fossil fuels.
- **Anaerobic / Sewage Digestion**- The process produces a biogas, consisting partly of methane. This biogas can be used directly as fuel to generate electricity.

- **Hot Dry Rocks**- This is a type of geothermal power plant which uses heat produced naturally in the ground to create electricity.
- **Landfill Gas**- Burning of landfill gases to produce power
- **Energy From Waste (EfW) Incineration**- EfW is a form of energy recovery. Most EfW processes produce electricity and/or heat directly through burning.
- **Advanced Conversion Technology**- A process that produces gas by burning waste at extremely high temperatures. This achieves 100% degradation of the waste to "white ash". The gas produced is burnt for electricity generation and thermal energy distribution and utilisation.

## Above and below ground railways

Railways indicated in the report are found on Open Street Map, and include those categorised as abandoned and historic.

Abandoned railways are based on the Open Street Map (OSM) classes of abandoned, dismantled, disused, and razed. They are either former railways in which the tracks and infrastructure have been removed and the course may be recognisable, or a section of railway which is no longer in use, but the track and infrastructure remain in place. These railways will be classed as 'Inactive'.

Historic railways are based on the following OSM classes: heritage, historic, historical, and preserved. They are generally running historic trains as tourist attractions. These railways will be classed as 'Active'.

### Crossrail

Crossrail, now completed and known as the Elizabeth Line, stretches from Reading and Heathrow in the west, to Shenfield and Abbeywood in the east. The development covers over 100km of track, of which 21km is new rail tunnels under central London.

### Crossrail 2

Crossrail 2 (CR2) is a new (proposed) railway, linking the national rail networks in and around Surrey and Hertfordshire via an underground tunnel through London. In the central tunnelled section of the route, CR2 is expected to serve stations between Wimbledon in the south and New Southgate and Tottenham Hale in the north, providing an interchange with other London Underground, Overground and National Rail services. In Surrey and south west London, CR2 is expected to use the existing rail lines beyond Wimbledon. North of Tottenham Hale, CR2 is expected to connect with the West Anglia Main Line.

If you have a property near to any of the existing or proposed CR1 or CR2 stations, you may benefit from the lines, once open. Other properties may need to be acquired or will be affected by the construction of the line or running of the trains. A property above the construction of a new tunnel could be affected as a result of

## Useful information

ground settlement. Settlement is the technical term given to the way the ground moves around a hole after it has been dug out. Digging tunnels, shafts and basements always causes small movements in the ground.

Crossrail2 was paused in October 2020, and it is not currently know when further work will continue.

Transport for London (TfL) continues to manage the Crossrail 2 Safeguarding Directions on behalf of the Secretary of State for Transport and continues to work with stakeholders whose developments are affected by the Safeguarding. This is to ensure they can continue to protect the route until such time as the railway can be progressed.

### Safeguarding limits

Safeguarding is where a proposed project's location or route is protected from conflicting development. Any development within the safeguarded area could be subject to extra planning restrictions. Land can be used during construction for the transfer of building waste materials or machinery. This may result in disruption to the affected site and in nearby areas. The existence of a safeguarding direction will be declared by the local planning authority in response to searches of the local land charges register.

## High Speed 2

High Speed 2 (HS2) is currently under construction, and comprises of 140 miles of track, four new stations, two depots, 32 miles of tunnel, and 130 bridges.

Once operational, HS2's British-built bullet trains will provide zero-carbon journeys between the UK's two largest cities, Birmingham and London, with services continuing on to Manchester, the North West, and Scotland using the conventional railway network, cutting journey times.

## Useful contacts

If after reading the details in this report regarding the sites identified, you still require further information, please contact the relevant agency or authority indicated in the Useful Contacts section quoting the corresponding reference given in the text of the report.

The contacts in the Useful Contacts section may be able to provide further information relating to items identified in the report, however they are not in a position to advise how these might affect the value of a property. The findings of the report should be discussed with your professional advisor.

### 1 Ordnance Survey

Adanac Drive  
Southampton  
SO16 0AS

[www.ordnancesurvey.co.uk](http://www.ordnancesurvey.co.uk)  
[customerservices@ordnancesurvey.co.uk](mailto:customerservices@ordnancesurvey.co.uk)  
 03456 05 05 05

### 2 Landmark Information Group Limited

Landmark Information Group  
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Imperial Way  
Reading  
RG2 0TD

[www.landmark.co.uk](http://www.landmark.co.uk)  
[helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)  
 0330 036 6619

### 3 British Geological Survey, Enquiry Service

British Geological Survey  
Environmental Science Centre  
Keyworth  
Nottingham  
NG12 5GG

[www.bgs.ac.uk](http://www.bgs.ac.uk)  
[enquiries@bgs.ac.uk](mailto:enquiries@bgs.ac.uk)  
 0115 936 3143

### 4 Environment Agency, National Customer Contact Centre (NCCC)

PO Box 544  
Templeborough  
Rotherham  
S60 1BY

[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)  
 03708 506 506

### 5 London Borough of Ealing

Perceville House  
14-16 Uxbridge Way  
London  
W5 2HL

[www.ealing.gov.uk](http://www.ealing.gov.uk)  
 020 8825 5000

### 6 London Borough of Hillingdon

Civic Centre  
High Street  
Uxbridge  
UB8 1UW

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)  
 01895 250111

### 7 Greater London Authority

Romney House  
43 Marsham Street  
London  
SW1P 3PY

[www.london.gov.uk](http://www.london.gov.uk)  
 020 7983 4000

## Useful contacts

**8 London Docklands Dev Corp**

Thames Quay  
191 Marsh Wall  
London  
E14 9TJ

 020 7512 3000

**9 PinPoint Information Ltd**

Riverbank House  
1 Putney Bridge Approach  
London  
SW6 3JD

 [www.pinpointinformation.co.uk](http://www.pinpointinformation.co.uk)

## Important consumer protection information



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

☎ 0330 036 6619

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

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If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/ or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Standards. Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not to TPO.

### TPOs

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

🌐 [www.tpos.co.uk](http://www.tpos.co.uk)  
✉ [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
☎ 01722 333306

### Complaints procedure

If you want to make a complaint to Landmark, we will:

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

### Complaints should be sent to:

#### Customer Services Manager

Landmark Information  
Imperium  
Imperial Way  
Reading  
RG2 0TD

✉ [helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)  
☎ 0330 036 6619

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

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