

# Orchard Road, Richmond, TW9 4NY

Prepared for:
Mr E Toms
Land Science Brighton Ltd
Carlton House
28-29 Carlton Terrace
Hove
East Sussex
BN41 1UR

Report Reference: SCD 35804952 1 1

Report Date: 18-AUG-2011

Customer Reference: LS 0360

National Grid Reference: 519210 175570

Site Area: 2945 m²





If you have any questions on the contents of this Report please contact Landmark Customer Helpdesk which is open from 9:00am - 5:30pm, Monday - Friday, via one of the following channels:

Telephone: 0844 844 9966 Fax: 0844 844 9980

Email: info@landmarkinfo.co.uk Website: www.sitecheck.co.uk





## Report Sections and Details

Page

### Summary of Site

This section comprises source, pathway and receptor information found on site. Other factors which may affect the site are also included.

### Aerial Photo

1

The aerial photo gives an overall view of the area. The smaller large-scale Ordnance Survey map includes the site boundary and search zone buffer at 250m.

### **Location Map**

2

The accurate large-scale Ordnance Survey map confirms the boundary of the subject site. The descriptive text may identify other features which could be of relevance but not reported. The smaller aerial photo includes the site boundary.

### **Summary Table**

3

This section comprises of a summary table of the information found on site and in its vicinity.

### **Current Land Use**

7

This section contains a map, which shows current land use features. The following pages detail these features and identify the Reference Number and direction.

### Historical Land Use

11

This section contains a map, which shows historical land use features. The following pages detail these features and identify the Reference Number and direction. A table listing all the maps used to source this information is included.

### Sensitivity

14

This section contains a map, which shows pathway and receptor features. The following pages detail these features and identify the Reference Number and direction. This section also contains a separate Flood Map and flood details.

### Other Factors

17

This section contains information on other factors which may affect the site and its vicinity.

# **Useful Information**

18

This section contains information which may be of use when interpreting the report.

### **Useful Contacts**

19

All textual information is linked by the 'Contact Ref' to this quick reference list of contacts. These contacts may be able to supply additional information or answer any subsequent query relating to that record.



Current Land Use		Reference
Potentially Contaminative Uses	No.	Number (Map ID)
Contemporary Trade Directory Entries		
Dairy Crest Ltd, Orchard Road, Richmond, Surrey, TW9 4NY, Dairies, Status: Inactive, Positional Accuracy: Automatically positioned to the address	9	1

Historical Land Use Potentially Contaminative Uses	Page No.	Reference Number (Map ID)
Potentially Contaminative Industrial Uses (Past Land Use)		
Gas manufacture & distribution, Date of Mapping: 1874 - 1988	12	2

Pathways Pathways	Page No.	Reference Number (Map ID)
Groundwater Vulnerability		
Geological Classification: Minor Aquifer (Variably permeable) - These can be fractured or potentially fractured rocks, which do not have a high primary permeability, or other formations of variable permeability including unconsolidated deposits. Although not producing large quantities of water for abstraction, they are important for local supplies and in supplying base flow to rivers, Soil Classification: Soils of High Leaching Potential (U) - Soil information for restored mineral workings and urban areas is based on fewer observations than elsewhere. A worst case vulnerability classification (H) assumed, until proved otherwise, Map Scale: 1:100,000, Map Name: Sheet 39 West London, Contact Ref: 2	16	

Other Factors Geological	Page No.	Reference Number (Map ID)
Radon Potential - Radon Affected Areas		
Affected Areas: The property is in a lower probability radon area, as less than 1% of homes are above the action level, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 5	17	
Radon Potential - Radon Protection Measures		
Radon Protection Measures: None, Source: British Geological Survey, National Geoscience Information Service, Contact Ref. 5	17	
Potential for Landslide Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 5	17	



Other Factors  Geological	Page No.	Reference Number (Map ID)
Potential for Running Sand Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 5	17	
Potential for Collapsible Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 5	17	





Site Orchard Road, Richmond, TW9 4NY

Grid Reference 519210, 175570

Report Reference SCD\_35804952\_1\_1

Customer Reference LS 0360

Size of Site 2945 m<sup>2</sup>







Site Orchard Road,Richmond,TW9 4NY

Grid Reference 519210, 175570

Report Reference SCD\_35804952\_1\_1

Customer Reference LS 0360

Size of Site 2945 m²





Current Land Use	On Site	0-250m
Sources	1	26
Waste / Landfill Sites		
BGS Recorded Landfill Sites	0	0
Licensed Waste Management Facilities (Landfill Boundaries)	0	0
Licensed Waste Management Facilities (Locations)	0	0
Local Authority Recorded Landfill Sites	0	0
Registered Landfill Sites	0	0
Registered Waste Transfer Sites	0	0
Registered Waste Treatment or Disposal Sites	0	0
Statutory Authorisations		
Local Authority Pollution Prevention and Controls	0	5
Contaminated Land Register Entries and Notices	0	0
Registered Radioactive Substances	0	0
Discharge Consents		
Discharge Consents	0	1
Water Industry Act Referrals	0	0
Industrial Processes		
Integrated Pollution Controls	0	0
Integrated Pollution Control Registered Waste Sites	0	0
Integrated Pollution Prevention And Control	0	0
Local Authority Integrated Pollution Prevention And Control	0	0
Storage of Hazardous Substances		
Control of Major Accident Hazards Sites (COMAH)	0	1
Explosive Sites	0	0
Notification of Installations Handling Hazardous Substances (NIHHS)	0	1
Planning Hazardous Substance Consents	0	1
Contraventions		
Local Authority Pollution Prevention and Control Enforcements	0	0
Enforcement and Prohibition Notices	0	0
Planning Hazardous Substance Enforcements	0	0
Prosecutions Relating to Authorised Processes	0	0
Prosecutions Relating to Controlled Waters	0	0
Substantiated Pollution Incident Register	0	0

Brought to you by Landmark



Current Land Use	On Site	0-250m
Sources	1	26
Potentially Contaminative Uses		
Contemporary Trade Directory Entries	1	13
Fuel Station Entries	0	4
Miscellaneous		
BGS Recorded Mineral Sites	0	0

Historical Land Use	On Site	0-250m
Sources	1	6
Potentially Contaminative Uses		
Historical Tanks And Energy Facilities	0	2
Potentially Contaminative Industrial Uses (Past Land Use)	1	4
Potentially Infilled Land		
Former Marshes	0	0
Potentially Infilled Land (Non-Water)	0	0
Potentially Infilled Land (Water)	0	0

Sensitivity	On Site	0-250m
Pathways and Receptors	1	2
Pathways		
Groundwater Vulnerability	1	n/a
Drift Deposits	0	n/a
Historical Flood Liabilities	0	0
Extreme Flooding from Rivers or Sea without Defences	0	1
Flooding from Rivers or Sea without Defences	0	0
Areas Benefiting from Flood Defences	0	1
Flood Water Storage Areas	0	0
Flood Defences	0	0

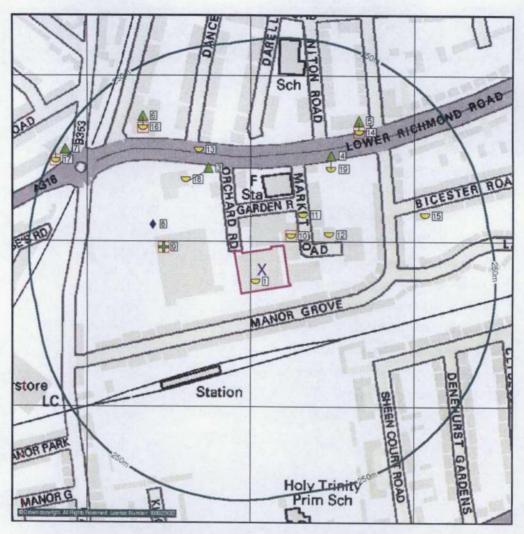


Sensitivity	On Site	0-250m
Pathways and Receptors	1	2
Environmentally Sensitive Receptors		
Areas of Outstanding Natural Beauty	0	0
Environmentally Sensitive Areas	0	0
Local Nature Reserves	0	0
Marine Nature Reserves	0	0
National Nature Reserves	0	0
Nearest Surface Water Feature	0	0
Ramsar Sites	0	0
Sites of Special Scientific Interest	0	0
Source Protection Zones	0	0
Special Areas of Conservation	0	0
Special Protection Areas	0	0
Water Abstractions	0	0
Protected Countryside Areas		
Forest Parks	0	0
National Parks	0	0
National Scenic Areas	0	0



Other Factors	On Site	0-250m
Geological	7	1
Brine Compensation Area	0	n/a
Coal Mining Affected Areas	0	n/a
Mining Instability	0	0
Man-Made Mining Cavities	0	0
Natural Cavities	0	0
Potential for Collapsible Ground Stability Hazards	1	0
Radon Potential - Radon Affected Areas	1	n/a
Radon Potential - Radon Protection Measures	1	n/a
Potential for Compressible Ground Stability Hazards	1	0
Potential for Ground Dissolution Stability Hazards	0	0
Potential for Landslide Ground Stability Hazards	1	0
Potential for Running Sand Ground Stability Hazards	1	0
Potential for Shrinking or Swelling Clay Ground Stability Hazards	1	1
Non Coal Mining Areas of Great Britain	0	0









Sources			
Waste / Landfill Sites	Ref No.	Search Buffer	Direction
Local Authority Landfill Coverage			
Name: London Borough of Richmond Upon Thames, - Has no landfill data to supply, Contact Ref: 4		On Site	N

Statutory Authorisations	Ref No.	Search Buffer	Direction
Local Authority Pollution Prevention and Controls			
Sainsburys Service Station, Manor Road, Lower Richmond Road, RICHMOND, Surrey, TW, Part B - Fuel and Power Industry Sector, Reference: 19/PVR, Status: Permitted, Positional Accuracy: Manually positioned to the address or location, Contact Ref: 1	3	0-250m	NW
Richmond Motor Centre (Esso), 293 Lower Richmond Road, RICHMOND, Surrey, TW9 4LU, Part B - Fuel and Power Industry Sector, Reference: 11/PVR, Status: Authorisation revoked, Revoked, Positional Accuracy: Manually positioned to the address or location, Contact Ref: 1	4	0-250m	NE
Tcs Richmond, 22-24 Popham Gardens, Lower Richmond Road, RICHMOND, Surrey, TW9 4LJ, Part B - Fuel and Power Industry Sector, Reference: 05/PVR, Status: Permitted, Positional Accuracy: Automatically positioned to the address, Contact Ref: 1	5	0-250m	NE
Lance Owen, 1-5 North Road, RICHMOND, Surrey, TW9 4HA, Part B - Fuel and Power Industry Sector, Reference: EP/M/93/01/P1, Status: Authorisation revoked, Revoked, Positional Accuracy: Automatically positioned to the address, Contact Ref: 1	6	0-250m	NW
Beacon Service Station (Bp), Lower Mortlake Road, RICHMOND, Surrey, TW9 4LU, Part B - Fuel and Power Industry Sector, Reference: 04/PVR, Status: Permitted, Positional Accuracy: Manually positioned to the address or location, Contact Ref: 1	7	0-250m	NW

Discharge Consents	Ref No.	Search Buffer	Direction
Discharge Consents			
Bg Properties Plc., Depot & Gas Holder Station, Manor Road, Richmond, Miscellaneous Discharge, Reference: CATM.3197, Version: 1, Status: Revoked (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact ref: 2	8	0-250m	w

Storage of Hazardous Substances	Ref No.	Search Buffer	Direction
Control of Major Accident Hazards Sites (COMAH)			
Transco Plc, Manor Road, RICHMOND, Surrey, TW9 4QH, Status: Active, Positional Accuracy: Manually positioned to the address or location, Contact Ref: 3	9	0-250m	W

Brought to you by Landmark



Sources			*
Storage of Hazardous Substances	Ref No.	Search Buffer	Direction
Notification of Installations Handling Hazardous Substances (NIHHS)			
Transco, Ricmond Holder Station, Manor Road, RICHMOND, Surrey, TW9 40B, Status: Active, Positional Accuracy: Manually positioned to the address or location, Contact Ref: 3	9	0-250m	w
Planning Hazardous Substance Consents			
British Gas North Thames, Richmond Holder Station, Manor Road, Richmond, TW9 4QB, Storage of Flammable Substances, Reference: 92/1926/Hs, Status: Deemed Consent Granted, Granted, Positional Accuracy: Located by supplier to within 10m, Contact Ref: 4	9	0-250m	W

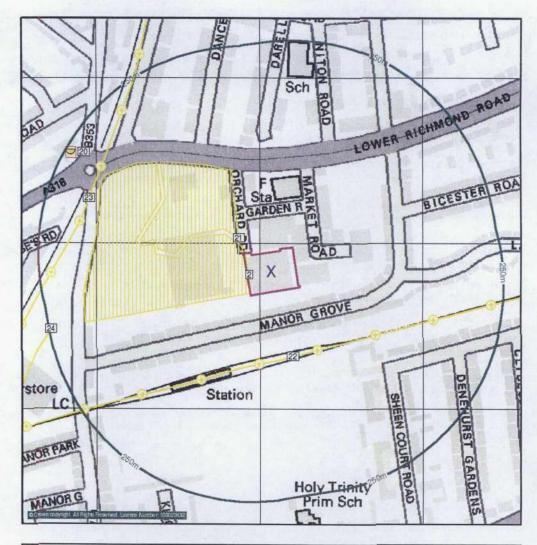
Potentially Contaminative Uses	Ref No.	Search Buffer	Direction
Contemporary Trade Directory Entries			
Dairy Crest Ltd, Orchard Road, Richmond, Surrey, TW9 4NY, Dairies, Status: Inactive, Positional Accuracy: Automatically positioned to the address	1	On Site	SW
Hammond Vivian Ltd, Power House, 27, Market Road, Richmond, Surrey, TW9 4LZ, Printers, Status: Inactive, Positional Accuracy: Manually positioned to the address or location	10	0-250m	NE
Natgraphics, Hydrex House, Garden Road, Richmond, Surrey, TW9 4NR, Printing Engineering Services, Status: Inactive, Positional Accuracy: Automatically positioned to the address	10	0-250m	N
Natgrathics, Hydrex House, Garden Road, Richmond, Surrey, TW9 4NR, Printers, Status: Inactive, Positional Accuracy: Manually positioned to the address or location	10	0-250m	N
G & W Auto Recovery Service Ltd, Unit 2, Market Road, Richmond, Surrey, TW9 4LZ, Breakdown and Recovery, Status: Active, Positional Accuracy: Manually positioned to the road within the address or location	11	0-250m	NE
Bushwood Books Ltd, 17, Market Road, Richmond, Surrey, TW9 4LZ, Distribution Services, Status: Active, Positional Accuracy: Automatically positioned to the address	12	0-250m	NE
Chiswick Fireplace Co, Corner Of Dancer Rd,Lower Richmond Rd, Richmond, Surrey, TW9 4LE, Fireplaces & Mantelpieces, Status: Inactive, Positional Accuracy: Manually positioned to the road within the address or location	13	0-250m	NW
Petropolis Ltd, 21-22, Popham Gardens, Lower Richmond Road, Richmond, Surrey, TW9 4LJ, Petrol Filling Stations, Status: Active, Positional Accuracy: Automatically positioned to the address	14	0-250m	NE
Total, 21-22, Popham Gardens, Lower Richmond Road, Richmond, Surrey, TW9 4LJ, Petrol Filling Stations, Status: Active, Positional Accuracy: Automatically positioned to the address	14	0-250m	NE
Phillips Edwin London Ltd, 25, Bicester Road, Richmond, Surrey, TW9 4QL, Carpet, Curtain & Upholstery Cleaners, Status: Inactive, Positional Accuracy: Automatically positioned to the address	15	0-250m	E
Lance Owen (Richmond), 1, North Road, Richmond, Surrey, TW9 4HA, Car Dealers, Status: Inactive, Positional Accuracy: Automatically positioned to the address	16	0-250m	NW

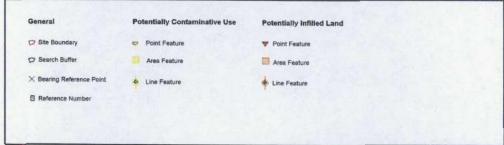
Brought to you by Landmark



Sources			
Potentially Contaminative Uses	Ref No.	Search Buffer	Direction
Contemporary Trade Directory Entries			
Now Vauxhall, 1, North Road, Richmond, Surrey, TW9 4HA, Car Dealers, Status: Active, Positional Accuracy: Manually positioned to the address or location	16	0-250m	NW
Bp Express, Lower Mortlake Road, Richmond, Surrey, TW9 2LL, Petrol Filling Stations - 24 Hour, Status: Active, Positional Accuracy: Manually positioned to the address or location	17	0-250m	NW
Network Connectors Ltd, Lower Mortlake Road, Richmond, Surrey, TW9 2LL, Cable & Wire Equipment Manufacturers, Status: Inactive, Positional Accuracy: Automatically positioned to the address	17	0-250m	NW
Fuel Station Entries			
Sainsburys Richmond, Manor Road, Richmond, Surrey, TW9 1YB, Fuel Station, Status: Open, Positional Accuracy: Manually positioned to the address or location	18	0-250m	NW
Richmond Motor Centre, 293 Lower Richmond Road, Manor Gardens, North Sheen, RICHMOND, Surrey, TW9 4LU, Fuel Station, Status: Obsolete, Positional Accuracy: Manually positioned to the address or location	19	0-250m	NE
Tcs Richmond, 22-24 Lower Richmond Road, Nitan Road, Richmond, Surrey, TW9 4LJ, Fuel Station, Status: Open, Positional Accuracy: Automatically positioned to the address	14	0-250m	NE
Beacon Filling Station, Lower Mortlake Road, Sandycombe Road, Richmond, Surrey, TW9 2LL, Fuel Station, Status: Open, Positional Accuracy: Manually positioned to the address or location	17	0-250m	NW









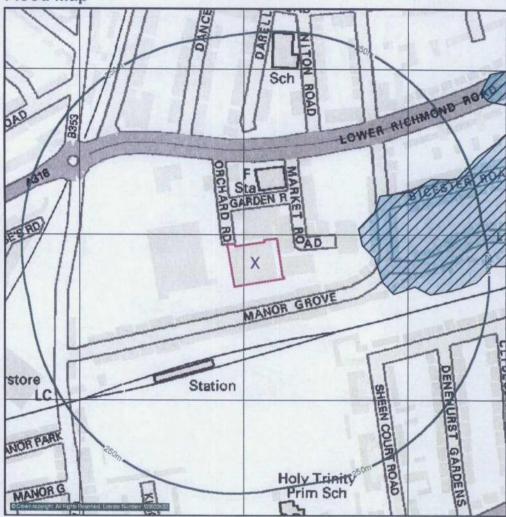
Sources			933
Potentially Contaminative Uses	Ref No.	Search Buffer	Direction
Historical Tanks And Energy Facilities			
Potential Tanks, Scale of Mapping: 1:2,500, Date of Mapping: 1960	20	0-250m	NW
Potential Tanks, Scale of Mapping: 1:1,250, Date of Mapping: 1960	20	0-250m	NW
Potentially Contaminative Industrial Uses (Past Land Use)			
Gas manufacture & distribution, Date of Mapping: 1874 - 1988	2	On Site	W
Road haulage, Date of Mapping: 1988	21	0-250m	NW
Railways, Date of Mapping: 1874 - 1988	22	0-250m	S
Railways, Date of Mapping: 1874 - 1988	23	0-250m	W
Railways, Date of Mapping: 1920 - 1949	24	0-250m	W

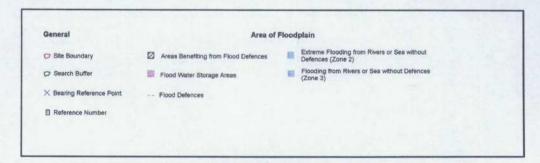


Map Details		
The following maps have been analysed for Historical Tanks and	Energy Facilities	
1:1,250	Mapsheet	Published
Ordnance Survey Plan	TQ1975NW	1960
1:2,500	Mapsheet	Published
Ordnance Survey Plan	TQ1975	1960
The following maps have been analysed for Potentially Contamin Infilled Land information	ative Uses and Poten	tially
1:10,000	Mapsheet	Published
Ordnance Survey Plan	TQ17NE	1988
1:10,560	Mapsheet	Published
Surrey	001_00	1874
Surrey	002_00	1874
Middlesex	021_00	1874
London	010_NW	1896
Middlesex	021_NW	1896
Surrey	001_SE	1920
Surrey	002_SW	1920
London	008_00	1920
Surrey	001_SE	1938
Surrey	002_SW	1938
London	008_00	1938
Ordnance Survey Plan	TQ17NE	1949



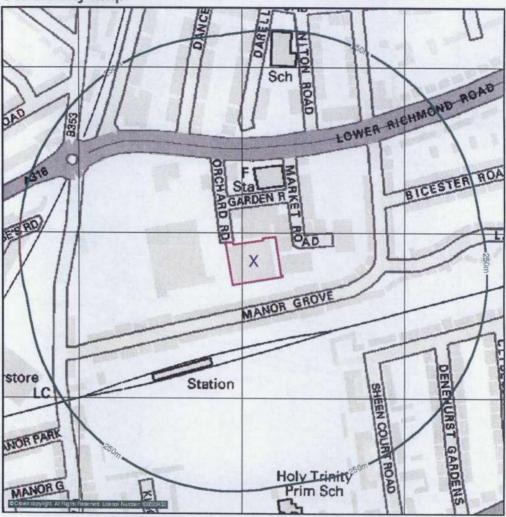
# Flood Map

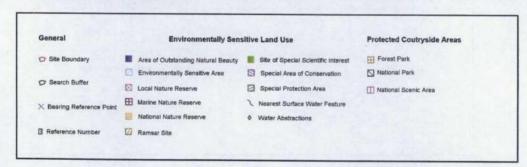






# **Sensitivity Map**







Pathways and Receptors			
Pathways	Ref No.	Search Buffer	Direction
Groundwater Vulnerability			
Geological Classification: Minor Aquifer (Variably permeable) - These can be fractured or potentially fractured rocks, which do not have a high primary permeability, or other formations of variable permeability including unconsolidated deposits. Although not producing large quantities of water for abstraction, they are important for local supplies and in supplying base flow to rivers, Soil Classification: Soils of High Leaching Potential (U) - Soil information for restored mineral workings and urban areas is based on fewer observations than elsewhere. A worst case vulnerability classification (H) assumed, until proved otherwise, Map Scale: 1:100,000, Map Name: Sheet 39 West London, Contact Ref: 2		On Site	N
Drift Deposits			
None			
Extreme Flooding from Rivers or Sea without Defences			
Type: Extent of Extreme Flooding from Rivers or Sea without Defences, Contact Ref: 2		0-250m	E
Flooding from Rivers or Sea without Defences			
None	-		
Areas Benefiting from Flood Defences			
Type: Area Benefiting from Flood Defences, Contact Ref: 2		0-250m	E
Flood Water Storage Areas			
None			
Flood Defences			
None			



Other Factors		
Geological	Search Buffer	Direction
Brine Compensation Area		
No.		- 1
Coal Mining Affected Areas		
In an area which may not be affected by Coal Mining		
Non Coal Mining Areas of Great Britain		
No Hazard		
Radon Potential - Radon Affected Areas		
Affected Areas: The property is in a lower probability radon area, as less than 1% of homes are above the action level, Source: British Geological Survey, National Geoscience Information Service, Contact Ref. 5	On Site	N
Radon Potential - Radon Protection Measures		
Radon Protection Measures: None, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 5	On Site	N
Potential for Collapsible Ground Stability Hazards		
Hazard Potential: Very Low Contact Ref: 5	On Site	N
Potential for Compressible Ground Stability Hazards		
Hazard Potential: No Hazard, Contact Ref: 5	On Site	N
Potential for Ground Dissolution Stability Hazards		
No Hazard		1.
Potential for Landslide Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 5	On Site	N
Potential for Running Sand Ground Stability Hazards		
Hazard Potential: Very Low Contact Ref: 5	On Site	N
Potential for Shrinking or Swelling Clay Ground Stability Hazards		
Hazard Potential: No Hazard Contact Ref: 5	On Site	N
Hazard Potential: Moderate Contact Ref: 5	0-250m	S



### Registered Landfill Sites

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, 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 an orange cross-hatched circle and is referred to in the map legend as Potential Landfill Buffer. Where actual boundaries are available, the landfill site area is shown on the map as a red diagonal hatched polygon and referred to in the map legend as Registered Landfill Site.

### Local Authority Recorded Landfill Sites

Local Authority landfill data are sourced from individual local authorities that were able to provide information on sites operating prior to the introduction of the Control of Pollution Act (COPA) in 1974. Appropriate authorities are listed under Local Authority Landfill Coverage with an indication of whether or not they were able to make landfill data available. Details of any records identified are disclosed. You should be aware that if the local authority 'Had landfill data but passed it to the relevant environment agency' it does not necessarily mean that local authority landfill data is included in our other Landfill datasets. In addition if no data has been made available, for all or part of the search area, you should be aware that a negative response under 'Local Authority Recorded Landfill Sites' does not necessarily confirm that no local authority landfills exist.

### Flooding

The Sitecheck report flood map plots all flood related features revealed within the search area as supplied by the relevant agency. However, to avoid confusion, the text entry in the body of the report only reveals the detail of the nearest feature in each flood data set. This is also reflected in the summary table where only a single entry is included to indicate the search buffer of the nearest occurrence.

### **Mining Instability Data**

The Mining Instability data was obtained on Licence from Ove Arup + Partners Limited (for further information, contact mining.review@arup.com). No reproduction or further use of such data is to be made without the prior written consent of Ove Arup + Partners Limited. The information and data supplied in the Product are derived from publicly available records and other third party sources and neither Ove Arup + Partners nor Landmark warrant the accuracy or completeness of such information or data.

The information in this Sitecheck Data Report is derived from a number of statutory and non-statutory sources. While every effort is made to ensure accuracy, Landmark cannot guarantee the accuracy or completeness of such information or data, nor to identify all the factors that may be relevant. If you are a private individual using this report Landmark recommend that you discuss its contents in full with your professional advisor. It is essential to read this report in conjunction with the Product User Guide and your attention is drawn to the scope of the report section within this guide.

The Sitecheck Data User guide is available free of charge from our website www.sitecheck.co.uk

Landmark Information Group Limited 2011. All Rights Reserved. The copyright on the information and data and its format as contained in this Siteche Data Report ("Report") is the property of Landmark Information Group Limited ("Landmark") and several other Data Providers, including (but not limite to) Ordnance Survey, British Geological Survey, the Environment Agency and Natural England and must not be reproduced in whole or in part by photocopying or any other method, except as allowed by Landmark's Terms and Conditions. The Report is supplied under Landmark's Terms and Conditions accepted by the customer. The Copyright, design rights and any other intellectual rights shall remain the exclusive property of Landmark and/or other Data Providers, whose copyright material has been included in this Report.



















### **Contact Names and Addresses**

# 1 London Borough of Richmond upon Thames Environmental Health Department

4 Waldegrave Road Teddington Middlesex TW11 8EN Telephone 020 8891 1411 Fax 020 8891 7702

www.richmond.gov.uk

## 2 Environment Agency National Customer Contact Centre (NCCC)

PO Box 544 Templeborough Rotherham S60 1BY Telephone 08708 506 506

enquiries@environment-agency.gov.uk

Please note that the Environment Agency/SEPA have a charging policy in place for enquiries.

### 3 Health and Safety Executive

HSE Infoline Caerphilly Business Park Caerphilly CF83 3GG Telephone 08701 545500 Fax 02920 859260

hseinformationservices@natbrit.com www.hse.gov.uk

### 4 London Borough of Richmond upon Thames

Civic Centre 44 York Street Twickenham Middlesex TW1 3BZ Telephone 020 8891 1411 Fax 020 8891 7702

www.richmond.gov.uk

## 5 British Geological Survey Enquiry Service

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

enquiries@bgs.ac.uk www.bgs.ac.uk Telephone 0115 936 3143 Fax 0115 936 3276



## **Other Contacts**

## **Landmark Information Group Limited**

Legal and Financial The Smith Centre Fairmile Henley-on-Thames Oxon RG9 6AB

info@landmarkinfo.co.uk www.landmarkinfo.co.uk Telephone 0844 844 9966 Fax 0844 844 9980

# SearchCode\*

# Search Code

### Important Consumer Protection Information

This search has been produced by Landmark Information Group Ltd, The Smith Centre, Fairmile, Henley on Thames, RG9 6AB. Telephone 0844 844 9966, email helpdesk@landmark.co.uk which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered firms maintain compliance with the Code.

The Search Code provides protection for homebuyers, sellers, conveyancers and mortgage lenders who rely on property search reports carried out on residential property within the United Kingdom. It sets out minimum standards which firms compiling and/or selling search reports have to meet. By giving you this information, your search provider is confirming that they keep to the principles of the Code. This provides important protection for you.

### The Code's core principles

Search providers which subscribe to the Code will:

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

## Keeping to the Search Code

How search organisations maintain compliance with the Search Code is monitored independently by the Property Codes Compliance Board (PCCB). If you have a query or complaint about your search, you should raise it directly with the firm, and if appropriate ask for your complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final resolution after your complaint has been formally considered or if the firm has exceeded the response timescales, you may refer your complaint to The Property Ombudsman (TPO). TPO can award compensation of up to £5,000 to you if it finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

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

### **TPOs Contact Details:**

The Property Ombudsman Scheme Beckett House 4 Bridge Street Salisbury Wiltshire SP1 2LX Tel: 01722 333306

Fax: 01722 332296 Email: admin@tpos.co.uk

# SearchCode<sup>11</sup>

# Search Code

## **Complaints Procedure - Information for customers**

If you wish to make a complaint, we will deal with it speedily and fairly. We will:

- Produce a formal written complaints procedure and tell you what this is.
- Acknowledge a complaint within 5 working days of its receipt.
- Normally deal with a complaint fully and 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 written response at the latest within 40 days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with the final decision, you may refer the complaint to The Property Ombudsman scheme (TPOs).

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

Please contact our Customer Service Team on 0844 844 9966 if you would like a copy of the full search code.

### Complaints should be sent to:

Customer Relationship Manager Landmark Information Group Ltd Landmark UK Property The Smith Centre Fairmile Henley-On-Thames RG9 6AB

Telephone: 0844 844 9966

E-mail: helpdesk@landmark.co.uk

### LANDMARK TERMS AND CONDITIONS

"Authorised Reseller" means an agent or reseller of Landmark whom Landmark has duly appointed to resell its Reports and Services.

"Content" means any data, computing and information services and software, and other content and documentation or support materials and updates included in and/or supplied by or through the Websites, in Reports or Services or in any other way by Landmark and shall include Landmark developed and Third Party Content.

"First Purchasser" means the first person, or legal entity to purchase the Property Site following provision of a Report.

"First Purchasser's Lender" means the funding provider for the First Purchaser "Information Pack" means a pack compiled by or on behalf of the owner or prospective buyer of the Property Site, designed to aid the marketing or purchase of the Property Site and containing information provided by or on behalf of the owner or prospective buyer of the Property Site.

"Intellectual Property Rights" means copyright, patent, design right (registered or unregistered), actabase right or other data right, moral right or know how or any other intellectual property right.

"Order" means the request for Services from Landmark by You.

"Property Site" means a land site on which Landmark provides a Service.

References to "We", "Us" and "Our" are references to Landmark information Group Limited ("Landmark"), whose registered office is 7 Abbey Court, Eagle Way, Exeter, EXZ 7HY, Where You are not ordering the Services directly from Landmark, but from an Authorised Reseller, references to "Landmark" or "We", "Us" and "Our" are references to Landmark information Group Limited ("Landmark"), whose registered office is 7 Abbey Court, Eagle Way, Exeter, EXZ 7HY, Where You are not ordering the Services directly from Landmark, but from an Authorised Reseller, references to "Landmark" or "We", "Us" and "Our" are to ordering the Services officetly from Landmark, but from an Authorised Reseller, references to "Landmark" or "We", "Us" and "Our and the construct on as to mean eithe

You. "Suppliers" means any organisation who provides data or information of any form to

Landmark.
"Terms" means these Terms & Conditions.
"Third Party Content" means the services, softwere, information and other content or functionality provided by third parties and linked to or containted in the Services.
"Websites" means websites hosted by Landmark and includes the Content and any report, service, document, data-set, software or information contained therein, derived there from or thereby.

- These Terms govern the relationship between You and Landmark whether You are an unvegistered visitor to the Website or are purchasing Services. Where these Terms are not expressly accepted by You they will be deemed to have been accepted by You, and You agree to be bound by these Terms when You place any Order, or pay for any Services provided if the person communicating with Landmark is an Authorised Reseller, they must ensure that You agree to these Terms.

  The headings in these Terms are for convenience only and shall not affect the meaning or interpretation of any part of these Terms.

  Landmark may modify these Terms, and may discontinue or revise any or all other aspects of the Services at our sole discretion, with immediate effect and without prior notice, including without limitation changing the Services available at any given time. Any amendment or variation to these Terms shall be posted on our Websites. Continued use of the Services by You shall be deemed an acceptance by You to be bound by any such amendments to the Terms. These Terms, together with the prices and delivery details set out on our Websites, Landmark's Privacy Policy and Your Order comprise the whole agreement relating to the supply of Services to You by Landmark. No prior stipulation, agreement, promotional material or statement whether written or oral made by any sales or other person or representative on our behalf should be understood as a variation of these Terms. Save for fraud or misrepresentation, Landmark shall have no liability for any such representation being uniture or misrepresentation being uniture or misrepresentation.
- Languages, some restriction of all other terms and conditions which you may purport to apply even if such other provisions are submitted in a later document or purport to exclude or override these Terms and neither the course of conduct between parties nor trade practice shall act to modify these Terms.

### 2. Services

Landmark will use reasonable care and skill in providing the Services to You, however, the Services are provided on the express basis that the information and data supplied in the Services are derived from third party sources and Landmark does not warrant the accuracy or completeness of such information data. Such information is derived solely from those sources specifically cited in the Services and Landmark does not claim that these sources represent an exhaustive or comprehensive list of all sources that might be consulted.

- You acknowledge that all Intellectual Property Rights in the Services are and shall remain owned by either Landmark or our Suppliers and nothing in these Terms purports to transfer, assign or grant any rights to You in respect of the Intellectual Property Rights.

  Subject always to these Terms You may, without further charge, make the Services available to;

  I. the owner of the Property at the date of the Report,

  II. any person who purchases the whole of the Property Site,

  III. any person who provides funding secured on the whole of the Property Site,

- iii. any person who provides funding secured on the whole of the Property Site,
  Iv. any person for whom You act in a professional or commercial capacity,
  any person for whom You act in a professional or commercial capacity,
  v. any person who acts for You in a professional or commercial capacity; and
  vi. prospective buyers of the Property Site as part of an Information Pack but
  for the avoidance of doubt, Landmark shall have no liability to such
  prospective buyer unless the prospective buyer subsequently purchases
  the Property Site, and the prospective for actual) buyer shall not be entitled
  to make the Service available to any other third party.
  Accordingly Landmark shall have the same duties and obligations to those
  persons in respect of the Services as it has to You.
  Each of those persons referred to in clause 3.b. shall have the benefit and the
  burden of Your rights and obligations under these Terms. The limitations of
  Landmark's liability as set out in clause 6 shall apply to all users of the Service in
  question in aggregate and Landmark shall not be liable to any other person.
  All parties given access to the Services and all information which they obtain from
  the Services and shall restrict any disclosure to employees or professional
  advisors to enable the relevant party to conduct its internal business. The
  requirement in this clause to treat the Services as confidential shall include a
  requirement to maintain adequate security measures to safeguard the Services
  from unauthorised access, use or copying.
  Each recipient of the Services agrees (and agrees it will cause its employees,
  agents or contractors who may from time to time have access to the Services to
  agree) it will not, except as permitted herein or by separate agreement, with

- i. effect or alternpt to effect any modification, merger or change to the Service, nor permit any other person to do so; or
  iii. copy, use, market, re-self, distribute, merge, after, add to or carry on any redistribution, reproduction, translation, publication, reduction to any electronic medium or machine readable form or commercially exploit or in any other way deal with or utilise or (except as expressly permitted by applicable law) reverse engineer, decompile or disassemble the Services, Content or Website; or
  iii. remove, after or in any way change any trademark or proprietary marking in any element of the Services and You shall acknowledge the ownership of the Content, where such Content is incorporated or used into Your own documents, reports, systems or services whether or not these are supplied to any third party.

  iv. create any product which is derived directly or indirectly from the data contained in the Services.

  The mapping contained in any Services is protected by Crown Copyright and must not be used for any purpose outside the context of the Services or as specifically provided by these Terms.

  You are permitted to make five copies of any Report, but are not authorised to re-sell the Report, any part thereof or any copy thereof unless you are an Authorised Reseller. Further copies may not be made in whole or in part without the prior written permission of Landmark who shall be entitled to make a charge for each additional copy.

### 4. Charges

- VAT at the prevailing rate shall be payable in addition to the Landmark Fees. You shall pay any other applicable indirect taxes related to Your use of the Services. An individual or a monthly invoice showing all Orders created by You will be generated subject to these Terms. You will pay the Landmark Fees at the rates set out in Landmark's Fees at the rates set out in Landmark's Fees as the payable in full within 30 days without deduction, counterclaim or set off. You acknowledge that time is of the essence with respect to the payment of such invoices. Landmark reserve the right to amend the Landmark Fees from time to time and the Services will be charged at the Landmark Fees from time to minch the Service is ordered. We may charge interest on late payment at a rate equal to 3% per annum above the base lending rate of National Westminster Benk pic. Landmark or its Authorised Reseller shall not be obliged to invoice any party other than You for the provision of Services, but where Landmark or its Authorised Reseller shall have the option at any time to cancel such invoice and invoice You direct for such Services. Where Your order comprises a number of Services or severable elements within any one or more Services, any failure by Landmark or its Authorised Reseller provides an element or elements of the Services and in or prejudice Landmarks or its Authorised Reseller is ability to require payment in respect of the Services delivered to You.

- Landmark may suspend or terminate Your rights under these Terms without any liability to You with immediate effect if at any time:

  1. You fail to make any payment due in accordance with clause 4;

  1i. You repeatedly breach or commit or cause to be committed any material breach of these Terms; or

  1ii. You commit a breach and You fail to remedy the breach within 7 days of receipt of a written notice to do so; additionally, without prejudice to the foregoing, Landmark may remedy the breach and recover the costs thereof from You.
- from You.

  If Your rights are terminated under this clause and You have made an advance payment We will refund You a reasonable proportion of the balance as determined by Us in relation to the value of Services previously purchased. Landmark reserves the right to refuse to supply any or all Services to You without notice or reason.

### 6. Liability

- We provide warranties and accept liability only to the extent stated in this clause 6 and clause 7.

  Nothing in these Terms excludes either party's liability for death or personal injury caused by that party's negligence or willful default, and the remainder of this clause 6 is subject to this provision and Your statutory rights.

  As most of the information contained in the Services is provided to Landmark by others, Landmark cannot control its accuracy or completeness, nor is it within the scope of Landmark's Services to check the information on the ground. Accordingly, Landmark will only be liable to You for any loss or damage caused by its negligence or willful default and subject to clause 6. below neither Landmark nor any person providing information contained in any Services shall in any circumstances be liable for any inaccuracies, faults or omissions in the Services, nor shall Landmark have any liability if the Services are used otherwise than in accordance with these Terms.

  Save as precluded by law, Landmark shall not be liable for any indirect or consequential loss, damage or expenses (including loss of profits, loss of contracts, business or goodwill) howsoever arising out of any problem, event, action or default by Landmark.

  In any event, and nohotherbanding anything contained in these Terms, Landmark's liability in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever arising by reason or in connection with this Contract (except in relation to death or personal injury) shall be limited to an aggregate amount not exceeding £10 million in residential property and an aggregate amount not exceeding £10 million in residential property and an aggregate amount not exceeding £10 million in residential property and an aggregate amount not exceeding £10 million in respect of any other Report or Service purchased from Landmark. Landmark will not be liable for any event, within twelve years of the date of the Service.

- that is not notified to Landmark within six months of the date of the issue becoming apparent and in any event, within twelve years of the date of the Service.

  You acknowledge that:

  Subject to clause 6.0 below You shall have no claim or recourse against any Third Party Content supplier nor any of our other Suppliers. You will not in any way hold us responsible for any selection or retention of, or the acts of omissions of Third Party Content suppliers or other Suppliers (including those with whom We have contracted to operate various sepech or parts of the Service) in connection with the Services (for the avoidance of doubt Landmark in one a Third Party Content supplier). Landmark does not promise that the supply of the Services will be uninterrupted or error free or provide any perticular facilities or functions, or that the Content will shawsy be complete, accurate, precise, thee from defects of any other kind, computer viruses, software locks or other similar code although Landmark will use reasonable efforts to correct any inaccuracies within a reasonable period of them becoming known to us;

  ii. Landmark's only obligation is to exercise reasonable skill and care in providing environmental information and You hereby acknowledge that You are such a person;

  iii. providing environmental property risk information to persons acting in a professional or commercial capacity who are skilled in the use of property and environmental information and You hereby acknowledge that You are such a person;

  iii. In a physical inspection of the Property Site reported on is carried out as part of any Services effected by Landmark and Landmark do not warrant that all land uses or features whether pead or current will be identified in the actual state or condition of any Property Site reported on is carried out as part of any Services of the condition of any Property Site reported on be identified in the actual state or condition of any Property Site reported on be identified in the actual state or condition of any Property S

for any particular purpose nor should it be relied upon for determining saleability or value or used as a substitute for any physical investigation or inspection. Landmark recommends that You inspect and take other advice in relation to the Property Site and not rely exclusively on the Services. Iv. Subject to clause 6, obselve, Landmark shall not be responsible for error or corruption in the Services resulting from inaccuracy or omission in primary or secondary information and data, inaccurate processing of information and data by third parties, computer malfunction or corruption of data whilst in the course of convention, peo-coding, processing by computer or electronic means, or in the course of transmission by telephone or other commandation link, or printing.

V. Landmark will not be held liable in any way if a Report on residential property for which it was ordered.

Vi. the Services have not been prepared to meet Your or anyone else's individual requirements; that You assume the entire risk as to the suitability of the Services and waive any claim of detrimental reliance upon the same; and You confirm You are solely responsible for the selection or omission of any specific part of the Content;

Vii. Landmark offer no warrantly for the performance of any linked internet service not operated by Landmark;

Viii. You will on using the Services make a reasonable inspection of any results to satisfy Yourself that there are no defects or failures, in the event that there is a material defect You will notify us in writing of such defect within seven days of its discovery;

Is. I are your risk.

All itshifty for any insurance products purchased by You rests solely with the insurer. Landmark does not endorse any particular product or insurer and no information contained within the Services should be deemed to imply otherwise.

All itshifty for any insurance products purchased by You rests solely with the insurance policy offered is suitable for Your needs and should seek independent advice. Landmark the insurance

k.

Save where expressly provided, this clause 7 shall apply solely to Envirosearch Residential Reports (regardiess of the result of such Report). Nothing in this clause 7 shall operate to override or vary the provisions of clause 8.

Landmark are prepared to offer, at their sole discretion, and without any admission or inference of liability a contribution towards the costs of any remediation works required under a Notice (as defined below) on the terms of this clause 7 (The Contribution).

In the event that a Remediation Notice is served on the First Purchaser of this clause 7 (The Contribution).

In the event that a Property Site under Part II(A) of the Environmental Protection Act 1990 (The Notice\*) Landmark will contribute to the cost of such works as either the First Purchaser or First Purchaser's Lender (but not both) are required to carry out under the Notice subject to the provisions of this clause 7 and on the following terms:

In the Contribution shall only apply to contamination or a pollution incident present or having occurred prior to the date of the Report;

the Contribution shall only apply where the Property Site is a single residential dwelling house or a single residential flat within a block of flats. For the avoidance of doubt, this obligation does not apply to any commercial property, nor to any Property Site being developed or redeveloped whether for residential purposes or otherwise;

iii. the Contribution is sincity limited to the cost of works at the Property Site and at no other site.

Iv. the contribution will not be paid in respect of any of the following:
Radioactive contamination of whatsoever nature, directly or indirectly caused by or contributed to a raining from indising radialions or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive or asbestos-containing materials and or or instructures or services serving the structures or nuclear c

onal non-compliance arising from the intentional disregard of or ng wilful or deliberate non-compliance by any owner or occupier of

the Property Site with any statute, regulation, administrative complaint, notice of violation, or notice letter of any Regulatory Authority. Any condition which is known or ought reasonably to have been known to the First Purchaser's Lender prior to the purchase of the Report.

Any condition which is caused by acts of War or an Act of Terrorism. Any property belonging to or in the custody or control of the First Purchaser which does not form a fixed part of the Property Site or the shundre.

Any properly belonging to or in the custody or control of the First Purchaser which does not form a fixed part of the Property Site or the structure.

Any fines liquidated damages punitive or exemplary damages. Any bodily injury including without limitation, death, illness or disease, mental injury, anguish or nervous shock.

Any fines liquidated damages punitive or exemplary damages, any bodily injury including without limitation, death, illness or disease, mental injury, anguish or nervous shock.

Any financial loss in respect of any loss of any rental, profit, revenue, savings or business interruption.

Any losses incurred following a material change in use of, alteration or development of the Property Site.

d. The maximum sum that shall be contributed by Landmark in respect of any Contribution shall be limited to £50,000. In the event that more than one Report is purchased on the Property Site the Contribution will be limited to £50,000. In the event that more than one Report is purchased by or on behalf of any First Purchaser or First Purchaser's Lender and no Contribution will be imade to £50,000. In the event that more than one Report purchased by or on behalf of any First Purchaser or First Purchaser's Lender and no Contribution will be made in respect of subsequent Reports purchased by or on behalf of any European First Purchaser's Lender or any person connected to them.

Landmark shall only pay a Contribution where the Notice is served within 36 months of the date of the Report.

Any rights to a Contribution under this Clause 7 are not assignable in the event of a sale of the Property Site and Landmark will not make any Contribution after the date of completion of such sale.

In the event the First Purchaser or First Purchaser's Lender where to claim any Contribution, it shall notify Landmark will not make any Contribution after the Notice. The First Purchaser or First Purchaser's Lender (as applicable) does not do so, including without imitation, obtaining Landmark's prior written consent to any est

Cause 7e.

Landmark reserve the right at any time prior to a claim for Contribution being made in accordance with clause 7 g) above, to withdraw the offer of payment of Contributions without further notice.

a. You acknowledge that Landmark shall not be liable for any delay, interruption or failure in the provision of the Services which are caused or contributed to by any circumstance which is outside our reasonable control including but not limited to, lack of power, telecommunications failure or overload, computer malfunction, inaccurate processing of data, or delays in receiving, loading or checking data, corruption of data whilst in the course of conversion, geo-coding, processing by computer in the course of electronic communication, or printing.

### 9. Severability

a. If any provision of these Terms are found by either a court or other competent authority to be void, invalid, illegal or unenforceable, that provision shall be deemed to be deleted from these Terms and never to have formed part of these Terms and the remaining provisions shall continue in full force and effect.

### 10. Governing Law

a. These terms shall be governed by and construed in accordance with English law and each party agrees irrevocably submit to the exclusive jurisdiction of the English courts If any dispute arises out of or in connection with this agreement (a "Dispute") the parties undertake thet, prior to the commencement of Court proceedings, they will seek to have the Dispute resolved amicably by use of an alternative dispute resolution procedure acceptable to both parties with the assistance of the Centre for Dispute Resolution (CEDR) if required, by written notice initiating that procedure. If the Dispute has not been resolved to the satisfaction of either party within 80 days of initiation of the procedure or if either party falls or refuses to participate in or withdraws from participating in the procedure then either party may refer the Dispute to the Court.

ark may assign its rights and obligations under these Terms without prior

b.

Landmark may assign its rights and obligations under these Terms without prior notice or any limitation.

Landmark may authorise or allow our contractors and other third parties to provide to Landmark may authorise or allow our contractors and other third parties to provide to Landmark and/or to You services necessary or related to the Services and to perform Landmark's isologistions and exercise Landmark's infats under these Terms, which may include collecting payment on Landmark's behalf. No walver on Landmark's part to exercise, and no delay in exercising, any right, power or provision hereunder shall envise and provided the exercise of that or any other right, power or provision. Unless otherwise stated in these Terms, all notices from You to Landmark must be in writing and sent to the Landmark registered office (or in the case of an Authorised Reseller, to its registered office address) and subject to paragraph e below all notices from Landmark to You will be displayed on our Websites from time to time.

Any complaints in relation to the Services should, in the first instance, be in writing addressed to the Customer Service Support Manager at the Landmark registered office. Landmark or its agents will respond to any such complaints in writing as soon as practicably possible.

A person who is not a party to any contract made pursuant to these Terms shall have no right under the Contract (Right of Third Parties) Act 1999 to enforce any terms of such contract and Landmark shall not be liable to any such third party in respect of any Services supplied.

Landmark's Privacy Policy as displayed on the Website governs the use made of any information You supply to Landmark.