

# FOUL SEWERAGE STATEMENT

Station Road, Hampton London

CWA-19-207

06.08.19

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Authorised by:	J.Panesar
Signed:	15 Tamesar
Dated: Rev A: Rev B:	06.08.19 08.08.19 02.09.19



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#### 1.00 INTRODUCTION

- 1.01 CWA have been commissioned to prepare a Foul Sewerage Statement for a Proposed Care Home development off Station Road, Hampton.
- 1.02 The Foul Sewerage Statement will be part of a Planning Application to be made to London Borough of Richmond Upon Thames Council.
- 1.03 The development proposes a Care Home with parking and amenity space.



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#### 2.00 SITE LOCATION AND DESCRIPTION

- 2.01 The development site is situated at Station Road, Hampton at post code TW12 2AX. The Ordnance Survey National Grid reference to the centre of the site is E513712, N169726.
- 2.02 A Site Location Plan can be found in Appendix 1.
- 2.03 The site is irregularly shaped and occupies an approximate area of approximately 0.286 ha.
- 2.04 The neighbouring land use is as follows:
  - North Greenfield Area.
  - East Commercial Units.
  - South Station Road & Office space.
  - West Commercial units & Office Space
- 2.05 The site slopes from 13.29m to 12.56m with a fall of 0.73m. The site is predominantly flat across the parking area with a gradient of 1 in 168.
- 2.06 The existing site is currently a police station which comprises of office space along the Western boundary with warehouse parking to the North. An access road runs through the centre of the site with outdoor parking to the East.
- 2.07 A Topographical Survey can be found in Appendix 3.



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#### 3.00 SITE DEVELOPMENT PROPOSALS

- 3.01 The development proposes the construction of the following:
  - 3.01.01 67 bed care home and 22 care suites
  - 3.01.02 14 no. Parking Spaces
  - 3.01.03 Amenity Areas located to the rear and centre of the development
  - 3.01.04 Access Road Entering in from Station Road
- 3.02 A copy of the Site Layout can be found in Appendix 2.



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#### 4.00 EXISTING FOUL WATER DRAINAGE INFRASTRUCTURE

- 4.01 Thames Water Ltd has been contacted for information regarding existing foul water sewers in the vicinity of the site.
- 4.02 A copy of the Thames Water Asset Location search sewer plan can be found in Appendix 4.
- 4.03 There is an existing 175mm diameter foul water public sewer running to the East along Station Road approximately 2.5m deep



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#### 5.00 EXISTING CONNECTIONS

- 5.01 The topographical survey indicates the existing police station is being served by a foul drainage network.
- 5.02 The existing connection is not shown but it is considered probable that it discharges to the public foul water sewer within Station Road.



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#### 6.00 DRAINAGE PROPOSALS

- 6.01 The foul water drainage will be designed in compliance with the requirements of Building Regulations Appendix Document H.
- 6.02 The proposed care home with 89 units in accordance with Sewers for Adoption are anticipated to generate a peak flow of 4.09 l/s (based on 4000l/day per unit).
- 6.03 Pre-planning Enquiries
  - 6.03.01 A pre-planning enquiry was submitted to Thames Water who confirmed that the existing foul sewer network does have sufficient capacity to accommodate the proposed foul water discharge from the proposed development.
  - 6.03.02 A copy of the Thames Water pre-planning enquiry response can be found in Appendix 4.
- 6.04 Drainage Strategy
  - 6.04.01 CWA have prepared a foul water strategy drawing, which can be found in Appendix 5.
  - 6.04.02 A formal S106 notification will be required.



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#### 7.00 CONCLUSIONS

- 7.01 The development proposes a Care home to support 89 units and 14 no. parking bays with access road running through to the to the north of the site.
- 7.02 Foul water will discharge of 4.09 l/s will discharge into Station Road 175mm foul public sewers, subject to a formal S106 connection application.
- 7.03 Thames Water have confirmed that the existing foul sewer network does have sufficient capacity to accommodate the proposed public foul discharge for the development.



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# APPENDICES



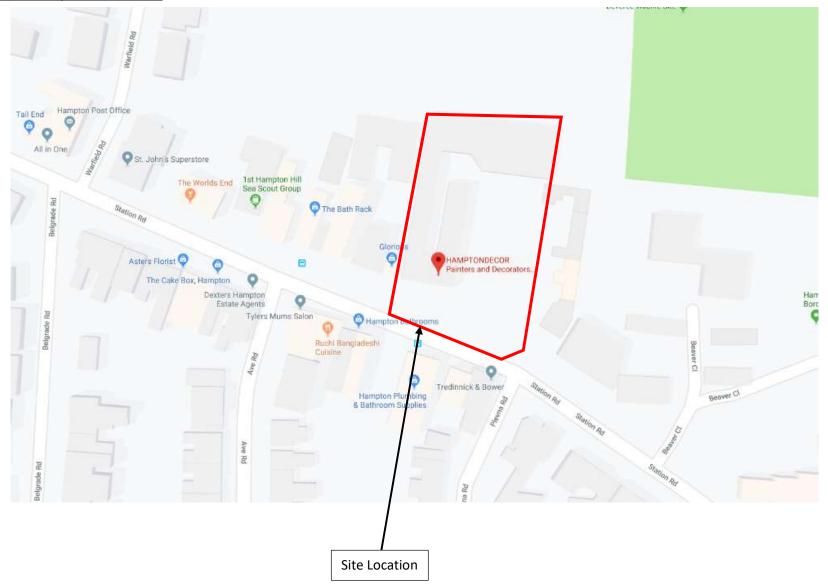
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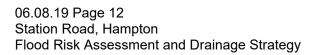
# **APPENDIX 1**

LOCATION PLAN

#### Appendix 1A – Site Location Plan

Station Road, Hampton (TW12 2AX)

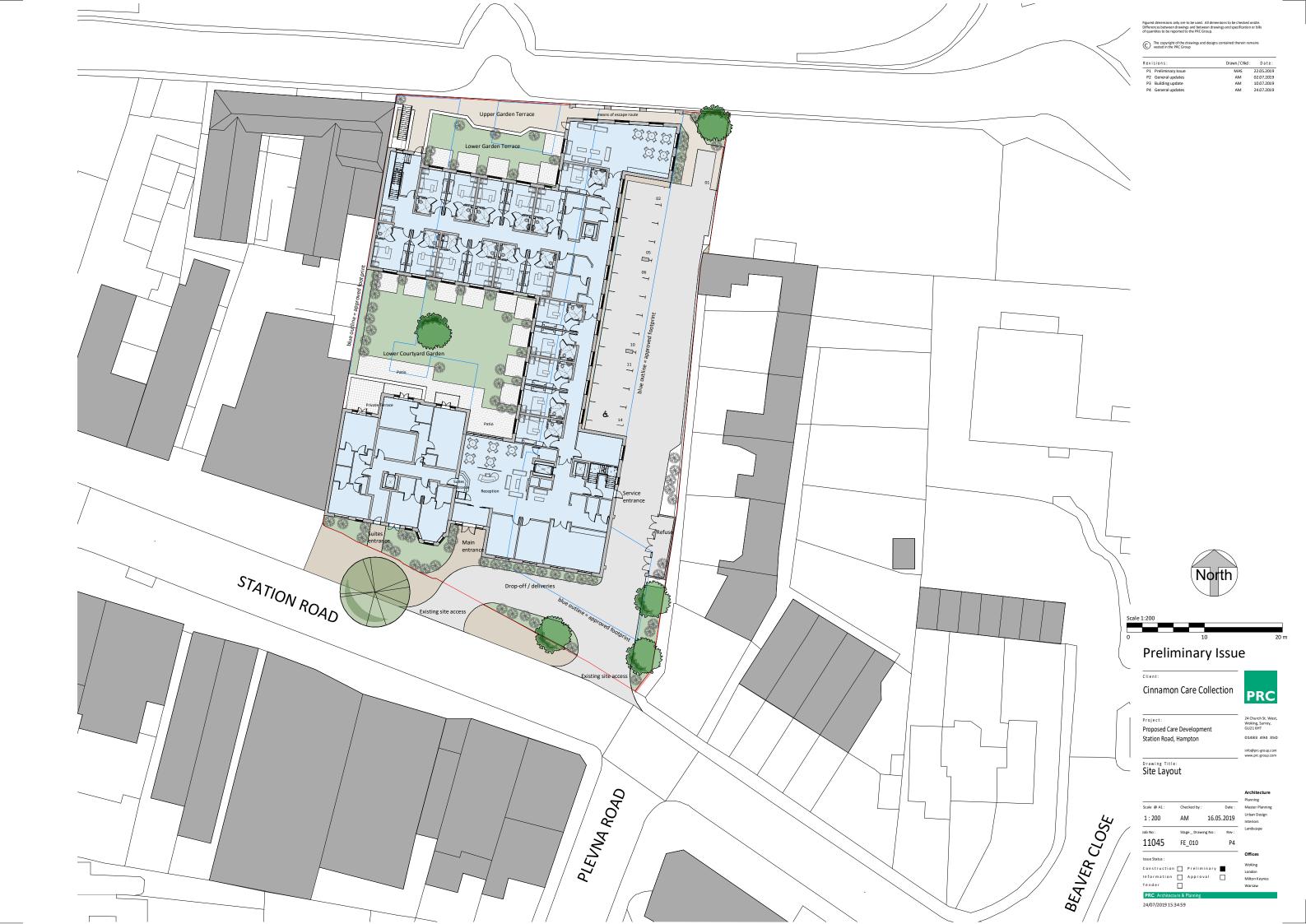


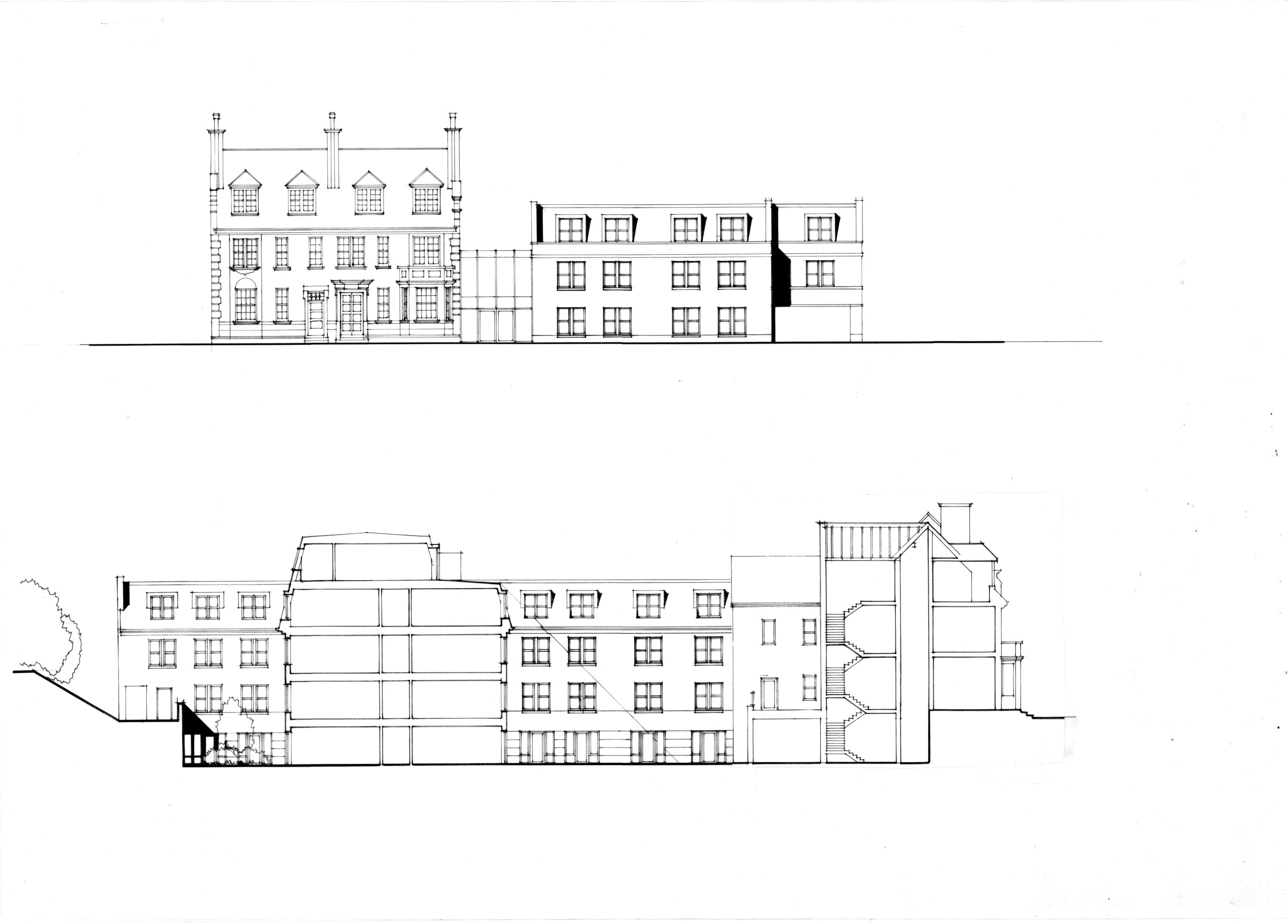




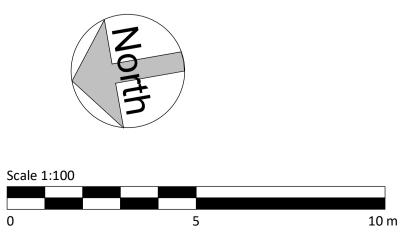
## **APPENDIX 2**

**DEVELOPMENT PROPOSAL** 









Figured dimensions only are to be used. All dimensions to be checked onsite. Differences between drawings and between drawings and specification or bills of quantites to be reported to the PRC Group.

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Revisions:	Drawn / Chkd :	Date:
P1 Preliminary Issue	MAS	22.05.2019
P2 Minor amendments	MAS	04.06.1019


# Accommodation Schedule

	Basement	Ground	First	Second	
Assisted Care	0	3	3	16	22
Care Beds	17	17	32	0	66

## Gross Internal Area (GIA) Schedule (m2)

	Basement	Ground	First	Second	
Assisted Care	430	208	204	1138	<b>1980m2</b> (21,313 sq.ft)
Care Beds	963	943	1198	0	<b>3104m2</b> ( <i>33,411 sq.ft</i> )

5084m2 (54,724 sq.ft)

<u>TOTAL</u>

# Preliminary Issue

# Client:

# **Cinnamon Care Collection**

Project: Proposed Care Development Station Road, Hampton

# Drawing Title: Ground Floor layout

Scale @ A1 :	Checked by :		Date :
1:100	AM	05/	16/19
Job No :	Stage _ Drawing	No :	Rev :
11045	FE_012		P2

Construction Preliminary Information Approval Tender

PRC Architecture & Plannin 04/06/2019 14:51:31



24 Church St. West, Woking, Surrey, GU21 6HT 01483 494 350

info@prc-group.com www.prc-group.com

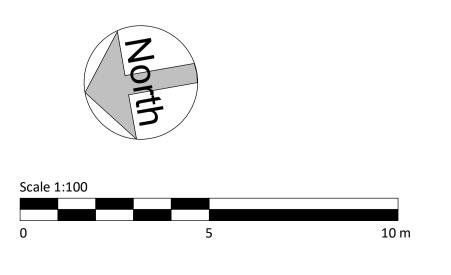
### Architecture Planning Master Planning

Urban Design Interiors Landscape

Offices Woking London

Milton Keynes Warsaw





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Revi	sions:	Drawn / Chkd :	Date:
Ρ1	Preliminary Issue	MAS	22.05.2019
P2	Minor Amendments	MAS	04.06.2019
Р3	Floor Plan updates	AM	01.07.2019
Ρ4	Floor Plan updates	AM	10.07.2019
Ρ5	General updates	AM	24.07.2019

# Preliminary Issue

# Client:

**Cinnamon Care Collection** 

Project: Proposed Care Development Station Road, Hampton

# Basement Floor Layout

Scale @ A1 :	Checked by :	Date :
1:100	AM	16.05.2019
Job No :	Stage _ Drawing	No: Rev:
11045	FE_011	Р5
Issue Status :		

Issue Status : Construction Preliminary Information Approval D Tender D PRC Architecture & Planning

24/07/2019 12:19:33



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Architecture Planning

Master Planning Urban Design Interiors Landscape

Offices Woking London

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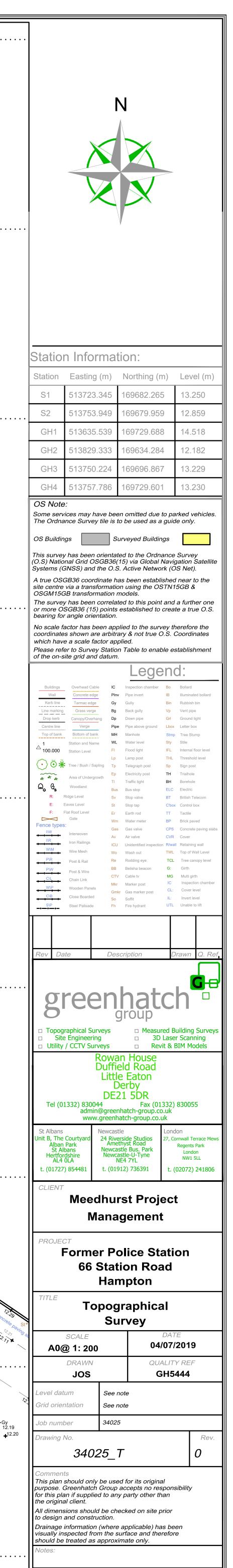




## **APPENDIX 3**

# **TOPOGRAPHICAL SURVEY**





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# **APPENDIX 4**

# THAMES WATER SEWER RECORDS AND CORRESPONDENCE



Mr Nathan Robinson CWA 3<sup>rd</sup> Floor, Lancaster House 67 Newhall Street Birmingham B3 1NQ

Wastewater pre-planning Our ref DS6063845

30 July 2019

# **Pre-planning enquiry: Confirmation of sufficient capacity**

### Site Address: 74A Station Road, Hampton, Greater London - TW12 2AX

Dear Mr Robinson,

Thank you for providing information on your development for the proposed 88no. bed care home on previously Brownfield land.

Foul water discharge via gravity into 175mm foul water sewer on Station Road. Surface water discharge via gravity into 225mm surface water sewer on Station road. Flows restricted to 5.0l/s discharging a total impermeable area of 1,890m<sup>2</sup>.

#### **Foul Water**

From the information you have provided, we can confirm that the existing **foul sewer** network does have sufficient capacity to accommodate the proposed foul water discharge from the proposed development.

This confirmation for capacity is valid for 12 months or for the life of any planning approval that this information is used to support, to a maximum of three years.

You'll need to keep us informed of any changes to your design – for example, an increase in the number or density of homes. Such changes could mean there is no longer sufficient capacity.

Please make sure you submit your connection application, giving us at least 21 days' notice of the date you wish to make your new connection/s.

#### **Surface Water**

When redeveloping an existing site, policy 5.13 of the London Plan and Policy 3.4 of the Supplementary Planning Guidance (Sustainable Design And Construction) states that every attempt should be made to use flow attenuation and SUDS/storage to reduce the surface water discharge from the site as much as possible.

Thames Water Planning team would expect the surface water drainage hierarchy to be applied to demonstrate that discharge to the public sewer is the most appropriate discharge route. If this is confirmed, then surface water runoff will need to be attenuated to a peak discharge rate of **2.0litres/second** for all storm events up to and including 1in100year+40%CC. Should the policy above be followed, we would envisage no capacity concerns with regards to surface water for this site.

If you've any further questions, please contact me on 0203 5778 102.

Yours sincerely

Rahim Khan

Development Engineer Developer Services – Sewer Adoptions Team

# Asset location search



CWA Intelligent Engineering 67 Newhall Street 67 Newhall Street

BIRMINGHAM B3 1NQ

Search address supplied	Station Road, Hampton NA NA 74A Station Road NA NA Hampton Greater London TW12 2AX
Your reference	CWA-19-207
Our reference	ALS/ALS Standard/2019_4043919
Search date	19 July 2019

#### Keeping you up-to-date

#### **Notification of Price Changes**

From 1 September 2018 Thames Water Property Searches will be increasing the price of its Asset Location Search in line with RPI at 3.23%.

For further details on the price increase please visit our website: www.thameswater-propertysearches.co.uk Please note that any orders received with a higher payment prior to the 1 September 2018 will be non-refundable.



Thames Water Utilities Ltd Property Searches, PO Box 3189, Slough SL1 4WW DX 151280 Slough 13



searches@thameswater.co.uk www.thameswater-propertysearches.co.uk



0845 070 9148



# Asset location search



**Search address supplied:** Station Road, Hampton, NA, NA, 74A, Station Road, NA, NA, Hampton, Greater London, TW12 2AX

Dear Sir / Madam

An Asset Location Search is recommended when undertaking a site development. It is essential to obtain information on the size and location of clean water and sewerage assets to safeguard against expensive damage and allow cost-effective service design.

The following records were searched in compiling this report: - the map of public sewers & the map of waterworks. Thames Water Utilities Ltd (TWUL) holds all of these.

This searchprovides maps showing the position, size of Thames Water assets close to the proposed development and also manhole cover and invert levels, where available.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information. The replies contained in this letter are given following inspection of the public service records available to this company. No responsibility can be accepted for any error or omission in the replies.

You should be aware that the information contained on these plans is current only on the day that the plans are issued. The plans should only be used for the duration of the work that is being carried out at the present time. Under no circumstances should this data be copied or transmitted to parties other than those for whom the current work is being carried out.

Thames Water do update these service plans on a regular basis and failure to observe the above conditions could lead to damage arising to new or diverted services at a later date.

#### **Contact Us**

If you have any further queries regarding this enquiry please feel free to contact a member of the team on 0845 070 9148, or use the address below:

Thames Water Utilities Ltd Property Searches PO Box 3189 Slough SL1 4WW

Email: <u>searches@thameswater.co.uk</u> Web: <u>www.thameswater-propertysearches.co.uk</u>

# Asset location search



#### Waste Water Services

#### Please provide a copy extract from the public sewer map.

Enclosed is a map showing the approximate lines of our sewers. Our plans do not show sewer connections from individual properties or any sewers not owned by Thames Water unless specifically annotated otherwise. Records such as "private" pipework are in some cases available from the Building Control Department of the relevant Local Authority.

Where the Local Authority does not hold such plans it might be advisable to consult the property deeds for the site or contact neighbouring landowners.

This report relates only to sewerage apparatus of Thames Water Utilities Ltd, it does not disclose details of cables and or communications equipment that may be running through or around such apparatus.

The sewer level information contained in this response represents all of the level data available in our existing records. Should you require any further Information, please refer to the relevant section within the 'Further Contacts' page found later in this document.

For your guidance:

- The Company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

#### Clean Water Services

#### Please provide a copy extract from the public water main map.

Enclosed is a map showing the approximate positions of our water mains and associated apparatus. Please note that records are not kept of the positions of individual domestic supplies.

For your information, there will be a pressure of at least 10m head at the outside stop valve. If you would like to know the static pressure, please contact our Customer Centre on 0800 316 9800. The Customer Centre can also arrange for a full flow and





pressure test to be carried out for a fee.

For your guidance:

- Assets other than vested water mains may be shown on the plan, for information only.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

#### Payment for this Search

A charge will be added to your suppliers account.





#### **Further contacts:**

#### Waste Water queries

Should you require verification of the invert levels of public sewers, by site measurement, you will need to approach the relevant Thames Water Area Network Office for permission to lift the appropriate covers. This permission will usually involve you completing a TWOSA form. For further information please contact our Customer Centre on Tel: 0845 920 0800. Alternatively, a survey can be arranged, for a fee, through our Customer Centre on the above number.

If you have any questions regarding sewer connections, budget estimates, diversions, building over issues or any other questions regarding operational issues please direct them to our service desk. Which can be contacted by writing to:

Developer Services (Waste Water) Thames Water Clearwater Court Vastern Road Reading RG1 8DB

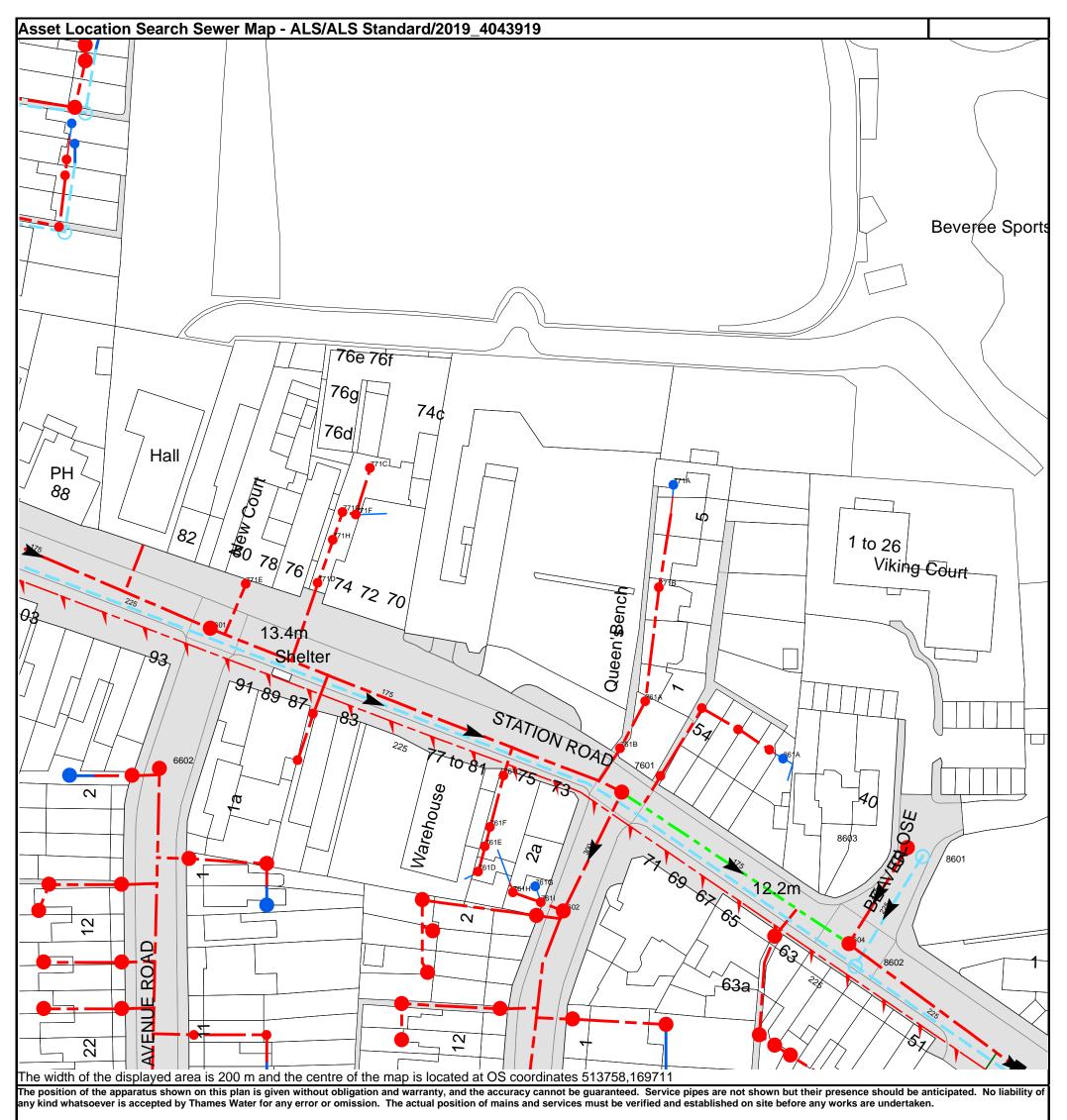
Tel: 0800 009 3921 Email: developer.services@thameswater.co.uk

#### **Clean Water queries**

Should you require any advice concerning clean water operational issues or clean water connections, please contact:

Developer Services (Clean Water) Thames Water Clearwater Court Vastern Road Reading RG1 8DB

Tel: 0800 009 3921 Email: developer.services@thameswater.co.uk

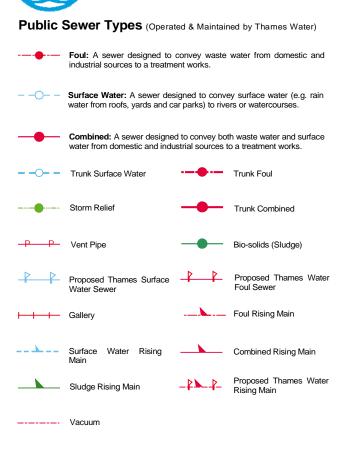


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Manhole Reference	Manhole Cover Level	Manhole Invert Level
76ZQ	n/a	n/a
761D	n/a	n/a
761E	n/a	n/a
761E	n/a	n/a
76WX	n/a	n/a
761C	n/a	n/a
761H	n/a	n/a
761G	n/a	n/a
76ZS	n/a	n/a
7611	n/a	n/a
7602	12.52	10.76
76YY	n/a	n/a
761B	n/a	n/a
7601	12.28	10.13
761A	n/a	n/a
771B	n/a	n/a
76XX	n/a	n/a
76YZ	n/a	n/a
76XY	n/a	n/a
76XZ	n/a	n/a
86ZT	n/a	n/a
86ZP	n/a	n/a
86ZV	n/a	n/a
86ZR	n/a	n/a
861A	n/a	n/a
86ZW	n/a	n/a
8604	12.35	10.31
8602	10.42	9.55
8603	12.58	11.02
8601	12.6	10.7
67ZS	n/a	n/a
67YY	n/a	n/a
	n/a	n/a
67ZT		
67ZV	n/a	n/a
67ZX	n/a	n/a
67YQ	n/a	n/a
67ZP	n/a	n/a
68ZQ	n/a	n/a
67XZ	n/a	n/a
68ZR	n/a	n/a
771D	n/a	n/a
771H	n/a	n/a
771G	n/a	n/a
771F	n/a	n/a
771C	n/a	n/a
771A	n/a	n/a
66YY	n/a	n/a
66YT	n/a	n/a
66ZP		
	n/a	n/a
66YQ	n/a	n/a
66XV	n/a	n/a
6602	13.39	11.82
66XR	n/a	n/a
66YX	n/a	n/a
6601	13.56	10.99
771E	n/a	n/a
76WS	n/a	n/a
76WV	n/a	n/a
76YR	n/a	n/a
76XT	n/a	n/a
76XS	n/a	n/a
76WZ	n/a	n/a
76WY	n/a	n/a
76ZT	n/a	n/a
76ZX	n/a	n/a
66ZR	n/a	n/a
66YR	n/a	n/a
66YV	n/a	n/a
66ZQ	n/a	n/a

The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

ALS Sewer Map Key



#### **Sewer Fittings**

A feature in a sewer that does not affect the flow in the pipe. Example: a vent is a fitting as the function of a vent is to release excess gas.

- Air Valve Dam Chase Fitting
- ≥ Meter

Π

0 Vent Column

#### **Operational Controls**

A feature in a sewer that changes or diverts the flow in the sewer. Example: A hydrobrake limits the flow passing downstream.

X Control Valve Ф Drop Pipe Ξ Ancillary Weir

Outfall

Inlet

Undefined End

#### End Items

いし

End symbols appear at the start or end of a sewer pipe. Examples: an Undefined End at the start of a sewer indicates that Thames Water has no knowledge of the position of the sewer upstream of that symbol, Outfall on a surface water sewer indicates that the pipe discharges into a stream or river.

### **Other Symbols**

Symbols used on maps which do not fall under other general categories

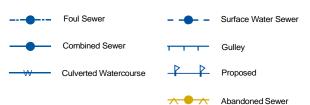
- **\**/ Public/Private Pumping Station
- \* Change of characteristic indicator (C.O.C.I.)
- Ø Invert Level
- < Summit

#### Areas

Lines denoting areas of underground surveys, etc.

Agreement **Operational Site** :::::: Chamber Tunnel Conduit Bridge

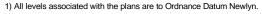
#### Other Sewer Types (Not Operated or Maintained by Thames Water)



#### Notes:

hames

Water



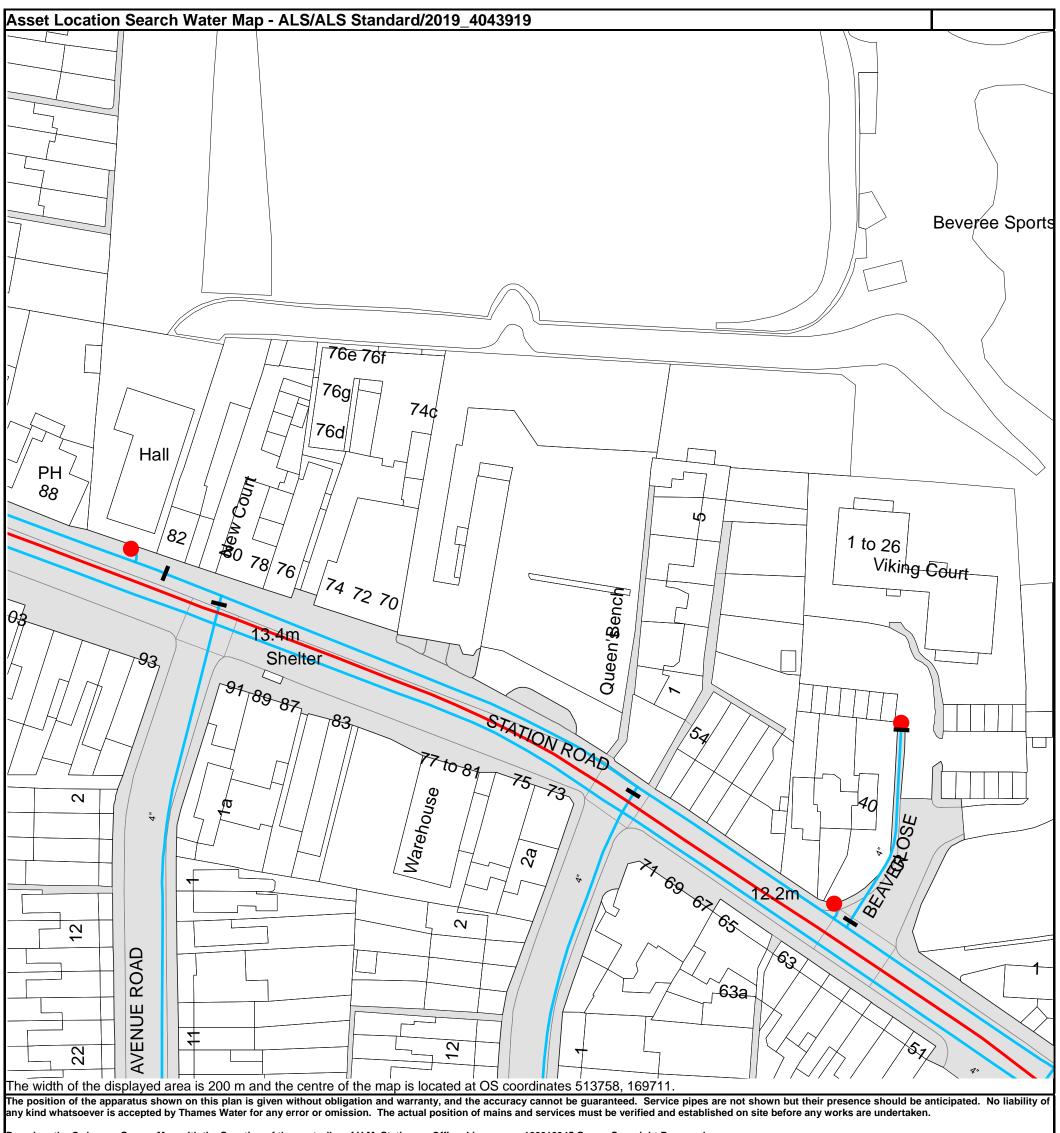
2) All measurements on the plans are metric.

- 3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of flow.
- 4) Most private pipes are not shown on our plans, as in the past, this information has not been recorded.

5) 'na' or '0' on a manhole level indicates that data is unavailable.

6) The text appearing alongside a sewer line indicates the internal diameter of the pipe in milimetres. Text next to a manhole indicates the manhole reference number and should not be taken as a measurement. If you are unsure about any text or symbology present on the plan, please contact a member of Property Insight on 0845 070 9148.

Thames Water Utilities Ltd, Property Searches, PO Box 3189, Slough SL1 4W, DX 151280 Slough 13 T 0845 070 9148 E searches@thameswater.co.uk I www.thameswater-propertysearches.co.uk



Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.

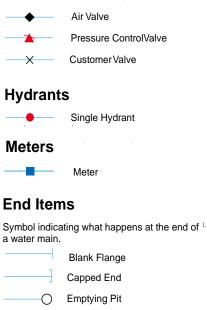
ALS Water Map Key

Water Pipes (Operated & Maintained by Thames Water)

- Distribution Main: The most common pipe shown on water maps.
   With few exceptions, domestic connections are only made to distribution mains.
- Trunk Main: A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.
- **Supply Main:** A supply main indicates that the water main is used as a supply for a single property or group of properties.
- STERE
   Fire Main: Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.
- **Metered Pipe:** A metered main indicates that the pipe in question supplies water for a single property or group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown.
- Transmission Tunnel: A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided.
- **Proposed Main:** A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

PIPE DIAMETER	DEPTH BELOW GROUND
Up to 300mm (12")	900mm (3')
300mm - 600mm (12" - 24")	1100mm (3' 8")
600mm and bigger (24" plus)	1200mm (4')

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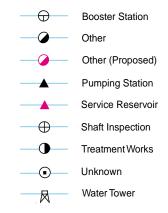


General PurposeValve

Valves

- O
   Undefined End
- Manifold
- Customer Supply
- Fire Supply





#### **Other Symbols**

Data Logger

Other Water Pipes (Not Operated or Maintained by Thames Water)

Other Water Company Main: Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them.

**Private Main:** Indiates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.

#### **Terms and Conditions**

All sales are made in accordance with Thames Water Utilities Limited (TWUL) standard terms and conditions unless previously agreed in writing.

- 1. All goods remain in the property of Thames Water Utilities Ltd until full payment is received.
- 2. Provision of service will be in accordance with all legal requirements and published TWUL policies.
- 3. All invoices are strictly due for payment 14 days from due date of the invoice. Any other terms must be accepted/agreed in writing prior to provision of goods or service, or will be held to be invalid.
- 4. Thames Water does not accept post-dated cheques-any cheques received will be processed for payment on date of receipt.
- 5. In case of dispute TWUL's terms and conditions shall apply.
- 6. Penalty interest may be invoked by TWUL in the event of unjustifiable payment delay. Interest charges will be in line with UK Statute Law 'The Late Payment of Commercial Debts (Interest) Act 1998'.
- 7. Interest will be charged in line with current Court Interest Charges, if legal action is taken.
- 8. A charge may be made at the discretion of the company for increased administration costs.

A copy of Thames Water's standard terms and conditions are available from the Commercial Billing Team (cashoperations@thameswater.co.uk).

We publish several Codes of Practice including a guaranteed standards scheme. You can obtain copies of these leaflets by calling us on 0800 316 9800

If you are unhappy with our service you can speak to your original goods or customer service provider. If you are not satisfied with the response, your complaint will be reviewed by the Customer Services Director. You can write to her at: Thames Water Utilities Ltd. PO Box 492, Swindon, SN38 8TU.

If the Goods or Services covered by this invoice falls under the regulation of the 1991 Water Industry Act, and you remain dissatisfied you can refer your complaint to Consumer Council for Water on 0121 345 1000 or write to them at Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Credit Card	BACS Payment	Telephone Banking	Cheque
Call <b>0845 070 9148</b> quoting your invoice number starting CBA or ADS / OSS	Account number 90478703 Sort code 60-00-01 A remittance advice must be sent to: Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW. or email ps.billing@thameswater. co.uk	By calling your bank and quoting: Account number <b>90478703</b> Sort code <b>60-00-01</b> and your invoice number	Made payable to 'Thames Water Utilities Ltd' Write your Thames Water account number on the back. Send to: Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW or by DX to 151280 Slough 13

#### Ways to pay your bill

Thames Water Utilities Ltd Registered in England & Wales No. 2366661 Registered Office Clearwater Court, Vastern Rd, Reading, Berks, RG1 8DB.

#### Search Code

#### IMPORTANT CONSUMER PROTECTION INFORMATION



This search has been produced by Thames Water Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB, which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

#### The Search Code:

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

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

#### The Code's core principles

Firms which subscribe to the Search Code will:

- display the Search 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 products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

#### Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if the Ombudsman finds that you have suffered actual loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the code.

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

#### **TPOs Contact Details**

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

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

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



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# **APPENDIX 5**

# **OUTLINE FOUL WATER DRAINAGE STRATEGY**

