

## Charging

### 4.1.1 – Who is responsible for providing the sewerage services for the property?

Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the sewerage undertaker for the area.

### 4.1.2 – Who is responsible for providing the water services for the property?

Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the water undertaker for the area.

### 4.2 – Who bills the property for sewerage services?

The property is billed for sewerage services by:

Thames Water Utilities Limited  
Clearwater Court  
Vastern Road  
Reading  
Berkshire  
RG1 8DB

Tel: 0845 9200 888  
Website: [www.thameswater.co.uk](http://www.thameswater.co.uk).

### 4.3 – Who bills the property for water services?

The property is billed for water services by:

Thames Water Utilities Limited  
Clearwater Court  
Vastern Road  
Reading  
Berkshire  
RG1 8DB

Tel: 0845 9200 888  
Website: [www.thameswater.co.uk](http://www.thameswater.co.uk).

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

The property is charged based on actual volumes of water measured through a water meter ("metered supply").

For your guidance:

- Water and sewerage companies' full charges are set out in their charges schemes which are available from the company free of charge upon request.
- The Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is [www.ofwat.gov.uk](http://www.ofwat.gov.uk).
- Where charges are given these are based on the data available at the time of the report.
- The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for:
  - o Watering the garden other than by hand (this includes the use of sprinklers).
  - o Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
  - o A bath with a capacity in excess of 230 litres.
  - o A reverse osmosis unit.

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

There will be no change in the current charging arrangements as a consequence of a change of occupation.

For your guidance:

- Water and sewerage companies' full charges are set out in their charges schemes which are available from the company free of charge upon request.
- The Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is [www.ofwat.gov.uk](http://www.ofwat.gov.uk).
- It is policy to meter all new water connections. This would result in charges being levied according to the measured tariff.
- The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for:
  - o Watering the garden other than by hand (this includes the use of sprinklers).
  - o Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
  - o A bath with a capacity in excess of 230 litres.
  - o A reverse osmosis unit.



**Payment for this Search**

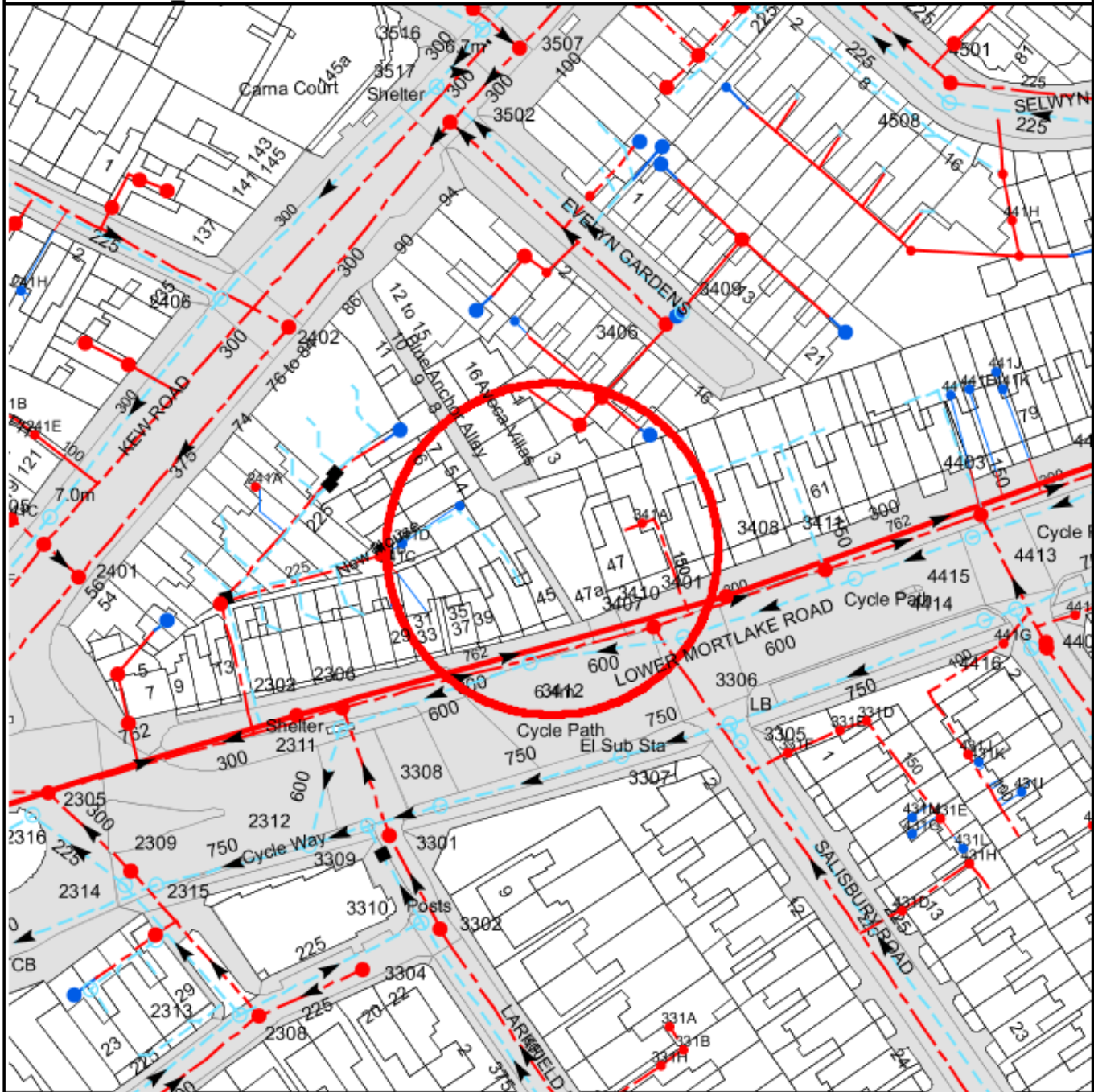
A charge will be added to your suppliers account.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information.

All prices are in accordance with the standard terms of Property Searches; discounts are available, please contact us on 0845 070 9148 to obtain further details.



**Residential CON29DW Drainage & Water Search Sewer Map-DWS/DWS  
Standard/2018 3829406**



The width of the displayed area is 200m












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.

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









# Residential Drainage & Water Search Sewer Key



## Public Sewer Pipes (Operated & Maintained by Thames Water)

-  **Foul Sewer:** A sewer designed to convey waste water from domestic and industrial sources to a treatment works.
-  **Surface Water Sewer:** A sewer designed to convey surface water (e.g. rain water from roofs, yards and car parks) to rivers, watercourses or a treatment works.
-  **Combined Sewer:** A sewer designed to convey both waste water and surface water from domestic and industrial sources to a treatment works.
-  **Trunk Sewer:** A strategic sewer which collects either foul or surface water flow from a number of subsidiary catchments and transfers this flow to a pumping station, river outfall or treatment works.
-  **Storm Overflow Sewer:** A sewer designed to convey excess rainfall to rivers or watercourses so that the flow does not exceed the capacity of normal sewers (which could cause flooding).
-  **Biosolids:** A sewer designed to convey sludge from one treatment works to another.
-  **Vent Pipe:** A section of sewer pipe connected between the top of a sewer and vent column, used to prevent the accumulation of gas in a sewer and thus allowing the system to operate properly.
-  **Rising Main:** A pipe carrying pumped flow under pressure from a low point to a high point on the sewerage network. Line style / colour and direction of fleck indicate sewer purpose and direction of flow within the pipe.
-  **Vacuum:** A foul sewer designed to remove foul sewerage under pressure (vacuum sewers cannot accept direct new connections).
-  **Proposed Foul Sewer**
-  **Proposed Surface Water Sewer**

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

-  **Foul Sewer:** Any foul sewer that is not owned by Thames Water.
-  **Surface Water Sewer:** Any surface water sewer that is not owned by Thames Water.
-  **Combined Sewer:** Any combined sewer that is not owned by Thames Water.
-  **Gully:** A sewer designed to convey surface water from large roads, motorways, etc. watercourses or to public surface water sewers. These sewers are generally maintained by the relevant highway authority.
-  **Culverted Watercourse:** A watercourse running through a culvert or pipe which is the responsibility of the property owner or the Environment Agency.
-  **Abandoned Sewer:** A disused sewer. Usually filled with cement mixture or removed from the ground.

## Other Symbols

-  **Undefined Ends:** These symbols represent the point at which a pipe continues but no records of its position are currently held by Thames Water. These symbols are rare but may be found on any of the public sewer types.
-  **Public/Private Pumping Station:** Foul or Surface water pumping station.

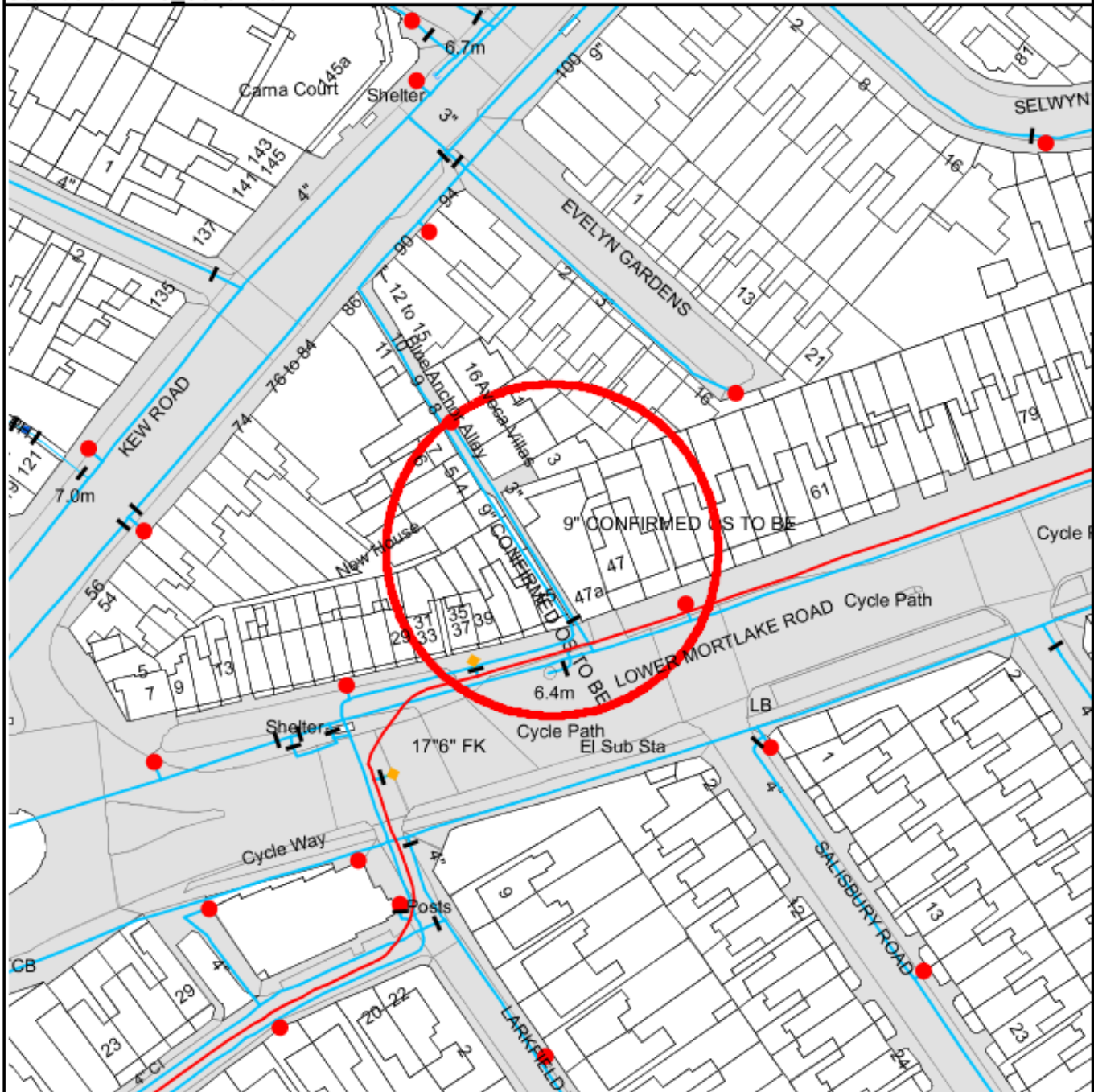
### Notes:

- 1) All levels associated with the plans are to Ordnance Datum Newlyn.
- 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 millimetres. 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 Searches on 0845 070 9148.



**Residential CON29DW Drainage & Water Search Water Map-DWS/DWS  
Standard/2018 3829406**



The width of the displayed area is 200m








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.

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# Residential Drainage & Water Search Water Key





## Public Water Pipes (Operated & Maintained by Thames Water)

-  **4" Distribution Main:** The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.
-  **16" 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.
-  **3" SUPPLY Supply Main:** A supply main indicates that the water main is used as a supply for a single property or group of properties.
-  **3" FIRE Fire Main:** Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.
-  **3" METERED Metered Pipe:** A metered pipe indicates that the pipe in question supplies water for a single property or group of properties and that the 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.



## Depth of Water Pipes (Normal Cover)

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')

## Pipe fittings and controls (Operated & Maintained by Thames Water)

-  **Hydrant:** A point on a water main which is used by the fire services or operational purposes by Thames Water.
-  **Meter:** Used to measure water flowing through a water main for domestic metering or operational purposes by Thames Water.
-  **General Purpose Valve:** Valves allowing control of water flow or pressure within the system.
-  **Air Valve:** A valve which allows the release of trapped air within a water pipe.

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

-  **Private Main:** Indicates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and ownership of the pipe.
-  **Other Water Company or Unknown Main:** Occasionally other water company water pipes may overlap the border of our clean water coverage area. The mains are denoted in purple and in most cases have the owner of the pipe displayed along them.

### Note:

Most private pipe work and assets i.e. stopcocks, are not shown on our plans (in the past this information had not been recorded).

## Appendix 1 - terms and expressions in this report

"the 1991 Act" means the Water Industry Act 1991**(1)**;

"the 2000 Regulations" means the Water Supply (Water Quality) Regulations 2000**(2)**;

"the 2001 Regulations" means the Water Supply (Water Quality) Regulations 2001**(3)**;

"adoption agreement" means an agreement made or to be made under section 51A(1) or 104(1) of the 1991 Act**(4)**;

"bond" means a surety granted by a developer who is a party to an adoption agreement;

"bond waiver" means an agreement with a developer for the provision of a form of financial security as a substitute for a bond;

"calendar year" means the twelve months ending with 31st December;

"discharge pipe" means a pipe from which discharges are made or are to be made under section 165(1) of the 1991 Act;

"disposal main" means (subject to section 219(2) of the 1991 Act) any outfall pipe or other pipe which—

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

(b) is not a public sewer;

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

"effluent" means any liquid, including particles of matter and other substances in suspension in the liquid;

"financial year" means the twelve months ending with 31st March;

"lateral drain" means—

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

(b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under section 102 of the 1991 Act or in an agreement made under section 104 of that Act**(5)**;

"licensed water supplier" means a company which is the holder for the time being of a water supply licence under section 17A(1) of the 1991 Act**(6)**;

"maintenance period" means the period so specified in an adoption agreement as a period of time—

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

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

"map of waterworks" means the map made available under section 198(3) of the 1991 Act**(7)** in relation to the information specified in subsection (1A);

"private sewer" means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a sewerage undertaker;

"public sewer" means, subject to section 106(1A) of the 1991 Act**(8)**, a sewer for the time being vested in a sewerage undertaker in its capacity as such, whether vested in that undertaker—

(a) by virtue of a scheme under Schedule 2 to the Water Act 1989**(9)**;

(b) by virtue of a scheme under Schedule 2 to the 1991 Act**(10)**;



(c) under section 179 of the 1991 Act(11); or

(d) otherwise;

"public sewer map" means the map made available under section 199(5) of the 1991 Act(12);

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

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

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

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

"sewerage undertaker" means the company appointed to be the sewerage undertaker under section 6(1) of the 1991 Act for the area in which the property is or will be situated;

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

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

"water meter" means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises;

"water supplier" means the company supplying water in the water supply zone, whether a water undertaker or licensed water supplier;

"water supply zones" in relation to a calendar year means the names and areas designated by a water undertaker within its area of supply that are to be its water supply zones for that year; and

"water undertaker" means the company appointed to be the water undertaker under section 6(1) of the 1991 Act for the area in which the property is or will be situated.

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

(1) 1991 c. 56.

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

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

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

(5) To which there are various amendments made by sections 102 and 104 by section 96 of the Water Act 2003.

(6) Inserted by section 56 of and Schedule 4 to the Water Act 2003.

(7) Subsection (1A) is inserted by section 92(5) of the Water Act 2003.

(8) Section 106(1A) is inserted by section 99 of the Water Act 2003.

(9) 1989 c. 15.

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

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

(12) Section 199 is amended by section 97(1) and (8) of the Water Act 2003.

**CON29DW DRAINAGE & WATER ENQUIRY (DOMESTIC).**  
**TERMS AND CONDITIONS**

**The Customer the Client and the Purchaser are asked to note these terms, which govern the basis on which this drainage and water report is supplied**

**Definitions**

'The Company' means Thames Water who produces the Report.

'Order' means any request completed by the Customer requesting the Report.

'Report' means the drainage and/or water report prepared by The Company in respect of the Property.

'Property' means the address or location supplied by the Customer in the Order.

'Customer' means the person, company, firm or other legal body placing the Order, either on their own behalf as Client, or, as an agent for a Client.

'Client' means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property

"Purchaser" means the actual or potential purchaser of the Property including their mortgage lender.

**Agreement**

1. The Company agrees to supply the Report to the Customer and the Client subject to these terms. The scope and limitations of the Report are described in paragraph 2 of these terms. Where the Customer is acting as an agent for the Client then the Customer shall be responsible for bringing these terms to the attention of the Client and the Purchaser.

1.1 The Customer the Client and the Purchaser agree that the placing of an Order for a Report and the subsequent provision of a copy of the Report to the Purchaser indicates their acceptance of these terms.

**The Report**

2. Whilst The Company will use reasonable care and skill in producing the Report, it is provided to the Customer the Client and the Purchaser on the basis that they acknowledge and agree to the following:-

1.2 The information contained in the Report can change on a regular basis so The Company cannot be responsible to the Customer the Client and the Purchaser for any change in the information contained in the Report after the date on which the Report was produced and sent to the Client.

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

1.4 The information contained in the Report is based upon the accuracy of the address supplied by the Customer or Client.

1.5 The Report provides information as to the location & connection of existing services and other information in relation to drainage and water enquiries and should not be relied on for any other purpose. The Report may contain opinions or general advice to the Customer the Client and the Purchaser The Company cannot ensure that any such opinion or general advice is accurate, complete or valid and accepts no liability therefore.

1.6 The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of The Company's apparatus.

**Liability**

3.1 The Company shall not be liable to the Client or the Purchaser for any failure defect or non-performance of its obligations arising from any failure of or defect in any machine, processing system or transmission link or anything beyond The Company's reasonable control or the acts or omissions of any party for whom The Company are not responsible.

3.2 Where a report is requested for an address falling within a geographical area where two different companies separately provide Water and Sewerage Services, then it shall be deemed that liability for the information given by either company will remain with that company in respect of the accuracy of the information supplied. A company supplying information which has been provided to it by another company for the purposes outlined in this agreement will therefore not be liable in any way for the accuracy of that information and will supply that information as agent for the company from which the information was obtained.

3.3 The Report is produced only for use in relation to individual domestic property transactions which require the provision of drainage and water information and cannot be used for commercial development of domestic properties or commercial properties for intended occupation by third parties. When the Report is used for land only transactions the Company's entire liability (except to the extent provided by clause 3.4) in respect of all causes of action arising by reason of or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall be limited to £5,000.

3.4 The Company shall accept liability for death or personal injury arising from its negligence.

**Copyright and Confidentiality**

4.1 The Customer the Client and the Purchaser acknowledge that the Report is confidential and is intended for the personal use of the Client and the Purchaser. The copyright and any other intellectual property rights in the Report shall remain the property of The Company. No intellectual or other property rights are transferred or licensed to the Customer the Client or the Purchaser except to the extent expressly provided

4.2 The Customer or Client is entitled to make copies of the Report but may only copy Ordnance Survey mapping or data contained in or attached to the Report, if they have an appropriate licence from the originating source of that mapping or data

4.3 The Customer the Client and the Purchaser agree (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.

4.4 The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.

4.5 The enquiries in the Report are protected by copyright by the Law Society of 113 Chancery Lane, London WC2A 1PL and must not be used for any purpose outside the context of the Report.

4.6 The Customer the Client and the Purchaser agree to indemnify The Company against any losses, costs, claims and damage suffered by The Company as a result of any breach by either of them of the terms of paragraphs 4.1 to 4.4 inclusive.

**Payment**

5. Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by The Company, without any set off, deduction or counterclaim. Unless the Customer or Client has an account with The Company for payment for Reports, The Company must receive payments for Reports in full before the Report is produced. For Customers or Clients with accounts, payment terms will be as agreed with The Company.

**General**

6.1 If any provision of these terms is or becomes invalid or unenforceable, it will be taken to be removed from the rest of these terms to the extent that it is invalid or unenforceable. No other provision of these terms shall be affected.

6.2 These terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.

6.3 Nothing in these terms and conditions shall in any way restrict the Customer the Clients or the Purchasers statutory or any other rights of access to the information contained in the Report.

6.4 These terms and conditions may be enforced by the Customer the Client and the Purchaser.

**These Terms & Conditions are available in larger print for those with impaired vision.**

## Payment 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.

### Ways to pay your bill

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

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 he finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

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

#### **TPOs Contact Details**

The Property Ombudsman scheme  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
Tel: 01722 333306  
Fax: 01722 332296  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk)

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

# Envirosearch Residential

## Risk Summary

 **Section 1: Contaminated Land** **PASSED**

We consider there to be no potential risk of contaminated land at or within the vicinity of the property. Please **refer to section 1** for further information.

 **Section 2: Flood** **IDENTIFIED**


We consider there to be a risk of flooding within 50m of the search centre. Please **refer to section 2** for further information.

 **Section 3: Energy & Infrastructure** **IDENTIFIED**


We have identified one or more factors such as HS2, energy exploration, wind or solar farms within the vicinity of the property. Please **refer to section 3** for further information and next steps.

 **Section 4: Ground Stability** **NONE IDENTIFIED**

No ground stability factors have been identified which could affect the property. Please **refer to section 4** for more information.

 **Section 5: Radon** **NONE IDENTIFIED**

The property is not considered to be within a radon affected area. Please **refer to section 5** for more information.

 **Section 6: Other Influential Factors** **IDENTIFIED**

We have identified one or more instances of overhead power lines, environmental or other influential factors within the vicinity of the property. Please **refer to section 6** for more information.

This report is issued for the property described as  
**47A Lower Mortlake Road**  
**Richmond**  
**Surrey**  
**TW9 2LW**

Report Reference  
**172209438\_1\_1**

National Grid Reference  
**518340 175420**

Customer Reference  
**18180213\_ESR**

Report Date  
**4 July 2018**

### Landmark Contribution

By purchasing this report, the recipient may be eligible for remediation contribution of **up to £100,000** 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.

### CONTACT DETAILS

If you require assistance please contact our customer services team on:

**0844 844 9966**

or by email at:  
[helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)

# Conveyancer Guidance



## Professional Opinion

### Contamination Risk: **PASSED CERTIFICATE**

In the professional opinion of Argyll Environmental Ltd. the level of contamination risk associated with the information disclosed in the Envirosearch Residential report dated 4th July 2018 and reference 172209438\_1\_1, 18180213\_ESR for

**47A Lower Mortlake Road  
Richmond  
Surrey  
TW9 2LW**

1) is unlikely that the property would be designated "contaminated land" within the meaning of Part 2A of the Environmental Protection Act 1990.

2) is unlikely to have an adverse effect on the security of the property for normal lending purposes.

The professional opinion refers to Section 1 of this report and should always be read in conjunction with the full text of that report. No physical site inspection or survey has been carried out or is proposed.

Approved by:

**Argyll Environmental Ltd**





# Summary of Report Findings



## Section 1: Contaminated Land

Contamination Risk	0-25m	25-250m	250-500m	See Section
Designated Contaminated Land	No	No	No	<b>1a</b>
Landfill and Waste	No	No	No	<b>1b</b>
Potentially Contaminative Activities	No	Yes	Yes	<b>1c</b>
Known Contamination Incidents	No	No	No	<b>1d</b>
Other Potential Contaminative Land Uses	Yes	Yes	n/a	<b>1e</b>



## Section 2: Flood

Flood Risk	0-25m	25-250m	See Section
River Flooding	No	No	<b>2a</b>
Coastal Flooding	No	No	<b>2b</b>
Surface Water Flooding	Yes	No	<b>2c</b>
Risk of Flooding from Rivers and Sea (RoFRS)	No	No	<b>2d</b>
Historic Flood Events	No	No	<b>2e</b>
Groundwater Flooding	No	No	<b>2f</b>



## Section 3: Energy & Infrastructure

Energy & Infrastructure	Result	See Section
High Speed Rail 2 (HS2)	No	<b>3a</b>
Oil and Gas Exploration and Production	No	<b>3b</b>
Existing or Proposed Wind Farms and Wind Turbines	Yes	<b>3c</b>
Existing or Proposed Solar Farms	No	<b>3d</b>



## Section 4: Ground Stability

Ground Stability Risk	Result	See Section
Man-Made Factors	No	<b>4a</b>
Natural Factors	No	<b>4b</b>



## Section 5: Radon

Radon Risk	Result	See Section
Radon Affected Property	No	<b>5</b>



## Section 6: Other Influential Factors

Other Factors	Result	See Section
Overhead Power Lines	No	<b>6a</b>
Environmental Constraints	Yes	<b>6b</b>

# Property Purchaser Guidance



## Understanding This Report

The purpose of this report is to highlight any potential risk of contaminated land and identify other environmental factors at or around the property. It is necessary for your solicitor to consider these risks as part of their due diligence.

For Contaminated Land, we will state '**Passed**' on the front page if our expert consultants have considered there to be no potential risk. If a potential risk of contamination is found, the report will state '**Further Action**'. In this case, we include a 'Next Steps' section to help you to decide what to do next.

For all other environmental factors, we will state '**None Identified**' on the front page if we consider there is little or no significant risk to the property. If a potential risk is found, we will state '**Identified**' and detail the Next Steps within the relevant section of the report.

### Section 1: Contaminated Land

In this section, we highlight on a map, and within our findings pages, if there are any potential contaminated land risks at or around the property. Contaminated land contains substances that are actually or potentially hazardous to health or the environment.

### Section 2: Flood

In this section, we detail any risks of flooding at or around the property. We consider a number of factors such as river, coastal, groundwater and surface water.

### Section 3: Energy & Infrastructure

In this section, we provide information on a variety of energy and infrastructure projects and developments which may affect the property and surrounding area, such as High Speed Rail (HS2), solar and wind farms, etc. (only wind and solar farms with a capacity to produce over 1MW of power are shown).

### Section 4: Ground Stability

In this section, we identify if there are any factors present which could affect the ground stability of the property, such as coal mining activities, man-made or natural cavities.

### Section 5: Radon

In this section, we identify if the property is located in a radon affected area. Radon is a radioactive gas, which occurs naturally in rocks and soils and may be harmful to health.

### Section 6: Other Influential Factors

In this section, we identify factors that may have an influence on the property or surrounding area, such as overhead power lines or any environmental constraints such as national parks or conservation areas.

## Next Steps:

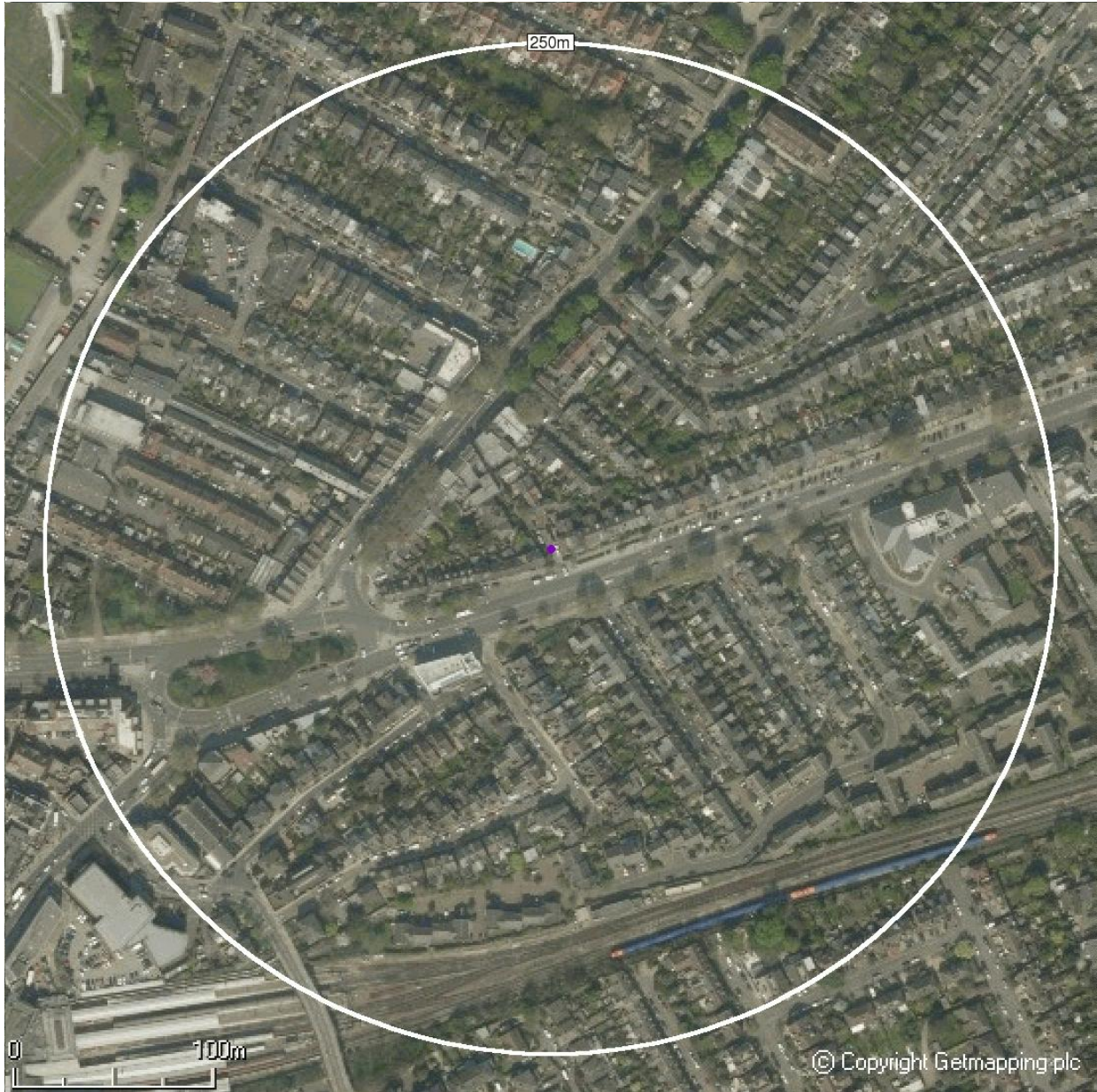
If you require any assistance, please contact our customer service team on:  
**0844 844 9966** or **helpdesk@landmark.co.uk**

# Site Location



## Aerial Photograph

The photograph below shows the location of the property.







## Section 1a and 1b: Contaminated Land, Landfill and Waste

The map below shows the location of the Designated Contaminated Land and Landfill and Waste features highlighted within sections 1a and 1b of this report. Further details are shown on the following pages.



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Section 1a	Section 1b	
Contaminated Land Registry Entries and Notices	Registered Landfill Sites	Permitted Waste Sites - Authorised Landfill Site Boundaries
	Registered Landfills (Potential Buffer)	Environmental Permitting Regulations - Waste
	BGS Recorded Landfill Sites	Integrated Pollution Control Registered Waste Sites
	Local Authority Recorded Landfill Sites	Registered Waste Treatment or Disposal Sites
	Historical Landfill Sites	Registered Waste Transfer Sites



## Section 1a: Designated Contaminated Land

The data within this section tells you whether your property or surrounding area has been identified by the Local Authority as "Contaminated Land" under the Environmental Protection Act 1990. Should there be an indication of contamination, it is not necessarily a cause for concern. Your report will be assessed by our professional environmental consultants who will advise you what, if any, considerations need to be made should you proceed with the property purchase.

Enquiry	Result
<b>Has any contaminated land been identified within 500m of the property?</b>	<b>No</b>

Map ID	Reference	Location	Details	Distance	Contact
<b>Contaminated Land Register Entries and Notices</b>					
No factors identified for this property					



## Section 1b: Landfill and Waste

The information in this section is telling you about active and historic landfill and waste sites within 500 metres of the property. Having a landfill or waste site near your property does not necessarily mean that you or the property will be affected. However, it is something you need to be aware of, because landfill and waste can have a detrimental effect on the surrounding environment, house value and health. A closed landfill/waste site should be given equal consideration to an active site, because of landfill by-products. For instance, landfill with lots of organic material can continue to produce odours and gas for many years.

Enquiry	Result
<b>Have any landfill and waste sites been identified within 500m of the property?</b>	<b>No</b>

Map ID	Reference	Location	Details	Distance	Contact
<b>Registered Landfill Sites</b>					
No factors identified for this property					
<b>BGS Recorded Landfill Sites</b>					
No factors identified for this property					
<b>Local Authority Recorded Landfill Sites</b>					
No factors identified for this property					
<b>Local Authority Recorded Landfill Coverage</b>					
The following list details the Local Authorities that cover the search area who have made landfill data available:					
<b>London Borough of Richmond Upon Thames</b>		<b>- Has no landfill data to supply</b>			6
For further information regarding the availability of Local Authority Recorded Landfill data you may wish to forward enquiries to one or more of the contacts indicated above.					

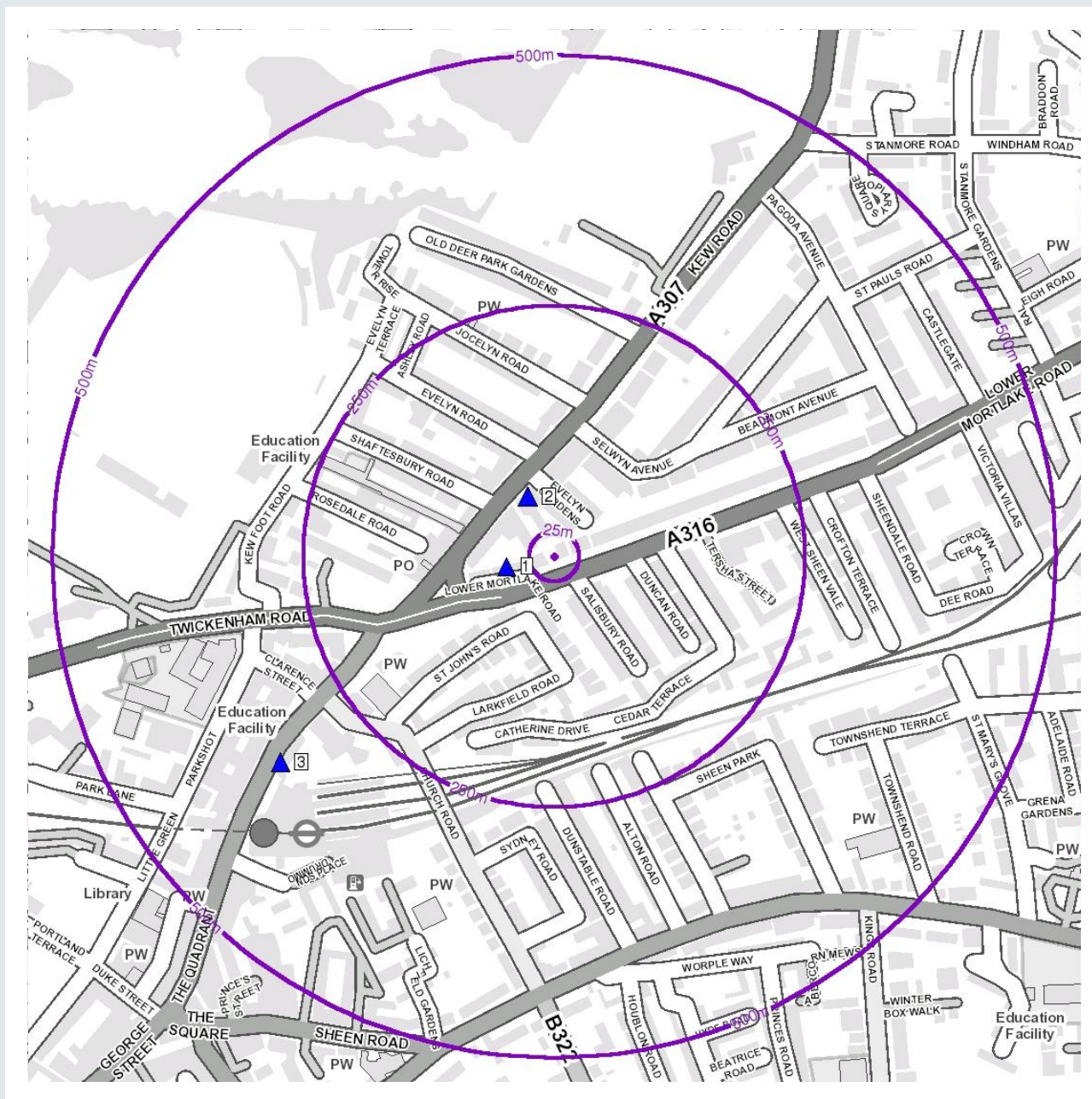
Map ID	Reference	Location	Details	Distance	Contact
<b>Historical Landfill Sites</b>					
No factors identified for this property					
<b>Permitted Waste Sites - Authorised Landfill Site Boundaries</b>					
No factors identified for this property					
<b>Environmental Permitting Regulations - Waste</b>					
No factors identified for this property					
<b>Integrated Pollution Control Registered Waste Sites</b>					
No factors identified for this property					
<b>Registered Waste Treatment or Disposal Sites</b>					
No factors identified for this property					
<b>Registered Waste Transfer Sites</b>					
No factors identified for this property					





## Section 1c and 1d: Potential and Known Contamination

The map below shows the location of the Potentially Contaminative Activities and Known Pollution Incidents in sections 1c and 1d of this report. Further details are shown on the following pages.



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### Section 1c

- ▲ Local Authority Pollution Prevention and Controls
- ▼ Local Authority Integrated Pollution Prevention and Control
- ◀ Integrated Pollution Controls
- ▶ Environmental Permitting Regulations - Industry
- ◆ Consent to Discharge to Controlled Waters

- ✕ Radioactive Substances Register
- ✖ Planning Hazardous Substance Consents
- ✚ Control of Major Accident Hazards Sites (COMAH)
- ✚ Notification of Installations Handling Hazardous Substances (NIHHS)
- ★ Explosive Sites

### Section 1d

- + Local Authority Pollution Prevention and Control Enforcements
- + Enforcement and Prohibition Notices
- + Planning Hazardous Substance Enforcements
- Prosecutions Relating to Authorised Processes
- Environmental Pollution Incidents
- Prosecutions Relating to Controlled Waters



## Section 1c: Potentially Contaminative Activities

This section describes current and historic licensed activities within 500 metres of the property, which have the potential to cause contamination or have an impact on the environment. The licensed activities could range from pollution to air, land or water; storage or disposal of radioactive substances; or storage of hazardous or explosive materials. Licences may no longer be active, but the nature of the past activity means it could still have an impact.

Enquiry	Result
Have any potentially contaminative activities been identified within 500m of the property?	Yes

Map ID	Reference	Location	Details	Distance	Contact
<b>Local Authority Pollution Prevention and Controls</b>					
1	<b>Name:</b> Vip Dry Cleaners <b>Reference:</b> Not Supplied	21 Lower Richmond Road Richmond Tw9 2lp	<b>Description:</b> PG6/46 Dry cleaning <b>Status:</b> Permitted <b>Date of Issue:</b> 17th May 2013 <b>Positional Accuracy:</b> Manually positioned to the address or location	50m	1
2	<b>Name:</b> Pristine Laundries <b>Reference:</b> LBRUT/DC/21	90 Kew Road Richmond Tw9 2pq	<b>Description:</b> PG6/46 Dry cleaning <b>Status:</b> Permitted <b>Date of Issue:</b> 1st April 2007 <b>Positional Accuracy:</b> Manually positioned to the address or location	64m	1
3	<b>Name:</b> Ducane Dry Cleaners <b>Reference:</b> LBRUT/DC/09	2 Westminster House Kew Road Richmond Tw9 2nd	<b>Description:</b> PG6/46 Dry cleaning <b>Status:</b> Permitted <b>Date of Issue:</b> 1st April 2007 <b>Positional Accuracy:</b> Manually positioned to the address or location	344m	1

### Local Authority Integrated Pollution Prevention And Control

No factors identified for this property

### Integrated Pollution Controls

No factors identified for this property

### Environmental Permitting Regulations - Industry

No factors identified for this property

### Consent to Discharge to Controlled Waters

No factors identified for this property

### Radioactive Substances Register

No factors identified for this property

Map ID	Reference	Location	Details	Distance	Contact
<b>Planning Hazardous Substance Consents</b>					
No factors identified for this property					
<b>Control of Major Accident Hazards Sites (COMAH)</b>					
No factors identified for this property					
<b>Notification of Installations Handling Hazardous Substances (NIHHS)</b>					
No factors identified for this property					
<b>Explosive Sites</b>					
No factors identified for this property					

## Next Steps

If you would like any further information in respect of the above findings we recommend that you contact the relevant Local Authority or the Environment Agency/Natural Resources Wales. Contact details can be found in the 'Useful Contacts' section of this report. Further Information is also available in the 'Useful Information' section.



## Section 1d: Known Contamination Incidents

The data within this section describes unpermitted activity in your area (e.g. polluting incidents, or exceedance of permitted allowance) where the activity led to a prosecution or enforcement of regulations. Whilst all of these records are historic, the nature of the incident may have long term effects.

Enquiry	Result
<b>Have any known contamination incidents been identified within 500m of the property?</b>	<b>No</b>

Map ID	Reference	Location	Details	Distance	Contact
<b>Local Authority Pollution Prevention and Control Enforcements</b>					
No factors identified for this property					
<b>Enforcement and Prohibition Notices</b>					
No factors identified for this property					
<b>Planning Hazardous Substance Enforcements</b>					
No factors identified for this property					
<b>Prosecutions Relating to Authorised Processes</b>					
No factors identified for this property					
<b>Environmental Pollution Incidents</b>					
No factors identified for this property					

Map ID	Reference	Location	Details	Distance	Contact
<b>Prosecutions Relating to Controlled Waters</b>					
No factors identified for this property					





## Section 1e: Other Potential Contaminative Land Uses

The map below shows the location of the Other Potential Contaminative Land Uses highlighted within section 1e of this report. Further details are shown on the following pages.



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- |  |  |
|--|--|
| ✕ Fuel Station Entries                   | ☐ ▲ -▲ Potentially Infilled Land (Non-Water)                     |
| ★ Contemporary Trade Directories         | ☐ ▲ -▲ Potentially Infilled Land (Water)                         |
| ⊕ Former Marshes                         | ☐ ● -○ Potentially Contaminative Industrial Uses (Past Land Use) |
| ▼ Historical Tanks and Energy Facilities |  |