



Enviro All-in-One

Residential search report

Professional findings



Coal Mining
None identified

Page 5



Contaminated Land Liability
Passed

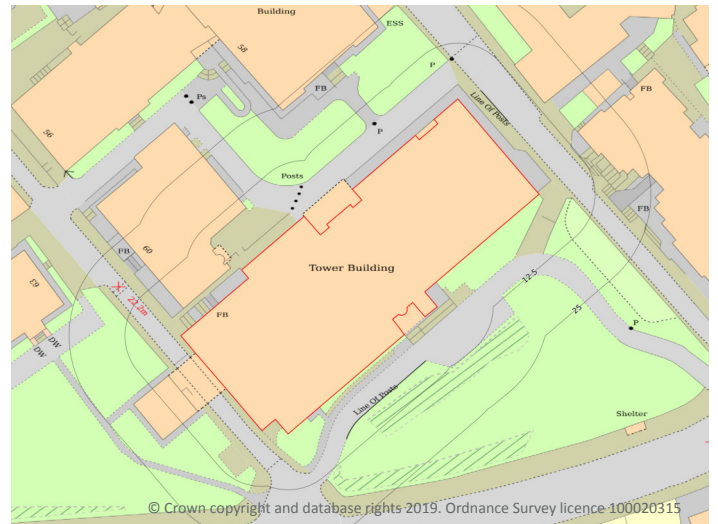
Page 4



Flood Risk
Moderate-High

Page 12

Site plan



Further guidance



Other Ground Stability
Identified

page 4



Radon
Passed



Planning Constraints
Identified

page 16

Screenings



Energy
Identified

page 14



Transportation
Identified

page 15



Planning Applications
Identified

page 16

Full assessments for these risks are available in other Groundsure searches including the Groundsure Avista 7 in 1 report. Contact Groundsure or your search provider for further details.

Overview of findings and recommendations



Coal mining

According to the records held by the Coal Authority at the time the report was produced, the search report did not identify any areas of concern regarding coal mining.

Environmental Findings

To save you time when assessing the report, we only provide maps and data tables of features within the search radius that we have identified to be of note. These relate to environmental risks that may have liability implications, affect insurance premiums, property values and/or a lender's willingness to lend.

You can view the fully comprehensive library of information we have searched on **page 19**.



Contaminated Land

The property has passed Groundsure's Contaminated Land Liability assessment. Historical land uses (detailed in the Contaminated Land section of this report) may necessitate further assessment should the property be developed. The Local Planning Authority may formally request this through planning conditions. Occupation and enjoyment of the property for ongoing, continued use should not be affected.



Flood Risk

Flood risk

The property is assessed to have a flood risk rating of moderate or higher. Key recommended next steps:

- consider flood prevention measures that may be useful in the property, such as flood gates and barriers or modified airbricks
- investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion
- check to see if the property is eligible for the Flood Re scheme, which enables many properties at risk of flooding to be insured at reasonable rates: <http://www.floodre.co.uk/homeowner/about-us/>



Ground stability

The property is assessed to lie within an area that has; a moderate to high potential for natural ground subsidence, a risk of natural cavities being present, and/or non-natural ground subsidence risks present. Key recommended next steps:

- consider having a structural survey conducted by a Structural Surveyor to determine whether or not the property is affected. Note that any such structural survey will supersede the Groundsure report
- consider conducting a visual check at the property looking out for cracks and other signs of subsidence
- consider contacting the relevant Local Authority to ask for records of the property and local area relating to subsidence
- remember that professional advice should be sought before altering the ground in any way at the property, including by planting trees

Other considerations

These are potential actions associated with non-environmental search returns such as mobile masts and planning constraints.



Planning constraints

Visual and cultural designations

The property lies within 50m of a visually or culturally protected site or area. Key recommended next steps:

- seek further guidance from the local planning department on any likely restrictions if considering any property development

Environmental summary



Environmental searches are designed to ensure that significant hazards and risks associated with this property are identified and considered alongside the investment in or purchase of a property.

Please see **page 2** for further advice.



Contaminated Land

Our Contaminated Land searches have found some potential contamination risks, although these are not considered to be significant under Contaminated Land legislation. If any part of the site was to be (re)developed it is possible that you might have to investigate the presence of contamination from these land uses further.

Please see **page 10** for details of the identified issues and **page 21** for our assessment methodology.

Contaminated Land Liability	Passed
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Past Land Use	Identified
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Waste and Landfill	Passed
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Current and Recent Industrial	Passed
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Flood Risk

The property and area within the site outline is at risk from one or more kinds of flooding. Property's overall risk assessment for river, coastal, surface water and groundwater flooding is moderate-high.

Please see **page 12** for details of the identified issues.

River and Coastal Flooding	Negligible
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Groundwater Flooding	Negligible
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Surface Water Flooding	Significant
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Floodability Rating

Green

The rating is compiled by JBA, the UK's leading flood expert. Please see **page 22**



Other Ground Stability

The property is assessed to have potential for natural or non-natural ground subsidence.

Please see **page 13** for details of the identified issues.

Natural Ground Stability	Moderate-High
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Non-Natural Ground Stability	Not identified
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Radon

Local levels of radon are considered normal.

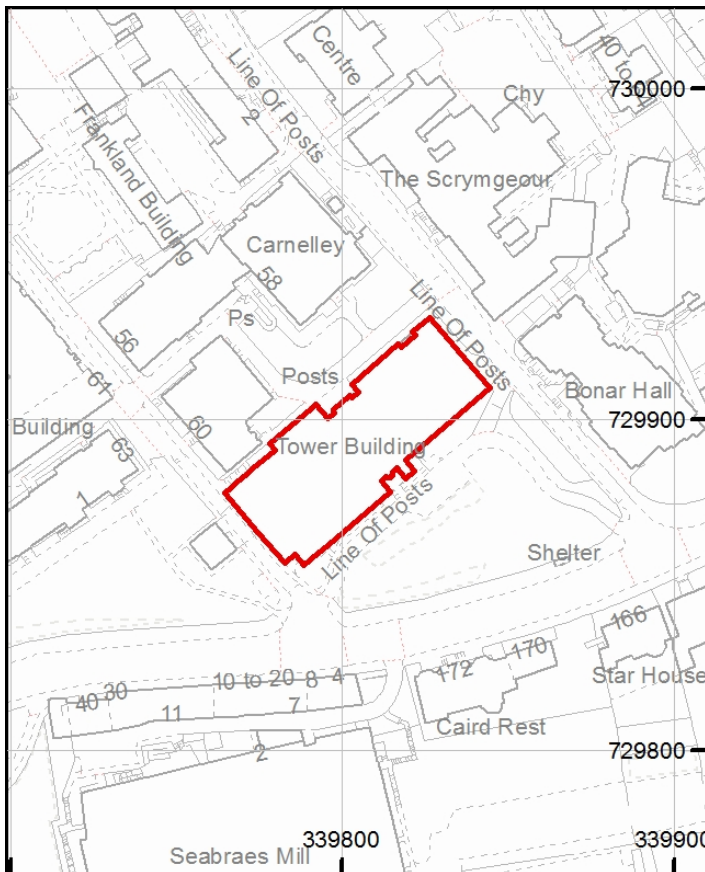
Percentage of affected homes in your local area is: Less than 1%.

Not in a radon affected area

Coal Mining

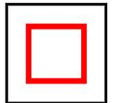


This report is based on, and limited to, the records held by the Coal Authority, at the time we answer the search.



Key

Approximate position of enquiry boundary shown



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Detailed findings

1. Past underground coal mining

The property is not within a surface area that could be affected by any past recorded underground coal mining.

2. Present underground coal mining

The property is not within a surface area that could be affected by present underground mining.

3. Future underground coal mining

The property is not in an area where the Coal Authority has received an application for, and is currently considering whether to grant a licence to remove or work coal by underground methods.

The property is not in an area where a licence has been granted to remove or otherwise work coal using underground methods.

The property is not in an area likely to be affected from any planned future underground coal mining.

No notices have been given, under section 46 of the Coal Mining Subsidence Act 1991, stating that the land is at risk of subsidence.

4. Mine entries

There are no recorded coal mine entries known to the Coal Authority within, or within 20 metres, of the boundary of the property.

5. Coal mining geology

The Coal Authority is not aware of any damage due to geological faults or other lines of weakness that have been affected by coal mining.

6. Past opencast coal mining

The property is not within the boundary of an opencast site from which coal has been removed by opencast methods.

7. Present opencast coal mining

The property does not lie within 200 metres of the boundary of an opencast site from which coal is being removed by opencast methods.

8. Future opencast coal mining

There are no licence requests outstanding to remove coal by opencast methods within 800 metres of the boundary.

The property is not within 800 metres of the boundary of an opencast site for which a licence to remove coal by opencast methods has been granted.

9. Coal mining subsidence

The Coal Authority has not received a damage notice or claim for the subject property, or any property within 50 metres of the enquiry boundary, since 31 October 1994.

There is no current Stop Notice delaying the start of remedial works or repairs to the property.

The Coal Authority is not aware of any request having been made to carry out preventive works before coal is worked under section 33 of the Coal Mining Subsidence Act 1991.

10. Mine gas

The Coal Authority has no record of a mine gas emission requiring action.

11. Hazards related to coal mining

The property has not been subject to remedial works, by or on behalf of the Coal Authority, under its Emergency Surface Hazard Call Out procedures.

Additional remarks

Information provided by the Coal Authority in this report is compiled in response to the Law Society's CON29M Coal Mining enquiries. The said enquiries are protected by copyright owned by the Law Society of 113 Chancery Lane, London WC2A 1PL. This report is prepared in accordance with the Law Society's Guidance Notes 2018, the User Guide 2018 and the Coal Authority's Terms and Conditions applicable at the time the report was produced.

Insurance is included as part of this residential report to cover loss in property value arising from any changes in the information contained in this report. Please refer to the attached Certificate of Insurance for the terms and conditions of this insurance. The insurance does not cover non-residential property or further recommended reports.

Disclaimer

The Coal Authority owns the copyright in this report and the information used to produce this report is protected by our database rights. All rights are reserved and unauthorised use is prohibited. If we provide a report for you, this does not mean that copyright and any other rights will pass to you. However, you can use the report for your own purposes.

Alternative formats

If you would like the coal mining section of this report in an alternative format, please contact the Coal Authority's communications team on 0345 762 6848 or email communications@coal.gov.uk.

Coal Mining Report Insurance Policy



On behalf of the insurer

Schedule

Policy number: **25656054**

The insurer: **Liberty Legal Indemnities – underwritten by Liberty Mutual Insurance Europe SE**

Binding Authority contract number: **RNMFP1903841**

Property:

Reference: **81002646112001**

Limit of cover: **£50,000**

Dated: **10 April 2019**

This policy and schedule shall be read together and any word or expression to which a specific meaning has been attached in either shall bear such meaning wherever it may appear.

Where a Coal Mining Report has been obtained in connection with a sale of the property, cover is provided for the benefit of a purchaser and their lender; in the case of a re-mortgage or where the existing owner chooses to obtain a Coal Mining Report, cover is provided for the benefit of the owner and their lender.

The policy offers protection against loss sustained by the owner of the property if any new problems or adverse entries are revealed in a subsequent Coal Mining Report which were not revealed by the original report to which the policy was attached.

The insured shall at all times comply with the requirements of the Conditions of this Policy.

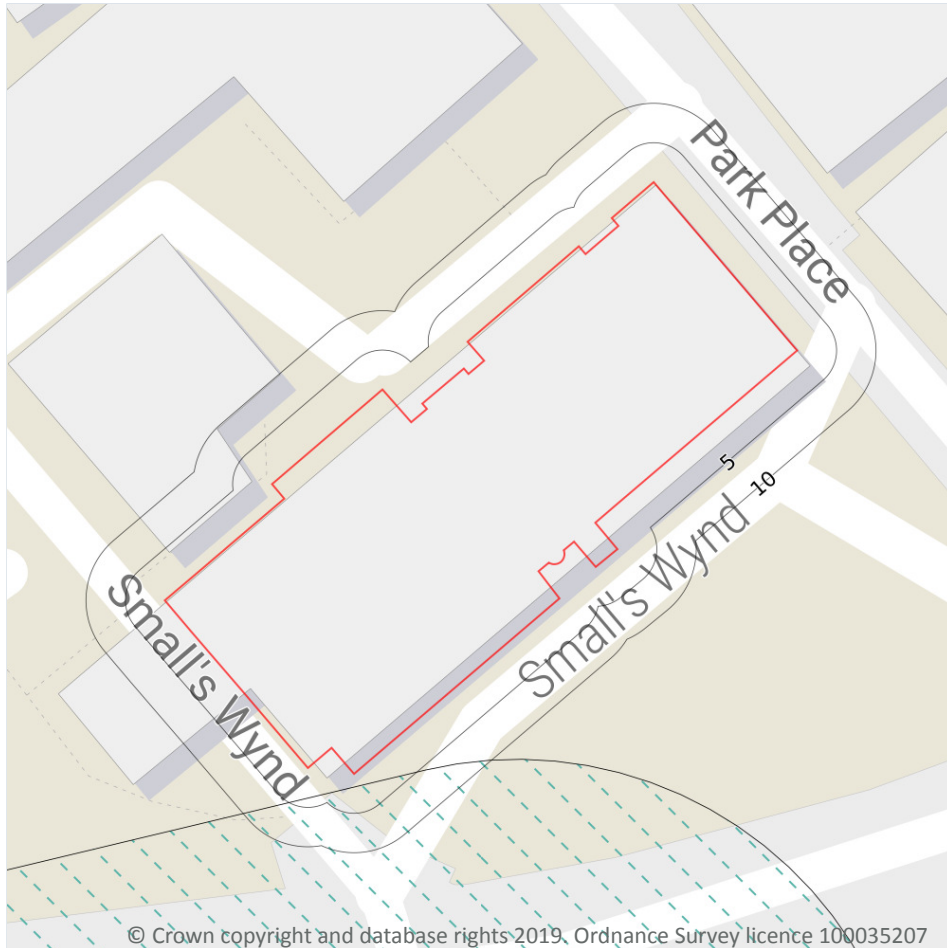
Coal Mining Report Terms and Conditions can be viewed online at this link:

<https://staging.groundstability.com/insurance/terms/20190404/terms.html>

Contaminated Land




Past land use



— Site Outline

Search buffers in metres (m)

 Former industrial land uses

Former industrial land use (1:10,560 and 1:10,000 scale)

These historical land uses have been identified from 1:10,560 and 1:10,000 scale Ordnance Survey maps dated from the mid to late 1800s to recent times. They have the potential to have caused ground contamination. Please see the Environmental Summary to find out how these could impact the site.

Please see **page 2** for further advice.

Distance	Direction	Use	Date
2 m	S	Unspecified Mill	1975

Enviro All-in-One

Coal Authority ref: 81002646112001

Reference: 71003800616003

Your reference: -

Grid reference: 339804 729891

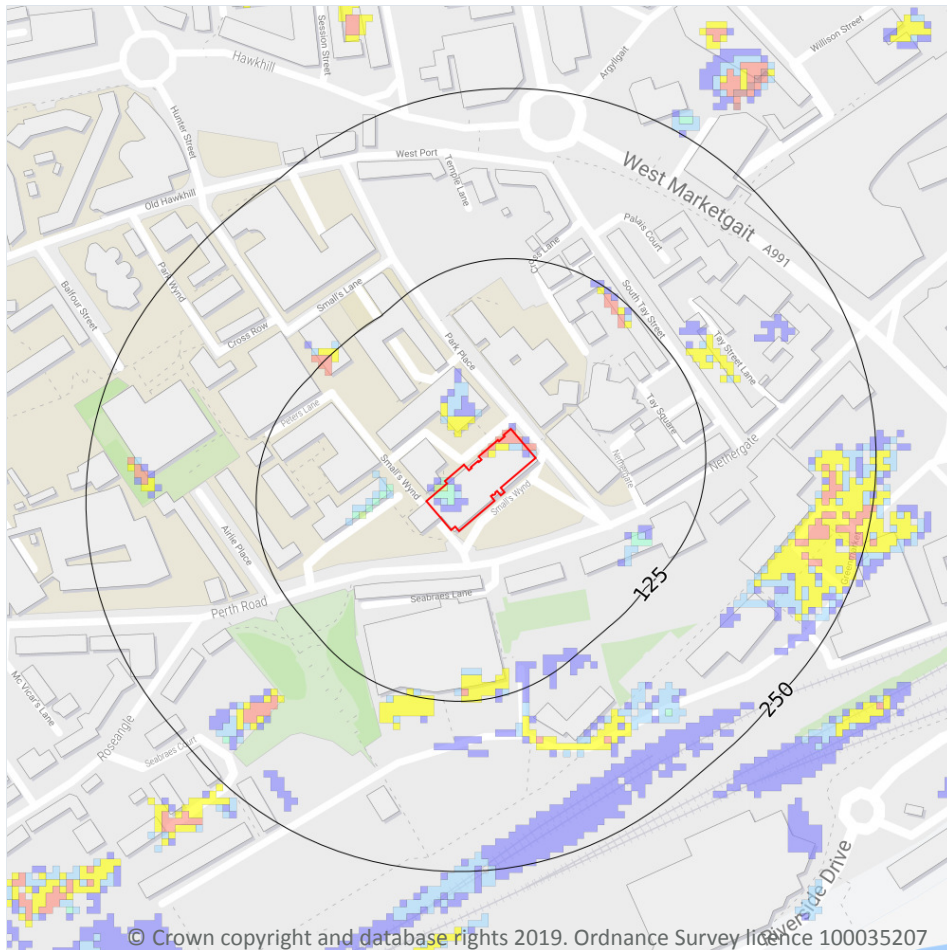
Date: 10 April 2019

This data is sourced from Ordnance Survey/Groundsure.

Flood Risk



Surface water flood risk



Surface water flood risk

The property is likely to be prone to flooding following extreme rainfall, which could cause problems with insuring the property against flood risk. However, if built before 2009, it may be eligible for insurance assistance from the Flood Re scheme: <http://www.floodre.co.uk/>

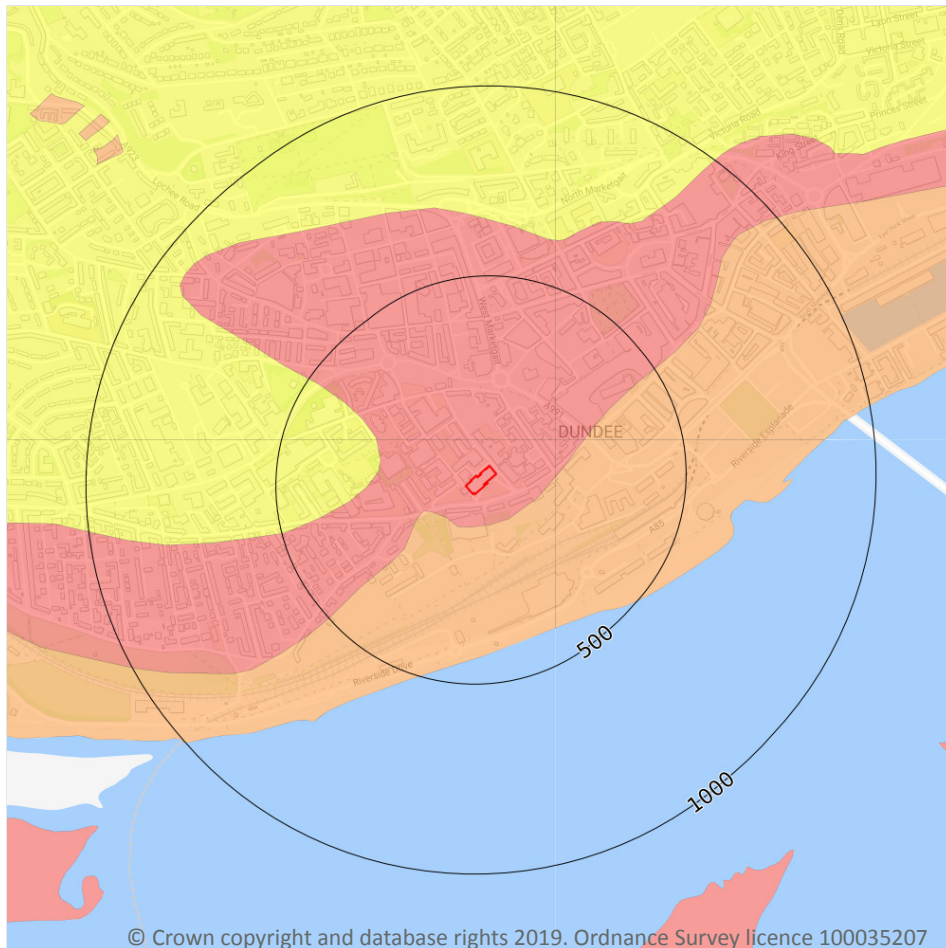
The area in which the property is located has been assessed to be at a Significant risk of surface water flooding. This area is considered to have a 1 in 75 probability of surface water flooding due to rainfall in a given year to a depth of between 0.3m to 1m. However, as is the case with probability statistics and predictions, this information should be used as a guideline only. The area may flood several years in a row, or not at all for many years.

These risk calculations are based on JBA Risk Management maps.

Other ground stability



Natural ground subsidence



— Site Outline

Search buffers in metres (m)

- Moderate - high
- Low
- Negligible - very low

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Natural ground subsidence

The property, or an area within 50m of the property, has a moderate to high potential for natural ground subsidence. This rating is derived from the British Geological Survey's GeoSure database, and is based upon the natural qualities of the geology at the site rather than any historical subsidence claims or events. Additionally, this data does not take into account whether buildings on site have been designed to withstand any degree of subsidence hazard.

Please see **page 2** for further advice.

Surveyors are normally aware of local problem areas in relation to subsidence, however, this data provided by British Geological Survey (BGS) can highlight areas where a significant potential for natural ground subsidence exists and whether it may need particular consideration. The term "Subsidence" refers to ground movement that could cause damage to foundations in domestic or other properties.

Energy summary



The property has been identified to lie within 5km of one or more energy features. The Enviro-All-in-One report summarises these on this page.

If required, full details on these energy features including a detailed location plan relative to the property are available when you purchase a Groundsure Energy and Transportation Report via your preferred searches provider.



Oil and Gas

No active or planned wells or extraction areas (such as fracking sites) identified near the property.

Oil and Gas Areas
Oil and Gas Wells

Not identified
Not identified



Wind and Solar

Our search of existing and planned renewable wind and solar infrastructure has identified results.

Planned Multiple Wind Turbines	Identified
Planned Single Wind Turbines	Identified
Existing Wind Turbines	Identified
Proposed Solar Farms	Identified
Existing Solar Farms	Identified



Energy Infrastructure

Our search of major energy transmission or generation infrastructure and nationally significant infrastructure projects has identified results.

Power stations	Identified
Energy Infrastructure	Not identified
Projects	Not identified

Transportation summary



The property has been identified to lie within the search radius of one or more transportation features detailed below.

If required, full details on these transportation features including a detailed location plan relative to the property are available when you purchase a Groundsure Energy and Transportation Report via your preferred searches provider.

HS2

No results for Phase 1 or Phase 2 of the HS2 project (including the 2016 amendments) have been identified within 5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future.

HS2 Route	Not identified
HS2 Safeguarding	Not identified
HS2 Stations	Not identified
HS2 Depots	Not identified
HS2 Noise	Not assessed
HS2 Visual impact	Not assessed

Crossrail

The property is not within 250 metres of either the Crossrail 1 or Crossrail 2 project.

Crossrail 1 Route	Not identified
Crossrail 1 Stations	Not identified
Crossrail 1 Worksites	Not identified
Crossrail 2 Route	Not identified
Crossrail 2 Stations	Not identified
Crossrail 2 Worksites	Not identified
Crossrail 2 Safeguarding	Not identified
Crossrail 2 Headhouse	Not identified

Other Railways

Our search indicates the property is within 250 metres of railways or railway stations, subway or DLR lines, active railways, historical railways or tunnels. The Underground assessment includes London Underground, DLR, Tyne and Wear Metro, Merseyrail and Glasgow Subway.

Active Railways and Tunnels	Identified
Historical Railways and Tunnels	Identified
Railway and Tube Stations	Not identified
Underground	Not identified

Planning summary



Planning Applications

Using Local Authority planning information supplied and processed by Glenigan dating back 10 years, this information is designed to help you understand possible changes to the area around the property. Please note that even successful applications may not have been constructed and new applications for a site can be made if a previous one has failed. We advise that you use this information in conjunction with a visit to the property and seek further expert advice if you are concerned or considering development yourself.

274 Total applications

This total includes large developments within 750 m, small developments within 500 m and house extensions within 125 m. If required, full details on these applications including a detailed location plan relative to the property are available when you purchase a Groundsure Planning Report via your preferred searches provider.



Planning constraints

Protected areas have been identified within 50 metres of the property.

Please see **page 17** for details of the identified issues.

Environmental Protected Areas

Not identified

Visual and Cultural Protected Areas

Identified



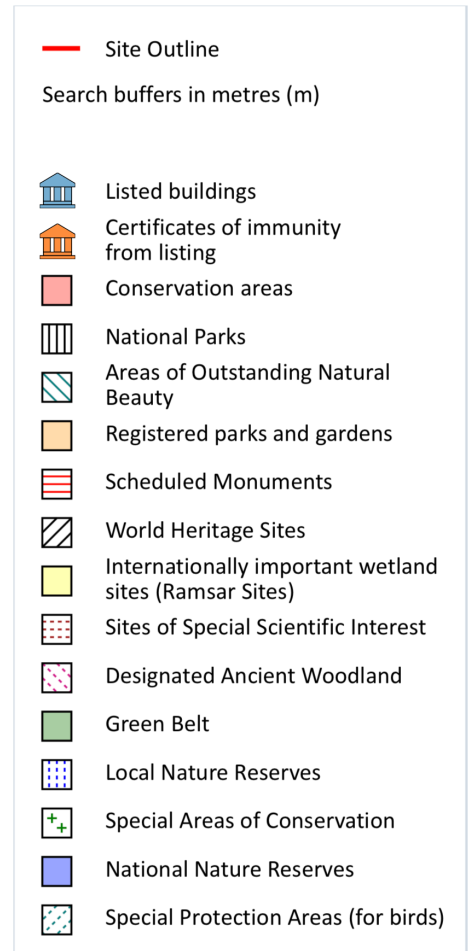
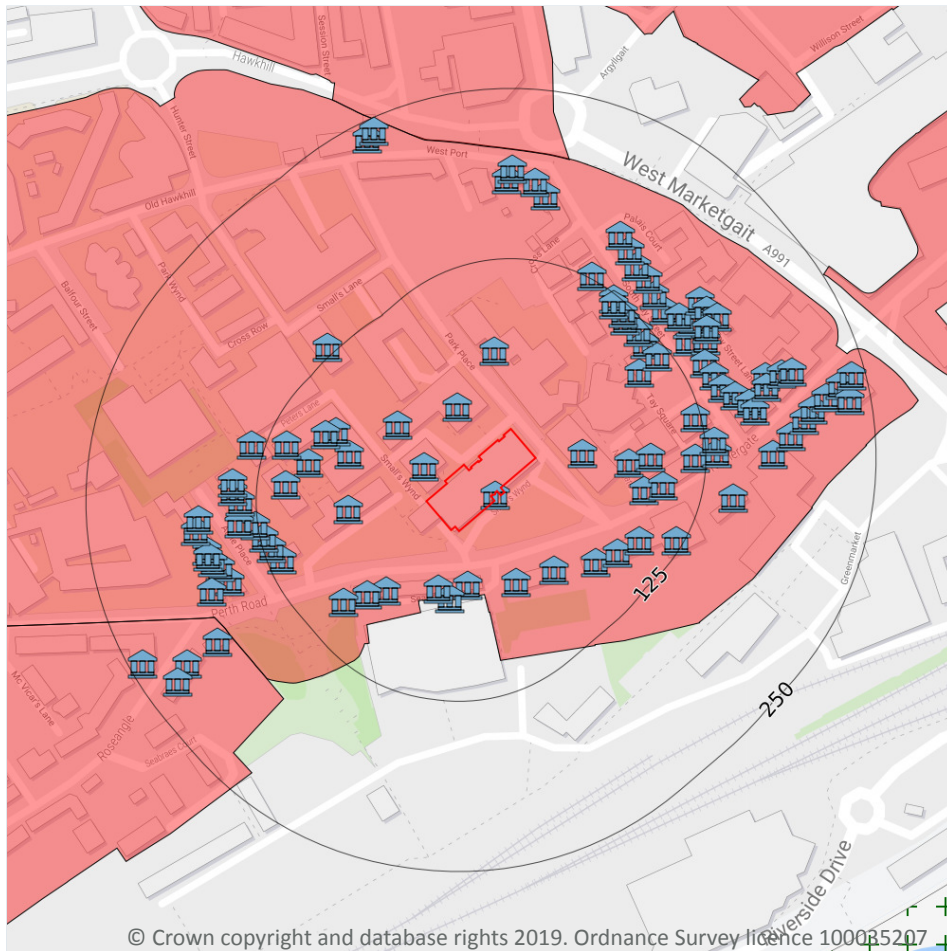
Telecoms

There are no mobile masts, mobile phone base stations or planning applications for mobile masts identified within 250 metres of the property.

Mobile phone masts

Not identified

Planning Constraints



Visual and Cultural Designations

Conservation Areas

Conservation Areas exist to protect special architecture and historic interest in an area. It may mean that the property is located in or close to a beautiful or architecturally interesting place to live. There may be extra planning controls restricting some development. This particularly applies to developing the outside of the building and any trees at the property.

Distance	Direction	Name	District
0	on site	UNIVERSITY	DUNDEE CITY

This data is sourced from the Local Authorities. For more information please see <http://www.gov.scot/Publications/2005/03/29141519/15200>.

Listed Buildings

The presence of listed buildings means there will be extra control over what changes can be made to that building's interior and exterior. If the property itself is a listed building, owners will need to apply for Listed Building Consent for most types of work that affect the 'special architectural or historic interest' of the property and the work approved may increase costs.

Distance	Direction	Name	Grade	Listed building reference number	Listed date
1 m	SE	The Tower, University Of Dundee, Perth Road	B	399857	04/03/2008
18 m	NW	Old Technical Institute, University Of Dundee, 60 Small's Wynd, Dundee	B	361522	30/03/1994
35 m	E	Bonar Hall, Park Place, University Of Dundee	B	402084	14/01/2014
38 m	NW	Carnelley Building, University Of Dundee, Park Place, Dundee	B	361461	30/03/1994
40 m	S	4, 6, 8, 10 Perth Road, 2A, Dundee	B	361915	06/01/1981
45 m	S	10, 12, 14, 16, 18, 20 Perth Road, Dundee	C	361920	06/01/1981
45 m	S	10, 12, 14, 16, 18, 20 Perth Road, Dundee	C	361922	06/01/1981

This data was sourced from Historic Environment Scotland. for more information please see <https://www.historicenvironment.scot/advice-and-support/listing-scheduling-and-designations/listed-buildings/search-for-a-listed-building/>

Datasets searched

This is a full list of the data searched in this report. If we have found results of note we will state "Identified". If no results of note are found, we will state "Not identified". Our intelligent filtering will hide "Not identified" sections to speed up your workflow.

Contaminated Land		Ground stability	
Former industrial land use (1:10,560 and 1:10,000 scale)	Identified	Natural ground subsidence	Identified
Former tanks	Not identified	Natural geological cavities	Not identified
Former energy features	Not identified	Non-coal mining	Not identified
Former petrol stations	Not identified	Mining cavities	Not identified
Former garages	Not identified	Infilled land	Not identified
Former military land	Not identified		
Former landfill (from Local Authority and historical mapping records)	Not identified	Radon	
Waste site no longer in use	Not identified	Radon	Not identified
Active or recent landfill	Not identified		
Active or recent waste sites	Not identified	Energy Infrastructure	
Recent industrial land uses	Not identified	Electricity transmission lines and pylons	Not identified
Current or recent petrol stations	Not identified		
Hazardous substance storage/usage	Not identified	Planning constraints	
Sites designated as Contaminated Land	Not identified	Sites of Special Scientific Interest	Not identified
Current or recent licensed industrial activities	Not identified	Internationally important wetland sites (Ramsar Sites)	Not identified
Local Authority licensed pollutant release	Not identified	Special Areas of Conservation	Not identified
		Special Protection Areas (for birds)	Not identified
		National Nature Reserves	Not identified
		Local Nature Reserves	Not identified
		Designated Ancient Woodland	Not identified
		Green Belt	Not identified
		World Heritage Sites	Not identified
		Areas of Outstanding Natural Beauty	Not identified
		National Parks	Not identified
		Conservation Areas	Identified
Flood Risk			
River flooding	Not identified		
Coastal flooding	Not identified		
Surface water flood risk	Identified		
Groundwater flooding	Not identified		

Enviro All-in-One

Coal Authority ref: 81002646112001

Reference: 71003800616003

Your reference: -

Grid reference: 339804 729891

Date: 10 April 2019

Planning constraints

Listed Buildings	Identified
Certificates of Immunity from Listing	Not identified
Scheduled Monuments	Not identified
Registered Parks and Gardens	Not identified

Planning

Mobile phone masts	Not identified
Mobile phone masts planning records	Not identified

Contaminated land liability assessment methodology

As part of this report Groundsure provide a professional assessment of the risks posed by key environmental information which could lead to the property being designated as 'Contaminated Land' as defined under Part 2A of the Environmental Protection Act 1990. This assessment is based on the following data:

- historical land use (compiled from 1:10,000 and 1:10,560 maps)
- petrol stations, garages, energy features and tanks (compiled from 1:1,250 and 1:2,500 maps) – for selected areas.
- historic military / ordnance sites
- landfill and waste transfer/treatment or disposal sites (including scrap yards)
- current and recent industrial uses (as defined by PointX data)
- Catalist petrol station
- Part A(1), Part A(2) and Part B Authorisations
- sites determined as Contaminated Land under Part 2A EPA 1990
- Planning Hazardous Substance Consents

The level of risk associated with the property is either Passed or Action Required. If the report result is Action Required it does not necessarily mean that the site is unsuitable for purchase, but only that further assessment of the risk associated with the site is required.

Method Statement

In assessing specific site risk, Groundsure follows principles used extensively throughout the environmental consultancy sector. Our system looks at the potential for specific industries to have generated residual contamination and for this contamination to remain at a site, or to have migrated to neighbouring sites. Sites are scored based on this system and if a site scores highly it indicates a high level of risk.

Limitations of the Study

This report has been prepared with the assumption that the site is in residential use and that no significant (re)development is planned. The screening process reviews historical mapping and a range of current databases. The historical land use database reviewed for this study does NOT include 1:2,500 or 1:1,250 scale maps except for Groundsure's additional information database of selected features namely tanks, energy features, petrol filling stations and garages. This additional information database covers the majority of the UK, but not all. Where 1:2500 or 1:1250 scale maps are utilised all relevant and available map epochs to Groundsure are used. Additionally, this review does NOT include specific enquiries to the Local Authority who may hold additional information and it does NOT include a site visit/inspection. Your attention is drawn to the Terms and Conditions of Groundsure Limited under which this service is provided.

Flood information

The Flood Risk Assessment section is based on datasets covering a variety of different flooding types. No inspection of the property or of the surrounding area has been undertaken by Groundsure or the data providers. The modelling of flood hazards is extremely complex and in creating a national dataset certain assumptions have been made and all such datasets will have limitations. These datasets should be used to give an indication of relative flood risk rather than a definitive answer. Local actions and minor variations, such as blocked drains or streams etc. can greatly alter the effect of flooding. A low or negligible modelled flood risk does not guarantee that flooding will not occur. Nor will a high risk mean that flooding definitely will occur. Groundsure's overall flood risk assessment takes account of the cumulative risk of river, coastal, surface water (pluvial), and groundwater flooding.

Risk of flooding from rivers and the sea

This is an assessment of flood risk for rivers in Scotland produced using modelled data, provided by JBA. It also takes account of flood defence information provided by the Scottish Environment Protection Agency (SEPA). It shows the chance of flooding from rivers presented in the following categories:

- 1 in 20 year (5%)
- 1 in 75 year (1.3%)
- 1 in 100 year (1%)
- 1 in 200 year (0.5%)
- 1 in 1,000 year (0.1%)

Risk of flooding from the sea

This is an assessment of coastal flood risk in Scotland produced using modelled data, provided by JBA. It also takes account of flood defence information provided by the Scottish Environment Protection Agency (SEPA). It shows the chance of coastal flooding presented in the following categories:

- 1 in 75 year (1.3%)
- 1 in 100 year (1%)
- 1 in 200 year (0.5%)
- 1 in 1,000 year (0.1%)

Surface water flooding

JBA Risk Management surface water flood map identifies areas likely to flood following extreme rainfall events, i.e. land naturally vulnerable to surface water or "pluvial" flooding. This data set was produced by simulating 1 in 75 year, 1 in 200 year and 1 in 1000 year rainfall events. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though older ones may even flood in a 1 in 5 year rainstorm event.

Groundwater flooding

Groundwater flooding is flooding caused by unusually high groundwater levels. It occurs as excess water emerging at the ground surface or within underground structures such as basements. Groundwater flooding tends to be more persistent than surface water flooding, in some cases lasting for weeks or months, and it can result in significant damage to property. This risk assessment is based on a 5m Digital Terrain Model (DTM) and a 1 in 100 year return period.

JBA Floodability

The property has been rated as **Green**.

Flood Re is a joint initiative between the Government and insurers. It was set up to help UK residents who are at risk of flooding to obtain flood cover as part of their household insurance. There are several exemptions from the Flood Re scheme including new properties built after 1 January 2009, commercial property, buy to let properties and blocks of flats with four or more units. A full list of exemptions is available on the Flood Re website (<https://www.floodre.co.uk/can-flood-re-help-me/eligibility-criteria/>).

JBA's Floodability rating provides an indication of the likelihood of a property being ceded into the Flood Re scheme from river, coastal and surface water flood only. It does not consider the many other factors needed for ceding into the Flood Re scheme, nor does it consider the other requirements for obtaining insurance.

The JBA Floodability Index is categorised on a fivefold scale:

Black 2 indicates a level of flood hazard such that standard priced insurance covering flood risk is likely to be subject to increased premiums and non-standard and/or additional terms. There is a very high possibility of insurance companies ceding the property into the Flood Re scheme, especially if the property has flooded in the past.

Black 1 indicates a level of flood hazard such that standard priced insurance covering flood risk is likely to be subject to increased premiums and non-standard and/or additional terms. There is a high possibility of insurance companies ceding the property into the Flood Re scheme, especially if the property has flooded in the past.

Red indicates a level of flood hazard such that standard priced insurance covering flood risk is likely to be subject to increased premiums and non-standard and/or additional terms. There is a moderate possibility of insurance companies ceding the property into the Flood Re scheme particularly if the property has flooded in the past.

Amber indicates a level of flood hazard such that insurance covering flood risk may be available but may be subject to increased premiums and non-standard and/or additional terms. There is a low possibility of insurance companies ceding the property into the Flood Re scheme unless the property has flooded in the past.

Green indicates a level of flood hazard such that insurance covering flood risk may be obtainable relatively easily as part of a standard household insurance contract. There is a very low possibility of insurance companies ceding the property into the Flood Re scheme unless the property has flooded in the past.

N/A indicates that a Floodability rating has not been provided for the property. This is either because the property is a new build and doesn't contain an OS Address Point or the nearest Floodability rating is outside of the 10m search radius. Please contact Groundsure for further assistance.

Search Code and Groundsure terms and conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: info@groundsure.com 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 practice 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 Advice

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

TPO's 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 Web: <https://www.tpos.co.uk/>

You can get more information about the PCCB from <https://pccb.org.uk/>.

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

COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

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

Complaints should be sent to:

Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email:

info@groundsure.com If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

Groundsure's Terms and Conditions can be viewed online at this link: <https://www.groundsure.com/terms-and-conditions-feb11-2019>

Important consumer protection information

All of the advice and reports that Groundsure produces are covered by a comprehensive Remediation Contribution policy to ensure customers are protected, see <https://www.groundsure.com/remediation> for full details.

Data providers

Groundsure works with respected data providers to bring you the most relevant and accurate information in your Enviro-All-in-One report. To find out who they are and their areas of expertise see <https://www.groundsure.com/sources-reference>.