UK lenders may be concerned by these findings and it could make it more difficult for you to obtain a mortgage for the property.

Homebuyers Plus also complies with Law Society practice notes on environmental risk in property transactions.

It is important to be fully informed of all risks associated with a property before completing your purchase.

Please read all the information in this report carefully.

Environmental search results

<table>
<thead>
<tr>
<th>Risk Type</th>
<th>Status</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contaminated Land</td>
<td>Action Required</td>
<td>p.6</td>
</tr>
<tr>
<td>Flood Risk</td>
<td>High</td>
<td>p.5</td>
</tr>
<tr>
<td>Ground Stability</td>
<td>Identified</td>
<td>p.12</td>
</tr>
<tr>
<td>Radon</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Energy</td>
<td>Identified</td>
<td>p.13</td>
</tr>
<tr>
<td>Transportation</td>
<td>Passed</td>
<td>p.14</td>
</tr>
<tr>
<td>Planning Applications</td>
<td>Identified</td>
<td>p.15</td>
</tr>
</tbody>
</table>

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

These relate to environmental risks that may affect the enjoyment of the property, health, insurance premiums, property values and/or a lender’s willingness to lend.

Contaminated Land

The property is assessed to have potentially significant contamination risks due to the presence of the following potentially contaminative historical land use:


Key recommended next steps:

- if the property was built after 1999, you can find out if its NHBC Buildmark Certificate includes contaminated land cover by emailing a copy of the NHBC certificate to info@groundsure.com, quoting your report reference. If so, our experts will review your report free of charge and, if appropriate, revise to a pass free of charge
- investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion
- if the property was built after 1985, consider contacting the planning department of the relevant local authority to clarify any conditions placed in the original planning consent documentation regarding investigation/remediation (cleaning) of contamination on the site. Our experts will review any such conditions identified and if appropriate revise to a pass free of charge
- consider contacting the Contaminated Land Officer within the Environmental Health Department of the relevant Local Authority to ask about previous land use of the area, written details confirming whether the land has been designated ‘Contaminated Land’ (as defined under Part 2A of EPA 1990), and if the Local Authority plans to take any further action
- if speed is a priority, or other methods have failed, insurance might be the best option. However, at this stage it may be expensive, and it is not always possible to get suitable insurance. Numerous companies offer environmental insurance. If you are considering this option you can get in touch with Groundsure who will be happy to provide further details

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 airbricks
- 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/
- investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion
Groundwater

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

- if the house has a basement or other section below ground, investigate whether tanking is possible. This is a process where basement areas are sealed with a watertight material to prevent groundwater seeping in
- look at the search result in the context of its locality. Discuss with the seller (and potentially their neighbours) to see if groundwater flooding is common there and what measures are in place to combat it
- consider property level flood prevention measures that may be useful in the property, such as flood gates and barriers or airbricks
- consider conducting a visual check at the property looking for water staining, damp patches or mould growth. Be aware of any damp smells. It is also worth checking the survey to see if any of these things have been reported
- further advice on groundwater flooding has been produced by the Environment Agency and the Local Government Association and can be found at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/297421/flho0911bugi-e-e.pdf

Coal

The property is assessed to lie within a coal mining area as defined by the Coal Authority. Key recommended next steps:

- Groundsure recommends that a full Coal Mining Search is conducted. This can be ordered through the Coal Authority or your preferred search provider

Infilled Land

The property is assessed to lie within 25m of an area of infilled land. 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, however be aware recent redecoration of the property may mask signs
- 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 planting trees
- if structural surveys have not considered the potential effects of being built on a site like this, you may wish to contact the local Building Regulations Officer, Planning Department and if recently constructed, the site developers. Newer developments may benefit from an NHBC guarantee or other environmental warranty that often covers structural issues
- unless information is available confirming that suitable ground engineering techniques have been used to protect the property, it is recommended that you contact the Local Authority Planning department to confirm whether protective design measures were used during construction
Other considerations

No additional factors that Groundsure believe require further action have been identified in relation to the property.
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 the guidance section on p.2 for further advice.

Contaminated Land

Our Contaminated Land searches have found some potentially significant contamination risks. These could include risks relating to industrial processes, petrol stations, or landfill.

Please see p.6 for further details of the identified issues.

Flood Risk

The property is at risk from one or more kinds of flooding. Property's overall risk assessment for river, coastal, surface water and groundwater flooding is high.

Please see p.8 for further details of the identified issues.

Floodability Rating

Red

The rating is compiled by JBA, the UK's leading flood expert.

Ground Stability

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

Please see p.11 for further details of the identified issues.

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
Past Land Use

Potential contamination from storage tanks
Maps suggest storage tanks were located on or near the property in the past. Tanks like this can sometimes store toxic waste, chemicals or oil, as well as more benign substances. Liquids stored in these tanks can leak when the tanks rust or become damaged over time, which may have caused contamination at this site.

This risk of contamination could affect your ability to get a mortgage or, if the land is found to be contaminated, could entail a legal obligation and associated costs to rectify.

Please see the guidance section on p.2 for further advice

<table>
<thead>
<tr>
<th>Distance</th>
<th>Direction</th>
<th>Use</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>on site</td>
<td>Tanks</td>
<td>1975</td>
</tr>
</tbody>
</table>
These storage tanks were located by Groundsure’s experts using detailed historical maps of 25 or 50 inches to the mile. On occasion they turn out not to have been storage tanks, but other structures of similar size and shape.

**Previous power station, substation, or other energy feature**

An energy feature, such as a substation, transformer or power station, has been located on or near the property in the past. Structures like this can sometimes cause soil or groundwater contamination.

This risk of contamination could affect your ability to get a mortgage or, if the land is found to be contaminated, could entail a legal obligation and associated costs to rectify.

Further enquiries into the risk of chemical contamination or insurance is recommended. Groundsure’s experts can help you with this.

Please see the guidance section on p.2 for further advice.

<table>
<thead>
<tr>
<th>Distance</th>
<th>Direction</th>
<th>Use</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>on site</td>
<td>Gas Works</td>
<td>1968</td>
</tr>
<tr>
<td>0</td>
<td>on site</td>
<td>Gas Works</td>
<td>1967</td>
</tr>
<tr>
<td>0</td>
<td>on site</td>
<td>Tanks</td>
<td>1967</td>
</tr>
<tr>
<td>0</td>
<td>on site</td>
<td>Gas Works</td>
<td>1975</td>
</tr>
<tr>
<td>0</td>
<td>on site</td>
<td>Tanks</td>
<td>1968</td>
</tr>
</tbody>
</table>
Risk of flooding from rivers and the sea

The property has a high chance of flooding in any given year, according to Risk of Flooding from Rivers and Sea (RoFRaS) data. This 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/

RoFRaS assesses flood risk from rivers and the sea in England and Wales, using local data and expertise. It shows the chance of flooding from rivers or the sea, taking account of flood defences and the condition those defences are in. The RoFRaS model uses local water level and flood defence data to model flood risk. See below for explanation of the RoFRaS levels of flood risk.

Please see the guidance section on p.2 for further advice.

Environment Agency RoFRaS risk ratings
The chance of flooding from rivers or the sea is considered to be less than 1 in 1000 (0.1%) in any given year.

<table>
<thead>
<tr>
<th>Very Low</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>The chance of flooding from rivers or the sea is considered to be less than 1 in 100 (1%) but greater than or equal to 1 in 1000 (0.1%) in any given year.</td>
<td>The chance of flooding from rivers or the sea is considered to be less than 1 in 30 (3.3%) but greater than or equal to 1 in 100 (1%) in any given year.</td>
<td>The chance of flooding from rivers or the sea is considered to be less than 1 in 30 (3.3%) but greater than or equal to 1 in 100 (1%) in any given year.</td>
<td>The chance of flooding from rivers or the sea is considered to be greater than or equal to 1 in 30 (3.3%) in any given year.</td>
</tr>
</tbody>
</table>

JBA Floodability

The property has been rated as Red. Please see the guidance section on p.2 for further advice

This rating is calculated by JBA and is based entirely on JBA’s modelled river, coastal, pluvial and groundwater flood risk data. This data is used by a large number of top insurance companies in order to assess flood risk, though individual insurers may also have recourse to further information not used in this assessment such as claim history, and is indicative rather than definitive.

There are some exclusions to the Flood Re scheme and these include; commercial properties (including buy to let), new homes built after 1st January 2009 and blocks of flats with three or more units. Flood Re is designed to run for 25 years, to allow time for the Government, local authorities, insurers and communities to become better prepared for flooding. After this period, the market is expected to return to risk reflective pricing, and properties with flood risks that have not been mitigated may face significantly increased premiums and/or difficulty in obtaining cover.

The JBA Floodability Index is categorised on a fivefold scale and also includes a statement of the possibility of insurance companies ceding the property into the Flood Re scheme (subject to terms, applicant’s status and individual insurers’ approach to risk, historical flooding events at the property, exclusions to the Flood Re scheme and any other factors which may be relevant):

- **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. Very low possibility of insurance companies ceding the property into the Flood Re scheme unless 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. Low possibility of insurance companies ceding the property into the Flood Re scheme unless the property has flooded in the past.
- **Red** indicates a level of flood hazard such that standard priced insurance covering flood risk may be more difficult to obtain. Low to moderate possibility of insurance companies ceding the property into the Flood Re scheme unless the property has flooded in the past.
- **Black 1** indicates a level of flood hazard such that standard priced insurance covering flood risk may be significantly more difficult to obtain. Moderate to high possibility of insurance companies ceding the property into the Flood Re scheme, especially if the property has flooded in the past.
- **Black 2** indicates a level of flood hazard such that standard priced insurance covering flood risk may be extremely difficult to obtain. High possibility of insurance companies ceding the property into the Flood Re scheme, especially if the property has flooded in the past.

Contact us with any questions at:
info@groundsure.com
JBA Risk Management data indicates that the property is in an area with a Moderate risk of groundwater flooding. This data indicates that groundwater levels are between 0.5m and 5m below the ground surface. There is a risk of flooding to subsurface assets but surface manifestation of groundwater is unlikely.

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.

Some of the responses contained in this report are based on data and information provided by the Natural Environment Research Council (NERC) or its component body the British Geological Survey (BGS). Your use of any information contained in this report which is derived from or based upon such data and information is at your own risk. Neither NERC nor BGS gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including for negligence) arising from its use is excluded to the fullest extent permitted by law. Your use of the data/report/assessment constitutes your agreement to bring no claim against NERC or BGS in connection with it.
Ground stability

Non-natural ground subsidence

Coal mining
The property is located in an area that may be affected by surface or sub-surface coal mining. Mining may cause ground stability problems such as subsidence, surface collapses, mass movement and landslides, depending on the style of mining used.

Please see the guidance section on p.2 for further advice

Ground cavities filled with other materials
Maps suggest the property is located on a previous pond, quarry, mine, landfill or other hole in the land. These land cavities are often filled in with various materials and this can cause structural problems, although such events are rare. Groundsure’s experts recommend that you check whether your structural surveys have taken this into account.

Please see the guidance section on p.2 for further advice
Groundsure’s experts systematically analyse historical maps, which can highlight areas that, over time, may have been filled with various materials. The materials used are usually safe, although in some cases contaminative materials may also have been used. Past mining activity was identified from systematic analysis of Ordnance Survey historical maps. Information is taken from features identified on maps, which do not indicate the distance or direction that mines extend beneath the surface. For example, features such as mine shafts only indicate the entrance to a mine. From this, we may infer the potential for underground features to extend outward from this point. Some features within this database may also relate to non-mining underground activities e.g. air shafts for underground railways.

<table>
<thead>
<tr>
<th>Distance</th>
<th>Direction</th>
<th>Use</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>on site</td>
<td>Water Body</td>
<td>1914</td>
</tr>
<tr>
<td>0</td>
<td>on site</td>
<td>Water Body</td>
<td>1921</td>
</tr>
<tr>
<td>0</td>
<td>on site</td>
<td>Dock</td>
<td>1921</td>
</tr>
<tr>
<td>17 m</td>
<td>E</td>
<td>Old Dock</td>
<td>1947</td>
</tr>
</tbody>
</table>
The property has been identified to lie within 5km of one or more energy features. The Groundsure Homebuyers Plus report summarises these on this page.

If required, full details on these energy features including a detailed location plan relative to the property can be available when you purchase a Groundsure Energy report or the comprehensive Groundsure Avista report via your preferred searches provider.

### Oil and Gas
Active or planned wells or extraction areas (such as fracking sites) have been identified near the property.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oil and Gas Areas</td>
<td></td>
</tr>
<tr>
<td>Oil and Gas Wells</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wind</td>
<td></td>
</tr>
<tr>
<td>Solar</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power stations</td>
<td></td>
</tr>
<tr>
<td>Energy Infrastructure</td>
<td>None</td>
</tr>
<tr>
<td>Projects</td>
<td>Identified</td>
</tr>
</tbody>
</table>

Contact us with any questions at:
info@groundsure.com
Transportation summary

The property has not been identified to lie within 5km of one or more transportation features. The Groundsure Homebuyers Plus report summarises these on this page.

If required, full details on these transportation features including a detailed location plan relative to the property can be available when you purchase a Groundsure HS2 and Crossrail report or the comprehensive Groundsure Avista 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 2.5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>HS2 Route</td>
<td>None</td>
</tr>
<tr>
<td>HS2 Safeguarding</td>
<td>None</td>
</tr>
<tr>
<td>HS2 Stations</td>
<td>None</td>
</tr>
<tr>
<td>HS2 Depots</td>
<td>None</td>
</tr>
</tbody>
</table>

**Crossrail 1**

The property is not within 250 metres of the Crossrail project.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crossrail 1 Route</td>
<td>None</td>
</tr>
<tr>
<td>Crossrail 1 Stations</td>
<td>None</td>
</tr>
<tr>
<td>Crossrail 1 Worksites</td>
<td>None</td>
</tr>
</tbody>
</table>

**Railways**

The property is not within 250 metres of any railways or railway stations.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Railways</td>
<td>None</td>
</tr>
<tr>
<td>Railway Stations</td>
<td>None</td>
</tr>
</tbody>
</table>
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.

6 Total applications
If required, full details on these applications including a detailed location plan relative to the property can be available when you purchase a Groundsure Planning Report or the comprehensive Groundsure Avista report via your preferred searches provider.

Planning constraints
No protected areas have been identified within 50 metres of the property. Protected areas include nature reserves and other conservation areas.

<table>
<thead>
<tr>
<th>Environmental Protected Areas</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual and Cultural Protected Areas</td>
<td>None</td>
</tr>
</tbody>
</table>

Telecoms
There are no mobile masts, mobile phone base stations or planning applications for mobile masts identified within 500 metres of the property.

| Mobile phone masts | None |
## Additional searches that are not of concern or relevant to this location

The searches listed below were run against the property and found not to be of concern or represent a risk.

### Contaminated Land
- Previous use of industrial land
- Previous petrol stations
- Previous Garages
- Land previously used for military purposes
- Active or recent landfill
- Previous landfill (from Environment Agency Records)
- Previous landfill (from British Geological Survey records, 1973)
- Previous landfill (from Local Authority and historical mapping records)
- Waste site no longer in use
- Active or recent waste sites
- Active or recent landfill
- Active or recent waste sites
- Active industrial land use
- Active or obsolete petrol stations
- Licence for pollutant release
- Current and recent pollutant release to water or land
- Pollutant release licence to air
- Licence for release of Red List toxic substances
- Specific intent to release exceptionally toxic liquids
- Dangerous Substance Inventory (List 1)
- Dangerous Substance Inventory (List 2)
- Site storing large quantities of hazardous or explosive substances
- Hazardous substance storage/usage
- Sites designated as Contaminated Land
- Recorded pollution incidents
- Current and recent pollutant release to water or land
- Pollutant release licence to air

### Flood
- Areas benefiting from flood defences
- Flood defences
- Flood storage areas: part of floodplain
- Historic flood areas
- Proposed flood defences
- Surface water flood risk

### Ground stability
- Non-coal mining
- Mining cavities
- Natural ground subsidence
- Natural geological cavities

### Energy Infrastructure
- Electricity transmission lines and pylons

### Planning constraints
- Sites of Special Scientific Interest (SSSI)
- Internationally important wetland sites (Ramsar sites)
- Designated Ancient Woodland
- Green Belt
- Local Nature Reserves
- National Nature Reserves
- Special Area of Conservation
- Special Protection Areas (for birds)
- Conservation Areas

### Certificates of Immunity from Listing
- National Parks
- Areas of Outstanding Natural Beauty
- Registered Parks and Gardens
- Scheduled Monuments
- Listed Buildings
- World Heritage Sites

### Telecoms
- Mobile phone masts
- Mobile phone masts planning records
Contaminated Land 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 industrial uses (as defined by PointX data)
- Catalist petrol station
- Part A(1), Part A(2) and Part B Authorisations
- Control of Major Accident Hazards Sites (COMAH) and Notification of Installations Handling Hazardous Substances (NIHHS)
- Dangerous Substances Inventory Releases (DSI)
- Red List Discharge Consent
- sites determined as Contaminated Land under Part 2A EPA 1990
- Environment Agency Recorded Pollution Incidents
- Planning Hazardous Substance Consents

The level of risk associated with the property is either Passed or In Need of Further Assessment. If the site is In Need of Further Assessment 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 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.
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
- 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 compensation of up to £5,000 to you if they find 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.

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/

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: 0844 4159 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.

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Data providers

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