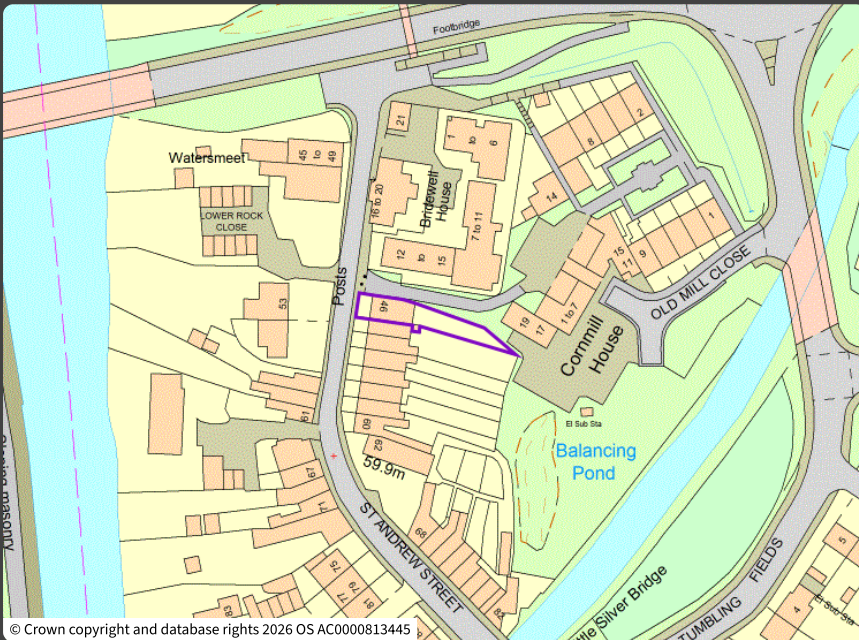
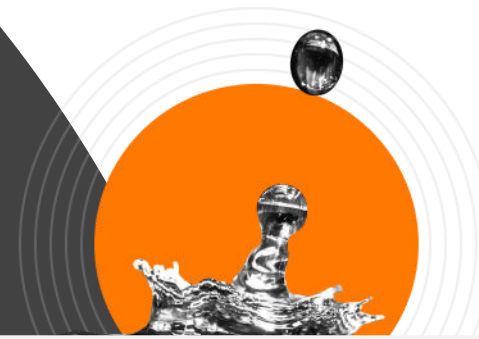


Property address

Sample Street, SAMPLE TOWN, XX1 1XX, England



© Crown copyright and database rights 2026 OS AC0000813445

Homebuyer guidance

This report is designed to provide a professional opinion on the potential impact of flooding at the property. We recommend reading our summary to find out more and check our guidance. For more information, please see our FAQs:

<https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>



Overall flood risk

Page 2 Passed Moderate ✓

Details

River	Very Low
Coastal	Very Low
Surface water	Very Low
Groundwater	Low to Moderate
Other	Moderate

Are there existing flood defences within 500m of the Site? Yes

In flood zone 2 or 3 (river/coastal) Yes

Insurance

In most cases insurance should be available at standard terms.

🏠 Flood summary

Passed Moderate 

Professional opinion

We have identified a flood event recorded in 1966 within the boundary of the property. This means flooding could occur in extreme events and/or at depths that are unlikely to cause a significant impact.

The property is within flood zone 2 for river flooding. However, we've taken flood defences into account as part of this assessment and the overall risk.

Insurance

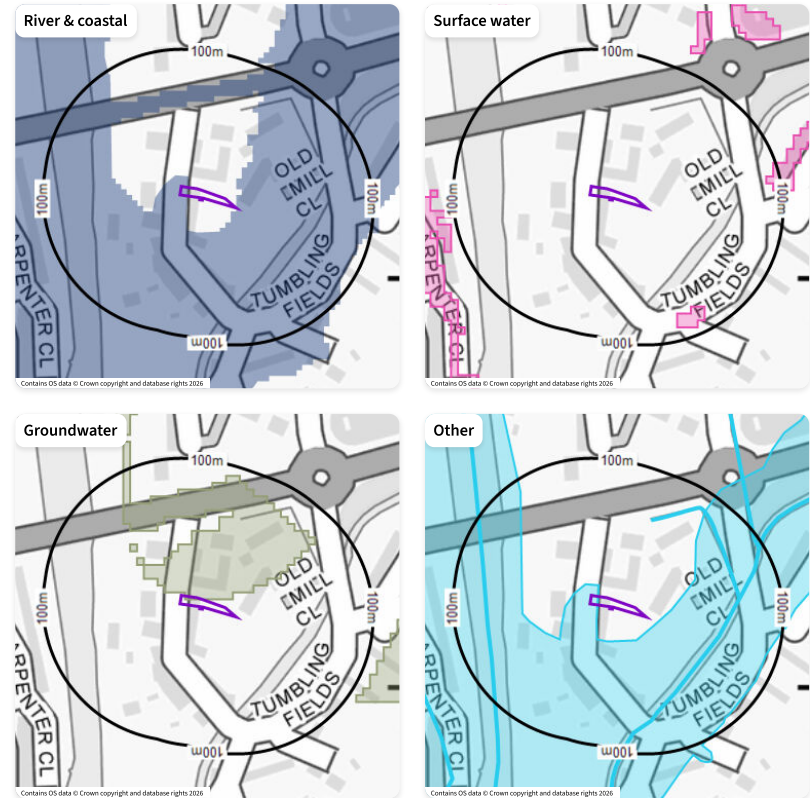
In most cases insurance should be available at standard terms.

Recommendations

- 1 Ask the seller whether the property has flooded in the past. If it has, contact us for advice.
- 2 Establish the availability of buildings and contents insurance before exchanging contracts.
- 3 Visit <https://www.landmark.co.uk/products/know-your-flood-risk> for advice on how homeowners can prepare for flood risk.
- 4 Please view the Data Appendix for further details of this risk.

Why we search this

1 in 6 properties in the UK are at risk of flooding, and this risk varies in severity. Flood risk can impact property value and your ability to get home insurance at standard terms, if the flooding was to occur. This report assesses the likelihood of flooding occurring, and where possible the significance of an event. It also clarifies the availability of insurance and whether the property has flooded in the past. Where information about defences is available, we will have taken them into account as part of our assessment.



Risk	Search radius	Result
 River	On-site	Very Low
 Coastal	On-site	Very Low
 Surface Water	On-site	Very Low
 <u>Groundwater</u>	On-site	Low to Moderate
 <u>Other</u>	50m	Moderate

Data appendix

This section outlines the data used to inform our assessment outcomes and opinions. There is no need to refer to it unless you are after the detail of a particular dataset used.

We will only show maps and detail where a risk has been identified.

How to use your report	4
Understanding flood risk	5
River and Coastal	7 Not identified
Surface water	Not identified
Groundwater	9
Other	10



How to use your report

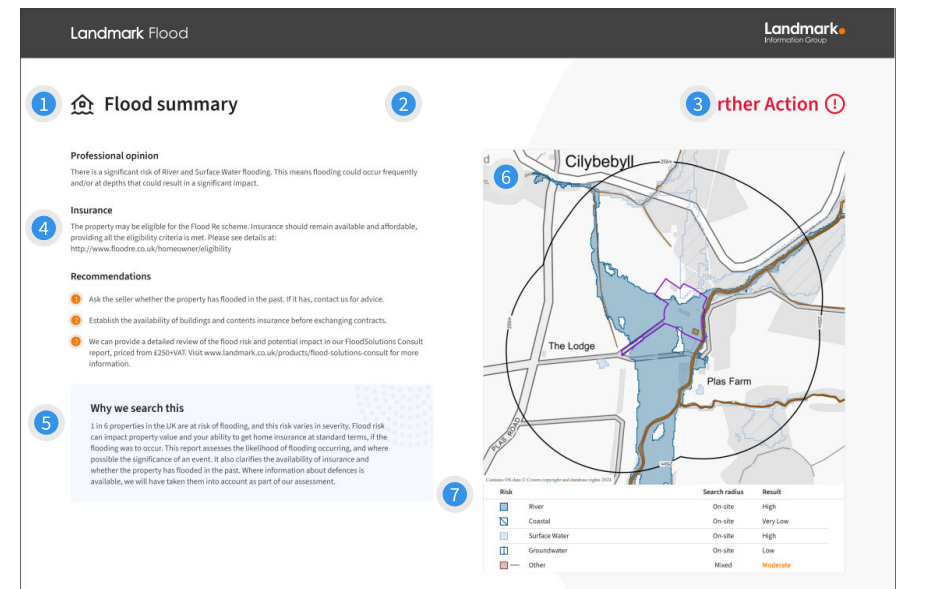
We have designed this report for homeowners, or those buying a home.

How do we examine the risk?

The Professional Opinion is the highest level of risk assessment. Based on the data that is relevant to your property, we have created an automated opinion and recommendations using our sophisticated risk models. If the outcome is above the threshold, one of our in-house consultants will personally review the outcome. This may lead to the risk outcome being downgraded to a lower level. We will only describe issues relevant to the property in this report. By excluding unnecessary information, we hope you find the report easier to understand.

Guide to the risk summary pages

There are three different ways we can examine each risk. These are indicated on the cover page, and we also highlight the assessment type on each risk summary page



The screenshot shows a report page with the following sections and callouts:

- 1 Flood summary**: Professional opinion, Insurance, Recommendations, Why we search this.
- 2 Further Action**: A red warning icon.
- 3 Further Action**: A red warning icon.
- 4**: Points to the Insurance section.
- 5**: Points to the Why we search this section.
- 6**: Points to the map.
- 7**: Points to the map key.

Map Key:

Risk	Search radius	Result
River	On-site	High
Coastal	On-site	Very Low
Surface Water	On-site	High
Groundwater	On-site	Low
Other	Mixed	Moderate

- 1** The risk we have examined
- 2** How we have examined each risk (see left)
- 3** The outcome that we have determined
- 4** Summary and any recommendations
- 5** Explanation of why we search this risk
- 6** Map displaying proximity of any issues to boundary
- 7** Map key identifying any risk features

Understanding flood risk

Types of flooding

River

River flooding, also known as 'fluvial flooding', occurs when rivers and streams are unable to carry away floodwaters within their usual drainage channels. It can cause widespread and extensive damage because of the sheer volume of water.

Coastal

Coastal flooding results from a combination of high tides, low lying land and sometimes stormy conditions. It can cause widespread and extensive damage because of the sheer volume of water.

Surface water

Surface water flooding, also known as 'pluvial' flooding, is common during prolonged or exceptionally heavy downpours, when rainwater does not drain away into the normal drainage systems or soak away into the ground.

Groundwater

Groundwater flooding generally occurs during long and intense rainfall when underground water levels rise above surface level. Groundwater flooding may last for weeks or several months.

Other

We analyse proximity to and elevation above historical flood records to better understand the risk of flooding. The flood risk from smaller watercourses is not always modelled, so we include proximity to nearby watercourses in our overall analysis.

Understanding flood risk

It is important to understand that flooding can happen anywhere, even if you don't live near to a watercourse or the sea. Insurance may be expensive or difficult to obtain if your home is at risk, so it is vital to understand the risk of flooding of your home or before purchasing a property.

Flood risk is based on the likelihood of a flood event and the potential impact.

Likelihood: Flood risk is based on probability and different approaches to flood protection may be needed depending upon how likely flooding is expected. A common way of expressing how likely a flood event is to occur is 'return period'. For example, a 1:100 year event has a 1% likelihood of occurring in any given year, whereas a 1:200 year event has a 0.5% likelihood of occurring in any given year. The 1:200 event would be expected to result in a greater extent of flooding than the 1:100 event, as it would be more severe, but the likelihood of it occurring is lower.

Impact: We consider the expected depths of flooding at your house. Low depths, for example, 10cm, are unlikely to put people at risk but water damage to buildings and contents may be significant without any flood protection. High water depths, for example 1m, may severely threaten the safety of people and may cause extensive damage to buildings. It may be dangerous to keep deep floods out of a building because of the large weight of water pressing against the wall.

River and Coastal

We use Environment Agency data to understand the risk of river and coastal flooding. Flood Zone 2 and Flood Zone 3 data shows the likelihood of flooding assuming defences are not present, fail or are over-topped. A Flood Zone 3 represents an area of land with an annual probability of flooding of 1% (1 in 100) or greater from rivers, and 0.5% (1 in 200) or greater from the sea. Flood Zone 2 shows the additional extent of an extreme flood from rivers or the sea. These outlying areas are likely to be affected by a major flood, with up to a 0.1% (1 in 1000) chance of occurring each year.

We also include the Environment Agency Risk of Flooding from Rivers or Sea (RoFRS) dataset, which provides an indication of flood risk taking into account the presence of defences and the level of protection they offer.

Surface water flooding

We use JBA Pluvial data to understand the risk of surface water flooding. We analyse the risk of surface water flooding in three separate return periods, 1:75, 1:200 and 1:1000. We then look at the likely flood depth bandings within these return periods and assign appropriate risk ratings based on these depth bandings.

Understanding flood risk

Groundwater flooding

To analyse groundwater flood risk we use data from Geosmart. The dataset consists of a national 5m resolution model designed to provide an assessment of groundwater flood risk.

Other

The flood risk from smaller watercourses is not always modelled, so we include proximity to nearby watercourses in our overall analysis. We incorporate data that shows both natural and man-made water features.

In addition, we look at the location of Flood Water Storage areas, which are designed to store floodwater during flood events.

Historical flood information is supplied by Environment Agency and shows recorded flood outlines and contains information on the cause of the event. This data does not advise if water entered the property or not, simply the recorded outline of the flood event. This may have occurred before the property was built.

Datasets searched

River and coastal flooding

- Flooding from Rivers or Sea without Defences
- Extreme Flooding from Rivers or Sea without Defences
- Risk of Flooding from Rivers or Sea (RoFRS)
- Flood Defences (with attributes)
- Flood Map: Areas Benefitting from Flood Defences

Surface water flooding

- JBA Pluvial 75 Depths
- JBA Pluvial 200 Depths
- JBA Pluvial 1000 Depths

Groundwater flooding

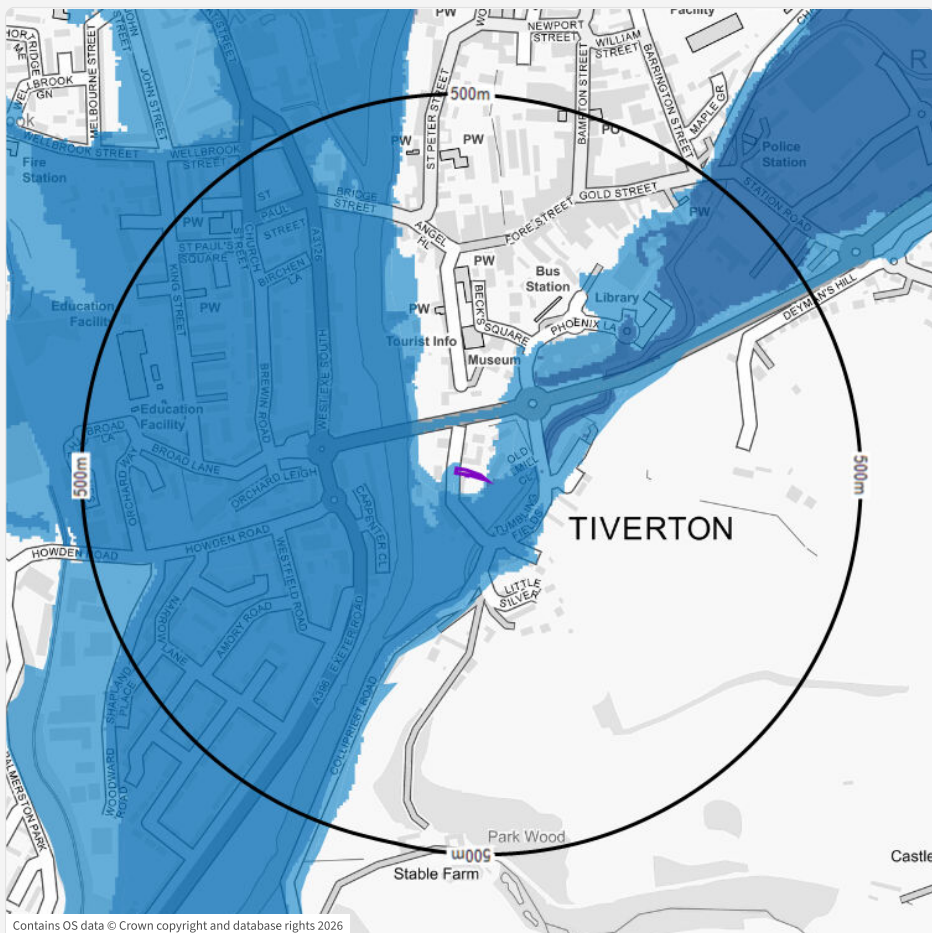
- Groundwater Flood Risk 5m
- JBA Pluvial 75 Depths
- Flooding from Rivers or Sea without Defences

Other

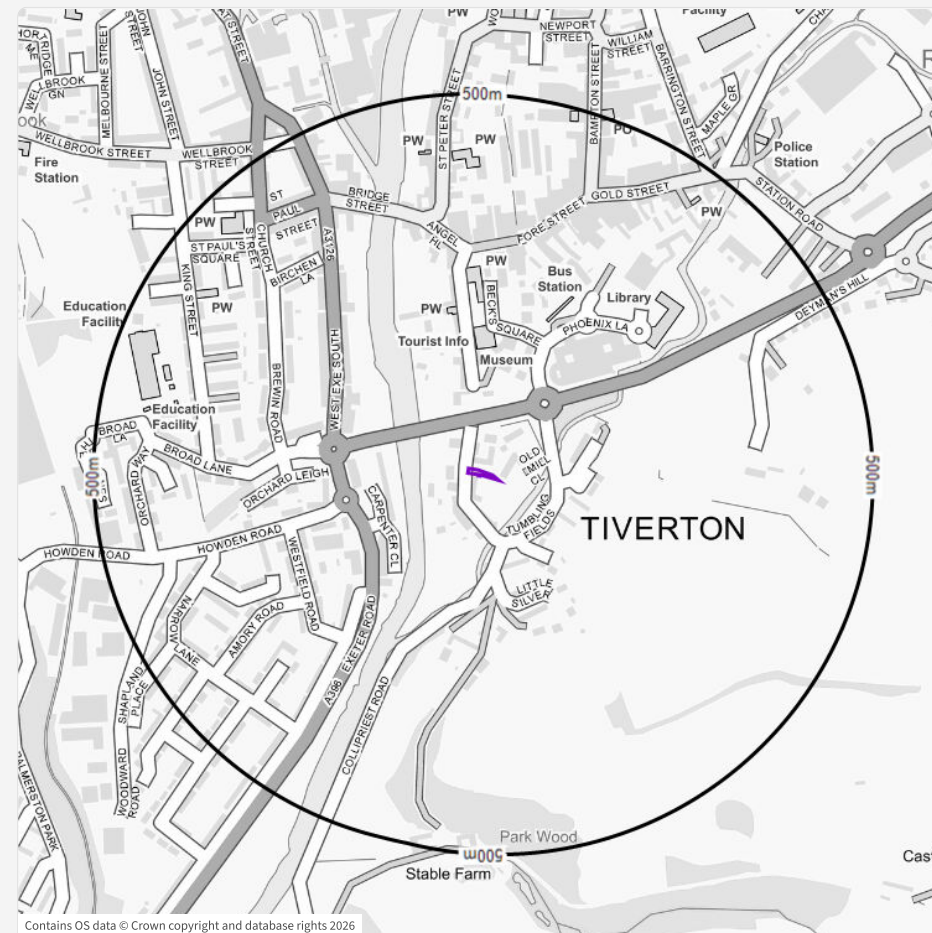
- Flood Water Storage Areas
- Historic Flood Events
- VMD Water Features
- OS NGD Water Link
- OS Terrain 5 DTM

Flooding: River and coastal

[← Back to summary](#)



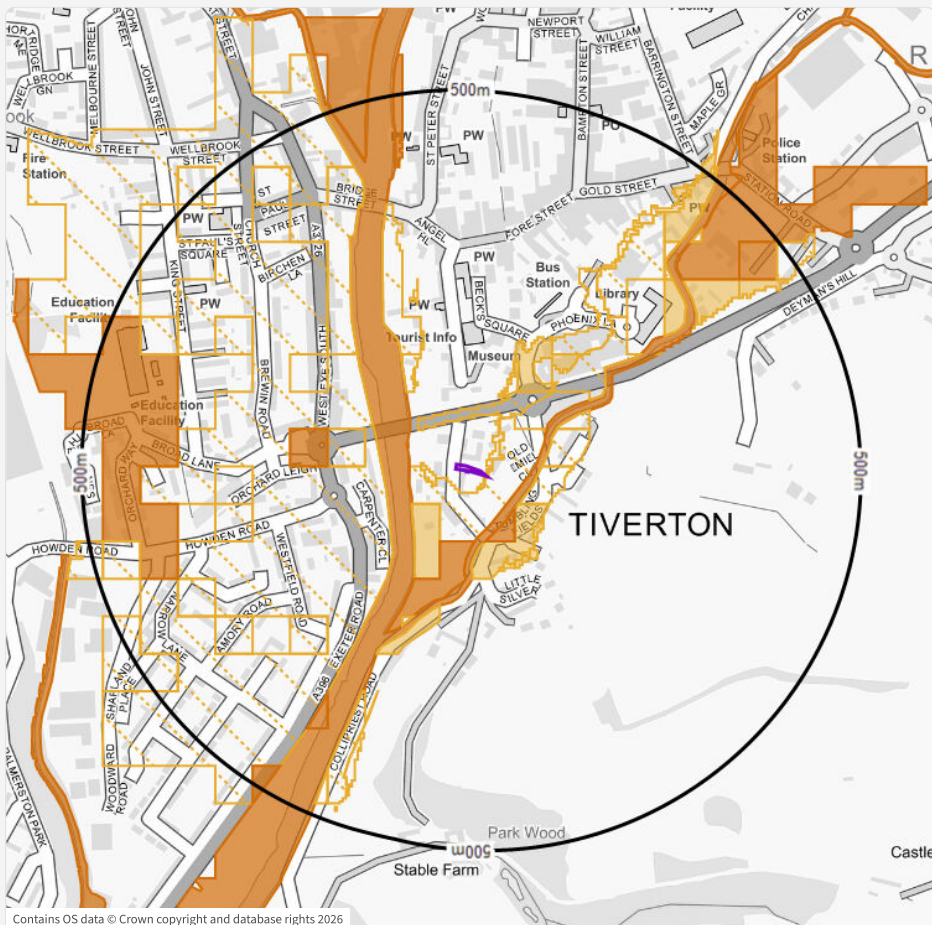
River	Search radius	Result
■ Flood zone 2	On-site	Identified
■ Flood zone 3	On-site	Not Identified



Coastal	Search radius	Result
■ Flood zone 2	On-site	Not Identified
■ Flood zone 3	On-site	Not Identified

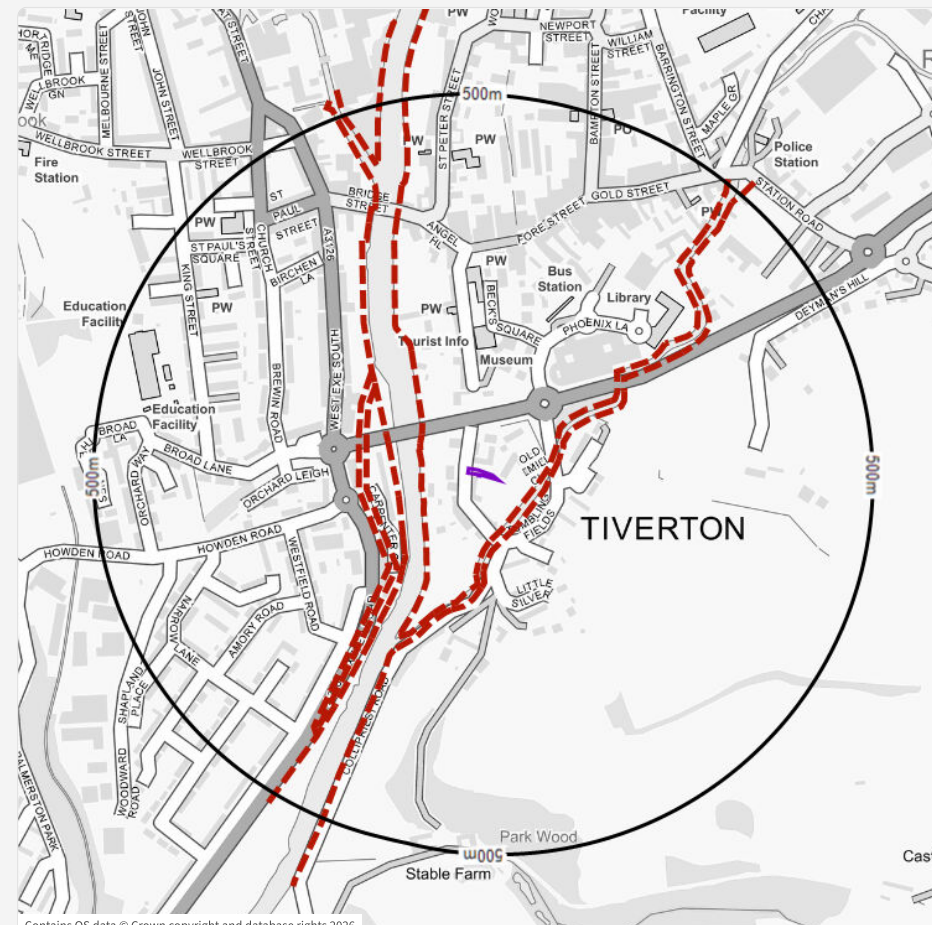
Flooding: River and coastal

[← Back to summary](#)



Contains OS data © Crown copyright and database rights 2026

Risk of Flooding from Rivers and Seas	Search radius	Result
 High	On-site	Not Identified
 Moderate	On-site	Not Identified
 Low	On-site	Not Identified



Contains OS data © Crown copyright and database rights 2026

Flood defences	Search radius	Result
 Flood defences	500m	Identified
 Areas benefiting from flood defences	500m	Not Identified

Flood: Groundwater

[← Back to summary](#)



The map shows the location of groundwater flood risks within 250m of the property provided by Geosmart Information Ltd.

To calculate the risk to your property our comprehensive risk models use the onsite risks shown on the map in combination with other data. The outcome from our risk model is shown in the table below.

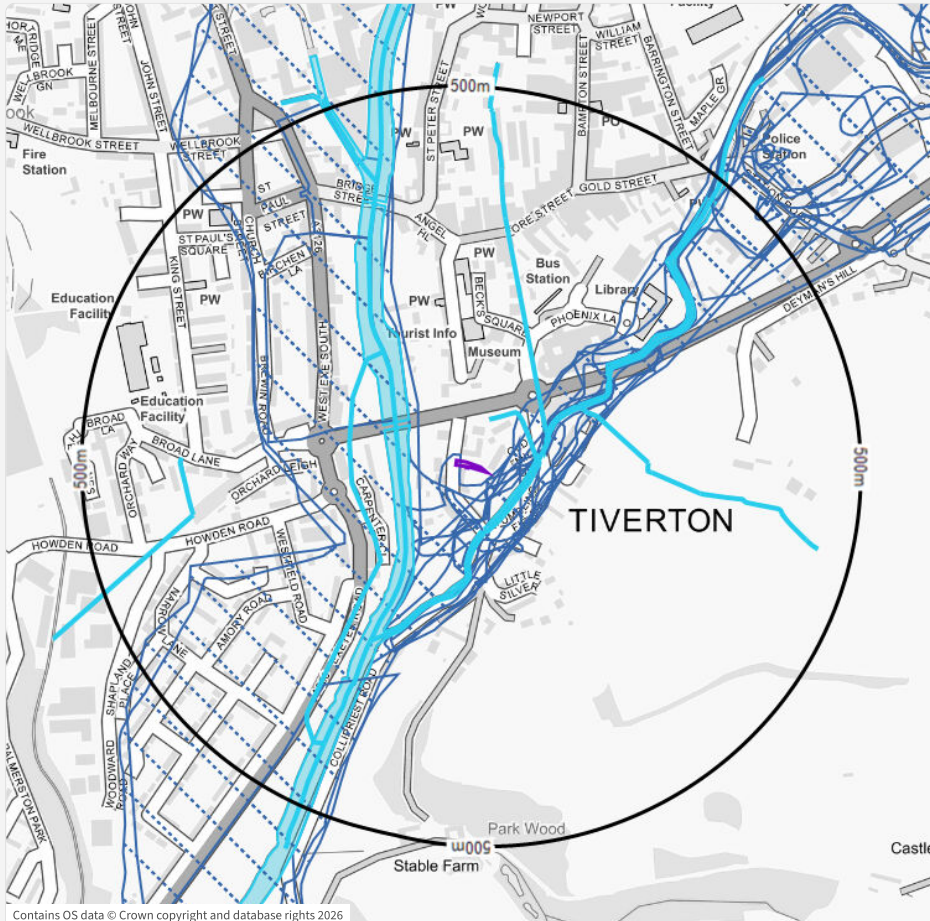
	Distance	Result
High	On-site	Not Identified
Moderate to High	On-site	Not Identified
Moderate	On-site	Not Identified
Low to Moderate	On-site	Identified
Low	On-site	Identified

Contains OS data © Crown copyright and database rights 2026

Risk	Search radius	Result
High	On-site	Not Identified
Moderate	On-site	Identified
Low	On-site	Identified

Flood: Other

[← Back to summary](#)



Contains OS data © Crown copyright and database rights 2026

Risk	Search radius	Result
Historic flood events	50m	Identified
Flood water storage areas	On-site	Not Identified
Water features	25m	Not Identified

Historic flood events		
Details	Distance	Contact
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1966-04-26 Flood End Date: 1966-04-30 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	0m N	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 2000-12-07 Flood End Date: 2000-12-07 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	10m SE	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1960-10-10 Flood End Date: 1960-10-10 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	15m SE	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1960-10-10 Flood End Date: 1960-10-10 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	20m SW	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1980-12-28 Flood End Date: 1980-12-28 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	21m SE	2

Flood: Other

[← Back to summary](#)

Historic flood events		
Details	Distance	Contact
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1966-04-26 Flood End Date: 1966-04-30 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	24m SE	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1984-01-27 Flood End Date: 1984-01-27 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	30m SW	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1965-08-02 Flood End Date: 1965-08-02 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	33m SE	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 2000-12-07 Flood End Date: 2000-12-07 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	85m E	2
Flood Event Type: Historic Flood Event - Fluvial Flood Start Date: 1960-12-04 Flood End Date: 1960-12-04 Flood Source: Main River Flood Cause: Channel Capacity Exceeded (no raised defences) Data Provider: Environment Agency	98m NW	2

Water features		
Details	Distance	Contact
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	46m SE	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	63m W	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	81m E	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	84m NW	1
Name: River Lowman Catchment name: Exe Type: Watercourse Level: Surface level Data Provider: Ordnance Survey	51m SE	1
Name: Not supplied Catchment name: Exe Type: Watercourse Level: Surface level Data Provider: Ordnance Survey	64m NE	1
Name: Not supplied Catchment name: Exe Type: Watercourse Level: Underground Data Provider: Ordnance Survey	69m E	1
Name: River Lowman Catchment name: Exe Type: Watercourse Level: Surface level Data Provider: Ordnance Survey	70m E	1

Flood: Other

[← Back to summary.](#)

Water features		
Details	Distance	Contact
Name: River Exe Catchment name: Exe Type: Watercourse Level: Surface level Data Provider: Ordnance Survey	76m W	1
Name: Town Leat Catchment name: Exe Type: Watercourse Level: Surface level Data Provider: Ordnance Survey	97m NE	1
Name: River Lowman Catchment name: Exe Type: Watercourse Level: Surface level Data Provider: Ordnance Survey	97m E	1
Name: Town Leat Catchment name: Exe Type: Watercourse Level: Underground Data Provider: Ordnance Survey	98m NE	1

Appendices

Report limitations	14
Useful information	15
Useful contacts	17
Important consumer protection information	18
Terms & conditions and copyright statement	19



Report limitations

This report has been prepared on the understanding that it is to be used for an individual residential property transaction and should not be used or relied upon in a commercial property transaction. This report has assumed the property will continue in its current use and does not consider how flood risk affects the potential to redevelop. This report is neither a guarantee of the physical condition of the subject property nor a substitute for any physical investigation or inspection. Whilst every effort is made to ensure the details in the report are correct, Landmark cannot guarantee the accuracy or completeness of such information or data, nor identify all the factors that may be relevant. If you are a private individual using this report Landmark recommends that you discuss its contents in full with your professional advisor.

Useful information

The Purpose and Scope of the Report

The Landmark Flood report is a desktop flood risk screening report, designed to satisfy the concerns raised by the Law Society Practice Note and to enable home buyers and property professionals to assess the risk of flooding at residential sites.

It examines two key areas:

(1) the overall risk of flooding at a property taking into account any flood defences present (where information about defences is available). It should be noted that a residual risk of flooding may remain if such defences were to fail owing to extreme weather conditions, over-topping or poor maintenance. In addition, it should be noted that flood defences do not generally offer protection against groundwater or surface water flooding.

(2) how flood risk affects the availability of insurance for a property. Where no flood defences are present or where no information about defences is available, the overall risk rating provides a worst case scenario which may be alleviated by smaller scale local flood defences or recently constructed flood defences not currently registered by the relevant agency.

Where several flood risks have been identified, the report highlights the highest risk and details the information Landmark consider should be drawn to your attention as part of the conveyancing transaction. However, other flood risks may be present.

The Landmark Flood report is a general-purpose indicative screening tool and is intended to provide a useful initial analysis for a residential conveyancing transaction. It does not provide an alternative to a property specific assessment, such as the Flood Solutions Consult Report, which should be used when this report suggests 'Further Action'.

The Individual Flood Risks

The individual flood risk gauges on the front page highlight the individual river, coastal, surface water, ground water, historic flood event and water features flooding risk at the property, taking into consideration any information on flood defences where available. These risks are used to determine the overall flood risk to the property. The individual flood risks are demonstrated in the gauges as follows:

High Moderate To High	Landmark consider the individual flood risk to be significant. This is because there is a potential flood risk that would be likely to occur fairly frequently, or the predicted depth of any flood event would result in significant impact and/or there is information to suggest a flood has happened in the past. It is recommended that you refer to the Overall Flood Risk and take note of the Professional Opinion and Recommendations as further action will be required.
--	--

Moderate	Landmark consider the individual flood risk to be moderate. This is either because of a potential flood that is likely to occur with moderate frequency, or because the predicted depth of potential flooding at the property is likely to be shallow and insufficient to cause a significant issue. It is recommended that you check the Overall Flood Risk result and refer to the Professional Opinion and Recommendations for guidance and next steps.
Low To Moderate	This describes areas that Landmark consider are at low to moderate risk flooding. These are areas where we have found some indication of potential flood risk, however any resulting flooding would be expected to be infrequent or have a low predicted depth. It is recommended that you check the Overall Flood Risk to the property as this may differ from the individual flood risks.
Low	This describes areas that Landmark consider are at low risk of flooding. These are areas where there may be some indications of potential flood risk, however any flooding would be expected to be very infrequent or have a very low predicted depth. It is recommended that you check the Overall Flood Risk to the property as this may differ from the individual flood risks.
Very low	This describes areas that Landmark consider are at minimal or no risk of flooding. It is recommended that you check the Overall Flood Risk to the property as this may differ from the individual flood risks.

This report is not a Flood Risk Assessment, and should you be developing the property a more in depth report may be required by the Planning authority.

Flood protection measures

Flooding can usually be managed by the installation of flood protection measures, either on or within the building or across the property. Flood protection measures can be divided into two categories; flood resistance and flood resilience.

Flood resistance measures: physical barriers designed to keep water out of your house, such as flood doors, air brick covers and non-return valves. Temporary flood resistance products are those that need deploying (fitting or activating) prior to flooding arriving, whereas permanent flood resistance products do not need activating.

Flood Resilience measures: these reduce flood damage in situations where water is allowed to enter, such as raising electrical sockets, the use of resilient plaster.

The flood source, likely depths and property design and age will inform the best choice of permanent resistance, temporary resistance or resilience. Other factors will play a part in the decision making process,

Useful information

such as cost, visual impact, ease of deployment and product performance. The best answer for your home will most likely involve a combination of products.

Please refer to the Know Your Flood Risk website for further information and suppliers of protection and resilience measures: www.knowyourfloodrisk.co.uk/flood-advice-guidance

Preparation for a flood event

Flood Action Plan

Preparing a Flood Action Plan will help ensure the safety of everyone, minimise the disruption that you may suffer and reduce damage to important items. The flood plan should comprise of a simple check list for you to follow should a flood event be expected. You can create your own personal Flood Action Plan by visiting the Environment Agency website at www.gov.uk/prepare-for-flooding/future-flooding. Alternatively, visit your Local Authority's website.

A Flood Action Plan should include:

- Contact numbers for utility providers (gas, electricity, water), insurance providers, local authority, and other important contacts (family, friends, etc.)
- A list of important items that you can move upstairs or to a safe place before an event (pets, cars, electrical equipment, heirlooms, furniture)
- Where the utility shut-off points are and how to operate them
- What Property Level Protection measures to install and where
- Where the emergency flood kit is and what it should comprise of
- Practical advice on appropriate actions to take during a flood (store as much drinkable water as possible, block sinks and toilets, tune into your local radio station for updates)
- Practical advice on appropriate actions to take after a flood has occurred (take photos and videos of damage, contact insurance providers, contact utilities to check that central heating, water, and electrics are working properly)

Flood Action Groups

As well as protecting your property and preparing yourself for a flood, as a local community you can set up a flood action group. Flood action groups across England and Wales are proving to be very successful ways in raising awareness and engaging communities in responding to flood risk. This is done through engagement, increasing resource, applying for grant schemes and working in partnership with relevant Agencies and Authorities. The advice, support and assistance provided by Agencies and Authorities can be helped by local knowledge to better help reduce or mitigate flood risk. For guidance on how to create a flood action group in your community please visit the National Flood Forum's website at www.nationalfloodforum.org.uk/flood-risk-community-groups/how-to-form-a-flood-action-group.

Flood Re

At the start of April 2016 the flood insurance market changed. Flood RE opened for business, allowing many flood risk prone residential properties access to affordable flood insurance. All other properties (including most leasehold homes and all commercial property) are exposed to a fully risk-based flood insurance market, perhaps for the first time.

It is therefore important to understand in advance of exchanging contracts whether that property has a flood risk, which is likely to make insurance more expensive, or even impossible to obtain.

Such insurance implications may make getting a mortgage more difficult, which may jeopardise the proposed transaction. Alternatively, the cost implications of dealing with the potential flooding may lead to the property price being discounted.

So what is Flood RE?

Flood RE is a scheme developed by the insurance industry with the approval of Government. It is an independent organisation and is neither run by nor funded by Government (though it does report to Parliament on the way the scheme is working). The Flood RE scheme is designed to ensure that affordable flood cover remains available to most residential homes for a 25 year period and to soften the transition to fully risk-reflective pricing.

Flood RE also hopes to encourage competition between insurers to offer better terms for flood insurance. Insurers who write flood risk business in the UK must be members of Flood RE. They can then choose whether or not to cede to Flood RE the flood part of home insurance policies (buildings or contents) bought by their customers. Each insurer is free to set the benchmarks at which it will offer flood insurance itself, or cede the business to Flood RE, or perhaps refuse to offer flood cover at all. So there will be variations in the level of flood risk to the property which will result in Flood RE's involvement. Flood RE offers the insurer who cedes the business both capped premiums (set by reference to the property Council Tax band) and capped excess for the cover. Both will rise over the lifetime of the scheme, with the capped premiums rising in line with CPI. Flood RE will deal only with the insurer, not with the insured. See www.floodre.co.uk




Useful contacts

If after reading the details in this report regarding the sites identified, you still require further information, please contact the relevant agency or authority indicated in the Useful Contacts section quoting the corresponding reference given in the text of the report.

The contacts in the Useful Contacts section may be able to provide further information relating to items identified in the report, however they are not in a position to advise how these might affect the value of a property. The findings of the report should be discussed with your professional advisor.

1 Ordnance Survey

Adanac Drive
Southampton
SO16 0AS

 www.ordnancesurvey.co.uk
 customerservices@ordnancesurvey.co.uk
 03456 05 05 05

2 Environment Agency, National Customer Contact Centre (NCCC)

PO Box 544
Templeborough
Rotherham
S60 1BY

 enquiries@environment-agency.gov.uk
 03708 506 506

3 Landmark Information Group Limited

Landmark Information Group
Imperium
Imperial Way
Reading
RG2 0TD

 www.landmark.co.uk
 helpdesk@landmark.co.uk
 0330 036 6619

Important consumer protection information



This search has been produced by:

Landmark Information Group Limited

Imperium
Imperial Way
Berkshire
RG2 0TD

✉ helpdesk@landmark.co.uk

☎ 0330 036 6619

Conveyancing Information Executive (CIE) standards

Landmark adheres to the Conveyancing Information Executive (CIE) standards

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill.
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions.
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and associated parties.
- The standards can be seen here: <http://www.conveyinfoexec.com>.

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

TPOs

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

🌐 www.tpos.co.uk

✉ admin@tpos.co.uk

☎ 01722 333306

Complaints procedure

If you want to make a complaint to Landmark, 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:

Customer Services Manager

Landmark Information
Imperium
Imperial Way
Reading
RG2 0TD

✉ helpdesk@landmark.co.uk

☎ 0330 036 6619

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. We will co-operate fully with the Ombudsman during an investigation and comply with his final decision

Terms and conditions and copyright statement

Landmark Standard Terms and Conditions

Landmark Standard Terms and Conditions can be found here: https://www.landmark.co.uk/wp-content/uploads/2022/07/landmark_terms_and_conditions_299431_8.0_content.pdf. Should you experience difficulties, please call our Customer Service Team on 0330 036 6619.

All rights reserved. You must not reproduce, store or transmit any part of this document unless you have our written permission. ©2026 Landmark Information Group Ltd.

Copyright statement

The data supplied for this Landmark Flood Report falls under the following copyrights:

© Crown copyright and database rights 2026 OS AC0000813445

Contains OS data © Crown copyright and database rights 2026

© Environment Agency and database right 2026

© GeoSmart Information Ltd.

Flood data provided by JBA Risk Management Limited. © Copyright JBA Risk Management Limited 2008-2026