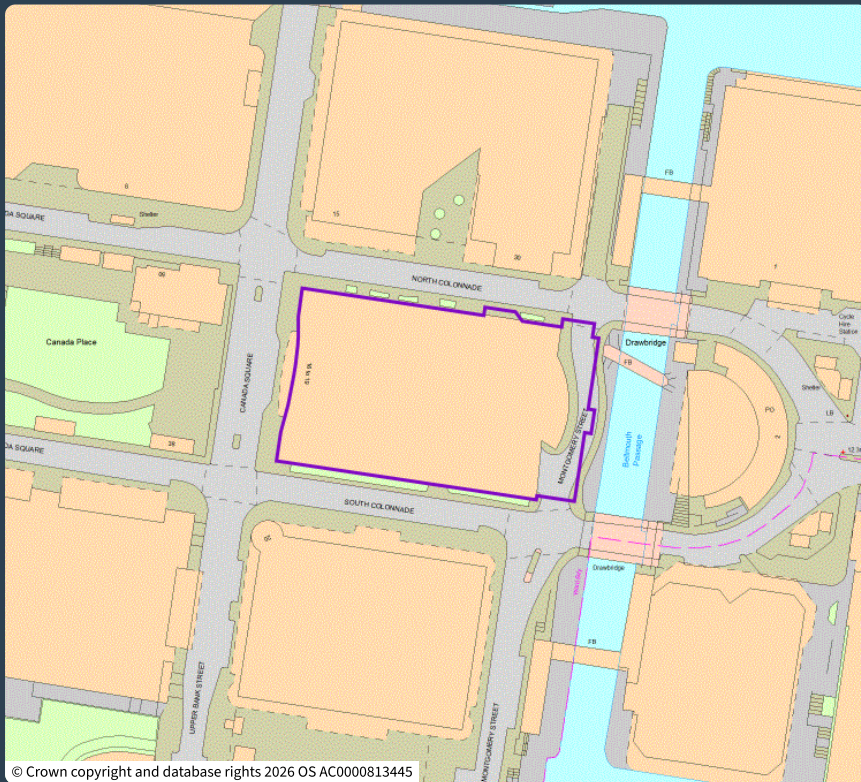


# Sample Site, Sample Street, SAMPLE TOWN, XX1 1XX, England

Site area: 5814 m<sup>2</sup>




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If you need any help with this report please see our FAQs:  
<https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>

✉ [helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)  
 ☎ 03300 366 619


## Professional opinion

-  Contaminated Land [Page 2](#) **Passed** 
-  Flood [Page 3](#) **Passed Moderate** 

## Full assessment

-  Climate change [Page 4](#) **Identified**
-  Ground stability [Page 7](#) **Identified**
-  Radon [Page 8](#) **Not Identified**
-  Energy & Infrastructure [Page 9](#) **Identified**
-  Planning constraints [Page 10](#) **Identified**

## Alert assessment

-  Coal mining [Page 11](#) **No coal report required**

# Contaminated Land

PROFESSIONAL OPINION

Passed

Passed Certificate

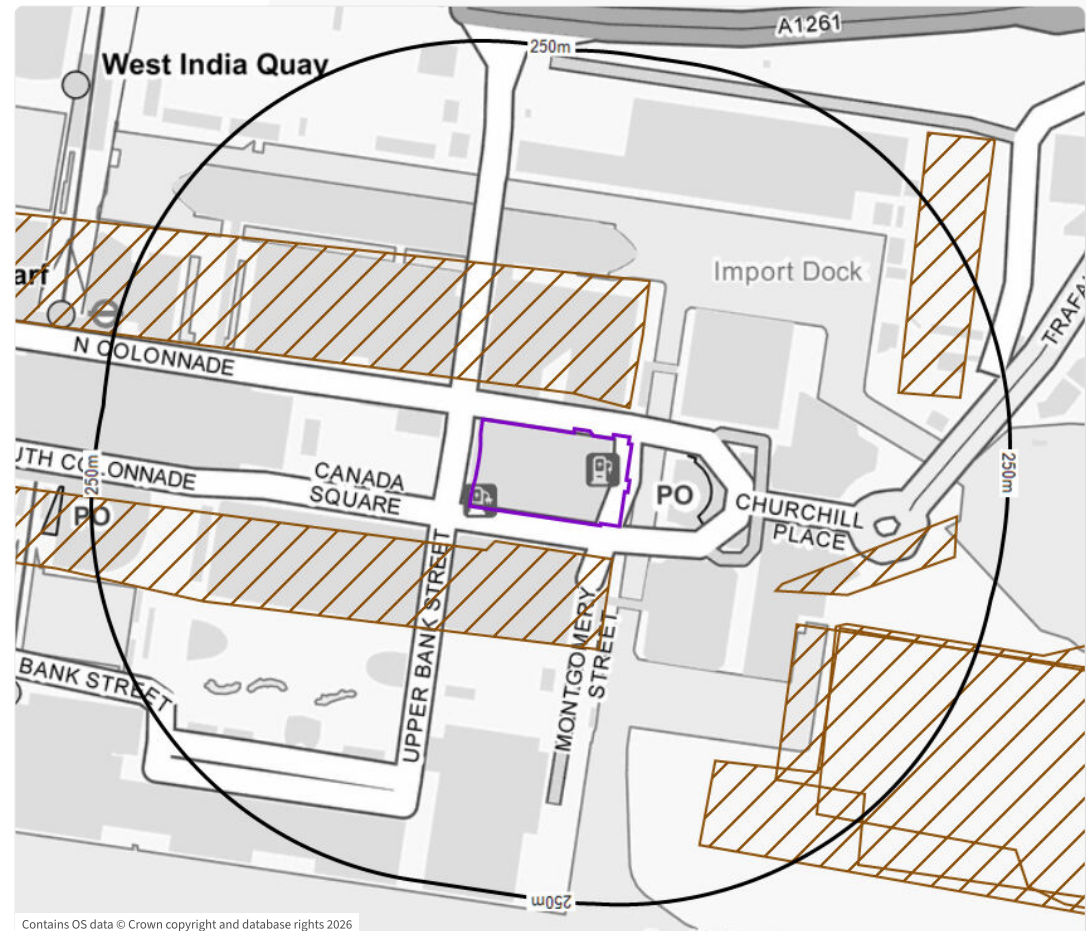
No liability identified

The site is unlikely to be designated "contaminated land" within the meaning of Part 2A of the Environmental Protection Act 1990.

Approved by:



Risk	Search radius	Result
Multiple features present		
Authorised Industrial Processes	On-site	Not Identified
Landfill & Waste	On-site	Not Identified
Incidents & Enforcements	On-site	Not Identified
Current Land Uses	On-site	Not Identified
Historical Land Uses	On-site	Not Identified



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# Flood

PROFESSIONAL OPINION

Passed Moderate 

## Professional opinion

There is a moderate risk of flooding due to the watercourse identified 6m east. This means flooding could occur in extreme events and/or at depths that are unlikely to cause a significant impact.

The Site is within flood zones 2 and 3 for coastal flooding. However, we've taken flood defences into account as part of this assessment and the overall risk.

## Insurance

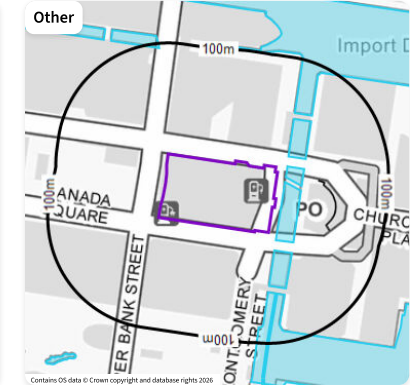
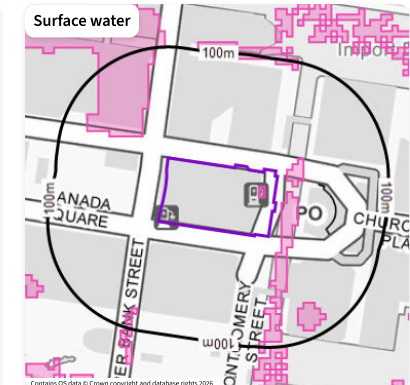
In most cases insurance should be available at standard terms.






## Recommendations

- 1 Ask the seller whether the Site has flooded in the past. If it has, contact us for advice.
- 2 If there are buildings on the Site, 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 to 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. We are assessing the likelihood of flooding occurring, and where possible the significance of an event. We also advise on the availability of insurance and whether the location 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
 <a href="#">Surface Water</a>	On-site	Low
 Groundwater	On-site	Very Low
 <a href="#">Other</a>	50m	<b>Moderate</b>

# Climate change

Identified 

## Flood [\(see data\)](#)

Not Identified 

	Today	2050 RCP4.5
River	Negligible	Negligible
Coastal	Negligible	Negligible
Surface water	Low	Low

There is minimal or no risk of flooding based on the mid-range climate scenario for the Site.

### Recommendations

1. Ask the seller whether flooding has occurred in the area before.
2. Establish the availability of buildings and contents insurance before exchanging contracts.

### Understanding this risk

This climate flood risk assessment is based on a specific decade (2050s), and Representative Concentration Pathway (RCP) 4.5. This is generally thought to be the mid-range scenario.

A 'stress test' table is provided in the appendix of this report which provides the risk assessment for additional time periods and RCPs.

Further information on flood risk, and climate scenarios can be found in our FAQs - <https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>

## Coastal Erosion

Not Identified 

Today (undefended) Negligible

Distance from coast: > 2000m.

Given the distance from the coastline, the Site is not considered to be at risk of coastal erosion.

No Shoreline Management Plans (SMPs) have been identified in proximity to the Site.

### Recommendation

1. No further action required.

### Understanding this risk

Coastal erosion is a natural occurrence expected to affect areas of the UK coastline. Climate change, through more severe storms and sea level change, is expected to result in higher erosion. While the percentage of properties at risk will be small, the impact would be significant.

Some areas of the coastline are covered by Shoreline Management Plans (SMPS). SMPS help to deliver the ambitions of the National Flood and Coastal Erosion Risk Management Strategy.

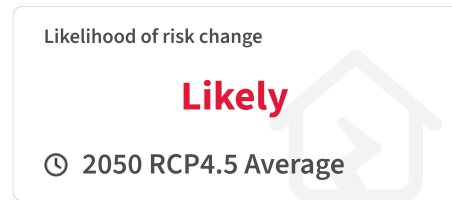
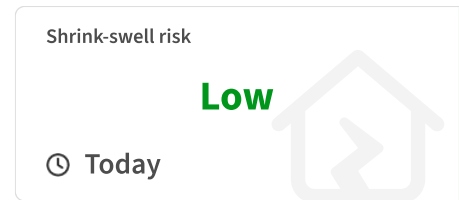
Further information on coastal erosion, and climate scenarios can be found in our FAQs - <https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>

# 🌐 Climate change

Identified ⚠️

## 🏠 Ground Stability [\(see data\)](#)

Identified ⚠️



Data based on the baseline (current) risk indicates that the Site is located in an area where the ground conditions are predominantly non-plastic, or of a low plasticity. As such it is not considered likely that a significant shrink-swell hazard exists.

Data based on the future risk indicates that it is likely that foundations will be affected by increased clay shrink-swell due to changes in climate by 2050.

### Recommendations

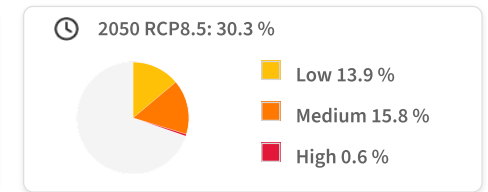
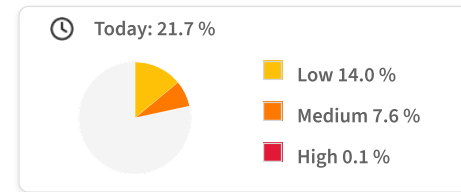
1. Speak to a structural surveyor and arrange a physical inspection.
2. Check the terms of insurance before completing and make sure you are comfortable with the policy on offer. This may also reference other types of ground movement.
3. Ask the owner about past ground stability insurance claims. These may relate to property specific rather than geological causes.

### Understanding this risk

This climate assessment is based on a specific decade (2050s), and Representative Concentration Pathway (RCP) 4.5. This is generally thought to be the mid-range scenario. A 'stress test' table is provided in the appendix of this report which provides the risk assessment for additional time periods and RCPs. More information is available in our FAQs - <https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>

## ⚙️ Heat Stress [\(see data\)](#)

Guidance ⚠️



Data shows the percentage of days spent in, and the severity of heatwave conditions. This is based on thresholds from the Met Office and current models for the location of the property using the worst-case predictions based on RCP8.5.

Heatwave thresholds vary by UK county, reflecting the difference in climate.

### Recommendations

1. Employers should make a suitable assessment of the risks where relevant under the Health and Safety at Work Regulations 1999. The HSE provides Heat Stress advice and a checklist for employers to use <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>.
2. Controlling temperatures may require greater energy and use of air conditioning. This will need to be accounted for in any business's net zero data, target setting and mitigation.

### Understanding this risk

The Met Office have stated that climate change is already causing warming across the UK and the UK's ten warmest years on record have occurred since 2002. It is predicted that based on UKCP18, the most up to date Met Office climate predictions, by 2070, summer temperatures will be between 1 – 6°C warmer and 60% drier with a greater possibility of heatwaves.

More information is available in our FAQs - <https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>

# Climate change

Identified 

## Energy Performance [\(see data\)](#)

Guidance 

### Current property rating:

Inspected 29 November 2018 | 10 years from inspection - 29 November 2028



### Non-Domestic Energy Performance

EPCs rate a building's energy efficiency from A (most efficient) to G (least efficient). They are required whenever a property is built, sold, or let in the UK. The table below outlines the current minimum EPC rating and proposed future changes.

Date	For who?	Minimum EPC rating
1st April 2023	All Tenancies	E
1st April 2027	New Tenancies	C (proposed)
1st April 2030	All Tenancies	B (proposed)

If an exemption applies, landlords will need to register this on the PRS Exemption Register. It is the landlord's obligation to ensure they are compliant.

### Recommendations

- 1 Review your EPC - it outlines recommended measures to improve your property's energy efficiency.
- 2 Consult a surveyor, if needed, to assess what works can be undertaken to meet any potential future standards.
- 3 For more information on EPCs, visit <https://www.gov.uk/government/publications/non-domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance>. The current rating may impact on your ability to let, or continue to let the property, so speak to your legal adviser.

### EPCs summary data

This shows a summary of the EPCs found within the boundary of your site. Further information on the EPCs can be found in the [Data appendix](#).

EPCs summary	
Rating	Count
A+	0
A	0
B	2
C	4
D	0
E	1
F	0
G	0

### Understanding this risk

It is a legal requirement for any property marketed for sale or rent to have a valid Energy Performance Certificate (EPC), except for specific exemptions.

More information is available in our FAQs - <https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>

# Ground stability

FULL ASSESSMENT

Identified 

## Summary

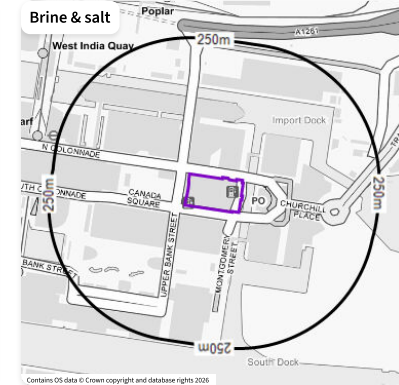
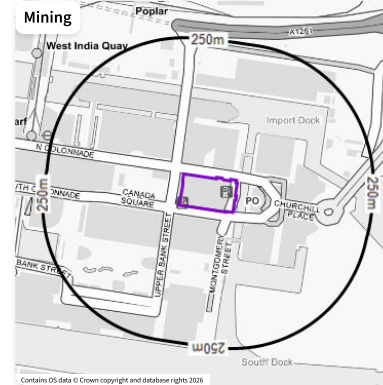
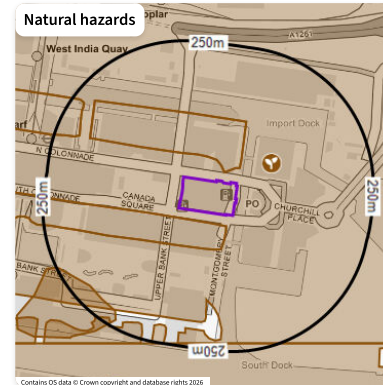
We have identified a risk of ground stability hazards at the Site.






## Recommendations

- 1 We recommend that you consult a local RICS accredited surveyor to arrange a survey for any properties on the Site. The survey should assess whether any properties are affected by ground stability issues.
- 2 Further information may be available from the Minerals and Waste Officer at the County Council and the Local Building Controls Officer.
- 3 If any active ground instability appears to be affecting properties on the Site, inform your insurance company, mortgage lender, landlord or get specialist advice from a suitably qualified expert such as a structural surveyor, geotechnical engineer or chartered engineering geologist. If active ground instability does not appear to be affecting any on-site properties but the area has a potential for instability, this should be taken into account before undertaking any alterations to the existing properties, or the construction of new ones.

## Why we search this

Subsidence is caused by movement in the ground beneath a property, impacting the security of the foundations. This can cause the walls and floors to shift, leading to cracks and potentially destabilising the construction of the property.



Risk	Search radius	Result
 Multiple features present		
 Natural hazards	Mixed	Identified (4)
 Man-made hazards	On-site	Not Identified
 Mining	Mixed	Not Identified
 Brine and Salt	On-site	Not Identified

 **Radon** FULL ASSESSMENT

Not Identified 

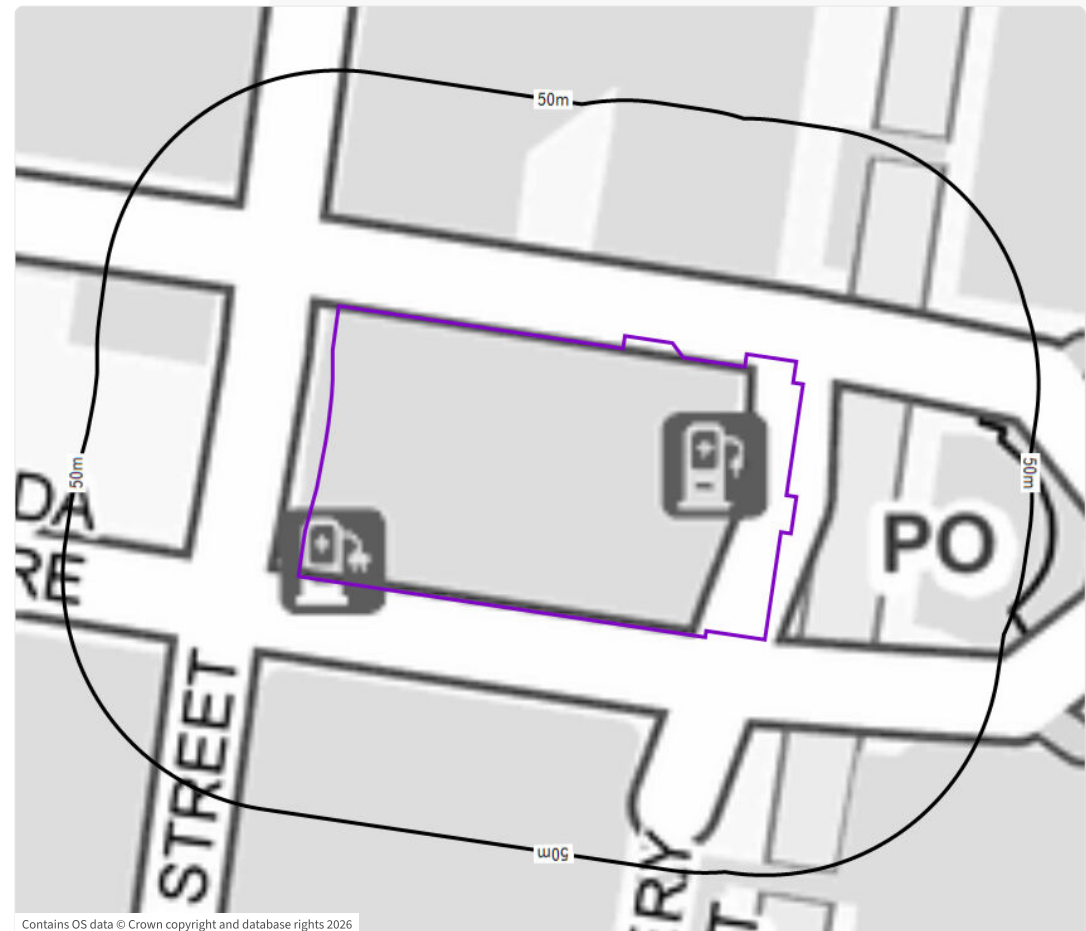
**Summary**

The Site is not in a radon affected area. Less than 1% of buildings are estimated to be at or above the action level.

**Recommendations**

- 1 The result is only valid for Sites above ground. All basements and cellars are considered to be at additional risk from high radon levels. If an underground room such as a cellar or basement makes up part of the living accommodation, the Site should be tested regardless of the radon affected area status.
- 2 No protective measures are considered necessary in the construction of new buildings or extensions.

Risk	Search radius	Result
<input checked="" type="checkbox"/> Radon risk	On-site	Not Identified



# ✈ Energy & Infrastructure

FULL ASSESSMENT

Identified ⚠

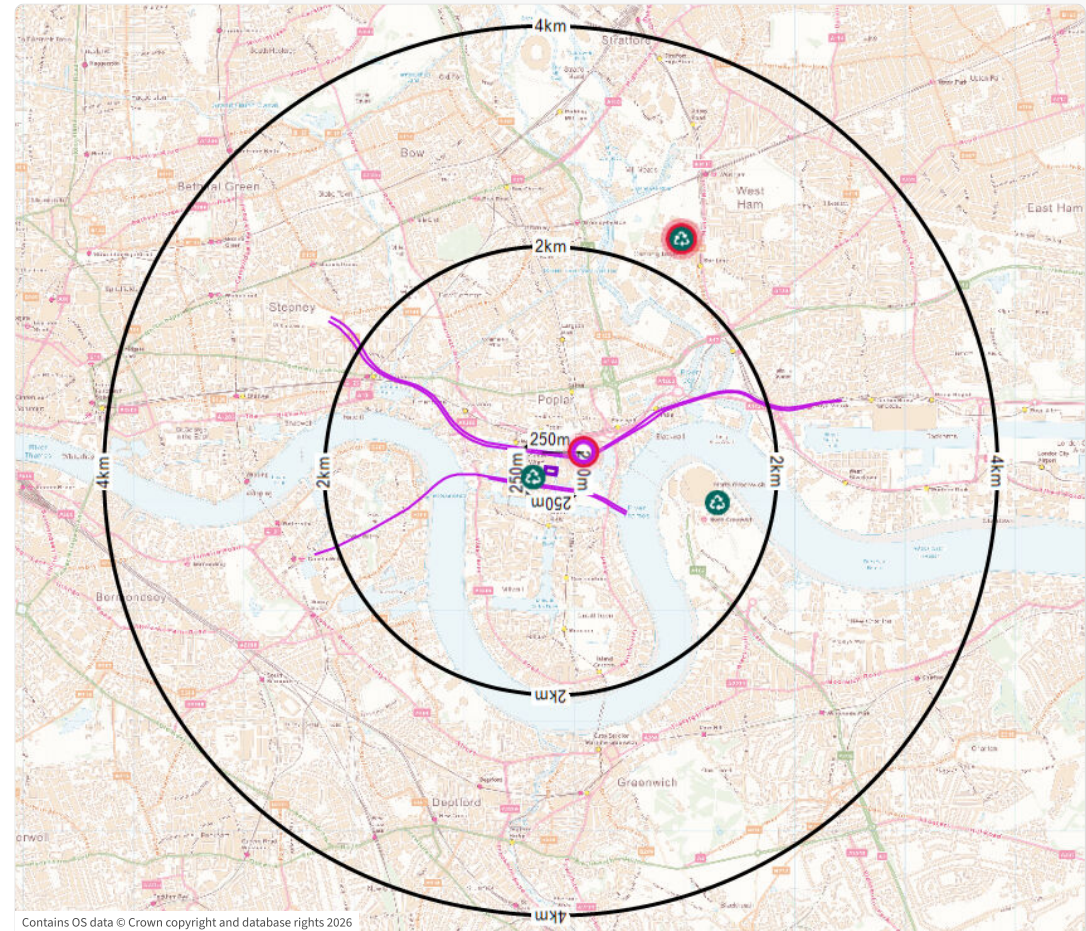
## Summary

We have identified features in proximity to the Site.

## Recommendations

- 1 The data section has the full details of each project we've identified, along with the operator details if you'd like to contact them to find out more.
- 2 Visit the Site to ensure you are comfortable with any potential noise or visual impact.
- 3 For planned projects, contact the Local Planning Authority to find out if there are any associated planning applications with details on likely activities.

Risk	Search radius	Result
⊙ Multiple features present		
⚡ Non-Renewable Energy	4km	Not Identified
🌿 Renewable Energy	4km	Identified
🚆 Above & Below Ground Railways	250m	Identified
🚆 HS2 & Crossrail 2	2km	Not Identified



# ⊘ Planning constraints

FULL ASSESSMENT

Identified !

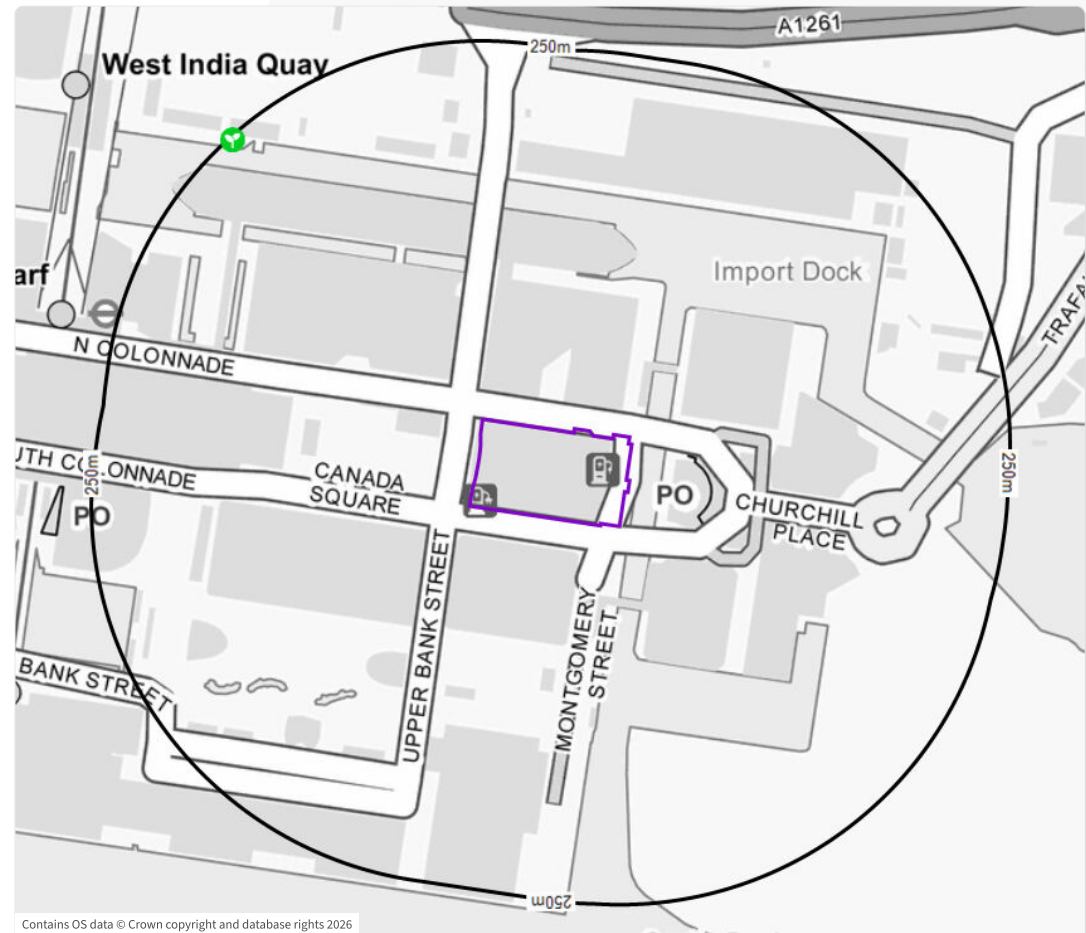
## Summary

We have identified records of environmental designations at the Site. We have not identified any records of pylons or masts within 250m of the Site.

## Recommendations

- 1 If you are considering carrying out development on this Site, you will need to contact the Local Planning Authority to see if there would be any implications.
- 2 Visit the Site to ensure there are no other features which would be of concern.

Category	Search radius	Nearest	Result
⊘ Multiple features present			
⚠ Pylons and Masts	250m	-	Not Identified
🟢🟢 <a href="#">Environmental Designations</a>	250m	248m NW	Identified (1)



 Coal mining POWERED BY PINPOINTCOAL

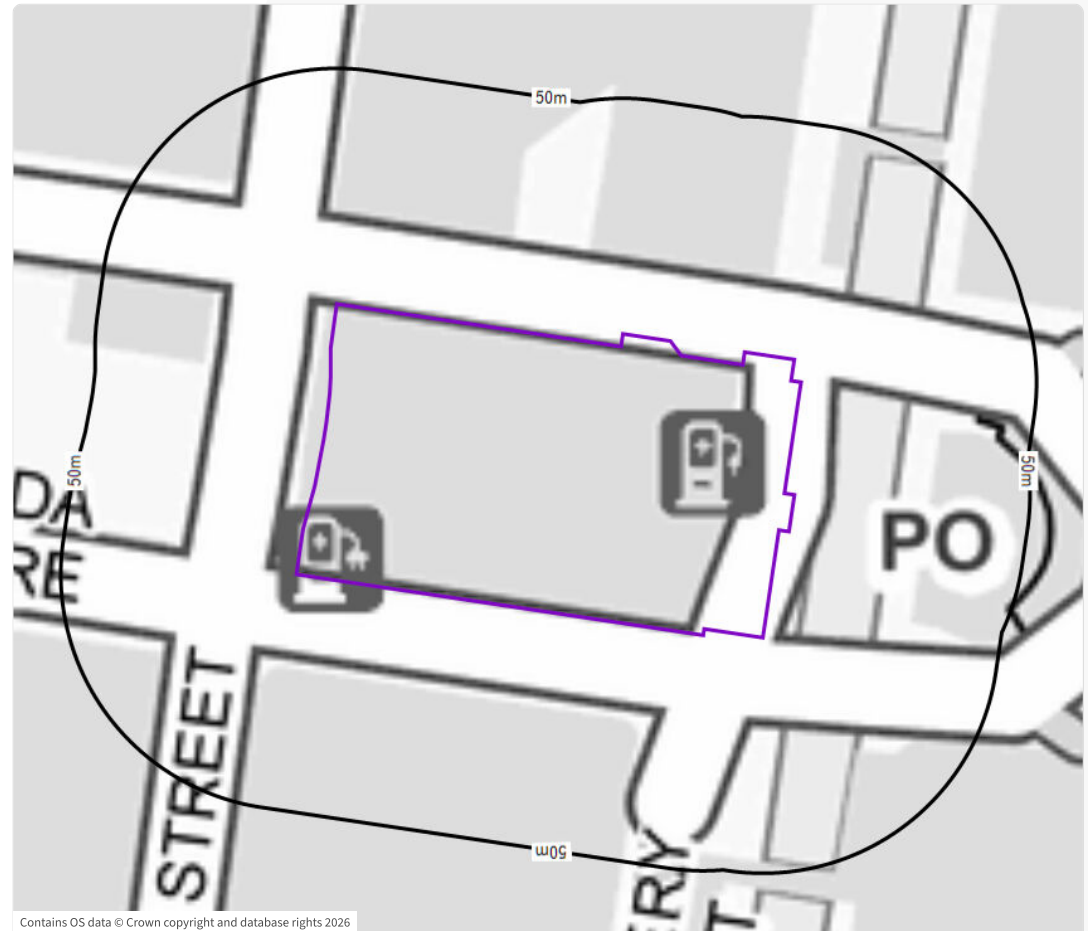
ALERT ASSESSMENT

Not Identified 

**PINPOINT Certification** 

The property is not in an area subject to material risks from coal mining. No further action is required.

Risk	Search radius	Result
 Coal mining risk	On-site	Not Identified



# Data appendix

This section provides information on features and hazards that inform the previous sections. **We will only show maps and detail where hazards or features have been identified.** There's no need to read this section unless you're after more detail.

For information on the limitations of the report, our terms and conditions, consumer protection and useful information, please see the Appendices which follow.

How to use this report	<a href="#">14</a>
Understanding the data	<a href="#">15</a>
Datasets searched	<a href="#">19</a>
<b>Contaminated Land</b>	
Authorised industrial processes	Not identified
Landfill and waste	Not identified
Incidents & Enforcements	Not identified
Current land uses	Not identified
Historical land uses	Not identified
<b>Flood</b>	
River and Coastal	<a href="#">22</a>
Surface water	<a href="#">24</a>
Groundwater	Not identified
Other	<a href="#">25</a>
<b>Climate change</b>	
River Flooding	<a href="#">26</a>
Coastal Flooding	<a href="#">27</a>
Surface Water Flooding	<a href="#">28</a>
Coastal Erosion	Not identified
Ground stability	<a href="#">29</a>
Heat stress	<a href="#">30</a>
Energy Performance	<a href="#">31</a>

## Ground stability

Man-made hazards	Not identified
Natural factors	<a href="#">32</a>
Mining	Not identified
Brine and Salt	Not identified

## Energy & Infrastructure

Non-Renewable Energy	Not identified
Renewable Energy	<a href="#">33</a>
Rail Infrastructure : Above and below ground railways	<a href="#">35</a>
Rail Infrastructure : HS2 & Crossrail 2	Not identified

Planning constraints	<a href="#">37</a>
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## How to use your report

This report is designed to satisfy the concerns raised by the Law Society Practice Note and has been prepared to assist conveyancing professionals who may be advising clients when they sell or buy a property. It is designed to bring information to their attention and help them decide whether they need to seek any further specialist advice. The report gives details of any issues that we have identified as affecting the property or located nearby, and our recommendations on what to do in relation to these issues.

### How do we examine each risk?

This report is generated based on the boundary selected at the point of order to represent the site.

In this report 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.

#### PROFESSIONAL OPINION

This is the highest level of risk assessment. A full assessment is run on the data. If the outcome is above the threshold for that risk, one of our in-house consultants will personally review the outcome. This may lead to the risk outcome being downgraded to a lower level based on our expertise and methodology.

#### FULL ASSESSMENT

Based on the data that is relevant to your property, we have created an automated opinion and recommendations using our expertise and risk models.

#### ALERT ASSESSMENT

We identify data within the search area, which may be relevant to the property. If features or potential hazards are found, we would recommend additional reports are obtained to clarify these further.

The front page of this report advises the outcome for each section based on one of these categories:

- **Passed:** We do not consider this to be a risk
- **Passed with guidance:** We have identified a risk but do not consider it to be significant. Please review the guidance.

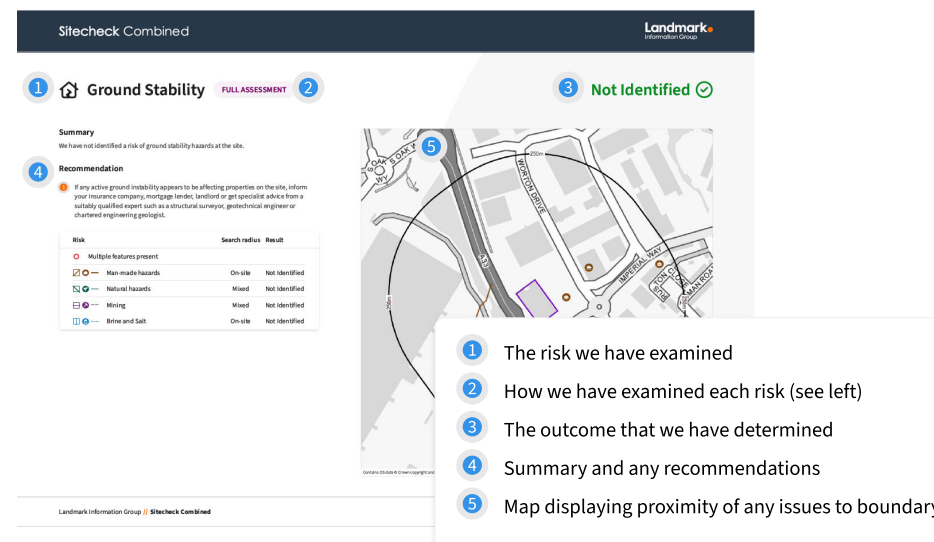
- **Further Action:** We have identified a risk which we recommend you investigate further.
- **Identified:** We have identified a potential hazard risk in this section
- **Not identified:** We have not identified any potential hazards in this section.

### Guide to the risk summary pages

Each risk has a dedicated summary page, outlining the risks on a map, with a key. More details of any identified features can then be seen in the Data Appendix of this report.

This report includes a Climate Change section. This is designed to provide an overview of potential future risks. Some data on current risk is included to assist with comparisons, however further detailed advice and recommendations for managing current environmental risks at the property should be obtained through the standard environmental desktop search. The contemporary ratings contained in this report may differ from the results shown in other Landmark environmental reports which are focused solely on current risks.

This report is not designed to be printed. Please store it securely online, and consider the environment before you print.



**Ground Stability** FULL ASSESSMENT

**3 Not Identified** ✓

**4** Recommendation

If any active ground instability appears to be affecting properties on the site, inform your insurance company, mortgage lender, landlord or get specialist advice from a suitably qualified expert such as a structural surveyor, geotechnical engineer or chartered engineering geologist.

Risk	Search radius	Result
Multiple features present		
Man-made hazards	On-site	Not identified
Natural hazards	Mixed	Not identified
Mining	Mixed	Not identified
Brine and Salt	On-site	Not identified

**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** Map displaying proximity of any issues to boundary

# Understanding the data

## Contaminated land

A Professional Opinion in relation to Part 2A of the Environmental Protection Act 1990 is provided. In many cases the report will be passed without referral. However, in some cases, entries that may be of concern are revealed by the search, in which case the report is referred free of charge for more detailed consideration, although this will not include a physical site inspection. After such referral the report may be passed or suggestions made of some further action that could be taken, usually in the form of questions to ask of the appropriate authorities. When responses to these questions are received it is the responsibility of the client and their professional advisors to decide if they are happy to proceed.

## Flood

### Types of flooding

<b>River</b>	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.
<b>Coastal</b>	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.
<b>Surface water</b>	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.
<b>Groundwater</b>	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.
<b>Other</b>	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 aren't near a watercourse or the sea. Insurance may be expensive or difficult to obtain if your site is at risk, especially if there are buildings. It is therefore vital to understand the risk of flooding at your site.

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 site. 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.

### 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.

# Understanding the data

## 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.

## Radon

Radon is a natural radioactive gas, which enters buildings from the ground. It is the geological conditions in certain areas that can lead to higher than average volumes (some of the highest radon levels have been found in the southwest, but levels well above average have been found in some other parts of the UK).

Radon has no taste, smell or colour and special devices are needed to measure it. The gas is diluted to harmless levels out in the open but has the potential to build up to higher concentrations indoors. Exposure to high concentrations of Radon gas can pose a health risk and studies have shown that it increases the risk of lung cancer.

This report informs you whether any properties on site are in a Radon Affected Area and the percentage of homes in that category that are estimated to be at or above the radon Action Level. This does not necessarily mean there is a radon problem in any onsite properties; the only way to find out whether any existing property is above or below the Action Level is to carry out a radon measurement.

If you are buying a currently occupied property in a Radon Affected Area, you should ask the present owner whether radon levels have been measured in the property. If they have, ask whether the results were above the Radon Action Level and if so, whether remedial measures were installed, radon levels were re-tested, and the results of re-testing confirmed the effectiveness of the measures.

## Climate Change

### Flood

The flood risk analysis in this section considers the on-site undefended river, coastal and surface water flood risk. The data within the flood risk section of this report is generated by JBA Risk Management. The results of this section may differ from the main Flood summary in our report, as it is using different sources of data.

This report includes primary analysis of the current on-site flood risk, and for RCP 4.5 (based on 2050) to highlight a medium-term view of climate change at the site. A stress testing table has also been included for the purposes of providing on-site analysis across a range of RCPs. The mapping will show the extent of any flood risk within the mapped area. Where flood risk is shown on the mapping, but does not appear within the site boundary, it does not form part of our on-site analysis.

If a flood risk is identified on-site, then the data appendix will include information on short-, medium- and long-term predications, along with detailing three return periods: 1:75, 1:200, 1:1000. These return periods refer to the likelihood of flooding in any given year, with 1:75 being the most likely but most limited in extent, and 1:1000 being least likely, but more catastrophic if it were to occur.

### Coastal Erosion

The coastal erosion risk considers the undefended erosion susceptibility of the coastline closest to your site. The baseline data within this section of this report is generated by the British Geological Survey (BGS). The distance from the site to the coastline is a straight-line measurement.

Some areas of the coastline are covered by Shoreline Management Plans (SMPS). SMPS help to deliver the ambitions of the National Flood and Coastal Erosion Risk Management Strategy. They set out a planned approach to managing flood and coastal erosion risk around the coast of England and Wales to 2105.

### Ground Stability

The ground stability analysis in this report includes consideration of shrink-swell of clay soils. The data within the ground stability section of this report is generated by the British Geological Survey (BGS) using UKCP09 projections. We show the current hazard level and the likelihood that this would change based on the RCP4.5 2050 scenario.

The most common cause of natural subsidence in the UK is the shrinking and swelling of clays. The soils swell, absorbing moisture in wet conditions, and contract when they dry out, which can result in ground movement. Further information on current risk can be found in the Ground Hazards section of your current environmental report.

This report includes primary analysis of the current ground stability risk, and for the average period of dry conditions (based on 2050) to highlight a medium-term view of climate change at the site based on average conditions. A stress testing table has also been included for the purposes of providing analysis based on drier, average or wetter conditions. In addition, should a risk be identified the data here will include additional time periods, and analysis based on drier, average or wetter conditions.

## Understanding the data

### Heat Stress

The heat stress data used within this report is derived from the UKCP18 regional climate projections for average summer temperatures. The classification of the level of severity of the heatwave is set using UKHSA thresholds.

This data shows the percentage and number of days spent in heatwave conditions at low, medium or high severity, for today and 3 additional time periods.

### Energy Performance

Where possible, an Energy Performance Certificate (EPC) rating for the property has been identified and reported, with the inspection date, and a 'valid until' date. If no EPC is available, this will either be reported as 'EPC unconfirmed' or 'No valid EPC'. Where 'EPC unconfirmed' or 'No EPC available' is reported, it is possible that the property does have a valid EPC and we would recommend further checks are undertaken in this regard. The EPC ratings are harvested from the EPC register on a regular basis, but it is possible that during the period between updates, a property has been given a valid EPC.

For residential properties with a valid EPC, as well as including a current EPC rating, where possible, we have provided a potential EPC rating if various energy performance improvements were made – along with indicative costs for these improvements. This potential rating and the associated costs are intended to provide a useful possible view of potential energy performance improvements. It is not a guarantee that the Potential Energy Performance rating is possible at the property and should not replace a detailed site-specific assessment completed by a surveyor. In addition, for residential properties where there is no valid EPC, or an EPC cannot be confirmed, we will try to report a 'likely' energy performance rating. Again, this is intended to provide a useful possible view of the EPC for the property and is not a guarantee that the reported 'likely' rating will be given once an EPC has been completed.

### Ground stability

This section provides information on a range of ground stability issues; either naturally occurring or arising from previous mining activity. Ground stability is important, as subsidence, landslide and sink holes can all cause damage to land and properties.

We search a number of different sources of information to identify areas of past mining. Old mine shafts and tunnels can collapse and damage properties above them. Disturbed ground and spoil tips can also be prone to settlement which could cause structural damage to buildings. We also identify areas of historical salt and brine extractions. This type of mining leaves large cavities in the ground which could collapse and cause problems for properties built in the area.

We use historical mapping to identify areas formerly used for landfill and areas of other infilling such as ponds, drains and small pits. Infilled land can be susceptible to settling so any buildings that have been built

on these areas could experience ground stability problems and subsidence resulting in damage to your site.

We also consider areas of land that could be prone to ground instability and subsidence as a result of the natural underlying geology. Examples include areas of the UK at a higher risk of landslides or where sink holes could occur.

### Coal mining

We use data from PinPoint to assess if you are in an area affected by Coal Mining activity. If you are assessed as being at risk, we advise that you obtain a Landmark Coal report in order to fully understand the level and nature of that risk. Conversely, if you are assessed as not being at risk, you are provided with certification informing you of that outcome.

### Energy and Infrastructure

#### Non-renewable energy

This section contains the extents of all 'Blocks' that are currently licenced for the exploration and production of energy, along with the locations of all current and historic wells that have been licenced for the exploration of energy. This is provided by North Sea Transition Authority.

'Blocks' are large areas of land where a Petroleum Exploration and Development Licence (PEDL) has been offered or granted for the exclusivity of the licensee to explore or extract hydrocarbon. The presence of one or more of these licences does not mean that exploration or extraction will happen.

Drilling wells cover the following categories: shale gas; gas storage; methane gas; coalbed methane; conventional oil and gas.

This section also includes details of the Southampton to London pipeline; a replacement underground aviation fuel transportation pipeline that runs from ESSO's Fawley Refinery near Southampton to their West London Terminal storage facility in Hounslow. The replacement works have been completed; however, land regeneration works will continue for several years. Full details can be found here: [www.slpproject.co.uk](http://www.slpproject.co.uk).

#### Renewable energy

This section of the report covers wind, solar and other renewable energy sources, including planning information for proposed projects with a capacity of over 1MW from the Department of Energy & Climate Change.

The report will only consider a planning application to be 'Identified' if the application is active. We will still provide details of the inactive applications, as these can provide context on intended activity in the area. These are usually applications that have been refused, withdrawn or abandoned.

## Understanding the data

We provide details of Wind Farms as held by the British Wind Energy Association, in addition to details of Wind Turbines located using Ordnance Survey large scale mapping.

We include details on solar farms which generate between 1MW and 50MW of power. As a rough guide 2 to 3 hectares of land are required for every 1MW of power produced. This data, from the Department of Energy & Climate Change, shows the location of operational and proposed solar farms with a point reference. As such the farm could be nearer to your property than indicated depending on how large the solar farm is. The data provides the name of the operating company, the generating capacity, and the farm's operational status.

As well as wind and solar power there are a variety of other renewable power sources in the UK. This section of the report uses Department of Energy & Climate Change data to identify the following other types of renewable energy: Small / Large Hydroelectric, Shoreline Wave, Tidal Barrage / Stream, Biomass, Co-firing, Anaerobic / Sewage Digestion, Hot Dry Rocks, Landfill Gas, Energy from Waste (EfW) Incineration, Advanced Conversion Technology.

### Above and below ground railways

The above and below ground railways section provides details on existing or historic railways. This includes data supplied by Crossrail1 for the route and stations and safeguarding areas; Railway lines (including underground, overground, national rail and tram lines) sourced from OpenStreetMap; and Stations and stops (including Metro, Tram, Underground, Preserved and Inactive stations) sourced from Department of Transport's NaPTAN API and Ordnance Survey OpenMap Local product for the United Kingdom.

As this data includes records of historic railways, it is possible that the railways identified are no longer present.

### HS2 and Crossrail 2

The High Speed 2 (HS2) and Crossrail2 section of the report provides details on the proposed route, stations and safeguarding areas for each of the projects, based on Consultation documents and data provided by the Department for Transport.

In October 2023, the HS2 project was scaled back by the Government; discussions continue regarding the appropriate next steps, and as such the data provided may not reflect the most recent changes. Full details about the Phase 2 cancellation can be found here: <https://www.hs2.org.uk/>

Crossrail 2 is also not finalised, with Transport for London (TfL) and the Department for Transport (DfT) still engaged with discussions around the project's safeguarding measures.

## Planning constraints

Pylons are extracted from Ordnance Survey data in MasterMap and only show significant lines; if the pylons are not shown on the mapping then they will not be reported.

We also show the location of any Environmental Constraints that are from datasets recognised as being relevant to Part 2A of the Environmental Protection Act 1990.

## Datasets searched

### Contaminated land

#### Authorised Industrial Processes

Local Authority Pollution Prevention and Controls  
 Planning Hazardous Substance Consents  
 Control of Major Accident Hazards Sites (COMAH)  
 Notification of Installations Handling Hazardous Substances (NIHHS)  
 Explosive sites

#### Landfill and Waste Sites

Registered Waste Treatment or Disposal Sites  
 Registered Waste Transfer Sites  
 BGS Recorded Landfill Sites  
 Registered Landfill Sites  
 Licensed Waste Management Facilities (Landfill Boundaries)  
 Local Authority Recorded Landfill Sites  
 Historical Landfill Sites  
 Licensed Waste Management Facilities (Locations)

#### Incidents and Enforcements

Enforcement and Prohibition Notices  
 Prosecutions Relating to Authorised Processes  
 Planning Hazardous Substance Enforcements  
 Prosecutions Relating to Controlled Waters  
 Local Authority Pollution Prevention and Control Enforcements  
 Prosecutions (Post 2000)  
 Contaminated Land Register Entries and Notices  
 Substantiated Pollution Incident Register

#### Historical Land Use

Potentially Contaminative Industrial Uses (Past Land Use)  
 Potentially Infilled Land (Non-Water)

Potentially Infilled Land (Water)  
 Historical Tanks And Energy Facilities

#### Current Land Use

Fuel Station Entries  
 Contemporary Trade Directory Entries

#### Miscellaneous

Landmark Risk Assessed Land Register  
 Water Abstractions  
 Source Protection Zones Locations  
 BGS Bedrock Aquifer Designations  
 BGS Superficial Aquifer Designations  
 VMD Water Features  
 OS NGD Water Link

### Flood

#### 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

### Radon

#### Radon

Radon Potential

### Climate change

#### Flood

JBA undefended Fluvial  
 JBA undefended Surface Water  
 JBA undefended Coastal  
 JBA Climate Change - River Flood 2030  
 JBA Climate Change - River Flood 2050  
 JBA Climate Change - River Flood 2080  
 JBA Climate Change - Pluvial Flood 2030  
 JBA Climate Change - Pluvial Flood 2050  
 JBA Climate Change - Pluvial Flood 2080  
 JBA Climate Change - Coastal Flood 2030  
 JBA Climate Change - Coastal Flood 2050  
 JBA Climate Change - Coastal Flood 2080

#### Coastal erosion

BGS Coastal Erosion Susceptibility  
 Boundaries - Enhanced Coastline

## Datasets searched

National Coastal Erosion Map (NCERM)

### Ground stability

Potential for Shrinking or Swelling Clay Ground Stability Hazards

BBGS Geoclimate UKCP09 - Shrink Swell - 2030s

BBGS Geoclimate UKCP09 - Shrink Swell - 2050s

BBGS Geoclimate UKCP09 - Shrink Swell - 2080s

### Heat stress

Heat Stress Events

### Energy performance

Energy Performance of Buildings Certificates

### Ground stability

#### Natural hazards

Potential for Landslide Ground Stability Hazards

Potential for Ground Dissolution Stability Hazards

Potential for Compressible Ground Stability Hazards

Potential for Shrinking or Swelling Clay Ground Stability Hazards

Potential for Running Sand Ground Stability Hazards

Potential for Collapsible Ground Stability Hazards

Natural Cavities

#### Man-made hazards

BGS Recorded Landfill Sites

Potentially Contaminative Industrial Uses (Past Land Use)

Former Marshes

Potentially Infilled Land (Non-Water)

Potentially Infilled Land (Water)

Registered Landfill Sites

Licensed Waste Management Facilities (Landfill Boundaries)

Local Authority Recorded Landfill Sites

Historical Landfill Sites

### Brine and Salt

CBSCB Compensation District

Brine Pumping Related Features

Salt Mining Related Features

Brine Subsidence Solution Area

### Mining

BGS Recorded Mineral Sites

Potentially Contaminative Industrial Uses (Past Land Use)

Non-Coal Mining Areas of Great Britain

Mining Instability

Potentially Contaminative Land Uses from large scale historical mapping

Potential Mining Areas

Man-Made Mining Cavities

### Coal mining

PinPoint Coal Screening

### Energy & infrastructure

#### Renewable energy

Wind Farms

Wind Turbines

Renewable Energy Planning Database

### Non-renewable energy

Licensed Areas for Onshore Energy Exploration and Production

Licensed Wells for Energy Exploration

Offered Blocks for Onshore Energy Exploration and Production

Southampton to London Pipeline Development

### Above and Below Ground Railways

Crossrail - Safeguarding Limits

Crossrail - Stations

Crossrail - Track

Railed Transport - Tracks

Railed Transport - Stations and Stops

### HS2 and Crossrail2

HS2 - Track

HS2 - Stations

HS2 - Safeguarding Limits

HS2 - Payment Zones

Crossrail 2 - Track

Crossrail 2 - Stations

Crossrail 2 - Safeguarding Limits

### Miscellaneous

Local Authority Boundaries

### Planning Constraints

#### Planning Constraints

Pylon or Mast

Areas of Outstanding Natural Beauty

National Nature Reserves

Local Nature Reserves

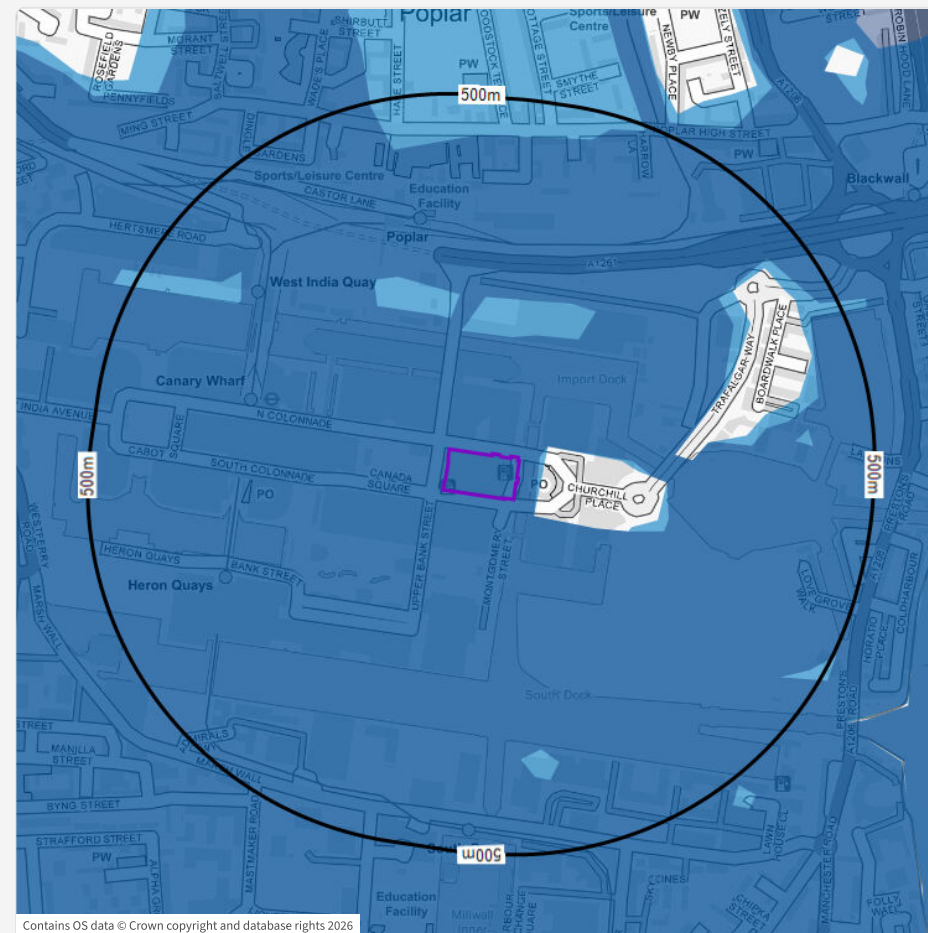
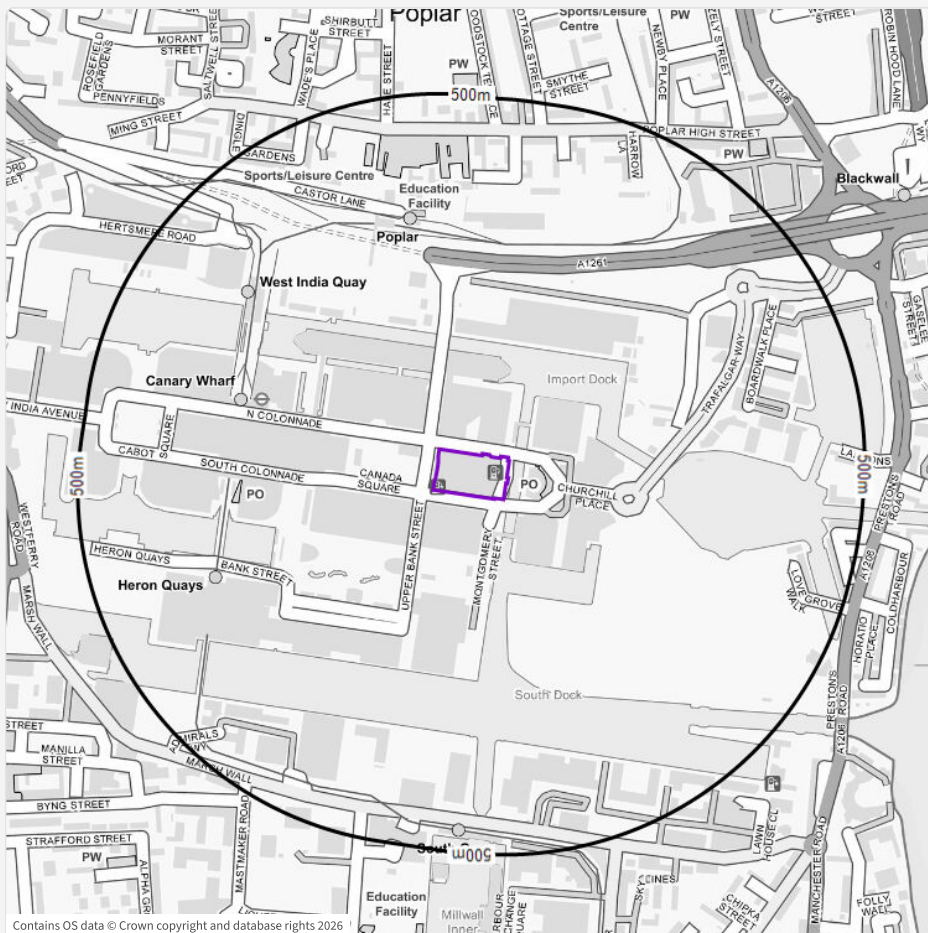
Marine Nature Reserves

## Datasets searched

Sites of Special Scientific Interest  
Forest Parks  
National Parks  
Areas of Unadopted Green Belt  
Ramsar Sites  
Special Areas of Conservation  
Special Protection Areas  
Areas of Adopted Green Belt  
Environmentally Sensitive Areas  
Listed Buildings  
World Heritage Sites  
Scheduled Monuments  
Ancient Woodland  
Country Parks  
Nature Improvement Areas

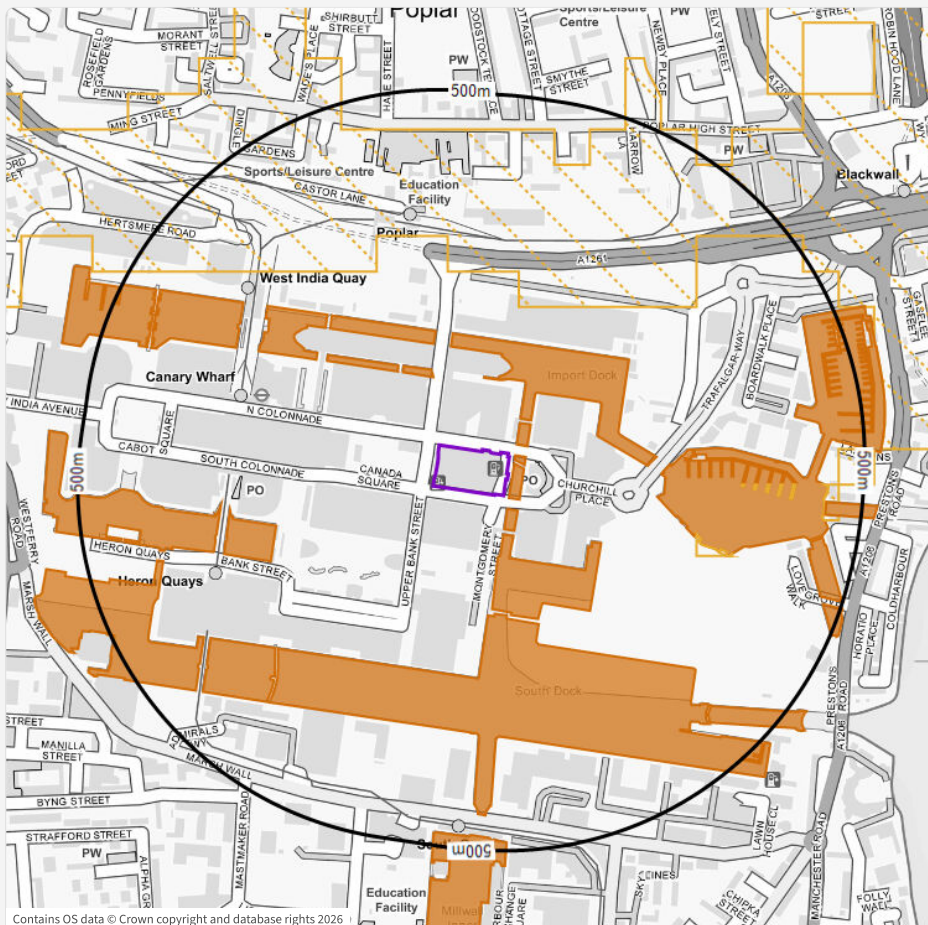
# Flooding: River and coastal

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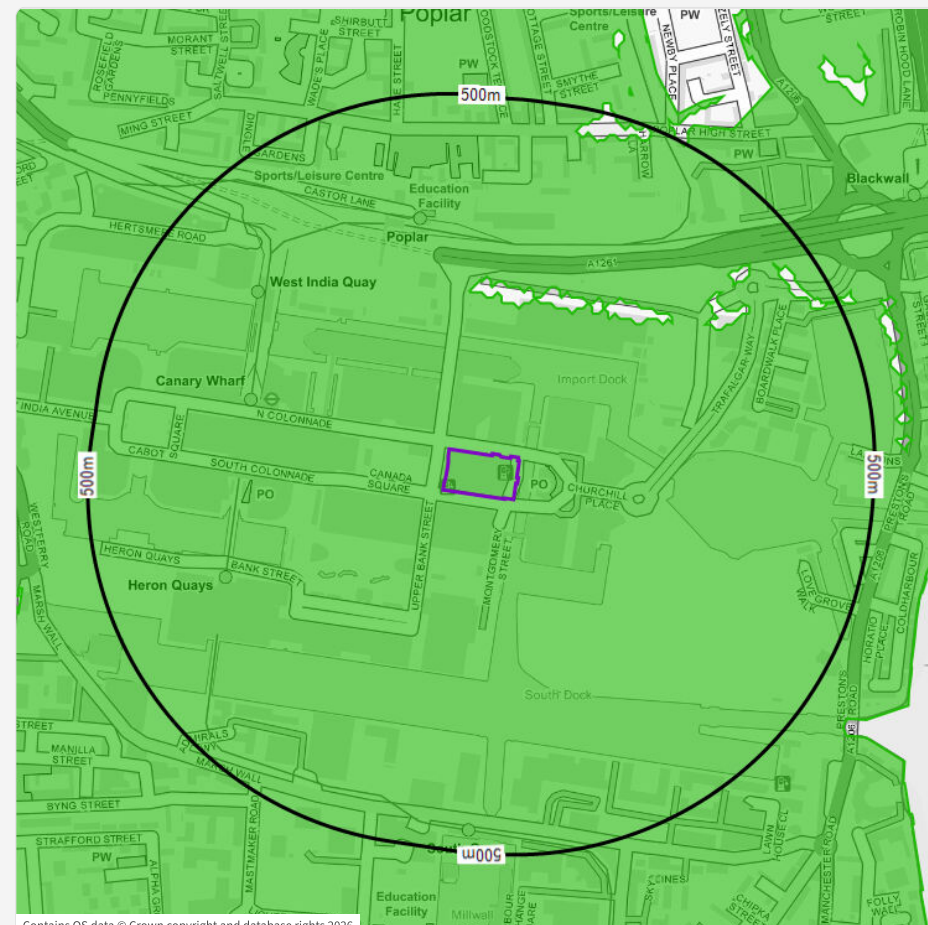


# Flooding: River and coastal

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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



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

# Flood: Surface water

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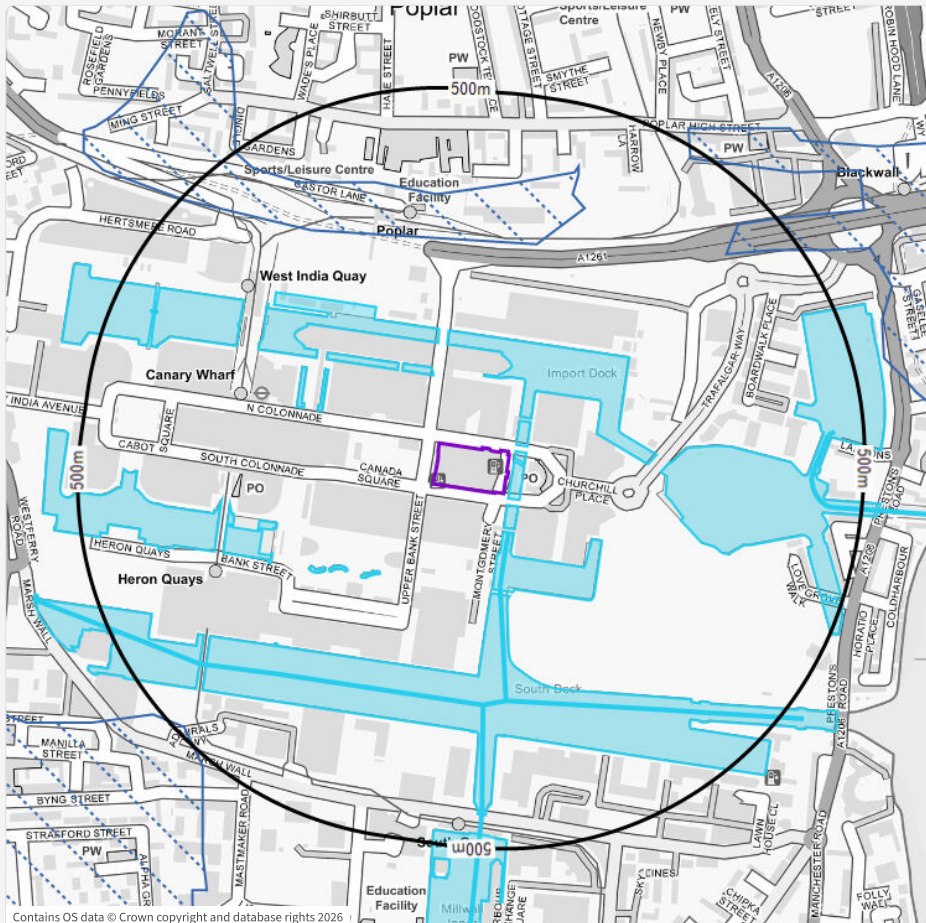
1:75 return period	Distance	Result
< 0.1m	On-site	Not Identified
0.1-0.3m	On-site	Not Identified
0.3-1m	On-site	Not Identified
> 1m	On-site	Not Identified

1:200 return period	Distance	Result
< 0.1m	On-site	Not Identified
0.1-0.3m	On-site	Not Identified
0.3-1m	On-site	Not Identified
> 1m	On-site	Not Identified

1:1000 return period	Distance	Result
0.3-1m	On-site	Identified
> 1m	On-site	Not Identified

# Flood: Other

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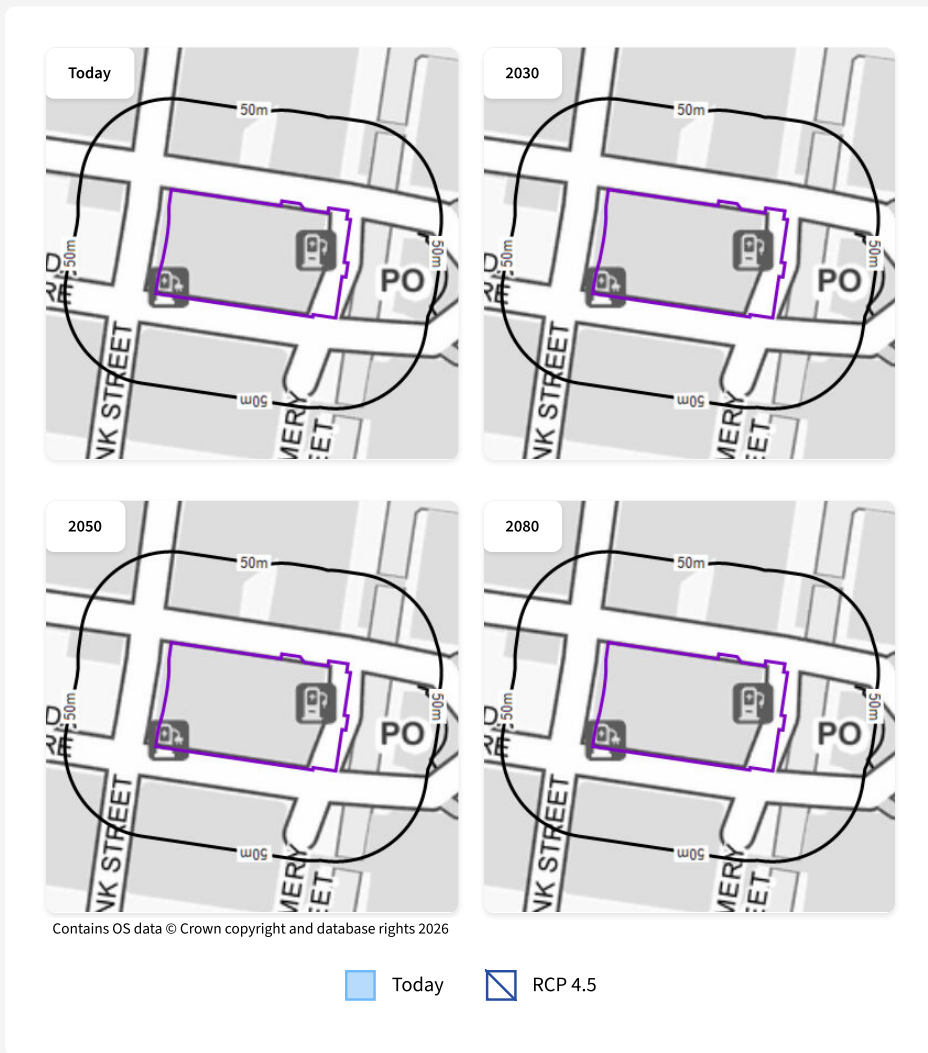
Risk	Search radius	Result
Historic flood events	50m	Not Identified
Flood water storage areas	On-site	Not Identified
Water features	25m	Identified

Water features		
Details	Distance	Contact
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	6m E	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	9m E	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	15m NE	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	18m SE	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	52m NE	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	54m SE	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	96m N	1
Name: West India Docks Catchment name: Thames Type: Still water Level: Above ground Data Provider: Ordnance Survey	56m SE	1



# Climate change: Coastal Flooding

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Today	
Return period	Risk
1/75	Negligible
1/200	Negligible
1/1000	Negligible

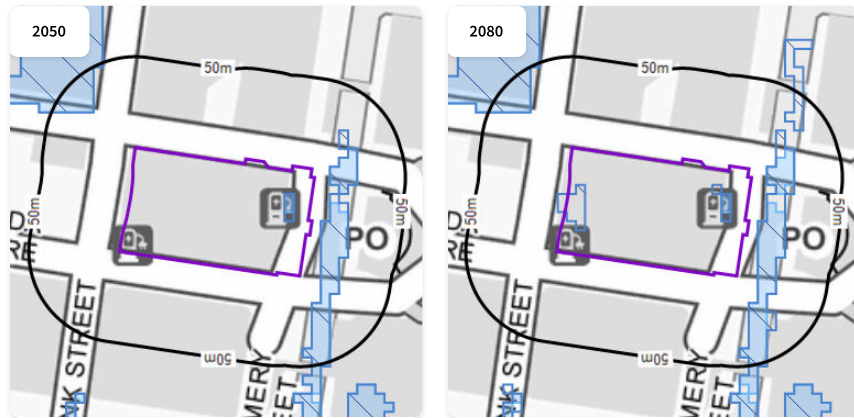
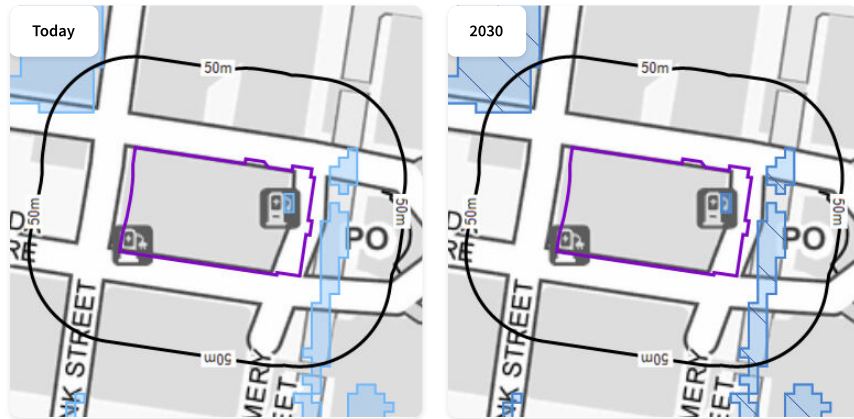
2030			
Return period	RCP 2.6	RCP 4.5	RCP 8.5
1/75	Negligible	Negligible	Negligible
1/200	Negligible	Negligible	Negligible
1/1000	Negligible	Negligible	Negligible

2050			
Return period	RCP 2.6	RCP 4.5	RCP 8.5
1/75	Negligible	Negligible	Negligible
1/200	Negligible	Negligible	Negligible
1/1000	Negligible	Negligible	Negligible

2080			
Return period	RCP 2.6	RCP 4.5	RCP 8.5
1/75	Negligible	Negligible	Negligible
1/200	Negligible	Negligible	Negligible
1/1000	Negligible	Negligible	Negligible

# Climate change: Surface Water Flooding

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■ Today
  RCP 4.5

Today	
Return period	Risk
1/75	Negligible
1/200	Negligible
1/1000	Low

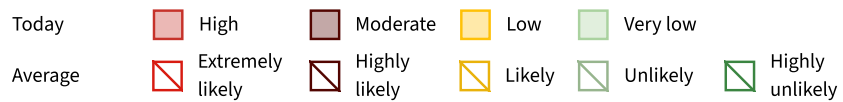
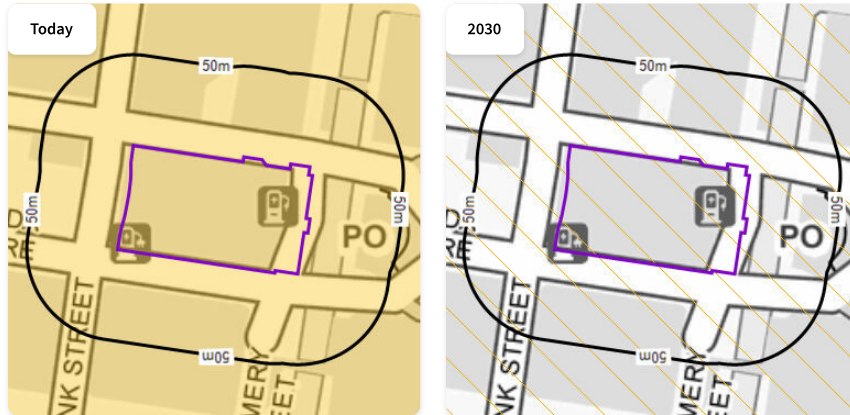
2030			
Return period	RCP 2.6	RCP 4.5	RCP 8.5
1/75	Negligible	Negligible	Negligible
1/200	Negligible	Negligible	Negligible
1/1000	Low	Low	Low

2050			
Return period	RCP 2.6	RCP 4.5	RCP 8.5
1/75	Negligible	Negligible	Negligible
1/200	Negligible	Negligible	Low to Moderate
1/1000	Low	Low	Low

2080			
Return period	RCP 2.6	RCP 4.5	RCP 8.5
1/75	Negligible	Negligible	Negligible
1/200	Negligible	Low to Moderate	Moderate
1/1000	Low	Low	Low

# Climate change: Ground stability

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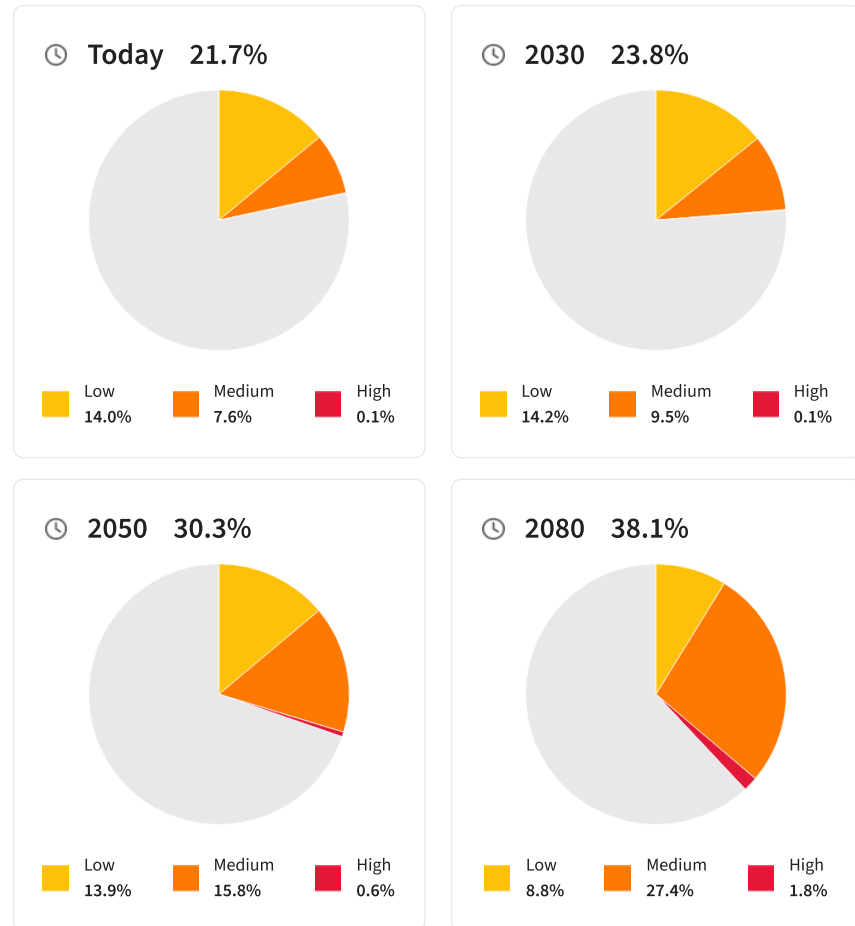


Today		
Low		
2030		
Drier	Average	Wetter
Likely	Likely	Highly Unlikely
2050		
Drier	Average	Wetter
Likely	Likely	Highly Unlikely
2080		
Drier	Average	Wetter
Likely	Likely	Likely

# Climate change: Heat stress

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## Percentage of days spent in heatwave conditions



## Thresholds for your location

Temperatures above 40 °C are classified as high severity, above 32 °C are medium severity. Temperatures below the medium threshold are low severity.

This data shows the percentage and number of days spent in heatwave conditions at low, medium or high severity, for today and 3 additional time periods.

Today	Total	Low	Medium	High
Percentage	21.7%	14.0%	7.6%	0.1%
Days in heatwave	79 days	51 days	28 days	0 days

2030	Total	Low	Medium	High
Percentage	23.8%	14.2%	9.5%	0.1%
Days in heatwave	87 days	52 days	35 days	0 days

2050	Total	Low	Medium	High
Percentage	30.3%	13.9%	15.8%	0.6%
Days in heatwave	111 days	51 days	58 days	2 days

2080	Total	Low	Medium	High
Percentage	38.1%	8.8%	27.4%	1.8%
Days in heatwave	139 days	32 days	100 days	7 days

## Climate change: Energy Performance

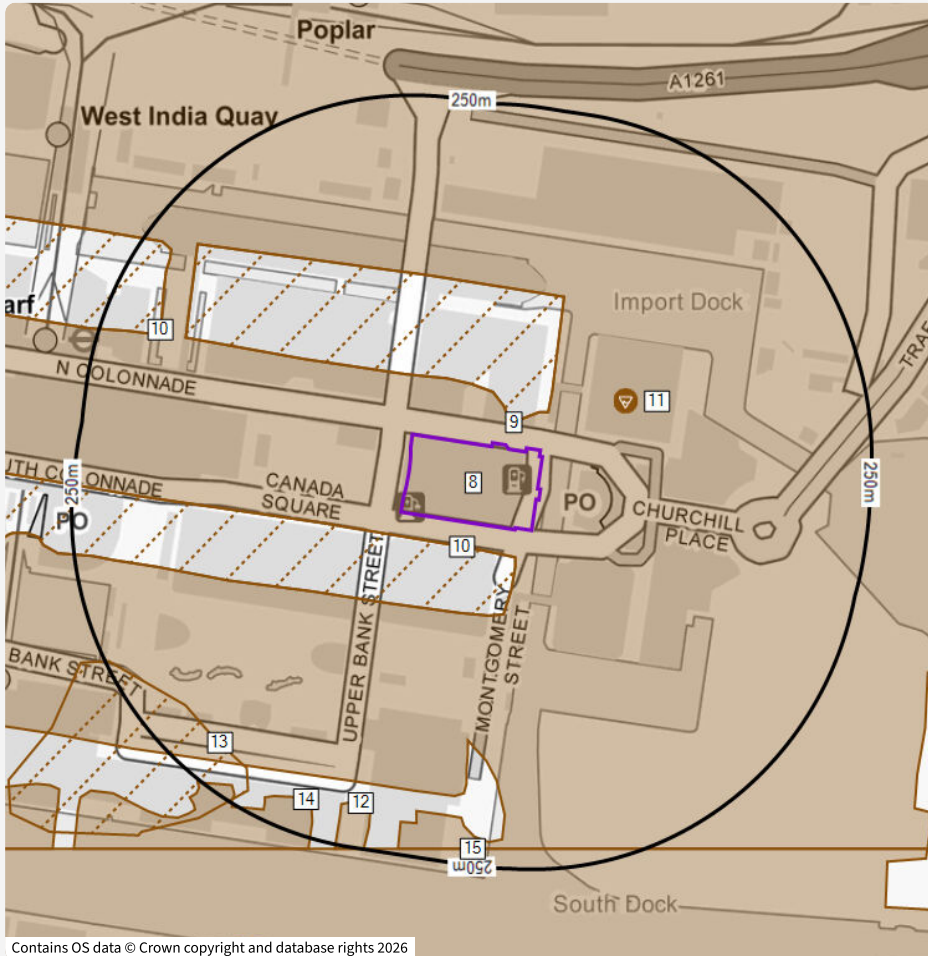
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This table shows the EPC information for any EPCs located within the boundary of your site.

Non-domestic EPCs within site boundary			
Address	Type	Rating	Expiry
16-19 Canada Square,E14 5EQ	A1/A2 Retail and Financial/Professional services	C	20-DEC-2028
Unit 5,North Colonnade,E14 5HX	Retail/Financial and Professional Services	B	17-NOV-2034
Unit 10,E14 5HX	A1/A2 Retail and Financial/Professional services	C	02-JAN-2029
Waitrose Food & Home,E14 5EW	A1/A2 Retail and Financial/Professional services	B	13-AUG-2022
THE MALL,DS8,E14 5EQ	Retail	E	05-JAN-2019
30 North Colonnade,E14 5GP	B1 Offices and Workshop businesses	C	27-NOV-2029
Unit 19,E14 5AH	A1/A2 Retail and Financial/Professional services	C	08-JAN-2029

# Ground stability: Natural factors

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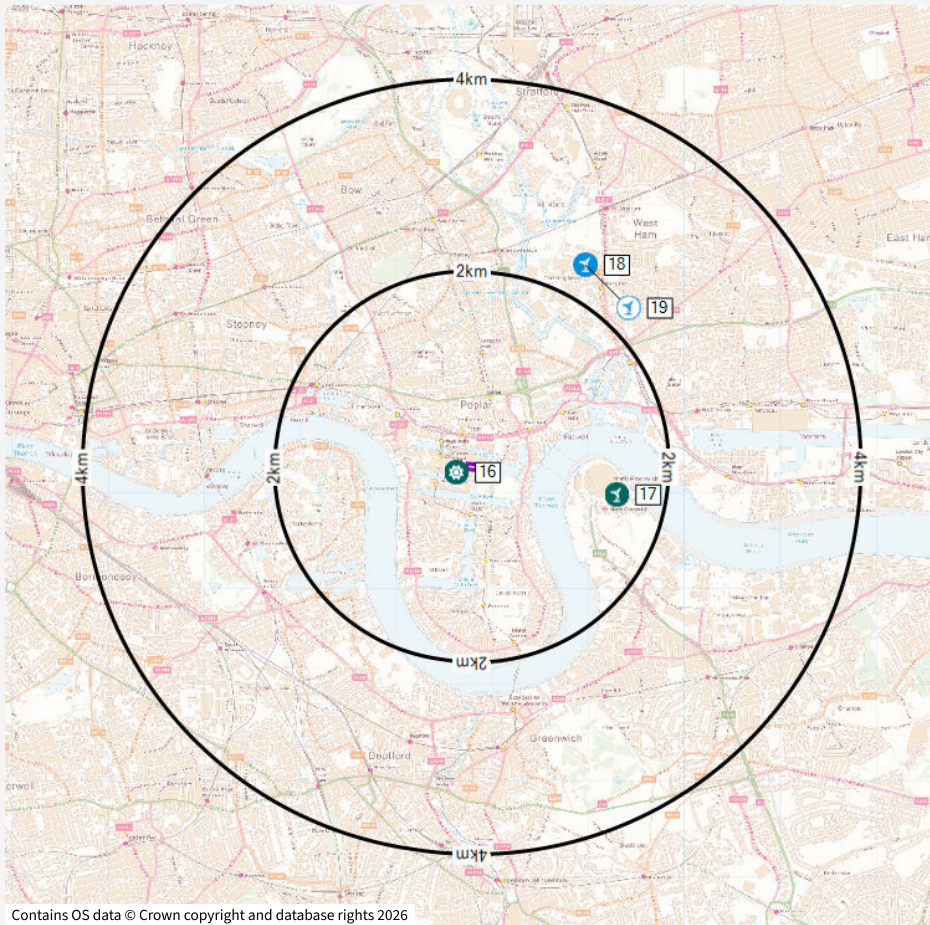
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- Multiple features present
- Potential for ground stability hazards - high
- ▽ Natural cavities
- Potential for ground stability hazards - moderate

Natural factors			
Id	Details	Distance	Contact
<b>Potential for compressible ground stability hazards</b>			
8	Classification: High Potential for Compressibility	0m N	4
12	Classification: High Potential for Compressibility	217m S	4
14	Classification: High Potential for Compressibility	224m SW	4
15	Classification: High Potential for Compressibility	235m S	4
9	Classification: Moderate Potential for Compressibility	17m NE	4
10	Classification: Moderate Potential for Compressibility	18m S	4
<b>Potential for shrinking or swelling clay ground stability hazards</b>			
13	Classification: Moderate Potential for Swelling and Shrinking Clay	217m SW	4
<b>Natural cavities</b>			
11	Reference: 7211 Type: Scour Hollows x 1 Location: Poplar, Greater London	75m NE	2

# Energy & Infrastructure: Renewable Energy

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- Multiple features present
- ⚙️ Wind farms
- 🌬️ Wind turbines
- 🌿 Planning apps - wind energy
- ⚙️ Planning apps - Solar farms
- ♻️ Planning apps - other renewable energy

Wind energy			
Id	Details	Status	Distance
<b>Wind farms</b>			
18	Name: West Ham Bus Garage Operator: Not Supplied Developer: Landowner or private owner Owner: Landowner or private owner Number of turbines: 1 Status Date: 2010	Operational	2368m NE
<b>Wind turbines</b>			
19	Name: West Ham Bus Garage Turbine	Operational	2368m NE
<b>Planning applications</b>			
17	Name: The O2 Arena - Wind turbines Reference: 21/2229/F Onshore/Offshore: Wind Onshore Installed capacity (MWe): 3 Contractor: Waterfront Limited Partnership Address: The O2 Arena, Peninsula Square, Greenwich Local Planning Authority: Greenwich	Planning Permission Granted	1492m E

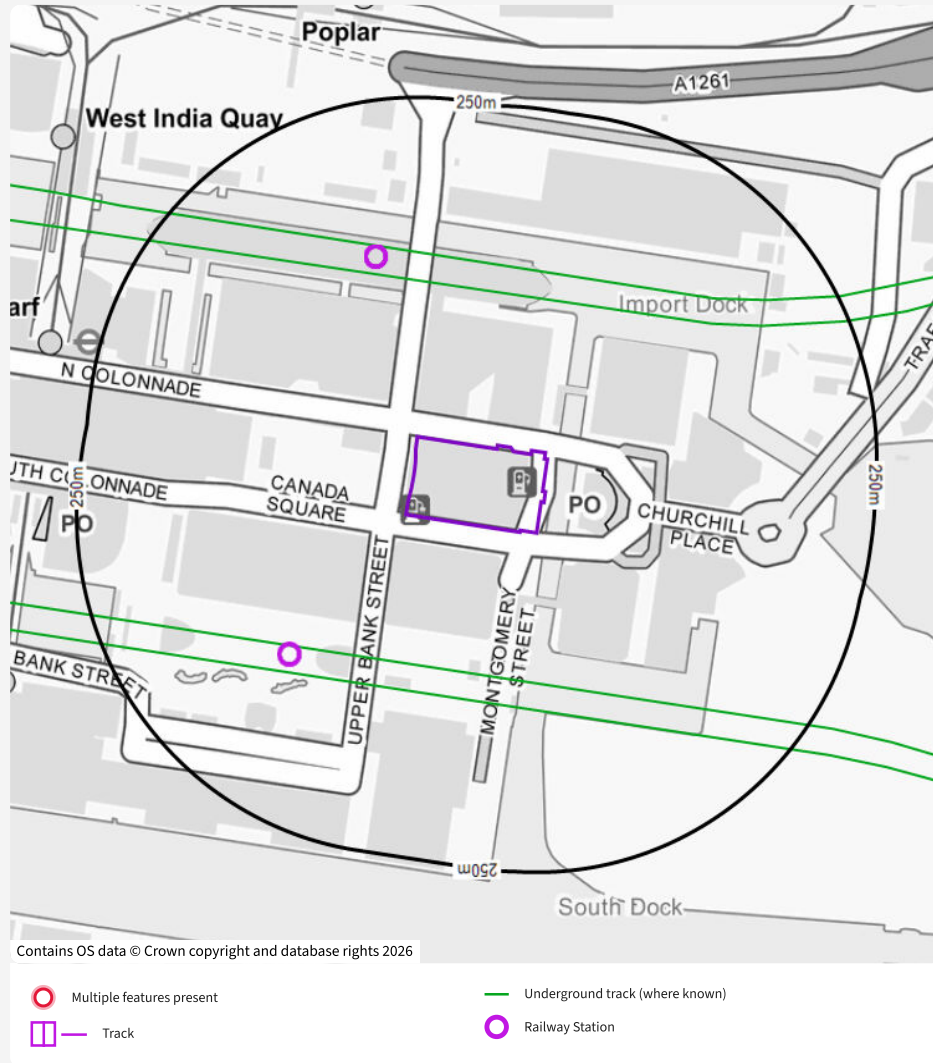
## Energy & Infrastructure: Renewable Energy

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Solar energy			
Id	Details	Status	Distance
<b>Planning applications</b>			
16	Name: Citibank, 25 Canada Square - Office Fit-Out & Refurbishment Reference: Installed capacity (MWe): Contractor: Citigroup Address: Citibank, 25 Canada Square, Canary Wharf, Poplar Local Planning Authority: Tower Hamlets	No Application Required	109m W

# Energy & Infrastructure: Above and below ground railways

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Within 250m of your property	
Details	Distance
<b>Tracks</b>	
Network Name: Crossrail Ltd Tunnel: Track in Tunnel Route: Stepney Green To Custom House 2 Status: Supplier Ref:	112m N
Network Name: Crossrail Ltd Tunnel: Track in Tunnel Route: Stepney Green To Custom House 1 Status: Supplier Ref:	132m N
Network Name: Crossrail Ltd Tunnel: Track in Tunnel Route: Stepney Green To Custom House 1 Status: Supplier Ref:	223m NE
Network Name: London Underground Tunnel: Tunnel Route: Jubilee Line Status: Active Railway Supplier Ref: way/168226384	109m S

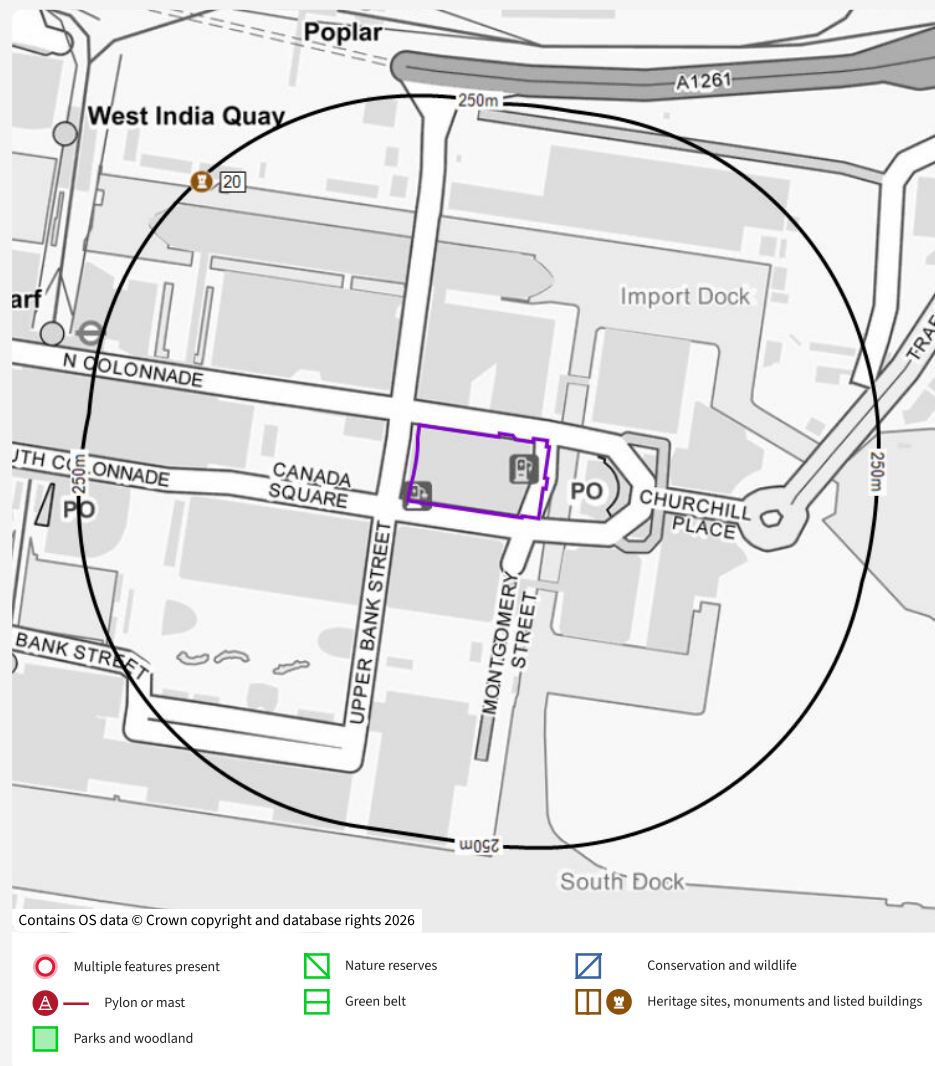
## Energy & Infrastructure: Above and below ground railways

[← Back to summary.](#)

Within 250m of your property	
Details	Distance
Network Name: London Underground Tunnel: Tunnel Route: Jubilee Line Status: Active Railway Supplier Ref: way/170081281	128m S
Stations	
Station Name: Canary Wharf Station Type: Stations	136m NW
Station Name: Canary Wharf Underground Station Station Type: Underground, Metro and Tram Stations and Stops	136m SW

# Planning constraints

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We have identified records of environmental designations at the Site. We have not identified any records of pylons or masts within 250m of the Site.

Heritage sites, monuments and listed buildings			
Id	Details	Distance	Contact
<b>Listed building</b>			
20	Site type: Listed Buildings Name: Quay Walls,Copings And Butresses To Import Dock And Export Dock Reference: 1065783 Location: Not Supplied Location Accuracy: Positioned by the supplier	248m NW	2

# Appendices

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Important consumer protection information	<a href="#">47</a>
Terms and conditions and copyright statement	<a href="#">48</a>



## 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.

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. Please note that each risk area within the report uses different data sources and as such, it should be read as a whole considering the risks overall.

If you are a private individual using this report, Landmark recommends that you discuss its contents in full with your professional advisor.

## Useful information

### Contaminated land

#### Landfill and Waste

At present no complete national data set exists for landfill site boundaries, therefore, a point grid reference, provided by the data supplier, is used for some landfill sites. In certain cases the point grid references supplied provide only an approximate position, and can vary from the site entrance to the centre of the site. Where the exact position of the site is unclear for Registered Landfill data, Landmark construct either a 100 metre or 250 metre 'buffer' around the point to warn of the possible presence of landfill. The size of this 'buffer' relates to the positional accuracy that can be attributed to the site. The 'buffer' is shown on the map as a red hatched area. For further information regarding landfill sites identified in the report, please contact the relevant agency or authority referenced in the Useful Contacts section.

The British Geological Survey (BGS) hold records of over 3,000 landfill sites that accepted waste prior to the Control of Pollution Act (COPA) 1974. These were not subject to any strict regulation or monitoring.

Permitted Waste Sites and Environmental Permitting Regulations - Waste cover current or recently current consents issued for landfill sites, waste transfer, treatment or disposal sites by the relevant agency, under Section 64 of the Environmental Protection Act 1990 (Part 2) and prescribed by regulation 10 of SI No. 1056 of the Waste Management Licensing Regulations 1994.

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

#### Authorised Industrial Processes

The licensed activities could range from pollution to air, land or water; or storage of hazardous or explosive materials. Licences may no longer be active, but the nature of the past activity means it could still have an impact.

Data supplied for Explosive Sites, Control of Major Accident Hazards Sites (COMAH) and Notification of Installations Handling Hazardous Substances (NIHHS) contains public sector information published by the Health and Safety Executive and licenced under the Open Government Licence.

#### Historical Land Uses

This data relates to categories of potentially contaminative land uses that have been identified by the analysis of selected Ordnance Survey historical mapping. The published date (range of dates) of the map (s) and the distance from the centre of search to the nearest point of the feature is given.

Further details of the extent of the site or its activities are not available. Should you wish to examine the Ordnance Survey maps these are normally available for public inspection at the local archive or local major library.

Potentially infilled land has been identified when a 'cavity' (a hole made by an extractive industry or natural occurrence e.g. pond) was indicated on a historic map but there was no evidence of its existence in the last available map for the area. No details of what may have been used to fill the cavity or exactly when or if it was filled are available from the mapping.

The point locations of historical tanks and energy facilities are identified from the text on Ordnance Survey 1:1250 and 1:2500 scale mapping published between 1943 and 1996, based upon a predetermined list of abbreviations, e.g. El Sub (Electricity Sub-station) and F Stn (Filling Station). The position of the point has been located at the centre of the identified text so that it would be within approximately 30 meters of the feature it was describing. The features themselves are related to energy and petroleum storage and cover the following: tanks, petrol storage, potential tanks (at depots etc.), electricity sub stations and related features, gas and gas monitoring related features, oil related features and miscellaneous power features. NB: It should be noted that the Ordnance Survey abbreviation for tank (tk) is the same as that for tracks. Therefore some of the captured text may relate to tracks and not tanks when the exact nature of the feature is not clear from the mapping.

### Flood

#### The purpose and scope of the report

The Sitecheck Combined report includes a desktop flood risk screen, 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 commercial sites.

It examines two key areas:

- (1) the overall risk of flooding at a site 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 site. 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.

## Useful information

The Sitecheck Combined report includes a desktop flood risk screen, and in the absence of specific guidance from the Law Society of Scotland, this report is constructed to satisfy the concerns raised by the (England & Wales) Law Society Practice Note and to enable home buyers and property professionals to assess the risk of flooding commercial sites.

### The Individual Flood Risks

The individual flood risks on the front page highlight the river, coastal, surface water, ground water, historic flood event and water features flooding risk at the site, 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:

<b>High</b>	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.
<b>Moderate To High</b>	
<b>Moderate</b>	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 site 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.
<b>Low To Moderate</b>	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.
<b>Low</b>	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 site as this may differ from the individual flood risks.

This report is not a Flood Risk Assessment (FRA), and should you be developing or changing the use of the site 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 site. 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 any buildings on site, 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, such as cost, visual impact, ease of deployment and product performance. The best answer for your site will most likely involve a combination of products.

## 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](http://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 do 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 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 fine)

## Useful information

### Flood Action Groups

As well as protecting your site 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](http://www.nationalfloodforum.org.uk/flood-risk-community-groups/how-to-form-a-flood-action-group).

### Riparian Ownership

Riparian ownership applies when someone owns a site with a watercourse inside or next to it. A riparian owner has rights and responsibilities under common law relating to the stretch of watercourse. Their primary responsibility is to keep it free of obstructions that could hinder normal water flow. Failure to carry out these responsibilities could result in civil action. A riparian owner should check before carrying out any works near to the edge of a river, as such works may be subject to bylaws. If infringed, this could lead to enforcement action by The Environment Agency. There is a presumption that the boundary between properties abutting a watercourse is the centre line of that watercourse. A solicitor should check the deeds or the Index Map to confirm whether this is the case. The Environment Agency published a useful guide called "Living on the Edge" for owners of land or property alongside a watercourse. Sometimes, The Environment Agency or other organisations managing flood risk have statutory rights of access to properties. This is for maintaining, repairing, or rebuilding parts of a watercourse. Or for accessing, or repairing monitoring equipment.

### Development Control

A redevelopment site which is close to, but not adjoining, a watercourse may be subject to planning controls. The Environment Agency are normally consulted regarding any development within 20m of a main river and internal drainage boards should be contacted about developments close to drainage channels. Navigation authorities are normally consulted regarding any development within 250m of a canal, although this varies on a site by site basis. The Environment Agency should be contacted with regards to development (other than minor development) in Flood Zones 2 and 3.

### Radon

Due to the nature of way the information is gathered, site may have more than one probability of radon attributed to it. We report the worst case scenario on the site you have provided. This information is an estimate of the probability that a property in Great Britain is at or above the 'Action Level' for radon (the level at which Public Health England recommends that radon levels should be reduced, those with an average of 200 Bq m<sup>-3</sup> or more).

If your site has no associated buildings then this would not apply, however should be considered in the case that buildings are proposed.

Where a property is a new build, this information provides information on the level of protection required for new buildings under BR211 (Scivyer, 2007) Radon: Guidance on protective measures for new buildings and BR376 (BRE, 1999) Radon: Guidance on protective measures for new dwellings in Scotland.

Public Health England advises that radon gas should be measured in all properties within radon Affected Areas and that homes with radon levels above the Action Level (200 Bq m<sup>-3</sup>) should be remediated, and when achievable to below the Target Level of 100 Bq m<sup>-3</sup>. Householders with levels between the Target Level and Action Level should seriously consider reducing their radon level, especially if they are at greater risk, such as if they are current or ex smokers. Whether or not a home is in fact above or below the Action Level or Target Level can only be established by having the building tested. Public Health England provides a radon testing service which can be accessed at [www.ukradon.org](http://www.ukradon.org)

Indoor radon levels can usually be substantially reduced at a low cost comparable to many home improvements, such as replacing carpets. Details of methods of reducing radon levels are given on the Building Research Establishment Website. <http://www.bre.co.uk/radon>

The Ionising Radiation Regulations, 1999, require employers to take action when radon is present above a defined level in the workplace. Should your site be a place of work, advice may be obtained from your local Health and Safety Executive Area Office or the Environmental Health Department of your local authority. The Building Research Establishment (BRE) publishes a guide (BR293): Radon in the workplace.

Advice on radon in the workplace can also be obtained from Public Health England. For further information, please contact Public Health England (see Contacts section) or go to [www.ukradon.org](http://www.ukradon.org).

## Climate change

### What are the risks

**Physical risks:** result from climatic events. You may face more frequent severe weather events such as flooding, drought and storms. Gradual onset of these environmental changes as a result of climate change could have an adverse impact.

## Useful information

**Transition risks:** result from changes in behaviour including government policy as the UK transitions to a low-carbon economy.

### What are climate risks?

The Impacts from climate change could affect UK companies in many ways. Both the UK Government and the Bank of England have advocated climate related disclosures, which was set out by the Task Force for Climate Related Financial Disclosures in their 2017 recommendations.

### UKCP18

UK Climate Projections 2018 (UKCP18) is the Met Office’s climate projection tool for the UK, which is the update from UKCP09. The data provides probabilistic scenarios for how the climate of the UK may change over the 21st Century. The Met Office states that the tools have been designed to help decision-makers assess their exposure to the climate.

Source: <https://www.metoffice.gov.uk/research/approach/collaboration/ukcp/about/what-is-ukcp>

Representative Concentration Pathways (RCPs)		
Representative Concentration Pathways (RCPs)	Change in Temperature (C) by 2081-2100	Description
RCP2.6	1.6 (0.9-2.3)	Emissions strongly reduced
RCP4.5	2.4 (1.7-3.2)	Mitigation implemented but Paris Agreement missed (IPCC moderate scenario)
RCP6.0	2.8 (2.0-3.7)	2nd medium emission stabilisation pathway
RCP8.5	4.3 (3.2-5.4)	Emissions continue to grow unmitigated

### Stress Testing

As the future climate scenario is unknown and may change in future, in some instances alongside the assessment we have also provided other scenarios in the Data Appendix to assist with other decision making.

### The Paris Agreement

Goal 13 of the UN Sustainable Development Goals calls for urgent action to combat climate change. The Paris Agreement on climate change officially entered into force on 4th November 2016. As of 2020, 195 signatories and 189 countries have joined the Paris Agreement.

The agreement pledges that signatories will take steps to limit temperature rise to well below 2°C by 2050. Both the EU and the UK have pledged climate action and have now written into law that they will have net-zero greenhouse gas emissions by 2050.

### Task Force for Climate Related Financial Disclosure (TCFD) Recommendations

Understanding future climate risk requires consideration as part of the ‘Task Force for Climate Related Financial Disclosures’ (TCFD Recommendations). Within the recommendations, risk management is an integral step where organizations are expected to identify, assess and manage climate related risks.

These recommendations are fast becoming the linchpin of best practice, at an industry and national policy level. The Better Building Partnership (BBP) is a collaboration of the UK’s leading commercial property owners. Its members have signed a ground-breaking commitment to deliver net zero carbon real estate portfolios by 2050. Member organisations are also committing to developing climate change resilient strategies in line with the TCFD Recommendations.

<https://www.betterbuildingspartnership.co.uk/property-owners-make-groundbreaking-climate-change-commitment>

### Transition risks for built environment

The Government are committed to net zero emissions by 2050. In order to achieve this target, the Government are looking at ways the UK can reduce its emissions in all sectors. One of these has been a focus on buildings. The UK has nearly 30 million buildings (27 million of which are residential) and include some of the oldest building stock in Europe. Heating and powering buildings currently accounts for 40% of the UK’s total energy usage. Therefore, there is a need to improve the energy efficiency of our homes and buildings. The Future Homes and Buildings Standard is not due to be implemented until 2025, however through consultations, Parts L (conservation of fuel and power) and F (ventilation) of the Buildings Regulations for new dwellings were changed in 2021. From 2025, new homes built after this time, will produce 75%-80% less carbon emissions than homes delivered under the old regulations.

Existing homes and some home improvements will also be subject to higher standards, but these will only come when the occupants wants to make thermal upgrades or if building an extension. These are already being asked for. Part L for example requires changes in ventilation. For existing domestic buildings, background ventilations should be fitted to all replacement windows.

There will also be a phase out of gas boilers. The sale of new gas boilers will be prohibited from 2025 and they will be replaced by heat pumps and – depending how the technology develops- hydrogen boilers.

## Useful information

### Energy & Infrastructure

#### Non-renewable energy

Onshore oil and gas exploration and production licences relate to areas of land (blocks). The Oil and Gas Authority (OGA) grants the PEDL licences to operators. They must show technical and environmental competence and have access to funding. The government does not directly grant access rights. Planning permission must be sought from the Local Authority. Environmental permits must also be sought from the Environment Agency, Scottish Environment Protection Agency, or Natural Resources Wales.

As well as the areas currently licenced for oil and gas exploration, we will also show the 159 new licences that were offered under the 14th Onshore Oil and Gas Licencing Round to successful applicants.

Before any drilling activities can begin, the operator must first get planning permission. Contact your Local Planning Authority to get details of any current planning applications near to your site.

#### Fracking (Hydraulic Fracturing)

Fracking is just one technical part of the process needed for the development and operation of a shale gas facility. This includes exploration, production and abandonment. Each stage of the shale gas development process presents a distinct set of risks. These include contamination risk to groundwater and surface water, seismic risks, and amenity risks (for example, from increased traffic movements). The nature of risk depends upon both the impact should an event occur and the likelihood of it occurring. Some guidance has been produced in relation to shale gas by UK Government and environmental regulators. It is likely that significantly more will follow before commercial shale gas operations begin at any significant scale.

The fracking process involves injecting water and various other additives into the ground. Some negative media coverage of the process has occurred in the UK and USA. The differences in regulatory regime and geological conditions mean that direct comparison of the UK with the USA is not strictly applicable. A number of reports have been produced by proponents and opponents of the technology in the UK and Europe, with a small number of expert technical reports leading government and regulatory policy towards shale gas development in the UK. However, regulatory advice is currently limited.

There is general consensus that risks to land and buildings]] from fracking are low. The exact nature of risk depends upon site specific considerations.

#### Renewable energy

Planning has a key role in providing renewable and low carbon energy facilities, where the local environmental impact is acceptable. Protection of local amenity is an important consideration which planning authorities consider when making their decisions.

No formal government compensation schemes currently exist for site owners located close to wind or solar farms.

The wind and solar energy industries are increasingly trying to work more closely with the government, councils, local communities and wider interest groups, to ensure that benefits associated with wind energy developments are felt by those who live locally. RenewableUK developed the Community Benefits Protocol in 2011 to ensure that the wind power industry delivers on these benefits. As part of the Protocol, developers commit to provide a minimum of £1000 per MW of installed capacity, or equivalent benefits, directly to host communities. Further information can be obtained from RenewableUK (<https://www.renewableuk.com/>).

#### Wind energy

Wind farms do not usually pose a risk to the surrounding environment. But due to the large areas they cover and the height of the turbines they can cause problems. These include visual impacts and those from noise/vibrations produced by the turbines. Ecological impacts can also be present although these tend not to be so relevant to site.

The biggest issue relates to the visual impact of a wind farm. The resulting changes of the visual landscape can be significant. This is particularly a problem in protected rural areas.

The wind is the UK's largest source of renewable energy generation. There are between 400-500 wind farms and around 4000-4500 wind turbines in the UK. With many projects due to be developed these figures will continue to grow.

RenewableUK (<https://www.renewableuk.com/>) holds records of wind projects in the UK Wind Energy Database.

#### Solar energy

The main environmental impact of a solar farm is visual impact. Solar farms can cover large areas of land, but the structures within them are rarely higher than 2m above ground level. Visual impact can be reduced if planned and screened sensitively. A solar farm does not generate noise and is quick to construct (often only 1-2 months). There is very little maintenance traffic once construction completes.

Panels may be freestanding or attached to a building with a large surface area such as a warehouse roof. They are a form of renewable and low carbon energy production. They could help provide the UK with a secure energy supply and reduce greenhouse gas emissions.

#### Other renewable energy

As well as wind and solar power there are a variety of other renewable power sources in the UK. Details of the other types of renewable energy are:

## Useful information

- **Small / Large Hydroelectric**- Power stations that produce electricity using the gravitational force of falling or flowing water. Small hydro projects are those that produce 10 megawatts or less.
- **Shoreline Wave**- Electricity generation using sea surface waves
- **Tidal Barrage / Stream**- this is a form of hydroelectric power station that converts the energy of tides into electricity
- **Biomass** - Energy is created by burning biological material such as wood and certain types of Plants.
- **Co-firing**- A co-firing power plant burns biomass together with fossil fuels.
- **Anaerobic / Sewage Digestion**- The process produces a biogas, consisting partly of methane. This biogas can be used directly as fuel to generate electricity.
- **Hot Dry Rocks**- This is a type of geothermal power plant which uses heat produced naturally in the ground to create electricity.
- **Landfill Gas**- Burning of landfill gases to produce power
- **Energy From Waste (EfW) Incineration**- EfW is a form of energy recovery. Most EfW processes produce electricity and/or heat directly through burning.
- **Advanced Conversion Technology**- A process that produces gas by burning waste at extremely high temperatures. This achieves 100% degradation of the waste to "white ash". The gas produced is burnt for electricity generation and thermal energy distribution and utilisation.

## Above and below ground railways

Railways indicated in the report are found on Open Street Map, and include those categorised as abandoned and historic.

Abandoned railways are based on the Open Street Map (OSM) classes of abandoned, dismantled, disused and razed. They are either the former railways in which the tracks and infrastructure have been removed and the course maybe recognisable. or a section of railway which is no longer in use, but the track and infrastructure remain in place. These railways will be classed as 'Inactive'

Historic railways are based on the following OSM classes: heritage, historic, historical, and preserved and they are generally running historic trains as tourist attractions. These railways will be classed as 'Active'.

### Crossrail

Crossrail, now completed and known as the Elizabeth Line, stretches from Reading and Heathrow in the west, to Shenfield and Abbeywood in the east. The development covers over 100km of track, of which 21km are new rail tunnels under central London.

### Crossrail 2

Crossrail 2 (CR2) is a new (proposed) railway, linking the national rail networks in and around Surrey and Hertfordshire via an underground tunnel through London. In the central tunnelled section of the route, CR2 is expected to serve stations between Wimbledon in the south and New Southgate and Tottenham Hale in the north, providing an interchange with other London Underground, Overground and National Rail services. In Surrey and south west London, CR2 is expected to use the existing rail lines beyond Wimbledon. North of Tottenham Hale, CR2 is expected to connect with the West Anglia Main Line.

If you have a site near to any of the existing or proposed CR2 stations, you may benefit from the lines, once open. Other properties may need to be acquired or will be affected by the construction of the line or running of the trains. A site above the construction of a new tunnel could be affected as a result of ground settlement. Settlement is the technical term given to the way the ground moves around a hole after it has been dug out. Digging tunnels, shafts and basements always causes small movements in the ground.

Crossrail2 was paused in October 2020, and it is not currently know when further work will continue. Transport for London (TfL) continues to manage the Crossrail 2 Safeguarding Directions on behalf of the Secretary of State for Transport and continues to work with stakeholders whose developments are affected by the Safeguarding. This is to ensure they can continue to protect the route until such time as the railway can be progressed.

### Safeguarding limits

Safeguarding is where a proposed project's location or route is protected from conflicting development. Any development within the safeguarded area could be subject to extra planning restrictions. Land can be used during construction for the transfer of building waste materials or machinery. This may result in disruption to the affected site and in nearby areas. The existence of a safeguarding direction will be declared by the local planning authority in response to searches of the local land charges register.

### High Speed 2

High Speed 2 (HS2) is currently under construction, and comprises of 140-miles of track, four new stations, 2 depts, 32 miles of tunnel and 130 bridges.

Once operational, HS2's British-built bullet trains will provide zero-carbon journeys between the UK's two largest cities, Birmingham and London, with services continuing on to Manchester, the North West and Scotland using the conventional railway network, cutting journey times.




## 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](http://www.ordnancesurvey.co.uk)  
 [customerservices@ordnancesurvey.co.uk](mailto:customerservices@ordnancesurvey.co.uk)  
 03456 05 05 05


### 2 Landmark Information Group Limited

Landmark Information Group  
Imperium  
Imperial Way  
Reading  
RG2 0TD

 [www.landmark.co.uk](http://www.landmark.co.uk)  
 [helpdesk@landmark.co.uk](mailto:helpdesk@landmark.co.uk)  
 0330 036 6619

### 3 Environment Agency, National Customer Contact Centre (NCCC)

PO Box 544  
Templeborough  
Rotherham  
S60 1BY

 [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)  
 03708 506 506

### 4 British Geological Survey, Enquiry Service

British Geological Survey  
Environmental Science Centre  
Keyworth  
Nottingham  
NG12 5GG

 [www.bgs.ac.uk](http://www.bgs.ac.uk)  
 [enquiries@bgs.ac.uk](mailto:enquiries@bgs.ac.uk)  
 0115 936 3143

### 5 Crossrail Ltd

25 Canada Square  
Canary Wharf  
London  
E14 5LQ

 [www.crossrail.co.uk](http://www.crossrail.co.uk)  
 0345 602 3813

### 6 PinPoint Information Ltd

Riverbank House  
1 Putney Bridge Approach  
London  
SW6 3JD

 [www.pinpointinformation.co.uk](http://www.pinpointinformation.co.uk)

## Important consumer protection information



This search has been produced by:

### Landmark Information Group Limited

Imperium  
Imperial Way  
Berkshire  
RG2 0TD

✉ [helpdesk@landmark.co.uk](mailto: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](http://www.tpos.co.uk)

✉ [admin@tpos.co.uk](mailto: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](mailto: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

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