CommercialDW
Drainage & Water Enquiry

Thames Water Property Searches

TM Property Service Ltd.
743360 Swindon 31

Search address supplied	GARAGES ADJACENT 86, BEECH AVENUE, BRENTFORD, MIDDLESEX, TW8 8NH
Your reference	19724432
Our reference	CDWS/CDWS Standard/2019_4067817
Received date	2 September 2019
Search date	4 September 2019

Keeping you up-to-date

Notification of Price Changes

From 1 September 2018 Thames Water Property Searches will be increasing the price of its Residential CON29DW and Commercial Drainage & Water Enquiries in line with RPI at 3.23%.

For further details on the price increase, please visit our website: www.thameswater-propertysearches.co.uk Please note that any orders received with a higher payment prior to the 1 September 2018 will be non-refundable.

Thames Water Utilities Ltd
Property Searches, PO Box 3189, Slough SL1 4WW
DX 151280 Slough 13

searches@thameswater.co.uk
www.thameswater-propertysearches.co.uk

0845 070 9148

COMMERCIALDW
DRAINAGE AND WATER ENQUIRY

searchcode

CommercialDW
Drainage & Water Enquiry

Thames Water Property Searches

Question		Summary Answer
Maps, Wayleaves, Easements, Manhole Cover and Invert levels		
1.1	Where relevant, please include a copy of an extract from the public sewer map.	Map Provided
1.2	Where relevant, please include a copy of an extract from the map of waterworks.	Map Provided
1.3	Is there a wayleave/easement agreement giving Thames Water the right to lay or maintain assets or right of access to pass through private land in order to reach the Company's assets?	No
1.4	On the copy extract from the public sewer map, please show manhole cover, depth and invert levels where the information is available.	See Details
Drainage		
2.1	Does foul water from the property drain to a public sewer?	See Details
2.2	Does surface water from the property drain to a public sewer?	See Details
2.3	Is a surface water drainage charge payable?	See Details
2.4	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	No
2.4.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?	No
2.5	Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	See Details
2.5.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the 50metres of any buildings within the property?	No
2.6	Are any sewers or lateral drains serving, or which are proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?	No
2.7	Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?	No
2.8	Is the building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers?	Not At Risk
2.9	Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	2.401 Kilometres
Water		
3.1	Is the property connected to mains water supply?	See Details
3.2	Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	No
3.3	Is any water main or service pipe serving or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?	No
3.4	Is the property at risk of receiving low water pressure or flow?	See Details
3.5	What is the classification of the water supply for the property?	See Details
3.6	Please include details of the location of any water meter serving the property.	See Details

Question		Summary Answer
Charging		
4.1.1	Who are the sewerage undertakers for the area?	Thames Water
4.1.2	Who are the water undertakers for the area?	Thames Water
4.2	Who bills the property for sewerage services?	See Details
4.3	Who bills the property for water services?	See Details
4.4	Is there a meter installed at this property?	No
4.5	Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste?	No

CommercialDW
Drainage & Water Enquiry

Thames Water Property Searches

Search address supplied: GARAGES ADJACENT 86, BEECH AVENUE, BRENTFORD, MIDDLESEX, TW8 8NH

Any new owner or occupier will need to contact Thames Water on 0800 316 9800 or log onto our website www.thameswater.co.uk and complete our online form to change the water and drainage services bills to their name.

The following records were searched in compiling this report: - the map of public sewers, the map of waterworks, water and sewer billing records, adoption of public sewer records, building over public sewer records, the register of properties subject to internal foul flooding, the register of properties subject to poor water pressure and the drinking water register.
Thames Water Utilities Ltd (TWUL) holds all of these.

TWUL, trading as Property Searches, are responsible in respect of the following:-

(i) any negligent or incorrect entry in the records searched

(ii) any negligent or incorrect interpretation of the records searched

(iii) any negligent or incorrect recording of that interpretation in the search report

(iv) and compensation payments

Please refer to the attached Terms & Conditions. Customers and clients are asked to note these terms, which govern the basis on which this Commercial Drainage and Water search is supplied.

COPSO EXECUTIVE MEMBER

Thames Water Property Searches is an Executive member of CoPSO (Council of Property Search Organisations).

Maps, Wayleaves, Easements, Manhole Cover and Invert levels

1.1 Where relevant, please include a copy of an extract from the public sewer map.

A copy of an extract of the public sewer map is included, showing the public sewers, disposal mains and lateral drains in the vicinity of the property.

1.2 Where relevant, please include a copy of an extract from the map of waterworks.

A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property.

1.3 Wayleaves & Easements

Is there a wayleave/easement agreement giving Thames Water the right to lay or maintain assets or right of access to pass through private land in order to reach the Company's assets?

No.

1.4 Manhole

On the copy extract from the public sewer map, please show manhole cover, depth and invert levels where the information is available.

Details of any manhole cover and invert levels applicable to this site are enclosed.

Drainage

2.1 Does foul water from the property drain to a public sewer?

The enquiry appears to relate to a plot of land or a recently built property. It is recommended that drainage proposals are checked with the developer.

2.2 Does surface water from the property drain to a public sewer?

Records indicate that this enquiry relates to a plot of land or a recently built property. It is recommended that the drainage proposals are checked with the developer. If the property was constructed after 6th April 2015 the Surface Water drainage may be served by a Sustainable Drainage System (SuDS). Further information may be available from the Developer.

2.3 Is a surface water drainage charge payable?

This enquiry appears to relate to a plot of land or a recently built property. It is recommended that charging proposals are checked with the developer. If the property was constructed after 6th April 2015 the Surface Water drainage may be served by a Sustainable Drainage System (SuDS). Further information may be available from the Developer.

2.4 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundary of the property?

The public sewer map indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. However, from the 1st October 2011 there may be lateral drains and/or public sewers which are not recorded on the public sewer map but which may prevent or restrict development of the property.

2.4.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?

The public sewer map included indicates that there is no public pumping station within the boundaries of the property.

2.5 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

The public sewer map indicates that there are no public sewers within 30.48 metres (100 feet) of any buildings within the property.
However, from the 1st October 2011 many private sewers were transferred into public ownership and may not be recorded on the public sewer map and it is our professional opinion that if the property is connected to a foul sewer it is likely that there will be a public sewer within 30.48 metres (100 feet) of any buildings within the property.

2.5.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres of any buildings within the property?

The public sewer map included indicates that there is no public pumping station within 50 metres of any buildings within the property.

2.6 Are any sewers or lateral drains serving, or which are proposed to serve, the property the subject of an existing adoption agreement or an application for such an agreement?

Records confirm that Foul sewers serving the development, of which the property forms part are not the subject of an existing adoption agreement or an application for such an agreement.

The Surface Water sewer(s) and/or Surface Water lateral drain(s) are not the subject of an adoption agreement.

2.7 Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?

There are no records in relation to any approval or consultation about plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain. However, the sewerage undertaker might not be aware of a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain.

2.8 Is the building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers?

The property is not recorded as being at risk of internal flooding due to overloaded public sewers.

From the 1st October 2011 most private sewers, disposal mains and lateral drains were transferred into public ownership It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which the sewerage undertaker is not aware of. For further information it is recommended that enquiries are made of the vendor.

2.9 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.

The nearest sewage treatment works is Mogden STW which is 2.401 kilometres to the south west of the property.

Water

3.1 Is the property connected to mains water supply?

The enquiry appears to relate to a plot of land or a recently built property. It is recommended that the water proposals are checked with the developer.

3.2 Are there any water mains, resource mains or discharge pipes within the boundary of the property?

The map of waterworks does not indicate any water mains, resource mains or discharge pipes within the boundaries of the property.

3.3 Is any water main or service pipe serving, or which is proposed to serve, the property the subject of an existing adoption agreement or an application for such an agreement?

Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.

3.4 Is the property at risk of receiving low water pressure or flow?

Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow.

3.5 What is the classification of the water supply for the property?

The water supplied to the property has an average water hardness of 98.7mg/l calcium which is defined as HARD by ThamesWater.

3.6 Please include details of the location of any water meter serving the property.

This enquiry appears to relate to a plot of land or a recently built property. It is recommended that drainage proposals are checked with the developer.

Charging

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

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

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

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

4.2 Who bills the property for sewerage services?

If you wish to know who bills the sewerage services for this property then you will need to contact the current owner. For a list of all potential retailers of sewerage services for the property please visit www.open-water.org.uk

4.3 Who bills the property for water services?

If you wish to know who bills the water services for this property then you will need to contact the current owner. For a list of all potential retailers of water services for the property please visit www.open-water.org.uk

4.4 Is there a meter installed at this property?

Records indicate that there is no meter installed at this property.

4.5 Trade Effluent Consent

Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste?

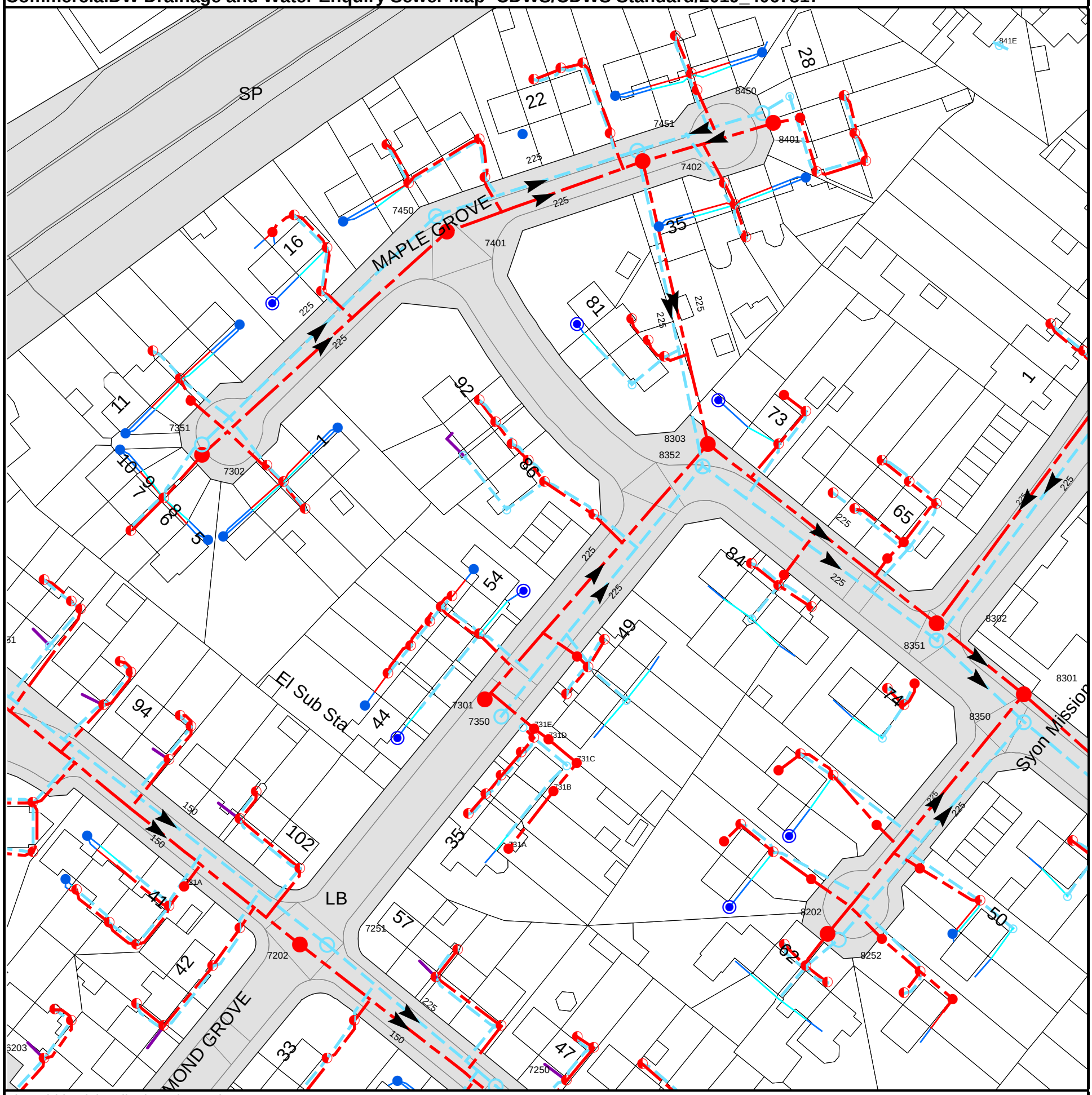
No.

Payment for this Search

A charge will be added to your suppliers account.

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

CommercialDW Drainage and Water Enquiry Sewer Map- CDWS/CDWS Standard/2019_4067817



The width of the displayed area is 200m

The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

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

NB. Levels quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates no survey information is available.

Manhole Reference	Manhole Cover Level	Manhole Invert Level
74XX	n/a	n/a
74YZ	n/a	n/a
74ZQ	n/a	n/a
74ZY	n/a	n/a
74YT	n/a	n/a
74YW	n/a	n/a
74YR	n/a	n/a
74ZW	n/a	n/a
84XW	n/a	n/a
84XV	n/a	n/a
84XX	0	0
84YW	n/a	n/a
84ZW	n/a	n/a
84ZX	n/a	n/a
8401	9.61	7.68
84ZT	n/a	n/a
8450	9.61	7.96
84ZQ	n/a	n/a
84ZZ	n/a	n/a
841E	n/a	n/a
82KU	n/a	n/a
83OK	n/a	n/a
83OL	n/a	n/a
83VW	n/a	n/a
83WS	n/a	n/a
83VT	n/a	n/a
83VS	n/a	n/a
82NO	n/a	n/a
83VR	n/a	n/a
82MO	n/a	n/a
82ZV	n/a	n/a
82ML	n/a	n/a
8202	7.88	6.57
83VQ	n/a	n/a
8252	7.89	6.81
83VP	n/a	n/a
83NK	n/a	n/a
82NR	n/a	n/a
83NQ	n/a	n/a
82NP	n/a	n/a
83NR	n/a	n/a
83NS	n/a	n/a
82NQ	n/a	n/a
82PR	n/a	n/a
82PN	n/a	n/a
82OL	n/a	n/a
82PQ	n/a	n/a
82OS	n/a	n/a
8350	8.1	6.46
8301	8.11	6.2
8351	8.24	6.62
8302	8.27	6.3
83MN	n/a	n/a
83LQ	n/a	n/a
83MO	n/a	n/a
83LS	n/a	n/a
83LT	n/a	n/a
83ZT	n/a	n/a
83YX	n/a	n/a
83ZV	n/a	n/a
83LK	n/a	n/a
83LN	n/a	n/a
83KT	n/a	n/a
83KR	n/a	n/a
8352	8.75	7.07
83KP	0	0
8303	8.89	6.61
83YQ	n/a	n/a
83YR	n/a	n/a
83YS	n/a	n/a
83QO	n/a	n/a
83PT	n/a	n/a
83QM	n/a	n/a
84LO	n/a	n/a
84WY	n/a	n/a
84YV	n/a	n/a
7250	7.95	6.52
72RQ	n/a	n/a
72KQ	n/a	n/a
72KO	n/a	n/a
72KP	n/a	n/a

Manhole Reference	Manhole Cover Level	Manhole Invert Level
72QL	n/a	n/a
73RX	n/a	n/a
73TV	n/a	n/a
73MP	n/a	n/a
73RY	n/a	n/a
73SQ	n/a	n/a
7301	9.05	7.29
73MQ	n/a	n/a
7350	9.05	7.61
73NL	n/a	n/a
73TT	n/a	n/a
731A	n/a	n/a
73NM	n/a	n/a
73MO	n/a	n/a
73VQ	n/a	n/a
73NN	n/a	n/a
731E	n/a	n/a
73VP	n/a	n/a
731D	n/a	n/a
731B	n/a	n/a
73LS	n/a	n/a
73MM	n/a	n/a
731C	n/a	n/a
73LQ	n/a	n/a
73KP	n/a	n/a
73SY	n/a	n/a
73LO	n/a	n/a
73LL	n/a	n/a
63ZX	n/a	n/a
73ZV	n/a	n/a
73ZR	n/a	n/a
73ZQ	n/a	n/a
7351	12.18	10.3
73ZT	n/a	n/a
74WW	n/a	n/a
74WV	n/a	n/a
74VZ	n/a	n/a
74WT	n/a	n/a
73XS	n/a	n/a
74XZ	n/a	n/a
74WX	n/a	n/a
74XQ	n/a	n/a
7450	10.94	9.1
7401	10.95	8.66
73VT	n/a	n/a
74XW	n/a	n/a
73TR	n/a	n/a
73VR	n/a	n/a
73WV	n/a	n/a
73VV	n/a	n/a
7451	9.99	7.67
7402	9.97	7.29
73WT	n/a	n/a
74ZR	0	0
73WS	n/a	n/a
84YS	n/a	n/a
84XY	n/a	n/a
63QM	n/a	n/a
63QQ	n/a	n/a
63PT	n/a	n/a
63QP	n/a	n/a
63SS	n/a	n/a
63NM	n/a	n/a
63ZT	n/a	n/a
63LR	n/a	n/a
63MR	n/a	n/a
63ZV	n/a	n/a
73YV	n/a	n/a
73NQ	n/a	n/a
73NO	n/a	n/a
73NS	n/a	n/a
7302	12.2	9.89
73YR	n/a	n/a
73XV	n/a	n/a
73OM	n/a	n/a
73ON	n/a	n/a
73XX	n/a	n/a
73XQ	n/a	n/a
73XT	n/a	n/a
73RW	n/a	n/a
73SV	n/a	n/a
73ST	n/a	n/a
73RS	n/a	n/a

Manhole Reference	Manhole Cover Level	Manhole Invert Level
73SR	n/a	n/a
62SQ	n/a	n/a
62SO	n/a	n/a
62NQ	n/a	n/a
62SP	n/a	n/a
62NU	n/a	n/a
62NV	n/a	n/a
62QR	n/a	n/a
62ON	n/a	n/a
72ST	n/a	n/a
72MR	n/a	n/a
721A	n/a	n/a
72TO	n/a	n/a
72TL	n/a	n/a
72KL	n/a	n/a
7202	9.26	7.28
7251	9.19	7.61
72KU	n/a	n/a
72KV	n/a	n/a
72MM	n/a	n/a
72RO	n/a	n/a
72RS	n/a	n/a
63RQ	n/a	n/a
63RR	n/a	n/a

The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

Sewer Key - Commercial Drainage and Water Enquiry

Public Sewer Types (Operated & Maintained by Thames Water)

Foul: A sewer designed to convey waste water from domestic and industrial sources to a treatment works.

Surface Water: A sewer designed to convey surface water (e.g. rain water from roofs, yards and car parks) to rivers or watercourses.

Combined: A sewer designed to convey both waste water and surface water from domestic and industrial sources to a treatment works.

Trunk Surface Water

Trunk Foul

Storm Relief

Trunk Combined

Vent Pipe

Bio-solids (Sludge)

Proposed Thames Surface Water Sewer

Proposed Thames Water Foul Sewer

Gallery

Foul Rising Main

Surface Water Rising Main

Combined Rising Main

Sludge Rising Main

Proposed Thames Water Rising Main

Vacuum

Sewer Fittings

A feature in a sewer that does not affect the flow in the pipe. Example: a vent is a fitting as the function of a vent is to release excess gas.

Air Valve

Dam Chase

Fitting

Meter

Vent Column

Operational Controls

A feature in a sewer that changes or diverts the flow in the sewer. Example: A hydrobrake limits the flow passing downstream.

Control Valve

Drop Pipe

Ancillary

Weir

End Items

End symbols appear at the start or end of a sewer pipe. Examples: an Undefined End at the start of a sewer indicates that Thames Water has no knowledge of the position of the sewer upstream of that symbol, Outfall on a surface water sewer indicates that the pipe discharges into a stream or river.

Outfall

Undefined End

Inlet

Other Symbols

Symbols used on maps which do not fall under other general categories

Public/Private Pumping Station

Change of characteristic indicator (C.O.C.I.)

Invert Level

Summit

Areas

Lines denoting areas of underground surveys, etc.

Agreement

Operational Site

Chamber

Tunnel

Conduit Bridge

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

Foul Sewer

Surface Water Sewer

Combined Sewer

Gulley

Culverted Watercourse

Proposed

Abandoned Sewer

Notes:

1) All levels associated with the plans are to Ordnance Datum Newlyn.

2) All measurements on the plans are metric.

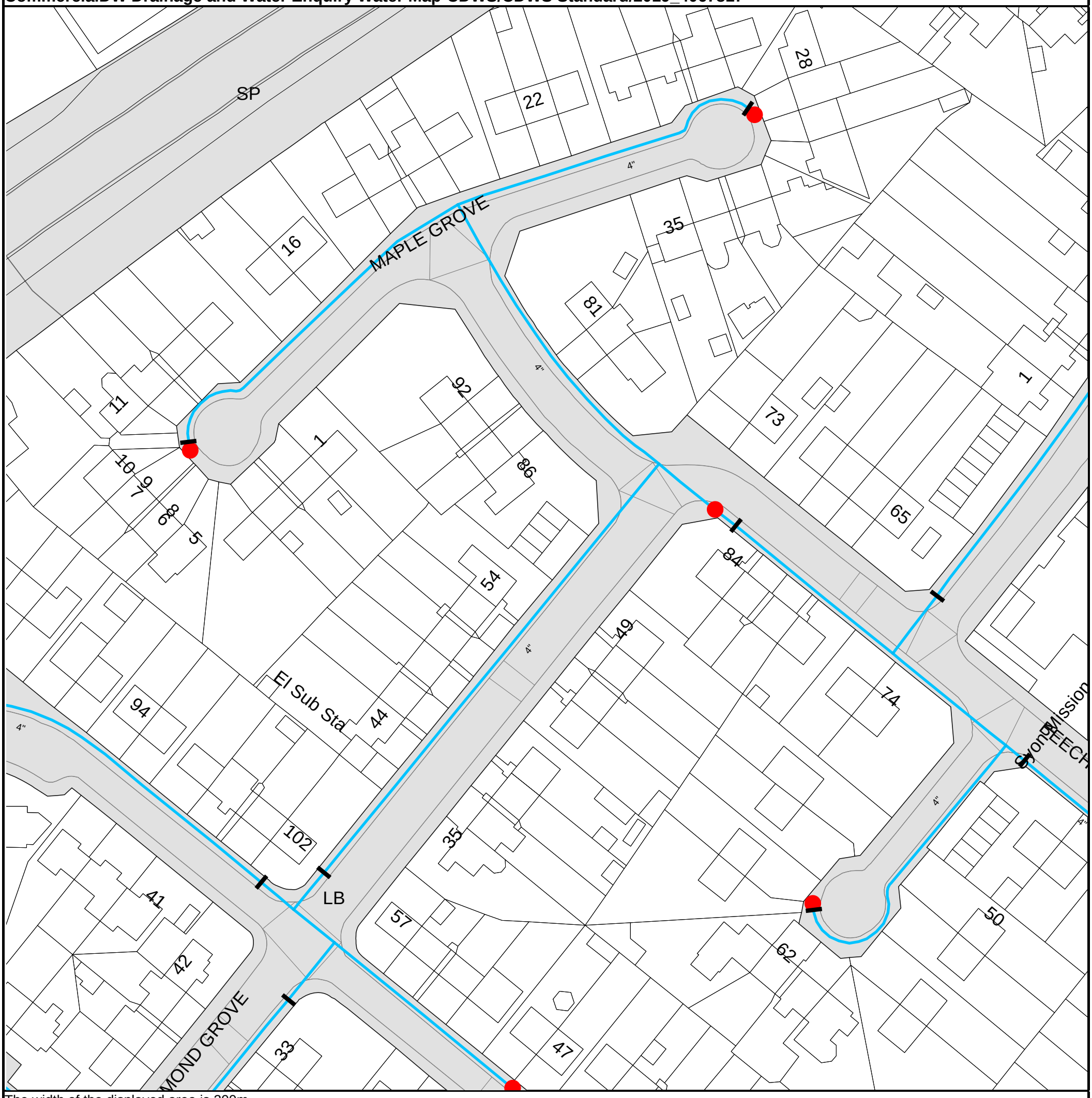
3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of flow.

4) Most private pipes are not shown on our plans, as in the past, this information has not been recorded.

5) 'na' or '0' on a manhole level indicates that data is unavailable.

6) The text appearing alongside a sewer line indicates the internal diameter of the pipe in milimetres. Text next to a manhole indicates the manhole reference number and should not be taken as a measurement. If you are unsure about any text or symbology present on the plan, please contact a member of Property Searches on 0118 925 1504.

CommercialDW Drainage and Water Enquiry Water Map-CDWS/CDWS Standard/2019_4067817



The width of the displayed area is 200m

The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

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

Waterworks Key - Commercial Drainage and Water Enquiry

Water Pipes (Operated & Maintained by Thames Water)

4"

Distribution Main: The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.

16"

Trunk Main: A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.

3" SUPPLY

Supply Main: A supply main indicates that the water main is used as a supply for a single property or group of properties.

3" FIRE

Fire Main: Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.

3" METERED

Metered Pipe: A metered main indicates that the pipe in question supplies water for a single property or group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown.

Transmission Tunnel: A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided.

Proposed Main: A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

PIPE DIAMETER	DEPTH BELOW GROUND
Up to 300mm (12")	900mm (3')
300mm - 600mm (12" - 24")	1100mm (3' 8")
600mm and bigger (24" plus)	1200mm (4')

Valves

- General Purpose Valve
- Air Valve
- Pressure Control Valve
- Customer Valve

Hydrants

- Single Hydrant

Meters

- Meter

End Items

Symbol indicating what happens at the end of a water main.

- Blank Flange
- Capped End
- Emptying Pit
- Undefined End
- Manifold
- Customer Supply
- Fire Supply

Operational Sites

- Booster Station
- Other
- Other (Proposed)
- Pumping Station
- Service Reservoir
- Shaft Inspection
- Treatment Works
- Unknown
- Water Tower

Other Symbols

- Data Logger

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

Other Water Company Main: Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them.

Private Main: Indiates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.

For your guidance:

- Thames Water Property Searches Complaints Procedure:
  - Thames Water Property Searches offers a robust complaints procedure. Complaints can be made by telephone, in writing, by email (searches@thameswater.co.uk) or through our website (www.thameswater-propertysearches.co.uk)

As a minimum standard Thames Water Property Searches will:

- endeavour to resolve any contact or complaint at the time of receipt. If this isn't possible, we will advise of timescales;
- investigate and research the matter in detail to identify the issue raised (in some cases third party consultation will be required);
- provide a response to the customer within 10 working days of receipt of the complaint;
- provide compensation, if no response or acknowledgment that we are investigating the case is given within 10 working days of receipt of the complaint;
- keep you informed of the progress and, depending on the scale of investigation required, update with new timescales as necessary;
- provide an amended search, free of charge, if required;
- provide a refund if we find your complaint to be justified; take the necessary action within our power to put things right.

If you want us to liaise with a third party on your behalf, just let us know.

If you are still not satisfied with the outcome provided, we will refer the matter to a Senior Manager, for resolution, who will respond again within 5 working days.

If you remain dissatisfied with our final response you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). Please refer to the final page of the search for further details.

Question 1.1

For your guidance:

- The Water Industry Act 1991 defines Public Sewers as those which Thames Water have responsibility for. Other assets and rivers, watercourses, ponds, culverts or highway drains may be shown for information purposes only.
- The company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.
- Assets other than public sewers may be shown on the copy extract, for information.

Question 1.2

For your guidance:

- The “water mains” in this context are those, which are vested in and maintainable by the water company under statute.
- Assets other than public water mains may be shown on the plan, for information only.
- Water companies are not responsible for private supply pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

Question 2.1

For your guidance:

- Water companies are not responsible for any private drains that connect the property to the public sewerage system and do not hold details of these. The property owner will normally have sole responsibility for private drains serving the property. These may pass through land outside the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- If foul water does not drain to the public sewerage system, the property may have private facilities in the form of a cesspit, septic tank or other type of treatment plant.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Question 2.2

For your guidance:

- Sewerage Undertakers are not responsible for any private drains that connect the property to the public sewerage system, and do not hold details of these.
- The property owner will normally have sole responsibility for private drains serving the property. These private drains may pass through land outside of the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- In some cases, 'Sewerage Undertakers' records do not distinguish between foul and surface water connections to the public sewerage system.
- At the time of privatisation in 1989, Sewerage Undertakers were sold with poorly-kept records of sewerage infrastructure. The records did not always show which properties were connected for surface water drainage purposes. Accordingly, billing records have been used to provide an answer for this element of the drainage and water search.
- Due to the potential inadequacy of 'Sewerage Undertakers' infrastructure records with respect to surface water drainage, it is the customer's responsibility to inform the Sewerage Undertaker that they do not receive the surface water drainage service. If on inspection, the buyer finds that surface water from the property does not drain to a public sewer, then the property may be eligible for a rebate of the surface water drainage charge. If you wish to know who bills the sewerage services for this property then you will need to contact the current owner. For a list of all potential retailers of sewerage services for the property please visit www.open-water.org.uk.
- If surface water from the property does not drain to the public sewerage system, the property may have private facilities in the form of a soakaway or private connection to a watercourse.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Question 2.3

For your guidance:

- If surface water from the property drains to a public sewer, then a surface water drainage charge is payable.
- Where a surface water drainage charge is currently included in the property's water and sewerage bill but, on inspection, the buyer finds that surface water from the property does not drain to a public sewer, then the property may be eligible for a rebate of the surface water drainage charge. If you wish to know who bills the sewerage services for this property then you will need to contact the current owner. For a list of all potential retailers of sewerage services for the property please visit www.open-water.org.uk.

Question 2.4

For your guidance:

- Thames Water has a statutory right of access to carry out work on its assets. Employees of Thames Water or its contractors may, therefore, need to enter the property to carry out work.
- Please note if the property was constructed after 1st July 2011 any sewers and/or lateral drain within the boundary of the property are the responsibility of the householder.
- The approximate boundary of the property has been determined by reference to the Ordnance Survey Record or the map supplied.
- The presence of a public sewer running within the boundary of the property may restrict further development. The Company has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the Company, or its contractors, needing to enter the property to carry out work.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

Question 2.4.1

For your guidance:

- Private pumping stations installed before 1st July 2011 will be transferred into the ownership of the sewerage undertaker.
- From the 1st October 2016 private pumping stations which serve more than one property have been transferred into public ownership but may not be recorded on the public sewer map.
- The approximate boundary of the property has been determined by reference to the Ordnance Survey Record or the map supplied.
- The presence of a public pumping station within the boundary of the property may restrict further development. The company has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company, or its contractors, needing to enter the property to carry out work.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

Question 2.5

For your guidance:

- This is because there are no buildings from which to measure the distance to any public sewers.
- The presence of a public sewer within 30.48 metres (100 feet) of the building(s) within the property can result in the local authority requiring a property to be connected to the public sewer.
- The measurement is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

Question 2.5.1

For your guidance:

- Private pumping stations installed before 1st July 2011 will be transferred into the ownership of the sewerage undertaker.
- From the 1st October 2016 private pumping stations which serve more than one property have been transferred into public ownership but may not be recorded on the public sewer map.
- The presence of a public pumping station within 50 metres of the building(s) within the property can result in the local authority requiring a property to be connected to the public sewer.
- The measurement is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

Question 2.6

For your guidance:

- Any sewers and/or lateral drains within the boundary of the property are not the subject of an adoption agreement and remain the responsibility of the householder. Adoptable sewers are normally those situated in the public highway.
- This enquiry is of interest to purchasers who will want to know whether or not the property will be linked to a public sewer.
- Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of private drains and sewers for which they will hold maintenance and renewal liabilities.
- Final adoption is subject to the developer complying with the terms of the adoption agreement under Section 104 of the Water Industry Act 1991 and meeting the requirements of 'Sewers for Adoption' 6th Edition.

Question 2.7

For your guidance:

- From the 1st October 2011 most private sewers, disposal mains and lateral drains were transferred into public ownership and the sewerage undertaker may not have been approved or consulted about any plans to erect a building or extension on the property over or in the vicinity of these.
- Buildings or extensions erected over a sewer in contravention of building controls may have to be removed or altered.

Question 2.8

For your guidance:

- For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.
- "Internal flooding" from public sewers is defined as flooding, which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- "At Risk" properties are those that the water company is required to include in the Regulatory Register that is presented annually to the Director General of Water Services. These are defined as properties that have suffered, or are likely to suffer, internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Company's reporting procedure.
- Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the At Risk Register.
- Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the Company.
- Public Sewers are defined as those for which the Company holds statutory responsibility under the Water Industry Act 1991.
- It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Company. This report excludes flooding from private sewers and drains and the Company makes no comment upon this matter.
- For further information please contact Thames Water Utilities Ltd on Tel: 0800 316 9800 or website www.thameswater.co.uk

Question 2.9

For your guidance:

- The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated.
- The sewerage undertaker's records were inspected to determine the nearest sewage treatment works.
- It should be noted that there may be a private sewage treatment works closer than the one detailed above that has not been identified.
- As a responsible utility operator, Thames Water Utilities Ltd seeks to manage the impact of odour from operational sewage works on the surrounding area. This is done in accordance with the Code of Practice on Odour Nuisance from Sewage Treatment Works issued via the Department of Environment, Food and Rural Affairs (DEFRA). This Code recognises that odour from sewage treatment works can have a detrimental impact on the quality of the local environment for those living close to works. However DEFRA also recognises that sewage treatment works provide important services to communities and are essential for maintaining standards in water quality and protecting aquatic based environments. For more information visit www.thameswater.co.uk

Question 3.1

For your guidance:

- The Company does not keep details of private supplies. The situation should be checked with the current owner of the property.

Question 3.2

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied, the Ordnance Survey Record was used. If the Water undertaker mentioned in Question 4.1.2 is not Thames Water Utilities Ltd the boundary of the property has been determined by the Ordnance Survey.
- The presence of a public water main within the boundary of the property may restrict further development within it. Water companies have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the Company, or its contractors, needing to enter the property to carry out work.

Question 3.3

For your guidance:

- This enquiry is of interest to purchasers who will want to know whether or not the property will be linked to the mains water supply.

Question 3.4

For your guidance:

- “Low water pressure” means water pressure below the regulatory reference level, which is the minimum pressure when demand on the system is not abnormal.
- Water Companies are required to include in the Regulatory Register that is presented annually to the Director General of Water Services, properties receiving pressure below the reference level, provided that allowable exclusions do not apply (i.e. events which can cause pressure to temporarily fall below the reference level)
- The reference level of service is a flow of 9 litres/minute at a pressure of 10metres / head on the customer's side of the outside stop valve (osv). The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the main stop tap. The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served. For two properties, a flow of 18 litres/minute at a pressure of 10metres/head on the customers' side of the osv is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS806-3 or the Institute of Plumbing handbook.
- **Allowable exclusions** The Company is required to include in the Regulatory Register properties receiving pressure below the reference level, provided that allowable exclusions listed below do not apply.
- **Abnormal demand:** This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand, which are normally expected. Companies should exclude from the reported figures properties which are affected by low pressure only on those days with the highest peak demands. During the report year companies may exclude, for each property, up to five days of low pressure caused by peak demand.
- **Planned maintenance:** Companies should not report low pressures caused by planned maintenance. It is not intended that companies identify the number of properties affected in each instance. However, companies must maintain sufficiently accurate records to verify that low-pressure incidents that are excluded because of planned maintenance are actually caused by maintenance.
- **One-off incidents:** This exclusion covers a number of causes of low pressure; mains bursts; failures of company equipment (such as pressure reducing valves or booster pumps); firefighting; and action by a third party. However, if problems of this type affect a property frequently, they cannot be classed as one-off events and further investigation will be required before they can be excluded.
- **Low-pressure incidents of short duration:** Properties affected by low pressure, which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year, may be excluded from the reported figures.
- Please contact your water undertaker mentioned in Question 4.1.2 if you require further information on water pressure.

Question 3.5

For your guidance:

- Water hardness can be expressed in various indices for example the hardness settings for dishwashers are commonly expressed in Clark's degrees, but check with the manufacturer as there are also other units. The following table shows the normal ranges of hardness.

Thames Water Hardness Category	Calcium (mg/l)	Calcium Carbonate (mg/l)	English Clarke degrees	French degrees	General/ German degrees
Soft	0 to 40	0 to 100	0 to 7	0 to 10	0 to 5.6
Medium	41 to 80	101 to 200	8 to 14	11 to 20	5.7 to 11.2
Hard	Over 80	Over 200	Over 14	Over 20	over 11.2

- Please contact your water undertaker mentioned in Question 4.1.2 if you require further information on water hardness.

Question 3.6

For your guidance:

- Where a meter does not serve the property and the customer wishes to consider this method of charging, they should contact the current owner if they wish to know who bills the water services for this property. For a list of all potential retailers of water services for the property please visit www.open-water.org.uk.

Question 4.4

For your guidance:

- The Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is www.ofwat.gov.uk.
- The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for:
  - Watering the garden other than by hand (this includes the use of sprinklers).
  - Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
  - A bath with a capacity in excess of 230 litres.
  - A reverse osmosis unit
- Where a meter does not serve the property and the customer wishes to consider this method of charging, they should contact the current owner if they wish to know who bills the sewerage and water services for this property. For a list of all potential retailers of sewerage and water services for the property please visit www.open-water.org.uk.

Question 4.5

For your guidance:

- If a Trade effluent consent applies to the premises which are the subject of this search, it is for the applicant to satisfy itself as to the suitability of the consent for its client's requirements. The occupier of any trade premises in the area of a sewerage undertaker may discharge any trade effluent proceeding from those premises into the undertaker's public sewers if he does so with the undertaker's consent. If, in the case of any trade premises, any trade effluent is discharged without such consent or other authorisation, the occupier of the premises shall be guilty of an offence.
- Please note any existing consent is dependent on the business being carried out at the property and will not transfer automatically upon change of ownership.
- For further information regarding Trade Effluent consents please contact: Trade Effluent Control, Crossness STW, Belvedere Road, Abbey Wood London SE2 9AQ.

Customer and Clients are asked to note these terms, which govern the basis on which this CommercialDW Drainage & Water Enquiry is supplied

Definitions

'Client' means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property.
'Company' means a water service company or their data service provider producing the Report.
'Customer' means the person, company, firm or other legal body placing the Order, either on their own behalf as Client, or, as an agent for a Client.
'Order' means any request completed by the Customer requesting the Report.
'Property' means the address or location supplied by the Customer in the Order.
'Report' means the drainage and/or water report prepared by The Company in respect of the Property.
'Thames Water" means Thames Water Utilities Limited registered in England and Wales under number 2366661 whose registered office is at Clearwater Court, Vastern Road, Reading, Berks, RG1 8DB;

Agreement

1 Thames Water agrees to supply the Report to the Customer and the Client subject to these terms. The scope and limitations of the Report are described in paragraph 2 of these terms. Where the Customer is acting as an agent for the Client then the Customer shall be responsible for bringing these terms to the attention of the Client. The Customer and Client agree that the placing of an Order for a Report indicates their acceptance of these terms.

The Report

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

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

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

2.3 The information contained in the Report is based upon the accuracy, completeness and legibility of the address and other information supplied by the Customer or Client.

2.4 The Report provides information as to the location and connection of existing services and should not be relied on for any other purpose. The Report may contain opinions or general advice to the Customer and the Client and Thames Water cannot ensure that any such opinion or general advice is accurate, complete or valid and accepts no liability therefore.

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

Liability

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

3.1 Where the Customer sells this report to a Client (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss or damage whatsoever and the Customer shall indemnify Thames Water in respect of any claim by the Client.

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

3.3 Except in respect of death or personal injury caused by negligence, or as expressly provided in these Terms:

3.3.1 The entire liability of Thames Water or the Company as the case may be in respect of all causes of action arising under or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall not exceed £2,000,000 (two million pounds); and

3.3.2 Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss of profit, loss of goodwill, loss of reputation, loss of business or any indirect, special or consequential loss, damage or other claims, costs or expenses;

Copyright and Confidentiality

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

4.1 The Customer or Client is entitled to make copies of the Report but is not permitted to copy any maps contained in, or attached to the Report

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

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

Payment

5. Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by Thames Water, without any set off, deduction or counterclaim.

5.1 Unless payment has been received in advance, Customers shall be invoiced for the agreed fee once their request has been processed. Any such invoice must be paid within 14 days. Where the Customer has an account with Thames Water, payment terms will be as agreed with Thames Water.

5.2 No payment shall be deemed to have been received until Thames Water has received cleared funds.

5.3 If the Customer fails to pay Thames Water any sum due Thames Water shall be entitled but not obliged to charge the Customer interest on the sum from the due date for payment at the annual rate of 2% above the base lending rate from time to time of Natwest Bank, accruing on a daily basis until payment is made. Thames Water reserves the right to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.

5.4 Thames Water reserves the right to increase fees on reasonable prior written notice at any time.

Cancellations or Alterations

6. Once an Order is placed, Thames Water shall not be under any obligation to accept any request to cancel that Order and payment for the Order shall still be due upon completion of the Report. In cases where an error has been made in the original Order (e.g. the Customer has supplied an incorrect address), the Customer will need to place a second Order, detailing the correct information, and shall be liable to pay a second charge in accordance with clause 5 above.

Delivery

7. On receiving your order the reports will be posted to you within 10 working days from receipt.

7.1 Delivery is subject to local post conditions and regulations. All items should arrive within 12 working days, but Thames Water cannot be held responsible should delays be caused by local post conditions, postal strikes or other causes beyond the control of Thames Water.

General

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

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

8.2 Nothing in this notice shall in any way restrict the Customer or Clients statutory or any other rights of access to the information contained in the Report.

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

Terms and Conditions

All sales are made in accordance with Thames Water Utilities Limited (TWUL) standard terms and conditions unless previously agreed in writing.

1. All goods remain in the property of TWUL until full payment is received.
2. Provision of service will be in accordance with all legal requirements and published TWUL policies.
3. All invoices are strictly due for payment 14 days from due date of the invoice. Any other terms must be accepted/agreed in writing prior to provision of goods or service, or will be held to be invalid.
4. TWUL does not accept post-dated cheques-any cheques received will be processed for payment on date of receipt.
5. In case of dispute TWUL's terms and conditions shall apply.
6. Penalty interest may be invoked by TWUL in the event of unjustifiable payment delay. Interest charges will be in line with UK Statute Law 'The Late Payment of Commercial Debts (Interest) Act 1998'.
7. Interest will be charged in line with current Court Interest Charges, if legal action is taken.
8. A charge may be made at TWUL's discretion for increased administration costs.

A copy of TWUL's standard terms and conditions are available from the Commercial Billing Team (cashoperations@thameswater.co.uk).

We publish several Codes of Practice including a guaranteed standards scheme. You can obtain copies of these leaflets by calling us on 0800 316 9800.

If you are unhappy with our service you can speak to your original goods or customer service provider. If you are not satisfied with the response, your complaint will be reviewed by the Customer Services Director. You can write to her at: Thames Water Utilities Ltd. PO Box 492, Swindon, SN38 8TU.

If the goods or services covered by this invoice falls under the regulation of the Water Industry Act 1991, and you remain dissatisfied you can refer your complaint to CC Water on 0845 039 2837 (it will cost you the same as a local call) or write to them at 11 Belgrave Road, London SW1V 1RB.

Ways to pay your bill

By Post – Cheque only, made payable to 'Thames Water Utilities Ltd' writing your Thames Water account number on the back. Please fill in the payment slip below and send it with your cheque to Thames Water Utilities Ltd., PO Box 223, Swindon SN38 2TW	**By BACS Payment** direct to our bank on account number 90478703, sort code 60-00-01 may be made. A remittance advice must be sent to Thames Water Utilities Ltd., PO Box 223, Swindon SN38 2TW. Or fax to 01793 424599 or email: cashoperations@thameswater.co.uk	**Telephone Banking** By calling your bank and quoting your invoice number and the Thames Water`s bank account number 90478703 and sort code 60-00-01	**By Swift Transfer** You may make your payment via SWIFT by quoting **NWBKGB2L** together with our bank account number 90478703, sort code 60-00-01 and invoice number

Thames Water Utilities Ltd Registered in England & Wales No. 2366661 Registered Office Clearwater Court, Vastern Rd, Reading, Berks, RG1 8DB.

Search Code

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Thames Water Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB, which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

The Search Code:

- provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom
- sets out minimum standards which firms compiling and selling search reports have to meet
- promotes the best practise and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.

By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's core principles

Firms which subscribe to the Search Code will:

- display the Search Code logo prominently on their search reports
- act with integrity and carry out work with due skill, care and diligence
- at all times maintain adequate and appropriate insurance to protect consumers
- conduct business in an honest, fair and professional manner
- handle complaints speedily and fairly
- ensure that products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

Complaints

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

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

TPOs Contact Details

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Web site: www.tpos.co.uk
Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk

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