

Sitecheck Assess



Contaminated Land

PASSED

No significant contaminant linkage has been identified and any liabilities from contaminated land are unlikely. No further action is required.



Flood Risk Screen

NONE IDENTIFIED

We have not identified an elevated flood risk at your property. A full flood risk report is not considered necessary.



Energy & Infrastructure Screen

IDENTIFIED

A screening of Energy & Infrastructure projects has identified a project/s at or close to the property. You should purchase a SiteSolutions Energy & Infrastructure report to better understand the potential impact on the property. Please refer to the next section for further information.



Radon

NONE IDENTIFIED

The property is not considered to be within a radon affected area. No further action is considered necessary.



Environmental Constraints

NONE IDENTIFIED

No Environmental Constraints have been identified within 250 metres of your property.

This report is issued for the property described as:
Land at Florence Gardens, CHISWICK, W4 3JX

Report Reference:
216480847

National Grid Reference:
520110 177660

Customer Reference:
19724912_SAS

Report Date:
2 September 2019

CONTACT DETAILS

If you require any assistance please contact our customer support team on:

0844 844 9966

or by email at:
helpdesk@landmark.co.uk

Professional Opinion and Recommendations

Please see below our recommendations and next steps. These may be copied into your Report on Title if you wish. No physical site inspection has been carried out or is proposed.



Section 1: Contaminated Land

PASSED

Professional Opinion

In the professional opinion of Landmark Information Group, the level of risk associated with the information assessed in this report:

- 1) is unlikely to have an adverse effect on the value of the property, and
- 2) is not such that the property would be designated "contaminated land" within the meaning of Part 2A of the Environmental Protection Act 1990.

You should be aware of the following:

As part of this assessment, we have considered sensitive receptors and human health, as this information is considered as part of the Local Authorities Part 2A inspection strategy.

Please see section 1 for further information. Alternatively, please contact your professional advisor or Landmark Customer Services on 0844 8449966.



Section 2: Flood Risk Screen

NONE IDENTIFIED

Landmark Information have not identified an elevated flood risk at your property. A full flood risk report is not considered necessary.



Section 3: Energy & Infrastructure Screen

IDENTIFIED

Landmark Information have identified Energy or Infrastructure projects at or close to the property. In order to gain more detailed information regarding the projects and the potential impact, it is recommended that you purchase a SiteSolutions Energy & Infrastructure report. If you would like more information, please contact your Search Provider or our Customer Services Team on 0844 844 9966 or email helpdesk@landmark.co.uk.



Section 4: Radon

NONE IDENTIFIED

Landmark Information have identified that the property is in a lower probability radon area as less than 1% of homes are estimated to be at or above the action level for radon gas.

Radon Protection Measures: No radon protective measures are necessary in the construction of new dwellings or extensions to existing buildings.

Professional Opinion and Recommendations



Section 5: Environmental Constraints

NONE IDENTIFIED

Landmark Information have not identified any environmental constraints within 250m of the property.

Next Steps

If you require any assistance, please contact our Customer Services Team on:
0844 844 9966 or helpdesk@landmark.co.uk



Location Plan

The map below shows the location of the property.



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Site



Search Radii

Property Purchaser Guide



Understanding this report

The purpose of this report is to highlight any potential risk of contaminated land, as defined under Part 2A of the Environment Protection Act 1990. The report also examines whether the property is at risk from other specified environmental factors that may impact the future intended use and saleability of the property.

For contaminated land, we will state 'Passed' on the front page if our environmental consultants consider there to be no risk to the property. If a potential risk of contaminated land is found, the report front page will state 'Further Action'. In this case, we will include our recommendations and next steps.

For all other environmental factors, we will state 'None Identified' if no potential risk is found and 'Identified' if a potential risk is found. In this case, we will provide recommendations or details of further information required to explore this potential risk.

Section 1: Contaminated Land

In this section, we highlight on a map, and within our findings pages, if there are any potential contaminated land risks at or around the property. Contaminated land contains substances that are actually or potentially hazardous to health or the environment.

Section 2: Flood Risk Screen

This section is a flood screen. This means that if we highlight a flood risk at the property, a further report will be required in order to understand the full details and possible impact on the property. Within the section, we consider River, Coastal, Surface water, Groundwater and other flood risks.

Section 3: Energy & Infrastructure Screen

This section is an Energy and Infrastructure projects screen. This means that if we identify any projects at or

close to the property, a further report will be required in order to understand the full details and possible impact on the property. Within the section, we consider projects such as High Speed Rail (HS2), Crossrail 1 & 2, Oil and Gas Exploration (Fracking), & Solar and Wind farms. (only wind and solar farms with a capacity to produce over 1MW of power are considered).

Section 4: Radon

In this section, we identify if the property is located in a radon affected area. Radon is a radioactive gas, which occurs naturally in rocks and soils and may be harmful to health. Employers have duty of care to mitigate the build up of radon gas in higher risk areas.

Section 5: Environmental Constraints

In this section, we identify factors that may have an influence on the property or surrounding area, such as national parks or conservation areas.

Next Steps

If you require any assistance, please contact our customer service team on: **0844 844 9966** or helpdesk@landmark.co.uk

Contaminated Land



Section 1a: Historical Land Uses

This section describes historical activity at and around the property, which could be considered to be contaminative. The information is taken from a variety of sources including Landmark's extensive historical map collection and analysis of historic activity. Records are highlighted due to the potential for contamination to exist.

Question	Response
Have any historical potentially contaminative land uses been identified within 250m of the property?	Yes

Map ID	Details	Distance	Contact
Potentially Contaminative Industrial Uses (Past Land Use) No features identified for this property.			
Historical Tanks And Energy Facilities			
1	Type: Electrical Sub Station Facilities Date Of Mapping: 1952	On Site	1
1	Type: Electrical Sub Station Facilities Date Of Mapping: 1951-1955	On Site	1
2	Type: Electrical Sub Station Facilities Date Of Mapping: 1985	230m	1
4	Type: Potential Tanks Date Of Mapping: 1952-1967	247m	1
4	Type: Potential Tanks Date Of Mapping: 1951-1983	247m	1
Potentially Infilled Land (Non-Water) No features identified for this property.			
Potentially Infilled Land (Water)			
3	Details: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published Date: 1896	231m	1

Contaminated Land



Section 1b: Incidents and Enforcements

The data within this section tells you whether your property or surrounding area has been identified by the Local Authority as “Contaminated Land” under Part 2A of the Environmental Protection Act 1990 or if there have been any other pollution incidents, prosecutions or enforcements. Should there be an indication of contamination, it is not necessarily a cause for concern. Your report will be assessed by our professional environmental consultants who will advise you what, if any, considerations need to be made should you proceed with the property purchase.

Question	Response
Have any incidents or enforcements been identified within 250m of the property?	No

Map ID	Details	Distance	Contact
Contaminated Land Register Entries and Notices No features identified for this property.			
Environmental Pollution Incidents No features identified for this property.			
Prosecutions Relating to Controlled Waters No features identified for this property.			
Prosecutions Relating to Authorised Processes No features identified for this property.			
Enforcement and Prohibition Notices No features identified for this property.			
Planning Hazardous Substance Enforcements No features identified for this property.			
Local Authority Pollution Prevention and Control Enforcements No features identified for this property.			

Contaminated Land



Section 1c: Landfill and Waste Sites

The information in this section identifies active and historical landfill and waste sites within 250 metres of the property. Having a landfill or waste site near your property does not necessarily mean that you or the property 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.

Question	Response
Have any landfill and waste sites been identified within 250m of the property?	No

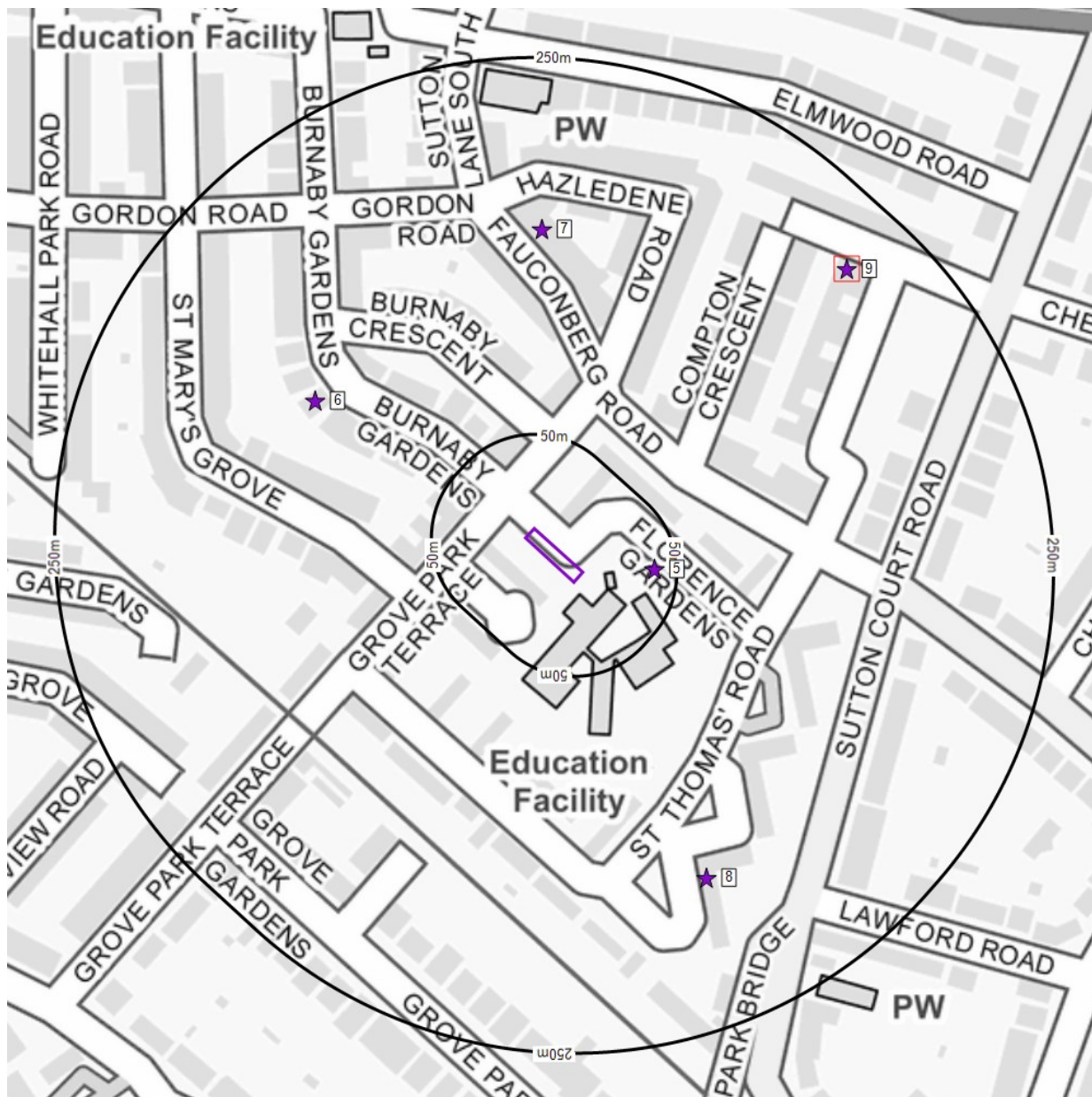
Map ID	Details	Distance	Contact
	Historic Landfill No features identified for this property.		
	Registered Landfill Sites No features identified for this property.		
	Local Authority Recorded Landfill Sites No features identified for this property.		
	BGS Recorded Landfill Sites No features identified for this property.		
	Permitted Waste Sites - Authorised Landfill Site Boundaries No features identified for this property.		
	Integrated Pollution Control Registered Waste Sites No features identified for this property.		
	Registered Waste Treatment or Disposal Sites No features identified for this property.		
	Environmental Permitting Regulations - Waste Sites No features identified for this property.		
	Registered Waste Transfer Sites No features identified for this property.		

Contaminated Land



Section 1d: Authorised Industrial Processes

The map below shows the location of any current or recent land uses that could have the potential to cause contamination. Further details are shown on the following pages.



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Map ID



Fuel Station Entries



Contemporary Trade Directory Entries



Multiple Features Present



Local Authority Pollution Prevention and Controls



Explosive Sites



Planning Hazardous Substance Consents



Control of Major Accident Hazards Sites (COMAH)



Notification of Installations Handling Hazardous Substances (NIHHS)

Contaminated Land



Section 1d: Authorised Industrial Processes

This section describes current and licensed activities within 250 metres of the property, which have the potential to cause contamination or have an impact on the environment. 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.

Question	Response
Have any current or recent authorised industrial processes been identified within 250m of the property?	Yes

Map ID	Details	Distance	Contact
Fuel Station Entries No features identified for this property.			
Local Authority Pollution Prevention and Controls No features identified for this property.			
Control of Major Accident Hazards Sites (COMAH) No features identified for this property.			
Planning Hazardous Substance Consents No features identified for this property.			
Notification of Installations Handling Hazardous Substances (NIHHS) No features identified for this property.			
Explosive Sites No features identified for this property.			
Contemporary Trade Directory Entries			
5	Name: Procooling Refrigeration & Air Conditioning Specialist Classification: Air Conditioning & Refrigeration Contractors Location: 16, Florence Gardens, London, W4 3JX Status: Inactive	39m	2
6	Name: Mountbatten Cards Classification: Greeting Card Publishers & Wholesalers Location: 41, Burnaby Gardens, London, W4 3DR Status: Inactive	134m	2
7	Name: Devco Fireworks Ltd Classification: Firework Stockists Location: 8, Fauconberg Road, London, W4 3JY Status: Inactive	160m	2
8	Name: A H M Engineering Services Ltd Classification: Engineering Services Location: 91, Montgomery Court, St. Thomas Road, London, W4 3LA Status: Inactive	172m	2
9	Name: Smartboxes Ltd Classification: Paper & Cardboard Products & Packaging - Manufacturers Location: 94, Sutton Court, Fauconberg Road, London, W4 3JF Status: Inactive	214m	2

Contaminated Land

Map ID	Details	Distance	Contact
9	Name: Smartstreets Ltd Classification: Container Manufacturers Location: 84-94, Sutton Court, Fauconberg Road, London, W4 3JF Status: Inactive	214m	2

Next Steps

If you would like any further information in respect of the above findings, we recommend that you contact our Customer Services Team on **0844 844 9966** or helpdesk@landmark.co.uk. Further Information is also available in the 'Useful Information' section.

Flood Risk Screen



Section 2a: River and Coastal Flooding

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

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

Question	Response
Is there a potential risk of river or coastal flooding at the property?	No



Section 2b: Surface Water Flooding

Surface water 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.

Question	Response
Is there a potential risk of surface water flooding at the property?	No



Section 2c: Groundwater Flooding

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.

Question	Response
Is there a risk of groundwater flooding at the property?	No



Section 2d: Other Flood Risks

We analyse any historic flood events records, the proximity of the property to surface water features and the elevation of the property above sea level to enhance our overall analysis of the property.

Question	Response
Are there other flood risks identified that could impact the property?	No

Next Steps

If you would like any further information in respect of the above findings, we recommend that you contact our Customer Services Team on 0844 844 9966 or helpdesk@landmark.co.uk.

Energy and Infrastructure Screen



Section 3a: Oil and Gas Exploration and Production

Any areas to be explored for their energy potential by the oil & gas industry must be licensed by the Oil and Gas Authority. Such exploration includes areas subject to hydraulic fracturing ("fracking") investigation.

Question	Response
Is the property within 4km of any licences or drilling wells that could indicate that onshore oil and gas exploration and production operations are or could happen in the area?	No



Section 3b: Existing or Proposed Wind Farms and Wind Turbines

Wind energy is one of several alternative energy sources; however, the location of wind farms or turbines can be contentious due to visual and auditory impact on the surrounding area. The information in this section gives insight into whether there are wind farms or turbines (planned or existing) in the vicinity of the report location. We only search those wind power developments which generate between 1MW and 50MW of power.

Question	Response
Is the property within 4km of existing or proposed wind farms or wind turbines?	Yes



Section 3c: Existing or Proposed Solar Farms

Solar energy is one of several alternative energy sources; however, the location of a solar farm can be contentious due to its visual impact on the surrounding area. The information in this section gives insight into whether there are solar farms (planned or existing) in the vicinity of the report location. We only search those solar developments which generate between 1MW and 50MW of power.

Question	Response
Is the property within 2km of existing or proposed solar farms?	No



Section 3d: Other Renewable Power Plants

As well as wind and solar power there are a variety of other renewable power sources in the UK. This section identifies planning applications associated with these other types of renewable energy (BEIS only provides data relating to developments which have a capacity to generate over 1MW of power).

Question	Response
Is the property within 2km of any other existing or proposed renewable power plant?	No

Energy and Infrastructure Screen



Section 3e: Infrastructure

This section identifies if there are any Infrastructure projects, such as the High Speed 2 Rail Link (HS2) and Crossrail at or close to the property. HS2 is a proposed railway line between London and the North of England. Trains along this route will operate at speeds of up to 250mph. Proximity to the route is likely to have an impact on the surrounding areas. The Crossrail 1 project is a rail project stretching from Reading and Heathrow in the west to Shenfield and Abbeywood in the east. It will improve journey times across London, ease congestion and improve connections. Crossrail 2 is a new (proposed) railway, linking the national rail networks in and around Surrey and Hertfordshire via an underground tunnel through London.

Question	Response
Is the property located in an area that could be impacted by the development of either HS2, Crossrail 1 or Crossrail 2?	No

Next Steps

We have identified energy or infrastructure projects that may impact the property. We recommend you purchase a SiteSolutions Energy & Infrastructure report to gain further information on the type and location of the project. Please contact your Search Provider or our Customer Services Team on **0844 844 9966** or email helpdesk@landmark.co.uk.



Section 4: Radon Findings

The information within this section tells you whether the property is located in a radon affected area. Radon is a radioactive gas which occurs naturally in rocks and soils. You cannot see, hear, feel or taste it. Exposure to particularly high levels of radon may increase the risk of developing lung cancer, and is therefore something you need to be aware of.

Question	Response
Is the property in a radon affected area?	The property is in a Lower probability radon area (less than 1% of homes are estimated to be at or above the Action Level).
What level of radon protection measures for new dwellings or extensions to existing ones is required for the property?	No radon protective measures are necessary in the construction of new dwellings or extensions to existing buildings.

Next Steps

The Ionising Radiation Regulations, 1999, require employers to take action when radon is present above a defined level in the workplace. 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 be obtained from the Public Health England.

For further information, please contact Public Health England (see Contacts section) or go to www.ukradon.org.

Environmental Constraints



Section 5: Environmental Constraints

This section provides information on areas which have been designated as having environmental or historical importance; as such there may be constraints on property or land developments or alterations.

Question	Response
Is the property within 250m of an area likely to be impacted by Environmental Constraints?	No

Details	Distance	Contact
National Nature Reserves No features identified for this property.		
Local Nature Reserves No features identified for this property.		
Marine Conservation Zones No features identified for this property.		
Sites of Special Scientific Interest No features identified for this property.		
Ramsar Sites No features identified for this property.		
Special Areas of Conservation No features identified for this property.		
Special Protection Areas No features identified for this property.		
Nature Improvement Areas No features identified for this property.		
Environmentally Sensitive Areas No features identified for this property.		
World Heritage Sites No features identified for this property.		
Ancient Woodland No features identified for this property.		
Country Parks No features identified for this property.		
Areas of Outstanding Natural Beauty No features identified for this property.		
Forest Parks No features identified for this property.		
National Parks No features identified for this property.		

Next Steps

If you would like any further information in respect of the above findings we recommend that you contact our Customer Services Team on 0844 844 9966 or helpdesk@landmark.co.uk.

Useful Information

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Landmark works in association with:



Useful Contacts

Please see below the contact details of the suppliers referred to within this report. For all queries please contact:

Landmark Information Group
Imperium
Imperial Way
Reading
RG2 0TD

If you require assistance please contact our customer services team on:

0844 844 9966

Or by email at:

helpdesk@landmark.co.uk

Contact	Name	Address	Contact Details
	Public Health England	Centre for Radiation Chemical and Environmental Hazards Chilton Didcot Oxon OX11 0RQ	T: 01235 822622 F: 01235 833891 E: radon@phe.gov.uk W: www.ukradon.org
1	Landmark Information Group Limited	Imperium Imperial Way Berkshire RG2 0TD	T: 0844 844 9966 E: helpdesk@landmark.co.uk W: www.landmark.co.uk
2	Thomson Directories	Thomson House 296 Farnborough Road Hampshire GU14 7NU	T: 01252 390025 W: www.thomsonlocal.com
3	British Geological Survey, Enquiry Service	British Geological Survey Environmental Science Centre Keyworth Nottinghamshire NG12 5GG	T: 0115 936 3143 E: enquiries@bgs.ac.uk W: www.bgs.ac.uk

Please note that if you choose to contact any of the above organisations, they may have a charging policy in place for enquiries.

Useful Information

Information for Professional Advisers

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. You are authorised to copy the recommendations on the Professional Opinion and Recommendations page into any report on title that you provide to your client.

Other Information

Positional Accuracy

We locate data in a variety of ways according to information provided to us and subsequent in-house research. If data is provided as a point on the ground, we provide a "positional accuracy" which tells you how confident we are of the actual location.

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. For further information regarding landfill sites identified in the report, please contact the relevant agency or authority referenced in the Useful Contacts section.

The BGS holds 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.

Authorised Industrial Processes

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 licensed under the Open Government Licence.

Historical Land Uses

This section 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. Alternatively, extracts of editions of Ordnance Survey maps are available on www.old-maps.co.uk

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

Useful Information

(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.

Other Information

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 the property is in a radon Affected Area and the percentage of homes that are estimated to be at or above the radon Action Level. This does not necessarily mean there is a radon problem in the property; the only way to find out whether it is above or below the Action Level is to carry out a radon measurement in an existing property. Due to the nature of the way the information is gathered, your property/site may have more than one probability of radon attributed to it. We report the worst case scenario on the property/site you have provided. This information is an estimate of the probability that a property/site 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⁻³ or more). This information satisfies CON29 Standard Enquiry of Local Authority; 3.13 Radon Gas: Location of the Property in a Radon Affected Area. Where the property/site is a new build, this information provides information on the level of protection required for new buildings under BR211 (Sciwyer, 2007).

Disclaimer: "Some of the responses contained in this section are based on data and information provided by the Natural Environment Research Council (NERC) or its component bodies the British Geological Survey (BGS). Your use of any information contained in this report which is derived from or based upon such data and information is at your own risk. Neither NERC, BGS nor Public Health England where applicable, gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including liability for negligence) arising from its use is excluded to the fullest extent permitted by law.

Environmental Constraints

The Local Nature Reserves national dataset is "indicative" not "definitive". Definitive information can only be provided by individual local authorities and you should refer directly to their information for all purposes that require the most up to date and complete dataset.

Crossrail 2

Data sourced from consultation documents as published by the Department of Transport.

Important Consumer Protection Information

This search has been produced by Landmark Information Group Ltd, Imperium, Imperial Way, Reading, Berkshire, RG2 0TD, Tel: 0844 844 9966 Fax: 0844 844 9980 Email: helpdesk@landmark.co.uk Landmark Information Group Ltd 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.

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- sets out minimum standards which firms compiling and selling search reports have to meet
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.

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- 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 up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Code.

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

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

Complaints procedure

If you want to make a complaint, we will:

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

Complaints should be sent to:

Customer Relationships Manager
Landmark Information
Imperium
Imperial Way
Reading
RG2 0TD

Tel: 0844 844 9966

Email: helpdesk@landmark.co.uk

Fax: 0844 844 9980

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs):

Tel: 01722 333306,

Email: admin@tpos.co.uk

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