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 — NONE IDENTIFIED

We have not identified any Energy & Infrastructure projects at or near to the property. No further action is considered necessary.

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:
Morecambe Gardens Tintagel Drive, Harrow, HA7 4SR

Report Reference:
242807413

National Grid Reference:
517940 192460

Customer Reference:
117100502_SAS

Report Date:
19 May 2020

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

Conveyancing Information Executive

The Property Ombudsman Consumer Redress

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 — NONE IDENTIFIED

Landmark Information have not identified any Energy & Infrastructure projects at or near to the property. No further action is required.

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.

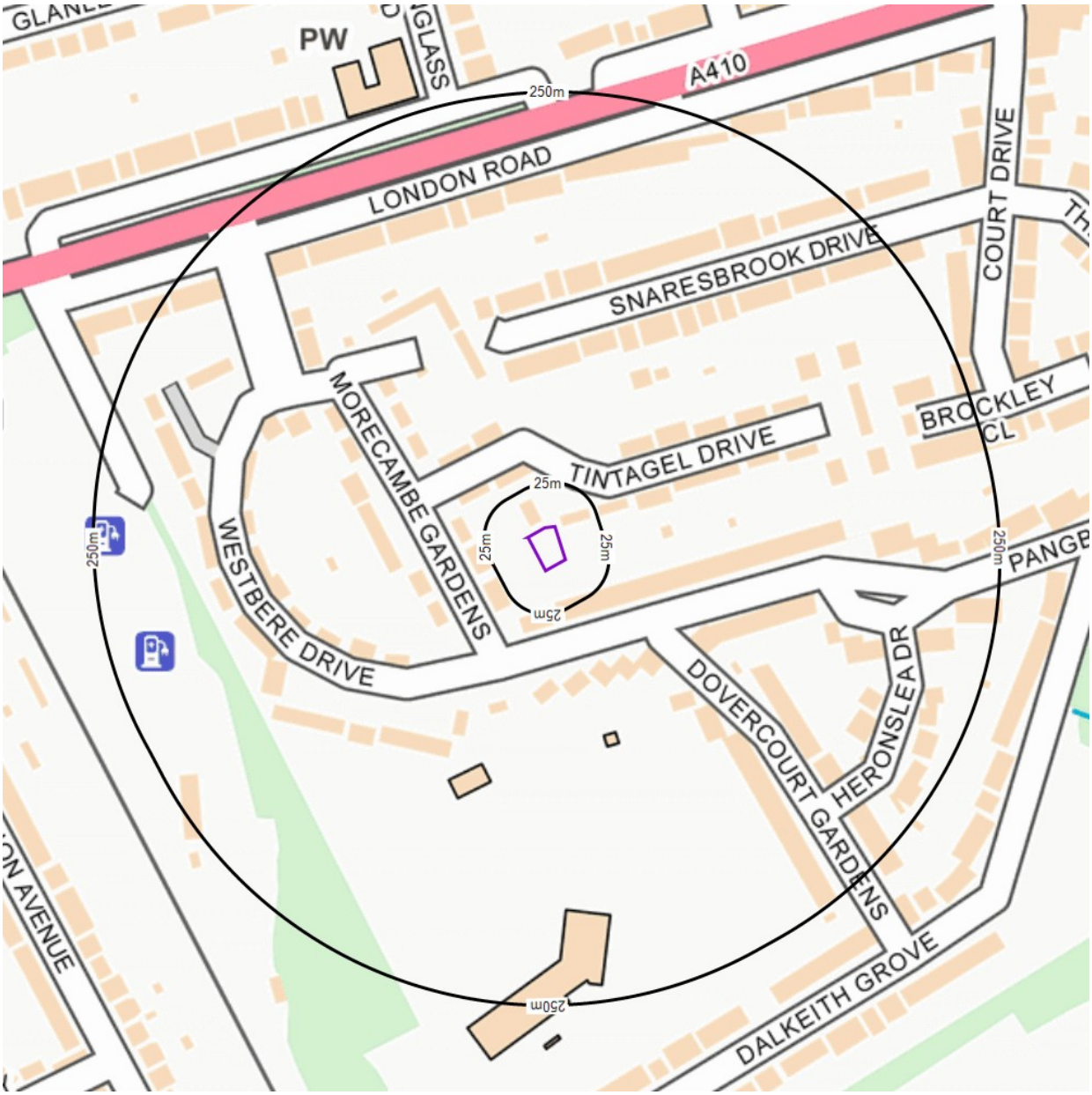
Next Steps

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

Property Location

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?	No

Map ID	Details	Distance	Contact
Potentially Contaminative Industrial Uses (Past Land Use)			
No features identified for this property.			
Historical Tanks And Energy Facilities			
No features identified for this property.			
Potentially Infilled Land (Non-Water)			
No features identified for this property.			
Potentially Infilled Land (Water)			
No features identified for this property.			

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.		

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.

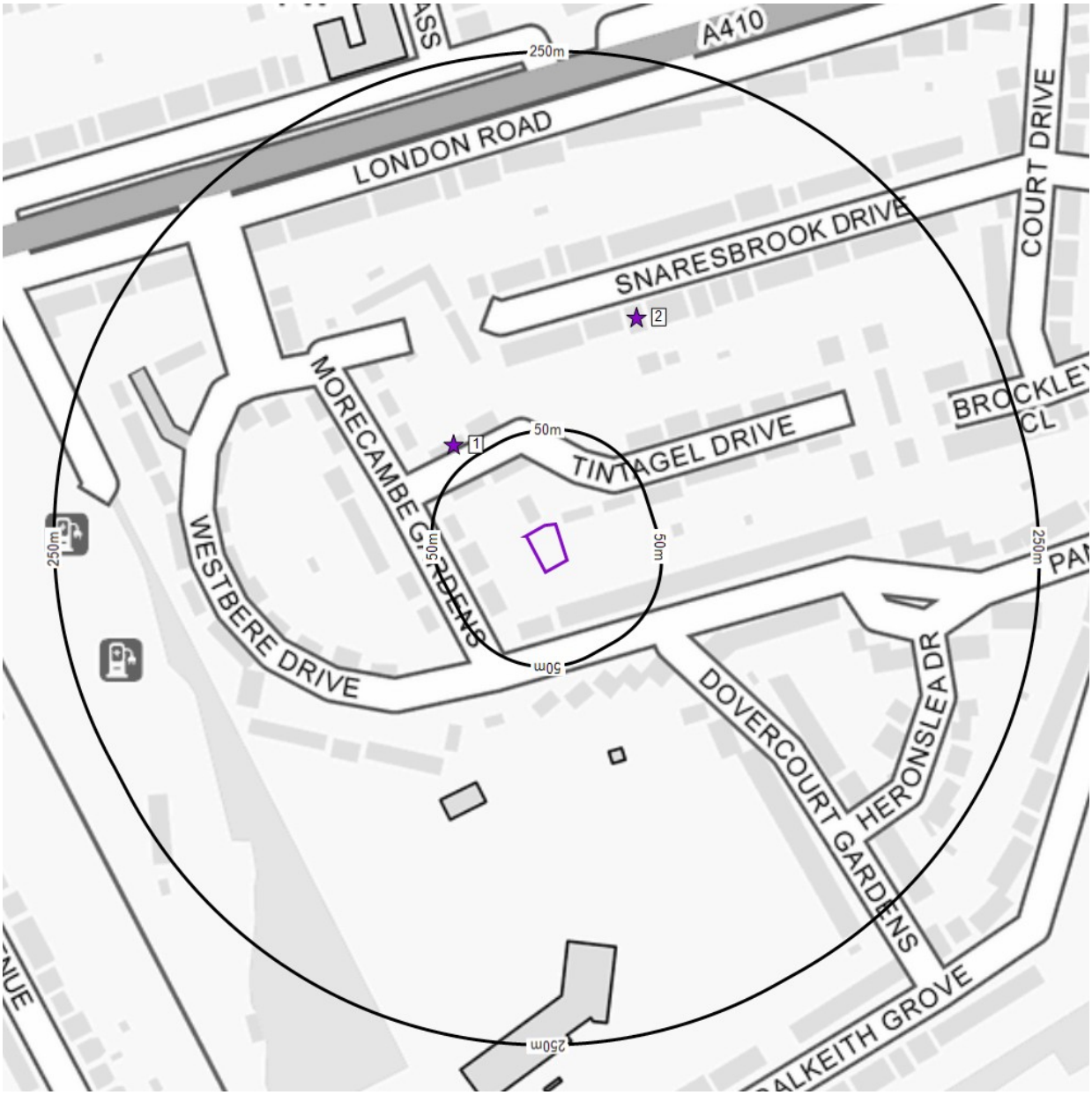
Question	Response
Have any landfill and waste sites been identified within 250m of the property?	No

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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4 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)

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			
1	**Name:** Vanbroc Ltd **Classification:** Commercial Cleaning Services **Location:** 3, Tintagel Drive, Stanmore, HA7 4SR **Status:** Active	62m	1
2	**Name:** Unipools Ltd **Classification:** Swimming Pool Contractors, Repairers & Service **Location:** 33, Snaresbrook Drive, Stanmore, Middlesex, HA7 4QN **Status:** Inactive	118m	1

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?	No

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

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

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.

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.

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

Limitations and Terms & Conditions

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Landmark works in association with:

SEPA Scottish Environment Protection Agency

Environment Agency

Map data

JBA risk management

Conveyancing Information Executive

The Property Ombudsman Consumer Redress

Cyfoeth Naturiol Cymru Natural Resources Wales

British Geological Survey NATURAL ENVIRONMENT RESEARCH COUNCIL

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	**Thomson Directories**	Thomson House 296 Farnborough Road Hampshire GU14 7NU	**T:** 01252 390025 **W:** www.thomsonlocal.com
2	**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

(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 (Scivyer, 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.

Consumer Protection

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 adheres to the Conveyancing Information Executive (CIE) standards.

The Standards:

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

Complaints

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

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

TPOs Contact Details:

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

Tel: 01722 333306

Fax: 01722 332296

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

Consumer Protection

Landmark Complaints Procedure

If you want to make a complaint to Landmark, we will:

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

Complaints should be sent to:

Customer 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.