



#### Sample Site, Sample Street, Sample Town

Prepared for:

Landmark Po Sample Account Landmark Po Sample Account 5 - 7 Abbey Court Eagle Way Exeter Devon EX2 7HY

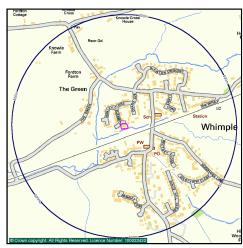
Report Reference: SAS\_38309637\_1\_1

Report Date: 02-APR-2012

**Customer Reference: SAMPLE** 

National Grid Reference: 304310 97300

Site Area: 719 m<sup>2</sup>





If you have any questions on the contents of this Report please contact Landmark Customer Helpdesk which is open from 9:00am - 5:30pm, Monday - Friday, via one of the following channels:

Telephone: 0844 844 9966 Fax: 0844 844 9980

Email: info@landmarkinfo.co.uk Website: www.sitecheck.co.uk







### Professional Opinion on environmental risk

# **PASSED**

The Sitecheck report dated 02-APR-2012 and reference SAS\_38309637\_1\_1 for Sample Site, Sample Street, Sample Town has examined the sources of potential contamination in terms of historical land use, environmental data and current land uses where known.

#### INTRODUCTION

This professional opinion determines the level of environmental risk, as to whether a pollutant linkage exists which is created when there is a source of contamination, a pathway for it to travel along and receptors, which may be harmed. This risk-based approach underpins the government approach to contaminated land. If a pollutant linkage exists the property may be regarded by the local authority as being "Contaminated Land" for the purposes of Part 2A of the Environmental Protection Act 1990.

In completing this report, Argyll Environmental has undertaken a review of data made available to it. No site inspection, further enquiries or investigation of surface or ground conditions has been carried out by Argyll Environmental. No information as to the age, value and type of property has been made available. It is important to note that it is not known by Argyll Environmental for what purpose the report has been commissioned.

#### **CONCLUSIONS**

In the professional opinion of Argyll Environmental, the level of risk associated with the information disclosed in the associated Sitecheck 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.

#### OTHER ENVIRONMENTAL FACTORS

In this case the following environmental factors have been identified which a client may wish to be investigated before proceeding further:

An area of Subsidence Hazard Potential An area of floodplain

Please refer to the relevant section in the report for each of the above factors.

Approved by

Christopher S. Taylor BSc (Hons), MSc, AIEMA Chartered Water and Environmental Manager Technical Director, Argyll Environmental Limited









### Professional Opinion on environmental risk

#### **SOURCES OF ADDITIONAL PROFESSIONAL GUIDANCE:**

If the report is for valuation, or investment, or other forms of lending decision making there may be issues arising from the current occupation, which need to be examined. The Royal Institution of Chartered Surveyors has provided guidance with respect to such matters and specific reference should be made to the guidance note 'Contamination, the environment and sustainability - Implications for chartered surveyors and their clients' published April 2010. This guidance note is referred to in UKGN1.1 paragraph 2.2 of the RICS Valuation Standards (6th Edition) (The "Red Book").

It is recommended that the client reviews the outputs of any valuation report, which should include a Property Observation Checklist, contained at Appendix A for commercial property or Appendix B for rural property in the Royal Institution of Chartered Surveyors guidance note 'Contamination, the environment and sustainability - Implications for chartered surveyors and their clients'. Completion of these checklists does not constitute an environmental assessment for the purposes of Professional Indemnity Insurance where many surveyors are unlikely to have appropriate indemnity cover. Any contamination, which is observed on the site by the surveyor during the normal course of their inspection, can also be recorded.

If the property is let, the landlord or the tenant (as appropriate) should take legal advice as to whether the covenants in the lease constitute legal or financial burdens. The Law Society's "Environmental Law Handbook-6th Edition" provides valuable assistance.

In leases with no express covenants dealing with environmental matters, lawyers and surveyors need to be aware of the extent to which the repairing of covenants can be applied and, when advising tenant clients in particular, will need to draw attention to the client's obligations to comply with enacted legislation.

Should contamination have been observed on site a suitably qualified, insured and experienced professional, preferably with the Specialist in Land Condition (SiLC) accreditation, should quantify whether this could give rise to an action by a regulator or any other party. A suitable management plan for action incorporated in a Land Quality Statement in accordance with RICS guidance should be put in place and appropriate matters taken up with the tenant / occupier.

In terms of development this report should be seen as a precursor to a thorough investigation of the property for planning control purposes. The DTI funded guidance published by the Construction Industry Research and Information Association (CIRIA) Brownfields-managing the development of previously developed land-a clients guide may be a useful starting point.

This professional opinion forms part of the Sitecheck Assess report and is subject to Landmark Information Group's Terms and Conditions of Business in force from time to time. Further information on the methodology and the datasets examined in this professional opinion is included in the Sitecheck Asses Practitioner Guide.



#### **Report Sections and Details**

**Page** 

#### **Summary of Site**

This section comprises source, pathway and receptor information found on site. Other factors which may affect the site are also included.

Aerial Photo

The aerial photo gives an overall view of the area. The smaller large-scale Ordnance Survey map includes the site boundary and search zone buffer at 500m.

Location Map 2

The large-scale Ordnance Survey map includes the site boundary and search zone buffer at 500m. The smaller aerial photo also includes the site boundary.

Summary Table 3

This section comprises of a summary table of the information found on site and in its vicinity.

Current Land Use

This section contains a map, which shows current land use features. The following pages detail these features and identify the Reference Number and direction.

Historical Land Use 10

This section contains a map, which shows historical land use features. The following pages detail these features and identify the Reference Number and direction. A table listing all the maps used to source this information is included.

Sensitivity 13

This section contains a map, which shows pathway and receptor features. The following pages detail these features and identify the Reference Number and direction. This section also contains a separate Flood Map and flood details.

Other Factors 16

This section contains information on other factors which may affect the site and its vicinity.

Useful Information 17

This section contains information which may be of use when interpreting the report.

Useful Contacts 18

All textual information is linked by the 'Contact Ref' to this quick reference list of contacts. These contacts may be able to supply additional information or answer any subsequent query relating to that record.



Sensitivity Pathways	Page No.	Reference Number (Map ID)
Groundwater Vulnerability		
Geological Classification: Non Aquifer (Negligibly permeable) - Formations which are generally regarded as containing insignificant quantities of groundwater. However, groundwater flow through such rocks, although imperceptible, does take place and needs to be considered in assessing the risk associated with persistent pollutants, Soil Classification: Not classified, Map Scale: 1:100,000, Map Name: Sheet 50 East Devon and South Somerset, Contact Ref: 1	15	-
Extreme Flooding from Rivers or Sea without Defences		
Type: Extent of Extreme Flooding from Rivers or Sea without Defences, Flood Plain Type: Fluvial Models, Contact Ref: 1	15	-

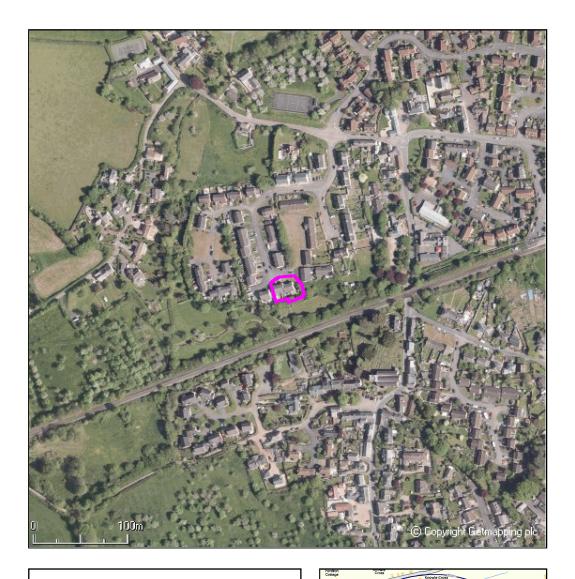
Sensitivity Environmentally Sensitive Receptors	Page No.	Reference Number (Map ID)
Nearest Surface Water Feature		
Distance: 0m	15	1

Other Factors Geological	Page No.	Reference Number (Map ID)
Radon Potential - Radon Affected Areas		
Affected Areas: The property is in a lower probability radon area, as less than 1% of homes are above the action level, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	16	-
Radon Potential - Radon Protection Measures		
Radon Protection Measures: None, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	16	-
Potential for Compressible Ground Stability Hazards		
Hazard Potential: Moderate, Contact Ref: 2	16	-
Potential for Landslide Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	16	-
Potential for Running Sand Ground Stability Hazards		
Hazard Potential: Low, Contact Ref: 2	16	-



Other Factors Geological	Page No.	Reference Number (Map ID)
Potential for Shrinking or Swelling Clay Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	16	-
Potential for Collapsible Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	16	-





#### Site

Sample Site, Sample Street, Sample Town

**Grid Reference** 304310, 97300

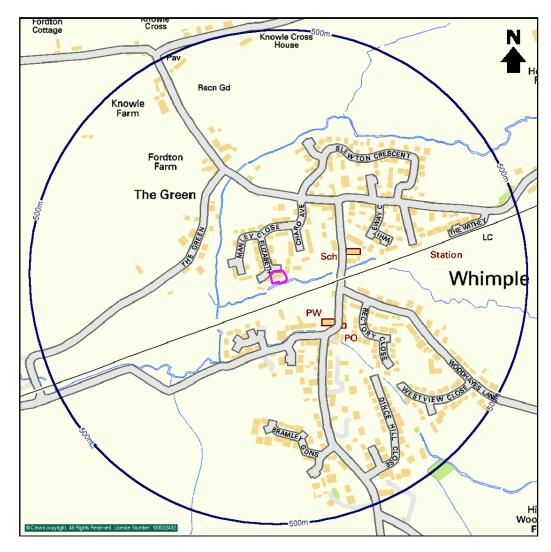
Report Reference SAS\_38309637\_1\_1

Customer Reference SAMPLE

Size of Site 719 m²

Whimpl





Sample Site, Sample Street, Sample Town

### **Grid Reference** 304310, 97300

### Report Reference SAS\_38309637\_1\_1

#### **Customer Reference**

SAMPLE

#### Size of Site

719 m<sup>2</sup>





Current Land Use	On Site	0-250m	250- 500m
Sources	0	10	4
Waste / Landfill Sites			
BGS Recorded Landfill Sites	0	0	0
Licensed Waste Management Facilities (Landfill Boundaries)	0	0	0
Licensed Waste Management Facilities (Locations)	0	0	0
Local Authority Recorded Landfill Sites	0	0	0
Registered Landfill Sites	0	0	0
Registered Waste Transfer Sites	0	0	0
Registered Waste Treatment or Disposal Sites	0	0	1
Statutory Authorisations			
Local Authority Pollution Prevention and Controls	0	0	0
Contaminated Land Register Entries and Notices	0	0	0
Registered Radioactive Substances	0	0	0
Discharge Consents			
Discharge Consents	0	8	3
Water Industry Act Referrals	0	0	0
Industrial Processes			
Integrated Pollution Controls	0	0	0
Integrated Pollution Control Registered Waste Sites	0	0	0
Integrated Pollution Prevention And Control	0	0	0
Local Authority Integrated Pollution Prevention And Control	0	0	0
Storage of Hazardous Substances			
Control of Major Accident Hazards Sites (COMAH)	0	0	0
Explosive Sites	0	0	0
Notification of Installations Handling Hazardous Substances (NIHHS)	0	0	0
Planning Hazardous Substance Consents	0	0	0
Contraventions			
Local Authority Pollution Prevention and Control Enforcements	0	0	0
Enforcement and Prohibition Notices	0	0	0
Planning Hazardous Substance Enforcements	0	0	0
Prosecutions Relating to Authorised Processes	0	0	0
Prosecutions Relating to Controlled Waters	0	1	0
Substantiated Pollution Incident Register	0	0	0

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Current Land Use	On Site	0-250m	250- 500m
Sources	0	10	4
Potentially Contaminative Uses			
Contemporary Trade Directory Entries	0	1	0
Fuel Station Entries	0	0	0
Miscellaneous			
BGS Recorded Mineral Sites	0	0	0

Historical Land Use	On Site	0-250m	250- 500m
Sources	0	2	3
Potentially Contaminative Uses			
Historical Tanks And Energy Facilities	0	0	1
Potentially Contaminative Industrial Uses (Past Land Use)	0	2	2
Potentially Infilled Land			
Former Marshes	0	0	0
Potentially Infilled Land (Non-Water)	0	0	0
Potentially Infilled Land (Water)	0	0	0

Sensitivity	On Site	0-250m	250- 500m
Pathways and Receptors	3	1	0
Pathways			
Groundwater Vulnerability	1	n/a	n/a
Drift Deposits	0	n/a	n/a
Historical Flood Liabilities	0	0	0
Extreme Flooding from Rivers or Sea without Defences	1	0	n/a
Flooding from Rivers or Sea without Defences	0	1	n/a
Areas Benefiting from Flood Defences	0	0	n/a
Flood Water Storage Areas	0	0	n/a
Flood Defences	0	0	n/a

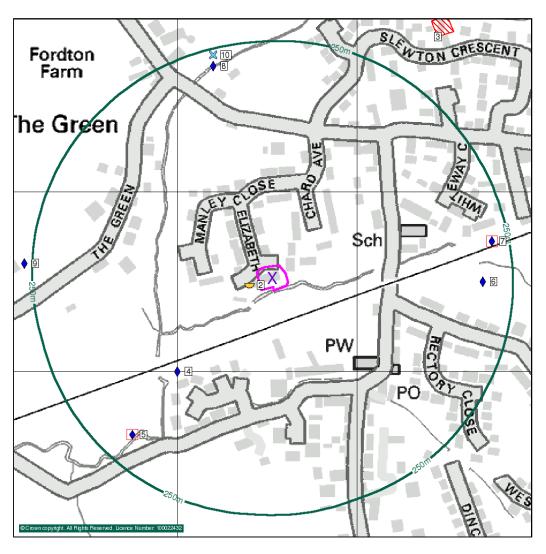


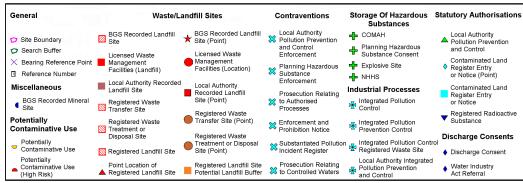
Sensitivity	On Site	0-250m	250- 500m
Pathways and Receptors	3	1	0
Environmentally Sensitive Receptors			
Areas of Outstanding Natural Beauty	0	0	0
Environmentally Sensitive Areas	0	0	0
Local Nature Reserves	0	0	0
Marine Nature Reserves	0	0	0
National Nature Reserves	0	0	0
Nearest Surface Water Feature	1	0	0
Ramsar Sites	0	0	0
Sites of Special Scientific Interest	0	0	0
Source Protection Zones	0	0	0
Special Areas of Conservation	0	0	0
Special Protection Areas	0	0	0
Water Abstractions	0	0	0
Protected Countryside Areas			
Forest Parks	0	0	0
National Parks	0	0	0
National Scenic Areas	0	0	0



Other Factors	On Site	0-250m	250- 500m
Geological	7	1	0
Brine Compensation Area	0	n/a	n/a
Coal Mining Affected Areas	0	n/a	n/a
Mining Instability	0	0	n/a
Man-Made Mining Cavities	0	0	0
Natural Cavities	0	0	0
Non Coal Mining Areas of Great Britain	0	0	n/a
Radon Potential - Radon Affected Areas	1	n/a	n/a
Radon Potential - Radon Protection Measures	1	n/a	n/a
Potential for Collapsible Ground Stability Hazards	1	0	n/a
Potential for Compressible Ground Stability Hazards	1	0	n/a
Potential for Ground Dissolution Stability Hazards	0	0	n/a
Potential for Landslide Ground Stability Hazards	1	0	n/a
Potential for Running Sand Ground Stability Hazards	1	1	n/a
Potential for Shrinking or Swelling Clay Ground Stability Hazards	1	0	n/a









Sources			
Waste / Landfill Sites	Ref No.	Search Buffer	Direction
Local Authority Landfill Coverage			
Name: East Devon District Council, - Has supplied landfill data, Contact Ref: 3	-	On Site	E
Name: Devon County Council, - Has supplied landfill data, Contact Ref: 4	-	On Site	E
Registered Waste Treatment or Disposal Sites			
S J Pester, Vehicle Repair Shop, Whiteways Cider Factory, Whimple, EXETER, Devon, EX8 4NN, Reference: WR/L/SY/E(23) 06.94, Status: Licence known to be surrendered, Surrendered, Positional Accuracy: Positioned by the supplier, Boundary Quality: Moderate, Contact Ref: 1	3	250-500m	NE

Discharge Consents	Ref No.	Search Buffer	Direction
Discharge Consents			
South West Water, Whimple Sso, Sewage Discharge, Reference: Nra-Sw-1690, Version: 1, Status: Revoked (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	4	0-250m	SW
South West Water, Church Road Cso, Whimple, Devon, Sewage Discharge, Reference: 201816, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 10m, Contact Ref: 1	5	0-250m	sw
South West Water, Church Road Cso, Whimple, Devon, Sewage Discharge, Reference: 201816, Version: 3, Status: Consent revoked or revised: New Consent issued (Section 37(1)), Positional Accuracy: Located by supplier to within 10m, Contact Ref: 1	5	0-250m	SW
South West Water, Church Road Cso, Whimple, Devon, Sewerage Discharge, Reference: 203623, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 10m, Contact Ref: 1	5	0-250m	sw
The Secretary, Hindestrete , WHIMPLE, Unknown Discharge, Reference: DRA 1013/1, Version: Not SuppliedStatus: Not Supplied Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	6	0-250m	E
Estreeta Estates Ltd, Former Goods Yard, Whimple, Exeter, Devon, Sewage Discharge, Reference: Nra-Sw-7280, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	7	0-250m	E
Mr R C Jones, Old Cider House Site, WHIMPLE, Sewerage Discharge, Reference: NRA-SW-6000/1,Version: Not SuppliedStatus: Not Supplied Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	8	0-250m	N
Estreeta Estates Ltd, Former Goods Yard, Whimple, Exeter, Devon, Sewage Discharge, Reference: Nra-Sw-7279, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	7	0-250m	E

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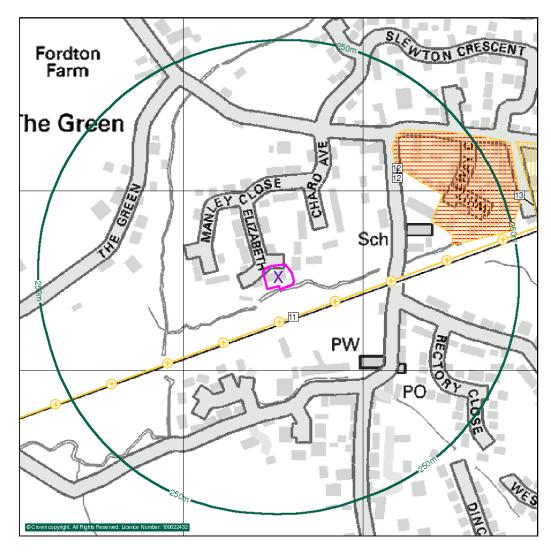


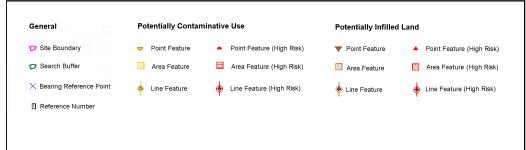
Sources Discharge Consents	Ref No.	Search Buffer	Direction
Discharge Consents			
Michael Thomas Wallis & Maria Assumpta Wallis, Orchard Cottage The Green, Whimple, Exeter, Devon, Ex5 2ua, Sewage Discharge, Reference: 200753, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	9	250-500m	W
Allied Domecq Spirits & Wine Ltd, Cornmill (Res.Devmnt), Whimple, Devon, Sewage Discharge, Reference: Nra-Sw-7718, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	-	250-500m	NE
Mr W F Harris, Oakcroft Dince Hill Close, Whimple, Exeter, Devon, Ex5 2tt, Sewage Discharge, Reference: Swwa 673, Version: 1, Status: New Consent, by Application, granted by Secretary of State, Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	-	250-500m	SE

Contraventions	Ref No.	Search Buffer	Direction
Prosecutions Relating to Controlled Waters			
Cranny Brook, Whimple Village, WHIMPLE, Devon, EX5, EA (Water Resources) Prosecution, Hearing Date: 23rd July 1996, Positional Accuracy: Manually positioned within the geographical locality, Contact Ref: 1	10	0-250m	N

Potentially Contaminative Uses	Ref No.	Search Buffer	Direction
Contemporary Trade Directory Entries			
K C Autos Ltd, 14, Elizabeth Close, Whimple, Exeter, EX5 2UT, Garage Services, Status: Active, Positional Accuracy: Automatically positioned to the address	2	0-250m	W









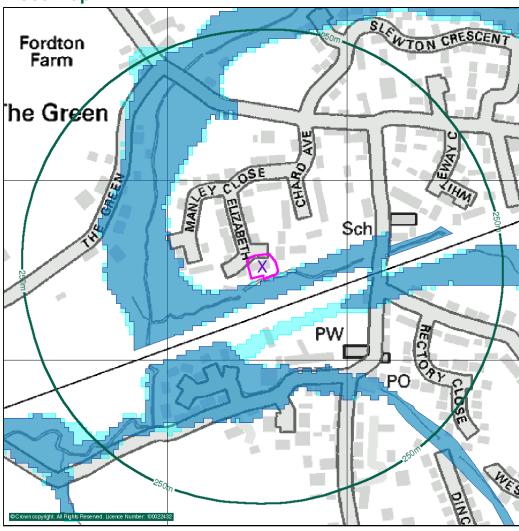
Sources	Ref No.		Direction
Potentially Contaminative Uses		Buffer	
Historical Tanks And Energy Facilities			
Tanks, Scale of Mapping: 1:2,500, Date of Mapping: 1969	-	250-500m	NW
Potentially Contaminative Industrial Uses (Past Land Use)			
Railways, Date of Mapping: 1890 - 1972	11	0-250m	S
Brewing & malting, Date of Mapping: 1906 - 1972	12	0-250m	NE
Factory or works - use not specified, Date of Mapping: 1962	13	250-500m	E
Railways, Date of Mapping: 1962 - 1972	-	250-500m	Е

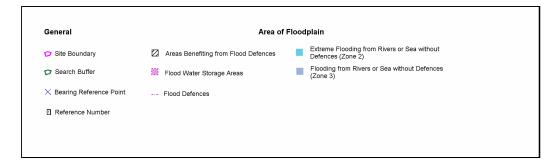


Map Details				
The following maps have been analysed for Historical Tanks and Energy Facilities				
1:2,500	Mapsheet	Published		
Ordnance Survey Plan	SY0497	1969		
The following maps have been analysed for Potentially Contaminative Uses and Potentially Infilled Land information				
1:10,000	Mapsheet	Published		
Ordnance Survey Plan	SY09NW	1972		
1:10,560	Mapsheet	Published		
Devon	069_SE	1890		
Devon	069_SE	1906		
Ordnance Survey Plan	SY09NW	1962		



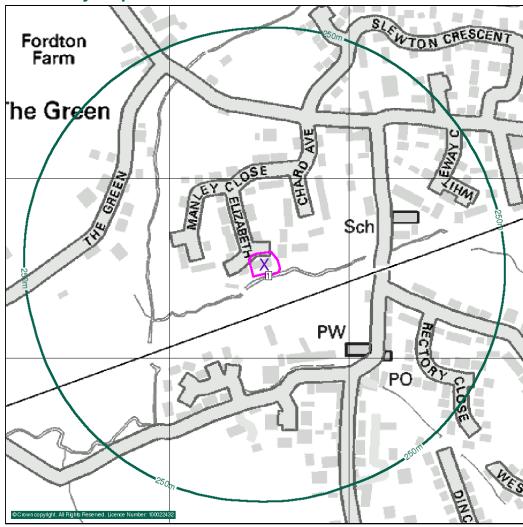
### **Flood Map**







#### **Sensitivity Map**







Pathways and Receptors			
Pathways	Ref No.	Search Buffer	Direction
Groundwater Vulnerability			
Geological Classification: Non Aquifer (Negligibly permeable) - Formations which are generally regarded as containing insignificant quantities of groundwater. However, groundwater flow through such rocks, although imperceptible, does take place and needs to be considered in assessing the risk associated with persistent pollutants, Soil Classification: Not classified, Map Scale: 1:100,000, Map Name: Sheet 50 East Devon and South Somerset, Contact Ref: 1	-	On Site	Е
Drift Deposits			
None	-		-
Extreme Flooding from Rivers or Sea without Defences			
Type: Extent of Extreme Flooding from Rivers or Sea without Defences, Flood Plain Type: Fluvial Models, Contact Ref: 1	-	On Site	SE
Flooding from Rivers or Sea without Defences			
Type: Extent of Flooding from Rivers or Sea without Defences, Flood Plain Type: Fluvial Models, Contact Ref: 1	-	0-250m	S
Areas Benefiting from Flood Defences			
None	-		-
Flood Water Storage Areas			
None	-		-
Flood Defences			
None	-		-

Environmentally Sensitive Receptors	Ref No.	Search Buffer	Direction
Nearest Surface Water Feature			
Distance: 0m	1	On Site	S



Other Factors		
Geological	Search Buffer	Direction
Brine Compensation Area		
No		-
Coal Mining Affected Areas		
In an area which may not be affected by Coal Mining		-
Non Coal Mining Areas of Great Britain		
No Hazard		-
Radon Potential - Radon Affected Areas		
Affected Areas: The property is in a lower probability radon area, as less than 1% of homes are above the action level, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	On Site	E
Radon Potential - Radon Protection Measures		
Radon Protection Measures: None, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	On Site	Е
Potential for Collapsible Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	On Site	Е
Potential for Compressible Ground Stability Hazards		
Hazard Potential: Moderate, Contact Ref: 2	On Site	S
Potential for Ground Dissolution Stability Hazards		
No Hazard		-
Potential for Landslide Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	On Site	E
Potential for Running Sand Ground Stability Hazards		
Hazard Potential: Low, Contact Ref: 2	On Site	S
Hazard Potential: Very Low, Contact Ref: 2	0-250m	Е
Potential for Shrinking or Swelling Clay Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	On Site	E

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#### **Registered Landfill Sites**

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, Landmark construct either a 100 metre or 250 metre "buffer" around the point to warn of the possible presence of landfill. The size of this "buffer" relates to the positional accuracy that can be attributed to the site. The "buffer" is shown on the map as an orange cross-hatched circle and is referred to in the map legend as Potential Landfill Buffer. Where actual boundaries are available, the landfill site area is shown on the map as a red diagonal hatched polygon and referred to in the map legend as Registered Landfill Site.

#### **Local Authority Recorded Landfill Sites**

Local Authority landfill data are sourced from individual local authorities that were able to provide information on sites operating prior to the introduction of the Control of Pollution Act (COPA) in 1974. Appropriate authorities are listed under Local Authority Landfill Coverage with an indication of whether or not they were able to make landfill data available. Details of any records identified are disclosed. You should be aware that if the local authority 'Had landfill data but passed it to the relevant environment agency' it does not necessarily mean that local authority landfill data is included in our other Landfill datasets. In addition if no data has been made available, for all or part of the search area, you should be aware that a negative response under 'Local Authority Recorded Landfill Sites' does not necessarily confirm that no local authority landfills exist.

#### **Flooding**

The Sitecheck report flood map plots all flood related features revealed within the search area as supplied by the relevant agency. However, to avoid confusion, the text entry in the body of the report only reveals the detail of the nearest feature in each flood data set. This is also reflected in the summary table where only a single entry is included to indicate the search buffer of the nearest occurrence.

#### Mining Instability Data

The Mining Instability data was obtained on Licence from Ove Arup + Partners Limited (for further information, contact mining.review@arup.com). No reproduction or further use of such data is to be made without the prior written consent of Ove Arup + Partners Limited. The information and data supplied in the Product are derived from publicly available records and other third party sources and neither Ove Arup + Partners nor Landmark warrant the accuracy or completeness of such information or data.

The information in this Sitecheck Assess Report is derived from a number of statutory and non-statutory sources. While every effort is made to ensure accuracy, Landmark cannot guarantee the accuracy or completeness of such information or data, nor to identify all the factors that may be relevant. If you are a private individual using this report Landmark recommend that you discuss its contents in full with your professional advisor. It is essential to read this report in conjunction with the Product User Guide and your attention is drawn to the scope of the report section within this guide.

The Sitecheck Assess User guide is available free of charge from our website www.sitecheck.co.uk

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#### **Contact Names and Addresses**

#### 1 Environment Agency National Customer Contact Centre (NCCC)

PO Box 544 Templeborough Rotherham S60 1BY Telephone 08708 506 506

enquiries@environment-agency.gov.uk

Please note that the Environment Agency/SEPA have a charging policy in place for enquiries.

#### 2 British Geological Survey Enquiry Service

British Geological Survey Kingsley Dunham Centre Keyworth Nottingham Nottinghamshire NG12 5GG Telephone 0115 936 3143 Fax 0115 936 3276

enquiries@bgs.ac.uk www.bgs.ac.uk

#### 3 East Devon District Council Environmental Health Department

Council Offices Knowle Sidmouth Devon EX10 8HL Telephone 01395 516551 Fax 01395 513315

www.eastdevon.gov.uk

#### 4 Devon County Council

County Hall Topsham Road Exeter Devon EX2 4QD Telephone 01392 382000 Fax 01392 382135

www.devon.gov.uk

#### **Other Contacts**

#### Institution of Civil Engineering Surveyors

26 Market Street ALTRINCHAM Cheshire WA14 1PF Telephone 0161 928 8074

www.ices.org.uk/ices.asp

#### The Association of Geotechnical and Geoenvironmental Specialists

Foreham Street 83 Copers Cope Road Beckenham Kent BR3 1NR Telephone 020 86588212

www.ags.org.uk/

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#### The Environmental Auditors Registration Association

Welton House Limekiln Way Lincoln LN2 4US Telephone 01522 540069

www.greenchannel.com/iea/earahome.htm

#### The Environmental Industries Commission

45 Weymouth Street London W1N 3LD Telephone 020 79351675

www.eic-uk.co.uk/

#### The Institution of Civil Engineers

One Great George Street Westminster LONDON SW1P 3AA Telephone 0207 222 7722 Fax 0207 222 7500

www.ice.org.uk

#### The Royal Institution of Chartered Surveyors

12 Great George Street Parliament Square London SW1P 3AD

Telephone 020 7222 7000

www.rics.org.uk/

#### **Argyll Environmental Ltd**

Tower Point 44 North Road Brighton BN1 1YR Telephone 0845 458 5250 Fax 0845 458 5260

info@argyllenviro.com www.argyllenvironmental.com

#### **Landmark Information Group Limited**

Legal and Financial The Smith Centre Fairmile Henley-on-Thames Oxon RG9 6AB

info@landmarkinfo.co.uk www.landmarkinfo.co.uk Telephone 0844 844 9966 Fax 0844 844 9980

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## Search Code Sea

#### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Landmark Information Group Ltd, The Smith Centre, Fairmile, Henley on Thames, Oxon, RG9 6AB. Telephone: 0844 844 9966, Fax No: 0844 844 9980, email: helpdesk@landmark.co.uk which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered firms maintain compliance with the Code.

#### The Search Code:

- Provides protection for homebuyers, sellers, 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 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.

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 Code will:

- Display the 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 all search services comply with the law, registration rules and standards.
- Monitor their compliance with the Code.

#### **COMPLAINTS**

If you have a query or complaint about your search, you should raise it directly with the firm, and if appropriate ask for your 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 it finds that you have suffered actual loss 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 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

### Search Code



#### **COMPLAINTS PROCEDURE**

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of its 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:

Head of Customer Relations Landmark Information Group Ltd Landmark UK Property The Smith Centre Fairmile Henley-On-Thames RG9 6AB

Telephone: 0844 844 9966

E-mail: 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, E-mail: admin@tpos.co.uk.

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

#### **LANDMARK CONVEYANCING TERMS & CONDITIONS**

Full Terms and Conditions can be found on the following link:

http://www.landmarkinfo.co.uk/Terms/Show/432