

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: **SCF_38309637_2_1**

Report Date: **02-APR-2012**

Customer Reference: **SAMPLE**

National Grid Reference: **304310 97300**

Site Area: **719 m²**



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**

Flood Risk Assessment

Low Moderate High

Overall Assessment



The site appears to be located within one or more flood zone. The highest associated flood risk has been assumed. RPS considers that the site appears to be at a MODERATE overall risk of flooding from a number of different sources, potentially including tidal/fluvial/pluvial/surface water/groundwater.

Tidal / Fluvial

Appraisal

The site appears to be located within one or more flood zone. As the site is located within one or more flood zone, the flood risk associated with each part of the site may vary considerably with some parts prone to some disruption and others not impacted.

Groundwater

Appraisal

Whilst the site has been identified in area prone to groundwater flooding, the risk associated with this is considered to be significantly less than that associated with the fluvial/tidal flood risk associated with the site. Notwithstanding this basement structures may be prone to flooding on a more seasonal basis.

Development Advice

The site is located on geological deposits likely to contain shallow or perched groundwater. These deposits may provide development constraints, either with regard to permanent underground structures such as basements or temporary construction features such as excavations. Shallow groundwater may also limit the potential for soakaway based sustainable urban drainage systems.

Surface Water and Surcharging

Development Advice

A flood risk assessment will be required to support the majority of planning applications for this site. This flood risk assessment will need to take account of surface water drainage issues.

Pluvial

RMS data has identified that the site may wholly or partially be prone to pluvial flooding.

Reliance

Reliance of this report is permitted for a lender and/or a third party for up to six months from the date it was produced. Please see the Terms and Conditions at the back of this report for more details.

Any further work undertaken by RPS will be carried out under RPS Standard Terms and Conditions.

Services

If you require RPS to carry out any work on your behalf, please fax confirmation on 020 7403 8858 or email to SitecheckFlood@rpsgroup.com.

RPS can assist with any potential further work highlighted in the assessment. Following a review of any further information it may be practicable to revise the risk assessment of the site in context with the current and proposed site use. A separate letter/report would be produced to confirm the updated professional opinion. Any additional fees would be agreed prior to undertaking the work.

Should you require any further information on this report, please contact Sitecheck Customer Services on 0844 844 9966 or the RPS Commercial Advice line on 020 7261 1091.

Completed by:
RPS Environmental Risk Team

The RPS Risk Assessment is based only on the information as shown by data sources collected by Landmark Information Group Ltd and supplied within the associated Sitecheck Flood Report with RPS Risk Assessment including further information provided by the client. The RPS Risk Assessment should be read in conjunction with the Guidance Notes and the Sitecheck Flood Report. No responsibility can be accepted for any error or omissions in the data supplied to RPS. No physical inspection of the property has been carried out. The RPS Risk Assessment is subject to the Landmark Terms and Conditions.

Report Sections and Details	Page
Aerial Photo	1
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.	
RMS Flooding	4
This section contains the Risk Management Solutions flood data. The data is based upon the likelihood of a flood occurrence for 3 flood return periods; these being 75 years, 100 years and 1000 years. Each return period can detail both defended and/or undefended flood features, with each feature also reporting an associated flood depth. In addition pluvial flood features are also detailed where applicable, however tidal flooding is not included.	
EA Flooding	8
This section gives details of EA Flooding data which includes extent of flooding or extreme flooding, flood defences and areas benefiting from flood defences. If EA Flood Zones are in the vicinity of the property, then an EA Flood Map is included within this section.	
BGS Flooding	10
This section details BGS Groundwater Flooding data and vulnerability to inland or coastal flooding.	
Insurance Risk Rating	13
This section gives an indication of the level of flood risk for the property as identified by Aviva, as well as an indication of the insurance claims rating for flooding within the postcode sector.	
Guidance Notes for the Practitioner	14
This section gives guidance on the purpose, methodology and scope of the RPS Flood Risk Assessment.	
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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.	



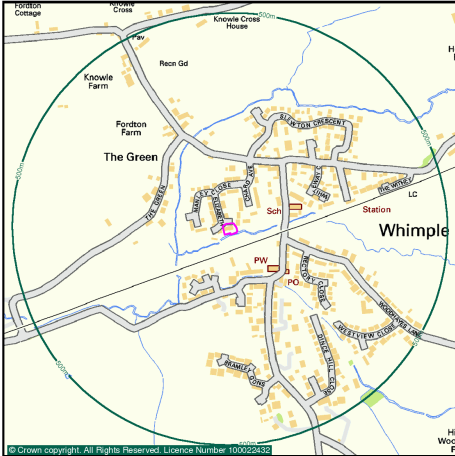
Site
Sample Site, Sample Street, Sample Town

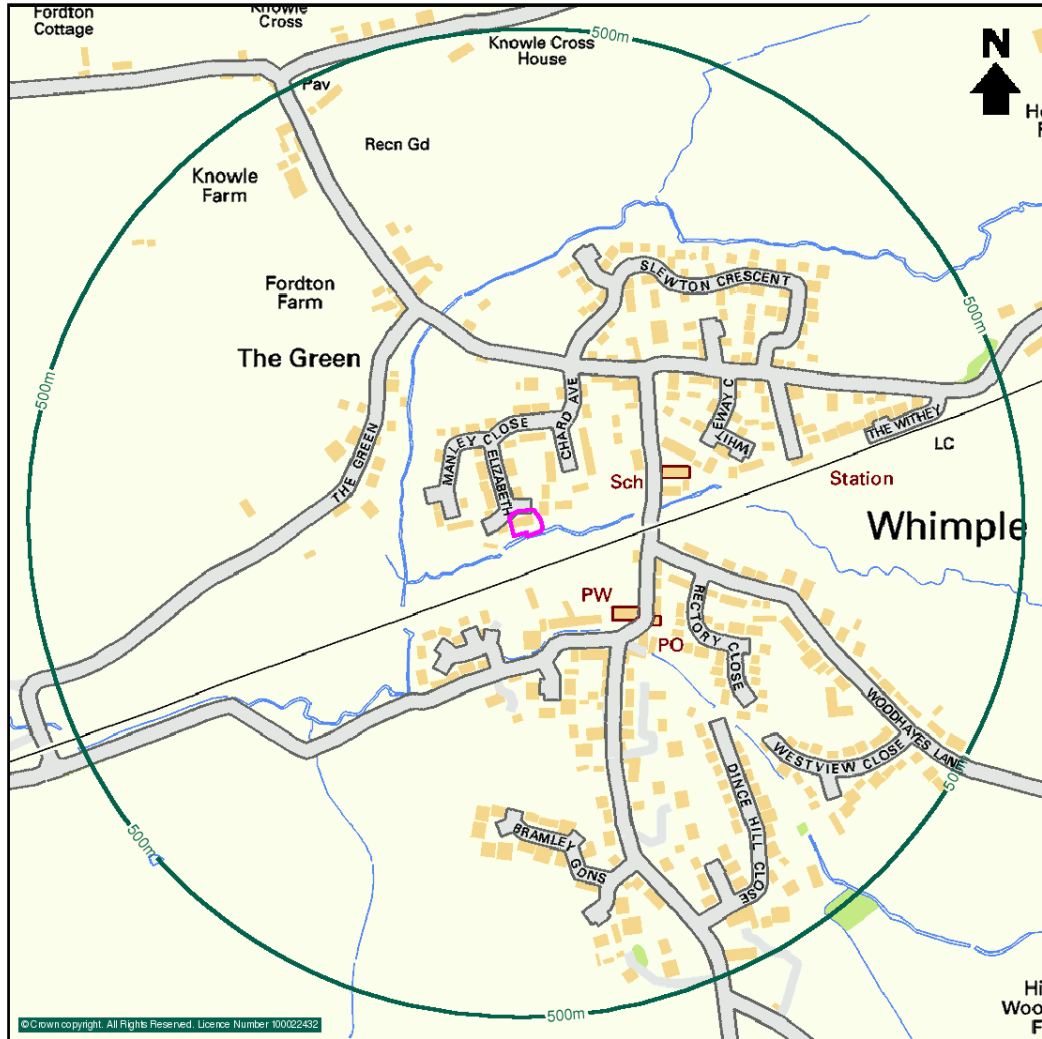
Grid Reference
304310, 97300

Report Reference
SCF_38309637_2_1

Customer Reference
SAMPLE

Size of Site
719 m²





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Site

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Grid Reference

304310, 97300

Report Reference

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Customer Reference

SAMPLE

Size of Site

719 m²



RMS Flood Risk	On Site	0-250m
	2	8
RMS Flooding		
RMS 75 year Flood Return	0	4
RMS 100 year Flood Return	1	3
RMS 1000 year Flood Return	1	1

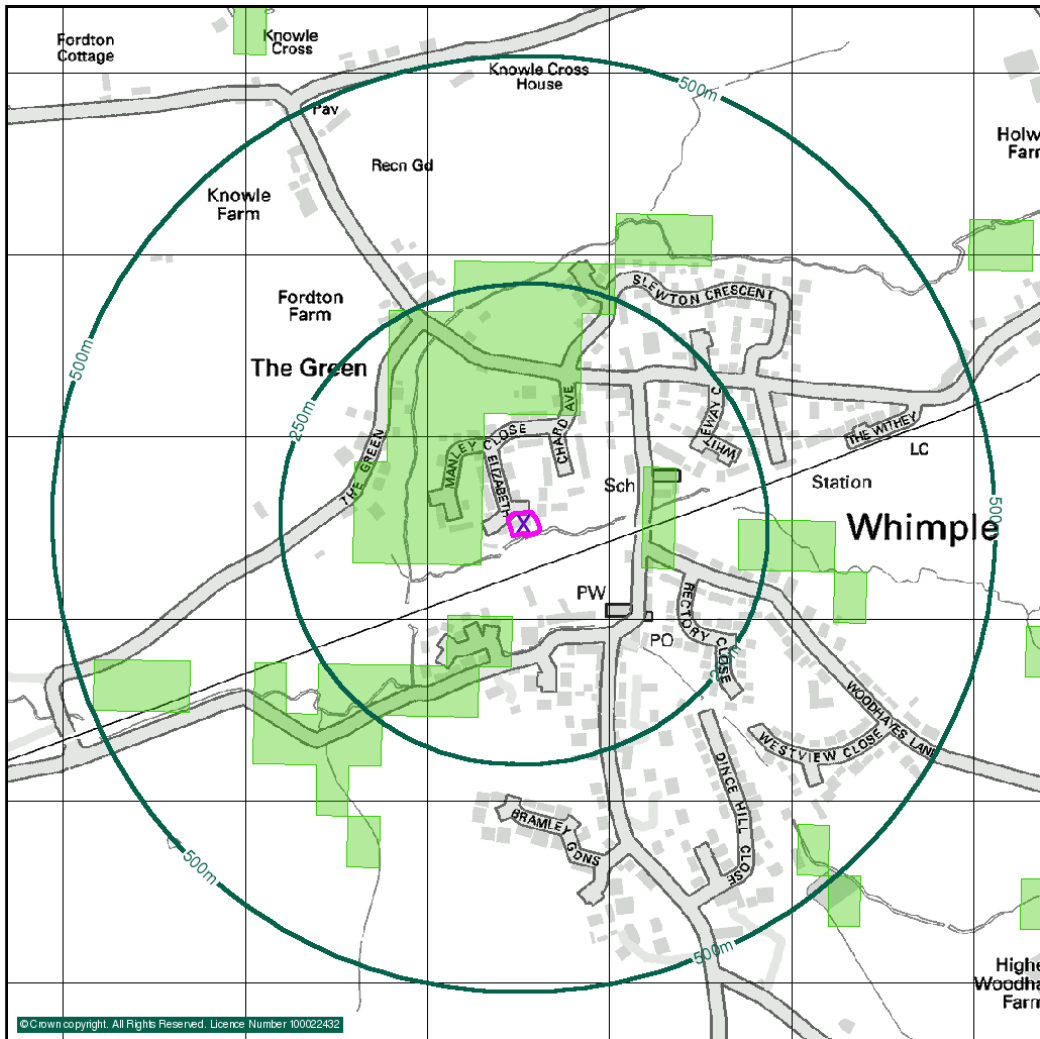
Environment Agency Flood Risk	On Site	0-250m
	1	2
EA Flooding		
Extreme Flooding from Rivers or Sea without Defences	1	0
Flooding from Rivers or Sea without Defences	0	2
Areas Benefiting from Flood Defences	0	0
Flood Water Storage Areas	0	0
Flood Defences	0	0

British Geological Survey Flood Risk	On Site	0-50m
	2	0
BGS Flooding		
BGS Groundwater Flooding Susceptibility	1	0
BGS Geological Indicators of Flooding	1	0










Aviva Flood Risk Rating	On Site
	1
Aviva Flood Risk	
Property-based Flood Risk	1

Insurance Claims Rating	On Site
	1
Insurance Claims	
Postcode Sector Insurance Claim Ratings - Flood	1

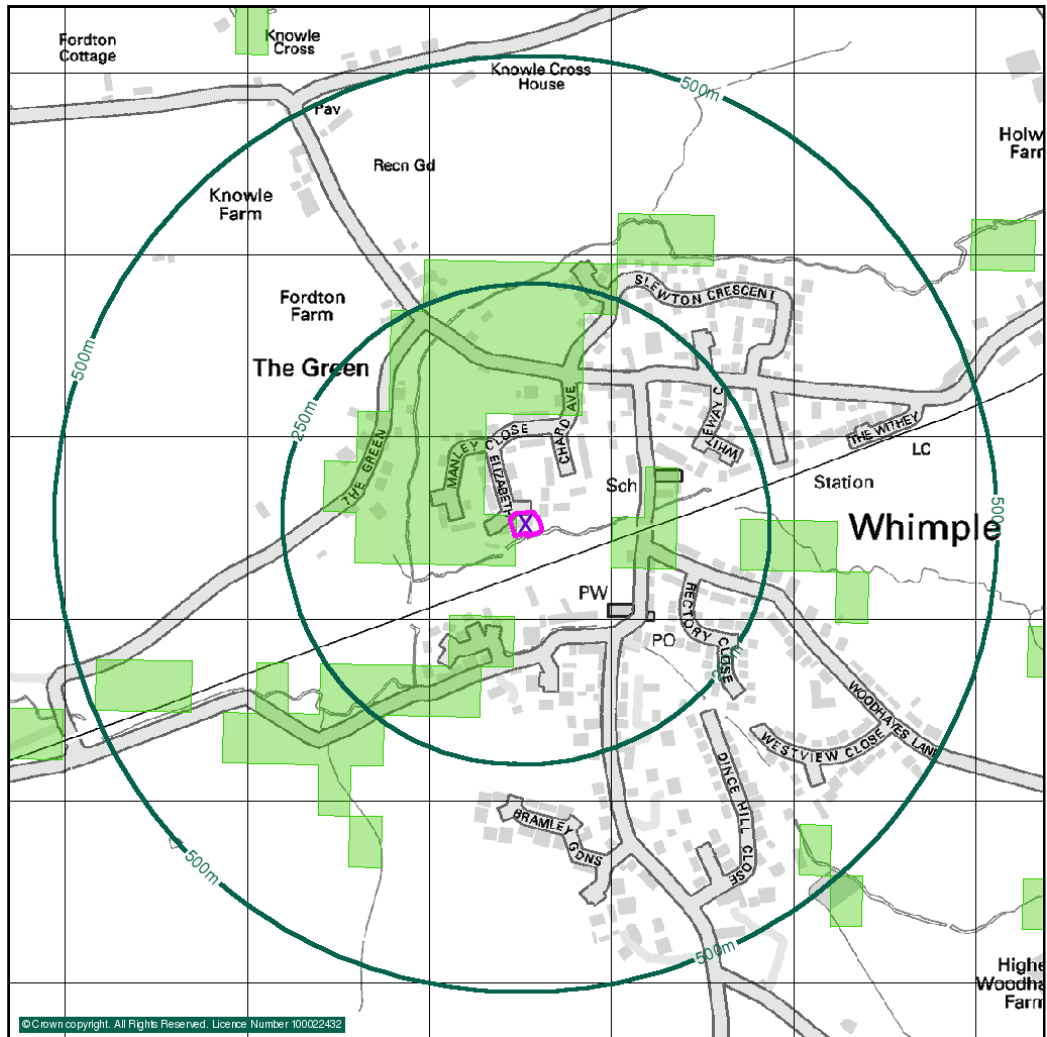
75 Year Return Period












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General	Flood Depth (mm)	Defended Flood	Undefended Flood	Pluvial & Minor River Flood (flood depth n/a)
Site Boundary	0-200			
Search Buffer	201-500			
Bearing Reference Point	501-2000			
Reference Number	2001+			

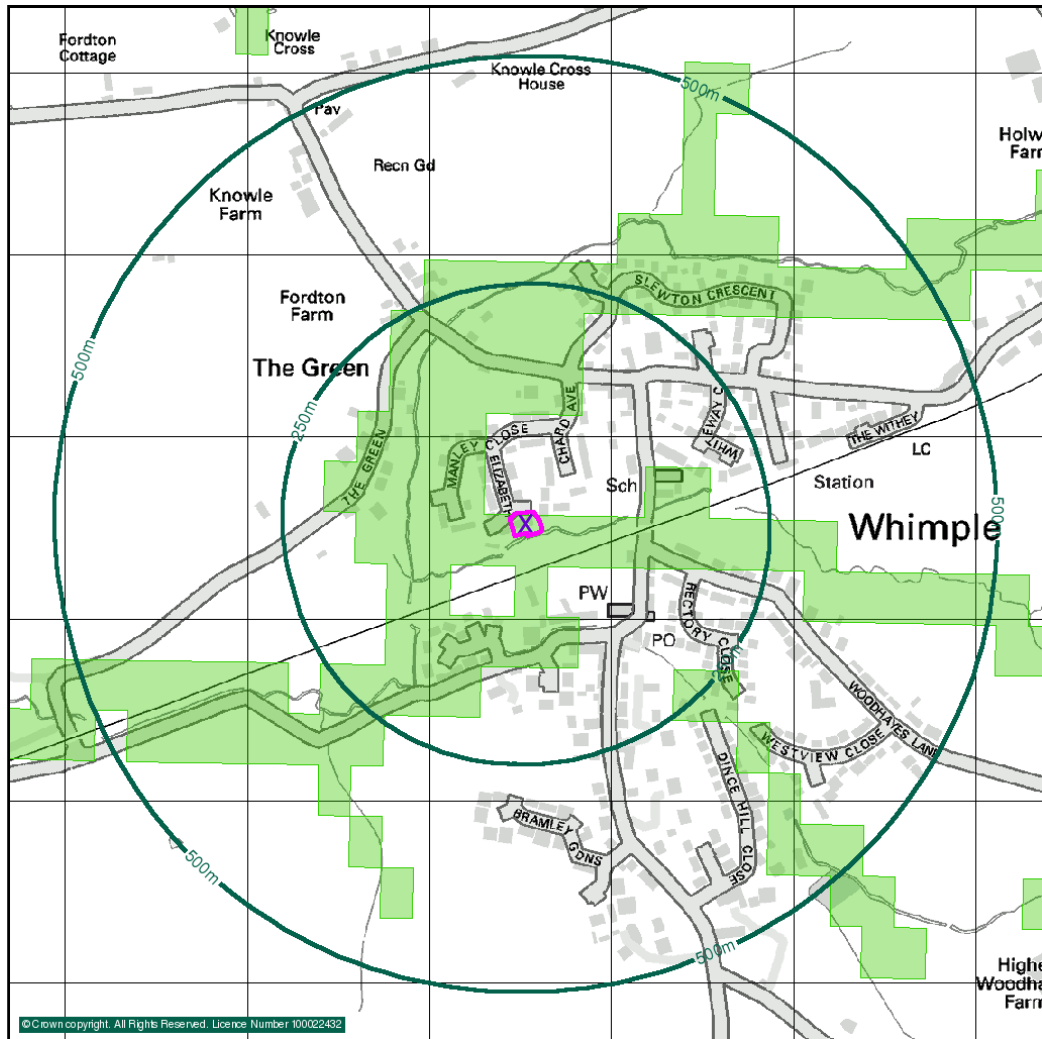
100 Year Return Period












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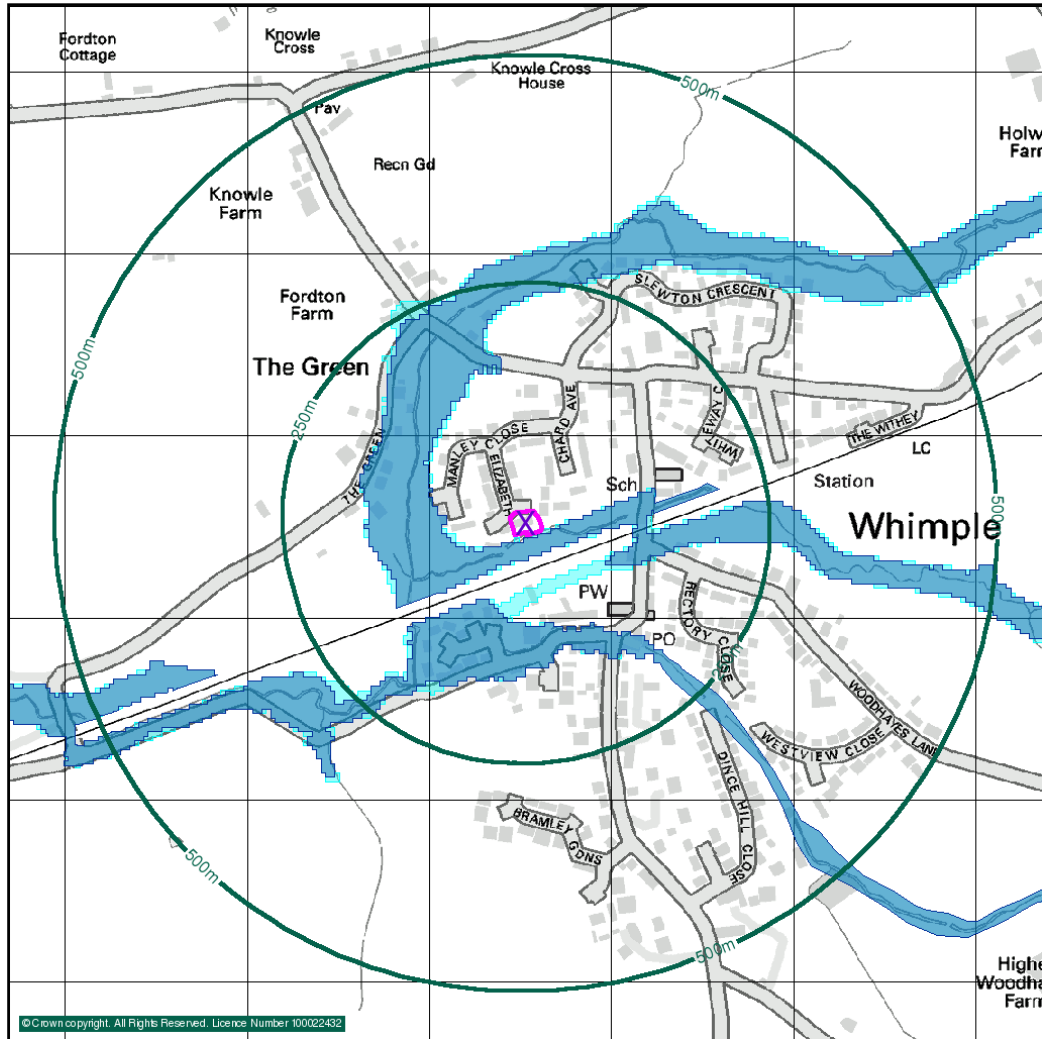
General	Flood Depth (mm)	Defended Flood	Undefended Flood	Pluvial & Minor River Flood (flood depth n/a)
Site Boundary	0-200			
Search Buffer	201-500			
Bearing Reference Point	501-2000			
Reference Number	2001+			

1000 Year Return Period












General	Flood Depth (mm)	Defended Flood	Undefended Flood	Pluvial & Minor River Flood (flood depth n/a)
Site Boundary	0-200			
Search Buffer	201-500			
Bearing Reference Point	501-2000			
Reference Number	2001+			

RMS Flood Risk		Ref No.	Search Buffer	Direction
RMS Flooding				
RMS 75 year Flood Return				
Flood Type / Depth: Flood Hazard:	75 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	W
Flood Type / Depth: Flood Hazard:	75 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	S
Flood Type / Depth: Flood Hazard:	75 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	E
Flood Type / Depth: Flood Hazard:	75 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	E
RMS 100 year Flood Return				
Flood Type / Depth: Flood Hazard:	100 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	On Site	W
Flood Type / Depth: Flood Hazard:	100 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	E
Flood Type / Depth: Flood Hazard:	100 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	S
Flood Type / Depth: Flood Hazard:	100 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	E
RMS 1000 year Flood Return				
Flood Type / Depth: Flood Hazard:	1000 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	On Site	E
Flood Type / Depth: Flood Hazard:	1000 year pluvial flood, depth is not applicable Pluvial & Minor River Flood Risk	-	0-250m	SE

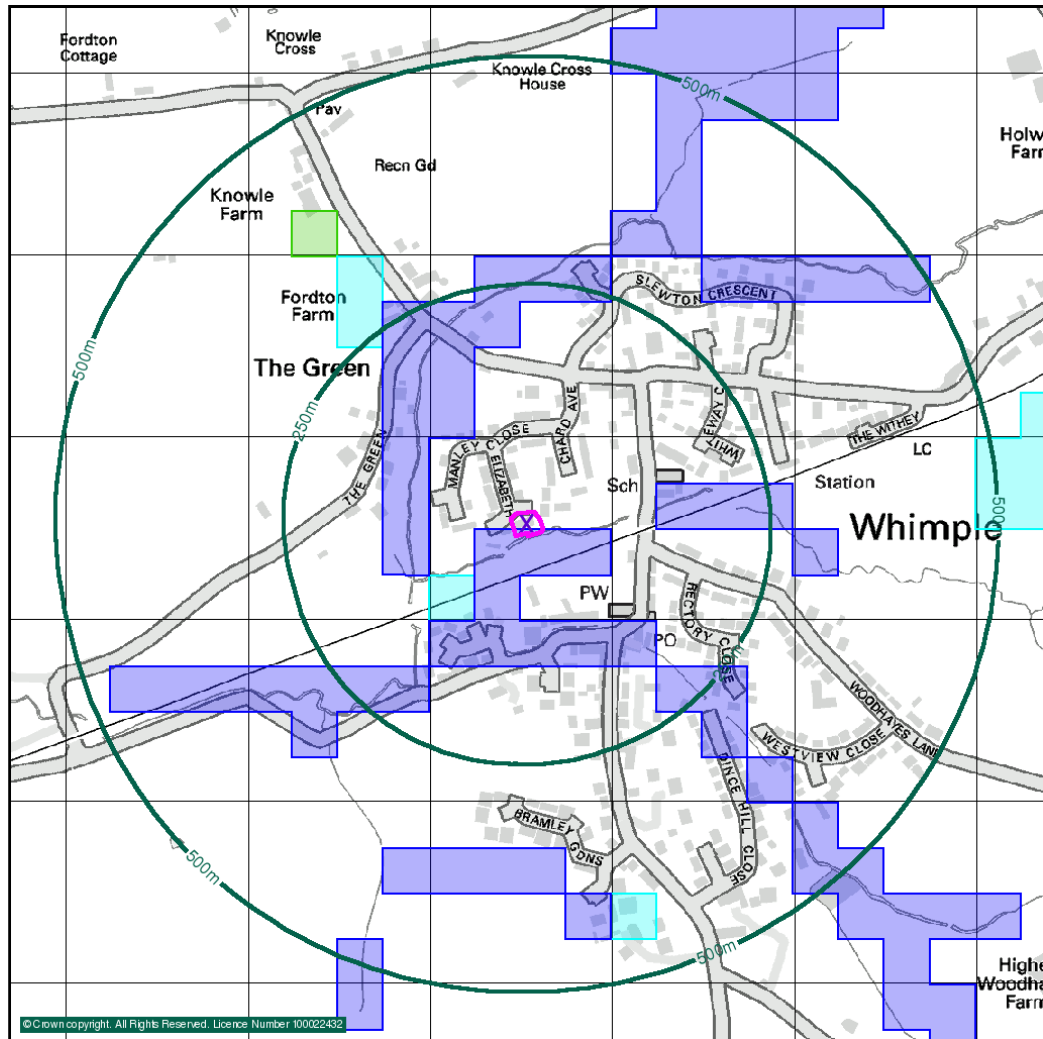


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General		Area of Floodplain	
	Site Boundary		Areas Benefiting from Flood Defences
	Search Buffer		Flood Water Storage Areas
	Bearing Reference Point		Flood Defences
	Reference Number		Extreme Flooding from Rivers or Sea without Defences (Zone 2)
			Flooding from Rivers or Sea without Defences (Zone 3)

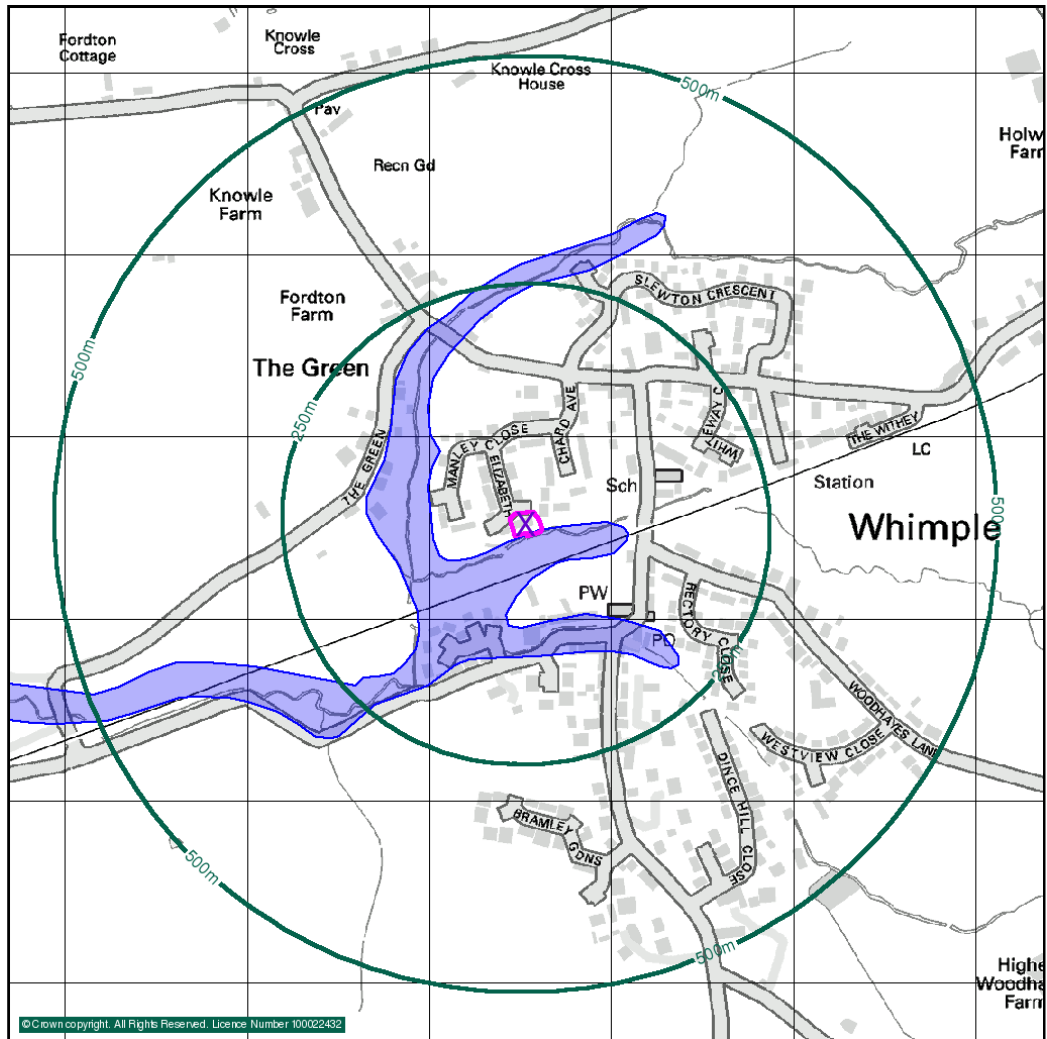
Environment Agency Flood Risk		Ref No.	Search Buffer	Direction
EA Flooding				
Extreme Flooding from Rivers or Sea without Defences				
Type: Flood Plain Type: Boundary Accuracy: Contact:	Extent of Extreme Flooding from Rivers or Sea without Defences Fluvial Models As Supplied 2	-	On Site	SE
Flooding from Rivers or Sea without Defences				
Type: Flood Plain Type: Boundary Accuracy: Contact:	Extent of Flooding from Rivers or Sea without Defences Fluvial Models As Supplied 2	-	0-250m	S
Type: Flood Plain Type: Boundary Accuracy: Contact:	Extent of Flooding from Rivers or Sea without Defences Fluvial Models As Supplied 2	-	0-250m	SW
Areas Benefiting from Flood Defences				
None		-		-
Flood Water Storage Areas				
None		-		-
Flood Defences				
None		-		-

BGS Groundwater Flooding Susceptibility Map










General	BGS Groundwater Flooding Susceptibility
Site Boundary	High Susceptibility
Search Buffer	Moderately High Susceptibility
Bearing Reference Point	Moderate Susceptibility
Reference Number	Low Susceptibility
	Negligible Susceptibility

BGS Geological Indicators of Flooding Map



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General	BGS Geological Indicators of Flooding
 Site Boundary	 Coastal
 Search Buffer	 Inland
 Bearing Reference Point	 Bodies of Water
 Reference Number	

British Geological Survey Flood Risk		Ref No.	Search Buffer	Direction
BGS Flooding				
BGS Groundwater Flooding Susceptibility				
Flooding Type: Contact:	High Susceptibility to Groundwater Flooding 3	-	On Site	S
BGS Geological Indicators of Flooding				
Flooding Type: Flood Potential Code: Contact:	Inland Flooding Higher flood potential from rivers: the first areas to experience the effects of inland flooding in a river catchment. 3	-	On Site	S

Aviva Flood Risk Rating		Ref No.	Search Buffer	Direction
Aviva Flood Risk				
Property-based Flood Risk				
Flood Risk Rating: Contact:	Negligible Flood Risk Rating 4	-	On Site	SE

Insurance Claims Rating		Ref No.	Search Buffer	Direction
Insurance Claims				
Postcode Sector Insurance Claim Ratings - Flood				
Insurance Rating: Postcode Sector: Contact:	Medium Flood Insurance Claim Rating EX5 2 4	-	On Site	E

RPS

RPS Consultants Ltd ('RPS') is part of the RPS Group plc, the largest European Environmental Consultancy with over 4,500 staff and a network of offices throughout the UK, Europe and key offices worldwide. As a leading advisor to the financial and property sector on potential environmental liabilities it has over thirty years experience advising on contaminated and 'brownfield' sites in the UK, and acts as a panel advisor to the majority of the UK's clearing banks, property developers/agents and the legal profession.

The expertise of RPS staff together with the company's in-depth knowledge and experience in the marketplace can help you find economic solutions for even the most difficult sites.

Purpose of the Assessment

The purpose of the RPS Risk Assessment is to assist parties involved in property transactions in assessing the risk of flooding based on the factual data presented by Landmark in this report. It provides structured guidance and advice on the interpretation of numerous sources of flood-related data, the potential for flooding and details on the significance of flood risk; both in the context of sites which remain in their current use and in any redevelopment / planning scenario.

The client also has access to a technical helpline offering free initial advice and consultation by the RPS panel of consultants who provide the assessments.

Overall, RPS aims to provide clear, concise and commercially-focused advice to facilitate property transactions and also assist with necessary guidance in planning and redevelopment scenarios.

RPS Risk Assessment Methodology and Scope

In summary, the factual data provided by Landmark are passed through a specialist risk model and, where appropriate, a manual review and assessment is completed by a dedicated panel of specialist consultants. A professional opinion of the flood risk is subsequently reported.

The RPS Risk Assessment is based on the site boundary defined by the client and data contained within this report.

The bespoke risk model has been designed by RPS' flood risk team. The model takes into account the risk directly associated with fluvial (river), tidal (coastal), pluvial (rainfall ponding / surface water) and groundwater flooding.

Datasets used in the RPS risk model include the following:

1. Environment Agency flood data (1:20,000 scale);
2. British Geological Survey - geological maps (1:10,000 scale);
3. BGS - Geological Indicators of flooding (electronic data set); and
4. RMS - Pluvial flooding dataset.

Where a sufficient level of potential risk is identified, the report is automatically forwarded to the RPS team of flood risk consultants for a detailed review and manual assessment i.e non-automated. The outcome of the review and assessment is the provision of a flood risk rating and site-specific explanations of the level of risk. Guidance is also provided in relation to potential development of the site.

The resulting professional opinion enables the qualification of the level of flood risk at the site. Should further work be advised, RPS provides advice and direction to reduce or further clarify the risk. RPS can, on request, also provide a detailed scope of work and associated costs for any further work required (where considered necessary).

RPS Risk Ratings

The classes of risk referred to within the RPS Risk Assessment take into account the type, extent and likely frequency of flooding on the site. The risk ratings can be generally defined as follows:

Low Risk - it is considered unlikely that significant flooding will occur at the site.

Moderate Risk - whilst the potential for flooding has been identified at the site, it either relates to a small part of the site only (particularly significant for larger areas) or it is not considered to be of extreme depth or high frequency.

High Risk - there is the potential for significant flooding at the site. This may include regular shallow flooding or less frequent flooding to significant depths with potential to disrupt site operations or impact development opportunities.

Limits of the Report

The RPS Risk Assessment comments upon the potential risk of significant flooding and is made solely on the basis of information presented in the Sitecheck Flood report. There are a number of forms of flooding not included in the presented data sets and as such are not included in the RPS assessment. These include, but are not limited to; flooding from sewers, burst water mains and flooding from other surface water bodies such as reservoirs, lakes and canals. An assessment of drainage suitability is not included. Potential off site impacts such as restricted access due to flooding in the vicinity of the site are also not included within the assessment.

The assessment does not include any physical inspection of the site or condition of the land. Direct requests for site-specific

records from regulators i.e the Environment Agency have been undertaken.

The RPS assessment is not intended to provide a sufficient level of detail to fully comply with the requirements of flood risk assessments as detailed in Planning Policy Statement 25 'Development and Flood Risk' (PPS25) and advice should be sought as to what additional assessment is required to accompany planning applications for any development work which may be planned on the site. PPS25 was published by the Department of Communities and Local Government (DCLG) in December 2006. This document, along with its companion Practice Guide, provides central government's guidance on how flood risk issues should be dealt with for different types of development during the planning process.

If you have any queries regarding the information in this report and how to use it, please do not hesitate to contact the Sitecheck Helpdesk (see Contact details below).

Other Environmental Issues

Should there be other environmental issues at the site e.g ground contamination, geotechnical, or for energy / sustainability appraisals, please contact RPS for further free advice. RPS can provide the necessary additional services to ensure environmental issues placed in an appropriate commercial context to assist in transactions going forward.

Contact Information

For queries regarding the contents of the Report, please contact the Sitecheck Customer Helpdesk on 0844 844 9966.

For further information regarding the RPS flood risk assessment itself, or for general consultancy advice concerning property and environmental liability, please contact RPS on 020 7261 1091

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.

RMS Flooding Data

RMS flood data is based on analyses of historical data, using mathematical and statistical models and the encoded experience of scientists and engineers, and is inherently imprecise. It is provided "AS IS", without any warranty of any kind. The information provided is not intended to constitute professional advice or an endorsement by RMS of any kind regarding the use and suitability of the information. You rely on this information solely at your own risk. RMS shall not be liable for any damages (whether direct or consequential damages, including loss of profits) suffered by any recipient of this report or any third party relying upon or using this report. RMS doesn't screen for flooding from the sea. Please refer to the report user guide for further information.

EA Data

Extent of Flooding

The information given in England and Wales is based on the Environment Agency's Flood Map, specifically the extent of flooding. This shows flooding from rivers or sea without defences i.e. the natural flood plain area that could be affected in the event of flooding from rivers and the sea. An area affected by extreme flooding (Zone 2) indicates the extent of a flood with a 0.1% (1 in 1000) chance of happening each year. The EA doesn't screen for pluvial flooding.

Extent of Extreme Flooding

The information given in England and Wales is based on the Environment Agency's Flood Map, specifically the extent of flooding. This shows flooding from rivers or sea without defences i.e. the natural flood plain area that could be affected in the event of flooding from rivers and the sea. An area affected by flooding (Zone 3) indicates the extent of a flood with a 1% (1 in 100) chance of happening each year from a river and a 0.5% (1 in 200) chance of happening each year from the sea. The EA doesn't screen for pluvial flooding.

Areas Benefiting from Flood Defences

The information given in England and Wales is based on the Environment Agency's Flood Map, specifically the areas benefiting from flood defences. This shows areas that benefit from flood defences, in the event of a river flood with a 1% (1 in 100) chance of happening each year, or a flood from the sea with a 0.5% (1 in 200) chance of happening each year. If the defences were not there, these areas would flood.

Flood Defences

The information given in England and Wales is based on the Environment Agency's Flood Map, specifically the flood defences. This includes linear flood defences (such as walls and embankments). The linear flood defences shown are normally those built within the last 5 years to a specified standard. As a result not all flood defences may be shown.

Flood Water Storage Areas

The information given in England and Wales is based on the Environment Agency's Flood Map, specifically the flood water storage areas. This includes flood water storage areas (such as reservoirs and basins).

BGS Data Information

Where high susceptibility is indicated, this means that given the geological conditions in the area groundwater flooding hazard should be considered in all land-use planning decisions. It is recommended that other relevant information e.g. records of previous incidence of groundwater flooding, rainfall, property type, and land drainage information be investigated in order to establish relative, but not absolute, risk of groundwater flooding.

Where moderately high susceptibility is indicated, this means that given the geological conditions in the area groundwater flooding hazard should be considered in all land-use planning decisions. It is recommended that other relevant information e.g. records of previous incidence of groundwater flooding, rainfall, property type, and land drainage information be investigated in order to establish relative, but not absolute, risk of groundwater flooding.

Where moderate susceptibility is indicated, this means that given the geological conditions there may be a groundwater flooding hazard. Unless other relevant information, e.g. records of previous flooding, suggests groundwater flooding has occurred before in this area you need take no further action in relation to groundwater flooding hazard. If there are records of previous incidences of groundwater flooding, then is recommended that other information e.g. rainfall history, property type, and land drainage information in addition to previous records of flooding be investigated in order to establish relative, but not absolute, risk of groundwater flooding.

Where low susceptibility is indicated, this means that given the geological conditions there may be a groundwater flooding hazard. Unless other relevant information, e.g. records of previous flooding, suggests groundwater flooding has occurred before in this area you need take no further action in relation to groundwater flooding hazard. If there are records of previous incidences of groundwater flooding, then is recommended that other information e.g. rainfall history, property type, and land drainage information in addition to previous records of flooding be investigated in order to establish relative, but not absolute, risk of groundwater flooding.

Where susceptibility is negligible, this means that you need take no further action in relation to groundwater hazard in this area.

Where it is indicated that geological deposits which may be vulnerable to flooding are mapped in the search area, this does not necessarily mean that flooding will occur. The data behind the search are purely geological and do not take into account any man-made factors such as flood protection schemes. The data is indicating simply those geological deposits which have been associated with flooding in the recent geological past and which therefore may still be vulnerable to flooding. The BGS Geological Indicators of Flooding data should be regarded as complementary to, but not a replacement for, existing Environment Agency flood risk maps.

Property Based Flood Risk

Aviva have generated a detailed flood risk assessment to accurately evaluate the flood risk for individual customers.

The information from this assessment has been used to define the risk shown - this is based on the individual property rather than the postcode. The flood risk assessment undertaken by Aviva is for river flooding and coastal flooding. No assessment has been made for flooding from other sources like groundwater flooding, flash flooding, sewerage flooding or flooding caused by defective household equipment or plumbing

Insurance Claims

This risk is derived from the number of flood insurance claims in the postcode sector. The data includes validated claims notified to insurers including river and coastal flood, heavy rainfall and flooding following blockages to sewers etc. They do not include an escape of water from a fixed appliance.



Contact Names and Addresses**1 Landmark Information Group Limited**

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Oxon
RG9 6AB

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Fax 0844 844 9980

info@landmarkinfo.co.uk
www.landmarkinfo.co.uk

2 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.

3 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

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cssupport@landmarkinfo.co.uk
www.landmarkinfo.co.uk

Other Contacts**Landmark Information Group Limited**

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RG9 6AB

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Fax 0844 844 9980

info@landmarkinfo.co.uk
www.landmarkinfo.co.uk



Search Code

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>