



# PREMIUM RESIDENTIAL ▶ 0.25HA

ENVIRONMENTAL + FLOOD + GROUND STABILITY + ENERGY & INFRASTRUCTURE

## REPORT SUMMARY

**SECTION 1: ENVIRONMENTAL** (INC. CONTAMINATED LAND)

PASS: NO FURTHER RECOMMENDATIONS

**SECTION 2: FLOOD** (INC. FLOODABILITY RATING)

PASS: NO FURTHER RECOMMENDATIONS

**SECTION 3: GROUND STABILITY**

PASS: NO FURTHER RECOMMENDATIONS

**SECTION 4: ENERGY & INFRASTRUCTURE**

PASS: NO FURTHER RECOMMENDATIONS

### Address:

1 Sample, Sample, Sample, Sample

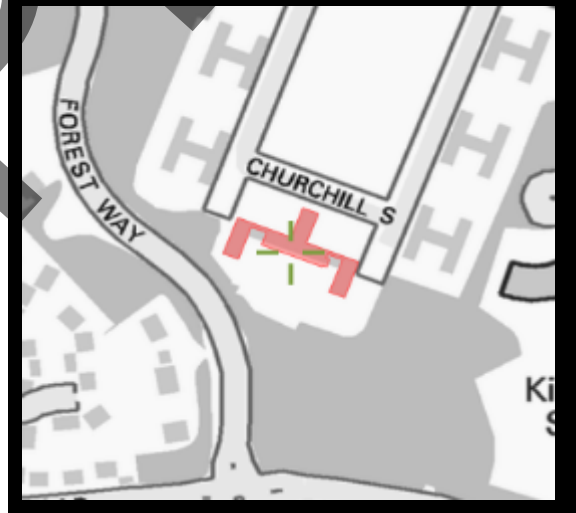
### Requested By:

CLS Property Insight

### Grid Ref: Date: References:

E: 567183 01/09/2017 Sample\_x12

N: 155247 ID: 1000072005



## PROFESSIONAL OPINION

This summary should be read in conjunction with the full report. The Professional Opinion below summarises the risks and other potential issues associated with the property. The Professional Opinion results are displayed as GREEN for PASS, GREEN for PASS WITH ADVISORY, and RED for FURTHER ACTION. A PASS is given if there is no specific risk. A 'PASS WITH ADVISORY' is given where there is no specific risk from an environmental perspective, but where the client should be made aware of the feature(s) and/or information within the section as they may consider it affects their quiet enjoyment of the property. A 'FURTHER ACTION' is given if there is a specific risk and a specific further action is advised. The Pass, Pass with Advisory, or Further Action results should be disclosed to client and /or lender and / or insurer as appropriate. The Professional Opinion is summarised below. The Professional Opinion summary will indicate where more details on Advisory or Further Actions are available in the body of the report.

In the event of a request to review the Professional Opinion based on additional information, or any technical queries, the professional advisor who ordered the report should contact us at [info@futureclimateinfo.com](mailto:info@futureclimateinfo.com) or call 01279 798 111.



### PROFESSIONAL OPINION APPROVED BY:

Philip Wilbourn, CEO  
Wilbourn & Co Ltd



Future Climate Info Limited is an Appointed Representative of CLS Risk Solutions Limited who are authorised by the Financial Conduct Authority.

Regulated by RICS

If you require assistance please contact your Search Provider or alternatively contact FCI directly and quote order: 1000072005

Tel: 01279 798 111 | Email: [info@futureclimateinfo.com](mailto:info@futureclimateinfo.com) | Web: [www.futureclimateinfo.com](http://www.futureclimateinfo.com)

# PREMIUM RESIDENTIAL ▶ 0.25HA

## ENVIRONMENTAL + FLOOD + GROUND STABILITY + ENERGY & INFRASTRUCTURE

**ADDRESS LINE:**

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CLS Property Insight

**REFERENCE:**Sample\_x12  
ORDER ID: 1000072005**GRID REF:**E: 567183  
N: 155247**DATE:**

01/09/2017

## 1 ENVIRONMENTAL (INC. CONTAMINATED LAND)

### 1.02 REMEDIATION INSURANCE

**YES**

Unless additional contaminated land insurance has been requested at the time of purchase, this report includes contaminated land remediation insurance providing cover of up to £100,000 for 6 years from the date of purchase in the event that the Local Authority serves a Part 2A Remediation Notice and remediation costs have to be borne by the property owner. Terms and conditions apply; please visit [www.futureclimateinfo.com/terms-and-conditions.html](http://www.futureclimateinfo.com/terms-and-conditions.html).

If this report was purchased without additional contaminated land insurance, enhanced protection of up to £1,000,000 for a term of 25 years can be obtained for £50 inclusive of Insurance Premium Tax (for properties up to 0.4 ha). To purchase Contaminated Land Insurance, please visit CLS at [www.csl.co.uk](http://www.csl.co.uk), call 01732 897 530 or purchase via your reseller. More details on this policy are available at <http://www.futureclimateinfo.com/Residential/ContaminatedLand>

### 1.03 OFFICIAL CONTAMINATED LAND | REGISTER ENTRIES & NOTICES

**PASS**

Tonbridge and Malling District (B) Council data indicates that the property is not within 25 metres of an area of land that has been designated Contaminated Land under Part 2A of the Environmental Protection Act 1990.

### 1.09 ELECTRICITY INFRASTRUCTURE | SUBSTATIONS

**PASS (WITH ADVISORY)**

Data provided by the Ordnance Survey indicates that the property is within 25 metres of one or more electricity substations.

**ADVISORY:** Electric and Magnetic Fields (EMF's) are produced wherever electricity is used. There are guidelines to limit exposure to electric and magnetic fields (exposures in the home are usually well below these guideline levels). There is contradictory evidence to link EMF's to both long and short term health risks, further information and advice is available from Public Health England at [www.gov.uk/government/collections/electromagnetic-fields](http://www.gov.uk/government/collections/electromagnetic-fields), or from [www.emfs.info](http://www.emfs.info).

### 1.18 PAST INDUSTRIAL LAND USES

**PASS**

In the Professional Opinion of Wilbourn & Co. Chartered Surveyors the property is not on or within 25 metres of any former industrial land uses depicted on historic Ordnance Survey maps, from which the level of environmental risk is likely to result in the property being determined Contaminated Land under Part 2A of the Environmental Protection Act 1990.

### 1.21 RADON GAS

**PASS**

Data provided by the British Geological Survey (BGS) indicates that the property is not in a Radon Affected Area.

This is because the property is in a Lower probability radon area (less than 1% of homes are estimated to be at or above the Action Level of 200 Bq m<sup>-3</sup>), therefore no protective measures are required.

### 1.24 AIR QUALITY MANAGEMENT AREA

**NOTE**

Although information on air quality is not included within the Environmental risk assessment in this report we are able to provide information from DEFRA.

Data provided by DEFRA indicates that the property is not in or within 100 metres of an Air Quality Management Area (AQMA). An AQMA is declared where the air pollutants occur above EU and Government targets, and where the council is required to create and follow an Air Quality Action Plan (AQAP) to improve air quality.

Please note that though this property is not within an Air Quality Management Area, this does not necessarily guarantee good air quality. For more information on air quality please visit <https://uk-air.defra.gov.uk/air-pollution/>.

## 2 FLOOD (INC. FLOODABILITY RATING)

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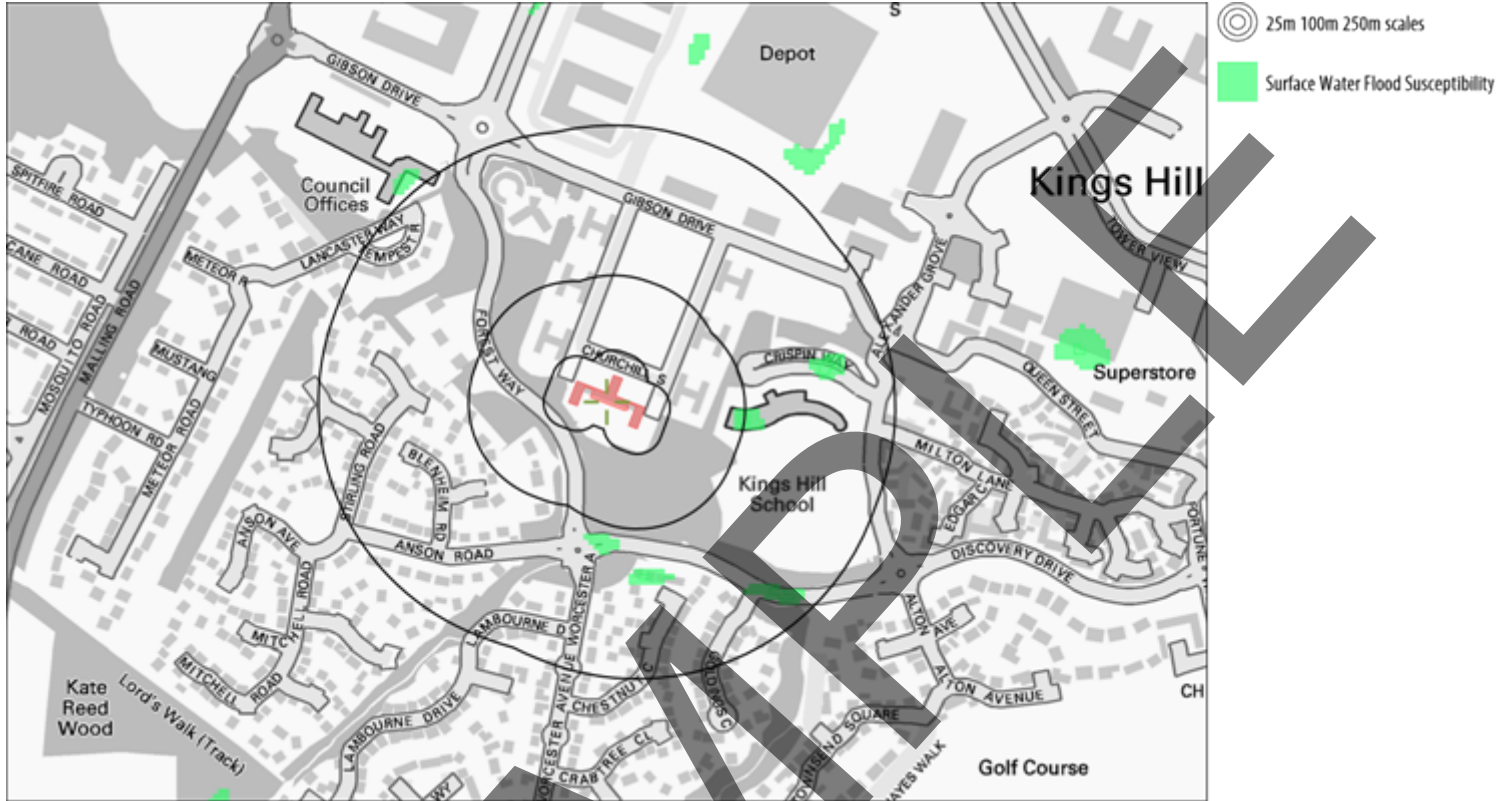
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## 2.01 FLOOD RISK MAP



## 2.02 RIVER AND SEA FLOOD RISK

PASS

Data provided by the Environment Agency indicates no risk of flooding from River or Sea within 25 metres of the property.

## 2.03 SURFACE WATER FLOOD RISK

PASS

Data provided by JBA Risk Management indicates that there is no risk of Surface Water flooding within 5 metres of the property. Surface water flooding occurs when heavy rainfall overwhelms the drainage capacity of an area. In these instances, the rainwater does not drain away through the normal drainage systems or soak into the ground, but lies on or flows over the ground instead.

## 2.04 GROUNDWATER FLOODING

PASS

Data provided by JBA Risk Management indicates that the property has negligible risk from groundwater flooding.

## 2.05 SURFACE WATER FEATURES

PASS

The Ordnance Survey Map indicates that the property is not located within 250 metres of a body of surface water, such as a stream, river, canal, reservoir, lake or pond.

## 2.06 FLOODABILITY RATING

PASS

The JBA Floodability Rating at this location is Clear. Clear indicates that the likelihood of flooding is Very Low.

JBA Floodability data is derived from their high resolution UK flood hazard maps which are used by most insurers when assessing flood risk. Where a higher Floodability Rating is indicated further investigation into flood risk is usually advisable. For locations rating Black 1 (High) and Black 2 (Very High) there is more likely to be a correlation between Floodability and a residential property being included within Flood Re by a participating insurer. However, please note that not all residential properties are eligible to benefit from Flood Re, see <http://www.floodre.co.uk/industry/how-it-works/eligibility/>. Further information about Flood Re is given within "Notes and Guidance – Insurance" at the end of this report.

Please always check that your Buildings Insurance policy covers Flood Damage, as the terms of any mortgage (if required) may require all risks to be covered to meet the lender's requirements.

Future Climate Info has partnered with HomeProtect to deliver home insurance for residential properties in areas considered to be at risk of flooding. HomeProtect policies are underwritten by AXA Insurance plc. Get an immediate, online quote at [www.homeprotect.co.uk/floodcover](http://www.homeprotect.co.uk/floodcover).

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### 2.08 HISTORIC FLOODING

PASS

Data provided by the Environment Agency indicates that the property is not in or within 250 metres of an area that has flooded in the past. This includes all types of flooding, including Groundwater. However, we would always recommend asking the vendor to confirm whether or not they are aware of any previous flooding at the property.

Please see the previous sections for the Flood Risk as of the date of this report.

### 2.09 FLOOD STORAGE

PASS

Data provided by the Environment Agency indicates that the property is not located within 25 metres of a Flood Storage Area (land designed and operated to store flood water).

### 2.10 SEWER FLOODING

NOTE

Please note that information on Sewer Flooding is not included in the flood risk assessment in this report. This information is held by the water company responsible for the public sewer network. Sewer flooding happens for a number of reasons but is most likely to occur during storms, when large volumes of rainwater enter the sewers and sewage escapes from a manhole or a drain, or by backing up through toilets, baths and sinks. Sewer flooding can also occur when pipes become blocked.

## 3 GROUND STABILITY

### 3.02 SUBSIDENCE RISK RATING

PASS

The Subsidence Risk Rating produced by Property Assure based on subsidence damage insurance claims is **Low**, with a risk exposure equal to or below the insurance subsidence incidence rate for England and Wales. This correlates to a rate of 1 or fewer incidents in every 1000 residencies.

The Subsidence Risk Rating assesses the risk of subsidence caused by soil shrinkage. Soil Shrinkage accounts for over 75% of all insurance subsidence incidents in England and Wales and the two main causes are clay shrinkage triggered by vegetation (60% of cases) or leaking drainage (15% of cases) washing away fine particles in the soil or softening the soil.

### 3.05 GEOHAZARDS | RUNNING SAND

PASS

The British Geological Survey indicates that the property is within 50 metres of an area where there is a very low potential for running sand problems if water table rises or if sandy strata are exposed to water. No special actions required to avoid problems due to running sand.

### 3.12 MINING | HAZARDS (NON-COAL)

PASS

The British Geological Survey indicates that the property is located within 50 metres of an area where sporadic underground mining of restricted extent may have occurred. potential for difficult ground conditions are unlikely and localised and are at a level where they need not be considered.

The Presence of past underground mining is not known to have occurred. Areas are categorized on the basis that the rock type present are known to have been worked in other areas. Areas therefore have the potential for underground mining but there is little or no evidence of mining activity. It should be noted, however, that there is always the possibility of the existence of other sub-surface excavations, such as wells, cess pits, follies, air raid shelters/bunkers and other military structures etc. that could affect surface ground stability but which are outside the scope of this dataset.

### 3.15 NATURAL CAVITIES

PASS

The British Geological Survey indicates that the property is within 50 metres of an area where soluble rocks are either not thought to be present within the ground, or not prone to dissolution. Dissolution features are unlikely to be present.

There are no issues to note in this section in relation to the extent of this search. Please see all data reviewed in the Notes and Guidance at the back of this report.

## 4 ENERGY & INFRASTRUCTURE

### 4.07 ELECTRICAL INFRASTRUCTURE | SUBSTATIONS

PASS (WITH ADVISORY)

Data provided by the Ordnance Survey indicates that the property is within 25 metres of one or more electricity substations.

**ADVISORY:** Electrical substations can emit Electric and Magnetic Fields (EMFs). National Grid operate an EMF Unit for those concerned about nearby electricity equipment. They can provide relevant information, and if necessary will undertake field measurements. For further information, contact the EMF Unit on 0845 702 3270 or by email at emfhelpline@nationalgrid.com. However, you can also measure EMFs yourself with the use of a gaussmeter, which can be purchased online.

### 4.15 OIL AND GAS | INVITATION AREA (INC. SHALE GAS)

PASS (WITH ADVISORY)

Data provided by the Department of Energy & Climate Change (DECC) indicates that the property is within an area for which Petroleum Exploration and Development Licence (PEDL) applications have been invited in the 14th Landward Licensing Round. Please bear in mind that these areas are quite large, almost half of the country was included in the 14th round.

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The main reason for the 14th Round was to facilitate exploration for shale gas. Shale gas (methane) is trapped in impermeable shale rock. Hydraulic fracturing (or 'fracking') of the shale rock enables the shale gas to flow. Fracking has been used in the UK for many years but recent improvements in technology have made the exploitation of shale gas reservoirs more economical.

A PEDL is the first step to starting drilling, but it does not imply prior consent to actual activities. An operator wishing to drill an exploratory well must first negotiate access with landowners, as well as obtain consents from a number of bodies, including planning permission and environmental permits. DECC will only give consent to drill once the planning authority has granted permission to drill, and if the relevant planning conditions have been discharged. An operator wishing to start production from a development site must start again with the permissions process.

If a PEDL licence is granted, it will appear below, under 'Oil and Gas | Current and Historic Sites'.

## 4.20 POWER STATIONS

## PASS (WITH ADVISORY)

Data provided by the Department of Energy & Climate Change (DECC), indicates that the property is within 3000 metres of an active power station.

Any infrastructure project has the potential to create blight caused by the uncertainty as to the project outcomes and this can affect the ability to buy and sell property in the affected areas. If any related data is available it will appear below.

| Site Name             | Company             | Address   | Technology          | Distance | Source |
|-----------------------|---------------------|---|---------------------|----------|--------|
| Blaise Farm (Farm AD) | New Earth Solutions | Blaise Farm Quarry Kings Hill West<br>Malling Kent ME19 4PN | Anaerobic Digestion | 1372 m   | DECC   |

**ADVISORY:** Electrical Infrastructure can emit Electric and Magnetic Fields (EMFs). National Grid operate an EMF Unit for those concerned about nearby electricity equipment. They can provide relevant information, and if necessary will undertake field measurements. For further information, contact the EMF Unit on 0845 702 3270 or by email at emfhelpline@nationalgrid.com. However, you can also measure EMFs yourself with the use of a gaussmeter, which can be purchased online.

## 5 NOTES & GUIDANCE

### 5.1 REPORT NOTES

### METHODOLOGY

This report has been produced solely for the purposes of screening the subject property for the dataset categories listed in 5.2. This report is a desk study risk assessment, and no site or ground inspection or physical investigation has been carried out. The impacts of the risks addressed in this report are normally measured in terms of quiet enjoyment, saleability, mortgageability, and the value of the property; the professional risk assessment in this report is provided by a Chartered Environmental Surveyor who is regulated by RICS.

### 5.2 REPORT DATASET CATEGORIES

### METHODOLOGY

The dataset categories analysed in this report are listed below. For more information on these dataset categories, please visit our website [www.futureclimateinfo.com](http://www.futureclimateinfo.com).

1.01 Environmental Map, 1.02 Remediation Insurance, 1.03 Official Contaminated Land | Register Entries & Notices, 1.04 Artificial Ground, 1.05 Current Industrial Land Uses, 1.06 Electricity Infrastructure | Electricity Pylons, 1.07 Electricity Infrastructure | Overhead Power Lines, 1.08 Electricity Infrastructure | Power Cables and Lines, 1.09 Electricity Infrastructure | Substations, 1.10 Environmental Permits | Closed Mining Waste Facilities, 1.11 Environmental Permits | End of Life Vehicles, 1.12 Environmental Permits | Industrial Sites, 1.13 Environmental Permits | Waste Sites, 1.14 Fuel / Petrol Stations, 1.15 Landfill | Current, 1.16 Landfill | Historic, 1.17 OFCOM Mast Site Clearance Locations, 1.18 Past Industrial Land Uses, 1.19 Pollution Incidents, 1.20 Potentially Infilled Land, 1.21 Radon Gas, 1.22 Surface Dangers or Hazards | COMAH Sites, 1.23 Surface Dangers or Hazards | Hazardous Waste Registrations, 1.24 Air Quality Management Area, 2.01 Flood Risk Map, 2.02 River and Sea Flood Risk, 2.03 Surface Water Flood Risk, 2.04 Groundwater Flooding, 2.05 Surface Water Features, 2.06 Floodability Rating, 2.07 Historic Flood Map, 2.08 Historic Flooding, 2.09 Flood Storage, 2.10 Sewer Flooding, 3.01 Professional Advice, 3.02 Subsidence Risk Rating, 3.03 Geohazards | Collapsible Deposits, 3.04 Geohazards | Compressible Ground, 3.05 Geohazards | Running Sand, 3.06 Geohazards | Shrink-Swell, 3.07 Landslips/slides | Mass Movement, 3.08 Landslips/slides | Slope Instability, 3.09 Mining | Cheshire Brine Compensation Area, 3.10 Mining | Coal Mining, 3.11 Mining | Mining Cavities (Non-Coal), 3.12 Mining | Hazards (Non-Coal), 3.13 Modified Ground | Artificial Ground, 3.14 Modified Ground | Historical Analysis, 3.15 Natural Cavities, 4.01 Energy Map, 4.02 Infrastructure Map, 4.03 Carbon Capture & Storage, 4.04 Electrical Infrastructure | Electricity Pylons, 4.05 Electrical Infrastructure | Overhead Power Lines, 4.06 Electrical Infrastructure | Power Cables and Lines, 4.07 Electrical Infrastructure | Substations, 4.08 Hydropower | Existing, 4.09 Hydropower | Potential, 4.10 Major Energy Infrastructure | Gas Pipe, 4.11 Major Energy Infrastructure | Gas Site, 4.12 Major Infrastructure Projects | Crossrail, 4.13 Major Infrastructure Projects | HS2, 4.14 Major Infrastructure Projects | Thames Tideway Tunnel, 4.15 Oil and Gas | Invitation Area (inc. Shale Gas), 4.16 Oil and Gas | Offered Blocks (inc. Shale Gas), 4.17 Oil and Gas | Licensed Areas (inc. Shale Gas), 4.18 Oil and Gas | Current and Historic Sites, 4.19 Oil and Gas | Underground Coal Gasification, 4.20 Power Stations, 4.21 Power Stations | Nuclear Power, 4.22 Railways, 4.23 Solar Farms, 4.24 Wind Farms

### 5.3 CONTAMINATED LAND

### METHODOLOGY

The contaminated land risk assessment used in this report takes account of statutory Contaminated Land as well as information on the various land uses or processes which may have the potential to create Contaminated Land. These include, for example, relevant former industrial land uses shown on historical maps, current industrial land uses, and relevant industrial processes. Risks such as waste sites, licensed discharge consents, radioactive substances, pollution prevention and control licences, explosives, and dangerous substance inventory, Control of Major Accidents and Hazards (COMAH), and Notification of Installations Handling Hazardous Substances (NIHHS), and Planning Hazardous Substance sites are all very highly regulated and as such are excluded from the Contaminated Land risk assessment. Such features at or nearby the property are features that may be considered in the survey or valuation.

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## 5.4 FLOOD INSURANCE

The answers given on the availability of flood insurance reflect the flood re - insurance scheme, known as Flood Re, which was launched 1st April 2016. Flood Re has been set up to help those households who live in a flood risk area find affordable home insurance. Flood Re should make no difference to purchasing home insurance, whether that's through a price comparison site, directly from an insurer or through a broker. There is no need to contact Flood Re directly. Flood Re is intended to give peace of mind that, even after a flood claim, flood insurance should still be available with affordable premiums and excesses. Not every residential property is eligible to benefit from Flood Re, for full information about the scheme, including eligibility, see <http://www.floodre.co.uk/>.

An overall 'Floodability Rating' is given in this report based solely on JBA Floodability data. This shows the combined flood hazard, in 5 metre grid cells, from multiple sources i.e. river, sea and surface water flooding (certain groundwater flood data is also included). Over 85% of insurers use this data when assessing flood risk. The Floodability Rating is represented by colour indicators (black, red, amber, green or clear). For locations rating Black 1 (High) and Black 2 (Very High) there is more likely to be a correlation between Floodability and a residential property being included within Flood Re by a participating insurer. These indicators however provide no assurance or guarantee that insurance / insurance covering flood risk will or will not be available, no reliance should be placed upon the colour indicators, and appropriate additional enquiries should be made as to the actual availability (or not) of insurance / insurance covering flood risk. Every insurance application is unique, so other perils, risks or a previous claims history may mean that insurance is not available in any event.

Future Climate Info has partnered with HomeProtect to deliver home insurance for residential properties in areas considered to be at risk of flooding. HomeProtect policies are underwritten by AXA Insurance plc. Get an immediate, online quote at <http://www.homeprotect.co.uk/floodcover>.

## METHODOLOGY

## 5.5 FLOOD RISK AND IMPACT ON VALUE

The flood risk assessment in this report is based on the best available historic, river, sea, and surface water flooding data. This includes data supplied by the Environment Agency and Jeremy Benn Associates (JBA). A flood risk assessment using these data sources, however, should not be regarded as definitive. Because the flood risk assessment is based on theoretical risk models, there is always the possibility that exceptional weather conditions and/or failure of flood defences can cause flooding that was not anticipated. No site visit has taken place.

The Professional Opinion on flood risk given in this report is based on a flood risk assessment of River, Sea and Surface Water flooding, using Environment Agency and JBA data. If there is a history of flooding it is reported but it is not included in the flood risk assessment because circumstances can change, for example the provision of flood defences, causing the flood conditions to be different today. Susceptibility to groundwater flooding is reported but is also not included in the flood risk assessment; this is because the data identifies geological conditions which could enable groundwater flooding to occur, but does not model the risk of such an occurrence.

RICS advises that flood risk does reduce the value of a property, compared with a similar property without such a risk. This depends on the particular circumstances of the property, any history of flooding, and the provision of flood defences. For some 'at risk' property, for example, the reduction in value may be offset by an increase due to the property's amenity value close to a river, stream or coast.

## METHODOLOGY

## 5.6 FLOOD PLANNING, FLOOD WARNING AND REPORTING, AND FLOOD RESISTANCE AND RESILIENCE MEASURES

Detailed advice on flooding and resistance and resilience measures, flood risk planning and costs, and flood warning and reporting systems, is available from the following websites:

Government: <https://www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk>

Insurance Industry: <https://www.abi.org.uk/Insurance-and-savings/Topics-and-issues/Flooding>

RICS: [www.rics.org/uk/knowledge/consumer-guides/guide-to-flooding](http://www.rics.org/uk/knowledge/consumer-guides/guide-to-flooding)

## METHODOLOGY

## 5.7 STANDARD

This report is supplied by Future Climate Info Limited subject to Terms and Conditions of Business, available at <http://www.futureclimateinfo.com/Content/images/PDF/FCI-terms-and-conditions.pdf>. In the event of product and content queries please contact [admin@futureclimateinfo.com](mailto:admin@futureclimateinfo.com). Our formal complaints procedure can be found at <http://www.futureclimateinfo.com/complaints>.

## T&C's, QUERIES & COMPLAINTS

## 5.8 SEARCHCODE

### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Future Climate Info Ltd, Suite 9, 10 Churchill Square, Kings Hill, West Malling, Kent, ME19 4YU, Telephone 01279 798 111, Email: [info@futureclimateinfo.com](mailto:info@futureclimateinfo.com), which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

The Search Code:

- Provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom.
- Sets out minimum standards which firms compiling and selling search reports have to meet.

## T&C's

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- 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 Search Code will:

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

### Complaints

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

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

### TPOs Contact Details:

The Property Ombudsman scheme, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP  
Tel: 01722 333306, Fax: 01722 332296, Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), Web: <https://www.tpos.co.uk/>  
You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk)

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

## 5.9 REPORT LICENSING

## METHODOLOGY

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## 6 USEFUL CONTACTS

Local Authority : Tonbridge and Malling Borough Council  
Tel: 01732 844 522  
Visit: <http://www.tmbc.gov.uk/>

Environment Agency | North Lutra House, Dodd Way, Off Seedlee Road, Bamber Bridge, Preston. PR5 8BX  
Tel: 08708 506 506  
Visit: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)  
Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

JBA Consulting | South Barn, Broughton Hall, Skipton. BD23 3AE  
Tel: 01756 799919

Public Health England | Wellington House, 133-155 Waterloo Road, London. SE1 8UG  
Tel: 020 7654 8000  
Visit: <https://www.gov.uk/government/organisations/public-health-england>  
Email: [enquiries@phe.gov.uk](mailto:enquiries@phe.gov.uk)

The Coal Authority Property Search Services | 200 Lichfield Lane, Berry Hill, Mansfield, Nottinghamshire. NG18 4RG  
Tel: 0845 762 6848  
Visit: [www.groundstability.com](http://www.groundstability.com)

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