



# STANDARD RESIDENTIAL ◀ 0.25HA

ENVIRONMENTAL + FLOOD + GROUND STABILITY

## 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: OPTIONS:**  
- SEE SECTION 3.02  
- COAL MINING REPORT

### Address:

1 Sample, Sample, Sample, Sample

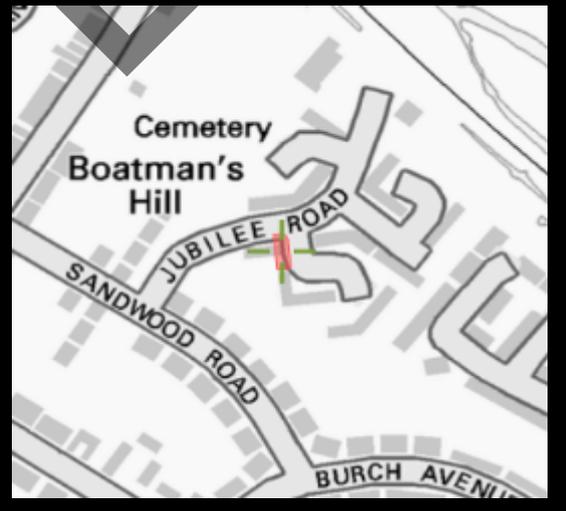
### Requested By:

slim jim (test)

### Grid Ref: Date: References:

E: 123456 30/10/2017 Sample\_xx6

N: 123456 ID: 10000XXXXX



## 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 01732 755 180.

### 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: 1000071991  
Tel: 01732 755 180 | Email: [info@futureclimateinfo.com](mailto:info@futureclimateinfo.com) | Web: [www.futureclimateinfo.com](http://www.futureclimateinfo.com)

# STANDARD RESIDENTIAL <0.25HA

## ENVIRONMENTAL + FLOOD + GROUND STABILITY

**ADDRESS LINE:**

1 SAMPLE, SAMPLE, SAMPLE, SAMPLE

**REQUESTED BY:**

SLIM JIM (TEST)

**REFERENCE:**Sample\_xx6  
ORDER ID: 1000071991**GRID REF:**E: 632712  
N: 157822**DATE:**

30/10/2017

## 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). Any quoted prices are for online policies only. To purchase Contaminated Land Insurance, please visit CLS at [www.csl.co.uk](http://www.csl.co.uk), call 01732 753 910 or purchase via your reseller. More details on this policy are available at <http://www.futureclimateinfo.com/Residential/ContaminatedLand>

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

**PASS**

Dover District 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.

### 1.18 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 land beneath the property being determined Contaminated Land within the meaning of 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/>.

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.

## 2 FLOOD (INC. FLOODABILITY RATING)

### 2.01 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.

### 2.02 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.

### 2.03 GROUNDWATER FLOODING

**PASS**

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

# STANDARD RESIDENTIAL <0.25HA

## ENVIRONMENTAL + FLOOD + GROUND STABILITY

### ADDRESS LINE:

1 SAMPLE, SAMPLE, SAMPLE, SAMPLE

### REQUESTED BY:

SLIM JIM (TEST)

### REFERENCE:

Sample\_xx6  
ORDER ID: 1000071991

### GRID REF:

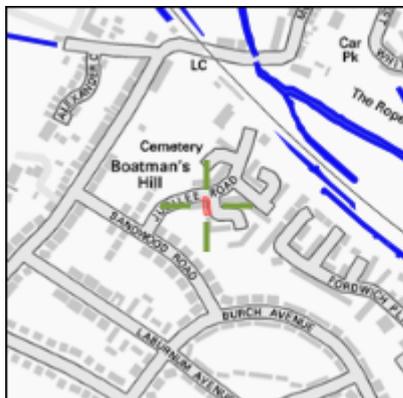
E: 632712  
N: 157822

### DATE:

30/10/2017

### 2.04 SURFACE WATER FEATURES

PASS (WITH ADVISORY)



#### Water Features

The Ordnance Survey Map indicates that the nearest body of surface water (such as a stream, river, canal, reservoir, lake or pond) is located 120 metres from the property boundary.

### 2.05 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).

### 2.06 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.

### 2.07 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).

### 2.08 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

### 3.01 PROFESSIONAL ADVICE

For professional advice and guidance relating to the impact of any ground stability issues on your property please contact a Chartered Building Surveyor. For help on any specialist services that may be needed please go to [www.subsidence-support.co.uk](http://www.subsidence-support.co.uk)

### 3.02 SUBSIDENCE RISK RATING

PASS (WITH ADVISORY)

The Subsidence Risk Rating produced by Property Assure based on subsidence damage insurance claims is **High**, with a risk exposure 2-4 times greater than the insurance subsidence incidence rate for England and Wales. This correlates to a rate of 2 to 4 incidents in every 1000 residences.

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.

# STANDARD RESIDENTIAL <0.25HA

## ENVIRONMENTAL + FLOOD + GROUND STABILITY

**ADDRESS LINE:**

1 SAMPLE, SAMPLE, SAMPLE, SAMPLE

**REQUESTED BY:**

SLIM JIM (TEST)

**REFERENCE:**Sample\_xx6  
ORDER ID: 1000071991**GRID REF:**E: 632712  
N: 157822**DATE:**

30/10/2017

It is important to note that property Insurance is normally readily available - some 30% of all postcodes in England and Wales have a High or Very High risk.

**ADVISORY:** The Subsidence Risk Rating is postcode specific rather than specific to the property. The level of risk in the area does not necessarily mean that the property itself is affected. Some further checking can readily identify and provide an easy management approach to reduce the exposure to property subsidence risk.

1. How old is the property? If it is less than 10 years old it should be built in accordance with the requirements of the Building Regulations or possibly the NHBC guidelines. As such, a suitable foundation should have been designed to take into account the site and ground conditions prevalent at this time. You may be able to determine what ground conditions exist across the site (and the foundation design) by liaising directly with the local building control department or Technical Services Department of the NHBC ([www.nhbc.co.uk](http://www.nhbc.co.uk)).

2. Are there any signs of cracking or has the property had a previous subsidence claim? Historic movement should have been noted on the Valuation survey. If so it may be worthwhile having a specific structural survey undertaken.

3. Are there any trees at the property or on the neighbour's property? It is worthwhile identifying the presence and species of trees and whether they were planted before or after the property was built. You may decide to have an arboricultural survey undertaken to do this and provide a tree management approach.

**Existing property** - Possible increase in insurance claims risk in droughts or where high moisture demand vegetation is present due to shrink-swell clay problems if foundations are not suitable.

**Property extensions** - If you are looking to extend the property then the soil must be tested for composition and plasticity index. Probable increase in construction cost (particularly foundation depth) to remove possibility of potential shrink-swell problems. The extent of founding depths are dictated by building regulations and building warranties (e.g. NHBC).

### 3.05 GEOHAZARDS | RUNNING SAND

**PASS (WITH ADVISORY)**

The British Geological Survey indicates that the property is within 50 metres of an area where there is a significant potential for sand to be fluidised by water and 'run', with the potential to remove support from overlying buildings and cause subsidence damage.

**ADVISORY: Existing property** - There is a possible increase in insurance risk from running conditions due to service leakage, high rainfall events or localised flooding. Large amounts of water entering the ground through pipe leakage or soakaways must be avoided.

**Property Extension** — If you are seeking to build an extension check with the Local Building Control to determine if the main house has a non standard foundation. Certain constraints will apply to land uses involving excavation or the addition or removal of water. Do not dig (deep) holes into saturated ground without technical advice, ideally from a Chartered Building Surveyor.

It is prudent to lift manholes covers and check drainage is free flowing, as blockages increase risk of leakage particularly in older properties with salt glazed clayware drains.

### 3.06 GEOHAZARDS | SHRINK-SWELL

**PASS (WITH ADVISORY)**

The British Geological Survey indicates that the property is within 50 metres of an area where ground conditions predominantly have a medium plasticity.

**ADVISORY:** There is a possible increase in insurance risk in droughts or where high moisture demand vegetation is present, this is due to shrink-swell and subsidence damage caused by the level of clay minerals in the soil where foundations are not suitable. Shrink-swell is where clay minerals in the soil absorb water making them swell) and lose water as they dry (making them shrink).

It is advised that you do not plant any vegetation that demands high soil moisture near to the property.

### 3.10 MINING | COAL MINING

**PASS (WITH ADVISORY)**

The Coal Authority indicates that the property is located within 25 metres of an area that may be affected by Coal Mining.

**ADVISORY:** The Coal Authority recommends that a Coal Mining Report is obtained for this property. This can be ordered through your preferred search provider or through the Coal Authority.

### 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 not 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**

# STANDARD RESIDENTIAL <0.25HA

## ENVIRONMENTAL + FLOOD + GROUND STABILITY

### ADDRESS LINE:

1 SAMPLE, SAMPLE, SAMPLE, SAMPLE

### REQUESTED BY:

SLIM JIM (TEST)

### REFERENCE:

Sample\_xx6  
ORDER ID: 1000071991

### GRID REF:

E: 632712  
N: 157822

### DATE:

30/10/2017

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.

## 4 NOTES & GUIDANCE

### 4.1 REPORT NOTES

This report has been produced solely for the purposes of screening the subject property for the dataset categories listed in 4.2. 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.

### METHODOLOGY

### 4.2 REPORT DATASET CATEGORIES

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 River and Sea Flood Risk, 2.02 Surface Water Flood Risk, 2.03 Groundwater Flooding, 2.04 Surface Water Features, 2.05 Floodability Rating, 2.06 Historic Flooding, 2.07 Flood Storage, 2.08 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

### METHODOLOGY

### 4.3 CONTAMINATED LAND

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.

### METHODOLOGY

### 4.4 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/>.

### METHODOLOGY

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>.

### 4.5 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

### METHODOLOGY

# STANDARD RESIDENTIAL <0.25HA

## ENVIRONMENTAL + FLOOD + GROUND STABILITY

**ADDRESS LINE:**

1 SAMPLE, SAMPLE, SAMPLE, SAMPLE

**REQUESTED BY:**

SLIM JIM (TEST)

**REFERENCE:**Sample\_xx6  
ORDER ID: 1000071991**GRID REF:**E: 632712  
N: 157822**DATE:**

30/10/2017

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.

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

### METHODOLOGY

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)

### 4.7 STANDARD

### T&C's, QUERIES & COMPLAINTS

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>.

### 4.8 SEARCHCODE

### T&C's

#### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Future Climate Info Ltd, 17 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4UA, Telephone 01732 755 180, 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.
- 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

# STANDARD RESIDENTIAL <0.25HA

## ENVIRONMENTAL + FLOOD + GROUND STABILITY

**ADDRESS LINE:**

1 SAMPLE, SAMPLE, SAMPLE, SAMPLE

**REQUESTED BY:**

SLIM JIM (TEST)

**REFERENCE:**Sample\_xx6  
ORDER ID: 1000071991**GRID REF:**E: 632712  
N: 157822**DATE:**

30/10/2017

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

### 4.9 REPORT LICENSING

### METHODOLOGY

© Crown copyright and database rights  
2015 Ordnance Survey 0100056489



### 5 USEFUL CONTACTS

Local Authority : Dover District Council

Tel: 01304 821 199  
Visit: <http://www.dover.gov.uk/>

Environment Agency | I 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)  
Email: [groundstability@coal.gov.uk](mailto:groundstability@coal.gov.uk)

The British Geological Survey | Environmental Research Centre, Keyworth, Nottingham, NG12 5GG

Tel: 0115 936 3143  
Visit: <http://www.bgs.ac.uk/>  
Email: [enquiries@bgs.ac.uk](mailto:enquiries@bgs.ac.uk)

Ordnance Survey | Customer Services Ordnance Survey Adanac Drive Southampton SO16 0AS

Tel: Please contact our helpline on 08456 05 05 05  
between 8:30am and 5:30pm, Monday to Friday.

If you are calling from outside the UK, please call us on +44 8456 05 05 05  
(international calls are charged at the standard rate).

Visit: [www.ordnancesurvey.co.uk/](http://www.ordnancesurvey.co.uk/)

Department of Energy & Climate Change | 3 Whitehall Place London SW1A 2AW

Tel: 0300 060 4000  
Email: [correspondence@decc.gsi.gov.uk](mailto:correspondence@decc.gsi.gov.uk)

HomeProtect | HomeProtect, PO Box 1124, Kingston upon Thames, KT1 1XT

Tel: 0330 660 3600  
Visit: [www.homeprotect.co.uk/floodcover](http://www.homeprotect.co.uk/floodcover)  
Email: [floodcover@homeprotect.co.uk](mailto:floodcover@homeprotect.co.uk)