HELP FOR HOMEOWNERS

HomeServe provide various plumbing and drainage related services to protect your property. Private pipework at a property can be costly and disruptive. For many years, Severn Trent have introduced HomeServe, who offer a variety of products to help homeowners. Did you know that, besides searches, we offer a variety of other products to help homeowners? You can get. Who knows, you may have the top score!

To the right are 20 water-themed songs and films, with the water-related parts of the title missing. All you’ve got to do is complete the blanks and send them to

New search competition

@STSearches

Facebook.com/SevernTrentSearches

Follow us on Twitter or like us on Facebook and we’ll post a few clues each week.

Need some help?

Email business@severntrentsearches.com

Additional information

www.severntrentsearches.com/category/news

The winner will be notified and the prize delivered shortly after the draw.

0115 971 3551

NG1 9HQ

Nottingham

Searchlight 26 competition

Send your completed competition form to

PO Box 10155, NG1 9HQ

Severn Trent Searches

For further information on any of these products, please visit

www.severntrentpropertysolutions.com

For a copy of our Privacy Notice, please visit

www.severntrentsearches.com/privacy

These policies aren’t exclusively for buyers of new properties. Any homeowner can take out HomeServe’s cover for assistance in a water related emergency. Full details of these services are available on the Severn Trent Property Solutions website.

Any homeowner can take out HomeServe’s cover for assistance in a water related emergency. Full details of these services are available on the Severn Trent Property Solutions website. Besides helping to protect your home, these services have proved invaluable.

Information on our Business Development Manager

More information can be found on the Severn Trent Property Solutions website.

The biggest change on the horizon is the opening up of the market to private water companies. The introduction of Water Firms Act 2010 means that we no longer have a monopoly on the provision of water and drainage services. What’s more, many communities have their own Water Firms who provide these services directly to them.

People want to see from the new site, and they’ve suggested a number of new features. We’ve been talking to customers – both in person and through online surveys – about what they’d like to see on the new site, and they’ve suggested a number of new features.

Meet Owen

Get to know our Business Development Manager a little better.

If you’re ever attending one of our CPD events or see us at an event, chances are you’ll meet Owen, who runs our Business Development Manager, Owen Tipton. He’s not only a great public speaker, but he’s a really good listener and always open to hearing about the products and services we can offer. He’s regularly open and honest about the realities of buying a property, and he’s happy to answer any questions you might have. He’s also happy to answer any questions you might have.

How would you describe your job?

Our job is to work with our customers and find ways to help them. We’re always looking for new ways to improve our products and services, and we’re always looking for new ways to help our customers. We’re always looking for new ways to improve our products and services, and we’re always looking for new ways to help our customers. We’re always looking for new ways to improve our products and services, and we’re always looking for new ways to help our customers. We’re always looking for new ways to improve our products and services, and we’re always looking for new ways to help our customers.

What’s the most interesting part of your role?

I think it’s helping people to understand the benefits of sustainable drainage systems. I’m always trying to improve the way that we do things, so I’m always looking for new ways to improve our products and services. I’m always trying to improve the way that we do things, so I’m always looking for new ways to improve our products and services. I’m always trying to improve the way that we do things, so I’m always looking for new ways to improve our products and services. I’m always trying to improve the way that we do things, so I’m always looking for new ways to improve our products and services.

What’s the most satisfying thing about your role?

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Following the Pitt Review into the causes of 2007’s flooding, new initiatives like Sustainable drainage systems would be advocated.

Sustainable drainage systems, or SuDS, for short, provide alternative methods for dealing with run-off. SuDS are designed to mimic natural processes, using methods such as balancing wet and dry weather, removing pollutants from urban run-off at source, and reducing flooding by managing the timing of storm run-off. The benefits for amenity, recreation and wildlife are considerable. As SuDS become more widely used, the amount of stormwater held on site increases, and permeable paving is also being used more widely to allow water to soak away. SuDS slow the rate of surface water run-off and improve infiltration, maintaining natural drainage in both rural and urban areas. They are being used more widely in new developments and in urban areas, and SuDS are being used more widely in new developments and in urban areas, and SuDS are being used more widely in new developments and in urban areas.

In this issue of Searchlight, we take a look at the protracted, controversial implementation of sustainable drainage systems (SuDS), and what it means for both homebuyers and developers.

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WELCOME TO THE SPRING EDITION OF SEARCHLIGHT

Welcome to the Spring edition of Searchlight, inside we explore the SuDS saga, help you choose the right environmental search, and give you the chance to win £250 of Amazon vouchers with our water themed quiz.
We've been working hard to deliver great customer service and thought we'd share some of our latest figures with you. Together with our colleagues, we've now been providing over 10,000 customer contacts a day, which is a 26% increase on last year. We've also been working hard to improve our service, and over 95% of our customers have said we are doing a good job.

Our recent customer feedback has also been impressive. Our latest Net Promoter Score — which indicates whether a customer is likely to recommend a product or service to others — has increased by 32% over the last year. To date, we've received over 400,000 positive feedback responses, and we're continuing to improve our service.
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One of the most important measures we keep is our search and drainage services. Almost 80% of all water company apparatus around a property, along with location and working details, drainage, pressure, sewer flooding and nearby treatment works. All the answers to the nearly 23 questions which make up the CON29DW, are derived directly from official water company records.

The CON29DW also offers full protection should anything go wrong. Before we undertake our work, an on-site professional checks the property and will do anything we can to put it right. A recent example occurred with a property just outside Newark. Due to an error which occurred with a water company apparatus, we incorrectly advised that flooding would occur with a property just outside Newark. Due to an error which occurred with a water company apparatus, we incorrectly advised that flooding would occur. A recent example occurred with a water company apparatus which had been turned off. When a nearby property was flooded, we correctly advised that our flooding would occur. A recent example occurred with a water company apparatus which had been turned off. When a nearby property was flooded, we correctly advised that the flooding was caused by a leak in the water company apparatus, which had been turned off. We do this to ensure that our customers are informed and can make informed decisions about their property.
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OUR LATEST CUSTOMER SERVICE RESULTS

Making sure our customers get the great service they deserve is really important to us. To really demonstrate how we’re delivering on this, we’ve asked our customers to rate us and they’ve been really happy with the service we’ve provided.

Over the last year we’ve conducted 2,400 customer interviews. Of these, 95% of customers were happy with the service we provided.

Our most recent customer feedback has also been impressive. Our latest Net Promoter Score – which indicates whether a customer is likely to recommend a product or service to others – has an all-time high of +47. We’re thrilled with this and couldn’t be more proud.

We’ve always taken the view that only good customer feedback is good customer feedback. All of our positive customer feedback is real – from both good quality and quantity.

THE CON29DW - AN ESSENTIAL PURCHASE

We think the CON29DW is essential in any home move. Here’s why:

The CON29DW is one of the most popular search products in the UK. It could be the essential, drainage and water search product for major residential or mixed development sites. It has an average score of 9.3. That’s why we’re proud to say it’s one of the products we’ve always recommended to our customers. If you’re looking for a product to suit your needs, you can’t go wrong with the CON29DW.

First introduced in 2006, the CON29DW has undergone many developments since then. This product, which is divided into two sections – ‘drainage, sewerage and water’ – provides information on all water companies that serve a property and their drainage and sewerage systems. It guarantees that customers would have been able to do a full valuation on a property before they purchased it. The CON29DW is the perfect choice for a property search.

The CON29DW also offers full protection should something go wrong. With our guarantee that should there be a mistake, we’ll pay up to £700,000 for you. This is a great deal for anyone considering buying a property.

We believe the CON29DW is an essential product in any home move and is the most comprehensive, accurate drainage and water search on the market, offering full protection for both homeowners and their conveyancers.

To learn more about the CON29DW, please visit www.severntrentsearches.com.

LAW SOCIETY DINNERS

Severn Trent Searches sponsor a number of Law Societies throughout the country. Whenever possible, we always attend annual dinners and award ceremonies hosted by local Law Societies.

In March we attended the Birmingham Law Society’s Legal Awards ceremony held by the Birmingham Law Society. Held at the prestigious New Hall hotel, attendees were treated to a series of speeches by some of the most successful barristers and solicitors in the country. We were delighted to sponsor the Law Firm of the Year award.

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Although we are unfortunately unable to attend all the events we’re proud to be sponsoring, we hope to see you there soon!

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MEET OWEN
Get to know our Business Development Manager a little better.

If you’re ever after an internal s-o-t of SuDS then we are all in an essay, anything you are our Business Development Manager, that is why he is a large character of the business and he’s regularly seen on and about, meeting customers and other policy advisors in the industry. Reaching massive SuDS awareness through the rounding search is a true one, as with SuDS. Function, you performed, SuDS presentations, achieved SuDS awareness, and SuDS people. We thought this would be a chance to get to know him a little better.

How would you define your job?
Business Development Manager, one of the most multi-faceted roles that covers a multitude of sins. In essence though it is my responsibility to ensure that we have fantastic relationships with all of our customers and suppliers.

What’s the most interesting job you’ve ever done?
Meeting people and building relationships.

Are there any service charges coming up that you think customers should know about?
No. There are no service charges coming up. However, I think customers should be aware of the sustainable drainage systems industry, as an added benefit for amenity, recreation and wildlife. They are being used more widely in new developments and urban areas.

What’s the biggest challenge you’ve faced?
One of the biggest challenges I’ve faced has been the issue of SuDS implementation. As such, in reducing flooding and improve infiltration, mimicking natural drainage in both rural and urban areas.

What’s the most refreshing thing that’s ever happened to you at work?
I once borrowed a colleague’s car to get to an appointment, and proceeded to crash it at relatively high speed into a hedge. It’s true, what an embarrassing experience!

What do you like doing in your spare time?
I love the outdoors so anything that involves fresh air and great company.

What’s your most embarrassing moment?
I once borrowed a colleague’s car to get to an appointment, and proceeded to crash it at relatively high speed into a hedge.

What’s your proudest moment?
I’m proud of the SuDS implementation project we’ve been involved in.

If you have any suggestions for our future blogs, please email me at owen@severntrentsearches.com. Otherwise, you may enjoy our other articles on our blog site or our social media pages.
HELP FOR HOMEOWNERS

HomeServe provide various plumbing and drainage related vouchers. Don’t worry if you don’t get them all, send us as many as you can. We’ll know if you have the right competition title in all.

Searchlight 26 competition

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SuDS SOAP OPERA

In this issue of Searchlight, we take a look at the protracted, controversial implementation of sustainable drainage systems (SuDS), and what it means for both homebuyers and developers.

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