

CON29DW

Commercial drainage
and water search

Order date: 28/09/2026

Order number: 65002859

Completed on: 28/09/2026

Customer ref: Sample_Com_28_09_2026

Produced for: Severn Trent Searches
Severn Trent Retail And Utility
Services Pure Offices Lake View
Drive Annesley Nottingham NG15
ODT

UPRN:

Any questions?

If you have any questions about the report,
please call us on **0115 971 3550** or email
enquiries@severntrentsearches.com

Property address

Sample Business Sample Road Sample City SC1 1SC

Results at a glance...

Foul water connection to public
sewer?

Yes



Public sewer within boundary?

Yes

Surface water connection to public
sewer?

No

Sewers or lateral drains subject of an
adoption agreement or application?

No



Mains water connection?

Yes



Public water main within boundary?

No



Go to summary table ►

DRAINAGE + WATER
SEARCHES NETWORK
DWSN

Report introduction

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Need further help?

The Appendices provides further information about common commercial topics such as the open water market and trade effluent consents. However, if you need any help interpreting this report, please contact us:

- **0115 971 3550**
- enquiries@severntrentsearches.com

Understanding our report

The Commercial CON29 Drainage and Water report provides responses to the Law Society's standard list of drainage and water questions for the requested property. You can see an overview of all our responses in the **summary table** on the next page. You can find explanations of common terms in the report and our complaints procedure in the Appendices.

What records did we check?

To produce our report, we checked the following original records or summary records derived from the original:

- **The Map of Public Sewers**
- **The Map of Waterworks**
- **The Undertaker's Billing or Connection Records**
- **Adoption of Public Sewer Records**
- **Building Over Public Sewer Records**
- **The Register of Properties subject to Internal Foul Flooding**
- **The Register of Properties subject to Poor Water Pressure**
- **The Drinking Water Register**
- **Trade Effluent Consents Register**

If the property does not fall entirely within Severn Trent Water's or Hafren Dyfrdwy's area, a copy of the records held by South Staffordshire Water or any other relevant Water Company will also be searched.

Drainage and Water Searches Network

We are a member of the Drainage and Water Searches Network (DWSN), a membership organisation for companies who are responsible for compiling full and complete responses to the Law Society's CON29DW Residential and CON29DW Commercial products. For more information please visit:

www.con29dw.co.uk

The DWSN Standards are:

- Promotion of best practice and quality.
- Maintain adequate insurance.
- Display the appropriate logos to signify high standards.
- Respond to complaints in a timely fashion and provide an appropriate escalation procedure.
- Comply with all applicable UK legislation, regulations and industry standards.
- Act in a professional and honest manner and provide a service with due care and skill.

Summary table

Here you can see an overview of all our responses. You can see the full response to each question by clicking the question below or navigating to the appropriate page.

Maps

1.1	Public sewer map?	Map Provided	>
1.2	Public water map?	Map Provided	>

Drainage

2.1	Foul water connection?	Yes	>
2.2	Surface water connection?	No	>
2.3	Surface water drainage charge applicable?	See Details	>
2.4	Public sewer within or close to boundary?	Yes	>
2.4.1	Pumping station or apparatus within boundary?	Yes	>
2.5	Public sewer within 30.48 metres (100 feet)?	Yes	>
2.5.1	Pumping station or ancillary apparatus within 50 metres?	Yes	>
2.6	Sewer adoption application or existing agreement?	No	>
2.7	Sewer build over approval or consultation?	No	>
2.8	Risk of internal flooding due to overloaded public sewers?	No	>
2.9	Nearest sewage treatment works?	6.881 km South	>

Key:

Typical response >

Read guidance >

Consider implications >

Water

3.1	Mains water connection?	Yes	>
3.2	Public water assets within or close to boundary?	No	>
3.3	Water adoption agreement?	No	>
3.4	Risk of low water pressure or flow?	No	>
3.5	Water hardness classification?	See Details	>
3.6	Is there a meter installed at the property?	Yes	>
3.7	Meter location?	See Details	>

Additional

4.1.1	Who is the local sewerage company?	See Answer	>
4.1.2	Who is the local water company?	See Answer	>
4.2	Who bills the property for sewerage services?	See Details	>
4.3	Who bills the property for water services?	See Details	>
5.1	Trade Effluent consent?	No Consent	>
6.1	Wayleave/easement agreement?	Currently Unavailable	>
6.2	Manhole cover, depth and invert levels?	Currently Unavailable	>

Question 1.1

Q. Where relevant, please include a copy of an extract from the public sewer map.

A. Map provided

Typical response

Full answer

- We have included a copy of the public sewer map for the area.

Guidance notes

Who is responsible for public sewer assets?

The local sewerage company (the Sewerage Undertaker) is responsible for the public sewers, disposal mains and lateral drains shown on the map. They hold statutory responsibility for these assets under the Water Industry Act 1991.

Does the public sewer map show all public sewer assets?

No, the public sewer map may not show all of the sewers and lateral drains that transferred into public ownership on the 01 October 2011. You can find out more about the private sewer transfer in **Appendix 4.1-4.3 (page 33 to 35)**.

What other assets are shown on the map?

The public sewer map may show rivers, culverted watercourses, ponds and highway drains. The Sewerage Undertaker is not responsible for these assets. Buildings and landscape features are part of the Ordnance Survey background layer for the map.



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Key summary

Public gravity sewers

- Combined
- Foul
- Surface water

Public pressurised sewers

- Combined
- Foul
- Surface water

Not maintained by the Undertaker

- Highway drain
- Private sewer assets
- S104 or S102 adoption
- Culverted watercourse

Pumping stations

- Public
- Private
- S104 or S102 adoption

Other symbols

- Foul/Combined manhole
- Surface water manhole
- Fitting
- Chamber
- Abandoned pipe



Click here to see a larger version of this sewer map and a key at the back of the report.

Question 1.2

Q. Where relevant, please include a copy of an extract from the map of waterworks.

A. Map provided

Typical response

Full answer

- We have included a copy of the public water map for the area.

Guidance notes

Who is responsible for public water assets?

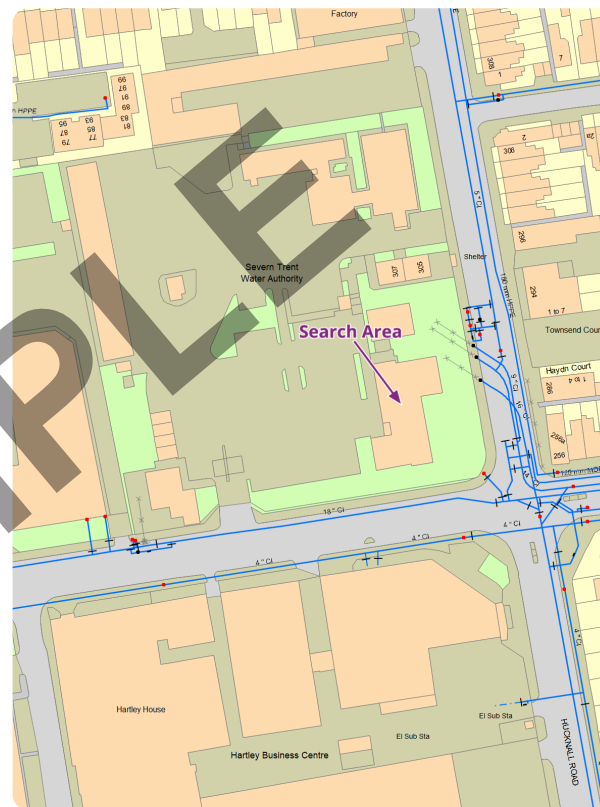
The local water company (the Water Undertaker) is responsible for the public water mains and pipes shown on the map. They hold statutory responsibility for these assets under the Water Industry Act 1991.

Who is responsible for private water pipes?

The Water Undertaker is not responsible for private water pipes and they may not be shown on the map. Property owners are responsible for the private supply pipe connecting their property to the public water mains. They may share this pipe with neighbouring properties and it may pass through third-party land. You can find further guidance in [Appendix 5 \(page 36\)](#).

Other assets shown on the water map

Any other assets shown on the map are for information only.



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Key summary

	Water main
	Service pipe/Private pipe
	Aqueduct
	Abandoned pipe
	Duct
	Valve
	Hydrant
	Washout
	Meter



Click here to see a larger version of this water map and a key at the back of the report.





Question 2.1

Q. Does foul water from the property drain to a public sewer?

A. Yes

Typical response

Full answer

- Records indicate that foul water from the property does drain to a public sewer.
- This answer is based on a review of the relevant water company's billing or non-household connection records.

Guidance notes

What is foul water?

Foul water is wastewater that drains from appliances such as sinks and toilets.

If any foul water from the property drains to the public sewer network, the Sewerage Undertaker lists the property as connected for this service. Foul water may pass through private or unadopted sewer pipes before reaching the public sewer network.

How does foul water from the property drain to the public sewer?

The public sewer map shows the known public sewers around the property. It may not show the sewer pipes connecting the property to the public sewers. The Sewerage Undertaker has no records of these connecting pipes if they are not shown on the sewer map. However, you can estimate the route of the pipes based on the location of the manholes at the property.

Sections of the connecting pipes which are outside the boundary or shared between neighbours may now be public assets if they drained to the public sewer network before 01 July 2011. You can find out more about the 2011 private sewer transfer in **Appendix 4.1-4.3 (page 33 to 35)**.



Question 2.2

Q. Does surface water from the property drain to a public sewer?

A. No

Consider implications

Full answer

- Records indicate that surface water from the property does not drain to a public sewer.
- This answer is based on a review of the relevant water company's billing or non-household connection records.

How do I update the billing or connection records?

If you believe the connection records are incorrect for this property, the occupier will need to update the records before we can revise our search.

Appendix 2 (page 31) explains how to update the records for commercial properties. If the property is currently billed as a residential property, the occupier will need to contact the responsible water company directly to update the records.

Go to Appendix 2

Guidance notes

What is surface water?

Surface water is rainwater that drains from roofs, driveways and other hard surfaces at the property. It is different to highway drainage, which covers rainwater draining into the public sewer network from public roads.

If there is no surface water connection, what other arrangements may be in place?

The property may be served by a private soakaway, a private connection to a watercourse or a Sustainable Drainage System (SuDS) if no surface water drains to the public sewer network. You should check these details with the seller as the Sewerage Undertaker is not responsible for these private sewer assets.

If the property does have a private drainage system, you should note the following:

- If a private drainage system serves more than one property, it may be under the shared responsibility of the property owners.
- Private sewer pipes may pass through land outside of the control of the seller. Separate rights and easements may be needed to inspect or repair these pipes.
- Private sewer pipes that did not drain to the public sewer network before 01 July 2011 would not have been part of the private sewer transfer on 01 October 2011. You can find out more in **Appendix 4.1-4.3 (page 33 to 35)**.

Could a Sustainable Drainage System (SuDS) serve the property?

Properties built after 2012 may be served by a SuDS feature such as a soakaway, pond, watercourse or swale. These features do not currently form part of the public sewer network. More information about SuDS features may be available from the developer or Question 3.3 of the Local Authority's Con29 report.



Question 2.3

Q. Is a surface water drainage charge payable?

A. No

Typical response

Full answer

- Records indicate that a surface water drainage charge is not applicable at this property.

Guidance notes

When is a surface water charge applicable?

A surface water charge is applicable if any surface water from the property drains to the public sewer network. If all surface water from the property drains to a private system, such as a soakaway, no charge is applicable.

Could a Sustainable Drainage System (SuDS) serve the property?

Properties built after 2012 may be served by a SuDS feature such as a soakaway, pond, watercourse or swale. These features do not currently form part of the public sewer network. A surface water drainage charge would only apply if the private sewer pipes between the property and the SuDS feature are adopted by the Undertaker.

Is a highway drainage charge the same as a surface water drainage charge?

No, highway drainage and surface water drainage are different services. Highway drainage is a small general charge that covers rainwater draining into the public sewer network from public roads. A property's water bill may still include a highway drainage charge even if the property is not charged for surface water drainage.



Question 2.4

Q. Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?

A. Yes

[Read guidance](#)

Full answer

- The public sewer map shows a public sewer, disposal main or lateral drain **within or close to** the boundaries of the property.
- There may also be additional public sewer assets within the boundary following the private sewer transfer. These assets may not be shown on the sewer map, but they may prevent or restrict development of the property.

What was the private sewer transfer?

On **01 October 2011**, new regulations transferred most **private sewers and lateral drains** into the public ownership of the Sewerage Undertaker. The transfer covered assets which drained to a public sewer **before 01 July 2011**. Appendix 4.1-4.3 explains the transfer and the situation for properties built after 01 July 2011.

[Go to Appendix 4](#)

Guidance notes

What property boundary did we use?

We used the boundary shown on the plan supplied by our customer. If they did not provide a boundary plan, we used the Land Registry title boundary for the property.

What are the consequences for the owner or occupier?

You need to be aware of the following:

- **Responsibility:** The Sewerage Undertaker is responsible for the repair and maintenance of this asset. They are also responsible for any unplotted sections of sewer or lateral drain which transferred into public ownership in 2011.
- **Access rights:** The Sewerage Undertaker has a legal right of access to their assets. This means that employees or contractors from the company may need to enter the boundary to carry out their work. They would provide notice before visiting the site unless it was an emergency.
- **Restrictions on developing the property:** A public sewer asset within the boundary can restrict further development of the property. You need the Sewerage Undertaker's approval if you intend to build close to a public sewer asset. For further guidance and contact details, see [Appendix 6 \(page 37\)](#).



Question 2.4.1

Q. Does the public sewer map indicate any public pumping station or ancillary apparatus within the boundaries of the property?

A. Yes

Consider implications

Full answer

- The public sewer map shows a public pumping station or other ancillary apparatus **within or close to** the boundaries of the property.

Guidance notes

What property boundary did we use?

We used the boundary shown on the plan supplied by our customer. If they did not provide a boundary plan, we used the Land Registry title boundary for the property.

What are pumping stations and ancillary apparatus?

A pumping station is an underground pump which pumps wastewater or surface water uphill through a pressurised sewer pipe. Ancillary apparatus form part of the public sewer network and include assets such as storage tanks and chambers.

What are the consequences for the owner or occupier?

You need to be aware of the following:

- Maintenance:** The Sewerage Undertaker is responsible for the repair and maintenance of this asset. They will pay any electricity bill for the asset and carry out proactive maintenance.
- Access rights:** The Sewerage Undertaker has a legal right of access to maintain this asset. They would provide notice before visiting the site unless it was an emergency.
- Pressurised sewers:** Pumping stations have a pressurised sewer (rising main) running from the station which may not be shown on the map.
- Restrictions on developing the property:** A pumping station, pressurised sewer or ancillary apparatus within the boundary may restrict further development of the property. If you intend to develop the site, you should contact the Sewerage Undertaker for advice. See **Appendix 6 (page 37)** for contact details.



Question 2.5

Q. Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

A. Yes

Typical response

Full answer

- The public sewer map shows a public sewer asset within 30.48 metres (100 feet) of a building within the property.

Guidance notes

How is this measured?

We use the public sewer map to estimate the distance between the public sewers and the nearest building within the boundary. If there is no building, we estimate from the boundary of the site.

When might this be important?

This is mostly relevant to properties with a private foul system, such as a septic tank. If the septic tank is causing an environmental hazard, the Local Authority can require the owner to connect to the public sewer network if there is a public sewer within 30.48 metres (100 feet).

Could there be additional unplotted public sewers within 30.48 (100 feet)?

It is possible that there are additional public sewer assets within 30.48 metres (100 feet) following the private sewer transfer in 2011. For further information about the transfer, see [Appendix 4.1-4.3 \(page 33 to 35\)](#).



Question 2.5.1

Q. Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?

A. Yes

[Read guidance](#)

Full answer

- The public sewer map shows a public pumping station or other ancillary apparatus within 50m of a building within the property.

Guidance notes

How is this measured?

We use the public sewer map to estimate the distance between pumping stations or ancillary apparatus and the nearest building within the boundary. If there is no building, we estimate from the boundary of the site.

What are pumping stations and ancillary apparatus?

A pumping station is an underground pump which pumps wastewater or surface water uphill through a pressurised sewer pipe. Ancillary apparatus form part of the public sewer network and include assets such as storage tanks and chambers.

What are the consequences for the owner or occupier?

You need to be aware of the following:

- Maintenance and access rights:** The Sewerage Undertaker is responsible for the repair and proactive maintenance of this asset. They have a legal right of access to carry out their work. Maintenance of the asset has the potential to be disruptive (e.g. noise and vehicle access) to nearby properties.
- Pressurised sewers:** Pumping stations have a pressurised sewer (rising main) running from the station which may not be shown on the map.
- Restrictions on developing the property:** Public pumping stations, pressurised sewers or ancillary apparatus may restrict further development if they are located near the property. If you intend to develop the site, we recommend contacting the Sewerage Undertaker for advice. See [Appendix 6 \(page 37\)](#) for contact details.



Question 2.6

Q. Are any sewers or lateral drains serving or which are proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?

A. No

Typical response

Full answer

- The property is part of an established development and is not subject to an adoption agreement.

SAMPLE



Question 2.7

Q. Has a Sewerage Undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?

A. No

Typical response

Full answer

- There is no record of any approval or consultation to build over or near a public sewer asset at this property.
- However, the Sewerage Undertaker might not be aware of a building or extension that has been built over or close to a public sewer asset at the property.

Guidance notes

What happens if build over approval was needed but has not been obtained?

The Sewerage Undertaker may ask the property owner to remove or alter a building which has been built over or near a public sewer asset without approval.

Where can I find out more information?

The Sewerage Undertaker's asset protection team are responsible for formal build over agreements on commercial sites and new developments. However, extensions at smaller commercial properties, such as high street shops, may be handled by the domestic build over team.

If you have any plans to build or work near public sewer assets or want further information about build over approvals, you can contact the asset protection team or the build over team using the contact details in **Appendix 6 (page 37)**.



Question 2.8

Q. Is any building which is, or forms part of the property, at risk of internal flooding due to overloaded public sewers?

A. No

Typical response

Full answer

- The property is not recorded as being at risk of internal flooding due to overloaded public sewers.

Guidance notes

What is an overloaded public sewer?

A sewer is 'overloaded' when the flow from a storm is unable to pass through it due to a permanent problem like the sewer having a flat gradient or small diameter.

The Sewerage Undertaker does not include flooding from temporary problems such as blockages, siltation, collapses or operational failures.

What is internal flooding?

'Internal flooding' from public sewers is defined as flooding which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business, or industrial purposes.

For the purposes of this search, these are defined as properties that have suffered internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system. This flooding must be more frequent than the relevant reference period (either once or twice in ten years) as determined by the Sewerage Undertaker's reporting procedure. Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the 'at risk' register.

Are sewers which transferred in 2011 recorded on the 'at risk' register?

On the 01 October 2011, most private sewers transferred into the public ownership of the Sewerage Undertaker, see **Appendix 4.1-4.3 (pages 33 to 35)**. If a private sewer caused flooding before it became a public sewer in 2011, it will not be recorded on the 'at risk' register until another sewer flooding event takes place.

Therefore, there may be public sewers (which became public in 2011) at risk of causing internal flooding which are not currently recorded on the 'at risk' register.



Question 2.9

Q. Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.

A. 6.881 km South

Typical response

Full answer

- The nearest sewage treatment works is 6.881 km to the South of the property.
- The name of the treatment works is Beeston - Lilac Grove.

Guidance notes

What is a sewage treatment works?

A sewage treatment works is a facility designed to treat and clean wastewater before returning it safely to the environment.

Is the property served by the nearest sewage treatment works?

We have listed the nearest public sewage treatment works to the property. However, it is possible that the property is not within the specific area served by this treatment works (the catchment area). The catchment area for each treatment works depends on the route of the local sewers and the levels in the landscape.

Are there private sewage treatment works closer to the property?

It is possible that there are private treatment works closer to the property than the public works we have listed. This is more common in rural areas. Unfortunately, we do not have any information about the location of private sewage treatment works.

When might this be important?

If the property is located near a sewage treatment works, you may want to consider the potential implications. These may include odours, insects and noise from maintenance works.



Question 3.1

Q. Is the property connected to mains water supply?

A. Yes

Typical response

Full answer

- Records indicate that the property is connected to mains water.
- This answer is based on a review of the relevant water company's billing or non-household connection records.

Guidance notes

How does the property connect to the public water network?

Properties connect to the public water network through a private supply pipe. The Water Undertaker is not responsible for the private supply pipe, and it is not normally shown on the public water map. You can find out more about water pipe responsibilities in **Appendix 5 (page 36)**.



Question 3.2

Q. Are there any water mains, resource mains or discharge pipes within the boundaries of the property?

A. No

Typical response

Full answer

- The public water map shows no public water mains or pipes within or close to the boundaries of the property.

Guidance notes

What property boundary did we use?

We used the boundary shown on the plan supplied by our customer. If they did not provide a boundary plan, we used the Land Registry title boundary for the property.

Is the property owner responsible for any water pipes within the boundary?

If the property is connected for mains water services, the property owner is responsible for their private supply pipe. This pipe typically runs from the Water Undertaker's external stop tap to a building or trough within the boundary. You can find out more about water pipe responsibilities in [Appendix 5 \(page 36\)](#).



Question 3.3

Q. Is any water main or service pipe serving, or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?

A. No

Typical response

Full answer

- The water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for an agreement.

Guidance notes

Information for new developments

If the water mains within a new development are plotted on the public water map, it is likely they are now under the responsibility of the Water Undertaker.

However, for recent or ongoing developments, where there is no agreement in place and no public water mains are shown within the development boundary, we recommend that you check with the developer to confirm:

- that the developer has asked the Water Undertaker to supply the site with water services
- the extent of your future liability over any private water pipes or any private water supply system serving the property.



Question 3.4

Q. Is this property at risk of receiving low water pressure or flow?

A. No

Typical response

Full answer

- This property is not recorded on the Water Undertaker's at risk register for low water pressure or flow.

Guidance notes

What does this question cover?

This question covers the water pressure supplied to a property by the Water Undertaker. Low water pressure problems caused by a property's private supply pipe or internal plumbing are not covered.

What is classed as 'Low water pressure'?

A property is classed as having 'Low water pressure' if the water pressure supplied to the property is below the regulatory reference level. This is the minimum water pressure a property can receive when demand on the system is not abnormal.

The reference level for a single property is a flow of 9 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap. For two properties served by a common service pipe, the reference level is a flow of 18 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap. For three or more properties, the appropriate flow should be calculated from the standard loadings provided in BS806-3 or Institute of Plumbing handbook.

When is a property added to the 'at risk' register for low water pressure?

Water Undertakers will include a property on the 'at risk' register if it is receiving pressure below the reference level and allowable exclusions do not apply.

Allowable exclusions include events which can cause pressure to temporarily fall below the reference level such as:

- Abnormal demand on the water network
- Planned maintenance
- One-off incidents



Question 3.5

Q. What is the classification of the water supply for the property?

A. See full answer

Typical response

Full answer

- The water supplied to the property has an average water hardness of 00.00 mg/l calcium which is defined as Moderately Hard by Severn Trent Water.

Guidance notes

What is water hardness?

Water hardness describes the amount of naturally occurring calcium and magnesium mineral salts that are dissolved in the water supply. The hardness of the water depends on the types of rocks that rainwater has flowed through before being treated and supplied to the property. Hardness is expressed as the equivalent amount of calcium carbonate in parts per million (mg/l) in every litre of water.

What are the effects of hard water?

Neither hard nor soft water is considered to pose any risk to health. However, hard water (high levels of calcium carbonate) causes scaling in hot water systems and appliances. Scaling of heating elements may shorten their life and make appliances less efficient. More information is available on the water company's website.

Converting mg/l calcium and mg/l calcium carbonate

Water hardness can be expressed in many ways. For example, manufacturers often list the hardness settings for dishwashers in Clark's degrees, but they also use other units of measure. The following table explains how to convert water hardness in mg/l calcium or mg/l calcium carbonate to other common units.

To convert from:	To Clark degrees	To French degrees	To German Degrees
mg/l calcium	multiply by 0.18	multiply by 0.25	multiply by 0.14
mg/l calcium carbonate	multiply by 0.07	multiply by 0.10	multiply by 0.056



Question 3.6

Q. Is there a meter installed at the property?

A. Yes

Typical response

Full answer

- Records indicate that there is a meter installed at this property.

Guidance notes

How will the property be charged?

An open water market retailer likely charges this property through the meter. Charges will be based on the volume of water recorded by the meter ('metered supply'). See **Appendix 2 (page 31)** for further information about the open water market.



Question 3.7

Q. Please include details of the location of any water meter serving the property.

A. Internal meter

Typical response

Full answer

- The property is served by a meter which is located inside a building on the property.
- The Water Undertaker records the meter location as:

Meter location details

Need further information about the meter?

The meter location is provided for general guidance. If you need further information about the meter, you can contact the Water Undertaker using the contact details provided in [Question 4.1.2 \(page 24\)](#).

Guidance notes

How do I interpret the meter location?

The Water Undertaker will often use abbreviations when recording the meter location. Common abbreviations include:

Abbreviation	Definition
BB, BBOX	Boundary Box
FP, F/P, FPATH / SW	Footpath / Sidewalk
LHS / RHS	Left hand side / Right hand side
TP, T PAD	Touch Pad (used to remotely read the meter)
LP, LPOST	Lamppost
ADJ / FRT / OPP / RO	Adjacent / Front / Opposite / Rear of
EXT / INT / ENT	External / Internal / Entrance
DR, DV / RD / VRG / GV	Drive / Road / Verge / Grass verge
MD01 / MD02 / MD03	Code for the type of property and the drainage band
FLT / HSE / GRG	Flat / House / Garage
PCMU	Pre Cast Meter Unit

We have a list of other common abbreviations on our website:

www.severntrentsearches.com/meter-location-glossary



Question 4.1.1

Q. Who is responsible for providing the sewerage services for the property?

A. Severn Trent Water

Typical response

The Sewerage Undertaker for the area is:

Severn Trent Water
PO Box 5310
Coventry
CV3 6SD

Tel: 0345 7500 500 For Billing Enquiries only
Tel: 0345 7090 646 For Metering Enquiries only

<http://www.stwater.co.uk>

For questions about this report, please call Severn Trent Searches on 0115 971 3550 or email enquiries@severntrentsearches.com

Question 4.1.2

Q. Who is responsible for providing the water services for the property?

A. Severn Trent Water

Typical response

The Water Undertaker for the area is:

Severn Trent Water
PO Box 5310
Coventry
CV3 6SD

Tel: 0345 7500 500 For Billing Enquiries only
Tel: 0345 7090 646 For Metering Enquiries only

<http://www.stwater.co.uk>

For questions about this report, please call Severn Trent Searches on 0115 971 3550 or email enquiries@severntrentsearches.com



Question 4.2

Q. Who bills the property for sewerage services?

A. Retailer

Typical response

Full answer

- A retailer in the open water market is likely to bill the property for sewerage services.
- The seller may be able to confirm which retailer currently bills their property and the yearly charges.

Guidance notes

What is the open water market?

In the open water market properties are billed by retailers, not directly by the water company. The occupier can choose any retailer to bill their property and shop around for the best deal. You can find out more about the open water market in

Appendix 2 (page 31).



Question 4.3

Q. Who bills the property for water services?

A. Retailer

Typical response

Full answer

- A retailer in the open water market is likely to bill the property for water services.
- The seller may be able to confirm which retailer currently bills their property and the yearly charges.

Guidance notes

What is the open water market?

In the open water market properties are billed by retailers, not directly by the water company. The occupier can choose any retailer to bill their property and shop around for the best deal. You can find out more about the open water market in

Appendix 2 (page 31).



Question 5.1

Q. Is there a Consent to discharge Trade Effluent under S118 of the Water Industry Act 1991 into the public sewer system?

A. No consent

Read guidance

Full answer

- There is no existing consent to discharge trade effluent at this property.
- If you wish to discharge trade effluent into the public sewer network, you must first obtain a consent from the Sewerage Undertaker.
- It is an offence under Section 118 (5) of the Water Industry Act 1991 to discharge trade effluent into a public sewer without a consent.

Guidance notes

What is trade effluent?

Trade effluent is defined in Section 141 of the Water Industry Act 1991 as: "any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises".

Trade effluent examples include wastewater from:

- manufacturing or the processing of materials and chemicals
- washing vehicles or laundry services

Trade effluent does not include:

- domestic sewerage from staff toilets and hand washing
- uncontaminated surface water (rainwater)
- wastewater from hotels, pubs, restaurants, takeaways and caravan parks

Find out more about trade effluent consents

If you are unsure whether your business needs a consent, contact the Sewerage Undertaker for advice. See **Appendix 3 (page 32)** for guidance and contact details.

Who to contact if you have a dispute

You can refer your dispute to Ofwat if you are refused a trade effluent consent or are unhappy with the conditions:

- **Website:** www.ofwat.gov.uk
- **Address:** Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA
- **Telephone:** 0121 644 7500



Question 6.1

Q. Is there a wayleave/easement agreement giving the Water and/or Sewerage Undertaker the right to lay or maintain assets or right of access to pass through private land in order to reach the Company's assets?

A. Currently unavailable

Typical response

Full answer

- This information is not currently available.
- We are working towards providing this information in the future and have started a project to access and compile the necessary information.

Question 6.2

Q. On the copy extract from the public sewer map, please show manhole cover, depth and invert levels where the information is available.

A. Currently unavailable

Typical response

Full answer

- This information is not currently available in this product.
- However, if you require this information as part of your due diligence, please contact us:

Email: enquiries@severntrentsearches.com

Tel: 0115 971 3550



Appendices

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Appendix 8

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Additional reports and plans

Any additional reports and plans are attached at the back of the search



Appendix 1

Glossary

General terms

Sewerage Undertaker: This is the local sewerage company. They maintain the public sewer network.

Water Undertaker: This is the local water company. They maintain the public clean water network.

Undertaker: Either the Sewerage or Water Undertaker.

Public asset: A physical object like a sewer pipe which the Undertaker is responsible for maintaining.

Private asset: An asset which the Undertaker does not maintain. The property owner or another party may be responsible for maintaining this asset.

Public sewer map: This is a map of the public sewers which the Sewerage Undertaker maintains.

Public water map: This is a map of the public waterworks (pipes) which the Water Undertaker maintains.

Curtilage: The area of land enclosed within the property's boundary. Multiple properties may be enclosed within a single common boundary in some cases.

Financial year: The twelve months ending on the 31 March.

Easements: These are rights over another person's land. Easements may allow a third party to access their private supply pipe in your boundary for example. You can normally find details of easements in the property Deeds.

Types of assets

Drain: This is a section of sewer pipe that runs within the boundary and serves only a single property (or multiple properties within a single common boundary, like a block of flats).

Lateral drain: This is the part of the drain that runs outside of the property boundary.

Sewer: This is a sewer pipe which serves two or more separate properties.

Highway drain: This pipe drains rainwater from public roads. The Local Authority's highways department is usually responsible for the highway drain.

Culverted watercourse: A stream or small watercourse running underground through a pipe. The landowner is normally responsible for the section of the culvert within their boundary.

Chambers / Storage tanks: These assets form part of the public sewer network. They can be used for many reasons but generally hold

wastewater temporarily before being treated or pumped to another part of the sewerage network.

Public water main: This is the public water pipe which supplies clean water to the local area.

Communication pipe: This is a public water pipe which runs from the public water main up to the external stop tap.

External stop tap: This is owned by the Water Undertaker and controls the water supply to the property.

Private supply pipe: This is a private water pipe which runs from the external stop tap up to the building.

Sewer adoptions

Transferred / Adopted: A private asset that has either transferred into public ownership as part of the private sewer transfer in 2011 or was adopted through an adoption agreement.

Bond: A bond is a sum of money the Sewerage Undertaker can use to complete the adoption of new sewers if the developer does not meet their obligations under a Section 104 adoption agreement.

Bond waiver: An alternative form of financial security which is used instead of a bond.

The open water market

Open water market: The retail market which allows non-household customers to choose which company bills their property for sewerage and water services.

Wholesaler: This is the Undertaker. They provide properties in the open water market with physical sewerage and water services.

Retailer: A company in the open water market that buys sewerage and water services from the wholesaler and sells these services to the occupier. They are responsible for billing, customer service and updating the records.

Legislation

The Water Industry Act 1991 sets out the main responsibilities of the Sewerage and Water Undertakers. You can read the Act and any subsequent legislation at:

www.legislation.gov.uk

However, if you have any questions about a term used in this report, please contact us:

Tel: 0115 971 3550

Email: enquiries@severntrentsearches.com



Appendix 2

Understanding the open water market

The open water market in England

On 01 April 2017, the Government introduced the open water market in England to increase competition in the water industry. The market only applies to non-household properties such as businesses, charities and public sector organisations.

How the open water market works

Before the open water market was introduced, most non-household properties bought their sewerage and water services directly from the local Sewerage and Water Undertaker.

This means that the Undertaker was responsible for both physically supplying the property and providing account management services such as billing and customer service. The open water market splits these responsibilities and now consists of:

- **Wholesalers:** These are the local Sewerage and Water Undertakers. They provide the physical clean water services to properties and take away wastewater for treatment.
- **Retailers:** These are companies who buy sewerage and water services from the wholesalers and sell these services to the occupier. They are responsible for billing, customer service and updating the records.

Why is this important?

The open water market changes the relationship between non-household customers and the local Undertaker. The customer now only talks to the Undertaker if there is an operational issue such as a water leak or sewer blockage.

All billing and customer service is handled by the customer's chosen retailer. The customer is free to change retailer if they are unhappy with their service and shop around for the best deals.

The open water market in Wales

The Welsh Government decided that services supplied by an Undertaker based wholly or mainly in Wales would not be part of the open water market. The only exceptions to this are clean water supplies in Wales using more than 50 mega litres of water a year.

This means that the Sewerage and Water Undertakers in Wales function as both retailer and wholesaler and bill most non-household properties directly. The two main Undertakers in Wales are Welsh Water and Hafren Dyfrdwy.

Welsh Water also serves some non-household properties in England. As Welsh Water is an Undertaker based mainly in Wales, they will bill the occupier directly for any service they supply.

Consequences for the CON29DW

For properties in the open water market, the answers in our report are based on the wholesaler's connection records. We don't use retailer billing records or have access to their accounts.

This has three main consequences:

- **We do not know the retailer:** The occupier can choose any retailer to bill their property, so we do not know which retailer is currently billing the property. We cannot talk to the retailers on your behalf.
- **No charging information:** We cannot confirm the yearly charges for the property as this will depend on the occupier's chosen retailer. Ask the occupier if you need an estimate of the yearly charges.
- **Contact the retailer to update the records if you believe they are incorrect:** If you believe the connection records for the property are incorrect, the occupier needs to talk to their retailer directly and not the Undertaker. The retailer will raise a query through the open water market procedures to get the wholesaler's and retailer's records updated. Once the records are updated, we will be able to revise our report for you.

Contacts

England

If you believe the wholesaler's connection records are incorrect, the occupier will need to **contact their retailer** directly to update the records.

The occupier's latest bill should have the retailer's contact details. However, you can find the contact details for all retailers here: www.open-water.org.uk

Wales

Non-household properties in Wales are likely billed directly by the Undertaker. Therefore, the **occupier should contact the Undertaker to update the records:**

Hafren Dyfrdwy

- www.hdcymru.co.uk
- 0330 678 0646

Welsh Water

- <https://business.dwrcymru.com/en>
- 0800 052 0145



Appendix 3

Rights to discharge Trade Effluent

Understanding Trade Effluent

The Water Industry Act 1991 gives businesses the right to discharge trade effluent into the public sewer network if they obtain consent from the Sewerage Undertaker.

The Act defines trade effluent as: **"any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at a trade premises"**.

If your business will involve manufacturing, processing materials, chemicals, food and drink production, washing vehicles or laundry services, you will likely need consent and should contact the Sewerage Undertaker for advice.

You don't need a trade effluent consent for:

- Domestic sewerage from staff toilets and hand washing.
- Uncontaminated surface water from roofs and hard-standing areas (rainwater).

Wastewater from hotels, pubs, restaurants, takeaways and caravan parks is not normally classed as trade effluent. These premises are regulated under Section 111 of the Water Industry Act 1991. They can be prosecuted for blocking sewers by discharging food waste, fats, oils or greases into the public sewer network.

How to obtain consent

If you plan to discharge trade effluent into a public sewer, you will need to obtain consent from the Sewerage Undertaker **before** any discharge takes place. This process is different in England and Wales.

England

If your business is in England, you will need to apply for trade effluent consent through your open water market retailer. The retailer will then submit the application to the Sewerage Undertaker (Severn Trent Water).

However, if you need advice before applying, you can contact Severn Trent Water using the contact details on the right.

Wales

If your business is in Wales, you should speak directly to your Sewerage Undertaker (Hafren Dyfrdwy) about obtaining consent. They can provide further advice and guide you through their process.

Discharges to rivers or watercourses

If you plan to discharge trade effluent directly to a watercourse or river and not the public sewer network, you should contact the [Environment Agency \(England\)](#) or [Natural Resources Wales](#).

Why is this important?

It is an offence to discharge trade effluent to a public sewer without the Sewerage Undertaker's consent under Section 118 (5) of the Water Industry Act 1991.

Trade effluent can cause damage to the public sewer network and harm the people working on these assets.

The Sewerage Undertaker needs to make sure they have the correct processes and infrastructure in place so the trade effluent from your business can be treated and returned safely to the environment.

Moving into a new property

Existing trade effluent consents and agreements do not automatically transfer to the new owner of the property.

As the new occupier, you will need to apply for a new consent if you wish to continue to discharge trade effluent to a public sewer.

If a consent does not have the correct company name recorded, the discharge may be considered illegal by the Sewerage Undertaker.

Contact details

Severn Trent Water (England)

Apply for consent:

- Contact your retailer.

For general advice:

- www.stwater.co.uk
- trade.effluent@severntrent.co.uk
- 02477 716989

Spillages or accidents:

- 0800 783 4444

Hafren Dyfrdwy (Wales)

Apply for consent or for general advice:

- www.hdcymru.co.uk
- trade.effluenthd@hdcymru.co.uk
- 0330 678 0646

Spillages or accidents:

- 0800 085 8033

Appendix 4.1

Understanding the private sewer transfer

Introduction

Before 2011, many property owners were responsible for the cost of maintaining private sewer assets that were shared with their neighbours or located outside their boundary.

To reduce this burden on property owners, the Government introduced the private sewer transfer regulations which transferred the majority of these private sewer assets into public ownership.

Important dates and information:

- **01 July 2011:** The transfer applied to private assets which drained to the public sewer network before 01 July 2011.
- **01 October 2011:** Eligible private sewers and lateral drains transferred into public ownership on 01 October 2011.
- **01 October 2016:** Eligible private pumping stations transferred into public ownership by 01 October 2016.
- [Appendix 4.2 \(page 34\)](#) explains issues for commercial properties and the status of sewer pipes built since 01 July 2011.
- [Appendix 4.3 \(page 35\)](#) has a diagram showing example sewer layouts for properties built before 01 July 2011.

The private sewer transfer

On **01 October 2011**, Sewerage Undertakers became responsible for most private sewers and lateral drains which drained to the public sewer network **before 01 July 2011**. This included sewer assets under an adoption agreement.

This means that if a property was built before July 2011 and is connected to the public sewer network, the owner now has a significantly reduced liability over private sewer assets.

Property owners are only responsible for their:

- **Private drain:** This is the section of sewer pipe which runs within the boundary and serves only a single property (or multiple properties within a common boundary, like a retail park).

Sewerage Undertakers are responsible for:

- **Lateral drains:** This is the section of the private drain which extends outside of the property boundary.
- **Sewers:** This is any shared section of sewer pipe which serves two or more separate properties.

However, following the transfer, properties are more likely to have a public sewer or lateral drain within the boundary. The potential issues of the transfer are discussed on the next page.

The pumping station transfer

Between **01 October 2011** and **01 October 2016**, Sewerage Undertakers became responsible for eligible private pumping stations, and associated pressurised sewers, which drained to the public sewer network **before 01 July 2011**.

Sewerage Undertakers went through a process of identifying, upgrading and adopting the eligible private pumping stations in their area.

The following pumping stations transferred:

- Pumping stations located outside the boundary of the property they served.
- Pumping stations which served two or more separate properties.

These pumping stations remained private:

- Pumping stations which were located within the boundary and served only one property.
- Pumping stations which served multiple properties within a common boundary, like a caravan or retail park.

The Sewerage Undertaker may have missed some eligible pumping stations during their review process, so they may not be recorded on the public sewer map. If you believe an eligible pumping station has been missed, you can contact the Sewerage Undertaker to investigate using the contact details on the next page.

Exceptions to the transfer

If a property was built after 01 July 2011, the assets serving the property would not have been included in the 2011 transfer. However, they may have been included in a secondary scheme discussed on the next page.

Other exceptions to the 2011 transfer include:

- **Sustainable drainage systems (SuDS):** SuDS features, such as soakaways, ponds, watercourses and swales, remain private and do not currently form part of the public sewer network. Private sewers or lateral drains connected to a SuDS feature are likely to remain private unless adopted through an adoption agreement.
- **Private drainage systems:** Septic tanks, cesspits and other private treatment works remain private. Any sewers or lateral drains which form part of these private systems would not have transferred into public ownership unless they drained to the public sewerage network before 01 July 2011.
- **Excluded sewers:** Crown Land (such as prisons) or sewers owned by the Railway Authorities.
- **Drainage systems contained within a common boundary:** Such as retail or business parks.

Appendix 4.2

Potential issues for property owners following the private sewer transfer

Potential issues

Assets not shown on the sewer map

Most transferred sewers and lateral drains are not shown on the public sewer map as the Sewerage Undertaker has no records of where they are located.

Appendix 4.3 (page 35) shows example sewer pipe responsibilities following the transfer. However, if you need to know the exact layout of the sewer pipes serving the property, you may need to carry out your own on-site survey.

Properties within a common boundary

Some commercial properties are located within a boundary under common ownership, such as properties within:

- Business, retail or caravan parks
- Shopping centres or airports
- Schools, hospitals or university campuses

The private sewer pipes within the common boundary may not have transferred into public ownership. You should check with the seller or freehold management company to confirm who is responsible for maintaining these assets. The Sewerage Undertaker may also be able to provide further advice if you contact them.

Maintenance and access rights

The Sewerage Undertaker has a legal right of access to transferred sewer assets to carry out maintenance and repair. They will normally provide notice before visiting the site unless it is an emergency.

Extending the property

You need approval if you intend to build close to a public sewer asset. This includes transferred sewer pipes which may not be shown on the public sewer map. **Appendix 6 (page 37)** provides further information and contact details.

Properties built after July 2011

Properties in Wales

The Welsh Government enacted Section 42 of the Flood and Water Management Act 2010 on 01 October 2012. It is now mandatory for all new sewers and lateral drains built after this date to be adopted using a Section 104 adoption agreement if they drain to a public sewer.

They also carried out an additional private sewer transfer on 01 April 2013. This transferred the remaining private sewers and lateral drains, built between 01 July 2011 and 01 October 2012, into public ownership.

Therefore, sewers and lateral drains which drain to the public sewer network in Wales, have likely either transferred into public ownership, been adopted or are in the process of being adopted through a Section 104 adoption agreement.

Properties in England

Section 42 of the Flood and Water Management Act 2010 has not yet been implemented in England.

On new developments built after July 2011, the sewers and lateral drains may be adopted using a Section 104 adoption agreement. However, it is not mandatory for these assets to be adopted and not all private sewers and lateral drains may be included in an agreement.

For properties built after July 2011 in England, the property owner may still be responsible for some sections of private sewer and lateral drain. You should check the extent of your liability over any private sewer pipes with the developer or current owner of the property.

Section 42 may be implemented in England in the future. 6 months after Section 42 is introduced there should be an additional private sewer transfer in England. This will adopt private sewers and lateral drains which drain to a public sewer and have been installed since 01 July 2011.

Contact details

The Sewerage Undertaker can clear blockages on public sewer pipes and advise on the ownership of sewer pipes and pumping stations.

Severn Trent Water (England)

Sewer operations team:

- 0800 783 4444

Hafren Dyfrdwy (Wales)

Sewer operations team:

- 0800 085 8033

Appendix 4.3

Sewer pipe responsibilities for properties built before 01 July 2011

Sewer pipe responsibilities key

Private sewers and lateral drains, which drained to the public sewer network before 01 July 2011, transferred into public ownership on 01 October 2011. **These transferred sewer assets may not be shown on the public sewer map.**

This diagram shows how the ownership of sewer pipes changes depending on the curtilage (boundary) of the site and whether the pipe carries waste from more than one property.

Property owners are responsible for the:

Private drain: Runs within the boundary and serves only a single property (or multiple properties within a common boundary).

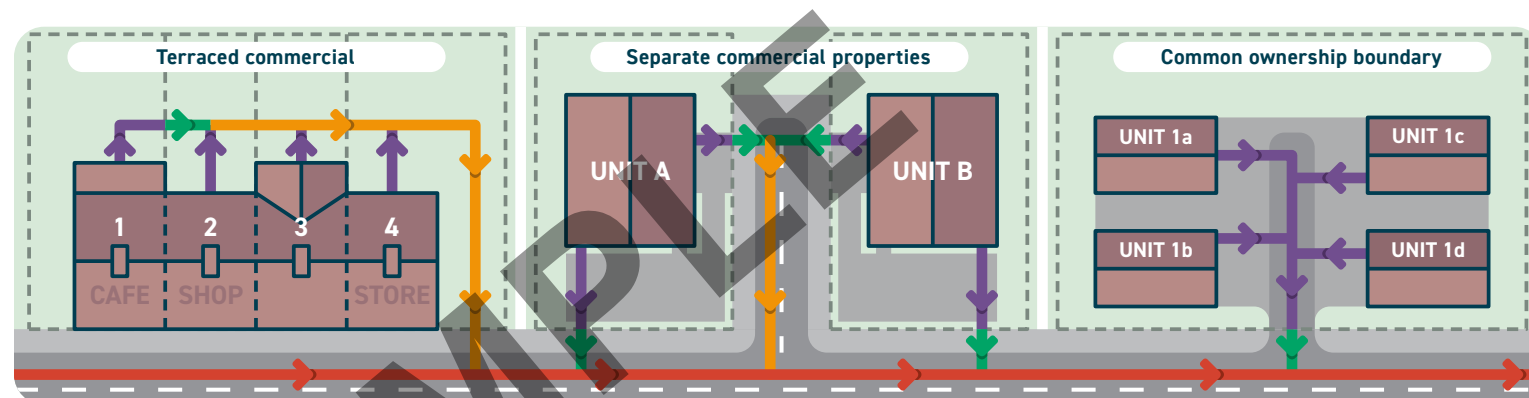
Sewerage Undertakers are responsible for:

Transferred lateral drains: The part of the private drain running outside the boundary.

Transferred sewers: Sewer pipes serving two or more separate properties.

Existing sewers: Sewer pipes which were already public before the 01 October 2011.

For properties built after 01 July 2011, see **Appendix 4.2 (page 34)**.



Terraced commercial

Terraced commercial properties may have a public sewer pipe running within the boundary, depending on their position within the terrace.

Each property owner is responsible for the private drain within their boundary. However, the Sewerage Undertaker is responsible for any sections of lateral drain and shared sewer.

In the example above, property 1 is the head of the sewer run and only has a private drain within their boundary. This becomes a public lateral drain when it exits the boundary and a public sewer when it joins the private drain from property 2. Therefore, properties 2, 3 and 4 have a public sewer asset within the boundary.

Separate commercial properties

Commercial properties with separate boundaries may have no public sewer assets within the boundary following the private sewer transfer.

In the example above, both units have no shared or lateral sections of sewer pipe within their boundaries. Each property owner is responsible for the private drains within their boundary. The Sewerage Undertaker is responsible for the lateral and shared sections of sewer pipe in the highway.

However, not all commercial properties follow this layout. You should check the drainage layout with the seller if required.

Common ownership boundary

Some commercial properties, such as units within a retail or business park, may fall within a boundary under common ownership.

Sewer pipes within the common boundary remain private drains until they exit the boundary.

On these sites, the freehold management company may maintain the private drains. You should check this with the seller or management company.



Appendix 6

Commercial development and contact details

Commercial development work

The Commercial CON29DW report is designed to provide drainage and water information to commercial property buyers and their solicitor.

It does not represent a developer enquiry with the Sewerage or Water Undertaker. You will need to contact them separately if you are planning to develop the site.

The public sewer and water records in our report may not show the exact location of the public assets. You should not rely on these records for your development work and you should verify the location of any public assets on site.

Contacting the developer services team

If you are building a new development, the Undertaker's developer services team can help with the following:

- Submitting a developer enquiry
- Understanding costs and application forms
- Applying for new connections
- The adoption of new sewers
- Sewer and water diversions

Building near public assets

If there are public sewer or water assets within your development site, you will need the asset protection team's approval to build or work near these assets. You should contact them for further advice before proceeding with any work.

How close can you build?

Public assets have a protective strip either side where no building work can take place without approval. The minimum size of the strip depends on the type, depth and diameter of the asset. Typical protective strip widths are shown below but they should be confirmed with the asset protection team:

Sewer pipes with a diameter of:

- **Less than 300mm:** 3 metres either side
- **300-1000mm:** 4 to 5 metres either side

Water mains with a diameter of:

- **Less than 300mm:** 3 metres either side
- **300-1000mm:** 6 metres either side

For larger assets, aqueducts, pumping stations and pressurised sewers, you should contact the asset protection team for specific advice about the protective strip needed, excavation restrictions and tree planting restrictions.

You may need to divert the asset

If you are planning to build near a public asset, the asset protection team may ask you to divert the asset or adjust your development plans.

They may consider allowing you to build over or near a public gravity sewer in some circumstances. For example, if it's not possible to divert the sewer:

However, they will not allow you to build over:

- Pressurised sewers (rising mains)
- Public water mains

Domestic build overs work differently

If you are extending an existing residential property over or near a public sewer asset, you should contact the domestic build over team for advice using the details on the right.

Other water companies

The contact details on this page are for Severn Trent Water and Hafren Dyfrdwy. Other water companies will have similar restrictions, and you should contact them for advice if you intend to build close to their public assets.

Question 4.1.2 (page 24) confirms which Water Undertaker serves the property if different to Severn Trent Water or Hafren Dyfrdwy.

Contact details

Severn Trent Water (England)

Developer services team:

- 0800 707 6600
- new.connections@severntrent.co.uk

Asset protection team:

- 02477 716185
- asset.protection@severntrent.co.uk

Domestic build over team:

- 0345 266 7930
- building.over@severntrent.co.uk

Hafren Dyfrdwy (Wales)

Developer services team:

- 0330 678 1481
- new.connections@hdcymru.co.uk

Asset protection team:

- 02477 716185
- asset.protection@hdcymru.co.uk

Domestic build over team:

- 0345 266 7930
- building.over@hdcymru.co.uk

Appendix 7

Complaints procedure

Making a complaint

Here at Severn Trent Searches we aim to consistently provide the highest standards of care. If, however, you don't feel your expectations have been met then we are happy to receive all feedback which may help improve our services in the future.

In the first instance, please make us aware of any errors in the report or failings in our services and we will aim to rectify these as soon as possible. We aim to undertake the necessary action, as within our control, to put things right and, where possible, provide a revised search.

If you feel your complaint can not be resolved informally through initial contact, you can implement our Complaints Procedure, below.

Stage 1

We will acknowledge receipt of your complaint within 2 working days. We will investigate the matter in detail and where possible we will provide a full written response within 10 working days of receipt of your complaint.

Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

Stage 2

If you are still not satisfied with our response or action you can request a referral to Stage 2 and we will refer the matter to a Senior Manager for resolution.

We will acknowledge receipt of your escalation within 2 working days.

We will investigate the matter in detail and where possible we will provide a full written response within 20 working days of receipt of your complaint.

Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

How to contact us

Complaints should be sent to:

Email: enquiries@severntrentsearches.com

Tel: 0115 971 3550

Severn Trent Searches
Pure Offices
Sherwood Business Park
Nottingham
NG15 0DT

The Property Ombudsman scheme

If you are not satisfied with the resolution offered in the final response then you may refer the complaint to The Property Ombudsman scheme (TPOs). We will co-operate fully with the independent adjudicator during the consideration of a complaint by the TPOs and comply with any decision.

The Ombudsman can award compensation of up to £25,000 to you if the Ombudsman finds that you or your client has suffered actual financial loss, distress or inconvenience. In addition to the TPO redress scheme covering consumers, TPO will also provide redress for small businesses (including Charities and Trusts) that meet the following criteria:

- A small business (or group of companies) with an annual turnover of less than £3 million.
- A charity with an annual income of less than £3 million.
- A Trust with a net asset value of less than £3 million.

How to contact The Property Ombudsman

Complaints should be sent to:

The Property Ombudsman scheme

E-mail: admin@tpos.co.uk

Tel: 01722 333306

Website: www.tpos.co.uk

Milford House
43 - 55 Milford Street
Salisbury
Wiltshire
SP1 2PB



Appendix 8

CON29DW COMMERCIAL DRAINAGE AND WATER SEARCH TERMS AND CONDITIONS

These Terms govern the basis on which the Report is supplied and the basis upon which the Customer and the Client have relied upon the Report.

Definitions

'Apparatus' means the sewers, disposal mains or lateral drains, water mains, resource mains or discharge pipes and associated infrastructure for which an Undertaker holds statutory responsibility under the Water Industry Act 1991 shown on the map attached to the Report;

'Client' means the person who is the intended recipient of the Report with an actual or potential interest in the Property.

'Company' means Severn Trent Property Solutions, the company producing the Report.

'Customer' means the person placing the Order, either on its own behalf as Client, or, as an agent for or a reseller to a Client.

'Order' means any request completed by the Customer requesting the Report in accordance with the Company's order procedure.

'Report' means the drainage and/or water report prepared by the Company in respect of the Property.

'Partner Undertakers' means Severn Trent Water Ltd, Hafren Dyfrdwy Ltd or South Staffordshire Water Plc.

'Person' means any individual, firm, body corporate, unincorporated association or partnership.

'Property' means the address or location supplied by the Customer in the Order which satisfies one or more of the requirements set out in paragraph 2.1.

'Purpose' shall have the meaning set out in paragraph 2.2.

'Terms' means these CON29DW Commercial Drainage and Water Search Terms and Conditions.

'Third Party Undertaker' means any Undertaker other than a Partner Undertaker.

'Undertaker' means a Sewerage and/or Water Undertaker (both as defined in the Water Industry Act 1991) providing water and sewerage services.

1. Agreement

1.1 The Company agrees to supply the Report to the Customer and, if applicable, the Customer shall provide the Report to the Client, subject to these Terms to the exclusion of all other terms and conditions including any terms and conditions which the Customer and/or Client purports to apply under any Order, confirmation of Order or any other document. The scope and limitations of the Report are described in paragraph 2 of these Terms.

1.2 Where the Customer is not the Client, then the Customer shall ensure that these Terms are brought to the attention of the Client on or prior to the Customer placing the Order and that the Terms are provided with any copy of the Report provided by the Customer to the Client. The Customer is responsible for making sure that the Client is aware of the limitations and exclusions that are contained in these Terms and must draw the Client's attention to any disclaimers set out in the Report.

1.3 The Customer agrees that the placing of an Order for a Report indicates its acceptance of these Terms.

1.4 Where the Customer is placing an Order on behalf of a Client, it warrants and represents to the Company that it is authorised to accept these Terms on behalf of the Client and to bind the Client to these Terms.

2. The Report

2.1 This report should only be used for individual property transactions where the intended use of the property is:

- **2.1.1** not as a single, residential, domestic property; or
- **2.1.2** not land or buildings being, or to be developed as a single, residential, domestic property

2.2 The Report is produced solely for use by the Client for the intended purpose of the Report (the "Purpose"). The Purpose is the identification of the location and connection of existing drainage (save that which is identified in clause 2.3.7) and/or water services at the Property in relation to the individual commercial property transaction in respect of the Property which is in the contemplation of the Client at the time of ordering the Report the Company shall not be liable in any circumstances in connection with the Report if it is used for any other purpose.

2.3 Whilst the Company will use its reasonable care and skill in producing the Report, it is provided to the Customer on the basis that the Customer and the Client acknowledge and agree to the following:-

- **2.3.1** the information contained in the Report details only the location and connection of existing drainage and/or water services at the Property at the date stated in the Report;
- **2.3.2** the Company's obligation in respect of the Report is to correctly reproduce and compile the information provided by the Partner Undertakers and any Third Party Information;
- **2.3.3** the Report does not give details about the actual state or condition of the Property or the existing drainage and/or water services nor should it be used or taken to indicate actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained if the Customer or the Client requires;
- **2.3.4** the information contained in the Report is dependent upon the accuracy of the information supplied by the Customer or Client including, but not limited to the address of the Property and any plan of the Property;
- **2.3.5** the statements in the Report marked as 'Guidance Notes' are intended to be general statements and advice in addition to the report on the Property. The Company cannot ensure that any such guidance notes are accurate, complete or valid and accepts no liability for such general statements and advice provided; and

Appendix 8

Terms and conditions continued

- **2.3.6** the position and depth of any Apparatus shown on any maps attached to the Report is approximate, and is intended as a general guide only. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of the Apparatus. Without prejudice to all other Terms, the Company accepts responsibility for the inaccuracy of location, or missing apparatus contained in the Maps within the Report that arise as a result of negligence. For the purposes of this Report, the Company will not seek to rely on any statements and/or disclaimer shown on any Maps which limits liability in relation to the accuracy and/or location of apparatus.
- **2.3.7** subject to the terms of this agreement, the Company is not liable to the Customer or the Client where the report does not provide details about the private sewers, drains, lateral drains, pumping stations and any associated apparatus that have transferred into the Undertaker and/or Partnership Undertaker's and/or the Third Party Undertaker's ownership as a direct result of the 'The Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011' and which are not shown on the public sewer record at the point at which the search was completed.

2.4 The Client and/or Customer shall notify the Company as soon as it is practicable if it becomes aware of any defect or inaccuracy in the Report.

2.5 In Providing you with this Report the Company will comply with the Drainage & Water Searches Network (DWSN) Standards.

3. Limitation of Liability

3.1 The Company does not exclude its liability (if any) to the Customer and/or the Client:

- **3.1.1** for personal injury or death resulting from the Company's negligence;
- **3.1.2** for any matter for which it would be illegal for the Company to exclude or to attempt to exclude its liability; or
- **3.1.3** for fraud or fraudulent misrepresentation;
- **3.1.4** for breach of its obligations arising under Section 2 Supply of Goods and Services Act 1982, or
- **3.1.5** arising under Section 2(3) Consumer Protection Act 1987.

3.2 Subject to paragraph 3.1 the Company accepts no responsibility for and excludes its liability (whether for breach of contract, negligence or any other tort, under statute or statutory duty, restitution or otherwise at all) for:

- **3.2.1** any inaccuracy or error in the Report based on incomplete or inaccurate information supplied by the Customer and/or the Client;
- **3.2.2** any use of the Report by the Customer for any purpose other than the Purpose;
- **3.2.3** any change in the location and connection of existing drainage and/or water services at the Property after the date stated in the Report.

3.3 Except as provided in paragraph 3.1 and paragraph 3.4 the Company's entire liability in respect of all

causes of action arising by reason of or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or restitution or otherwise at all) shall not exceed £10,000,000.

3.4 Except as provided in paragraph 3.1, the Company will be under no liability to the Customer and/or the Client whatsoever (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for any indirect or consequential loss (both of which terms include, without limitation, pure economic loss, loss of profits, loss of business, depletion of goodwill and like loss) howsoever caused arising out of or in connection with these Terms and/or the provision of the Report.

3.5 Except as set out in paragraph 3.1, the Company hereby excludes to the fullest extent permissible in law, all conditions, warranties and stipulations, express (other than those set out in these Terms) or implied, statutory, customary or otherwise which, but for such exclusion, would or might subsist in favour of the Customer and/or the Client.

3.6 The Company shall not be in breach of these Terms or otherwise liable to the Customer and/or the Client for any failure to provide or delay in providing the Report to the extent that such failure or delay is due to a event or circumstance beyond the reasonable control of the Company including but not limited to any delay, failure of or defect in any machine, processing system or transmission link or any failure or default of a supplier or sub-contractor of the Company or any provider of any third party Information except to the extent that such failure or delay is caused by the negligence of the Company.

3.7 If the Customer and/or Client is acting as a consumer in purchasing the Report, then in respect of the party dealing as a consumer (the "Consumer"), the provisions of paragraphs, 3.3 to 3.5 shall not be deemed to apply and subject to paragraph 3.1, the Company shall only be liable to the Consumer for losses which the Consumer suffers as a result of the Company not providing the Report in accordance with these Terms. The Company is not responsible to the Consumer for any losses which it may incur which were not a foreseeable consequence of the Company breaching these Terms, including if the Consumer and the Company could not have contemplated those losses before or when the parties entered into these Terms. The Company's liability to the Consumer shall not in any circumstances include any business losses that it may incur, including but not limited to lost data, lost profits or business interruption.

4. Copyright and Confidentiality

4.1 The Customer acknowledges and where the Customer is not the Client, the Customer shall procure that the Client acknowledges that the Report is confidential to the Customer and/or the Client and may only be used by the Customer and/or the Client for the Purpose and the proper performance of these Terms.

4.2 The copyright and any other intellectual property rights in the Report shall remain the property of the Company. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided in these Terms. The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose not anticipated by the Report.

Appendix 8

Terms and conditions continued

4.3 The Customer and the Client are entitled to make copies of the Report for the Purpose but may only copy Ordnance Survey mapping or data contained in or attached to the Report if it has an appropriate licence from the originating source of that mapping or data.

4.4 The Customer agrees and where the Customer is not the Client, the Customer shall procure that the Client agrees, (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.

4.5 The Customer agrees and where the Customer is not the Client, the Customer shall procure that the Client agrees to indemnify and keep indemnified the Company against any losses, costs, claims and damage suffered by the Company as a result of any breach by either of them of the terms of paragraphs 4.1 to 4.4 inclusive.

4.6 The enquiries contained in the Report are protected by copyright owned by the Law Society of 113 Chancery Lane, London WC2A 1PL and must not be used for any purpose outside the context of the Report.

4.7 The obligation to procure the compliance of the Client to the obligations set out in this paragraph 4 and in paragraph 6.5 shall not apply to Customers who are bona fide legal advisers recharging the cost of the Report to the Client as a disbursement.

5. Payment

5.1 Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay the price of the

Report specified by the Company, without any set off, deduction or counterclaim. Unless the Customer or Client has an account with the Company for payment for Reports, the Company must receive payments for Reports in full before the Report is produced. For Customers or Clients with accounts, payment terms will be as agreed with the Company.

5.2 Where the Property consists of a site with four or more separate metered or un-metered water supplies, additional fees may be charged as notified to the Customer by the Company.

6. General

6.1 If any provision of these Terms is or becomes invalid or unenforceable, it will be taken to be removed from the rest of these terms to the extent that it is invalid or unenforceable. No other provision of these terms shall be affected.

6.2 Any failure by the Company to enforce any breach of the Terms shall not be deemed to be a waiver of any future breach of the Terms by the Customer or Client.

6.3 These Terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.

6.4 Nothing in these Terms shall in any way restrict the Customer or Client's statutory or any other rights of access to the information contained in the Report.

6.5 The Company and the Customer agree and where the Customer is not the Client, the Customer shall procure that the Client agrees that these Terms contain all the terms which the Company and the Customer and/or the Client have agreed in relation

to the subject matter of these Terms and supersede any prior written or oral agreements, representations or understandings between any of them in relation to such subject matter. Nothing in this paragraph 6.5 will exclude any liability which one party would otherwise have to another party in respect of any statements made fraudulently.

6.6 The Company may assign, delegate, licence, hold on trust or sub-contract all or any part of its rights and obligations under these Terms.

Customer complaints procedure

The Company offers a robust complaints procedure which can be found in Appendix 7 and on our website:

www.severntrentsearches.com

If your complaint has gone through our complaints procedure and you are dissatisfied with the response or it has exceeded our response timescales, you may be able to refer your complaint for consideration under The Property Ombudsman Scheme (TPOs).

In addition to the TPO redress scheme covering consumers, TPO will also provide redress for small businesses (including Charities and Trusts) that meet the following criteria:

- A small business (or group of companies) with an annual turnover of less than £3 million.
- A charity with an annual income of less than £3 million.
- A Trust with a net asset value of less than £3 million.

The Ombudsman can award compensation of up to £25,000 to you if the Ombudsman finds that you or your client has suffered actual financial loss, distress or inconvenience.

You can obtain further information by visiting www.tpos.co.uk or emailing admin@tpos.co.uk.

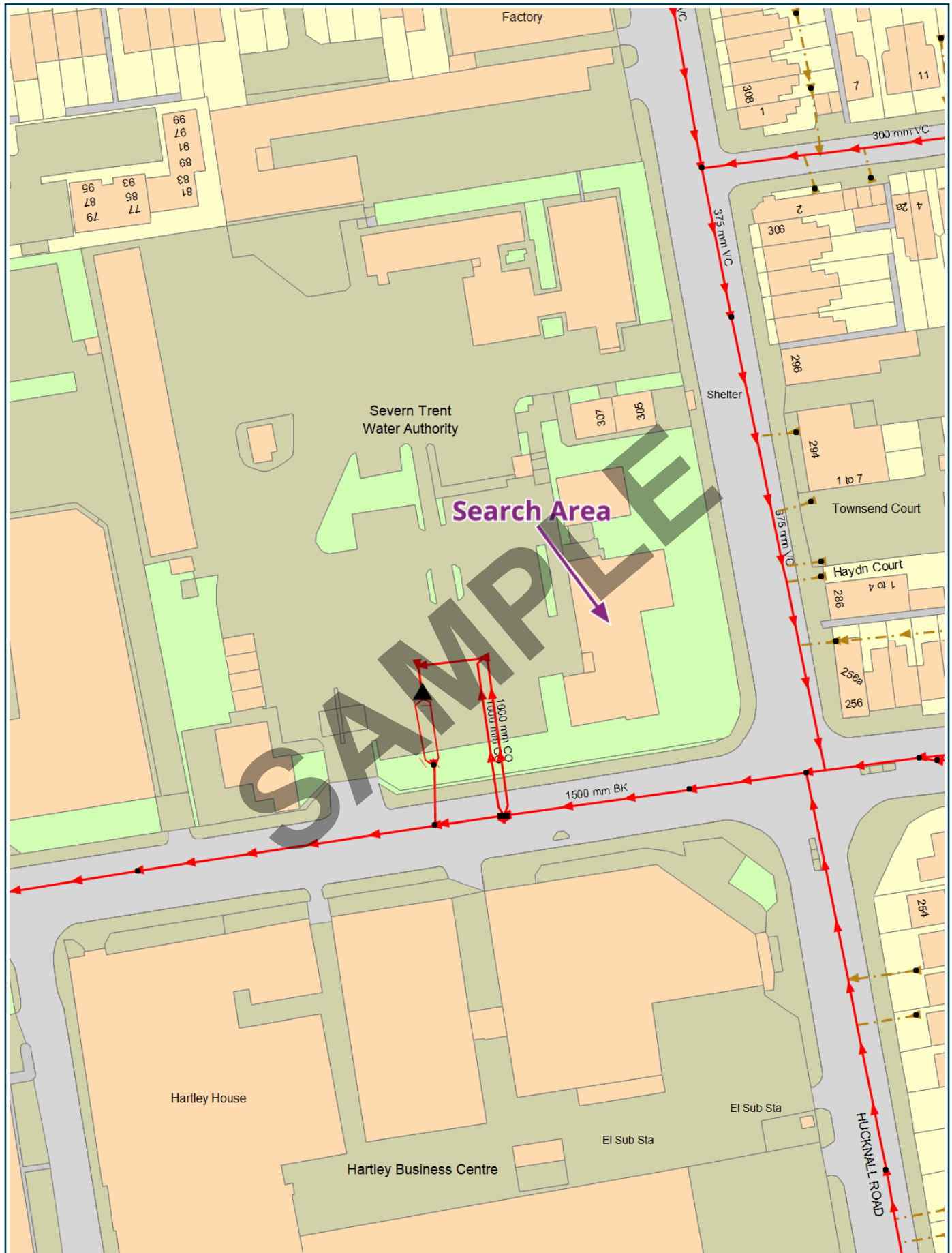
Severn Trent Searches is a trading name of Severn Trent Property Solutions. Registered in England and Wales no. 08181033

Registered office

Severn Trent Centre
2 St John's Street
Coventry
CV1 2LZ

Sewer record

Sample Business Sample Road Sample City SC1 1SC

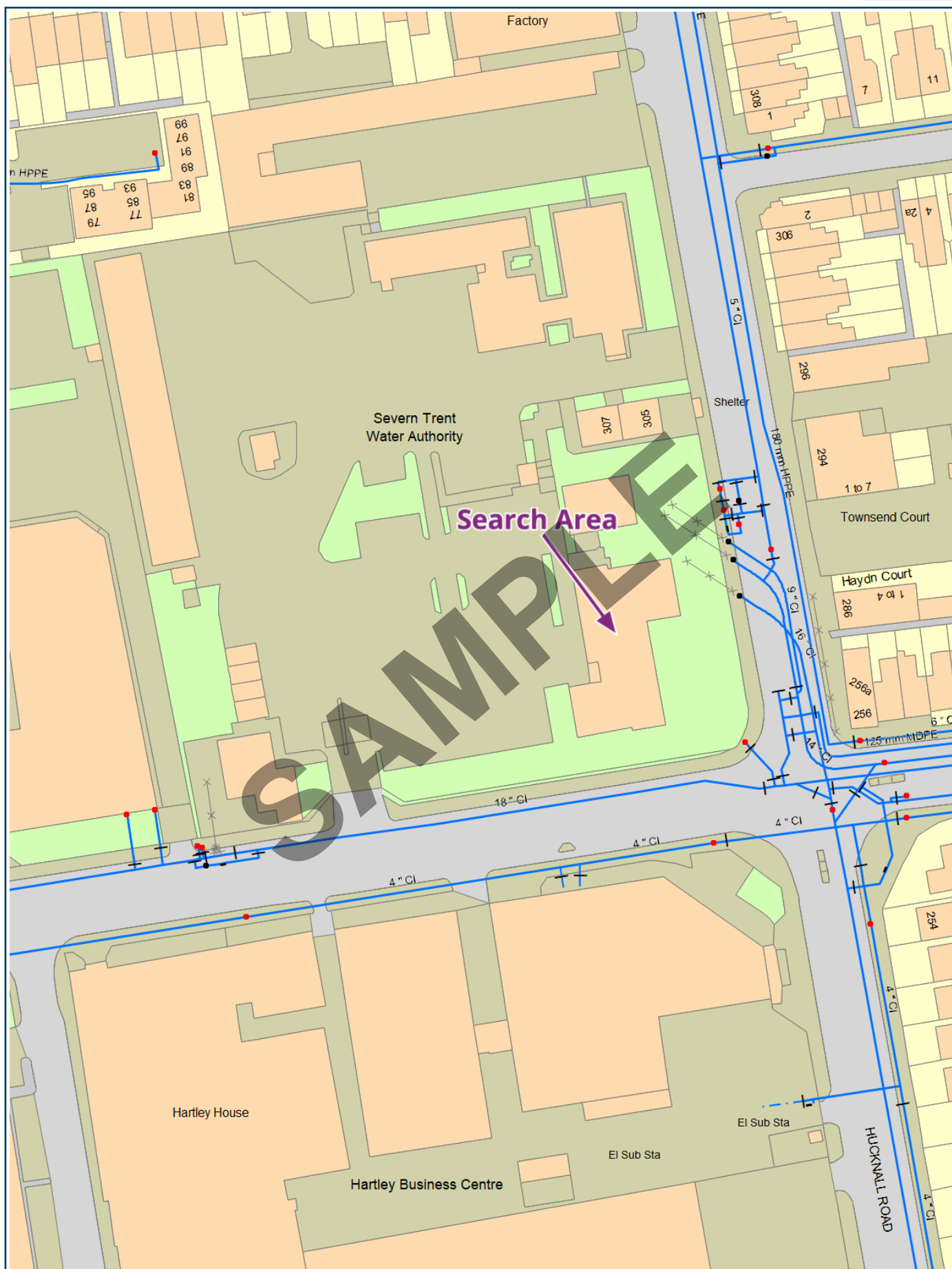
[Back to Q1.1](#)

Severn Trent Water | Sewer record notes

1. Do not scale off this Map. This Map is furnished as a general guide and no warranty as to its correctness is given or implied. This Map must not be relied upon in the event of any development or works in the vicinity of Severn Trent Water's assets. | 2. On 1 October 2011 most private sewers and private lateral drains transferred to the ownership of Water Companies. Severn Trent Water does not possess complete records of these assets. These assets may not be displayed on this map. | 3. Reproduction by permission of Ordnance Survey on behalf of HMSO. © Crown Copyright and database rights 2026. All rights reserved. Ordnance Survey licence number AC0000808122. Document users other than Severn Trent Water business users are advised that this document is provided for reference purpose only and is subject to copyright, therefore, no further copies should be made from it.

Water record

Sample Business Sample Road Sample City SC1 1SC

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Severn Trent Water | Water record notes

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Public sewer assets

Maintained by the Sewerage Undertaker

	Public combined gravity sewer
	Public foul gravity sewer
	Public surface water gravity sewer
	Pumping station
	Pressurised combined sewer
	Pressurised foul sewer
	Pressurised surface water sewer
	Overflow pipe
	Disposal pipe

Other symbols

	Foul or Combined manhole
	Surface water manhole
	Fitting
	Chamber
	Abandoned pipe

Other assets

Responsibility varies

	Highway drain: Removes rainwater from public roads and gullies. Usually maintained by the local Highways Authority.
	Culverted watercourse: A watercourse which has been directed underground through a pipe. Not classed as a public sewer asset.
	Private sewer assets: Purple sewer assets are privately owned and are not maintained by the Sewerage Undertaker.
	Private sewers and lateral drains that drained to a public sewer before 1 July 2011 transferred into public ownership as part of the private sewer transfer on 1 October 2011. Property owners typically remain responsible for maintaining their private drains.
	Private sewers and lateral drains that did not drain to a public sewer before 1 July 2011, or were constructed after this date, typically remain the responsibility of the property owner unless adopted by the Sewerage Undertaker.
	Section 104 or 102 sewers: Light green sewer assets are not currently maintained by the Sewerage Undertaker but may be adopted as public sewer assets in the future.
	These assets are typically subject to a Section 104 adoption agreement, an application for an agreement or are being considered for adoption under Section 102 of the Water Industry Act 1991. Responsibility for maintaining these assets normally remains with the developer or owner until the adoption is completed.
	The public sewer map may not show the final as-constructed position of these assets. Check this with the developer if required.
	Sustainable drainage systems (SuDS): Part of the Mansfield Green Recovery Scheme. May be privately maintained or maintained by the Sewerage Undertaker.

Further information

The private sewer transfer: The Sewerage Undertaker does not have a complete record of the private sewers and lateral drains that transferred into public ownership as part of the 2011 private sewer transfer. These assets may not be shown on the map. See Appendices for further information.

Detailed glossary: For a more detailed glossary and asset descriptions, please visit: www.severntrentsearches.com/glossary

Water assets

Water pipes and ducts

	Water main
	Service pipe / Private pipe
	Aqueduct
	Abandoned pipe
	Duct

Water assets

Fittings

	Valve
	Hydrant
	Washout
	Meter

Further information

Detailed glossary: For a more detailed glossary and asset descriptions, please visit: www.severntrentsearches.com/glossary