

# Groundsure Siteguard

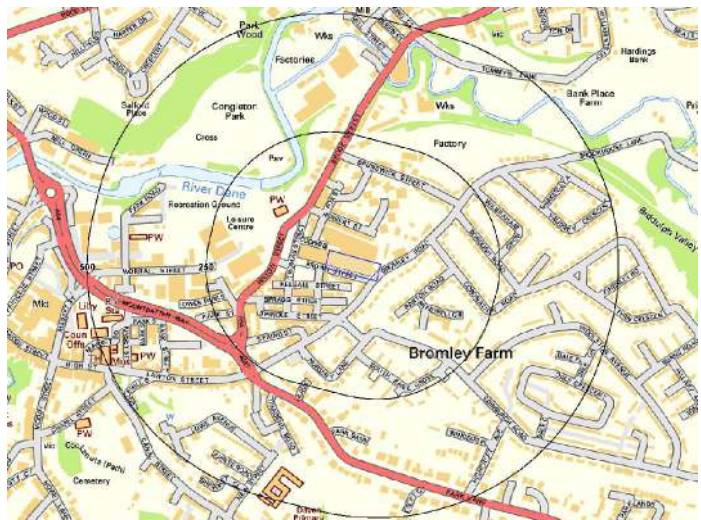
Groundsure Reference: Siteguard Specimen

Address: Specimen Address

Date: Report Date

Client Reference: Siteguard Specimen

Client: Groundsure



Brought to you by Groundsure



Report Reference: Siteguard Specimen

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## **Environmental Risk Assessment: Specimen Address**

This report is brought to you by Groundsure, a leading environmental consultancy and is based on the professional review of pertinent data associated with the property and surrounding area.

### **Conclusions**

Based on information gathered the property is considered to be:-

## **Acceptable Environmental Risk** (for banking security)

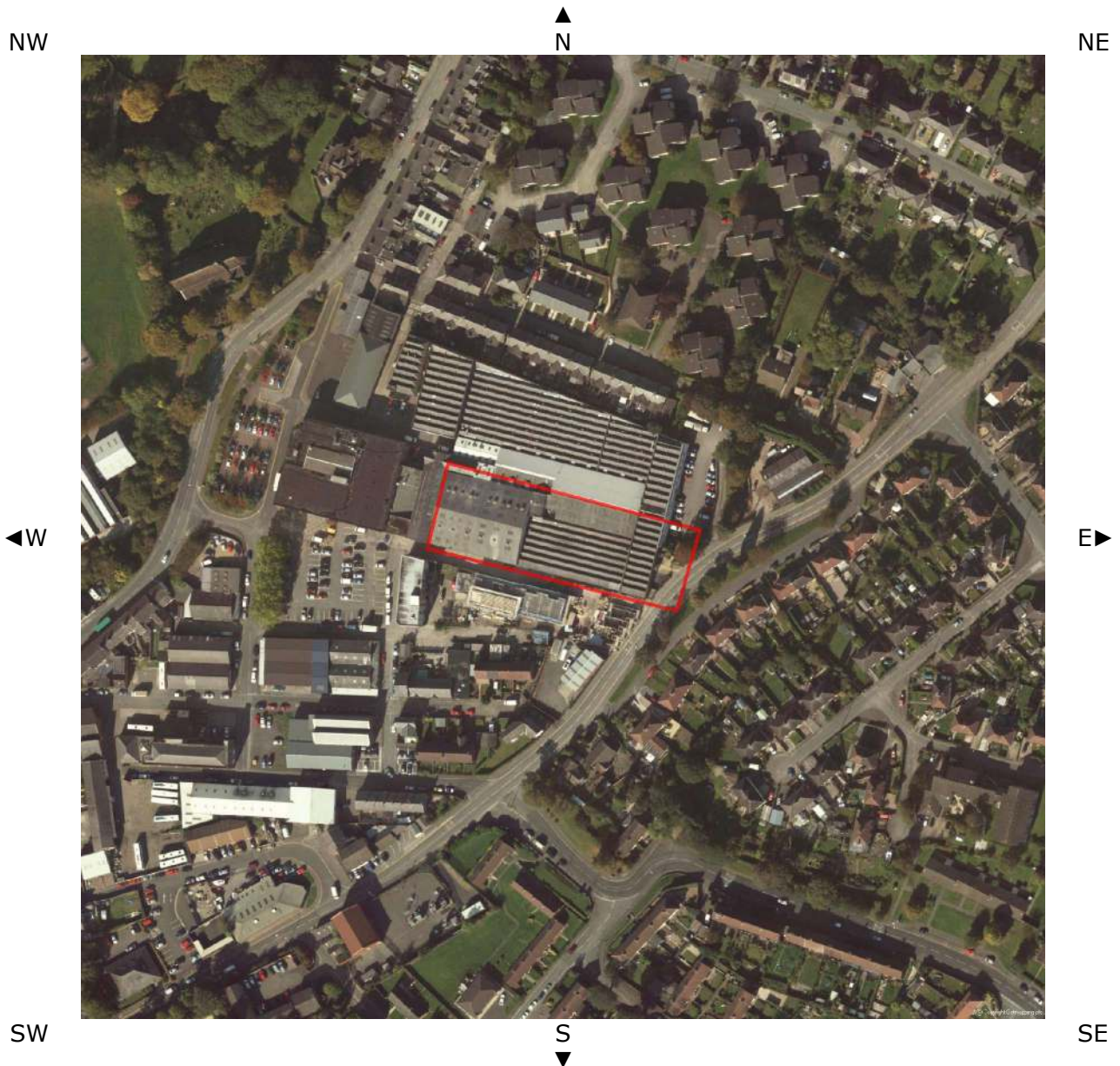
Does the property represent Acceptable Banking Security from an environmental risk perspective?	Yes
Is there a risk of statutory (e.g. Part 2A EPA 1990) or third party action being taken against the site?	Unlikely
Is there a risk that the property value may be impacted due to environmental liability issues?	Unlikely
What is the potential for environmental risk associated with property ownership i.e. that a prudent purchaser may wish to consider further?	Low - Moderate

Whilst the property has been identified to comprise acceptable banking security, some environmental issues may reside with the site associated with the historical, current and / or proposed use of the property. Low to moderate risk issues may have some potential to be raised as concerns in the future at the point of forward sale. Good environmental management at the property moving forward will assist in ensuring the avoidance of potential future environmental liability issues.

### **Additional Information**

As the site lies within or in close proximity to an area with a Very Low risk rating in the RoFRaS database, no further recommendations are required.

## Aerial Photograph of Study Site



Aerial photography supplied by Getmapping PLC.  
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Specimen Address

Grid Reference: 123456,123456

Size of Site: 0.41 ha

Report Reference: [Siteguard Specimen](#)

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Risk Factor	On Site	Adjacent	Less Than 250m
<b>1. Past Land Use - 1:10,000 Scale Historical Data</b>			
Potentially Contaminative Historical Land Uses	Yes	No	Yes
<b>2. Incident and Registers</b>			
EA Recorded Pollution Incidents	No	No	Yes
EPA1990 Sites	No	No	No
<b>3. Landfill and Waste Sites</b>			
EA Operational Landfill Sites	No	No	No
EA Historic Landfill Sites	No	No	No
BGS Landfill Sites	No	No	No
Groundsure Local Authority Landfill Sites	No	No	No
Environmental Permitting Regulations (Waste) Sites	No	No	Yes
<b>4. Current Land Use Findings Data</b>			
Potentially Contaminative Industrial Sites	Yes	Yes	Yes
Petrol & Fuel Sites	No	No	Yes
Historic IPC Authorisations	No	No	No
Part A(1) and IPPC Authorisations	No	No	No
Part A(2) and Part B Authorisations	No	No	Yes
List 1 Dangerous Substance Authorisations	No	No	No
List 2 Dangerous Substance Authorisations	No	No	No
Red List Discharge Consents	No	No	No
<b>5. Hydrogeology</b>			
Groundwater Vulnerability & Soil Leaching Potential	Yes	No	No
Source Protection Zones	No	No	No
Groundwater Abstraction Licences	No	No	No
Surface Water Abstraction Licences	No	No	No
Potable Water Abstraction Licences	No	No	No
<b>6. Environmental Setting</b>			
Sites of Special Scientific Interest (SSSI)	No	No	No
National Nature Reserves (NNR)	No	No	No
Special Areas of Conservation (SAC)	No	No	No
Special Protection Areas (SPA)	No	No	No
Ramsar Sites	No	No	No
Local Nature Reserves (LNR)	No	No	No
World Heritage Sites	No	No	No
Environmentally Sensitive Areas	No	No	No
Areas of Outstanding Natural Beauty (AONB)	No	No	No
National Parks	No	No	No
Green Belt land	No	No	No
<b>7. Flood Risk</b>			
What is the Risk of Flooding from Rivers and the Sea (RoFRaS) Flood Rating for the study site?	Very Low	-	-
Has the site been subject to past flooding as recorded by the Environment Agency?	No	-	-

In the process of ordering this report the following questions were answered as detailed below:

What is the current use of the site?	Commercial - Other
What is the intended use of the site?	Commercial - Other
Are you aware of any intention to redevelop the site? (e.g. will intrusive works be undertaken i.e. new build, not refurbishment)	unknown
Is there any significant bulk fuel or chemical storage contained within underground storage tanks etc (excluding septic tanks / LPG tanks)?	unknown
Distance to the nearest surface water feature:	50m - 250m
Distance to the nearest residential property:	50m - 250m



# 1. Historical Industrial Sites

## 1.1 Potentially Contaminative Uses identified from High Detail (1:10,000 scale) Mapping

The systematic analysis of data extracted from standard 1:10,560 and 1:10,000 scale historical maps provides the following information:

Records of sites with a potentially contaminative past land use within 250m of the search centre: 32

The following records are not represented on Mapping:

Distance [m]	Direction	Use	Date
0.0	On Site	Unspecified Mills	1897
0.0	On Site	Towel Mills	1922
0.0	On Site	Unspecified Mills	1897
0.0	On Site	Towel Mill	1911
0.0	On Site	Silk Mill	1878
30.0	N	Unspecified Pit	1878
109.0	NW	Grave Yard	1878
135.0	W	Unspecified Mill	1897
151.0	W	Silk Mill	1878
151.0	W	Silk Mill	1911
154.0	W	Unspecified Mill	1897
154.0	W	Unspecified Mill	1945
154.0	W	Silk Mill	1922
197.0	NW	Unspecified Pit	1897
200.0	NW	Unspecified Pit	1897
201.0	NW	Unspecified Pit	1938
202.0	NW	Unspecified Pits	1911
202.0	NW	Unspecified Pits	1911
205.0	NW	Unspecified Pits	1922
205.0	NW	Unspecified Pits	1945
205.0	NW	Unspecified Pit	1878
207.0	NW	Unspecified Pits	1959
209.0	N	Railway Sidings	1945
209.0	N	Railway Sidings	1922
209.0	N	Railway Sidings	1938
211.0	N	Unspecified Factory	1984
212.0	N	Railway Sidings	1959
213.0	N	Railway Sidings	1911
217.0	N	Railway Building	1911
221.0	N	Railway Building	1959
246.0	N	Railway Sidings	1878
249.0	NE	Gravel Pit	1897

# 2 Incidents and Registers Map

NW

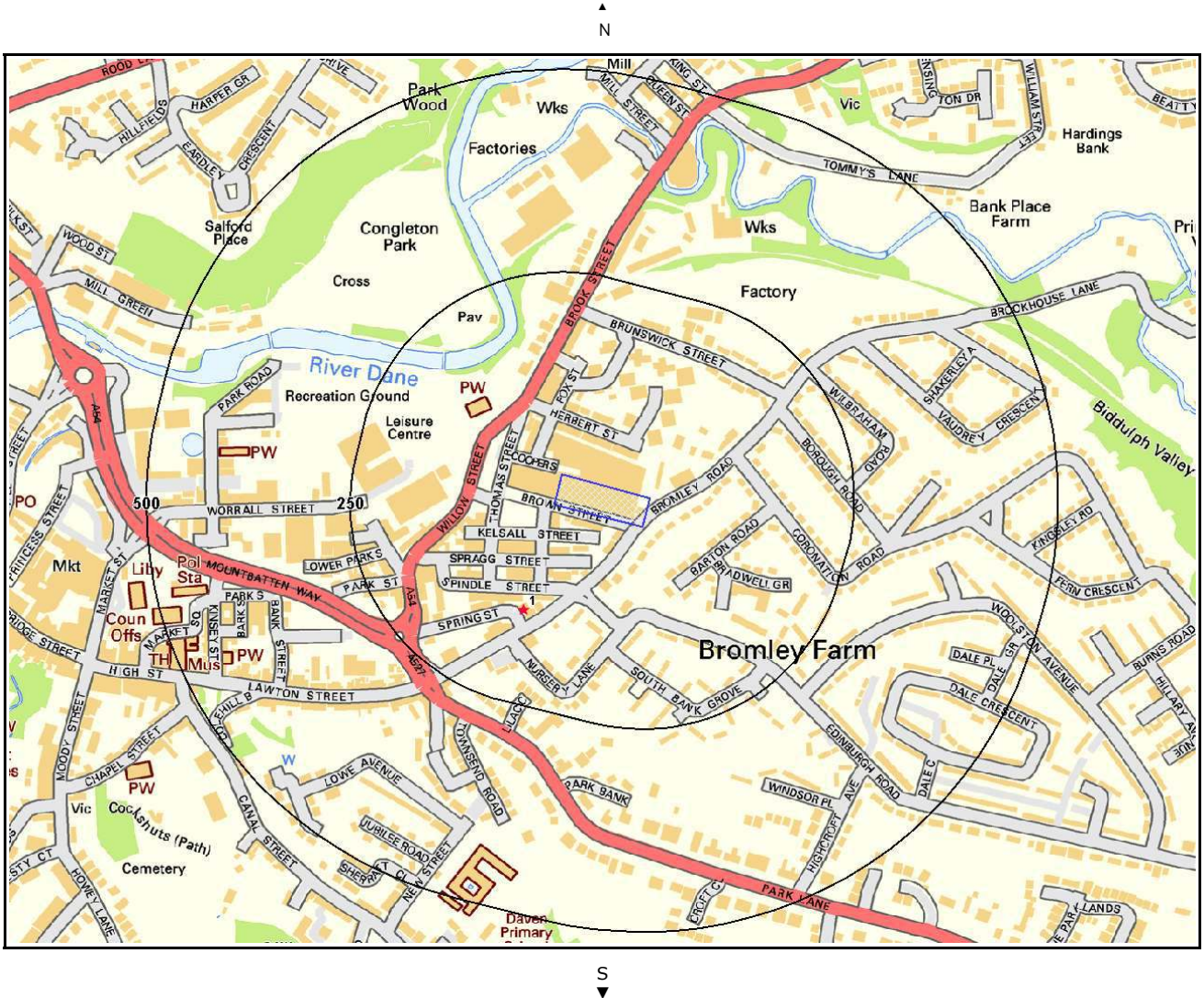
NE

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## Incidents and Registers Legend

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-  Site Outline
-  Environment Agency Recorded Pollution Incident
-  — 250 — Search Buffers
-  Sites Determined as Contaminated Land
-  — 500 —

## 2. Incidents and Registers Findings

### 2.1 Environment Agency Recorded Pollution Incidents

#### National Incidents Recording System, List 2

Records of National Incidents Recording System, List 2 within 250m of the study site: 1

The following NIRS List 2 records are represented as points on the Incidents and Registers Map:

ID	Distance [m]	Direction	Incident Identification	Incident Date	Premise Type	Land Impact	Water Impact	Pollutant
1	135.0	S	81892.0	29/05/2002		Category 3 (Minor)	Category 3 (Minor)	Diesel

### 2.2 Sites Determined as Contaminated Land under Part 2A EPA 1990<sup>1</sup>

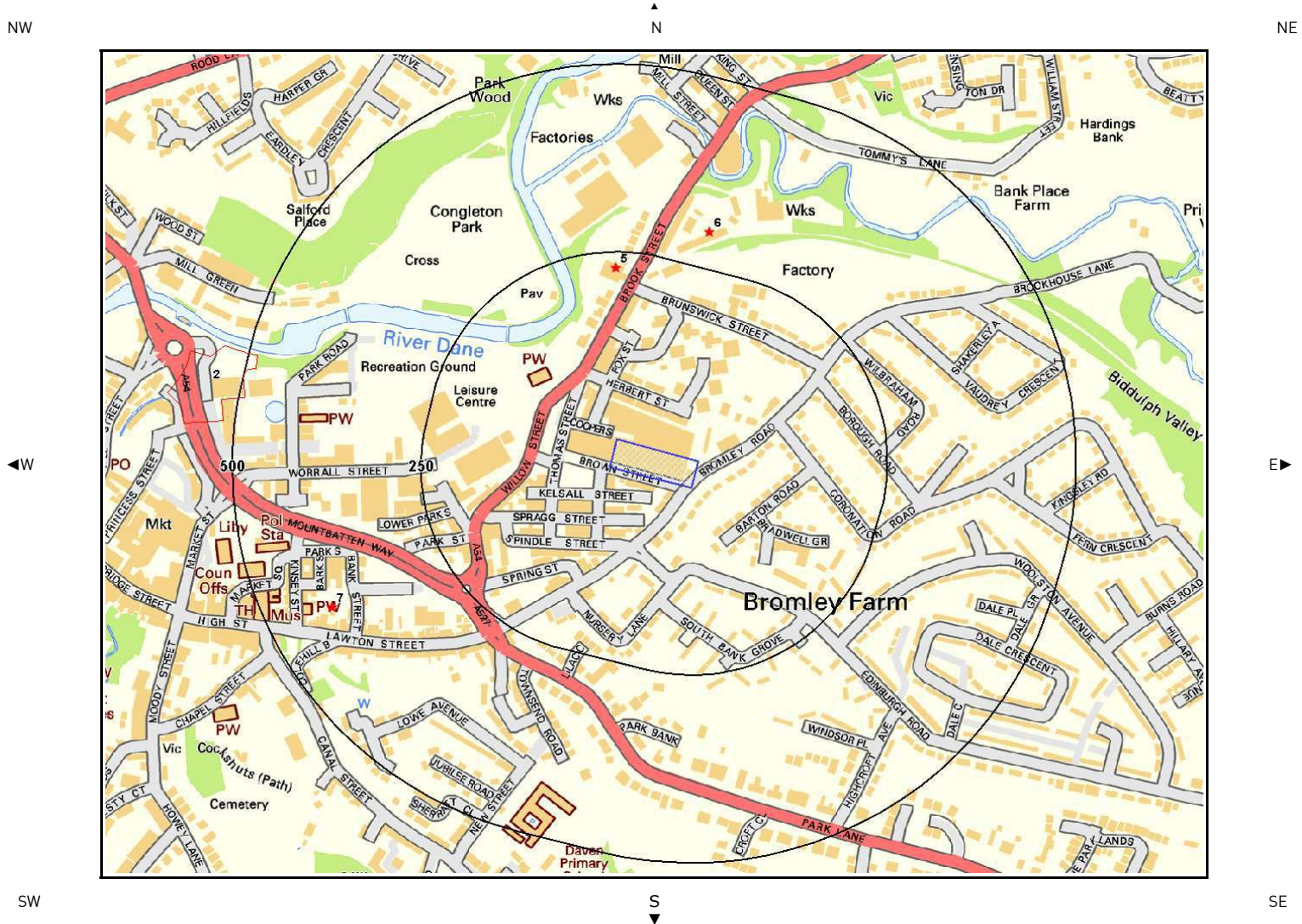
How many sites does the Local Authority hold information on under Section 78R of the Environmental Protection Act 1990 within 500m of the study site: 0

Database searched and no data found.

<sup>1</sup>Further information on sites that have been determined under the Contaminated Land Regime is maintained by Local Authorities under Section 78R of the Environmental Protection Act 1990. Information should be available on both sites currently determined as Contaminated Land and Special Sites.



# 3 Landfill and Other Waste Sites Map



Landfill & Other Waste Sites Legend

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- |   |                                      |   |  |   |                           |
|---|--------------------------------------|---|--|---|---------------------------|
|  | Site Outline                         |  | Environment Agency Active Landfill     |  | Local Authority Landfill  |
|  | Environment Agency Historic Landfill |  | Environment Agency Licensed Waste Site |  | BGS / DoE Survey Landfill |
|  | Search Buffers (m)                   |   |  |   |                           |

# 3. Landfill and Other Waste Sites Findings

## 3.1 Landfill Sites

### Environment Agency Registered Landfill Sites

Records from Environment Agency landfill data within 1000m of the study site: 0

Database searched and no data found.

### Environment Agency Historic Landfill Sites

Records of historic landfill sites within 1500m of the study site: 3

The following landfill records are represented as either points or polygons on the Landfill and Other Waste Sites map:

ID	Distance [m]	Direction	Site Name	Site Reference	Waste Type	Control Measures
2	487.0	W	Congleton Gas Works, Mountbatton Way, Congleton, Cheshire	0600/0171	Inert	-
Not shown	905.0	NW	Landfill Site at Congleton Business Park, Barn Road, Congleton, Cheshire	0600/0088	Inert, Industrial, Commercial, Household Liquid sludge,	-
Not shown	1044.0	SE	Henshall Hall, Henshall Road/Biddulph Road, Congleton, Cheshire	0600/0112	Inert, Industrial	-

### BGS/DoE Landfill Site Survey

Records of non-operational landfill sites within 1500m of the study site: 1

The following landfill records are represented as points on the Landfill and Other Waste Sites map:

ID	Distance [m]	Direction	Address	Risk	BGS Number	Waste Type
Not shown	1108.0	NW	Barn Road Tip, Barn Road, Congleton, Cheshire	No risk to aquifer	2570.0	

### Groundsure Local Authority Landfill Sites Data

Records of landfill sites within 1500m of the study site: 3

The following landfill records are represented as points or polygons on the Landfill and Other Waste Sites map:

ID	Distance [m]	Direction	Site Address	Source	Data Type
Not shown	1018.0	NW	Refuse Tip	1963 mapping	Polygon
Not shown	1029.0	NW	Refuse Tip	1963 mapping	Polygon

Not shown      1029.0      NW      Refuse Tip      1963 mapping

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# 3. Landfill and Other Waste Sites Findings

## 3.2 Other Waste Sites

### Environmental Permitting Regulations (Waste) Sites

Records of Environment Agency waste sites within 1500m of the study site:

6

The following waste treatment, transfer or disposal sites are represented as points on the Landfill and Other Waste Sites map:

ID	Distance [m]	Direction	Address	Type	Size	Status
5	229.0	N	Brunswick Wharf, Brook Street, Congleton, Cheshire, CW12 1RG	Household, Commercial & Industrial Waste T Stn	Small	Issued
6	299.0	N	Brunswick Wharf Depot, Brook Street, Congleton, Cheshire, CW12 1RG	Household, Commercial & Industrial Waste T Stn	Small	Transferred
7	412.0	SW	96, Bank Street, Congleton, Cheshire, CW12 1EJ	Metal Recycling Site (Vehicle Dismantler)	Small	Issued
Not shown	1135.0	NW	Congleton Household Waste Site, Barn Road, Congleton, Cheshire, CW12 1LJ	Household, Commercial & Industrial Waste T Stn	Small	Modified
Not shown	1480.0	N	Havannah Mill, Havannah Lane, Eaton, Congleton, Cheshire, CW12 2ND	Material Recycling Treatment Facility	Small	Surrendered
Not shown	1480.0	N	Havannah Mill, Havannah Lane, Eaton, Congleton, Cheshire, CW12 2ND	Material Recycling Treatment Facility	Small	Surrendered



# 4 Current Land Use Map

NW

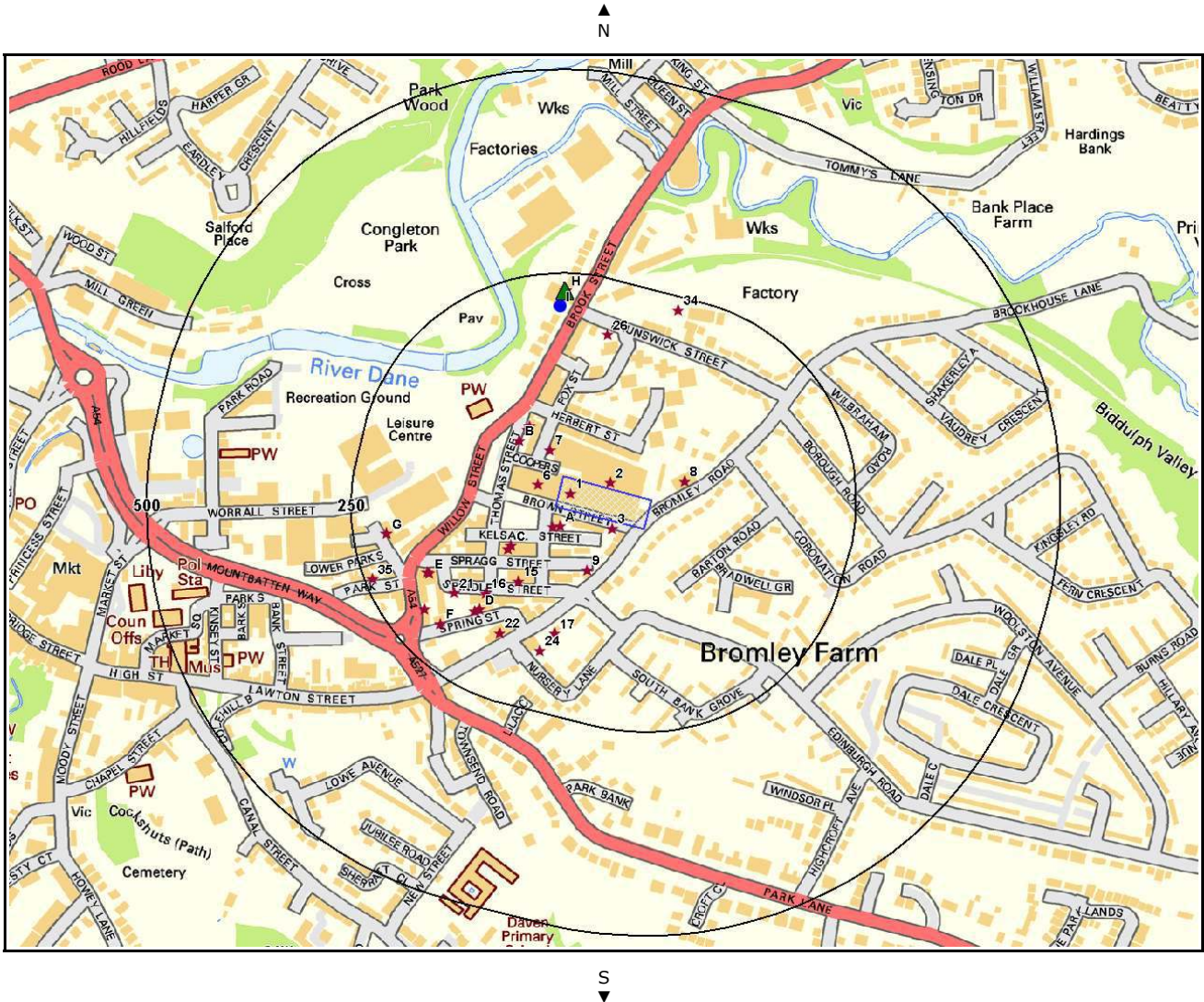
NE

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## Current Land Use Legend

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- |   |                    |   |                               |  |  |
|---|--------------------|---|-------------------------------|--|--|
|  | Site Outline       |  | Petrol & Fuel Sites           |  | Current Industrial Sites                                       |
|  | Search Buffers (m) |  | Dangerous Substances (List 1) |  | Part A(1) Authorised Processes and Historic IPC Authorisations |
|  |                    |  | Dangerous Substances (List 2) |  | Part A(2) and Part B Authorised Processes                      |
|   |                    |  | Red List Discharge Consents   |  |  |

## 4. Current Land Use Findings

### 4.1 Current Industrial Sites Data

Records of potentially contaminative industrial sites within 250m of the study site:

35

The following Industrial records are represented as points on the Current Land Use map:

ID	Distance [m]	Direction	Company / Description	Address	Activity	Category
1	0.0	On Site	Works	CW12	Unspecified Works Or Factories	Industrial Features
2	7.0	N	Works	CW12	Unspecified Works Or Factories	Industrial Features
3	9.0	S	Works	CW12	Unspecified Works Or Factories	Industrial Features
4A	22.0	S	Works	CW12	Unspecified Works Or Factories	Industrial Features
5A	25.0	S	Roland Moss Ltd	Edwards Mill, Hatter Street, Congleton, CW12 1QQ	Cookers and Stoves - Non Electrical	Consumer Products
6	28.0	W	Factory	CW12	Unspecified Works Or Factories	Industrial Features
7	36.0	NW	Alpha & Street Legal Tyres	Unit 1 Cooper Street, Thomas Street, Congleton, CW12 1QU	Vehicle Parts and Accessories	Motoring
8	46.0	NE	Works	CW12	Unspecified Works Or Factories	Industrial Features
9	66.0	S	All Plumbing & Central Heating	48, Bromley Road, Congleton, CW12 1PT	Industrial Repairs and Servicing	Repair and Servicing
10B	69.0	NW	Congleton Business Centre	CW12	Business Parks and Industrial Estates	Industrial Features
11B	71.0	NW	J A F Graphics	Unit 5, Thomas Street, Congleton, CW12 1QU	Signs	Industrial Products
12C	73.0	SW	Blindshapers Ltd	Spragg Street, Congleton, CW12 1QR	Curtains and Blinds	Consumer Products
13B	74.0	NW	Richard Parker Pianos	Unit 4 Pedley Buildings, Thomas Street, Congleton, CW12 1QU	Musical Instruments	Consumer Products
14C	78.0	SW	Works	CW12	Unspecified Works Or Factories	Industrial Features
15	102.0	SW	H M K Automation Group	Kappa House, Hatter Street, Congleton, CW12 1QJ	Electrical Components	Industrial Products
16	137.0	SW	Beartown Brewing Co	Bromley House, Spindle Street, Congleton, CW12 1QN	Alcoholic Drinks	Foodstuffs
17	152.0	S	Electricity Sub Station	CW12	Electrical Features	Infrastructure and Facilities
18D	157.0	SW	Storm	Unit 2, Roe Street, Congleton, CW12 1PS	Packaging	Industrial Products
19D	157.0	SW	Fullcolour	Unit 2, Roe Street, Congleton, CW12 1PS	Published Goods	Industrial Products
20D	162.0	SW	Cavern Protective Clothing	1, Roe Street, Congleton, CW12 1PS	Workwear	Industrial Products
21	163.0	SW	Coach Depot	CW12	Bus and Coach Stations, Depots and Companies	Public Transport, Stations and Infrastructure
22	170.0	SW	Vibrant Graphics Ltd	2, Roe Street, Congleton, CW12 1PS	Published Goods	Industrial Products

23E	175.0	SW	Bostocks Coaches	Spragg Street Garage, 47 Moor Street, Congleton, CW12 1QH	Vehicle Hire and Rental	Hire Services
24	177.0	S	Depot	CW12	Container and Storage	Transport, Storage and Delivery
25E	177.0	SW	Depot	CW12	Container and Storage	Transport, Storage and Delivery
26	182.0	N	Electricity Sub Station	CW12	Electrical Features	Infrastructure and Facilities
27F	202.0	SW	Tank	CW12	Tanks (Generic)	Industrial Features
28F	204.0	SW	Bellboy Print	33, Moor Street, Congleton, CW12 1QH	Published Goods	Industrial Products
29G	209.0	W	The Victoria Bed Co Ltd	Victoria Mill, Foundry Bank, Congleton, CW12 1EE	Beds and Bedding	Consumer Products
30G	209.0	W	Derek Rose Ltd	Victoria Mill, Worrall Street, Congleton, CW12 1DT	Lingerie and Hosiery	Consumer Products
31H	229.0	N	Brook Street Garage	24, Brook Street, Congleton, CW12 1RH	Vehicle Repair, Testing and Servicing	Repair and Servicing
32H	229.0	N	Brook Street Garage	24, Brook Street, Congleton, CW12 1RH	Petrol and Fuel Stations	Road and Rail
33H	229.0	N	Brook Street Garage	24, Brook Street, Congleton, CW12 1RH	Petrol and Fuel Stations	Road and Rail
34	233.0	N	Tank	CW12	Tanks (Generic)	Industrial Features
35	241.0	W	Albany Lighting	86, Park Street, Congleton, CW12 1EG	Lampshades and Lighting	Consumer Products

## 4.2 Petrol and Fuel Sites

Records of petrol or fuel sites within 500m of the study site:

1

The following petrol or fuel site records provided by Catalist are represented as points on the Current Land Use map:

ID	Distance [m]	Direction	Company	Address	Status
36I	209.0	N	Uk	Brook Street Garage, Brook Street, Brook Street, Congleton, Cheshire, CW12 1RH	Open

## Industrial Sites Holding Licence and/or Authorisations

Searches of information provided by the Environment Agency/Local Authority reveal the following information:

### 4.3 Part A(1), IPPC and IPC Authorisations

Records of Historic IPC Authorisations within 1000m of the study site:

0

Database searched and no data found.

Records of Part A(1) and IPPC Authorisations within 1000m of the study site:

0

Database searched and no data found.

## 4.4 Part A(2) Part B Authorisations

Records of Part A(2) and Part B Authorisations within 250m of the study site:

1

The following Part B Authorisations (LAAPC Processes) records are represented as points on the Current Land Use map:

ID	Distance [m]	Direction	Address	Local Authority	Processes Undertaken
371	226.0	N	Brook Street Garage, Brook Street, Congleton, CW12 1RH	Cheshire East Council	Unloading of Petrol at Service Stations:N/A:N/A

## 4.5 List 1 Dangerous Substance Authorisations

Records of List 1 Dangerous Substances Inventory Sites within 500m of the study site:

0

Database searched and no data found.

## 4.6 List 2 Dangerous Substance Authorisations

Records of List 2 Dangerous Substances Inventory Sites within 500m of the study site:

0

Database searched and no data found.

## 4.7 Red List Discharge Consents

Records of Red List Discharge Consents (potentially harmful discharges to controlled waters) within 500m of the study site:

0

Database searched and no data found.



# 5a Hydrogeology - Aquifer and Abstraction Licence Map

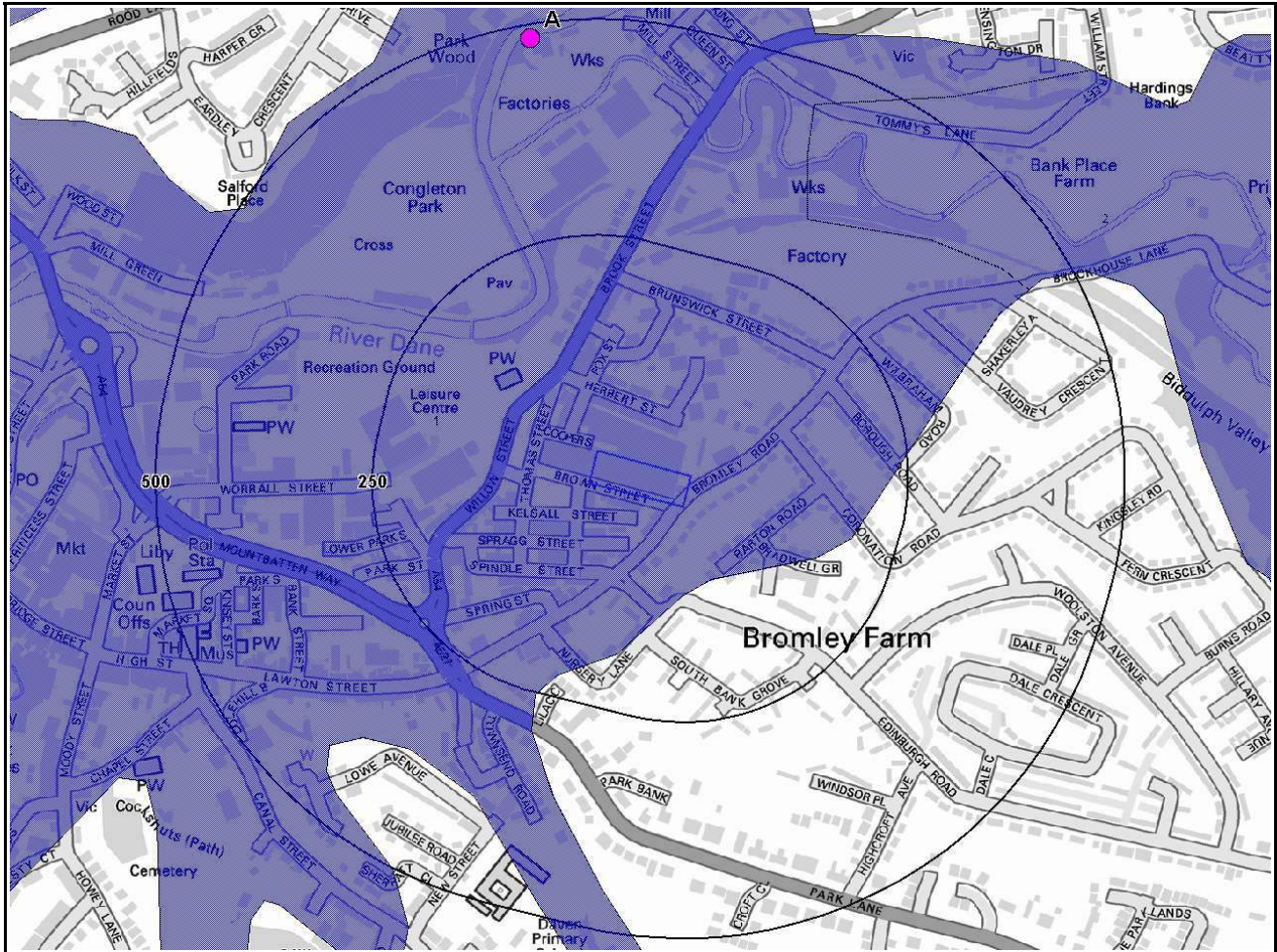
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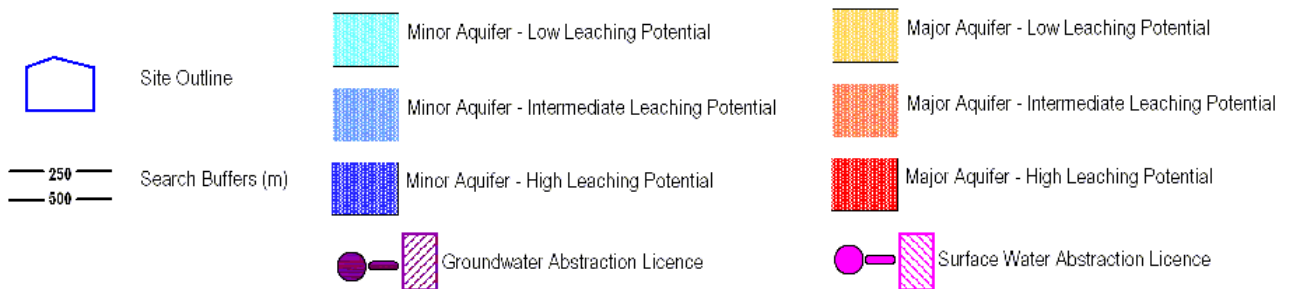
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## Hydrogeology Legend

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# 5b Hydrogeology - SPZ and Potable Water Abstraction Map

NW

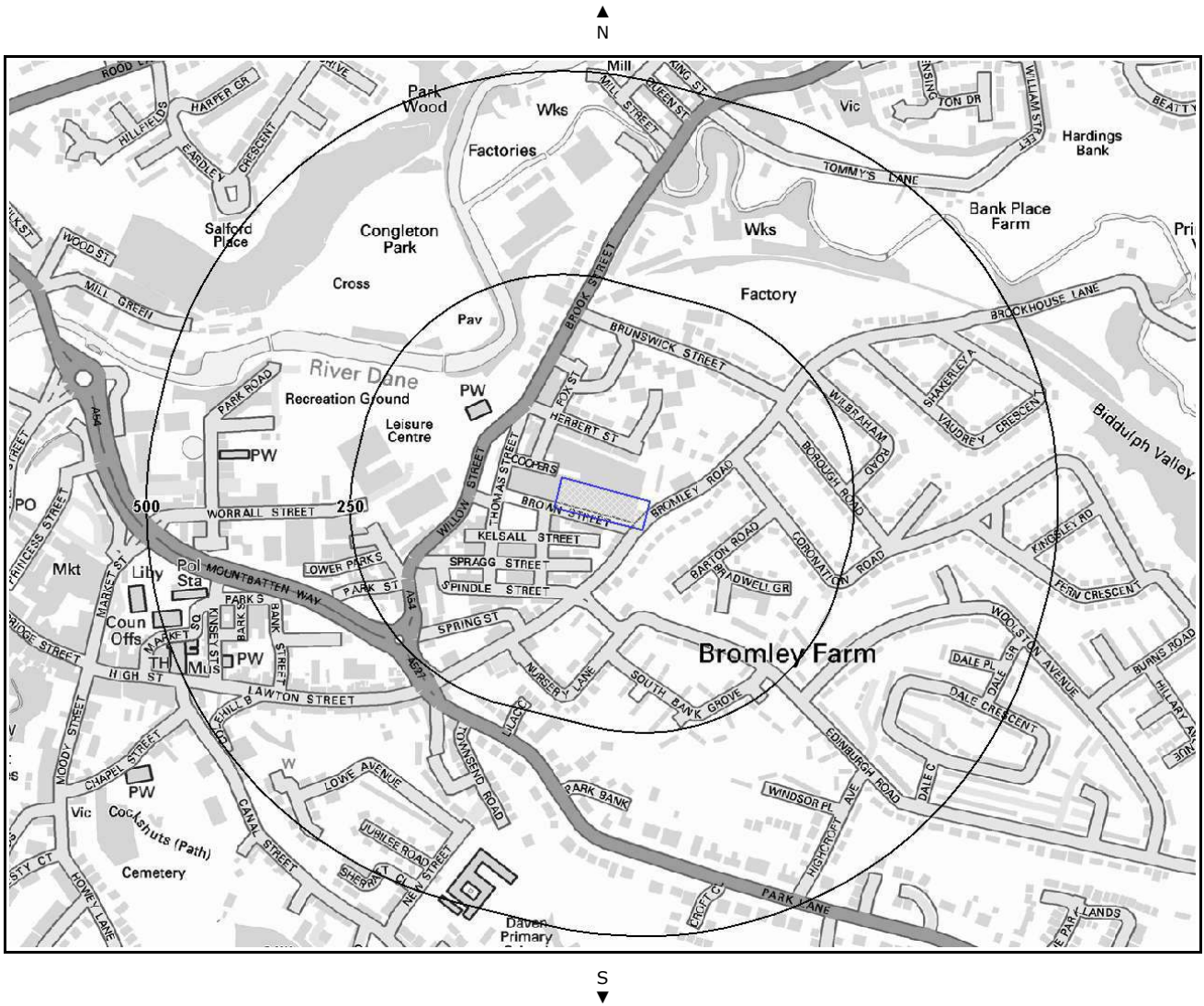
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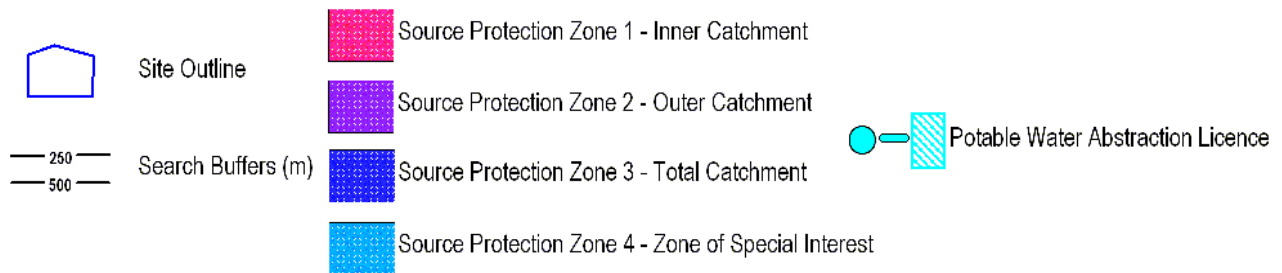
SW

SE



## Hydrogeology Legend

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## 5. Hydrogeology

### 5.1 Groundwater Vulnerability and Soil Classification

Records of aquifer and soil classification within 200m of the study site:

The following groundwater information is represented as polygons on the Aquifer and Abstraction Map 5a:

ID	Distance [m]	Direction	Classification
1	0.0	On Site	Minor Aquifer/High Leaching Potential
2	326.0	NE	Minor Aquifer/High Leaching Potential
Not shown	856.0	N	Minor Aquifer/High Leaching Potential
Not shown	951.0	NW	Minor Aquifer/High Leaching Potential
Not shown	964.0	N	Minor Aquifer/High Leaching Potential

### 5.2 Source Protection Zones

Are there any Source Protection Zones within 500m of the study site? No

Database searched and no data found.

### 5.3 Groundwater Abstraction Licences

Are there any Groundwater Abstraction Licences within 1000m of the study site? No

Database searched and no data found.

### 5.4 Surface Water Abstraction Licences

Are there any Surface Water Abstraction Licences within 1000m of the study site? Yes

The following Surface Water Abstraction Licences records are represented as points, lines and regions on the Aquifer and Abstraction Licence Map 5A:

ID	Distance [m]	Direction	NGR	Details	
6A	483.0	N	386400,363600	Licence No: 2568002116 Details: Process water Direct Source: "surface, Non-tidal - North West Region" Point: "r Dane At Premises At Dane Row, Buglawton, Congleton, Ch" Data Type: Point	Application No: 278 Original Start Date: 31/1/1966 Expiry Date: - Issue No: 100 Version Start Date: 23/2/1973 Version End Date:

7A	483.0	N	386400,363600	Licence No: 2568002116 Details: Process water Direct Source: Surface, Non-tidal - North West Region Point: R Dane At Premises At Dane Row, Buglawton, Congleton, Ch Data Type: Point	Application No: 0278 Original Start Date: 31/1/1966 Expiry Date: - Issue No: 100 Version Start Date: 23/2/1973 Version End Date:
Not shown	577.0	N	386500,363700	Licence No: 2568002116 Details: Process water Direct Source: Surface, Non-tidal - North West Region Point: R Dane At Premises At Dane Row, Buglawton, Congleto\$37 Data Type: Point	Application No: 0278 Original Start Date: 31/1/1966 Expiry Date: - Issue No: 100 Version Start Date: 23/2/1973 Version End Date:
Not shown	577.0	N	386500,363700	Licence No: 2568002116 Details: Process water Direct Source: Surface, Non-tidal - North West Region Point: R Dane At Premises At Dane Row, Buglawton, Congleto Data Type: Point	Application No: 0278 Original Start Date: 31/1/1966 Expiry Date: - Issue No: 100 Version Start Date: 23/2/1973 Version End Date:
Not shown	577.0	N	386500,363700	Licence No: 2568002116 Details: Process water Direct Source: "surface, Non-tidal - North West Region" Point: "r Dane At Premises At Dane Row, Buglawton, Congleto\$37" Data Type: Point	Application No: 278 Original Start Date: 31/1/1966 Expiry Date: - Issue No: 100 Version Start Date: 23/2/1973 Version End Date:

## 5.5 Potable Water Abstraction Licences

Are there any Potable Water Abstraction Licences within 1000m of the study site?

No

Database searched and no data found.

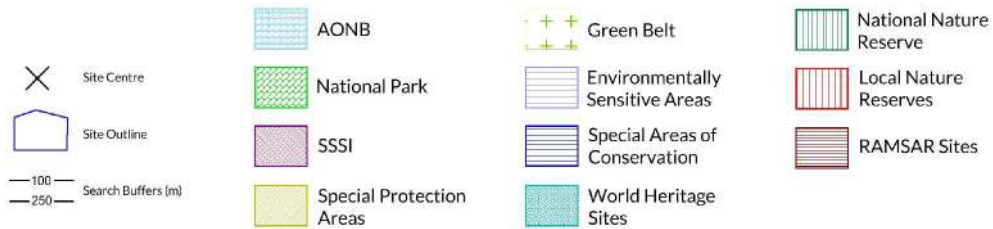


# 6 Environmental Setting Map



Environmental Setting Legend

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# 6.Environmental Setting Findings

## 6.1 Designated Sites

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Presence of sites of ecological and landscape value within 2000m of the study site? Yes

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Records of Sites of Special Scientific Interest (SSSI) within 2000m of the study site: 2

The following Site of Special Scientific Interest (SSSI) records provided by Natural England/Natural Resources Wales are represented as polygons on the Designated Environmentally Sensitive Sites Map:

ID	Distance [m]	Direction	SSSI Name	Data Source
1	1127.0	E	Dane-in-Shaw Pasture	Natural England
2	1789.0	NE	Madams Wood	Natural England

---

Records of National Nature Reserves (NNR) within 2000m of the study site: 0

Database searched and no data found.

---

Records of Special Areas of Conservation (SAC) within 2000m of the study site: 0

Database searched and no data found.

---

Records of Special Protection Areas (SPA) within 2000m of the study site: 0

Database searched and no data found.

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Records of Ramsar sites within 2000m of the study site: 0

Database searched and no data found.

---

Records of Local Nature Reserves (LNR) within 2000m of the study site: 0

Database searched and no data found.

---

Records of World Heritage Sites within 2000m of the study site: 0

Database searched and no data found.

---

Records of Environmentally Sensitive Areas within 2000m of the study site: 0

Database searched and no data found.

---

Records of Areas of Outstanding Natural Beauty (AONB) within 2000m of the study site: 0

Database searched and no data found.

---

Records of National Parks (NP) within 2000m of the study site: 0

Database searched and no data found.

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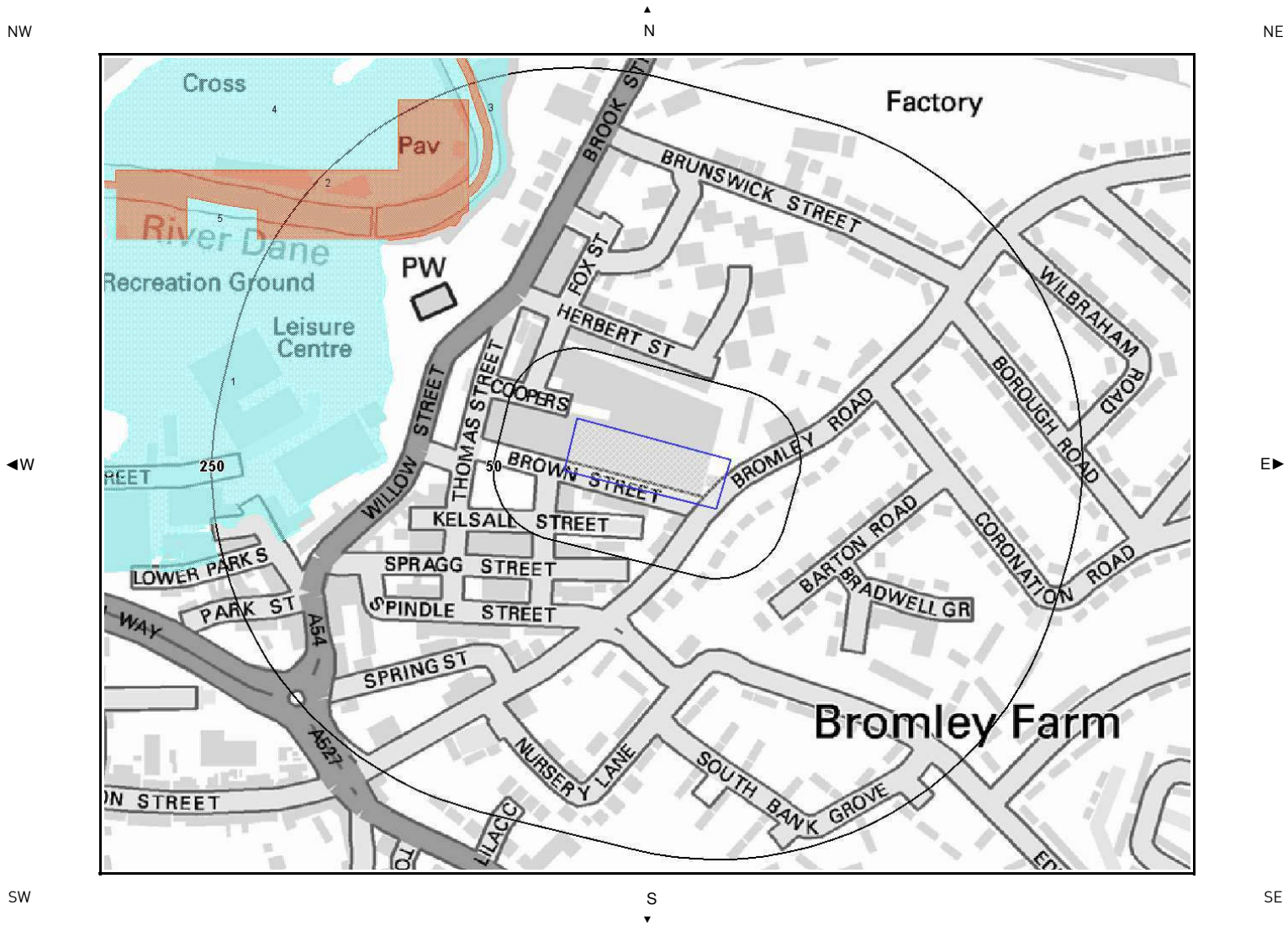
Records of Green Belt land within 2000m of the study site: 1

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ID	Distance [m]	Direction	Green Belt Name	Local Authority Name
3	451.0	NE	Stoke Greenbelt	Cheshire East (B)

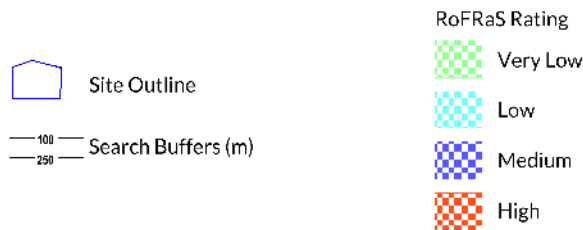


# 7 Environment Agency RoFRaS Flooding Map



Environment Agency RoFRaS Flood Legend

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## 7. Flooding

### 7.1 Environment Agency Risk of Flooding from Rivers and the Sea (RoFRaS) Flood Rating (River and Coastal)

What is the highest risk of flooding onsite? Very Low  
RoFRaS data for the study site indicates the property has a Very Low (less than 1 in 1000) chance of flooding in any given year.

A number of major insurance companies refer to this information within their risk model, although they may also utilise additional information such as claims histories, which may further influence their decision. Where a High risk of flooding is identified flood risk insurance may be difficult to obtain without further work being undertaken. Property owners of sites within Low and Medium risk areas are still considered to be at risk of flooding and insurance premiums may be increased as a result. Owners of properties within Low, Medium and High risk areas, are advised to sign up to the Environment Agency's Flood Warning scheme

Any relevant data within 250m is represented on Map 7- RoFRaS Flooding.

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### 7.2 Historic Flood Outlines

Has the site been subject to historic flooding as recorded by the Environment Agency? No  
This database shows the individual footprint of every flood event recorded by the Environment Agency and previous bodies. Absence of a historic flood event outline does not mean the site has never flooded, and a record of a flood event at the site does not necessarily mean that the site will flood again.

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## 8. Contacts

### Groundsure Helpline

Telephone: 08444 159 000  
info@groundsure.com

### British Geological Survey (England & Wales)

Kingsley Dunham Centre  
Keyworth, Nottingham NG12 5GG  
Tel: 0115 936 3143. Fax: 0115 936 3276. Email:  
enquiries@bgs.ac.uk  
Web: www.bgs.ac.uk  
BGS Geological Hazards Reports and general geological  
enquiries

### Environment Agency

Tel: 08708 506 506  
South  
Richard Fairclough House - Knutsford Road, Latchford,  
Warrington, WA4 1HT  
Web: www.environment-agency.gov.uk  
Email: enquiries@environment-agency.gov.uk

### Ordnance Survey

Adanac Drive, Southampton  
SO16 0AS  
Tel: 08456 050505

### Local Authority

Cheshire East Council (Unitary). Address: Westfields,  
Middlewich Road, Sandbach, Cheshire, CW11 1HZ. Web:  
<http://www.cheshireeast.gov.uk/>. Tel: 0300 123 55 00

### Get Mapping PLC

Virginia Villas, High Street, Hartley Witney, Hampshire RG27  
8NW  
Tel: 01252 845444

### CoPSO

The Old Rectory, Church Lane, Thornby, Northants NN6 8SN  
Tel: 0871 4237191  
([www.copso.org.uk](http://www.copso.org.uk))

### Acknowledgments

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## **Search Code**

### **IMPORTANT CONSUMER PROTECTION INFORMATION**

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The Search Code:

- provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom
- sets out minimum standards which firms compiling and selling search reports have to meet
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.

By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

### **The Code's core principles**

Firms which subscribe to the Search Code will:

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

### **COMPLAINTS**

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

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

### **TPOs Contact Details:**

The Property Ombudsman scheme  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
Tel: 01722 333306  
Fax: 01722 332296  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk).

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

## COMPLAINTS PROCEDURE

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

Complaints should be sent to: Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: [info@4C.Groundsure.com](mailto:info@4C.Groundsure.com)

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk).

We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

# 8. Standard Terms and Conditions

Groundsure's Terms and Conditions can be viewed online at this link:

<https://www.groundsure.com/terms-and-conditions-may25-2018>



