

# Landmark Utilities Report

## Standard pricing structure

The below are based on sites up to 10 hectares\* and include disbursements:

Standard service (20 working days)  
£350.00 + VAT

Premium service (10 working days)  
£450.00 + VAT

Express service (5 working days)  
£550.00 + VAT

\* Fees include disbursements and are fixed for sites under 10ha in area or 1400m perimeter, after which price upon application is applicable

## Frequently asked questions

### What information is included in a Utilities Report?

The Utilities Report provides underground service information relevant to your development site, including gas and oil pipelines, electricity cables, telecommunication wires, mains water supplies, sewerage and fibre-optic cables. If your site is in London, the report will also include London Underground service information if relevant. Please note that your exact site boundaries will be searched for Utilities information and not a wider buffered area.

### What is the format of the report itself?

There are three different elements to the report:

- 1 Search area overview map
- 2 Summary report showing a list of utility companies contacted, distinguishing between affected/not affected responses
- 3 Utility response plans (these are the responses from the utility companies which can come back over several weeks or even months)

### Where can I find information about the prices of the Utilities Report?

Once you have set up a Landmark account or an account with one of our resellers, all prices are available to view online. Simply log on, select the 'New Order' tab, draw your site boundary and then choose the Utilities Report service you require. Prices will be provided and you can then save this as a quote.

### When can I expect to receive my Utilities Report?

This will depend on the service which has been ordered. There are three levels of service available for Utilities Reports:

Standard Service: 20 working days  
Premium Service: 10 working days  
Express Service: 5 working days

This means that the replies we have received from utility companies will be sent to you at the end of the designated period. For example, if you chose the Standard Service, then at day 20 we would send you all replies we have received in that period. However, further replies may also be gathered after this time. In this case we will forward them on when received.

When calculating the delivery date of the report, please note that these are **full working days** and not calendar days.

### **How will my Utilities Report be delivered?**

The utility report will be delivered via email. However, if some files are too big to email we will send out a CD with the relevant information included.

### **My account says that my Utilities Report has been 'Dispatched' but I haven't received any information yet. Where is my data?**

The 'Dispatched' status for Utilities Reports simply means that the order request has been dispatched to our supplier. It does not mean your report is available. If the delivery date of your Utilities Report has arrived and you have not yet received any information, it may be that the file size is too large to deliver via email. If this is the case, we will advise you of this on the delivery date.

### **I have not received all of my data within the expected report timescale. When can I expect to receive the remaining information?**

We endeavour to obtain as much of the information as possible within the production timescale of your report. Unfortunately there are occasions when the response times of the Utility companies mean that it is not possible to obtain 100% of your information within the chosen timescale. In these scenarios we email you all the information that is available in a first batch and as soon as we receive any of the remaining information, this will be emailed to you in subsequent batches until all of the data has been received.

### **I ordered a 20 working day service but need the Utilities data much sooner. Can I upgrade to a 10 working day service?**

This may be possible depending on how soon you request the upgrade. Any upgrade would incur an additional charge. If you think you need to upgrade your order, please contact the Customer Services Team on 0844 844 9966 to discuss the options.

### **Can I cancel my Utilities Report?**

Once an order for the Utilities report has been submitted it cannot be cancelled.

### **The resolution of one of the plans is not what I was expecting. Can this be improved?**

The maps, plans and drawings are scanned in as they are received from the Utility companies. If you have any queries about the resolution or content of a Utilities Report, please contact the Customer Services Team on 0844 844 9966 with details of your order and your query, and we will happily work to resolve it.

### **I only require mains water and sewerage information for my site. Is this possible to order through Landmark?**

The comprehensive nature of our Utilities Report search means that all relevant known information is supplied for a site. To scale down a search would not be within the scope of this service, so it would not be possible through Landmark. However we are always happy to discuss your specific circumstances and data requirements, so please do contact the Customer Services Team on 0844 844 9966.

### **What is perimeter (linear) pricing?**

This is a search in relation to existing or proposed infrastructure assets which are inherently characterised by a linear attribute, for example: roads; railways; pipelines; cables; rivers. This enables you to conduct a relevant search along a proposed land mass, for example for a planned road for civil engineering companies, without having to complete a wider buffer search which would be in excess of requirements.