

Review



Sample Site, Sample Street, Anytown, UK



Reference:
Sample_Review

Grid reference:
123456 123456

Your reference:
Sample_Review

Date:
19 March 2025

Consultant's guidance and recommendations inside.

Written by:



J McColl MSc

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Professional opinion

Key results



Low-Moderate

Contaminated land

Page 3 →

Groundsure has not identified any risks of concern relating to contaminated land liabilities under Part 2A of the EPA 1990.

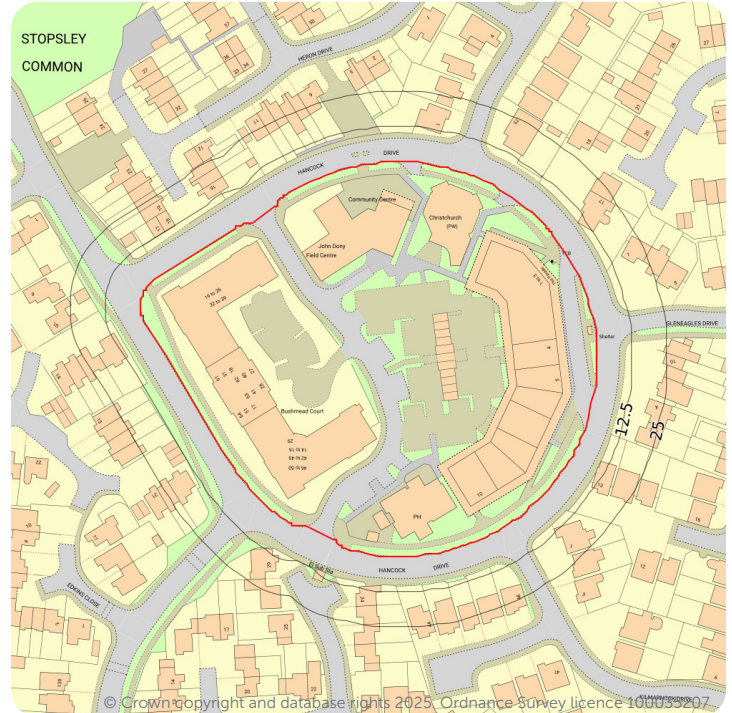


Negligible

Flooding

Page 17 →

No flood risks of significant concern have been identified at the site.



Other results



Ground stability

Page 18

Not identified

Summary →



Radon

Page 26

Passed

Summary →



Planning constraints

Page 27

Identified

Summary →



Energy

Page 30

Identified

Summary →



Transportation

Page 37

Not identified

Summary →

All recommendations

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Appendix →

ClimateIndex™

Page 19

Summary →

Physical risks

ClimateIndex™ projects changes in physical risks from **flooding, ground stability and coastal erosion**.

B

5 years

Low

B

30 years

Low

Rating key

A

B

C

D

E

F

Negligible risk

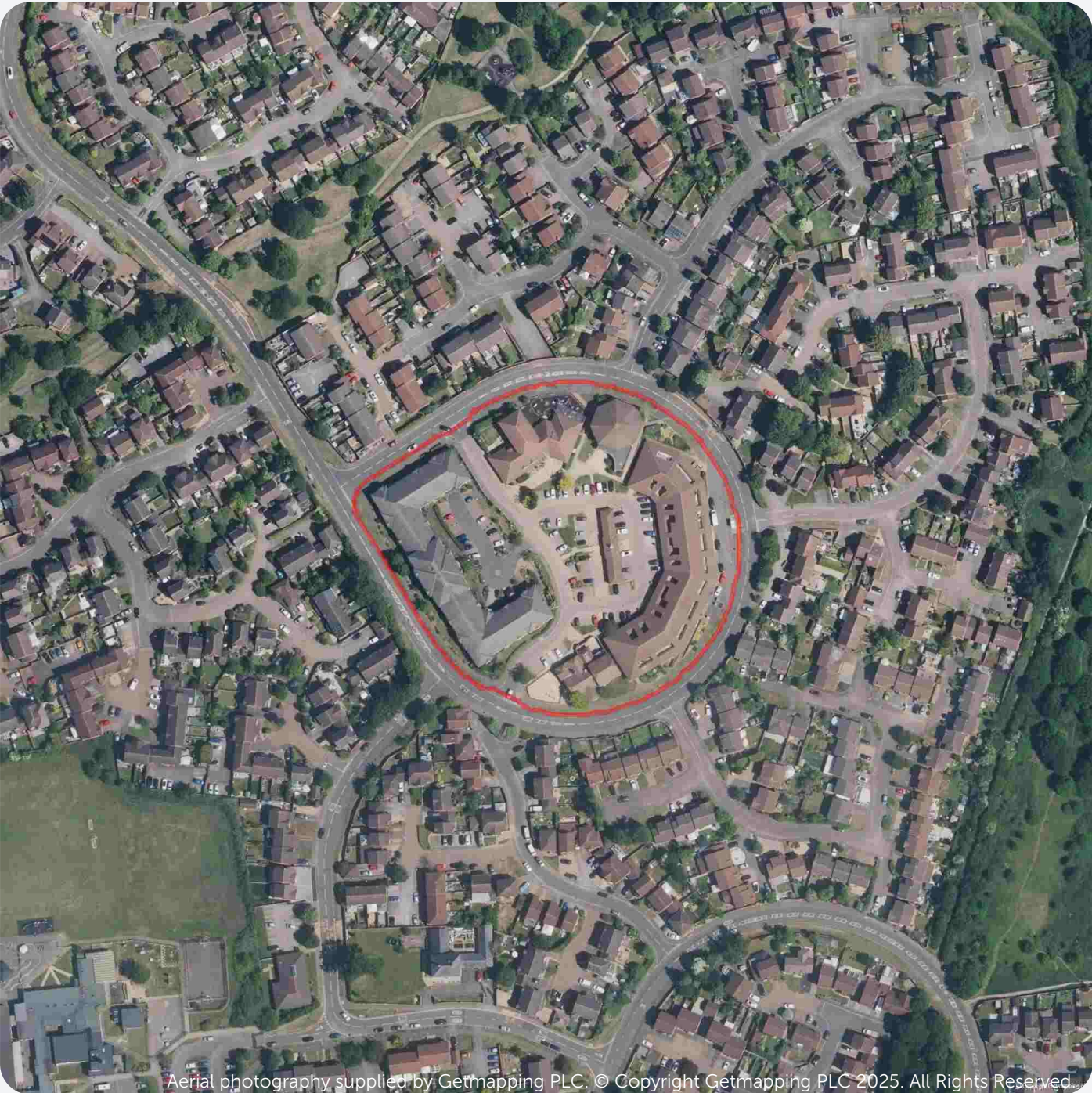
High risk

Transition risks

ClimateIndex™ covers transition risks including **energy efficiency**.



Recent aerial photograph



Aerial photography supplied by Getmapping PLC. © Copyright Getmapping PLC 2025. All Rights Reserved.

Capture Date: 15/06/2022

Site Area: 1.66ha

Review



Contaminated land ?

Low-Moderate

The Contaminated Land assessment has been completed by a qualified environmental consultant and includes a manual review of our extensive collection of high detailed Ordnance Survey maps and environmental data.

Section links

Consultant's assessment → Current/recent land use →
Past land use → Hydrogeology →

Past land use

Low-Moderate



Waste and landfill

Low

Current/recent land use

Low-Moderate



Operational environmental risk

Low-Moderate



Contaminated land liability

Banking security

Is it likely that the property will represent acceptable banking security from a contaminated land perspective?

Yes

Statutory or 3rd party action

Is there a risk of statutory (e.g. Part 2A EPA 1990) or third party action being taken against the site?

Unlikely

Environmental liability

Is there a risk that the property value may be impacted due to contaminated land liability issues?

Unlikely

Next steps

Groundsure considers there to be an acceptable level of risk at the site from contaminated land liabilities.

If you require further advice with regards to this, please contact our customer services team on 01273 257 755 or e-mail at info@groundsure.com



Contaminated land

Consultant's assessment

The Contaminated Land assessment has been completed by a qualified environmental consultant and includes a manual review of our extensive collection of high detailed Ordnance Survey maps and environmental data.

Section links

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[Hydrogeology](#) →

Environmental searches are designed to ensure that significant hazards and risks associated with this property are identified and considered alongside the investment in or purchase of a property.

Current and proposed land use

Current land use

Groundsure has been advised by the client (or their advisers) that the property is currently used as mixed commercial and residential purposes.

The site has been identified to comprise a C-shaped multi-storey building in the west, two-storey community centre and church buildings in the north and a two-storey elongated building along the eastern boundary. A further two-storey public house building and associated ancillary unit are located in the south and a row of residential lock-up garages are in the centre east. Soft landscaping is interspersed between areas of hardstanding across the remainder of the site, with the hardstanding providing access and parking to the plot.

Proposed land use

Groundsure has been advised that the property will remain in its current use.

Site location

The site lies within a residential area of Luton.

Surrounding area

North: Hancock Drive and residential dwellings with gardens beyond.

South: Hancock Drive and residential dwellings with gardens and an electricity substation beyond.

East: Hancock Drive, Gleneagles Drive and residential dwellings with gardens beyond.

West: Hancock Drive and residential dwellings with gardens beyond.

Historical land use

On-site

The site history, based on a review of Groundsure's high detailed historical mapping, is as follows:

- **1880** - The site comprised a plot of open land.
- **1899 - 1989** - A review of historical mapping revealed no significant changes to the site during this time.
- **1991** - The site had been developed and comprised buildings in the north and south as well as an elongated building along the eastern boundary. A row of residential lock-up garages had also been erected in the centre east.
- **1993 - 1995** - No significant changes were identified.
- **2002** - (Aerial photography) - A C-shaped building was under construction in the west.
- **2003** - (Aerial photography) - The construction had been completed, bringing the property to resemble its current format.

Review



Surrounding area

No potentially contaminative land uses have been identified in proximity to the study site.

Environmental permits and register entries

A historical Part A(2)/B Authorisation of minor concern has been identified on site for dry cleaning processes

No entries on the Local Authority's Contaminated Land Register have been identified within 250m of the site.

Site setting and overall environmental sensitivity

The site is situated on the underlying geology comprising undifferentiated bedrock layers of the Holywell Nodular Chalk and New Pit Chalk Formations. Groundwater mapping indicates the bedrock layers to be classified as a Principal aquifer

Potentially vulnerable receptors have been identified including site users, residents of nearby dwellings with gardens and the underlying aquifer, identified to lie within a Source Protection Zone 2. Groundsure considers that the property has a high environmental sensitivity.

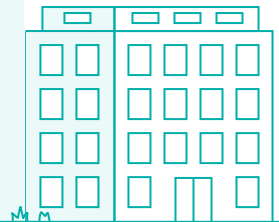
Operational environmental risk

Using recent mapping, aerial photography and the data in this report we consider the site to have a Low-Moderate ongoing operational environmental risk.

As the site does not appear to be in current industrial use, there is unlikely to be a significant risk of Environmental Damage at the property. However, if you require an assessment of operational risk at the property, please contact Groundsure for further advice.

Conclusion

Groundsure has not identified a potential contaminant-pathway-receptor relationship that is likely to give rise to significant environmental liability. The study site is considered unlikely to be subject to individual statutory investigation, and Groundsure therefore concludes that the site represents an Acceptable Environmental Risk. Please refer to the Groundsure Risk Assessment Methodology contained within this report.





Contaminated land data summary

Past land use	On-Site	0-50m	50-250m
Former industrial land use (1:10,560 and 1:10,000 scale)	0	0	0
Former tanks	0	0	0
Former energy features	0	6	8
Former petrol stations	0	0	0
Former garages	0	0	0
Former military land	0	0	0
Waste and landfill	On-Site	0-50m	50-250m
Active or recent landfill	0	0	0
Former landfill (from Environment Agency Records)	0	0	0
Former landfill (from Local Authority and historical mapping records)	0	0	0
Waste site no longer in use	0	0	0
Active or recent licensed waste sites	0	0	0
Current and recent land use	On-Site	0-50m	50-250m
Recent industrial land uses	0	2	4
Current or recent petrol stations	0	0	0
Historical licensed industrial activities	0	0	0
Current or recent licensed industrial activities	0	0	0
Local Authority licensed pollutant release	1	0	0
Pollutant release to surface waters	0	0	0
Pollutant release to public sewer	0	0	0
Dangerous industrial substances (D.S.I. List 1)	0	0	0
Dangerous industrial substances (D.S.I. List 2)	0	0	0
Dangerous or explosive sites	0	0	0
Hazardous substance storage/usage	0	0	0
Sites designated as Contaminated Land	0	0	0
Pollution incidents	0	0	0



Contaminated land
Past land use ?

Low-Moderate

The data summarised in this section relates to potentially contaminative land uses and operations that happened historically at and around the site.

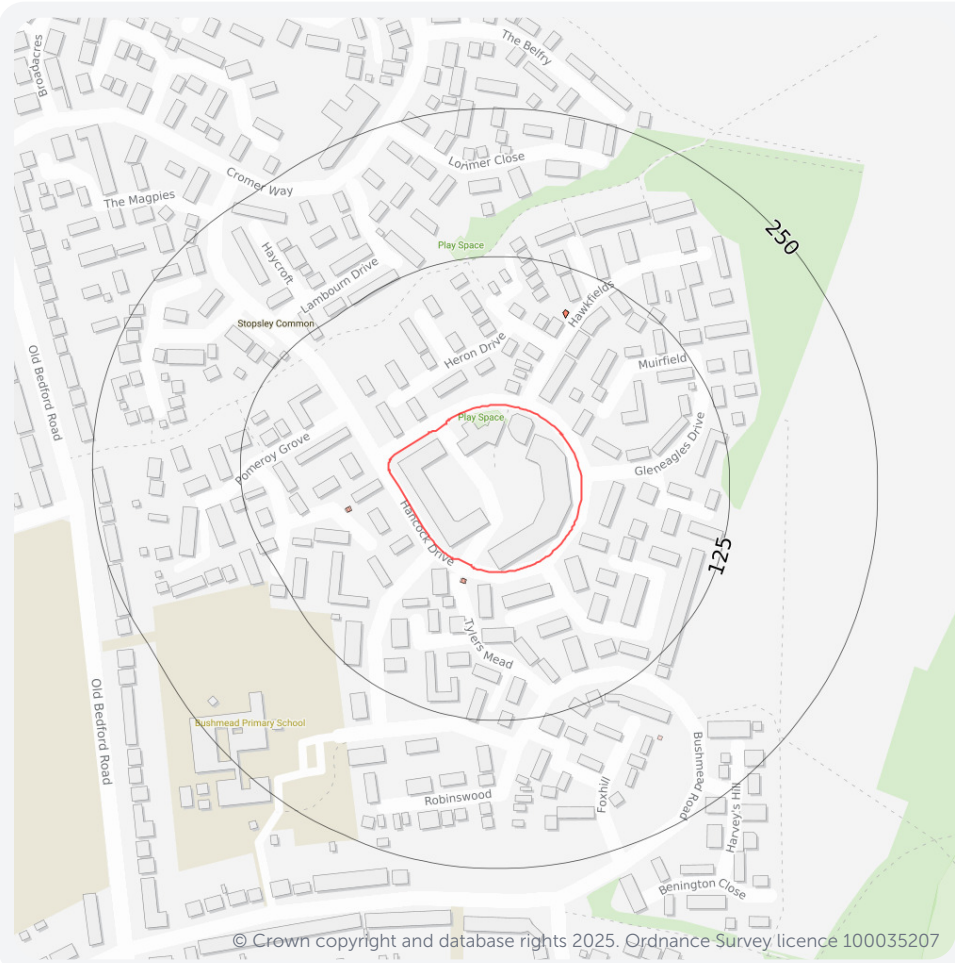
- Section links
- Back to section summary →

Consultant's assessment →

Past land use →

Current/recent land use →

Hydrogeology →



— Site Outline

Search buffers in metres (m)

◻ Former energy features

Former energy features

Energy features such as substations, transformers or power stations have been identified from high detailed historical Ordnance Survey maps dating from the mid to late 1800s to recent times. Structures like this can sometimes cause soil or groundwater contamination.

Distance	Direction	Use	Date
11 m	S	Electricity Substation	1993
11 m	S	Electricity Substation	1994
12 m	S	Electricity Substation	1991

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Distance	Direction	Use	Date
44 m	W	Electricity Substation	1993
44 m	W	Electricity Substation	1994
45 m	W	Electricity Substation	1991
84 m	NE	Electricity Substation	1993
84 m	NE	Electricity Substation	1994
84 m	NE	Electricity Substation	1994
84 m	NE	Electricity Substation	1995
84 m	NE	Electricity Substation	1995
84 m	NE	Electricity Substation	1996
84 m	NE	Electricity Substation	1996
178 m	SE	Electricity Substation	1991

This data is sourced from Ordnance Survey/Groundsure.



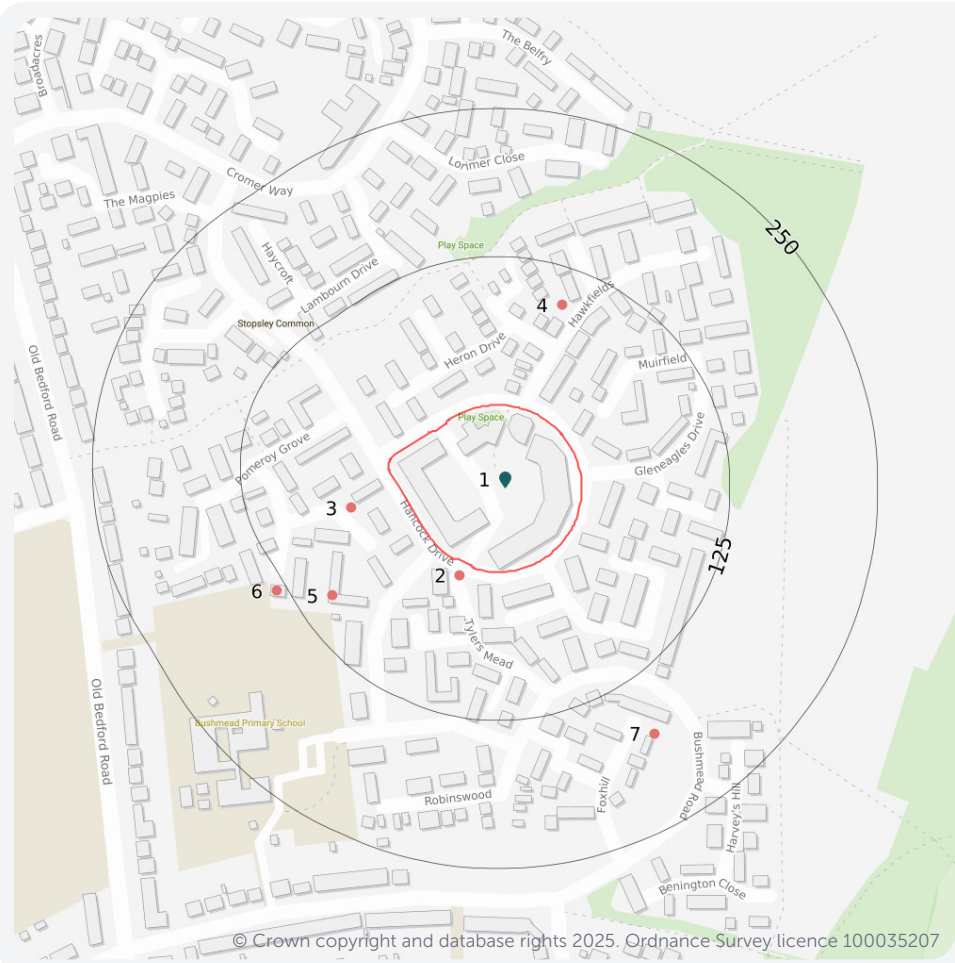
Contaminated land

Current and recent land use ?

Low-Moderate

The data summarised in this section relates to current and recent commercial and industrial land uses and operations that could have the potential to cause ground contamination risks.

- Section links
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- Consultant's assessment → Current/recent land use →
- Past land use → Hydrogeology →



— Site Outline

Search buffers in metres (m)

● Recent industrial land uses

● Local Authority licensed pollutant release

Recent industrial land uses

These records show details of businesses that have recently operated, or are currently operating in the area. Depending on the type of activities taking place, some of these businesses could present a risk of contamination.

ID	Distance	Direction	Company / Address	Activity	Category
2	12 m	S	Electricity Sub Station - Bedfordshire, LU2	Electrical Features	Infrastructure and Facilities
3	44 m	W	Electricity Sub Station - Bedfordshire, LU2	Electrical Features	Infrastructure and Facilities

Review



ID	Distance	Direction	Company / Address	Activity	Category
4	93 m	N	Electricity Sub Station - Bedfordshire, LU2	Electrical Features	Infrastructure and Facilities
5	96 m	SW	Bedfordshire Clearances - 6, Edkins Close, Luton, Bedfordshire, LU2 7SS	Waste Storage, Processing and Disposal	Infrastructure and Facilities
6	134 m	SW	Autotune - 35, Kidner Close, Luton, Bedfordshire, LU2 7SX	Vehicle Repair, Testing and Servicing	Repair and Servicing
7	175 m	SE	Electricity Sub Station - Bedfordshire, LU2	Electrical Features	Infrastructure and Facilities

This data is sourced from Ordnance Survey.

Local Authority licensed pollutant release

Industrial facilities that release pollutants to the environment (air, land or water) may be regulated by the Local Authority and hold a Part A(2) or Part B process authorisation or licence. These processes could include the burning of waste oils, paint spraying and petrol vapour recovery. There could be a risk of ground contamination if harmful materials associated with these processes are not stored and handled correctly.

ID	Distance	Direction	Address	Local Authority	Processes Undertaken	Permit Type	Details of Enforcement
1	0	on site	Clean and Klick, Hancock Drive, LU2 7SF	Luton Borough Council	Dry Cleaning	Part B	Enforcement: No Enforcements Notified Date of Enforcement: No Enforcements Notified Comment: No Enforcements Notified

This data is sourced from Local Authorities.



Contaminated land
Superficial hydrogeology ?

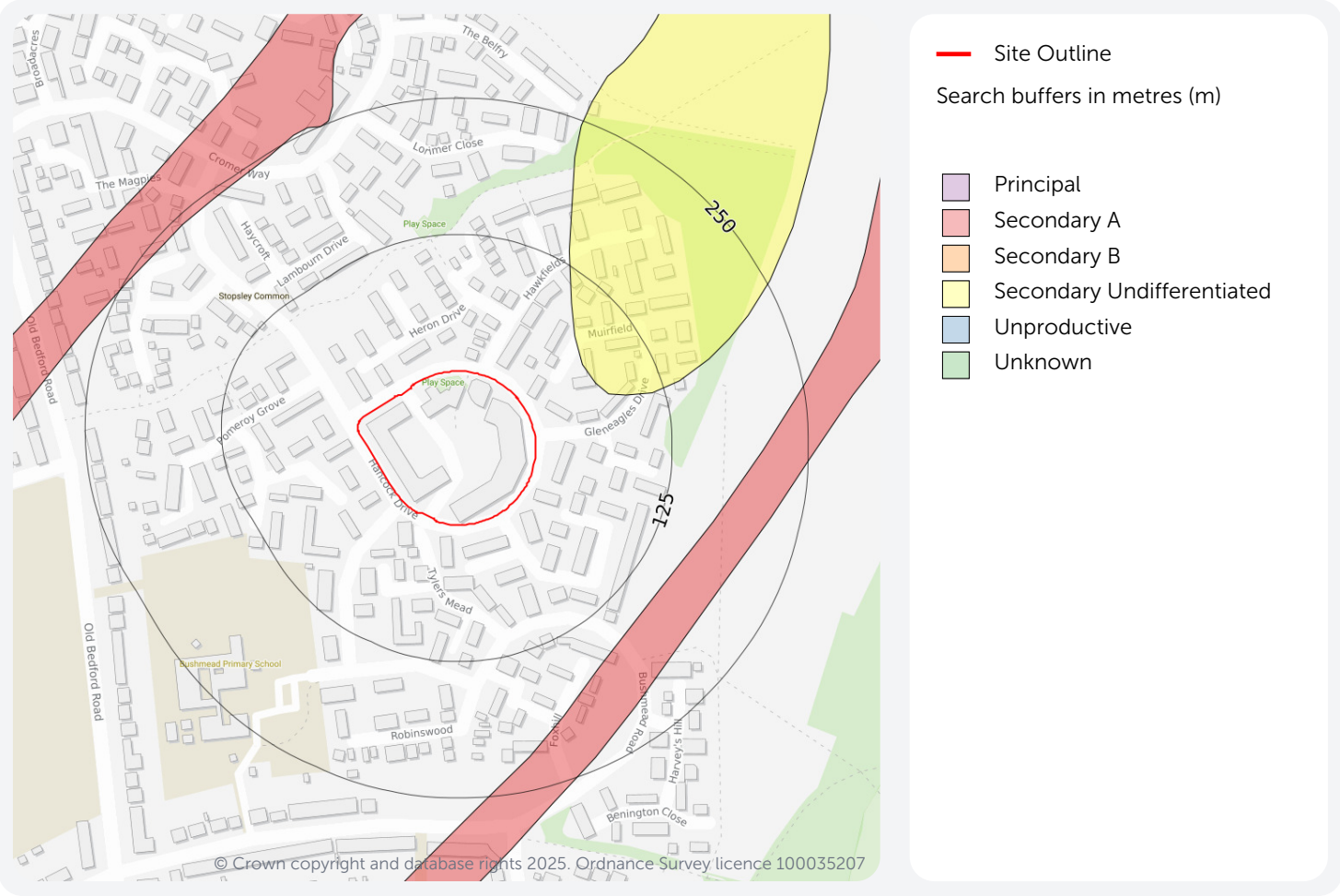
The data summarised in this section relates to underground water resources (aquifers) within surface drift geology that may be sensitive to any ground contamination.

Section links

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Aquifers within superficial geology

The Environment Agency/Natural Resources Wales and the British Geological Survey have assigned designations or types to the aquifers that exist within superficial geology. These designations reflect the importance of aquifers in terms of groundwater as a resource (eg drinking water supply) but also their role in supporting surface water flows and wetland ecosystems.

- Principal** - These are layers of rock or superficial deposits that usually provide a high level of water storage.
- Secondary A** - Permeable layers capable of supporting water supplies at a local rather than strategic scale.
- Secondary B** - Predominantly lower permeability layers which may store and yield limited amounts of groundwater.
- Secondary Undifferentiated** - Has been assigned in cases where it has not been possible to attribute either category A or B to a rock type.
- Unproductive** - These are rock layers with low permeability that have negligible significance for water supply.

Review



Unknown - These are rock layers where it has not been possible to classify the water storage potential.

Distance	Direction	Designation
67 m	NE	Secondary Undifferentiated
154 m	SE	Secondary A

This data is sourced from the Environment Agency/Natural Resources Wales and the British Geological Survey.



Contaminated land
Bedrock hydrogeology ?

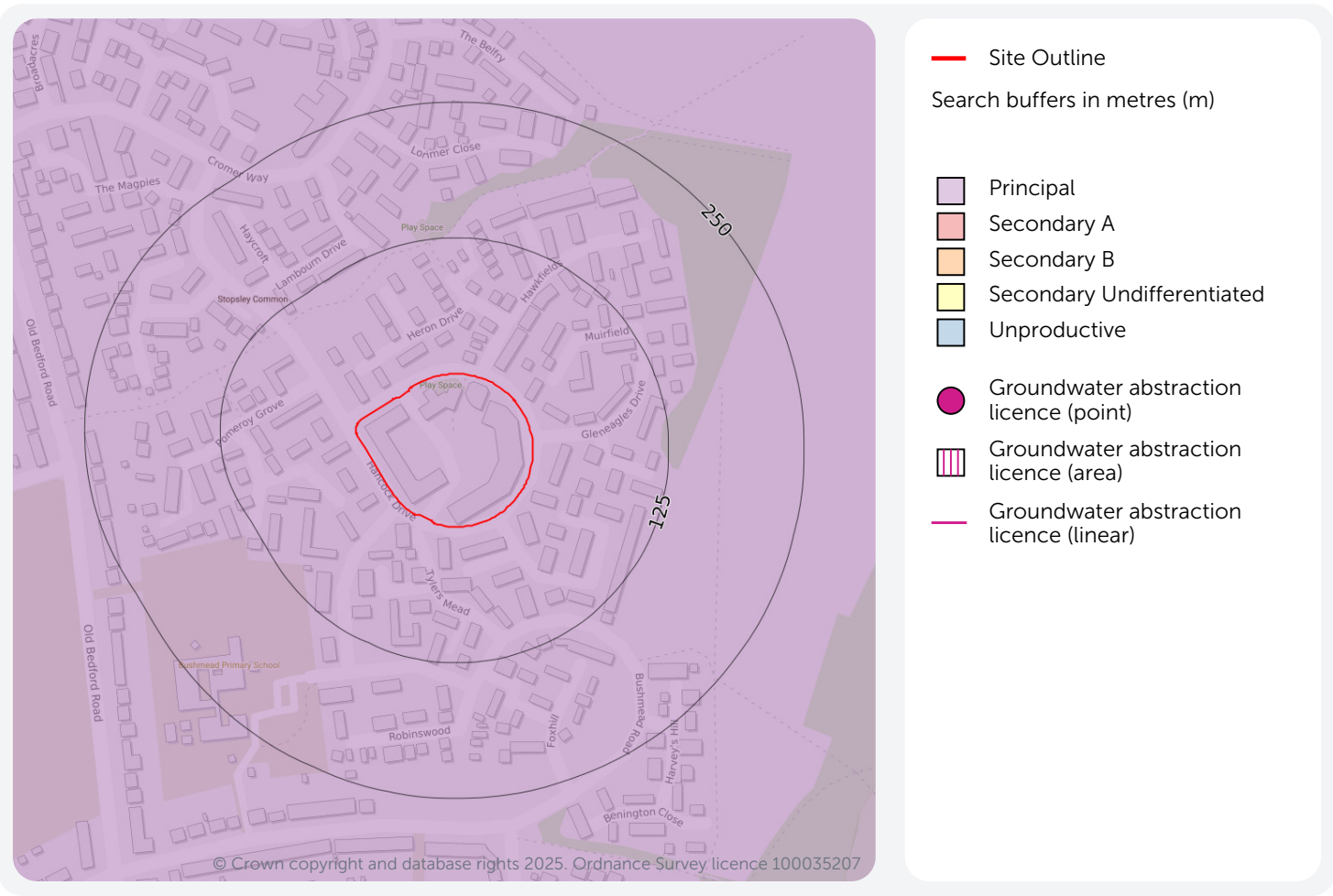
The data summarised in this section relates to underground water resources (aquifers) within bedrock geology that may be sensitive to any ground contamination.

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Aquifers within bedrock geology

The Environment Agency/Natural Resources Wales and the British Geological Survey have assigned designations or types to the aquifers that exist within bedrock geology. These designations reflect the importance of aquifers in terms of groundwater as a resource (eg drinking water supply) but also their role in supporting surface water flows and wetland ecosystems.

Principal - These are layers of rock or superficial deposits that usually provide a high level of water storage.

Secondary A - Permeable layers capable of supporting water supplies at a local rather than strategic scale.

Secondary B - Predominantly lower permeability layers which may store and yield limited amounts of groundwater.

Secondary Undifferentiated - Has been assigned in cases where it has not been possible to attribute either category A or B to a rock type.

Unproductive - These are rock layers with low permeability that have negligible significance for water supply.



Distance	Direction	Designation
0	on site	Principal

This data is sourced from the Environment Agency/Natural Resources Wales and the British Geological Survey.

Bedrock geology

Bedrock geology is a term used for the main mass of rocks forming the Earth and is present everywhere, whether exposed at the surface in outcrops or concealed beneath superficial deposits or water. This information comes from the BGS 1:50,000 Digital Geological Map of Great Britain, where available.

Description	BGS LEX Code	Rock Type
HOLYWELL NODULAR CHALK FORMATION AND NEW PIT CHALK FORMATION (UNDIFFERENTIATED)	HNCK-CHLK	CHALK

This data is sourced from British Geological Survey.



Contaminated land

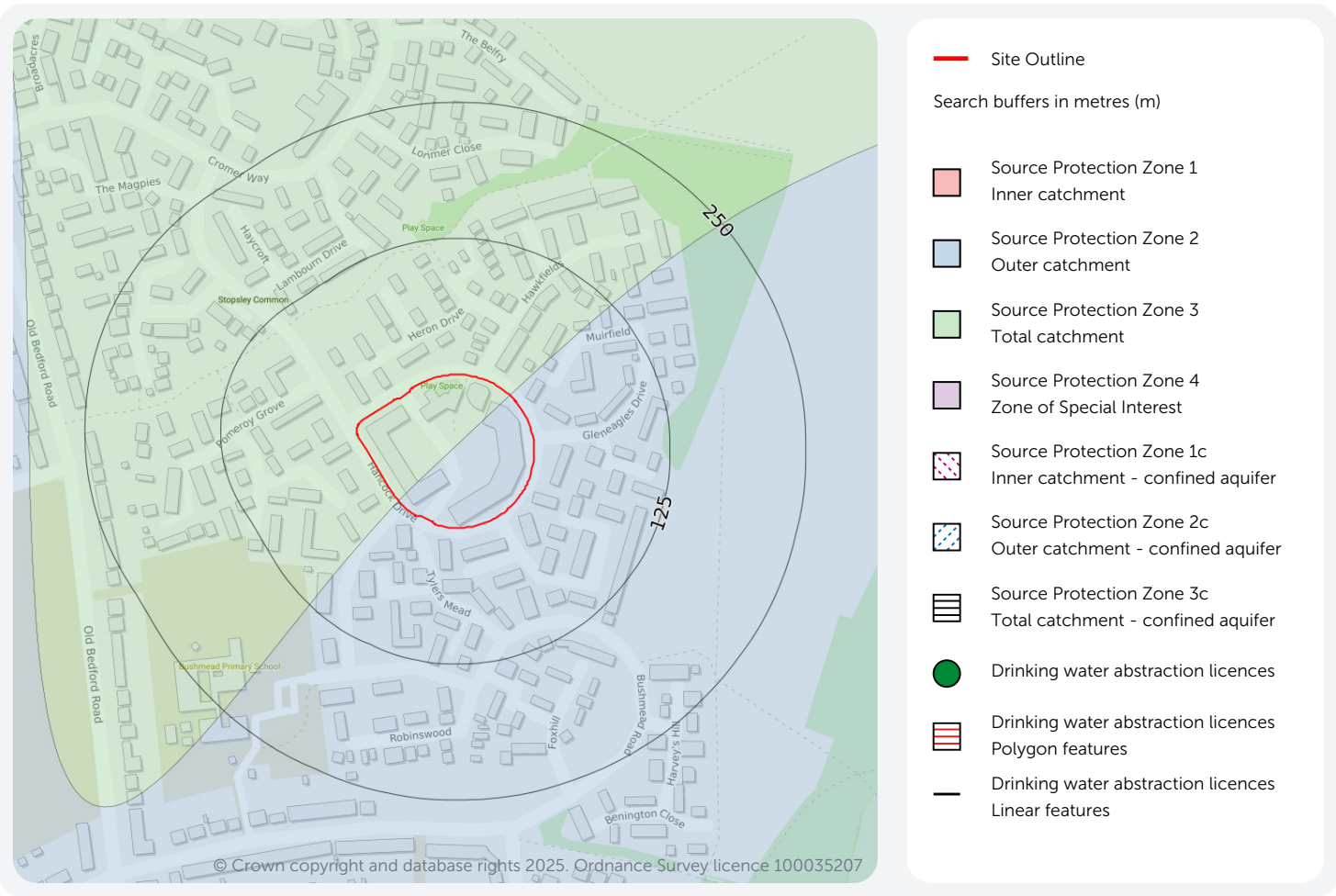
Source Protection Zones and drinking water abstractions ?

The data summarised in this section relates to any water abstractions or protected areas associated with underground water resources (aquifers) in the area.

Section links

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- Consultant's assessment →
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- Hydrogeology →



Source Protection Zones

The Environment Agency / Natural Resources Wales has defined Source Protection Zones (SPZs) for groundwater sources such as wells, boreholes and springs used for public drinking water supply. These zones show the risk of contamination from any activities that might cause pollution in the area. The closer the activity, the greater the risk. There are three main zones (inner (SPZ 1), outer (SPZ 2) and total catchment (SPZ 3)) and a fourth zone of special interest.

Distance	Direction	Details
0	on site	Zone: 2 Description: Outer catchment

Review



Distance	Direction	Details
0	on site	Zone: 3 Description: Total catchment

This data is sourced from the Environment Agency/Natural Resources Wales.



Flooding

Negligible

No significant concerns have been identified as a result of the flood risk searches. No action required.

River and coastal flooding	Very Low	Past flood events	Not identified
Groundwater flooding	Low	Flood storage areas	Not identified
Surface water flooding	Negligible	Floodscore™ insurance rating	Very Low

National Planning Policy Framework (NPPF)

Will any NPPF Flood Risk Assessment be required if the site is redeveloped? Yes

National Planning Policy Framework (NPPF)

A full flood risk assessment will be required at the site in the event that it will be developed/redeveloped. The NPPF states that the flood risk assessment should identify and assess the risks of all forms of flooding to and from the development and demonstrate how these flood risks will be managed so that the development remains safe throughout its lifetime, taking climate change into account. Those proposing developments should take advice from the emergency services when producing an evacuation plan for the development as part of the flood risk assessment.

Next steps

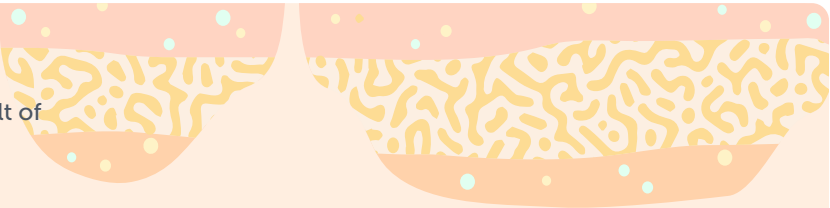
Flooding
None required.



Ground stability ?

Not identified

No significant concerns have been identified as a result of the ground stability searches. No action required.



Natural ground stability

Negligible-Very low

Non-natural ground stability

Not identified

Next steps

Ground stability
None required.

Review



ClimateIndex™

Future-focused property ratings summarising flood, subsidence and coastal erosion risks over 5 and 30 year periods, aligned with Bank of England reporting requirements.

Section links

Physical risks → Flooding →
Ground stability → Transition risks →

Physical risks

Low



Transition risks

EPC found



Next steps

Let's talk about climate

Groundsure has in-house experts and online resources that can help you:

- Check out our [ClimateIndex™ clauses](#)  here for actionable guidance on risks associated with climate change;
- Reach out to our in-house experts on info@groundsure.com  or 01273 257755.

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ClimateIndex™

Physical risks ?

Low

Our ClimateIndex™ provides a climate score for your property, and projects changes in physical risks from flooding, natural ground stability and coastal erosion.

Section links

[Back to section summary](#) →

[Physical risks](#) →

[Flooding](#) →

[Ground stability](#) →

[Transition risks](#) →

Climate change could have a significant medium to longer term impact on your property, which may be increasingly considered by your lender if you are arranging a mortgage. Physical risks are those that can cause direct damage or loss to your property but they can also give rise to transition risks such as impacting on the ability to insure or mortgage the property.

The risks with the greatest impact on the overall ClimateIndex™ are positioned first in the list(s) below. Any risks that have not been identified at the site have been omitted.

B

5 years

Low

B

30 years

Low

Rating key



Negligible risk → High risk

The ClimateIndex™ (A-F) is an overall illustration of the potential impact from the physical risks covered in this assessment - flooding from numerous sources, ground stability and coastal erosion.



ClimateIndex™
Flooding ?

This section summarises the projected change in flood water depths at the site over time as a result of climate change.

Section links

Back to section summary →

Physical risks → Flooding →

Ground stability → Transition risks →

The baseline or current flood risk assessment on this property is based on climatic conditions today. If present, the associated flood maps (and other relevant datasets) are visualised in the flood risk section. However, climate change is expected to increase the frequency and severity of weather events that could increase the risk of flooding. Rising sea levels due to climate change could also contribute to increased flood risk in coastal properties.

Ambiental Risk Analytics provides flood risk data that can project the risk from river, coastal and surface water flooding in the future for a range of emissions scenarios (Low emissions - RCP 2.6, medium emissions - RCP 4.5, and high emission - RCP 8.5).

Groundsure uses this data, as well as other data assets within our ClimateIndex™ calculator to determine an overall assessment of climate change physical risks to the property. For example, the combined effect of ‘moderate’ assessments over multiple physical risks could result in a higher ClimateIndex™ overall than that of a single moderate assessment.

More information about our methodology and limitations is available here: knowledge.groundsure.com/methodologies-and-limitations.

Climate change scenario	River/coastal flood depth (cm)		Surface water flood depth (cm)	
	5 years	30 years	5 years	30 years
Low emissions	< 20	< 20	20-40	20-40
Medium emissions	< 20	< 20	20-40	20-40
High emissions	< 20	< 20	20-40	20-40

This data is sourced from Ambiental Risk Analytics.



ClimateIndex™
Ground stability ?

This section summarises the projected likelihood of increased ground stability risks from shrink swell clays at the site over time as a result of climate change.

Section links

Back to section summary →

Physical risks →

Ground stability →

Flooding →

Transition risks →

The British Geological Survey (BGS) has created data designed to show the likelihood of an increase in risk from shrink swell subsidence hazards as a result of climate change. When certain soils take in water they can swell, causing heave. Conversely, when these soils dry out they can shrink and cause subsidence. Climate change is likely to result in higher temperatures and therefore likely to cause periods of drought and an increase in shrink swell subsidence.

This data has been produced using the Met Office local projections to accurately model predicted rainfall, using the high emissions climate change scenario (RCP 8.5).

Groundsure uses this data, as well as other data assets within our ClimateIndex™ calculator to determine an overall assessment of climate change physical risks to the property. For example, the combined effect of 'moderate' assessments over multiple physical risks could result in a higher ClimateIndex™ overall than that of a single moderate assessment.

More information about our methodology and limitations is available here: knowledge.groundsure.com/methodologies-and-limitations.

Rainfall scenario	High rainfall		Average rainfall		Lower rainfall	
	5 years	30 years	5 years	30 years	5 years	30 years
Likelihood of increased risk	Highly unlikely	Highly unlikely	Highly unlikely	Highly unlikely	Highly unlikely	Highly unlikely

This data is sourced from the British Geological Survey



ClimateIndex™
Transition risks ?

Transition risks can occur as a result of requirements or obligations to move towards a less polluting, greener economy. This section summarises information relating to any Energy Performance Certificates at the property.

Section links

Back to section summary →

Physical risks → Flooding →

Ground stability → Transition risks →

Energy Performance

Energy Performance Certificates (EPCs) rate the energy efficiency of buildings using grades from A+ to G, with 'A+' being the most efficient grade (this represents a 'Net Zero' non-domestic building) and 'G' the least efficient. They are designed to provide an estimate of energy costs associated with a building and an indication of how these can be reduced. When required, they should be made available to any prospective buyer or tenant. They are valid for exactly 10 years after the date lodged by the assessor. If your certificate is out of date it will need to be renewed when you wish to sell a property or let to a new tenant.

Multiple EPCs have been found relating to the property

If you require more detail or want to explore the recommendations for any of the EPCs listed, use the address provided and search using gov.uk's [find an energy certificate](#) service.

5 Valid non-domestic EPCs have been found relating to the property

		Net zero CO2													
A+	Under 0	A	0-25	B	26-50	C	51-75	D	76-100	E	101-125	F	126-150	G	Over 150
Address			UPRN			Building use			Building area		EPC rating		Valid until		
UNIT 6B BUSHMEAD SHOPPING CENTRE, HANCOCK DRIVE, LU2 7SF			200002758557			Retail/Financial and Professional Services			64.0 sqm		C 64		2nd August 2033		
The Bird And Bush, Hancock Drive, LU2 7SF			100081191708			A3/A4/A5 Restaurant and Cafes/Drinking Establishments and Hot Food takeaways			414.0 sqm		C 53		14th March 2032		
Unit 10 Bushmead Shopping Centre, Hancock Drive, LU2 7SF			200003275810			A1/A2 Retail and Financial/Professional services			155.0 sqm		C 51		8th February 2032		
Unit 9, Bushmead Shopping Centre, Hancock Drive, LU2 7SF			100081192280			Retail/Financial and Professional Services			135.0 sqm		B 34		23rd August 2033		
9, Hancock Drive, LU2 7SF			100081009189			Retail/Financial and Professional Services			116.0 sqm		B 33		29th June 2032		

Review



38 Valid domestic EPCs have been found relating to the property

A	92+	B	81-91	C	69-80	D	55-68	E	39-54	F	21-38	G	1-20
Address		UPRN		Property type		Building area		EPC rating		Valid until		Potential rating	
7 The Balcony, Hancock Drive, LU2 7SF		100081009187		Flat		106.0 sqm		F 36		12th September 2031		D 65	
10 The Balcony, Hancock Drive, LU2 7SF		100081009190		Flat		83.0 sqm		E 49		29th March 2032		E 52	
2 The Balcony, Hancock Drive, LU2 7SF		100081009182		Flat		63.0 sqm		D 55		13th June 2033		C 69	
6 The Balcony, Hancock Drive, LU2 7SF		100081009186		Maisonette		64.0 sqm		D 62		22nd May 2029		C 75	
3 THE BALCONY, HANCOCK DRIVE, LUTON, LU2 7SF		100081009183		Flat		78.0 sqm		D 64		6th April 2031		C 75	
48 BUSHMEAD COURT, HANCOCK DRIVE, LUTON, LU2 7GY		10001037241		Flat		74.0 sqm		C 74		5th April 2031		C 77	
Flat 14, Bushmead Court, Hancock Drive, LU2 7GY		200002758559		Flat		70.0 sqm		C 74		24th January 2033		C 75	
Flat 36 Bushmead Court, Hancock Drive, LU2 7GY		10001037235		Flat		74.0 sqm		C 75		14th June 2026		C 78	
Flat 29 Bushmead Court, Hancock Drive, LU2 7GY		200002758574		Flat		62.0 sqm		C 75		25th January 2028		C 78	
Flat 44 Bushmead Court, Hancock Drive, LU2 7GY		10001037239		Flat		52.0 sqm		C 76		3rd August 2025		C 78	
Flat 50 Bushmead Court, Hancock Drive, LU2 7GY		10001037242		Flat		67.0 sqm		C 76		21st February 2026		C 78	
Flat 21, Bushmead Court, Hancock Drive, LU2 7GY		200002758566		Flat		74.0 sqm		C 76		11th April 2028		C 78	
Flat 24 Bushmead Court, Hancock Drive, LU2 7GY		200002758569		Flat		68.0 sqm		C 76		30th June 2025		C 78	
Flat 37, Bushmead Court, Hancock Drive, LU2 7GY		200002758578		Flat		79.0 sqm		C 76		22nd March 2033		C 77	
Flat 39 Bushmead Court, Hancock Drive, LU2 7GY		200002758579		Flat		75.0 sqm		C 76		30th June 2025		C 80	
Flat 34, Bushmead Court, Hancock Drive, LU2 7GY		10001037234		Flat		79.0 sqm		C 77		17th October 2032		C 79	
Flat 42, Bushmead Court, Hancock Drive, LU2 7GY		10001037238		Flat		68.0 sqm		C 77		14th September 2031		C 79	
Flat 15 Bushmead Court, Hancock Drive, LU2 7GY		200002758560		Flat		72.0 sqm		C 77		3rd September 2029		C 78	
Flat 19, Bushmead Court, Hancock Drive, LU2 7GY		200002758564		Flat		67.0 sqm		C 77		30th January 2033		C 77	
FLAT 20, BUSHMEAD COURT, HANCOCK DRIVE, LU2 7GY		200002758565		Flat		70.0 sqm		C 77		15th July 2031		C 78	
Flat 49, Bushmead Court, Hancock Drive, LU2 7GY		200002758584		Flat		71.0 sqm		C 77		20th June 2033		C 77	
Flat 62, Bushmead Court, Hancock Drive, LU2 7GY		200002758587		Flat		85.0 sqm		C 77		24th March 2034		C 77	
Flat 46, Bushmead Court, Hancock Drive, LU2 7GY		10001037240		Flat		67.0 sqm		C 78		16th February 2033		C 79	
Flat 17 Bushmead Court, Hancock Drive, LU2 7GY		200002758562		Flat		73.0 sqm		C 78		2nd June 2030		C 78	
26 BUSHMEAD COURT, HANCOCK DRIVE, LUTON, LU2 7GY		200002758571		Flat		74.0 sqm		C 78		5th April 2031		C 78	
Flat 33 Bushmead Court, Hancock Drive, LU2 7GY		200002758576		Flat		71.0 sqm		C 78		25th June 2028		C 78	
Flat 43 Bushmead Court, Hancock Drive, LU2 7GY		200002758581		Flat		71.0 sqm		C 78		14th June 2026		C 80	
Flat 47 Bushmead Court, Hancock Drive, LU2 7GY		200002758583		Flat		71.0 sqm		C 78		21st February 2026		C 79	
Flat 61, Bushmead Court, Hancock Drive, LU2 7GY		200002758586		Flat		76.0 sqm		C 78		16th June 2034		C 78	

Review





Address	UPRN	Property type	Building area	EPC rating	Valid until	Potential rating
Flat 32 Bushmead Court, Hancock Drive, LU2 7GY	10001037233	Flat	67.0 sqm	C 79	20th December 2028	C 79
16 BUSHMEAD COURT, HANCOCK DRIVE, LUTON, LU2 7GY	200002758561	Flat	66.0 sqm	C 79	13th November 2030	C 80
Flat 18 Bushmead Court, Hancock Drive, LU2 7GY	200002758563	Flat	76.0 sqm	C 79	16th December 2025	C 80
Flat 64 Bushmead Court, Hancock Drive, LU2 7GY	200002758589	Flat	79.0 sqm	C 79	16th December 2025	B 82
Flat 22, Bushmead Court, Hancock Drive, LU2 7GY	200002758567	Flat	71.0 sqm	C 80	14th October 2025	C 80
Flat 63, Bushmead Court, Hancock Drive, LU2 7GY	200002758588	Flat	88.0 sqm	C 80	13th August 2034	C 80
Flat 28 Bushmead Court, Hancock Drive, LU2 7GY	200002758573	Flat	59.0 sqm	B 81	11th July 2029	B 81
Flat 41, Bushmead Court, Hancock Drive, LU2 7GY	200002758580	Flat	76.0 sqm	B 81	28th November 2033	B 81
Flat 51, Bushmead Court, Hancock Drive, LU2 7GY	200002758585	Flat	85.0 sqm	B 83	15th October 2033	B 83

EPC calculations are partly based on observations made by the EPC assessor when visiting a property and partly on data and assumptions using the age and type of property. This means the EPC band may change irrespective of any improvement works undertaken, due to, for example, differing access or documentation being provided to the assessor during the visit. Additionally, the methodologies underpinning EPC calculations are updated periodically.

Leasing and energy efficiency regulations

Currently, the Minimum Energy Efficiency Standard (MEES) Regulations require all privately leased non-domestic properties being let in England and Wales to have a minimum EPC rating of E. Fines of between £10K-£150K may be issued per tenancy within a building that does not meet these requirements.

If the property has an EPC rating of F or G, the landlord should either improve the property to at least an EPC rating of E, or register an exemption, should one apply. [Click here](#)  for more detail on the types of exemptions available and how to register for them.

Green leases are agreements that put obligations on both the tenant and the landlord to improve the energy efficiency and overall environmental impact of a commercial property. More information relating to green leases can be found [here](#) .

Current government guidelines around future regulations or requirements are unclear. However, given the general aspiration to move towards a net zero economy, tightening of the requirements imposed around energy efficiency should be anticipated and considered in the future.

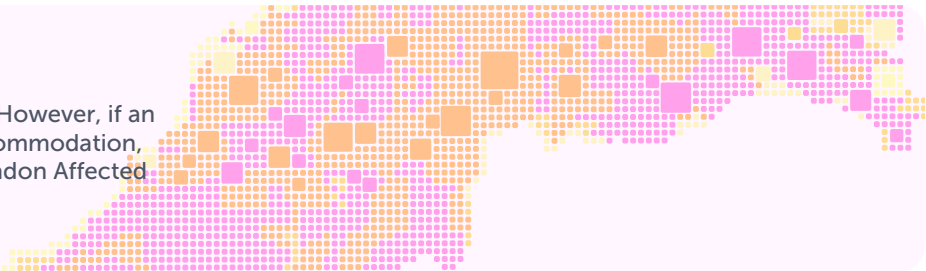
Review



Radon

Passed

Local levels of radon are considered normal. However, if an underground room makes up part of the accommodation, the property should be tested regardless of radon Affected Area status.



Next steps

Radon
None required.



Planning constraints

Identified

Protected areas have been identified within 250 metres of the property.

Section links

Planning constraints	→			

Next steps

Planning constraints
None required.



Planning constraints ?

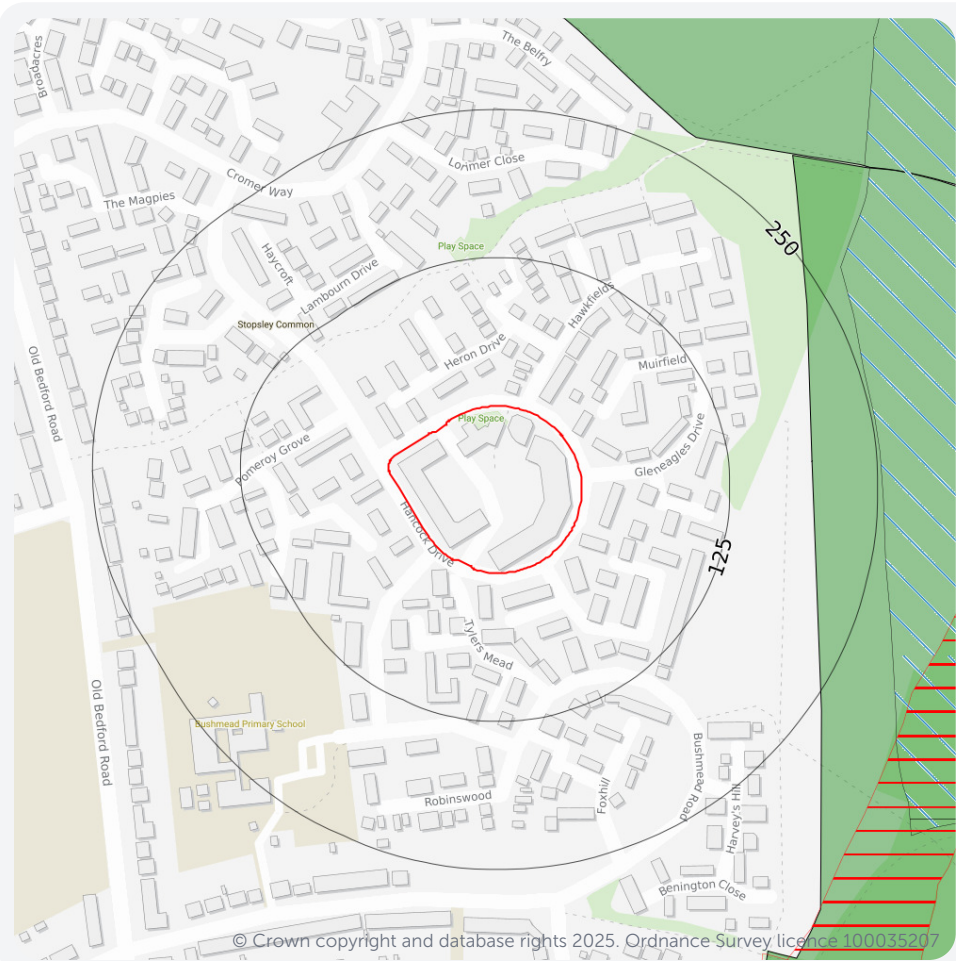
Identified

Protected areas have been identified within 250 metres of the property.

Section links

Back to section summary →

Planning constraints →



- Site Outline
- Search buffers in metres (m)
- Listed buildings
- Certificates of immunity from listing
- Conservation areas
- National Parks
- Areas of Outstanding Natural Beauty
- Registered parks and gardens
- Scheduled Monuments
- World Heritage Sites
- Internationally important wetland sites (Ramsar Sites)
- Designated Ancient Woodland
- Sites of Special Scientific Interest
- Green Belt
- Local Nature Reserves
- Special Areas of Conservation
- National Nature Reserves
- Special Protection Areas (for birds)

Green Belt

Green Belts are intended to prevent inappropriate development by keeping certain areas of land open. The fundamental purpose of Green Belt is to prevent continued growth and merging of urban areas, hence the majority of Green Belt land being located on the fringe of large towns and cities, extending into the countryside. Whilst development can happen in the Green Belt, it should be subject to greater controls on the type and size of the development. However, the presence of a Green Belt designation is not in itself a complete barrier to development and the Local Plan should be consulted if a purchaser is concerned about any potential development in these areas.

Distance	Direction	Green Belt Name	Data Source
195 m	E	London Green Belt	Luton

Review



This data is sourced from Local Authorities (Green Belt data contains Ordnance Survey data © Crown copyright and database right 2025). For more information please see <https://www.gov.uk/guidance/national-planning-policy-framework/9-protecting-green-belt-land>

Review



Energy ?

Identified

The property has been identified to lie within the search radius of one or more energy features detailed below.

Section links

Wind and solar →

Oil and gas

No historical, active or planned wells or extraction areas have been identified near the property.

Oil and gas areas

Not identified

Oil and gas wells

Not identified

Wind and solar

Our search of existing and planned renewable wind and solar infrastructure has identified results.

Planned multiple wind turbines

Not identified

Planned single wind turbines

Identified →

Existing wind turbines

Not identified

Proposed solar farms

Identified →

Existing solar farms

Identified →

Energy Infrastructure

Our search of major energy transmission or generation infrastructure and nationally significant infrastructure projects has not identified results.

Power stations

Not identified

Energy infrastructure

Not identified

Projects

Not identified

Next steps

Wind

Existing or proposed wind installations have been identified within 5km.

- use the details given in the report to find out more about the potential impacts on the property
- contact the operating company and the relevant Local Authority for further information
- visit the area in order to more accurately assess the impact this wind development would have on the property



Next steps continued

Solar

Existing or proposed solar installations have been identified within 5km of the property.

- use the details given in the report to find out more about the potential impacts on the property by contacting the operating company and/or Local Authority
- visit the area in order to more accurately assess the impact this solar farm would have on the property

Energy

Wind and solar ?

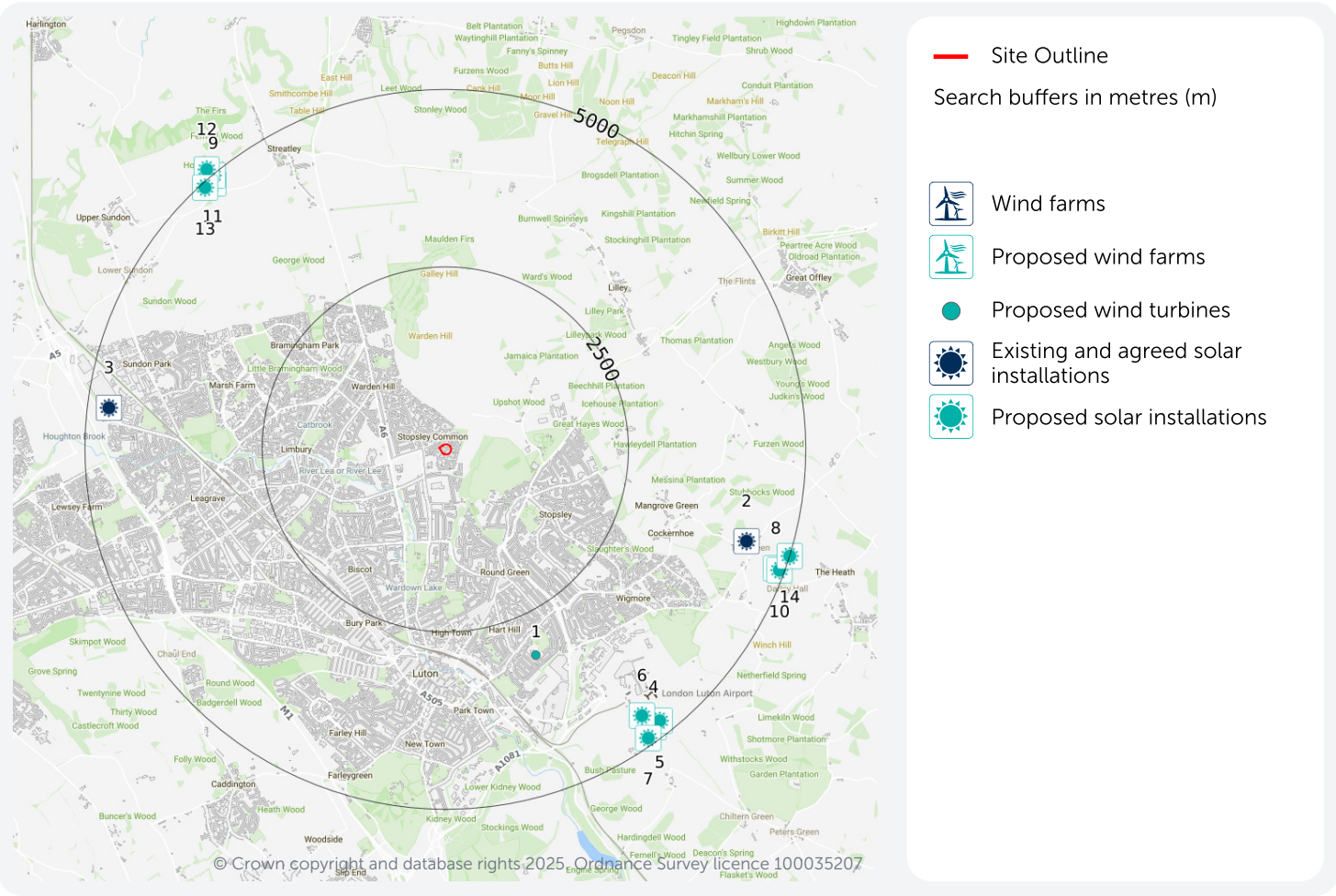
Identified

The data summarised in this section relates to the location of current and planned wind farms/turbines and solar farms.

Section links

Back to section summary →

Wind and solar →



Proposed wind turbines

Planning applications for individual wind turbines have been proposed within 5,000m of the property. See below for details of the operating company, number of turbines, project and turbine capacity.

Please note some planning applications identified as having been refused may have subsequently been granted on appeal without appearing as such within this report. Additionally, please be aware that as the identified records are taken from a planning record archive, the proposals identified may have already been undertaken.

Review



ID	Distance	Direction	Details
1	3-4 km	SE	<p>Site Name: Crawley Green Infant School, 47 Beaconsfield, Luton, Luton, Bedfordshire, LU2 0RW</p> <p>Planning Application Reference: 07/01827/FUL</p> <p>Type of Project: Wind Turbine</p> <p>Application Date: 2007-11-27</p> <p>Planning Stage: Plans Approved Detail Plans Granted</p> <p>Project Details: Scheme comprises construction of 1 wind turbine mounted on a 15m high mast, with associated works and 1 solar array.</p> <p>Approximate Grid Reference: 510592, 221607</p>

This information is derived from planning data supplied by Serac Tech and Glenigan, in some cases with further accuracy applied by Groundsure's experts. This search includes planning applications for single wind turbines only, within 5,000m of the property. This data is updated on a quarterly basis.

If the existence of a planning application, passed or refused, may have a material impact with regard to the decision to purchase the property, Groundsure recommends independent, thorough enquiries are made with the Local Authority. If any applications have been identified within this report, Groundsure have included the planning reference to enable further enquiries to be made.

Existing and agreed solar installations

There is an operational or planned solar photovoltaic farm or smaller installation located near the property.

Please note this will not include small domestic solar installations. See below for details on installed capacity, operating company and the status of the project on a given date.

ID	Distance	Direction	Address	Details
2	4-5 km	E	Wandon End - Solar Farm & Battery Storage, Ne/O Wandon End, Luton, LU2 8PU	<p>Contractor: EPL 002 Limited</p> <p>LPA Name: North Hertfordshire</p> <p>Capacity (MW): 49.9</p> <p>Application Date: 05/01/2023</p> <p>Pre Consent Status: Planning Application Submitted</p> <p>Post Consent Status: Application Submitted</p> <p>Date Commenced: -</p>
3	4-5 km	W	Vauxhall Motors, Vauxhall Motors, Luton Road, Chalton, Luton, LU4 9TT	<p>Contractor: Perpetum Sun</p> <p>LPA Name: Central Bedfordshire</p> <p>Capacity (MW): 5</p> <p>Application Date: 21/09/2015</p> <p>Pre Consent Status: Abandoned</p> <p>Post Consent Status: Abandoned</p> <p>Date Commenced: -</p>

The solar installation data is supplied by the Department for Business, Energy & Industrial Strategy and is updated on a monthly basis.



Proposed solar installations

There is a planning permission application relating to a solar farm or smaller installation near to the property.

Please note this will not include small domestic solar installations and that one site may have multiple applications for different aspects of their design and operation. Also note that the presence of an application for planning permission is not an indication of permission having been granted. Please be aware that as the identified records are taken from a planning record archive, the proposals identified may have already been undertaken. See below for details of the proposals.

ID	Distance	Direction	Address	Details
4	4-5 km	SE	London Luton Airport, Airport Way, Luton	<p>Applicant name: Marc Wolman</p> <p>Application Status: GPDO consultation</p> <p>Application Date: 07/11/2023</p> <p>Application Number: 23/01314/GPDOPD</p> <p>Consultation under Schedule 2 Part 8 Class F of the Town and Country Planning (General Permitted Development) Order 2015 - London Luton Airport to construct a solar farm, London Luton Airport (LLA).</p>
5	4-5 km	SE	London Luton Airport, Airport Way, Luton	<p>Applicant name: Marc Wolman</p> <p>Application Status: Screening Opinion</p> <p>Application Date: 17/07/2023</p> <p>Application Number: 23/00906/EIASCRC</p> <p>Request for screening pursuant to Regulation 6 of the Town and Country Planning (Environmental Impact Assessment) (England) Regulations 2017 (as amended) - construction of a solar farm within operational area of London Luton Airport (LLA)</p>
6	4-5 km	SE	Land South of Luton Airport, Luton	<p>Applicant name: None</p> <p>Application Status: EIA - Screening Opinion</p> <p>Application Date: 18/07/2023</p> <p>Application Number: CB/23/02381/SCN</p> <p>SCN EIA Screening Opinion: installation of a Solar Farm</p>
7	4-5 km	SE	London Luton Airport, Airport Way, Luton	<p>Applicant name: Marc Wolman</p> <p>Application Status: GPDO consultation</p> <p>Application Date: 17/07/2023</p> <p>Application Number: 23/00905/GPDOPD</p> <p>Consultation under Schedule 2 Part 8 Class F of the Town and Country Planning (General Permitted Development) Order 2015 - London Luton Airport to construct a solar farm within the operational area of London Luton Airport (LLA).</p>

Review



ID	Distance	Direction	Address	Details	
8	4-5 km	E	Land North East Of Wandon End, Hertfordshire	Applicant name: Luton Borough Council Application Status: Adjoining Authorities Consultation Application Date: 19/01/2024 Application Number: 24/00123/ADJ	Underground cables proposed under Eaton Green Road to connect to an existing sub-station (located in Luton Councils administrative area) and to a proposed solar farm within 106 hectares with associated access, landscaping, battery storage and ancillary infrastructure (located in North Hertfordshire District Councils administrative area)(Cross Boundary Application)(EIA development) NORTH HERTS DISTRICT COUNCIL: ADJACENT AUTHORITY : CONSULTEE ONLY
9	4-5 km	NW	Sundon Reservoir, Streatley Road, Sundon	Applicant name: Mr Stephane Pochet Application Status: Variation of Condition Application Date: 11/08/2023 Application Number: CB/23/02682/VOC	Variation of condition numbers 2, 4, 5, 7, 8, 15 and 16 of planning permission CB/21/04277/FULL (Installation of conditioning plant and buildings, to include widening of existing access at reservoir site and solar photovoltaic panels with all associated works.) Variation sought to silo colours, change to previously agreed plans, layout, landscaping, vehicular access, ecological enhancement, biodiversity and drainage.
10	4-5 km	E	Land North East Of Wandon End, Eaton Green Road, Luton	Applicant name: EPL 002 Limited Application Status: Full app with Environ. Statement Application Date: 13/12/2023 Application Number: 22/01657/FULEIA	Underground cables proposed under Eaton Green Road to connect to an existing sub-station (located in Luton Councils administrative area) and to a proposed solar farm within 106 hectares with associated access, landscaping, battery storage and ancillary infrastructure (located in North Hertfordshire District Councils administrative area)(Cross Boundary Application)(EIA development)

Review



ID	Distance	Direction	Address	Details	
11	4-5 km	NW	Sundon Reservoir, Streatley Road, Sundon, LU3 3PH	Applicant name: Affinity Water Application Status: Discharge of Condition Application Date: 01/05/2024 Application Number: CB/24/01279/DOC	Discharge of Condition 1 against planning permission ref. CB/23/02682/VOC (Variation of condition numbers 2, 4, 5, 7, 8, 15 and 16 of planning permission CB/21/04277/FULL (Installation of conditioning plant and buildings, to include widening of existing access at reservoir site and solar photovoltaic panels with all associated works.) Variation sought to silo colours, change to previously agreed plans, layout, landscaping, vehicular access, ecological enhancement, biodiversity and drainage.)
12	4-5 km	NW	Sundon Reservoir, Streatley Road, Sundon	Applicant name: No Details Application Status: Registered Application Date: 09/11/2021 Application Number: CB/21/04277/FULL	Installation of conditioning plant and buildings, to include widening of existing access at reservoir site and solar photovoltaics panels with all associated works.
13	4-5 km	NW	Sundon Reservoir, Streatley Road, Sundon	Applicant name: No Details Application Status: Discharge of Condition Application Date: 22/07/2022 Application Number: CB/22/02980/DOC	Discharge of Conditions 7 and 8 against planning permission CB/21/04277/FULL (Installation of conditioning plant and buildings, to include widening of existing access at reservoir site and solar photovoltaics panels with all associated works)
14	4-5 km	E	Land North East Of Wandon End, Hertfordshire	Applicant name: Epl 002 Limited Application Status: Full Planning Permission Application Date: 05/01/2023 Application Number: 22/03231/FP	Proposed solar farm within 106 hectares with associated access, landscaping, battery storage and ancillary infrastructure

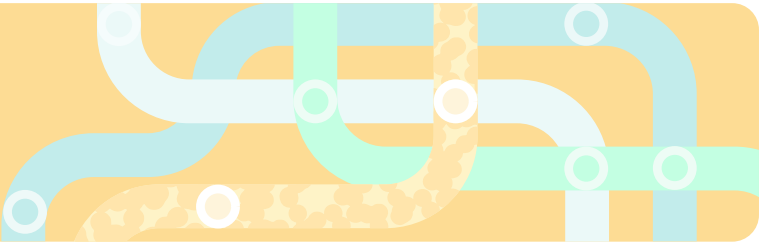
This data is sourced from Serac Tech and Glenigan.



Transportation ?

Not identified

The property has not been identified to lie within the specified distance of one or more of the transportation features detailed below.



HS2

No results for Phase 1 or Phase 2 of the HS2 project (including the 2016 amendments) have been identified within 5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future. Visual assessments are only provided by Groundsure if the property is within 2km of Phase 1 and 2a. Other assessments may be available from HS2.

HS2 route	Not identified
HS2 safeguarding	Not identified
HS2 stations	Not identified
HS2 depots	Not identified
HS2 noise	Not assessed
HS2 visual impact	Not assessed

Crossrail

The property is not within 250 metres of the Crossrail 2 project.

Crossrail 2 route	Not identified
Crossrail 2 stations	Not identified
Crossrail 2 worksites	Not identified
Crossrail 2 safeguarding	Not identified
Crossrail 2 headhouse	Not identified

Other railways

The property is not within 250 metres of any active or former railways, subway lines, DLR lines, subway stations or railway stations.

Active railways and tunnels	Not identified
Historical railways and tunnels	Not identified
Railway and tube stations	Not identified
Underground	Not identified



Next steps

Transportation

None required.



Datasets searched

This is a full list of the data searched in this report. If we have found results of note we will state "Identified". If no results of note are found, we will state "Not identified". Our intelligent filtering will hide "Not identified" sections to speed up your workflow.

Contaminated Land		Contaminated Land	
Former industrial land use (1:10,560 and 1:10,000 scale)	Not identified	Pollution incidents	Not identified
Former tanks	Not identified	Superficial hydrogeology	
Former energy features	Identified	Aquifers within superficial geology	Identified
Former petrol stations	Not identified	Superficial geology	Not identified
Former garages	Not identified	Bedrock hydrogeology	
Former military land	Not identified	Aquifers within bedrock geology	Identified
Former landfill (from Local Authority and historical mapping records)	Not identified	Groundwater abstraction licences	Not identified
Waste site no longer in use	Not identified	Bedrock geology	Identified
Active or recent landfill	Not identified	Source Protection Zones and drinking water abstractions	
Former landfill (from Environment Agency Records)	Not identified	Source Protection Zones	Identified
Active or recent licensed waste sites	Not identified	Source Protection Zones in confined aquifer	Not identified
Recent industrial land uses	Identified	Drinking water abstraction licences	Not identified
Current or recent petrol stations	Not identified	Hydrology	
Dangerous or explosive sites	Not identified	Water courses from Ordnance Survey	Not identified
Hazardous substance storage/usage	Not identified	Surface water abstractions	Not identified
Sites designated as Contaminated Land	Not identified	Flooding	
Historical licensed industrial activities	Not identified	Risk of flooding from rivers and the sea	Not identified
Current or recent licensed industrial activities	Not identified	Flood storage areas: part of floodplain	Not identified
Local Authority licensed pollutant release	Identified	Historical flood areas	Not identified
Pollutant release to surface waters	Not identified	Reduction in Risk of Flooding from Rivers and Sea due to Defences	Not identified
Pollutant release to public sewer	Not identified	Flood defences	Not identified
Dangerous industrial substances (D.S.I. List 1)	Not identified	Proposed flood defences	Not identified
Dangerous industrial substances (D.S.I. List 2)	Not identified	Surface water flood risk	Not identified

Review



Flooding

Groundwater flooding	Not identified
Ambiental FloodScore™ insurance rating	Not identified
Flood map for planning	Not identified

Natural ground subsidence

Natural ground subsidence	Not identified
Natural geological cavities	Not identified

Non-natural ground subsidence

Coal mining	Not identified
Non-coal mining areas	Not identified
Non-coal mining	Not identified
Mining cavities	Not identified
Infilled land	Not identified
Cheshire Brine	Not identified

Climate change

Flood risk (5 and 30 Years)	Identified
Ground stability (5 and 30 Years)	Identified
Complex cliffs	Not identified
Projections with active management or intervention measures in place	Not identified
Projections with no active management plan or intervention	Not identified

Radon

Radon	Not identified
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Planning constraints

Sites of Special Scientific Interest	Not identified
Internationally important wetland sites (Ramsar Sites)	Not identified
Special Areas of Conservation	Not identified

Planning constraints

Special Protection Areas (for birds)	Not identified
National Nature Reserves	Not identified
Local Nature Reserves	Not identified
Designated Ancient Woodland	Not identified
Green Belt	Identified
World Heritage Sites	Not identified
Areas of Outstanding Natural Beauty	Not identified
National Parks	Not identified
Conservation Areas	Not identified
Listed Buildings	Not identified
Certificates of Immunity from Listing	Not identified
Scheduled Monuments	Not identified
Registered Parks and Gardens	Not identified

Oil and gas

Oil or gas drilling well	Not identified
Proposed oil or gas drilling well	Not identified
Licensed blocks	Not identified
Potential future exploration areas	Not identified

Wind and solar

Wind farms	Not identified
Proposed wind farms	Not identified
Proposed wind turbines	Identified
Existing and agreed solar installations	Identified
Proposed solar installations	Identified

Energy

Electricity transmission lines and pylons	Not identified
National Grid energy infrastructure	Not identified
Power stations	Not identified

Review



Energy

Nuclear installations	Not identified
Large Energy Projects	Not identified

Transportation

HS2 route: nearest centre point of track	Not identified
HS2 route: nearest overground section	Not identified
HS2 surface safeguarding	Not identified
HS2 subsurface safeguarding	Not identified
HS2 Homeowner Payment Zone	Not identified
HS2 Extended Homeowner Protection Zone	Not identified
HS2 stations	Not identified
HS2 depots	Not identified
HS2 noise and visual assessment	Not identified
Crossrail 2 route	Not identified
Crossrail 2 stations	Not identified
Crossrail 2 worksites	Not identified
Crossrail 2 headhouses	Not identified
Crossrail 2 safeguarding area	Not identified
Active railways	Not identified
Railway tunnels	Not identified
Active railway stations	Not identified
Historical railway infrastructure	Not identified
Abandoned railways	Not identified
London Underground and DLR lines	Not identified
London Underground and DLR stations	Not identified
Underground	Not identified
Underground stations	Not identified



Appendix



Contaminated land

Page 3 →

Low-Moderate

Next steps

Groundsure considers there to be an acceptable level of risk at the site from contaminated land liabilities.

If you require further advice with regards to this, please contact our customer services team on 01273 257 755 or e-mail at info@groundsure.com



Flooding

Page 17 →

Negligible

National Planning Policy Framework (NPPF)

A full flood risk assessment will be required at the site in the event that it will be developed/redeveloped. The NPPF states that the flood risk assessment should identify and assess the risks of all forms of flooding to and from the development and demonstrate how these flood risks will be managed so that the development remains safe throughout its lifetime, taking climate change into account. Those proposing developments should take advice from the emergency services when producing an evacuation plan for the development as part of the flood risk assessment.

Next steps

Flooding

None required.



Ground stability

Page 18 →

Not identified

Next steps

Ground stability

None required.

Review



ClimateIndex™

Page 19 →

Low

Next steps

Let's talk about climate

Groundsure has in-house experts and online resources that can help you:

- Check out our [ClimateIndex™ clauses](#) here for actionable guidance on risks associated with climate change;
- Reach out to our in-house experts on info@groundsure.com or 01273 257755.



Radon

Page 26 →

Passed

Next steps

Radon

None required.



Planning constraints

Page 27 →

Identified

Next steps

Planning constraints

None required.



Energy

Page 30 →

Identified

Next steps



Next steps continued

Wind

Existing or proposed wind installations have been identified within 5km.

- use the details given in the report to find out more about the potential impacts on the property
- contact the operating company and the relevant Local Authority for further information
- visit the area in order to more accurately assess the impact this wind development would have on the property

Solar

Existing or proposed solar installations have been identified within 5km of the property.

- use the details given in the report to find out more about the potential impacts on the property by contacting the operating company and/or Local Authority
- visit the area in order to more accurately assess the impact this solar farm would have on the property



Transportation

Page 37 →

Not identified

Next steps

Transportation
None required.



Methodologies and limitations

Groundsure's methodologies and limitations are available here: knowledge.groundsure.com/methodologies-and-limitations

Data providers

Groundsure works with respected data providers to bring you the most relevant and accurate information in your Review report. To find out who they are and their areas of expertise see www.groundsure.com/sources-reference

Conveyancing Information Executive and our terms & conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd. Groundsure adheres to the Conveyancing Information Executive Standards.

In addition to The Property Ombudsman (TPO) redress scheme covering consumers, TPO will also provide redress to small businesses (including Charities and Trusts) and where the customer meets 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.

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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 up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Standards.

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

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
- liaise, at your request, with anyone acting formally on your behalf

Complaints should be sent to:

Operations Director, Groundsure Ltd, Nile House, Nile Street, Brighton, BN1 1HW. Tel: 01273 257 755.

Email: info@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

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

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