

Commercial Drainage and Water Report

Property	Western House, Western Way, Buttershaw, Bradford, West Yorkshire, BD6 2SZ
Date of report	10-May-2022
Our reference	CAS-190778-W1P2Y6
Prepared for	SM Account
Your reference	SM_Sample_Search

  <p>Maps</p>	  <p>Drainage</p>	  <p>Water</p>	  <p>Charging</p>
	<p>2.9 Sewerage treatment Works?</p>	<p>3.5 What is the classification of the water supply for the property?</p>	<p>4.2 Sewerage bills 4.3 Water bills</p>

At a glance

- No build over consultation is recorded.
- No S104 agreement is recorded.
- There are no sewers within the boundary.

As from 1st October 2011 ownership of private sewers and lateral drains changed in accordance with The Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011. The contents of this search reflect these changes. For further details visit www.yorkshirewater.com/the-big-transfer.aspx

Safe-Move Complaints Procedure

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have and always try to answer queries and resolve complaints quickly and in full.

Safe-Move offers a staged, robust and uniformly efficient complaints process. Formal complaints can be made via the telephone, in writing or via email. We'll investigate your complaint and try to resolve it fully. If your complaint is fair, we'll say sorry and do everything to put things right as soon as possible.

Our contact details are:

Safe-Move
PO Box 99
Bradford
BD3 7YB

Free phone: 0333 220 6664

Email: safemove@yorkshirewater.com

If you have a query or issue regarding either the provision or the content of our CON29DW Drainage and Water search, you should contact us in the first instance.

If you raised a complaint you can expect the following as a minimum standard from us:

- We will listen to your complaint and do our best to resolve it immediately.
- If we cannot resolve it at the time, we will record the details of your complaint and we will investigate and contact you within 5 working days. We will confirm our response in writing if you request it.
- If we fail to provide you with a response within 5 working days we will pay you £50.00 regardless of the outcome of your complaint.
- On occasions your complaint may require more detailed investigation. In these instances we will keep you informed of our progress and update you with new timescales if necessary.
- If you want to liaise with a third party on your behalf, just let us know.

If we consider the complaint to be justified, you can expect the following from us:

- We will provide you with a revised search and undertake action within our control to put things right in line with the products terms and conditions.
- You will be kept informed of any actions required.
- Once you have our response, if you are still not satisfied with the outcome, or the way we've handled it, you can ask for the issue to be reviewed. If this is the case you should write to us without delay, explaining why you remain dissatisfied and what action you would like us to take. The review will be independent of the original investigations and may overturn the previous decision if appropriate.
- We'll let you know the outcome of your review, in writing, within 10 working days.
- If we cannot resolve your complaint or you remain dissatisfied with the output of the review you can refer the issue to The Property Ombudsman Scheme (TPOs). You can obtain further information by visiting www.tpos.co.uk or email admin@tpos.co.uk. In addition to TPO redress scheme covering consumers, TPO will also provide redress to small businesses (including Charities and Trusts) that

meet the following criteria:

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

The Property Ombudsman's limit for compensation is £25,000



Home



Maps



Drainage



Water



Charging



Maps

Question 1.1

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



Answer

A copy of an extract from the public sewer map is included in which the location of the property is identified.

1. Public Sewers are those which Yorkshire Water Services has responsibility for.

Question 1.2

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



Answer

A copy of an extract from the map of waterworks is included in which the location of the property is identified.

1. Assets other than vested water mains may be shown on the plan, for information only.

Question 6.2

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



Answer

On the copy extract from the public sewer map the manhole cover, depth and invert levels are shown where available.



Home



Maps



Drainage



Water



Charging



Drainage

Question 2.1

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



Answer

Records indicate that foul water from the property drains to a public sewer.

Question 2.2

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



Answer

Records indicate that surface water from the property does drain to a public sewer.

Question 2.3

Is a surface water drainage charge payable?



Answer

Records confirm that a surface water drainage charge is payable for this property.

1. Where surface water charges are payable but after inspection surface water does not drain to the public sewerage system, application can be made to the Company to review the charging situation
2. It should be noted that surface water drainage charges increase annually with effect from the 1st April.

Question 2.4

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



Answer

The public sewer map indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. However, from the 1st October 2011 there may be lateral drains and/or public sewers which are not recorded on the public sewer map but which may prevent or restrict development of the property.



Home



Maps



Drainage



Water



Charging

1. Yorkshire Water Services has a statutory right of access to carry out work on its assets. Employees of Yorkshire Water Services or its contractors may, therefore, need to enter the property to carry out work.

Question 2.4.1

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



Answer

The public sewer map indicates that there is no public pumping station within the boundaries of the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

1. Pumping stations installed before 1st July 2011 were transferred into the ownership of Yorkshire Water on 1st October 2016. Pumping stations installed after 1st July 2011 will remain the responsibility of the householder unless they are the subject of an adoption agreement.

Question 2.5

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



Answer

The public sewer map included indicates that there is a public sewer within 30.48 metres (100 feet) of a building within the property.

1. As from 1st October 2011 ownership of private sewers and lateral drains changed in accordance with the Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011 consequently there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.
2. The presence of a public sewer within 30.48 metres (100 feet) of the building(s) within the property can result in the Local Authority requiring a property to be connected to the public sewer.

Question 2.5.1

Does the public sewer map indicate any public



Home



Maps



Drainage



Water



Charging

pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?



Answer

The public sewer map included indicates that there is no public pumping station within 50 metres (164.04 feet) of any buildings within the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

Question 2.6

Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement under Section 104 of the Water Industry Act 1991?



Answer

Records confirm that sewers serving the development, of which the property forms part, are not the subject of an existing adoption agreement or an application for such an agreement.

Question 2.7

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



Answer

There are no records in relation to any approval or consultation about plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain. However, the sewerage undertaker might not be aware of a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain.

1. Buildings or extensions erected over a sewer in contravention of building controls may have to be removed or altered.
2. From the 1st October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership and the sewerage undertaker may not have been approved or consulted about any plans to erect a building or extension on the property over or in the vicinity of these.

Question 2.8

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





Home



Maps



Drainage



Water



Charging

Answer

The property is not recorded as being at risk of internal flooding due to overloaded public sewers. From the 1st October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership. It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which the sewerage undertaker is not aware of. For further information it is recommended that enquiries are made of the vendor.

1. A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.
2. "Internal flooding" from public sewers is defined as flooding which enters a building or passes below a suspended floor. For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
3. At risk properties are defined as those that have suffered or are likely to suffer internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Sewerage Undertaker's reporting procedure.
4. Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the At Risk register.
5. Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the Sewerage Undertaker.
6. It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Sewerage Undertaker. This report excludes flooding from private sewers and drains and the Sewerage Undertaker makes no comment upon this matter.

Question 2.9

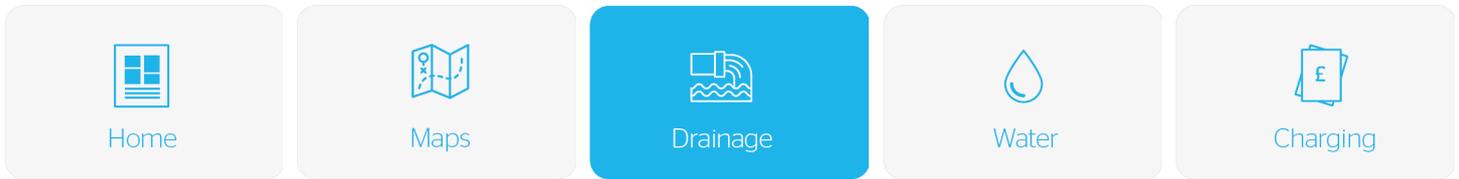
Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.



Answer

The nearest Sewage Treatment Works is HOLLINGWELL HILL/STW which is 4.2 kilometres NW and is the responsibility of Yorkshire Water Services Ltd.

1. The Sewerage undertakers records were inspected to



determine the nearest sewage treatment works. It should be noted therefore that there may be a private sewage treatment works closer than the one detailed that has not been identified.

Question 5.1 **Does the property have a trade effluent consent?**



Answer The Company's records indicate that the property does not have a consent to discharge trade effluent under S118 of the Water Services Industry Act 1991 into the public sewerage system.

Question 6.1 **Is there a wayleave/easement agreement giving the Sewerage and/or Water Undertaker the right to lay or maintain assets or right of access to pass through private land in order to reach the Company's assets?**



Answer Records indicate there is no Wayleave/Easement relating to any public sewer or vested water main located within the boundary of the property/site. However, as records may be incomplete we recommend that verification is always sought from the vendor.



Home



Maps



Drainage



Water



Charging

Water

Question 3.1 **Is the property connected to mains water supply?**



Answer Records indicate that the property is connected to mains water supply.

Question 3.2 **Are there any water mains, resource mains or discharge pipes within the boundaries of the property?**



Answer The map of waterworks does not indicate any public water mains, resource mains or discharge pipes within the boundaries of the property.

Question 3.3 **Is any water main or service pipe serving or which is proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?**



Answer Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.

Question 3.4 **Is the property at risk of receiving low water pressure or flow?**



Answer Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow.

1. It should be noted that low water pressure can occur from private supply pipes (the pipework from the external stop cock to the property) or internal plumbing which are not the responsibility of the Water Undertaker. This report excludes low water pressure from private supply pipes and internal plumbing and the Water Undertaker makes no comment upon this matter.



Home



Maps



Drainage



Water



Charging

Question 3.5

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



Answer

The water supplied to the property is classified as being soft to slightly hard water, which is river/reservoir derived and has an average water hardness of 31.6625mg/l calcium and magnesium. As we have a grid system in place whereby, we can move water around the Yorkshire region as required, occasionally the hardness of your water may vary. Hardness reacts chemically with soap and is a measure of the concentration of calcium and magnesium salts in the water. The higher the hardness, the more soap is required to form a lather. Yorkshire Water does not artificially soften or harden any of its supplies Water hardness can be expressed in various indices for example the hardness settings for dishwashers are commonly expressed in Clark's degrees, but check with the manufacturer as there are also other units.

Hardness category	Calcium (mg/l)	Calcium carbonate (mg/l)	English Clarke degrees	French degrees	General German degrees
Soft	0 to 20	0 to 50	0 to 3.5	0 to 5	0 to 2.8
Moderately soft	21 to 40	51 to 100	3.6 to 7	6 to 10	2.9 to 5.6
Slightly hard	41 to 60	101 to 150	8 to 10.5	11 to 15	5.7 to 8.4
Moderately hard	61 to 80	151 to 200	10.6 to 14	16 to 20	8.5 to 11.2
Hard	81 to 120	201 to 300	15 to 21	21 to 30	11.3 to 16.8
Very hard	Over 120	Over 300	Over 21	Over 30	Over 16.8



Home



Maps



Drainage



Water



Charging

Charging

Question 3.6 **Is there a meter installed at this property?** 

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

Question 3.7 **Please include details of the location of any water meter serving the property.** 

Answer Records indicate that the property is served by a water meter which is located externally to the property.

Question 4.1.1 **Who is responsible for providing the sewerage services for the property?** 

Answer Yorkshire Water Services Limited, Western House, Halifax Road, Bradford BD6 2SZ is/will be responsible for providing the sewerage services for the property/site.

Question 4.1.2 **Who is responsible for providing the water services for the property?** 

Answer Yorkshire Water Services Limited, Western House, Halifax Road, Bradford BD6 2SZ is/will be responsible for providing the water services for the property/site.

Question 4.2 **Who bills the property for sewerage services?** 

Answer If you wish to know who bills the sewerage services for this property then you will need to contact the current owner. For a list of all potential retailers of sewerage services for this property please visit www.open-water.org.uk.

Question 4.3 **Who bills the property for water services?** 



Home



Maps



Drainage



Water



Charging

Answer

If you wish to know who bills the water services for this property then you will need to contact the current owner. For a list of all potential retailers of sewerage services for this property please visit www.open-water.org.uk.

Appendix 1

General Interpretation

(1) In this Schedule—

“the 1991 Act” means the Water Industry Act 1991(a);

“the 2000 Regulations” means the Water Supply (Water Quality) Regulations 2000(b);

“the 2001 Regulations” means the Water Supply (Water Quality) Regulations 2001(c);

“adoption agreement” means an agreement made or to be made under Section 51A(1) or 104(1) of the 1991 Act (d);

“bond” means a surety granted by a developer who is a party to an adoption agreement;

“bond waiver” means an agreement with a developer for the provision of a form of financial security as a substitute for a bond;

“calendar year” means the twelve months ending with 31st December;

“discharge pipe” means a pipe from which discharges are made or are to be made under Section 165(1) of the 1991 Act;

“disposal main” means (subject to Section 219(2) of the 1991 Act) any outfall pipe or other pipe which—

(a) is a pipe for the conveyance of effluent to or from any sewage disposal works, whether of a sewerage undertaker or of any other person; and

(b) is not a public sewer;

“drain” means (subject to Section 219(2) of the 1991 Act) a drain used for the drainage of one building or any buildings or yards appurtenant to buildings within the same curtilage;

“effluent” means any liquid, including particles of matter and other substances in suspension in the liquid;

“financial year” means the twelve months ending with 31st March;

“lateral drain” means—

(a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or

(b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under Section 102 of the 1991 Act or in an agreement made under section 104 of that Act (e);

“licensed water supplier” means a company which is the holder for the time being of a water supply licence under Section 17A(1) of the 1991 Act(f);

“maintenance period” means the period so specified in an adoption agreement as a period of time—

(a) from the date of issue of a certificate by a sewerage undertaker to the effect that a developer has built (or substantially built) a private sewer or lateral drain to that undertaker’s satisfaction; and

(b) until the date that private sewer or lateral drain is vested in the sewerage undertaker;

“map of waterworks” means the map made available under section 198(3) of the 1991 Act (g) in relation to the information specified in subsection (1A);

“private sewer” means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a sewerage undertaker;

“public sewer” means, subject to Section 106(1A) of the 1991 Act(h), a sewer for the time being vested in a sewerage undertaker in its capacity as such, whether vested in that undertaker—

(a) by virtue of a scheme under Schedule 2 to the Water Act 1989(i);

(b) by virtue of a scheme under Schedule 2 to the 1991 Act (j);

(c) under Section 179 of the 1991 Act (k); or

(d) otherwise;

“public sewer map” means the map made available under Section 199(5) of the 1991 Act (l);

“resource main” means (subject to Section 219(2) of the 1991 Act) any pipe, not being a trunk main, which is or is to be used for the purpose of—

(a) conveying water from one source of supply to another, from a source of supply to a regulating reservoir or from a regulating reservoir to a source of supply; or

(b) giving or taking a supply of water in bulk;

“sewerage services” includes the collection and disposal of foul and surface water and any other services which are required to be provided by a sewerage undertaker for the purpose of carrying out its functions;

“Sewerage Undertaker” means the Company appointed to be the sewerage undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated;

“surface water” includes water from roofs and other impermeable surfaces within the curtilage of the property;

“water main” means (subject to Section 219(2) of the 1991 Act) any pipe, not being a pipe for the time being vested in a person other than the water undertaker, which is used or to be used by a water undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or supplier, as distinct from for the purpose of providing a supply to particular customers;

“water meter” means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises;

“water supplier” means the Company supplying water in the water supply zone, whether a water undertaker or licensed water supplier;

“water supply zone” means the names and areas designated by a water undertaker within its area of supply that are to be its water supply zones for that year; and

“Water Undertaker” means the Company appointed to be the water undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated.

(2) In this Schedule, references to a pipe, including references to a main, a drain or a sewer, shall include references to a tunnel or conduit which serves or is to serve as the pipe in question and to any accessories for the pipe.

(a) 1991 c. 56.

(b) S.I. 2000/3184. These Regulations apply in relation to England.

(c) S.I. 2001/3911. These Regulations apply in relation to Wales.

(d) Section 51A was inserted by Section 92(2) of the Water Act 2003 (c. 37). Section 104(1) was amended by Section 96(4) of that Act.

(e) Various amendments have been made to Sections 102 and 104 by section 96 of the Water Act 2003.

(f) Inserted by Section 56 of and Schedule 4 to the Water Act 2003.

(g) Subsection (1A) was inserted by Section 92(5) of the Water Act 2003.

(h) Section 106(1A) was inserted by Section 99 of the Water Act 2003.

(i) 1989 c. 15.

(k) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.

(l) Section 199 was amended by Section 97(1) and (8) of the Water Act 2003.

COMMERCIAL DRAINAGE & WATER ENQUIRY TERMS AND CONDITIONS

Customer and Clients are asked to note these terms, which govern the basis on which this drainage and water report is supplied.

1. Definition

- 1.1. Client means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property;
- 1.2. Customer means the person, company, firm or other legal body placing the Order, either on their own behalf as the Client, or, as an agent for a Client;
- 1.3. Order means any request completed by the Customer requesting the Report;
- 1.4. Property means the address or location supplied by the Customer in the Order;
- 1.5. Report means the drainage and/or water report prepared by SafeMove in respect of the Property; and
- 1.6. SafeMove means Yorkshire Water Services Limited (company number O2366682) trading as "SafeMove".

2. Agreement

- 2.1. The Company agrees to supply the Report to the Customer and the Client subject to these terms. The scope and limitations of the Report are described in clause 2 of these terms. Where the Customer is acting as an agent for the Client then the Customer shall be responsible for bringing these terms to the attention of the Client.
- 2.2. The Customer and Client agree that the placing of an Order for a Report indicates their acceptance of these terms.

3. The Report

- 3.1. The Report is produced only for use in relation to property transactions where the intended use of the property is not as a single residential domestic property or not land and buildings being or to be developed as a single residential domestic property and cannot be used for circumstances outside this remit. SafeMove shall have no liability should the Report be used otherwise than for its intended purpose.
- 3.2. Whilst The Company will use reasonable care and skill in producing the Report, it is provided to the Customer and the Client on the basis that they acknowledge and agree to the following:-
 - 3.2.1. The information contained in the Report can change on a regular basis so SafeMove cannot be responsible to the Customer and/or the Client for any change in the information contained in the Report after the date on which the Report was produced and sent to the Customer and / or the Client.

- 3.2.2. The Report does not give details about the actual state or condition of the Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.
- 3.2.3. The information contained in the Report is based upon the accuracy of the address supplied by the Customer or Client.
- 3.3. The Report may contain opinions or general advice to the Customer and/or the Client and SafeMove cannot ensure that any such opinion or general advice is accurate, complete or valid and accepts no liability therefore.
- 3.4. The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of The Company's apparatus.

4. Liability

- 4.1. Safemove shall not be liable to the Customer and/or Client for any failure defect or non-performance of its obligations arising from any failure caused by circumstances beyond the reasonable control of SafeMove.
- 4.2. Where the Customer sells this report to a Client (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) The Company shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss or damage whatsoever and the Customer shall indemnify the Company in respect of any claim by the Client.
- 4.3. The Report is produced for use as defined in clause 3.1. If used for any other purpose SafeMove shall have no liability for any loss suffered. When the Report is used for the purpose described in clause 3, SafeMove's entire liability in respect of all losses arising by reason of or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall be limited to 10,000,000 (ten million pounds). SafeMove shall not be liable for any losses in relation to the Report if it is used for non land-only transactions or residential searches.
- 4.4. Notwithstanding any other provision of this Agreement, nothing in this Agreement shall limit or exclude the liability of either Party in respect of:
- 4.4.1. death or personal injury resulting from negligence;
 - 4.4.2. fraud or fraudulent misrepresentation; or
 - 4.4.3. any other losses which cannot be excluded by law.

5. Copyright and Confidentiality

- 5.1. The Customer and the Client acknowledge that the Report is confidential and is intended for the personal use of the Client. The copyright and any other intellectual property rights in the Report shall remain the property of The Company. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided.

- 5.2. The Customer or Client is entitled to make copies of the Report but may only copy Ordnance Survey mapping or data contained in or attached to the Report, if they have an appropriate licence from the originating source of that mapping or data.
- 5.3. The Customer and Client agree (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.
- 5.4. The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.
- 5.5. The Customer and the Client agree to indemnify The Company against any losses, costs, claims and damage suffered by The Company as a result of any breach by either of them of the terms of paragraphs 5.1 to 5.4 inclusive.
- 5.6. The enquiries contained in the Report are protected by copyright owned by the Law Society of 113 Chancery Lane, London UC2A 1PL and must not be used for any purpose outside the context of the Report.
- 5.7. We are a member of the Drainage and Water Searches Network (DWSN), a membership organisation for companies who are responsible for compiling full and complete responses to the Law Society's CON29DW Residential and CON29DW Commercial products. For more information please visit www.dwsn.org.uk. The DWSN Standards are: -
- Promotion of best practice and quality.
 - Maintain adequate insurance.
 - Display the appropriate logos to signify high standards.
 - Respond to complaints in a timely fashion and provide an appropriate escalation procedure
 - Comply with all applicable UK legislation, regulations and industry standards.
 - Act in a professional and honest manner and provide a service with due care and skill.

The Property Ombudsman scheme (TPOs)

If we cannot resolve your complaint or have failed to comply with the complaints procedure, you may refer your complaint under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £25,000 to you if the Ombudsman finds that you or your client has suffered actual financial loss, distress or inconvenience. In addition to the TPO redress scheme covering consumers, TPO will also provide redress for small businesses (including Charities and Trusts) that meet the following criteria:-

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

TPOs Contact Details: The Property Ombudsman scheme Milford House 43-55 Milford Street Salisbury SP1 2BP Telephone: 01722 333306 Fax: 01722 332296 Website: www.tpos.co.uk Email: admin@tpos.co.uk

6. Payment

6.1. Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by SafeMove, without any set off, deduction or counterclaim. Unless the Customer or Client has an account with SafeMove for payment for Reports, SafeMove must receive payments for Reports in full before the Report is produced.

7. General

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

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

7.3. Nothing in this notice shall in any way restrict the Customer or Clients statutory or any other rights of access to the information contained in the Report.

7.4. In the provision of the services, SafeMove may disclose personal data provided to other companies within its group in accordance with the Data Protection Act 2018/General Data Protection Regulation and other applicable laws.

7.5. The provisions of the Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement. Unless expressly provided by this Agreement, no third party may enforce or benefit from any term of this Agreement.

Property Identifier



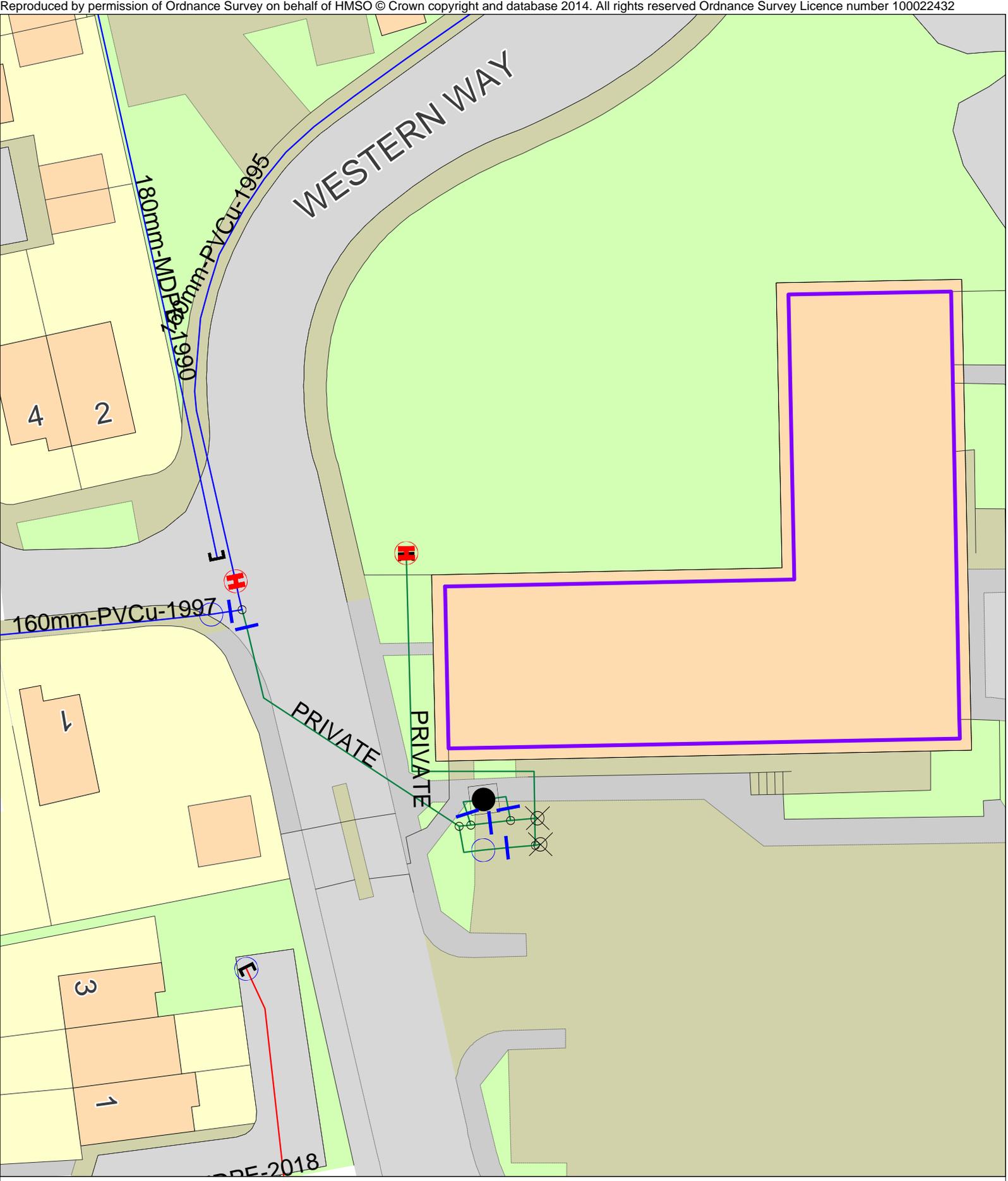
Sewer Legend

	Combined Sewer		S24 Combined Sewer
	Surface Water Sewer		S24 Surface Water Sewer
	Foul Sewer		S24 Foul Sewer
	Section 104 Sewer		Rising Main
	Overflow Sewer		Abandoned Sewer
	Syphon Sewer & Vacuum Sewer		Pumping Station
			Sewage Treatment Works

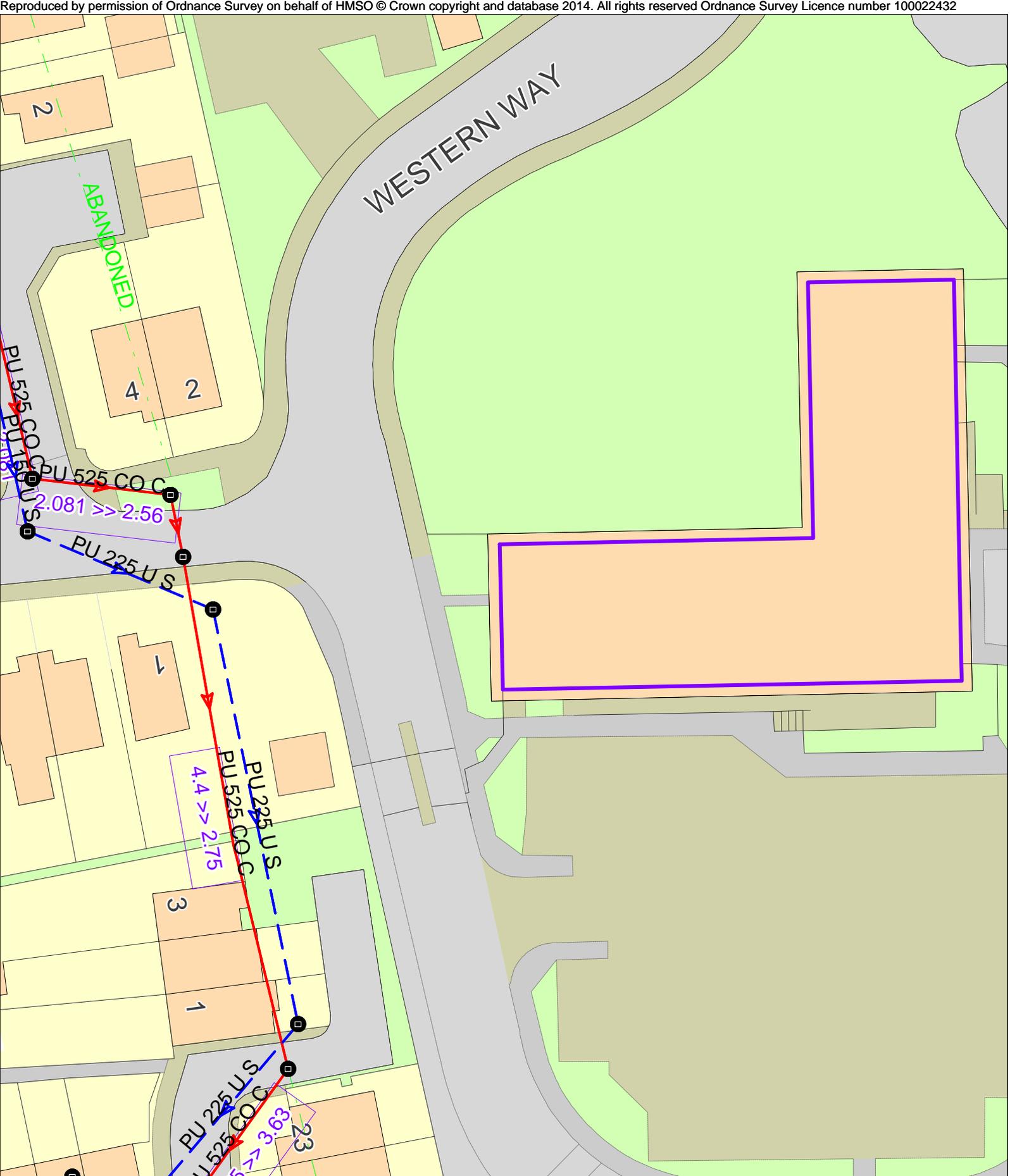
Please note that the direction of flow arrows may not always appear depending on the scale of the map.

Water Legend

	Water Main 4" and below
	Water Main 4" and above
	Raw Water Main
	Private Water Main
	Fire Hydrant
	Pumping Station



Public Clean Water Network 10/05/2022 09:54:11 OS Grid Coordinates: 414026 : 429080 Map Name : SE1429SW svcGISSafeMovePD



Public Waste Water Network 10/05/2022 09:54:12 OS Grid Coordinates: 414016 : 429069 Map Name : SE1429SW svcGISSafeMovePD