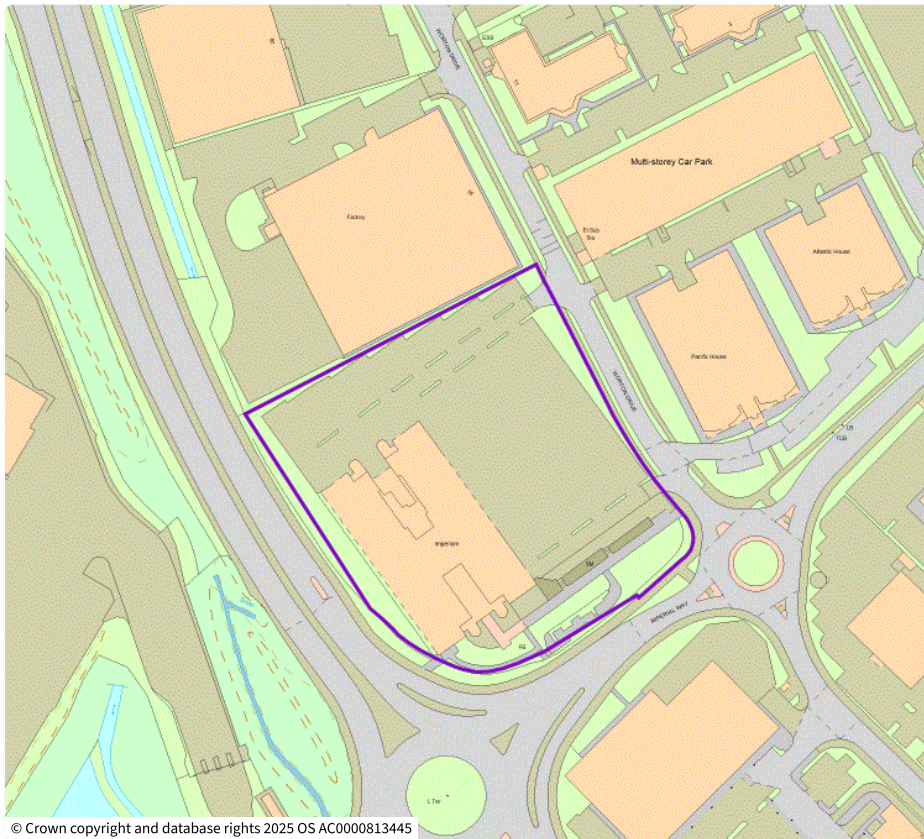


Sample Site, Sample Street, Sample Town, XX1 1XX, England

Site area: 14842 m²

Prepared for Law firm LLP
Current use Commercial
Proposed use Commercial
Transaction type Assumed purchase




Contaminated land	Page 2	Passed
On-site		Low to moderate
Off-site		Moderate
Pathways and receptors		Moderate
Operational compliance		Not Identified
Ground stability	Page 5	Identified
Radon	Page 6	Not Identified

Authored by
Consultant Name

Consultant.Name@landmark.co.uk
 0000 000000

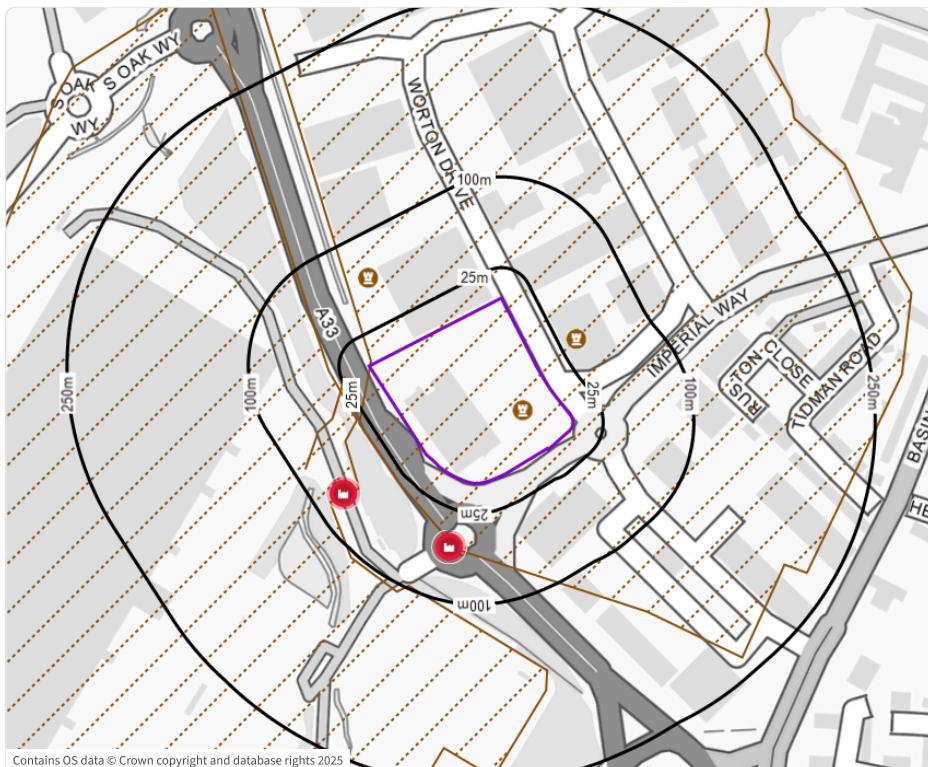
 Contaminated land summary

Passed 

Overall risk of contaminants from on-site activities	Low to moderate
Risk of contaminants from off-site activities impacting the site	Moderate
Environmental sensitivity (pathways and receptors) rating	Moderate
<p> Liability assessment</p> <p>Within the scope of this assessment no Liabilities have been identified. No further action is required</p> <p>Recommendation</p> <p>No action required</p> <p>Operational Compliance</p> <p>The Site does not appear to be engaged in activities that require permitting</p>	

Contaminated land: consultant's commentary

Passed 



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Risk	On-site	Off-site
Multiple features present		
Authorised industrial processes	Not Identified	Identified
Landfill and waste	Not Identified	Not Identified
Incidents and enforcements	Not Identified	Not Identified
Current land uses	Not Identified	Not Identified
Historical land uses	Identified	Identified

On-site Low to moderate

Historical map review:
 A review of historical maps shows the Site existed as open land in the earliest available map edition, dated 1879, with a farm and pond in the east. The farm was cleared c.1899. The pond was infilled c.1976, and the Site remained vacant until c.1985 when it was developed into an office building.

Off-site Moderate

Historical map review:
 A review of historical maps dating from 1879 shows the following potentially contaminative uses within 100m of the Site: the aforementioned farm and infilled pond extending off-site, various works from adjacent north with associated tanks, and an electrical substation 15m east.

Environmental data:
 We have identified numerous Integrated Pollution Prevention Control (IPPC) and Integrated Pollution Control (IPC) permits for various combustion processes associated with the wider industrial area. Further details can be found in the data section of this report.


Contaminated land: consultant's commentary

Passed 



Pathways and receptors

Moderate

 The general area appears to be in commercial and industrial use, with no residential properties located within 100m

No superficial deposits have been identified underlying the Site. The bedrock hydrogeology is classified as Unproductive Strata.

The Site does not lie within a groundwater Source Protection Zone (SPZ).

There are no non-potable abstraction licences within 100m.

There are no potable abstraction licences within 500m.

The nearest watercourse is a drainage channel 15m west.

Finally, no designated eco-receptors were identified within a 500m radius of the Site.

Additional sources of information

No additional sources of information have been used.

Risk	Search radius	Result
 Multiple features present		
 Water Features	100m	Identified
 Groundwater Vulnerability	On-site	Identified
 Abstraction Sensitivity	500m	Not Identified
 Environmental Designations	500m	Not Identified

Ground stability

Identified 



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Risk	Search radius	Result
 Multiple features present		
 Man-made hazards	On-site	Identified (1)
 Natural hazards	Mixed	Not Identified
 Mining	Mixed	Not Identified
 Brine and Salt	On-site	Not Identified

Summary

We have identified a risk of ground stability hazards at the site.

Recommendations


- 1 We recommend that you consult a local RICS accredited surveyor to arrange a survey for any properties on the site. The survey should assess whether any properties are affected by ground stability issues.
- 2 If any on-site properties have been built recently, contact Building Control at the Local Authority in order to check whether they were constructed to a standard that will minimise the risk of structural damage. Alternatively, the properties may benefit from building warranty through companies such as the NHBC.
- 3 Further information may be available from the Minerals and Waste Officer at the County Council and the Local Building Controls Officer.
- 4 If any active ground instability appears to be affecting properties on the site, inform your insurance company, mortgage lender, landlord or get specialist advice from a suitably qualified expert such as a structural surveyor, geotechnical engineer or chartered engineering geologist. If active ground instability does not appear to be affecting any on-site properties but the area has a potential for instability, this should be taken into account before undertaking any alterations to the existing properties, or the construction of new ones.

 Radon

Not Identified 



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Risk	Search radius	Result
 Radon risk	On-site	Not Identified

Summary

The site is not in a radon affected area. Less than 1% of buildings are estimated to be at or above the action level.

Recommendations

- 1 The result is only valid for sites above ground. All basements and cellars are considered to be at additional risk from high radon levels. If an underground room such as a cellar or basement makes up part of the living accommodation, the site should be tested regardless of the radon affected area status.
- 2 No protective measures are considered necessary in the construction of new buildings or extensions.

Data appendix

This section provides information on features and hazards that inform the previous sections. **We will only show maps and detail where hazards or features have been identified in the search buffer for the section.** There's no need to read this section unless you're after more detail.

For information on the limitations of the report, our terms and conditions, consumer protection and useful information, please see the Appendices which follow.

Understanding the data	8
Datasets searched	9
Contaminated land	
Authorised industrial processes	11
Landfill and waste	Not identified
Incidents & enforcements	Not identified
Current land uses	Not identified
Historical land uses	16
Water features	18
Groundwater vulnerability	20
Abstraction sensitivity	Not identified
Environmental designations	Not identified
Ground stability	
Man-made hazards	21
Natural factors	Not identified
Mining	Not identified
Brine and salt	Not identified

Understanding the data

Contaminated land

This section details the data used as part of our Contaminated Land Risk analysis. Each key dataset is mapped with the detail outlined in a table. We only show an appendix page with detail where we have found data to report. The relevant data has been reviewed by the report writer, supplemented by a review of historical mapping.

Search distances and buffer zones vary based on the scale of the activity and regulatory guidance. These are detailed in the maps on the individual summary pages.

Data contents

Authorised industrial processes	Current and licensed activities relevant to contaminated land and environmental controls from a range of regulatory bodies.
Landfill and waste sites	Detailed information on waste and landfill sites for the Site and surrounding area.
Incidents and enforcements	Pollution incidents, licence enforcements and prosecutions. It also includes Contaminated Land Register Entries and Notices.
Current land use	Contemporary trade directories and fuel stations. This information is indicative of operations at the Site and surrounding area, and may also relate to inactive or former land uses.
Historical land use	Selected information on historical land use for the Site and surrounding area. The data shows historical land use information collected from 1:10,000 scale mapping, and for tanks and energy facilities 1:2,500 scale mapping. This includes polygon and point based land uses digitised by Landmark.
Pathways and receptors	Information relating to the aquifer designations beneath the Site, water features, designated eco-receptors and sensitive area designations at the Site and in the surrounding area.

Ground stability

This section provides information on a range of ground stability issues; either naturally occurring or arising from previous mining activity.

We search a number of different sources of information to identify areas of past mining and infilling, including historical mapping. We also consider areas of land that could be prone to ground instability and subsidence as a result of the natural underlying geology.

Radon

This information is an estimate of the probability that a property in Great Britain is at or above the "Action Level" for radon (the level at which UK Health Security Agency recommends that radon levels should be reduced, those with an average of 200 Bq m-3 or more).

Datasets searched

Contaminated land

Authorised industrial processes

Local Authority Pollution Prevention and Controls
 Planning Hazardous Substance Consents
 Control of Major Accident Hazards Sites (COMAH)
 Notification of Installations Handling Hazardous Substances (NIHHS)
 Explosive sites
 Integrated Pollution Controls
 Registered Radioactive Substances
 Water Industry Act Referrals
 Discharge Consents
 Integrated Pollution Prevention and Control
 Local Authority Integrated Pollution Prevention and Control

Landfill and waste sites

Registered Waste Treatment or Disposal Sites
 Registered Waste Transfer Sites
 BGS Recorded Landfill Sites
 Registered Landfill Sites
 Licensed Waste Management Facilities (Landfill Boundaries)
 Local Authority Recorded Landfill Sites
 Historical Landfill Sites
 Licensed Waste Management Facilities (Locations)

Incidents and enforcements

Enforcement and Prohibition Notices
 Prosecutions Relating to Authorised Processes
 Planning Hazardous Substance Enforcements
 Prosecutions Relating to Controlled Waters
 Local Authority Pollution Prevention and Control Enforcements
 Prosecutions (Post 2000)

Contaminated Land Register Entries and Notices
 Substantiated Pollution Incident Register

Historical land use

Potentially Contaminative Industrial Uses (Past Land Use)
 Potentially Infilled Land (Non-Water)
 Potentially Infilled Land (Water)
 Historical Tanks And Energy Facilities

Current land use

Fuel Station Entries
 Contemporary Trade Directory Entries

Water features

OS VMD- water Features
 OS MM Water Network

Groundwater vulnerability

Bedrock Aquifer Designations
 Superficial Aquifer Designations
 Scottish Bedrock Aquifer Productivity
 Scottish Superficial Aquifer Productivity

Abstraction sensitivity

Water Abstractions
 Source Protection Zones

Environmental designations

National Nature Reserves
 Local Nature Reserves
 Marine Nature Reserves
 Sites of Special Scientific Interest
 National Parks
 Ramsar Sites
 Special Areas of Conservation
 Special Protection Areas

Radon

Radon

Radon Potential

Ground stability

Natural hazards

Potential for Landslide Ground Stability Hazards
 Potential for Ground Dissolution Stability Hazards
 Potential for Compressible Ground Stability Hazards
 Potential for Shrinking or Swelling Clay Ground Stability Hazards
 Potential for Running Sand Ground Stability Hazards
 Potential for Collapsible Ground Stability Hazards
 Natural Cavities

Man-made hazards

BGS Recorded Landfill Sites
 Potentially Contaminative Industrial Uses (Past Land Use)
 Former Marshes
 Potentially Infilled Land (Non-Water)
 Potentially Infilled Land (Water)

Datasets searched

Registered Landfill Sites

Licensed Waste Management Facilities (Landfill Boundaries)

Local Authority Recorded Landfill Sites

Historical Landfill Sites

Brine and salt

CBSCB Compensation District

Brine Pumping Related Features

Salt Mining Related Features

Brine Subsidence Solution Area

Mining

BGS Recorded Mineral Sites

Potentially Contaminative Industrial Uses (Past Land Use)

Non-Coal Mining Areas of Great Britain

Mining Instability

Potentially Contaminative Land Uses from large scale historical mapping

Potential Mining Areas







Man-Made Mining Cavities

Contaminated land: Authorised industrial processes

[← Back to summary](#)



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-  Multiple features present
-  Pollution prevention and controls
-  Consented discharges to controlled waters
-  Water industry act referrals
-  Hazardous substances
-  Explosive sites

Off-site			
Id	Details	Distance	Contact
Integrated pollution controls			
1	Permit Ref.: BD5194 Permit Type: Combustion Processes Process: 1.3 A (A) Combustion processes within the Fuel & Power Industry Operator: Scottish And Newcastle Uk Ltd Permit Issued: 1998-11-24 Status: Revoked - Now IPPC Address: Berkshire Brewery Imperial Way READING Berkshire RG2 0PN Positional Accuracy: Automatically positioned in the proximity of the address Source: Environment Agency	56m S	4

Contaminated land: Authorised industrial processes

[← Back to summary](#)

Off-site			
Id	Details	Distance	Contact
Integrated pollution controls			
1	Permit Ref: AG1441 Permit Type: Combustion Processes Process: 1.3 A (A) Combustion processes within the Fuel & Power Industry Operator: Courage Ltd Permit Issued: 1992-08-03 Status: Application received by HMIP but is not yet authorised Address: Berkshire Brewery Imperial Way READING RG2 0PN Positional Accuracy: Automatically positioned in the proximity of the address Source: Environment Agency	57m S	4

Off-site			
Id	Details	Distance	Contact
Integrated pollution controls			
1	Permit Ref: AU9608 Permit Type: Combustion Processes Process: 1.3 A (A) Combustion processes within the Fuel & Power Industry Operator: Scottish And Newcastle Uk Ltd Permit Issued: 1996-03-06 Status: Authorisation superseded by a substantial or non substantial variation Address: Berkshire Brewery Imperial Way READING Berkshire RG2 0PN Positional Accuracy: Automatically positioned in the proximity of the address Source: Environment Agency	61m S	4

Contaminated land: Authorised industrial processes

[← Back to summary](#)

Off-site			
Id	Details	Distance	Contact
Integrated pollution controls			
1	Permit Ref.: AA8508 Permit Type: Combustion Processes Process: 1.3 A (A) Combustion processes within the Fuel & Power Industry Operator: Scottish And Newcastle Uk Ltd Permit Issued: 1992-05-29 Status: Authorisation superseded by a substantial or non substantial variation Address: Berkshire Brewery Imperial Way READING Berkshire RG2 0PN Positional Accuracy: Automatically positioned in the proximity of the address Source: Environment Agency	62m S	4

Off-site			
Id	Details	Distance	Contact
Integrated pollution prevention and control			
2	Permit Ref.: BP5344IH Local Authority: Reading Borough Council Operator: Scottish & Newcastle Uk Limited Permit Issued: 2006-02-20 Status: Superseded By Variation Address: Berkshire Brewery, Reading Imperial Way Basingstoke Road,, Reading Berkshire RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency - South East Region	75m SW	4
2	Permit Ref.: ZP3339XK Local Authority: Reading Borough Council Operator: Dalkia Utilities Services Plc Permit Issued: 2007-12-20 Status: Superseded By Variation Address: Berkshire Brewery Imperial Way Reading RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency	75m SW	4

Contaminated land: Authorised industrial processes

[← Back to summary](#)

Off-site			
Id	Details	Distance	Contact
Integrated pollution prevention and control			
2	Permit Ref.: Bp5344ih Local Authority: Reading Borough Council Operator: Heineken Uk Limited Permit Issued: 2011-07-25 Status: Surrendered Address: Berkshire Brewery, Reading Imperial Way,Berkshire Brewery, Reading Basingstoke Road Reading RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency	75m SW	4
2	Permit Ref.: TP3834TJ Local Authority: Reading Borough Council Operator: Heineken Uk Limited Permit Issued: 2011-07-25 Status: Surrendered Address: Berkshire Brewery, Reading Imperial Way,Berkshire Brewery, Reading Basingstoke Road Reading RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency	75m SW	4

Off-site			
Id	Details	Distance	Contact
Integrated pollution prevention and control			
2	Permit Ref.: Zp3635sb Local Authority: Reading Borough Council Operator: Veolia Energy & Utility Services Uk Limited Permit Issued: 2007-12-20 Status: Superseded Address: Berkshire Brewery, Reading Imperial Way,Berkshire Brewery, Reading Basingstoke Road Reading RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency	75m SW	4
2	Permit Ref.: ZP3339XK Local Authority: Reading Borough Council Operator: Dalkia Utilities Services Plc Permit Issued: 2007-12-20 Status: Superseded By Variation Address: Berkshire Brewery, Reading Imperial Way Basingstoke Road,, Reading Berkshire RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency - South East Region	75m SW	4

Contaminated land: Authorised industrial processes

[← Back to summary](#)

Off-site			
Id	Details	Distance	Contact
Integrated pollution prevention and control			
2	Permit Ref.: NP3339FS Local Authority: Reading Borough Council Operator: Heineken Uk Ltd Permit Issued: Status: Surrender Effective Address: Berkshire Brewery, Reading Imperial Way Basingstoke Road,, Reading Berkshire RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency - South East Region	75m SW	4
2	Permit Ref.: NP3539FX Local Authority: Reading Borough Council Operator: Heineken Uk Ltd Permit Issued: Status: Surrender Effective Address: Berkshire Brewery, Reading Imperial Way Basingstoke Road,, Reading Berkshire RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency - South East Region	75m SW	4

Off-site			
Id	Details	Distance	Contact
Integrated pollution prevention and control			
2	Permit Ref.: TP3834TJ Local Authority: Reading Borough Council Operator: Heineken Uk Ltd Permit Issued: 2010-06-15 Status: Superseded By Variation Address: Berkshire Brewery, Reading Imperial Way Basingstoke Road,, Reading Berkshire RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency - South East Region	75m SW	4
2	Permit Ref.: ZP3635SB Local Authority: Reading Borough Council Operator: Dalkia Utilities Services Plc Permit Issued: 2006-02-20 Status: Superseded By Variation Address: Berkshire Brewery, Reading Imperial Way Basingstoke Road,, Reading Berkshire RG2 0PN Positional Accuracy: Automatically positioned to the address Source: Environment Agency - South East Region	75m SW	4

Contaminated land: Historical land uses

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- Multiple features present
- Potentially contaminative industrial uses
- Potentially infilled land (water)
- Historic tanks and energy facilities
- Potentially infilled land (non-water)

On-site

Id	Details	Distance	Contact
Potentially contaminative industrial uses (past land use)			
4	Usage Summary: Factory or works - use not specified Map Published: 1990	0m N	2
Potentially infilled land (water)			
3	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1913	0m N	2

Off-site

Id	Details	Distance	Contact
Potentially contaminative industrial uses (past land use)			
6	Usage Summary: Brewing & malting Map Published: 1990	31m W	2
Potentially infilled land (water)			
5	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1961	22m W	2
7	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1913	40m NE	2

Contaminated land: Historical land uses

[← Back to summary](#)

Off-site			
Id	Details	Distance	Contact
Historical tanks and energy facilities			
8	Description: Tanks Positional Accuracy: Positioned to location of cartographic text	65m NW	2

Contaminated land: Water features

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- | | | |
|--------------------|-----------|-------------------------|
| Surface water area | Transfer | Marsh |
| Tidal water area | Foreshore | Canal |
| Tidal river | Reservoir | Lock or flight of locks |
| Inland river | Lake | |

Water features		
Details	Distance	Contact
OS vectormap district water features		
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	54m NW	1
Type: SURFACE WATER AREA Data Provider: Ordnance Survey	94m SW	1
OS mastermap water network		
Name: Type: inlandRiver Level: Data Provider: Ordnance Survey	17m W	1
Name: Type: inlandRiver Level: Data Provider: Ordnance Survey	24m W	1
Name: Type: inlandRiver Level: onGroundSurface Data Provider: Ordnance Survey	30m NW	1
Name: Type: inlandRiver Level: onGroundSurface Data Provider: Ordnance Survey	39m SW	1
Name: Type: inlandRiver Level: onGroundSurface Data Provider: Ordnance Survey	43m W	1

Contaminated land: Water features

[← Back to summary.](#)

Water features		
Details	Distance	Contact
OS mastermap water network		
Name:	45m SW	1
Type: inlandRiver		
Level: onGroundSurface		
Data Provider: Ordnance Survey		
Name:	55m NW	1
Type: inlandRiver		
Level: onGroundSurface		
Data Provider: Ordnance Survey		
Name:	75m SW	1
Type: inlandRiver		
Level: underground		
Data Provider: Ordnance Survey		
Name:	90m S	1
Type: inlandRiver		
Level: onGroundSurface		
Data Provider: Ordnance Survey		
Name:	96m SW	1
Type: inlandRiver		
Level: onGroundSurface		
Data Provider: Ordnance Survey		

Contaminated land: Groundwater vulnerability

[← Back to summary.](#)

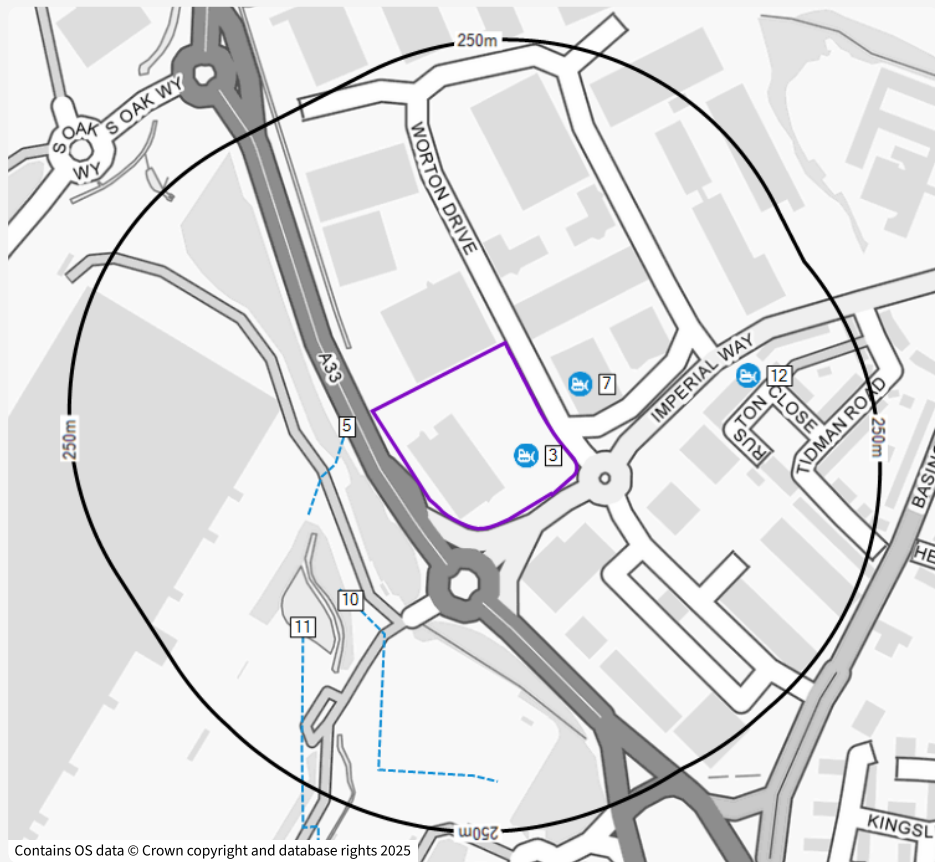


Groundwater vulnerability			
Id	Details	Distance	Contact
Bedrock aquifer designations			
9	Aquifer Type: Unproductive Strata Source: Environment Agency	0m N	4

Bedrock	Unknown	Unproductive Strata
Principal Aquifer	Superficial	Unknown
Secondary Aquifer A	Principal Aquifer	Unknown (lakes and landslips)
Secondary Aquifer B	Secondary Aquifer A	
Secondary Aquifer Undifferentiated	Secondary Aquifer B	
Unproductive Strata	Secondary Aquifer Undifferentiated	

Ground stability: Man-made hazards

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- Multiple features present
- Potentially infilled land (water)
- Potentially infilled land (non-water)
- Disturbed ground from historical maps
- Licensed waste management facilities
- BGS recorded landfill sites
- Local authority recorded landfill sites
- Registered landfill sites
- Historical landfill sites
- Former marshes

Man-made hazards			
Id	Details	Distance	Contact
Potentially infilled land (water)			
3	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1913	0m N	2
5	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1961	22m W	2
7	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1913	40m NE	2
10	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1961	105m SW	2
11	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1961	148m SW	2
12	Description: Unknown Filled Ground (Pond, marsh, river, stream, dock etc) Map Published: 1961	160m E	2

Appendices

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Report limitations

Site Solutions Commercial reports help you and your clients make informed property decisions. Our reports are 'desktop' assessments, written and quality checked by our team of expert consultants. We carry out the work in our Brighton office using data, maps and our expertise.

The report is a desktop review of information provided by the client and from selected private and public databases. It does not include a site investigation, nor are specific information requests made of the regulatory authorities for any relevant information. Therefore, Landmark cannot guarantee that all issues of concern will be identified by this report, or that the data and information supplied to it by third parties is accurate and complete. We do not accept responsibility for inaccurate data provided by external data providers.

The methodology for the contaminated land risk assessment and the conclusions drawn therefrom are the responsibility of Landmark Information Group Ltd.

This report is not designed to be printed. Please store it securely online, and consider the environment before you print.

Methodology

Contaminated land risk

For this section of the report we assess the condition of the land. We see whether the land could be 'Contaminated Land' under the relevant legislation. This section of the report meets the requirements for an independent site report. This is the recommendation of the Law Society Practice Note on Contaminated Land.

The main legislation is Part 2A of the Environmental Protection Act 1990. The Contaminated Land legislation asks whether a 'plausible contaminant-pathway-receptor relationship' exists. If we identify a relationship, then our consultants will assess the potential significance. We define Liabilities as the potential for remedial works under Part 2A of the Environmental Protection Act 1990.

If the Site is to have a change of use, then we also consider relevant requirements under the Planning Regime. It may be that the level of contamination will only become an issue if the Site is to be redeveloped. An example of this is when former industrial land is redeveloped for housing. If the Site is to be redeveloped then it could also include remedial works required under the planning regime. These remedial works may be the responsibility of the Site owner or occupier.

We will issue one of the following Liability statements, in line with Defra's recommended four stage test.

Assessment	Liability Statement	Defra Category
● Passed	Within the scope of this assessment no Liabilities have been identified. No further action is required.	3 or 4
● Passed with guidance	Within the scope of this assessment no Liabilities have been identified. However, your attention is drawn to the guidance suggested.	3 or 4
● Further action	We have identified potential soil and/or groundwater liabilities. To quantify these we recommend you undertake the action outlined below.	Potentially 1 or 2

The operational compliance section of the report considers whether the Site is, or is likely to be, engaged in activities that require environmental permits. If any active permits are identified on Site they will be listed in this section as well as considered in the on-site sources of the consultant's commentary. The overall outcome on the front page of the report is either 'Identified' or 'Not Identified'.

Radon methodology

This report informs you whether any properties on site are in a Radon Affected Area and the percentage of homes in that category that are estimated to be at or above the radon Action Level. This does not necessarily mean there is a radon problem in any onsite properties; the only way to find out whether any existing property is above or below the Action Level is to carry out a radon measurement.


Useful contacts

1 Ordnance Survey

Adanac Drive
Southampton
SO16 0AS

 www.ordnancesurvey.co.uk

 customerservices@ordnancesurvey.co.uk


 03456 05 05 05

2 Landmark Information Group Limited

Landmark Information Group
Imperium
Imperial Way
Reading
RG2 0TD

 www.landmark.co.uk

 helpdesk@landmark.co.uk


 0330 036 6619

3 British Geological Survey, Enquiry Service

British Geological Survey
Environmental Science Centre
Keyworth
Nottingham
NG12 5GG

 www.bgs.ac.uk


 enquiries@bgs.ac.uk

 0115 936 3143

4 Environment Agency, National Customer Contact Centre (NCCC)

PO Box 544
Templeborough
Rotherham
S60 1BY

 enquiries@environment-agency.gov.uk

 03708 506 506

5 Environment Agency, Head Office

Rio House
Waterside Drive
Aztec West, Almondsbury
Bristol
BS32 4UD

 01454 624400

Important consumer protection information



This search has been produced by:

Landmark Information Group Limited

Imperium
Imperial Way
Berkshire
RG2 0TD

✉ helpdesk@landmark.co.uk

☎ 0330 036 6619

Conveyancing Information Executive (CIE) standards

Landmark adheres to the Conveyancing Information Executive (CIE) standards

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill.
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions.
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- The standards can be seen here: <http://www.conveyinfoexec.com>

Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award 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 TPO.

TPOs

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

🌐 www.tpos.co.uk

✉ admin@tpos.co.uk

☎ 01722 333306

Complaints procedure

If you want to make a complaint to Landmark, we will:

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

Complaints should be sent to:

Customer Services Manager

Landmark Information
Imperium
Imperial Way
Reading
RG2 0TD

✉ helpdesk@landmark.co.uk

☎ 0330 036 6619

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

Terms and conditions and copyright statement

Argyll Environmental Terms and Conditions

Argyll Environmental Terms and Conditions for Site Solutions and Flood Solutions reports can be found here: <https://www.landmark.co.uk/wp-content/uploads/2022/07/Argyll-SiteSolutions-and-FloodSolutions-TsCs-3.5-Jan-2022.pdf>. Should you experience difficulties, please call our Customer Service Team on 0330 036 6619.

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