Rossi Long Consulting

Land at St Neots Road, Hardwick, Cambridgeshire

Flood Risk and Foul and Surface Water Drainage Statement

February 2020

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1. Executive Summary

1.1. This Flood Risk and Foul and Surface Water Drainage Statement has been commissioned in respect of Land at St Neots Road, Hardwick, Cambridgeshire to be referred to hereafter as `the Site'.

1.2. The purpose of this report is to provide information on the flood risks associated with the Site; and the strategy for managing surface water runoff. Surface water runoff will be managed using a sustainable approach to ensure there are no increased risks of flooding to surrounding areas, and that the Site itself is not at risk of flooding.

1.3. This report has been produced to support representations to the emerging 'Greater Cambridge Local Plan' Issues and Options consultation.

1.4. The Site is not in an area of fluvial flood risk (i.e. from rivers) and the whole of the Site is located in Flood Zone 1 (lowest probability of flooding). Consequently, the Site meets the requirements of the Sequential Test in directing development towards areas with lowest flood risk and therefore flood risk does not present a constraint.

1.5. There are some limited areas of surface water (overland flow) flooding within the Site. However, surface water will be managed through the design process to ensure surface water is appropriately managed. Consequently, surface water flooding is not a constraint.

1.6. The Site is not at flood risk from reservoirs or other man-made sources.

1.7. Surface water runoff will be managed using SuDS methods with runoff attenuated on-Site and a restricted discharge to the existing highway watercourse to the north of the Site. The discharge rate to the watercourse will be controlled to Qbar. The attenuation storage will be provided for up to the 100-year storm event with appropriate allowance for climate change and 'urban creep'.

1.8. Exceedance flooding (i.e. surface water runoff in excess of the design storm event) will be routed through the Site to areas of least vulnerability to ensure no flooding of new homes or buildings either on or off the Site.

1.9. A gravity foul water solution has been identified with a discharge to the existing Anglian Water network in St Neots Road. Any upgrade works required downstream with be carried out under Anglian Water's zonal charge with no additional cost to the developer.

2. Introduction

2.1. This Flood Risk and Foul and Surface Water Drainage Statement has been commissioned in respect of Land at St Neots Road, Hardwick, Cambridgeshire to be referred to hereafter as `the Site'.

2.2. The purpose of this report is to provide information on the flood risks associated with the Site; and the strategy for managing surface water runoff. Surface water runoff will be managed using a sustainable approach to ensure there are no increased risks of flooding to surrounding areas, and that the Site itself is not at risk of flooding.

2.3. The report also identifies a feasible option for the discharge of waste water from the scheme.

2.4. This report has been produced to support representations to the emerging 'Greater Cambridge Local Plan' Issues and Options consultation.

3. The Site

Site Location

3.1. A Site Location Plan is provided within **Appendix A**.

3.2. The `Site' is located to the rear of existing properties on St Neots Road, Hardwick with access directly off St Neots Road. The Site area is approximately **6.65 ha**.

Scheme Proposals

3.3. A Concept Masterplan is provided within **Appendix B**.

3.4. The Illustrative Concept Masterplan provides for the following uses:

- Up to 150 new homes;
- Provision of Public Open Space;
- Sustainable Drainage Systems and;
- Access Infrastructure.

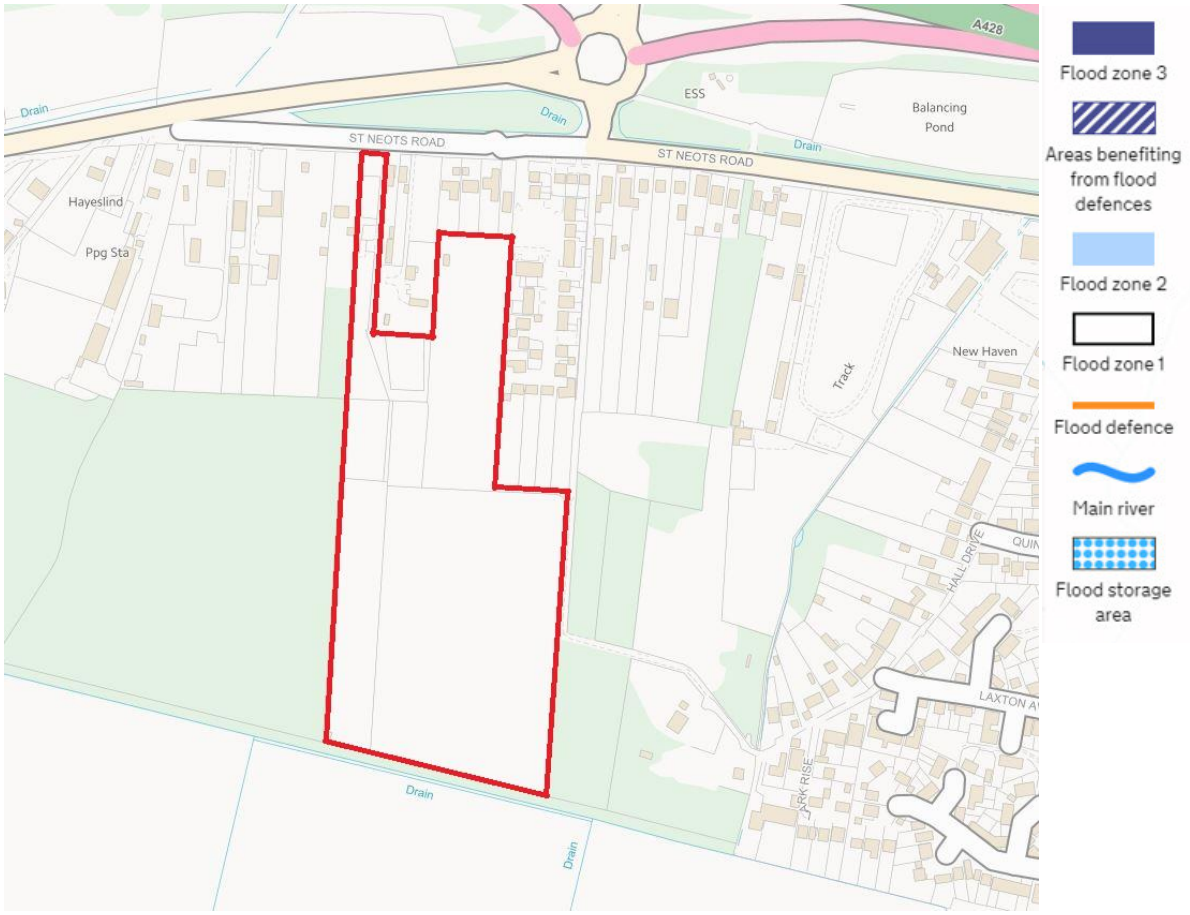
4. Flood Risk

Flood Risk from Rivers and The Sea

4.1. The Site is located within Flood Zone 1 (Low Risk) as shown in Fig. 1.1. Flood Zone 1 is a low probability flood zone and comprises land assessed as having a less than 1 in 1000 annual probability of river or sea flooding in any year (< 0.1%). Consequently, development meets the requirements of the Sequential Test and is suitable for all forms of development.

4.2. The nearest watercourse is a highway ditch to the north of the Site to the south of St Neots Road, there are no flood risks highlighted as being associated with this watercourse.

Fig. 1.1: Flood Map for Planning (Risk from Rivers and The Sea)



Flood Risk from Surface Water

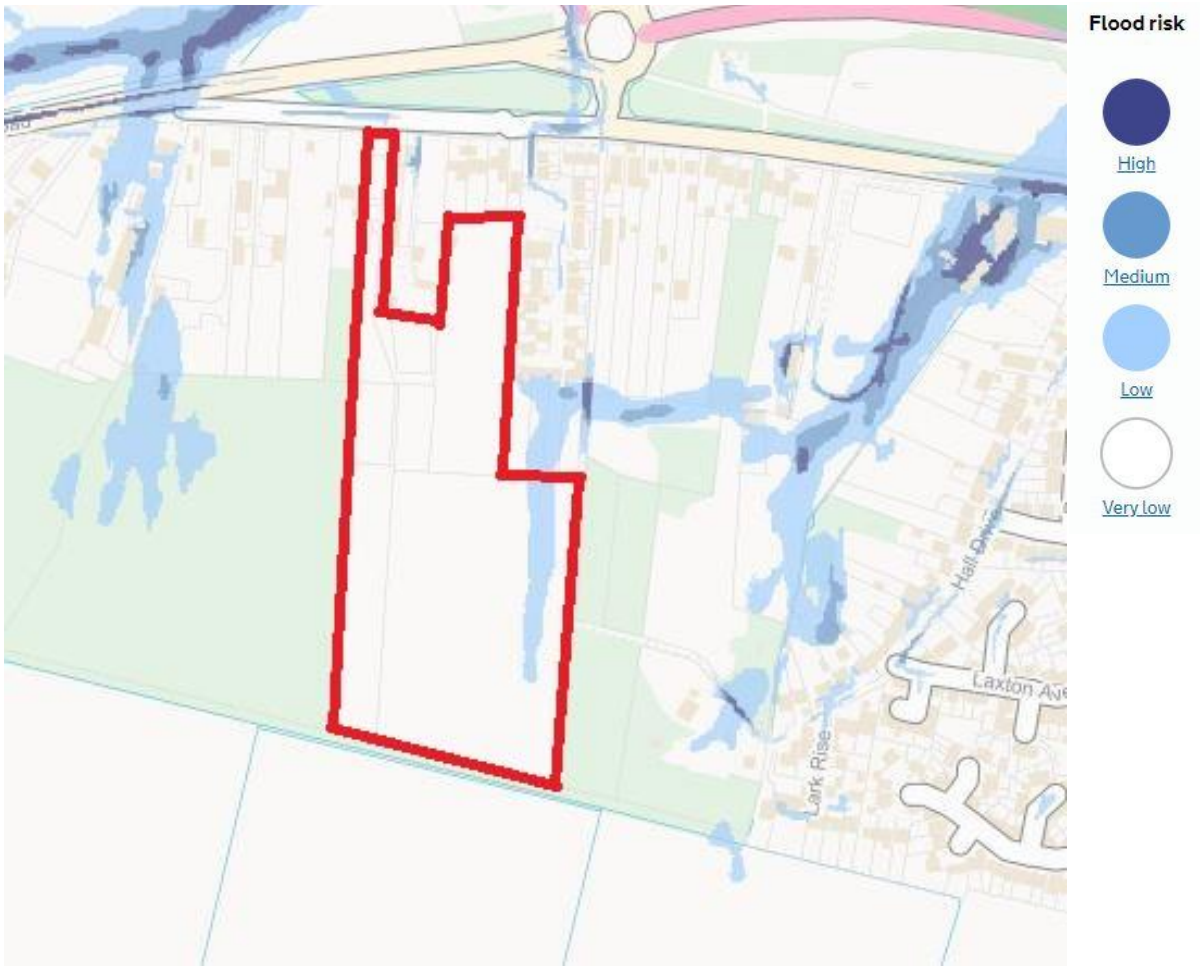
4.3. The majority of the Site is at a 'very low' risk of surface water flooding. This means this area has a chance of flooding of less than 0.1% (< 1 in 1000);

4.4. There is a 'low risk' area of overland surface water flow to the eastern boundary of the Site as indicated in Fig. 1.2. This means that each year this area has a chance of flooding of between 0.1% and 1% (1 in 1000 to 1 in 100).

4.5. There are no areas of 'medium' or 'high' risk present on the Site.

4.6. Based upon the Site topography even in areas highlighted as 'low' risk it is considered unlikely any flooding would occur, however as a precaution all finished floor levels in this area will be set at least 300mm above existing ground levels.

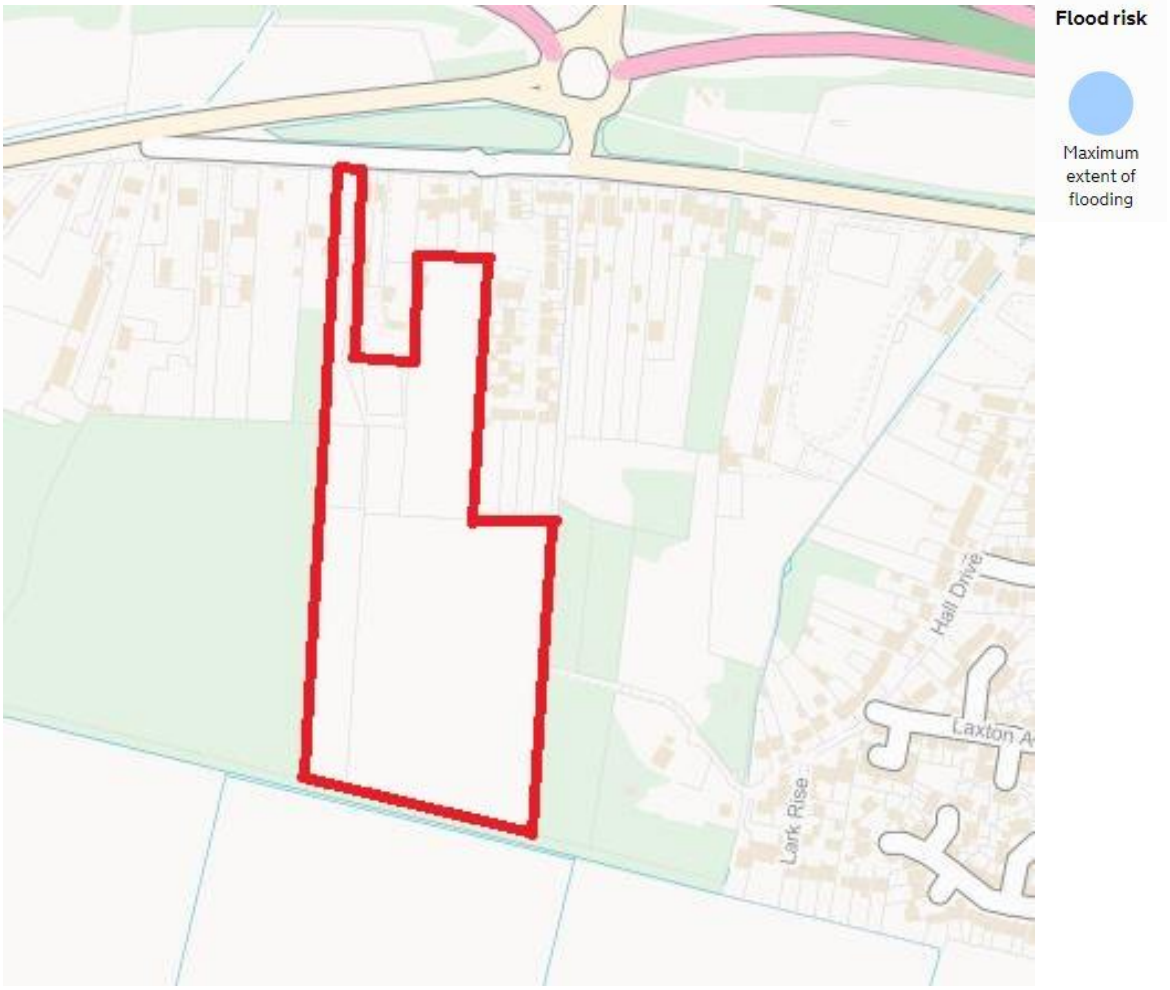
Fig. 1.2: Flood Risk from Surface Water



Flood Risk from Reservoirs

4.7. There are no flood risks from reservoirs and other artificial structures associated with the Site as shown in Fig. 1.3

Fig. 1.3: Flood Risk from Reservoirs



5. Surface Water Drainage Strategy

5.1. Surface water runoff from the Site will be managed using sustainable drainage (SuDS) methods to ensure that there is no increased flood risk to offsite areas, and that the Site itself is not at risk of flooding.

5.2. The surface water drainage strategy will conform to the Surface Water Drainage Hierarchy as described in the SuDS Manual (C753) (2015) and Approved Document H of the Building Regulations 2010 (2015). The Hierarchy is as follows:

i. Infiltration

ii. Discharge to surface waters

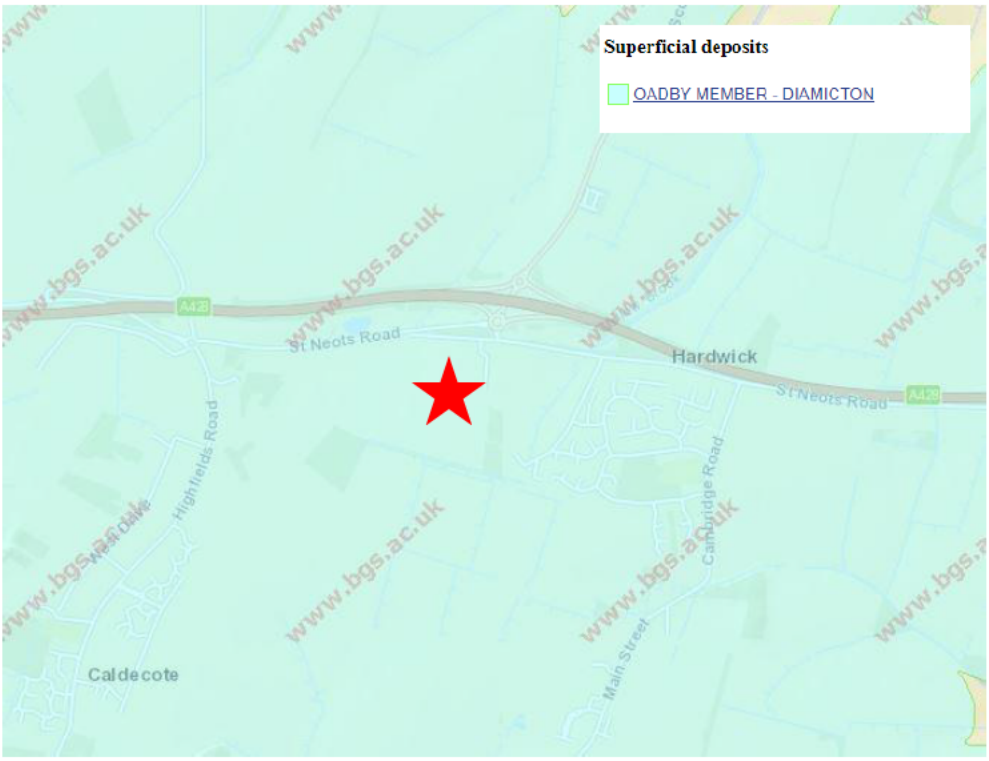
iii. Discharge to a surface water sewer, highway drain or other drainage system

iv. Discharge to a combined sewer

5.3. British Geological Society (BGS) Survey information has been studied to identify the Site's geological properties. The following figures demonstrate the information extracted with the approximate Site Location denoted by a star symbol.

5.4. Figure 2.1. overleaf, indicates that the Site's superficial deposits are classified as Oadby Member (Diamicton).

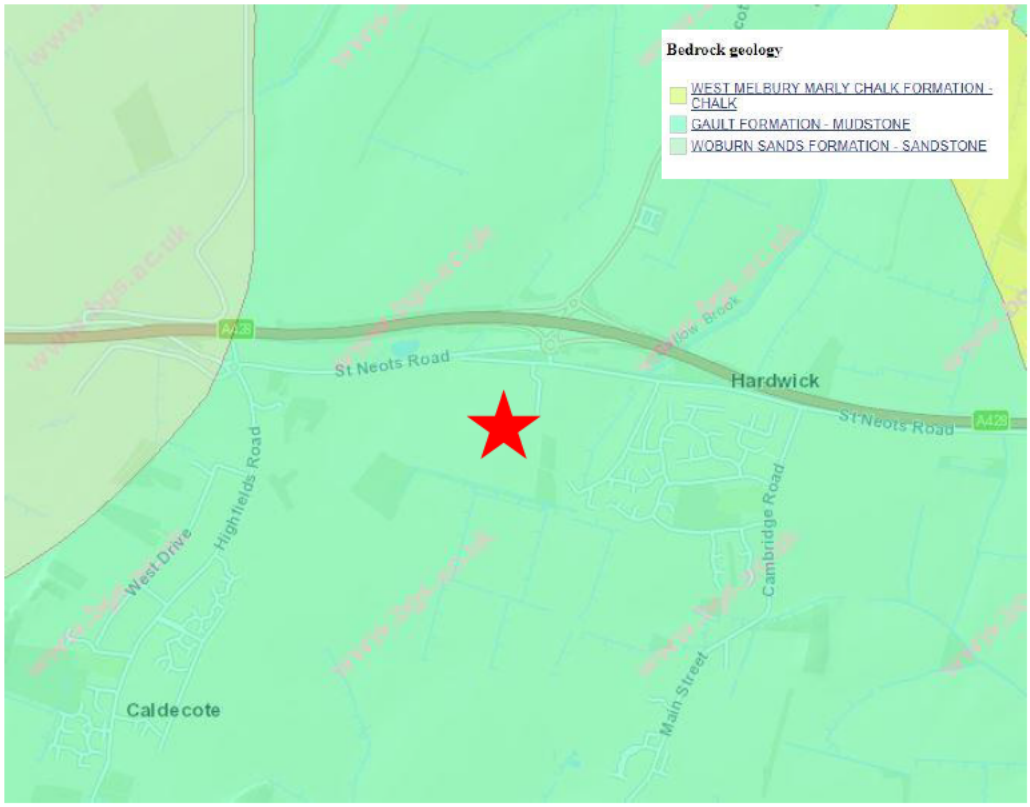
Fig. 2.1: British Geological Surveys – Superficial Geology Map



5.5. It is not anticipated the Oadby Member (Diamicton) is suitable for infiltration drainage.

5.6. Figure 2.2. indicates that the Site is underlain by Gault Formation (Mudstone) bedrock.

Fig. 2.2: British Geological Surveys – Bedrock Geology Map



5.7. Infiltration testing was undertaken as part of the existing Outline Planning Permission S/3064/16/OL to the east of the Site. The tests failed meaning an alternative surface water solution needed to be identified.

5.8. In accordance with the hierarchy, on the basis infiltration is not possible on Site it is proposed to utilise the next option, discharge to a watercourse.

5.9. To the north of the Site, to the south of St Neots Road, is an existing highway watercourse. The topography indicates the western section of the Site falls towards this watercourse and as such it will be utilised to discharge surface water runoff from the proposed scheme.

5.10. The surface water run-off to the watercourse will be restricted to the appropriate run-off rate for the equivalent storm event. The UKSuDS website has been utilised to calculate greenfield rates for the Site based upon an assumed impermeable area of 50%. The results are included in Appendix D. The calculated rates are as follows:

Rainfall Event	**Rate (l/s)**
Qbar (mean annual maximum flow rate)	7.00
1 in 1 year	6.09
1 in 30 years	17.15
1 in 100 years	24.92

5.11. On the basis that the annual run-off volume will exceed that of the pre-development rate the discharge from the Site will be restricted to Qbar in accordance with best practice.

5.12. An attenuation basin will be provided, designed for the 1% AEP (100-year storm event) with appropriate allowance for climate change (currently 40%) and urban creep.

5.13. Initial Micro Drainage calculations have been undertaken for an attenuation basin. The total basin volume is 3,210m³ (including an allowance for 300mm freeboard). This is based upon a maximum water depth of 1.5m and 1 in 3 side slopes. Micro Drainage calculations are presented in **Appendix D**.

5.14. There is however potential to the size of the attenuation, and provide further improvements to water quality, through the use of open swales which will be incorporated as the detailed scheme design is progressed.

5.15. A Surface Water Drainage Strategy Plan is provided in **Appendix E** illustrating the above.

5.16. Exceedance flows i.e. runoff in excess of the design storm event will be routed to areas of least vulnerability to ensure there is no adverse impact on surrounding areas.

6. Foul Water Drainage Strategy

6.1. Existing Anglian Water sewer records have been obtained to confirm a potential point of connection. These are included in **Appendix F**. Existing Manholes 4701 and 5701 are located to the west and east of the proposed Site access onto St Neots Road. A new manhole will be constructed on this run to discharge foul water flows from the proposed scheme.

6.2. Calculations have been undertaken to confirm discharge into St Neots Road can be made by gravity without the need for a pumping station.

6.3. The Site is located within the catchment of Uttons Drove Water Recycling Centre (WRC). An Anglian Water Pre-Planning Report was produced for the existing Outline Planning Permission S/3064/16/OL to the east of the Site, at the time of the report (February 2016) there was capacity at the WRC.

6.4. Uttons Drove WTC is also highlighted as a WRC to obtain improvements (increased drainage capacity) in Anglian Water's 'Water Recycling Long-Term Plan' (September 2018) by 2027 to accommodate emerging growth in the region.

6.5. Any downstream reinforcement/upgrade works required downstream of the discharge point or at the Water Treatment Works will be undertaken by Anglian Water under the zonal charge at no additional cost to the Developer.

7. Conclusions

7.1. This Flood Risk and Foul and Surface Water Drainage Statement demonstrates that the Site is located in an area of Low flood risk and is therefore suitable for development.

7.2. Surface water runoff can be managed using sustainable drainage methods to ensure no adverse flood risk impact on new and offsite development, or on the wider environment.

7.3. A feasible strategy for the discharge of waste water from the Site has been identified.

7.4. This report does not identify any constraints to the deliverability of the proposed scheme.

APPENDIX A

Site Location Plan

Project Name

0092 : Land South of St. Neots Road, Hardwick, Cambdridge

Drawing Title

Site Location Plan

Drawn	Check	Scale	@	Date	Drawing No.	Rev
MP	SBF	1:5,000	A4	28/11/2017	0092/100	

PIGEON
Pigeon Investment Management Ltd
Linden Square
146 King's Road
Bury St Edmunds
IP33 3DJ

APPENDIX B

Concept Masterplan

LIZ LAKE
ASSOCIATES
LANDSCAPE ARCHITECTS
office@lizlake.com www.lizlake.com

Key

Existing Features

- Site Boundary
- Existing Vegetation

Proposed Features

- Attenuation Basin
- Proposed SWALE
- Principle Avenue Trees
- Secondary Avenue Trees
- Native and Parkland Trees
- Public Open Space
- Amenity Grass
- Woodland Belt
- Proposed Native Buffer Planting
- LEAP
- Primary Vehicular Links
- Secondary Vehicular Links
- Emergency Access
- Pedestrian/Cycle Link
- Areas for Development

Project: Land South of St Neots Road, Hardwick
Client: Pigeon Land 2 Ltd
Date: February 2020
Scale: NTS
Status: Draft

APPENDIX C

UKSuDS Greenfield Run-off Estimation

HR Wallingford
Working with water

Greenfield runoff estimation for sites

www.uksuds.com | Greenfield runoff tool

Calculated by:

Site name: Land off St Neots Road

Site location: Hardwick, Cambridgeshire

This is an estimation of the greenfield runoff rate limits that are needed to meet normal best practice criteria in line with Environment Agency guidance "Preliminary rainfall runoff management for developments", W5-074/A/TR1/1 rev. E (2012) and the SuDS Manual, C753 (Ciria, 2015). This information on greenfield runoff rates may be the basis for setting consents for the drainage of surface water runoff from sites.

Site coordinates

Latitude: 52.21707° N

Longitude: 0.00266° W

Reference:

Date: 2019-07-18 12:45

Methodology	IH124

Site characteristics

Total site area (ha)	3.33

Methodology

Qbar estimation method	Calculate from SPR and SAAR
SPR estimation method	Calculate from SOIL type

	Default	Edited
SOIL type	3	3
HOST class	---	---
SPR/SPRHOST	0.37	0.37

Hydrological characteristics

	Default	Edited
SAAR (mm)	536	536
Hydrological region	5	5
Growth curve factor: 1 year	0.87	0.87
Growth curve factor: 30 year	2.45	2.45
Growth curve factor: 100 year	3.56	3.56

Notes:

(1) Is Q_{BAR} < 2.0 l/s/ha?

(2) Are flow rates < 5.0 l/s?

(3) Is SPR/SPRHOST ≤ 0.3?

Greenfield runoff rates

	Default	Edited
Qbar (l/s)	7	7
1 in 1 year (l/s)	6.09	6.09
1 in 30 years (l/s)	17.15	17.15
1 in 100 years (l/s)	24.92	24.92

APPENDIX D

Micro Drainage Surface Water Storage Calculations

Summary of Results for 100 year Return Period (+40%)

Storm Event	Max Level (m)	Max Depth (m)	Max Control (l/s)	Max Volume (m³)	Status
15 min Summer	63.159	0.599	7.0	891.1	O K
30 min Summer	63.311	0.751	7.0	1144.8	O K
60 min Summer	63.456	0.896	7.0	1395.9	O K
120 min Summer	63.591	1.031	7.0	1639.0	O K
180 min Summer	63.663	1.103	7.0	1772.5	O K
240 min Summer	63.709	1.149	7.0	1860.1	O K
360 min Summer	63.766	1.206	7.0	1970.2	O K
480 min Summer	63.805	1.245	7.0	2045.0	O K
600 min Summer	63.831	1.271	7.0	2096.6	O K
720 min Summer	63.850	1.290	7.0	2133.3	O K
960 min Summer	63.872	1.312	7.0	2177.6	O K
1440 min Summer	63.884	1.324	7.0	2201.4	O K
2160 min Summer	63.863	1.303	7.0	2159.6	O K
2880 min Summer	63.824	1.264	7.0	2083.1	O K
4320 min Summer	63.753	1.193	7.0	1945.1	O K
5760 min Summer	63.689	1.129	7.0	1822.2	O K
7200 min Summer	63.629	1.069	7.0	1709.0	O K
8640 min Summer	63.570	1.010	7.0	1600.4	O K
10080 min Summer	63.510	0.950	7.0	1491.8	O K
15 min Winter	63.225	0.665	7.0	998.9	O K
30 min Winter	63.392	0.832	7.0	1283.7	O K

Storm Event	Rain (mm/hr)	Flooded Volume (m³)	Discharge Volume (m³)	Time-Peak (mins)
15 min Summer	143.954	0.0	591.3	27
30 min Summer	92.629	0.0	588.0	42
60 min Summer	56.713	0.0	1146.0	72
120 min Summer	33.583	0.0	1097.0	132
180 min Summer	24.424	0.0	1068.2	190
240 min Summer	19.389	0.0	1051.1	250
360 min Summer	13.924	0.0	1031.8	370
480 min Summer	11.018	0.0	1021.5	488
600 min Summer	9.182	0.0	1016.6	608
720 min Summer	7.908	0.0	1015.1	728
960 min Summer	6.245	0.0	1018.6	966
1440 min Summer	4.471	0.0	1016.5	1444
2160 min Summer	3.197	0.0	2063.6	2160
2880 min Summer	2.518	0.0	2000.1	2620
4320 min Summer	1.796	0.0	1874.1	3328
5760 min Summer	1.413	0.0	3362.6	4096
7200 min Summer	1.172	0.0	3473.5	4904
8640 min Summer	1.006	0.0	3540.2	5784
10080 min Summer	0.884	0.0	3497.2	6568
15 min Winter	143.954	0.0	594.8	27
30 min Winter	92.629	0.0	575.4	41

[redacted]

Hardwick, Cambridgeshire

Date 07/02/2020 | Designed by Ryan Bruty

File Pond 1 Calcs 18-07-19.SRCX | Checked by

Innovyze | Source Control 2019.1

Summary of Results for 100 year Return Period (+40%)

Storm Event	Max Level (m)	Max Depth (m)	Max Control (l/s)	Max Volume (m³)	Status
60 min Winter	63.551	0.991	7.0	1566.0	O K
120 min Winter	63.698	1.138	7.0	1839.6	O K
180 min Winter	63.777	1.217	7.0	1990.9	O K
240 min Winter	63.828	1.268	7.0	2090.9	O K
360 min Winter	63.893	1.333	7.0	2218.3	O K
480 min Winter	63.936	1.376	7.0	2306.1	Flood Risk
600 min Winter	63.967	1.407	7.0	2368.1	Flood Risk
720 min Winter	63.989	1.429	7.0	2413.2	Flood Risk
960 min Winter	64.017	1.457	7.0	2471.2	Flood Risk
1440 min Winter	64.038	1.478	7.0	2514.5	Flood Risk
2160 min Winter	64.028	1.468	7.0	2492.6	Flood Risk
2880 min Winter	63.994	1.434	7.0	2423.8	Flood Risk
4320 min Winter	63.908	1.348	7.0	2248.0	O K
5760 min Winter	63.830	1.270	7.0	2093.3	O K
7200 min Winter	63.751	1.191	7.0	1940.0	O K
8640 min Winter	63.671	1.111	7.0	1789.0	O K
10080 min Winter	63.590	1.030	7.0	1638.1	O K

Storm Event	Rain (mm/hr)	Flooded Volume (m³)	Discharge Volume (m³)	Time-Peak (mins)
60 min Winter	56.713	0.0	1118.1	70
120 min Winter	33.583	0.0	1066.0	130
180 min Winter	24.424	0.0	1046.2	188
240 min Winter	19.389	0.0	1038.0	246
360 min Winter	13.924	0.0	1035.6	364
480 min Winter	11.018	0.0	1043.4	482
600 min Winter	9.182	0.0	1054.4	600
720 min Winter	7.908	0.0	1061.8	716
960 min Winter	6.245	0.0	1068.5	950
1440 min Winter	4.471	0.0	1063.4	1412
2160 min Winter	3.197	0.0	2087.9	2084
2880 min Winter	2.518	0.0	2049.0	2740
4320 min Winter	1.796	0.0	1978.9	3464
5760 min Winter	1.413	0.0	3753.9	4384
7200 min Winter	1.172	0.0	3848.0	5328
8640 min Winter	1.006	0.0	3766.1	6232
10080 min Winter	0.884	0.0	3596.6	7160

Rainfall Details

Rainfall Model	FSR	Winter Storms	Yes
Return Period (years)	100	Cv (Summer)	0.750
Region	England and Wales	Cv (Winter)	0.840
M5-60 (mm)	20.000	Shortest Storm (mins)	15
Ratio R	0.450	Longest Storm (mins)	10080
Summer Storms	Yes	Climate Change %	+40

Time Area Diagram

Total Area (ha) 3.330

Time From:	(mins) To:	Area (ha)	Time From:	(mins) To:	Area (ha)	Time From:	(mins) To:	Area (ha)
0	4	1.110	4	8	1.110	8	12	1.110

Model Details

Storage is Online Cover Level (m) 64.360

Tank or Pond Structure

Invert Level (m) 62.560

Depth (m)	Area (m²)	Depth (m)	Area (m²)
0.000	1353.0	1.800	2252.0

Hydro-Brake® Optimum Outflow Control

Unit Reference	MD-SHE-0116-7000-1500-7000
Design Head (m)	1.500
Design Flow (l/s)	7.0
Flush-Flo™	Calculated
Objective	Minimise upstream storage
Application	Surface
Sump Available	Yes
Diameter (mm)	116
Invert Level (m)	62.560
Minimum Outlet Pipe Diameter (mm)	150
Suggested Manhole Diameter (mm)	1200

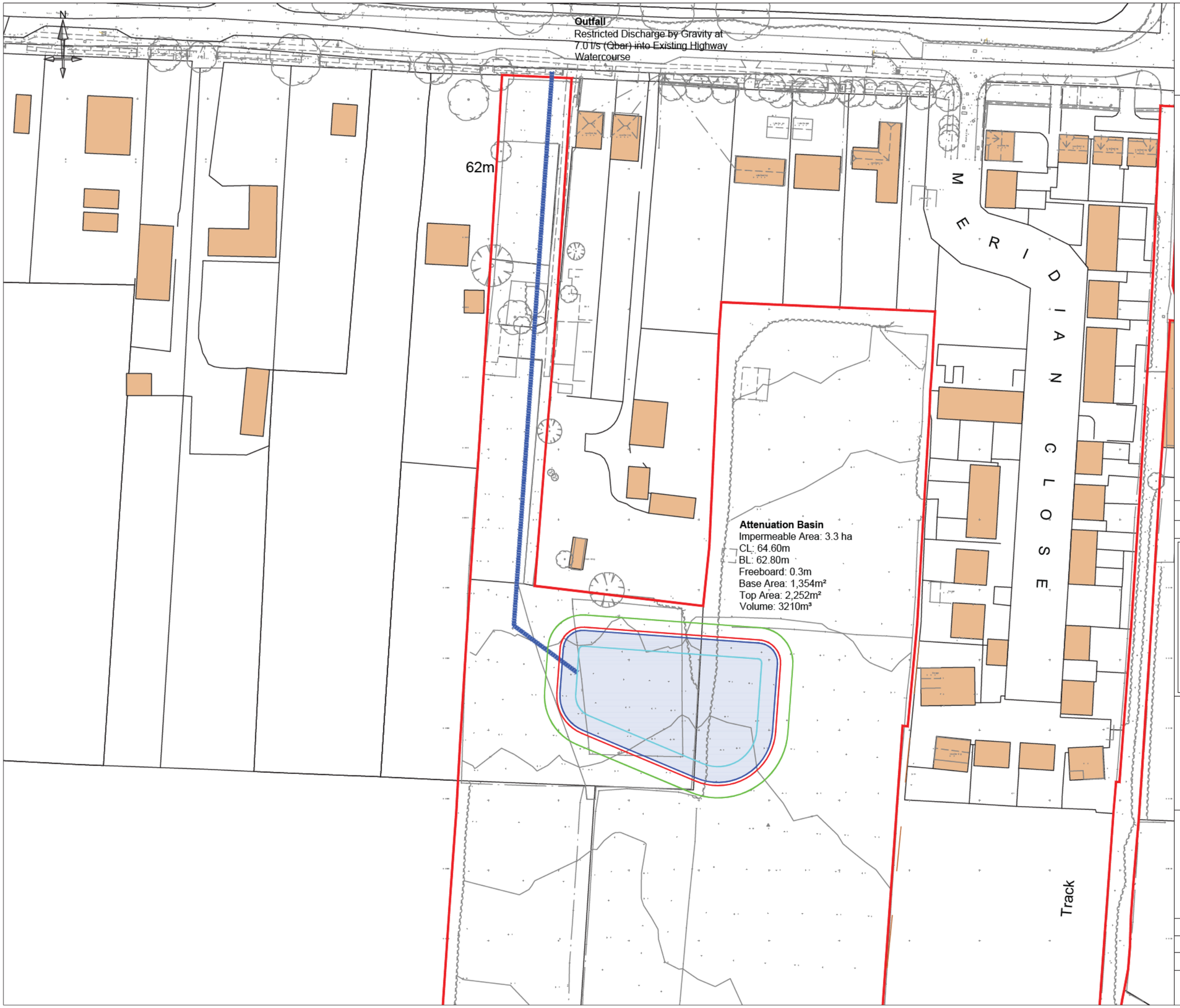
Control Points	Head (m)	Flow (l/s)
Design Point (Calculated)	1.500	7.0
Flush-Flo™	0.448	7.0
Kick-Flo®	0.926	5.6
Mean Flow over Head Range	-	6.1

The hydrological calculations have been based on the Head/Discharge relationship for the Hydro-Brake® Optimum as specified. Should another type of control device other than a Hydro-Brake Optimum® be utilised then these storage routing calculations will be invalidated

Depth (m)	Flow (l/s)	Depth (m)	Flow (l/s)	Depth (m)	Flow (l/s)	Depth (m)	Flow (l/s)
0.100	4.1	1.200	6.3	3.000	9.7	7.000	14.5
0.200	6.3	1.400	6.8	3.500	10.4	7.500	15.0
0.300	6.8	1.600	7.2	4.000	11.1	8.000	15.5
0.400	7.0	1.800	7.6	4.500	11.7	8.500	15.9
0.500	7.0	2.000	8.0	5.000	12.4	9.000	16.4
0.600	6.9	2.200	8.4	5.500	12.9	9.500	16.8
0.800	6.4	2.400	8.7	6.000	13.5		
1.000	5.8	2.600	9.1	6.500	14.0		

APPENDIX E

Surface Water Drainage Strategy Plan



Notes

1. Do not scale from this drawing

Rev	Date	Description

PIGEON INVESTMENT MANAGEMENT

Project

Land at St. Neots Road,
Hardwick, Cambdrigeshire

Drawing Title

Surface Water Drainage
Strategy Plan

Drawn	Check	Scale	@
RCB	-	1:1,000	A3
Date		Drawing No	Rev
05/02/19		0092/104	-

APPENDIX F

Existing Anglian Water Sewer Records

COMMERCIALDW
DRAINAGE AND WATER ENQUIRY

GEODESYS 20 YEARS OF EXCELLENCE

GEODESYS
Land and property information

Order Reference: [redacted]
Produced on: 25 April 2018

COMMERCIALDW Drainage and Water Enquiry

The information in this document refers to:

Land south of
St. Neots Road
Hardwick
CAMBRIDGE
CB23 7QL

This document was ordered by:

[redacted]

Customer reference: [redacted]

This document was produced by: Geodesys, Osprey House, 1 Percy Road, Huntingdon, Cambs, PE29 6SZ. For any queries relating to this report please contact our customer services team on 0800 085 8050, quoting order reference: G2322047-3.

Interpretation of Drainage and Water Search

Appendix 1 of this report contains definitions of terms and expressions.

Enquiries and Responses

The records were searched by Daniel Raymond Berrill (Anglian Water Services Limited trading as Geodesys) and kbrown (Cambridge Water Company Plc) who have no, nor are likely to have, any personal or business relationship with any person involved in the sale of the property.

The report was completed by Daniel Raymond Berrill (Anglian Water Services Limited trading as Geodesys) and kbrown (Cambridge Water Company Plc) who have no, nor are likely to have, any personal or business relationship with any person involved in the sale of the property.

This was requested on 20 April 2018 and completed on 25 April 2018

Geodesys, has a robust and uniformly efficient complaints process. Formal complaints and queries can be made, by telephone on 0800 085 8050, in writing to Geodesys, Osprey House, 1 Percy Road, Huntingdon, Cambs, PE29 6SZ or by e-mail to customer.services@geodesys.com

Our standard terms and conditions for Commercial Drainage and Water Enquiries apply to this report. They are included in this search and are available on our website.

On 1 October 2011 ownership of private sewers and lateral drains changed in accordance with The WaterIndustry (schemes for Adoption of Private Sewers) Regulations 2011. The contents of this search may not reflect these changes. Please visit www.anglianwater.co.uk/sewerswitchover for more details.

[redacted]

Join the search party!

We're celebrating 20 years of excellence.

As a leading conveyancing search company, we've every reason to celebrate. We've been delivering searches for 20 years, evolving to meet market requirements and offering a unique and insightful service to our customers.

The result? Indispensable peace of mind, whether your transaction is local, regional or further afield.

We're also raising a glass to our growing range of online services, adding simplicity and accuracy to your ordering process.

Here's to the next 20 years!

GEODESYS 20 YEARS OF EXCELLENCE

Geodesys. All you need to know.

[redacted]

www.geodesys.com

GEODESYS
Land and property information

Requested: 20 April 2018
Completed: 25 April 2018

Summary of Responses

	Question	Answer
1	Where relevant, please include a copy of an extract from the public sewer map	**Map Included**
2	Where relevant, please include a copy of an extract from the map of waterworks	**Map Included**
3	Does foul water from the property drain to a public sewer?	**Land/Plot**
4	Does surface water from the property drain to a public sewer?	**Land/Plot**
5	Is a surface water drainage charge payable?	**See Details**
6	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	**No**
6.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?	**No**
7	Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	**No**
7.1	Does the public sewer map indicate any pumping station or any other ancillary apparatus within 50 metres of any buildings within the property?	**No**
8	Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?	**Land/Plot**
9	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?	**Not Applicable**
10	Is any building within the property at risk of internal flooding due to overloaded public sewers?	**No**
11	Please state the distance from the property to the nearest boundary of the nearest sewage treatment works	**See Details**
12	Is the property connected to mains water supply?	**Land/Plot**
13	Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	**No**
14	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?	**No**
15	Is the property at risk of receiving low water pressure or flow?	**No**
16	What is the classification of the water supply for the property?	**See Details**
17	Please include details of the location of any water meter serving the property	**See Details**
18.1	Who is responsible for providing the sewerage services for the property?	**Anglian Water Services Limited**
18.2	Who is responsible for providing the water services for the property?	**Cambridge Water Company Plc**
19	Who bills the property for sewerage services?	**See Details**
20	Who bills the property for water services?	**See Details**
21	Is there a meter installed at the property?	**Land/Plot**
22	Is there any easement giving Anglian Water the right of access to defined assets located within the boundary of the property?	**No**
23	Are there any trade effluent consents relating to this site/property	**No**

COMMERCIALDW
DRAINAGE AND WATER ENQUIRY

GEODESYS
Land and property information

Did you know?

Geodesys is a trusted brand providing a full range of conveyancing searches for residential and commercial properties throughout England and Wales.

Geodesys, a trading name of Anglian Water Services Limited, is responsible in respect of the following:

(i) any negligent or incorrect entry in the records searched.
(ii) any negligent or incorrect interpretation of the records searched.
(iii) any negligent or incorrect recording of that interpretation in the search report.
(iv) compensation payments.

Professional Standards

CoPSO EXECUTIVE MEMBER

Geodesys is an executive member of CoPSO (Council of Property Search Organisations), the trade association working towards a more efficient and effective market for searches.

SearchCode™

We also comply with the rules set out in the PCCB (Property Codes Compliance Board) Search Code, a code of practice that ensures the delivery of high quality products across the property search industry. See Appendix 4 for more information.

The Property Ombudsman
Consumer Redress

Geodesys have a robust complaints procedure in place. If we cannot resolve your complaint or have failed to comply with our process, you may refer your complaint under The Property Ombudsman scheme (TPOs). Further information can be found in Appendix 4.

UKAS MANAGEMENT SYSTEMS 001

Geodesys is certified to ISO 9001 (Quality) and ISO 22301 (Business Continuity) management systems by LRQA. This helps ensure that we minimise any systems downtime by having plans in place for dealing with the unexpected and managing risk.

Private Sewer Transfer

On 1 October 2011 ownership of private sewers and lateral drains changed in accordance with The Water Industry (schemes for Adoption of Private Sewers) Regulations 2011. As part of this change of ownership, from 1 October 2016, many private pumping stations will also become the responsibility of Anglian Water. The contents of this search may not reflect these changes. Please visit www.anglianwater.co.uk/sewerswitchover for more details. Further information is also supplied in Appendix 3.

Mapping Services

Through our sister brand, digdat, we also offer an online mapping service providing:

1. Ordnance Survey maps (ideal for unregistered land);
2. Location plans of underground assets for various utilities including Anglian Water and Hartlepool Water.

dig .co.uk dat

Find out more at www.digdat.co.uk

Question 1 **Where relevant, please include a copy of an extract from the public sewer map**

Answer A copy of an extract of the public sewer map is included, showing the public sewers, disposal mains and lateral drains in the vicinity of the property.

Informative Public Sewers are defined as those for which the Sewerage Undertaker holds statutory responsibility under the Water Industry Act 1991. Anglian Water Services Limited is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system. Assets other than public sewers may be shown on the copy extract for information.

Question 2 **Where relevant, please include a copy of an extract from the map of waterworks**

Answer A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property.

Informative The map of the waterworks has been supplied by:
Cambridge Water Company Plc
90 Fulbourn Road
Cambridge
Cambs
CB1 9JN
Tel: 01223 706050
www.cambridge-water.co.uk
The 'water mains' in this context are those which are vested in and maintainable by the water company under statute.
Assets other than public water mains may be shown on the plan, for information only.
Water companies are not responsible for private supply pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal, please refer to Question 23.
The enclosed extract of the public water main record shows known public water mains in the vicinity of the property. It should be possible to estimate the l kely length and route of any private water supply pipe connecting the property to the public water network.

Question 3 **Does foul water from the property drain to a public sewer?**

Answer This enquiry appears to relate to a plot of land or a recently built property. It is recommended that drainage proposals are checked with the developer.

Informative Anglian Water Services Limited is not responsible for any private drains and sewers that connect the property to the public sewerage system, and does not hold details of these. The property owner will normally have sole responsibility for private drains serving the property. If foul water does not drain to the public sewerage system the property may have private facilities in the form of a cesspit, septic tank or other type of treatment plant.
An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Question 4 **Does surface water from the property drain to a public sewer?**

Answer This enquiry appears to relate to a plot of land or a recently built property. It is recommended that drainage proposals are checked with the developer.
If the property was constructed after 6th April 2015 the Surface Water drainage may be served by a Sustainable Drainage System. Further information may be available from the Developer or Question 3.3 of the CON29 from the local authority.

Question 5 **Is a surface water drainage charge payable?**

Answer Records indicate that a surface water drainage charge is not payable for the property.
If the property was constructed after 6th April 2015 the Surface Water drainage may be served by a Sustainable Drainage System. Further information may be available from the Developer or Question 3.3 of the CON29 from the local authority.

Informative Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are payable. Where surface water charges are payable but upon inspection the property owners believe that surface water does not drain to the public sewerage system, an application can be made your retailer to end future surface water charges by contacting them directly. Further information can be found on retailers by visiting the Open Water website:
http://www.open-water.org.uk/for-customers/find-a-supplier/suppliers/water-and-wastewater-retailers/

Question 6 **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 included indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. However, on 1 October 2011, private sewers that serve a single property and lie outside the boundary of that property, were transferred into public ownership. Therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may prevent or restrict development of the property.

Informative The boundary of the property has been determined by reference to the Ordnance Survey record.
The presence of a public sewer running within the boundary may restrict further development. Anglian Water has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company or its contractors needing to enter the property to carry out work.
Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer, if any.

Question 6.1 **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 included 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.

Informative Only private pumping stations installed before 1 July 2011 and servicing 2 or more properties will be transferred into the ownership of Anglian Water Services.
Pumping stations installed after 1 July 2011 will remain the responsibility of the homeowners unless they are the subject of an adoption agreement.
Anglian Water Services will have rights of access to maintain their assets which is anticipated to be completed on a 12 monthly basis which will be reviewed dependent on monitoring and performance.
Further information can be found on the pumping station adoption in the appendices of the COMMERCIALDW.

Question 7 **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 indicates that there are no public sewers within 30.48 metres (100 feet) of a building within the property. However, it has not always been a requirement for such public sewers to be recorded on the public sewer map. It is therefore possible for unidentified sewers or public sewers to exist within the boundaries of the property. However, on 1 October 2011 private sewers were transferred into public ownership, therefore 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.

Informative The measure is estimated from the Ordnance Survey record, between any building within the boundary of the property and the nearest public sewer.
Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer.

Question 7.1 **Does the public sewer map indicate any pumping station or any other ancillary apparatus within 50 metres of any buildings within the property?**

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

Informative Only private pumping stations installed before 1 July 2011 and servicing 2 or more properties will be transferred into the ownership of Anglian Water Services.
Pumping stations installed after 1 July 2011 will remain the responsibility of the homeowners unless they are the subject of an adoption agreement.
Anglian Water Services will have rights of access to maintain their assets which is anticipated to be completed on a 12 monthly basis which will be reviewed dependent on monitoring and performance.
Further information can be found on the pumping station adoption in the appendices of the COMMERCIALDW.

Question 8 **Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?**

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.

Informative This enquiry is of interest to purchasers of new properties who will want to know whether or not the property will be linked to a public sewer. Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of public drains and sewers for which they will hold maintenance and renewal liabilities.

Question 9 **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 The company's records confirm that there is not a statutory agreement or consent in respect of building over/near a public sewer at this property. For historical reasons the company may not be aware of some agreements or consents which have been entered into by the local authority. Whilst an 'agreement' may not exist, current Building Regulation guidance permits building over/near sewers in certain circumstances. Consent without an agreement may have been issued by Anglian Water or independently by the Building Control Body. As long as the extension has a valid building regulations certificate then this should prove adequate assurance to the purchaser.

Informative Anglian Water Services Limited is obliged to maintain its sewers. If any problem were to arise, Anglian Water Services Limited would investigate the problem and has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company or its contractors needing to enter the property. In advance of any problem it is difficult to predict the effect the works would have on the property. Similarly, the position as to liability of both the property owner and Anglian Water Services Limited would need to be ascertained.
On 1 October 2011 private sewers were transferred into public ownership, therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may further prevent or restrict development of the property.

Question 10 **Is any building within the property at risk of internal flooding due to overloaded public sewers?**

Answer The property is not recorded as being at risk of internal flooding due to overloaded public sewers. On 1 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 Anglian Water may not be aware of. For further information it is recommended that enquiries are made of the vendor as to any previous flooding occurances.

Informative A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (eg. Flat gradient, small diameter). Flooding as a result of temporary problems such as blockage, siltation, collapses, and equipment or operational failures are excluded.
"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.
"At Risk" properties are those that the water company has included in its Register of properties at risk of sewer flooding. These are defined as properties that have suffered 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 Company's reporting procedure. 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 Flood Risk register.
Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the company.
Public sewers are defined as those for which the company holds statutory responsibility under the Water Industry Act 1991.
It should be noted that flooding can occur from private sewers and drains which are not the responsibility of Anglian Water Services Limited. This report excluded flooding from private sewers and drains and Anglian Water Services Limited makes no comment upon this matter.
For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.

Question 11 **Please state the distance from the property to the nearest boundary of the nearest sewage treatment works**

Answer The nearest sewage treatment works is 3.24 kilometres to the South West of the property. The name of the sewage treatment works is BOURN STW (Anglian Water Services Ltd).

Informative The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated.
The Sewerage Undertaker's 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 above that has not been identified.

Question 12 **Is the property connected to mains water supply?**

Answer This enquiry appears to relate to a plot of land or a recently built property. It is recommended that the water supply proposals are checked with the developer.

Question 13 **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 water mains, resource mains or discharge pipes within the boundaries of the property.

Informative The boundary of the property has been determined by reference to the Ordnance Survey record.

Question 14 **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.

Informative This enquiry is of interest to purchasers of properties who will want to know whether or not the property will be linked to the mains water supply.
Please note this could relate to a piece of land and is not subject to an adoption agreement.

Question 15 **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.

Informative "Low water pressure" means water pressure below the reference level which is the minimum pressure when demand on the system is not abnormal. We maintain a Low Pressure Register of properties that are at risk of persistently receiving pressure below the reference level, provided that allowable exclusions do not apply. (i.e. events which can cause pressure to temporarily fall below the reference level).
Water Companies are required to include in the Regulatory Register that is reported annually to the Director General of Water Services properties receiving pressure below the reference level, provided that allowable exclusions do not apply. (i.e. events which can cause pressure to temporarily fall below the reference level).
The reference level of service is a flow of 9 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap (mst).
The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the main stop tap.
The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served. For two properties, a flow of 18 litres/minute at a pressure of 10 metres head on the customers' side of the mst is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS6700 or Institute of Plumbing handbook.
Allowable exclusions: The Company includes in the Low Pressure Register properties receiving pressure below the reference level, provided that allowable exclusions listed below do not apply.
Abnormal demand: This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand which are normally expected. We exclude properties which are affected by low pressure only on those days with the highest peak demands. During the report year we may exclude, for each property, up to five days of low pressure caused by peak demand.
Planned maintenance: We do not report low pressures caused by planned maintenance.
One-off incidents: This exclusion covers low pressure incidents caused by one-off events: mains bursts; failures of company equipment (such as PRVs or booster pumps); firefighting; and action by a third part.
Low pressure incident of a short duration: Properties affected by low pressure which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year.

Question 16 **What is the classification of the water supply for the property?**

Answer The water supplied to the property has an average water hardness of 133.200000mg/l which is defined as Very Hard by Cambridge Water Company Plc.

Informative 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. The following table shows the normal ranges of hardness.

Classification	Calcium (mg/l or ppm)	Calcium Carbonate (mg/l or ppm)	Degrees Clark	Degrees French	Degrees German	mmol/l (Millimoles of ca/l)
Very Hard	133.200000	309.000000	21.600000	30.900000	17.400000	3.090000

Question 17 **Please include details of the location of any water meter serving the property**

Answer Records indicate that this enquiry relates to a plot of land or recently built property. It is recommended that the charging proposals are checked with the developer.

Question 18.1 **Who is responsible for providing the sewerage services for the property?**

Answer [redacted]
www.anglianwater.co.uk

Question 18.2 **Who is responsible for providing the water services for the property?**

Answer

www.cambridge-water.co.uk

Question 19 **Who bills the property for sewerage services?**

Answer If you wish to know who bills for sewerage services at the property, then please make enquiries with the Developer, Vendor or land agent.

For a list of all potential Retailers for sewerage services, please visit: http://www.open-water.org.uk

Question 20 **Who bills the property for water services?**

Answer If you wish to know who bills for water services at the property, then please make the relevant enquiries with the Developer, Vendor or Land Agent.

For a list of all potential Retailers for water services, please visit: http://www.open-water.org.uk

Question 21 **Is there a meter installed at the property?**

Answer Records indicate that this enquiry relates to a plot of land or a recently built property.

Informative Water and sewerage charges are determined by agreement between the current owner/occupier of the site/property and the incumbent Retailer. Further relevant enquiries should be sought from the Vendor. Fees may be applicable for the installation of a water meter at the property. Enquiries in relation to future charging of services on occupancy of the premise should be made with the existing Retailer. For further information in relation to potential retailers for water and sewerage services, please visit: http://www.open-water.org.uk/

Question 22 Is there any easement giving Anglian Water the right of access to defined assets located within the boundary of the property?

Answer Records indicate that the property is not subject to such an agreement.

Informative

This question relates to private agreements between Anglian Water acting in a private capacity and a landowner. Such contracts may often be part of a conveyance or land transfer, or a deed of grant of easement.
If there is no formal easement, then a sewer or water main may have been constructed following the service of notice under the provisions of the Public Health Act 1936, Water Act 1945, Water Act 1989 or Water Industry Act 1991 as applicable. The company does not hold copies of these notices. However, in the absence of evidence to the contrary there is a legal presumption that all matters were properly dealt with. All rights and obligations relating to sewers and water mains are now covered by the Water Industry Act 1991.
Where rights exist at the boundary of the property, but we are not sure of the exact correlation, we will answer 'yes' to this question.
A documentary right can exist even if the physical asset itself has not yet been laid, or has been moved, or removed. Likewise the position of the right and of the asset may differ. You may also find that an asset is protected both with contractual rights and statutory rights. Please consult your solicitor as to why this may happen, and its effects.
We refer to 'defined' assets for the following reasons: Often a contract may give Anglian Water an expressed right to install and maintain assets within an area but without stating the exact position or route of such assets. Also, the law may imply rights where none have been mentioned specifically in a related contract, such as a conveyance. Finally, rights may come into being through long use. In any of these cases the rights are undefined, and although Anglian Water may need to rely on them from time to time, as we cannot map the rights accurately, we will answer 'no' to this question.
Information obtainable from physical inspection (including Trial Bore Holes) overides information contained in the report.
Any error in answering this question is not to be regarded as a waiver of Anglian Water's rights or title, or an agreement or representation that Anglian Water is prepared to vary or discharge any of its rights or title.

As a general rule, easement widths are as follows:

Pipe Diameter	Width or Strip
Up to 149mm	4.5m
150 - 449mm	6.0m
450 - 749mm	9.0m
750 and above	12.0m

If you require a copy of an agreement please contact Savills, Trinity Court, Trinity Street, Peterborough, PE1 1DA. A fee may be charged for this service. Please quote the date of the Report plus the Report Reference. You may also make contact either by telephone on 01733 209932 or by email to AWSEstates@savills.com

Question 23 Are there any trade effluent consents relating to this site/property

Answer Records indicate that there are no trade effluent consents relating to this site/property.

Informative

The Trade effluent consent applies to premises in the vicinity of the premises the subject of this search, but it is for the applicant to satisfy itself as to the suitability of the consent for its client's requirements.
If, in the case of any trade premises, any trade effluent is discharged without such consent or other authorisation, the occupier of the premises shall be guilty of an offence.
The occupier of any trade premises in the area of Anglian Water Services Limited may only discharge any trade effluent proceeding from those premises into Anglian Water Services Limited's sewers if he does so with Anglian Water Services Limited's consent.
Please note any existing consent is dependant on the business being carried out at the property and will not transfer automatically upon change of ownership.
To view trade effluent consents and/or our database for free please contact the following: Environmental Standards Team, Environmental Regulation, Lancaster House, Ermine Business Park, Huntingdon, Cambridgeshire, PE29 6XU or email: Trade_Effluent_Regulation@anglianwater.co.uk. Alternatively, you may request in writing document copies and/or extracts from our database for a fee.
The charges for the provision of this service are as follows: 10 pence per sheet for photocopying,and/or 25 pounds per hour, or a fraction thereof, for dealing with the enquiry. Note: VAT does not apply for this service.

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;
"easement" means the rights relating to a pipe or pipes granted to the water undertaker or sewerage undertaker by an agreement. This is to be distinguished from statutory rights arising from the service of a statutory notice;
"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;

"non-household premises" means premises used, or intended for use, for commercial purposes;
"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;
"trade effluent" means any effluent which is wholly or partly produced in the course of any trade or industry carried on at trade premises;
"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.
(j) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.
(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.

APPENDIX 3: Some things you should know...

Private Sewer Transfer

In October 2011, Anglian Water became responsible for looking after many sewers and pipes that take used water from your toilets and sinks. This was due to a change in the law.

If your client's property is connected to the public sewer system, Anglian Water are now responsible for the pipes that are outside the boundary of the property and, depending on the property type, they may be responsible for pipes inside the boundary.

Simply put, Anglian Water became responsible for an estimated 23,500km of additional sewers and drains which were previously looked after and maintained by our customers. To put that in context, it is an increase of 60 percent on what Anglian Water already owned.

Previously if there was a blockage in a sewer outside the boundary of the homeowners property, but connecting to the main sewer, the homeowner was probably responsible for sorting it out

Now, the homeowner is only responsible for pipes that are inside the property boundary that take the used water for recycling. To find out more visit www.anglianwater.co.uk/sewerswitchover, or call 0845 026 5232.

Who should unblock or report a drain or sewer?

If there is a blockage or a repair is needed to a pipe, that is not connected to the sewers, or is within the boundary and only serves that property, then the homeowner is responsible for it.

If the problem is with a section of pipe that takes water from more than one property and connected to the public sewer system, it is the responsibility of Anglian Water. Please contact the team on 03457 145 145.

Sewers owned by Anglian Water

For sewers that have been adopted as a public sewer, or were built before 1 October 1937, then Anglian Water is responsible for sorting it out. Please call to report it on 03457 145 145.

More information about sewers and drains is available on the Anglian Water website.

The picture below shows examples of responsibility for different property types.

Terraced properties

It is common for terraced properties to have a public sewer passing within the property boundary. The only section of the sewer which would remain private is the end of the terrace where the run of the sewer would begin. Where the sewer is shared, the water company would be responsible for the maintenance. The property owner would only be responsible for the lateral drain leading to the public sewer.

Semi-detached

The majority of semi-detached properties will share a connection. The section of the sewer which serves both properties will have been transferred into the ownership of the water company.

Detached

These property types are most likely to connect directly to the public sewer. It is very unlikely that assets within the boundary of the property would be transferred into the ownership of the water company. The homeowner would be responsible for the connection up to the property boundary.

Apartment/Flats

Shared drainage systems within a property curtilage will remain private. Any drains and sewers outside the boundary will have been transferred.

Pumping Stations

After 1 October 2016, many private pumping stations became the responsibility of Anglian Water Services.

Anglian Water Services are currently assessing each of these eligible pumping stations and carrying out detailed surveys and any necessary repairs. Details of power supply for the station will also be required to transfer the billing across to Anglian Water Services.

If the station serves two or more properties, then it is eligible to transfer. A pumping station which serves a single property is exempt from the transfer and will generally remain private unless it is situated on third-party land.

Once Anglian Water Services identify a station to adopt, they will write to the homeowner(s) to inform them of their intention to adopt which will include waivers of consent.

Many industrial or commercial pumping stations will remain privately owned too on the basis that they are situated on a single site in what is deemed to be a single curtilage.

Maintenance of pumping stations is anticipated to be completed on a 12 monthly basis which will be reviewed dependent on monitoring and performance.

For further information on the private sewer transfer and pumping station adoption, please visit:

https://anglianwater.co.uk/household/water-recycling-services/private-sewers-and-lateral-drains.aspx

SuDS (Sustainable Drainage Systems)

SuDS are an alternative way to manage surface water by reducing or delaying rainwater run-off.

SuDS manage rainfall by replicating what happens in nature. They prevent many of the problems caused by surface water run-off from development by reducing the impact of excessive quantities of water flow. They aim to mimic the way rainfall drains naturally rather than conventional piped methods, which cause problems such as flooding, pollution or damage to the environment.

Since April 2015, SuDS should be considered as part of the planning process on all major developments consisting of 10 or more properties. SuDS can be provided in a number of ways including swales, retention ponds and underground storage.

Ponds and detention basins provide areas for surface water to run off into, while permeable paving on driveways can absorb it, limiting the flow into nearby drains and easing the pressure on the sewer network. Swales are shallow, broad, vegetated channels designed to store surface water run-off and remove pollutants.

Further information in relation to the charging and maintenance of SuDS can be found in question 3.3 in the Local Authority search or the developer of your property.

Anglian Water Services promote the use of SuDS as a sustainable and natural way of controlling surface water run-off.

A guide on who looks after what...

Although it is often interconnected, our regions network of drains and sewers is managed and maintained by a number of different organisations and agencies.

Some useful contacts:

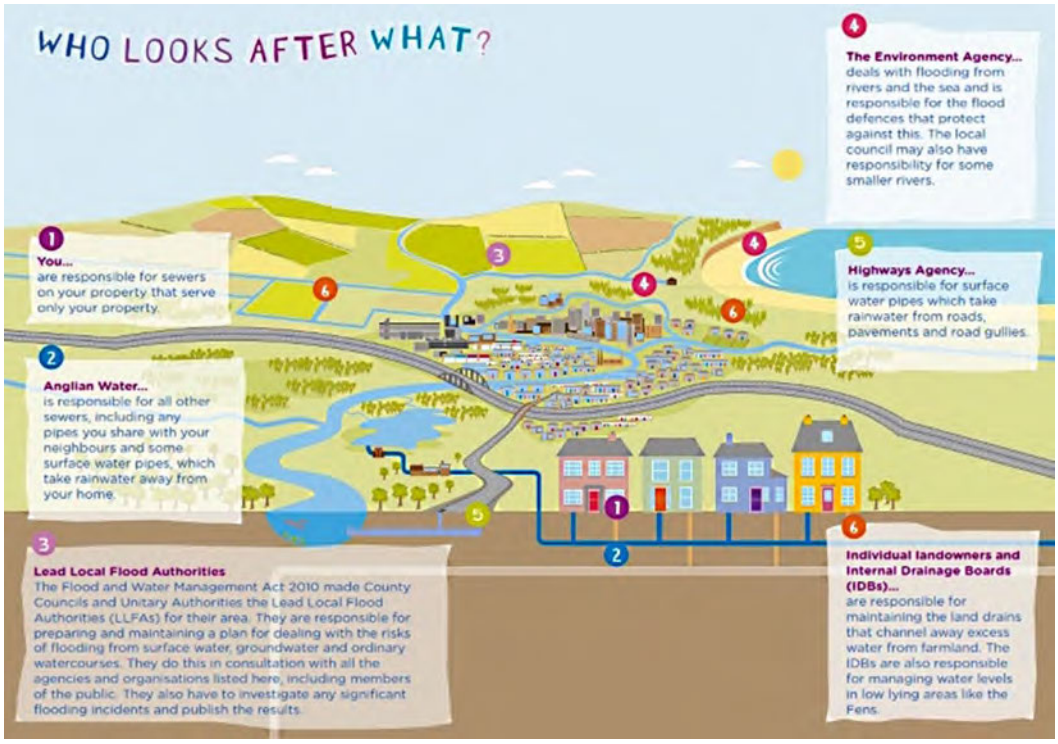
For supply queries

Water and sewerage queries, interruption to services and emergencies

[redacted]
24/7 service

In Your Area

Select the link to get the latest updates on repairs, incidents or planned work in your area.



APPENDIX 4: Important Consumer Protection Information

This search has been produced by Geodesys, a trading name of Anglian Water Services Ltd. Our address is - Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire, PE29 6SZ. To contact us - Tel 0800 085 8050 or email customer.services@geodesys.com. Geodesys is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

You can get more information about the PCCB from www.propertycodes.org.uk

The Search Code:

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

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

The Code's core principles

Firms which subscribe to the Search Code will:

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

Please email customer.services@geodesys.com if you would like a copy of the Search Code

Complaints

Whilst we make every effort to ensure that all our searches are accurate and dispatched in a timely way, we understand that occasionally things may not go as planned. If you have a query or complaint about your search, you should raise it directly with us, and if appropriate ask for any complaint to be considered under our formal internal complaints procedure. We will always try to resolve a query or complaint immediately. 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). 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 Geodesys failing to keep to the Code.

If it is not possible to resolve your complaint immediately, we will:

- take all of the details and investigate your complaint under our formal complaints procedure. If we do not contact you within 5 working days of you raising the complaint, you will be entitled to £50 compensation
- always aim to resolve a complaint fully and in writing within 5 working days, but no later than 20 working days of receipt
- keep you informed by letter, telephone or email as you prefer should we need more time to resolve the matter
- 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

If we consider your complaint to be justified we will:

- refund your search fee
- provide you with a revised search
- take all action within our control to put things right

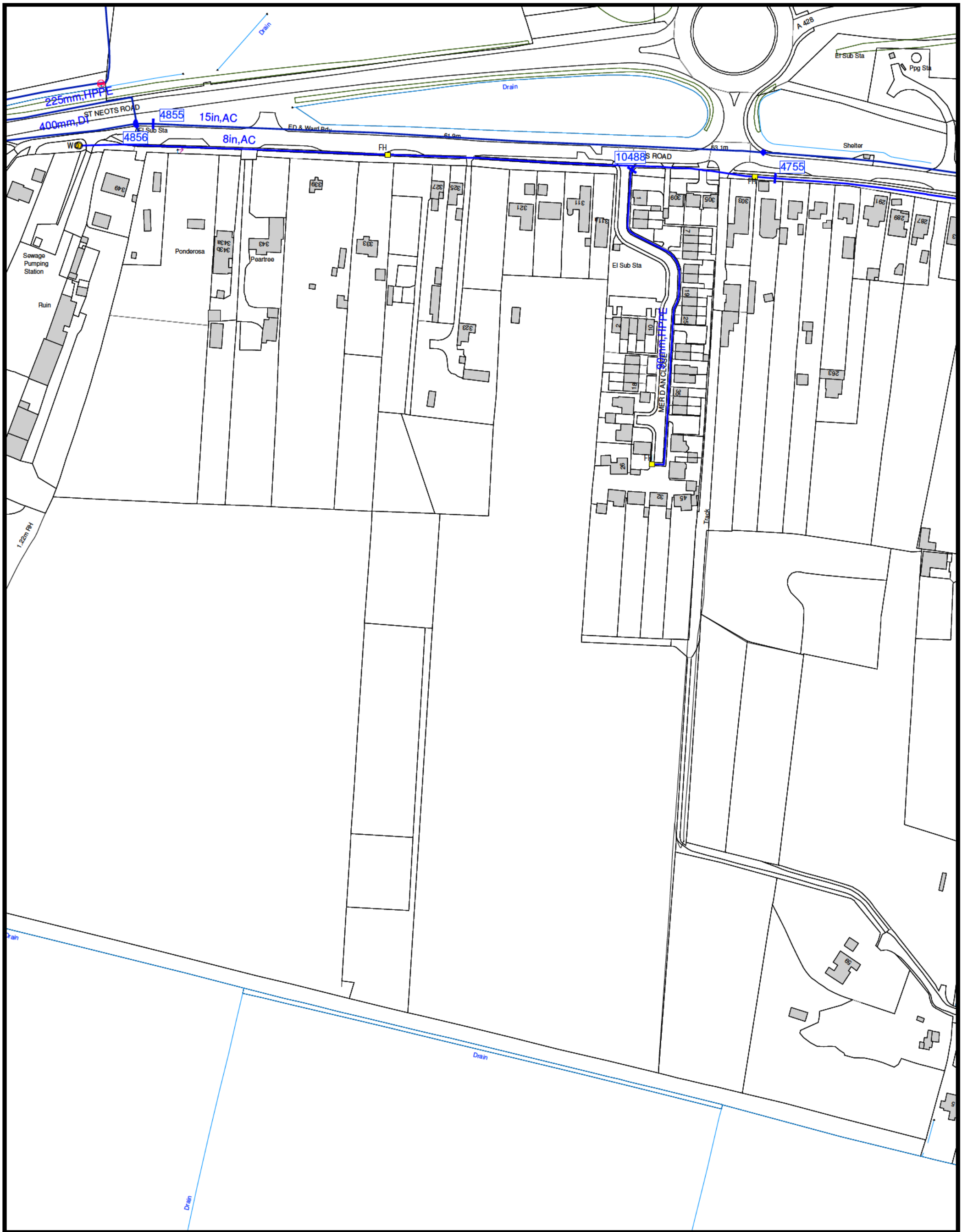
Complaints should be sent to: Customer Services, Geodesys, Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire PE29 6SZ, Tel: 0800 085 8050, Email: customer.services@geodesys.com

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).

TPOs Contact Details:

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

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



This information is provided for general guidance only. The position of water mains shown on this plan should not be relied upon as being precise.

The actual position of the mains must be established by taking trial holes in all cases. The Company must be given two working days notice of the intention to excavate trial holes. No service pipes are shown on this plan.

Information correct at time of printing, but subject to change.

REPRODUCED / BASED UPON THE ORDNANCE SURVEY MAP®

OS Ref:

Title: G2322047-3

BY PERMISSION OF ORDNANCE SURVEY ON BEHALF OF THE CONTROLLER OF HER MAJESTY'S STATIONERY OFFICE

N

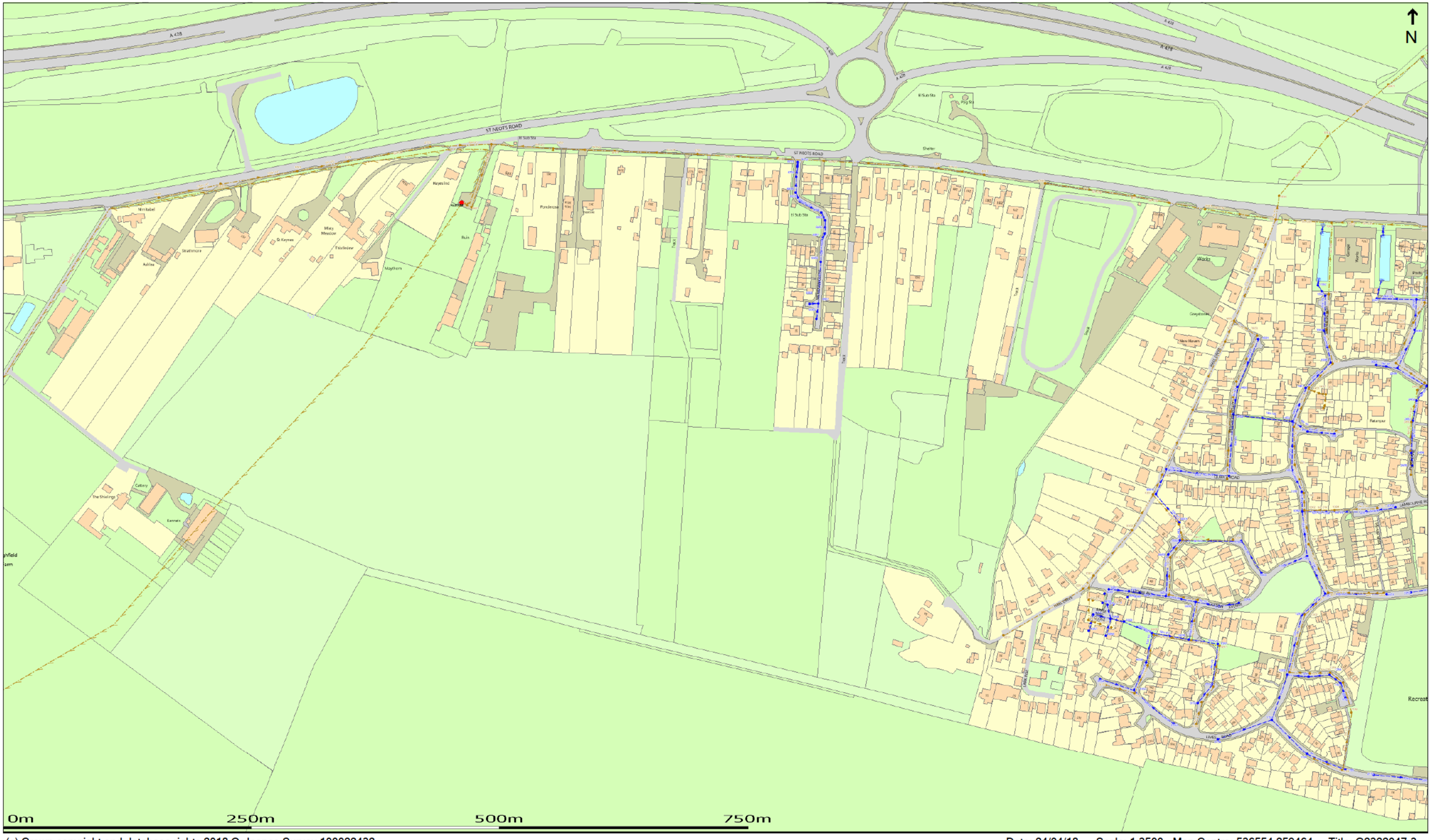
SCALE @A3:- 1:2000

Created: 26/04/2018

By: root

CAMBRIDGE WATER COMPANY

[redacted]



Date: 24/04/18 Scale: 1:3500 Map Centre: 536554,259464 Title: G2322047-3

COMMERCIALDW
DRAINAGE AND WATER ENQUIRY

- Foul Sewer
- Surface Sewer
- Combined Sewer
- Final Effluent
- Decommissioned Sewer (colour denotes effluent type)
- Private Sewer (colour denotes effluent type)
- Rising Main (colour denotes effluent type)
- Manhole (colour denotes effluent type)
- Public Pumping Station
- Private Pumping Station
- Decommissioned Pumping Station
- Public Sewage Treatment Works
- Private Sewage Treatment Works
- Outfall
- Inlet

GEODESYS
Land and property information

Manhole Reference	Liquid Type	Cover Level	Invert Level	Depth to Invert
0101	F	-	64.346	-
0102	F	-	64.538	-
0103	F	-	64.77	-
0201	F	-	63.92	-
0202	F	-	63.155	-
0203	F	-	63.356	-
0204	F	-	63.627	-
0301	F	64.154	62.454	1.7
0302	F	-	62.655	-
0303	F	-	62.819	-
0304	F	-	63.094	-
0401	F	62.743	61.113	1.63
0402	F	63.685	61.795	1.89
0403	F	-	61.365	-
0404	F	-	62.027	-
0405	F	-	62.484	-
0501	F	-	59.543	-
0502	F	61.643	59.713	1.93
0503	F	-	59.985	-
0504	F	-	60.872	-
0601	F	63.173	60.923	2.25
0601	F	59.418	56.878	2.54
0602	F	60.561	58.771	1.79
1101	F	-	64.145	-
1102	F	-	64.362	-
1103	F	-	64.74	-
1104	F	-	65.008	-
1201	F	-	63.033	-
1202	F	-	63.398	-
1203	F	-	63.761	-
1204	F	-	63.898	-
1205	F	-	64.023	-
1301	F	-	61.999	-
1302	F	-	62.179	-
1303	F	-	62.518	-
1304	F	-	62.496	-
1401	F	-	60.945	-
1402	F	-	61.332	-
1403	F	-	61.71	-
1404	F	-	61.856	-
1405	F	-	-	-
1406	F	-	-	-
1407	F	-	-	-
1501	F	-	59.665	-
1502	F	-	60.122	-
1503	F	-	60.609	-
1601	F	59.588	56.558	3.03
1602	F	-	-	-

Manhole Reference	Liquid Type	Cover Level	Invert Level	Depth to Invert
1603	F	59.918	57.238	2.68
1604	F	-	-	-
1701	F	61.996	59.457	2.539
1701	F	-	-	-
1702	F	62.329	60.677	1.652
2201	F	-	63.292	-
2202	F	-	63.398	-
2301	F	-	62.911	-
2401	F	-	61.743	-
2402	F	-	62.11	-
2403	F	-	62.426	-
2404	F	-	62.713	-
2502	F	61.676	58.726	2.95
2503	F	61.974	59.214	2.76
2504	F	62.819	60.049	2.77
2505	F	-	-	-
2701	F	61.487	58.744	2.743
2801	F	-	-	-
3601	F	61.067	57.129	3.938
3701	F	60.451	57.683	2.768
3702	F	60.055	58.074	1.981
4701	F	60.725	59.049	1.676
5701	F	62.069	60.417	1.652
6701	F	63.075	60.865	2.21
7701	F	63.2	61.371	1.829
7702	F	63.483	61.643	1.84
8201	F	64.748	63.398	1.35
8701	F	63.368	61.908	1.46
8702	F	62.664	60.764	1.9
9101	F	-	64.313	-
9102	F	-	64.618	-
9201	F	64.639	62.719	1.92
9203	F	-	64.106	-
9205	F	-	63.907	-
9206	F	-	-	-
9207	F	-	-	-
9208	F	-	-	-
9209	F	-	-	-
9210	F	-	-	-
9211	F	-	-	-
9301	F	-	61.874	-
9302	F	64.101	62.091	2.01
9303	F	64.617	62.597	2.02
9601	F	64.234	61.464	2.77
9601	F	60.753	58.903	1.85
0151	S	-	64.819	-
0152	S	-	64.989	-
0153	S	-	64.892	-

Manhole Reference	Liquid Type	Cover Level	Invert Level	Depth to Invert
0154	S	-	64.096	-
0251	S	-	64.334	-
0252	S	-	-	-
0253	S	-	-	-
0254	S	-	-	-
0255	S	-	64.082	-
0256	S	-	63.92	-
0351	S	-	62.771	-
0352	S	-	-	-
0353	S	-	63.139	-
0354	S	-	-	-
0452	S	-	60.03	-
0453	S	-	60.402	-
0454	S	-	61.286	-
0455	S	-	61.554	-
0456	S	-	61.798	-
1151	S	-	64.255	-
1152	S	-	64.319	-
1153	S	-	64.082	-
1154	S	-	64.191	-
1155	S	-	64.328	-
1251	S	-	63.179	-
1252	S	-	63.661	-
1253	S	-	63.926	-
1254	S	-	64.023	-
1255	S	-	64.109	-
1351	S	-	62.31	-
1352	S	-	62.496	-
1353	S	-	62.953	-
1354	S	-	62.694	-
1355	S	-	63.782	-
1356	S	-	63.334	-
1451	S	-	59.402	-
1452	S	-	59.576	-
1453	S	-	61.798	-
1454	S	-	61.899	-
1455	S	-	62.179	-
1551	S	-	60.68	-
1552	S	-	58.796	-
1553	S	-	58.869	-
1554	S	-	59.043	-
1555	S	-	59.217	-
2151	S	65.271	64.051	1.22
2251	S	-	63.703	-
2252	S	-	64.441	-
2351	S	-	62.984	-
2352	S	-	63.094	-
2451	S	-	61.021	-

Manhole Reference	Liquid Type	Cover Level	Invert Level	Depth to Invert
2452	S	-	61.341	-
2453	S	-	61.624	-
2454	S	-	62.158	-
2455	S	-	62.332	-
2551	S	-	-	-
2552	S	-	59.409	-
2553	S	-	60.161	-
2554	S	-	60.655	-
2555	S	-	61.173	-
6550	S	-	-	-
6551	S	-	-	-
6552	S	-	-	-
6650	S	-	-	-
6651	S	-	-	-
6652	S	-	-	-
6653	S	-	-	-
6654	S	-	-	-
6655	S	-	-	-
6656	S	-	-	-
6702	S	-	-	-
6750	S	-	-	-
6751	S	-	-	-
9151	S	-	64.319	-
9152	S	-	64.541	-
9252	S	-	64.203	-
9254	S	-	64.075	-
9255	S	-	63.712	-
9256	S	-	-	-
9257	S	-	-	-
9258	S	-	-	-
9259	S	-	-	-
9260	S	-	-	-
9261	S	-	-	-
9262	S	-	-	-
9263	S	-	-	-
9264	S	-	-	-
9265	S	-	-	-
9266	S	-	-	-
9267	S	-	-	-
9351	S	-	62.179	-

Manhole Reference	Liquid Type	Cover Level	Invert Level	Depth to Invert

Manhole Reference	Liquid Type	Cover Level	Invert Level	Depth to Invert

COMMERCIALDW Plus

Appendix 4: Terms and Conditions

1) Introduction

a) These terms (together with our General Terms) set out the terms which will apply in respect on any Orders you place with us for any of our commercial drainage and water enquiry products being (i) a COMMERCIALDW Report, (ii) a COMMERCIALDW Premium Report, (iii) a COMMERCIALDW Plus Report and/or (iv) a COMMERCIALDW Plus Premium Report.

b) In addition to any defined terms in the General Terms (which shall apply to these terms), he following words shall have the following meanings:
   i) "Commercial Property" means the address or location provided by you when your placed an Order in respect of which you request a Report which is ei her (a) a commercial property used solely for carrying on a trade or business or is intended for commercial use or (b) a property or site which is intended to be developed;
   ii) "Large Commercial Property" means a Commercial Property which ei her (a) covers more than 2 hectares, and/or (b) has more han one drainage and water connection on he site;
   iii) "Small Commercial Property" means a Commercial Proeprty which is either (a) less than 2 hectares and/or (b) only has one drainage and water connection;
   iv) The term "Report" for the purposes of these terms, shall mean the commercial drainage and water report prepared by us in relation to the commercial drainage and water report prepared by us in relation to the Commercial Property being one of he following which you select at the time you place your Order:
      (1) A COMMERCIAL DW Report;
      (2) A COMMERCIALDW Premium Report;
      (3) A COMMERCIALDW Plus Report; and/or
      (4) A COMMERCIALDW Plus Premium Report.

c) The COMMERCIALDW Report and the COMMERCIALDW Premium Report should be used for Small Commercial Properties.

d) The COMMERCIALDW Plus Report and he COMMERCIALDW Plus Premium Report should be used for Large Commercial Proper ies.

e) Further details of the characteristics of he Geodesys Reports are set out on he Website. It is your responsibility to select the Report hat is most suitable for your needs.

2) Scope of the Report

a) We will prepare the Report using he Commercial Property details you provide at he time you place your Order. The Report you receive will rely on the accuracy, completeness and legibility of the address and/or plans hat you supply with your Order.

b) The Report is produced only for use in relation to a Commercial Property which require he provision of drainage and water informa ion. Where you require a report for a residen ial property, you can order a different report from us, and different terms shall apply.

c) The Report provides information as to the indicative location and connec ion status of existing services and other information relating to drainage and water enquiries and should not be relied on for any other purpose. The Report may contain opinions or general advice. We cannot ensure hat any such opinion or general advice is accurate, complete, valid or fit for your particular purpose, and nei her you nor your Client should rely solely on this advice.

d) As you may expect, the informa ion contained in the Report can change on a regular basis so we cannot be responsible to you or your Client for any change in he information contained in the Report after the date on which the Report was produced (as shown in the Report).

e) The Report does not give details about the actual state or condition of the Commercial Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of he Commercial 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 by the Client.

f) In providing you with his Report, we will comply with the Search Code.

g) The position and depth of apparatus shown on any Maps attached to the Report are approximate and are provided as a general guide only. Where you or your Client intend to carry out any excava ion or other works at the Commercial Property, the exact positions and depths of any apparatus should be obtained by excavation trial holes and he Maps must not be relied on in he event of excavation or other works made in the vicinity of our apparatus. We do not give any warranty as to the accuracy or completeness of such information.

3) Additional Provisions relating to our Liability to you for the COMMERCIALDW Report and the COMMERCIALDW Premium Report

a) Our total liability whether for breach of contract, tort, negligence, breach of statutory duty, misrepresenta ion or any other cause of ac ion arising under or in connec ion wi h the COMMERCIALDW Report or the COMMERCIALDW Premium Report shall be limited in accordance wi h the General Terms and limited to a maximum aggregate financial limit of £2,000,000.

b) The Maps attached to the Report are provided pursuant to our statutory duty to make such Maps available for inspection. Notwithstanding the provisions of the Terms, your attention is drawn to the notice on the Map(s) attached to the Report which applies to he Map and its contents.

c) Where we provide a Report for a Commercial Property which receives ei her water or drainage services from us, and ano her company ("other service provider") provides the other service, hen our total liability, whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise, arising under or in connection with the supply of he information from the other service provider is limited to such sums as we are entitled to and able to recover from the other service provider.

4) Additional Provisions relating to our Liability to you for the COMMERCIALDW Plus Report and the COMMERCIALDW Plus Premium Report

a) Our total liability whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or any o her cause of action arising under or in connection with the COMMERCIALDW Plus Report or he COMMERCIALDW Plus Premium Report shall be limited in accordance with the General Terms and limited to a maximum aggregate financial limit of £10,000,000. Where you require mul iple reports because of the multiple supply points at the property or because the property / land is so large, then this limit of liability will apply only once in respect of he multiple Reports you may receive.

b) The Maps attached to the Report are provided pursuant to our statutory duty to make such Maps available for inspec ion. Notwithstanding the provisions of the Terms, your attention is drawn to the notice on the Map(s) attached to he Report which applies to the Map and its contents.

c) Where we provide Report for a Commercial Property which receives either water or drainage services from us, and another company provides the other service, hen we will not have any liability for information provided by that other company in respect of he water or drainage services they provide in respect of the Commercial Property. Any such information will be provided by us as an agent for the company from which the information was obtained.

5) General

a) These Terms (and any documents referred to herein) are he only terms and conditions that shall apply to any order in respect of he Report and shall constitute the entire agreement between you and us and supersede, replace and extinguish any previous arrangement, understanding or agreement between us rela ing to such Report.

b) Any dispute or claim arising out of or in connec ion to these terms and or their subject matter or formation (including non-contractual disputes or claims) shall be governed by the laws of England and Wales. Any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.

c) If there is any conflict or inconsistency between the provisions of hese Geodesys Terms and the General Terms, the provisions of these Geodesys Terms shall prevail.

d) In the event of any conflict of inconsistency between any informa ion on the Website describing the features of he Report and the Terms, then the Terms shall prevail.

e) Where you are acting in the normal course of your business, your Client is en itled to the benefit of these Terms. No other person who is not a party to these Terms has any right to enforce heir terms.

6) Customer Complaints Procedure

a) Geodesys offer a robust complaints procedure which can be found by visiting http://www.geodesys.com/complaints-process/

b) If your complaint has gone through our complaints procedure and you are dissatisfied with the response or it has exceeded our response timescales, you may refer your complaint for consideration under The Property Ombudsman Scheme (TPOs). You can obtain further informa ion by visiting www.tpos.co.uk or email admin@tpos.co.uk