

Sample site, Sample Street, Anytown, UK

Professional opinion



Contaminated Land

Moderate:
Acceptable Risk

Consultant's guidance and recommendations inside.

Further Guidance



Flooding

Low-Moderate



Ground Stability

Identified

[page 9 >](#)



Radon

Passed

Lenders liability assessment

Banking security

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

Yes

Environmental liability

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

Unlikely



ClimateIndex™

Physical risks

ClimateIndex™ projects changes in physical risks from **flooding, ground stability** and **coastal erosion**. Please see [page 4 >](#) for details and guidance.

5 years



Minor to moderate risk

30 years



Severe risk predicted

Transition risks

ClimateIndex™ covers transition risks including **energy efficiency**. Please see [page 6 >](#) for details.

Site Plan



Useful contacts

Wealden District Council:
<http://www.wealden.gov.uk/> ↗
info@wealden.gov.uk ↗
01323 443 322

Environment Agency National Customer
Contact Centre (NCCC):
enquiries@environment-agency.gov.uk ↗
03708 506 506

Guidance and recommendations

Current Use

Commercial - Retail

Proposed Use

Commercial - Retail

Redevelopment planned? (not refurbishment)

No

Underground storage tanks? (e.g. fuel tanks, septic tanks)

No

Distance to surface water feature

onSite

Distance to residential properties

onSite

Contaminated Land

Groundsure considers the site to comprise acceptable banking security despite some potentially contaminative land uses being identified. Moderate risk issues may have some potential to be raised as concerns in the future at the point of forward sale. Good environmental management at the property moving forward will assist in ensuring the avoidance of potential future environmental liability issues.

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

No further action is required.



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456



Flooding

Groundwater Flooding

A risk of groundwater flooding has been identified at the site. This will be more of an issue for properties with a basement or other section below ground. Further guidance on groundwater flooding has been produced by the Environment Agency and can be found at <https://www.gov.uk/guidance/groundwater-flooding> ↗

National Planning Policy Framework (NPPF)

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



Ground stability

The property is indicated to lie within an area that could be affected by natural ground subsidence, infilled land. You should consider the following:

Next steps for consideration:

- if a survey has been undertaken at the property that considers ground instability and no issues were found, no further action is required
- however, based on the findings of this report, the purchaser should be encouraged to consider potential instability in any future development or alteration of the ground including planting and removing trees, and regardless of the survey outcome
- if no survey has yet been undertaken, we recommend one is carried out by a suitably qualified and experienced person
- if ground instability issues have been or are subsequently identified in a survey we recommend following any advice given in the survey findings



ClimateIndex™ physical and transition risks - Breakdown



Our ClimateIndex™ provides a climate score for your property, and projects changes in physical and transition risks from flooding, natural ground instability and coastal erosion. Climate change could have a significant medium to longer term impact on your property, which may be increasingly considered by your lender if you are arranging a mortgage. ClimateIndex™ provides ratings that indicate potential **physical risks** (loss and damage to property) and how these give rise to **transition risks** such as having a material impact on the ability to insure or mortgage the property in the medium to long term. In turn, this could affect the future resale value of the property.

You can see how these relate to the individual calculated risks in the breakdown below.

5 years

Minor to moderate risk
30 years

Severe risk predicted
ClimateIndex™

These ratings provide an overall illustration of the individual peril breakdowns below. For example, you may have three individual perils that have been flagged as presenting a moderate or high risk, and collectively they could generate a C rating due to the combined severity of risks present on the property site.

Surface water flooding

Negligible

Negligible

River flooding

Negligible

Negligible

Coastal flooding

High

High

Ground instability

Negligible

Negligible

Coastal erosion - defended

Negligible

Negligible

Coastal erosion - undefended

Negligible

High

Coastal erosion - complex cliffs

Negligible

Negligible


[Back to Summary](#)

 Contact us with any questions at:
info@groundsure.com ↗
 01273 257 755

 Ref: Sample_Siteguard
 Your ref: Sample_Siteguard
 Grid ref: 123456 123456

In 30 years time your property has a ClimateIndex™ rating of F: There are physical risks that could affect the property either now or in the future. The availability of insurance or a mortgage in the coming years could be significantly affected. In turn, this may impact upon the property's resale value. Projections may show that the property could also become uninhabitable in a worse case scenario.

Climate change is likely to increase the risk of flooding on this property over time. To best protect the property, and your investment, against this risk we recommend the following:

- Investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion, and take into consideration that premiums could be impacted in the future if the risk increases due to climate change;
- Investigate the possibility of obtaining parametric insurance or business interruption insurance;
- Sign up for [flood warnings](#) ↗ provided by the government;
- Look into the various forms of flood [resistance](#) ↗ and [resilience](#) ↗ measures that will help protect your property in the event of a flood.

Climate change is expected to cause more frequent and more extreme erosion events over time. Buying a property in very close proximity to a vulnerable coastal area may have a significant impact on the availability of both a mortgage and insurance for the property. In worst case scenarios the property may even become uninhabitable in the near future.

For more information about the potential risk to your property, we recommend:

- Investigating the [Shoreline Management Plan](#) ↗ for the area for further details on sea defences and maintenance;
- Taking into account that essential infrastructure in proximity to the property (roads, paths, utilities etc) may be impacted by coastal erosion, which could in turn restrict access and full use of the property.

See [page 34](#) > for further details.



ClimateIndex™ transition risks

Energy Performance

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

✔ **We have found an EPC relating to Bay Hotel, 2 Eastbourne Road, BN24 6EJ**
UPRN: 100062255609

Current EPC rating		Legend	
C 73	Certificate date:	Valid until:	A+ Under 0
	30th November 2017	29th November 2027	Net zero CO2
	Property type:	C1 Hotels	A 0-25
	Total floor area:	853 sq m	B 26-50
			C 51-75
			D 76-100
			E 101-125
			F 126-150
			G Over 150

How this property compares to others

B 32	D 95	You can visit gov.uk's find an energy certificate ↗ service to search for the EPC for more detail.
Newly built	Older properties	

EPC recommendations

The EPC assessor has provided the following recommendations to improve the energy efficiency of the property



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456

	Recommendations
1	Roof is poorly insulated. Install or improve insulation of roof.
2	Consider installing solar water heating.
3	Consider installing PV.
4	Some windows have high U-values - consider installing secondary glazing.
5	Some loft spaces are poorly insulated - install/improve insulation.
6	Carry out a pressure test, identify and treat identified air leakage. Enter result in EPC calculation.
7	Some glazing is poorly insulated. Replace/improve glazing and/or frames.
8	Consider installing an air source heat pump.
9	Replace tungsten GLS lamps with CFLs: Payback period dependent on hours of use.
10	Consider replacing T8 lamps with retrofit T5 conversion kit.
11	Introduce HF (high frequency) ballasts for fluorescent tubes: Reduced number of fittings required.

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

Leasing and energy efficiency regulations

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

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

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

Given the general aspiration to move towards a net zero economy, tightening of the requirements imposed around energy efficiency should be anticipated and considered. Current government guidelines and proposals are summarised below:



1st April 2023

2027

2028

2030

Privately leased non-domestic buildings that require an EPC to be rated at least E

Exemptions may apply

Proposed target for all non-domestic rented buildings to be rated at least C.

Exemptions may apply

Proposed target through the Energy Bill for non-domestic rental properties to achieve EPC B.

Exemptions may apply

Proposed MEES target that non-domestic rental properties must be rated at least EPC B.

Exemptions may apply



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456

Environmental summary



Flooding

Property's overall risk assessment for river, coastal, surface water and groundwater flooding is low-moderate.

Further explanation of flood risk assessment can be seen in the Flood information on [page 39](#) >.

River and Coastal Flooding	Low
Groundwater Flooding	Moderate
Surface Water Flooding	Negligible
FloodScore™ insurance rating	High
Past Flooding	Not identified
Flood Storage Areas	Not identified
NPPF Flood Risk Assessment required if site redeveloped?	Yes



Ground stability

The property is assessed to have potential for natural or non-natural ground subsidence.

Please see [page 30](#) > for details of the identified issues.

Natural Ground Stability	Moderate-High
Non-Natural Ground Stability	Identified



Radon

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

Not in a radon affected area

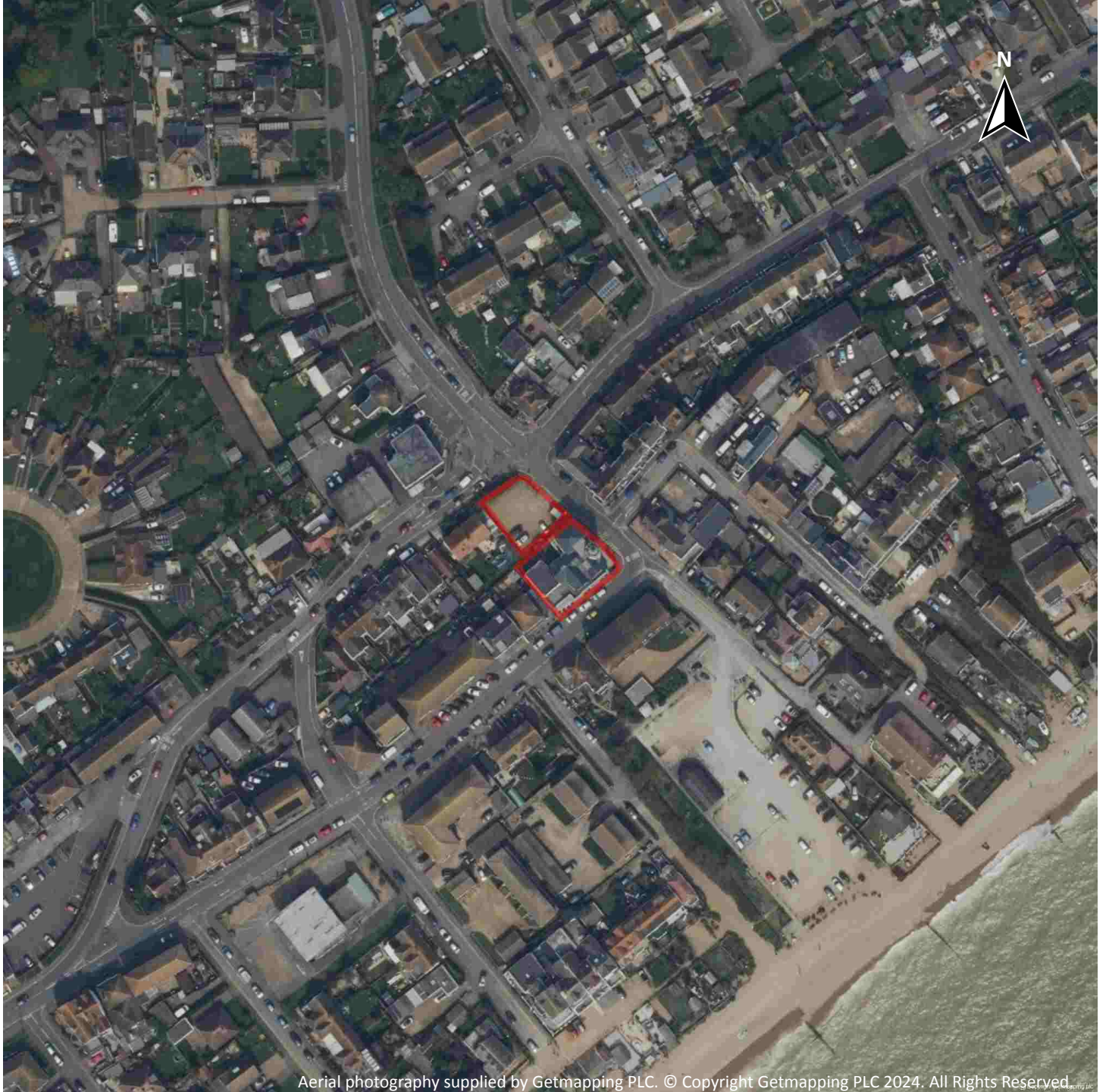


[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
 01273 257 755

Ref: Sample_Siteguard
 Your ref: Sample_Siteguard
 Grid ref: 123456 123456

Recent aerial photograph



Capture Date: 17/04/2022

Site Area: 0.08ha



[Back to Summary](#)

Contact us with any questions at:

info@groundsure.com ↗

01273 257 755

Ref: Sample_Siteguard

Your ref: Sample_Siteguard

Grid ref: 123456 123456

Contaminated land data summary



Past land use	On-Site	0-50m	50-250m
Former industrial land use (1:10,560 and 1:10,000 scale)	0	1	14
Former tanks	0	0	6
Former energy features	0	3	7
Former petrol stations	0	0	0
Former garages	0	3	4
Former military land	0	0	0
Waste and landfill	On-Site	0-50m	50-250m
Active or recent landfill	0	0	0
Former landfill (from Environment Agency Records)	0	0	0
Former landfill (from Local Authority and historical mapping records)	0	0	0
Waste site no longer in use	0	0	0
Active or recent licensed waste sites	0	0	0
Current and recent industrial	On-Site	0-50m	50-250m
Recent industrial land uses	0	1	5
Current or recent petrol stations	0	0	0
Historical licensed industrial activities	0	0	0
Current or recent licensed industrial activities	0	0	0
Local Authority licensed pollutant release	0	0	0
Pollutant release to surface waters	0	0	0
Pollutant release to public sewer	0	0	0
Dangerous industrial substances (D.S.I. List 1)	0	0	0
Dangerous industrial substances (D.S.I. List 2)	0	0	0
Dangerous or explosive sites	0	0	0
Hazardous substance storage/usage	0	0	0
Sites designated as Contaminated Land	0	0	0
Pollution incidents	0	0	2


[Back to Summary](#)

 Contact us with any questions at:
info@groundsure.com ↗
 01273 257 755

 Ref: Sample_Siteguard
 Your ref: Sample_Siteguard
 Grid ref: 123456 123456

Contaminated land / Past land use



Site Outline

Search buffers in metres (m)

- - - Former industrial land uses
- Former tanks
- Former energy features
- Former garages

Former industrial land use (1:10,560 and 1:10,000 scale)

These historical land uses have been identified from 1:10,560 and 1:10,000 scale Ordnance Survey maps dated from the mid to late 1800s to recent times. They have the potential to have caused ground contamination. Please see the Environmental Summary to find out how these could impact the site.

Please see [page 2](#) > for further advice.

Distance	Direction	Use	Date
7 m	SW	Unspecified Heap	1875
82 m	S	Unspecified Heap	1875
122 m	SW	Pump House	1908
132 m	N	Unspecified Heap	1957
137 m	N	Unspecified Heap	1938

Distance	Direction	Use	Date
137 m	N	Unspecified Heap	1938
174 m	SW	Unspecified Tank	1938
177 m	SW	Unspecified Tank	1925
207 m	N	Unspecified Tank	1957
209 m	N	Unspecified Tank	1908
209 m	N	Unspecified Tank	1925
209 m	N	Unspecified Tank	1937
211 m	N	Unspecified Tank	1957
214 m	N	Unspecified Tank	1938
217 m	N	Unspecified Tank	1898

This data is sourced from Ordnance Survey/Groundsure.

Former tanks

These tanks have been identified from high detailed historical Ordnance Survey maps dating from the mid-late 1800s to recent times. Tanks like this can sometimes store harmful waste, chemicals or oil, as well as more benign substances. Liquids stored in these tanks can leak when the tanks rust or become damaged over time, which could have caused contamination at this site.

Please see [page 2 >](#) for further advice.

Distance	Direction	Use	Date
105 m	E	Unspecified Tank	1927
178 m	SW	Unspecified Tank	1910
178 m	SW	Unspecified Tank	1927
213 m	N	Unspecified Tank	1899
213 m	N	Unspecified Tank	1910
213 m	N	Unspecified Tank	1927

This data is sourced from Ordnance Survey/Groundsure.



Former energy features

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

Please see [page 2 >](#) for further advice.

Distance	Direction	Use	Date
39 m	SE	Gas Governor	1987
39 m	SE	Gas Governor	1989
39 m	SE	Gas Governor	1989
81 m	S	Electricity Substation	1974
98 m	W	Electricity Substation	1975
100 m	W	Electricity Substation	1987
100 m	W	Electricity Substation	1989
100 m	W	Electricity Substation	1989
150 m	N	Electricity Substation	1987
150 m	N	Electricity Substation	1975

This data is sourced from Ordnance Survey/Groundsure.

Former garages

These garages have been identified from high detailed historical Ordnance Survey maps dating from the mid to late 1800s to recent times. They have the potential to cause ground contamination. This can be because spills can occur when fuel, oil or solvents are used causing ongoing pollution. Older and obsolete garages are considered a greater risk than newer ones, as tanks can remain underground and deteriorate, sometimes causing significant leaks.

Please see [page 2 >](#) for further advice.

Distance	Direction	Use	Date
30 m	N	Garage	1987
31 m	NE	Garage	1962
31 m	NE	Garage	1975
241 m	SW	Garage	1961
241 m	SW	Garage	1974
241 m	SW	Garage	1989
241 m	SW	Garage	1989



This data is sourced from Ordnance Survey/Groundsure.



Contaminated land / Current and recent industrial



- Site Outline
- Search buffers in metres (m)
- Recent industrial land uses
- Pollution incidents

Recent industrial land uses

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

Please see [page 2](#) > for further advice.

ID	Distance	Direction	Company / Address	Activity	Category
1	40 m	SE	Gas Governor Station - East Sussex, BN24	Gas Features	Infrastructure and Facilities
2	70 m	S	J S Gedge - 3 Pevensey Court Shops, Eastbourne Road, Pevensey Bay, East Sussex, BN24 6EX	New Vehicles	Motoring
3	80 m	S	Electricity Sub Station - East Sussex, BN24	Electrical Features	Infrastructure and Facilities

ID	Distance	Direction	Company / Address	Activity	Category
4	94 m	W	Electricity Sub Station - East Sussex, BN24	Electrical Features	Infrastructure and Facilities
5	104 m	NE	Tec Automotive - Bay Works, Marine Road, Pevensey Bay, East Sussex, BN24 6EG	Vehicle Repair, Testing and Servicing	Repair and Servicing
6	146 m	N	Electricity Sub Station - East Sussex, BN24	Electrical Features	Infrastructure and Facilities

This data is sourced from Ordnance Survey.

Pollution incidents

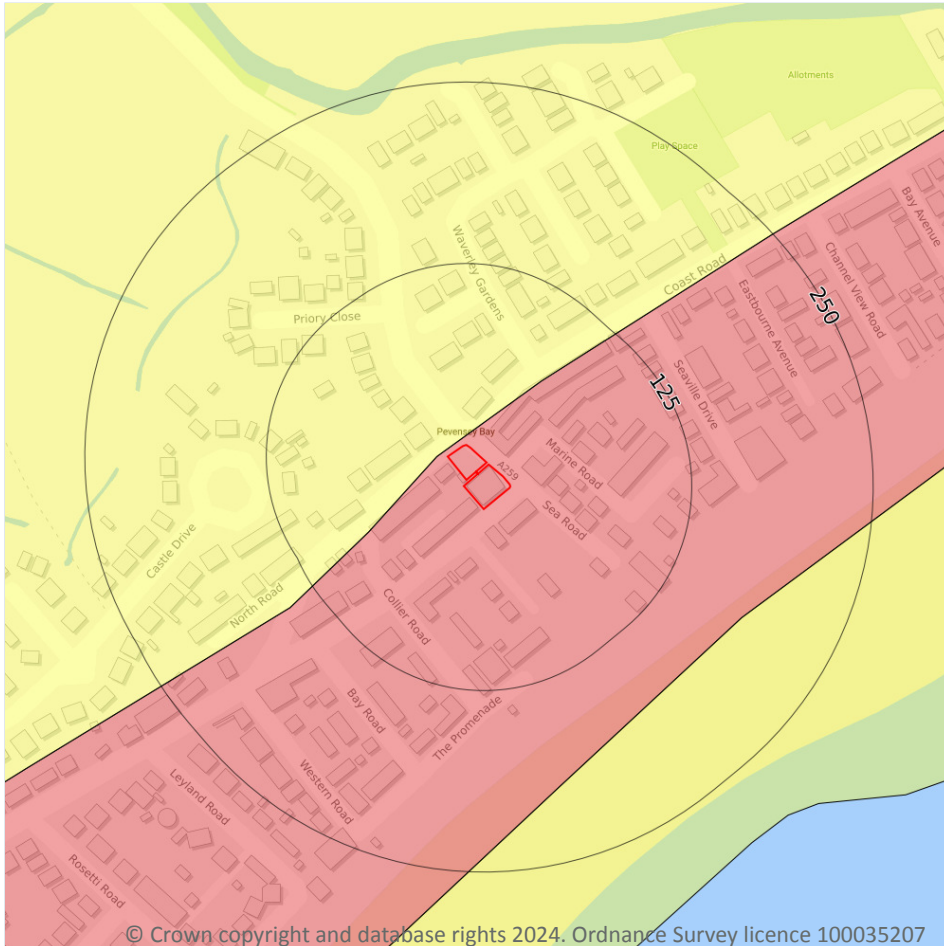
Environment Agency keep records of all major or significant pollution incidents that are known to have impacted the land, water or air. The location provided for these records may relate to the location of the incidents but may sometimes be recorded where the effects of the incident was reported.

Please see [page 2 >](#) for further advice.

ID	Distance	Direction	Incident Date	Land Impact	Water Impact	Pollutant
7	163 m	E	13/06/2001	Category 3 (Minor)	Category 3 (Minor)	Other Contaminated Water
8	163 m	E	13/06/2001	Category 3 (Minor)	Category 3 (Minor)	Other Contaminated Water

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

Superficial hydrogeology



- Site Outline
- Search buffers in metres (m)
- Principal
- Secondary A
- Secondary B
- Secondary Undifferentiated
- Unproductive
- Unknown

© Crown copyright and database rights 2024. Ordnance Survey licence 100035207

Aquifers within superficial geology

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

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

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

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

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

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

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



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
 01273 257 755

Ref: Sample_Siteguard
 Your ref: Sample_Siteguard
 Grid ref: 123456 123456

Distance	Direction	Designation
0	on site	Secondary A
4 m	NW	Secondary Undifferentiated
174 m	SE	Secondary Undifferentiated

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

Superficial geology

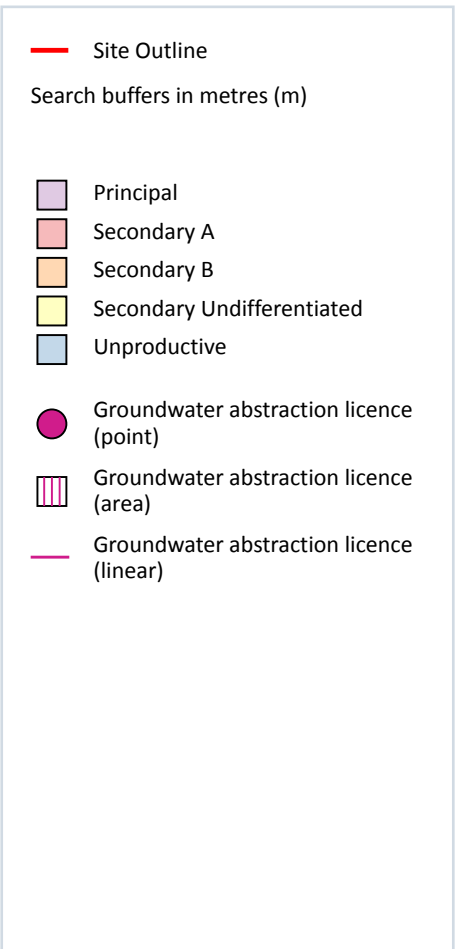
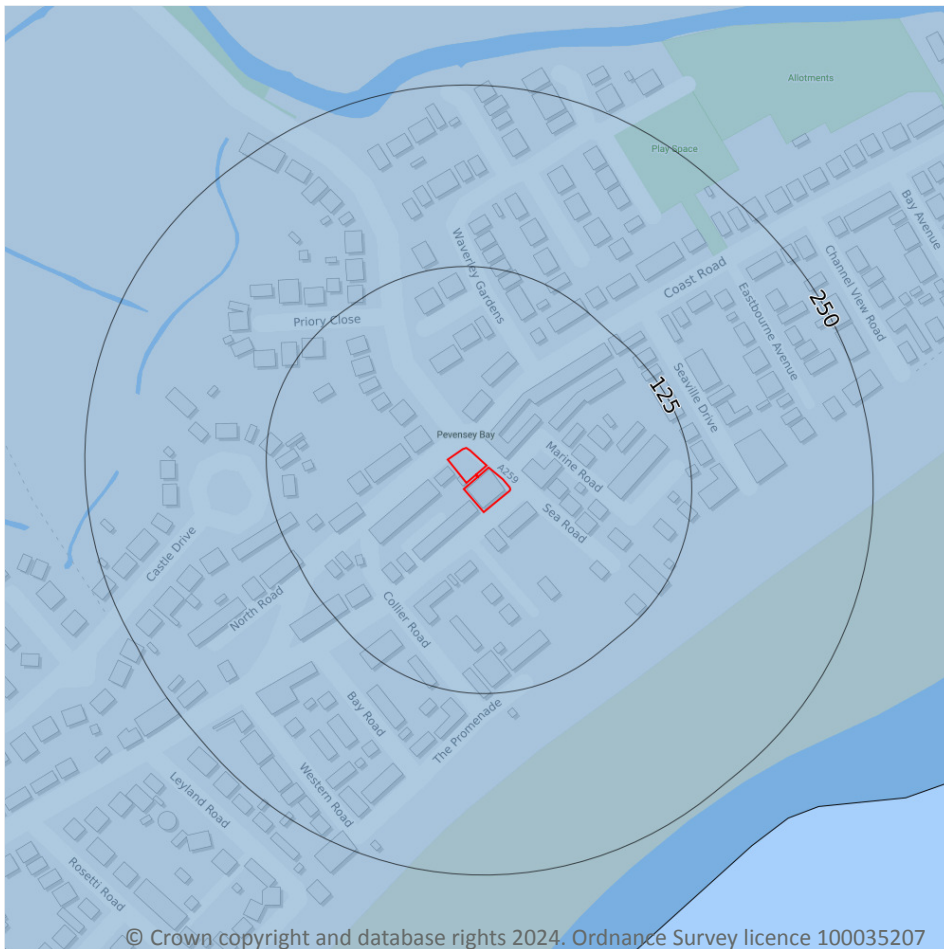
Superficial deposits are the youngest natural geological deposits formed during the most recent period of geological time. They rest on older deposits or rocks referred to as bedrock. This information comes from the BGS 1:50,000 Digital Geological Map of Great Britain, where available.

Description	BGS LEX Code	Rock Type
STORM BEACH DEPOSITS	STOB-V	GRAVEL

This data is sourced from British Geological Survey.



Bedrock hydrogeology



Aquifers within bedrock geology

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

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

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

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

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

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



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
 01273 257 755

Ref: Sample_Siteguard
 Your ref: Sample_Siteguard
 Grid ref: 123456 123456

Distance	Direction	Designation
0	on site	Unproductive

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

Bedrock geology

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

Description	BGS LEX Code	Rock Type
WEALD CLAY FORMATION	WC-MDST	MUDSTONE

This data is sourced from British Geological Survey.

Hydrology



© Crown copyright and database rights 2024. Ordnance Survey licence 100035207



Water courses from Ordnance Survey

These are water features such as ponds, lakes, rivers and streams that have been identified by Ordnance Survey. These features may be sensitive to contamination.

Distance	Direction	Details
202 m	NW	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)
227 m	W	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456

Distance	Direction	Details
232 m	NW	Name: Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)
248 m	N	Name: Salt Haven Type of water feature: Inland river not influenced by normal tidal action. Ground level: On ground surface Permanence: Watercourse contains water year round (in normal circumstances)

This data is sourced from Ordnance Survey.

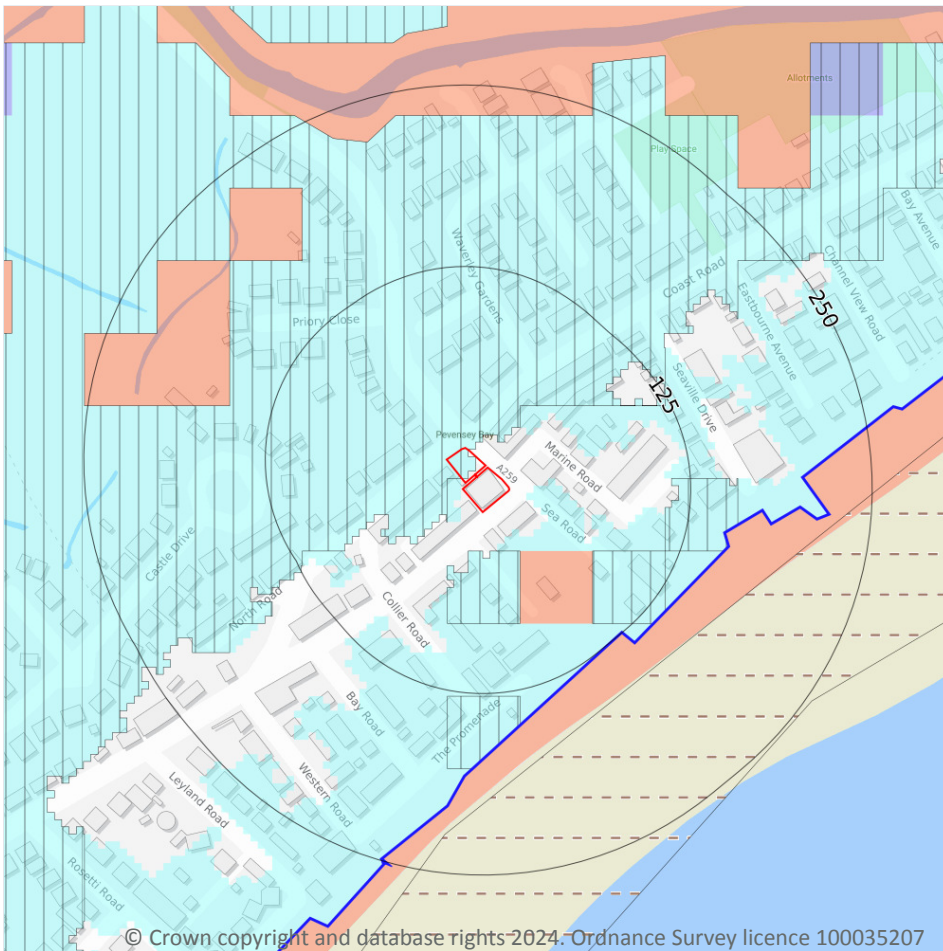


[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456

Flooding / Risk of flooding from rivers and the sea



Site Outline

Search buffers in metres (m)

River and coastal flooding:

- High
- Medium
- Low
- Very Low
- Historical Flood Events
- Areas Used for Flood Storage
- Reduced river/sea flooding risk due to defences
- Proposed Flood Defence Scheme
- Flood Defences

© Crown copyright and database rights 2024. Ordnance Survey licence 100035207

Risk of flooding from rivers and the sea

The property has a Low chance of flooding in any given year, according to Risk of Flooding from Rivers and Sea (RoFRaS)/Flood Risk Assessment Wales (FRAW) data. This could cause problems with insuring the property against flood risk.

RoFRaS/FRAW assesses flood risk from rivers and the sea in England and Wales, using local data and expertise. It shows the chance of flooding from rivers or the sea, taking account of flood defences and the condition those defences are in. The model uses local water level and flood defence data to model flood risk. See [page 39 >](#) for explanation of the levels of flood risk.

Please see [page 2 >](#) for further advice.

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

Flooding / Flood defences



Reduction in Risk of Flooding from Rivers and Sea due to Defences

The property is located in an area whereby the risk of flooding from rivers or sea is reduced due to the presence of flood defences. These areas would flood if the defence were not present, but may not do so as it is.

We recommend discussing all flood defence in place as part of your discussions with insurance providers.

Details of flood defences and any areas of reduced river/sea flooding risk due to defences can be seen on the Risk of Flooding from Rivers and the Sea Map.

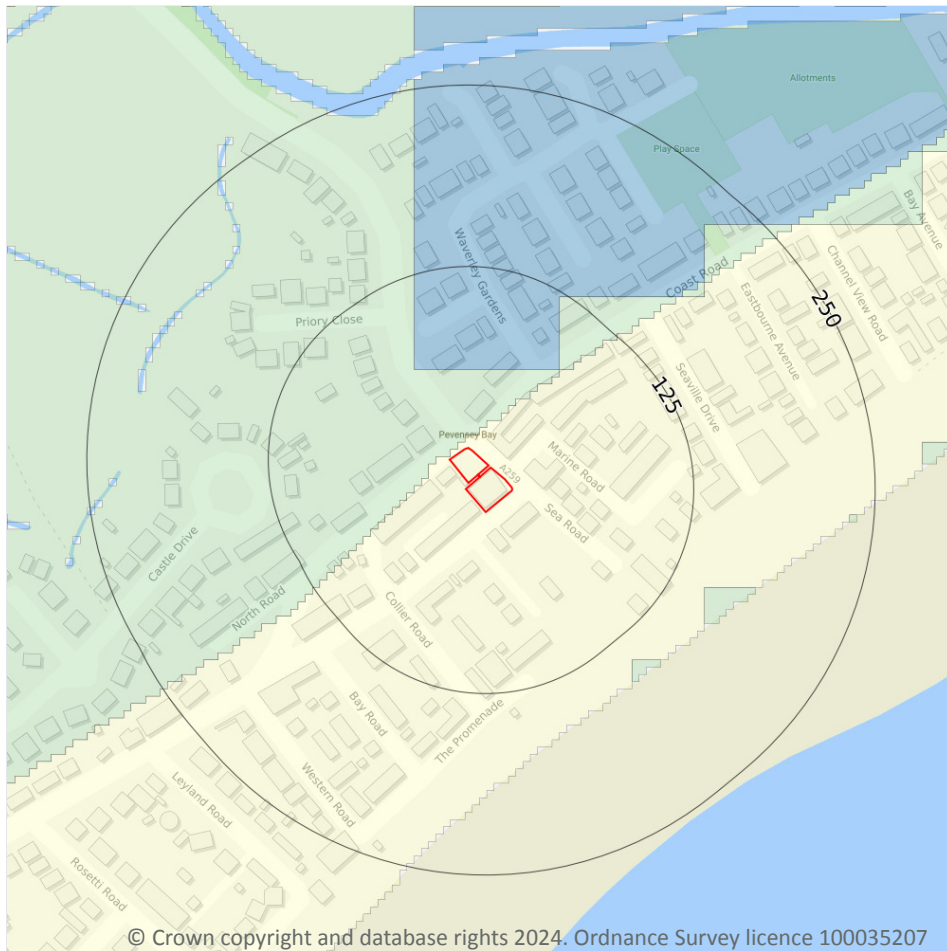
Flood defences

There are flood defences built in the vicinity of the property. Flood defences seek to reduce the risk of flooding and to safeguard life, protect property, sustain economic activity and the natural environment. Flood defences are designed to protect against flood events of a particular magnitude, expressed as risk in any one year.

Please see [page 2 >](#) for further advice.



Flooding / Groundwater flooding

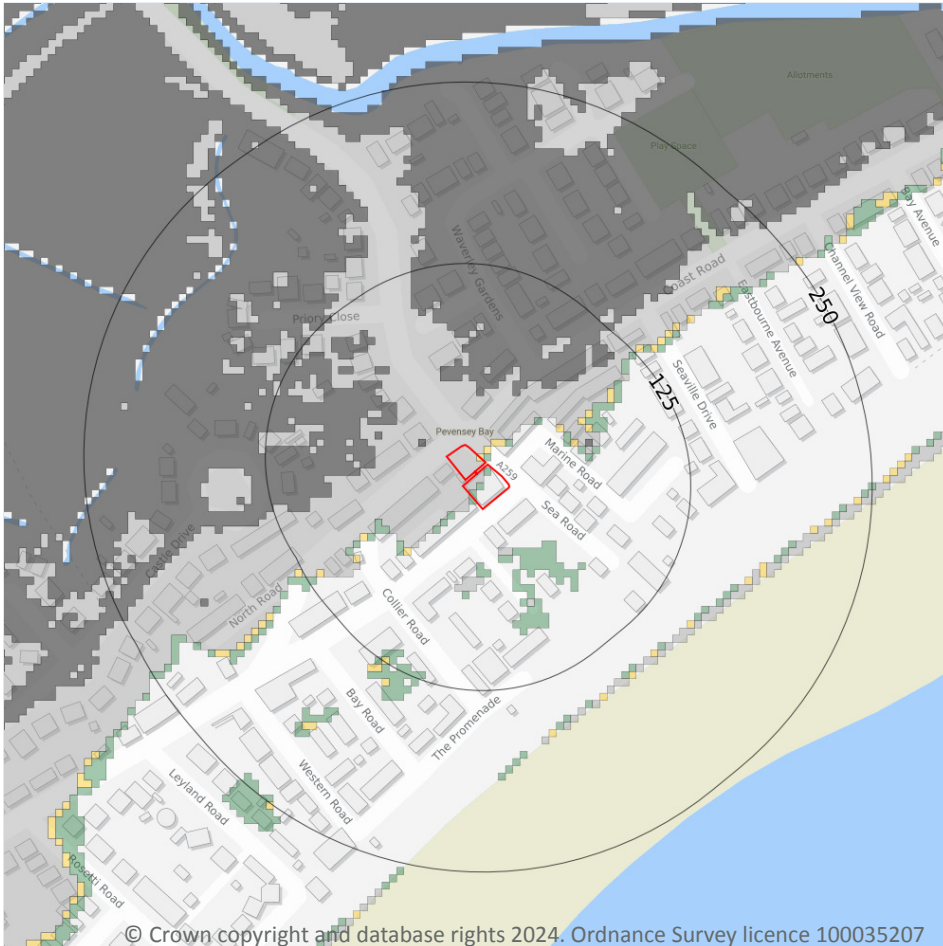


Ambiental data indicates that the property is in an area with a moderate risk of groundwater flooding. Should a 1 in 100-year groundwater flood event occur, groundwater levels may affect basement areas. Properties without basements are not considered to be at risk from this level of groundwater flooding.

Some of the responses contained in this report are based on data and information provided by the Natural Environment Research Council (NERC) or its component body British Geological Survey (BGS). Your use of any information contained in this report which is derived from or based upon such data and information is at your own risk. Neither NERC nor BGS gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including for negligence) arising from its use is excluded to the fullest extent permitted by law. Your use of the data/report/assessment constitutes your agreement to bring no claim against NERC or BGS in connection with it.



Flooding / Ambient FloodScore™ insurance rating



— Site Outline

Search buffers in metres (m)

- Very High
- High
- Moderate-High
- Moderate
- Low

© Crown copyright and database rights 2024. Ordnance Survey licence 100035207

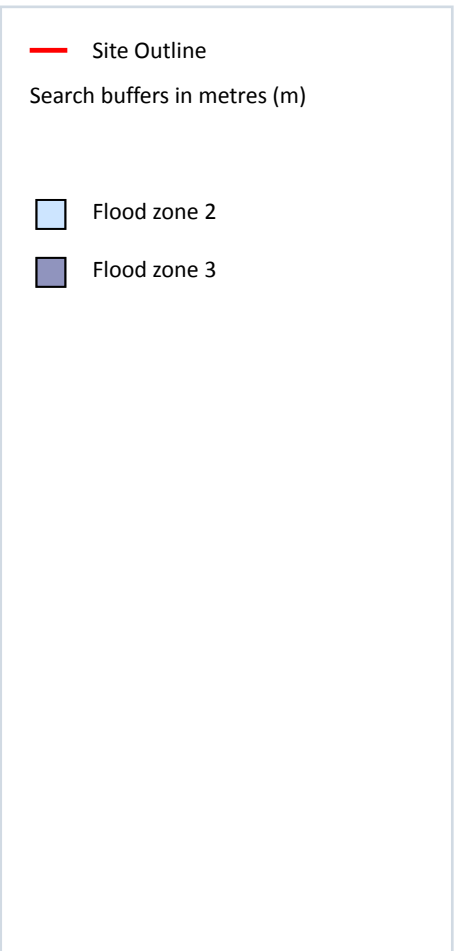
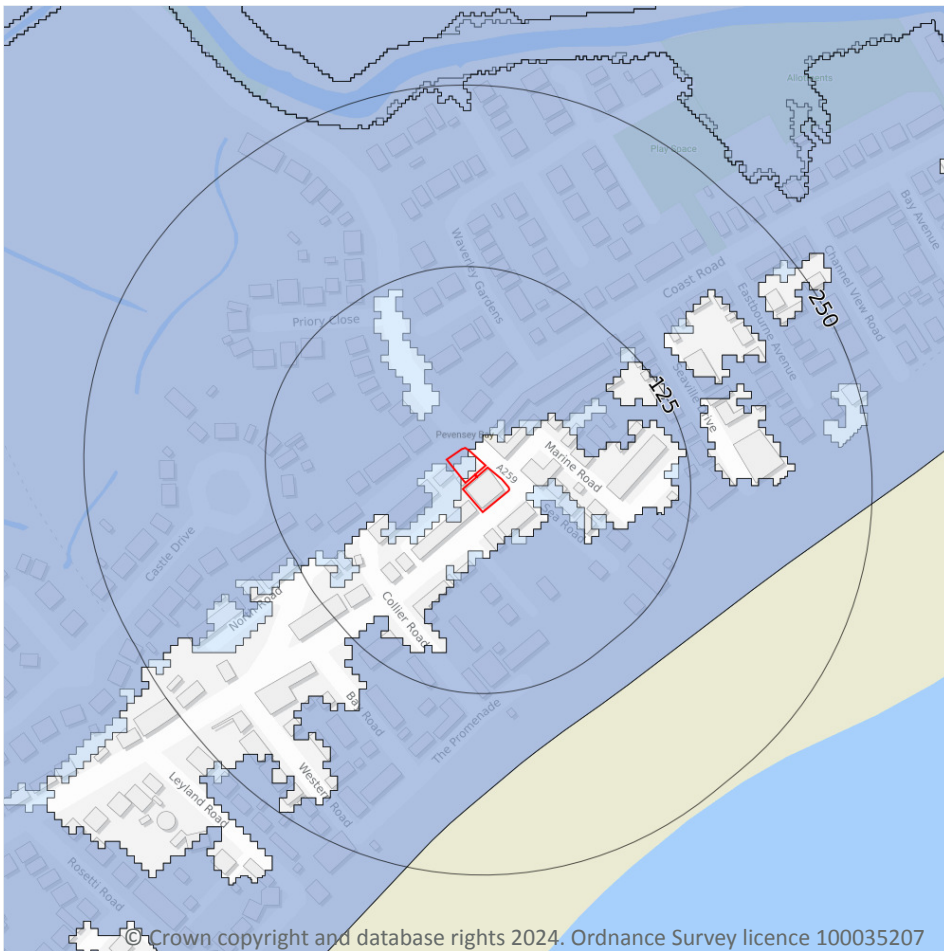
The property has been rated as having a High level of flood hazard.

Ambient's FloodScore™ insurance rating provides an indication of the likelihood of a property being flooded from river, coastal, groundwater and/or surface water flood. The FloodScore™ insurance rating information is based on a model and should not be relied upon as fact. It is only one of the many considerations reviewed as part of a commercial insurance policy.

Other underwriting considerations may include whether the building has been raised, are the contents raised off the floor, the construction type, business type, whereabouts the flooding impacts the property and the likelihood of business interruption such as access restrictions due to flood waters. As a property owner, understanding the risk to your property is valuable and adding flood resilience measures to the property, where known to be at risk, may help getting insurance or reducing the premium or excess charged by an insurer.



Flooding / Flood map for planning



The Environment Agency Flood Zone information is used within the planning system to help determine whether flood risk assessments are required for development. This guidance forms part of the National Planning Policy Framework (NPPF). The different Flood Zones are classified as follows (note that the risk values stated below do not take into account any flood defences -see the RoFRaS data for a rating that takes flood defences into account):

Zone 1 – little or no risk with an annual probability of flooding from rivers and the sea of less than 0.1%.

Zone 2 – low to medium risk with an annual probability of flooding of 0.1-1.0% from rivers and 0.1-0.5% from the sea.

Zone 3 (or Zone 3a) – high risk with an annual probability of flooding of 1.0% or greater from rivers, and 0.5% or greater from the sea.

Zone 3b – very high risk with the site being used as part of the functional flood plain or as a Flood Storage Area.

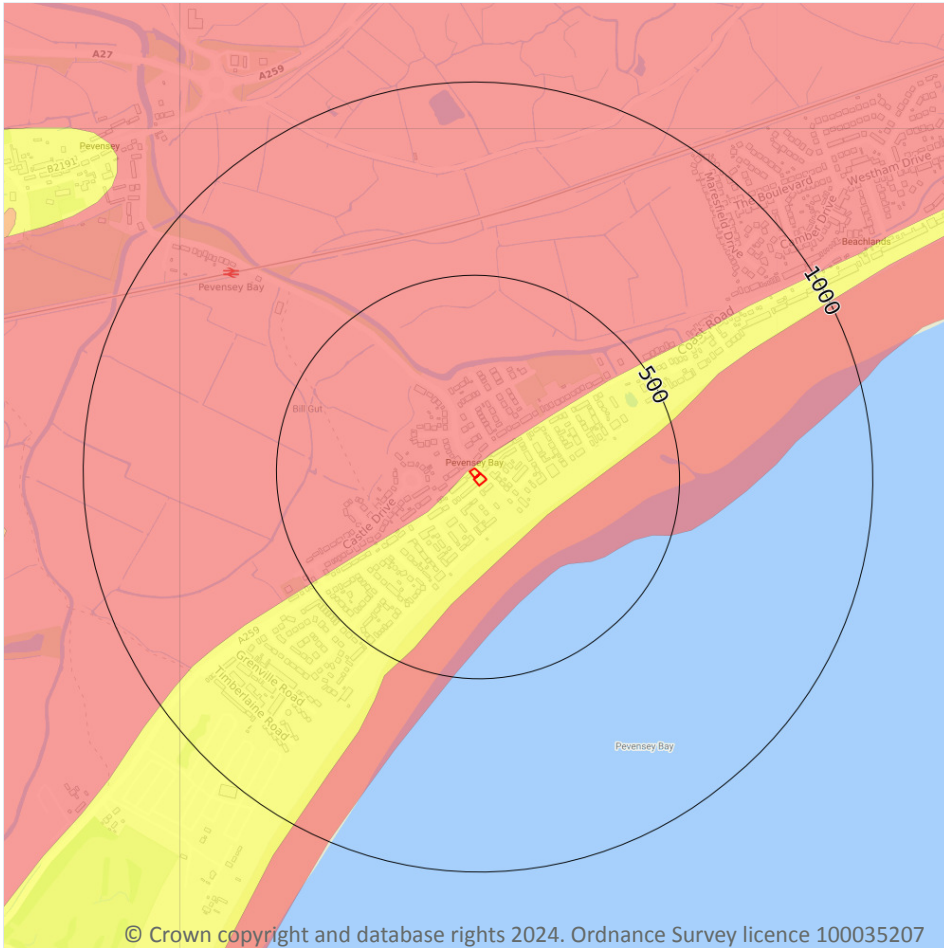
Owners of properties within Zone 2 and Zone 3 are advised to sign up to the Environment Agency's Flood Warning scheme. The Flood Zone(s) found at the property are shown in the table below.

Distance	Direction	Description
0	on site	Flood zone 2
0	on site	Flood zone 3

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



Ground stability / Natural ground subsidence



— Site Outline

Search buffers in metres (m)

- Moderate - high
- Low
- Negligible - very low

© Crown copyright and database rights 2024. Ordnance Survey licence 100035207

Natural ground subsidence

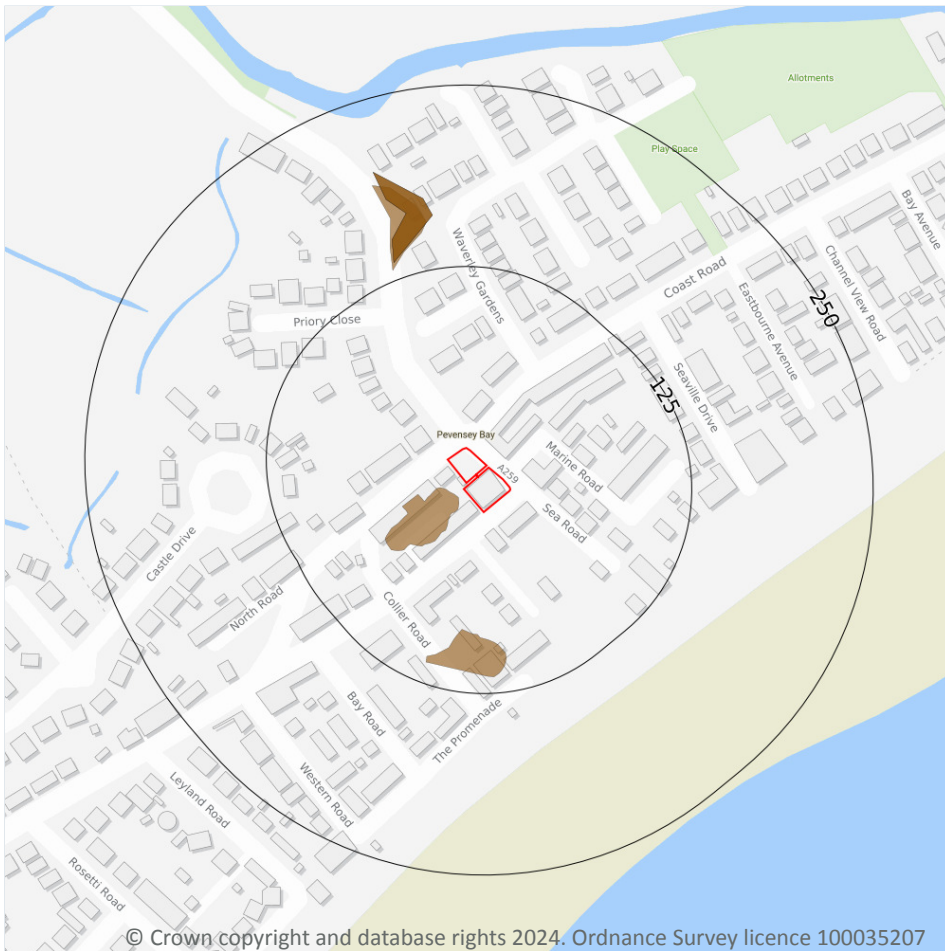
The property, or an area within 50m of the property, has a moderate to high potential for natural ground subsidence. This rating is derived from the British Geological Survey's GeoSure database, and is based upon the natural qualities of the geology at the site rather than any historical subsidence claims or events. Additionally, this data does not take into account whether buildings on site have been designed to withstand any degree of subsidence hazard.

Please see [page 2](#) > for further advice.

Surveyors are normally aware of local problem areas in relation to subsidence, however, this data provided by the British Geological Survey (BGS) can highlight areas where a significant potential for natural ground subsidence exists and whether it may need particular consideration. The term “Subsidence” refers to ground movement that could cause damage to foundations in domestic or other properties.



Ground stability / Non-natural ground subsidence



Site Outline

Search buffers in metres (m)

- 125
- 250

Infilled Land

Mining hazards:

- Highly likely
- Likely

Infilled land

Maps suggest the property is located near a previous pond, quarry, mine, landfill or other hole in the land. These land cavities are often filled with various materials, and this can cause structural problems. Groundsure's experts recommend that you check whether your structural surveys have taken this into account.

Please see [page 2](#) > for further advice.

Distance	Direction	Use	Date
7 m	SW	Unspecified Heap	1875
















Groundsure's experts systematically analyse historical maps, which can highlight areas that, over time, may have been filled with various materials. The materials used are usually safe, although in some cases contaminative materials may also have been used. Past ground workings have been identified at the site. These workings may be associated with railway cuttings or other ground engineering but may also indicate mining activity. Information is taken from features identified on Ordnance Survey historical maps, which do not indicate the distance or direction that mines extend beneath the surface. For example, features such as mine shafts only indicate the entrance to a mine. From this, we may infer the potential for underground features to extend outward from this point. Some features within this database may also relate to non-mining underground activities e.g. air shafts for underground railways.

Planning constraints



Site Outline

Search buffers in metres (m)

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

© Crown copyright and database rights 2024. Ordnance Survey licence 100035207

Listed Buildings

The presence of listed buildings means there will be extra control over what changes can be made to that building's interior and exterior. If the property itself is a listed building, owners will need to apply for Listed Building Consent for most types of work that affect the 'special architectural or historic interest' of the property and the work approved may increase costs.

Distance	Direction	Name	Grade	Listed building reference number	Listed date
234 m	SW	The Castle Inn	II	1043082	12/08/1981

This data is sourced from Historic England. For more information please see <https://historicengland.org.uk/listing/the-list/> ↗



Climate change / Flood risk (5 and 30 Years)

Ambiental's FloodScore™ Climate data provides flood risk information from river, tidal and surface water flooding for a range of future time periods and emissions scenarios (Low emissions - RCP 2.6, medium and most likely emissions - RCP 4.5, and high emission - RCP 8.5). The temperature increases shown for each scenario are predicted increases by 2081-2100. The models are based on the UK Climate Projections 2018 (UKCP18). It is plausible that climate change will increase the severity and frequency of flood events in the future. FloodScore™ Climate has been designed to provide banks, building societies and insurers with future flood risk information for their long-term assets. The data within this report is based on the highest risk found within a buffer zone around the buildings. The 'Year' in the table represents the median of the date range used for each modelled timeframe.

Temp increase range	Year	Combined flood risk	River flooding	Coastal flooding	Surface water flooding
RCP 2.6 0.9-2.3°C	2027	High	Negligible	High	Negligible
RCP 2.6 0.9-2.3°C	2055	High	Negligible	High	Negligible

Temp increase range	Year	Combined flood risk	River flooding	Coastal flooding	Surface water flooding
RCP 4.5 1.7-3.2°C	2027	High	Negligible	High	Negligible
RCP 4.5 1.7-3.2°C	2055	High	Negligible	High	Negligible

Temp increase range	Year	Combined flood risk	River flooding	Coastal flooding	Surface water flooding
RCP 8.5 3.2-5.4°C	2027	High	Negligible	High	Negligible
RCP 8.5 3.2-5.4°C	2055	High	Negligible	High	Negligible

This data is sourced from Ambiental Risk Analytics.

Climate change / Natural ground instability (5 and 30 Years)

This data shows the increase in shrink swell subsidence hazards as a result of climate change. When certain soils take in water they can swell, causing heave. Conversely, when these soils dry out they can shrink and cause subsidence. Climate change will result in higher temperature and therefore likely cause periods of drought and an increase in shrink swell subsidence. This data has been produced using the Met Office local projections to accurately model predicted rainfall, it is only available for RCP8.5 (the 'worst case' climate scenario).

Temp increase range	Year	Wet scenario	Average rainfall	Dry scenario
RCP 8.5 3.2-5.4°C	2030s	Highly unlikely	Highly unlikely	Highly unlikely
RCP 8.5 3.2-5.4°C	2050s	Highly unlikely	Highly unlikely	Highly unlikely



This data is sourced from the British Geological Survey.

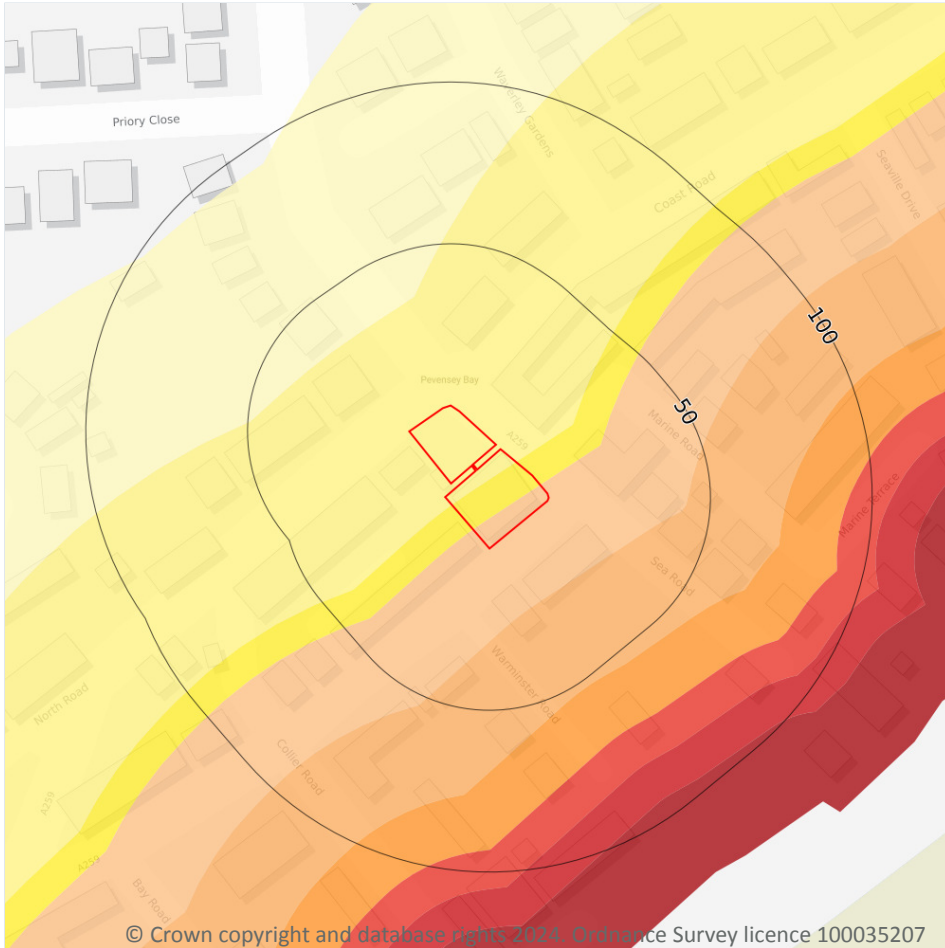


[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456

Climate change / Coastal erosion - un-defended



— Site Outline

Search buffers in metres (m)

Short term potential extents

- 95% likelihood
- 50%
- 5%

Medium term potential extents

- 95% likelihood
- 50%
- 5%

Long term potential extents

- 95% likelihood
- 50%
- 5%

© Crown copyright and database rights 2024. Ordnance Survey licence 100035207

Projections with no active intervention

There is a 5% chance the property will be impacted by coastal erosion in the medium term with no intervention measures in place.

This is the scenario with the highest likelihood of impacting the property, as projected within the National Coastal Erosion Risk Mapping (2018-2021) (NCERM) when modeled with no active intervention in place.

NCERM shows potential erosion extents from the coastal baseline for three time periods (0 - 20 years, 20 - 50 years and 50 - 100 years), and to three degrees of likelihood (95%, 50% and 5%).

If applicable, potential extents and impact with planned active intervention can be found in the 'Coastal erosion - defended' section.

This data is sourced from the Environment Agency and Natural Resources Wales NCERM database.

Datasets searched

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

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



Flooding

Flood storage areas: part of floodplain	Not identified
---	----------------

Historical flood areas	Not identified
------------------------	----------------

Reduction in Risk of Flooding from Rivers and Sea due to Defences	Identified
--	-------------------

Flood defences	Identified
-----------------------	-------------------

Proposed flood defences	Not identified
-------------------------	----------------

Surface water flood risk	Not identified
--------------------------	----------------

Groundwater flooding	Identified
-----------------------------	-------------------

Natural ground subsidence

Natural ground subsidence	Identified
----------------------------------	-------------------

Natural geological cavities	Not identified
-----------------------------	----------------

Non-natural ground subsidence

Coal mining	Not identified
-------------	----------------

Non-coal mining	Not identified
-----------------	----------------

Mining cavities	Not identified
-----------------	----------------

Infilled land	Identified
----------------------	-------------------

Radon

Radon	Not identified
-------	----------------

Planning constraints

Sites of Special Scientific Interest	Not identified
--------------------------------------	----------------

Internationally important wetland sites (Ramsar Sites)	Not identified
--	----------------

Special Areas of Conservation	Not identified
-------------------------------	----------------

Special Protection Areas (for birds)	Not identified
--------------------------------------	----------------

National Nature Reserves	Not identified
--------------------------	----------------

Local Nature Reserves	Not identified
-----------------------	----------------

Designated Ancient Woodland	Not identified
-----------------------------	----------------

Planning constraints

Green Belt	Not identified
------------	----------------

World Heritage Sites	Not identified
----------------------	----------------

Areas of Outstanding Natural Beauty	Not identified
-------------------------------------	----------------

National Parks	Not identified
----------------	----------------

Conservation Areas	Not identified
--------------------	----------------

Listed Buildings	Identified
-------------------------	-------------------

Certificates of Immunity from Listing	Not identified
---------------------------------------	----------------

Scheduled Monuments	Not identified
---------------------	----------------

Registered Parks and Gardens	Not identified
------------------------------	----------------

Climate change

Flood risk (5 and 30 Years)	Identified
------------------------------------	-------------------

Natural ground instability (5 and 30 Years)	Identified
--	-------------------

Coastal Erosion

Complex cliffs	Not identified
----------------	----------------

Projections with intervention measures in place	Not identified
---	----------------

Projections with no active intervention	Identified
--	-------------------



Contaminated Land Assessment Methodology and Limitations

Our risk assessment methodology and limitations can be found at [Risk Assessment methodology and Limitations - Groundsure](#) ↗

Flood information

The Flood Risk Assessment section is based on datasets covering a variety of different flooding types. No inspection of the property or of the surrounding area has been undertaken by Groundsure or the data providers. The modelling of flood hazards is extremely complex and in creating a national dataset certain assumptions have been made and all such datasets will have limitations. These datasets should be used to give an indication of relative flood risk rather than a definitive answer. Local actions and minor variations, such as blocked drains or streams etc. can greatly alter the effect of flooding. A low or negligible modelled flood risk does not guarantee that flooding will not occur. Nor will a high risk mean that flooding definitely will occur. Groundsure's overall flood risk assessment takes account of the cumulative risk of river and coastal data, historic flood events and 'Reduction in Risk of Flooding from Rivers and Sea due to Defences' provided by the Environment Agency/Natural Resources Wales (in England and Wales) and surface water (pluvial) and groundwater flooding provided by Ambient Risk Analytics. In Scotland the river and coastal flood models are also provided by Ambient Risk Analytics.

Risk of flooding from rivers and the sea

This is an assessment of flood risk for England and Wales produced using local data and expertise, provided by the Environment Agency (RoFRaS model) and Natural Resources Wales (FRAW model). It shows the chance of flooding from rivers or the sea presented in categories taking account of flood defences and the condition those defences are in. The model uses local water level and flood defence data to model flood risk.

The categories associated with the Environment Agency and Natural Resources Wales models are as follows:

RoFRaS (rivers and sea) and FRAW (rivers):

Very Low - The chance of flooding from rivers or the sea is considered to be less than 1 in 1000 (0.1%) in any given year.

Low - The chance of flooding from rivers or the sea is considered to be less than 1 in 100 (1%) but greater than or equal to 1 in 1000 (0.1%) in any given year.

Medium - The chance of flooding from rivers or the sea is considered to be less than 1 in 30 (3.3%) but greater than 1 in 100 (1%) in any given year.

High - The chance of flooding from rivers or the sea is considered to be greater than or equal to 1 in 30 (3.3%) in any given year.

FRAW (sea):

Very Low - The chance of flooding from the sea is considered to be less than 1 in 1000 (0.1%) in any given year.

Low - The chance of flooding from the sea is considered to be less than 1 in 200 (0.5%) but greater than or equal to 1 in 1000 (0.1%) in any given year.

Medium - The chance of flooding from the sea is considered to be less than 1 in 30 (3.3%) but greater than 1 in 200 (0.5%) in any given year.

High - The chance of flooding from the sea is considered to be greater than or equal to 1 in 30 (3.3%) in any given year.

Historic flood events

Over 86,000 events are recorded within this database. This data is used to understand where flooding has occurred in the past and provides details as available. Absence of a historic flood event for an area does not mean that the area has never flooded, but only that Environment Agency/Natural Resources Wales do not currently have records of flooding within the area. Equally, a record of a flood footprint in previous years does not mean that an area will flood again, and this information does not take account of flood management schemes and improved flood defences.

Surface water flooding

Ambient Risk Analytics surface water flood map identifies areas likely to flood following extreme rainfall events, i.e. land naturally



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456

vulnerable to surface water or “pluvial” flooding. This data set was produced by simulating 1 in 30 year, 1 in 100 year, 1 in 250 year and 1 in 1000 year rainfall events. The flood risks for these rainfall events are reported where the depth would be greater than the threshold for a standard property to modern building standards. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though older ones may even flood in a 1 in 5 year rainstorm event.

Proposed flood defences

The data includes all Environment Agency/Natural Resources Wales's projects over £100K that will change or sustain the standards of flood defence in England and Wales over the next 5 years. It also includes the equivalent schemes for all Local Authority and Internal Drainage Boards.

Flood storage areas

Flood Storage Areas may also act as flood defences. A flood storage area may also be referred to as a balancing reservoir, storage basin or balancing pond. Its purpose is to attenuate an incoming flood peak to a flow level that can be accepted by the downstream channel. It may also delay the timing of a flood peak so that its volume is discharged over a longer time interval. These areas are also referred to as Zone 3b or 'the functional floodplain' and has a 5% or greater chance of flooding in any given year, or is designed to flood in the event of an extreme (0.1%) flood or another probability which may be agreed between the Local Planning Authority and Environment Agency/Natural Resources Wales, including water conveyance routes. Development within Flood Storage Areas is severely restricted.

Groundwater flooding

Groundwater flooding is flooding caused by unusually high groundwater levels. It occurs as excess water emerging at the ground surface or within underground structures such as basements. Groundwater flooding tends to be more persistent than surface water flooding, in some cases lasting for weeks or months, and it can result in significant damage to property. This risk assessment is based on a 5m Digital Terrain Model (DTM) and 1 in 100 year and 1 in 250 year return periods.

Conservation Area data limitations

Please note the Conservation Area data is provided by Historic England and individual Local Authorities. Due to different methodologies used by different Local Authorities the data may be incomplete. We recommend reviewing your local search for confirmation.

Subsidence data limitations

The natural ground subsidence assessment is based on the British Geological Survey's GeoSure data. GeoSure is a natural ground stability hazard susceptibility dataset, based on the characteristics of the underlying geology, rather than an assessment of risk. A hazard is defined as a potentially damaging event or phenomenon, where as a risk is defined as the likelihood of the hazard impacting people, property or capital. The GeoSure dataset consists of six data layers for each type of natural ground subsidence hazard. These are shrink-swell clay, landslide, compressible ground, collapsible ground, dissolution of soluble rock and running sand. Each hazard is then provided with a rating on its potential to cause natural ground subsidence. This rating goes from A-E, with A being the lowest hazard, E being the highest. Groundsure represent full GeoSure data as either Negligible (ratings of A), Very Low (ratings of B), Low (C), Moderate (D) or High (E). Where GeoSure Basic is instead used, ratings are displayed as Negligible-Very Low (A or B ratings), Low (C) or Moderate-High (D or E). The GeoSure data only takes into account the geological characteristics at a site. It does not take into account any additional factors such as the characteristics of buildings, local vegetation including trees or seasonal changes in the soil moisture content which can be related to local factors such as rainfall and local drainage. These factors should be considered as part of a structural survey of the property carried out by a competent structural surveyor. For more information on the “typical safe distance” trees should be from a property please see this guide:

www.abi.org.uk/globalassets/sitecore/files/documents/publications/public/migrated/home/protecting-your-home-from-subsidence-damage.pdf ↗



ClimateIndex™ data and limitations

Groundsure's ClimateIndex™ is an assessment of the physical risk to the property from hazards which may be exacerbated by climate change. It considers the following hazards only:

- River flooding
- Flooding from the sea and tidal waters
- Surface water flooding
- Shrink swell subsidence
- Coastal erosion

These hazards are assessed using a weighted sum model, which allows for the consistent comparison of hazards between different time periods, emissions scenarios and the relative severity of predicted impacts. All flood and subsidence impacts have been produced using the latest UKCP18 climate prediction models. Assessments are provided for the short term (c.5 years) and medium term (c.30 years) only. A range of [Representative Concentration Pathways \(RCPs\)](#) [↗] have been used depending on the source dataset and its derivation. For example, flood data has been provided for RCP2.6, 4.5 and 8.5, whereas subsidence data has been derived using local projections only available for RCP8.5. Each RCP variance has been assigned an appropriate weighting in the calculator to reflect the relative likelihood of that scenario and where a full range of RCP scenarios is not available Groundsure have extrapolated to give equivalent values.

The banding applied to a property reflects its current and future risk from the hazards identified above. If a property's banding does not change from the present day to the medium term, the property's risk profile is not considered likely to be affected by climate change, though risks may still be present. Any increase in the banding of a property indicates that the property has the potential to be affected by climate change.

Band	Description	Short term (c.5 year)	Medium term (c.30 year)
A	No risks of concern predicted	76%	75%
B	Minor risks e.g. low level surface water flooding	15%	15%
C	Minor to moderate risks e.g. river flood event above property threshold	4%	4%
D	Moderate risks e.g. above threshold flood events and significant increase in subsidence potential	2%	2%
E	Significant risks e.g. multiple flood risks above property threshold	2%	2%
F	Severe risks to property e.g. coastal erosion risk	1%	2%

Approximate percentage of properties falling into each band. The figures have been calculated based on an assessment of residential properties only.



Energy Performance

To provide details of a property-specific Energy Performance Certificate (EPC) we use the address provided with the order and match it to a Unique Property Reference Number (UPRN), a unique identifier curated and managed by Ordnance Survey / local councils. The UPRN is then used to match an EPC to a property. Although Groundsure has invested significant resources to develop an accurate UPRN matching solution, it is possible in a small number of cases that a UPRN could be matched incorrectly. It is encouraged that you verify the EPC used in this report against the online register on gov.uk's service [Find an energy certificate](#) ↗ to check 1) the address is correct, and 2) the most recent EPC certificate has been reviewed. If a more recent EPC exists for the property, then this latest certificate must be relied upon rather than the information summarised in this report.

EPC ratings and assessments are based on both observations made by an EPC assessor when visiting a property and on data and assumptions around the age and type of property. This means a property's EPC band can change irrespective of any improvement works undertaken. Due to, for example, differing levels of access or documentation being provided to the assessor during the visit. Additionally, the methodologies underpinning EPC calculations are updated periodically.

Where appropriate, Groundsure has calculated and presented an average energy performance rating. This has been aggregated from all valid energy performance certificates that are comparable to your property based on location, property type and size. Where it is not appropriate to consider all of these 3 variables, we may have provided the average rating based on only two of these variables. In some cases, it may be based on just one variable, and in rare instances, it is based on a single national level statistic for all property types and sizes.



Conveyancing Information Executive and our terms & conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Nile House, Nile Street, Brighton, BN1 1HW. Tel: 01273 257 755. Email: info@groundsure.com ↗. Groundsure adheres to the Conveyancing Information Executive Standards.

The 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.
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and associated parties.

Complaints Advice

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure.

If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Standards.

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

COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

- acknowledge it within 5 working days of receipt
- normally deal with it fully and provide a final response, in writing, within 20 working days of receipt
- liaise, at your request, with anyone acting formally on your behalf

Complaints should be sent to:

Operations Director, Groundsure Ltd, Nile House, Nile Street, Brighton, BN1 1HW. Tel: 01273 257 755. Email: info@groundsure.com

↗ If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk ↗ We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

Groundsure's Terms and Conditions can be viewed online at this link: www.groundsure.com/terms-and-conditions-april-2023/ ↗

Important consumer protection information

All of the advice and reports that Groundsure produces are covered by a comprehensive Remediation Contribution policy to ensure customers are protected, see www.groundsure.com/remediation ↗ for full details.

Data providers

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



[Back to Summary](#)

Contact us with any questions at:
info@groundsure.com ↗
01273 257 755

Ref: Sample_Siteguard
Your ref: Sample_Siteguard
Grid ref: 123456 123456