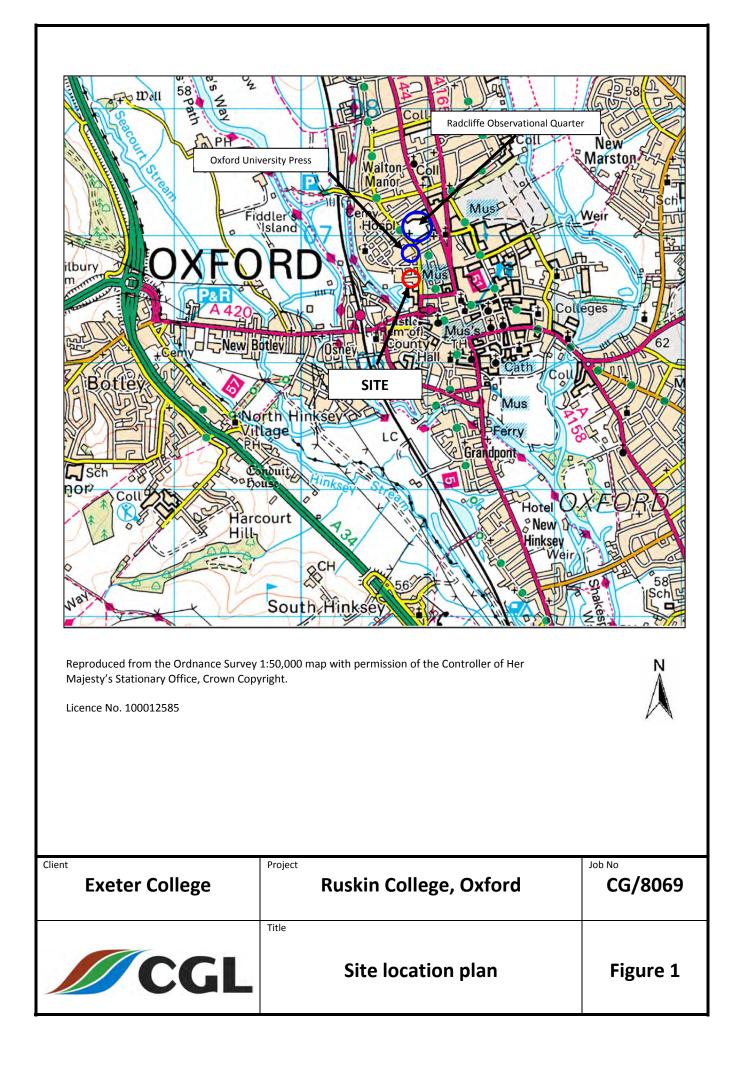
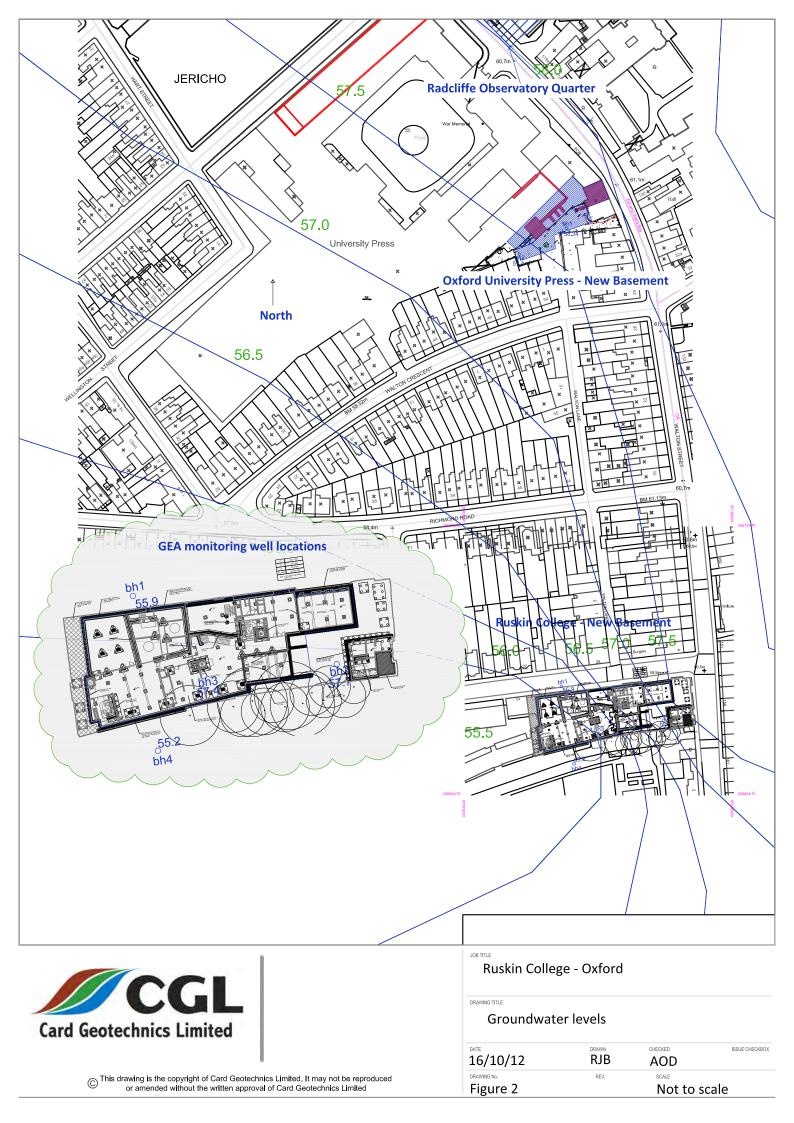
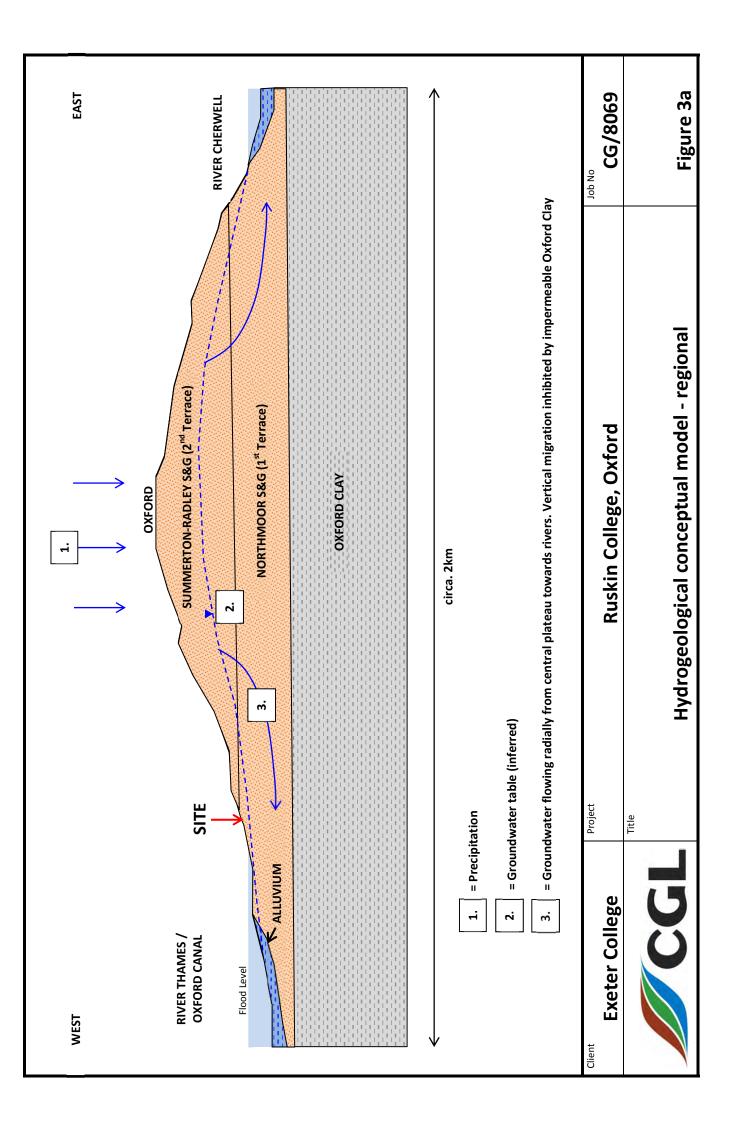
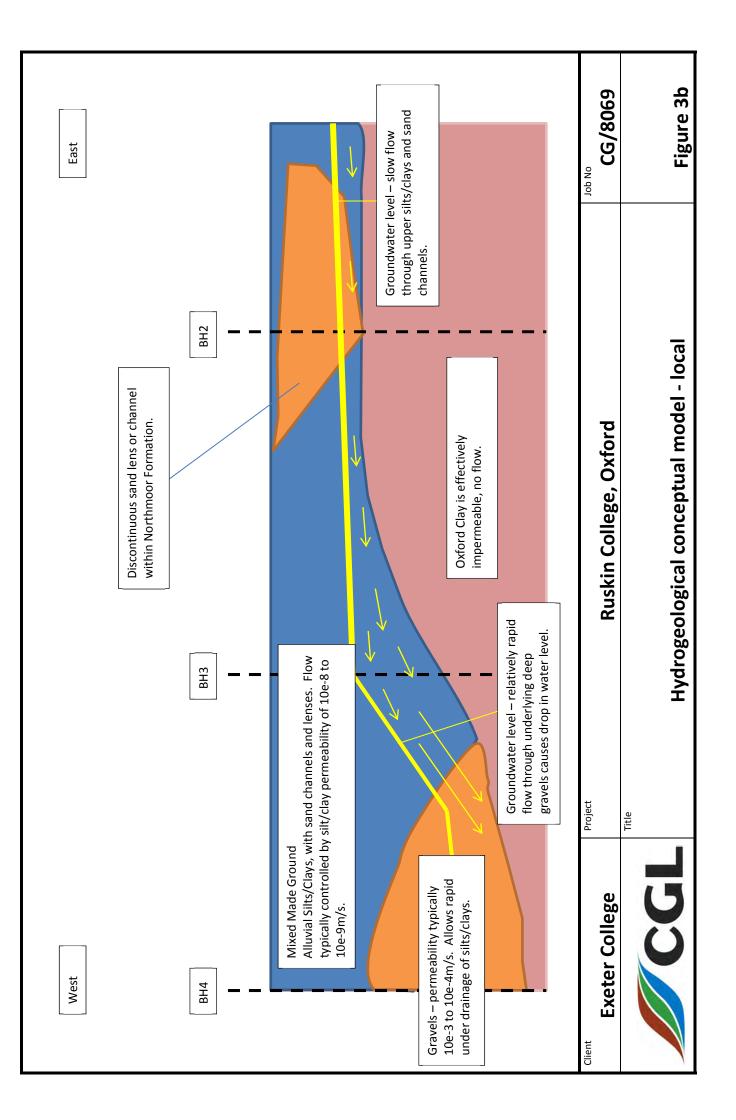


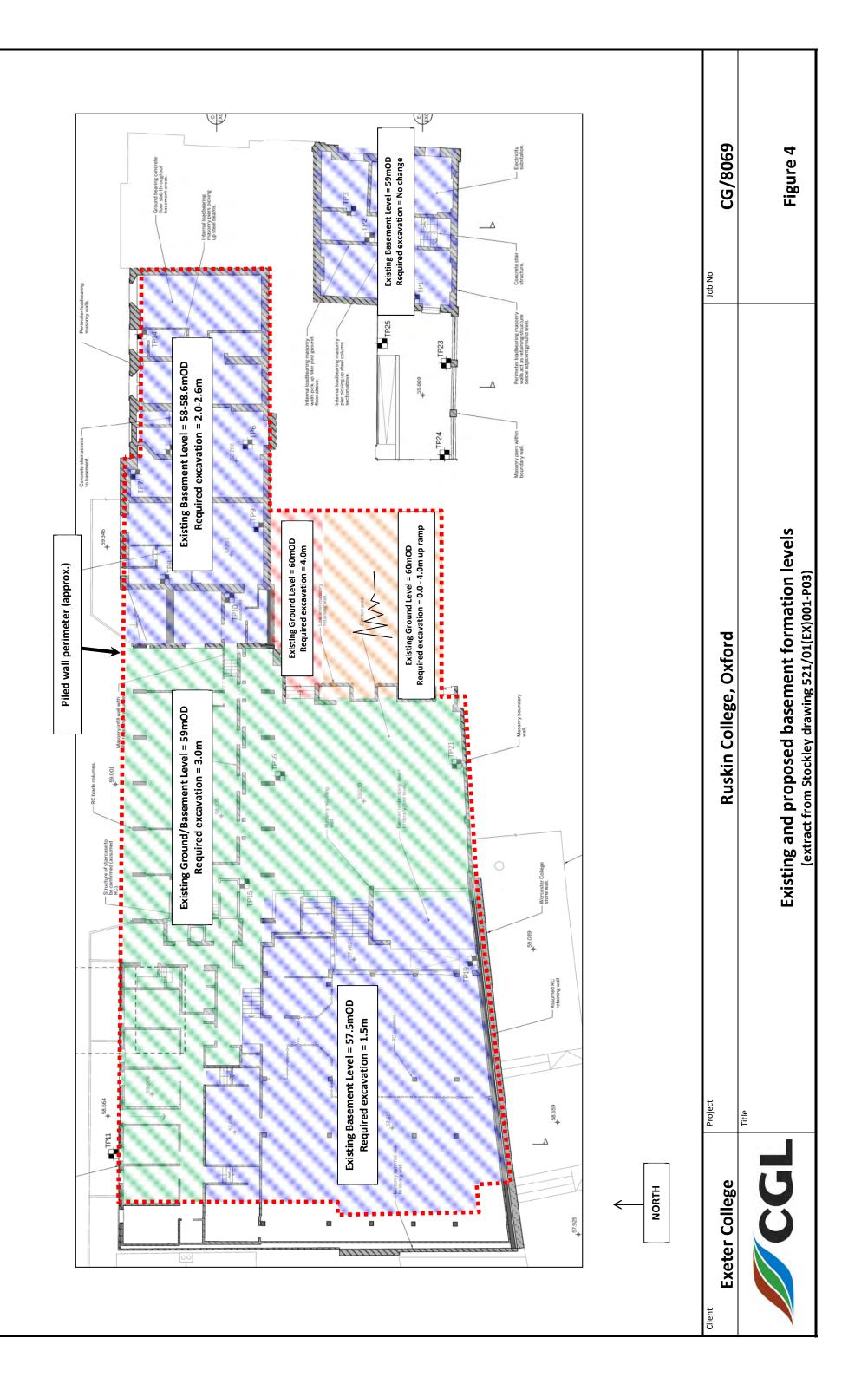
FIGURES

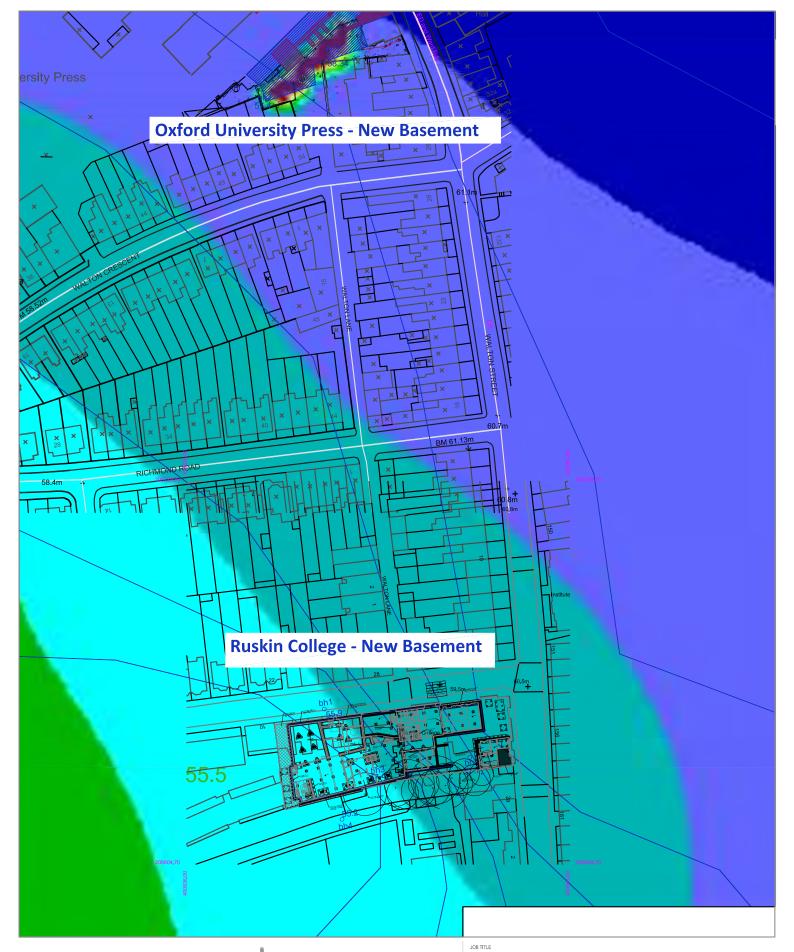












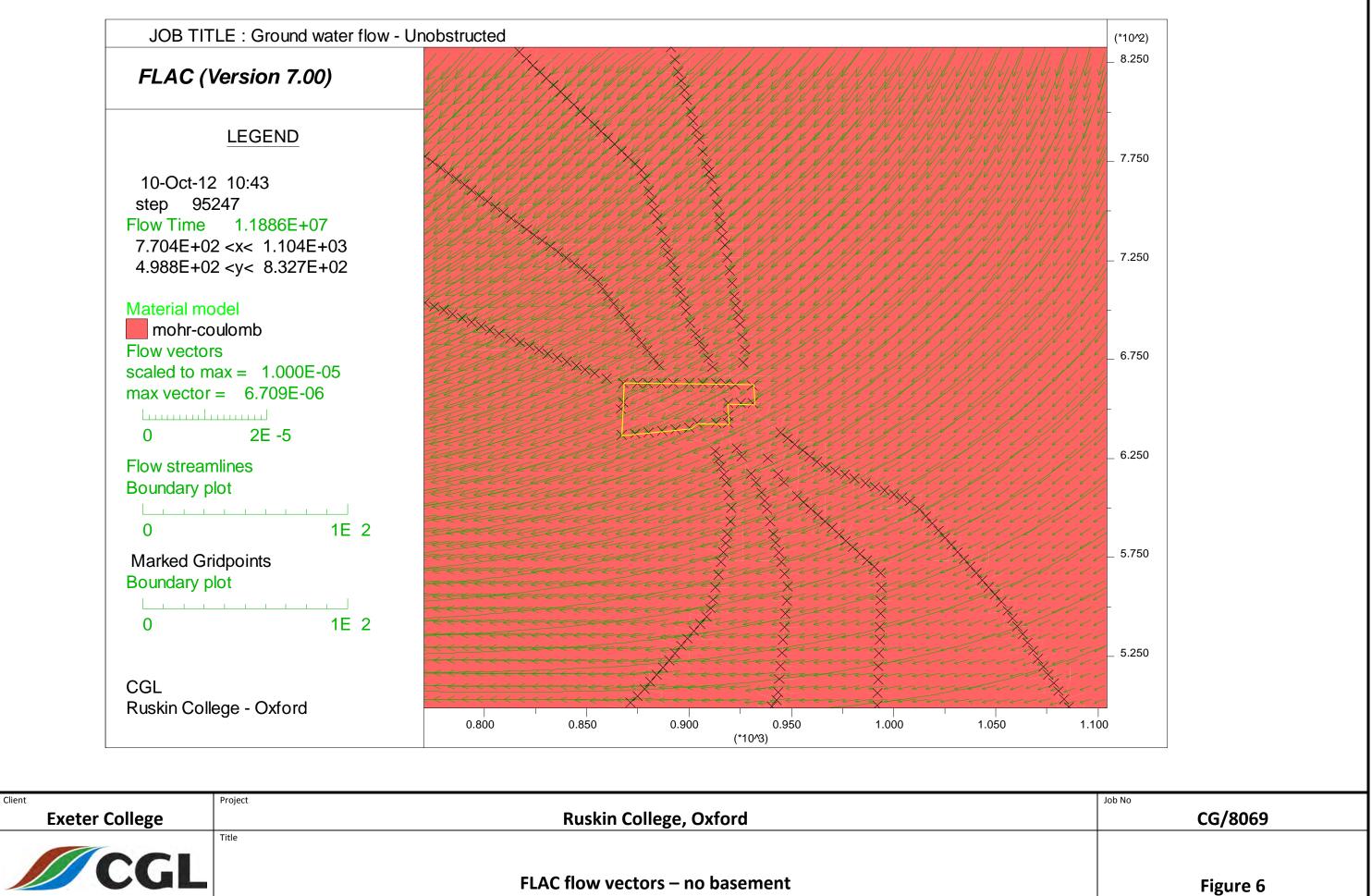


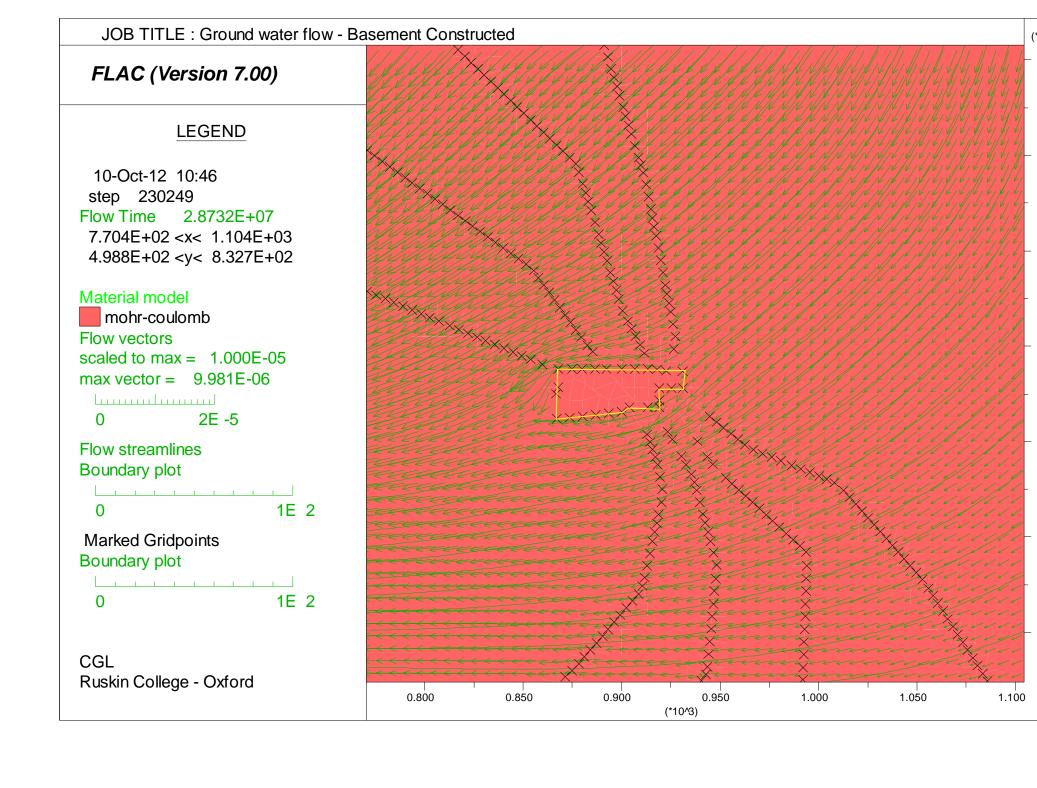
Ruskin College - Oxford

DRAWING TITLE

FLAC groundwater levels

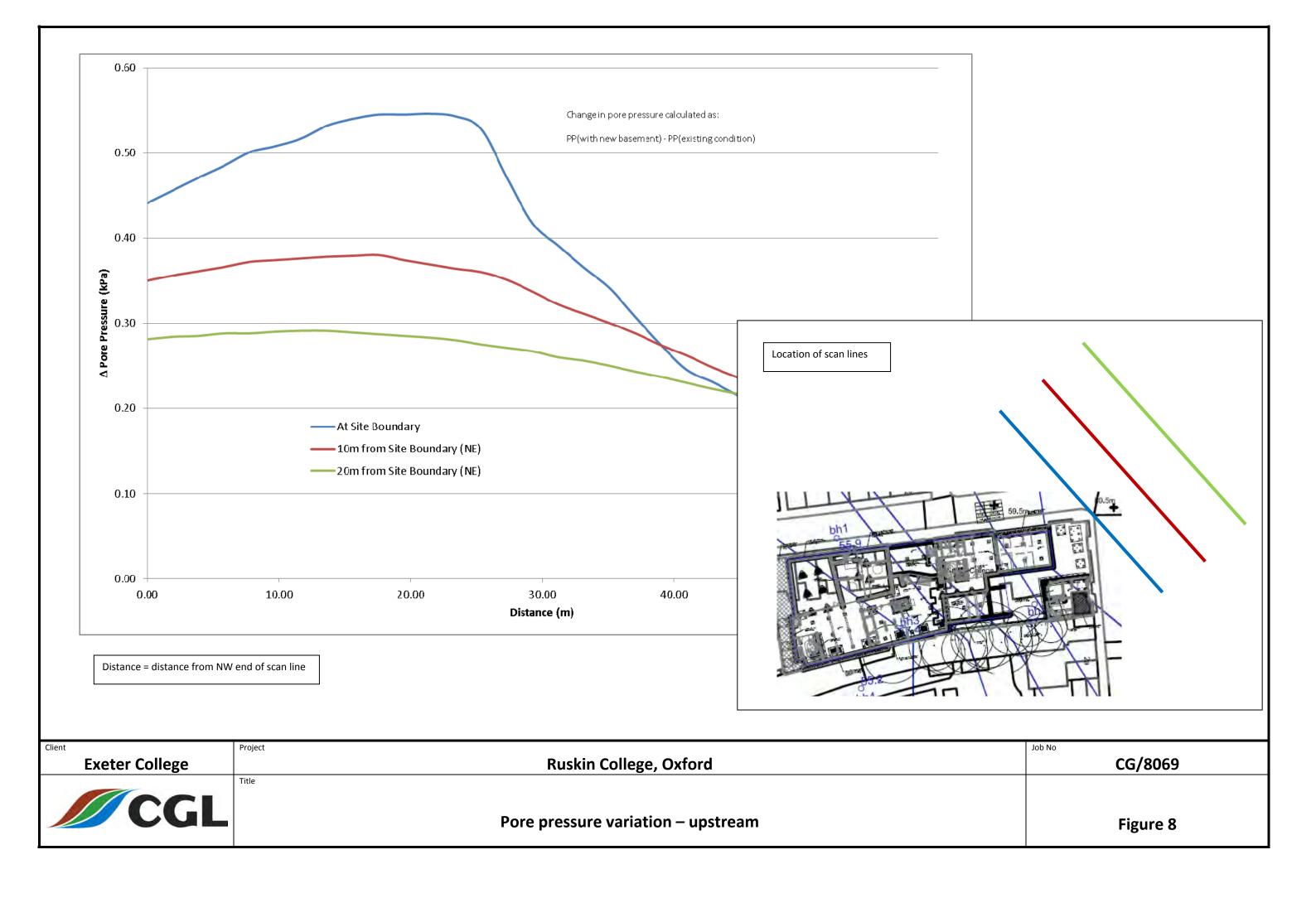
| DATE 16/10/12 | | | ISSUE CHECKBOX |
|---------------|------|-------------------|----------------|
| Figure 5 | REV. | scale Not to s | cale |





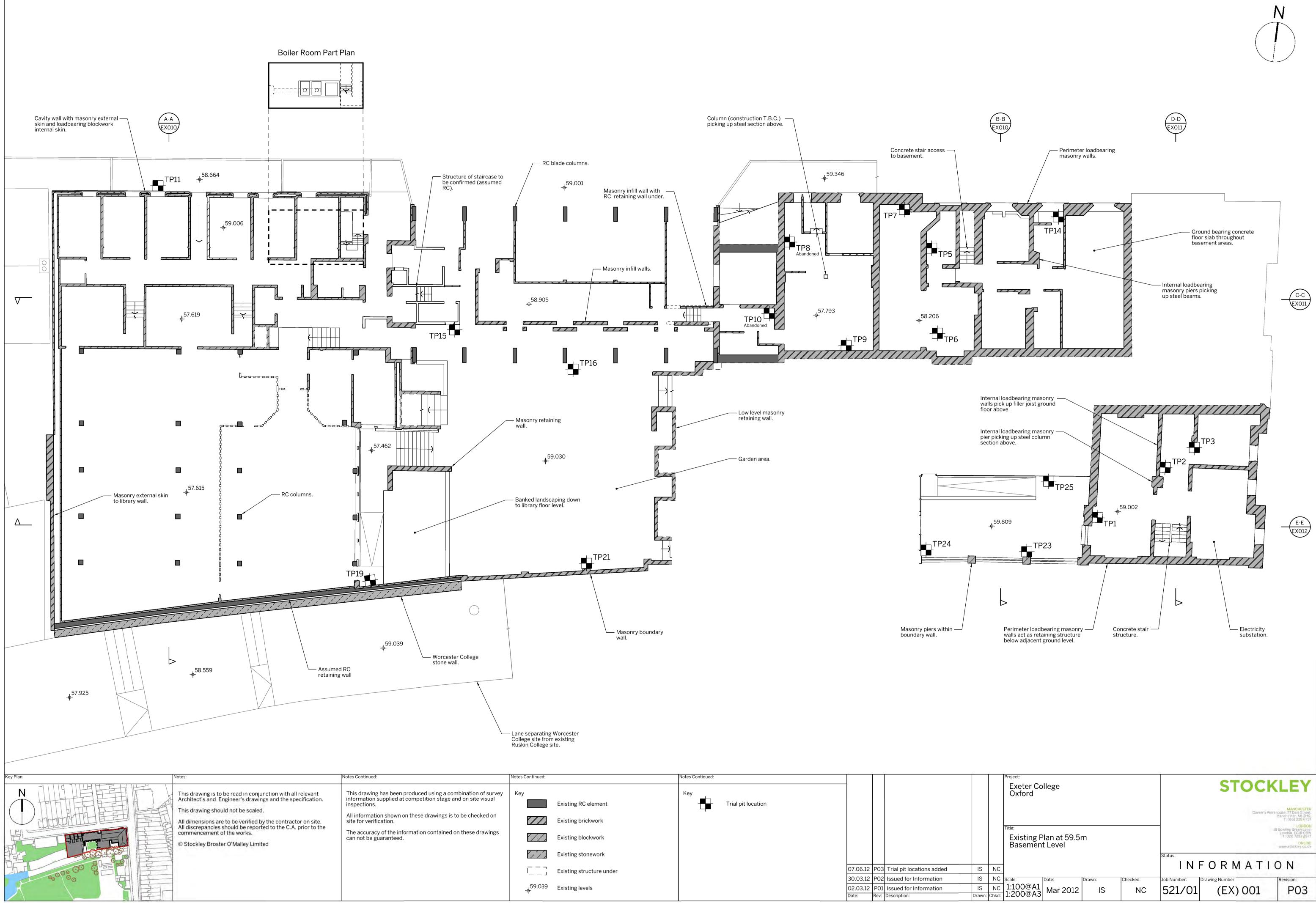
| Client | Project |
|----------------|--|
| Exeter College | Ruskin College, Oxford |
| CGL | FLAC flow vectors – with basement |

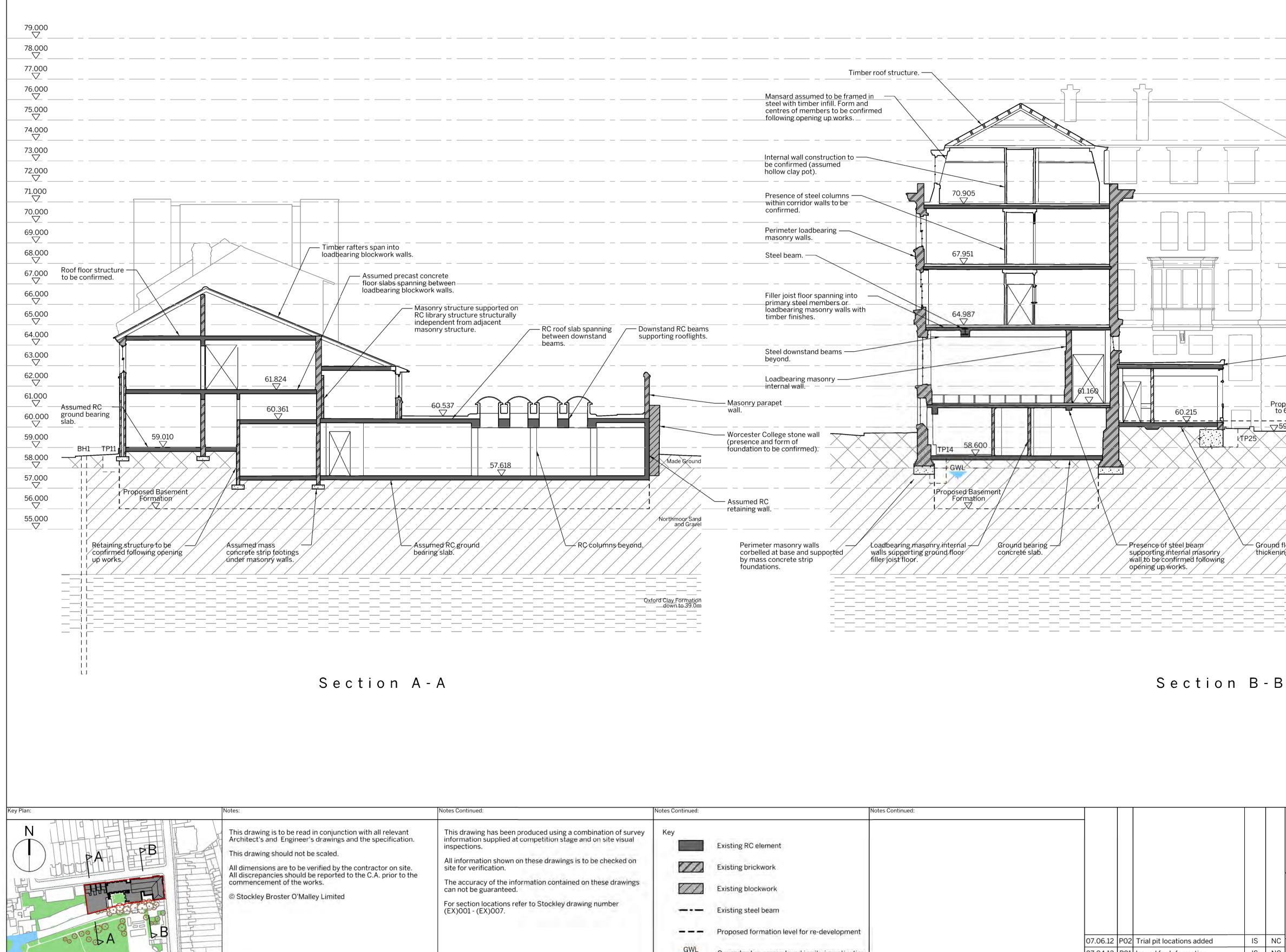
| (*10^2) 8.250 | |
|------------------|-------------------|
| 7.750 | |
| 7.250 | |
| 6.750 | |
| 6.250 | |
| 5.750 | |
| 5.250 | |
| | |
| | Job No CG/8069 |
| | Figure 7 |



APPENDIX A

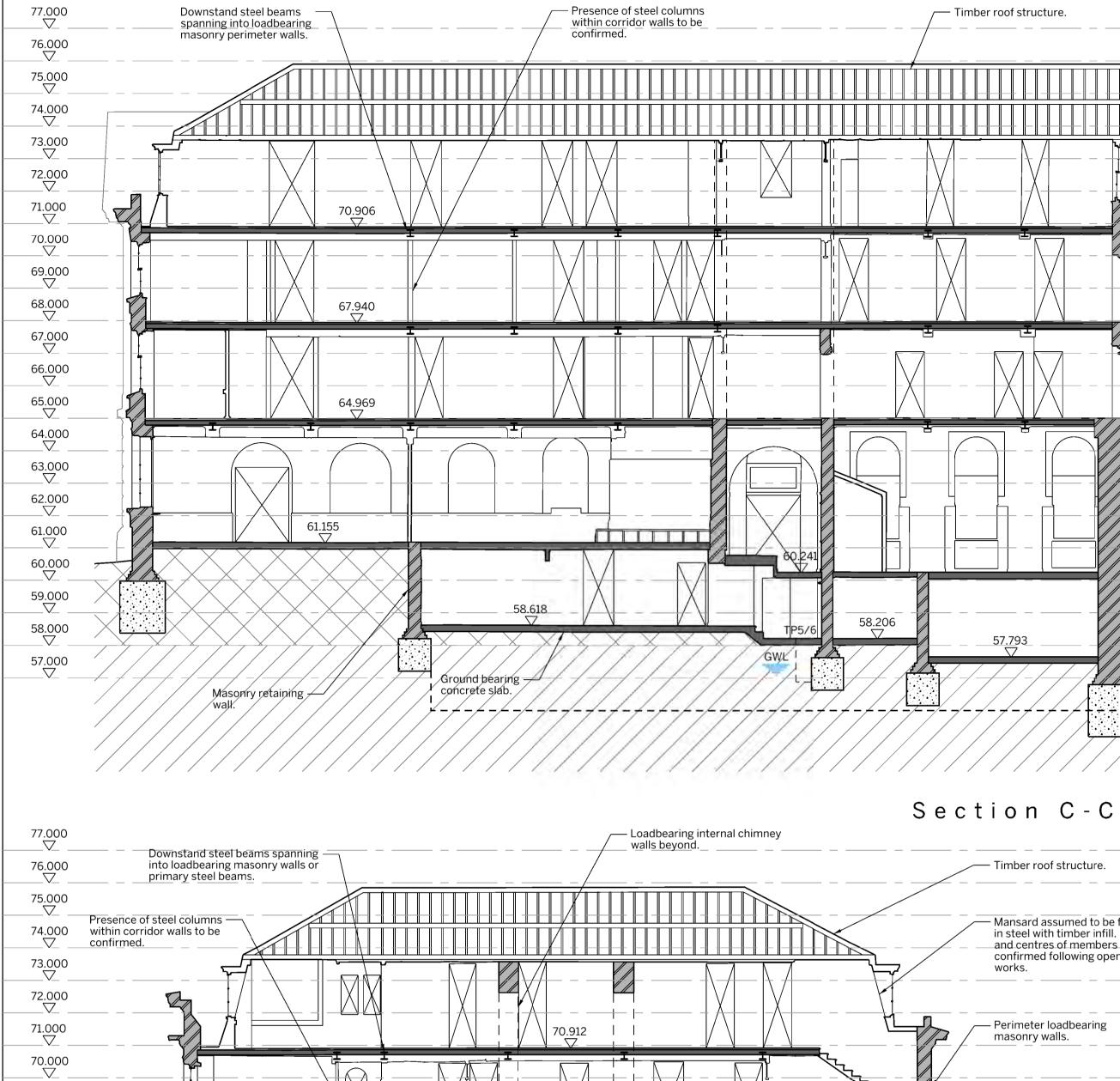
Existing structure

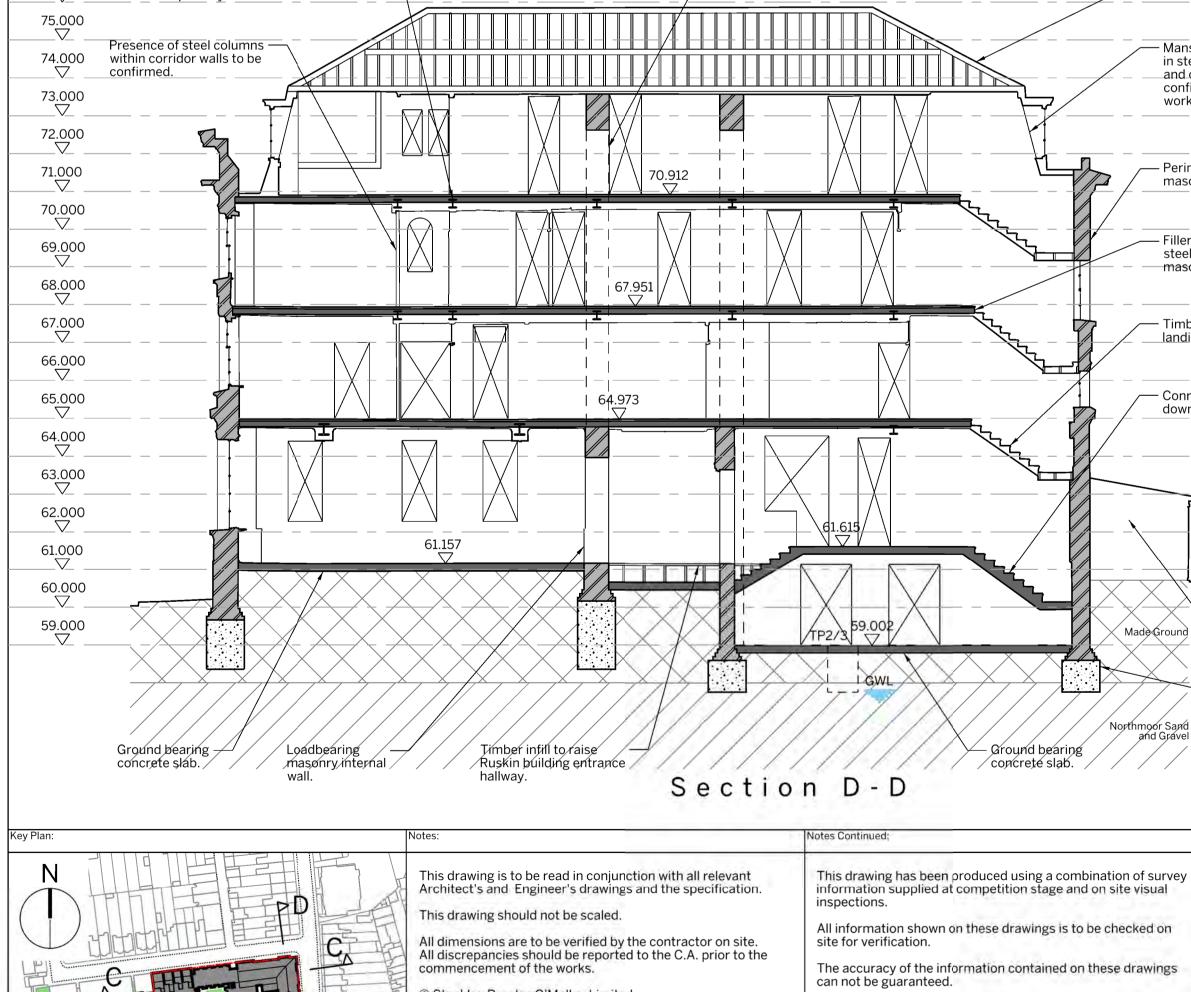




| у | Notes Continued: Key | Notes Continued: | | Exeter College Oxford | STOCKLEY |
|---|--|------------------|--|---|--|
| | Existing RC element Existing brickwork Existing blockwork | | | Title: Existing Section A-A and B-B | MANCHESTER Darver's Warehouse, 37 Data Streat, Manchester, M1 2HG, T; 0161 228 6757 LONDON 18 Bowling Green Land London, ECIR OBW, T; 020 7253 2377 ONLINE www.stockley.co.uk |
| | Existing steel beam Proposed formation level for re-developmen GWL Groundwater encountered in site investigation | | 07.06.12PO2Trial pit locations added07.04.12PO1Issued for InformationDate:Rev:Description: | IS NC Scale: Date: Drawn: Checked: IS NC 1:100@A1 Mar 2012 IS NC Drawn: Chkd: 1:200@A3 Mar 2012 IS NC | Status: INFORMATION Job Number: Drawing Number: Drawing Number: 521/01 (EX) 010 P02 |

| | 79.000 |
|---|--------|
| | 78.000 |
| | |
| | |
| | |
| | |
| | |
| | 72.000 |
| | 71.000 |
| | 70.000 |
| | 69.000 |
| | 68.000 |
| | 67.000 |
| | 66.000 |
| | 65.000 |
| RC root slab spanning | 64.000 |
| between RC downstand beams. | 63.000 |
| Masonry boundary retaining | 62.000 |
| | 61.000 |
| 60.300m | 60.000 |
| TP231 Made Ground | 59.000 |
| | 58.000 |
| | 57.000 |
| | 56.000 |
| Northmoor Sand and Gravel | 55.000 |
| iloor slab and ngs shown indicatively. | |
| Oxfor <u>d Clay Formation</u> | |
| | |





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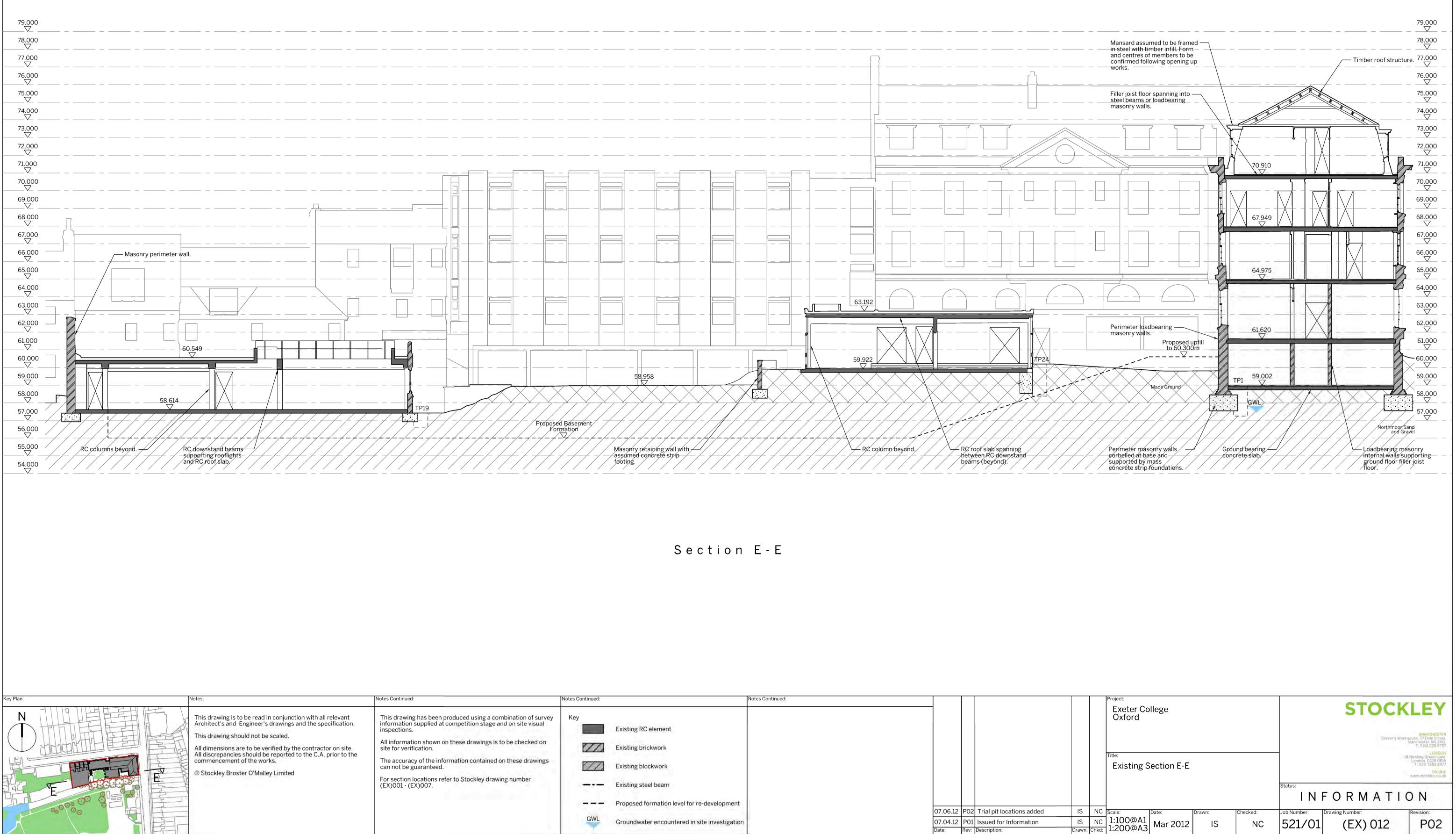
For section locations refer to Stockley drawing number (EX)001 - (EX)007.

| roof structure. | | | | | 77.000 |
|-----------------|---|----------------------------|---|-----------------------|---------------------------|
| | | | | | 76.000 |
| | | | | | 75.000 |
| | | | | | 74.000 |
| | | | - RC downstand beam | ns | 73.000 |
| | | | RC downstand beam spanning into RC bla columns. | ade | 72.000 |
| | | | | | 71.000 |
| | | | | | 70.000 |
| | | · | / X | - | 69.000 |
| | | 67.942 | / / / / _ \ | | 68.000 |
| | | | | | 67.000 |
| | | · + X + + X - + | | | |
| | | 64.993 | | | 65.000 |
| | | | _──────────────────────────────────── | | |
| | | | | 1 - 17 | |
| | | 61.499 | | | < <u>62.000</u> √ |
| | | | | | |
| | | | | | 60.000 √ 59.000 |
| | | 58.906 | | | 59.000 58.000 |
| 57.793 | | | | $\underbrace{\times}$ | Vade Ground 58.000 |
| | Proposed Basement Formation | Assumed RC retaining wall. | Assumed ground b | bearing RC - | 57.000 |
| | | ╶┤╴┥╴┥╴┥╴┍┝╺┝╺┝ | ╘╼┤╾┥╾┥╼┝╼┝╼┝╼┝ | /////// | L |
| | Perimeter masonry walls corbelled at base and supported by mass concrete strip foundations. | | | | thmoor Sand and Grável |

| | 77.000 |
|---|----------|
| imber roof structure. | 76.000 |
| | 75.000 |
| lansard assumed to be framed n steel with timber infill. Form nd centres of members to be | 74.000 |
| onfirmed following opening up vorks. | 73.000 |
| | 72.000 |
| erimeter loadbearing nasonry walls | 71.000 |
| | 70.000 |
| iller joist floor spanning into teel beams or loadbearing nasonry walls | 69.000 |
| | 68.000 |
| imber staircase and | 67.000 |
| | 66.000 |
| conrete stair structure own to basement level. | 65.000 |
| | 64.000 |
| | 63.000 |
| | 62.000 |
| | 61.000 |
| | 2 60.000 |
| Lean-to structure adjacent to und Ruskin building. | |
| | |

Masonry walls corbelled at base and supported by mass concrete strip foundations.

| Notes Continued: Key | Notes Continued: | | | | | | Exeter Co Oxford | llege | | | | STOC | KLEY |
|---|------------------|----------|---------|----------------------|-------|--------|----------------------|---------------|---------|----------|---------------|----------------|--|
| Existing RC element | | | | | | | | | | | | | MANCHESTER |
| Existing brickwork | | | | | | | | | | | | Darverb | MANCHESTER Warehouse, 77 Date Street Manchester, M1 2HG T; 0161 228 675 |
| Existing blockwork | | | | | | | Title: | Contion C. C. | and D D | | | | LONDON 18 Bowling Green Land London, ECIR OBV T: 020 7253 297 |
| Existing Diockwork | | | | | | | | Section C-C | anu D-D | | | | Www.stockley.co.ul |
| Existing steel beam | | | | | | | | | | | Status: | 3.1.2.00.57 | |
| Proposed formation level for re-develop | nent | | | | | | | | | | INF | ORMAT | ION |
| | | 07.06.12 | P02 Is | sued for Information | IS | | Scale: | | Drawn: | Checked: | Job Number: D | rawing Number: | Revision: |
| GWL Groundwater encountered in site investi | gation | 07.04.12 | P01 Is | sued for Information | IS | NC | 1:100@A1 1:200@A3 | Mar 2012 | IS | NC | 521/01 | (EX) 011 | P02 |
| The second se | | Date: | Rev: De | scription: | Drawn | : Chkd | TI:200@A3 | | | | | | 1.02 |

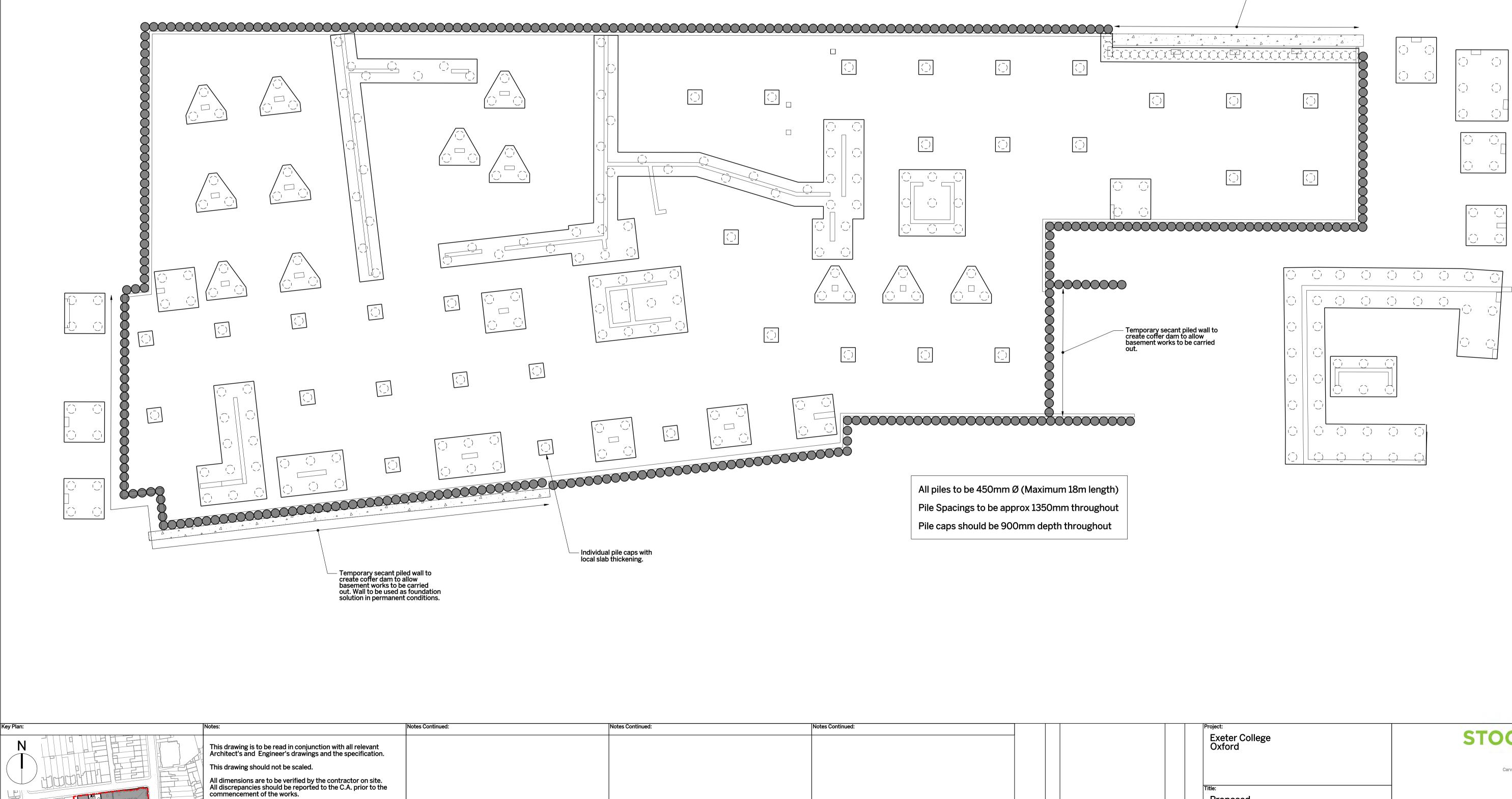


| Key Plan: | Notes: | Notes Continued: |
|-----------|---|---|
| | This drawing is to be read in conjunction with all relevant Architect's and Engineer's drawings and the specification. This drawing should not be scaled. All dimensions are to be verified by the contractor on site. All discrepancies should be reported to the C.A. prior to the commencement of the works. © Stockley Broster O'Malley Limited | This drawing has been produced using a combination of survinformation supplied at competition stage and on site visual inspections. All information shown on these drawings is to be checked on site for verification. The accuracy of the information contained on these drawing can not be guaranteed. For section locations refer to Stockley drawing number (EX)001 - (EX)007. |

| | Notes Continued: | | Notes Continued: | | | | | | Pr |
|------------|------------------|---|------------------|-------|----------|---------------------------|--------|-------|----|
| rvey II | Key | Existing RC element | | | | | | | |
| on | | Existing brickwork | | | | | | | Ti |
| igs | 177 | Existing blockwork | | | | | | | |
| | · | Existing steel beam | | | | | | | |
| | | Proposed formation level for re-development | | | | | | | |
| | GWL | | | | <u> </u> | Trial pit locations added | IS | NC | So |
| | GVVL | Groundwater encountered in site investigation | | | | Issued for Information | IS | NC | |
| _ | | | | Date: | Rev: | Description: | Drawn: | Chkd: | 11 |

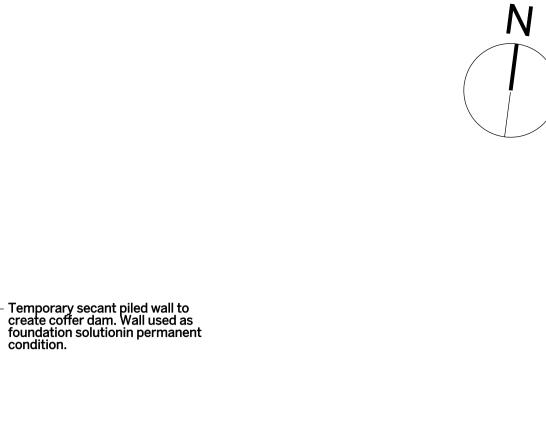
APPENDIX B

Proposed development plans

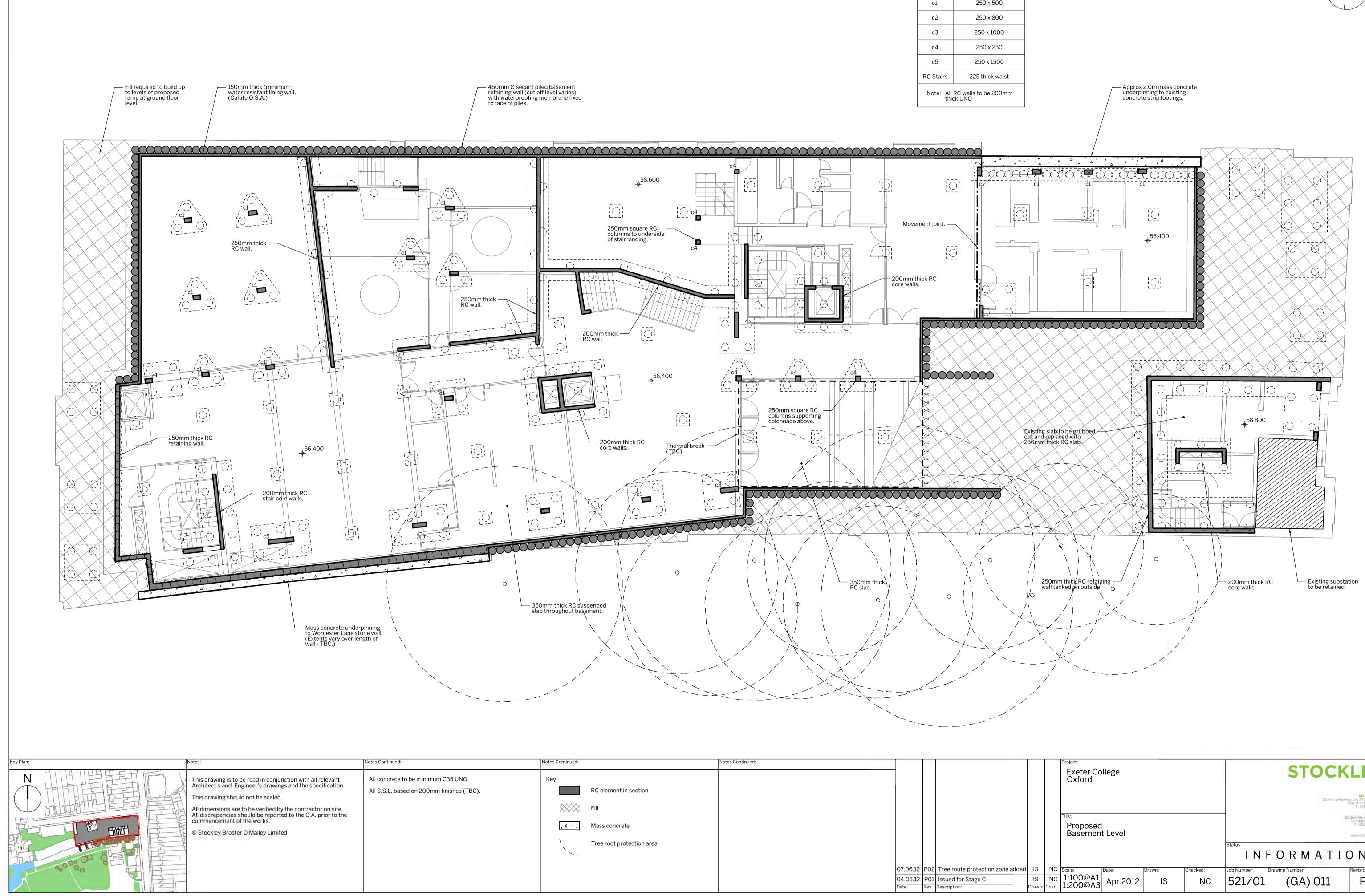


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| Notes Continued: | Notes Continued: | | Project: Exeter College Oxford | STOCKLEY |
|------------------|------------------|---|--|--|
| | | | Title: Proposed Foundation Plan | MANCHESTER Carver's Warehouse, 77 Dale Street, Manchester, M1 2HG, T: 0161 228 6757 LONDON 18 Bowling Green Lane, London, ECIR 0BW T: 020 7253 2977 ONLINE WWW.stockley.co.uk Status: INFORMATION |
| | | 04.05.12 P01 Issued for Stage C Date: Rev: Description: | IS NC I:100@A1 Date: Drawn: Drawn: Drawn: Chkd: 1:200@A3 Apr 2012 IS | Checked:Job Number:Drawing Number:Revision:NC521/01(GA) 010P01 |

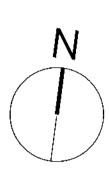


condition.



| RC Elements | | | | |
|-------------|--------------------------------|--|--|--|
| Ref | Dimensions | | | |
| c1 | 250 x 500 | | | |
| c2 | 250 x 800 | | | |
| c3 | 250 x 1000 | | | |
| c4 | 250 x 250 | | | |
| c5 | 250 x 1500 | | | |
| RC Stairs | 225 thick waist | | | |
| | RC walls to be 200mm ck UNO | | | |

| Notes Continued: Key | Notes Continued: | Project: Exeter College Oxford | STOCKLEY |
|-----------------------------|------------------|---|--|
| RC element in section | | | Clarver's Warehouse, 77 Date Street, Manchester, M.2HG, T: 0161 228 6757 |
| Fill Mass concrete | | Title: Proposed Basement Level | LONDOM 18 Bowling Green Lane London, ECIR OBW T: 020 7253 2977 ONUINE www.stockip.co.uk |
| Tree root protection area | | | Status: |
| | | 07.06.12P02Tree route protection zone addedISNCScale:Date:Drawn:Checked:04.05.12P01Issued for Stage CISNC1:100@A1Apr 2012ISNCNCDate:Rev:Description:Drawn:Chkd:1:200@A3Apr 2012ISNC | Job Number:Drawing Number:Revision:521/01(GA) 011P02 |



APPENDIX C

Underground infrastructure



Thames Water Property Searches 12 Vastern Road Reading RG1 8DB

Search address supplied

Ruskin College Walton Street Oxford OX1 2HE

Your reference 4520

Our reference CDWS/CDWS Standard/2012_2175375

Received date 20 February 2012

Search date 21 February 2012

Please Note:

From 1st October 2011 ownership of private sewers and lateral drains have changed in accordance with the Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011.

COMMERCIALDW DRAINAGE AND WATER ENQUIRY

Thames Water Utilities Ltd

Property Searches PO Box 3189 Slough SL1 4WW

DX 151280 Slough 13

T 0118 925 1504

F 0118 923 6655/57

E <u>searches@thameswater.co.uk</u> I <u>www.thameswater-</u>

propertysearches.co.uk Registered in England and Wales



Order Summary

| Questi | on | Answer |
|--------|--|----------------|
| Maps | | |
| 1 | Where relevant, please include a copy of an extract from the public sewer map. | Map Provided |
| 2 | Where relevant, please include a copy of an extract from the map of waterworks. | Map Provided |
| Draina | ge | |
| 3 | Does foul water from the property drain to a public sewer? | Connected |
| 4 | Does surface water from the property drain to a public sewer? | Connected |
| 5 | Is a surface water drainage charge payable? | Charge Payable |
| 6 | Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundary 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? | Yes |
| 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? | No |
| 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? | No |
| 10 | Is any building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers? | See Details |
| 11 | Please state the distance from the property to the nearest boundary of the nearest sewage treatment works. | See Details |
| Water | | |
| 12 | Is the property connected to mains water supply? | Connected |
| 13 | Are there any water mains, resource mains or discharge pipes within the boundary of the property? | No |
| 14 | Is there 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 | Please include details of a water quality analysis made by the water undertaker for the water supply zone in respect of the most recent | |

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| 17 | Please include details of any departures, authorised by the Secretary of State or by the National Assembly for Wales under Part 6 of the 2000 | |
|----|--|--------|
| | Regulations from the provisions of Part 3 of those Regulations. | Passed |

Charging

enclosed.

| 18 | Please include details of the location of any water meter serving the property. | See Details |
|-------|--|-------------|
| 19 | Who is the sewerage and water undertakers for the area? | See Details |
| 20 | Who bills the property for sewerage services? | See Details |
| 21 | Who bills the property for water services? | See Details |
| 22 | What is the current basis for charging for sewerage and / or water services at the property? | Metered |
| Optio | nal Additional Information | |
| 23 | Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste? | No |
| 24 | Is there a wayleave agreement giving Thames Water the right of access to pass through private land in order to reach the Company's assets? | No |
| 25 | Is there an easement agreement giving the Company the right of access to Assets located in private land which prevent the landowner from restricting the Company's access? | No |
| 26 | Details of any manhole cover and invert levels applicable to this site are | See Details |

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Search address supplied: Ruskin College, Walton Street, Oxford, OX1 2HE

Any new owner or occupier will need to contact Thames Water on 0845 9200 888 or log onto our website www.thameswater.co.uk and complete our online form to change the water and drainage services bills to their name.

The following records were searched in compiling this report: - the map of public sewers, the map of waterworks, water and sewer billing records, adoption of public sewer records, building over public sewer records, the register of properties subject to internal foul flooding, the register of properties subject to poor water pressure and the drinking water register. Thames Water Utilities Ltd (TWUL) holds all of these.

TWUL, trading as Property Searches, are 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) and compensation payments

Please refer to the attached <u>Terms & Conditions</u>. Customers and clients are asked to note these terms, which govern the basis on which this Commercial Drainage and Water search is supplied.

Maps

Q1 Where relevant, please include a copy of an extract from the public sewer map.

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.

Q2 Where relevant, please include a copy of an extract from the map of waterworks.

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.

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Drainage

Q3 Does foul water from the property drain to a public sewer?

Yes, records indicate that foul water from the property drains to a public sewer.

Q4 Does surface water from the property drain to a public sewer?

Yes, records indicate that surface water from the property does drain to a public sewer.

Q5 Is a surface water drainage charge payable?

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

Q6 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundary of the property?

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

Q7 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

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

Q8 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?

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.

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Q9 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?

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

Q10 Is any building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers?

The property is not recorded as being at risk of internal flooding due to overloaded public sewers.

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

Q11 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.

The nearest sewage treatment works is 4.821 kilometeres to the north east of the property. The name of the nearest sewage treatment works is Sewage Treatment Works.

Water

Q12 Is the property connected to mains water supply?

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

Q13 Are there any water mains, resource mains or discharge pipes within the boundary of the property?

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

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propertysearches.co.uk



Q14 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?

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.

Q15 Is the property at risk of receiving low water pressure or flow?

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.

Q16 Please include details of a water quality analysis made by the water undertaker for the water supply zone in respect of the most recent calendar year.

The analysis confirmed that all tests met the standards prescribed by the 2000 Regulations or the 2001 Regulations.

Q17 Please include details of any departures, authorised by the Secretary of State or by the National Assembly for Wales under Part 6 of the 2000 Regulations from the provisions of Part 3 of those Regulations.

There are no such authorised departures for the water supply zone.

Charging

Q18 Please include details of the location of any water meter serving the property.

Records indicate that the property is served by multiple water meters.

Q19 Who is the sewerage and water undertakers for the area?

Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the sewerage undertaker for the area and Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the water undertaker for the area. Thames Water Utilities Ltd

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DX 151280 Slough 13

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Q20 Who bills the property for sewerage services?

The property is billed for sewerage services by;

Thames Water Utilities Limited Clearwater Court Vastern Road Reading Berkshire RG1 8DB

Tel:0845 9200 888Internet:www.thameswater.co.uk.

Q21 Who bills the property for water services?

The property is billed for water services by;

Thames Water Utilities Limited Clearwater Court Vastern Road Reading Berkshire RG1 8DB

Tel:0845 9200 888Internet:www.thameswater.co.uk.

Q22 What is the current basis for charging for sewerage and / or water services at the property?

The charges are based on actual volumes of water measured through a water meter ("metered supply").

Optional Additional Information

Q23 Trade Effluent Consent

Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste?

No.

Thames Water Utilities Ltd

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Reading RG1 8DB

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Q24 Wayleaves

Is there a wayleave agreement giving Thames Water (from here on known as "the Company") the right of access to pass through private land in order to reach the Company's assets?

No.

Q25 Easement

Is there an easement agreement giving the Company the right of access to assets located in private land which prevent the landowner from restricting the Company's access?

No.

Q26 Manhole Cover and Invert Levels

Details of any manhole cover and invert levels applicable to this site are enclosed.

Payment for this Search

A charge will be added to your suppliers account.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information.

Thames Water Utilities Ltd

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The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. WU298557 Crown Copyright Reserved.

Page 10 of 25

NB. Levels quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates no survey information is available.

| Manhole Reference | Manhole Cover Level | Manhole Invert Level |
|-------------------|---------------------|--|
| 0606 | n/a | n/a |
| 0603 | 62.59 | 61.26 |
| 0604 | 62.44 | 61.29 |
| 8602 | 57.87 | 56.41 |
| 9601 | 62.24 | 61.54 |
| 9606 | 62.32 | 59.93 |
| 8600 | 58.8 | 57.03 |
| 8702 | 59.4 | 57.94 |
| 8703 | 59.42 | 57.17 |
| 9605 | 59.4 | 57.36 |
| 9501 | 61.11 | 59.51 |
| 9600 | 60.88 | 58.26 |
| 9607 | 60.69 | 58.16 |
| 9700 | 60.82 | 58.35 |
| 9502 | 61.36 | 58.2 |
| 9603 | 59.71 | n/a |
| 9602 | 60.24 | 58 |
| | | |
| | | uaranteed. Service pipes are not shown but their presence should be anticipated. No services must be verified and established on site before any works are undertaken. |

Sewer Key - Commercial Drainage and Water Enquiry

ater from domestic and

surface water (e.g. rain or watercourses.

waste water and surface

Trunk Foul

Trunk Combined

Bio-solids (Sludge)

Proposed Thames Water Foul Sewer

Foul Rising Main

Combined Rising Main

Proposed Thames Water Rising Main Ţ

6

Sewer Fittings

A feature in a sewer that does not affect the flow in the pipe. Example: a vent is a fitting as the function of a vent is to release excess gas.

- Air Valve
- Dam Chase
- Fitting M
 - Meter
- Vent Column

Q

Operational Controls

A feature in a sewer that changes or diverts the flow in the sewer. Example: A hydrobrake limits the flow passing downstream.

Control Valve

- Drop Pipe ÷
 - Ancillary

[[[]]

Weir

)

End Items

End symbols appear at the start or end of a sewer pipe. Examples: an Undefined End at the start of a sewer indicates that Thames Water has no knowledge of the position of the sewer upstream of that symbol, Outfall on a surface water sewer indicates that the pipe discharges into a stream or river.

Outfall シ Undefined End

Inlet

6) The text appearing alongside a sever line indicates the internal diameter of the pipe in milimetres. Text next to a manhole indicates the manhole reference number and should not be taken as a measurement. If you are unsure about any text or symbology present on the plan, please contact a member of Property Searches on 0118 925 1504.

Other Symbols

Symbols used on maps which do not fall under other general categories

- Public/Private Pumping Station
- Change of characteristic indicator (C.O.C.I.) *
- Invert Level Ø
- Summit ∇

Areas

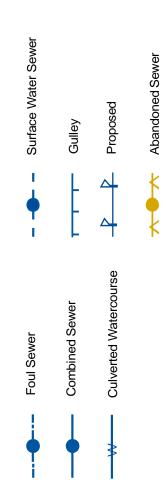
Lines denoting areas of underground surveys, etc.



Chamber •••

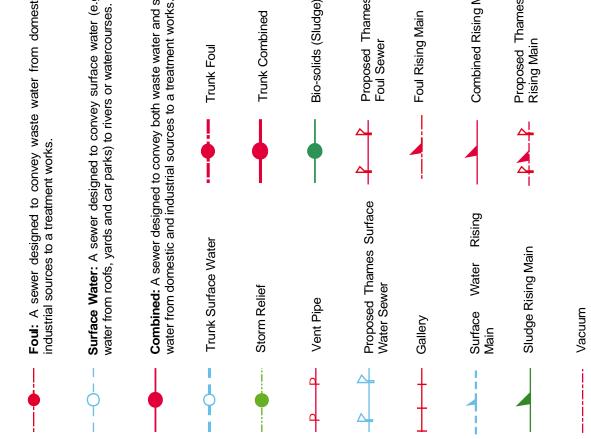
Tunnel

Conduit Bridge Other Sewer Types (Not Operated or Maintained by Thames Water)



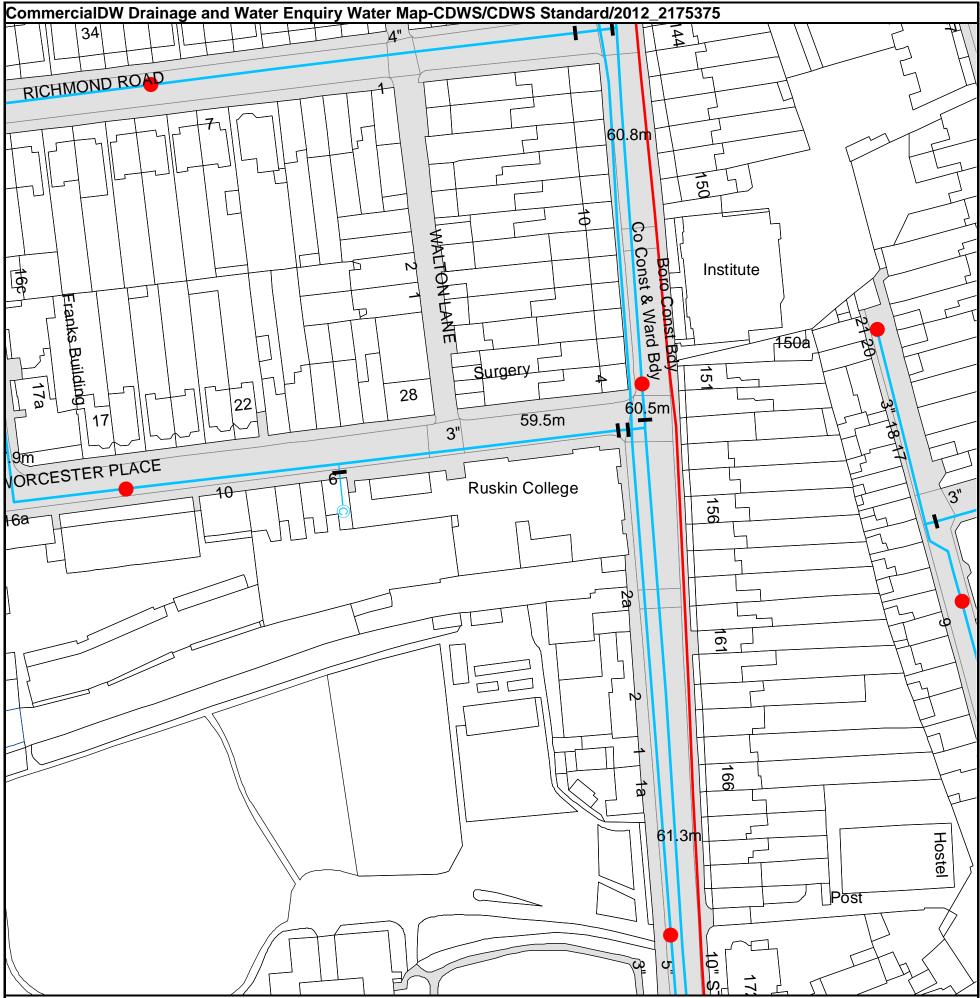


Public Sewer Types (Operated & Maintained by Thames Water)



Notes:

- 1) All levels associated with the plans are to Ordnance Datum Newlyn
- 3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of 2) All measurements on the plans are metric.
- 4) Most private pipes are not shown on our plans, as in the past, this information has not been recorded. flow.
- 5) 'na' or '0' on a manhole level indicates that data is unavailable.



The width of the displayed area is 200m

The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. WU298557 Crown Copyright Reserved.

Page 13 of 25

Waterworks Key - Commercial Drainage and Water Enquiry

hames Water)

in pipe shown on water maps. inections are only made to

Trunk Main: A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.

16"

Supply Main: A supply main indicates that the water main is used as a supply for a single property or group of properties.

3" SUPPLY

fire supply, the word FIRE will **Fire Main:** Where a pipe is used as a be displayed along the pipe.

3" FIRE

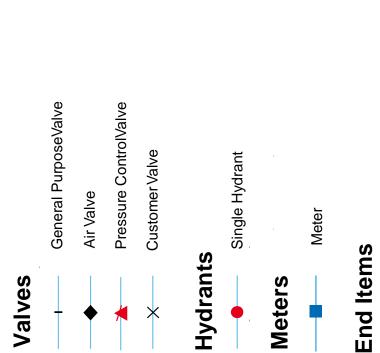
Metered Pipe: A metered main indicates that the pipe in question group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown. supplies water for a single property or

3" METERED

Transmission Tunnel: A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided. **ProposedMain:** A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

LOW GROUND

<u>____</u>



Service Reservoir

Treatment Works

Ģ

Water Tower

 \mathbb{K}

Unknown

 \odot

Shaft Inspection

 \oplus

Pumping Station

Other (Proposed)

Booster Station

θ

Other

Operational Sites

Symbol indicating what happens at the end of a water main.

Data Logger

٦

Other Symbols

Blank Flange Capped End

Emptying Pit О

Undefined End (

Manifold ш **Customer Supply** Fire Supply \bigcirc (E)

Other Water Pipes (Not Operated or Maintained by Thames Water)

Other Water Company Main: Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them. Private Main: Indiates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.



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| PIPE DIAMETER | DEPTH BE |
|-----------------------------|--------------|
| Up to 300mm (12") | 900mm (3') |
| 300mm - 600mm (12" - 24") | 1100mm (3' 8 |
| 600mm and bigger (24" plus) | 1200mm (4') |

Enquiries and Response

The records relating to this search were checked by Renee Truter of Thames Water Utilities who has no, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.

This search report was prepared by Renee Truter of Thames Water Utilities who has no, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.

For your guidance:

- Thames Water Property Searches's Complaints Procedure:
 - o Thames Water Property Searches offers a robust complaints procedure. Formal complaints can be made by telephone, in writing or by email at searches@thameswater.co.uk.
 - o Whilst we will endeavour to resolve complaints by telephone, there may be the need to investigate the complaint further to identify the error and in some cases third party consultation will be required. For this reason, we will log all complaints on our system and a response will be provided to the customer within 24 hours. If no error has occurred a full explanation will be provided.
 - o If the query cannot be resolved within 24 hours, the customer will be provided with an update within 48 hours. Where necessary the search will be recompiled free of charge and an amended copy will be dispatched to the customer as soon as possible.
 - o For queries relating to an expedited search that has exceeded its Service Level Agreement (SLA), the fees will be adjusted accordingly. If a refund or compensation has been agreed, this will be sent to the customer within approximately 6 weeks.
 - o If the customer is not satisfied with the resolution to their query, a Senior Manager will review the matter and respond within 5 working days.

Question 1

- The Water Industry Act 1991 defines Public Sewers as those which Thames Water have responsibility for. Other assets and rivers, watercourses, ponds, culverts or highway drains may be shown for information purposes only.
- The company 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.
- Any private sewers or lateral drains which are 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 these details be checked with the developer.
- Assets other than public sewers may be shown on the copy extract, for information.

For your guidance:

- 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.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

Question 3

- Water companies are not responsible for any private drains that connect the property to the public sewerage system and do not hold details of these. The property owner will normally have sole responsibility for private drains serving the property. These may pass through land outside the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- 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.

For your guidance:

- Sewerage Undertakers are not responsible for any private drains that connect the property to the public sewerage system, and do not hold details of these.
- The property owner will normally have sole responsibility for private drains serving the property. These private drains may pass through land outside of the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- In some cases, 'Sewerage Undertakers' records do not distinguish between foul and surface water connections to the public sewerage system.
- At the time of privatisation in 1989, Sewerage Undertakers were sold with poorly-kept records of sewerage infrastructure. The records did not always show which properties were connected for surface water drainage purposes. Accordingly, billing records have been used to provide an answer for this element of the drainage and water search.
- Due to the potential inadequacy of 'Sewerage Undertakers' infrastructure records with
 respect to surface water drainage, it is the customer's responsibility to inform the
 Sewerage Undertaker that they do not receive the surface water drainage service. If on
 inspection, the buyer finds that surface water from the property does not drain to a public
 sewer, then the property may be eligible for a rebate of the surface water drainage
 charge. For further information, please contact Thames Water on Tel: 0845 9200 888, or
 refer to the website at www.thameswater.co.uk.
- If surface water from the property does not drain to the public sewerage system, the property may have private facilities in the form of a soakaway or private connection to a watercourse.
- 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 5

For your guidance:

- If surface water from the property drains to a public sewer, then a surface water drainage charge is payable.
- Where a surface water drainage charge is currently included in the property's water and sewerage bill but, on inspection, the buyer finds that surface water from the property does not drain to a public sewer, then the property may be eligible for a rebate of the surface water drainage charge. For further information, please contact Thames Water on Tel: 0845 9200 888 or refer to the website <u>www.thameswater.co.uk</u>.

Question 6

- Thames Water has a statutory right of access to carry out work on its assets. Employees of Thames Water or its contractors may, therefore, need to enter the property to carry out work.
- The approximate boundary of the property has been determined by reference to the Ordnance Survey Record or the map supplied.
- The presence of a public sewer running within the boundary of the property may restrict further development. The Company 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.
- Any private sewers or lateral drains which are 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 these details be checked with the developer.

For your guidance:

- From the 1st October 2011 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.
- The presence of a public sewer within 30.48 metres (100 feet) of the building(s) within the property can result in the local authority requiring a property to be connected to the public sewer.
- The measurement is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.
- Any private sewers or lateral drains which are 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 these details be checked with the developer.

Question 8

For your guidance:

- This enquiry is of interest to purchasers 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 private drains and sewers for which they will hold maintenance and renewal liabilities.
- Final adoption is subject to the developer complying with the terms of the adoption agreement under Section 104 of the Water Industry Act 1991 and meeting the requirements of 'Sewers for Adoption' 6th Edition.

Question 9

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

- A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.
- "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 is required to include in the Regulatory Register that is presented annually to the Director General of Water Services. These are defined as properties that have suffered, or are likely to suffer, internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the 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 At 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 the Company. This report excludes flooding from private sewers and drains and the Company makes no comment upon this matter.
- For further information please contact Thames Water on Tel: 0845 9200 800 or website www.thameswater.co.uk

For your guidance:

- 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 that there may be a private sewage treatment works closer than the one detailed above that has not been identified.
- As a responsible utility operator, Thames Water Utilities seeks to manage the impact of odour from operational sewage works on the surrounding area. This is done in accordance with the Code of Practice on Odour Nuisance from Sewage Treatment Works issued via the Department of Environment, Food and Rural Affairs (DEFRA). This Code recognises that odour from sewage treatment works can have a detrimental impact on the quality of the local environment for those living close to works. However DEFRA also recognises that sewage treatment works provide important services to communities and are essential for maintaining standards in water quality and protecting aquatic based environments. For more information visit <u>www.thameswater.co.uk</u>

Question 13

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied, the Ordnance Survey Record was used.
- The presence of a public water main within the boundary of the property may restrict further development within it. Water companies have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the Company, or its contractors, needing to enter the property to carry out work.

Question 14

For your guidance:

• This enquiry is of interest to purchasers who will want to know whether or not the property will be linked to the mains water supply.

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied the Ordnance Survey Record was used.
- "Low water pressure" means water pressure below the regulatory reference level, which is the minimum pressure when demand on the system is not abnormal.
- Water companies are required to include in the Regulatory Register that is presented 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 10metres / head on the customer's side of the outside stop valve (osv). 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 10metres/head on the customers' side of the osv is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS6700 or the Institute of Plumbing handbook.
- Allowable exclusions The Company is required to include in the Regulatory Register properties receiving pressure below the reference level, provided that the 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. Companies should exclude from the reported DG2 (Low Pressure Register) figures properties which are affected by low pressure only on those days with the highest peak demands. During the report year companies may exclude, for each property, up to five days of low pressure caused by peak demand.
- **Planned maintenance:** Companies should not report under DG2 (Low Pressure Register) low pressures caused by planned maintenance. It is not intended that companies identify the number of properties affected in each instance. However, companies must maintain sufficiently accurate records to verify that low-pressure incidents that are excluded from DG2 because of planned maintenance are actually caused by maintenance.
- **One-off incidents:** This exclusion covers a number of causes of low pressure; mains bursts; failures of company equipment (such as pressure reducing valves or booster pumps); firefighting; and action by a third party. However, if problems of this type affect a property frequently, they cannot be classed as one-off events and further investigation will be required before they can be excluded.
- Low-pressure incidents of short duration: Properties affected by low pressures, 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, may be excluded from the reported DG2 figures.
- Please contact your water company mentioned in Question 19 if you require further information.

For your guidance:

- Thames Water investigates all infringements of drinking water quality standards and takes appropriate corrective actions to resolve any problems. If there were any risk to public health from the quality of drinking water supplied, the Company would have informed customers immediately and advised not to drink the water until the issue had been resolved.
- Water companies have a duty to provide wholesome water that meets the standards of the Water Supply (Water Quality) Regulations 2000. However, the property owner is responsible for any deterioration in water quality that is a result of the distribution system (the supply pipe and the plumbing within the property) that results in the standards not being met.
- In England and Wales these regulations implement the requirements of the European Drinking Directive 98/83/EC. The 2000 regulations impose standards for a range of parameters, which are either health based to ensure the water is safe to drink or to ensure the water is aesthetically acceptable. They also require that drinking water should not contain any element, organism or substance (whether or not a parameter) at a concentration or value, which would be detrimental to public health.
- Water quality is normally tested at the tap used for domestic consumption, normally the kitchen. However, the householder is responsible for any of deterioration in water quality that is a result of the domestic distribution system (the supply pipe and the plumbing within the property) that results in the standards not being met.
- If there are concerns that lead pipes within the property may be causing high levels of lead in your drinking water please contact your water company mentioned in Question 14 for further advice.
- The Water Company undertakes a monitoring programme to establish water quality that includes random sampling from properties. It will notify the consumers of any failures to meet the water quality standards that are due to the condition or maintenance of the distribution system.
- The data collected by the Company is subject to external review by the Drinking Water Inspectorate (DWI) and by local and health authorities. In addition to reviewing quality data the DWI also carry out audits during which any area of the company's operation can be examined. Further information may be found at www.dwi.gov.uk
- If you require further advice regarding these failures, please contact your Water Company mentioned in Question 19.

Question 17

- Authorised departures are not permitted if the extent of the departure from the standard is likely to constitute a potential danger to human health.
- Please contact your water company mentioned in Question 19 if you require further information.

For your guidance:

- Water and sewerage companies' full charges are set out in their charges schemes which are available from the company free of charge upon request.
- The Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is www.ofwat.gov.uk.
- Where charges are given, these are based on the data available at the time of the report.
- The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for:
 - Watering the garden other than by hand (this includes the use of sprinklers).
 - Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
 - o A bath with a capacity in excess of 230 litres.
 - A reverse osmosis unit

Question 23

- If a Trade effluent consent applies to the premises which are the subject of this search, it
 is for the applicant to satisfy itself as to the suitability of the consent for its client's
 requirements. The occupier of any trade premises in the area of a sewerage undertaker
 may discharge any trade effluent proceeding from those premises into the undertaker's
 public sewers if he does so with the undertaker's consent. 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.
- Please note any existing consent is dependent on the business being carried out at the property and will not transfer automatically upon change of ownership.
- For further information regarding Trade Effluent consents please contact: Trade Effluent Control, Crossness STW, Belvedere Road, Abbey Wood London SE2 9AQ.

CommercialDW Drainage and Water Enquiry Terms and Conditions

Customer and Clients are asked to note these terms, which govern the basis on which this Commercial DW Drainage & Water Enquiry is supplied

Definitions

'Client' means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property.

'Company' means a water service company or their data service provider producing the Report.

Customer' means the person, company, firm or other legal body placing the Order, either on their own behalf as Client, or, as an agent for a Client.

'Order' means any request completed by the Customer requesting the Report. 'Property' means the address or location supplied by the Customer in the Order.

Report means the drainage and/or water report prepared by The Company in respect of the Property.

Thames Water" means Thames Water Utilities Limited registered in England and Wales under number 2366661 whose registered office is at Clearwater Court, Vastern Road, Reading, Berks, RG1 8DB;

Agreement

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

The Report

- Whilst Thames Water will use reasonable care and skill in producing the Report, it is provided to the Customer and the Client on the basis that they acknowledge and agree to the following:-
- 2.1 The information contained in the Report can change on a regular basis so Thames Water cannot be responsible to the Customer and the Client for any change in the information contained in the Report after the date on which the Report was produced and sent to the Client.
- 2.2 The Report does not give details about the actual state or condition of the Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.
- 2.3 The information contained in the Report is based upon the accuracy, completeness and legibility of the address and other information supplied by the Customer or Client.
- 2.4 The Report provides information as to the location and connection of existing services and should not be relied on for any other purpose. The Report may contain opinions or general advice to the Customer and the Client and Thames Water cannot ensure that any such opinion or general advice is accurate, complete or valid and accepts no liability therefore.
- 2.5 The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of apparatus shown on any maps.

Liability

- 3 Thames Water shall not be liable to the Client for any failure, defect or nonperformance of its obligations arising from any failure of, or defect in any machine, processing system or transmission link or anything beyond Thames Water's reasonable control or the acts or omissions of any party for whom Thames Water are not responsible.
- 3.1 Where the Customer sells this report to a Client (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss or damage whatsoever and the Customer shall indemnify Thames Water in respect of any claim by the Client.
- 3.2 Where a report is requested for an address falling within a geographical area where Thames Water and another Company separately provide Water and Sewerage Services, then it shall be deemed that liability for the information given by Thames Water or the Company as the case may be will remain with Thames Water or the Company as the case may be in respect of the accuracy of the information supplied. Where Thames Water is supplying information which has been provided to it by another Company for the purposes outlined in this agreement Thames Water will therefore not be liable in any way for the accuracy of the information as agent for the Company from which the information as obtained.
- 3.3 Except in respect of death or personal injury caused by negligence, or as expressly provided in these Terms:
- 3.3.1 The entire liability of Thames Water or the Company as the case may be in respect of all causes of action arising under or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall not exceed £2,000,000 (two million pounds); and
- 3.3.2 Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss of profit, loss of goodwill, loss of reputation, loss of business or any indirect, special or consequential loss, damage or other claims, costs or expenses;

Copyright and Confidentiality

- 4. The Customer and the Client acknowledge that the Report is confidential and is intended for the personal use of the Client. The copyright and any other intellectual property rights in the Report shall remain the property of Thames Water or the Company as the case may be. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided
- 4.1 The Customer or Client is entitled to make copies of the Report but is not permitted to copy any maps contained in, or attached to the Report
- 4.2 The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.
- 4.3 The Customer and Client agree (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.

Payment

- Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by Thames Water, without any set off, deduction or counterclaim.
- 5.1 Unless payment has been received in advance, Customers shall be invoiced for the agreed fee once their request has been processed. Any such invoice must be paid within 14 days. Where the Customer has an account with Thames Water, payment terms will be as agreed with Thames Water.
- 5.2 No payment shall be deemed to have been received until Thames Water has received cleared funds.
- 5.3 If the Customer fails to pay Thames Water any sum due Thames Water shall be entitled but not obliged to charge the Customer interest on the sum from the due date for payment at the annual rate of 2% above the base lending rate from time to time of Natwest Bank, accruing on a daily basis until payment is made. Thames Water reserves the right to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.
- 5.4 Thames Water reserves the right to increase fees on reasonable prior written notice at any time.

Cancellations or Alterations

6. Once an Order is placed, Thames Water shall not be under any obligation to accept any request to cancel that Order and payment for the Order shall still be due upon completion of the Report. In cases where an error has been made in the original Order (e.g. the Customer has supplied an incorrect address), the Customer will need to place a second Order, detailing the correct information, and shall be liable to pay a second charge in accordance with clause 5 above.

Delivery

- On receiving your order the reports will be posted to you within 10 working days from receipt.
- 7.1 Delivery is subject to local post conditions and regulations. All items should arrive within 12 working days, but Thames Water cannot be held responsible should delays be caused by local post conditions, postal strikes or other causes beyond the control of Thames Water.

General

- 3. If any provision of these terms is or becomes invalid or unenforceable, it will be taken to be removed from the rest of these terms to the extent that it is invalid or unenforceable. No other provision of these terms shall be affected.
- 8.1 These terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.
- 8.2 Nothing in this notice shall in any way restrict the Customer or Clients statutory or any other rights of access to the information contained in the Report.

These Terms & Conditions are available in larger print for those with impaired vision.



Search Code

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Thames Water Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB, which 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.

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
 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 within 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, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's core principles

Firms which subscribe to the Search Code will:

- display the Search 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 products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if he finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

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

TPOs Contact Details:

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

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

PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE

Appendix C – Oxford SFRA Flood Zone Map

