

231 WATFORD ROAD, HARROW

FLOOD RISK ASSESSMENT

**REPORT REF. 2104580-01** 

**PROJECT NO. 2104580** 

**SEPTEMBER 2021** 

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**DOCUMENT CONTROL SHEET** 

REV	ISSUE PURPOSE	AUTHOR	CHECKED	APPROVED	DATE
-	Draft	FH	CC	DRAFT	06.07.2021
Α	Final	FH	CC	ВС	09.09.2021

## **DISTRIBUTION**

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#### 1.0 INTRODUCTION

- 1.1 Ardent Consulting Engineers, hereafter referred to as Ardent, has been appointed by Fruition Properties Ltd to prepare a site-specific Flood Risk Assessment (FRA) in support of the proposed residential development at 231 Watford Road, Harrow, HA1 3TU.
- 1.2 The FRA has been prepared to accompany a planning application to London Borough of Brent as both Local Planning Authority and Lead Local Flood Authority.
- 1.3 This FRA has been written with specific reference to the requirements of the National Planning Framework (NPPF July 2021) and the Planning Practice Guidance (March 2014).
- 1.4 During the preparation of this FRA, consultation with Thames Water (TW) and the London Borough of Brent was undertaken.

## **Proposed Development Summary**

1.5 The scheme proposals comprise the demolition of the existing building and the erection of a part three, part four and part five storey building to provide residential dwellings (Use Class C3); car and cycle parking; landscaping, amenity space and play area; and refuse storage and other associated works. The proposed Site layout plan can be found at **Appendix A**.

## 2.0 BASELINE PARAMETERS

## Site location

2.1 The development Site is located at 231 Watford Road, Harrow, HA1 3TU, within the London Borough of Brent. The Site is centred on National Grid Reference 186708mN, 516390mE. A Site Location Plan is shown on **Figure 2-1** below.



Figure 2-1: Site Location Plan

- 2.2 The area within the redline boundary equates to approximately 0.24 ha and is currently occupied by restaurant building and ancillary car park and access road. The Site is bound by Watford Road/Sudbury Court Drive to the east; residential properties to the south and west, and a car service garage to the north.
- 2.3 The Site is currently 100% impermeable.

## **Development Proposals**

- 2.4 The scheme proposals comprise the demolition of the existing building and the erection of a part three, part four and part five storey building to provide residential dwellings (Use Class C3); car and cycle parking; landscaping, amenity space and play area; and refuse storage and other associated works. The development is classified as having an overall 'More Vulnerable' land use within the NPPF.
- 2.5 The proposed Site layout plans can be found at **Appendix A**, and an extract of the ground floor plan in **Figure 2-2** below.

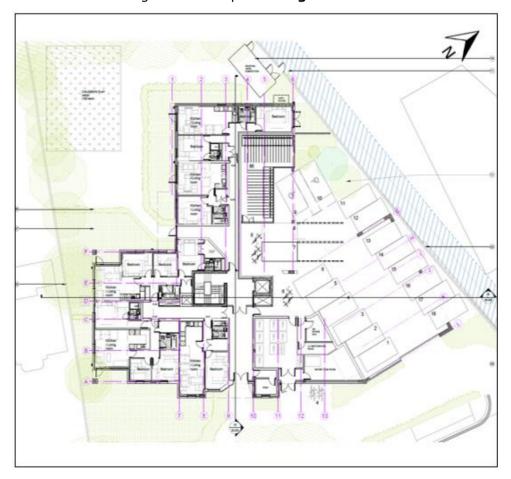


Figure 2-2: Proposed Development

## Hydrology

2.6 There are no above water bodies in the vicinity of the Site. The nearest watercourse is Wealdstone Brook, a tributary of the River Brent, approximately 2km to the west.

#### **Ground Conditions**

2.7 A review of British Geological Survey (BGS) mapping indicates the bedrock geology of the site consists of Clay, Silt and Sand, of the London Clay Formations. Refer to **Figure 2-2** below. There are no superficial deposits shown to be underlying the site.

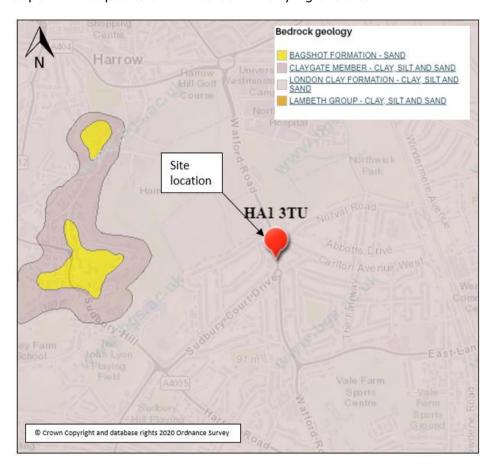


Figure 2-2 BGS Online Bedrock Geology (1:50,000)

2.8 The Department for the Environment, Food and Rural Affairs (Defra) mapping indicates the Site is not located within a Source Protection Zone.

## **Topography**

2.9 A topographical survey was undertaken by Malcom Hughes in November 2020 and is included in **Appendix B**. 2.10 The Site is mostly flat with elevations ranging to 52.51mAOD to 53.62mAOD. There is a slight fall from the south west corner towards the north-east corner of the Site.

## **Existing Sewer Infrastructure**

2.11 Thames Water sewer plans are included in **Appendix C**. The plans show that a 375mm trunk surface water sewer flows through the east of the Site, from south to north. A number of surface and foul water sewers are located in close proximity to the Site along Watford Road, Amey Road and to the north of the proposed development. Refer to Thames Water asset maps in **Appendix C** and **Figure 2-3** below.



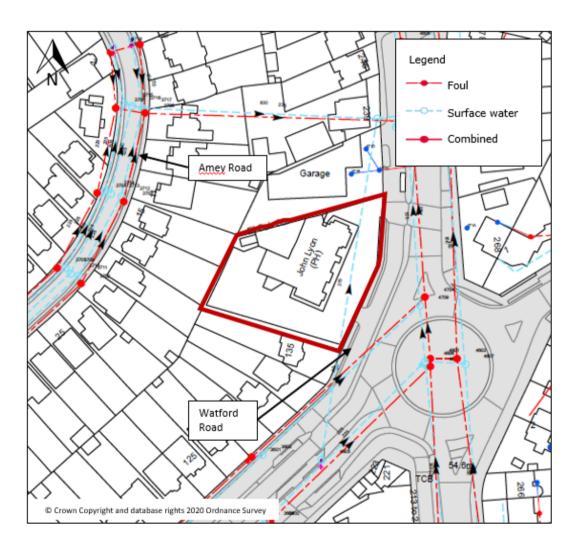


Figure 2-3: Thames Water sewer records

#### 3.0 POLICY CONTEXT

## National Planning Policy Framework (July 2021)

- 3.1 The National Planning Policy Framework (NPPF) was introduced on 27 March 2012. This document was revised in July 2021 where paragraphs 159 to 169 inclusive, establish the Planning Policy relating to flood risk management. The Technical Guide to the NPPF was superseded by the Planning Practice Guidance (PPG) in March 2014.
- 3.2 The main focus of the policy is to direct development towards areas of the lowest practicable flood risk and to ensure that all development is safe, without increasing flood risk elsewhere. The main considerations are:
  - a) applying the sequential test and then, if necessary, the exception test as set out below;
  - b) safeguarding land from development that is required, or is likely to be required, for current of future flood management;
  - c) using opportunities provided by new development to reduce the causes and impacts of flooding (where appropriate through the use of natural flood management techniques); and
  - d) where climate change is expected to increase flood risk so that some existing development may not be sustainable in the long-term, seeking opportunities to relocate development including housing, to more sustainable locations.

## Flood and Water Management Act (2010)

3.3 The Flood and Water Management Act places a duty on all flood risk management authorities to co-operate with each other. The act also provides lead local flood authorities and the Environment Agency with a power to request information required in connection with their flood risk management functions.

# Sustainable Drainage Systems - Non-statutory technical standards for sustainable drainage systems March 2015

- 3.4 The Non-statutory technical standards for sustainable drainage systems were published in March 2015. This document sets out non-statutory technical standards for sustainable drainage systems. They should be used in conjunction with the Planning Practice Guidance. In addition, the Best Practice Guidance for the Non-statutory Technical Standards was published in July 2015, by LASOO.
- 3.5 The Local Planning Authority (LPA) may set local requirements for planning permission that have the effect of more stringent requirements than these non-statutory technical standards.
- 3.6 In addition, SuDS should be designed in accordance with CIRIA 753 "The SuDS Manual", which represents current best practice.

## West London Strategic Flood Risk Assessment (WLSFRA, 2018)

- 3.7 Brent, in conjunction with five other London Boroughs, have produced a joint Strategic Flood Risk Assessment setting out the local evidence and requirements for development within the local study area.
- 3.8 It is designed to ensure development is steered away from areas identified most at risk from various flood sources, reducing the risk of flooding to its residents and buildings. This is done through providing the evidence needed to inform the undertaking of the Sequential Test for determining the land use allocations in accordance with the NPPF, and advising on how to apply the Sequential Test for windfall sites within the boroughs.
- 3.9 The WLSFRA details information on the sources and assessment of flood risk as well as details of Critical Drainage Areas (CDA) within the study area. As shown on **Figure 3-1**, the Site is located within a CDA.

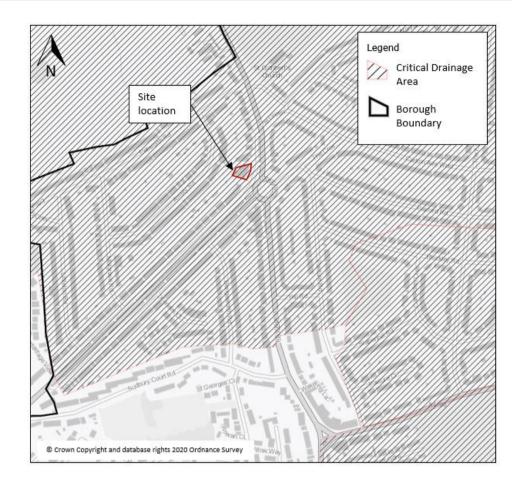


Figure 3-1: Critical Drainage Areas

3.10 Within the WLSFRA, Table 4.1 also sets out planning application and development requirements for major developments in Flood Zones 1,2, 3a and 3b with respect to a number of areas. The following is stated with respect to floodplain compensation:

"If permissible development decreases the volume of a fluvial floodplain or surface water flood area, flood storage compensation needs to be provided. The compensatory storage provided must equal or exceed the storage lost to ensure there will be no net loss of flood storage. Where developments are proposed within Flood Zone 3a (surface water), floodplain compensation must account for predicted flood depths for the 1 in 30yr and 1 in 100yr RoFSW mapping or depths predicted by site specific modelling."

## London Borough of Brent Development Management Policies – Adopted November 2016

- 3.11 The Brent Development Management Plan contains detailed planning policies intended to guide the future development of the Borough.
- 3.12 Policy DMP 9a of the Plan states the following in respect of flood risk:
  - A. Proposals requiring a Flood Risk Assessment must demonstrate that the development will be resistant and resilient to all relevant sources of flooding including surface water. The design and layout of proposals requiring a Flood Risk Assessment must contribute to flood risk management and reduction and:
    - a. Minimise the risk of flooding on site and not increase the risk of flooding elsewhere;
    - b. Wherever possible, reduce flood risk overall;
    - c. Ensure a dry means of escape;
    - d. Achieve appropriate finished floor levels which should be at least 300mm above the modelled 1 in 100 year plus climate change flood level; and
    - e. Not create new basement dwellings in areas of high flood risk.
  - B. Proposals that would fail to make appropriate provision for flood risk mitigation, or which would increase the risk or consequences of flooding, will be refused.
  - C. Opportunities will be sought from the redevelopment of site in functional floodplain (flood zone 3b) to restore the natural function and storage capacity of the floodplain. Proposals that involve the loss of functional floodplain or otherwise would constrain its natural function, by impeding flow or reducing storage capacity will be resisted.
- 3.13 Policy DMP 9b of the Development Management Plan relates specifically to 'on site water management and surface water attenuation' stating the following:
  - A. Proposals for new development will be required to make provision for the installation and management of measures for

the efficient use of mains water and for the control and reduction of surface water run-off. Substantial weight will be afforded to the target for mains water consumption of 105 litres or less per person per day and to the achievement of greenfield run-off rates. Where greenfield run-off rates cannot be achieved this should be clearly justified by the applicant.

- B. The design and layout of major development proposals will be required to:
  - a. Use appropriate sustainable drainage measures to control the rate and volume of surface water run-off;
  - Ensure where feasible separation of surface and foul water systems;
  - c. Make reasonable provision for the safe storage and passage of flood water in excessive events; and
  - d. Demonstrate adequate arrangements for the management and maintenance of the measures used.
- C. Proposals for minor developments, householder development and conversions should make use of sustainable drainage measures wherever feasible and must ensure separation of surface and foul water systems.
- D. Proposals that would fail to make adequate provision for the control and reduction of surface water run-off will be used.

## Draft London Borough of Brent Local Plan (2020)

- 3.13. In February 2020, Brent presented their Draft Local Plan for examination. The policies relating to flood risk and the management of surface water runoff have not fundamentally changed and the proposals in this FRA remain consistent with the draft Local Plan.
- 3.14. This document has also been informed by the following documents;
  - London Borough of Brent, Strategic Flood Risk Assessment, Level 1, Jacobs, 2007
  - London Borough of Brent, Strategic Flood Risk Assessment, Level 2, Jacobs, 2007

- Thames Catchment Flood Management Plan, Environment Agency, 2008
- London Borough of Brent, Core Strategy, July 2010
- Surface Water Management Plan, Aecom / Hyder, 2011
- London Borough of Brent, Local Flood Risk Management Strategy, 2015

## Sequential Test

- 3.15 The objective of the Sequential Test is to steer new developments toward areas with the lowest probability of flooding, i.e. Flood Zone 1. Where there are no reasonably available sites in Flood Zone 1, local planning authorities in their decision making should take into account the flood risk vulnerability of land uses and consider reasonably available sites in Flood Zone 2 before Flood Zone 3 is considered.
- 3.16 As the Site is shown to be located within Flood Zone 1 of the Environment Agency flood mapping, it is not necessary for the Site to undergo the Sequential Test.

## **Exception Test**

3.17 Table 3 of the PPG replicated below in **Table 0-1**, confirms that the Exception Test is not required for "More Vulnerable" uses in Flood Zone 1.

Table 0-1: Extract from the PPG - Table 3: Flood Risk **Vulnerability** 

Flood risk vulnerability classification (see table 2)		Essential infrastructure	Water compatible	Highly vulnerable	More vulnerable	Less vulnerable
Flood zone (see table 1)	Zone 1	<b>✓</b>	<b>√</b>	<b>~</b>	<b>~</b>	<b>*</b>
	Zone 2	<b>~</b>	<b>~</b>	Exception Test required	~	·
	Zone 3a	Exception Test required	<b>~</b>	*	Exception Test required	·
	Zone 3b functional floodplain	Exception Test required	<b>~</b>	×	*	×

Key:

- ✓ Development is appropriate.× Development should not be permitted.

## Fluvial/ Tidal Flood Risk

4.1 According to the Environment Agency's indicative flood map for planning, as illustrated in **Figure 4-1** below, the Site is located within Flood Zone 1, defined as having a low risk of flooding and being suitable for any type of development.

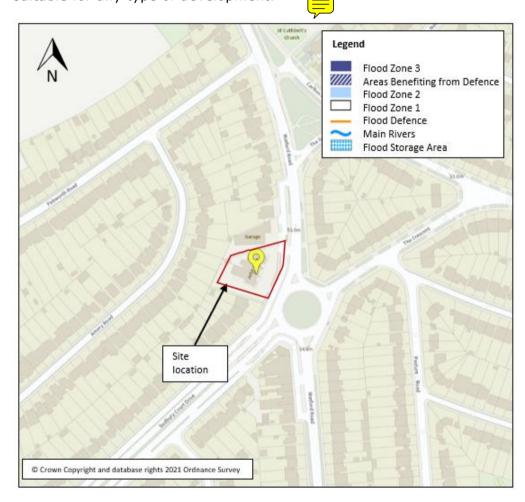


Figure 4-1: Environment Agency Flood Map for Planning

4.2 The Site is located close to any sources of tidal flooding nor within any areas benefiting from defence. It is therefore concluded that the risk of fluvial/tidal flooding to the Site, or from the development to offsite areas, is considered low.

## **Pluvial Flooding**

4.3 The Environment Agency's surface water flood map shows that the Site is predominantly at 'Very Low' risk of surface water flooding (Figure 4-2).

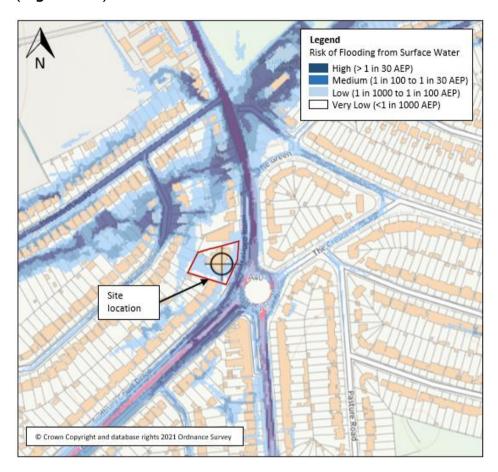


Figure 4-2: Environment Agency Flood Map for Surface Water (Extents)

4.4 Parts of the Site towards the west, south and east site boundaries are shown to be at 'Low' risk of pluvial flooding. The Environment Agency's surface water flood map indicates that the flood depth in these areas are less than 300mm (Figure 4-3).

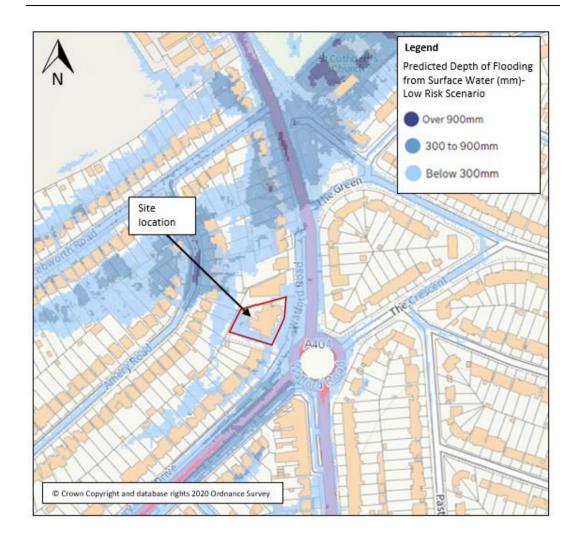


Figure 4-3: Environment Agency Flood Map for Surface Water (Depth)

- 4.5 A large proportion of these areas will comprise of the children's play area and open space surrounding the development however it is suggested that the finished floor levels for any residential properties be raised by 150mm above existing ground levels to mitigate any risk of pluvial flooding.
- 4.6 The landscaping proposals are anticipated to decrease the impermeable area of the Site and changes to surface water flow paths as a result of the development will be minimal. In addition, as the parts of the Site affected by pluvial flooding are not located in "Flood Zone 3a (surface water)" as defined by the WLSFRA, surface water floodplain compensation is not required for the development.

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- 4.7 Based on the above, the risk of pluvial flooding to the Site, or from the development to offsite areas, is considered low.
- 4.8 A surface water drainage strategy has been prepared by Waterman as part of this application and is provided as a separate report.

## Sewer Flooding

- 4.9 The Site is within a Critical Drainage Area (Group2\_037).
- 4.10 According to the Thames Water historical sewer flooding dataset (2017) the Site is located 50m to the west of an area where sewer flooding records have indicated 41-60 instances of sewer flooding. There have however been 0 instances recorded within the Site boundary (**Figure 4-4**).

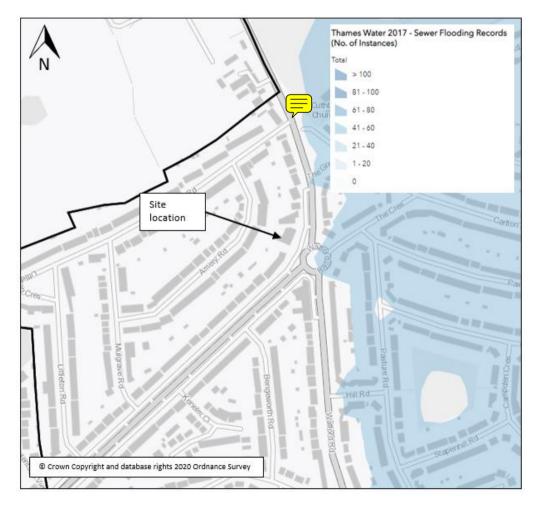


Figure 4-4: Thames Water Sewer Flooding Records

4.11 A drainage strategy is to be produced to mitigate against sewer flooding therefore the Site is considered to be at low risk of sewer flooding.

## **Groundwater Flooding**

- 4.1 The 'Susceptibility to Groundwater Flooding' map included in the WLSFRA shows the Site is not within an area with associated susceptibility to groundwater flooding.
- 4.2 The risk of groundwater flooding to the Site, or from the development to offsite areas, is therefore considered to be low.

#### Artificial sources

4.3 According to the Environment Agency's Flood risk from reservoirs map, the Site is not in an area at risk of flooding from a reservoir breach. There are no other artificial sources (e.g. canals) within the vicinity of the development. The Site is therefore considered to be at negligible risk of flooding from artificial sources.

## Summary of Flood Risk Assessment

4.4 In view of this assessment, it is concluded that the development is at low risk of flooding from any source including fluvial, tidal, a breach of any nearby reservoir, sewer flooding, groundwater or surface water flooding.

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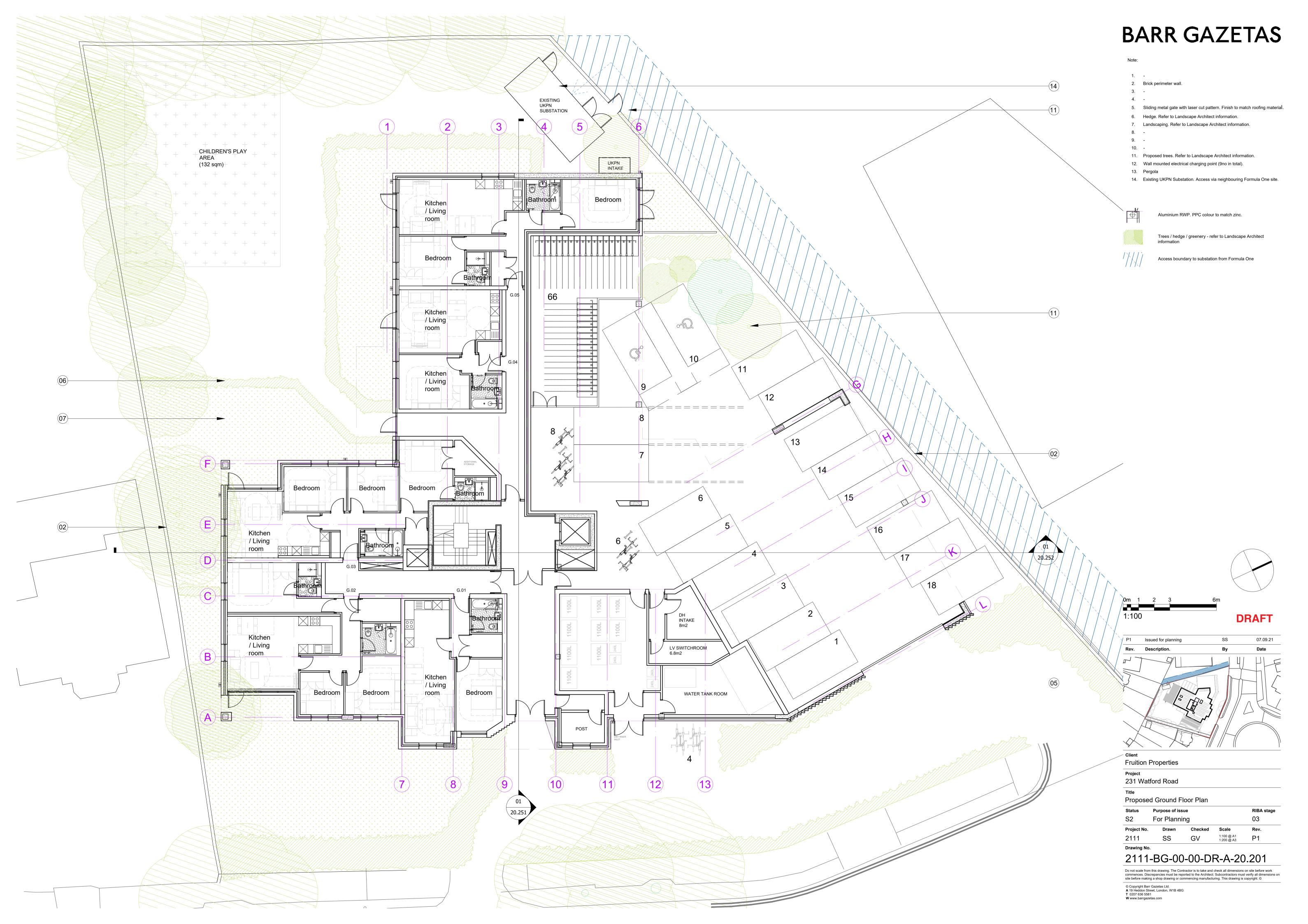
## **5.0 SUMMARY & RECOMMENDATIONS**

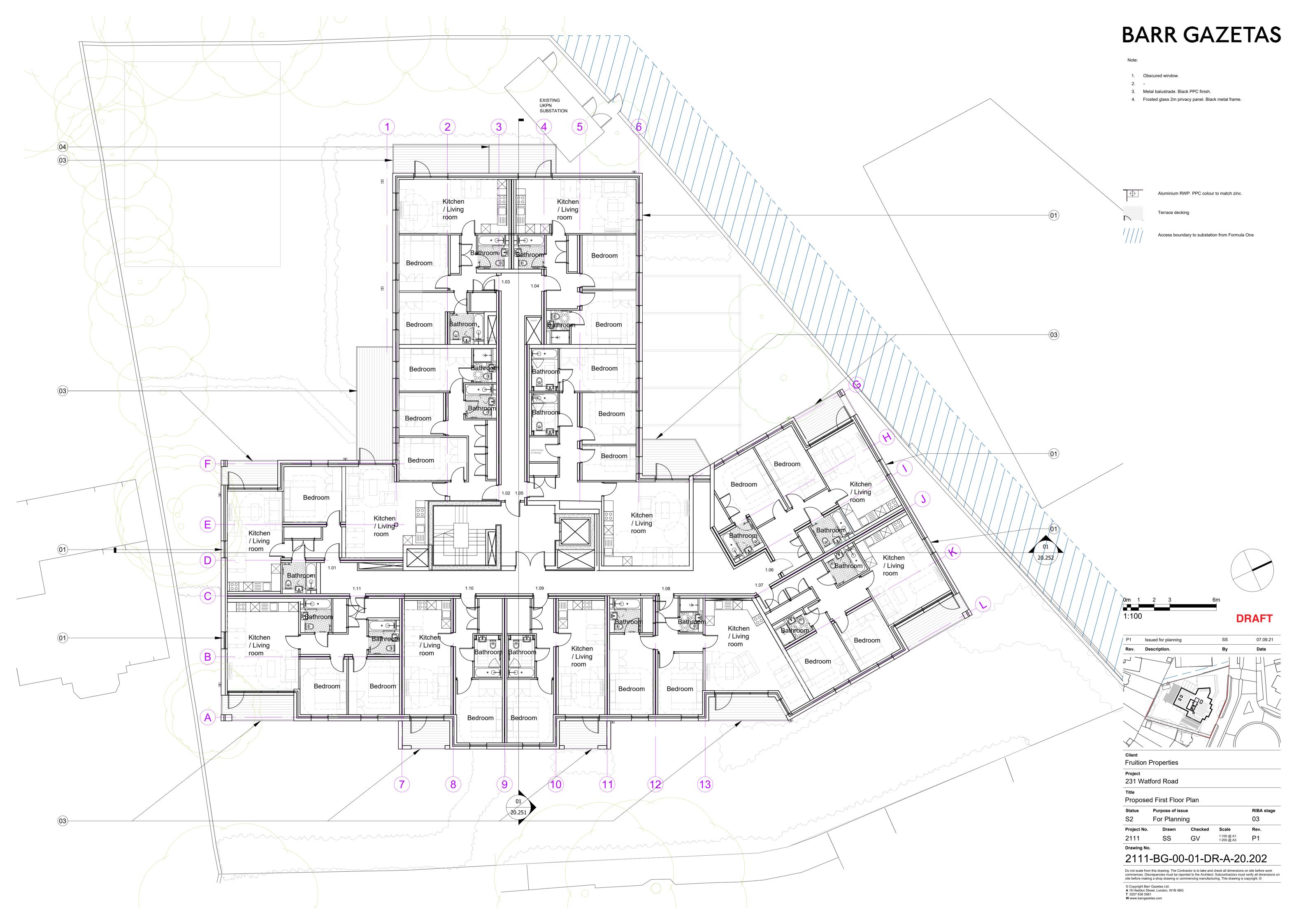
- 5.1 Ardent Consulting Engineers has been appointed by Fruition Properties Ltd to prepare a site-specific Flood Risk Assessment (FRA) to support the proposed residential led development at 231 Watford Road, Harrow, HA1 3TU.
- 5.2 The proposals comprise the demolition of the existing building and the erection of a part three, part four and part five storey building to provide residential dwellings (Use Class C3); car and cycle parking; landscaping, amenity space and play area; and refuse storage and other associated works.
- 5.3 The Site is located within Flood Zone 1, defined as being at a low risk of tidal/fluvial flooding. The proposed use for the Site is classified as 'More vulnerable', which is compatible with development in Flood Zone 1 without having to undergo the Sequential and Exception Tests. The site is shown to be located within a Critical Drainage Area (CDA).
- 5.4 The Environment Agency's surface water flood map shows the Site is predominantly at 'Very Low' risk of surface water flooding however parts of the Site are at 'Low' Risk of surface water flooding. As such it is recommended that residential properties on the ground floor be raised by 150mm above existing ground levels.
- 5.5 As the parts of the Site affected by pluvial flooding are not located within "Flood Zone 3a (surface water)" as defined by the WLSFRA, floodplain compensation is not required for the development.
- 5.6 Flooding from all other sources is considered to be low/negligible.
- 5.7 In conclusion, this FRA demonstrated that the development is at low risk of flooding from all sources of flooding, including fluvial, tidal, sewer, infrastructure (reservoir), groundwater or surface water. The report concludes that:

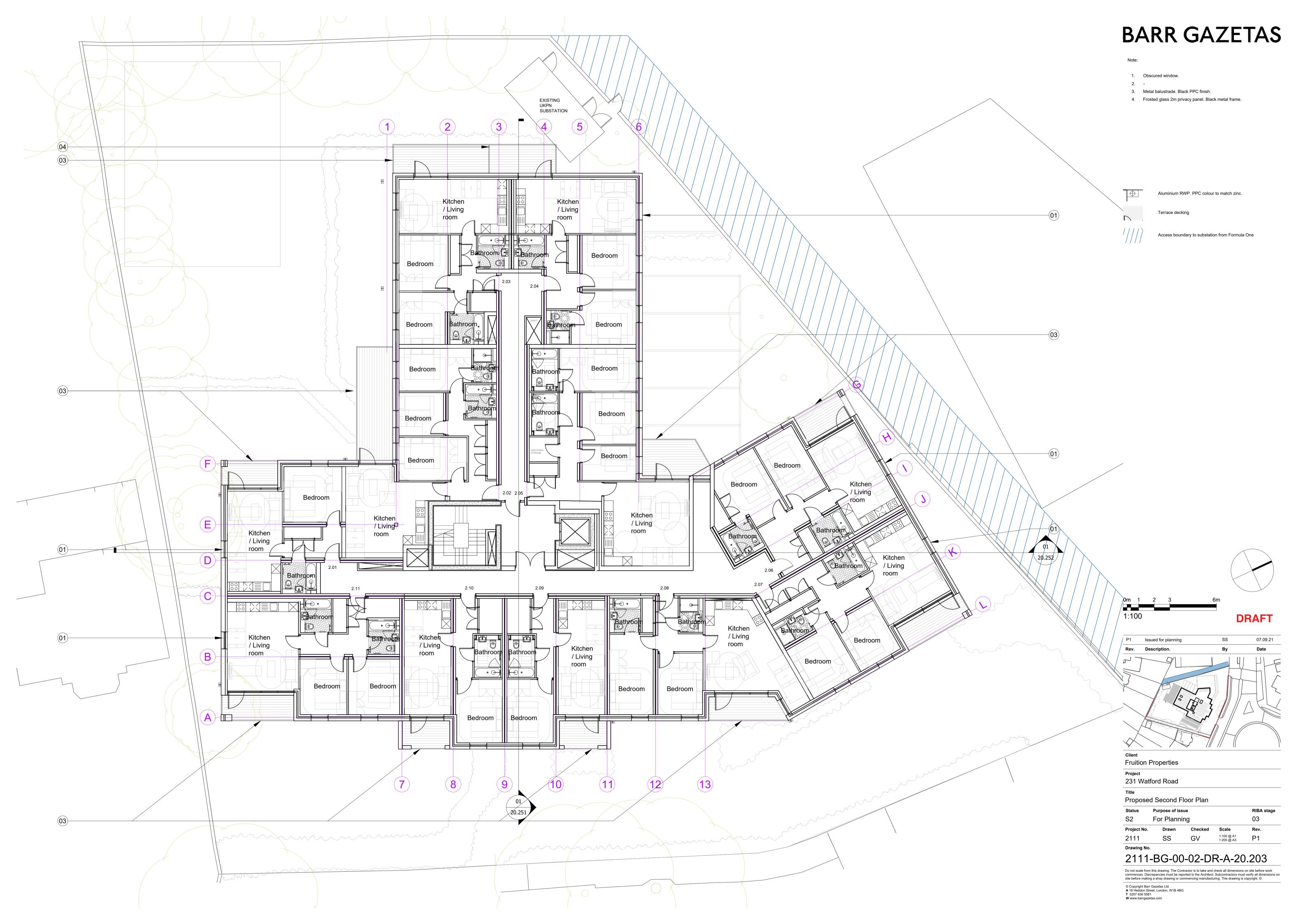
- The development scheme and its occupants will not be at an increased risk of flooding;
- ii. The development scheme will not increase the risk of flooding elsewhere;
- iii. The proposals are consistent with the aims of the NPPF and PPG.
- 5.8 A surface water drainage strategy has been prepared for the development by Waterman as part of this application and is provided as a separate report.

## Appendix A

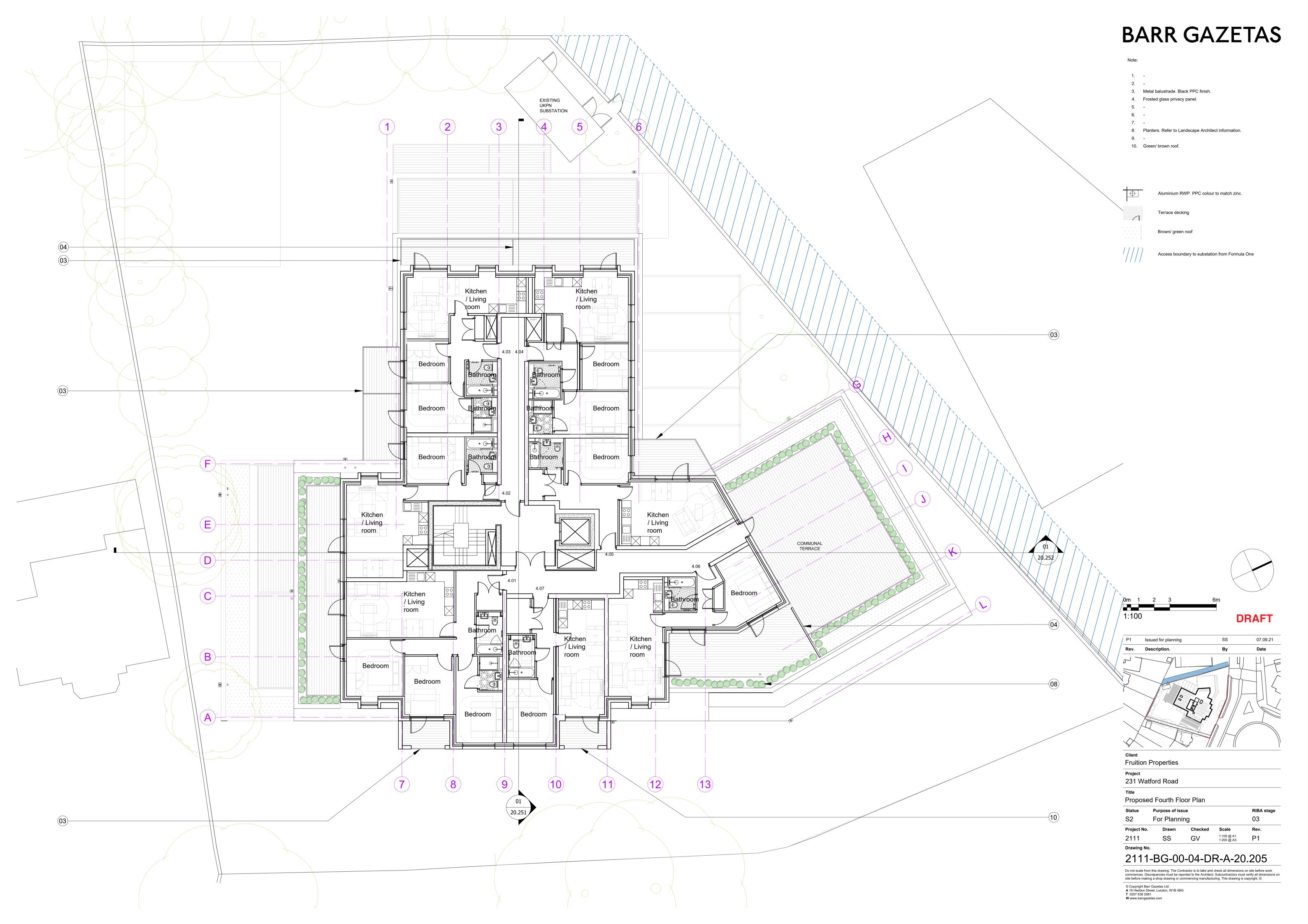
Proposed Development Plans

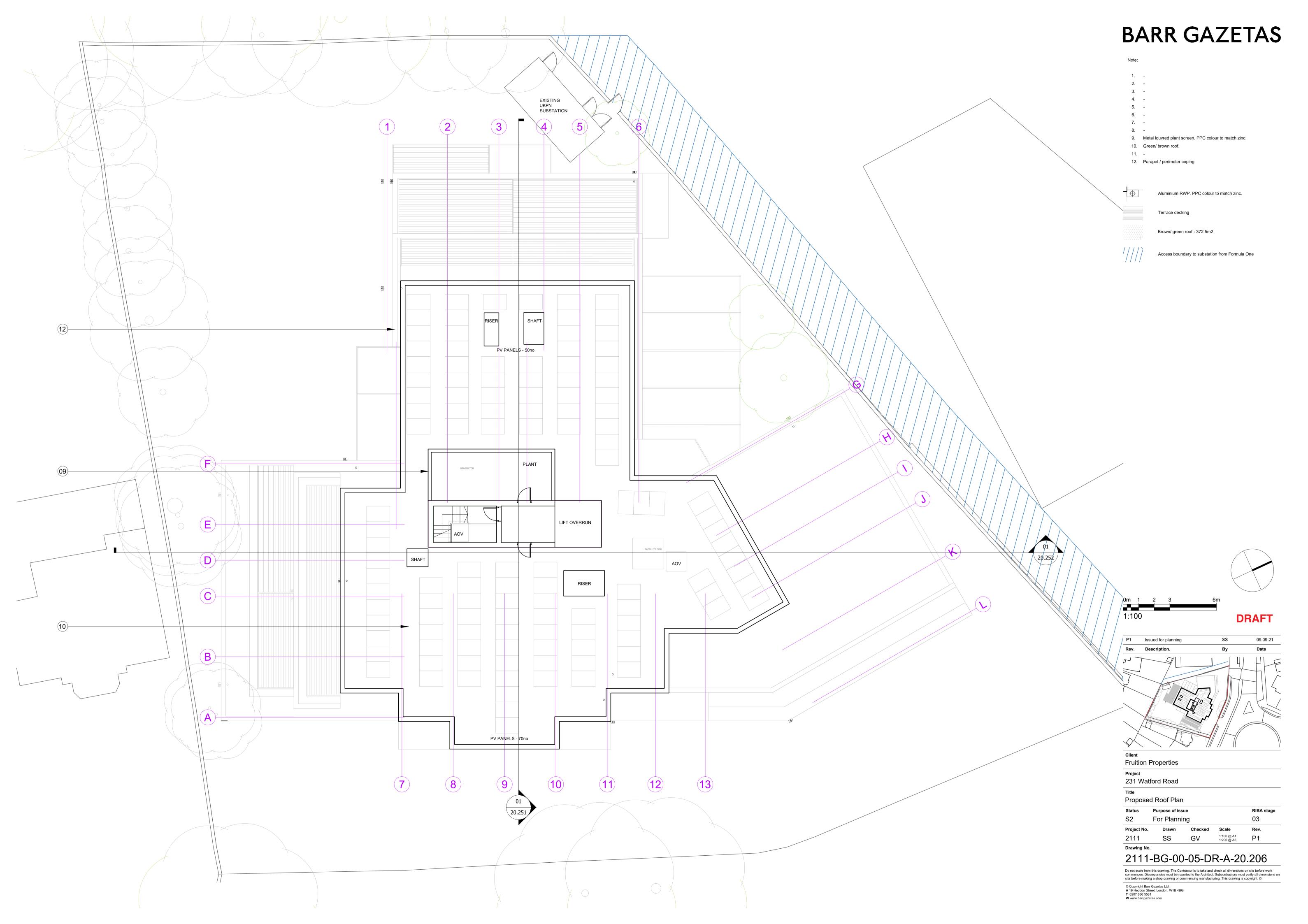








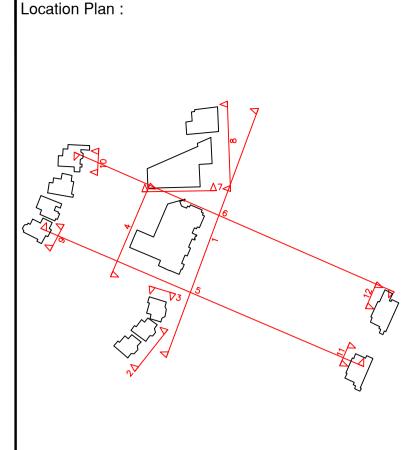




## Appendix B

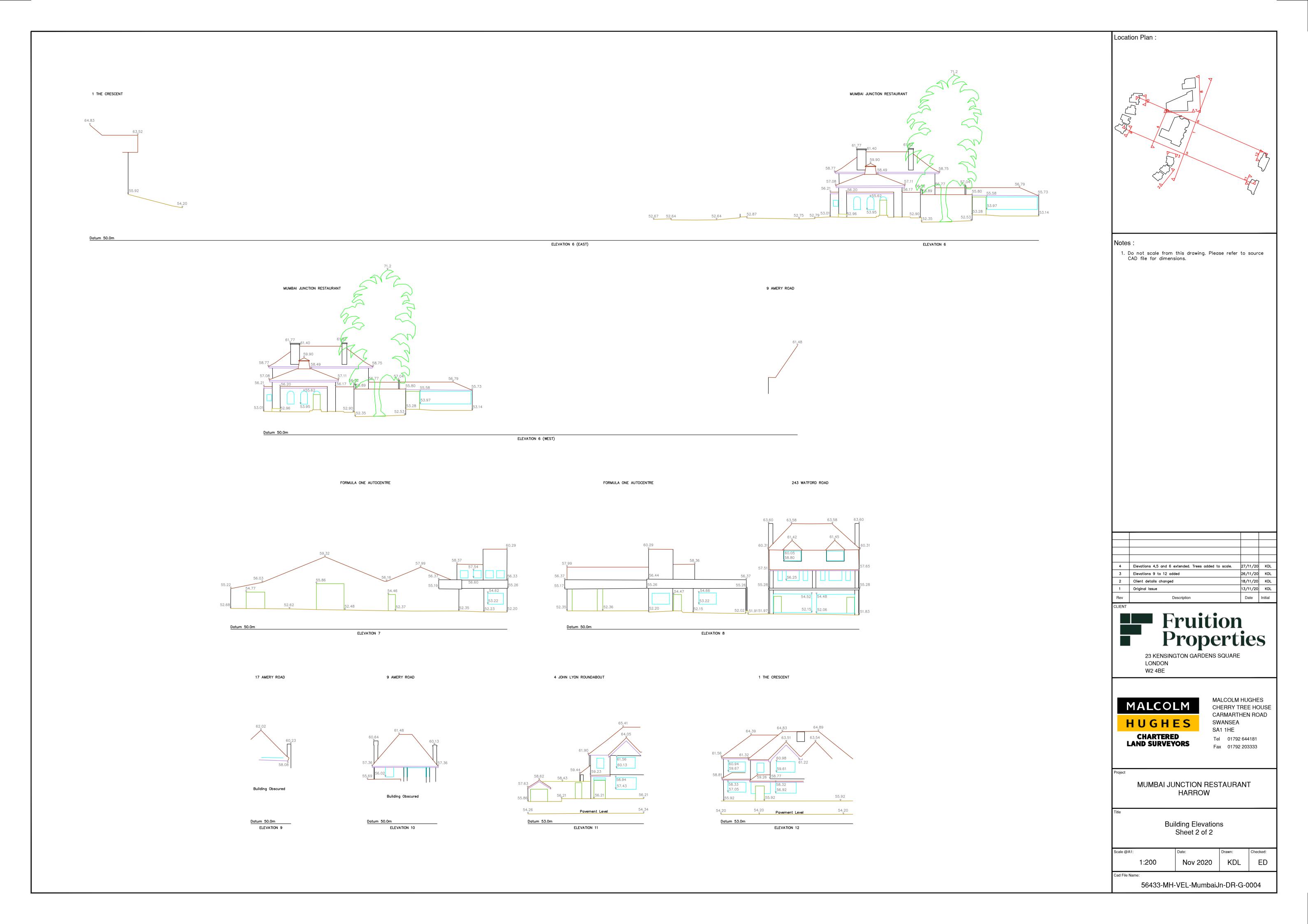
Topographical Survey





4	Elevations 4,5 and 6 extended. Trees added to scale.	27/11/20	KDL
3	Elevations 9 to 12 added	26/11/20	KDL
2	Client details changed	18/11/20	KDL
1	Original Issue	13/11/20	KDL
Rev	Description	Date	Initial

ED





## **Appendix C**

Thames Water Asset Location Plan





York Place 26436 Leeds Park

Search address supplied 231, Watford Road, Harrow, HA1 3TU

Your reference 1253804

Our reference CDWS/CDWS Standard/2019\_4016736

Received date 6 June 2019

Search date 13 June 2019

## Keeping you up-to-date

## **Notification of Price Changes**

From 1 September 2018 Thames Water Property Searches will be increasing the price of its Residential CON29DW and Commercial Drainage & Water Enquiries in line with RPI at 3.23%.

For further details on the price increase, please visit our website: www.thameswater-propertysearches.co.uk Please note that any orders received with a higher payment prior to the 1 September 2018 will be non-refundable.













## **Drainage & Water Enquiry**



Quest	ion	Summary Answer
Maps,	Wayleaves, Easements, Manhole Cover and Invert levels	
1.1	Where relevant, please include a copy of an extract from the public sewer map.	Map Provided
1.2	Where relevant, please include a copy of an extract from the map of waterworks.	Map Provided
1.3	Is there a wayleave/easement agreement giving Thames Water the right to lay or maintain assets or right of access to pass through private land in order to reach the Company's assets?	No
1.4	On the copy extract from the public sewer map, please show manhole cover, depth and invert levels where the information is available.	See Details
Draina	age	
2.1	Does foul water from the property drain to a public sewer?	Connected
2.2	Does surface water from the property drain to a public sewer?	Connected
2.3	Is a surface water drainage charge payable?	See Details
2.4	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	Yes
2.4.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?	No
2.5	Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	Yes
2.5.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the 50metres of any buildings within the property?	No
2.6	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
2.7	Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?	No
2.8	Is the building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers?	Not At Risk
2.9	Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	11.372 Kilometres
Water		
3.1	Is the property connected to mains water supply?	Connected
3.2	Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	No
3.3	Is any water main or service pipe serving or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?	No
3.4	Is the property at risk of receiving low water pressure or flow?	No
3.5	What is the classification of the water supply for the property?	Hard
3.6	Please include details of the location of any water meter serving the property.	See Details







Question		Summary Answer		
Charging				
4.1.1	Who are the sewerage undertakers for the area?	Thames Water		
4.1.2	Who are the water undertakers for the area?	Affinity Water		
4.2	Who bills the property for sewerage services?	See Details		
4.3	Who bills the property for water services?	See Details		
4.4	Is there a meter installed at this property?	Yes		
4.5	Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste?	No		



#### **Drainage & Water Enquiry**



Search address supplied: 231, Watford Road, Harrow, HA1 3TU

Any new owner or occupier will need to contact Thames Water on 0800 316 9800 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.



Thames Water Property Searches is an Executive member of CoPSO (Council of Property Search Organisations).





#### Maps, Wayleaves, Easements, Manhole Cover and Invert levels

#### 1.1 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.

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

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

#### 1.3 Wayleaves & Easements

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

No.

#### 1.4 Manhole

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

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

#### **Drainage**

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

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

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

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

#### 2.3 Is a surface water drainage charge payable?

Records indicate that a surface water charge is applicable at this property.





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

The public sewer map included indicates that there is a public sewer, disposal main or lateral drain within the boundaries of the property. However, from the 1st October 2011 there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may further prevent or restrict development of the property.

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

The public sewer map included indicates that there is no public pumping station within the boundaries of the property.

2.5 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.

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

The public sewer map included indicates that there is no public pumping station within 50 metres of any buildings within the property.

2.6 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 Foul 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.

The Surface Water sewer(s) and/or Surface Water lateral drain(s) are not the subject of an adoption agreement.

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

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.





# 2.8 Is the 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.

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

The nearest sewage treatment works is Mogden STW which is 11.372 kilometres to the south of the property.

#### Water

#### 3.1 Is the property connected to mains water supply?

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

3.2 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.

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

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.

3.4 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.

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

The water supplied to the property has an average water hardness of 108mg/l calcium which is defined as Hard by Affinity Water.

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

Records indicate that the property is served by a water meter, which is not located within the property.





#### Charging

#### 4.1.1 – Who is responsible for providing the sewerage services for the property?

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

#### 4.1.2 – Who is responsible for providing the water services for the property?

Affinity Water Ltd, Tamblin Way, Hatfield, AL10 9EZ, is the water undertaker for the area.

#### 4.2 Who bills the property for sewerage services?

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

#### 4.3 Who bills the property for water services?

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

### 4.4 Is there a meter installed at this property?

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

#### 4.5 Trade Effluent Consent

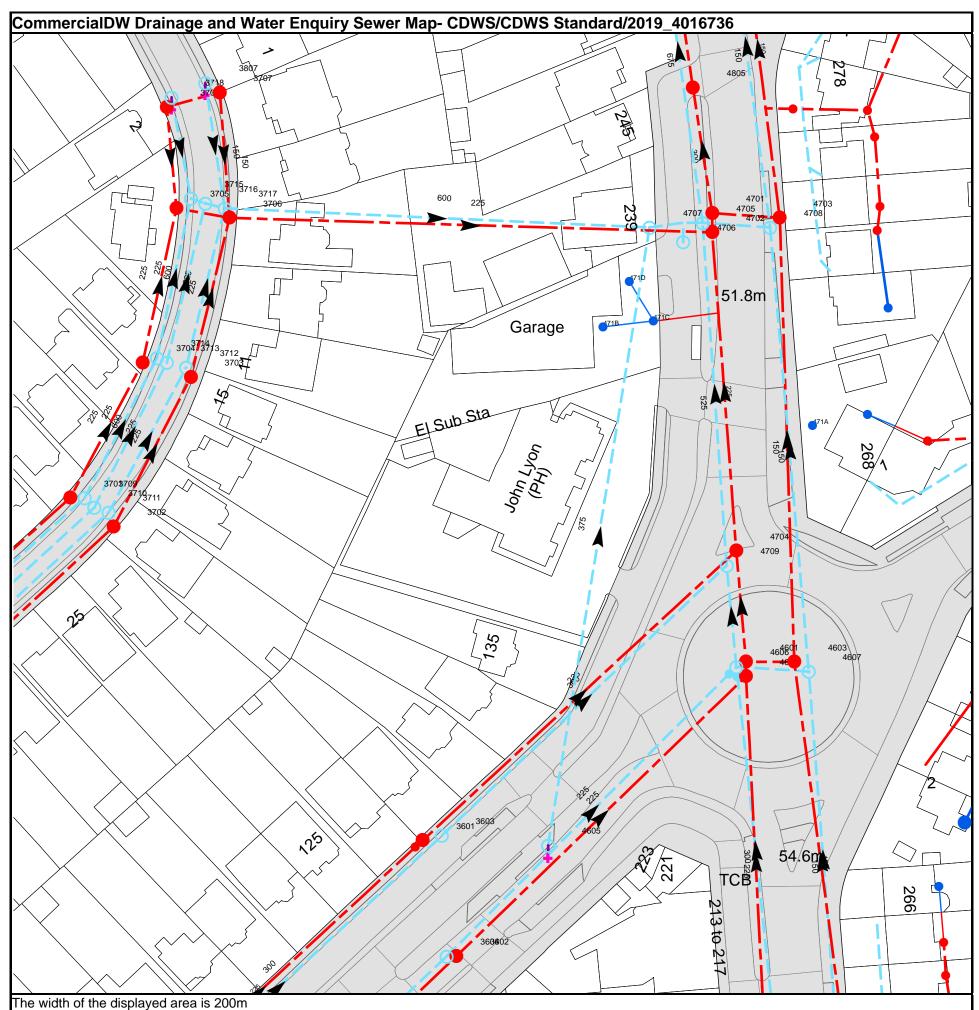
Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste?

No.

#### 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.



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. 100019345 Crown Copyright Reserved.

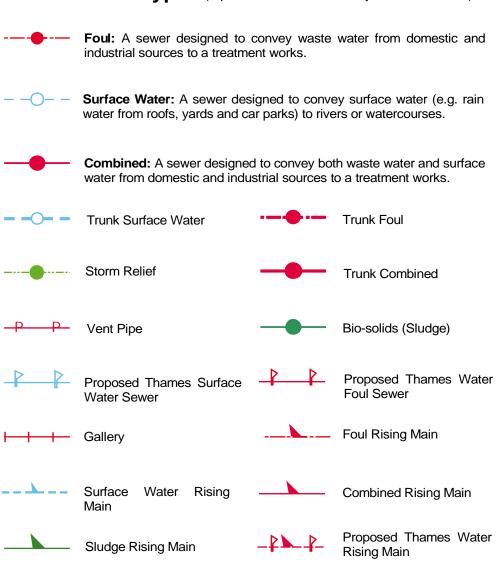
Manhole Reference	Manhole Cover Level	Manhole Invert Level
4606	54.32	49.54
4704	53.12	49.94
4601	54.27	50.18
4602	54.29	51.17
4708	51.68	49.83
4703	51.64	49.63
47DA	n/a	n/a
4603	54.4	51.89
4607	54.4	51.68
471A	n/a	n/a
47BE	n/a	n/a
47CJ	n/a	n/a
47CI	n/a	n/a
47CG	n/a	n/a
47CH	n/a	n/a
47CF	n/a	n/a
47BF	n/a	n/a
46BE	n/a	n/a
46CF	n/a	n/a
46BG	n/a	n/a
46BF	n/a	n/a
3718	51.95	50.6
3707	51.97	50.27
4805	50.95	48.9
3807	51.97	50.62
3709	52.9	50.79
3710	52.8	50.34
3711	52.92	50.76
3702	52.91	50.42
3704	52.19	49.98
3714	52.17	50.39
	52.17	50.07
3713		
3708	51.95	50.25
3705	51.89	49.63
3712	52.1	50.32
3715	51.87	50.09
3703	52.1	49.74
3716	51.7	49.9
3717	51.83	49.85
3706	51.83	49.54
3601	54.51	51.08
3603	54.5	50.74
4605	54.24	51.24
471B	n/a	n/a
471D	n/a 51.06	n/a
4707	51.96	49.1
471C	n/a	n/a
4706	51.7	49.51
4705	n/a	n/a
4702	51.77	49.15
4701	51.69	49.07
4709	53.16	49.3
3701	52.88	50.47
3604	54.28	52.25
3602	54.26	51.95
	J 57.20	01.00

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.



# Sewer Key - Commercial Drainage and Water Enquiry

### Public Sewer Types (Operated & Maintained by Thames Water)



# **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

Meter

Vent Column

# **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

Undefined End

/ Inlet

#### Notes:

----- Vacuum

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

#### 6) The text appearing alongside a sewer 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.)

Summit

#### Areas

Lines denoting areas of underground surveys, etc.

Agreement

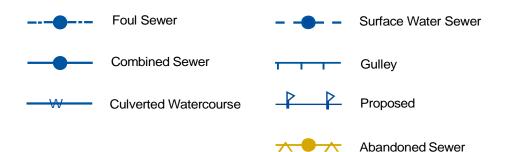
Operational Site

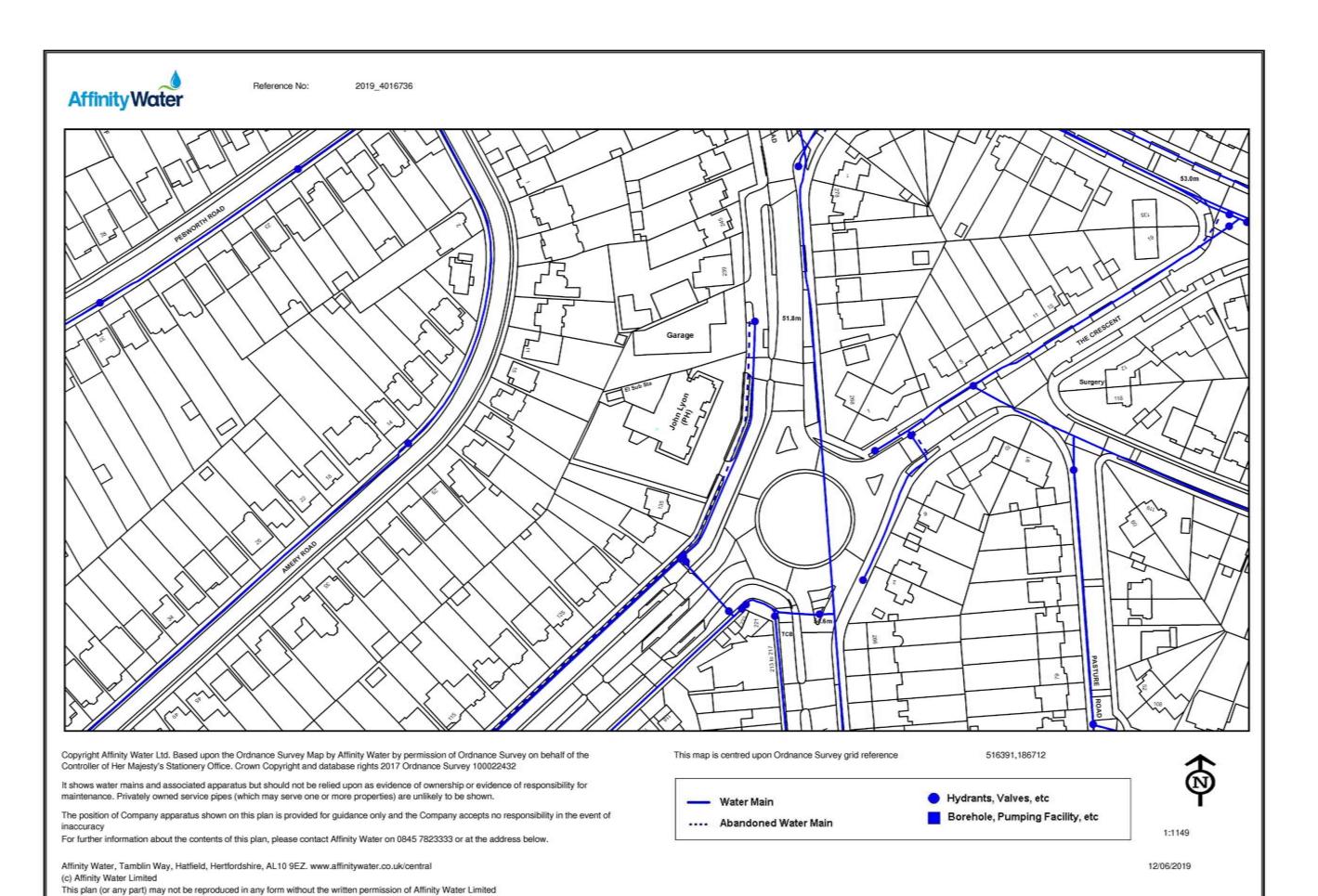
Chamber Chamber

Tunnel

Conduit Bridge

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





Thames Water Utilities Ltd, Property Searches, PO Box 3189, Slough SL1 4W, DX 151280 Slough 13 T 0845 070 9148 E searches@thameswater.co.uk I www.thameswater-propertysearches.co.uk

#### For your guidance:

- Thames Water Property Searches Complaints Procedure:
  - Thames Water Property Searches offers a robust complaints procedure. Complaints can be made by telephone, in writing, by email (searches@thameswater.co.uk) or through our website (www.thameswater-propertysearches.co.uk)

As a minimum standard Thames Water Property Searches will:

- o endeavour to resolve any contact or complaint at the time of receipt. If this isn't possible, we will advise of timescales;
- o investigate and research the matter in detail to identify the issue raised (in some cases third party consultation will be required);
- o provide a response to the customer within 10 working days of receipt of the complaint;
- o provide compensation, if no response or acknowledgment that we are investigating the case is given within 10 working days of receipt of the complaint;
- o keep you informed of the progress and, depending on the scale of investigation required, update with new timescales as necessary;
- o provide an amended search, free of charge, if required;
- o provide a refund if we find your complaint to be justified; take the necessary action within our power to put things right.

If you want us to liaise with a third party on your behalf, just let us know.

If you are still not satisfied with the outcome provided, we will refer the matter to a Senior Manager, for resolution, who will respond again within 5 working days.

If you remain dissatisfied with our final response you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). Please refer to the final page of the search for further details.

#### **Question 1.1**

- 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.

#### Question 1.2

#### 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 2.1

- 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.

#### Question 2.2

#### 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. If you wish to know who bills the sewerage services for this property then you will need to contact the current owner. For a list of all potential retailers of sewerage services for the property please visit <a href="https://www.open-water.org.uk">www.open-water.org.uk</a>.
- 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 2.3

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

#### Question 2.4

For your guidance:

- 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.
- Please note if the property was constructed after 1st July 2011 any sewers and/or lateral drain within the boundary of the property are the responsibility of the householder.
- 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.

#### Question 2.4.1

For your guidance:

- Private pumping stations installed before 1st July 2011 will be transferred into the ownership of the sewerage undertaker.
- From the 1st October 2016 private pumping stations which serve more than one property have been transferred into public ownership but may not be recorded on the public sewer map.
- 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 pumping station 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.

#### Question 2.5

- 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 2.5.1

#### For your guidance:

- Private pumping stations installed before 1st July 2011 will be transferred into the ownership of the sewerage undertaker.
- From the 1st October 2016 private pumping stations which serve more than one property have been transferred into public ownership but may not be recorded on the public sewer map.
- The presence of a public pumping station within 50 metres 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 2.6

#### For your guidance:

- Any sewers and/or lateral drains within the boundary of the property are not the subject of an adoption agreement and remain the responsibility of the householder. Adoptable sewers are normally those situated in the public highway.
- 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' 6<sup>th</sup> Edition.

#### Question 2.7

- 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.

#### Question 2.8

#### For your guidance:

- For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- 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 Utilities Ltd on Tel: 0800 316 9800 or website www.thameswater.co.uk

#### Question 2.9

#### 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 Ltd 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 <a href="https://www.thameswater.co.uk">www.thameswater.co.uk</a>

#### Question 3.1

#### For your guidance:

 The Company does not keep details of private supplies. The situation should be checked with the current owner of the property.

#### Question 3.2

#### 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. If the Water undertaker mentioned in Question 4.1.2 is not Thames Water Utilities Ltd the boundary of the property has been determined by the Ordnance Survey.
- 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 3.3

#### 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.

#### Question 3.4

- "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 BS806-3 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 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 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 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 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 pressure, which
  only occur for a short period, and for which there is evidence that incidents of a longer
  duration would not occur during the course of the year, may be excluded from the reported
  figures.
- Please contact your water undertaker mentioned in Question 4.1.2 if you require further information on water pressure.

#### Question 3.5

#### For your guidance:

 Water hardness can be expressed in various indices for example the hardness settings for dishwashers are commonly expressed in Clark's degrees, but check with the manufacturer as there are also other units. The following table shows the normal ranges of hardness.

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

 Please contact your water undertaker mentioned in Question 4.1.2 if you require further information on water hardness.

#### Question 3.6

#### For your guidance:

Where a meter does not serve the property and the customer wishes to consider this
method of charging, they should contact the current owner if they wish to know who bills
the water services for this property. For a list of all potential retailers of water services for
the property please visit <a href="https://www.open-water.org.uk">www.open-water.org.uk</a>.

#### Question 4.4

- 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.
- 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:
  - o 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.
  - o A reverse osmosis unit
- Where a meter does not serve the property and the customer wishes to consider this
  method of charging, they should contact the current owner if they wish to know who bills
  the sewerage and water services for this property. For a list of all potential retailers of
  sewerage and water services for the property please visit <a href="www.open-water.org.uk">www.open-water.org.uk</a>.

#### Question 4.5

- 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.

Customer and Clients are asked to note these terms, which govern the basis on which this CommercialDW 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;

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:-
- 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.
- 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

- 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.
- 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 that information and will supply that information as agent for the Company from which the information was 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
- 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

- 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 Report4.2 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.
- 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**

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.
- 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.

- 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.
- 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

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

#### **Terms and Conditions**

All sales are made in accordance with Thames Water Utilities Limited (TWUL) standard terms and conditions unless previously agreed in writing.

- 1. All goods remain in the property of TWUL until full payment is received.
- 2. Provision of service will be in accordance with all legal requirements and published TWUL policies.
- 3. All invoices are strictly due for payment 14 days from due date of the invoice. Any other terms must be accepted/agreed in writing prior to provision of goods or service, or will be held to be invalid.
- 4. TWUL does not accept post-dated cheques-any cheques received will be processed for payment on date of receipt.
- 5. In case of dispute TWUL's terms and conditions shall apply.
- 6. Penalty interest may be invoked by TWUL in the event of unjustifiable payment delay. Interest charges will be in line with UK Statute Law 'The Late Payment of Commercial Debts (Interest) Act 1998'
- 7. Interest will be charged in line with current Court Interest Charges, if legal action is taken.
- 8. A charge may be made at TWUL's discretion for increased administration costs.

A copy of TWUL's standard terms and conditions are available from the Commercial Billing Team (cashoperations@thameswater.co.uk).

We publish several Codes of Practice including a guaranteed standards scheme. You can obtain copies of these leaflets by calling us on 0800 316 9800.

If you are unhappy with our service you can speak to your original goods or customer service provider. If you are not satisfied with the response, your complaint will be reviewed by the Customer Services Director. You can write to her at: Thames Water Utilities Ltd. PO Box 492, Swindon, SN38 8TU.

If the goods or services covered by this invoice falls under the regulation of the Water Industry Act 1991, and you remain dissatisfied you can refer your complaint to CC Water on 0845 039 2837 (it will cost you the same as a local call) or write to them at 11 Belgrave Road, London SW1V 1RB.

#### Ways to pay your bill

By BACS Payment direct to our bank on account number 90478703, sort code 60-00-01 may be made. A remittance advice must be sent to Thames Water Utilities Ltd., PO Box 223, Swindon SN38 2TW. Or fax to 01793 424599 or email: cashoperations@thameswater.co.uk

Telephone Banking By calling your bank and quoting your invoice number and the Thames Water's bank account number 90478703 and sort code 60-00-01 By Swift Transfer
You may make your
payment via SWIFT
by quoting
NWBKGB2L
together with our
bank account
number 90478703,
sort code 60-00-01
and invoice number

Thames Water Utilities Ltd Registered in England & Wales No. 2366661 Registered Office Clearwater Court, Vastern Rd, Reading, Berks, RG1 8DB.

#### **Terms and Conditions**

#### **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 practise 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 the Ombudsman finds that you have suffered actual loss and/or aggravation, distress or inconvenience 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 Web site: www.tpos.co.uk 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