

Drainage Strategy

Relating to Planning Application 2015/1037/P

55 Lancaster Grove

London NW3 4HB



Prepared by

BB PARTNERSHIP LTD
CHARTERED ARCHITECTS

January 2016

CONTENTS

CONTENTS	2
1.0 INTRODUCTION	3
2.0 DEVELOPMENT DESCRIPTION AND SITE AREAS.....	4
3.0 SEWER AND SURFACE WATER DRAINAGE	6
4.0 CONCLUSIONS	8
5.0 APPENDICES	9

1.0 INTRODUCTION

- 1.1 This Drainage Strategy (incorporating SUDS) has been prepared by BB Partnership in order to satisfy Condition 4 of the approved planning application relating to 55 Lancaster Grove, London NW3 approved in August 2015 (ref. 2015/1037/P) for the erection of a replacement single storey ground floor rear extension, enlargement of the existing basement and various alterations to the fenestration.
- 1.2 This Drainage Strategy should be read in conjunction with the drawings and reports submitted as part of the approved planning application, particularly the Basement Impact Assessment prepared by Sinclair Johnston. In addition to the planning documents the following drawings and reports should also be consulted, which accompany this statement:
- Drainage layouts prepared by MMP and Barry Griffin
 - Existing Drainage Survey
 - Site Areas drawings prepared by BB Partnership showing pervious / impervious areas (drawings FIS_25 and FIS_26)
 - Asset Location Search provided by Thames Water
- 1.3 The site location is shown below.



- 1.4 The purpose of this document is to demonstrate that the proposed development can be satisfactorily accommodated without leading to sewage flooding or worsening the flood risk for the area, and without placing the development itself at risk of flooding as per national guidance provided within the National Planning Policy Framework (NPPF).
- 1.5 The drainage strategy has been prepared with guidance and the requirements of local planning policy in mind, including CS5 and CS13 of the Camden Local Development Framework Core Strategy and policies DP22 and DP23 of the Local Development Framework Development Policies.

2.0 DEVELOPMENT DESCRIPTION AND SITE AREAS

- 2.1 The site is located at 55 Lancaster Grove, London NW3 4HD.
- 2.2 The total area of the site is approximately 460m².
- 2.3 Currently the area of the site that is considered to be impervious is approximately 282m², 61% of the site. This comprises the footprint of the existing house and various areas of concrete or stone sett paving to form patios, hard-standing for vehicles and paths.
- 2.4 This leaves an area of 178m², or 39% of the existing site which can be considered to be pervious, mostly comprising the rear garden but also including some landscaping to the front of the house.
- 2.5 It is proposed to introduce new areas of porous paving and soft landscaping to the site. This will result in a proposed total pervious area of 277m² (60% of the site), and an impervious area of 183m² (40% of the site).
- 2.6 The proposed pervious area will be made up of 137m² of porous paving and 140m² of garden or soft landscaping.
- 2.7 A summary of the existing and proposed pervious / impervious areas is as follow:

	Existing	Proposed
Impervious Area (m ²)	282	183
Pervious Area (m ²)	178	277

- 2.8 The site is generally flat, with a maximum surface slope of around 3° down to the south / south west according to Ordnance Survey Explorer mapping and as stated in the Basement Impact Assessment (BIA) which accompanied the planning application.
- 2.9 The existing ground floor is approximately level with the adjacent pavement and road.

- 2.10 The Environment Agency Flood Map for Planning (Rivers and Sea) indicates the site is not in flood risk zones 2 or 3. The London Borough of Camden Strategic Flood Risk Assessment Figure 3v indicates that the site is in an area of 'very low risk (<1 in 100 year)' risk of flooding.
- 2.11 Currently the main drainage to the site is via a combined sewer that runs under Lancaster Grove, as shown in the Thames Water Asset Location Search included as an appendix to this statement. This is a large, oval sewer measuring approximately 965 x 610mm. The existing drainage layout to the site also accompanies this application.

Existing Ground Conditions

- 2.12 In order to produce the BIA which accompanied the application Geotechnical and Environmental Associates Ltd. (GEA) were asked to undertake an intrusive site investigation. This concluded that the ground conditions comprise a layer of made ground (brown clay/clayey sand with rootlets, gravel and occasional fragments of brick, coal and concrete) measuring 0.5m to 0.95m in depth on top of a band of London Clay measuring over 15m in depth. Further information is included in the BIA accompanying the planning application.
- 2.13 No groundwater was encountered during the site investigation drilling. Subsequent monitoring did reveal groundwater in standpipes at depths of between 0.72m and 5.18m however this is most likely to be water lying on the surface of the London Clay filling the standpipes rather than a true representation of the groundwater levels within the London Clay formation.

Nearby Watercourses and Drainage

- 2.14 The site is located 75m to the east of a former tributary of the River Tyburn according to Figure 11 of the Camden Geological, Hydrogeological and Hydrological Study, although this tributary is no longer present at surface level and is likely to have been culverted to form part of the local surface water sewer system.
- 2.15 Figure 3 shows that the site is underlain directly by the London Clay formation, and Figure 8 shows that the site is within an area of unproductive strata which means the site cannot store and transmit water in sufficient quantities to support groundwater abstractions or watercourses.
- 2.16 The site is not located within any catchment areas of the pond chains on Hampstead Heath as indicated in Figure 14.
- 2.17 Figure 12 indicates that there are no ponds or other surface water features within 1km of the site.

3.0 SEWER AND SURFACE WATER DRAINAGE

- 3.1 In order to ensure that sufficient drainage capacity is made available to cope with the new development and to avoid adverse environmental impact upon the community in accordance with local and national planning policy adequate control measures including SUDS are to be considered.
- 3.2 The proposals actually reduce the impervious area to the site by 99m² as shown in the accompanying drawings. The extent of the proposed basement is considered generally within the footprint of the existing house, single storey rear extension and paved patio.
- 3.3 Permeable paving is proposed to the new rear terrace and all paved areas to the site allowing the water to percolate through to a 350mm porous sub-base (to be confirmed by the Structural Engineer prior to works commencing) or a drainage membrane in the case of the terrace over the basement. Treetex T300 Geotextile separation fabric (or similar approved) will be laid on top of the porous sub-base where required.
- 3.4 The volumes and rate of surface water run-off from the site will if anything be reduced by the proposed development. Consequently it is considered that there will be little or no detrimental effect to the surface water flows or quality within the catchment.

Infiltration Potential

- 3.5 Due to the negligible permeability of the London Clay under the site groundwater, percolation into the underlying chalk aquifer will be severely limited. It is therefore considered that a soakaway or similar SUDS infiltration based system would be unsuitable, instead drainage will be directed to the public sewer.
- 3.6 It should be noted that the proposed works will not alter the infiltration or run-off characteristics of the site and there is no proposed removal or work to significant trees. Risk of damage to buildings as a result of clay shrinkage is therefore unchanged.

On Site Drainage Systems

- 3.7 A new fin drain is also proposed along the rear edge of the terrace, which will be to the depth of the porous sub-base. For further details please refer to the accompanying Drainage Layout prepared by MMP. This will discharge into a new combined 100mm diameter drain running along the side of the house as shown in the Drainage Layout, which drains into the public sewer under the street.
- 3.8 This new combined drain replaces an existing drain which serves the same purpose for the existing house on the site.

- 3.9 In accordance with the SUDS hierarchy as set out in paragraph 11.6 of Camden's Sustainability Planning Guidance (CPG3), the use of various SUDS measures to reduce and control surface water flows have been considered in details for the development.
- 3.10 At this stage the practicality and viability of certain SUDS options have been ruled out on the basis of ground conditions and constraints presented by the proposed site layout.
- 3.11 **Infiltrating SUDS:** As explained previously the low rate of permeability of the clay soil which underlies the site mean infiltration SUDS such as soakaways are not feasible.
- 3.12 **Source Control Components:**
- 3.12.1 Pervious Surfaces: Given the nature of the proposed development the use of permeable paving is deemed appropriate, and permeable paving will be used to all paved areas in the proposed scheme.
- 3.12.2 Green Roofs: Options for this choice are discounted based on their very limited ability to attenuate runoff and the limited scope in the approved design for them.

Contamination and Water Quality

- 3.13 The site and immediate surrounding area are not considered to have had a contaminative history, in addition there are no historical or existing landfill sites within 250m and a risk of soil gas was not identified in the soil investigation carried out by GEA (included in the BIA that accompanied the planning application).
- 3.14 Due to the London Clay beneath the site there will be very limited infiltration of surface run-off, hence the likelihood of migration of any potential contaminants onto adjacent sites is low. It is not considered necessary for any form of treatment to improve the water quality of any runoff.
- 3.15 It is also considered likely that the basement excavation will result in the removal of the soil in areas where contaminants are most likely.

Adoption and Maintenance

- 3.16 All onsite SUDS and drainage systems will be privately maintained. A long term maintenance regime should be agreed with the site owners before adoption. In addition to a long term maintenance regime it is recommended that all drainage elements implemented on site should be inspected following the first rainfall event post-construction and monthly for the first quarter following construction.

Foul Water Drainage

- 3.17 As already mentioned in this statement a new combined, 100mm diameter drain is proposed to the side of the house (please refer to the accompanying drainage layouts for more information).

Proposed drainage layouts prepared by MMP and Barry Griffin indicate how drainage from the proposed house will connect to the new external drain. These drawings accompany this application.

4.0 CONCLUSIONS

- 4.1 The existing site is already developed, therefore runoff from the proposed redevelopment is to be managed in accordance with sustainable drainage principles.
- 4.2 The proposed development will decrease the impermeable surface cover on the site by approximately 99m².
- 4.3 Due to the nature of the geology underlying the site surface water it is proposed that runoff from the site is to be discharged via attenuation. Infiltration techniques have been dismissed on the basis of the ground conditions at this stage.
- 4.4 The use of permeable paving plus a new fin drain which discharges into the new combined drain to the side of the building is deemed appropriate for the requirements of the proposed development.
- 4.5 Foul water drainage has been carefully considered during the design stage and comprehensive drainage layouts have been produced indicating how drainage runs connect from the proposed house to the new external combined drain to the side of the house, which in turn connects to the main sewer under Lancaster Grove.
- 4.6 The proposed combined drain replaces an existing drain in the same location.
- 4.7 It is considered that the development adheres to the principles set out in NPPF and local planning policy, thus the development proposals can be accommodated without increasing flood risk within the locality.

5.0 APPENDICES

Appendix A

Thames Water Asset Location Search

Asset Location Search



MMP Design Ltd
First Floor, Unit 6, Grand Union Grand Union Office Park

UXBRIDGE
UB8 2GH

Search address supplied 55
Lancaster Grove
London
NW3 4HD

Your reference 55 Lancaster Grove

Our reference ALS/ALS Standard/2015_3177197

Search date 26 October 2015

You are now able to order your Asset Location Search requests online by visiting
www.thameswater-propertysearches.co.uk



Asset Location Search



Search address supplied: 55, Lancaster Grove, London, NW3 4HD

Dear Sir / Madam

An Asset Location Search is recommended when undertaking a site development. It is essential to obtain information on the size and location of clean water and sewerage assets to safeguard against expensive damage and allow cost-effective service design.

The following records were searched in compiling this report: - the map of public sewers & the map of waterworks. Thames Water Utilities Ltd (TWUL) holds all of these.

This search provides maps showing the position, size of Thames Water assets close to the proposed development and also manhole cover and invert levels, where available.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information. The replies contained in this letter are given following inspection of the public service records available to this company. No responsibility can be accepted for any error or omission in the replies.

You should be aware that the information contained on these plans is current only on the day that the plans are issued. The plans should only be used for the duration of the work that is being carried out at the present time. Under no circumstances should this data be copied or transmitted to parties other than those for whom the current work is being carried out.

Thames Water do update these service plans on a regular basis and failure to observe the above conditions could lead to damage arising to new or diverted services at a later date.

Contact Us

If you have any further queries regarding this enquiry please feel free to contact a member of the team on 0845 070 9148, or use the address below:

Thames Water Utilities Ltd
Property Searches
PO Box 3189
Slough
SL1 4WW

Email: searches@thameswater.co.uk

Web: www.thameswater-propertysearches.co.uk

Asset Location Search



Waste Water Services

Please provide a copy extract from the public sewer map.

Enclosed is a map showing the approximate lines of our sewers. Our plans do not show sewer connections from individual properties or any sewers not owned by Thames Water unless specifically annotated otherwise. Records such as "private" pipework are in some cases available from the Building Control Department of the relevant Local Authority.

Where the Local Authority does not hold such plans it might be advisable to consult the property deeds for the site or contact neighbouring landowners.

This report relates only to sewerage apparatus of Thames Water Utilities Ltd, it does not disclose details of cables and or communications equipment that may be running through or around such apparatus.

The sewer level information contained in this response represents all of the level data available in our existing records. Should you require any further Information, please refer to the relevant section within the 'Further Contacts' page found later in this document.

For your guidance:

- 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.

Clean Water Services

Please provide a copy extract from the public water main map.

Enclosed is a map showing the approximate positions of our water mains and associated apparatus. Please note that records are not kept of the positions of individual domestic supplies.

For your information, there will be a pressure of at least 10m head at the outside stop valve. If you would like to know the static pressure, please contact our Customer Centre on 0800 316 9800. The Customer Centre can also arrange for a full flow and

Asset Location Search



pressure test to be carried out for a fee.

For your guidance:

- Assets other than vested water mains may be shown on the plan, for information only.
- 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.

Payment for this Search

A charge will be added to your suppliers account.

Asset Location Search



Further contacts:

Waste Water queries

Should you require verification of the invert levels of public sewers, by site measurement, you will need to approach the relevant Thames Water Area Network Office for permission to lift the appropriate covers. This permission will usually involve you completing a TWOSA form. For further information please contact our Customer Centre on Tel: 0845 920 0800. Alternatively, a survey can be arranged, for a fee, through our Customer Centre on the above number.

If you have any questions regarding sewer connections, budget estimates, diversions, building over issues or any other questions regarding operational issues please direct them to our service desk. Which can be contacted by writing to:

Developer Services (Waste Water)
Thames Water
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0845 850 2777
Email: developer.services@thameswater.co.uk

Clean Water queries

Should you require any advice concerning clean water operational issues or clean water connections, please contact:

Developer Services (Clean Water)
Thames Water
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0845 850 2777
Email: developer.services@thameswater.co.uk

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

Manhole Reference	Manhole Cover Level	Manhole Invert Level
2601	n/a	n/a
2501	58.86	52.71
25BG	n/a	n/a
25BH	n/a	n/a
25BI	n/a	n/a
25BF	n/a	n/a
25BC	n/a	n/a
25BB	n/a	n/a
25AJ	n/a	n/a
25BD	n/a	n/a
2504	n/a	n/a
2503	n/a	n/a
151A	n/a	n/a
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.		



ALS Sewer Map Key

Public Sewer Types (Operated & Maintained by Thames Water)

	Foul: A sewer designed to convey waste water from domestic and industrial sources to a treatment works.		
	Surface Water: A sewer designed to convey surface water (e.g. rain water from roofs, yards and car parks) to rivers or watercourses.		
	Combined: A sewer designed to convey both waste water and surface water from domestic and industrial sources to a treatment works.		
	Trunk Surface Water		Trunk Foul
	Storm Relief		Trunk Combined
	Vent Pipe		Bio-solids (Sludge)
	Proposed Thames Surface Water Sewer		Proposed Thames Water Foul Sewer
	Gallery		Foul Rising Main
	Surface Water Rising Main		Combined Rising Main
	Sludge Rising Main		Proposed Thames Water Rising Main
	Vacuum		

Notes:

- 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.

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

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
	Summit

Areas

Lines denoting areas of underground surveys, etc.

	Agreement
	Operational Site
	Chamber
	Tunnel
	Conduit Bridge

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

	Foul Sewer		Surface Water Sewer
	Combined Sewer		Gully
	Culverted Watercourse		Proposed
			Abandoned Sewer

- 6) The text appearing alongside a sewer line indicates the internal diameter of the pipe in millimetres. 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 Insight on 0845 070 9148.

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.



ALS Water Map Key

Water Pipes (Operated & Maintained by Thames Water)

- 4"** **Distribution Main:** The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.
- 16"** **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.
- 3" SUPPLY** **Supply Main:** A supply main indicates that the water main is used as a supply for a single property or group of properties.
- 3" FIRE** **Fire Main:** Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.
- 3" METERED** **Metered Pipe:** A metered main indicates that the pipe in question supplies water for a single property or group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown.
- 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.
- Proposed Main:** 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.

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

Valves

- General Purpose Valve
- Air Valve
- Pressure Control Valve
- Customer Valve

Hydrants

- Single Hydrant

Meters

- Meter

End Items

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

- Blank Flange
- Capped End
- Emptying Pit
- Undefined End
- Manifold
- Customer Supply
- Fire Supply

Operational Sites

- Booster Station
- Other
- Other (Proposed)
- Pumping Station
- Service Reservoir
- Shaft Inspection
- Treatment Works
- Unknown
- Water Tower

Other Symbols

- Data Logger

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:** Indicates 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.

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 Thames Water Utilities Ltd 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. Thames Water 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 the discretion of the company for increased administration costs.

A copy of Thames Water'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 him 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 1991 Water Industry Act, and you remain dissatisfied you can refer your complaint to Consumer Council for Water on 0121 345 1000 or write to them at Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Ways to pay your bill

Credit Card	BACS Payment	Telephone Banking	Cheque
Call 0845 070 9148 quoting your invoice number starting CBA or ADS.	Account number 90478703 Sort code 60-00-01 A remittance advice must be sent to: Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW. or email ps.billing@thameswater.co.uk	By calling your bank and quoting: Account number 90478703 Sort code 60-00-01 and your invoice number	Made payable to ' Thames Water Utilities Ltd ' Write your Thames Water account number on the back. Send to: Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW or by DX to 151280 Slough 13

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



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 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