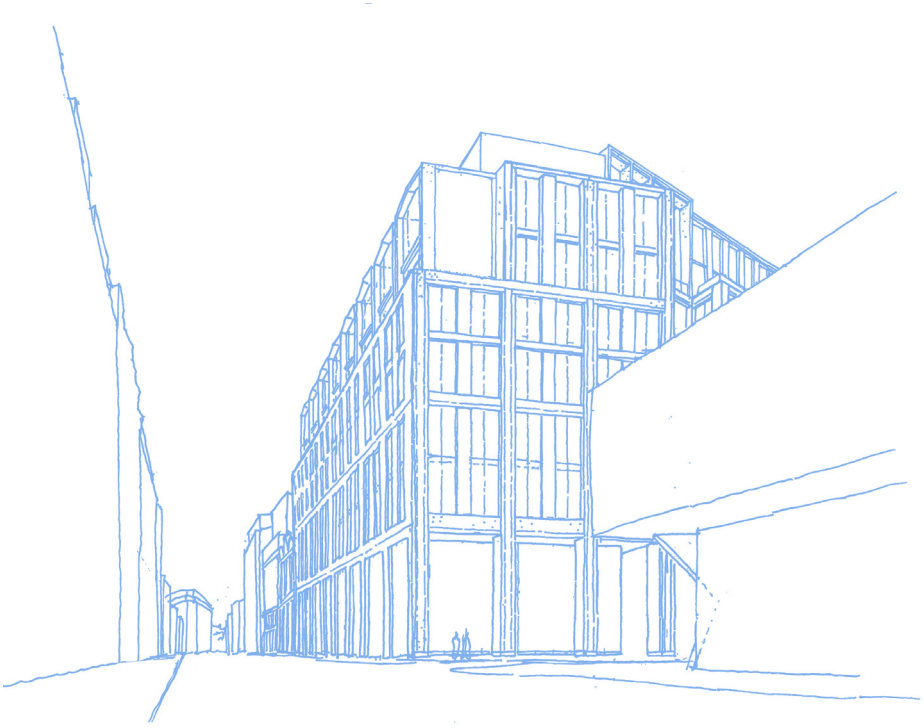
Prepared by CBRE
On behalf of Royal London Mutual Insurance Society

Flood Risk Statement

Castlewood House & Medius House, WC1A



January 2017

FLOOD RISK STATEMENT

Castlewood House and Medius House, New Oxford Street, London WC1A 1DG

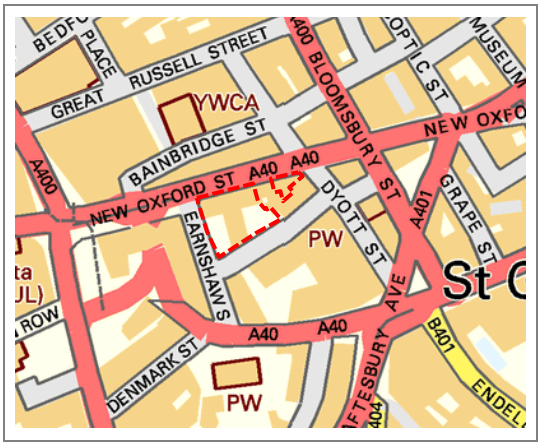
Date 25 January 2017

Prepared Ian Joyner BSc (Hons.) C.WEM MCIWEM
Associate Director

Checked Edward Blackburn BA (Hons.) MRICS FGS
Director

INTRODUCTION

CBRE has been instructed by Royal London Mutual Insurance Society to prepare a Flood Risk Statement (FRS) to support an application for planning permission at Castlewood House, 77-91 New Oxford Street and Medius House, 63-69 New Oxford Street, London, WC1A 1DG ("the site"), located at approximate National Grid Reference TQ 299 813 in the London Borough of Camden.



Site Location Plan
(Contains Ordnance Survey data © Crown copyright and database right 2016)

SITE DESCRIPTION

The site comprises two buildings on the south side of New Oxford Street, Castlewood House and Medius House, and covers a total area of 0.3 hectares (ha).

Castlewood House is a nine storey office building with lower ground and basement levels. Castlewood House is bounded to the west by Earnshaw Street, to the south by Bucknall Street and to the east by neighbouring buildings. A small car park at the rear of the building, at lower ground level, is accessed from Bucknall Street. To the west of the building, adjacent to Earnshaw Street, is a courtyard (at lower ground level), predominantly comprising hard surfaces with limited soft landscaping including shrubs and a tree.

Medius House is located east of Castlewood House and is bounded by Dyott Street to the east and neighbouring buildings to the south and west. It comprises retail use at ground floor level and five upper floors of office accommodation. The building benefits from a basement level and occupies the entire footprint of this part of the site, with no associated external areas.

Between Castlewood House and Medius House, and located outside of the site, is the five storey Toni and Guy hairdressing academy (71-75 New Oxford Street) which also has retail uses at part of its ground floor level.

Ground levels in the vicinity of the site are approximately 25.5mAOD, based on measured surveys undertaken on behalf of the applicant.

DEVELOPMENT PROPOSALS

Under the proposals, the existing Castlewood House building will be demolished and replaced with a new ten storey building including two basement levels (1 and 2, equivalent to the existing lower ground and basement levels respectively). Retail floorspace will be provided at ground and basement level 1, with the footprint extending to encompass the space currently occupied by the rear courtyard area. The footprint of the existing basement level (proposed basement level 2) will not change as a result of the proposals.

External alterations are proposed to Medius House including partial demolition, retention of the existing façade and two floor extension to provide 20 affordable housing units. The existing retail floorspace at ground and basement levels will be retained while outdoor communal terraces will be provided at top floor and roof level.

RISK OF FLOODING FROM RIVERS AND SEA

The site is approximately 1km north-east of the River Thames, at elevations in excess of 25mAOD, and is accordingly located within Flood Zone 1 on the Environment Agency (EA) 'Flood Map for Planning (Rivers and Sea)'. This means it is considered to have a 'low' probability of flooding, in planning terms, with an annual chance less than 1 in 1,000 (0.1%). The EA 'Risk of Flooding from Rivers and Sea Map' similarly classes the site as having a 'very low' risk of flooding, with an annual chance less than 1 in 1,000 (0.1%).

Flood Map for Planning (Rivers and Sea)
(Source: Environment Agency[1])

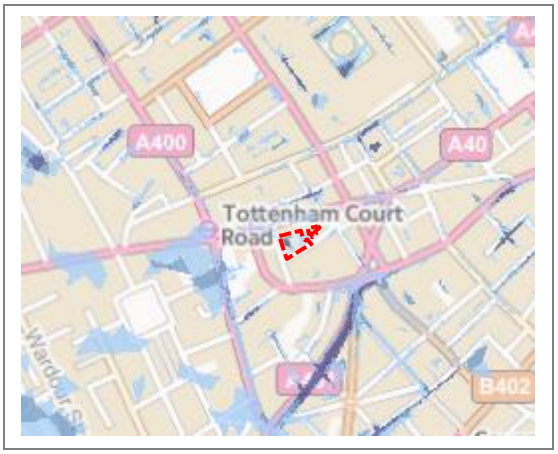
Site-specific Flood Risk Assessments (FRA) are ordinarily not required for small redevelopment sites in Flood Zone 1. The site is approximately 900m from the boundary of Flood Zone 2, so is not sensitive to changes in flood risk arising as a result of climate change, which in any event will be managed through London by the Thames Estuary 2100 Plan. This plan outlines the actions that will be taken to maintain the high standard of protection provided to riverside areas by the Thames Barrier and associated river walls in the face of climate change and rising sea level.

Therefore, for the purposes of a BREEAM assessment, proposed development at the site should attract two credits for 'flood risk' under 'Pol 03'.

RISK OF FLOODING FROM SURFACE WATER

The EA 'Risk of Flooding from Surface Water Map', which is informed by detailed two-dimensional flood modelling of the ground surface and simulation of extreme rainfall events at a high resolution, was published in December 2013. It has been shown to match well with anecdotal and recorded incidents of surface water flood risk across the country since its publication and is considered to be superior to earlier modelling work used to inform local assessments of surface water flood risk. An extract is provided below.

[1] http://maps.environment-agency.gov.uk/wiyby



Risk of Flooding from Surface Water Map
(Source: Environment Agency)

The map shows that the site and surrounds generally have a 'very low' likelihood of surface water flooding, equivalent to an annual chance less than 1 in 1,000 (0.1%). As a result of local ground levels, isolated areas of surface water flooding are predicted in the various events simulated by the EA model, summarised below.

In a 'high' likelihood surface water flood event, with an annual chance of 1 in 30 (3.3%), floodwater is shown to pond in an isolated part of the external courtyard to the rear of Castlewood House. Since the courtyard is at a lower level than the surrounding streets, floodwater is not able to drain from this area within the surface water model, irrespective of any site-specific drainage infrastructure that currently exists in the courtyard area[2]. That floodwater is restricted to depths less than 0.3m and affects only part of the courtyard on the map suggests that it is not affected by surface flow originating from elsewhere. Following redevelopment, the courtyard area will be replaced by a proposed basement level 1, removing this area of low-lying (with respect to its surroundings) ground.

In a 'medium' likelihood surface water flood event, with an annual chance of 1 in 100 (1%), floodwater in the courtyard area is predicted to increase slightly in extent and severity, with levels in excess of 0.3m predicted, but no flooding of other areas shown on site or in the immediate vicinity. Only in a 'low' likelihood surface water flood event, with an annual chance of 1 in 1,000 (0.1%), is flooding shown to affect New Oxford Street to the north of the site, with flooding of the rear lower-ground car park behind Castlewood House on site also predicted.

The Surface Water Management Plan (SWMP)[3] for Camden identified 'Critical Drainage Areas' (CDAs), discrete areas where *"multiple and interlinked sources"* of flood risk (usually surface water flooding) pose a notable risk to people and property. In accordance with the relative lack of surface flooding on the EA map, the site is not within any of the CDAs defined for Camden. The Strategic Flood Risk Assessment (SFRA)[4] for Camden maps areas recorded by Camden Council as having experiencing surface water flooding in the past. The site is not within or near to any of these recorded areas, which are generally located in northern parts of the borough.

Based on the Asset Location Search maps obtained from Thames Water Utilities Limited (TWUL) (attached hereto as Appendix A), the site is shown to drain to the local combined sewer system, with sewer mains running west to east along New Oxford Street, south along Earnshaw Street and both directions along Bucknall Street away from the site.

[2] Details of existing surface water drainage infrastructure has not been reviewed as part of this desktop assessment.
[3] Drain London, London Borough of Camden Surface Water Management Plan, 2011, Halcrow
https://www.camden.gov.uk/ccm/content/environment/green/climate-change/camdens-role-as-a-lead-local-flood-authority/
[4] Camden Strategic Flood Risk Assessment, 2014, URS (link above)

The London Plan states (in policy 5.13)[5] that *"development should utilise sustainable urban drainage systems (SuDS) unless there are practical reasons for not doing so, and should aim to achieve greenfield run-off rates"*. Therefore, opportunities should be sought to introduce reductions in runoff through the redevelopment process. Further commentary on surface water management is not possible as part of a desktop flood risk review. This should be addressed in a drainage strategy prepared by a utilities/drainage engineer to support the proposed redevelopment, and following consultation with TWUL and Camden Council, where appropriate.

RISK OF FLOODING FROM GROUNDWATER

According to British Geological Survey (BGS) maps[6], the site is underlain by superficial deposits of the Lynch Hill Gravel Member. These deposits are classified as a 'Secondary A Aquifer' by the EA, meaning 'permeable layers capable of supporting water supplies at a local rather than strategic scale, and in some cases forming an important source of base flow to rivers'. The solid geology underlying the superficial deposits comprises the London Clay, which is classified as an 'Unproductive Strata' by the EA. The site is therefore not considered to be at risk of groundwater flooding associated with a Principal Aquifer such as Chalk. Available borehole records[7] suggest that approximately 1.2-1.8m of fill material (Made Ground) is likely to exist beneath the site and surrounds above the Lynch Hill Gravel, with the boundary between the Gravel and the London Clay being at approximately 4-5m below ground level (bgl). Existing basement construction beneath the site is likely, therefore, to extend into the London Clay. The likelihood of shallow groundwater perched above the clay in neighbouring gravel deposits is considered low as a result of the predominantly hard-surfaced nature of the surrounding area, which reduces the re-charge of shallow aquifers. Furthermore, the site is not within the vicinity of one of the culverted former watercourses that exist beneath other parts of central London.

The site is outside of the area of 'increased susceptibility to groundwater flooding' presented in the Camden SFRA (Figure 4e), with the nearest EA groundwater flooding incident mapped approximately 200m to the south of the site. The SFRA references a "Geological Hydrogeological and Hydrological Study" undertaken for the borough, which concluded that perched water tables are a *"slope stability issue, rather than flood risk issue"* within Camden. Since proposed basement levels generally occupy the same space as the existing basements (and open lower courtyard) on site, the potential for the proposed development to adversely affect potential shallow groundwater flow paths is also considered to be low, in the unlikely event that any exist.

RISK OF FLOODING FROM INFRASTRUCTURE FAILURE

The site is not shown within the flood risk envelope of any raised reservoirs on the EA 'Risk of Flooding from Reservoirs Map'. Regents Canal enters the borough of Camden north of King's Cross railway station, approximately 2km north of the site, and hence does not pose a flood risk to the site or surrounds.

A risk of sewer flooding exists in all densely developed urban areas, but the fact that the EA Risk of Flooding from Surface Water Map (as detailed above) shows that surface water is generally limited to the rain falling on the site itself, suggests that 'sunny day' failure of sewer infrastructure (i.e. through blockage or collapse of sewer assets) does not pose an onerous risk to the site over and above that posed to neighbouring development. Any reductions in runoff leaving the site as part of the redevelopment process (e.g. through provision of communal terraces at upper and rooftop levels) will ultimately reduce strain on the local combined sewer network.

[5] The London Plan, 2016, Greater London Authority https://www.london.gov.uk/what-we-do/planning/london-plan/current-london-plan/london-plan-chapter-5/policy-513-sustainable
[6] http://mapapps.bgs.ac.uk/geologyofbritain/home.html
[7] Boreholes Contain BGS materials © NERC 2016

CONCLUSIONS

This flood risk statement has been prepared in support of redevelopment proposals at the site, to inform an understanding of the risk of flooding and an assessment of BREEAM criteria relating to flood risk. The following has been concluded:

- The site is in Flood Zone 1 and hence consideration of the risk of flooding from main rivers or the sea is not required as part of the planning process. Since the site is less than 1 ha in area, a FRA is not ordinarily required to support an application for planning permission.
- The site is located in an area shown on the public maps to generally have a 'very low' or 'low' likelihood of flooding from surface water, with an annual chance of flooding less than 1 in 1,000 (0.1%) and 1 in 100 (1%) respectively. The surface water model that informs the public map shows isolated flooding to be predicted in lower ground areas (the court yard and car park) at the rear of Castlewood House, but these are likely to be exaggerated by the model, which does not take explicit account of likely on-site drainage infrastructure. Furthermore, development proposals involve the extension of the existing lower ground floor level to provide basement level 1, removing the isolated low-lying area shown, by the EA model, to allow surface water ponding in the current arrangement. There are no areas of extensive surface water flooding (as are predicted elsewhere in central London) predicted in the vicinity of the site, with flooding likely to be reasonably modest, according to the EA model, even in an extreme 1 in 1,000 (0.1%) event.
- No other sources of flooding are considered to pose a significant risk of flooding to the site based on this desktop review of public data sources.
- The site is therefore considered to have a 'low' or 'very low' likelihood of flooding from all sources, and certainly no higher than typical for most buildings in surrounding parts of Central London. Significant flood risk mitigation measures are not considered necessary to be incorporated in redevelopment proposals and the site, once redeveloped, will be eligible for the two 'flood risk' BREEAM credits.
- The London Plan requires that developers aim for greenfield runoff rates and utilise SuDS where possible in the management of surface water runoff. Although the size of the site and its current and (likely) future impermeable surface covering mean that significant changes to surface water runoff rates would not be expected following redevelopment, opportunities to reduce site runoff should be sought as designs emerge.

APPENDIX A – THAMES WATER ASSET LOCATION SEARCH

Asset Location Search

CBRE
Henrietta Place
LONDON
W1G 0NB

Search address supplied Castlewood House And Medius House
New Oxford Street
London
WC1A 1DG

Your reference WC1A 1DG

Our reference ALS/ALS Standard/2016_3396575

Search date 22 August 2016

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

searchcode

Asset Location Search

Search address supplied: Castlewood House And Medius House, New Oxford Street, London, WC1A 1DG

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 searchprovides 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

Asset Location Search

Centre on 0800 316 9800. The Customer Centre can also arrange for a full flow and 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

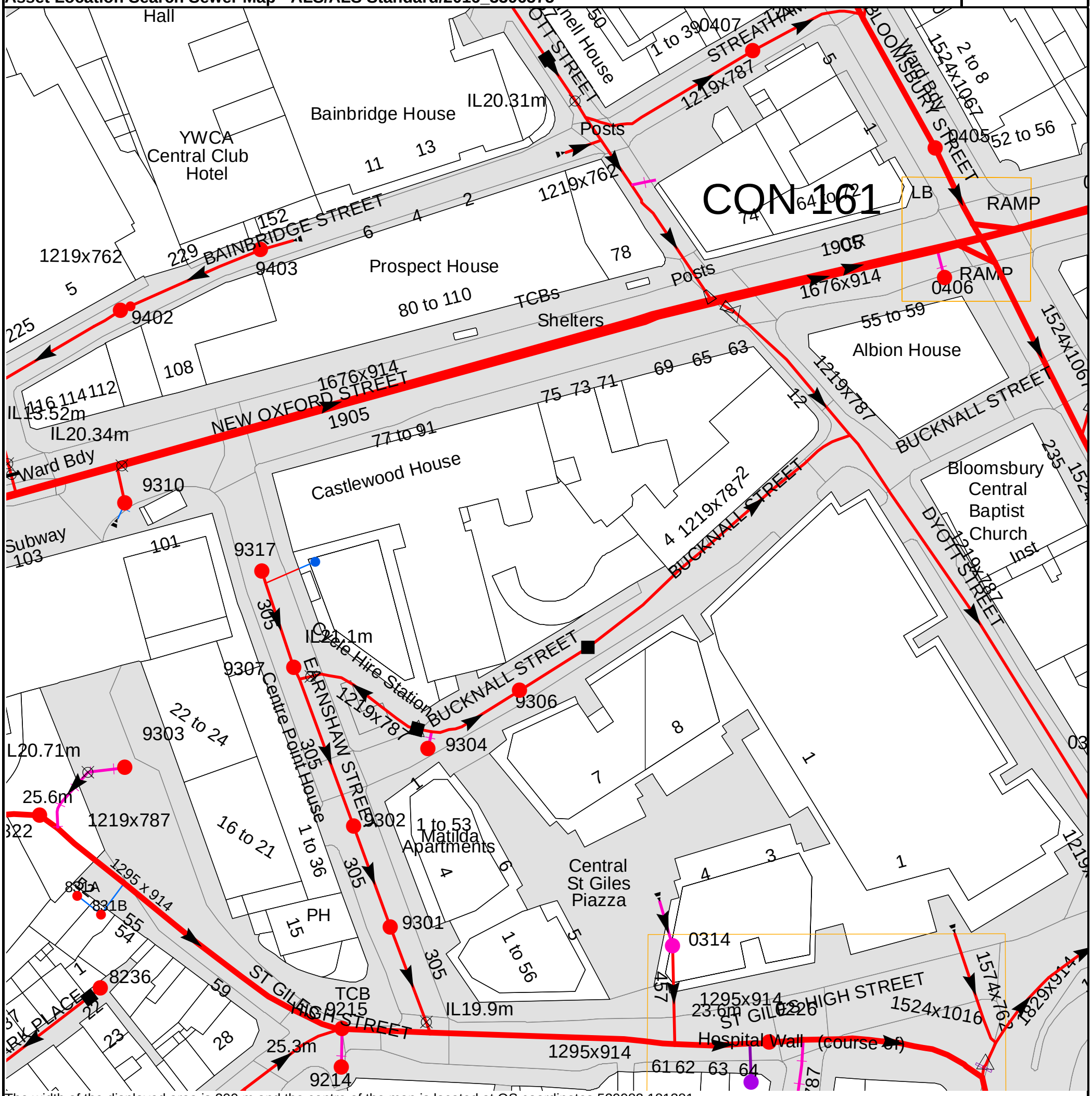
Clean Water queries

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

Asset Location Search Sewer Map - ALS/ALS Standard/2016_3396575



The width of the displayed area is 200 m and the centre of the map is located at OS coordinates 529982,181381

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.

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
9214	n/a	n/a
9215	25.25	20.07
9302	25.27	20.39
9301	25.12	20.21
9304	n/a	n/a
9306	24.82	20.86
0314	n/a	n/a
0268	n/a	n/a
0407	25.62	19.71
0226	23.39	19.29
0405	25.58	17.91
0406	25.56	n/a
8322	25.54	20.55
831A	n/a	n/a
8236	25.26	20.76
831B	n/a	n/a
9310	25.35	21.26
9303	25.56	n/a
9317	25.47	20.71
9307	25.41	20.44
931A	n/a	n/a
9402	25.54	14.59
9403	25.56	24.16

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

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

Gulley

Culverted Watercourse

Proposed

Abandoned Sewer

Notes:

1) All levels associated with the plans are to Ordnance Datum Newlyn.

2) All measurements on the plans are metric.

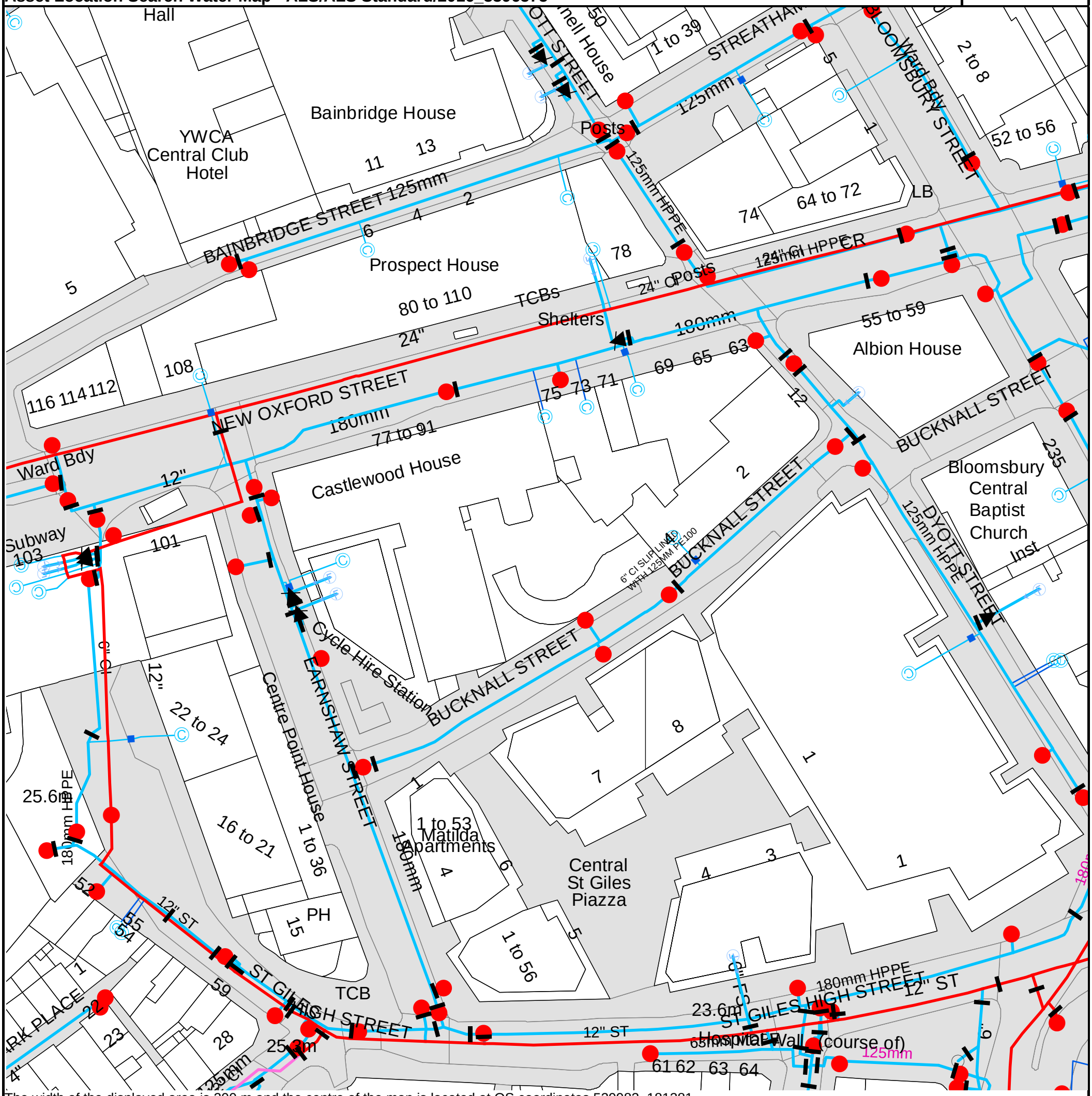
3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of flow.

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.

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 Insight on 0845 070 9148.

Asset Location Search Water Map - ALS/ALS Standard/2016_3396575



The width of the displayed area is 200 m and the centre of the map is located at OS coordinates 529982, 181381.

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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.

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

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')

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

Other Water Company Main: Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them.

Private Main: Indiates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.

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**

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

APPENDIX B – REPORT QUALIFICATIONS

1. This report (the "Report") has been prepared by CBRE Limited ("CBRE") exclusively for Royal London Mutual Insurance Society (the "Client") in accordance with the terms of the instruction dated 19 August 2016 ("the Instruction"). The Report is confidential and must not be disclosed to any person other than the Client without CBRE's prior written consent. CBRE has provided this report on the understanding that it will only be seen and used by the Client and no other person is entitled to rely upon it, unless CBRE has expressly agreed in writing. Where CBRE has expressly agreed that a person other than the Client can rely upon the report then CBRE shall have no greater liability to any party relying on this report than it would have had if such party had been named as a joint client under the Instruction.
2. CBRE's maximum aggregate liability to all parties, howsoever arising under, in connection with or pursuant to the Report, and whether in contract, tort, negligence or otherwise shall not exceed £1M.
3. CBRE shall not be liable for any indirect, special or consequential loss or damage howsoever caused, whether in contract, tort, negligence or otherwise, arising from or in connection with this Report. Nothing in this Report shall exclude liability which cannot be excluded by law.
4. This report was prepared for the sole use of the named Client, as defined above, and shall not be relied upon or transferred to any other party without the express written authorisation of CBRE. The report may contain material subject to copyright or obtained subject to license; unauthorised copying of this report will be in breach of copyright/license.
5. It is noted that flood risk is driven by natural processes and methods used to assess risk are based on estimates of flood likelihood and consequences. The findings and opinions provided in this report are given in good faith and are subject to the limitations imposed by employing site assessment methods and techniques, appropriate to the time of investigation and within the limitations and constraints defined within this document. The findings and opinions are relevant to the dates when the assessment was undertaken, but should not necessarily be relied upon to represent conditions at a substantially later date.
6. The findings and opinions conveyed, via this report, are based on information obtained from a variety of sources as detailed in this report. The information reviewed should not be considered as exhaustive and has been accepted in good faith as providing true and representative data pertaining to the site conditions. Therefore, CBRE cannot and does not guarantee the authenticity or reliability of the third party information it has relied upon. CBRE reserve the right to alter the conclusions and recommendations presented in this report in the light of further information that may become available.
7. Where opinions expressed in this report are based on current available guidelines and legislation, no liability can be accepted by CBRE for the effects of any future changes to such guidelines and legislation. In the event that legislation changes it may be necessary for CBRE to update/modify this report in line with new guidance.
8. Where no/limited site inspections are undertaken (for example due to limited site access) CBRE cannot comment on the potential for environmental concerns associated with the current use or structure including the presence of Asbestos and Invasive Species. It should also be noted that any risks identified in this report are perceived risks based on the information reviewed; actual risks can only be assessed following a physical investigation of the site.
9. We have not undertaken a specific Asbestos survey of the site and do not give advice on asbestos related matters, but we have included recommendations within the text of this report with regard to the need for specialist inspections and testing as appropriate.
10. At the time of our inspection, the site was in use and for reasons of safety we were unable to raise the drainage access covers. We have not therefore undertaken any inspection of the below ground drainage services and cannot comment on the condition thereof.
11. The limitations of liability of CBRE for the contents of this report have been agreed with the Client, as set out in the terms and conditions of instruction.