























Ref 65145.01R1

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FloodSmart Standard

Appendix C

Thames Water Data

Sewer History Enquiry	Sewer Flooding History Enquiry
Envirep Ltd	
Search address supplied	106 Highgate Road London NW5 1PB
Your reference	65145.01 PO: 1428
Our reference	SFH/SFH Standard/2016_3417966
Received date	26 September 2016
Search date	26 September 2016



T 0118 925 1504 E searches@thameswater.co.uk I www.thameswater-propertysearches.co.uk

Registered in England and Wales No. 2366661, Registered office Clearwater Court, Vastern Road Reading RG1 8DB

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History Enquiry Sewer Flooding



Search address supplied: 106, Highgate Road, London, NW5 1PB

address or area This search is recommended to check for any sewer flooding in a specific

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History Enquiry Sewer Flooding



History of Sewer Flooding

public sewers? Is the requested address or area at risk of flooding due to overloaded

public sewers. no incidents of flooding in the requested area as a result of surcharging The flooding records held by Thames Water indicate that there have been

For your guidance

- ۲ collapses and equipment or operational failures are excluded Flooding as a result of temporary problems such as blockages, siltation, through it due to a permanent problem (e.g. flat gradient, small diameter). A sewer is "overloaded" when the flow from a storm is unable to pass
- "Internal flooding" from public sewers is defined as flooding, which enters residential, public, commercial, business or industrial purposes. a building or passes below a suspended floor. For reporting purposes. buildings are restricted to those normally occupied and used ਰੂ
- "At Risk" properties are those that the water company is required to twice in ten years) as determined by the Company's reporting procedure. system more frequently than the relevant reference period (either once or combined or surface water sewers due to overloading of the sewerage Director General of Water Services. These are defined as properties that include in the Regulatory Register that is presented annually to the have suffered, or are likely to suffer, internal flooding from public foul,
- the reference period of one in ten years are not included on the At Risk Flooding as a result of storm events proven to be exceptional and beyond Register.
- where flooding incidents have not been reported to the Company. Properties may be at risk of flooding but not included on the Register
- statutory responsibility under the Water Industry Act 1991. Public Sewers are defined as those for which the Company holds
- which are not the responsibility of the Company. It should be noted that flooding can occur from private sewers and drains comment upon this matter. flooding from private sewers and drains and the Company makes no This report excludes
- For Tel: 0800 316 9800 or website www.thameswater.co.uk further information please contact Thames Water on

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Important consumer protection information

Abbey Foregate, Shrewsbury, SY2 6FD. This search has been produced by GeoSmart Information Limited, New Zealand House, 160-162

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maintain compliance with the Code. subscriber to the Search Code. The PCCB independently monitors how registered search firms GeoSmart Information Limited is registered with the Property Codes Compliance Board (PCCB) as a

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
- consumers and property professionals promotes the best practice and quality standards within the industry for the benefit of
- 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

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

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.

FloodSmart Standard



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 <u>www.propertycodes.org.uk</u>.

Please ask your search provider if you would like a copy of the search code

Complaints procedure

complaints both speedily and fairly. subscriber to the Search Code. A key commitment under the Code is that firms will handle any GeoSmart Information Limited is registered with the Property Codes Compliance Board as ച

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time
- Provide a final response, in writing, at the latest within 40 working days of receipt
- Liaise, at your request, with anyone acting formally on your behalf.

<u>admin@tpos.co.uk.</u> refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 If you are not satisfied with our final response, or if we exceed the response timescales, you may 333306, E-mail:

decision. We will co-operate fully with the Ombudsman during an investigation and comply with his final

Complaints should be sent to:

Lisa Davies Operations Manager

GeoSmart Information Limited New Zealand House 160 Abbey Foregate

Shrewsbury SY2 6FD

Tel: 01743 276150 lisadavies@geosmartinfo.co.uk

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