
26 New End Square, London, NW3 1LS

Discharge of Conditions 7

March 2022

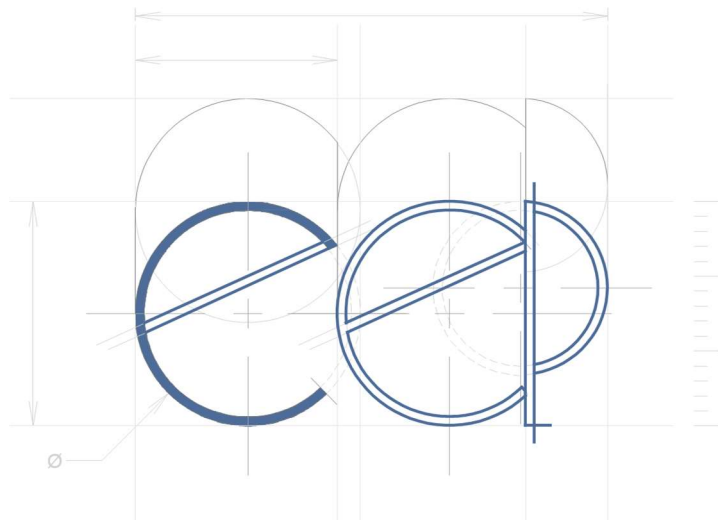


ENVIRONMENTAL
ENGINEERING
PARTNERSHIP

CONSULTING ENGINEERS

Environmental Engineering Partnership
The Chapel House
High Street
West Wycombe
Bucks
HP14 3AG
www.eep.co.uk

Project reference: 4114



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Document Revision	Author	Checked By	Date
A	CF	NR	March 2022
B	CF	NR	April 2022
C	CF	NR	April 2022s10

1 Section One – Introduction

In response to your previous correspondence dated, this report has been prepared with the aim of discharging planning condition 7 (henceforth termed ‘Condition 7’) for the proposed development at the above address. Condition 7 relates to policy surrounding the safe management of surface water runoff through the use of Sustainable Drainage Systems (SuDS) for the proposed development.

The full wording for Condition 7 is quoted below:

Condition 7

“...Prior to the relevant part of the development, details of a sustainable urban drainage system shall be submitted to and approved in writing by the local planning authority. Such system shall be based on a [1:100-year event with 30% provision for climate change] [demonstrating 50% attenuation of all runoff] [demonstrating greenfield levels of runoff]. The system shall be implemented as part of the development and thereafter retained and maintained.

Reason: To reduce the rate of surface water run-off from the buildings and limit the impact on the storm-water drainage system in accordance with policies CS13 and CS16 of the London Borough of Camden Local Development Framework Core Strategy and policies DP22, DP23 and DP32 of the London Borough of Camden Local Development Framework Development Policies...”

The requirements outlined within ‘Condition 7’ above, will be addressed by: -

Environmental Engineering Partnership,
The Chapel House,
High Street,
West Wycombe,
Buckinghamshire.
HP14 3AG

Tel: 01494 464544

1.01 Proposed Development

The proposals comprise the demolition of six existing garages and the erection of a three storey, two-bedroom single residential dwelling (house), including the excavation of a basement.

1.02 Planning Policy

As stated within Condition 7, the development should be designed in accordance with London Borough of Camden planning policies; CS13, CS16, DP22, DP23 and DP32.

1.03 Design Storm Parameters - Flood Studies Report (FSR) methodology

The following design storm parameters have been applied to the drainage design.

- i) *Design Storm Duration* - The proposed drainage system has been assessed for rainfall durations, ranging between 15 minutes and 7 days.
- ii) *Design Storm Period* – The drainage system has been designed for a range of return periods rainfall events, including the 1:2 year, 1:30 year and 1:100.
- iii) *Design Storm Intensity* - Rainfall data from the flood studies report (FSR) has been used to generate synthetic hyetographs for each design storm. An M5-60 value of 21mm, a ratio value of 0.4, and a CV of 1.0, have been used for the calculations.

1.04 Climate Change

Condition 7 specifically states that a 30% climate change allowance should be applied. The peak rainfall intensity has therefore been increased by 30% when devising the drainage system for the proposed development, in order to account for climate change.

1.05 Existing Drainage

The topographic survey for the site shows a gully and a number of manholes, indicating that surface water runoff is currently discharged to the public combined sewer. It is assumed that this discharge is at an *unattenuated* rate.

Figure 1 (below) is a plan showing the mapped public sewerage infrastructure in the area around the proposed development. This plan has been taken from Thames Water Asset Data for the area, and a full copy of this data is appended to this letter.

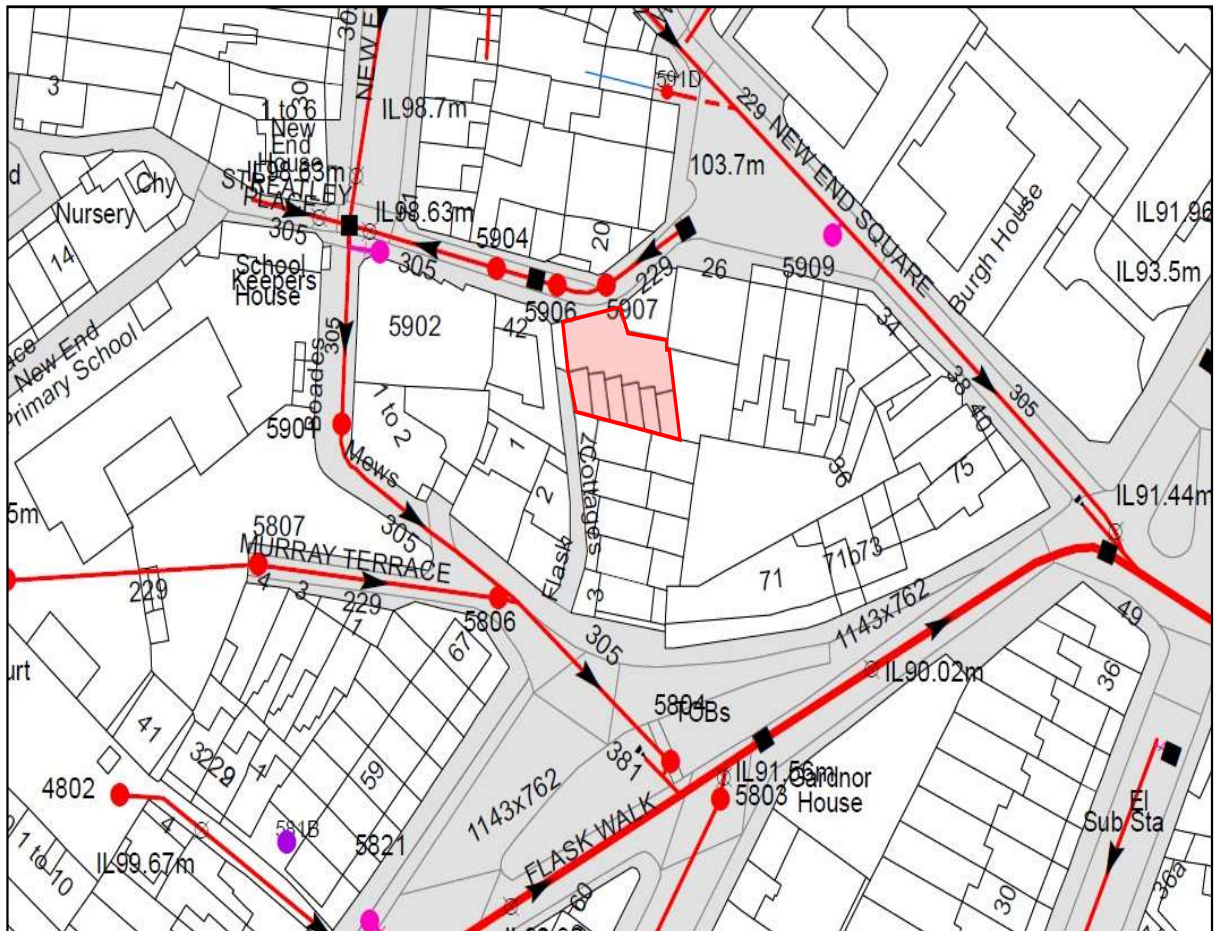


Figure 1 – Extract from Thames Water Asset Data.

From the above sewer mapping it is evident that the nearest combined sewer is located within Streatley Place located north of the site.

Brownfield runoff rates have been calculated and are outlined in Table 1 (below). The calculations are based on an existing area of 182m², which represent the pre-developed situation. The calculation for the pre-developed site do not include an allowance for climate change.

Return Period (years)	Brownfield Runoff Rate (l/s)
2	7.4
30	14.0
100	18.3

1.06 Opportunities for Managing Surface Water Runoff

The following opportunities for managing the surface water runoff discharged from the development site are listed in order of preference:

Water Re-use – Water re-use systems can rarely manage 100% of the surface water runoff discharged from a development. As a result, even if such systems are included within the scheme, an alternative solution for draining surface water runoff from the site will still be required.

Infiltration – Mapping provided by the British Geological Survey (BGS) shows the area to be located on bedrock deposits from the Claygate Member of the London Clay Formation. The mapping description suggests these deposits are likely to comprise alternating layers of clay silt and sand. On this basis it is considered unlikely that the soils and geology beneath the site will be sufficiently permeable to support the use of infiltration SuDS. Further to this, there is limited space within the garden areas to construct infiltration SuDS, such as soakaways or infiltration blankets, whilst still maintaining the required easements between neighboring buildings and existing root protection areas. Consequently, the use of infiltration SuDS has been discounted.

Watercourse – There are no watercourses within proximity to the site and therefore, a direct connection to a watercourse will not be possible.

Public sewer system – As an alternative solution is unavailable, it is likely that an indirect connection to the public combined water sewer will be required, in order to serve the surface water drainage from the proposed development. This connection and any additional runoff discharged into the public sewer system will need to be agreed with the sewerage undertaker prior to construction.

1.07 Assumptions

A number of assumptions have been made when designing the drainage system for the proposed development and these are listed below:

- A detailed drainage design including construction drawings for the proposed drainage system and SuDS must be undertaken prior to construction. Detailed design will be undertaken by EEP.
- Consent for the indirect connection to the public sewer system will be obtained from the sewerage undertaker, referencing the new discharge rate mentioned below. A Section 106 agreement will be undertaken to obtain permission to make the indirect connection. This application for this will be undertaken by EEP.
- Although ideally discharge rates from the site should be restricted to mimic the greenfield runoff conditions, a minimum limiting discharge rate of 2.0l/s has been assumed due to the technical limitations of flow restriction devices and the risk of the drainage system becoming blocked.
- To minimise the risk of flooding across the development, all pumps should include alarms and redundant systems designed to allow continued operation if the primary pump or power system fails.

- All outlets from the surface water drainage network should include a check valve to stop wastewater within the public sewer system backing up onto the site.

2 Section Two – Proposals and Calculations

2.01 Proposed Surface Water Drainage System

Pumping station – A topographic survey, undertaken by the client, shows that the site falls steeply to the south with the most suitable location for SuDS being at the highest point of the site. Consequently, the proposed drainage strategy includes a package pumping station to convey surface water runoff to the below mentioned underground storage.

Underground storage tank - Rain landing on the remaining site, along with the inflows from the pump, will be drained directly into an underground storm water storage tank. The storage tank has been designed to provide sufficient storage for the design rainfall event. The rate at which runoff is discharged offsite can be restricted to 2.0l/s using a vortex flow control device, into the adjacent public sewer.

2.02 Indicative Drainage Layout Plan

An extract from the indicative drainage layout plan for the proposed drainage system is provided in Figure 2 (below), with a full copy appended to this letter.

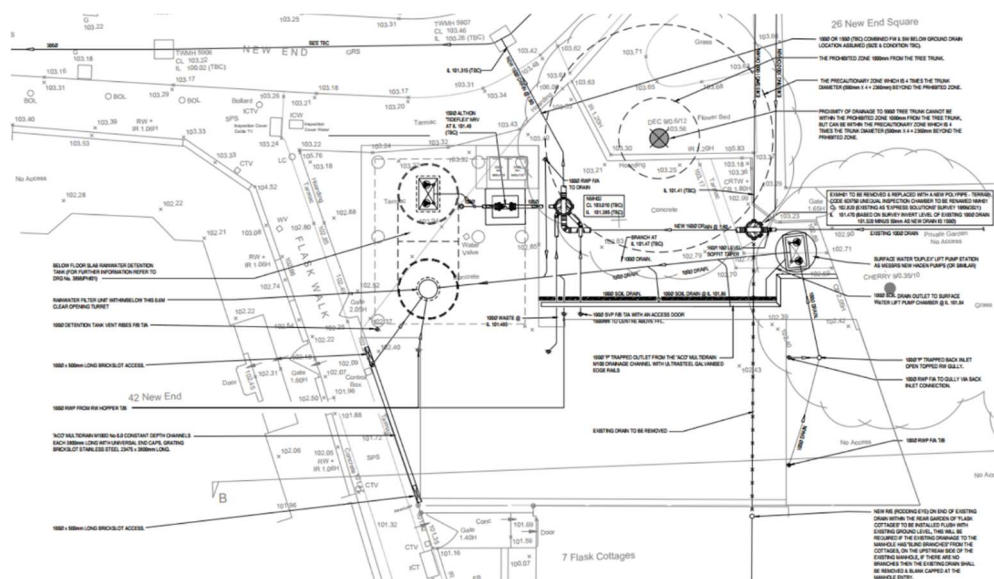


Figure 2 – Extract from drainage layout plan.

2.03 Hydraulic Calculations

A summary of the Causeway Flow+ calculations for the proposed storage tank is shown within Table 2 (below).

Parameter	Value (1:100yr + 30%cc event)
Suds	Storage Tank 1:100 year storm = 0.0625 l/s per m
New site total impermeable area discharge rate draining to storage tank	Note: - Impermeable Area (m ²) + Contributing wall area. 165.5 m ² x 0.0625 l/s per m ² = 10.34 l/s + 30% (30% of 10.34 l/s = 3.102 l/s) 10.34 + 3.102 = 13.442 l/s
Additional impermeable area allowance to account for urban creep	0%
Infiltration	Not permitted, assumed negligible
m ³ underground storage tank	13.442 l/s - 2 l/s = 11.442 l/s x 1800 secs (30min) = 20595.6 litres 20595.6 / 1000 l/m ³ = 20.5956 (say 20.6) m ³
Approximate volume of storage within	50% attenuation of total run-off = 10.3 m ³ (10300 l)
Dimensions of storage tank	4.982 m long (say 5.0) x 1.946 m O/D (say 2.0)
Porosity of storage tank	0%
Flow Control Device	Lift Pumps
Limiting Discharge Rate	2.0l/s (Lift Pumps)
Critical storm duration for Storage Tank	30 minutes

Table 2 – Summary of Causeway Flow+ analysis for the 100 year + 30%cc.

Table 2 demonstrates that the proposed drainage system is unlikely to flood in a rainfall event with a return period of 100 years, including a 30% allowance for climate change.

Table 3 (below), provides a summary of the pre- and post-development discharge rates from the site.

Return Period	Pre-development original site impermeable area discharge rate	Proposed discharge rate (including 30% allowance for Climate change)	Percentage Reduction
1:2	7.4 l/s	2.0 l/s	72%
1:30	14.0 l/s	2.0 l/s	85%
1:100	18.3 l/s	2.0 l/s	89%

Table 3 – Summary of pre- and post-development discharge rates.

From Table 3 (above), it is evident that the proposed drainage system will significantly reduce the rate at which runoff is discharged offsite when compared to the existing pre-developed situation.

2.04 Sensitivity Testing

The surface water drainage system has been designed to accommodate the runoff generated during an extreme rainfall event with a 1 in 100 year return period, including a 30% allowance for climate change (to account for the impacts of climate change). Nonetheless, based on the EA's current climate change guidance, an Upper End climate change allowance of 40% has also been applied to account for any uncertainties associated with the predictions of future climate change, and to test the sensitivity of the proposed drainage system.

A summary of the Causeway Flow+ calculations is provided within Table 4 below to test the performance of the proposed drainage system for a rainfall event with a 1 in 100 year return period, including a 40% allowance for climate change.

Parameter	Value
Freeboard within storage tank	70mm
Flooded volume	0 m ³
Peak discharge rate (to public sewer system)	2.0 l/s

Table 4 - Summary of Causeway Flow+ analysis for the storage tank, including a 40% allowance or climate change.

From Table 4 it is evident that there is sufficient additional capacity within the system to store the runoff generated during an exceedance event with a 1:100-year return period including a 40% allowance for increases in peak rainfall intensity due to climate change.

The hazard to the occupants of the site from the expected shallow flooding in these areas is likely to be relatively low. To further reduce the potential risk of flooding at the site, it is recommended that

an overflow outlet is incorporated into the detailed drainage design for the drainage system. Furthermore, occupants of the site should be made aware that shallow ponding of water within certain areas of the site could indicate a blockage or failure within part of the surface water drainage network and, if observed, should be investigated.

Based on the low probability of failure during the exceedance rainfall event it is concluded that, the sensitivity of the proposed drainage system is low and the risk of flooding at the site will not be increased by the development.

2.05 Maintenance and Management

The ongoing maintenance and management of the proposed SuDS will be the responsibility of the owners

/ residents at the site. Prior to occupation an owner's manual should be submitted to the future owners and this document will need to include:

- A drainage layout plan showing location of all key drainage features, and access points which will need maintaining, e.g. sediment traps, rodding eyes, access into the underground storage tank.
- The as built drawings for the drainage system.
- Details of any manufacturer specific maintenance requirements, and the frequencies at which maintenance will need to be carried out, alongside contact details where relevant.
- Specific action plan if the pump alarm is activated or flooding is seen at the site.
- A description of the consequences of the drainage system failing as a result of inadequate maintenance or an unexpected event.

Typical maintenance requirements for the proposed SuDS are appended to this letter and should be altered to include manufacturer specific details once these become available.

3 Section Three – Conclusions

The opportunities for draining the development site have been assessed and it is concluded that the most viable solution for draining the proposed development will comprise an indirect connection to the public sewer system.

Details of the proposed drainage system have been provided and calculations have been undertaken as part of this report to assess performance of these SuDS. The supporting calculations show that the design rainfall event (1:100+30%) can be accommodated within an underground storage tank. These calculations also show that by using a flow control device to limit the discharge rate, the proposed drainage system will provide greater than a 50% reduction in the rate at which runoff is discharged offsite when compared to the current pre-developed site.

Sensitivity testing has been carried out to assess the performance of the drainage system based on a 40% allowance for climate change. This analysis identifies that the risk of flooding to the site and to the surrounding area is unlikely to be increased, as the proposed drainage system has sufficient spare capacity to accommodate the additional water generated during this exceedance event.

Details of the typical maintenance and management requirements for each element of the drainage system have been provided to ensure that the proposed drainage solution will continue to operate in perpetuity. It is, however, recommended that an “owner’s manual” containing additional product specific maintenance requirements is produced as part of the detailed design for the site.

4 Section Four – Appendices

Thames Water Asset Location Data

Indicative Drainage Layout Plan

Asset Location Search



Search address supplied: 26, New End Square, London, NW3 1LS

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
5804	n/a	91.96
591C	n/a	n/a
5803	n/a	n/a
591B	n/a	n/a
5909	n/a	n/a
6802	n/a	n/a
681D	n/a	n/a
6902	97.02	n/a
4803	104.57	98.31
4802	104.39	102.79
5807	99.87	96.73
581B	n/a	n/a
5901	100.27	96.41
5821	n/a	n/a
5902	n/a	n/a
5802	n/a	94.31
5808	n/a	n/a
5903	n/a	n/a
591A	n/a	n/a
5904	n/a	n/a
5806	98.08	94.55
5910	108.28	103.25
5801	97.05	94.23
5906	n/a	n/a
5002	108	102.77
5907	n/a	n/a
591D	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 Foul Sewer
	Gallery
	Foul Rising Main
	Surface Water Rising Main
	Combined 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

- 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.

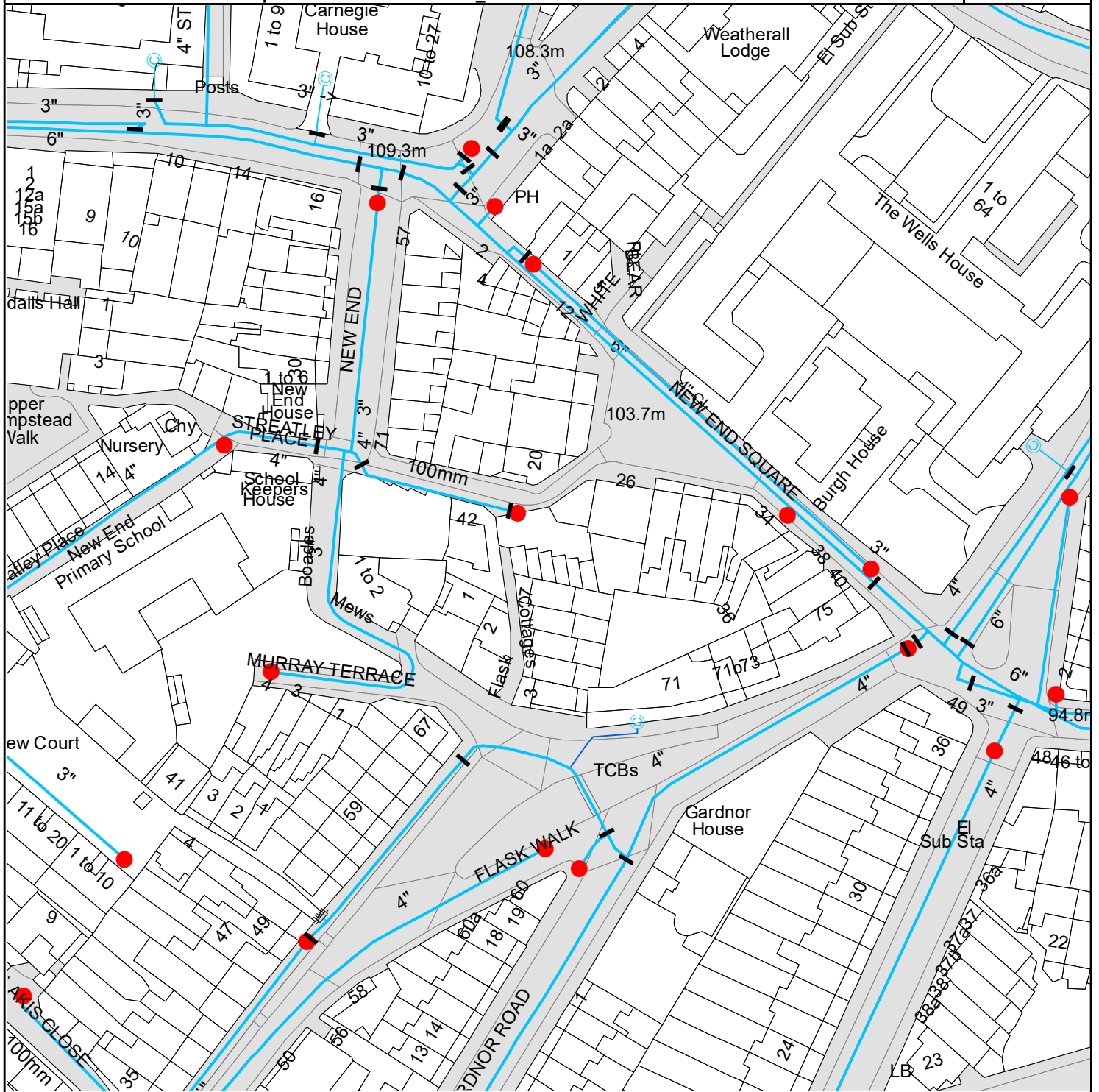
Other Symbols

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
	Proposed
	Abandoned Sewer



The width of the displayed area is 200 m and the centre of the map is located at OS coordinates 526555, 185922.

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

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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.

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- 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.

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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.

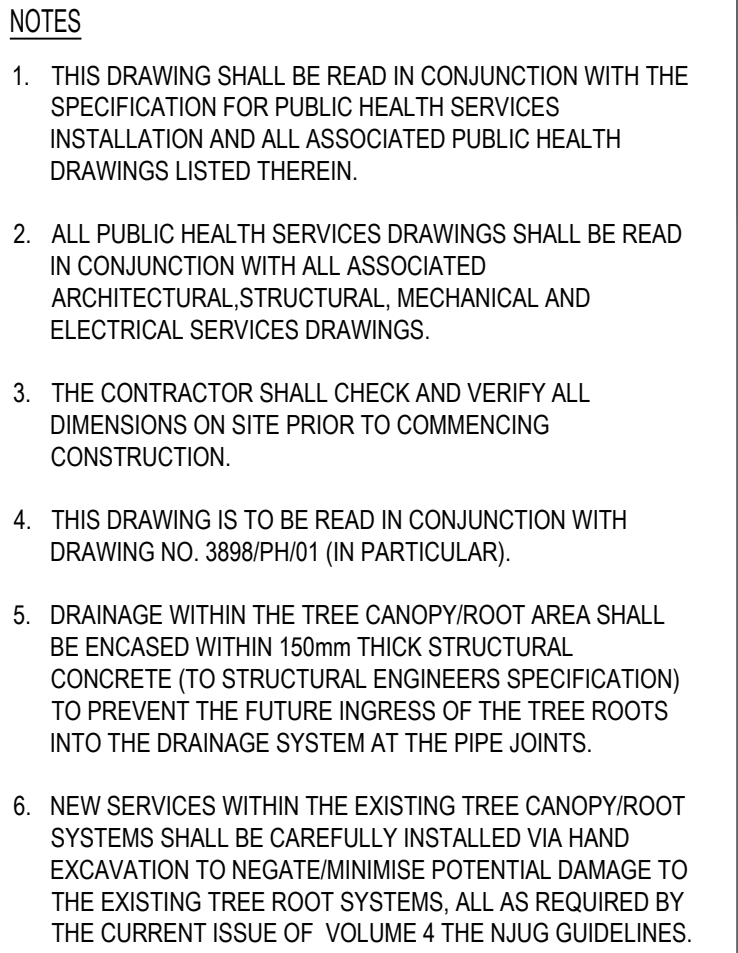
Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not to TPOs or to the PCCB.

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



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CLIENT		TIM DAVID PROPERTIES LTD	
PROJECT		NEW END, HAMPSTEAD VILAGE LONDON	
TITLE		BELOW GROUND DRAINAGE TO SEWER LAYOUT	
DRAWN		CF	SCALE 1:50 @ A1
CHECKED		NR	DATE APRIL 2022
DRAWING No.		4114/PH/01	REVISION P1