



PROPERTY INFORMATION  
EXCHANGE LTD  
12-13, WYVOLS COURT  
SWALLOWFIELDS,  
READING  
BERKSHIRE, RG7 1WY

CON29DW  
COMMERCIAL

DRAINAGE & WATER SEARCH

**Search Location:**  
9 ALEXANDRA PLACE, PLYMOUTH

**National grid reference:**  
248488, 55523

**Report Reference:**  
GIS/TRW/9AL/08042025/8

**Date Search Produced:**  
08 April 2025

**Your Reference:**  
4351154-11152027

**Date Request Received:**  
08 April 2025

**Prepared For:**  
PROPERTY INFORMATION  
EXCHANGE LTD  
12-13, WYVOLS COURT  
SWALLOWFIELDS, READING  
BERKSHIRE, RG7 1WY

**Intended Recipient:**  
PIE

**DRAINAGE + WATER  
SEARCHES NETWORK**  
DWSN

## INTRODUCTION

### **RE: 9 ALEXANDRA PLACE, PLYMOUTH - 4351154-11152027**

Please find enclosed the results of your Drainage and Water Search request for the above site dated 08 April 2025.

South West Water Limited has made all reasonable efforts to ensure the accuracy of this information, but provides it subject to the following conditions:

- Service pipes and drainage connections may not be shown
- Our liability for any inaccuracies or omissions in the information is limited and your attention is drawn to the terms and conditions attached to this search and those on the CON29DW order form
- No reference is made in the information to any interest or right of the Company on any land, this is not to be taken as conclusive evidence that no such interest or right exists

These reservations are in addition to any statutory regulations which may apply. Please refer to notes at the end of this search report for further information and advice on sewers and water mains and for the full terms and conditions under which this report is supplied.

The person who prepared this report, identified below, has not knowingly had any personal or business relationship with any individual involved in the sale of the property.

Records searched in order to compile this report, including the public sewer and water maps, customer account information and any other statutory registers, together with records on build-over consents and sewer adoption agreements, are all held by the relevant water and/or drainage company identified in this report.

Where relevant, mapping extracts supplied by Ordnance Survey are reproduced by permission of the Controller of HMSO, © Crown Copyright South West Water Ltd. Licence no. 0100031673.

For more information on the searches & services offered by Source for Searches please visit [sourceforsearches.co.uk](http://sourceforsearches.co.uk)

Thank you for your enquiry. If we can be of any further assistance please do not hesitate to contact us by emailing [contactus@sourceforsearches.co.uk](mailto:contactus@sourceforsearches.co.uk)


Yours faithfully,

Timothy R Williams  
[sourceforsearches.co.uk](http://sourceforsearches.co.uk)

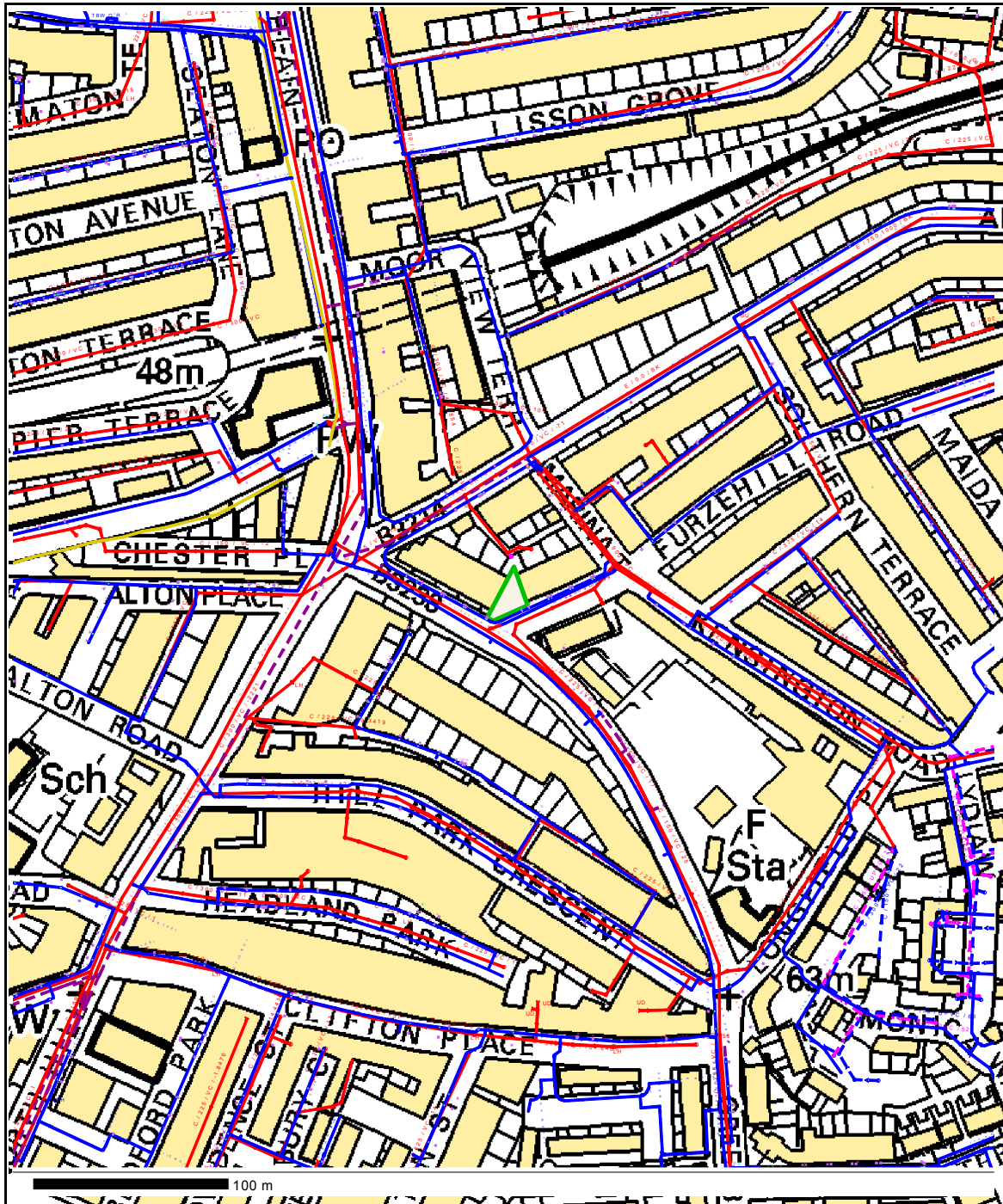
## ORDER SUMMARY

Section 1 - Maps			
1.1	Where relevant, please include a copy of an extract from the public sewer map.	✓	Map Included
1.2	Where relevant, please include a copy of an extract from the map of waterworks.	✓	Map Included
Section 2 - Drainage			
2.1	Does foul water from the property drain to a public sewer?	✓	YES
2.2	Does surface water from the property drain to a public sewer?	✓	YES
2.3	Is a surface water drainage charge payable?	✓	YES
2.4	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	🚩	NO
2.4.1	Does the public sewer map indicate any public pumping station or ancillary apparatus within the boundaries of the property?	🚩	NO
2.5	Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	✓	YES
2.5.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?	🚩	NO
2.6	Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?	🚩	NO
2.7	Has a Sewerage Undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?	🚩	NO
2.8	Is any building which is, or forms part of the property, at risk of internal flooding due to overloaded public sewers?	🚩	NO
2.9	Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	1.8km to the South East	
Section 3 - Water			
3.1	Is the property connected to mains water supply?	✓	YES
3.2	Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	🚩	NO
3.3	Is any water main or service pipe serving, or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?	🚩	NO
3.4	Is the property at risk of receiving low water pressure or flow?		NO
3.5	What is the classification of the water supply for the property?		See Details
3.6	Is there a meter installed at the property?		YES
3.7	Please include details of the location of any water meter serving the property.		See Details

## ORDER SUMMARY

Section 4 - Charging		
4.1.1	Who is responsible for providing the sewerage services for the property?	South West Water
4.1.2	Who is responsible for providing the water services for the property?	South West Water
4.2	Who bills the property for sewerage services?	See Details
4.3	Who bills the property for water services?	See Details
Section 5 - Trade Effluent		
5.1	Is there a Consent to discharge Trade Effluent under S118 of the Water Industry Act (1991) into the public sewer system?	 NO
Section 6 - Supplementary Questions		
6.1	Is there a wayleave/easement agreement giving the Water and/or Sewerage Undertaker the right to lay or maintain assets or right of access to pass through private land in order to reach the Company's assets?	Information Unavailable
6.2	On the copy extract from the public sewer map, please show manhole cover, depth and invert levels where the information is available.	Information Unavailable

## OVERVIEW PLAN



**LOCATION : 9 ALEXANDRA PLACE, PLYMOUTH**  
**Grid Ref : 248488m East, 55523m North**

THE POSITION & DEPTH OF APPARATUS AND OTHER INFORMATION INDICATED ON THIS MAP IS PROVIDED AS A GENERAL GUIDE ONLY AND NO ASSURANCE OR WARRANTY AS TO ITS CORRECTNESS OR ACCURACY IS GIVEN OR SHOULD BE INFERRED. EXACT POSITIONS & DEPTHS SHOULD BE OBTAINED BY EXCAVATION TRIAL HOLES AND THE MAP MUST NOT BE RELIED ON IN THE EVENT OF EXCAVATION OR OTHER WORKS UNDERTAKEN OR PLANNED IN THE VICINITY OF THE COMPANY'S APPARATUS.

PLEASE NOTE THAT NOT ALL MAINS, SERVICE PIPES AND OTHER APPARATUS OF THE COMPANY IN THE AREA OF THE PLAN ARE SHOWN.

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IF THE INTENDED RECIPIENT OF THIS REPORT INTENDS TO USE THE INFORMATION CONTAINED WITHIN THE REPORT AND THIS MAP FOR ANY PURPOSE OTHER THAN AS A GENERAL GUIDE TO THE LOCATION AND CONNECTION OF EXISTING SERVICES, HE/IT SHOULD CONTACT US BEFORE INCURRING ANY COST OR UNDERTAKING ANY WORK AND WE WILL USE REASONABLE ENDEAVOURS TO PROVIDE FURTHER OR UPDATED INFORMATION.

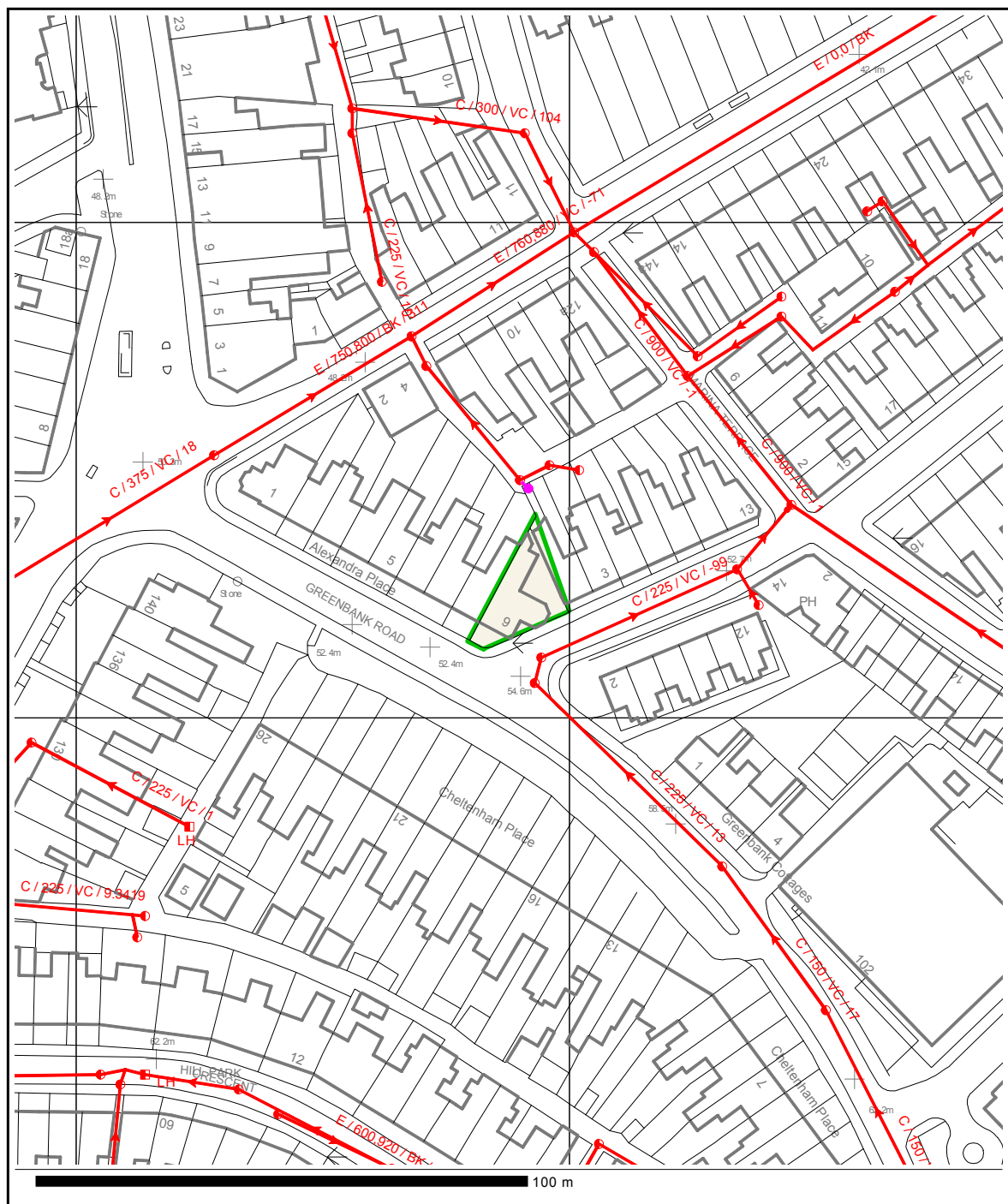
## SECTION 1 - MAPS

- 1.1 Where relevant, please include a copy of an extract from the public sewer map.

A copy of an extract from the public sewer map is included, showing the public sewers, disposal mains and lateral drains in the vicinity of the property. See notes a,b, c

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

A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property. See notes d,p,q



## DRAINAGE KEY

Sewers are generally classified by what they convey, as well as whether they are public or private pipes. Line style denotes function, and colour defines status (public or private).

Examples of the abbreviation details above a Sewer Pipe  
(details will be in the same colour as the pipe itself):

A B C D  
Cir / 225 / VC / 82

A: Shape  
B: Diameter (replaced by width & length on non-circular pipes)  
C: Material  
D: Gradient (1: number shown)

Public - Foul		Highway	
Public - Surface		Abandoned Sewer	
Public - Combined		Pumping Main	
Public - Treated		Elevated Sewer	
Private Sewer		Syphon	
Unverified			

## Shapes

Circular	Cir	Rectangular	Rec	Barrel	Brl	Trapezoidal	Trpz
U Shaped	UShp	Horseshoe	Hsho				

















## Materials

Vitrified Clay	VC	Clay (Salt Glaze)	SG	Pre-cast Concrete	PCO	Concrete	CO
Asbestos Cement	AC	Brick	BR	Stone (Masonry)	MAC	Alkathene	AK
Steel	ST	Concrete Box	CB	Glass Reinforced Plastic	GRP	Plastic	PL
Polypropylene	PP	Unplasticised Polyvinylchloride	UPVC	Polyethylene	PE	Polyvinylchloride	PVC
Concrete Segments Bolted	CSB	Pitch Fibre	PF	Concrete Segments Unbolted	CSU	Medium Density Polyethylene	MDPE
Not Known	NK						



## DRAINAGE KEY CONTINUED

### Sewerage Structures (shown in common colours)

Manhole Foul / Trade		Manhole Surface		Manhole Private		Manhole Combined	
Soakaway	SK	Washout	WO	Catchpit	CP	Hatchbox	HB
Flushing	FC	Lamphole		LH	Tank Online		TN
Septic Tank		S	Cesspit	C	Header		E
Reflux Valve		RV	Sluice Valve		Air Valve		AV
Storm Overflow				Undefined Connection			
Outfall				Backdrop			
						Side Entry	

### Sewerage Installations

Pumping Station		Treatment Works	 WWTW
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### Details on Covers

Lockable	k	Gas / Water Tight	t	Bolted	b
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### Location

Buried	BL	Unable to Locate	UL
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This is a detailed street map of a residential area in London. The map shows a network of streets including Alexandra Place, Cheltenham Place, Greenbank Cottages, and Greenbank Terrace. A specific plot of land, bounded by Alexandra Place to the north, Cheltenham Place to the east, and a green line to the south, is highlighted in green. The map includes property boundaries, street names, and a scale bar indicating 100 meters. Various other streets and landmarks are labeled, such as 'HIDRES CENT' and 'Greenbank Cottages'. The map is oriented with North at the top.

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## WATER KEY

Examples of the abbreviation details above a Water Pipe  
(details will be in the same colour as the pipe itself):

A B  
3 in CI

A: Size  
B: Material Abbreviation

Distribution Main  
Trunk Main  
Communication Pipe



Untreated Main  
Private Pipe  
Abandoned Main



Cast Iron	CI	Spun Iron	SI	Ductile Iron	DI	Steel	ST
Asbestos Cement	AC	Plastic	UPVC	High Density/ Medium Density Polyethylene	HDPE MDPE	High Pressure Polyethylene	HPPE

### Water Features (shown in common colours)

Washout		Hydrant		Hatchbox		Washout Hydrant	
Air Valve (Single)		Air Valve (Double)		Closed Valve Closing Direction: Anti-Clockwise		Closed Valve Closing Direction: Clockwise	
Pump		Pumping Station Number of Pumps as indicated		Open Valve Opening Direction: Anti-Clockwise		Open Valve Opening Direction: Clockwise	
Customer Meter		EBCO M optional if meter fitted		Non-Return Valve /Reflux		Stoptap	
Mains Meter M=Normal DMA/WIS B=Boundary Meter		Optional Readout if location is different from the meter		Relief Valve		End Cap	
Pressure Reducing Valve		Pressure Sustaining Valve		Inlet / Outlet		Pipe Reducer	
Abstraction Point		Bore Hole					

### Water Pipe Furniture

Anode		Calgon / Aquarite		Chlorination Point		Flushing on a Sluice Valve	
Insert Flow Meter		Excavation Location		Strainer		Ferrule	

## SECTION 2 - DRAINAGE

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

Records indicate that foul water from the property does drain to a public sewer. See notes d, e, f

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

Records indicate that surface water from the property does drain to a public sewer. If the property was constructed after 6th April 2015 the Surface Water drainage may be served by a Sustainable Drainage System. Further information may be available from the Developer. See notes d, e, g

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

Records confirm that a surface water drainage charge is payable for the property.

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

The public sewer map indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. It is recommended that investigations are made into the drainage arrangements of the property as the owner may be liable for repairs to the drainage system. See notes k,l,b

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

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

### 2.5 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

The public sewer map included indicates that there is a public sewer within 30.48 metres (100 feet) of a building within the property. See notes c, m, n

## SECTION 2 - DRAINAGE

- 2.5.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?

The public sewer map included indicates that there is no public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property.

- 2.6 Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?

The property is part of an established development and is not subject to an adoption agreement. See notes h,i,j,b

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

There are no records in relation to any approval or consultation about plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain. However, the sewerage undertaker might not be aware of a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain. See glossary

- 2.8 Is any building which is, or forms part of the property, at risk of internal flooding due to overloaded public sewers?

The property is not recorded as being at risk of internal flooding due to overloaded public sewers.

From the 1st October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership. It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which the sewerage undertaker is not aware of. For further information it is recommended that enquiries are made of the vendor. See notes dd,ee,ff,gg

## SECTION 2 - DRAINAGE

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

The nearest sewage treatment works is 1.8km to the South East of the property.

The name of the nearest sewage treatment works is PLYMOUTH CENTRAL STW.

This facility is owned and operated by South West Water Ltd. See note aa

## SECTION 3 - WATER

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

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

### 3.2 Are there any water mains, resource mains or discharge pipes within the boundaries of the property?

The map of waterworks does not indicate any water mains, resource mains or discharge pipes within the boundaries of the property. See notes k,r

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

Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement. See notes d,q,u

### 3.4 Is the property at risk of receiving low water pressure or flow?

Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow. See note y

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

Water hardness across the South West ranges from soft to moderately hard. There are no areas classified as hard. Appendix I shows the classification for the region which your property is in. See note z

## SECTION 3 - WATER

3.6 Is there a meter installed at the property?

Records indicate that there is a meter installed at this property. See notes s,t

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

Records indicate that the property is served by a water meter, which is located - not within the dwelling house which is or forms part of the property, and in particular, is located in the footpath outside the property. See note w



## SECTION 4 - CHARGING

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

South West Water Ltd, Peninsula House, Rydon Lane, Exeter, EX2 7HR, 0344 346 1010 [www.southwestwater.co.uk](http://www.southwestwater.co.uk) is the sewerage undertaker for the area.

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

South West Water Ltd, Peninsula House, Rydon Lane, Exeter, EX2 7HR  
0344 346 1010 [www.southwestwater.co.uk](http://www.southwestwater.co.uk) is the water undertaker for the area.

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

South West Water Ltd, Peninsula House, Rydon Lane, Exeter, EX2 7HR, 0344 346 1010 [www.southwestwater.co.uk](http://www.southwestwater.co.uk)

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

South West Water Ltd, Peninsula House, Rydon Lane, Exeter, EX2 7HR  
0344 346 1010 [www.southwestwater.co.uk](http://www.southwestwater.co.uk)

## SECTION 5 - TRADE EFFLUENT

- 5.1. Is there a Consent to discharge Trade Effluent under S118 of the Water Industry Act (1991) into the public sewer system?

There is no consent to discharge Trade Effluent at this address. Please be aware it is an offense under S129 of the Water Industry Act of discharging Trade Effluent without consent

See appendix II

## SECTION 6 - SUPPLEMENTARY QUESTIONS

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

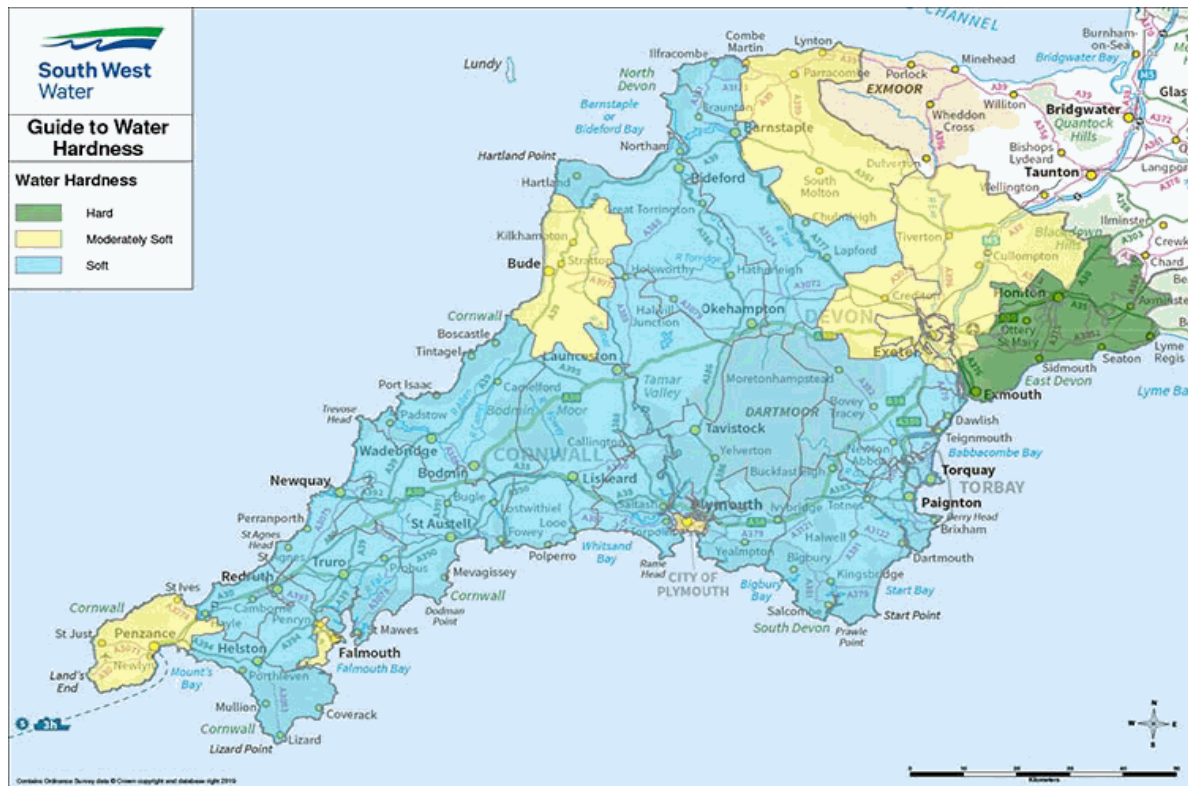
This information is not currently available.

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

This information is not currently available.

## APPENDIX I - WATER QUALITY REPORT

The map below shows the hardness of water across the South West Water region.



### Water hardness measurements

There are several different measurements for water hardness. You may see any of these mentioned in the manuals for washing machines and other appliances.

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

For more information on the water hardness at the property follow the link below to South West Waters water quality checker.

<https://www.southwestwater.co.uk/household/help-support/report-a-problem/hard-water>

## APPENDIX II - TRADE EFFLUENT

All industrial waste waters (trade effluents) are subject to a discharge consent system under either the Water Resources Act 1991 or the Water Industry Act 1991.

Trade effluent is legally defined as "any liquid, either with or without suspended particles, which is wholly or partly produced in the course of any trade or industry carried on at trade premises". It does not include domestic sewage. The water & sewerage undertaker for the area charge for this if it goes to sewer.

### Consent to discharge

The Water and Sewerage undertaker maintain the sewerage system, provide treatment for the waste, and dispose of the final treated effluent. To allow them to do this effectively, they can impose special restrictions on an effluent before allowing the discharge. These restrictions depend upon the type of treatment provided by the company, the size of connecting sewers and the capacity of the waste water treatment works (WWTW).

Restrictions can also include:

- the nature or composition of the effluent
- the maximum daily volume allowed
- the maximum rate of flow
- the sewer into which the effluent is discharged.
- the temperature of the discharge
- the pH of the effluent.

For further details on a Trade Effluent Consent, see the South West Water trade effluent consent web page:

[www.southwestwater.co.uk/wholesale/trade-effluent-services/trade-effluent-consent/](http://www.southwestwater.co.uk/wholesale/trade-effluent-services/trade-effluent-consent/)

Source for Searches is a member of the Drainage and Water Searches Network (DWSN), a membership organisation for companies who are responsible for compiling full and complete responses to the Law Society's CON29DW Residential and CON29DW Commercial products.

For more information, please visit [www.dwsn.org.uk](http://www.dwsn.org.uk)

The DWSN Standards are:

- Promotion of best practice and quality.
- Maintain adequate insurance.
- Display the appropriate logos to signify high standards.
- Respond to complaints in a timely fashion and provide an appropriate escalation procedure.
- Comply with all applicable UK legislation, regulations and industry standards.
- Act in a professional and honest manner and provide a service with due care and skill.

#### **Complaints Procedure**

If any of our customers have a query or issue regarding either the provision or the content of a Source for Searches Drainage and Water search, they should contact the Source for Searches team in the first instance, contact details are on the rear of this search report.

If you do raise a complaint, you can expect the following as a minimum standard from Source for Searches:

1. We will listen to your complaint and do our best to resolve it immediately.
2. If we cannot resolve it at the time, we will record the details of your complaint and we will investigate and contact you within 5 working days in writing and response within 10 working days.
3. Depending on the scale of the investigation required, we will keep you informed of the progress and update you with the new timescales, if necessary.
4. If you want us to liaise with a third party on your behalf, just let us know.
5. If we cannot resolve your complaint or have failed to comply with the complaint's procedure, we can ask an independent body to mediate.

If we consider the complaint to be justified, you can expect the following from Source for Searches:

1. We will refund you the search fee. We will also provide you with a revised search and undertake action within our control to put things right in line with the product terms and conditions. You will be informed of any action required.
2. If your search takes us longer than ten working days to complete and we have not communicated the reasons for the delay, you will receive the search free of charge.
3. Once you have our response, if you are still unhappy, please let us know and we can escalate your complaint.
4. While we aim to resolve your complaint first time, if we are unable to resolve the issue to your satisfaction, ultimately you can contact The Property Ombudsman Scheme (TPOs).

#### **The Property Ombudsman scheme (TPOs)**

If we cannot resolve your complaint or have failed to comply with the complaints procedure, you may refer your complaint under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £25,000 to you if the Ombudsman finds that you or your client has suffered actual financial loss, distress or inconvenience.

TPOs Contact Details:

The Property Ombudsman scheme  
Milford House  
43-45 Milford Street  
Salisbury  
SP1 2BP

Telephone: 01722 333306  
Fax: 01722 332296  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)



## NOTES - TO ACCOMPANY THE QUESTIONS

The information in the following pages is provided in addition to the responses already provided and to answer any general questions you may have about the content of this report.

### Notes to accompany the drainage and water questions

- a. 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.
- b. The section 104 sewer record is not an 'as-constructed' record. It is recommended that these details are checked with the developer.
- c. Assets other than public sewers may be shown on the copy extract, for information only.
- d. The Company is not responsible for private supply pipes connecting the property to the public water main and does not hold details of these. These may pass through land outside of the control of the seller, the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- e. An extract from the public sewer map is enclosed. This will show all known public sewers in the vicinity of the property and you should be able to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.
- f. If foul water does not drain to the public sewerage system the property may have private facilities in the form of a cesspit, septic tank or other type of treatment plant.
- g. In some cases, company records do not distinguish between foul and surface water connections to the public sewerage system. If on inspection the buyer finds that the property is not connected for surface water drainage the property may be eligible for a rebate of the surface water drainage charge. Details can be obtained from the Company.
- h. Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, intended recipients should consult with the developer to ascertain the extent of private drains and sewers for which they will hold maintenance and renewal liabilities.
- i. Final adoption is subject to the developer complying with the terms of the adoption agreement under S104 of the Water Industry Act 1991.
- j. Where the property is part of an established development it would not normally be subject to an adoption agreement under S104 of the Water Industry Act 1991.
- k. The boundary of the property has been determined by reference to the Ordnance Survey record.
- l. The presence of a public sewer running within the boundary of the property may restrict further development. The Company has a statutory right of access to carry out works on its assets, subject to notice. This may result in employees of the Company or its contractors needing to enter the property to carry out work.
- m. The presence of a public sewer within 100 feet (approx. 30 metres) of the building(s) within the property can result in the local authority requiring a property to be connected to a public sewer.
- n. The measure is estimated from the centre of the property or land shown on the Ordnance Survey record.
- o. Assets other than vested water mains may be shown on the copy extract, for information purposes only.
- p. The Company is not responsible for the drains and sewers which connect the property to the public sewerage system, and does not hold details of these. The current property owner will normally have sole responsibility for the private drains serving the property and may have shared responsibility with other users if the property is served by a private sewer. These may pass through land outside of the control of the seller, the intended recipient may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- q. 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.
- r. The presence of a vested water main within the boundary of the property may restrict further development within it. The Company has a statutory right of access to carry out works on its assets, subject to notice. This may result in employees of the Company or its contractors needing to enter the property to carry out work.
- s. Metered charges will apply where a buyer makes a change of use of the property or where the buyer uses water for:-
  - i. Watering the garden other than by hand,
  - ii. Automatically replenishing a pond or swimming pool >10,000 litres
  - iii. A bath with capacity >230 litres
  - iv. A reverse osmosis unit.
- t. Water and Sewerage companies' full charges are set out in their charges schemes which are available from the company free of charge upon request.
- u. Where a property is part of a very recent or ongoing development and the water mains are not the subject of an adoption application, intended recipients should consult with the developer to ascertain the extent of private water pipes for which they may become responsible.

## NOTES - TO ACCOMPANY THE QUESTIONS

- v. The Water Industry Act, 1991 section 150, the Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a Water or Sewerage Undertaker. Details of this are available from the Office of Water Services (OFWAT): [www.ofwat.gov.uk](http://www.ofwat.gov.uk).
- w. Information on the location of water meters is indicative only. Customers without water meters who may wish to consider this method of charging should contact South West Water Metering Services Team.
- x. A sewer is 'overloaded' when the flow from a storm is unable to pass through it due to a permanent problem (e.g.: flat gradient or small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded. 'At Risk' properties are those that the sewerage Undertaker is required to include in the Regulatory Register which is reported annually to the Director General of Water Services. Properties may be at risk of flooding but not included in the register where flooding incidents have not been reported to the Sewerage Undertaker. It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Sewerage Undertaker. This report excludes flooding from private sewers and drains and the sewerage Undertaker makes no comment upon this matter.
- y. "Low Water Pressure" means water pressure below the regulatory level which is the minimum pressure when demand on the system is not abnormal. The Water Undertakers are required to include in the Regulatory register (often referred to as the 'DG2 Register'), that is reported annually to the Director General of Water Services (OFWAT), properties receiving pressure below the reference level, provided that allowable exclusions do not apply (for example: temporary 'one-off' events which cause temporary loss of pressure). The reference level of service is a flow of 9 litres per minute at a pressure of 10 metres head. This is measured on the customers' side of the main stop tap / meter. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS806-3 or the Institute of Plumbing handbook.
- z. Water Undertakers have a duty to provide wholesome water that meets the standards of the Water Supply (Water Quality) Regulations 2000. Water quality is normally tested at the tap used for domestic consumption (normally in the kitchen), however the householder is responsible for any deterioration in quality that is a result of the domestic network and plumbing arrangements within the property that results in the standards not being met. Data collected by the Water Undertaker is subject to external review by the Drinking Water Inspectorate (DWI) and by local and health authorities. If you require any further advice regarding failures in water quality standards, please see Q.4.1.2 for contact details. Authorised departures are not permitted if the extent of the departure from the standard is likely to constitute a potential danger to human health.
- aa. The nearest sewage treatment works will not always be the sewage works serving the catchment within which the property is situated, i.e. the property may not necessarily drain to this works. It should be noted that there may be a private sewage treatment works closer to the property than the public one identified here. The Sewerage Undertaker is unable to comment on the efficiency or odour problems which may arise from such private treatment works.
- bb. Buildings or extensions erected over a sewer in contravention of building controls may have to be removed or altered. From the 1st October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership and the sewerage undertaker may not have been approved or consulted about any plans to erect a building or extension on the property over or in the vicinity of these.
- cc. From the 1st October 2011 there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.
- dd. A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.
- ee. "Internal flooding" from public sewers is defined as flooding which enters a building or passes below a suspended floor. For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- ff. At Risk properties are those that the Sewerage Undertaker is required to include in the Regulatory Register that is reported annually to the Director General of Water services. These are defined as properties that have suffered or are likely to suffer internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Sewerage Undertaker's reporting procedure. Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the At Risk register. Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the Sewerage Undertaker.
- gg. It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Sewerage Undertaker.



## COMMON DRAINAGE & SUPPLY TERMS

### Adoption of sewers

Transfers to the sewerage undertaker the ownership of sewers and the legal obligation for meeting the cost of their maintenance and improvement to meet increasingly stringent environmental standards.

### Sewerage Undertaker

Is a limited company succeeding the former water authority and appointed by the Secretary of State to carry out the duties as signed to it by statute. These include the provision, maintenance and improvement of a system of sewers and sewage treatment works.

### Building Over Agreement / Consent

No building is permitted over public sewers or water mains without a special agreement such as a 'building-over agreement'. Any such building might cause damage and would restrict or interfere with the undertakers rights of access for inspection, repair, maintenance or renewal of their asset. In some circumstances, agreement may be allowed by the issue of 'consent' rather than by formal agreement.

### Cesspool / Cesspit

A sealed tank having no out let, used for the storage of sewerage. The Cesspool must be emptied regularly and running costs can be substantial.

### Combined Sewer

A sewer carrying both foul water as well as surface water.

### Conveyancing 29 Form, Or 'Con29'

A standard form of conveyancing enquiry, normally addressed to the local authority, published by the Solicitors' Law Stationery Society Limited. The Conveyancing 29 form asks standard questions on such issues as Planning, Development, Highways, Smoke Control Orders, etc. It also asks about drainage. Since 1989, the sewerage undertakers have been responsible for maintaining the records of public sewers. Official Local Authority searches (CON29R/LLC) are available from Source for Searches.

### Easements

In the context of this document, an easement is a legal restriction on the activities which land owners can undertake on or above an asset such as a trunk water main. In particular, tree planting and building are generally prohibited. Easements have been used when extra powers are deemed to be required by the water undertaker to protect the asset.

### Foul Sewer

A sewer used to transport mainly foul sewerage to a treatment works. It may also contain some surface water from rainfall, when it might be termed a 'combined sewer'.

### Lateral Drains

#### Pre-1936 Sewers

The Public Health Act of 1936 set out a range of responsibilities for the operation and maintenance of sewerage system but the Act recognised that little was known about the existing sewer network. Some had been maintained by private individuals and others by local authorities. Some of the costs had been re-charged to the owners, and the location of all these early sewers had not been surveyed and was unknown. The Act acknowledged the different status of these early sewers and made different provisions in respect of them.

### Private Drain

A sewer in private ownership draining only one property. If there is no cesspool or private treatment works, the drain usually connects with a private or public sewer.

## COMMON DRAINAGE & SUPPLY TERMS

### Private Sewage Treatment Plant

Generally a small treatment works (which could be a septic tank) owned and operated by a community, hotel or household. Treatment plants should conform to the same operational and environmental standards applied to sewage works operated by the water company. Accordingly, the running costs for small plants can be substantial and as environmental standards are raised there may be a need for additional capital investment.

### Private Water Supplies

Where a property has no connection to the water mains, a suitable private spring or surface water source may be used. This may require extensive treatment to make the supplies safe and will be subject to examination and control by the local environmental health officer. Approval under the Building Act 1984 for new building work for domestic properties will not be granted unless adequate water supplies and drainage facilities are available.

### Public Sewer

A sewer vested in and maintained by the sewerage undertaker. Members of the public generally have the statutory right to connect into and use the public sewer on offering payment of sewerage charges.

### Rising Mains / Pumping Mains

These are pipes carrying untreated sewage pumped under pressure. There is no right of connection into them.

### Section 102 Declaration

A sewerage undertaker may make, or may be asked to make, a declaration that sewer or sewerage disposal works already in existence will be adopted and maintained at public expense from a particular date.

### Section 104 Agreement

An agreement made between a housing developer and the sewerage undertaker under Section 104 of the Water Industry Act 1991, for the adoption of sewers the developer intends to build to serve the new houses. A bond to guarantee proper performance often supports the agreement by the developer of his obligations under the agreement. Such sewers are often required to be constructed to a particular standard before adoption can take place.

### Septic Tank

A settlement chamber, which provides treatment to sewage and drainage waters. Overflow from the tank goes to a soak-away or drainage field or occasionally to a sewer. Septic tanks are un-powered. Properties operating them are responsible for the operation, maintenance and occasional emptying of the chamber. Septic tanks function excellently in well drained land. It is becoming less acceptable to operate a septic tank in low-lying land, particularly near rivers and streams. Any pollution problems precipitated by poorly performing septic tanks may mean they need to be decommissioned, and connections to the public sewer network need to be undertaken.

### Sludge Main

A pressurised pipe carrying treated or partially treated sewerage sludge.

### Soak-away or drainage field

Buried pipes or aggregates that allow treated effluents or surface waters to disperse. They are owned and maintained by the property owner.

### Surface water sewer

A sewer used only for the transport of uncontaminated surface water or rainwater in an area where separate sewerage systems have been provided. This may discharge safely to a local watercourse or may combine with the foul sewerage system (to form a combined sewer) for treatment with the foul flows.

### Water service company

A provider of sewerage and possibly water services in an area.

## REQUIREMENTS

### Requirements to be met by persons carrying out works near to water mains and sewers.

1. The precise position of water mains and sewers must be ascertained by hand digging trial holes after first contacting South West Water, who will give such information as is available regarding the general location of the mains and sewer in the area. No liability is accepted for the accuracy of any information given as to the position or existence of water mains and sewers. In particular, service pipes and drainage connection are not generally shown on mains records, but their presence should be anticipated and precautions taken to avoid damage.
2. Notices of intent must be given to South West Water before any works are carried out in the vicinity, except in cases of emergency when our Operations Centre should be contacted as soon as possible.
3. Unless prior written approval has been obtained, mechanical excavation may not be permitted around, or within, **3 meters** of the water main or sewer. Excavation may be necessary by hand.
4. Concrete haunches or surrounds to sewers must not be disturbed without prior written consent from South West Water.
5. Before backfilling, the mains and sewers will be inspected and any flaws or damage to the pipe or wrapping, if found, will be repaired by South West Water. All such flaws or damage must be immediately reported to the Company as soon as they are discovered. The carrying out of such repairs by South West Water shall not affect the question of liability, should any damage found to have resulted from the acts of those undertaking the works, their contractors, servants or agents.
6. Approved backfill will be used immediately around or over the mains and sewers to a minimum cover of 300mm and the remainder of the backfill shall be to the appropriate Highways Authority Specification for the Reinstatement of Openings in Highways.
7. Both the existing main or sewer and the new works shall be suitably supported to prevent future settlement and any subsequent damage to equipment.
8. Ground adjacent to concrete thrust blocks supporting the main(s) and sewer(s) must not be disturbed.
9. Adequate support must be given to all water mains and sewers where these are likely to be undermined, and to all trenches in the vicinity of these, during the process of the works.
10. **No apparatus** shall be laid on or over any land **within 300mm** measured horizontally from any part of a water main or sewer or other apparatus belonging to the Company. Provided always that this clause shall not prevent any pipe, cable or conducting medium being laid at an angle of between 45 and 90 degrees across the line of the Company's apparatus, with a vertical clearance in excess of **300mm**. In exceptional circumstances this clause may be varied or deleted with the prior written consent from South West Water.
11. **South West Water must be consulted before** any work representing an increased risk to the integrity of the mains or sewers (e.g., piling, using explosives, thrust boring, pipe bursting etc.) is carried out.
12. Facilities for inspecting all work carried out shall be given to South West Water with adequate notice.

## DEVELOPMENT & TREE PLANTING

### Development and Tree Planting adjacent to pipelines: Guidance for landowners

In accordance with the provisions of Clause 26 of South West Water's Code of Practice, you are advised that in order to maintain adequate future access to the pipeline and to avoid interference with it, it is necessary to ensure that the following guidelines are observed:

#### 1. Buildings And Permanent Structures

##### Clear working strip:

A clear working strip along the pipe is required between buildings and permanent structures and this must be:-

<b>Pipes up to 150mm diameter</b>	<b>6.0 metres</b>
<b>Pipes 151-600mm diameter</b>	<b>7.0 metres</b>
<b>Pipes 601mm diameter and over</b>	<b>9.0 metres</b>

If a building or permanent structure is planned within these limits please contact our Development Planning team as Build Over consent may be required. Development Planning: [developerservices@southwestwater.co.uk](mailto:developerservices@southwestwater.co.uk)

##### Proximity of buildings:

No buildings or permanent structures should be placed within 3 metres of pipes below 300mm in diameter or within 3.5 metres of pipes of 300mm or over in diameter (distances measured from the centre of the pipe), and in addition, buildings and permanent structures must be constructed so as to ensure that no additional loads are transmitted to the pipe.

(N.B: Pipe sizes refer to the internal diameter / bore of the pipe).

#### 2. Trees And Shrubs

Roots can damage pipelines over time and extensive root systems will limit access to the pipeline in breach of the Company's right to access for repair or replacement. As a rule of thumb, the root spread of a tree is approximately the same as its eventual canopy spread. To help you avoid damage or interference to the pipeline, the Company suggests the following guidelines:

- No large or forest trees should be planted with 7 metres of the pipeline (examples include Oak, Ash, Beech, Douglas Fir, Sitka Spruce etc.)
- Medium to small sized trees should always be planted in such a way as to ensure that the eventual root spread reaches no closer than 1 metre of the pipeline, in practice, if trees are planted a distance of 5 metres away from the pipeline, this should be sufficient.
- Bushes and shrubs should never be planted closer than 2 metres from the pipeline. Closer than 2 metres either side of the pipeline may be planted with hedge plants and ground cover only.

The measurements and distances set out are for guidance only and there will always be exception, for example: Poplars and Willows, which have a particularly invasive root system. If you are unsure of any individual case, then specialist advice should always be sought prior to planting.

The guidelines set out above are based on the Company's standard access requirements for its apparatus. If, for engineering reasons, the distances set out need to be varied at particular locations, you will be advised of this before compensation for works is finalised. If you need to know the precise underground location of a new water main / sewer after its installation, please contact any of the Company's local offices, and Company staff will be pleased to mark out the position of the pipeline within your land.

If the Company finds any infringement of its legal rights of access, or any damage being caused to the pipeline, the Company reserves the right to take appropriate action to ensure that there is no interference with its statutory apparatus.

**IN THE EVENT OF A LEAK OR PIPE COLLAPSE PLEASE CONTACT SOUTH WEST WATER  
IMMEDIATELY ON 0344 346 2020 (24 HOURS)**

## South West Water Limited T/A Source for Searches Terms & Conditions for Commercial CON29DW Enquiry

### 1 Introduction

1.1 These Terms set out the terms which will apply in respect of any Orders You place with us for a (i) Report (as defined in clause 2.1 below)  
1.2 These Terms may need to be amended from time to time and have a publication date which will be updated when any changes are made. Every time You wish to place an Order, please check these Terms to ensure You understand the terms which apply at that time, as they may have changed since any earlier order You may have placed.  
1.3 If You do not accept these Terms You must not place any Orders with us.  
1.4 If You are trading as a business, it is also Your responsibility to ensure that prior to placing an Order on behalf of a Client, that You make Your Client aware of the Terms, and that they accept them

### 2 Interpretations & Definitions

2.1 In addition to any defined terms, the following words shall have the following meanings:  
a 'Commercial Property' means the address(es) or location(s) of a commercial property provided by You when You place an Order.  
b 'Report' means the report known as the "Commercial CON29DW" prepared by us providing drainage and water information in relation to a Commercial Property.  
c 'Client' means the person, company or body (including where required, their mortgage lender) for whom You have agreed to supply one or more Reports in the normal course of Your business.  
d 'Map' means any Ordnance Survey map (and any data contained therein) provided as part of the Services.  
e 'Order' means any request for a Report made by You to us.  
f 'Terms' means these terms and conditions for Commercial CON29DW enquiries and General Terms means any general commercial terms in effect between You and Us.  
g 'You' and 'Your' means the person, firm or company requesting the provision of property-related and company search information and reports from us.  
h 'We', 'Our' and 'Us' means South West Water Limited T/A Source for Searches, being a company registered in England and Wales with company number 02366655, and whose registered office address is at South West Water Limited T/A Source for Searches, Peninsula House, Rydon Lane, Exeter, EX2 7HR, and whose principal place of trading is at South West Water Limited, Peninsula House, Rydon Lane, Exeter, EX2 7HR  
i 'Website' means [www.sourceforsearches.co.uk](http://www.sourceforsearches.co.uk)  
j 'Services' means the provision of a Report.

### 3 Placing Orders and our Agreement

3.1 Your Order constitutes an offer by You to purchase Report(s) from Us.  
3.2 When You place an Order, You will receive an e-mail from us acknowledging that we have received Your Order but this does not mean we have accepted Your Order.  
3.3 We may choose not to accept Your Order, but on the rare occasion that this may occur, we will aim to notify You within 5 working days. For the avoidance of doubt, no contract will exist between Us until we have expressly accepted Your Order.

### 4 Cancellation rights

As a consumer  
4.1 Where You are an individual consumer (and not acting for purposes wholly or mainly relating to Your trade, business, craft or profession), You have specific legal rights relating to cancellation of any Order You may place. You may cancel Your Order at any time within 14 days after the day on which the contract is entered into ("Cancellation Period")  
4.2 To exercise the right to cancel, You must tell us of Your decision to cancel this contract by a clear statement.  
4.3 Where You are ordering a Report as a consumer, due to Your cancellation rights, we will not process Your Order or provide the Report to You before the end of the Cancellation Period unless You provide Your express consent and You acknowledge that You will lose the right to cancel the contract under regulation 28(1) of the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulation 2013.  
4.4 In addition to these rights, where we are able to, we will cancel any Order in accordance with our cancellation policy, which can be found on our Website.  
As a Business  
4.5 The Cancellation Period does not apply to Your Order if You are placing the Order wholly or mainly for purposes relating to Your trade, business, craft or profession.  
4.6 If You cancel Your Order other than in accordance with this clause You may be liable for fees as detailed in our cancellation policy at: [www.sourceforsearches.co.uk](http://www.sourceforsearches.co.uk)

### 5 The Report

5.1 We will prepare the Report using the Commercial Property details You provide at the time You place Your Order. The Report You receive will rely on the accuracy, completeness and legibility of the address and/or plans You supply with Your Order.  
5.2 The Report is produced only for use in relation to Commercial Properties, development or land which require the provision of drainage and water information and cannot be used for residential properties, development of land or any property to be developed as a single, residential, domestic property. Where You require a report for a residential property, You can order a different report from us, and different terms shall apply.  
5.3 The Report provides information as to the indicative location and connection status of existing services and other information relating to drainage and water enquiries and should not be relied on for any other purpose (including the potential and/or suitability for any other connections to be made to existing services).  
5.4 As You may expect, the information contained in the Report can change on a regular basis so we cannot be responsible to You or if You are trading as a business to Your Client for any change in the information contained in the Report after the date on which the Report was produced (as shown in the Report).  
5.5 The Report does not give details about the actual state or condition of the Commercial Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Commercial Property for any particular purpose, or be relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.  
5.6 We will send the Report to the address You have provided in Your Order, including email address for online Orders.  
5.7 You agree only to use the Report for the purpose for which it is supplied in accordance with these Terms.  
5.8 Where we accept Your Order:  
a. we will provide the Services with reasonable skill and care; and  
b. Your Order will be fulfilled within a reasonable period.  
5.9 In providing the Report, we will comply with all laws and regulations which apply to the provision of the Report including ensuring that we have all the necessary licences and permissions, including intellectual property rights to provide the Report.

5.10 It is Your responsibility to ensure that Your Order, and the Report meet Your requirements if You are trading as a business the requirements of Your Client.  
5.11 In providing You with this Report, we will comply with the Drainage & Water Searches Network (DWSN) Standards.

### 6 Disclaimers with regard to the Reports

6.1 The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of The Company's apparatus. Please be aware of specific disclaimers included in the Maps.

### 7 Intellectual Property Rights

7.1 The Report You receive is confidential and is intended for (a) Your own internal or personal purposes and/or (b) where You are trading as a business, the personal use of Your Client. The Report shall not be used or copied (in whole or in part) for any other use whatsoever, whether for commercial gain or otherwise.  
7.2 We grant You a non-exclusive and non-transferable licence:  
a to make copies of the Reports (except the Map) for Your own internal purposes;  
b to incorporate the Reports (other than the Map) into any written advice You provide in the normal course of Your business; and  
c to disclose the Reports, where You are trading as a business, in the normal course of Your business to:  
i Your Client; and/or  
ii anyone who is acquiring or considering acquiring an interest in or charge over the property to which the Report relates, and their professional advisers.  
7.3 You must not alter any part of the Report including altering, removing or obscuring any logos and/or branding which is contained in a Report.  
7.4 All intellectual property rights, including trademarks, domain names and copyright in the Reports are owned by us and/or our licensors.  
7.5 Any Maps contained in any Report are protected by Crown Copyright. The Maps must not be used for any purpose other than as part of the Report. Neither You nor anyone You provide the Report to may reproduce the Maps without paying for a separate licence from Ordnance Survey.  
7.6 No intellectual or other property rights are transferred or licensed to You or where You are trading as a business to Your Client or any other person except to the extent set out in these terms.  
7.7 You agree to compensate us against any losses, costs, claims, damages and/or expenses which we incur and/or suffer as a result of any breach of any intellectual property rights or obligations (set out in any of the Terms) by You, or where You are trading as a business to Your Client or any party to whom You provide a copy of the Report.

### 8 Additional Intellectual Property Right Provisions

8.1 The enquiries in the Report are protected by copyright by the Law Society of 113 Chancery Lane, London WC2A 1PL and must not be used for any purpose which is not expressly set out in these Terms.  
8.2 The answers and information in the Report are protected by copyright by South West Water Limited T/A Source for Searches

### 9 Liability

9.1 This paragraph sets out the exclusions to and limitations on our liability to You and if You are trading as a business to Your Client.  
9.2 We will not be liable to You (and/or if You are trading as a business to Your Client) in contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise:  
a if we do not accept Your Order;  
b for any inaccuracies, mistakes or omissions in the Reports unless any such liability arises as a direct consequence of our negligence.  
9.3 Notwithstanding the above, nothing affects any party's liability for (a) death or personal injury arising from its negligence, (b) liability for fraud or fraudulent misrepresentation and / or (c) any other liability which cannot be excluded or limited under applicable law.

### 10 Additional Provision relating to our Liability to You for the Report

10.1 Subject to clause 9.3, our total liability to You and/or if You are trading as a business to Your Client, whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise, arising under or in connection with these Terms and/or the provision of a Report limited to 10 million pounds (£10,000,000) in aggregate.

### 11 Customer Complaints Procedure

11.1 South West Water T/A Source for Searches offer a robust complaints procedure which can be found on our Website or here: [www.sourceforsearches.co.uk](http://www.sourceforsearches.co.uk)  
11.2 If your complaint has gone through our complaints procedure and you are dissatisfied with the response or it has exceeded our response timescales, you may refer your complaint for consideration under The Property Ombudsman Scheme (TPOS). You can obtain further information by visiting [www.tpos.co.uk](http://www.tpos.co.uk) or email [admin@tpos.co.uk](mailto:admin@tpos.co.uk). The Ombudsman can award compensation up to a maximum of £25,000.  
In addition to the TPO redress scheme covering consumers, TPO will also provide redress for small businesses (including Charities and Trusts) that meet the following criteria:  
- a small business (or group of companies) with an annual turnover of less than £3 million;  
- a charity with an annual income of less than £3 million;  
- a Trust with a net asset value of less than £3 million.

### 12 General

12.1 These Terms (and any General Terms or other documents referred to herein) are the only terms and conditions that shall apply to any Order and the provision of a Report by us to You and shall constitute the entire agreement between You and us and supersede, replace and extinguish any previous arrangement, understanding or agreement between us relating to such Report.  
12.2 Any dispute or claim arising out of or in connection with these terms and/or their subject matter or formation (including non-contractual disputes or claims) shall be governed by the laws of England and Wales. Any dispute (including any non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the courts of England and Wales.  
12.3 If there is any conflict or inconsistency between the provisions of these Terms and any other General Terms, the provisions of these Terms shall prevail.  
12.4 In the event of any conflict or inconsistency between any information on the Website describing the features of the Report and these Terms, then these Terms shall prevail.  
12.5 Where You are acting wholly or mainly in the normal course of Your trade, business, craft or profession Your Client is entitled to the benefit of these Terms. Save as provided in this clause  
12.6, it is not intended that any other person who is not a party to these Terms has any right to enforce any term of these Terms under the Contracts (Rights of Third Parties) Act 1999

Version date: June 2024

## CONTACT US

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### Mining search

A valuable indicator for possible  
issues with underlying mine  
shafts



Contact South West Water:

Accounts helpline: 0344 346 1010  
Services helpline: 0344 346 2020

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