

HomeCheck™



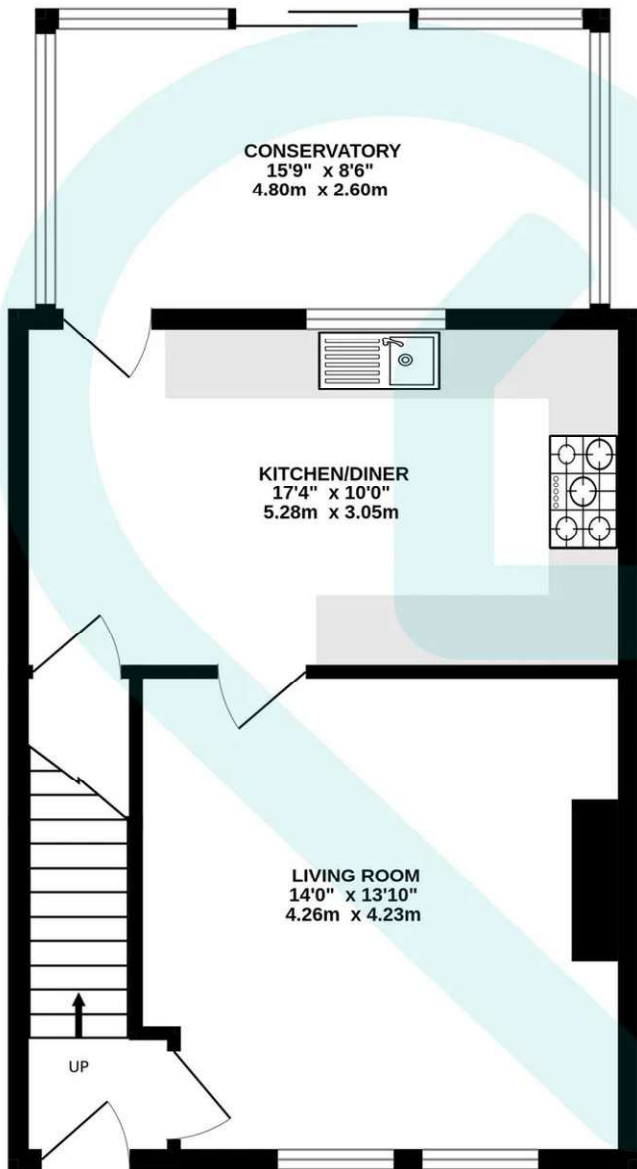
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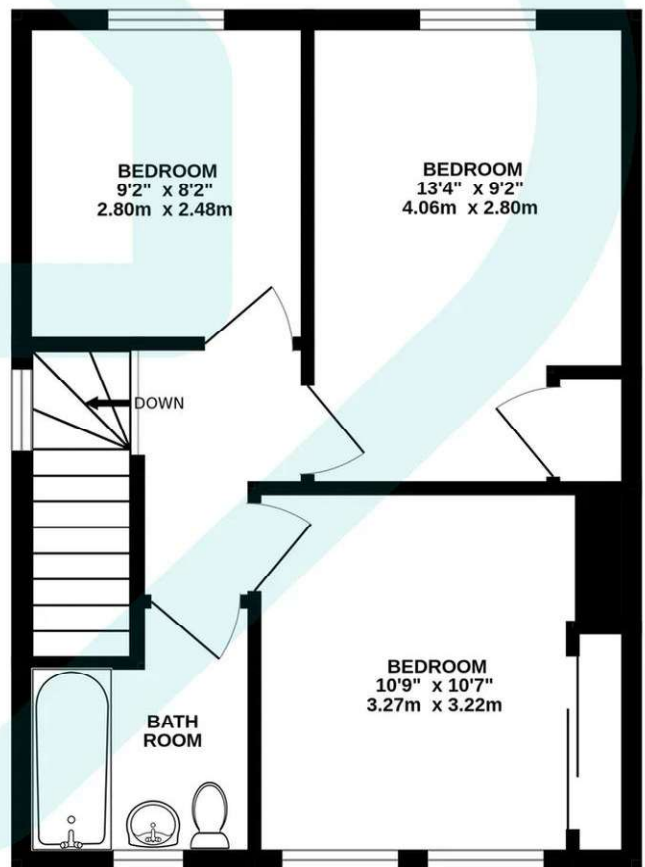
PROPERTY DOCUMENTS

Morfittsmiths Complete Sale Readiness Service.
Most homes are sold on hope.
Yours will be sold in readiness.

GROUND FLOOR
542 sq.ft. (50.4 sq.m.) approx.



1ST FLOOR
409 sq.ft. (38.0 sq.m.) approx.



TOTAL FLOOR AREA : 951 sq.ft. (88.3 sq.m.) approx.

This floor plan is for illustrative purposes only. All measurements and layouts are approximations and do not necessarily capture the precise specifications of the property. No responsibility is taken for any error, omission, or misstatement. We always recommend viewing in person to confirm the exact floor plan of a property. Made with Metropix.





Official copy of register of title

Title number SYK402873

Edition date 14.02.2023

- This official copy shows the entries on the register of title on 28 MAY 2026 at 10:12:34.
- This date must be quoted as the "search from date" in any official search application based on this copy.
- The date at the beginning of an entry is the date on which the entry was made in the register.
- Issued on 28 May 2026.
- Under s.67 of the Land Registration Act 2002, this copy is admissible in evidence to the same extent as the original.
- This title is dealt with by HM Land Registry, Nottingham Office.

A: Property Register

This register describes the land and estate comprised in the title.

SOUTH YORKSHIRE : SHEFFIELD

- 1 (07.01.1999) The Freehold land shown edged with red on the plan of the above Title filed at the Registry and being 42 Findon Road, Sheffield (S6 4WP).
- 2 (07.01.1999) The Conveyance dated 28 September 1998 referred to in the Charges Register was made pursuant to Part V of the Housing Act 1985 and the land has the benefit of and is subject to such easements as are granted and reserved in the said Deed and the easements and rights specified in paragraph 2 of Schedule 6 of the said Act.
- 3 (07.01.1999) The Conveyance dated 28 September 1998 referred to above contains a provision as to boundary structures.

B: Proprietorship Register

This register specifies the class of title and identifies the owner. It contains any entries that affect the right of disposal.

Title absolute

- 1 (01.07.2010) PROPRIETOR: [REDACTED]
of 42 Findon Road, Sheffield S6 4WP.
- 2 (07.01.1999) RESTRICTION: Except under an order of the registrar no transfer by the proprietor of the land is to be registered unless a certificate is given by the City Solicitor and Head of Administration or other duly authorised officer of The Sheffield City Council that the provisions of clause 6 of the Conveyance dated 28 September 1998 referred to in the Charges Register have been complied with.
- 3 (01.07.2010) The price stated to have been paid on 22 April 2010 was £105,000.

Title number SYK402873

C: Charges Register

This register contains any charges and other matters that affect the land.

- 1 (07.01.1999) A Conveyance of the land in this title dated 28 September 1998 made between (1) The Sheffield City Council and (2) [REDACTED] contains restrictive covenants.

NOTE: Original filed.

- 2 (14.02.2023) REGISTERED CHARGE dated 9 February 2023.
- 3 (14.02.2023) Proprietor: BANK OF SCOTLAND PLC (Scot. Co. Regn. No. SC327000) of Halifax Division, 1 Lovell Park Road, Leeds LS1 1NS.

End of register

H.M. LAND REGISTRY

TITLE NUMBER

SYK 402873

ORDNANCE SURVEY
PLAN REFERENCE ①

COUNTY SHEET
SOUTH YORKSHIRE

NATIONAL GRID SECTION
SK 3289 U

Scale: 1/1250

SHEFFIELD DISTRICT

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H.M. LAND REGISTRY

TITLE NUMBER

SYK 402873

ORDNANCE SURVEY
PLAN REFERENCE [Ⓢ]

COUNTY SHEET
SOUTH YORKSHIRE

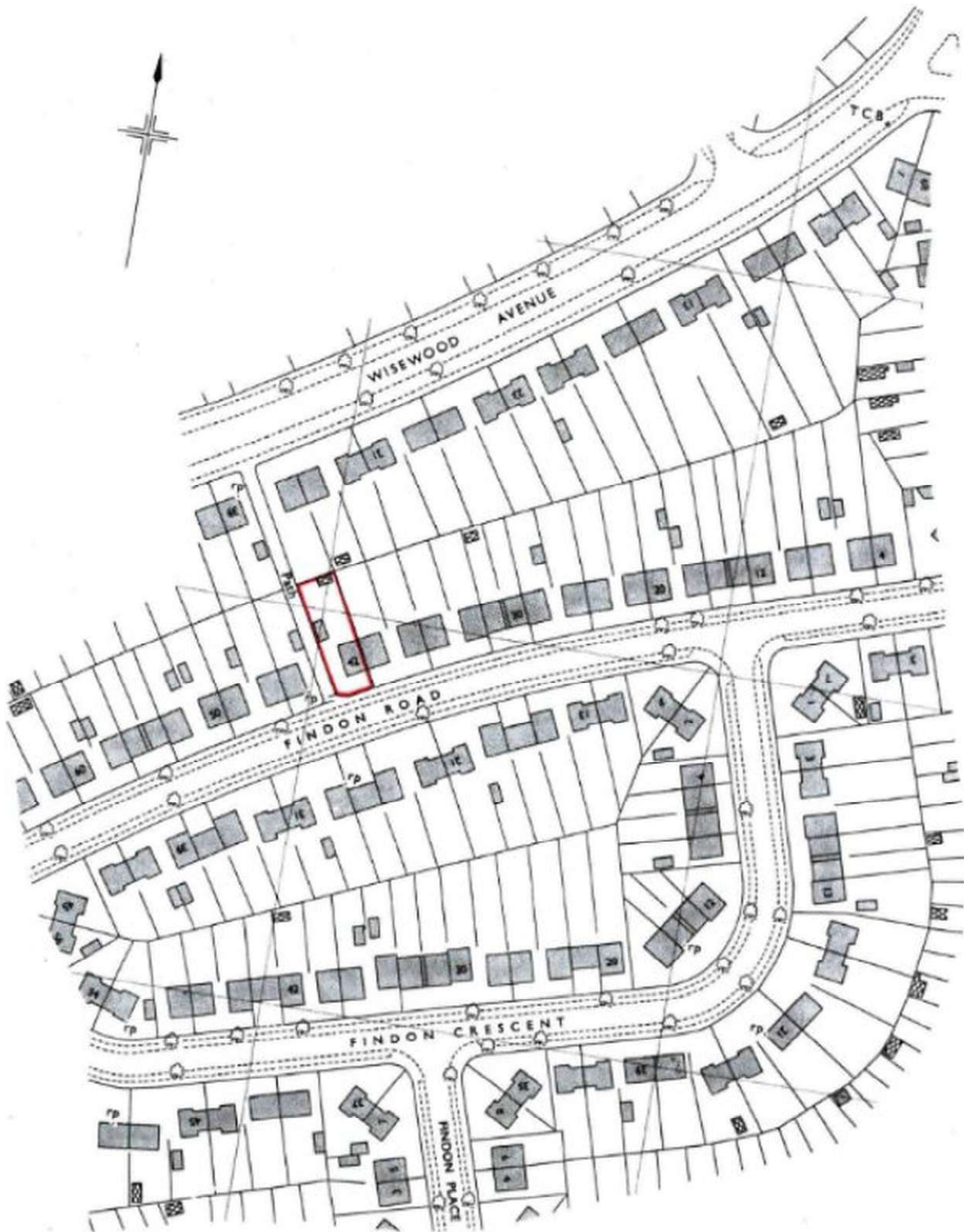
NATIONAL GRID
SK 3289

SECTION
U

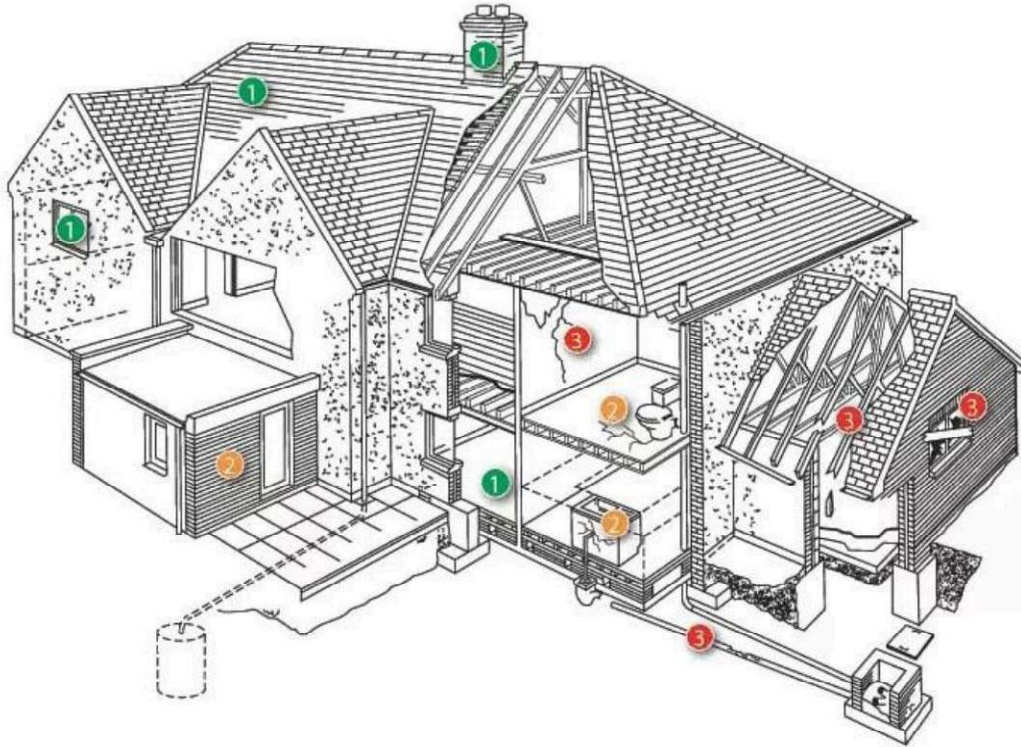
Scale: 1/1250

SHEFFIELD DISTRICT

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HomeCheck™



HomeCheck Property Review

**A practical pre-sale review of the property's visible condition,
with cost guidance for likely repairs and maintenance**

Property address: 42 Findon Road, S6 4WP

Date: 01 June 2026

This review is based on a visual inspection of accessible areas and reflects over 20 years of hands-on experience working on residential properties similar to this one.

Property Review Summary

This property appears to be in **good condition** overall, with a generally good standard of upkeep both externally and internally.

The house presents as a well-maintained semi-detached home, with most elements appearing sound and only a limited number of minor repair items and cosmetic finishing points noted. The main issues are localised and modest in scale, with no indication from the visible areas inspected that broader refurbishment is required.

Summary of condition

● Structure

- No obvious signs of structural movement were noted
- The main walls and visible structural elements appear sound and typical for a property of this type

● Priority Repair

- Loose brick visible above the gas meter box, displaced at the top edge of the box

● Routine Repair

- A small number of cracked and slipped roof tiles are visible to the front and rear roof slopes
- Very minor ceiling-edge staining is visible in bedroom two, adjoining the neighbouring property

● Ongoing Maintenance / Improvement

- Missing trim is visible to the front corner bargeboard and to part of the side elevation
- Localised gaps are visible at laminate floor edges in the lounge and bedroom three
- Decorative finishes behind some radiators appear incomplete, with older wallpaper or unfinished wall surfaces concealed behind them
- Minor unfinished plaster detail is visible near the kitchen doorway trim
- A number of sockets and switches in the kitchen sit slightly proud of the wall finish
- Redundant timber panels are fixed to the staircase wall from a previous handrail arrangement
- Slight marking is visible to some uPVC window frames and sills
- Minor sealant/caulking is missing between one bedroom windowsill and the adjoining wall
- Minor gap is visible around one landing door frame
- Minor plaster holes are visible to the understairs storage ceiling

Typical Cost Guidance

● **Priority Repair: £150 – £300**

(items best addressed early to prevent further deterioration)

● **Routine Repair: £500 – £1,300**

(typical maintenance and repairs that can be planned over time)

● **Ongoing Maintenance / Improvement: £750 – £1,500+**

(optional upgrades and general improvements depending on preference)

What this means

This appears to be a **well-kept property** that mainly requires normal ongoing maintenance, together with a modest amount of planned repair.

Most of the points noted are cosmetic or finishing-related, and the only item that stands out for earlier attention is the loose brickwork around the gas meter box due to its exposure to moisture. In practical terms, this looks like a house that has been maintained to a good standard and would mainly benefit from sensible small-scale upkeep rather than broader refurbishment.

Property Condition Overview

What was observed during inspection

Roof

● Routine Repair

The clay tile roof appears to be in good condition overall. To the front, one or two tiles appear cracked or slipped. To the rear, two or three replacement tiles are visible with a small number of cracked or slipped tiles also noted.

What's likely required:

- Replace a small number of cracked or slipped tiles
- Carry out routine roof-level maintenance as needed

Typical cost guidance: **£300 – £900**

External Walls

● Priority Repair

The brickwork, pointing and pebble-dashed render all appear sound.

A loose brick is visible above the gas meter box, sitting slightly displaced and pushed back at the top edge of the box. This is likely to allow localised moisture ingress if left unresolved.

What's likely required:

- Re-bed or replace the loose brick above the gas meter box
- Make good the surrounding area locally if required

Typical cost guidance: **£150 – £300**

Rainwater Goods (Gutters & Drainage)

● Ongoing Maintenance / Improvement

The guttering and rainwater goods appear to be in good condition overall. The waste pipework also appears acceptable, with some sections looking newer than others.

What's likely required:

- No immediate works required
- Ongoing maintenance only

Typical cost guidance: **No immediate cost anticipated**

Windows & External Joinery

● Ongoing Maintenance / Improvement

The windows and doors are all relatively new and in good condition.

Soffits and bargeboards are generally acceptable, though trim is missing at the front corner and to the side elevation. These are mainly cosmetic.

What's likely required:

- Replace missing trim sections if desired
- Continue normal cleaning and maintenance of windows and doors

Typical cost guidance: **£100 – £200**

Services (General Due Diligence)

● Routine Repair

A gas combi boiler is present, and the visible service elements appear to be in acceptable condition. No obvious service-related issues were noted, though standard purchase checks remain appropriate.

What's likely required:

- Confirm recent service history for the gas combi boiler
- Confirm that current electrical certification or recent test information is available

Typical cost guidance: **£150 – £300**

Internal Condition

● Routine Repair

Very minor water staining is visible to the ceiling edge in bedroom two adjoining the neighbouring property. This may be condensation-related, though there is no clear confirmation of the cause from the visible areas inspected.

What's likely required:

- Check adjacent roof space or upper-level area when accessible
- Redecorate as required and keep the affected area under review

Typical cost guidance: **£50 – £100**

● Ongoing Maintenance / Improvement

In the lounge and bedroom three, there are gaps to the laminate floor edges.

Finishes behind radiators appear incomplete where previous decorating was carried out without removing the radiators.

Redundant timber panels remain fixed to the staircase wall from a former handrail arrangement.

In bedroom two, there is a small area of missing sealant between the windowsill and adjoining wall.

On the landing, there is a visible gap to one door frame.

Minor plaster holes are visible to the understairs storage ceiling.

Slight marking is visible to the uPVC window frames and sills in the bedrooms.

What's likely required:

- Local trim or filler to floor edge gaps in the lounge and bedroom three
- Making good behind radiators throughout the house
- Removal of redundant staircase wall panels and making good if desired
- Local sealing or caulking in bedroom two and to one landing door frame
- Filling and making good to the understairs storage ceiling
- Cleaning and minor redecoration to affected areas as desired

Typical cost guidance: **£500 – £1,000**

Kitchen & Bathroom

● Ongoing Maintenance / Improvement

The kitchen and bathroom both appear relatively new and in good condition overall.

Within the kitchen, there is a minor unfinished plaster detail near the doorway, and a number of sockets and switches sit slightly proud rather than flush to the wall surface. No visible exposed wiring was noted.

What's likely required:

- Carry out local decorative plaster finishing where desired
- Re-seat or adjust sockets and switches so they sit flush where possible

Typical cost guidance: **£150 - £300**

Grounds & External Areas

● Ongoing Maintenance / Improvement

The front grounds are paved and fenced, with a hedge to one side, and appear in good condition. The driveway gate and the paved driveway running down the side of the house also appear sound. To the rear, the garden is well kept and tidy, with a modern corrugated steel shed, small greenhouse, decking area, and in-ground trampoline, all appearing sound from visual inspection.

What's likely required:

- No immediate works required
- Ongoing maintenance only

Typical cost guidance: **No immediate cost anticipated**

Practical Next Steps

- Re-bed or replace the loose brick above the gas meter box
- Replace the small number of cracked or slipped roof tiles as part of planned maintenance
- Keep the minor staining in bedroom two under review
- Tackle cosmetic and finishing items gradually as part of normal decorating and upkeep

Addressing the localised external repair first should help avoid unnecessary moisture exposure, while the remaining items can be approached gradually and largely as a matter of preference.

Practical Context

This property appears consistent with a home that has been **maintained to a good standard**, with most visible elements presenting well.

The issues identified are limited and mostly minor. The overall picture is one of a house requiring sensible routine upkeep and a small amount of planned repair, rather than major works or wider refurbishment.

Important Note

This is a practical building review based on a visual inspection of accessible areas.

It is **not** a formal survey, structural engineer's report, or contractor quotation.

Cost guidance is indicative only and will vary depending on specification, contractor and access requirements.

Francis Mickelborough

HomeCheck™

www.myhomecheck.co.uk

Homecheck Residential

Property address

42 Findon Road, SHEFFIELD, S6 4WP, England



Homebuyer advice

This report is designed to help you understand environmental factors that might be relevant to your property. As this report includes a range of risk factors, we recommend reading each section to find out more and check our guidance. For more information, please see our FAQs: <https://www.landmark.co.uk/legal-conveyancing/legal-reports-support/>



Professional opinion

Contaminated Land [Page 2](#) **Passed**

Full assessment

Ground stability [Page 3](#) **Not Identified**

Radon [Page 4](#) **Identified**

Planning constraints [Page 5](#) **Not Identified**

Alert Assessment

Flood [Page 6](#) **Not Identified**

Coal mining [Page 7](#) **Coal report required**

Planning applications [Page 8](#) **Identified**

Energy & Infrastructure [Page 9](#) **Identified**

Report date
01 June 2026

Order ID
XOA-9158-9351-5233

Your reference
OSDD03608390



Contaminated Land

PROFESSIONAL OPINION


Passed

Passed Certificate

No liability identified

The property is unlikely to be designated "contaminated land" within the meaning of Part 2A of the Environmental Protection Act 1990.

Approved by:

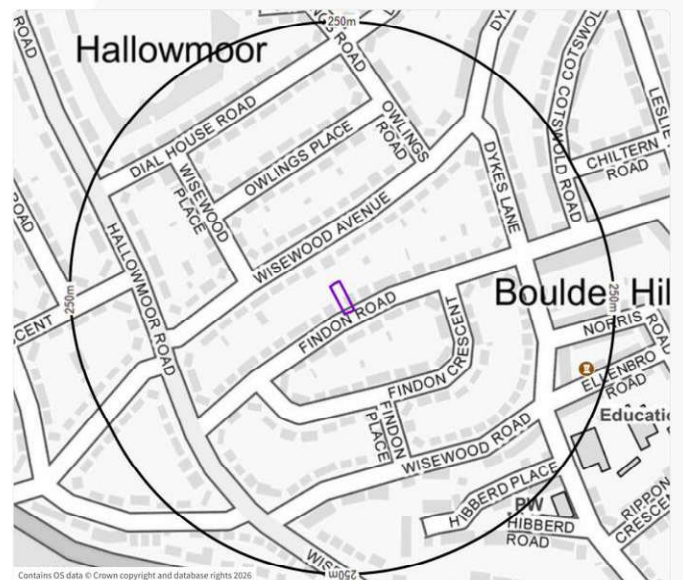


Landmark Contribution

By purchasing this report, the recipient may be eligible for remediation contribution of up to £100,000 if served with a Remediation Notice by the local authority. Such a notice may require the homeowner to pay for all, or contribute to, the remediation of the property. For more information see Landmark's Terms and Conditions.

Why we search this

Local Authorities have a duty to investigate potential land contamination. Where they identify a significant hazard, the owner of the land may find themselves liable to remediate. The aim of this assessment is to flag whether there is a risk of liability at your property, so it can be addressed as part of your due diligence process.



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Risk	Search radius	Result
Multiple features present		
Authorised Industrial Processes	On-site	Not Identified
Landfill & Waste	On-site	Not Identified
Incidents & Enforcements	On-site	Not Identified
Current Land Uses	On-site	Not Identified
Historical Land Uses	On-site	Not Identified

Ground stability FULL ASSESSMENT

Not Identified ✓

Summary

We have not identified a risk of ground stability hazards at the property.

Recommendation

- 1 If any active ground instability appears to be affecting your property, inform your insurance company, mortgage lender, landlord or get specialist advice from a suitably qualified expert such as a structural surveyor, geotechnical engineer or chartered engineering geologist.

Why we search this

Subsidence is caused by movement in the ground beneath a property, impacting the security of the foundations. This can cause the walls and floors to shift, leading to cracks and potentially destabilising the construction of the property.



Radon FULL ASSESSMENT

Identified 

Summary

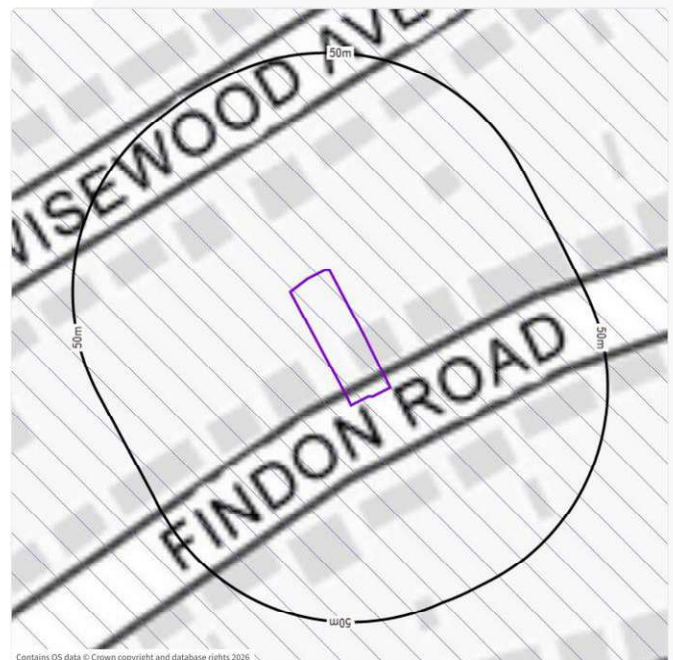
The property is in a radon affected area where between 1 and 3% of homes are estimated to be at or above the action level.

Recommendations

- 1 This result does not necessarily mean there are high radon levels in the property. The only way to find out the radon level is to carry out a radon measurement. UKHSA provides a radon testing service which can be accessed at www.ukradon.org.
- 2 The result is only valid for properties above ground. All basements and cellars are considered to be at additional risk from high radon levels. If an underground room such as a cellar or basement makes up part of the living accommodation, the property should be tested regardless of the radon affected area status.
- 3 No protective measures are considered necessary in the construction of new buildings or extensions.

Why we search this

Radon is a radioactive gas which occurs naturally in rocks and soils. You cannot see, hear, feel or taste it. Radon is known to be carcinogenic, and exposure to particularly high levels of radon may increase the risk of developing lung cancer. It is easily identified, and measures can be put in place to disperse the gas, either at the time of building a property or retrospectively.



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Risk	Search radius	Result
<input checked="" type="checkbox"/> Radon risk	On-site	Identified

⊘ Planning constraints FULL ASSESSMENT

Not Identified ✔

Summary

We have not identified any records of environmental designations, pylons or masts within 250m of the property.

Recommendations

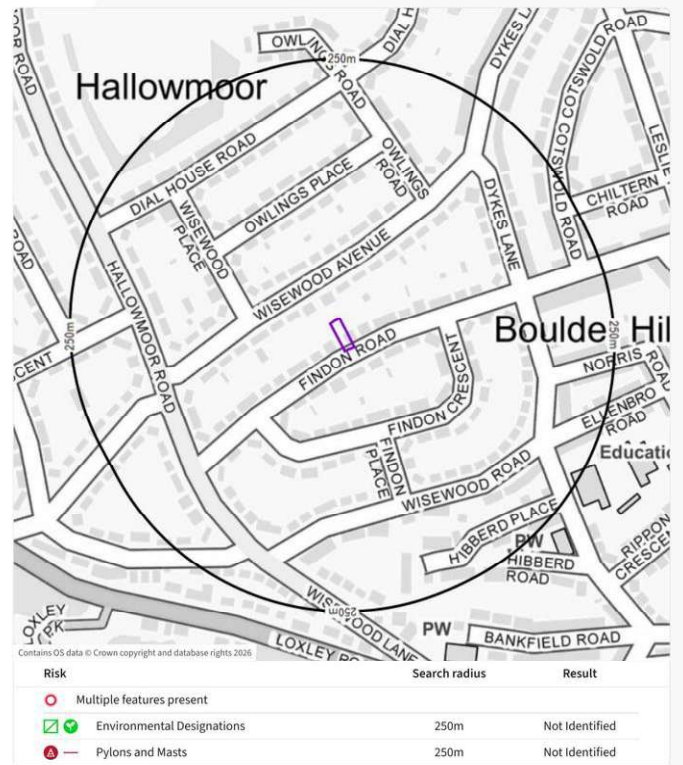
- ❶ If you are considering carrying out development on this property, it would be prudent to contact your Local Planning Authority to see if there would be anything impacting this.
- ❷ Visit the property to ensure there are no other features which would be of concern.

Important note

Not all of the available datasets will be represented as polygons on the map. For full details of any identified features, please consult the data appendix.

Why we search this

Some additional factors could have an influence over the property or surrounding area. This includes nearby pylons or masts, or environmental designations such as areas of outstanding natural beauty. Whilst environmental designations can be considered a positive, they can affect the ability to carry out any development at the property.



 **Flood** ALERT ASSESSMENT

Not Identified 

Summary

We have identified the property to be within an area that is at minimal or no risk of flooding.

Why we search this

1 in 6 properties in the UK are at risk of flooding, and this risk varies in severity. Flood risk can impact your ability to get home insurance at standard terms, and can also impact property value if flooding were to occur. We are alerting you to the presence of flood risk at the property location, and will recommend when we consider further investigations to be prudent.



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Risk	Search radius	Result
 River	On-site	Not Identified
 Coastal	On-site	Not Identified
 Surface Water	On-site	Not Identified
 Groundwater	On-site	Not Identified
 Other	50m	Not Identified

 **Coal mining** POWERED BY PINPOINT COAL ALERT ASSESSMENT

Coal report required 

Summary

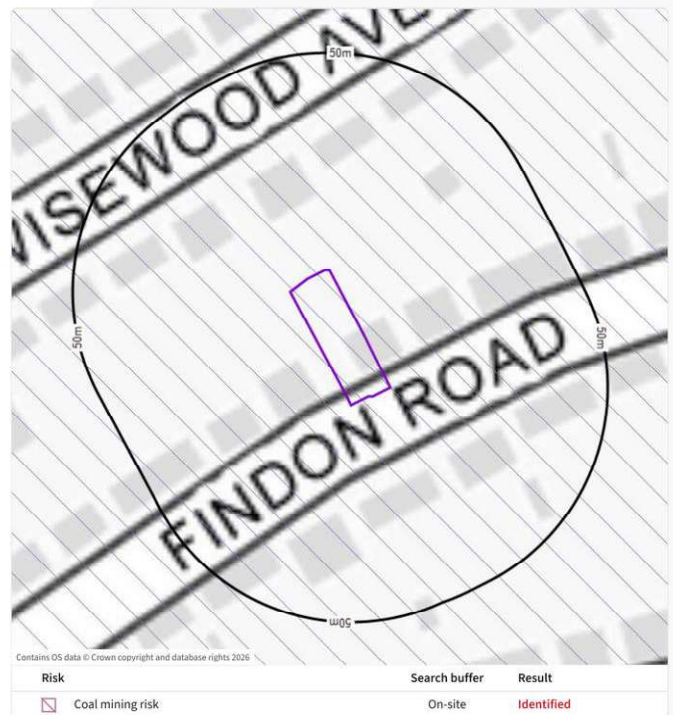
We have identified a potential risk from coal mining at the property.

Recommendations

-  We recommend you order a Landmark Coal report through your usual report provider.
-  Ask the seller whether the property has been impacted by coal mining in the past.
-  Establish the availability of buildings and contents insurance before exchanging contracts.

Why we search this

Coal mining and associated ground stability risks are present in certain locations across the UK as a result of past mining activities conducted to satisfy demand for coal as it increased throughout the Industrial Revolution. These mining activities have left a legacy of ground stability and/or subsidence risks.



Planning Applications

ALERT ASSESSMENT

Identified 

Planning applications

We have identified planning application records at or near the property.

Recommendation

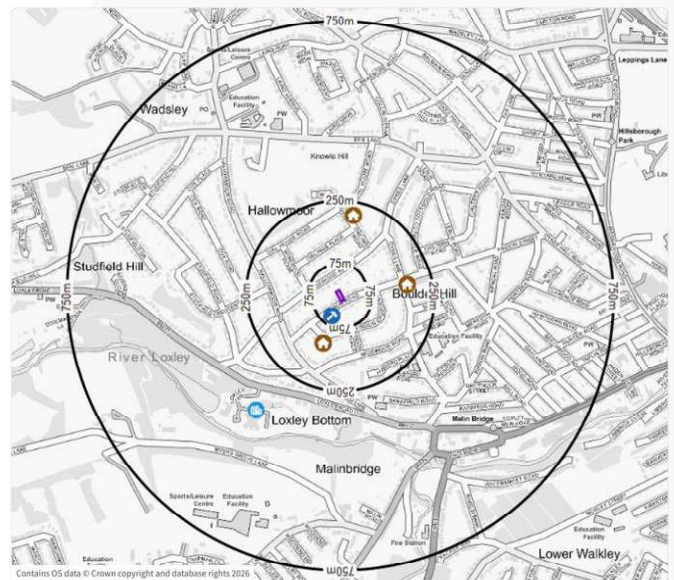
- For information about each identified planning application, along with a link to the full application on the Local Authority website, please purchase a Landmark Planning report through your usual report provider.

Important note

This report is an overview of the area, and you should further investigate any applications that could affect you or your enjoyment of the property. We do not guarantee that all applications will be shown in this report.

Why we search this

The potential impact of planning applications is subjective. The aim of this report is to flag what types of applications are present in the surrounding area so you can decide whether you need to follow up on the detail and its potential effect on your property.



Risk	Search radius	Result
Multiple features present		
Large	750m	Identified
Medium	250m	Not Identified
Small	250m	Identified
Unclassified	250m	Not Identified
Alterations and minor new builds	75m	Identified

Energy & Infrastructure

ALERT ASSESSMENT

Identified 

Summary

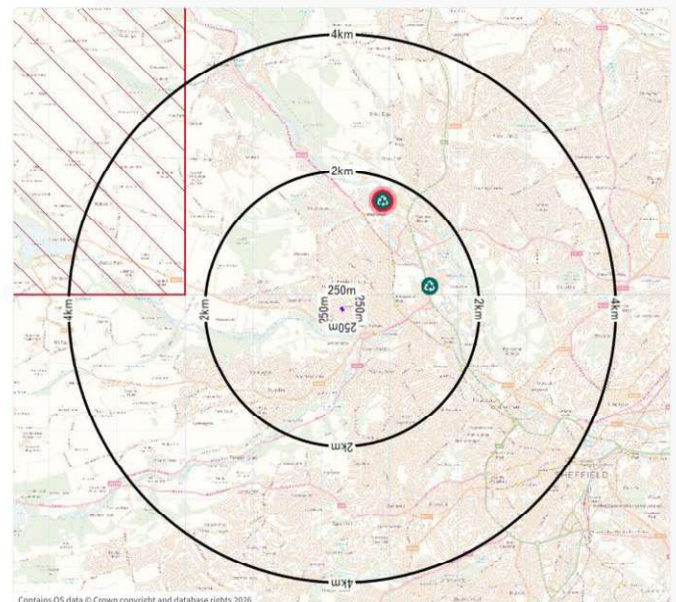
We have identified features in proximity to the property.

Recommendation

- 1 For information about each identified project, please purchase a Landmark Energy & Infrastructure report through your usual report provider.

Why we search this

Energy and infrastructure projects have the potential to affect nearby property values. They may result in visual impact or noise to the neighbourhood, or equally may have a positive impact on property value. This report highlights the projects in your local area so you can make an informed decision. For more information and advice see our guidance article www.landmark.co.uk/Energy&Infrastructure



Risk	Search radius	Result
Multiple features present		
Non-Renewable Energy	4km	Identified
Renewable Energy	4km	Identified
Above & Below Ground Railways	250m	Not Identified
HS2 & Crossrail 2	2km	Not Identified

Data appendix

The rest of the report outlines the data used to inform the previous sections. There's no need to read on unless you're after the detail of a particular dataset used to inform our opinion.

We will only show maps and detail where a risk has been identified.



How to use this report	11
Understanding the data	12
Datasets searched	14
Contaminated Land	
Authorised industrial processes	Not identified
Landfill and waste	Not identified
Incidents & Enforcements	Not identified
Current land uses	Not identified
Historical land uses	Not identified
Ground stability	
Man-made hazards	Not identified
Natural factors	Not identified
Mining	Not identified
Brine and Salt	Not identified
Planning constraints	Not identified

i How to use your report

The report is designed to satisfy the concerns raised by the Law Society warning card and has been prepared to assist conveyancing professionals who may be advising clients when they sell or buy a property, obtain a mortgage or seek further mortgage advice. It is designed to bring information to their attention and help them decide whether they need to seek any further specialist advice. As the report is so detailed, this information can cause concern, but professional advisors will see that further action is suggested on all issues that have been identified.

How do we examine the risk?

This report is generated based on the boundary selected at the point of order to represent the property. Where the location was provided to us as a point only, the report is based on a 25m radius around this point; any features which are present within this boundary are considered to be 'on-site'. In this report there are two different ways we can examine each risk. These are indicated on the cover page, and we also highlight the assessment type on each risk summary page.

Professional opinion	This is the highest level of risk assessment. A full assessment is run on the data. If the outcome is above the threshold for that risk, one of our in-house consultants will personally review the outcome. This may lead to the risk outcome being downgraded to a lower level based on our expertise and methodology.
Full assessment	Based on the data that is relevant to your property, we have created an automated opinion and recommendations using our expertise and risk models.
Alert assessment	We identify data within the search area, which may be relevant to the property. If features or potential hazards are found, we would recommend additional reports are obtained to clarify these further.

The front page of this report advises the outcome for each section based on one of these categories:

- **Passed:** We do not consider this to be a risk
- **Passed with guidance:** We have identified a risk but do not consider it to be significant. Please review the guidance.
- **Further Action:** We have identified a risk which we recommend you investigate further.
- **Identified:** We have identified a potential hazard risk in this section
- **Not identified:** We have not identified any potential hazards in this section.

Guide to the risk summary pages

Each risk has a dedicated summary page, outlining the risks on a map, with a key. More details of any identified features can then be seen in the Data Appendix of this report.

This report is not designed to be printed. Please store it securely online, and consider the environment before you print.

The screenshot shows the 'Homecheck Residential' report interface. It features a summary page with a map and a legend. The legend includes:

- 1 The risk we have examined
- 2 How we have examined each risk (see left)
- 3 The outcome that we have determined
- 4 Summary and any recommendations
- 5 Explanation of why we search this risk
- 6 Map displaying proximity of any issues to boundary
- 7 Map key identifying any risk features

Understanding the data

Contaminated land

A Professional Opinion in relation to Part 2A of the Environmental Protection Act 1990 is provided. In many cases the report will be passed without referral. However, in some cases, entries that may be of concern are revealed by the search, in which case the report is referred free of charge for more detailed consideration, although this will not include a physical site inspection. After such referral the report may be passed or suggestions made of some further action that could be taken, usually in the form of questions to ask of the appropriate authorities. When responses to these questions are received it is the responsibility of the client and their professional advisors to decide if they are happy to proceed.

Radon

Radon is a natural radioactive gas, which enters buildings from the ground. It is the geological conditions in certain areas that can lead to higher than average volumes (some of the highest radon levels have been found in the southwest, but levels well above average have been found in some other parts of the UK).

Radon has no taste, smell or colour and special devices are needed to measure it. The gas is diluted to harmless levels out in the open but has the potential to build up to higher concentrations indoors. Exposure to high concentrations of Radon gas can pose a health risk and studies have shown that it increases the risk of lung cancer.

This report informs you whether the property is in a radon Affected Area and the percentage of homes that are estimated to be at or above the radon Action Level. This does not necessarily mean there is a radon problem in the property; the only way to find out whether it is above or below the Action Level is to carry out a radon measurement in an existing property.

If you are buying a currently occupied property in a Radon Affected Area, you should ask the present owner whether radon levels have been measured in the property. If they have, ask whether the results were above the Radon Action Level and if so, whether remedial measures were installed, radon levels were re-tested, and the results of re-testing confirmed the effectiveness of the measures.

Planning: Applications

This report includes an alert for nearby planning applications. To do this, we check each project or development against your property boundary. If we find something on-site or nearby, we will display 'Identified' on the front page. If we don't find anything, we will display 'Not identified'. We will only describe issues relevant to the property in this report.

Where possible, we will represent larger planning applications as a polygon. Our ability to do this is limited by: the presence or absence of the planning application having been made available online; the availability/accessibility of the plan on the Local Authority website; and Landmark's ability at a point in time

to capture the record. Small applications will be represented by a point, although a limited number may be presented as a polygon.

We have considered planning applications captured by Barbour ABI Ltd within the last 7 years to inform you of current or future developments that could influence your enjoyment and use of the property. We use different search buffers based on the size of the potential development project.

Development in the UK is controlled by the government's planning legislation, which is regulated and enforced by your local authority planning department. Once a planning application request has been submitted and published, it can take up to 6 weeks for us to receive and use in our reports.

Applications are often submitted with imprecise or incomplete address details and because of this the locations we use may not always represent a development site's full extent. We endeavour to position applications in the most appropriate location we can, using the address details available to us. If nearby development is likely to significantly influence your choice to purchase the property, we would recommend you use this report as a starting point for more extensive investigations.

This report does not include a data section for Planning applications. Should any applications have been identified, please purchase the Landmark Planning report through your usual reseller.

Ground stability

This section provides information on a range of ground stability issues; either naturally occurring or arising from previous mining activity. Ground stability is important, as subsidence, landslide and sink holes can all cause damage to properties.

We search a number of different sources of information to identify areas of past mining. Old mine shafts and tunnels can collapse and damage properties above them. Disturbed ground and spoil tips can also be prone to settlement which could cause structural damage to buildings. We also identify areas of historical salt and brine extractions. This type of mining leaves large cavities in the ground which could collapse and cause problems for properties built in the area.

We use historical mapping to identify areas formerly used for landfill and areas of other infilling such as ponds, drains and small pits. Infilled land can be susceptible to settling so any houses that have been built on these areas could experience ground stability problems and subsidence resulting in damage to your property.

We also consider areas of land that could be prone to ground instability and subsidence as a result of the natural underlying geology. Examples include areas of the UK at a higher risk of landslides or where sink holes could occur.

Coal mining

Understanding the data

We use data from PinPoint to assess if you are in an area affected by Coal Mining activity. If you are assessed as being at risk, we include full details regarding that risk. Conversely, if you are assessed as not being at risk, you are provided with certification informing you of that outcome.

Energy and Infrastructure

This report includes an alert for nearby Energy and Infrastructure projects. To do this, we check each project or development against your property boundary. If we find something on-site or nearby, we will display 'Identified' on the front page. If we don't find anything, we will display 'Not identified'. We will only describe issues relevant to the property in this report.

This report does not include a data section for Energy and Infrastructure. Should any features have been identified, please purchase the Sitesolutions Energy and Infrastructure report through your usual reseller

Above and below ground railways

The above and below ground railways section provides details on existing railways. This includes data supplied by Crossrail for the route and stations and safeguarding areas; Railway lines (including underground, overground, national rail and tram lines) sourced from OpenStreetMap; and Stations and stops (including Metro, Tram, Underground, Preserved and Inactive stations sourced from Department of Transport's NaPTAN API and Ordnance Survey OpenMap Local product for the United Kingdom).

This data includes records of historic railways. As such, it is possible that the railways identified are no longer present.

HS2 and Crossrail 2

The High Speed 2 (HS2) and Crossrail2 section of the report provides details on the proposed route, stations and safeguarding areas for each of the projects, based on Consultation documents and data provided by the Department for Transport.

In October 2023, the HS2 project was scaled back by the Government; discussions continue the appropriate next steps, and as such the data provided may not reflect the most recent changes. Full details about the Phase 2 cancellation can be found here: <https://www.hs2.org.uk/>.

Planning constraints

Overhead Transmission Lines are extracted from Ordnance Survey Landline data in MasterMap and only show significant lines; if the pylons and lines are not shown on the mapping then they will not be reported.

We also show the location of any Environmental Constraints that are from datasets recognised as being relevant to Part 2A of the Environmental Protection Act 1990.

Datasets searched

Contaminated land

Authorised Industrial Processes

Local Authority Pollution Prevention and Controls
 Planning Hazardous Substance Consents
 Control of Major Accident Hazards Sites (COMAH)
 Notification of Installations Handling Hazardous Substances (NIHHS)
 Explosive Sites

Landfill and Waste Sites

Registered Waste Treatment or Disposal Sites
 Registered Waste Transfer Sites
 BGS Recorded Landfill Sites
 Registered Landfill Sites
 Licensed Waste Management Facilities (Landfill Boundaries)
 Local Authority Recorded Landfill Sites
 Historical Landfill Sites
 Licensed Waste Management Facilities (Locations)

Incidents and Enforcements

Enforcement and Prohibition Notices
 Prosecutions Relating to Authorised Processes
 Planning Hazardous Substance Enforcements
 Prosecutions Relating to Controlled Waters
 Local Authority Pollution Prevention and Control Enforcements
 Prosecutions (Post 2000)
 Contaminated Land Register Entries and Notices
 Substantiated Pollution Incident Register

Historical Land Use

Potentially Contaminative Industrial Uses (Past Land Use)
 Potentially Infilled Land (Non-Water)

Potentially Infilled Land (Water)
 Historical Tanks And Energy Facilities

Current Land Use

Contemporary Trade Directory Entries
 Fuel Station Entries

Miscellaneous

Landmark Risk Assessed Land Register
 Water Abstractions
 Source Protection Zones Locations
 BGS Bedrock Aquifer Designations
 BGS Superficial Aquifer Designations
 VMD Water Features
 OS NGD Water Link

Flood

River and Coastal Flooding

Flooding from Rivers or Sea without Defences
 Extreme Flooding from Rivers or Sea without Defences
 Risk of Flooding from Rivers or Sea (RoFRS)

Surface Water Flooding

JBA Pluvial 75 Depths
 JBA Pluvial 200 Depths
 JBA Pluvial 1000 Depths

Groundwater Flooding

Groundwater Flood Risk 5m
 JBA Pluvial 75 Depths
 Flooding from Rivers or Sea without Defences

Other

Flood Water Storage Areas
 Historic Flood Events
 VMD Water Features
 OS NGD Water Link
 OS Terrain 5 DTM

Radon

Radon

Radon Potential

Planning Applications

Planning Applications

Post 1997 Planning Applications

Ground stability

Natural hazards

Potential for Landslide Ground Stability Hazards
 Potential for Ground Dissolution Stability Hazards
 Potential for Compressible Ground Stability Hazards
 Potential for Shrinking or Swelling Clay Ground Stability Hazards
 Potential for Running Sand Ground Stability Hazards
 Potential for Collapsible Ground Stability Hazards
 Natural Cavities

Man-made hazards

BGS Recorded Landfill Sites
 Potentially Contaminative Industrial Uses (Past Land Use)
 Former Marshes
 Potentially Infilled Land (Non-Water)

Datasets searched

Potentially Infilled Land (Water)
Registered Landfill Sites
Licensed Waste Management Facilities (Landfill Boundaries)
Local Authority Recorded Landfill Sites
Historical Landfill Sites

Brine and salt

CBSCB Compensation District
Brine Pumping Related Features
Salt Mining Related Features
Brine Subsidence Solution Area

Mining

BGS Recorded Mineral Sites
Potentially Contaminative Industrial Uses (Past Land Use)
Non-Coal Mining Areas of Great Britain
Mining Instability
Potentially Contaminative Land Uses from large scale historical mapping
Potential Mining Areas
Man-Made Mining Cavities

Coal mining

Pinpoint Coal Screening

Energy & infrastructure

Renewable energy

Wind Farms
Wind Turbines
Renewable Energy Planning Database

Non-renewable energy

Licensed Areas for Onshore Energy Exploration and Production
Licensed Wells for Energy Exploration
Offered Blocks for Onshore Energy Exploration and Production
Southampton to London Pipeline Development

Above and below ground railways

Crossrail - Safeguarding Limits
Crossrail - Stations
Crossrail - Track
Railed Transport - Tracks
Railed Transport - Stations and Stops

HS2 and Crossrail2

HS2 - Track
HS2 - Stations
HS2 - Safeguarding Limits
HS2 - Payment Zones
Crossrail 2 - Track
Crossrail 2 - Stations
Crossrail 2 - Safeguarding Limits

Miscellaneous

Local Authority Boundaries

Planning Constraints

Planning Constraints

Pylon or Mast
Areas of Outstanding Natural Beauty
National Nature Reserves
Local Nature Reserves
Marine Nature Reserves

Sites of Special Scientific Interest

Forest Parks
National Parks
Areas of Unadopted Green Belt
Ramsar Sites
Special Areas of Conservation
Special Protection Areas
Areas of Adopted Green Belt
Environmentally Sensitive Areas
Listed Buildings
World Heritage Sites
Scheduled Monuments
Ancient Woodland
Country Parks
Nature Improvement Areas

Appendices

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Report limitations

This report has been prepared on the understanding that it is to be used for an individual residential property transaction and should not be used or relied upon in a commercial property transaction, or if development is planned at the property. The report is a desktop review of information provided by the client and from selected private and public databases. It does not include a site investigation, nor are specific information requests made of the regulatory authorities for any relevant information. Therefore, Landmark cannot guarantee that all issues of concern will be identified by this report, or that the data and information supplied to it by third parties is accurate and complete. We do not accept responsibility for inaccurate data provided by external data providers.

The methodology for the contaminated land risk assessment and the conclusions drawn therefrom are the responsibility of Landmark Information Group Ltd.

While every effort is made to ensure accuracy, Landmark cannot guarantee the accuracy or completeness of any information or data. We do not accept responsibility for inaccurate data provided by external data providers.

Useful information

Contaminated land

Landfill and Waste

At present no complete national data set exists for landfill site boundaries, therefore, a point grid reference, provided by the data supplier, is used for some landfill sites. In certain cases the point grid references supplied provide only an approximate position, and can vary from the site entrance to the centre of the site. Where the exact position of the site is unclear for Registered Landfill data, Landmark construct either a 100 metre or 250 metre 'buffer' around the point to warn of the possible presence of landfill. The size of this 'buffer' relates to the positional accuracy that can be attributed to the site. The 'buffer' is shown on the map as a red hatched area. For further information regarding landfill sites identified in the report, please contact the relevant agency or authority referenced in the Useful Contacts section.

The British Geological Survey (BGS) hold records of over 3,000 landfill sites that accepted waste prior to the Control of Pollution Act (COPA) 1974. These were not subject to any strict regulation or monitoring.

Permitted Waste Sites and Environmental Permitting Regulations - Waste cover current or recently current consents issued for landfill sites, waste transfer, treatment or disposal sites by the relevant agency, under Section 64 of the Environmental Protection Act 1990 (Part 2) and prescribed by regulation 10 of SI No. 1056 of the Waste Management Licensing Regulations 1994.

Authorised Industrial Processes

Identified discharge consents could be for storm water discharges, soakaways or septic tanks. If a radioactive substance licence has been identified the consent band will be given under enquiries and replies. Consents fall into one of four bands: Band 1 and 2 Nuclear licenced sites authorised by the Nuclear Installations Inspectorate e.g. nuclear power stations Band 3 Site registered/authorised to accumulate and dispose of radioactive materials, only non-nuclear operations are carried out on site e.g. hospitals Band 4 Sites registered to keep and use radioactive material e.g. laboratories, universities, commercial premises using appliances such as monitoring equipment, alarm systems, tritium lighting etc.

Data supplied for Explosive Sites, Control of Major Accident Hazards Sites (COMAH) and Notification of Installations Handling Hazardous Substances (NIHHS) contains public sector information published by the Health and Safety Executive and licenced under the Open Government Licence.

Historical Land Uses

This data relates to categories of potentially contaminative land uses that have been identified by the analysis of selected Ordnance Survey historical mapping. The published date (range of dates) of the map (s) and the distance from the centre of search to the nearest point of the feature is given.

Further details of the extent of the site or its activities are not available. Should you wish to examine the Ordnance Survey maps these are normally available for public inspection at the local archive or local major

library.

Potentially infilled land has been identified when a 'cavity' (a hole made by an extractive industry or natural occurrence e.g. pond) was indicated on a historic map but there was no evidence of its existence in the last available map for the area. No details of what may have been used to fill the cavity or exactly when or if it was filled are available from the mapping.

The point locations of historical tanks and energy facilities are identified from the text on Ordnance Survey 1:1250 and 1:2500 scale mapping published between 1943 and 1996, based upon a predetermined list of abbreviations, e.g. El Sub (Electricity Sub-station) and F Stn (Filling Station). The position of the point has been located at the centre of the identified text so that it would be within approximately 30 meters of the feature it was describing. The features themselves are related to energy and petroleum storage and cover the following: tanks, petrol storage, potential tanks (at depots etc.), electricity sub stations and related features, gas and gas monitoring related features, oil related features and miscellaneous power features. NB: It should be noted that the Ordnance Survey abbreviation for tank (tk) is the same as that for tracks. Therefore some of the captured text may relate to tracks and not tanks when the exact nature of the feature is not clear from the mapping.

Flood

River

River flooding, also known as 'fluvial flooding', occurs when rivers and streams are unable to carry away floodwaters within their usual drainage channels. It can cause widespread and extensive damage because of the sheer volume of water.

Coastal

Coastal flooding results from a combination of high tides, low lying land and sometimes stormy conditions. It can cause widespread and extensive damage because of the sheer volume of water.

Surface

Surface water flooding, also known as 'pluvial' flooding, is common during prolonged or exceptionally heavy downpours, when rainwater does not drain away into the normal drainage systems or soak away into the ground.

Groundwater

Groundwater flooding generally occurs during long and intense rainfall when underground water levels rise above surface level. Groundwater flooding may last for weeks or several months.

Useful information

Other

We analyse proximity to and elevation above historical flood records to better understand the risk of flooding. The flood risk from smaller watercourses is not always modelled, so we include proximity to nearby watercourses in our overall analysis.

It is important to understand that flooding can happen anywhere, even if you don't live near to a watercourse or the sea. Insurance may be expensive or difficult to obtain if your home is at risk, so it is vital to understand the risk of flooding of your home before purchasing a property. Understanding flood risk is based on the likelihood of a flood event and the potential impact.

Flooding can usually be managed by the installation of flood protection measures, either on or within the building or across the property. Flood protection measures can be divided into two categories; flood resistance and flood resilience.

Radon

Due to the nature of way the information is gathered, your property/site may have more than one probability of radon attributed to it. We report the worst case scenario on the property/site you have provided. This information is an estimate of the probability that a property /site in Great Britain is at or above the 'Action Level' for radon (the level at which Public Health England recommends that radon levels should be reduced, those with an average of 200 Bq m⁻³ or more). This information satisfies CON29 Standard Enquiry of Local Authority; 3.13 Radon Gas: Location of the Property in a Radon Affected Area and can also be used to advise house buyers and sellers in Scotland. Where the property/site is a new build, this information provides information on the level of protection required for new buildings under BR211 (Sciwyer, 2007) Radon: Guidance on protective measures for new buildings and BR376 (BRE, 1999) Radon: Guidance on protective measures for new dwellings in Scotland.

Public Health England advises that radon gas should be measured in all properties within radon Affected Areas and that homes with radon levels above the Action Level (200 Bq m⁻³) should be remediated, and when achievable to below the Target Level of 100 Bq m⁻³. Household with levels between the Target Level and Action Level should seriously consider reducing their radon level, especially if they are at greater risk, such as if they are current or ex smokers. Whether or not a home is in fact above or below the Action Level or Target Level can only be established by having the building tested. Public Health England provides a radon testing service which can be accessed at www.ukradon.org.

Indoor radon levels can usually be substantially reduced at a low cost comparable to many home improvements, such as replacing carpets. Details of methods of reducing radon levels are given on the Building Research Establishment Website <http://www.bre.co.uk/radon>.

Flood protection measures

Flooding can usually be managed by the installation of flood protection measures, either on or within the building or across the property. Flood protection measures can be divided into two categories; flood resistance and flood resilience.

Flood resistance measures: physical barriers designed to keep water out of your house, such as flood doors, air brick covers and non-return valves. Temporary flood resistance products are those that need deploying (fitting or activating) prior to flooding arriving, whereas permanent flood resistance products do not need activating.

Flood Resilience measures: these reduce flood damage in situations where water is allowed to enter, such as raising electrical sockets, the use of resilient plaster.

The flood source, likely depths and property design and age will inform the best choice of permanent resistance, temporary resistance or resilience. Other factors will play a part in the decision making process, such as cost, visual impact, ease of deployment and product performance. The best answer for your home will most likely involve a combination of products.

Please refer to the Know Your Flood Risk website for further information and suppliers of protection and resilience measures: www.knowyourfloodrisk.co.uk/flood-advice-guidance

Preparation for a flood event

Flood Action Plan

Preparing a Flood Action Plan will help ensure the safety of everyone, minimise the disruption that you may suffer and reduce damage to important items. The flood plan should comprise of a simple check list for you to follow should a flood event be expected. You can create your own personal Flood Action Plan by visiting the Environment Agency website at www.gov.uk/prepare-for-flooding/future-flooding. Alternatively, visit your Local Authority's website.

A Flood Action Plan should include:

- Contact numbers for utility providers (gas, electricity, water), insurance providers, local authority, and other important contacts (family, friends, etc.)
- A list of important items that you can move upstairs or to a safe place before an event (pets, cars, electrical equipment, heirlooms, furniture)
- Where the utility shut-off points are and how to operate them
- What Property Level Protection measures to install and where
- Where the emergency flood kit is and what it should comprise of
- Practical advice on appropriate actions to take during a flood (store as much drinkable water as possible, block sinks and toilets, tune into your local radio station for updates)

Useful information

- Practical advice on appropriate actions to take after a flood has occurred (take photos and videos of damage, contact insurance providers, contact utilities to check that central heating, water, and electrics are working properly)

Flood Action Groups

As well as protecting your property and preparing yourself for a flood, as a local community you can set up a flood action group. Flood action groups across England and Wales are proving to be very successful ways in raising awareness and engaging communities in responding to flood risk. This is done through engagement, increasing resource, applying for grant schemes and working in partnership with relevant Agencies and Authorities. The advice, support and assistance provided by Agencies and Authorities can be helped by local knowledge to better help reduce or mitigate flood risk. For guidance on how to create a flood action group in your community please visit the National Flood Forum's website at www.nationalfloodforum.org.uk/flood-risk-community-groups/how-to-form-a-flood-action-group.

Flood Re

At the start of April 2016 the flood insurance market changed. Flood RE opened for business, allowing many flood risk prone residential properties access to affordable flood insurance. All other properties (including most leasehold homes and all commercial property) are exposed to a fully risk-based flood insurance market, perhaps for the first time.

It is therefore important to understand in advance of exchanging contracts whether that property has a flood risk, which is likely to make insurance more expensive, or even impossible to obtain.

Such insurance implications may make getting a mortgage more difficult, which may jeopardise the proposed transaction. Alternatively, the cost implications of dealing with the potential flooding may lead to the property price being discounted.

So what is Flood RE?

Flood RE is a scheme developed by the insurance industry with the approval of Government. It is an independent organisation and is neither run by nor funded by Government (though it does report to Parliament on the way the scheme is working). The Flood RE scheme is designed to ensure that affordable flood cover remains available to most residential homes for a 25 year period and to soften the transition to fully risk-reflective pricing.

Flood RE also hopes to encourage competition between insurers to offer better terms for flood insurance. Insurers who write flood risk business in the UK must be members of Flood RE. They can then choose whether or not to cede to Flood RE the flood part of home insurance policies (buildings or contents) bought by their customers. Each insurer is free to set the benchmarks at which it will offer flood insurance itself, or

cede the business to Flood RE, or perhaps refuse to offer flood cover at all. So there will be variations in the level of flood risk to the property which will result in Flood RE's involvement. Flood RE offers the insurer who cedes the business both capped premiums (set by reference to the property Council Tax band) and capped excess for the cover. Both will rise over the lifetime of the scheme, with the capped premiums rising in line with CPI. Flood RE will deal only with the insurer, not with the insured. See www.floodre.co.uk

Energy & Infrastructure

Non-renewable energy

Onshore oil and gas exploration and production licences relate to areas of land (blocks). The Oil and Gas Authority (OGA) grants the licences to operators. They must show technical and environmental competence and have access to funding. The government does not directly grant access rights. Planning permission must be sought from the Local Authority. Environmental permits must also be sought from the Environment Agency, Scottish Environment Protection Agency, or Natural Resources Wales.

As well as the areas currently licenced for oil and gas exploration, we will also show the 159 new licences that were offered under the 14th Onshore Oil and Gas Licensing Round to successful applicants.

Before any drilling activities can begin, the operator must first get planning permission. Contact your Local Planning Authority to get details of any current planning applications near to your property.

Fracking (Hydraulic Fracturing)

Fracking is just one technical part of the process needed for the development and operation of a shale gas facility. This includes exploration, production and abandonment. Each stage of the shale gas development process presents a distinct set of risks. These include contamination risk to groundwater and surface water, seismic risks, and amenity risks (for example, from increased traffic movements). The nature of risk depends upon both the impact should an event occur and the likelihood of it occurring. Some guidance has been produced in relation to shale gas by UK Government and environmental regulators. It is likely that significantly more will follow before commercial shale gas operations begin at any significant scale.

The fracking process involves injecting water and various other additives into the ground. Some negative media coverage of the process has occurred in the UK and USA. The differences in regulatory regime and geological conditions mean that direct comparison of the UK with the USA is not strictly applicable. A number of reports have been produced by proponents and opponents of the technology in the UK and Europe, with a small number of expert technical reports leading government and regulatory policy towards shale gas development in the UK. However, regulatory advice is currently limited.

There is general consensus that risks to property from fracking are low. The exact nature of risk depends upon site specific considerations.

Useful information

Renewable energy

Planning has a key role in providing renewable and low carbon energy facilities, where the local environmental impact is acceptable. Protection of local amenity is an important consideration which planning authorities consider when making their decisions.

No formal government compensation schemes currently exist for property owners located close to wind or solar farms.

The wind and solar energy industries are increasingly trying to work more closely with the government, councils, local communities and wider interest groups, to ensure that benefits associated with wind energy developments are felt by those who live locally. RenewableUK developed the Community Benefits Protocol in 2011 to ensure that the wind power industry delivers on these benefits. As part of the Protocol, developers commit to provide a minimum of £1000 per MW of installed capacity, or equivalent benefits, directly to host communities. Further information can be obtained from RenewableUK (<https://www.renewableuk.com/>).

Wind energy

Wind farms do not usually pose a risk to the surrounding environment. But due to the large areas they cover and the height of the turbines they can cause problems. These include visual impacts and those from noise/vibrations produced by the turbines. Ecological impacts can also be present although these tend not to be so relevant to property.

The biggest issue relates to the visual impact of a wind farm. The resulting changes of the visual landscape can be significant. This is particularly a problem in protected rural areas.

The wind is the UK's largest source of renewable energy generation. There are over 400 wind farms and around 4000 wind turbines in the UK. With many projects due to be developed these figures will continue to grow.

RenewableUK (<https://www.renewableuk.com/>) holds records of wind projects in the UK Wind Energy Database.

Solar energy

The main environmental impact of a solar farm is visual impact. Solar farms can cover large areas of land, but the structures within them are rarely higher than 2m above ground level. Visual impact can be reduced if planned and screened sensitively. A solar farm does not generate noise and is quick to construct (often only 1-2 months). There is very little maintenance traffic once construction completes.

Panels may be freestanding or attached to a building with a large surface area such as a warehouse roof. They are a form of renewable and low carbon energy production. They could help provide the UK with a secure energy supply and reduce greenhouse gas emissions.

Other renewable energy

As well as wind and solar power there are a variety of other renewable power sources in the UK. Details of the other types of renewable energy are:

- **Small / Large Hydroelectric**- Power stations that produce electricity using the gravitational force of falling or flowing water. Small hydro projects are those that produce 10 megawatts or less.
- **Shoreline Wave**- Electricity generation using sea surface waves
- **Tidal Barrage / Stream**- this is a form of hydroelectric power station that converts the energy of tides into electricity
- **Biomass** - Energy is created by burning biological material such as wood and certain types of Plants.
- **Co-firing**- A co-firing power plant burns biomass together with fossil fuels.
- **Anaerobic / Sewage Digestion**- The process produces a biogas, consisting partly of methane. This biogas can be used directly as fuel to generate electricity.
- **Hot Dry Rocks**- This is a type of geothermal power plant which uses heat produced naturally in the ground to create electricity.
- **Landfill Gas**- Burning of landfill gases to produce power
- **Energy From Waste (EfW) Incineration**- EfW is a form of energy recovery. Most EfW processes produce electricity and/or heat directly through burning.
- **Advanced Conversion Technology**- A process that produces gas by burning waste at extremely high temperatures. This achieves 100% degradation of the waste to "white ash". The gas produced is burnt for electricity generation and thermal energy distribution and utilisation.

Useful contacts

If after reading the details in this report regarding the sites identified, you still require further information, please contact the relevant agency or authority indicated in the Useful Contacts section quoting the corresponding reference given in the text of the report.

The contacts in the Useful Contacts section may be able to provide further information relating to items identified in the report, however they are not in a position to advise how these might affect the value of a property. The findings of the report should be discussed with your professional advisor.

1 Ordnance Survey

Adanac Drive
Southampton
SO16 0AS

www.ordnancesurvey.co.uk
customerservices@ordnancesurvey.co.uk
 03456 05 05 05

2 Landmark Information Group Limited

Landmark Information Group
Imperium
Imperial Way
Reading
RG2 0TD

www.landmark.co.uk
customerservice@promap.co.uk
 0330 036 6627

3 British Geological Survey, Enquiry Service

British Geological Survey
Environmental Science Centre
Keyworth
Nottingham
NG12 5GG

www.bgs.ac.uk
enquiries@bgs.ac.uk
 0115 936 3143

4 Environment Agency, National Customer Contact Centre (NCCC)

PO Box 544
Templeborough
Rotherham
S60 1BY

enquiries@environment-agency.gov.uk
 03708 506 506

5 Sheffield City Council

Howden House
1 Union Street
Sheffield
S1 2SH

www.sheffield.gov.uk
 0114 273 4215

6 Yorkshire and the Humber Regional Assembly, Planning

18 King St
Wakefield
WF1 2SQ

www.yhassembly.gov.uk
mail@yhassembly.gov.uk
 01924 331555

7 PinPoint Information Ltd

Riverbank House
1 Putney Bridge Approach
London
SW6 3JD

www.pinpointinformation.co.uk

Important consumer protection information

Landmark
Information Group

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✉ helpdesk@landmark.co.uk
☎ 0330 036 6619

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TPOs

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

🌐 www.tpos.co.uk
✉ admin@tpos.co.uk
☎ 01722 333306

Complaints procedure

If you want to make a complaint to Landmark, we will:

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

Complaints should be sent to:

Customer Services Manager

Landmark Information
Imperium
Imperial Way
Reading
RG2 0TD

✉ helpdesk@landmark.co.uk
☎ 0330 036 6619

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman. We will co-operate fully with the Ombudsman during an investigation and comply with his final decision

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Landmark Standard Terms and Conditions can be found here: <https://www.landmark.co.uk/wp-content/uploads/2022/07/landmark-terms-and-conditions-299431-8.0-content.pdf>. Should you experience difficulties, please call our Customer Service Team on 0330 036 6619.

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