Drainage & Water Search (CON29DW)

Search Details

Prepared for: Gilbert Davies & Partners Limited
Matter: C10855-0001
Client address: 18 Severn Street, Powys, SY21 7AD

Property:
Offa Close, Ffordun, Y Trallwng, SY21 8NB

Water Company:
Severn Trent Water Ltd
Severn Trent, PO Box 407, Darlington, DL1 9WD

Date Returned:	Property type:
25/09/2026	Residential

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CON29DW RESIDENTIAL DRAINAGE & WATER SEARCH

CON29DW

Residential drainage and water search

Order date:	24/09/2026
Order number:	60488114
Completed on:	25/09/2026
Customer ref:	ITK0000132744889_ff3b5c4a-7995-45d6-8019-8f471ddb4
Produced for:	InfoTrack Limited Infotrack 91 Waterloo Road London SE1 8RT
UPRN:	10011762097

Any questions?

If you have any questions about the report, please call us on **0115 971 3550** or email **enquiries@severntrentsearches.com**

Property address

Offa Close Ffordun Y Trallwng SY21 8NB

Results at a glance...

Foul water connection to public sewer?	**Public sewer within boundary?**
No	**No**
Surface water connection to public sewer?	**Sewers or lateral drains subject of an adoption agreement or application?**
No	**No**
Mains water connection?	**Public water main within boundary?**
Yes	**No, See Details**

Go to summary table

DWSN COMPLIANT

DRAINAGE + WATER SEARCHES NETWORK DWSN

Report introduction

CON29DW RESIDENTIAL DRAINAGE & WATER SEARCH

Sections in this report

- Summary — Page 3
- Maps — Page 4
- Drainage — Page 6
- Water — Page 17
- Charges — Page 23
- Appendices — Page 28

Symbols and colours in this report

Typical response
This is the typical response for most residential properties

Read guidance
You should read the full answer and guidance notes

Consider implications
This response represents an uncommon situation

Understanding our report

The Residential CON29 Drainage and Water report provides responses to the Law Society's standard list of drainage and water questions for the requested property. You can see an overview of all our responses in the **summary table** on the next page. You can find explanations of common terms in the report and our complaints procedure in the Appendices.

What records did we check?

To produce our report, we checked the following original records or summary records derived from the original:

- **The Map of Public Sewers**
- **The Map of Waterworks**
- **Water and Sewer Billing Records**
- **Adoption of Public Sewer Records**
- **Building Over Public Sewer Records**
- **The Register of Properties subject to Internal Foul Flooding**
- **The Register of Properties subject to Poor Water Pressure**
- **The Drinking Water Register**

If the property does not fall entirely within Severn Trent Water's or Hafren Dyfrdwy's area, a copy of the records held by South Staffordshire Water or any other relevant Water Company will also be searched.

Drainage and Water Searches Network

We are 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.con29dw.co.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.

Summary table

Here you can see an overview of all our responses. You can see the full response to each question by clicking the question below or navigating to the appropriate page.

Key: Typical response | Read guidance | Consider implications

Maps

1.1	Public sewer map?	Map Not Provided
1.2	Public water map?	Map Provided

Drainage

2.1	Foul water connection?	No
2.2	Surface water connection?	No
2.3	Surface water drainage charge?	No
2.4	Public sewer within or close to boundary?	No
2.4.1	Pumping station or apparatus within boundary?	No
2.5	Public sewer within 30.48 metres (100 feet)?	No, See Details
2.5.1	Pumping station or ancillary apparatus within 50 metres?	No
2.6	Sewer adoption application or existing agreement?	No
2.7	Sewer build over approval or consultation?	No
2.8	Risk of internal flooding due to overloaded public sewers?	No
2.9	Nearest sewage treatment works?	1.996 km North East

Water

3.1	Mains water connection?	Yes
3.2	Public water assets within or close to boundary?	No, See Details
3.3	Water adoption agreement?	No
3.4	Risk of low water pressure or flow?	No
3.5	Water hardness classification?	See Details
3.6	Meter location?	N/A

Charges

4.1.1	Who is the local sewerage company?	See Answer
4.1.2	Who is the local water company?	See Answer
4.2	Who bills the property for sewerage services?	N/A
4.3	Who bills the property for water services?	See Details
4.4	Current basis for charge?	Unmeasured
4.5	Will the basis for charging change?	See Details

Question 1.1

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

⚠ Map not provided

Answer

- We have not included a copy of the public sewer map as it does not show any public sewer assets near this property.

Guidance notes

Who is responsible for public sewer assets?

The local sewerage company (the Sewerage Undertaker) is responsible for public sewer assets. They hold statutory responsibility for these assets under the Water Industry Act 1991.

Does the public sewer map show all public sewer assets?

No, the public sewer map may not show all of the sewers and lateral drains that transferred into public ownership on the 01 October 2011. You can find out more about the private sewer transfer in **Appendix 2.1-2.3 (page 30 to 32)**.

Could the property be served by a private drainage system?

The property may have a private drainage system, such as a septic tank, if there are no public sewer assets near the property. You should check this with the seller.

Public sewer map not provided

The Sewerage Undertaker's public sewer map shows no public sewer assets within **200 metres** of the property.

Question 1.2

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

✓ Map provided

Answer

- We have included a copy of the public water map for the area.

Guidance notes

Who is responsible for public water assets?

The local water company (the Water Undertaker) is responsible for the public water mains and pipes shown on the map. They hold statutory responsibility for these assets under the Water Industry Act 1991.

Who is responsible for private water pipes?

The Water Undertaker is not responsible for private water pipes and they may not be shown on the map. Homeowners are responsible for the private supply pipe connecting their property to the public water mains. They may share this pipe with neighbouring properties and it may pass through third-party land. You can find further guidance in **Appendix 4.1-4.2 (page 34 to 35)**.

Other assets shown on the water map

Any other assets shown on the map are for information only.



Key summary

- Water main
- Service pipe/Private pipe
- Aqueduct
- Abandoned pipe
- Duct
- Valve
- Hydrant
- Washout
- Meter

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Click here to see a larger version of this water map and a key at the back of the report.

Question 2.1

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

⚠ No

Answer

- Records indicate that foul water from the property does not drain to a public sewer.
- This answer is based on a review of the relevant water company's billing records.

What should I do if I believe the billing records are incorrect?

If the owner has a water bill from their water company with foul charges, please supply this to us and we will review our search.

If you believe the property is physically connected but has never been billed for foul drainage, the owner should contact the responsible water company to amend the records which may bring it into charge. Once the water company has updated the records, let us know, and we will revise our report.

Guidance notes

What is foul water?

Foul water is wastewater that drains from appliances such as sinks, toilets, baths, washing machines and dishwashers.

If there is no foul connection, what other arrangements may be in place?

The property may have a private drainage system, such as a septic tank, if foul water from the property does not drain to the public sewer network. You should check these details with the seller as the Sewerage Undertaker is not responsible for private sewer assets.

If the property does have a private drainage system, you should note the following:

- If a private drainage system serves more than one property, it may be under the shared responsibility of the homeowners.
- Private sewer pipes may pass through land outside of the control of the seller. Separate rights and easements may be needed to inspect or repair these pipes.
- Private sewer pipes that did not drain to the public sewer network before 01 July 2011 would not have been part of the private sewer transfer on 01 October 2011. You can find out more in **Appendix 2.1-2.3 (page 30 to 32)**.

Question 2.2

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

⚠ No

Answer

- Records indicate that surface water from the property does not drain to a public sewer.
- This answer is based on a review of the relevant water company's billing records.

What should I do if I believe the billing records are incorrect?

If you believe the property is physically connected but has never been billed for surface water drainage, the current owner should contact the responsible water company to amend the records which may bring it into charge. Once the water company has updated the records, let us know, and we will revise our report.

The owner's water bill may list a highway drainage charge. However, this is a different service to surface water drainage and covers the removal of rainwater from public roads. Highway drainage is not covered by this question.

Guidance notes

What is surface water?

Surface water is rainwater that drains from roofs, driveways and other hard surfaces at the property. It is different to highway drainage, which covers rainwater draining into the public sewer network from public roads.

If there is no surface water connection, what other arrangements may be in place?

The property may be served by a private soakaway, a private connection to a watercourse or a Sustainable Drainage System (SuDS) if no surface water drains to the public sewer network. You should check these details with the seller as the Sewerage Undertaker is not responsible for these private sewer assets.

If the property does have a private drainage system, you should note the following:

- If a private drainage system serves more than one property, it may be under the shared responsibility of the homeowners.
- Private sewer pipes may pass through land outside of the control of the seller. Separate rights and easements may be needed to inspect or repair these pipes.
- Private sewer pipes that did not drain to the public sewer network before 01 July 2011 would not have been part of the private sewer transfer on 01 October 2011. You can find out more in **Appendix 2.1-2.3 (page 30 to 32)**.

Could a Sustainable Drainage System (SuDS) serve the property?

Properties built after 2012 may be served by a SuDS feature such as a soakaway, pond, watercourse or swale. These features do not currently form part of the public sewer network. More information about SuDS features may be available from the developer or Question 3.3 of the Local Authority's Con29 report.

Question 2.3

Is a surface water drainage charge payable?

✓ No

Answer

- A surface water drainage charge is not payable.

Is highway drainage the same as surface water drainage?

No, highway drainage and surface water drainage are different services. Highway drainage is a small general charge that covers rainwater draining into the public sewer network from public roads. A property's water bill may still include a highway drainage charge even if the property is not charged for surface water drainage.

Guidance notes

When is a surface water charge payable?

A surface water charge is payable if any surface water from the property drains to the public sewer network. If all surface water from the property drains to a private system, such as a soakaway, no charge is payable.

Could a Sustainable Drainage System (SuDS) serve the property?

Properties built after 2012 may be served by a SuDS feature such as a soakaway, pond, watercourse or swale. These features do not currently form part of the public sewer network. A surface water drainage charge would only apply if the private sewer pipes between the property and the SuDS feature are adopted by the Undertaker.

Question 2.4

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

✓ No

Answer

- The public sewer map does not show any public sewer assets within the boundary.
- The property may have a private drainage system if the property does not drain to a public sewer.
- You should check the drainage arrangements with the current owner as they may be liable for repairs to the drainage system.

Guidance notes

What property boundary did we use?

We used the boundary shown on the plan supplied by our customer. If they did not provide a boundary plan, we used the Land Registry title boundary for the property.

Could there be unplotted public sewer assets within the boundary?

Following the private sewer transfer in 2011, it is now more common for properties to have unplotted public sewers within the boundary. However, in this case, we believe it is unlikely there are unplotted public assets within the boundary.

You can find out more about the private sewer transfer in **Appendix 2.1-2.3 (page 30 to 32)**.

Is the property connected to a public sewer for foul and surface water drainage?

See our response to **Question 2.1 (page 6)** and **Question 2.2 (page 7)** in this report.

Question 2.4.1

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

✓ No

Answer

- The public sewer map does not show any public pumping stations or other ancillary apparatus within the boundaries of the property.
- However, following the private pumping station transfer, the public sewer map may not show all pumping stations that were eligible to transfer into public ownership. This is because the Sewerage Undertaker may not have been aware of all eligible pumping stations during the transfer process.

What was the private pumping station transfer?

Between **01 October 2011** and **01 October 2016**, the Sewerage Undertaker became responsible for eligible private pumping stations which drained to the public sewer network **before 01 July 2011**. For information about which pumping stations were eligible to transfer into public ownership, see Appendix 2.1 (page 30).

Go to Appendix 2.1

Guidance notes

What property boundary did we use?

We used the boundary shown on the plan supplied by our customer. If they did not provide a boundary plan, we used the Land Registry title boundary for the property.

What are pumping stations and ancillary apparatus?

A pumping station is an underground pump which pumps wastewater or surface water uphill through a pressurised sewer pipe. Ancillary apparatus form part of the public sewer network and include assets such as storage tanks and chambers.

Question 2.5

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

No, see answer

Answer

- The public sewer map shows no public sewers within 30.48 metres (100 feet) of a building within the property boundary.

Guidance notes

How is this measured?

We use the public sewer map to estimate the distance between the public sewers and the nearest building within the boundary. If there is no building, we estimate from the boundary of the site.

Could there be unplotted public sewers within 30.48 metres (100 feet)?

We believe it is unlikely that there are public sewers within 30.48 metres (100 feet) of the property following the private sewer transfer in 2011. For information about the private sewer transfer, see **Appendix 2.1-2.3 (page 30 to 32)**.

What are the potential consequences if there are no public sewers nearby?

If there are no sewers shown near the property, it may indicate that the property has a private sewerage system, such as a septic tank.

However, if the property is connected to the public sewer network but no sewers are shown nearby, there may be a significant length of unplotted sewer pipe running from the property to the nearest plotted sewer.

You should check the drainage arrangements with the current owner of the property.

Question 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

Answer

- The public sewer map does not show any public pumping stations or any other ancillary apparatus within 50m of a building within the property.
- However, following the private pumping station transfer, the public sewer map may not show all pumping stations that were eligible to transfer into public ownership. This is because the Sewerage Undertaker may not have been aware of all eligible pumping stations during the transfer process.

What was the private pumping station transfer?

Between **01 October 2011** and **01 October 2016**, the Sewerage Undertaker became responsible for eligible private pumping stations which drained to the public sewer network **before 01 July 2011**. For information about which pumping stations were eligible to transfer into public ownership, see Appendix 2.1 (page 30).

Go to Appendix 2.1

Guidance notes

How is this measured?

We use the public sewer map to estimate the distance between pumping stations or ancillary apparatus and the nearest building within the boundary. If there is no building, we estimate from the boundary of the site.

What are pumping stations and ancillary apparatus?

A pumping station is an underground pump which pumps wastewater or surface water uphill through a pressurised sewer pipe. Ancillary apparatus form part of the public sewer network and include assets such as storage tanks and chambers.

Question 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

Answer

- The property is part of an established development and is not subject to an adoption agreement.

Question 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

Answer

- There is no record of any approval or consultation to build over or near a public sewer asset at this property.
- However, the Sewerage Undertaker might not be aware of a building or extension that has been built over or close to a public sewer asset at the property.

Guidance notes

What happens if build over approval was needed but was not obtained?

The Sewerage Undertaker may ask the homeowner to remove or alter a building which has been built over or near a public sewer asset without approval.

Where can I find out more information?

Further information about build over approvals and contact details for the build over teams can be found in **Appendix 3 (page 33)**.

Question 2.8

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

✓ No

Answer

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

Guidance notes

What is an overloaded public sewer?

A sewer is 'overloaded' when the flow from a storm is unable to pass through it due to a permanent problem like the sewer having a flat gradient or small diameter.

The Sewerage Undertaker does not include flooding from temporary problems such as blockages, siltation, collapses or operational failures.

What is internal flooding?

'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.

For the purposes of this search, these are defined as properties that have suffered internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system. This flooding must be more frequent 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.

Are sewers which transferred in 2011 recorded on the 'at risk' register?

On the 01 October 2011, most private sewers transferred into the public ownership of the Sewerage Undertaker, see **Appendix 2.1-2.3 (pages 30 to 32)**. If a private sewer caused flooding before it became a public sewer in 2011, it will not be recorded on the 'at risk' register until another sewer flooding event takes place.

Therefore, there may be public sewers (which became public in 2011) at risk of causing internal flooding which are not currently recorded on the 'at risk' register.

Question 2.9

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

✓ **1.996 km North East**

Answer

- The nearest sewage treatment works is 1.996 km to the North East of the property.
- The name of the treatment works is Forden.

Guidance notes

What is a sewage treatment works?

A sewage treatment works is a facility designed to treat and clean wastewater before returning it safely to the environment.

Is the property served by the nearest sewage treatment works?

We have listed the nearest public sewage treatment works to the property. However, it is possible that the property is not within the specific area served by this treatment works (the catchment area). The catchment area for each treatment works depends on the route of the local sewers and the levels in the landscape.

Are there private sewage treatment works closer to the property?

It is possible that there are private treatment works closer to the property than the public works we have listed. This is more common in rural areas. Unfortunately, we do not have any information about the location of private sewage treatment works.

When might this be important?

If the property is located near a sewage treatment works, you may want to consider the potential implications. These may include odours, insects and noise from maintenance works.

Question 3.1

Is the property connected to mains water supply?

✓ Yes

Answer

- Records indicate that the property is connected to mains water.
- This answer is based on a review of the relevant water company's billing records.

Guidance notes

How does the property connect to the public water network?

Properties connect to the public water network through a private supply pipe. The Water Undertaker is not responsible for the private supply pipe, and it is not normally shown on the public water map. You can find out more about water pipe responsibilities in **Appendix 4.1-4.2 (page 34 to 35)**.

Question 3.2

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

✓ **No, see answer**

Answer

- The public water map shows no public water mains or pipes within or close to the boundaries of the property.
- The public water map was supplied by: Hafren Dyfrdwy

Guidance notes

Is the homeowner responsible for any water pipes?

If the property is connected for mains water services, the homeowner is typically responsible for the private supply pipe serving their property.

Appendix 4.1-4.2 (page 34 to 35) explains water pipe responsibilities and the consequences for the homeowner.

Question 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

Answer

- The water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for an agreement.

Guidance notes

Information for new developments

If the water mains within a new development are plotted on the public water map, it is likely they are now under the responsibility of the Water Undertaker.

However, for recent or ongoing developments, where there is no agreement in place and no public water mains are shown within the development boundary, we recommend that you check with the developer to confirm:

- that the developer has asked the Water Undertaker to supply the site with water services
- the extent of your future liability over any private water pipes or any private water supply system serving the property.

Question 3.4

Is this property at risk of receiving low water pressure or flow?

✓ No

Answer

- This property is not recorded on the Water Undertaker's at risk register for low water pressure or flow.

Guidance notes

What does this question cover?

This question covers the water pressure which is supplied to a property by the Water Undertaker. Low water pressure problems caused by a property's private supply pipe or internal plumbing are not covered.

What is classed as 'Low water pressure'?

A property is classed as having 'Low water pressure' if the water pressure supplied to the property is below the regulatory reference level. This is the minimum water pressure a property can receive when demand on the system is not abnormal.

The reference level for a single property is a flow of 9 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap.

For two properties served by a common service pipe, the reference level is a flow of 18 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap. For three or more properties, the appropriate flow should be calculated from the standard loadings provided in BS806-3 or Institute of Plumbing handbook.

When is a property added to the 'at risk' register for low water pressure?

Water Undertakers will include a property on the 'at risk' register if it is receiving pressure below the reference level and allowable exclusions do not apply.

Allowable exclusions include events which can cause pressure to temporarily fall below the reference level such as:

- Abnormal demand on the water network
- Planned maintenance
- One-off incidents

Question 3.5

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

See answer

Answer

- The water supplied to the property has an average water hardness of 19.38 mg/l calcium which is defined as Soft by Hafren Dyfrdwy.

Guidance notes

What is water hardness?

Water hardness describes the amount of naturally occurring calcium and magnesium mineral salts that are dissolved in the water supply. The hardness of your water depends on the types of rocks that rainwater has flowed through before being treated and supplied to your home. Hardness is expressed as the equivalent amount of calcium carbonate in parts per million (mg/l) in every litre of water.

What are the effects of hard water?

Neither hard nor soft water is considered to pose any risk to health. However, hard water (high levels of calcium carbonate) causes scaling in hot water systems, kettles, electric irons and domestic appliances. Scaling of heating elements may shorten their life and may make appliances less efficient. More information is available on the water company's website.

Converting mg/l calcium and mg/l calcium carbonate

Water hardness can be expressed in many ways. For example, manufacturers often list the hardness settings for dishwashers in Clark's degrees, but they also use other units of measure. The following table explains how to convert water hardness in mg/l calcium or mg/l calcium carbonate to other common units.

To convert from:	To Clark degrees	To French degrees	To German Degrees
mg/l calcium	multiply by 0.18	multiply by 0.25	multiply by 0.14
mg/l calcium carbonate	multiply by 0.07	multiply by 0.10	multiply by 0.056

Question 3.6

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

✓ **No meter**

Answer

- Records indicate that the property is not served by a water meter.
- If you would like the Water Undertaker to bill you through a water meter, you can contact them for further information using the contact details provided in **Question 4.1.2 (page 23)**.

Guidance notes

If there is no meter, how is the property billed?

Question 4.4 (page 26) confirms how the property is billed.

Question 4.1.1

Who is responsible for providing the sewerage services for the property?

✓ Hafren Dyfrdwy

The Sewerage Undertaker for the area is:

Hafren Dyfrdwy
Wrexham Road
Wrexham
LL14 4EH

Tel: 0330 678 0679 For Billing Enquiries only
Tel: 0330 678 0646 For Business Customers only

https://www.hdcymru.co.uk/

For questions about this report, please call Severn Trent Searches on 0115 971 3550 or email enquiries@severntrentsearches.com

Question 4.1.2

Who is responsible for providing the water services for the property?

✓ Hafren Dyfrdwy

The Water Undertaker for the area is:

Hafren Dyfrdwy
Wrexham Road
Wrexham
LL14 4EH

Tel: 0330 678 0679 For Billing Enquiries only
Tel: 0330 678 0646 For Business Customers only

https://www.hdcymru.co.uk/

For questions about this report, please call Severn Trent Searches on 0115 971 3550 or email enquiries@severntrentsearches.com

Question 4.2

Who bills the property for sewerage services?

Not billed

Answer

- The property is not billed for sewerage services.

Guidance notes

Why is the property not billed?

The property may have a private drainage system if the property is not charged for sewerage services. You should check the drainage arrangements with the seller as the Sewerage Undertaker is not responsible for private sewer assets.

What if this is a new property?

Our response to this question is based on the billing records held by the responsible water company. They create a billing account for a new property at the end of the new connection process. This account confirms how the property is connected and charged. We can only confirm that the property is billed when they have created an account.

Question 4.3

Who bills the property for water services?

✓ Hafren Dyfrdwy

Answer

The property is billed for water services by:

Hafren Dyfrdwy
Wrexham Road
Wrexham
LL14 4EH

Tel: 0330 678 0679 For Billing Enquiries only
Tel: 0330 678 0646 For Business Customers only

https://www.hdcymru.co.uk/

For questions about this report, please call Severn Trent Searches on 0115 971 3550 or email enquiries@severntrentsearches.com

Guidance notes

Where can I find details about the water connection?

You can find details about the water connection in **Question 3.1 (page 17)**.

Question 4.4

What is the current basis for charging for sewerage and/or water services at the property?

✓ Unmeasured

Answer

- Charges are based on the property's Rateable Value, which is 136.00.
- The yearly charge is £407.38.
- The yearly charge is a general indication of what a new occupier will pay. It is based on either this financial year's charging rates or the current occupier's charges for their billing period.
- A new occupier's yearly charge may differ. Rates are updated every year on 1 April, and a new occupier's billing period may include rates from more than one financial year.

Guidance notes

What is Rateable Value?

Rateable Value was an assessment of the property's annual rental value. It was based on factors such as the size, condition and location of the property. Properties have not been assigned a Rateable Value since 1990. Properties built after 1990 usually have a meter.

Charges are calculated by multiplying the property's Rateable Value by the water company's current rates for water and sewerage services, plus any fixed charges.

Can I change my Rateable Value?

No. Rateable Values are no longer updated and they cannot be changed by the water company. You can speak to your water company about switching to metered charges instead.

How do I find out what my future charges will be?

Water companies update their Scheme of Charges every year on 1 April. They usually publish the updated document on their website a few weeks beforehand. You can use the updated Scheme of Charges to estimate your charges for the next financial year (1 April – 31 March).

Can the water company install a meter?

Water companies may install a water meter at the property where the occupier:

- substantially alters or changes the use of the property
- does not water the garden by hand (for example uses sprinklers)
- automatically replenishes a pond or swimming pool (greater than 10,000 litres)
- has been notified that the property is within a compulsory metering programme and is required to be charged on a measured basis.

Question 4.5

Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?

See answer

Answer

- The basis for charging is not expected to change due to a change of occupation.
- However, Hafren Dyfrdwy may require the property to be metered if the property has been substantially altered or is in a category of property that must be metered.
- Examples include where automatic garden watering devices are used or where a swimming pool greater than 10,000 litres is automatically replenished.
- Section B3.1 (i) of Hafren Dyfrdwy's Scheme of Charges sets out the full list of categories of property that must be metered:

  https://www.hdcymru.co.uk/my-account/our-charges

Guidance notes

Hafren Dyfrdwy's supply area

This property is in Hafren Dyfrdwy's supply area. This area is not classified as 'seriously water stressed' and is not part of a compulsory metering programme.

However, Hafren Dyfrdwy is installing free smart meters and upgrading existing meters in this region. They are also encouraging occupiers to switch to a smart meter.

What are smart meters?

A smart meter is a type of water meter that sends readings directly to your water company once it's connected to a fixed network. This removes the need for manual meter readings. After it's connected, you can view your daily water use through your online account, helping you better understand your consumption, identify ways to save water, and spot any unexpected increases that might indicate a leak.

You can find out more about smart meters on Hafren Dyfrdwy's website:

https://www.hdcymru.co.uk/wonderful-water/a-smarter-way-to-use-water/

Appendices

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Additional reports and plans
Any additional reports and plans are attached at the back of the search

Appendix 1
Glossary

General terms

Sewerage Undertaker: This is the local sewerage company. They maintain the public sewer network.

Water Undertaker: This is the local water company. They maintain the public clean water network.

Undertaker: Either the Sewerage or Water Undertaker.

Public asset: A physical object like a sewer pipe which the Undertaker is responsible for maintaining.

Private asset: An asset which the Undertaker does not maintain. The property owner or another party may be responsible for maintaining this asset.

Public sewer map: This is a map of the public sewers which the Sewerage Undertaker maintains.

Public water map: This is a map of the public waterworks (pipes) which the Water Undertaker maintains.

Curtilage: The area of land enclosed within the property's boundary. Multiple properties may be enclosed within a single common boundary in some cases.

Financial year: The twelve months ending on the 31 March.

Easements: These are rights over another person's land. Easements may allow a third party to access their private supply pipe in your boundary for example. You can normally find details of easements in the property Deeds.

Types of assets

Drain: This is a section of sewer pipe that runs within the boundary and serves only a single property (or multiple properties within a single common boundary, like a block of flats).

Lateral drain: This is the part of the drain that runs outside of the property boundary.

Sewer: This is a sewer pipe which serves two or more separate properties.

Highway drain: This pipe drains rainwater from public roads. The Local Authority's highways department is usually responsible for the highway drain.

Culverted watercourse: A stream or small watercourse running underground through a pipe. The landowner is normally responsible for the section of the culvert within their boundary.

Chambers / Storage tanks: These assets form part of the public sewer network. They can be used for many reasons but generally hold wastewater temporarily before being treated or pumped to another part of the sewerage network.

Public water main: This is the public water pipe which supplies clean water to the local area.

Communication pipe: This is a public water pipe which runs from the public water main up to the external stop tap.

External stop tap: This is owned by the Water Undertaker and controls the water supply to the property.

Private supply pipe: This is a private water pipe which runs from the external stop tap up to the building.

Sewer adoptions

Transferred / Adopted: A private asset that has either transferred into public ownership as part of the private sewer transfer in 2011 or was adopted through an adoption agreement.

Bond: A bond is a sum of money the Sewerage Undertaker can use to complete the adoption of new sewers if the developer does not meet their obligations under a Section 104 adoption agreement.

Bond waiver: An alternative form of financial security which is used instead of a bond.

The open water market

Open water market: The retail market which allows non-household customers to choose which company bills their property for sewerage and water services.

Wholesaler: This is the Undertaker. They provide properties in the open water market with physical sewerage and water services.

Retailer: A company in the open water market that buys sewerage and water services from the wholesaler and sells these services to the occupier. They are responsible for billing, customer service and updating the records.

Legislation

The Water Industry Act 1991 sets out the main responsibilities of the Sewerage and Water Undertakers. You can read the Act and any subsequent legislation at:

www.legislation.gov.uk

However, if you have any questions about a term used in this report, please contact us:

Tel: 0115 971 3550

Email: enquiries@severntrentsearches.com

Appendix 2.1
Understanding the private sewer transfer

Introduction

Before 2011, many property owners were responsible for the cost of maintaining private sewer assets that were shared with their neighbours or located outside their boundary.

To reduce this burden on property owners, the Government introduced the private sewer transfer regulations which transferred the majority of these private sewer assets into public ownership.

Important dates and information:

- **01 July 2011:** The transfer applied to private assets which drained to the public sewer network before 01 July 2011.
- **01 October 2011:** Eligible private sewers and lateral drains transferred into public ownership on 01 October 2011.
- **01 October 2016:** Eligible private pumping stations transferred into public ownership by 01 October 2016.
- **Appendix 2.2 (page 31)** explains potential issues for homeowners and the status of sewer pipes built since 01 July 2011.
- **Appendix 2.3 (page 32)** has a diagram showing example sewer layouts for properties built before 01 July 2011.

The private sewer transfer

On **01 October 2011**, Sewerage Undertakers became responsible for most private sewers and lateral drains which drained to the public sewer network **before 01 July 2011**. This included sewer assets under an adoption agreement.

This means that if a property was built before July 2011 and is connected to the public sewer network, the homeowner now has a significantly reduced liability over private sewer assets.

Homeowners are only responsible for their:

- **Private drain:** This is the section of sewer pipe which runs within the boundary and serves only a single property (or multiple properties within a common boundary, like a block of flats or a caravan park).

Sewerage Undertakers are responsible for:

- **Lateral drains:** This is the section of the private drain which extends outside of the property boundary.
- **Sewers:** This is any shared section of sewer pipe which serves two or more separate properties.

However, following the transfer, properties are more likely to have a public sewer or lateral drain within the boundary. The potential issues of the transfer are discussed on the next page.

The pumping station transfer

Between **01 October 2011** and **01 October 2016**, Sewerage Undertakers became responsible for eligible private pumping stations, and associated pressurised sewers, which drained to the public sewer network **before 01 July 2011**.

Sewerage Undertakers went through a process of identifying, upgrading and adopting the eligible private pumping stations in their area.

The following pumping stations transferred:

- Pumping stations located outside the boundary of the property they served.
- Pumping stations which served two or more separate properties.

These pumping stations remained private:

- Pumping stations which were located within the boundary and served only one property.
- Pumping stations which served multiple properties within a common boundary, like a caravan park.

The Sewerage Undertaker may have missed some eligible pumping stations during their review process, so they may not be recorded on the public sewer map. If you believe an eligible pumping station has been missed, you can contact the Sewerage Undertaker to investigate using the contact details on the next page.

Exceptions to the transfer

If a property was built after 01 July 2011, the assets serving the property would not have been included in the 2011 transfer. However, they may have been included in a secondary scheme discussed on the next page.

Other exceptions to the 2011 transfer include:

- **Sustainable drainage systems (SuDS):** SuDS features, such as soakaways, ponds, watercourses and swales, remain private and do not currently form part of the public sewer network. Private sewers or lateral drains connected to a SuDS feature are likely to remain private unless adopted through an adoption agreement.
- **Private drainage systems:** Septic tanks, cesspits and other private treatment works remain private. Any sewers or lateral drains which form part of these private systems would not have transferred into public ownership unless they drained to the public sewerage network before 01 July 2011.
- **Excluded sewers:** Crown Land (such as prisons) or sewers owned by the Railway Authorities.
- **Drainage systems contained within a common boundary:** Such as retail or caravan parks.

Appendix 2.2

Potential issues for homeowners following the private sewer transfer

Potential issues for homeowners

Assets not shown on the sewer map

Most transferred sewers and lateral drains are not shown on the public sewer map as the Sewerage Undertaker has no records showing where they are located. However, you may see short sections of surveyed pipe within the boundary if the Sewerage Undertaker has visited the site to unblock a sewer pipe for example.

Appendix 2.3 (page 32) includes a diagram which shows typical sewer layouts for properties built before 01 July 2011. However, if you need to know the exact layout of the sewer pipes in the boundary, you may need to carry out your own on-site survey. The property deeds may also contain a plan showing the sewer pipes.

Blockages and pipe responsibilities

The Sewerage Undertaker is responsible for clearing blockages on their **sewers** and **lateral drains**. The homeowner is responsible for clearing blockages on their **private drain** using their own contractor.

If the owner is unsure who is responsible for a pipe, they can call the Sewerage Undertaker and ask them to investigate. If they find the blockage is on a private drain, they may offer to clear the blockage for a fee.

Access rights

The Sewerage Undertaker has a legal right of access to transferred sewer assets to carry out maintenance and repair. They will normally provide notice before visiting the site unless it is an emergency.

Extending the property

You need approval if you intend to build close to a public sewer asset. This includes transferred sewer pipes which may not be shown on the sewer map. **Appendix 3 (page 33)** provides further information about build over approvals.

Properties built after July 2011

Properties in Wales

The Welsh Government enacted Section 42 of the Flood and Water Management Act 2010 on 01 October 2012. It is now mandatory for all new sewers and lateral drains built after this date to be adopted using a Section 104 adoption agreement if they drain to a public sewer.

They also carried out an additional private sewer transfer on 01 April 2013. This transferred the remaining private sewers and lateral drains, built between 01 July 2011 and 01 October 2012, into public ownership.

Therefore, sewers and lateral drains which drain to the public sewer network in Wales, have likely either transferred into public ownership, been adopted or are in the process of being adopted through a Section 104 adoption agreement.

Properties in England

Section 42 of the Flood and Water Management Act 2010 has not yet been implemented in England.

On new developments built after July 2011, the sewers and lateral drains may be adopted using a Section 104 adoption agreement. However, it is not mandatory for these assets to be adopted and not all private sewers and lateral drains may be included in an agreement.

For properties built after July 2011 in England, the property owner may still be responsible for some sections of private sewer and lateral drain. You should check the extent of your liability over any private sewer pipes with the developer or current owner of the property.

Section 42 may be implemented in England in the future. 6 months after Section 42 is introduced there should be an additional private sewer transfer in England. This will adopt private sewers and lateral drains which drain to a public sewer and have been installed since 01 July 2011.

Contact details

The Sewerage Undertaker can clear blockages on public sewer pipes and advise on the ownership of sewer pipes and pumping stations.

Severn Trent Water (England)

Sewer operations team:

- 0800 783 4444
- www.stwater.co.uk

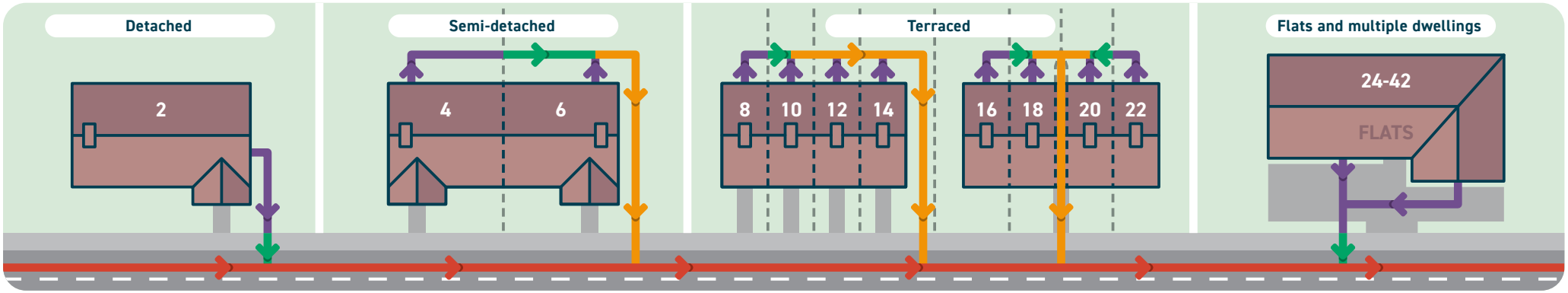
Hafren Dyfrdwy (Wales)

Sewer operations team:

- 0800 085 8033
- www.hdcymru.co.uk

Appendix 2.3

Example sewer layouts for properties built before 01 July 2011



Understanding this diagram

Private sewers and lateral drains transferred into public ownership on 01 October 2011 if they drained to a public sewer before 01 July 2011.

These transferred sewer assets may not be shown on the public sewer map. The diagram on this page explains whether there are likely to be any unplotted transferred assets within the boundary based on the type of property.

This is important if there is a blockage, or you plan to extend the property. **However, not all properties will follow these example layouts**.

For properties built after July 2011, see **Appendix 2.2 (page 31)**.

Sewer pipe responsibilities key

Homeowners are responsible for their:

- **Private drain:** Runs within the boundary and serves only a single property (or multiple properties within one common boundary, like a block of flats).

Sewerage Undertakers are responsible for:

- **Transferred lateral drains:** The part of the private drain running outside the boundary.
- **Transferred sewers:** Sewer pipes serving two or more separate properties.
- **Existing sewers:** Sewer pipes which were already public before the 01 October 2011.

Property types

Detached properties: Usually have a direct unshared connection to the public sewer network. They are less likely to have sections of unplotted public sewer or lateral drain within the boundary, but this is not always the case.

Semi-detached properties: Usually have a shared connection. One of the properties may have an unplotted public sewer and lateral drain within the boundary. This is normally the property which is downstream on the drainage system.

Terraced properties: Usually have a shared connection, which may run through a central alleyway in some cases. Some of the properties are likely to have an unplotted public sewer or lateral drain within the boundary depending on their position within the terrace. Properties on the upstream end of the terrace may only have a private drain within their boundary.

Flats and multiple dwellings: If there are multiple properties within a common boundary (curtilage), such as a block of flats or a caravan park, the sewer pipes within that boundary remain private drains. If you are buying a flat or caravan on the site, you should confirm with the seller or the freehold management company who is responsible for maintaining the private drains.

Appendix 3

Building over or close to public sewer assets

Building close to public sewer pipes

You need the Sewerage Undertaker's approval if you intend to build or extend near a public sewer asset. Please be aware of the following:

- **Diameter of 225mm or less:** You need approval to build within 3 metres of a pipe this size.
- **Diameter of 300mm or above, pumping stations and pressurised sewers:** Contact the build over team for advice before applying so you understand any potential restrictions on developing the property.
- **The private sewer transfer:** Not all public sewers are shown on the public sewer map following the transfer, see **Appendix 2.1-2.3 (pages 30 to 32)**. You may need to carry out your own survey to locate any public sewers within the boundary.

Applying for build over approval

There are two routes to build over approval:

- **Self-certification:** For sewers with a diameter of 150mm or less. Sites where no new connections are needed, and no manholes need to be moved.
- **Formal Agreement:** More complex sites or larger sewers.

The Sewerage Undertakers have dedicated teams to help you with the build over process. If you would like advice, we recommend using the contact details on this page to talk to the responsible build over team.

Their build over web page lists the costs involved and has detailed process documents to help you through each type of build over application.

Previous build over approvals

Before 01 November 2004

Severn Trent Water implemented a new build over policy on 01 November 2004 and became directly responsible for granting build over approval from this date. Previously, the local council were responsible for this process in consultation with Severn Trent Water.

Severn Trent Water are unlikely to hold any records of domestic build overs from before this date and would generally accept the build over if the necessary planning processes were followed with the local council.

In 2018, Hafren Dyfrdwy became responsible for public sewers in Wales which were previously maintained by Severn Trent Water. They are also unlikely to hold any records.

Previously private sewer pipes which became public on 01 October 2011

Before the private sewer transfer, many sewers and lateral drains within property boundaries were private. An exception to this was Section 24 sewers built before 01 October 1937, which were already public.

Homeowners did not need approval from the Sewerage Undertaker to build over their private sewers and lateral drains until they transferred into public ownership on the 01 October 2011.

As long as any build over work took place before the transfer, the Sewerage Undertaker would accept the build over if the necessary planning processes were followed with the local council.

Where the owner has obtained a build over approval from the Sewerage Undertaker

If build over approval has been obtained, the owner of the property should keep any approval letters from the Sewerage Undertaker in their property deeds.

If they no longer have their approval letters, they can request a copy from the Sewerage Undertaker using the contact details on this page. The Sewerage Undertaker will normally only provide copies of the approval letters to the current owner of the property.

Contact details

If you plan to build near a public sewer asset and want further advice, please contact the Sewerage Undertaker:

Severn Trent Water (England)

Build over team:

- 0345 266 7930
- building.over@severntrent.co.uk
- www.stwater.co.uk

Hafren Dyfrdwy (Wales)

Build over team:

- 0345 266 7930
- building.over@hdcymru.co.uk
- www.hdcymru.co.uk

Appendix 4.1

Water pipe responsibilities and building close to public water assets

Water pipe responsibilities

It's important to understand who is responsible for a water pipe in case it needs to be repaired or you are planning to build near the pipe.

Water Undertakers are responsible for the:

- **Water main:** This is the water pipe which normally runs within the road or footpath. In some cases, it may run within private land. Water mains are recorded on the public water map.
- **Communication pipe:** This is the section of pipe running from the public water main up to the external stop tap. It is not normally recorded on the public water map.
- **External stop tap:** This controls the clean water supply to the property. It is usually found near the boundary in a boundary box.

Homeowners are responsible for the:

- **Private supply pipe:** This is the private section of pipe running from the Water Undertaker's external stop tap up to the building.

We have provided a diagram in **Appendix 4.2 (page 35)** which further explains water pipe responsibilities.

Private supply pipes

The homeowner is responsible for repairs to their private supply pipe. However, you need to be aware of the following:

- **Private supply pipes may not be shown on the public water map:** Water Undertakers usually have no record of the private supply pipes so they are not shown on the public water map. However, you can estimate the likely route of the pipe based on the location of the nearest public water main and the external stop tap. The seller may be able to provide further information.
- **Private supply pipes may be shared with your neighbours:** Some properties, like older semi-detached and terraced houses, have a shared private supply pipe. Homeowners have joint responsibility over sections of shared pipe that serve their property.
- **Private supply pipes may pass through third-party land:** Some private supply pipes may pass through another person's land before reaching the property. If this is the case, you may wish to investigate with the seller whether any separate rights or easements are needed to access, inspect and repair the supply pipe in the other person's land.

Building near public water pipes

If you are planning to build or work near public water pipes, please be aware of the following:

- **No build overs:** Public water pipes cannot be built over in most cases. The water pipe will likely need to be diverted.
- **Protective strip:** For small water pipes, with a diameter of less than 300mm, you are not allowed to build within 3 metres of the pipe. For larger pipes, with a diameter of 300-1000mm, you are not allowed to build within 6 metres of the pipe.
- **Damaging a water pipe can cause flooding damage to the property and you may be liable for repairs:** You should speak to the Water Undertaker's Asset Protection Department about your plans before carrying out any work near a public pipe.

The above advice and the contact details on this page are for properties in Severn Trent Water's and Hafren Dyfrdwy's clean water area.

Other water companies will have similar restrictions and we recommend that you contact them for advice if you are planning to build or work near a public water pipe. **Question 4.1.2 (page 23)** confirms which Water Undertaker serves the property.

Contact details

If you are planning to build near a public water pipe or want further advice about ownership of specific water pipes, please use the contact details below:

Severn Trent Water (England)

Building near public water pipes:

- 02477 716185
- asset.protection@severntrent.co.uk

Water pipe responsibilities advice:

- 0800 783 4444
- www.stwater.co.uk

Hafren Dyfrdwy (Wales)

Building near public water pipes:

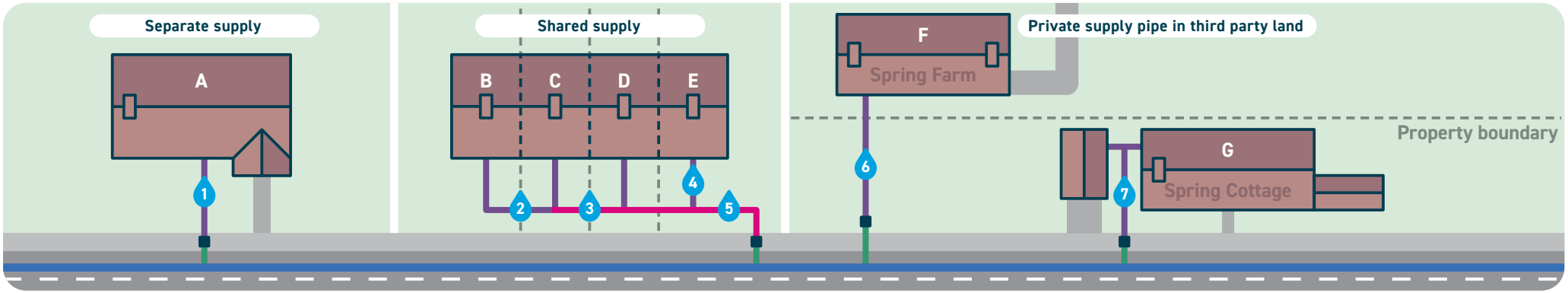
- 02477 716185
- assetprotection@hdcymru.co.uk

Water pipe responsibilities advice:

- 0800 085 8033
- www.hdcymru.co.uk

Appendix 4.2

Water pipe responsibilities diagram



Separate private supply pipe

Properties **A**, **F** and **G** have a private supply pipe that only serves a single property.

Each homeowner is responsible for repairing any leaks on their own private supply pipe.

Leak at	Responsibility for fixing the leak
1	Property A
6	Property F
7	Property G

Shared private supply pipe

Properties **B**, **C**, **D** and **E** have a shared private supply pipe running from a single external stop tap. Property owners have joint responsibility over the sections of shared pipe that serve their property. They also have sole responsibility for sections of pipe which serve only their property.

Leak at	Responsibility for fixing the leak
2	Property B
3	Properties B and C
4	Property E
5	Properties B, C, D and E

Supply pipes in third party land

Property **F** has a private supply pipe which runs through the boundary of property **G**.

The owner of property **F** is responsible for repairing their supply pipe within the boundary of property **G**.

There may be separate rights or easements in place that allow the owner of property **F** to access, inspect and repair their supply pipe in the boundary of property **G**.

If you believe that the supply pipe for the property you are purchasing passes through third party land, you should check these arrangements with the seller.

Water pipe responsibilities key

Water Undertakers are responsible for the:

- **Water main:** This is the main water pipe which provides water to the local area.
- **Communication pipe:** This pipe connects the water main to the external stop tap.
- **External stop tap / Boundary box:** This controls the water supply to the property.

Homeowners are responsible for the:

- **Private supply pipe:** This pipe runs from the external stop tap up to the building.
- **Shared private supply pipe:** This is the section of a private supply pipe serving more than one property.

Appendix 5
Complaints procedure

Making a complaint

Here at Severn Trent Searches we aim to consistently provide the highest standards of care. If, however, you don't feel your expectations have been met then we are happy to receive all feedback which may help improve our services in the future.

In the first instance, please make us aware of any errors in the report or failings in our services and we will aim to rectify these as soon as possible. We aim to undertake the necessary action, as within our control, to put things right and, where possible, provide a revised search.

If you feel your complaint can not be resolved informally through initial contact, you can implement our Complaints Procedure, below.

Stage 1

We will acknowledge receipt of your complaint within 2 working days. We will investigate the matter in detail and where possible we will provide a full written response within 10 working days of receipt of your complaint.

Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

Stage 2

If you are still not satisfied with our response or action you can request a referral to Stage 2 and we will refer the matter to a Senior Manager for resolution.

We will acknowledge receipt of your escalation within 2 working days.

We will investigate the matter in detail and where possible we will provide a full written response within 20 working days of receipt of your complaint.

Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

How to contact us

Complaints should be sent to:

Email: enquiries@severntrentsearches.com

Tel: 0115 971 3550

Severn Trent Searches
Pure Offices
Sherwood Business Park
Lake View Drive
Nottingham
NG15 0DT

The Property Ombudsman scheme

If you are not satisfied with the resolution offered in the final response then you may refer the complaint to The Property Ombudsman scheme (TPOs). We will co-operate fully with the independent adjudicator during the consideration of a complaint by the TPOs and comply with any decision.

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. 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 £3million.
- A charity with an annual income of less than £3million.
- A Trust with a net asset value of less than £3million.

How to contact The Property Ombudsman

Complaints should be sent to:

The Property Ombudsman scheme

E-mail: admin@tpos.co.uk

Tel: 01722 333306

Website: www.tpos.co.uk

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

The Property Ombudsman

Appendix 6

CON29DW Drainage and Water Enquiry (DOMESTIC) Terms and Conditions

These Terms govern the basis on which the Report is supplied and the basis upon which the Customer and the Client have relied upon the Report.

Definitions

'Apparatus' means the sewers, disposal mains or lateral drains, water mains, resource mains or discharge pipes and associated infrastructure for which an Undertaker holds statutory responsibility under the Water Industry Act 1991 shown on the map attached to the Report;

'Client' means the person who is the intended recipient of the Report with an actual or potential interest in the Property including their mortgage lender.

'Company' means Severn Trent Property Solutions, the company producing the Report.

'Customer' means the person placing the Order, either on its own behalf as Client, or, as an agent for or a reseller to a Client.

'Order' means any request completed by the Customer requesting the Report in accordance with the Company's order procedure.

'Report' means the drainage and/or water report prepared by the Company in respect of the Property.

'Partner Undertakers' means Severn Trent Water Ltd, Hafren Dyfrdwy Ltd or South Staffordshire Water Plc.

'Person' means any individual, firm, body corporate, unincorporated association or partnership.

'Property' means the address or location supplied by the Customer in the Order which satisfies one or more of the requirements set out in paragraph 2.1.

'Purpose' shall have the meaning set out in paragraph 2.2.

'Terms' means these CON29DW Drainage and Water Enquiry (DOMESTIC) Terms and Conditions.

'Third Party Undertaker' means any Undertaker other than a Partner Undertaker.

'Undertaker' means a Sewerage and/or Water Undertaker (both as defined in the Water Industry Act 1991) providing water and sewerage services.

1. Agreement

1.1 The Company agrees to supply the Report to the Customer and, if applicable, the Customer shall provide the Report to the Client, subject to these Terms to the exclusion of all other terms and conditions including any terms and conditions which the Customer and/or Client purports to apply under any Order, confirmation of Order or any other document. The scope and limitations of the Report are described in paragraph 2 of these Terms.

1.2 Where the Customer is not the Client, then the Customer shall ensure that these Terms are brought to the attention of the Client on or prior to the Customer placing the Order and that the Terms are provided with any copy of the Report provided by the Customer to the Client. The Customer is responsible for making sure that the Client is aware of the limitations and exclusions that are contained in these Terms and must draw the Client's attention to any disclaimers set out in the Report.

1.3 The Customer agrees that the placing of an Order for a Report indicates its acceptance of these Terms.

1.4 Where the Customer is placing an Order on behalf of a Client, it warrants and represents to the Company that it is authorised to accept these Terms on behalf of the Client and to bind the Client to these Terms.

2. The Report

2.1 This Report should only be used where the Property, which is the subject of the Report, is:

- **2.1.1** a single, residential, domestic property
- **2.1.2** land or buildings being or to be developed as a single, residential, domestic property.
- **2.1.3** not for carrying out any trade, business or commercial activities.

2.2 The Report is produced solely for use by the Client for the intended purpose of the Report (the "Purpose"). The Purpose is the identification of the location and connection of existing drainage and/or water services at the Property in relation to the individual domestic property transaction in respect of the Property which is in the contemplation of the Client at the time of ordering the Report. The Company shall not be liable in any circumstances in connection with the Report if it is used for any other purpose.

2.3 Whilst the Company will use its reasonable skill and care in producing the Report, it is provided to the Customer on the basis that the Customer and the Client acknowledge and agree to the following:-

- **2.3.1** the information contained in the Report details only the location and connection of existing drainage and/or water services at the Property at the date stated in the Report;
- **2.3.2** the Company's obligation in respect of the Report is to correctly reproduce and compile the information provided by the Partner Undertakers and any Third Party Information;
- **2.3.3** the Report does not give details about the actual state or condition of the Property or the existing drainage and/or water services nor should it be used or taken to indicate actual suitability or unsuitability of the Property for any particular purpose, or 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 if the Customer or the Client requires;
- **2.3.4** the information contained in the Report is dependent upon the accuracy of the information supplied by the Customer or Client including, but not limited to the address of the Property and any plan of the Property;
- **2.3.5** the statements in the Report marked as "Guidance Notes" are intended to be general statements and advice in addition to the report on the Property. The Company cannot ensure that any such guidance notes are accurate, complete or valid and accepts no liability for such general statements and advice provided; and
- **2.3.6** Without prejudice to all other Terms, the Company accepts responsibility for the inaccuracy of location, or missing apparatus

Appendix 6
Terms and conditions continued

contained in the Maps within the Report that arise as a result of negligence.

- **2.3.7** Notwithstanding clause 2.3.5, for the purposes of this Report, the Company will not seek to rely on any statements and/or disclaimer shown on any Maps which limits liability in relation to the accuracy and/or location of apparatus.

2.4 The Client and/or Customer shall notify the Company as soon as is practicable if it becomes aware of any defect or inaccuracy in the Report.

2.5 In Providing you with this Report, the Company will comply with the Drainage & Water Searches Network (DWSN) Standards.

3. Cancellation rights

As a consumer

3.1 Where the Customer is an individual consumer (and not acting for purposes wholly or mainly relating to their trade, business, craft or profession), they have specific legal rights relating to cancellation of any Order they may place. They may cancel an Order at any time within 14 days after the day on which the contract is entered into ("Cancellation Period").

3.2 To exercise the right to cancel, they must tell the Company of their decision to cancel this contract by a clear statement.

3.3 Where they are ordering a Report as a consumer, due to their cancellation rights, The Company will not process the Order or provide the Report to them before the end of the Cancellation Period unless they provide their express consent and they acknowledge that they will lose the right to cancel the contract under regulation 29(1) of the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulation 2013.

3.4 In addition to these rights, where the Company is able to, they will cancel any Order in accordance with their cancellation policy, which can be found on:

www.severntrentsearches.com

As a Business

3.5 The Cancellation Period does not apply to the Order if the Customer is placing the Order wholly or mainly for purposes relating to their trade, business, craft or profession.

3.6 If the Customer cancels their Order other than in accordance with this clause they may be liable for the payment of certain fees which are recoverable as detailed in the cancellation policy at:

www.severntrentsearches.com.

4. Limitation of Liability

4.1 The Company does not exclude its liability (if any) to the Customer and/or the Client:

- **4.1.1** for personal injury or death resulting from the Company's negligence;
- **4.1.2** for any matter for which it would be illegal for the Company to exclude or to attempt to exclude its liability;
- **4.1.3** for fraud or fraudulent misrepresentation;
- **4.1.4** for breach of its obligations arising under Section 2 Supply of Goods and Services Act 1982; or
- **4.1.5** arising under Section 2(3) Consumer Protection Act 1987.

4.2 Subject to paragraph 4.1 the Company accepts no responsibility for and excludes its liability (whether for breach of contract, negligence or any other tort, under statute or statutory duty, restitution or otherwise at all) for:

- **4.2.1** any inaccuracy or error in the Report based on incomplete or inaccurate information supplied by the Customer and/or the Client;
- **4.2.2** any use of the Report by the Customer for any purpose other than the Purpose;
- **4.2.3** any change in the location and connection of existing drainage and/or water services at the Property after the date stated in the Report.

4.3 The Company shall not be in breach of these Terms or otherwise liable to the Customer and/or the Client for any failure to provide or delay in providing the Report to the extent that such failure or delay is due to an event or circumstance beyond the reasonable control of the Company including but not limited to any delay, failure of or defect in any machine, processing system or transmission link or any failure or default of a supplier or sub-contractor of the Company or any provider of any third party Information except to the extent that such failure or delay is caused by the negligence of the Company.

5. Intellectual Property Rights

5.1 The Customer acknowledges that the Report they receive is confidential and is intended for (a) their own internal or personal purposes and/or (b) where they are trading as a business, the personal use of the 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.

5.2 The Company grants the Customer a non-exclusive and non-transferable licence:

a. to make copies of the Reports (except the Map) for their own internal purposes;

b. to incorporate the Reports (other than the Map) into any written advice they provide in the normal course of their business; and

c. to disclose the Reports, where they are trading as a business, in the normal course of their business to:

   i. the 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.

5.3 The Customer must not alter any part of the Report including altering, removing or obscuring any logos and/or branding which is contained in a Report.

5.4 All intellectual property rights, including trademarks, domain names and copyright in the Reports are owned by the Company and/or its licensors.

Appendix 6
Terms and conditions continued

5.5 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 the Customer nor anyone to whom it provides the Report may reproduce the Maps without paying for a separate licence from Ordnance Survey.

5.6 No intellectual or other property rights are transferred or licensed to the Customer or where they are trading as a business to the Client or any other person except to the extent set out in these terms.

5.7 The Customer agrees to compensate the Company against any losses, costs, claims, damages and/or expenses which it incurs and/or suffers as a result of any breach of any intellectual property rights or obligations set out in any of the Terms by the Customer, or where the Customer is trading as a business to the Client or any party to whom it provides a copy of the Report.

5.8 The enquiries contained in the Report are protected by copyright owned by the Law Society of 113 Chancery Lane, London WC2A 1PL and must not be used for any purpose outside the context of the Report.

5.9 The obligation to procure the compliance of the Client to the obligations set out in this paragraph 5 and in paragraph 7.5 shall not apply to customers who are bona fide legal advisers recharging the cost of the Report to the Client as a disbursement.

6. Payment

6.1 Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay the price of the Report specified by the Company, without any set off, deduction or counterclaim. Unless the Customer or Client has an account with the Company for payment for Reports, the Company must receive payments for Reports in full before the Report is produced. For Customers or Clients with accounts, payment terms will be as agreed with the Company.

7. General

7.1 If any provision of these Terms is or becomes invalid or unenforceable, it will be taken to be removed from the rest of these terms to the extent that it is invalid or unenforceable. No other provision of these terms shall be affected.

7.2 Any failure by the Company to enforce any breach of the Terms shall not be deemed to be a waiver of any future breach of the Terms by the Customer or Client.

7.3 Nothing in these Terms shall in any way restrict the Customer or Client's statutory or any other rights of access to the information contained in the Report.

7.4 The Company and the Customer agree and where the Customer is not the Client, the Customer shall procure that the Client agrees that these Terms contain all the terms which the Company and the Customer and/or the Client have agreed in relation to the subject matter of these Terms and supersede any prior written or oral agreements, representations or understandings between any of them in relation to such subject matter. Nothing in this paragraph 7.4 will exclude any liability which one party would otherwise have to another party in respect of any statements made fraudulently.

7.5 The Company may assign, delegate, licence, hold on trust or sub-contract all or any part of its rights and obligations under these Terms. The Customer/Client is not permitted to assign all or any part of its rights and obligations under these Terms and/or under the Report.

Customer complaints procedure

The Company offers a robust complaints procedure which can be found in Appendix 5 and on our website:

www.severntrentsearches.com

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).

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.

You can obtain further information by visiting www.tpos.co.uk or emailing admin@tpos.co.uk.

Severn Trent Searches is a trading name of Severn Trent Property Solutions. Registered in England and Wales no. 08181033

Registered office

Severn Trent Centre
2 St John's Street
Coventry
CV1 2LZ

Public sewer map not provided

The Sewerage Undertaker's public sewer map shows no public sewer assets within **200 metres** of the property.

Hafren Dyfrdwy | Sewer record notes

1. Do not scale off this Map. This Map is furnished as a general guide and no warranty as to its correctness is given or implied. This Map must not be relied upon in the event of any development or works in the vicinity of Hafren Dyfrdwy's assets. | **2.** On 1 October 2011 most private sewers and private lateral drains transferred to the ownership of Water Companies. Hafren Dyfrdwy does not possess complete records of these assets. These assets may not be displayed on this map. | **3.** Reproduction by permission of Ordnance Survey on behalf of HMSO. © Crown Copyright and database rights 2026. All rights reserved. Ordnance Survey licence number AC0000808122. Document users other than Hafren Dyfrdwy business users are advised that this document is provided for reference purpose only and is subject to copyright, therefore, no further copies should be made from it.

Water record

Offa Close Ffordun Y Trallwng SY21 8NB

Back to Q1.2



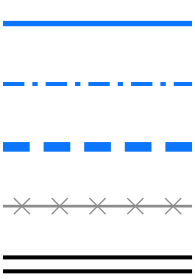
Hafren Dyfrdwy | Water record notes

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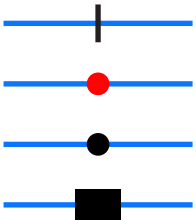
Water record key | Hafren Dyfrdwy Limited, Packsaddle Wrexham Road, Rhostyllen, Wrexham, LL14 4EH

Water assets
Water pipes and ducts



- Water main
- Service pipe / Private pipe
- Aqueduct
- Abandoned pipe
- Duct

Water assets
Fittings



- Valve
- Hydrant
- Washout
- Meter

Further information

For a detailed glossary, please visit: www.severntrentsearches.com/glossary