

Searchflow MDCL

42 Kings Hill Avenue
West Malling
Kent
ME19 4AJ

Order Date: **Friday, 20 June 2025**
Order No: **60388603**
Customer Ref: **SF33719716000**

Severn Trent Searches has carried out enquiries into the following property, in line with its published terms of sale upon request from Searchflow MDCL

Henllan Mill
Llangyniew
Llangyniew
WELSHPOOL
SY21 9EN

In response to the enquiry for drainage and water information, this search report was prepared following examination of either 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 and the Drinking Water Register. Should the property not fall entirely within the Severn Trent Water or Hafren Dyfrdwy Regions, a copy of the records held by South Staffordshire Water or other relevant Water Company will be searched also. Severn Trent Searches is responsible for the accuracy of the information contained within the search report.

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 CON 29DW 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.



DRAINAGE + WATER
SEARCHES NETWORK
DWSN

Interpretation of Drainage and Water Enquiry.

Appendix 1 of this report contains definitions of terms and expressions identified.

Enquiries and Responses.

The Search Report on the above property was completed on 20 Jun, 2025 by Ian Mann, a technician employed by Severn Trent Searches. In the event of any queries about the preparation of this search report, enquiries should be directed to: enquiries@severntrentsearches.com

If you have any general enquires regarding the information provided in a search report please visit: www.searchfact.com

Severn Trent Searches has put in place procedures to ensure that customers receive support in the event of any complaint. Our formal Complaints Procedure is set out in Appendix 2 and our Terms and Conditions of sale are set out in Appendix 4.

ORDER SUMMARY

To help understand the implications of the Drainage and Water Enquiries Report a summary guide to the content of the full report is provided below. This guide should be read in the context of and with reference to the full report and associated guidance notes.

The following 3 classifications have been used to highlight whether or not the response to a particular question is something that would normally be expected or otherwise. The classifications are intended purely as a guide to assist in the understanding of the Report and do not imply that the property is fit to purchase or otherwise and this decision will rest with the prospective purchaser and their professional advisers.

✓ This response represents the typical situation for a residential property.

⚠ The attention of the purchaser is drawn to this response. Further information can be found in the Guidance Notes accompanying the relevant question, the purchaser may wish to make further investigations into this situation.

✗ This response represents an uncommon situation for a residential property and the purchaser should carefully consider its implications.

Question	Answer
Maps	
1.1 Where relevant, please include a copy of an extract from the public sewer map.	Map Not Provided ✗
1.2 Where relevant, please include a copy of an extract from the map of waterworks.	Map Provided ✓
Drainage	
2.1 Does foul water from the property drain to a public sewer?	No ✗
2.2 Does surface water from the property drain to a public sewer?	No ✗
2.3 Is a surface water drainage charge payable?	No ✓
2.4 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	No ✓
2.4.1 Does the public sewer map indicate any public pumping station or ancillary apparatus within the boundaries of the property?	No ✓
2.5 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	No, See Details 📄
2.5.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?	No ✓
2.6 Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?	No ✓
2.7 Has a Sewerage Undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?	No ✓
2.8 Is any building which is or forms part of the property at risk of internal flooding due to overloaded public sewers?	No ✓
2.9 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	See Details ✓
Water	
3.1 Is the property connected to mains water supply?	Yes ✓
3.2 Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	No, See Details ✓
3.3 Is any water main or service pipe serving, or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?	No ✓
3.4 Is this property at risk of receiving low water pressure or flow?	No ✓
3.5 What is the classification of the water supply for the property?	See Details ✓
3.6 Please include details of the location of any water meter serving the property.	N/A ✓
Charging	
4.1.1 Who is responsible for providing the sewerage services for the property?	See Answer ✓
4.1.2 Who is responsible for providing the water services for the property?	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 What is the current basis for charging for sewerage and/or water services at the property?	Unmeasured ✓
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 Details ✓

This map is intentionally blank.

The sewerage undertaker's asset register
shows no assets within 200 metres of the
property.

WATER RECORD Henllan Mill, Llangyniew, Llangyniew, WELSHPOOL, SY21 9EN



MAP KEYS

Sewer Record

	Public Combined Gravity sewer
	Public Foul Gravity Sewer
	Public Surface Water Sewer
	Combined Use Pressurised Sewer
	Foul Use Pressurised Sewer
	Surface Water Use Pressurised Sewer
	Highway Drain (Not STW)
	Private Gravity Sewer
	Section 104 Gravity Sewer
	Abandoned Pipe
	Culverted Watercourse (Not STW)
	Pumping Station

	Combined Use Manhole
	Foul Use Manhole
	Surface Water Use Manhole
	Chamber
	Fitting

Notes

The majority of private gravity sewers and lateral drains shown in magenta transferred into public ownership in October 2011, providing they met the relevant criteria. Please note that private pressurised sewers and drains within the boundary of the property they serve remain private.

Sewers shown in green which remain the subject of an adoption agreement under Section 102 or 104 of the Water Industry Act (1991) are not the responsibility of the Sewerage Undertaker. Please refer to response to Question 2.6 in search report to check current status of the sewers.

Please note, the full extent and route of these sewers may not be plotted on the sewer map.

By October 1st 2016 any private pumping station and associated apparatus serving a lateral drain or sewer which was operational before July 1st 2011 will have transferred over to the Sewerage Undertaker's responsibility and become a public asset (subject to any appeals).

Water Record

	Water Main		Valve
	Service pipe/ Private Pipe		Hydrant
	Abandoned Pipe		Washout
	Aqueduct		Meter
	Duct		

For a detailed glossary of the above terminology please visit:

www.severntrentsearches.com/glossary

Question 1.1**Q1.1**

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

No map is included, as we have no record of any public sewers in the vicinity of the property.


**Map Not
Provided**

[Guidance Notes](#)

Pipes that are shown on the public sewer map as sewers, disposal mains or lateral drains are defined as those for which the Sewerage Undertaker holds statutory responsibility under the Water Industry Act 1991. The Sewerage Undertaker is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. Please note that following the private sewer transfer on October 1st 2011, the majority of private sewers and lateral drains connected to the public network as of 1st July 2011 transferred into public ownership. There may therefore be assets in the vicinity of the property which are not currently shown on our maps.

Question 1.2**Q1.2**

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

A copy of an extract from the map of waterworks is included in which the location of the property is identified.


Map Provided

[Guidance Notes](#)

Pipes that are shown on the map of waterworks as water mains, resource mains or discharge pipes are defined as those for which a Water Undertaker holds statutory responsibility under the Water Industry Act 1991. Assets other than water mains, resource mains or discharge pipes may be shown on the plan, for information only. Water Undertakers are not responsible for private water mains or private service pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal. The extract of the map of waterworks shows water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

Question 2.1**Q2.1****Does foul water from the property drain to a public sewer?**

Records indicate that foul water from the property does not drain to a public sewer.

X
No

Guidance Notes

The connection status of the property is based on information held on the billing records by the responsible water company. In this case we have been unable to find any billing records confirming a connection from the property to the public sewerage system. If any current billing records can be provided to us confirming a connection for this service, please provide this to us and we will amend the search accordingly. It is possible that the property may have a connection to the public sewerage system but is not currently being billed for this service. If this is the case then the property owner should contact the responsible water company to arrange for the connection status to be checked and, if confirmed as connected, for the property to be brought into charge for this service. Should the billing records be amended, we will be pleased to amend the report, free of charge, upon request. If foul water does not drain to the public sewerage system the property may have private facilities in the form of a cesspit, septic tank or other type of treatment plant. The requirement to register a Septic tank with the Environment Agency was passed in regulations set in 2010 by the Department for Environment, Food and Rural Affairs (Defra) and the Welsh Government, as part of the implementation of the European Union Water Framework Directive. All domestic septic tanks in Wales need to be registered by December 2011. This is not currently a requirement in England pending the outcome of a joint Environment Agency/Government review. It is recommended all details are checked with the current owner as buyers in Wales may need to register before the deadline. Also note that the general binding rules for Septic tanks and discharge to the ground changed on January 1st 2015. Please visit <https://www.gov.uk/guidance/general-binding-rules-small-sewage-discharge-to-the-ground> for more details.

Question 2.2**Q2.2****Does surface water from the property drain to a public sewer?**

Records indicate that surface water from the property does not drain to a public sewer.

X
No

Guidance Notes

If the property was constructed recently the surface water drainage may be served by a Sustainable Drainage System (SuDS) which does not form part of the public sewer network. Further information may be available from the developer or Question 3.3 of the CON29 from the local authority. The connection status of the property listed in this search is based on information held on the billing records by the responsible water company. Sewerage Undertakers are not responsible for any private drains and private sewers that do not connect the property to the public sewerage system, and do not hold details of these. The property owner will normally have sole responsibility for private drains serving the property and may have shared responsibility with other users, if the property is served by a private sewer which also serves other properties but does not connect into the public sewerage system. These may pass through land outside of the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal. If surface water does not drain to the public sewerage system the property may have private facilities in the form of a soakaway or private connection to a watercourse.

Question 2.3**Q2.3****Is a surface water drainage charge payable?**

Records confirm that a surface water drainage charge is not payable for the property.

No**Guidance Notes**

Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are payable. If the property was constructed recently the surface water drainage may be served by a Sustainable Drainage System (SuDS) which does not form part of the public sewer network. Further information may be available from the developer or Question 3.3 of the CON29 from the local authority. Please note that a Highway Drainage charge may still be included on the water bill for the property. Highway drainage is a charge that covers water draining from public roads into the public sewerage network, whereas Surface Water drainage is a charge for rainwater that drains from a private property into the public sewerage network.

Question 2.4**Q2.4****Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?**

The public sewer map does not indicate any public sewers, disposal mains or lateral drains within the boundaries of the property. It is recommended that investigations are made into the drainage arrangements of the property as the owner may be liable for repairs to the drainage system.

No**Guidance Notes**

The approximate boundary of the property has been determined by reference to the Ordnance Survey record. Please note it has not always been a requirement for such public sewers, disposal mains or lateral drains to be recorded on the public sewer map. Please note, however, that following the private sewer transfer on October 1st 2011 there are public sewers and lateral drains which are not recorded on the public sewer map but which may prevent or restrict development of the property. However, in this case we believe that it is unlikely that any unidentified public sewers, disposal mains or lateral drains will exist within the boundaries of the property.

Question 2.4.1**Q2.4.1****Does the public sewer map indicate any public pumping station or ancillary apparatus within the boundaries of the property?**

The public sewer map does not indicate a public pumping station or other ancillary apparatus within the boundaries of the property. However, as of 1st October 2016, any pumping station that was constructed prior to 1st July 2011 and serves more than one property will become the responsibility of the sewerage undertaker. Although the sewerage undertaker has no record of any pumping station at this property there may be pumping stations which meet the adoption criteria which they are not aware of and are not recorded on the public sewer map.

No**Guidance Notes**

The approximate boundary of the property has been determined by reference to the Ordnance Survey record. Please note that privately owned pumping stations built prior to 1st July 2011 which serve more than one property and pump to the existing public sewer are eligible for transfer into public ownership as of 1st October 2016. Pumping stations that serve a single property but sit outside the curtilage of that property will also be eligible for transfer. Please see Appendix 3 for further details. Any other ancillary apparatus is shown on the public sewer map and is referenced on the map key. A full glossary is also available on our website at www.severntrentsearches.com/glossary/

Question 2.5**Q2.5**

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

**No, See Details**

The public sewer map indicates that there are no public foul sewers within 30.48 metres (100 feet) of a building within the property. However, following the private sewer transfer on October 1st 2011 private sewers were transferred into public ownership, and may not be recorded on the public sewer map. We believe that there are unlikely to be any unplotted public sewers within 30.48 metres (100 feet) of any buildings within the property.

Guidance Notes

The apparent absence of a public sewer within 100 feet of a building within the property is untypical. It may indicate that the property is connected to a substantial length of private drain, or has no connection to the public sewer. The owner of the property covered by this Report may have sole or shared liability for the drainage arrangements. We recommended that further investigation is made into the drainage arrangements for the property. However, the sewerage undertaker does not hold records of the location of these arrangements.

Question 2.5.1**Q2.5.1**

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**

The public sewer map does not indicate a public pumping station or other ancillary apparatus within 50m of a building within the property. However, following the transfer of some private pumping stations into public ownership, from 1st October 2016 there may be public pumping stations which are not marked on the public sewer map.

Guidance Notes

The public sewer map shows the location of public pumping stations, pressurised mains and other ancillary apparatus. Please note that privately owned pumping stations built prior to 1st July 2011 which serve more than one property and pump to the existing public sewer are eligible for transfer into public ownership as of 1st October 2016. Pumping stations that serve a single property but sit outside the curtilage of that property will also be eligible for transfer. Pumping stations also have pressurised sewers associated with them and these may not be plotted on the public sewer map if the sewerage undertaker is unaware of the pumping station. The presence of a pumping station, pressurised rising main or other ancillary apparatus may restrict further development. Please see Appendix 3 for further details. Any other ancillary apparatus is shown on the public sewer map and is referenced on the map key. A full glossary is also available on our website at www.severntrentsearches.com/glossary/.

Question 2.6**Q2.6**

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

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

Guidance Notes

The majority of private sewers and lateral drains subject to adoption agreements were transferred into public ownership from 1st October 2011 and there may therefore be additional public sewers other than those shown on the plan. Further details can be found in Appendix 3. Buyers should consult with the current owner to ascertain the extent of their liability for privately held assets.

Question 2.7**Q2.7**

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

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

Guidance Notes

Buildings or extensions erected over a public sewer, disposal main or lateral drain in contravention of building controls or which conflict with the provisions of the Water Industry Act 1991, may have to be removed or altered. Please note that from 1st October 2011 the majority of private sewers and lateral drains connected to the public network as of 1st July 2011 transferred into public ownership and there may therefore be formerly private sewers and lateral drains which will have been built over. Please visit www.severntrentsearches.com/category/sewer-transfer for further information.

Question 2.8**Q2.8**

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

✓
No

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

Guidance Notes

A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded. "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. "At Risk" properties are those that the Sewerage Undertaker is required to include in the Regulatory Register that is reported annually to the Water Services Regulation Authority. These are defined as properties that have suffered or are likely to suffer internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Sewerage Undertaker's reporting procedure. Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the "At Risk" register. Please note that from 1st October 2011 the majority of private sewers and lateral drains connected to the public network as of 1st July 2011 transferred into public ownership. Details of formerly private sewers at risk from internal flooding are not recorded in the Regulatory Register and will not be added until a flooding occurrence. There may therefore be public sewers at risk from internal flooding that are not recorded on the "At Risk" register.

Question 2.9

Q2.9

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

[See Details](#)

The nearest sewage treatment works is 1.216 KM to the West of the property. The name of the nearest sewage treatment works is Heniarth.

Guidance Notes

The nearest sewage treatment works will not always be the sewage treatment works serving the catchments within which the property is situated. The Sewerage Undertaker's records were inspected to determine the nearest sewage treatment works. It should be noted therefore that there may be private sewage treatment works closer than the one detailed above that have not been identified.

Question 3.1

Q3.1

Is the property connected to mains water supply?



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

Yes

Question 3.2

Q3.2

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

[No, See Details](#)

The map of waterworks provided by: Hafren Dyfrdwy.

The map of waterworks was provided and records do not indicate any water mains, resource mains or discharge pipes within the boundaries of the property.

Guidance Notes

The approximate boundary of the property has been determined by reference to the Ordnance Survey record. The presence of a public water main, resource main or discharge pipe within the boundary of the property may restrict further development within it. Water Undertakers have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the Company or its contractors needing to enter the property to carry out work.

Question 3.3**Q3.3**

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

Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.

Guidance Notes

Where the property is part of a very recent or ongoing development and the water mains and service pipes are not the subject of an adoption application, buyers should consult with the developer to confirm that the Water Undertaker will be asked to provide a water supply to the development or to ascertain the extent of any private water supply system for which they will hold maintenance and renewal liabilities.

Question 3.4**Q3.4**

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

✓
No

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

Guidance Notes

'Low water pressure' means water pressure below the regulatory reference level which is the minimum pressure when demand on the system is not abnormal. Water Undertakers are required to include in the Regulatory Register that is reported annually to the Water Services Regulation Authority properties receiving pressure below the reference level, provided that allowable exclusions do not apply (i.e. events which can cause pressure to temporarily fall below the reference level). Water Companies are required to include in the Regulatory Register that is reported annually to the Director General of Water Services properties receiving pressure below the reference level, provided that allowable exclusions do not apply (i.e. events which can cause pressure to temporarily fall below the reference level). The reference level of service is a flow of 9 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap (mst). The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the main stop tap. The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served. For two properties, a flow of 18 litres/minute at a pressure of 10 metres head on the customer's side of the mst is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS806-3 or Institute of Plumbing handbook. Allowable exclusions: The Company is required to include in the Regulatory Register properties receiving pressure below the reference level, provided that allowable exclusions listed below do not apply. Abnormal demand: This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand which are normally expected. Companies should exclude from the reported DG2 figures properties which are affected by low pressure only on those days with the highest peak demands. During the report year Companies may exclude, for each property, up to five days of low pressure caused by peak demand. Planned maintenance: Companies should not report under DG2 low pressures caused by planned maintenance. It is not intended that Companies identify the number of properties affected in each instance. However, Companies must maintain sufficiently accurate records to verify that low pressure incidents that are excluded from DG2 because of planned maintenance are actually caused by maintenance. One-off incidents: This exclusion covers a number of causes of low pressure, mains bursts, failures of Company equipment (such as PRVs or booster pumps), firefighting and action by a third party. However, if problems of this type affect a property frequently, they cannot be classed as one-off events and further investigation will be required before they can be excluded.

Question 3.5

Q3.5

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



The water supplied to the property has an average water hardness of 87.69 mg/l calcium which is defined as Hard by Hafren Dyfrdwy.

[See Details](#)

Guidance Notes

Neither hard nor soft water is considered to pose any risk to health. Hardness comes from naturally occurring calcium and magnesium mineral salts which are dissolved from the rocks through which rain water flows. Hardness is expressed as the equivalent amount of calcium carbonate in parts per million (mg/l). Hard water 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 undertaker's website.

Water hardness can be expressed in various indices for example the hardness settings for dishwashers are commonly expressed in Clark's degrees, but check with the manufacturer as there are also other units. The following table explains how to convert mg/l calcium and mg/l calcium carbonate classifications.

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

Q3.6

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



Records indicate that the property is not served by a water meter. Where the property is not served by a meter and the customer wishes to consider this method of charging they should contact:

N/A

Hafren Dyfrdwy
Wrexham Road
Wrexham
LL14 4EH

Tel: 0330 678 0679 For Billing Enquiries only
Tel: 0330 678 0646 For Business Customers only
Tel: 0115 971 3550 For Search Enquiries only

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

Question 4.1.1**Q4.1.1****Who is responsible for providing the sewerage services for the property?**

The Sewerage Undertakers for the area are:

See Answer

Hafren Dyfrdwy
Wrexham Road
Wrexham
LL14 4EH

Tel: 0330 678 0679 For Billing Enquiries only
Tel: 0330 678 0646 For Business Customers only
Tel: 0115 971 3550 For Search Enquiries only

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

Question 4.1.2**Q4.1.2****Who is responsible for providing the water services for the property?**

The Water Undertakers for the area are:

See Answer

Hafren Dyfrdwy
Wrexham Road
Wrexham
LL14 4EH

Tel: 0330 678 0679 For Billing Enquiries only
Tel: 0330 678 0646 For Business Customers only
Tel: 0115 971 3550 For Search Enquiries only

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

Question 4.2**Q4.2****Who bills the property for sewerage services?**

The property is not billed for sewerage services.

N/A

Question 4.3**Q4.3****Who bills the property for water services?****See Details**

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
Tel: 0115 971 3550 For Search Enquiries only

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

Question 4.4**Q4.4****What is the current basis for charging for sewerage and/or water services at the property?****Unmeasured**

The charges are based on the rateable value of the property of 250.00 and the charge for the current financial year is £571.13.

Guidance Notes

Water and Sewerage Companies full charges are set out in their charges schemes which are available from the Company free of charge upon request. The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for watering the garden, other by hand (this includes the use of sprinklers) or automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

Question 4.5**Q4.5****Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?****See Details**

The undertaker has the power to install a water meter at a property as a consequence of a change of occupation at any time under Section 144B of the Water Industry Act (1991). However there will be no change in the current charging arrangements as a consequence of a change of occupation.

Guidance Notes

Water and Sewerage Companies full charges are set out in their charges schemes which are available from the Company free of charge upon request. The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for watering the garden, other than by hand (this includes the use of sprinklers) or automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

Appendix 1

Terms and Expressions in this Report

'the 1991 Act' means the Water Industry Act 1991[61];

'the 2000 Regulations' means the Water Supply (Water Quality) Regulations 2000[62];

'the 2001 Regulations' means the Water Supply (Water Quality) Regulations 2001[63];

'adoption agreement' means an agreement made or to be made under Section 51A(1) or 104(1) of the 1991 Act[64];

'bond' means a surety granted by a developer who is a party to an adoption agreement;

'bond waiver' means an agreement with a developer for the provision of a form of financial security as a substitute for a bond;

'calendar year' means the twelve months ending 31st December;

'discharge pipe' means a pipe which discharges are made or are to be made under Section 165(1) of the 1991 Act;

'disposal main' means (subject to section 219(2) of the 1991 Act) any outfall pipe or other pipe which - (a) is a pipe for the conveyance of effluent to or from any sewage disposal works, whether of a Sewerage Undertaker or of any other person; and (b) is not a public sewer;

'drain' means (subject to Section 219(2) of the 1991 Act) a drain used for the drainage of one building or of any buildings or yards appurtenant to buildings within the same curtilage;

'effluent' means any liquid, including particles of matter and other substance in suspension in the liquid;

'financial year' means the twelve months ending with 31st March;

'lateral drain' means - (a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or (b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under Section 102 of the 1991 Act or in an agreement made under Section 104 of that Act[65];

'licensed water supplier' means a company which is the holder for the time being of a water supply license under Section 17A(1) of the 1991 Act[66];

'maintenance period' means the period so specified in an adoption agreement as a period of time - (a) from the date of issue of a certificate by a Sewerage Undertaker to the effect that a developer has built (or substantially built) a private sewer or lateral drain to that Undertakers satisfaction; and (b) until the date that private sewer or lateral drain is vested in the Sewerage Undertaker;

'map of waterworks' means the map made available under Section 198(3) of the 1991 Act[67] in relation to the information specified in subsection (1A);

'private sewer' means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a Sewerage Undertaker;

'public sewer' means, subject to Section 106(1A) of the 1991 Act[68], a sewer for the time being vested in a Sewerage Undertaker in its capacity as such, whether vested in that Undertaker - (a) by virtue of a scheme under Schedule 2 to the Water Act 1989[69]; (b) by virtue of a scheme under Schedule 2 to the 1991 Act[70]; (c) under Section 179 of the 1991 Act[71]; or (d) otherwise;

'public sewer map' means the map made available under Section 199(5) of the 1991 Act[72];

'resource main' means (subject to Section 219(2) of the 1991 Act) any pipe, not being a trunk main, which is or is to be used for the purpose of- (a) conveying water from one source of supply to another, from a source of supply to a regulating reservoir or from a regulating reservoir to a source of supply; or (b) giving or taking a supply of water in bulk;

'sewerage services' includes the collection and disposal of foul and surface water and any other services which are required to be provided by a Sewerage Undertaker for the purpose of carrying out its functions;

'Sewerage Undertaker' means the company appointed to be the Sewerage Undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated;

'surface water' includes water from roofs and other impermeable surfaces within the curtilage of the property;

'water main' means (subject to Section 219(2) of the 1991 Act) any pipe, not being a pipe for the time being vested in a person other than the Water Undertaker, which is used or to be used by a Water Undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the Undertaker or supplier, as distinct from for the purpose of providing a supply to particular customers;

'water meter' means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises;

'water supplier' means the company supplying water in the water supply zone, whether a Water Undertaker or licensed water supplier;

'water supply zone' in relation to a calendar year, means the names and areas designated by a Water Undertaker within its area of supply that are to be its water supply zones for that year,

'Water Undertaker' means the company appointed to be the Water Undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated.

In this Report, references to a pipe, including references to a main, a drain or a sewer, shall include references to a tunnel or conduit which serves or is to serve as the pipe in question and to any accessories for the pipe.

Residential Drainage and Water Search Complaint Procedure

As a minimum standard Severn Trent Searches, Pure Offices, Sherwood Business Park, Lake View Drive, Nottingham, NG15 0DT:

Will endeavour to resolve any telephone contact or complaint at the time of the call. However, if that isn't possible, we will investigate and research the matter in detail and provide a written response within 5 working days of receipt of your complaint.

Depending on the scale of investigation required, we will keep you informed of the progress and update you with new timescales if necessary.

If we fail to give you a written substantive response within 5 working days Severn Trent Searches will compensate our client the original fee paid for a Severn Trent CON29DW Drainage and Water enquiry, regardless of the outcome of your complaint.

If we find your complaint to be justified, or we have made any errors that substantially change the outcome in your search result, we will automatically refund the search fee to the ordering party. We will provide them with a revised search and also undertake the necessary action, as within our control, to put things right as soon as practically possible. Customers will be kept informed of the progress of any action required.

If the search takes us longer than 10 working days to complete and we have not communicated the reasons for the delay we will provide the search free of charge.

A complaint will normally be dealt with fully within 20 working days of the date of its receipt. If there are valid reasons for the consideration taking longer you will be kept fully informed in writing or via telephone or email, as you prefer, and receive a proposed solution or final response at the very latest within 40 working days.

If you are still not satisfied with our response or action we will refer the matter to a Senior Manager/ Company Director for resolution. At your request we will liaise with a representative acting on your behalf.

If you are not satisfied with the resolution offered in the final response or the timescale * within which the final response or proposed solution was issued, you may refer the complaint to The Property Ombudsman scheme (TPOs), contact details below. 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.

*40 working days

Complaints should be sent to:
Customer Services
Severn Trent Searches
Pure Offices, Sherwood Business Park
Lake View Drive
Nottingham
NG15 0DT
Tel: 0115 971 3550
Email: enquiries@severntrentsearches.com

TPOs can be contacted at:
The Property Ombudsman scheme
Milford House, 43 - 55 Milford Street,
Salisbury, Wiltshire, SP1 2PB.
Tel: 01722 333306
Fax: 01722 332296
E-mail: admin@tpos.co.uk
Website: www.tpos.co.uk



The Transfer

The private sewer transfer occurred in October 2011, and was designed to bring the majority of private sewers in England and Wales into public ownership.

Drains, lateral drains and sewers - definitions

A drain is a disposal pipe serving a single property or properties (such as flats) within a single curtilage. A lateral drain is any section of that drain which extends beyond the curtilage of the property. A sewer is a disposal pipe serving two or more separate properties. Full legal definitions of these terms can be found in Appendix 1.

Assets transferred into public ownership

The majority of all sewers and lateral drains that were connected to the public system prior to 1st July 2011 transferred into public ownership on 1st October 2011. Water companies were given five years to identify and adopt private pumping stations and associated apparatus, ending in October 2016.

Assets not transferred into public ownership

Some assets were excluded from the transfer, including:

Any assets not connected prior to 1st July 2011. These will transfer under a secondary scheme at a later date.

Drains within the boundary of the property they serve.

Sewers on Crown Land (such as prisons) where notice has been received from the relevant authority that the sewers should be exempt.

Sewers owned by Railway Authorities.

Sewers and drains which do not discharge to the public system, such as Sustainable Drainage Systems.

Drainage systems contained within a single property curtilage (e.g. retail parks, caravan parks).

Private Pumping stations and associated pressurised mains which serve one property.

Sewers where the owner successfully appeals to OFWAT to retain ownership (see below).

Private treatment works, septic tanks and cesspits.

Appeals

Any owner of a private sewer, lateral drain or pumping station had the right to appeal of OFWAT to retain ownership. These had to be lodged before 30th September 2011* OFWAT then determined whether the asset in question should be exempt from the transfer. During the appeal process, assets remained private.

*Appeals process differs slightly for pumping stations, Visit OFWAT's website for more details (ofwat.gov.uk).

Procedures for new sewers

The Flood and Water Management Act 2010

The Welsh Assembly have enacted Section 42 of the Flood and Water Management Act 2010, making adoption of all new sewers connecting to the public network mandatory. A new national Mandatory Build Standard has also been introduced specifying the standards to which new sewers must be built.

Issues for property owners

Liability

Since the transfer, the majority of property owners have a greatly reduced liability for repairs to the drainage system. Should the search indicate the property is not connected to mains drainage or that there are no public assets nearby, it is recommended that further investigations be made into the drainage arrangements, as the property owner may have a substantial liability.

Sewers within property boundaries

The transfer resulted in a greater number of public sewers and lateral drains within property boundaries, many of which are not plotted on the Public Sewer Map. Property owners need to be aware that Hafren Dyfrdwy have statutory rights of access to land where their assets are located should they need to access the mains.

There are also formerly private sewers which have been built over without the Sewerage Undertaker's consent. Providing normal planning procedures were followed, this should not present any significant issues, although property owners need to be aware that the Sewerage Undertaker may need to access the sewer.

Developing Properties

Building over or close to a public asset requires the consent from Hafren Dyfrdwy. This includes transferred private sewers and lateral drains within property boundaries. Full details can be found on the Hafren Dyfrdwy website.

What to do if there is a blockage in the Sewer within the property boundary

If there is a problem with a pipe within the property boundary, the occupier should call Hafren Dyfrdwy on 0800 085 8033. The Sewerage Undertaker will then decide whether this is a private matter or if they are responsible. The Sewerage Undertaker may charge the homeowner for clearing a blockage etc for which they are not responsible. Any works needed would be agreed beforehand.

Updates to the CON29DW

Section 104 sites

The transfer applied to sites undergoing adoption under Section 104 of the Water Industry Act (1991). However, some assets on these sites, such as pumping stations, sewers connected after July 2011 and surface water sewers not connecting to the public system, were not included in the transfer. In these circumstances the search will continue to show a Section 104 agreement in place.

Sewers and lateral drains within property boundaries

Because private sewers were not previously required to be recorded on the public sewer records there are circumstances when we are unable to confirm the location of transferred sewers. On these occasions, the CON29DW report will advise as to whether there is likely to be a public asset within the boundary.

Proximity of sewers to the property

The majority of properties - particularly within urban areas - will have public sewers within 100 feet (30.48 metres). In the case of transferred assets not being shown on public sewer record, there will be occasions when we are unable to confirm this. In these circumstances we will advise whether there are likely to be assets in close proximity to the property. The absence of nearby public sewers could result in a property owner having a substantial liability for repairs to the drainage system.

Building over public sewers

A number of formerly private sewers have been built over and are now the responsibility of Hafren Dyfrdwy. Although the search will highlight whether there has been a build over enquiry to Hafren Dyfrdwy, this will only apply to sewers which were public at the time of development.

Sewer flooding

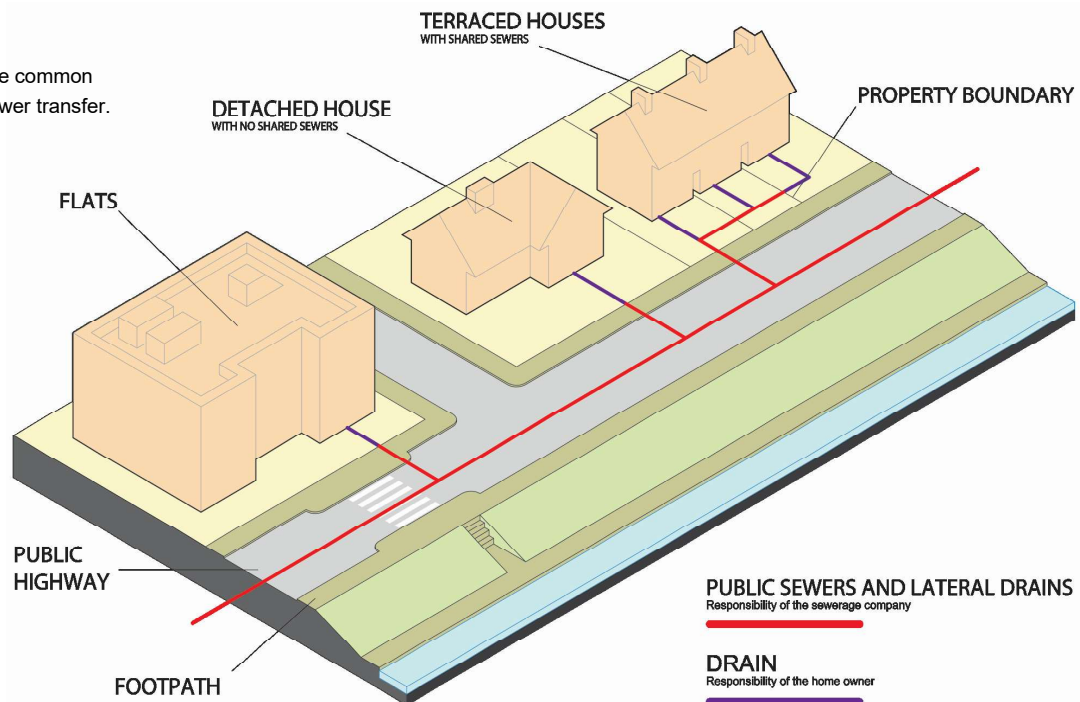
Whilst the search will still report the risk of sewer flooding to a property, following the transfer there is the possibility of sewer flooding from transferred sewers which will not have been previously recorded. The register will be updated as and when there is an occurrence.

Pumping Stations

The search indicates whether a transferred pumping station is located either within a property boundary, or within 50 metres of the property. Transferred pumping stations - which will not always have been built to Hafren Dyfrdwy's standards - initially require regular inspection and maintenance, which may prove disruptive. On occasion, there may be private pumping stations of which we are unaware. In these instances, please contact Hafren Dyfrdwy on 0800 085 8033.

Typical Examples

This diagram reflects some common scenarios following the sewer transfer.



Terraced Properties

It is common for terraced properties to have a public sewer passing within the property boundary. There are some exceptions, such as an end terrace upstream of neighbouring properties as the section of drain will only serve that one property and so will remain private. Besides the situation shown in the diagram, a common alternative arrangement is for terraced houses to be served by a shared sewer to the rear which may also run in passageways between properties to join the main sewer in the highway.

Semi-detached

The majority of semi-detached properties are connected to the public sewer via a shared connection. The section of drain which serves both properties is now public. Typically, the public sewer will be within the boundary of the property which is downstream on the drainage system as most sewers work on a gravity system.

Detached Properties

It is common for most detached properties to be connected to the public sewer via a direct connection. Therefore, for many detached properties it is unlikely that assets within the boundary of the property will have transferred. But the individual drainage arrangements at a specific property should be checked if details are required.

Flats/Apartments

Any shared drainage systems within a property curtilage remain private. This means with flats, only drains and sewers outside the boundary have transferred.

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 (in accordance with paragraph 3.5);

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 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.

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 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 and you can obtain further information by visiting www.tpos.co.uk or email admin@tpos.co.uk.

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.

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