















## Copyright Statements

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Contains Office Hadley Centre (2019): UKCP18 Convection-Permitting Model Projections for the UK at 2.2km resolution. NERC EDS Centre for Environmental Data Analysis.

## Important consumer information

This search has been produced by TERRAFIRMA IDC LTD. 2440 The Quadrant, Aztec West Business Park, Almondsbury, Bristol, BS32 4AQ. Email: [info@terrafirmasearch.co.uk](mailto:info@terrafirmasearch.co.uk). Telephone: 0330 900 7500.

Registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

## The Search Code

The Search Code provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom. It sets out minimum standards which firms compiling and selling search reports have to meet. It promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals. It also enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.

By giving you this information, the search firm is confirming that they agree to the principles of the Code. This provides important protection for you.

## The Code's core principles

Firms which subscribe to the Search Code will:

- Display the Search Code logo prominently on their search reports.
- Act with integrity and carry out work with due skill, care and diligence.
- At all times maintain adequate and appropriate insurance to protect consumer.
- Conduct business in an honest, fair and professional manner.
- Handle complaints speedily and fairly.
- Ensure that products and services comply with industry registration rules and standards and relevant laws.
- Monitor their compliance with the Code.

## Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for an investigation to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or degradation, distress or inconvenience as a result of your search provider failing to keep to the Code.

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

## TPO contact details

The Property Ombudsman scheme. Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306 Fax: 01722 332105. Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) | Website: [www.tpos.co.uk](http://www.tpos.co.uk). You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk) or from our website at [www.terrafirmaidc.co.uk](http://www.terrafirmaidc.co.uk).

## Complaints to us

Terrafirma is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly. If you want to make a complaint directly to Terrafirma, we will:

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

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to: The Property Ombudsman scheme. Tel: 01722 333306 E-mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) | Website: [www.tpos.co.uk](http://www.tpos.co.uk).

We will co-operate fully with the Ombudsman during an investigation and comply with his final decision. Complaints should be sent to: Director & Senior Executive, Terrafirma. 2440 The Quadrant, Aztec West Business Park, Almondsbury, Bristol, BS32 4AQ. Telephone: 0330 900 7500. Email: [info@terrafirmasearch.co.uk](mailto:info@terrafirmasearch.co.uk).