Groundsure has not identified significant risks likely to restrict any reasonable mortgage application for this property. Avista also complies with Law Society best practice notes on property transactions.

It is important to be fully informed of all risks associated with a property before completing your purchase. Please read all the information in this report carefully.

### Environmental search results

<table>
<thead>
<tr>
<th>Risk Type</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contaminated Land</td>
<td>Passed</td>
</tr>
<tr>
<td>Flood Risk</td>
<td>Low</td>
</tr>
<tr>
<td>Ground Stability</td>
<td>Passed</td>
</tr>
<tr>
<td>Radon</td>
<td>Passed</td>
</tr>
<tr>
<td>Energy</td>
<td>Identified</td>
</tr>
<tr>
<td>Transportation</td>
<td>Passed</td>
</tr>
<tr>
<td>Planning Applications</td>
<td>8</td>
</tr>
</tbody>
</table>

Based on the environmental search results for this property, we have proposed a number of next steps. Extrapolating the time, costs and complexity associated with these, the score above indicates any likely impact on transaction timings. Only minimal next steps have been recommended, which should not impact the completion of this transaction.

**Avista Action Alert**

Minimal actions identified

Please contact us with any questions relating to the searches at: avista@groundsure.com

Reference: GSTEST-4239094
Your reference: Specimen
Date: Sep 07, 2017
Avista Action Alert

Key recommended next steps

These relate to environmental risks that may affect the enjoyment of a property, health, insurance premiums and/or a lender’s willingness to lend.

Groundwater
The property is assessed to have a groundwater flood risk of moderate or higher. Key recommended next steps:

- If the house has a basement or other section below ground, investigate whether tanking is possible. This is a process where basement areas are sealed with a watertight material to prevent groundwater seeping in.
- Look at the search result in the context of its locality. Discuss with the seller (and potentially their neighbours) to see if groundwater flooding is common there and what measures are in place to combat it.
- Consider property level flood prevention measures that may be useful in this property, such as flood gates and barriers or airbricks.
- Consider conducting a visual check at the property looking for water staining, damp patches or mould growth. Be aware of any damp smells. It is also worth checking the survey to see if any of these things have been reported.

Further recommended next steps

These are next steps associated with non-environmental search returns on matters of energy and transport infrastructure, mobile masts, and planning restrictions.

Visual and cultural designations
The property lies within 50m of a visually or culturally protected site or area. Key recommended next steps:

- Seek further guidance from the local planning department on any likely restrictions if considering any property development.

Solar
Existing or proposed solar installations have been identified within 5km of the property. Key recommended next steps:

- Use the details given in the report to find out more about the potential impacts on this property by contacting the operating company and/or Local Authority.
- Consider visiting the area in order more accurately to assess the impact this solar farm would have on this property.

### Wind

Existing or proposed wind installations have been identified within 5km. Key recommended next steps:

- Use the details given in the report to find out more about the potential impacts on this property.
- Consider contacting the operating company and the relevant Local Authority for further information.
- Consider visiting the area in order more accurately to assess the impact this wind development would have on this property.

### Power stations

One or more Power Stations have been identified within 5km of the property. Key recommended next steps:

- Consider visiting the power station operator’s website for further information. Many power stations have large amounts of information on their local impacts available on the operator’s website.
- Additionally, consider approaching the Air Quality team of the Local Authority which may hold additional information regarding any air quality impacts in the area.
- If a nuclear installation has been identified, consider visiting [http://www.hse.gov.uk/nuclear/regulated-sites.htm](http://www.hse.gov.uk/nuclear/regulated-sites.htm) for further information on the site.
Environmental Summary

Environmental searches are designed to ensure that any hazards and risks associated with this property including clean-up costs are identified and considered alongside the investment in or purchase of a property. Please see the Avista Action Alert: on p.2 for further advice.

Contaminated Land
No significant concerns have been identified as a result of the contaminated land searches.

Past Land Use None
Waste and Landfill None
Current Industrial None

Flood Risk
Property's overall risk assessment for river, coastal, surface water and groundwater flooding is low.

River and Coastal Flooding Very low
Groundwater Flooding Moderate
Surface Water Flooding Negligible
Past Flooding None
Flood Storage Areas None

Flood Insurance Rating Green
The insurance rating is compiled by JBA, the UK’s leading flood expert

Ground Stability
No significant concerns have been identified as a result of the ground stability searches. No action required.

Natural Ground Stability Negligible - very low
Non-Natural Ground Stability None

Radon
Local levels of Radon are considered normal. Percentage of affected homes in your local area is: Less than 1%
Passed

Please contact us with any questions relating to the searches at: avista@groundsure.com

Date: Sep 07, 2017
Groundwater Flooding

JBA Risk Management data indicates that the property is in an area with a moderate risk of groundwater flooding.

JBA Risk Management data indicates that groundwater levels are between 0.5m and 5m below the ground surface. There is a risk of flooding to subsurface assets but surface manifestation of groundwater is unlikely.

Groundwater flooding is flooding caused by unusually high groundwater levels. It occurs as excess water emerging at the ground surface or within manmade underground structures such as basements. Groundwater flooding tends to be more persistent than surface water flooding, in some cases lasting for weeks or months, and it can result in significant damage to property. This risk assessment is based on a 5m Digital Terrain Model (DTM) and a 1 in 100 year return period.
### Energy summary

#### Oil And Gas

No active or planned wells or extraction areas (such as fracking sites) identified near the property.

<table>
<thead>
<tr>
<th>Oil and Gas Areas</th>
<th>Oil and Gas Wells</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

#### Wind and Solar

Our search of existing and planned renewable wind and solar infrastructure has identified results.

Please see the Avista Action Alert: on p.2 for further advice, and p.7 for further details of the identified issues.

<table>
<thead>
<tr>
<th>Wind</th>
<th>Solar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identified</td>
<td>Identified</td>
</tr>
</tbody>
</table>

#### Energy Infrastructure

Our search of major energy transmission or generation infrastructure and nationally significant infrastructure projects has identified results.

Please see the Avista Action Alert: on p.2 for further advice, and p.10 for further details of the identified issues.

<table>
<thead>
<tr>
<th>Power stations</th>
<th>Energy Infrastructure Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identified</td>
<td>Identified</td>
</tr>
</tbody>
</table>
Solar

Proposed solar installations

There is a planning permission application relating to a solar farm or smaller installation near to this property. Please note this will not include small domestic solar installations and that one site may have multiple applications for different aspects of their design and operation. Also note that the presence of an application for planning permission is not an indication of permission having been granted. See below for details of the proposals.

<table>
<thead>
<tr>
<th>ID</th>
<th>Distance</th>
<th>Direction</th>
<th>Address</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2-3 km</td>
<td>W</td>
<td>185 Old Shoreham Road, Hove</td>
<td>Applicant name: - Application Status: - Application Date: - Application Number: BH2013/03973 Installation of ground mounted free standing photovoltaic array in rear garden.</td>
</tr>
</tbody>
</table>
The data is sourced from the public register of planning information and is updated on a weekly basis.

Wind

Proposed wind turbines

Planning applications for individual wind turbines have been proposed within 5000m of this property. See below for details of the operating company, number of turbines, project and turbine capacity.

Please note some planning applications identified as having been refused may have subsequently been granted on appeal without appearing as such within this report.

If the existence of a planning application, passed or refused may have a material impact with regard to the decision to purchase this property, Groundsure recommends independent, thorough enquiries are made with the Local Authority. If any applications have been identified within this report, Groundsure have included the planning reference to enable further enquiries to be made.

<table>
<thead>
<tr>
<th>ID</th>
<th>Distance</th>
<th>Direction</th>
<th>Details</th>
</tr>
</thead>
</table>
| 2  | 3-4 km   | SE        | Site Name: Gracies Place 286 Madeira Drive, Adjacent Peter Pan Playground, Brighton, East Sussex, BN2 1EN  
Planning Application Reference: BH2013/01829  
Type of Project: Cafe & Wind Turbine |
| A  | 4-5 km   | E         | Site Name: The Science Park Sea View Way, , Brighton, East Sussex, BN2 6NT  
Planning Application Reference: BH2014/00320  
Type of Project: Wind Turbine |
| A  | 4-5 km   | E         | Site Name: Woodingdean Business Park Sea View Road, Adj To Falmer Road (B2123), Woodingdean, Brighton, East Sussex, BN2 6NX  
Planning Application Reference: BH2011/00255  
Type of Project: Commercial Development/Wind Turbine |

Application Date: 03/06/2013  
Planning Stage: Detailed Plans Submitted  
Project Details: Scheme comprises drive brighton east cliff application to extend time limit for implementation of previous approval bh2010/00511 for the construction of cafe, incorporating solar panels and a wind turbine.  
Approximate Grid Reference: 532436, 103583

Application Date: 11/02/2014  
Planning Stage: Detail Plans Refused  
Project Details: Scheme comprises replacement of single blade wind turbine with three bladewind turbine.  
Approximate Grid Reference: 535661, 106215

Application Date: 07-Feb-11  
Planning Stage: Detail Plans Granted  
Project Details: Scheme comprises construction of industrial and storage buildings with associated offices and a wind turbine together with provision for access, servicing, parking and landscaping. Sustainable Information This development has been designed to achieve BRE  
Approximate Grid Reference: 535665, 106175
<table>
<thead>
<tr>
<th>ID</th>
<th>Distance</th>
<th>Direction</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4-5 km</td>
<td>E</td>
<td>Site Name: Woodingdean Business Park Sea View Road, Adj To Falmer Road (B2123), Woodingdean, Brighton, East Sussex, BN2 6NX Planning Application Reference: BH2010/01454 Type of Project: Commercial Development/Wind Turbine Application Date: 28-May-10 Planning Stage: Detail Plans Granted Project Details: Scheme comprises construction of industrial and storage buildings with associated offices and a wind turbine together with provision for access, servicing, parking and landscaping. Sustainable Information This development has been designed to achieve BRE Approximate Grid Reference: 535665, 106175</td>
</tr>
</tbody>
</table>

This information is derived from planning data supplied by Glenigan, in some cases with further accuracy applied by Groundsure’s experts. This search includes planning applications for single wind turbines only, within 5000m around the property. This data is updated on a quarterly basis.
There is an active power station near to this property. **Power stations can cause air pollution issues and may not be visually pleasing.**

Power generation stations identified by these searches have a capacity of over 1 MW (Million Watt output) and will be one of the following types: Combined Cycle Gas Turbine (CCGT), Gas/Oil, Coal Gas, Diesel Gas, HP Oil, Poultry Litter, Coal/Oil, Coal/Gas, Meat and Bone, Pumped Storage Mine Gas, Rapeseed Oil, Straw/Gas Waste Combined Heat or Power Biomass.

Air pollution issues can be investigated further through the Air Quality team at the Local Authority. If the existence of any of a power generation station may have a material impact with regard to the decision to purchase this property, Groundsure recommends making independent enquiries with the operating company listed.
<table>
<thead>
<tr>
<th>ID</th>
<th>Distance</th>
<th>Direction</th>
<th>Company name</th>
<th>Power station name</th>
<th>Type of power station</th>
<th>Total capacity (MW)</th>
<th>Operating since</th>
</tr>
</thead>
<tbody>
<tr>
<td>328</td>
<td>4-5 km</td>
<td>NE</td>
<td>University of Sussex</td>
<td>University of Sussex</td>
<td>Combined Heat and Power</td>
<td>1.16</td>
<td>No Details</td>
</tr>
</tbody>
</table>

This data is supplied by the Digest of United Kingdom Energy Statistics (DUKES).
## Transportation Summary

### HS2

No results for Phase 1 or Phase 2 of the HS2 project (including the 2016 amendments) have been identified within 2.5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future.

<table>
<thead>
<tr>
<th>HS2 Route</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>HS2 Safeguarding</td>
<td>None</td>
</tr>
<tr>
<td>HS2 Stations</td>
<td>None</td>
</tr>
<tr>
<td>HS2 Depots</td>
<td>None</td>
</tr>
</tbody>
</table>

### Crossrail 1

This property is not within 250 metres of the Crossrail project.

<table>
<thead>
<tr>
<th>Crossrail 1 Route</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crossrail 1 Stations</td>
<td>None</td>
</tr>
<tr>
<td>Crossrail 1 Worksites</td>
<td>None</td>
</tr>
</tbody>
</table>

### Railways

This property is not within 250 metres of any railways or railway stations.

<table>
<thead>
<tr>
<th>Active Railways</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Railway Stations</td>
<td>None</td>
</tr>
</tbody>
</table>
Planning summary

Planning Applications

Using information supplied by Local Planning Authorities dating back 10 years, this information is designed to help you understand possible changes to the area around the property. Please note that even successful applications may not have been constructed and new applications for a site can be made if a previous one has failed. We advise that you use this information in conjunction with a visit to the property and seek further expert advice if you are concerned or considering development yourself.

Large Developments within 250m:

- 0

Small Developments within 125m:

- 5

House extensions or new builds within 50m:

- 3

Please see p.14 for details of the proposed developments.

Please see p.16 for details of the proposed developments.

In this report large developments are considered to be residential builds of 10 or more houses (or 1-9 units if value is greater than £1 Million) and all other projects with a value of £250,000 or more. While small developments are considered to be residential builds of 3-9 houses or other developments with a project value of less than £250,000.

Planning restrictions

Protected areas have been identified within 50 metres of the property. Protected areas include nature reserves and other conservation areas.

Environmental Protected Areas: None

Visual and Cultural Protected Areas: Identified

Please see p.17 for further details of the identified issues.

Telecoms

There are no mobile masts, mobile phone base stations or planning applications for mobile masts identified within 500 metres of the property.

Mobile phone masts: None
Small projects within 125m

5 small developments within 125m have been submitted for planning permission near to the property during the last ten years. Small developments are considered to be residential builds of 3-9 houses or other developments with a project value of less than £250,000. Please see below for details of the proposed developments.
<table>
<thead>
<tr>
<th>ID</th>
<th>Distance</th>
<th>Direction</th>
<th>Address</th>
<th>Application Ref. and Submission date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16 m</td>
<td>N</td>
<td>34 Preston Park Avenue, Brighton, East Sussex, BN1 6HG</td>
<td>Application Ref.: BH2016/00584 Submission date: 03/03/2016 Status: Plans Approved-Detail Plans Granted</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Scheme comprises conversion of residential care home (C2) to 4 two bedroom and 1 three bedroom flat (C3) with construction of a two storey rear extension, revised fenestration and associated alterations. An application (ref:BH2016/00584) for detailed plans was granted by Brighton &amp; Hove Council</td>
</tr>
<tr>
<td>2</td>
<td>35 m</td>
<td>N</td>
<td>35 Preston Park Avenue, Brighton, East Sussex, BN1 6HG</td>
<td>Application Ref.: BH2014/02254 Submission date: 04/08/2014 Status: Early Planning-Detail Plans Refused</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Scheme comprises change of use from house (C3) to business office (B1). An application (ref:BH2014/02254) for detailed plans was refused by Brighton &amp; Hove Council</td>
</tr>
<tr>
<td>4</td>
<td>68 m</td>
<td>N</td>
<td>39 Preston Park Avenue, Brighton, East Sussex, BN1 6HG</td>
<td>Application Ref.: BH2016/01883 Submission date: 24/05/2016 Status: Early Planning-Detail Plans Refused</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Scheme comprises construction of single storey offices (B1) with other associated alterations. An application (ref:BH2016/01883) for detailed plans was refused by Brighton &amp; Hove Council</td>
</tr>
<tr>
<td>B</td>
<td>86 m</td>
<td>N</td>
<td>39a Preston Park Avenue, Brighton, East Sussex, BN1 6HG</td>
<td>Application Ref.: BH2017/00018 Submission date: 04/01/2017 Status: Early Planning-Detail Plans Refused</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Scheme comprises construction of single storey offices (B1) with other associated alterations. An application (ref:BH2017/00018) for detailed plans was refused by Brighton &amp; Hove Council</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Scheme comprises replacement of chapel contained within main building with a new chapel in the rear grounds, the chapel includes a roof garden and a glazed link to the care home. An application (ref:BH2008/00650) for detailed plans was granted by Brighton &amp; Hove Council</td>
</tr>
</tbody>
</table>
House extensions and small new builds within 50m

3 house extensions and small new builds within 50m have been submitted for planning permission near to the property during the last ten years.

<table>
<thead>
<tr>
<th>ID</th>
<th>Distance</th>
<th>Direction</th>
<th>Address</th>
<th>Application Ref. and Submission date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>31 m</td>
<td>S</td>
<td>29a Preston Park Avenue, Brighton, East Sussex, South East, BN1 6HG</td>
<td>Application Ref.: BH2009/02505 Submission date: 14/10/2009 Status: Early Planning-Detail Plans Refused</td>
<td>- An application (ref:BH2009/02505) for detailed plans was refused by Brighton &amp; Hove Council</td>
</tr>
<tr>
<td>A</td>
<td>31 m</td>
<td>S</td>
<td>29A Preston Park Avenue, Brighton, East Sussex, South East, BN1 6HG</td>
<td>Application Ref.: BH2010/00315 Submission date: 05/02/2010 Status: Plans Approved-Detail Plans Granted</td>
<td>- An application (ref:BH2010/00315) for detailed plans was granted by Brighton &amp; Hove Council</td>
</tr>
<tr>
<td>3</td>
<td>49 m</td>
<td>NE</td>
<td>83 Beaconsfield Villas, Brighton, East Sussex, South East, BN1 6HF</td>
<td>Application Ref.: BH2009/03042 Submission date: 05/02/2010 Status: Plans Approved-Detail Plans Granted</td>
<td>- An application (ref:BH2009/03042) for detailed plans was granted by Brighton &amp; Hove Council</td>
</tr>
</tbody>
</table>
Visual and Cultural Designations

Conservation Areas
This property is in or within 50m of a Conservation Area, meaning that there will be extra planning controls restricting some development. This particularly applies to developing the outside of the building and any trees on the property.

Conservation Areas exist to protect special architecture and historic interest in an area. It may mean that the property is located in a beautiful or architecturally interesting place to live. See Historic England’s website for more information: https://historicengland.org.uk/advice/your-home/owning-historic-property/conservation-area/

<table>
<thead>
<tr>
<th>Distance</th>
<th>Direction</th>
<th>Name</th>
<th>District</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>on site</td>
<td>Preston Park, The City of Brighton and Hove</td>
<td>The City of Brighton and Hove</td>
</tr>
</tbody>
</table>
Registered Parks and Gardens

This property contains, or is in close proximity to a registered park or garden, which is a designed landscape considered of historic interest.

Although the inclusion of an historic park or garden on the register in itself brings no additional statutory controls, local authorities are required by central government to consider registration material in planning terms, so local planning authorities must take into account the historic interest of the site when determining whether or not to grant planning permission.

This could result in a particularly pleasant location, but it should also be expected to significantly affect the owner’s ability to develop on the site.

Please see Historic England’s website for further information: [https://historicengland.org.uk/listing/what-is-designation/registered-parks-and-gardens/pag-faqs/](https://historicengland.org.uk/listing/what-is-designation/registered-parks-and-gardens/pag-faqs/)
Additional searches that are not of concern or relevant to this location

The searches listed below were run against this property and found not to be of concern or represent a risk.

**Contaminated Land**
- Previous use of industrial land
- Potential contamination from storage tanks
- Previous power station, substation, or other energy feature
- Previous petrol stations
- Previous Garages
- Land previously used for military purposes
- Active or recent landfill
- Previous landfill (from Environment Agency Records)
- Previous landfill (from British Geological Survey records, 1973)
- Previous landfill (from Local Authority and historical mapping records)
- Waste site no longer in use
- Active or recent waste sites
- Active industrial land use
- Active or obsolete petrol stations
- Licence for pollutant release
- Current and recent pollutant release to water or land
- Pollutant release licence to air
- Licence for release of Red List toxic substances
- Specific intent to release exceptionally toxic liquids
- Dangerous Substance Inventory (List 1)
- Dangerous Substance Inventory (List 2)
- Site storing large quantities of hazardous or explosive substances
- Hazardous substance storage/usage
- Sites designated as Contaminated Land
- Recorded pollution incidents

**Ground stability**
- Coal mining
- Geological cavity filled with other materials
- Non-coal mining
- Mining cavities
- Natural ground subsidence
- Natural geological cavities

**Energy Infrastructure**
- Nuclear installations
- Electricity transmission lines and pylons
- Energy infrastructure
- Projects

**Transportation**
- HS2 Depots
- HS2 Extended Homeowner Protection Zone
- HS2 route: nearest centre point of track
- HS2 route: nearest overground section
- HS2 Rural Support Zone
- HS2 safeguarding
- HS2 stations
- HS2 subsurface safeguarding
- Crossrail 1 stations
- Railway stations
- Railway stations
- Crossrail 1 route
- Crossrail 1 worksites

**Planning**
- Large projects within 250m
- Mobile phone masts planning records
- Mobile phone masts

**Planning restrictions**
- Sites of Special Scientific Interest (SSSI)
- Internationally important wetland sites (Ramsar sites)
- Designated Ancient Woodland
- Green Belt
- Local Nature Reserves
- National Nature Reserves
- Special Area of Conservation
- Special Protection Areas (for birds)
- Certificates of Immunity from Listing
- National Parks
- Areas of Outstanding Natural Beauty
- Scheduled Monuments
- Listed Buildings
- World Heritage Sites

**Oil and Gas**
- Licensed blocks
- Potential future exploration areas
- Oil, gas, shale gas or coalbed methane extraction
- Proposed oil, gas, shale gas or coalbed methane extraction

**Wind and solar**
- Proposed wind farms
- Wind farms
- Existing and agreed solar installations
Search Code and Groundsure terms and conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: info@groundsure.com which is 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

- 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
- sets out minimum standards which firms compiling and selling search reports have to meet
- 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 keep 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 consumers
- 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 Advice

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint 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 compensation of up to £5,000 to you if they find that you have suffered actual loss 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 to TPOs or to the PCCB.

TPOs Contact Details:
The Property Ombudsman scheme, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306 Fax: 01722 332296 Email: admin@tpos.co.uk Web: https://www.tpos.co.uk/

PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE
COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

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

Complaints should be sent to:
Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: info@groundsure.com 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 (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

Groundsure's Terms and Conditions can be viewed online at this link: https://www.groundsure.com/terms-and-conditions-sept-2016/

Important consumer protection information

All of the advice and reports that Groundsure produces are covered by a comprehensive Remediation Contribution policy to ensure customers are protected, see https://www.groundsure.com/remediation for full details.

Data providers

Groundsure works with respected data providers to bring you the most relevant and accurate information in your Avista report. To find out who they are and their areas of expertise see https://www.groundsure.com/sources-reference.