

# CommercialDW

## Drainage and Water Enquiry



Michelmores..  
DX135608 Exeter16

**Search address supplied**      Royal Air Force  
Buckingham Road  
BICESTER  
OX265HA

**Your reference**                      PPP/55730/74

**Our reference**                        CDWS/CDWS Standard/2012\_2270346

**Received date**                        9 July 2012

**Search date**                            10 July 2012

**Please Note:**

From 1st October 2011 ownership of private sewers and lateral drains have changed in accordance with the Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011.

**COMMERCIALDW**  
DRAINAGE AND WATER ENQUIRY

Thames Water Utilities Ltd

Property Searches  
PO Box 3189  
Slough SL1 4WW

DX 151280 Slough 13

T 0118 925 1504  
F 0118 923 6655/57  
E [searches@thameswater.co.uk](mailto:searches@thameswater.co.uk)  
I [www.thameswater-propertysearches.co.uk](http://www.thameswater-propertysearches.co.uk)

Registered in England and Wales  
No. 2366661, Registered office  
Clearwater Court, Vastern Road  
Reading RG1 8DB

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## Drainage and Water Enquiry



### Order Summary

Question	Answer
<b>Maps</b>	
1 Where relevant, please include a copy of an extract from the public sewer map.	Map Provided
2 Where relevant, please include a copy of an extract from the map of waterworks.	Map Provided
<b>Drainage</b>	
3 Does foul water from the property drain to a public sewer?	Connected
4 Does surface water from the property drain to a public sewer?	Connected
5 Is a surface water drainage charge payable?	Charge Payable
6 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundary of the property?	Yes
7 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	Yes
8 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
9 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
10 Is any building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers?	See Details
11 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	See Details
<b>Water</b>	
12 Is the property connected to mains water supply?	Connected
13 Are there any water mains, resource mains or discharge pipes within the boundary of the property?	No
14 Is there 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
15 Is the property at risk of receiving low water pressure or flow?	No
16 Please include details of a water quality analysis made by the water undertaker for the water supply zone in respect of the most recent calendar year.	Passed

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## Drainage and Water Enquiry



17	Please include details of any departures, authorised by the Secretary of State or by the National Assembly for Wales under Part 6 of the 2000 Regulations from the provisions of Part 3 of those Regulations.	Passed
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### Charging

18	Please include details of the location of any water meter serving the property.	See Details
19	Who is the sewerage and water undertakers for the area?	See Details
20	Who bills the property for sewerage services?	See Details
21	Who bills the property for water services?	See Details
22	What is the current basis for charging for sewerage and / or water services at the property?	Metered

### Optional Additional Information

23	Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste?	No
24	Is there a wayleave agreement giving Thames Water the right of access to pass through private land in order to reach the Company's assets?	Yes
25	Is there an easement agreement giving the Company the right of access to Assets located in private land which prevent the landowner from restricting the Company's access?	Yes
26	Details of any manhole cover and invert levels applicable to this site are enclosed.	See Details

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**Search address supplied:** Royal Air Force, Buckingham Road, BICESTER,  
OX265HA

Any new owner or occupier will need to contact Thames Water on 0845 9200 888 or log onto our website [www.thameswater.co.uk](http://www.thameswater.co.uk) and complete our online form to change the water and drainage services bills to their name.

The following records were searched in compiling this report: - 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. Thames Water Utilities Ltd (TWUL) holds all of these.

TWUL, trading as Property Searches, are responsible in respect of the following:-

- (i) any negligent or incorrect entry in the records searched
- (ii) any negligent or incorrect interpretation of the records searched
- (iii) any negligent or incorrect recording of that interpretation in the search report
- (iv) and compensation payments

Please refer to the attached [Terms & Conditions](#). Customers and clients are asked to note these terms, which govern the basis on which this Commercial Drainage and Water search is supplied.

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## Drainage and Water Enquiry



### Maps

**Q1 Where relevant, please include a copy of an extract from the public sewer map.**

A copy of an extract of the public sewer map is included, showing the public sewers, disposal mains and lateral drains in the vicinity of the property.

**Q2 Where relevant, please include a copy of an extract from the map of waterworks.**

A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property.

### Drainage

**Q3 Does foul water from the property drain to a public sewer?**

Yes, records indicate that foul water from the property drains to a public sewer.

**Q4 Does surface water from the property drain to a public sewer?**

Yes, records indicate that surface water from the property does drain to a public sewer.

**Q5 Is a surface water drainage charge payable?**

Records confirm that a surface water drainage charge is payable for the property.

**Q6 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundary of the property?**

The public sewer map included indicates that there is a public sewer, disposal main or lateral drain within the boundaries of the property. However, from the 1st October 2011 there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may further prevent or restrict development of the property.

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## Drainage and Water Enquiry



**Q7 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?**

The public sewer map included indicates that there is a public sewer within 30.48 metres (100 feet) of a building within the property.

**Q8 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?**

Records confirm that sewers serving the development, of which the property forms part are not the subject of an existing adoption agreement or an application for such an agreement.

**Q9 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?**

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.

**Q10 Is any building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers?**

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

From the 1st October 2011 most private sewers, disposal mains and lateral drains were transferred into public ownership. It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which the sewerage undertaker is not aware of. For further information it is recommended that enquiries are made of the vendor.

**Q11 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.**

The nearest sewage treatment works is 3.717 kilometers to the south west of the property. The name of the nearest sewage treatment works is BICESTER STW.

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## Drainage and Water Enquiry



### Water

**Q12 Is the property connected to mains water supply?**

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

**Q13 Are there any water mains, resource mains or discharge pipes within the boundary of the property?**

The map of waterworks does not indicate any water mains, resource mains or discharge pipes within the boundaries of the property.

**Q14 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?**

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.

**Q15 Is the property at risk of receiving low water pressure or flow?**

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.

**Q16 Please include details of a water quality analysis made by the water undertaker for the water supply zone in respect of the most recent calendar year.**

The analysis confirmed that all tests met the standards prescribed by the 2000 Regulations or the 2001 Regulations.

**Q17 Please include details of any departures, authorised by the Secretary of State or by the National Assembly for Wales under Part 6 of the 2000 Regulations from the provisions of Part 3 of those Regulations.**

There are no such authorised departures for the water supply zone.

### Charging

**Q18 Please include details of the location of any water meter serving the property.**

Records indicate that the property is served by a water meter, which is located not within the property, and in particular is located at a verge.

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## Drainage and Water Enquiry



### Q19 Who is the sewerage and water undertakers for the area?

Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the sewerage undertaker for the area and Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the water undertaker for the area.

### Q20 Who bills the property for sewerage services?

The property is billed for sewerage services by;

Thames Water Utilities Limited  
Clearwater Court  
Vastern Road  
Reading  
Berkshire  
RG1 8DB

Tel: 0845 9200 888  
Internet: [www.thameswater.co.uk](http://www.thameswater.co.uk).

### Q21 Who bills the property for water services?

The property is billed for water services by;

Thames Water Utilities Limited  
Clearwater Court  
Vastern Road  
Reading  
Berkshire  
RG1 8DB

Tel: 0845 9200 888  
Internet: [www.thameswater.co.uk](http://www.thameswater.co.uk).

### Q22 What is the current basis for charging for sewerage and / or water services at the property?

The charges are based on actual volumes of water measured through a water meter ("metered supply").

Thames Water Utilities Ltd

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## Drainage and Water Enquiry



### Optional Additional Information

#### Q23 Trade Effluent Consent

**Are there any trade effluent consents relating to this site/property for disposal of chemically enhanced waste?**

No.

#### Q24 Wayleaves

**Is there a wayleave agreement giving Thames Water (from here on known as “the Company”) the right of access to pass through private land in order to reach the Company’s assets?**

Yes, records indicate that there is a wayleave and/or an easement affecting this site. Please note that if you require further information about wayleaves and/or easements, these enquiries can not be dealt with over the phone and are dealt with by post only. To request more details about the wayleave and/or an easement please send a copy of your site plan, with the site clearly marked on it, together with copies of the Thames Water plans provided from this search to: Thames Water Property, Ground Floor East, Clearwater Court, Reading, RG1 8DB, and we will endeavour to respond within 14 days. Alternatively, for further information, please contact either [treasa.walsh@thameswater.co.uk](mailto:treasa.walsh@thameswater.co.uk) or [linda.rushton@thameswater.co.uk](mailto:linda.rushton@thameswater.co.uk).

#### Q25 Easement

**Is there an easement agreement giving the Company the right of access to assets located in private land which prevent the landowner from restricting the Company’s access?**

Yes, records indicate that there is a wayleave and/or an easement affecting this site. Please note that if you require further information about wayleaves and/or easements, these enquiries can not be dealt with over the phone and are dealt with by post only. To request more details about the wayleave and/or an easement please send a copy of your site plan, with the site clearly marked on it, together with copies of the Thames Water plans provided from this search to: Thames Water Property, Ground Floor East, Clearwater Court, Reading, RG1 8DB, and we will endeavour to respond within 14 days. Alternatively, for further information, please contact either [treasa.walsh@thameswater.co.uk](mailto:treasa.walsh@thameswater.co.uk) or [linda.rushton@thameswater.co.uk](mailto:linda.rushton@thameswater.co.uk).

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## Drainage and Water Enquiry



### Q26 Manhole Cover and Invert Levels

Details of any manhole cover and invert levels applicable to this site are enclosed.

#### Payment for this Search

The charge will be added to the NLIS Account. This search was ordered through National Land Information Services, Russell Square House, 10-12 Russell Square, London WC1B 5LF.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information.

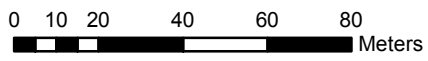
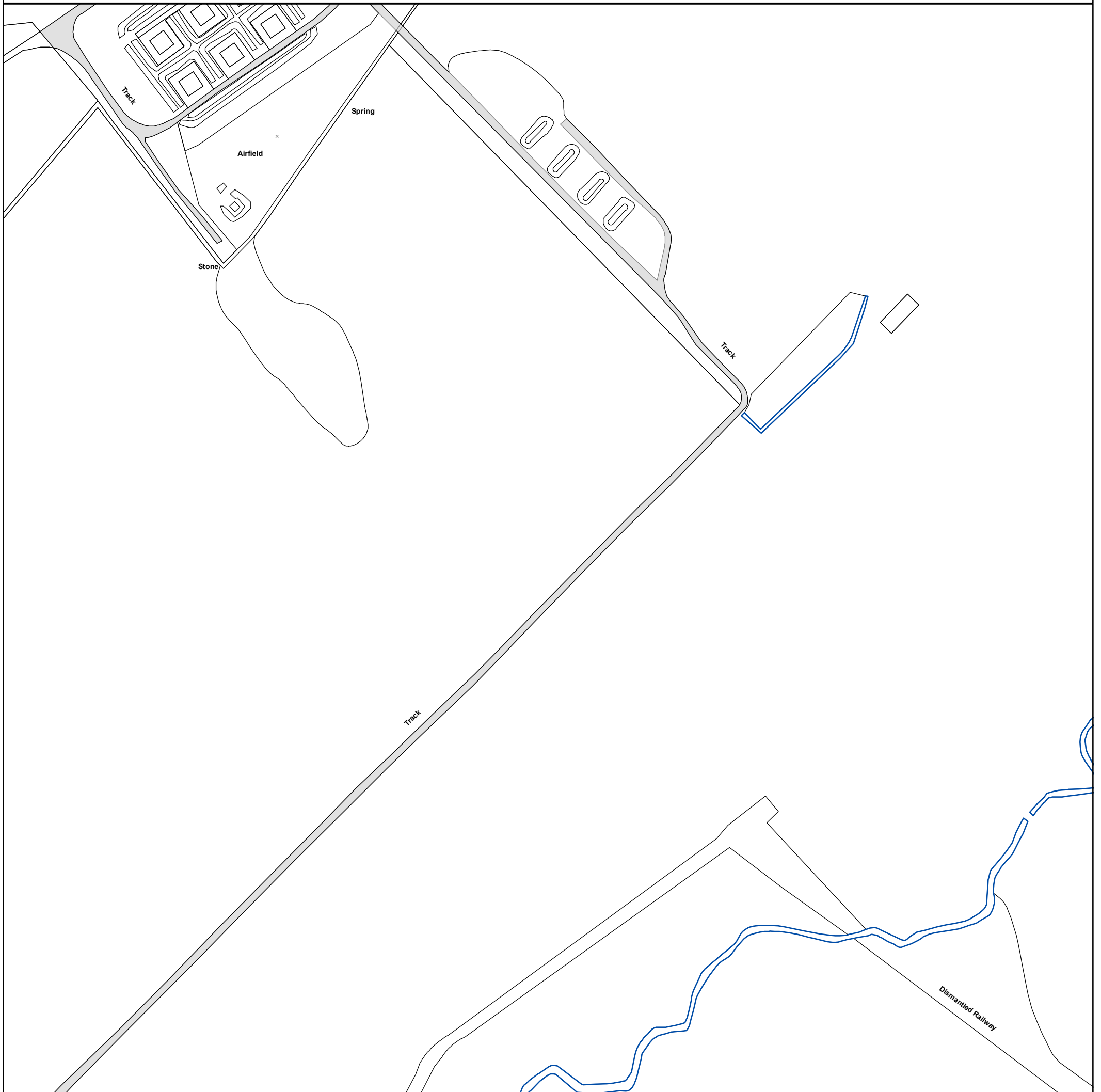
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The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified before any works are undertaken. Crown copyright Reserved

**Scale:** 1:1791  
**Width:** 500m  
**Printed By:** mrajn  
**Print Date:** 10/07/2012  
**Map Centre:** 460250,223750  
**Grid Reference:** SP6023NW

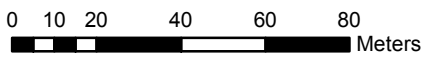
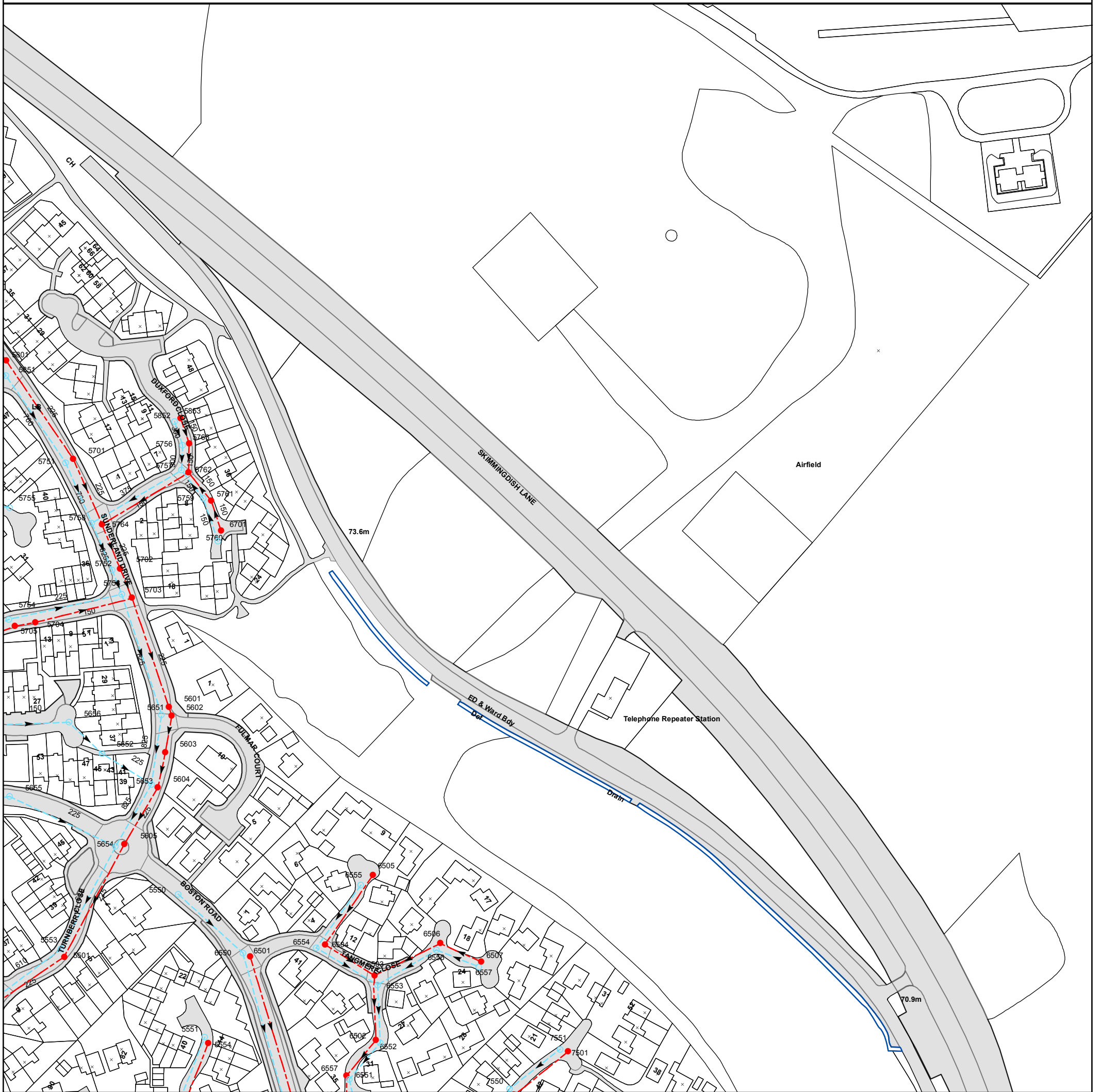
**Comments:**

# CDWS/CDWS Standard/2012\_2270346

NB: Level quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates no Survey information is available.

REFERENCE	COVER LEVEL	INVERT LEVEL
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REFERENCE	COVER LEVEL	INVERT LEVEL
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**Width:** 500m  
**Printed By:** mrajn  
**Print Date:** 10/07/2012  
**Map Centre:** 459750,223750  
**Grid Reference:** SP5923NE

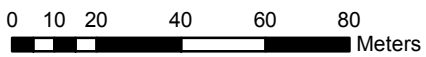
**Comments:**

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REFERENCE	COVER LEVEL	INVERT LEVEL
5655	73.77	71.9
5652	73.72	71.92
5605	73.18	69.18
5604	73.08	70.11
5603	73.2	70.26
5602	73.32	70.32
5501	72.36	69.84
6550		
6554		
6555		
6556		
5754	74.13	71.98
5704	74.05	71.15
5703	73.7	70.55
6503		
6507		
5853		
5763		
5755	73.38	72.58
5759		
5851	73.65	71.57
5764		
5752	73.67	71.27
5760		
5751	73.41	71.45
7501		
5554		
6502		
6557		
7550		

REFERENCE	COVER LEVEL	INVERT LEVEL
5656	73.71	72.13
5654	73.28	71.07
5653	73.07	71.09
5651	73.37	71.17
5601	73.47	70.32
5553	72.54	70.01
5550		
6501		
6504		
6505		
6506		
5705	74.12	71.32
5753	73.7	71.25
6553		
6557		
5852		
5756		
5801	73.66	71.09
5762		
5761		
5758		
6701		
5702	73.65	70.6
5757		
5701	73.38	70.88
7551		
6552		
5551		
6551		



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REFERENCE	COVER LEVEL	INVERT LEVEL
1650	75.49	74.53
2601		
3652		
3651		
3602		
4654	74.27	72.8
4652	74.11	72.36
4653	74.07	72.52
2503	75.06	73.66
2551	74.76	73.13
3506		
3505		
4555	73.15	71.55
4508		
3551	74.36	72.52
3557	73.37	71.93
4552	72.4	70.88
1651	75.93	74.58
2653	75.82	74.39
4604	73.89	72.79
4656	73.72	71.92
4603	73.92	71.97
3702		
4753	74.05	72.35
3758		
2706		
2753		
2754		
3757		
4702	73.89	72.66
1550	75.62	74.47
3553		
0902		
1955		
1952		
2903		
2902		
9608		
2901		
3952		
3903		
3901		
4905		
4904		
1855		
2701		
2863		
2765		
3807		
3706		
4805	74.6	73.58
4804	73.84	72.32
1851		
2853		
2852		
2857		
2805		
3803		
3852		
4853		
4854		
3957		
2904		
3906		
2906		
2909		
2955		
3705		
3801		
1853		
1801		
3805		
4802		
2905		
1854		
2860		
3855		
3804		
4801		
0801		
2851		

REFERENCE	COVER LEVEL	INVERT LEVEL
2654	75.7	74.3
2652		
3603		
3601		
4651		
4602	74.2	72.05
4601	74.05	72.33
1551	75.64	74.66
2502	74.79	73.48
3556		
3554		
3555		
4553	73.2	71.65
2550	75.19	73.67
3502		
4554	72.75	71.38
4502		
2651		
2656	75.7	74.62
1652	75.9	74.51
4655	73.96	72.71
1701	76.08	74.43
2705	75.21	73.49
2755		
3756		
2756		
2704		
3701		
3703		
4754	73.97	72.93
3503		
3504		
1954		
1953		
1951		
2953		
2952		
2956		
2951		
3902		
3953		
3951		
4902	74.27	72.99
4910	74.73	73.34
2855		
2804		
2708		
3857		
3753		
4856	74.54	73.16
4701	73.86	72.61
4858		
2854		
2802		
2856		
2861		
3858		
3802		
3808		
4803		
4855		
4951		
2954		
0901		
4901		
3956		
3752		
4756	73.55	72.34
0802		
2806		
4852		
2859		
2907		
3958		
2803		
2858		
3854		
3851		
4860		
1852		
2801		

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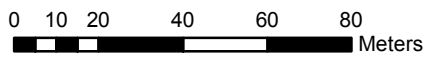
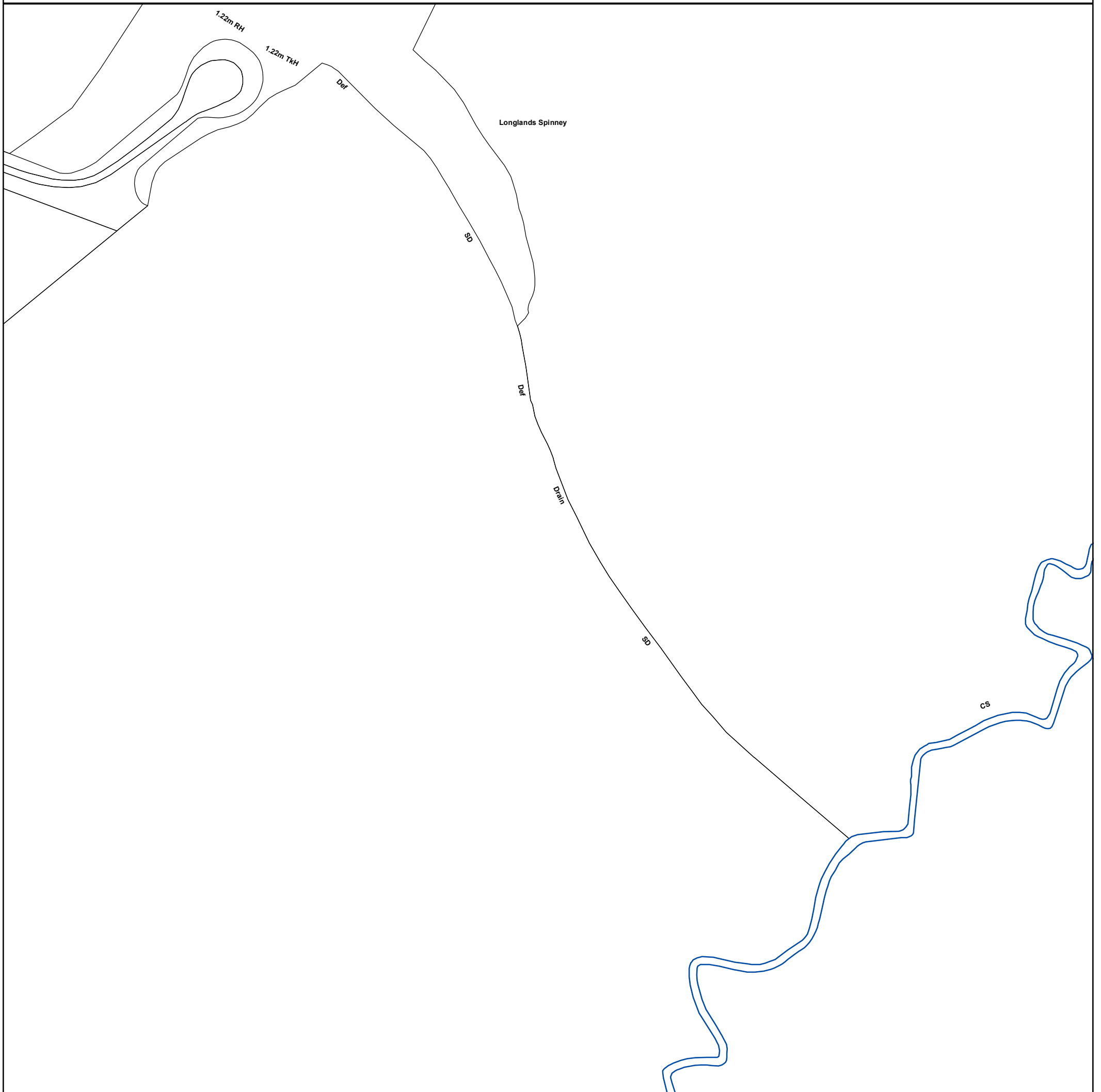


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REFERENCE	COVER LEVEL	INVERT LEVEL
2862		
3856		
3751		
3754		
2707		
2703		
4703	74.02	71.7
3955		
3905		
1901		
2752		
2751		
2501	74.36	72.4
3501	74.39	72.46
0550	76.63	75.2
4452		70.89

REFERENCE	COVER LEVEL	INVERT LEVEL
3806		
4857	74.67	73.31
3704		
1702		
2757		
3755		
4755	74	73.23
3954		
3904		
1902		
2702		
4751	73.8	72.2
3550	74.35	72.69
4506	73.07	71
4501	72.26	70.8



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**Print Date:** 10/07/2012  
**Map Centre:** 460750,224250  
**Grid Reference:** SP6024SE

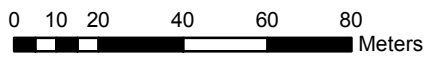
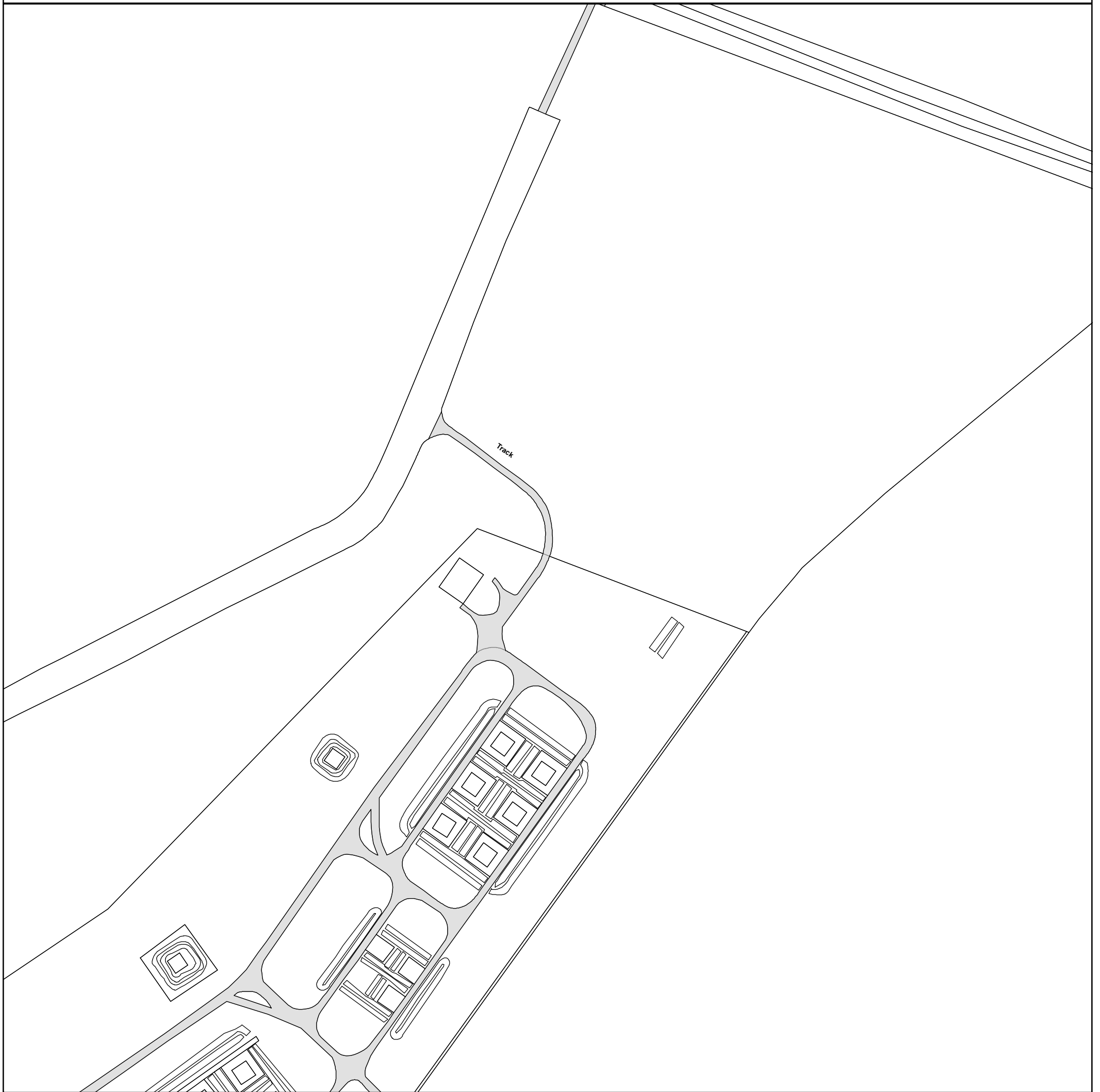
**Comments:**

# CDWS/CDWS Standard/2012\_2270346

NB: Level quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates no Survey information is available.

REFERENCE	COVER LEVEL	INVERT LEVEL
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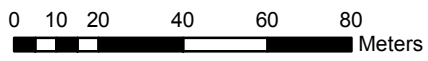
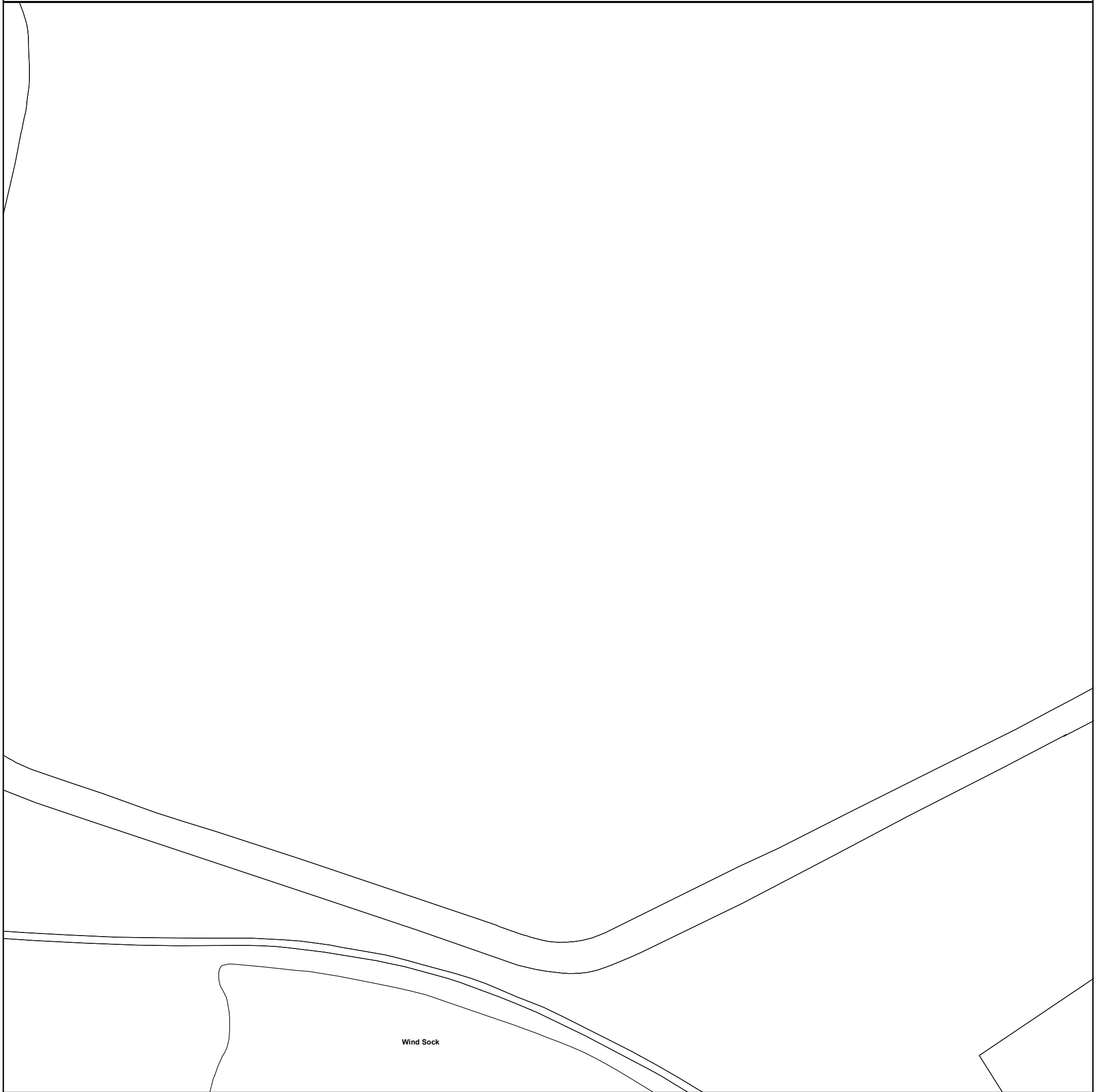
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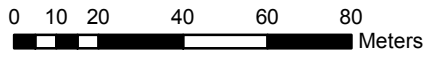
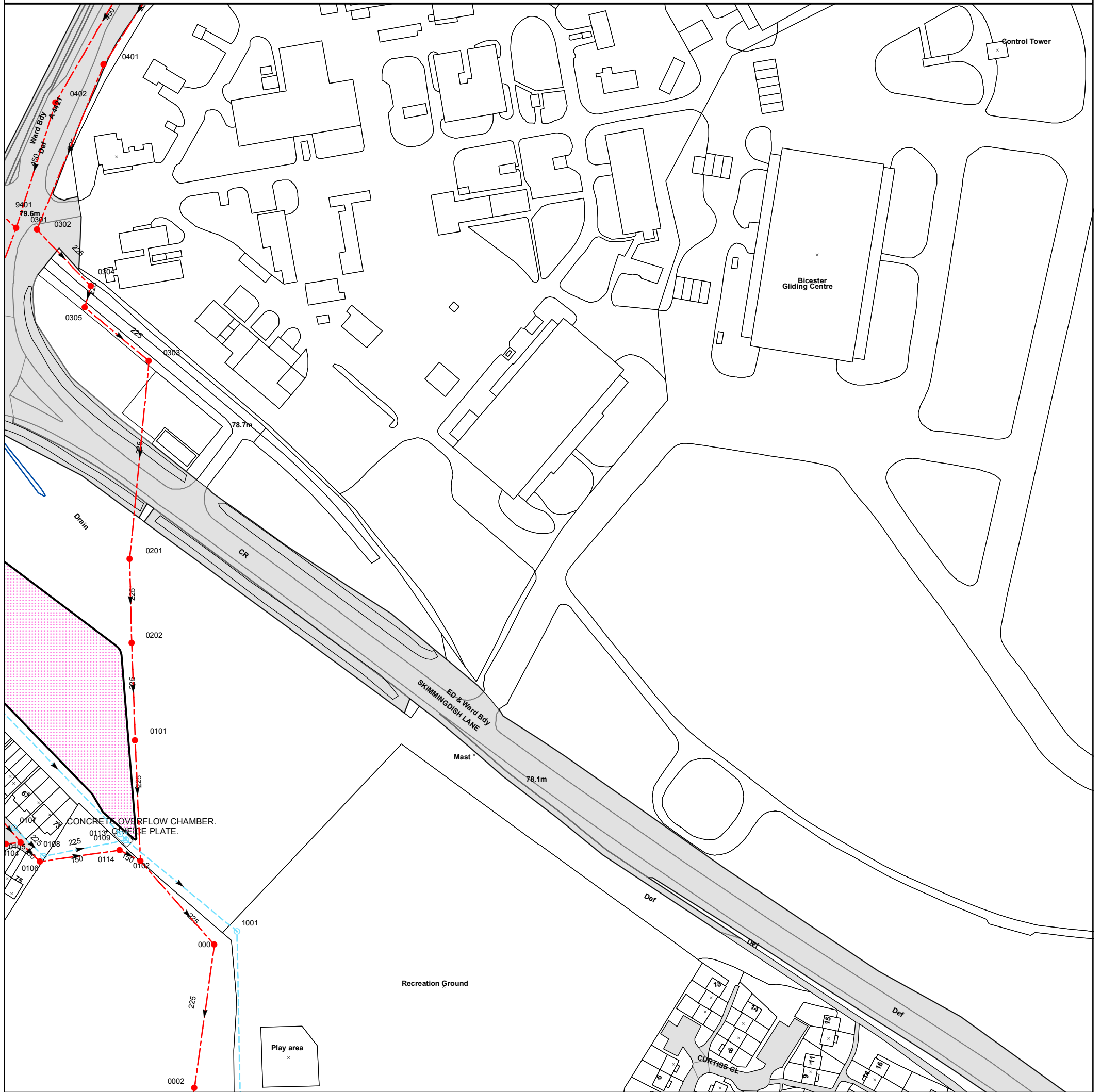
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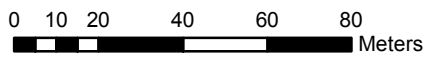
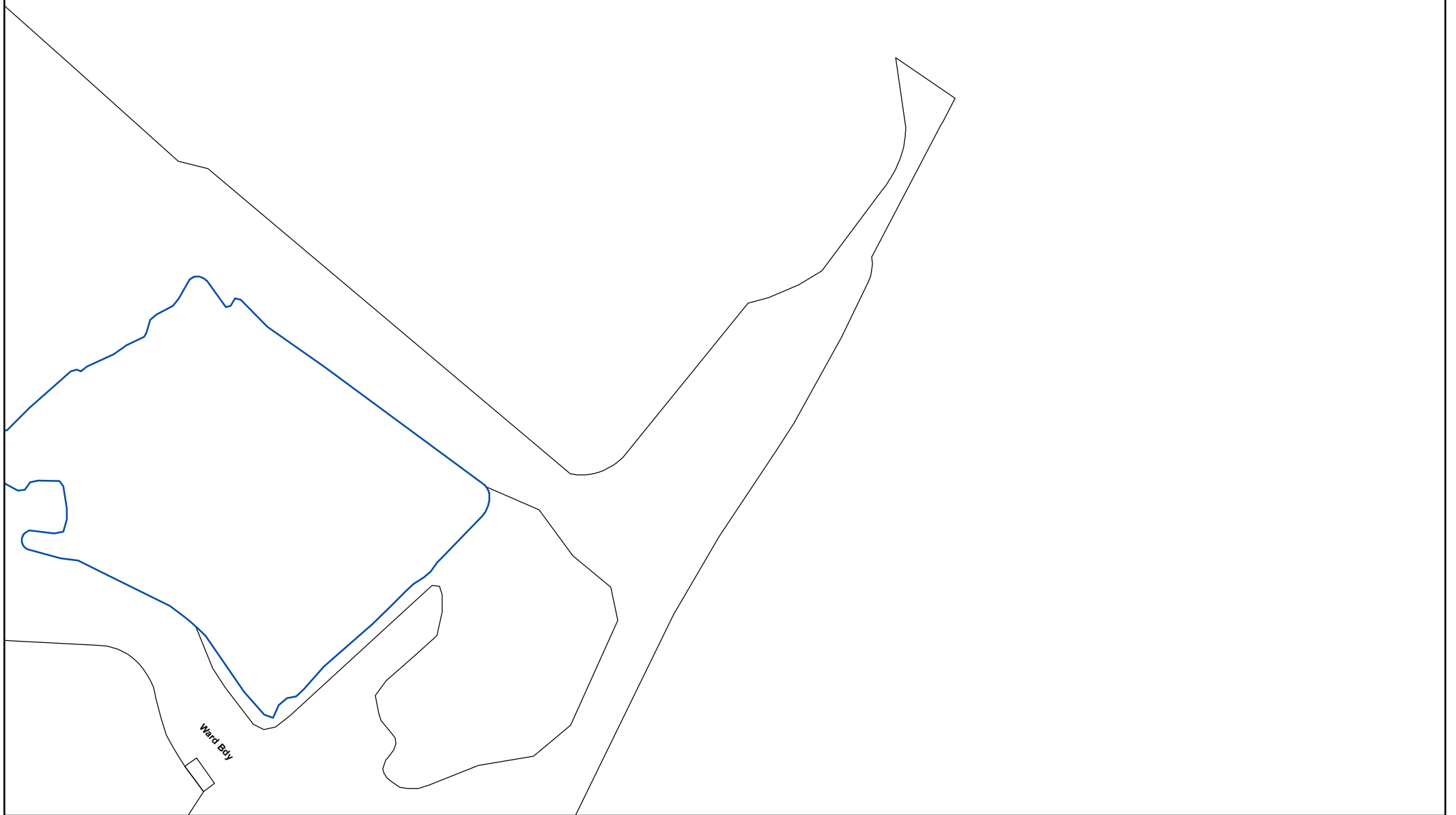


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REFERENCE	COVER LEVEL	INVERT LEVEL
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0402	80.37	78.27
0304	79.42	78.28
0201		
0001	77.72	76.44
0104		
0105		
0108		
0113		
0202		
0102	77.87	76.65

REFERENCE	COVER LEVEL	INVERT LEVEL
0302	79.52	78.48
0305		
0401	80.61	79.04
0002		
1001		
0107		
0106		
0114		
0109		
0101		
0303		



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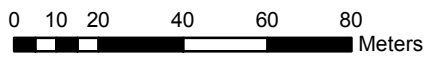
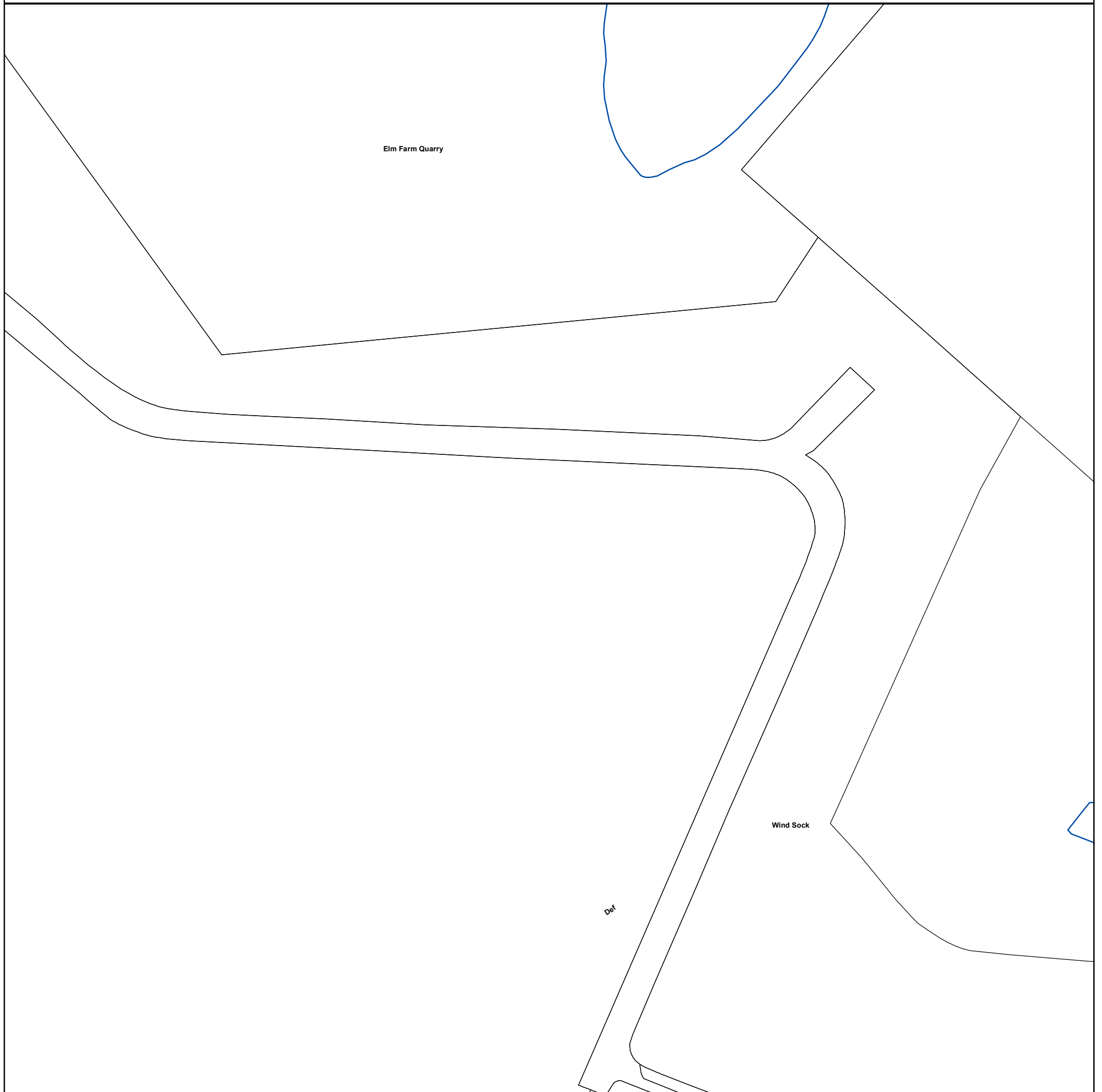
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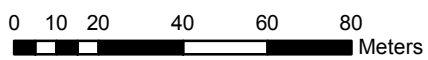
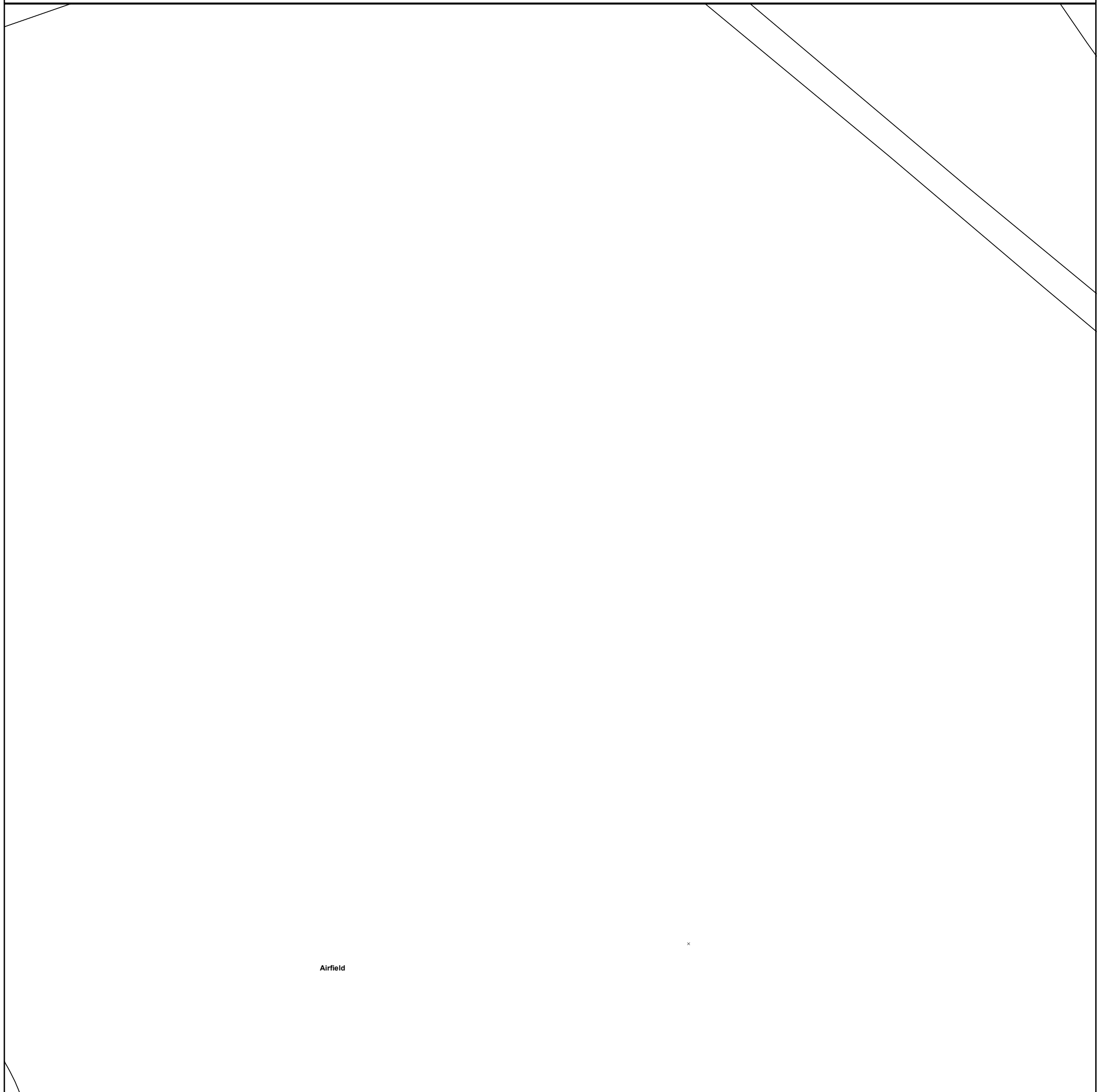
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REFERENCE	COVER LEVEL	INVERT LEVEL
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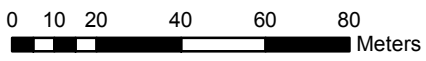


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NB: Level quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates no Survey information is available.

REFERENCE	COVER LEVEL	INVERT LEVEL
0501	81.22	79.22
0504	82.09	80.06
1601	82.73	79.52
1702	84.44	79.84
1704	84.41	80.21
0502	81.02	79.47
2901		

REFERENCE	COVER LEVEL	INVERT LEVEL
0503	81.4	79.78
0601	82.23	80.46
1701	83.87	79.67
1703	84.17	80.85
2801		
2802		



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**Grid Reference:** SP5925SE

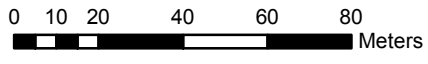
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<b>Grid Reference:</b>	SP5925SW

**Comments:**

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REFERENCE	COVER LEVEL	INVERT LEVEL
3001		
4201		

REFERENCE	COVER LEVEL	INVERT LEVEL
3101		








# Sewer Key - Commercial Drainage and Water Enquiry

## Public Sewer Types (Operated & Maintained by Thames Water)

-  **Foul:** A sewer designed to convey waste water from domestic and industrial sources to a treatment works.
-  **Surface Water:** A sewer designed to convey surface water (e.g. rain water from roofs, yards and car parks) to rivers or watercourses.
-  **Combined:** A sewer designed to convey both waste water and surface water from domestic and industrial sources to a treatment works.
-  Trunk Surface Water
-  Trunk Foul
-  Storm Relief
-  Trunk Combined
-  Vent Pipe
-  Bio-solids (Sludge)
-  Proposed Thames Surface Water Sewer
-  Proposed Thames Water Foul Sewer
-  Gallery
-  Foul Rising Main
-  Surface Water Rising Main
-  Combined Rising Main
-  Sludge Rising Main
-  Proposed Thames Water Rising Main
-  Vacuum





## Sewer Fittings

A feature in a sewer that does not affect the flow in the pipe. Example: a vent is a fitting as the function of a vent is to release excess gas.

-  Air Valve
-  Dam Chase
-  Fitting
-  Meter
-  Vent Column




## Operational Controls

A feature in a sewer that changes or diverts the flow in the sewer. Example: A hydrobrake limits the flow passing downstream.

-  Control Valve
-  Drop Pipe
-  Ancillary
-  Weir






## End Items

End symbols appear at the start or end of a sewer pipe. Examples: an Undefined End at the start of a sewer indicates that Thames Water has no knowledge of the position of the sewer upstream of that symbol, Outfall on a surface water sewer indicates that the pipe discharges into a stream or river.

-  Outfall
-  Undefined End
-  Inlet






## Other Symbols

Symbols used on maps which do not fall under other general categories








-  /  Public/Private Pumping Station
-  Change of characteristic indicator (C.O.C.I.)
-  Invert Level
-  Summit

## Areas

Lines denoting areas of underground surveys, etc.

-  Agreement
-  Operational Site
-  Chamber
-  Tunnel
-  Conduit Bridge

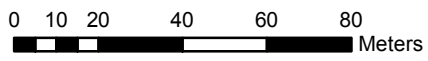
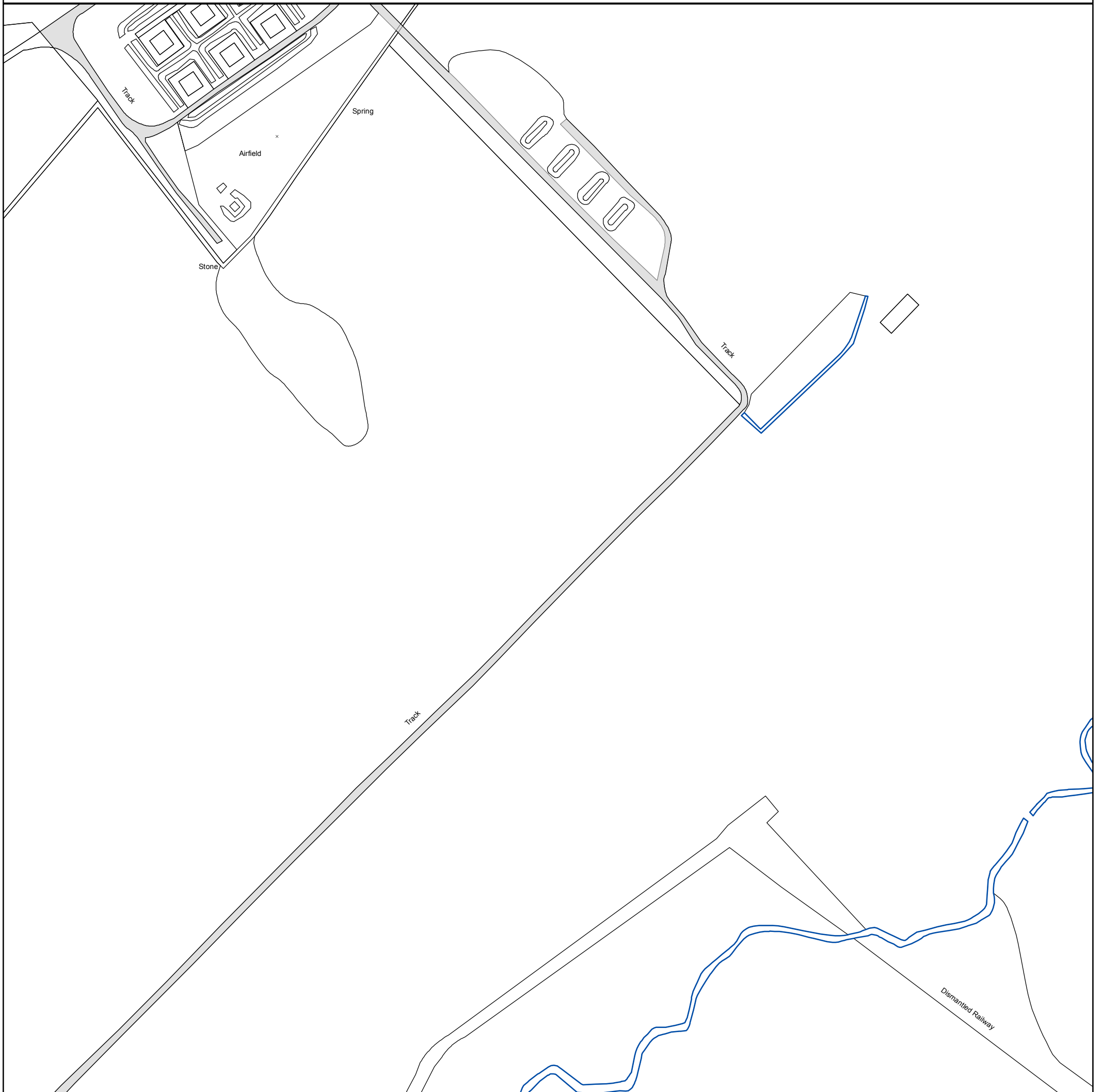
## Other Sewer Types (Not Operated or Maintained by Thames Water)

-  Foul Sewer
-  Surface Water Sewer
-  Combined Sewer
-  Gully
-  Culverted Watercourse
-  Proposed
-  Abandoned Sewer

### Notes:

- 1) All levels associated with the plans are to Ordnance Datum Newlyn.
- 2) All measurements on the plans are metric.
- 3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of flow.
- 4) Most private pipes are not shown on our plans, as in the past, this information has not been recorded.
- 5) 'na' or '0' on a manhole level indicates that data is unavailable.

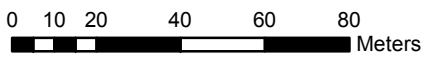
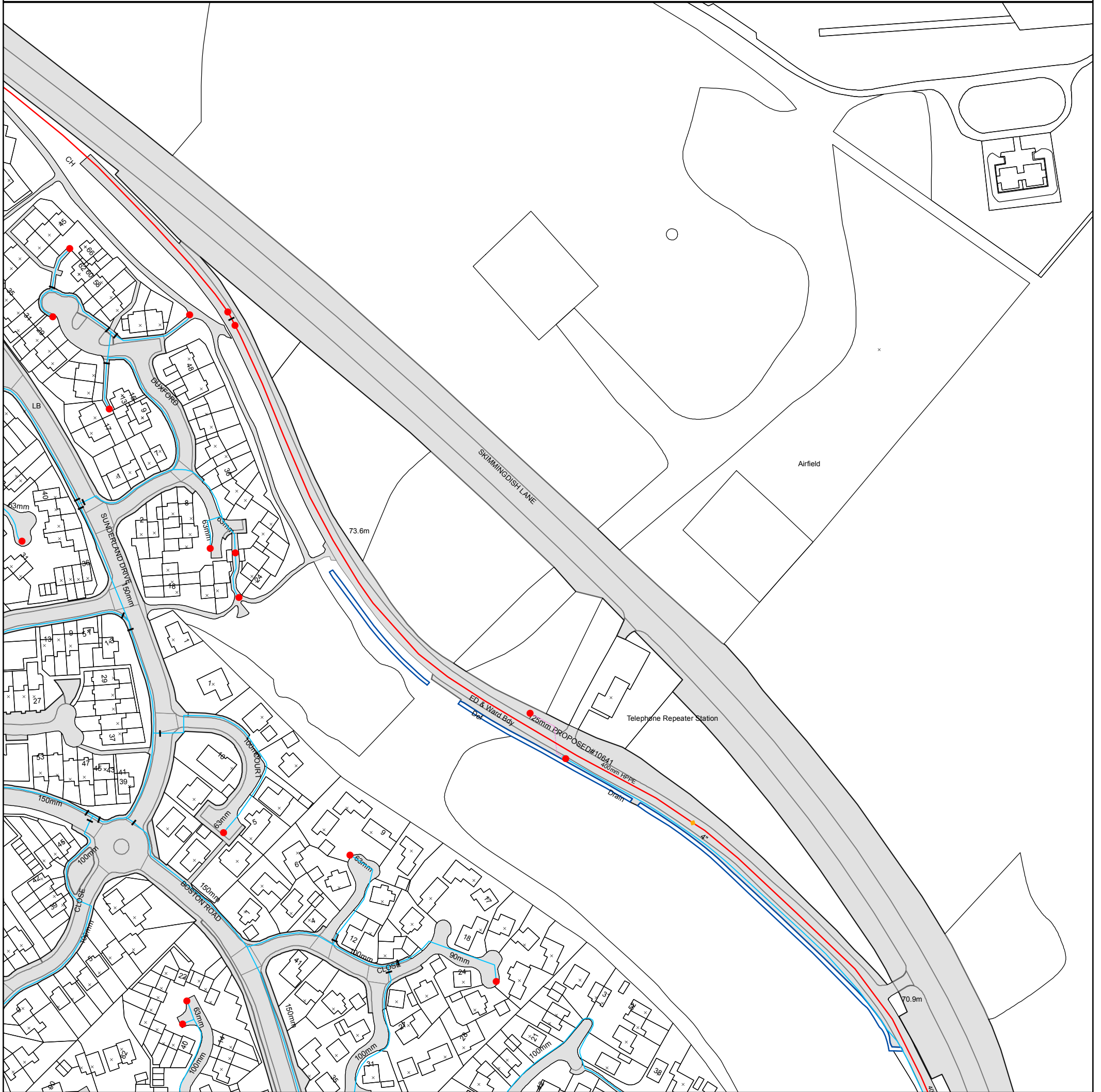
- 6) The text appearing alongside a sewer line indicates the internal diameter of the pipe in millimetres. Text next to a manhole indicates the manhole reference number and should not be taken as a measurement. If you are unsure about any text or symbology present on the plan, please contact a member of Property Searches on 0118 925 1504.



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**Print Date:** 10/07/2012  
**Map Centre:** 460250,223750  
**Grid Reference:** SP6023NW

**Comments:**

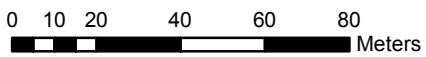


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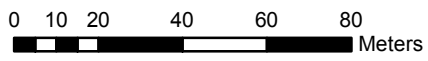




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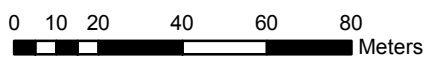
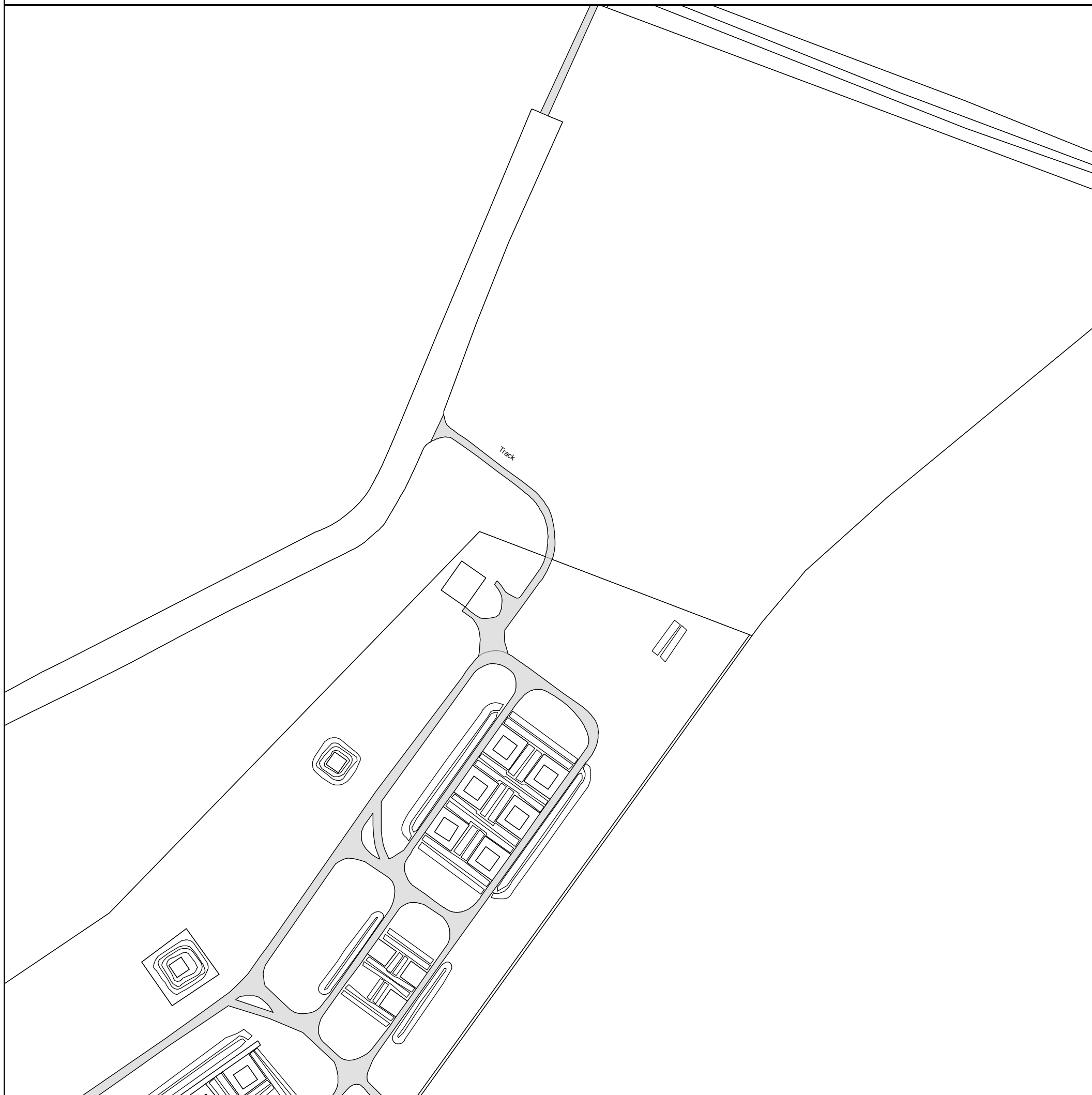
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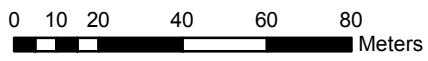
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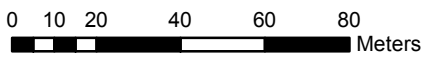
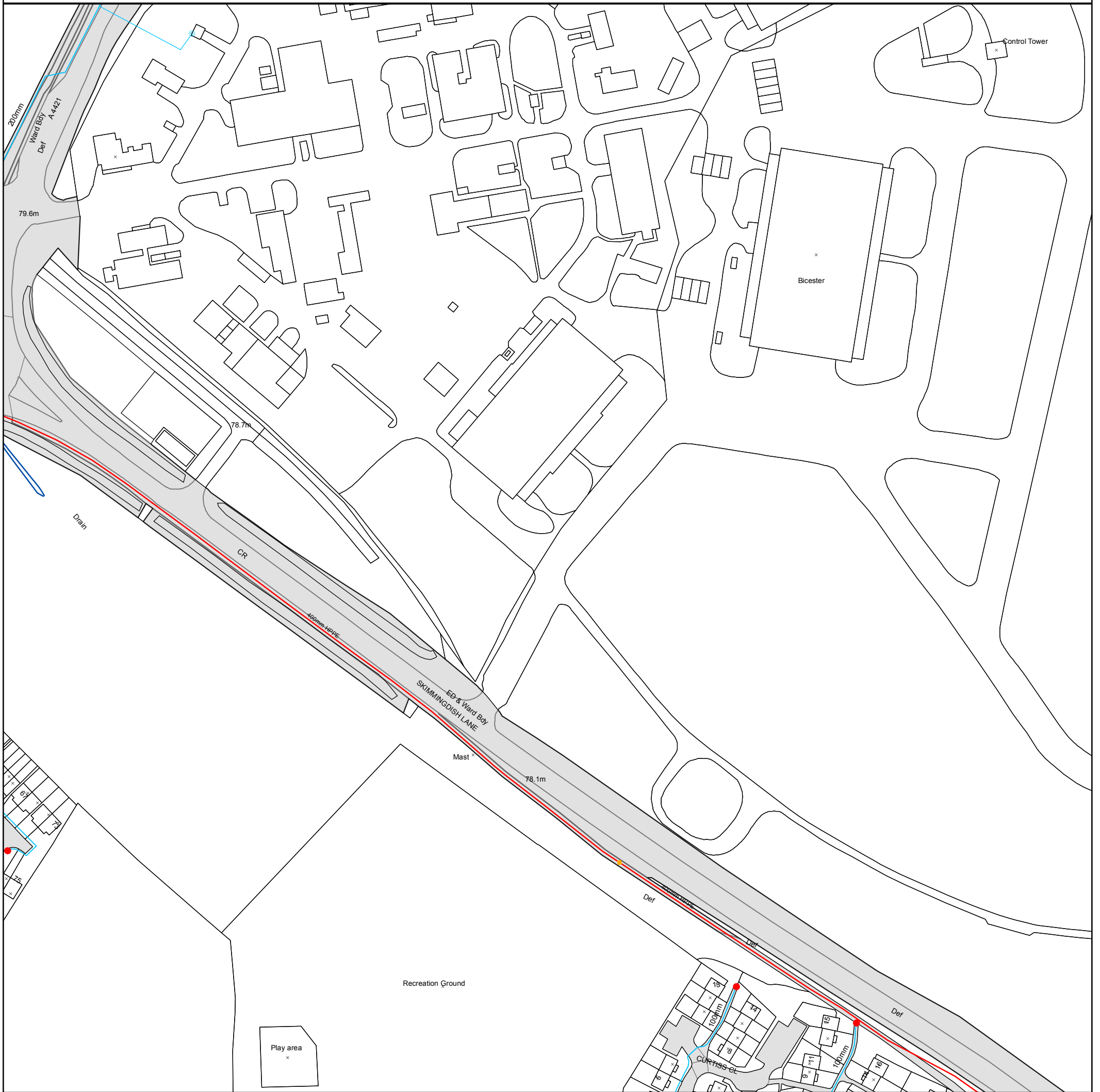
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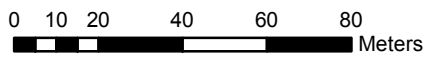
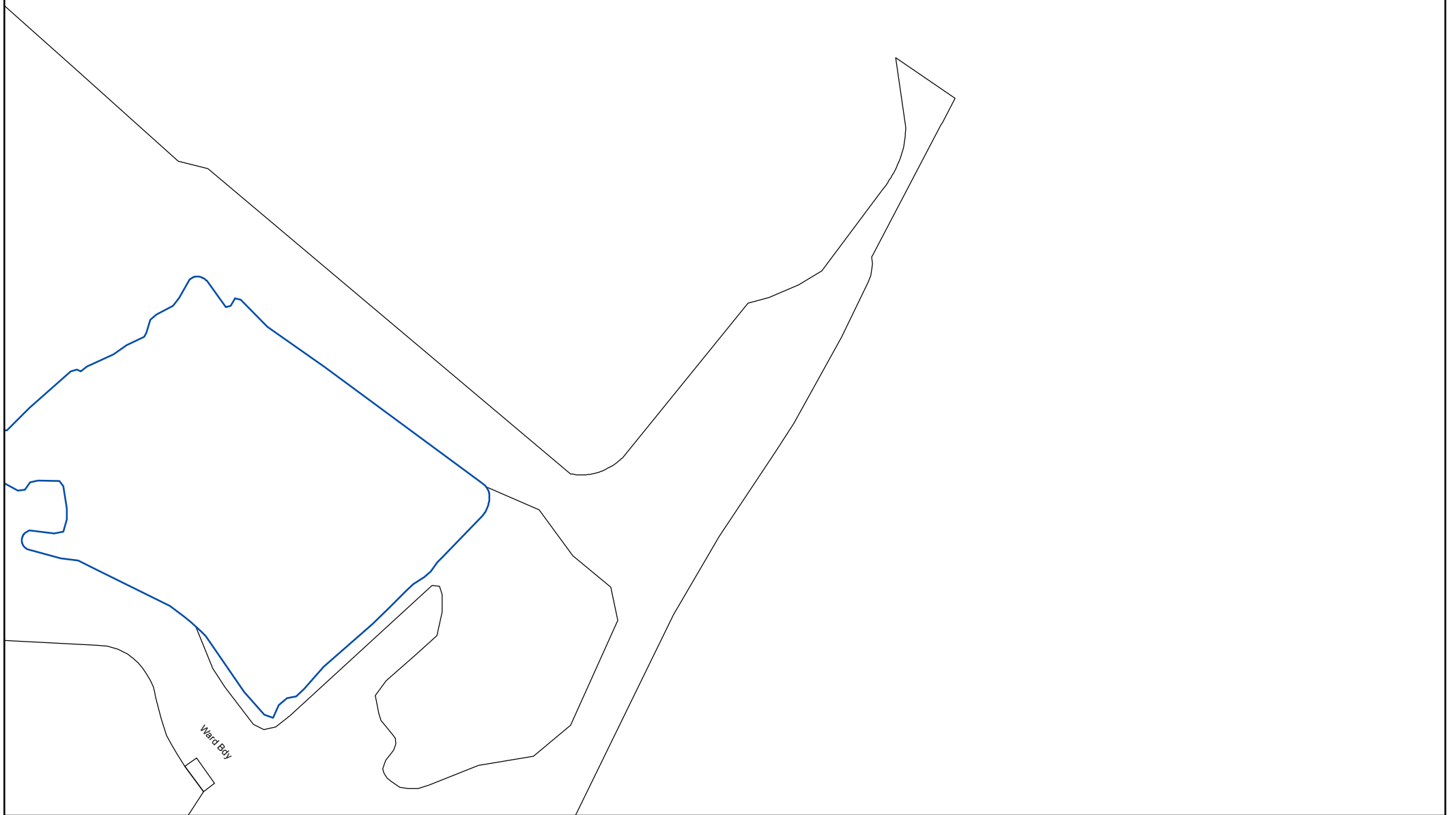
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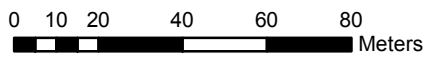
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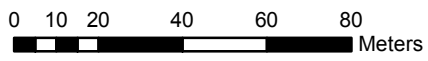
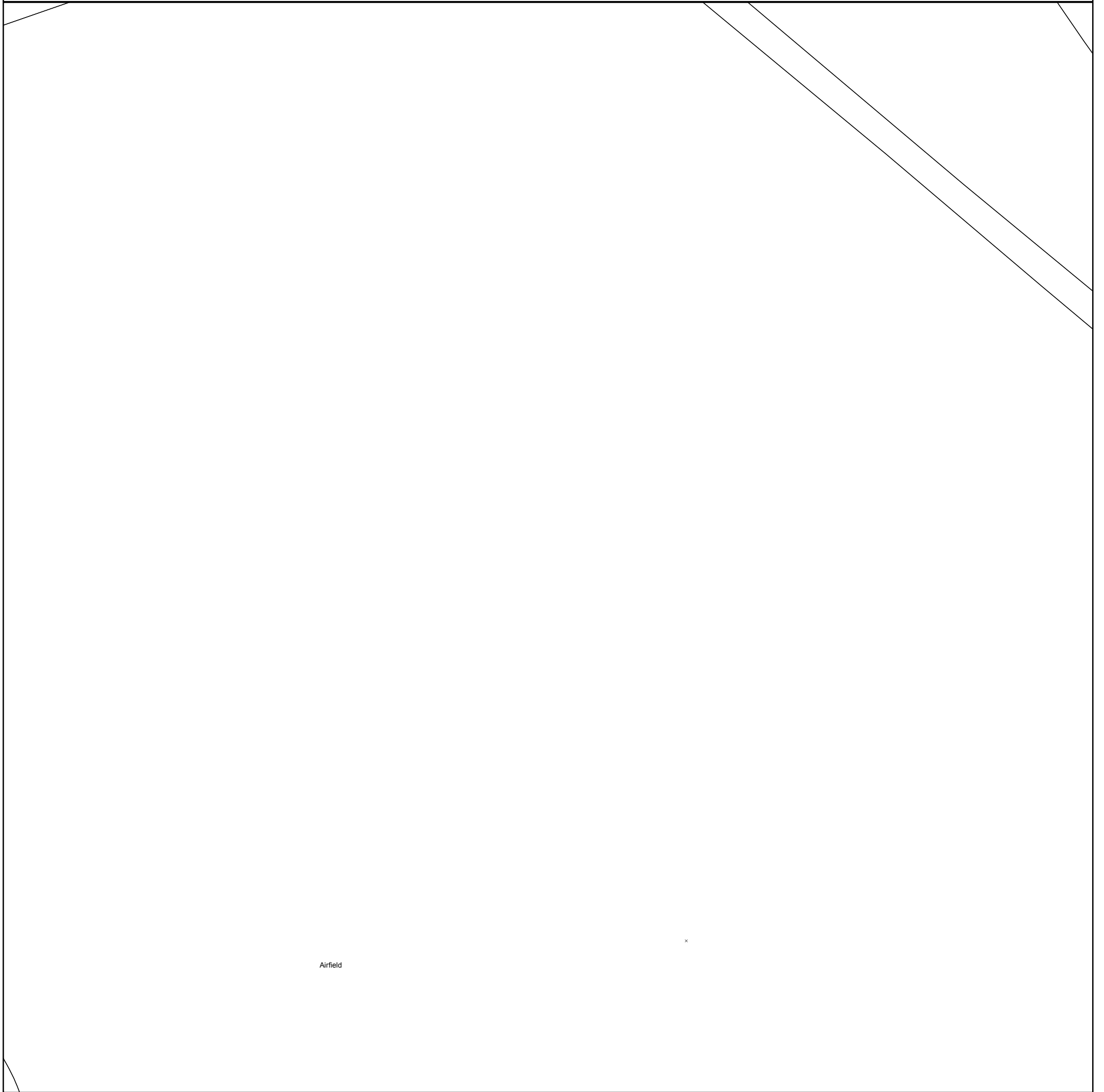
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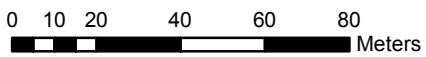


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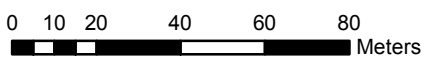
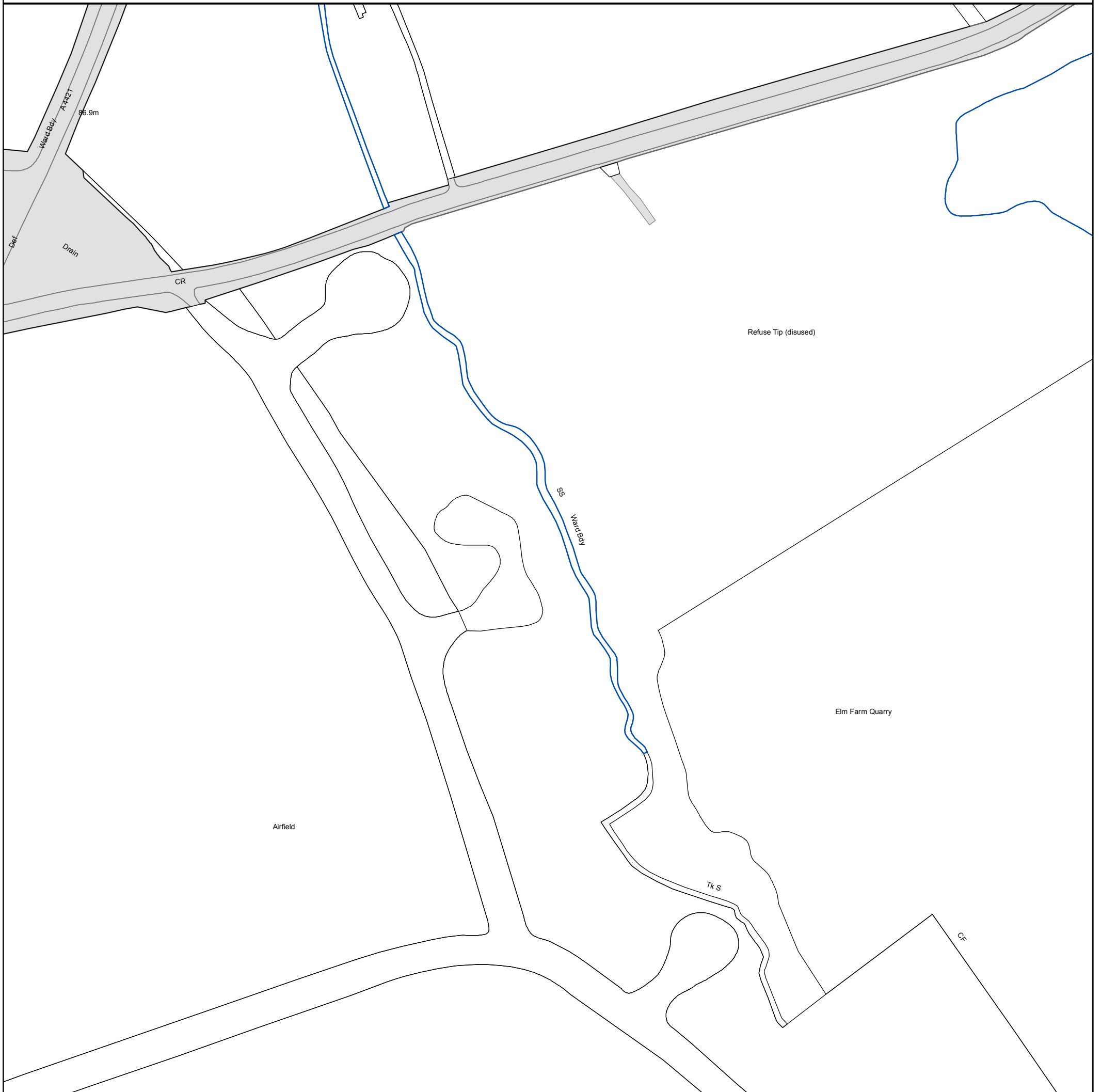




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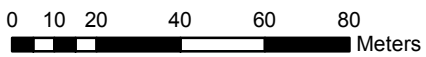
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**Comments:**



The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified before any works are undertaken. Crown copyright Reserved

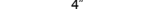






<b>Scale:</b>	1:1791
<b>Width:</b>	500m
<b>Printed By:</b>	mrjajen
<b>Print Date:</b>	10/07/2012
<b>Map Centre:</b>	459250,225250
<b>Grid Reference:</b>	SP5925SW

**Comments:**







# Waterworks Key - Commercial Drainage and Water Enquiry


## Water Pipes (Operated & Maintained by Thames Water)

- 
**4"** **Distribution Main:** The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.
- 
**16"** **Trunk Main:** A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.
- 
**3" SUPPLY** **Supply Main:** A supply main indicates that the water main is used as a supply for a single property or group of properties.
- 
**3" FIRE** **Fire Main:** Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.
- 
**3" METERED** **Metered Pipe:** A metered main indicates that the pipe in question supplies water for a single property or group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown.
- 
**Transmission Tunnel:** A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided.
- 
**Proposed Main:** A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

## Valves

-  General Purpose Valve
-  Air Valve
-  Pressure Control Valve
-  Customer Valve

## Hydrants








-  Single Hydrant

## Meters










-  Meter

## End Items

Symbol indicating what happens at the end of a water main.

-  Blank Flange
-  Capped End
-  Emptying Pit
-  Undefined End
-  Manifold
-  Customer Supply
-  Fire Supply

## Operational Sites



-  Booster Station
-  Other
-  Other (Proposed)
-  Pumping Station
-  Service Reservoir
-  Shaft Inspection
-  Treatment Works
-  Unknown
-  Water Tower

## Other Symbols

-  Data Logger

PIPE DIAMETER	DEPTH BELOW GROUND
Up to 300mm (12")	900mm (3')
300mm - 600mm (12" - 24")	1100mm (3' 8")
600mm and bigger (24" plus)	1200mm (4')

## Other Water Pipes (Not Operated or Maintained by Thames Water)

-  **Other Water Company Main:** Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them.
-  **Private Main:** Indicates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.

## Enquiries and Response

The records relating to this search were checked by Renee Truter of Thames Water Utilities who has no, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.

This search report was prepared by Renee Truter of Thames Water Utilities who has no, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.

For your guidance:

- Thames Water Property Searches's Complaints Procedure:
  - o Thames Water Property Searches offers a robust complaints procedure. Formal complaints can be made by telephone, in writing or by email at [searches@thameswater.co.uk](mailto:searches@thameswater.co.uk).
  - o Whilst we will endeavour to resolve complaints by telephone, there may be the need to investigate the complaint further to identify the error and in some cases third party consultation will be required. For this reason, we will log all complaints on our system and a response will be provided to the customer within 24 hours. If no error has occurred a full explanation will be provided.
  - o If the query cannot be resolved within 24 hours, the customer will be provided with an update within 48 hours. Where necessary the search will be recompiled free of charge and an amended copy will be dispatched to the customer as soon as possible.
  - o For queries relating to an expedited search that has exceeded its Service Level Agreement (SLA), the fees will be adjusted accordingly. If a refund or compensation has been agreed, this will be sent to the customer within approximately 6 weeks.
  - o If the customer is not satisfied with the resolution to their query, a Senior Manager will review the matter and respond within 5 working days.

## Question 1

For your guidance:

- The Water Industry Act 1991 defines Public Sewers as those which Thames Water have responsibility for. Other assets and rivers, watercourses, ponds, culverts or highway drains may be shown for information purposes only.
- The company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.
- Assets other than public sewers may be shown on the copy extract, for information.

## Question 2

For your guidance:

- The “water mains” in this context are those, which are vested in and maintainable by the water company under statute.
- Assets other than public water mains may be shown on the plan, for information only.
- Water companies are not responsible for private supply 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.
- If an extract of the public water main record is enclosed, this will show known public 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 3

For your guidance:

- Water companies are not responsible for any private drains that 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. These may pass through land outside 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 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.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

#### Question 4

For your guidance:

- Sewerage Undertakers are not responsible for any private drains that 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. These private drains 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.
- In some cases, 'Sewerage Undertakers' records do not distinguish between foul and surface water connections to the public sewerage system.
- At the time of privatisation in 1989, Sewerage Undertakers were sold with poorly-kept records of sewerage infrastructure. The records did not always show which properties were connected for surface water drainage purposes. Accordingly, billing records have been used to provide an answer for this element of the drainage and water search.
- Due to the potential inadequacy of 'Sewerage Undertakers' infrastructure records with respect to surface water drainage, it is the customer's responsibility to inform the Sewerage Undertaker that they do not receive the surface water drainage service. If on inspection, the buyer finds that surface water from the property does not drain to a public sewer, then the property may be eligible for a rebate of the surface water drainage charge. For further information, please contact Thames Water on Tel: 0845 9200 888, or refer to the website at [www.thameswater.co.uk](http://www.thameswater.co.uk).
- If surface water from the property 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.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

#### Question 5

For your guidance:

- If surface water from the property drains to a public sewer, then a surface water drainage charge is payable.
- Where a surface water drainage charge is currently included in the property's water and sewerage bill but, on inspection, the buyer finds that surface water from the property does not drain to a public sewer, then the property may be eligible for a rebate of the surface water drainage charge. For further information, please contact Thames Water on Tel: 0845 9200 888 or refer to the website [www.thameswater.co.uk](http://www.thameswater.co.uk).

#### Question 6

For your guidance:

- Thames Water has a statutory right of access to carry out work on its assets. Employees of Thames Water or its contractors may, therefore, need to enter the property to carry out work.
- The approximate boundary of the property has been determined by reference to the Ordnance Survey Record or the map supplied.
- The presence of a public sewer running within the boundary of the property may restrict further development. The Company has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the Company, or its contractors, needing to enter the property to carry out work.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

### **Question 7**

For your guidance:

- From the 1st October 2011 there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.
- The presence of a public sewer within 30.48 metres (100 feet) of the building(s) within the property can result in the local authority requiring a property to be connected to the public sewer.
- The measurement is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

### **Question 8**

For your guidance:

- This enquiry is of interest to purchasers who will want to know whether or not the property will be linked to a public sewer.
- Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of private drains and sewers for which they will hold maintenance and renewal liabilities.
- Final adoption is subject to the developer complying with the terms of the adoption agreement under Section 104 of the Water Industry Act 1991 and meeting the requirements of 'Sewers for Adoption' 6<sup>th</sup> Edition.

### **Question 9**

For your guidance:

- From the 1st October 2011 most private sewers, disposal mains and lateral drains were transferred into public ownership and the sewerage undertaker may not have been approved or consulted about any plans to erect a building or extension on the property over or in the vicinity of these.
- Buildings or extensions erected over a sewer in contravention of building controls may have to be removed or altered.



## Question 10

For your guidance:

- 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 water company is required to include in the Regulatory Register that is presented annually to the Director General of Water Services. 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 Company’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.
- Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the Company.
- Public Sewers are defined as those for which the Company holds statutory responsibility under the Water Industry Act 1991.
- It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Company. This report excludes flooding from private sewers and drains and the Company makes no comment upon this matter.
- For further information please contact Thames Water on Tel: 0845 9200 800 or website [www.thameswater.co.uk](http://www.thameswater.co.uk)

### Question 11

For your guidance:

- The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated.
- The sewerage undertaker's records were inspected to determine the nearest sewage treatment works.
- It should be noted that there may be a private sewage treatment works closer than the one detailed above that has not been identified.
- As a responsible utility operator, Thames Water Utilities seeks to manage the impact of odour from operational sewage works on the surrounding area. This is done in accordance with the Code of Practice on Odour Nuisance from Sewage Treatment Works issued via the Department of Environment, Food and Rural Affairs (DEFRA). This Code recognises that odour from sewage treatment works can have a detrimental impact on the quality of the local environment for those living close to works. However DEFRA also recognises that sewage treatment works provide important services to communities and are essential for maintaining standards in water quality and protecting aquatic based environments. For more information visit [www.thameswater.co.uk](http://www.thameswater.co.uk)

### Question 13

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied, the Ordnance Survey Record was used.
- The presence of a public water main within the boundary of the property may restrict further development within it. Water companies 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 14

For your guidance:

- This enquiry is of interest to purchasers who will want to know whether or not the property will be linked to the mains water supply.

## Question 15

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied the Ordnance Survey Record was used.
- “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 companies are required to include in the Regulatory Register that is presented 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 10metres / head on the customer's side of the outside stop valve (osv). 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 10metres/head on the customers' side of the osv is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS6700 or the 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 the 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 (Low Pressure Register) 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 Pressure Register) 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 pressure reducing valves 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.
- **Low-pressure incidents of short duration:** Properties affected by low pressures, which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year, may be excluded from the reported DG2 figures.
- Please contact your water company mentioned in Question 19 if you require further information.

## Question 16

For your guidance:

- Thames Water investigates all infringements of drinking water quality standards and takes appropriate corrective actions to resolve any problems. If there were any risk to public health from the quality of drinking water supplied, the Company would have informed customers immediately and advised not to drink the water until the issue had been resolved.
- Water companies have a duty to provide wholesome water that meets the standards of the Water Supply (Water Quality) Regulations 2000. However, the property owner is responsible for any deterioration in water quality that is a result of the distribution system (the supply pipe and the plumbing within the property) that results in the standards not being met.
- In England and Wales these regulations implement the requirements of the European Drinking Directive 98/83/EC. The 2000 regulations impose standards for a range of parameters, which are either health based to ensure the water is safe to drink or to ensure the water is aesthetically acceptable. They also require that drinking water should not contain any element, organism or substance (whether or not a parameter) at a concentration or value, which would be detrimental to public health.
- Water quality is normally tested at the tap used for domestic consumption, normally the kitchen. However, the householder is responsible for any of deterioration in water quality that is a result of the domestic distribution system (the supply pipe and the plumbing within the property) that results in the standards not being met.
- If there are concerns that lead pipes within the property may be causing high levels of lead in your drinking water please contact your water company mentioned in Question 14 for further advice.
- The Water Company undertakes a monitoring programme to establish water quality that includes random sampling from properties. It will notify the consumers of any failures to meet the water quality standards that are due to the condition or maintenance of the distribution system.
- The data collected by the Company is subject to external review by the Drinking Water Inspectorate (DWI) and by local and health authorities. In addition to reviewing quality data the DWI also carry out audits during which any area of the company's operation can be examined. Further information may be found at [www.dwi.gov.uk](http://www.dwi.gov.uk)
- If you require further advice regarding these failures, please contact your Water Company mentioned in Question 19.

## Question 17

For your guidance:

- Authorised departures are not permitted if the extent of the departure from the standard is likely to constitute a potential danger to human health.
- Please contact your water company mentioned in Question 19 if you require further information.

## Question 22

For your guidance:

- 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 Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is [www.ofwat.gov.uk](http://www.ofwat.gov.uk).
- Where charges are given, these are based on the data available at the time of the report.
- 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).
  - Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
  - A bath with a capacity in excess of 230 litres.
  - A reverse osmosis unit

## Question 23

For your guidance:

- If a Trade effluent consent applies to the premises which are the subject of this search, it is for the applicant to satisfy itself as to the suitability of the consent for its client's requirements. The occupier of any trade premises in the area of a sewerage undertaker may discharge any trade effluent proceeding from those premises into the undertaker's public sewers if he does so with the undertaker's consent. If, in the case of any trade premises, any trade effluent is discharged without such consent or other authorisation, the occupier of the premises shall be guilty of an offence.
- Please note any existing consent is dependent on the business being carried out at the property and will not transfer automatically upon change of ownership.
- For further information regarding Trade Effluent consents please contact: Trade Effluent Control, Crossness STW, Belvedere Road, Abbey Wood London SE2 9AQ.

# CommercialDW Drainage and Water Enquiry Terms and Conditions

Customer and Clients are asked to note these terms, which govern the basis on which this Commercial DW Drainage & Water Enquiry is supplied

## Definitions

'Client' means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property.

'Company' means a water service company or their data service provider producing the Report.

'Customer' means the person, company, firm or other legal body placing the Order, either on their own behalf as Client, or, as an agent for a Client.

'Order' means any request completed by the Customer requesting the Report.

'Property' means the address or location supplied by the Customer in the Order.

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

'Thames Water' means Thames Water Utilities Limited registered in England and Wales under number 2366661 whose registered office is at Clearwater Court, Vastern Road, Reading, Berks, RG1 8DB;

## Agreement

1 Thames Water agrees to supply the Report to the Customer and the Client subject to these terms. The scope and limitations of the Report are described in paragraph 2 of these terms. Where the Customer is acting as an agent for the Client then the Customer shall be responsible for bringing these terms to the attention of the Client. The Customer and Client agree that the placing of an Order for a Report indicates their acceptance of these terms.

## The Report

2. Whilst Thames Water will use reasonable care and skill in producing the Report, it is provided to the Customer and the Client on the basis that they acknowledge and agree to the following:-
  - 2.1 The information contained in the Report can change on a regular basis so Thames Water cannot be responsible to the Customer and the Client for any change in the information contained in the Report after the date on which the Report was produced and sent to the Client.
  - 2.2 The Report does not give details about the actual state or condition of the Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.
  - 2.3 The information contained in the Report is based upon the accuracy, completeness and legibility of the address and other information supplied by the Customer or Client.
  - 2.4 The Report provides information as to the location and connection of existing services and should not be relied on for any other purpose. The Report may contain opinions or general advice to the Customer and the Client and Thames Water cannot ensure that any such opinion or general advice is accurate, complete or valid and accepts no liability therefore.
  - 2.5 The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of apparatus shown on any maps.

## Liability

- 3 Thames Water shall not be liable to the Client for any failure, defect or non-performance of its obligations arising from any failure of, or defect in any machine, processing system or transmission link or anything beyond Thames Water's reasonable control or the acts or omissions of any party for whom Thames Water are not responsible.
  - 3.1 Where the Customer sells this report to a Client (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss or damage whatsoever and the Customer shall indemnify Thames Water in respect of any claim by the Client.
  - 3.2 Where a report is requested for an address falling within a geographical area where Thames Water and another Company separately provide Water and Sewerage Services, then it shall be deemed that liability for the information given by Thames Water or the Company as the case may be will remain with Thames Water or the Company as the case may be in respect of the accuracy of the information supplied. Where Thames Water is supplying information which has been provided to it by another Company for the purposes outlined in this agreement Thames Water will therefore not be liable in any way for the accuracy of that information and will supply that information as agent for the Company from which the information was obtained.
  - 3.3 Except in respect of death or personal injury caused by negligence, or as expressly provided in these Terms:
    - 3.3.1 The entire liability of Thames Water or the Company as the case may be in respect of all causes of action arising under or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall not exceed £2,000,000 (two million pounds); and
    - 3.3.2 Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss of profit, loss of goodwill, loss of reputation, loss of business or any indirect, special or consequential loss, damage or other claims, costs or expenses;

## Copyright and Confidentiality

4. The Customer and the Client acknowledge that the Report is confidential and is intended for the personal use of the Client. The copyright and any other intellectual property rights in the Report shall remain the property of Thames Water or the Company as the case may be. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided
  - 4.1 The Customer or Client is entitled to make copies of the Report but is not permitted to copy any maps contained in, or attached to the Report
  - 4.2 The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.
  - 4.3 The Customer and Client agree (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.

## Payment

5. Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by Thames Water, without any set off, deduction or counterclaim.
  - 5.1 Unless payment has been received in advance, Customers shall be invoiced for the agreed fee once their request has been processed. Any such invoice must be paid within 14 days. Where the Customer has an account with Thames Water, payment terms will be as agreed with Thames Water.
  - 5.2 No payment shall be deemed to have been received until Thames Water has received cleared funds.
  - 5.3 If the Customer fails to pay Thames Water any sum due Thames Water shall be entitled but not obliged to charge the Customer interest on the sum from the due date for payment at the annual rate of 2% above the base lending rate from time to time of Natwest Bank, accruing on a daily basis until payment is made. Thames Water reserves the right to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.
  - 5.4 Thames Water reserves the right to increase fees on reasonable prior written notice at any time.

## Cancellations or Alterations

6. Once an Order is placed, Thames Water shall not be under any obligation to accept any request to cancel that Order and payment for the Order shall still be due upon completion of the Report. In cases where an error has been made in the original Order (e.g. the Customer has supplied an incorrect address), the Customer will need to place a second Order, detailing the correct information, and shall be liable to pay a second charge in accordance with clause 5 above.

## Delivery

7. On receiving your order the reports will be posted to you within 10 working days from receipt.
  - 7.1 Delivery is subject to local post conditions and regulations. All items should arrive within 12 working days, but Thames Water cannot be held responsible should delays be caused by local post conditions, postal strikes or other causes beyond the control of Thames Water.

## General

8. 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.
  - 8.1 These terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.
  - 8.2 Nothing in this notice shall in any way restrict the Customer or Clients statutory or any other rights of access to the information contained in the Report.

**These Terms & Conditions are available in larger print for those with impaired vision.**



## Search Code

### **IMPORTANT CONSUMER PROTECTION INFORMATION**

This search has been produced by Thames Water Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB, 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
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals
- 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**

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 he finds 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](mailto:admin@tpos.co.uk)

You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk).

**PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE**