

## Report Details

Report ID  
94066

Date  
30/09/2020

Grid Reference  
E: 123456 | N: 123456

Report Reference  
Sample

Requested By  
Sample



Assessed by:

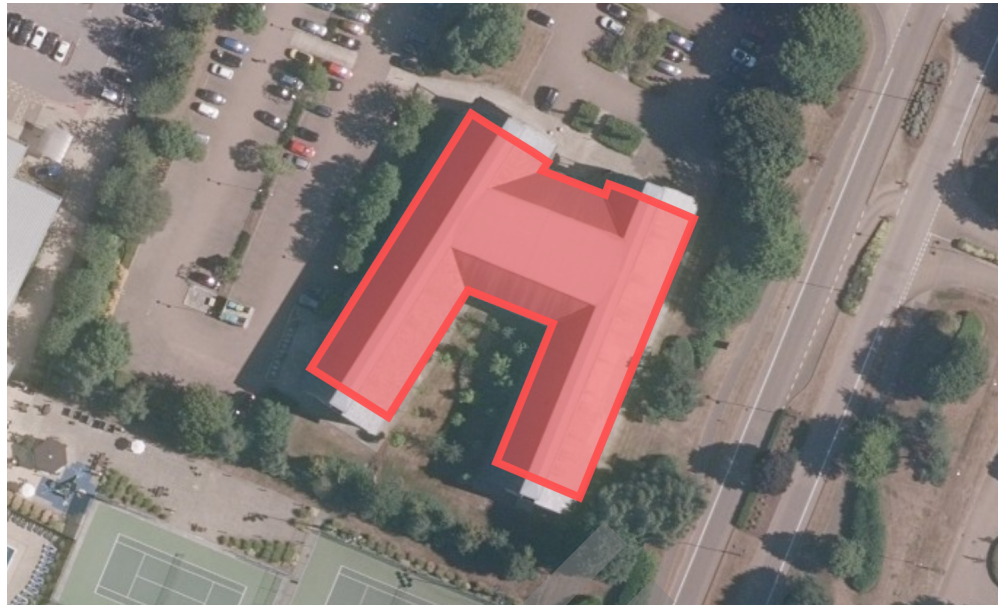
*FCI Risk Team*



If you require assistance, please contact your Search Provider or alternatively contact FCI directly with your Report ID.

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# FCI Commercial



Report on:

Sample, Sample



## ENVIRONMENTAL

PASS

No further recommendations



## FLOOD

PASS

No further recommendations



## GROUND STABILITY

PASS

Consideration(s):

3.05 Consult Surveyor



## ENERGY & INFRASTRUCTURE

PASS

Consideration(s):

4.20 Power Stations

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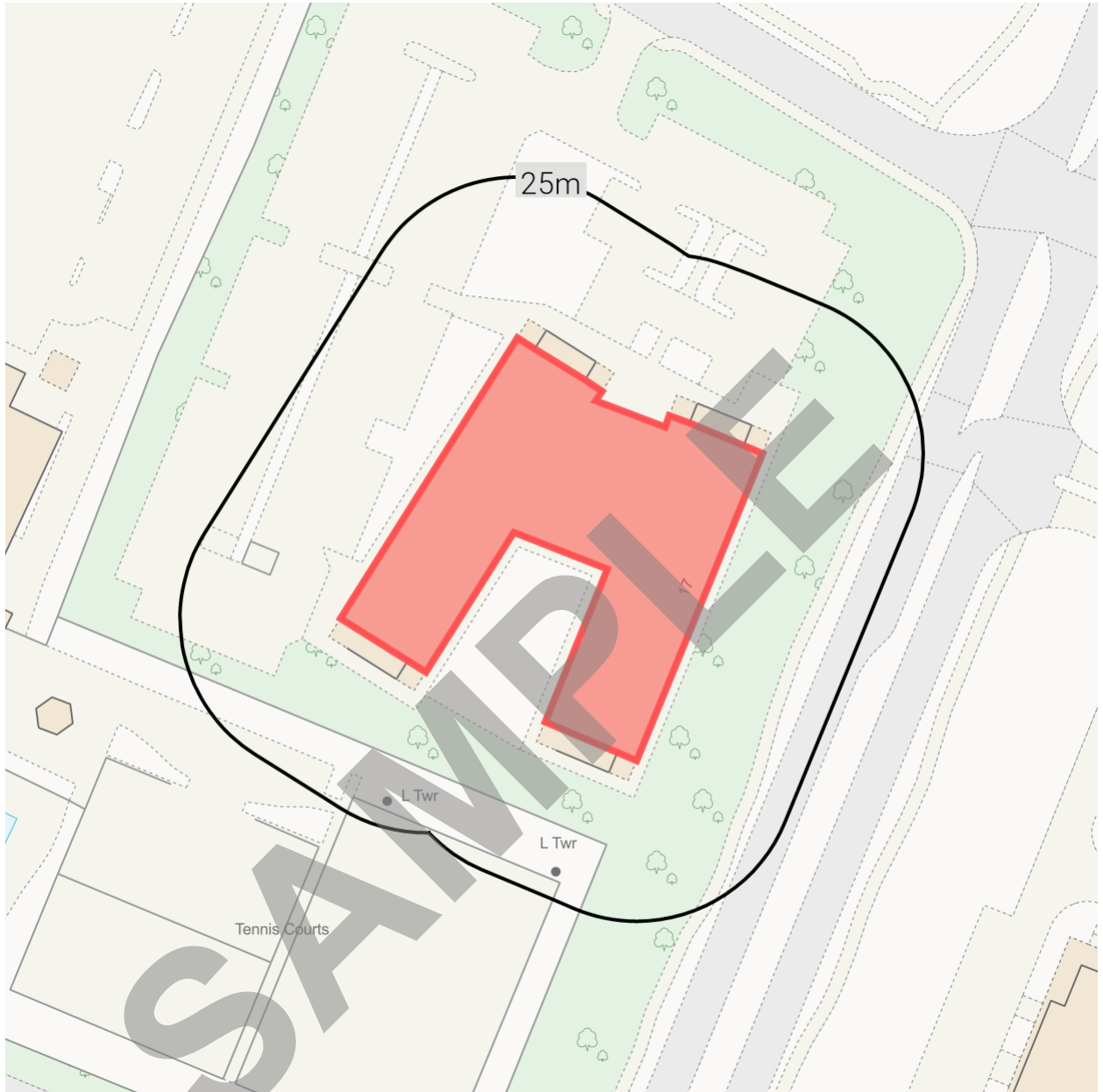




## Subject Site

Address:

Sample, Sample



© 25m scales

## Air Quality Index



Some Polluted Areas (See section 1.27 for more information)



## ENVIRONMENTAL

### 1.02 Professional Opinion | Further Guidance

The way in which land and property is used can have a material impact on third party land and property. The nature of the existing use can give rise to regulatory action if compliance with current environmental regulations is not adhered to and any current use that the property is put to should take into account the sensitivity of the environmental setting. If there is any data identifying sensitive receptors, which may have a significantly increased sensitivity to contamination, these will be highlighted within the report.

In any case, it should also be confirmed that any conditions associated with planning permissions have been signed off by the Local Planning Authority and that there are no residual issues from a building control point of view.

To purchase Contaminated Land Insurance, please visit CLS at [www.cls.co.uk](http://www.cls.co.uk), call 01732 753 910 or purchase via your reseller. More details on this policy are available at <http://futureclimateinfo.com/how-we-can-help/residential/contaminated-land-insurances/>

It should be noted that if any development of the property is considered, a professional inspection and Phase 1 Environmental Survey (Environmental Screening) should be undertaken as part of any Conceptual Site Model to comply with the National Planning Policy Framework. The local Planning Authority may also identify the phased investigation process as a condition of planning approval.

### 1.03 Official Contaminated Land | Register Entries & Notices



#### PASS

Tonbridge and Malling District (B) Council data indicates that the property is not within 25 metres of an area of land that has been designated Contaminated Land under Part 2A of the Environmental Protection Act 1990.

### 1.20 Past Industrial Land Uses



#### PASS

In the Professional Opinion of the FCI Risk Team the property is not on or within 25 metres of any former industrial land uses depicted on historic Ordnance Survey maps from which the level of environmental risk is likely to result in the land beneath the property being determined Contaminated Land within the meaning of Part 2A of the Environmental Act 1990.

### 1.23 Radon Gas



#### PASS

Data provided by the British Geological Survey (BGS) indicates that the property is not in a Radon Affected Area.

This is because the property is in a Lower probability radon area (less than 1% of homes are estimated to be at or above the Action Level of 200 Bq m<sup>-3</sup>), therefore no protective measures are required.

### 1.26 Air Quality Management Area



#### NOTE

Although information on air quality is not included within the Environmental risk assessment in this report we are able to provide information from DEFRA.

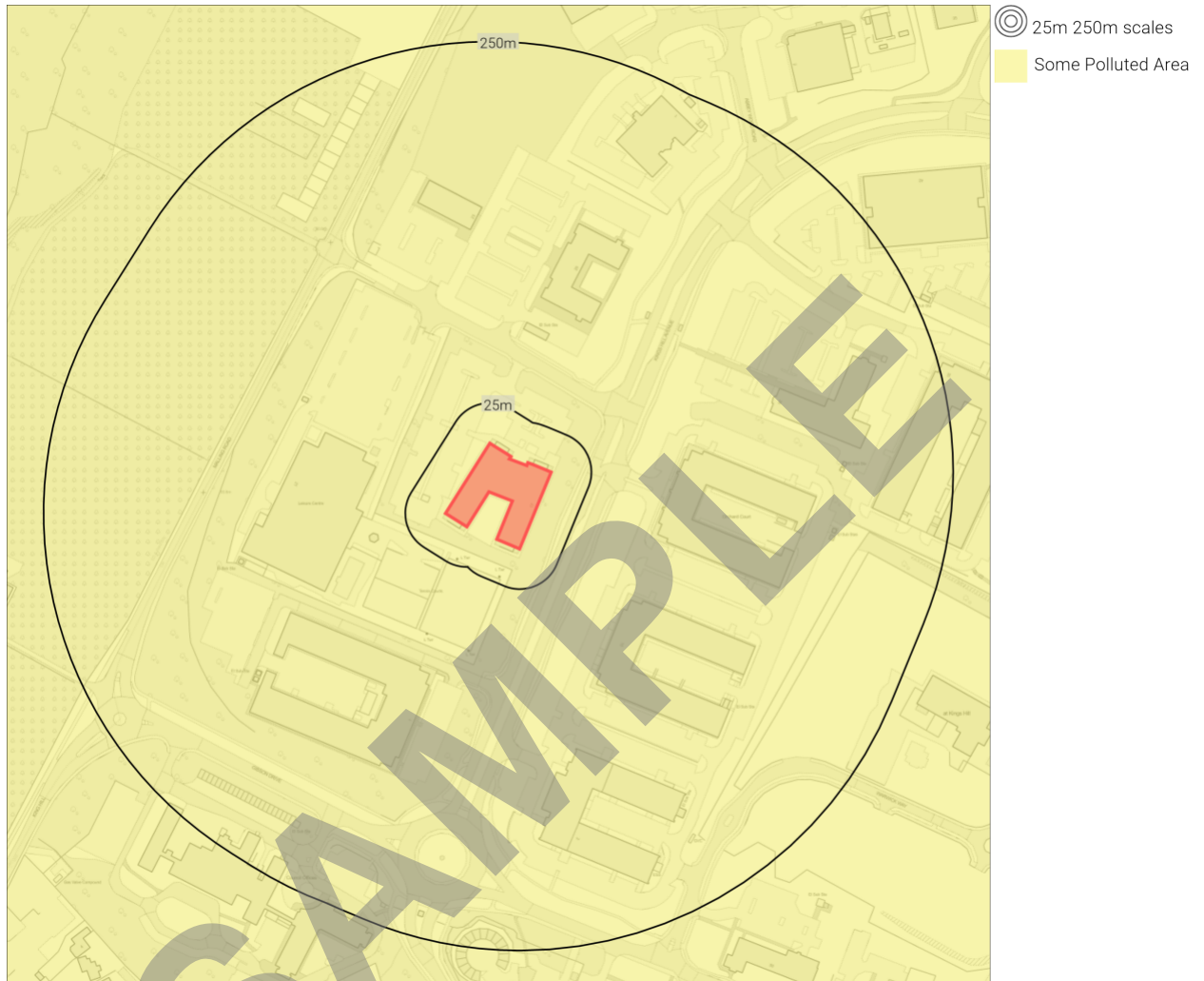
Data provided by DEFRA indicates that the property is not in or within 100 metres of an Air Quality Management Area (AQMA). An AQMA is declared where the air pollutants occur above EU and Government targets, and where the council is required to create and follow an Air Quality Action Plan (AQAP) to improve air quality.

Please note that though this property is not within an Air Quality Management Area, this does not necessarily guarantee good air quality. For more information on air quality please visit <https://uk-air.defra.gov.uk/air-pollution/>.

## 1.27 Air Quality Index



### NOTE



The MappAir® air quality dataset provided by Earthsense includes information on Nitrogen Dioxide (NO<sub>2</sub>) and Particulate Matter (PM<sub>2.5</sub>) from vehicle emissions and indications from other sources. The model gives an indication of annual mean pollution for 2016 at a resolution of 100 metres.

The data indicates that the property is in an area with a rating of 2 or Some Polluted Areas. A rating of 2 means there is a moderate chance of pollution levels exceeding healthy levels, particularly in poor weather conditions. There is a fair chance of higher pollutant concentrations around major roads.

For further information on air quality go to <https://uk-air.defra.gov.uk/>

## 1.29 Checked Datasets



### DATASETS

The dataset categories analysed in this section are listed below. For more information, please visit our website.

Official Contaminated Land | Register Entries & Notices

Artificial Ground

Potentially Contaminative Current Land Uses

Electrical Infrastructure | Electricity Pylons

Electrical Infrastructure | Overhead Power Lines  
Electrical Infrastructure | Substations  
Environmental Permits | Closed Mining Waste  
Facilities  
Environmental Permits | Industrial Sites  
Fuel / Petrol Stations  
Landfill | Historic  
Past Industrial Land Uses  
Potentially Infilled Land  
Surface Dangers or Hazards | COMAH Sites

Electrical Infrastructure | Power Cables and Lines  
Discharge Consents  
Environmental Permits | End of Life Vehicles  
Environmental Permits | Waste Sites  
Landfill | Current  
OFCOM Mast Site Clearance Locations  
Pollution Incidents  
Radon Gas  
Water Abstractions

SAMPLE



## FLOOD

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### 2.01 River and Sea Flood Risk

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#### PASS

Data provided by the Environment Agency indicates no risk of flooding from River or Sea within 25 metres of the property.

### 2.02 Surface Water Flood Risk

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#### PASS

Data provided by JBA Risk Management indicates that there is no risk of Surface Water flooding within 5 metres of the property. Surface water flooding occurs when heavy rainfall overwhelms the drainage capacity of an area. In these instances, the rainwater does not drain away through the normal drainage systems or soak into the ground, but lies on or flows over the ground instead.

### 2.03 Groundwater Flooding

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#### PASS

Data provided by JBA Risk Management indicates that the property has negligible risk from groundwater flooding.

### 2.04 Surface Water Features

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#### PASS

The Ordnance Survey Map indicates that the property is not located within 250 metres of a body of surface water, such as a stream, river, canal, reservoir, lake or pond.

### 2.05 Floodability Rating

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#### PASS

The JBA Floodability Rating at this location is Clear. Clear indicates that the likelihood of flooding is very low.

JBA Floodability data is derived from their high resolution UK flood hazard maps which are used by most insurers when assessing flood risk. Where a higher Floodability Rating is indicated further investigation into flood risk is usually advisable.

Please always check that your Buildings Insurance policy covers Flood Damage, as the terms of any commercial mortgage or loan (as appropriate) may require all risks to be covered to meet the lender's terms, furthermore if the property is leasehold the landlord may also require that all perils cover is put in place as a requirement of any lease.

### 2.06 Historic Flooding

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#### PASS

Data provided by the Environment Agency indicates that the property is not in or within 250 metres of an area that has flooded in the past. This includes all types of flooding, including Groundwater. However, we would always recommend asking the vendor to confirm whether or not they are aware of any previous flooding at the property.

Please see the previous sections for the Flood Risk as of the date of this report.



## 2.07 Flood Storage



### PASS

Data provided by the Environment Agency indicates that the property is not located within 25 metres of a Flood Storage Area (land designed and operated to store flood water).

## 2.08 Dam Break



### PASS

Data provided by JBA identifies areas of England and Wales that are most likely to suffer damage to property following the sudden and catastrophic failure of a large reservoir embankment or dam. This is a worst case scenario, it's unlikely that any actual flood would be this large. The flooding is predicted using advanced modelling techniques to ascertain if a property or site is potentially at risk in such an event.

This property is not located in the potential path which water would follow if a reservoir dam or embankment was to fail.

## 2.09 Sewer Flooding



### NOTE

Please note that information on Sewer Flooding is not included in the flood risk assessment in this report. This information is held by the water company responsible for the public sewer network. Sewer flooding happens for a number of reasons but is most likely to occur during storms, when large volumes of rainwater enter the sewers and sewage escapes from a manhole or a drain, or by backing up through toilets, baths and sinks. Sewer flooding can also occur when pipes become blocked.

## 2.10 Checked Datasets



### DATASETS

The dataset categories analysed in this section are listed below. For more information, please visit our website.

River and Sea Flood Risk

Groundwater Flooding

Floodability Rating

Flood Storage

Surface Water Flood Risk

Surface Water Features

Historic Flooding

Dam Break



## GROUND STABILITY

### 3.01 Professional Advice

For professional advice and guidance relating to the impact of any ground stability issues on your property please contact a Chartered Building Surveyor.

### 3.02 Subsidence Risk Rating



#### PASS

The Subsidence Risk Rating produced by Property Assure based on subsidence damage insurance claims is **Low**, with a risk exposure equal to or below the insurance subsidence incidence rate for England and Wales. This correlates to a rate of 1 or fewer incidents in every 1000 residencies.

The Subsidence Risk Rating assesses the risk of subsidence caused by soil shrinkage. Soil Shrinkage accounts for over 75% of all insurance subsidence incidents in England and Wales and the two main causes are clay shrinkage triggered by vegetation (60% of cases) or leaking drainage (15% of cases) washing away fine particles in the soil or softening the soil.

### 3.05 Geohazards | Running Sand



#### PASS (WITH CONSIDERATIONS)

The British Geological Survey indicates that the property is within 50 metres of an area where sand can be fluidised by water and 'run', with the potential to remove support from overlying buildings and cause subsidence damage.

**CONSIDERATIONS:** Normal maintenance to avoid leakage of water-bearing services or water bodies (ponds, swimming pools) should prevent any problems related to running sands.

If planning development of the site concentrated water inputs should be avoided. It would be prudent to consider the possibility of running sand into trenches of excavations.

### 3.13 Mining | Mining Hazards (Non-Coal)



#### PASS

The British Geological Survey indicates that the property is located within 50 metres of an area where sporadic underground mining of restricted extent may have occurred. potential for difficult ground conditions are unlikely and localised and are at a level where they need not be considered.

The Presence of past underground mining is not known to have occurred. Areas are categorized on the basis that the rock type present are known to have been worked in other areas. Areas therefore have the potential for underground mining but there is little or not evidence of mining activity. It should be noted, however, that there is always the possibility of the existence of other sub-surface excavations, such as wells, cess pits, follies, air raid shelters/bunkers and other military structures etc. that could affect surface ground stability but which are outside the scope of this dataset.

### 3.16 Natural Cavities



#### PASS

The British Geological Survey indicates that the property is within 50 metres of an area where soluble rocks are either not thought to be present within the ground, or not prone to dissolution. Dissolution features are unlikely to be present.

### 3.17 Checked Datasets



#### DATASETS



The dataset categories analysed in this section are listed below. For more information, please visit our website.

- Subsidence Risk Rating

Geohazards | Compressible Ground

Geohazards | Shrink-Swell

Landslips/slides | Slope Instability

Mining | Cheshire Brine Compensation Area

Mining | Mining Cavities (Non-Coal)

Modified Ground | Artificial Ground

Natural Cavities
- Geohazards | Collapsible Deposits

Geohazards | Running Sand

Landslips/slides | Mass Movement

Mining | Britpits

Mining | Coal Mining

Mining | Mining Hazards (Non-Coal)

Modified Ground | Historical Analysis

SAMPLE



## ENERGY & INFRASTRUCTURE

### 4.15 Oil and Gas | Invitation Area (inc. Shale Gas)



#### PASS

Data provided by the Department for Business, Energy & Industrial Strategy (BEIS) indicates that the property is within an area for which Petroleum Exploration and Development Licence (PEDL) applications have been invited in the 14th Landward Licensing Round. Please bear in mind that these areas are quite large, almost half of the country was included in the 14th round.

The main reason for the 14th Round was to facilitate exploration for shale gas. Shale gas (methane) is trapped in impermeable shale rock. Hydraulic fracturing (or 'fracking') of the shale rock enables the shale gas to flow. Fracking has been used in the UK for many years but recent improvements in technology have made the exploitation of shale gas reservoirs more economical.

A PEDL is the first step to starting drilling, but it does not imply prior consent to actual activities. An operator wishing to drill an exploratory well must first negotiate access with landowners, as well as obtain consents from a number of bodies, including planning permission and environmental permits. BEIS will only give consent to drill once the planning authority has granted permission to drill, and if the relevant planning conditions have been discharged. An operator wishing to start production from a development site must start again with the permissions process.

If a PEDL licence is granted, it will appear below, under 'Oil and Gas | Current and Historic Sites'.

### 4.20 Power Stations



#### PASS (WITH CONSIDERATIONS)

Data provided by the Department for Business, Energy & Industrial Strategy (BEIS), indicates that the property is within 3000 metres of an active power station.

Any infrastructure project has the potential to create blight caused by the uncertainty as to the project outcomes and this can affect the ability to buy and sell property in the affected areas. If any related data is available it will appear below.

Site Name	Company	Address	Technology	Distance	Source
Blaise Farm (Farm AD)	New Earth Solutions	Blaise Farm Quarry Kings Hill West Malling Kent ME19 4PN	Anaerobic Digestion	1002 m	BEIS
Offham Landfill Site Phase II	ARC Ltd (Greenways Landfill)/ Waste Recycling Group plc	Land to Rear of White Ladies Teston Road, Offham, West Malling, Kent	Landfill Gas	2969 m	BEIS

**CONSIDERATIONS:** Electrical Infrastructure can emit Electric and Magnetic Fields (EMFs). For any concerns about electromagnetic fields exposure further advice is available from Public Health England, [www.gov.uk/government/collections/electromagnetic-fields](http://www.gov.uk/government/collections/electromagnetic-fields) or from [www.emfs.info](http://www.emfs.info).

### 4.25 Checked Datasets



#### DATASETS

The dataset categories analysed in this section are listed below. For more information, please visit our website.

Carbon Capture & Storage

Electrical Infrastructure | Electricity Pylons

Electrical Infrastructure | Overhead Power Lines

Electrical Infrastructure | Power Cables and Lines

Electrical Infrastructure | Substations  
Hydropower | Potential  
Major Energy Infrastructure | Gas Site  
Major Infrastructure Projects | HS2

Oil and Gas | Invitation Area (inc. Shale Gas)  
Oil and Gas | Licensed Areas (inc. Shale Gas)  
Oil and Gas | Underground Coal Gasification  
Power Stations | Nuclear Power  
Solar Farms

Hydropower | Existing  
Major Energy Infrastructure | Gas Pipe  
Major Infrastructure Projects | Crossrail  
Major Infrastructure Projects | Thames Tideway  
Tunnel  
Oil and Gas | Offered Blocks (inc. Shale Gas)  
Oil and Gas | Current and Historic Sites  
Power Stations  
Railways  
Wind Farms

SAMPLE



## SITE SETTING

### 5.01 Aquifer Designation



#### PASS

Data provided by the British Geological Survey (BGS) indicates that the property is located within 25 metres of an area where the aquifer designation at the property location is "Principal Aquifer". Layers of rock or drift deposits that have high intergranular and / or fracture permeability meaning they usually provide a high level of water storage. They may support water supply and/or river base flow on a strategic scale. In most cases, principal aquifers are aquifers previously designated as major aquifer.

### 5.02 Bedrock Geology



#### PASS

Data provided by the British Geological Survey (BGS) indicates that the property is located within 25 metres of an area where the Bedrock Geology is sandstone and [subequal/subordinate] limestone, interbedded.

### 5.03 Ecological Features



#### PASS (WITH CONSIDERATIONS)

We have analysed data about the ecological setting of this property and these features may present themselves as receptors of contamination should this be present from historic or current land uses. The property is on or within 25 metres of the following classifications:

Feature	Source	Distance
Agricultural Land: Grade 2	Natural England	0 m
National Character Area: Wealden Greensand	Natural England	0 m
Natural Area: Wealden Greensand	Natural England	0 m

Regardless of whether or not the property has historically been subject to a contaminative use any current use that the property is put to should reflect the sensitivities of this designation.

The way in which land and property is used can have a material impact on third party land and property. The nature of the existing use can give rise to regulatory action if compliance with current environmental regulations is not adhered to.

**CONSIDERATIONS:** If redevelopment of the property is being considered compliance with the National Planning Policy Framework will be required. This would require the production of a conceptual site model and intrusive investigation cannot be ruled out. A Chartered Environmental Surveyor or appropriate consultant should be appointed to produce the conceptual site model.

### 5.04 Geological Permeability



#### PASS

Data provided by the British Geological Survey (BGS) indicates that the property is located within 25 metres of an area where the predominant permeability flow type is Mixed. The minimum permeability index is High and the maximum permeability index is High.

### 5.05 Groundwater Vulnerability



#### PASS (WITH CONSIDERATIONS)

Data provided by the Environment Agency indicates that the property is located within 25 metres of an area where groundwater resources may be vulnerable from activities carried out on the surface. The

Groundwater has been assigned as having highly permeable groundwater with intermediate leaching potential.

Groundwater resources may be vulnerable from activities carried out on the surface of the land. Other information, such as depth of groundwater and thickness and type of overlying cover will always be required for a site-specific assessment.

**CONSIDERATIONS:** If redevelopment of the property is being considered compliance with the National Planning Policy Framework will be required. This would require the production of a conceptual site model and intrusive investigation cannot be ruled out. A Chartered Environmental Surveyor or appropriate consultant should be appointed to produce the conceptual site model.

## 5.07 Superficial Deposits

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### PASS

Data provided by the British Geological Survey (BGS) indicates that the property is located within 25 metres of an area where the Superficial Deposits is/are clay, silt, sand and gravel.

## 5.08 Checked Datasets

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### DATASETS

The dataset categories analysed in this section are listed below. For more information, please visit our website.

Aquifer Designation

Ecological Features

Groundwater Vulnerability

Superficial Deposits

Bedrock Geology

Geological Permeability

Source Protection Zones



## NOTES & GUIDANCE

### 6.01 Report Notes

#### METHODOLOGY

The FCI Commercial report is designed for commercial conveyancing transactions (purchase, sale or renewal of a lease), where redevelopment or a change of use is not proposed. This report provides a desktop risk assessment of contaminated land liabilities (Liabilities) under the Contaminated Land Regime. The assessment is carried out on 'a Property' which is defined as the area of land and buildings specified by the customer.

The assessment is based upon the principle of determining the presence of a plausible contaminant-pathway-receptor relationship (a contaminant linkage) as outlined by Contaminated Land Research Report 11 (CLR11). If all three are identified, then there must also be evidence of significant harm occurring, a significant possibility of significant harm or significant pollution or the possibility of significant pollution to Controlled Waters.

In our reports, **FURTHER ACTION** is only recommended when it is likely that the Local Authority could take action under the Contaminated Land Regime to enforce remediation of a Property. This will normally relate to Defra Category 1 or 2 sites. If no issues are identified, then the report will **PASS**.

If no issues have been identified which might result in regulatory action under the Contaminated Land Regime, but there are other material issues which the customer may wish to consider the report will **PASS (with Considerations)**.

If a report has a **FURTHER ACTION** or a **PASS (with considerations)** then recommendations are made to help resolve the issues identified. Some issues such as air quality are there for information only and in these situations this data is not assessed.

This report is a desk study risk assessment, and no site or ground inspection or physical investigation has been carried out. The impacts of the risks addressed in this report are normally measured in terms of quiet enjoyment, saleability, mortgageability, and the value of the property; the risk assessment in this report is provided by FCI who are regulated by RICS.

### 6.02 Contaminated Land

#### METHODOLOGY

The contaminated land risk assessment used in this report takes account of statutory Contaminated Land as well as information on the various land uses or processes which may have the potential to create Contaminated Land. These include, for example, relevant former industrial land uses shown on historical maps, current industrial land uses, and relevant industrial processes. Risks such as waste sites, licensed discharge consents, radioactive substances, pollution prevention and control licences, explosives, and dangerous substance inventory, Control of Major Accidents and Hazards (COMAH), and Notification of Installations Handling Hazardous Substances (NIHHS), and Planning Hazardous Substance sites are all very highly regulated and as such are excluded from the Contaminated Land risk assessment. Such features at or nearby the property are features that may be considered in the survey or valuation.

### 6.03 Flood Insurance

#### METHODOLOGY

The answers given on the availability of flood insurance reflect the flood re - insurance scheme, known as Flood Re, which was launched 1st April 2016. Flood Re has been set up to help those households who live in a flood risk area find affordable home insurance. Flood Re should make no difference to purchasing home insurance, whether that's through a price comparison site, directly from an insurer or through a broker. There is no need to contact Flood Re directly. Flood Re is intended to give peace of mind that, even after a flood claim, flood insurance should still be available with affordable premiums and excesses. Not every residential property is eligible to benefit from Flood Re, for full information about the scheme, including eligibility, see <http://www.floodre.co.uk/>.

An overall 'JBA Floodability Rating' is given in this report based solely on JBA Floodability data. This shows the combined flood hazard, in 5 metre grid cells, from multiple sources i.e. river, sea and surface water flooding. Over 85% of insurers use JBA data when assessing flood risk. The JBA Floodability Rating is represented by colour indicators (black, red, amber, green or clear). For locations rating Black 1 (High) and Black 2 (Very High) there is more likely to be a correlation between JBA Floodability and a residential



property being included within Flood Re by a participating insurer. These indicators however provide no assurance or guarantee that insurance / insurance covering flood risk will or will not be available, no reliance should be placed upon the colour indicators, and appropriate additional enquiries should be made as to the actual availability (or not) of insurance / insurance covering flood risk. Every insurance application is unique, so other perils, risks or a previous claims history may mean that insurance is not available in any event.

Future Climate Info has partnered with HomeProtect to deliver home insurance for residential properties in areas considered to be at risk of flooding. HomeProtect policies are underwritten by AXA Insurance plc. Get an immediate, online quote at <http://www.homeprotect.co.uk/floodcover>.

## 6.04 Flood Risk and Impact on Value

### METHODOLOGY

The flood risk assessment in this report is based on the best available historic, river, sea, and surface water flooding data. This includes data supplied by the Environment Agency and JBA. A flood risk assessment using these data sources, however, should not be regarded as definitive. Because the flood risk assessment is based on theoretical risk models, there is always the possibility that exceptional weather conditions and/or failure of flood defences can cause flooding that was not anticipated. No site visit has taken place.

The Professional Opinion on flood risk given in this report is based on a flood risk assessment of River, Sea and Surface Water flooding, using Environment Agency and JBA data. If there is a history of flooding it is reported but it is not included in the flood risk assessment because circumstances can change, for example the provision of flood defences, causing the flood conditions to be different today. Susceptibility to groundwater flooding is reported but is also not included in the flood risk assessment; this is because the data identifies geological conditions which could enable groundwater flooding to occur, but does not model the risk of such an occurrence.

RICS advises that flood risk does reduce the value of a property, compared with a similar property without such a risk. This depends on the particular circumstances of the property, any history of flooding, and the provision of flood defences. For some 'at risk' property, for example, the reduction in value may be offset by an increase due to the property's amenity value close to a river, stream or coast.

## 6.05 Flood Planning, Flood Warning and Reporting, and Flood Resistance and Resilience Measures

### METHODOLOGY

Detailed advice on flooding and resistance and resilience measures, flood risk planning and costs, and flood warning and reporting systems, is available from the following websites:

Government: <https://www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk>

Insurance Industry: <https://www.abi.org.uk/Insurance-and-savings/Topics-and-issues/Flooding>

RICS: [www.rics.org/uk/knowledge/consumer-guides/guide-to-flooding](http://www.rics.org/uk/knowledge/consumer-guides/guide-to-flooding)

## 6.06 Limitations

### METHODOLOGY

FCI reports have been designed to satisfy standard environmental due-diligence enquiries, as recommended by the Law Society's contaminated land warning card. It is a 'remote' investigation and reviews only information provided by the client and from the databases of publicly available information that have been chosen to enable a desk based environmental assessment of the Site. The Report does not include a site investigation, nor does FCI make specific information requests of the regulatory authorities for any relevant information they may hold. Therefore, we cannot guarantee that all land uses or factors of concern will have been identified by the Report. The information in the Data Section of the Report is derived from a number of statutory and non-statutory sources. While every effort is made to ensure accuracy, FCI cannot guarantee the accuracy or completeness of such information or data. FCI will not accept responsibility for inaccurate data provided by external data providers. For further information regarding the datasets reviewed within our assessment, please contact one of our technical team on 01732 755180.

## 6.07 Standard

### T&Cs, QUERIES & COMPLAINTS

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## 6.08 Search Code

### CONSUMER INFORMATION

#### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Future Climate Info Ltd, 17 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4UA, Telephone 01732 755 180, Email: [info@futureclimateinfo.com](mailto:info@futureclimateinfo.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.

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- 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.

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- 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 the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Code.

**Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not 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), Web: <https://www.tpos.co.uk/>  
You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk)

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## 6.09 Report Licensing

### METHODOLOGY

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## USEFUL CONTACTS

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Local Authority : Tonbridge and Malling Borough Council

Tel: 01732 844 522  
Visit: <http://www.tmbc.gov.uk/>

Environment Agency | I North Lutra House, Dodd Way, Off Seedlee Road, Bamber Bridge, Preston. PR5 8BX

Tel: 08708 506 506  
Visit: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)  
Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

JBA Risk Management Ltd | 1 Broughton Park, Old Lane North, Broughton, Skipton, North Yorkshire. BD23 3FD

Tel: 01756 799919

Public Health England | Wellington House, 133-155 Waterloo Road, London. SE1 8UG

Tel: 020 7654 8000  
Visit: <https://www.gov.uk/government/organisations/public-health-england>  
Email: [enquiries@phe.gov.uk](mailto:enquiries@phe.gov.uk)

The Coal Authority Property Search Services | 200 Lichfield Lane, Berry Hill, Mansfield, Nottinghamshire. NG18 4RG

Tel: 0845 762 6848  
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