



**The Coal
Authority**

Resolving the **impacts** of mining



Groundsure
LOCATION INTELLIGENCE

Enviro All-in-One

Residential search report

1 ABERFAN FAWR, ABERFAN, MERTHYR TYDFIL, MERTHYR TYDFIL UA, CF48 4PE

Summary of risks identified



Coal Mining

Page 4

Known coal or potential mining risks within the property area

Identified



Other Ground Stability

Page 9

The property may have potential for natural/non-natural ground subsidence

Identified



Contaminated Land

The property is unlikely to be designated as Contaminated Land

Passed



Flood Risk

The property is not at risk from river, sea, pluvial, or groundwater flooding

Negligible



Radon

The property does not lie within a radon affected area

Passed



Energy

Page 11

Identified

Full assessments for these risks are available in other Groundsure searches including the Groundsure Avista 7 in 1 report. Contact Groundsure or your search provider for further details.



Transportation

Page 13

Identified



Planning Applications

Page 14

Identified

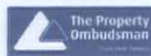
It is important to be fully informed of all risks associated with a property before completing your purchase. Please read all the information in this report carefully.

Coal Authority ref: 81002222166001
Report ref: 51001876121001
Your ref: SWA1803
Grid ref: 307363 199142
Date: 13 July 2018

For any coal mining related issues please contact the Coal Authority:
0345 762 6848
groundstability@coal.gov.uk

For all other issues and assistance please contact Groundsure:
0844 415 9000
info@groundsure.com

Groundsure is an executive member of CoPSO:



Overview of findings and recommendations

Coal mining

According to the records held by the Coal Authority at the time the report was produced, the search report has identified evidence, or the potential of, coal mining related risks. For detailed findings please read from **page 4**.

Environmental Findings

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

Infilled Land

The property is assessed to lie within 25m of an area of infilled land. Key recommended next steps:

- consider having a structural survey conducted by a Structural Surveyor to determine whether or not the property is affected. Note that any such structural survey will supersede the Groundsure report
- consider conducting a visual check at the property looking out for cracks and other signs of subsidence, however be aware recent redecoration of the property may mask signs
- consider contacting the relevant Local Authority to ask for records of the property and local area relating to subsidence
- remember that professional advice should be sought before altering the ground in any way at the property, including planting trees
- if structural surveys have not considered the potential effects of being built on a site like this, you may wish to contact the local Building Regulations Officer, Planning Department and if recently constructed, the site developers. Newer developments may benefit from an NHBC guarantee or other environmental warranty that often covers structural issues
- unless information is available confirming that suitable ground engineering techniques have been used to protect the property, it is recommended that you contact the Local Authority Planning department to confirm whether protective design measures were used during construction

Other considerations

These are potential actions associated with non-environmental search returns such as mobile masts and planning constraints.

Visual and cultural designations

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

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

Environmental summary



Environmental searches are designed to ensure that significant hazards and risks associated with this property are identified and considered alongside the investment in or purchase of a property.

Please see the guidance section on **page 2** for further advice.



Contaminated Land

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

Past Land Use	Passed
Waste and Landfill	Passed
Current Industrial	Passed



Flood Risk

No significant concerns have been identified as a result of the flood risk searches. No action required.

Further explanation of flood risk assessment can be seen here groundsure.com/understanding-flood-risk

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

Floodability Rating

Green

The rating is compiled by JBA, the UK's leading flood expert. Please see **page 18**



Other Ground Stability

The property is assessed to have potential for natural or non-natural ground subsidence.

Please see **page 9** for further details of the identified issues.

Natural Ground Stability	Negligible - very low
Non-Natural Ground Stability	Identified



Radon

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

Not in a radon affected area

Coal Mining



This report is based on, and limited to, the records held by the Coal Authority, at the time we answer the search.



Key

Approximate position of
enquiry boundary shown



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Detailed findings

1. Past underground coal mining

The property is in a surface area that could be affected by underground mining in 5 seams of coal at 480m to 580m depth, and last worked in 1975.

Any movement in the ground due to coal mining activity should have stopped.

2. Present underground coal mining

The property is not within a surface area that could be affected by present underground mining.

3. Future underground coal mining

The property is not in an area where the Coal Authority has plans to grant a licence to remove coal using underground methods.

The property is not in an area where a licence has been granted to remove or otherwise work coal using underground methods.

The property is not in an area likely to be affected from any planned future underground coal mining.

However, reserves of coal exist in the local area which could be worked at some time in the future.

No notices have been given, under section 46 of the Coal Mining Subsidence Act 1991, stating that the land is at risk of subsidence.

4. Mine entries

There are no known coal mine entries within, or within 20 metres of, the boundary of the property.

5. Coal mining geology

The Coal Authority is not aware of any damage due to geological faults or other lines of weakness that have been affected by coal mining.

6. Past opencast coal mining

The property is not within the boundary of an opencast site from which coal has been removed by opencast methods.

7. Present opencast coal mining

The property does not lie within 200 metres of the boundary of an opencast site from which coal is being removed by opencast methods.

8. Future opencast coal mining

There are no licence requests outstanding to remove coal by opencast methods within 800 metres of the boundary.

The property is not within 800 metres of the boundary of an opencast site for which a licence to remove coal by opencast methods has been granted.

9. Coal mining subsidence

The Coal Authority has not received a damage notice or claim for the subject property, or any property within 50 metres of the enquiry boundary, since 31 October 1994. There is no current Stop Notice delaying the start of remedial works or repairs to the property.

The Coal Authority is not aware of any request having been made to carry out preventive works before coal is worked under section 33 of the Coal Mining Subsidence Act 1991.

10. Mine gas

The Coal Authority has no record of a mine gas emission requiring action.

11. Hazards related to coal mining

The property has not been subject to remedial works, by or on behalf of the Coal Authority, under its Emergency Surface Hazard Call Out procedures.

Additional remarks

Information provided by the Coal Authority in this report is compiled in response to the Law Society's CON29M Coal Mining enquiries. The said enquiries are protected by copyright owned by the Law Society of 113 Chancery Lane, London WC2A 1PL. This report is prepared in accordance with the Law Society's Guidance Notes 2006, the User Guide 2006 and the Coal Authority's Terms and Conditions applicable at the time the report was produced.

If this Report is for a residential property, insurance is included to cover any loss in property value caused by any changes in the information contained in this report. Please see the attached certificate of insurance for the terms and conditions of this insurance. The insurance does not cover non-residential property or interpretive reports.

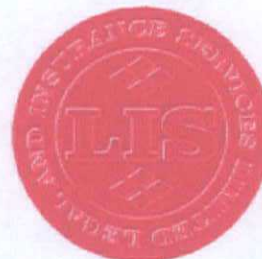
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Alternative formats

If you would like this report in an alternative format, please contact our communications team.

Coal Search Report Insurance Policy



On behalf of the insurer

Schedule

Policy number: **25132829**

The insurer: **Liberty Legal Indemnities – underwritten by Liberty Mutual Insurance Europe Limited**

Binding Authority contract number: **RNMFP1803841**

Property: **1 ABERFAN FAWR, ABERFAN, MERTHYR TYDFIL, MERTHYR TYDFIL UA, CF48 4PE**

Reference: **81002222166001**

Limit of cover: **£50,000**

Dated: **13 July 2018**

This policy and schedule shall be read together and any word or expression to which a specific meaning has been attached in either shall bear such meaning wherever it may appear.

Where a Coal Search Report has been obtained in connection with a sale of the property, cover is provided for the benefit of a purchaser and their lender; in the case of a re-mortgage or where the existing owner chooses to obtain a Coal Search Report, cover is provided for the benefit of the owner and their lender.

The policy offers protection against loss sustained by the owner of the property if any new problems or adverse entries are revealed in a subsequent Coal Search Report which were not revealed by the original report to which the policy was attached.

The insured shall at all times comply with the requirements of the Conditions of this Policy.

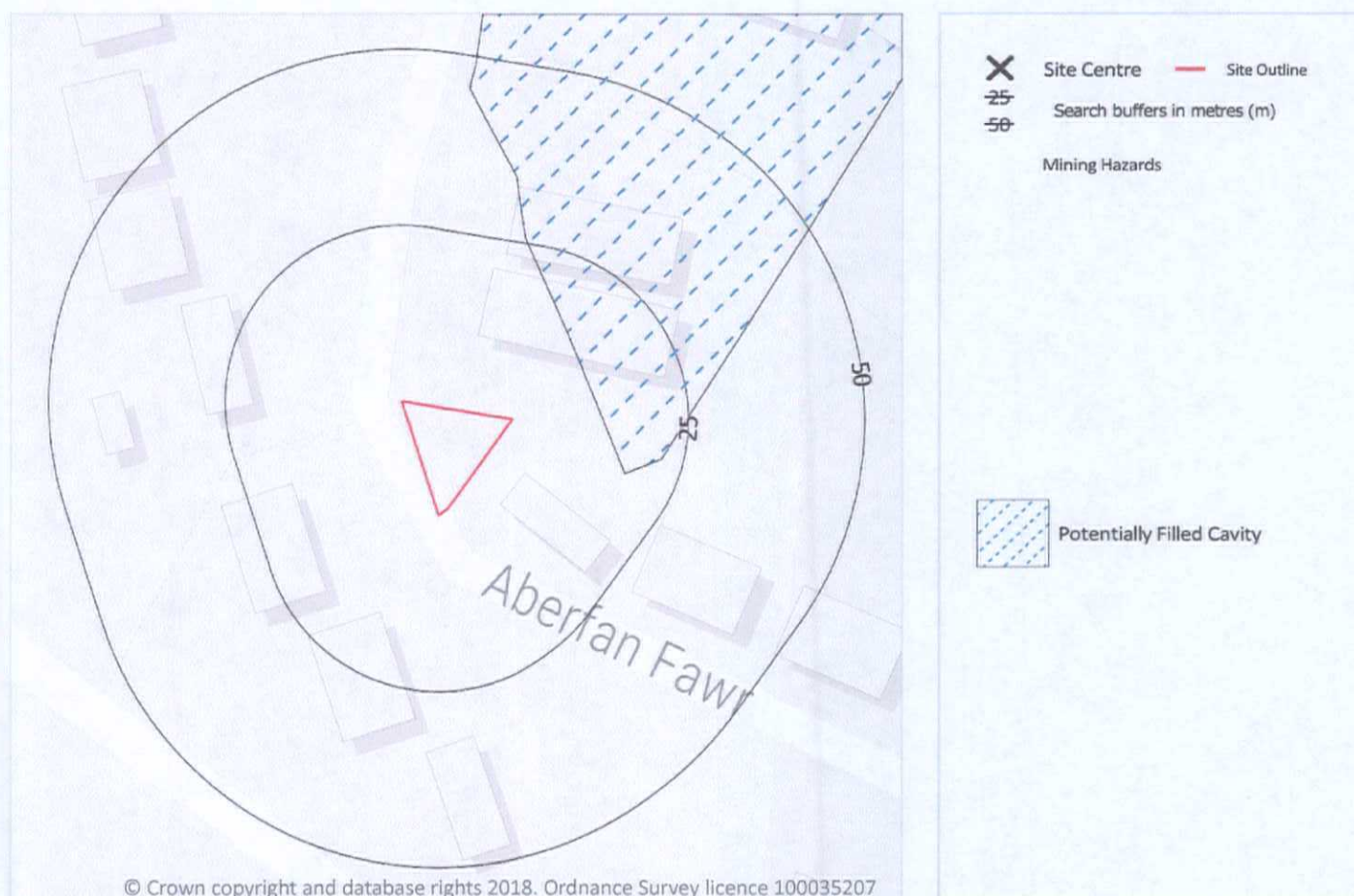
Coal Search Report Terms and Conditions can be viewed online at this link:

<https://www2.groundstability.com/coal-authority-insurance-terms-01-06-18/>

Other ground stability



Non-natural ground subsidence



Ground cavities filled with other materials

Maps suggest the property is located near a previous pond, quarry, mine, landfill or other hole in the land. These land cavities are often filled with various materials, and this can cause structural problems. Groundsure's experts recommend that you check whether your structural surveys have taken this into account.

Please see the guidance section on **page 2** for further advice.

Distance	Direction	Use	Date
12 m	E	Sewage Gardens	1875

Groundsure's experts systematically analyse historical maps, which can highlight areas that, over time, may have been filled with various materials. The materials used are usually safe, although in some cases contaminative materials may also have been used. Past ground workings have been identified at the site. These workings may be associated with railway cuttings or other ground engineering but may also indicate mining activity. Information is taken from features identified on Ordnance Survey historical maps, which do not indicate the distance or direction that mines extend beneath the surface. For example, features such as mine shafts only indicate the entrance to a mine. From this, we may infer the potential for underground features to extend outward from this point. Some features within this database may also relate to non-mining underground activities e.g. air shafts for underground railways.

Energy summary



The property has been identified to lie within 5km of one or more energy features. The Enviro-All-in-One report summarises these on this page.

If required, full details on these energy features including a detailed location plan relative to the property can be available when you purchase a Groundsure Energy report or the comprehensive Groundsure Avista report via your preferred searches provider.



Oil and Gas

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

Oil and Gas Areas

None

Oil and Gas Wells

None



Wind and Solar

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

Wind

Identified

Solar

Identified



Energy Infrastructure

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

Power stations

None

Energy Infrastructure

Identified

Projects

None

Electricity transmission lines



Electricity transmission lines and pylons

The nearest overhead transmission lines and/or pylon is located 223m from the property.

Overhead power transmission lines are known to emit electromagnetic fields (EMF). For further information on issues associated with transmission lines you may wish to contact the EMF Unit Public Information Line on 0845 7023270 or visit www.emfs.info. Guidance on electromagnetic fields resulting from transmission and distribution lines can also be found on the Public Health England (PHE) website.

Groundsure provide the data for information only and do not make any judgment on the risks or otherwise of EMFs. However, if the existence of overhead power transmission may have a material impact with regard to the decision to purchase the property, Groundsure recommends contacting these organisations.

Transportation summary



The property has been identified to lie within the search radius of one or more transportation features detailed below.

If required, full details on these transportation features including a detailed location plan relative to the property are available in additional Groundsure searches. Please contact Groundsure or your preferred searches provider for details of the most appropriate report.



HS2

No results for Phase 1 or Phase 2 of the HS2 project (including the 2016 amendments) have been identified within 5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future.

HS2 Route	None
HS2 Safeguarding	None
HS2 Stations	None
HS2 Depots	None
HS2 Noise	Not assessed
HS2 Visual impact	Not assessed



Crossrail

The property is not within 250 metres of either the Crossrail 1 or Crossrail 2 project.

Crossrail 1 Route	None
Crossrail 1 Stations	None
Crossrail 1 Worksites	None
Crossrail 2 Route	None
Crossrail 2 Stations	None
Crossrail 2 Worksites	None
Crossrail 2 Safeguarding	None
Crossrail 2 Headhouse	None



Other Railways

Our search indicates the property is within 250 metres of railways or railway stations, subway or DLR lines, active railways, historical railways or tunnels.

Active Railways	None
Historical Railways and Tunnels	Identified
Railway and Tube Stations	None
Underground	None

Planning summary



Planning Applications

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

10 Total applications

This total includes large developments within 750 m, small developments within 500 m and house extensions within 125 m. If required, full details on these applications including a detailed location plan relative to the property can be available when you purchase a Groundsure Planning Report or the comprehensive Groundsure Avista report via your preferred searches provider.



Planning constraints

Protected areas have been identified within 50 metres of the property.

Please see **page 15** for further details of the identified issues.

Environmental Protected Areas	None
Visual and Cultural Protected Areas	Identified

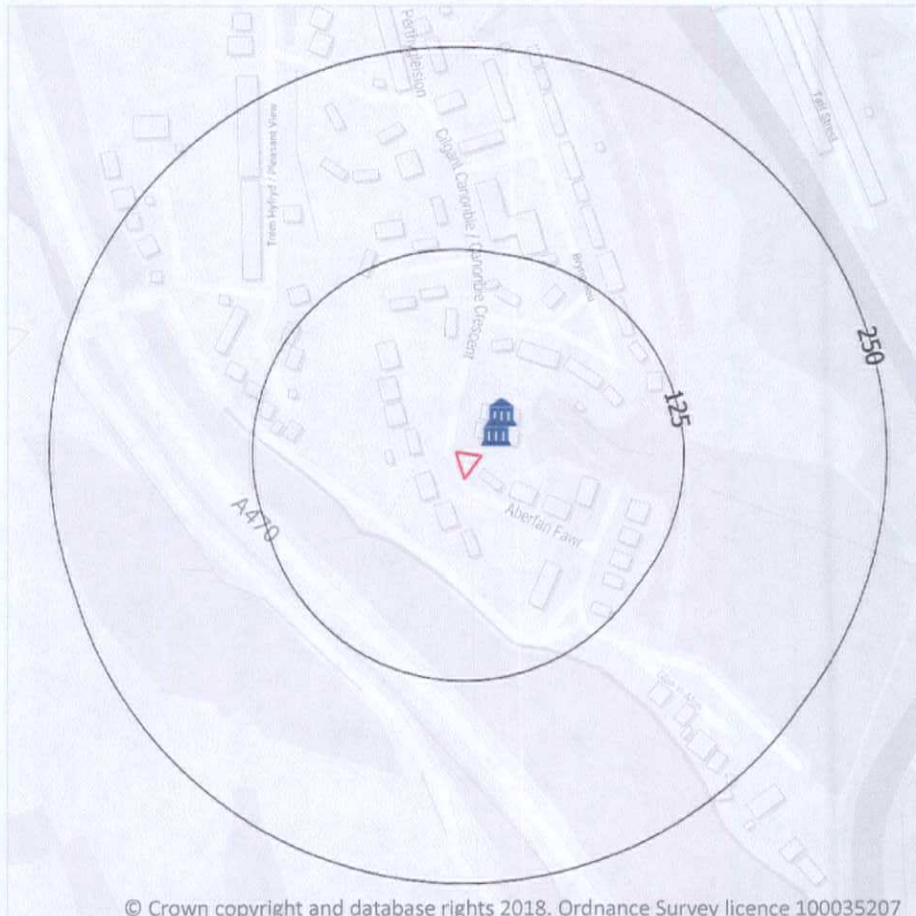


Telecoms

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

Mobile phone masts	None
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Planning constraints



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X Site Centre — Site Outline
125 Search buffers in metres (m)
250



Listed Buildings

Visual and Cultural Designations

Listed Buildings

The property is, contains, is within or is in close proximity to a Listed Building. This means there will be extra control over what changes can be made to that building's interior and exterior. Owners will need to apply for Listed Building Consent for most types of work that affect the 'special architectural or historic interest' of their home and the work approved may increase costs. See CADW's website for more information:

<http://cadw.gov.wales/historicenvironment/recordsv1/cof-cymru/?lang=en>.

Listed buildings come in three categories of 'significance': Grade I for buildings of the highest significance, Grade II* and Grade II. Most listed building owners are likely to live in a Grade II building as these make up 92% of all listed buildings.

Enviro All-in-One

Coal Authority ref: 81002222166001

Report ref: 51001876121001

Your ref: SWA1803

Grid ref: 307363 199142

Date: 13 July 2018

Distance	Direction	Name	Grade	Listed building reference number	Listed date
17 m	NE	Aberfan Fawr Farmhouse	II	18863	09/03/1997
30 m	NE	Barn Range at Aberfan Fawr Farmhouse	II	18864	09/03/1997

For any coal mining related issues please
contact the Coal Authority:

0345 762 6848
groundstability@coal.gov.uk

For all other issues and assistance please
contact Groundsure:

0844 415 9000
info@groundsure.com

Additional searches that are not of concern or relevant to this location

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

Contaminated Land

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

Flood Risk

Risk of flooding from rivers and the sea
Flood storage areas: part of floodplain
Historic flood areas
Areas benefiting from flood defences
Flood defences
Proposed flood defences
Surface water flood risk
Groundwater flooding

Ground stability

Natural ground subsidence
Natural geological cavities
Non-coal mining
Mining cavities

Radon

Planning constraints

Sites of Special Scientific Interest (SSSI)
Internationally important wetland sites (Ramsar sites)
Special Area of Conservation
Special Protection Areas (for birds)
National Nature Reserves
Local Nature Reserves
Designated Ancient Woodland
Green Belt

World Heritage Sites

Areas of Outstanding Natural Beauty
National Parks
Conservation Areas
Certificates of Immunity from Listing
Scheduled Monuments
Registered Parks and Gardens

Planning

Mobile phone masts
Mobile phone masts planning records

JBA Floodability

The property has been rated as **Green**.

This rating is calculated by JBA and is based entirely on JBA's modelled river, coastal and surface water flood data. This data is used by a large number of top insurance companies in order to assess flood risk, though individual insurers may also have recourse to further information not used in this assessment such as claim history, and is indicative rather than definitive.

There are some exclusions to the Flood Re scheme and these include; commercial properties (including buy to let), new homes built after 1st January 2009 and blocks of flats with four or more units. Flood Re is designed to run for 25 years, to allow time for the Government, local authorities, insurers and communities to become better prepared for flooding. After this period, the market is expected to return to risk reflective pricing, and properties with flood risks that have not been mitigated may face significantly increased premiums and/or difficulty in obtaining cover.

The JBA Floodability Index is categorised on a fivefold scale and also includes a statement of the possibility of insurance companies ceding the property into the Flood Re scheme (subject to terms, applicant's status and individual insurers' approach to risk, historical flooding events at the property, exclusions to the Flood Re scheme and any other factors which may be relevant):

Green indicates a level of flood hazard such that insurance covering flood risk may be obtainable relatively easily as part of a standard household insurance contract. Very low possibility of insurance companies ceding the property into the Flood Re scheme unless the property has flooded in the past.

Amber indicates a level of flood hazard such that insurance covering flood risk may be available but may be subject to increased premiums and non-standard and/or additional terms. Low possibility of insurance companies ceding the property into the Flood Re scheme unless the property has flooded in the past.

Red indicates a level of flood hazard such that standard priced insurance covering flood risk may be more difficult to obtain. Low to moderate possibility of insurance companies ceding the property into the Flood Re scheme unless the property has flooded in the past.

Black 1 indicates a level of flood hazard such that standard priced insurance covering flood risk may be significantly more difficult to obtain. Moderate to high possibility of insurance companies ceding the property into the Flood Re scheme, especially if the property has flooded in the past.

Black 2 indicates a level of flood hazard such that standard priced insurance covering flood risk may be extremely difficult to obtain. High possibility of insurance companies ceding the property into the Flood Re scheme, especially if the property has flooded in the past.

Contaminated Land assessment methodology

As part of this report Groundsure provide a professional assessment of the risks posed by key environmental information which could lead to the property being designated as 'Contaminated Land' as defined under Part 2A of the Environmental Protection Act 1990. This assessment is based on the following data:

- historical land use (compiled from 1:10,000 and 1:10,560 maps)
- petrol stations, garages, energy features and tanks (compiled from 1:1,250 and 1:2,500 maps) – for selected areas.
- historic military / ordnance sites
- landfill and waste transfer/treatment or disposal sites (including scrap yards)
- current industrial uses (as defined by PointX data)
- Catalyst petrol station
- Part A(1), Part A(2) and Part B Authorisations
- Control of Major Accident Hazards Sites (COMAH) and Notification of Installations Handling Hazardous Substances (NIHHS)
- sites determined as Contaminated Land under Part 2A EPA 1990
- Planning Hazardous Substance Consents
- Environment Agency Recorded Pollution Incidents
- Dangerous Substances Inventory Releases (DSI)
- Red List Discharge Consent

The level of risk associated with the property is either Passed or In Need of Further Assessment. If the site is In Need of Further Assessment it does not necessarily mean that the site is unsuitable for purchase, but only that further assessment of the risk associated with the site is required.

Method Statement

In assessing specific site risk, Groundsure follows principles used extensively throughout the environmental consultancy sector. Our system looks at the potential for specific industries to have generated residual contamination and for this contamination to remain at a site, or to have migrated to neighbouring sites. Sites are scored based on this system and if a site scores highly it indicates a high level of risk.

Limitations of the Study

This screening process reviews historical mapping and a range of current databases. The historical land use database reviewed for this study does NOT include 1:2,500 or 1:1,250 scale maps except for Groundsure's additional information database of selected features namely tanks, energy features, petrol filling stations and garages. This additional information database covers the majority of the UK, but not all. Where 1:2500 or 1:1250 scale maps are utilised all relevant and available map epochs to Groundsure are used. Additionally, this review does NOT include specific enquiries to the Local Authority who may hold additional information and it does NOT include a site visit/inspection. Your attention is drawn to the Terms and Conditions of Groundsure Limited under which this service is provided.

Flood information

The Flood Risk Assessment section is based on datasets covering a variety of different flooding types. No inspection of the property or of the surrounding area has been undertaken by Groundsure or the data providers. The modelling of flood hazards is extremely complex and in creating a national dataset certain assumptions have been made and all such datasets will have limitations. These datasets should be used to give an indication of relative flood risk rather than a definitive answer. Local actions and minor variations, such as blocked drains or streams etc. can greatly alter the effect of flooding. A low or negligible modelled flood risk does not guarantee that flooding will not occur. Nor will a high risk mean that flooding definitely will occur. Groundsure's overall flood risk assessment takes account of the cumulative risk of river, coastal, surface water (pluvial), and groundwater flooding and historic flood events.

Risk of flooding from rivers and the sea

This is an assessment of flood risk for England and Wales produced using local data and expertise, provided by the Environment Agency. It shows the chance of flooding from rivers or the sea presented in categories taking account of flood defences and the condition those defences are in. The model uses local water level and flood defence data to model flood risk.

Historic flood events

Over 88,000 events are recorded within this database. This data is used to understand where flooding has occurred in the past and provides details as available. Absence of a historic flood event for an area does not mean that the area has never flooded, but only that the Environment Agency/Natural Resources Wales do not currently have records of flooding within the area. Equally, a record of a flood footprint in previous years does not mean that an area will flood again, and this information does not take account of flood management schemes and improved flood defences.

Surface water flooding

JBA Risk Management surface water flood map identifies areas likely to flood following extreme rainfall events, i.e. land naturally vulnerable to surface water or "pluvial" flooding. This data set was produced by simulating 1 in 75 year, 1 in 200 year and 1 in 1000 year rainfall events. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though older ones may even flood in a 1 in 5 year rainstorm event.

Proposed flood defences

The data includes all the Environment Agency/Natural Resources Wales's projects over £100K that will change or sustain the standards of flood defence in England and Wales over the next 5 years. It also includes the equivalent schemes for all Local Authority and Internal Drainage Boards.

Flood storage areas

Flood Storage Areas may also act as flood defences. A flood storage area may also be referred to as a balancing reservoir, storage basin or balancing pond. Its purpose is to attenuate an incoming flood peak to a flow level that can be accepted by the downstream channel. It may also delay the timing of a flood peak so that its volume is discharged over a longer time interval. These areas are also referred to as Zone 3b or 'the functional floodplain' and has a 5% or greater chance of flooding in any given year, or is designed to flood in the event of an extreme (0.1%) flood or another probability which may be agreed between the Local Planning Authority and the Environment Agency/Natural Resources Wales, including water conveyance routes. Development within Flood Storage Areas is severely restricted.

Groundwater flooding

Groundwater flooding is flooding caused by unusually high groundwater levels. It occurs as excess water emerging at the ground surface or within manmade underground structures such as basements. Groundwater flooding tends to be more persistent than surface water flooding, in some cases lasting for weeks or months, and it can result in significant damage to property. Groundsure's groundwater flooding data is provided by JBA Risk Management.

Search Code and Groundsure terms and conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

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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

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.

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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 Advice

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if 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.

TPO's Contact Details:

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

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

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

Complaints should be sent to:

Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email:

info@groundsure.com If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

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