Groundsure LOCATION INTELLIGENCE

GeoRisk

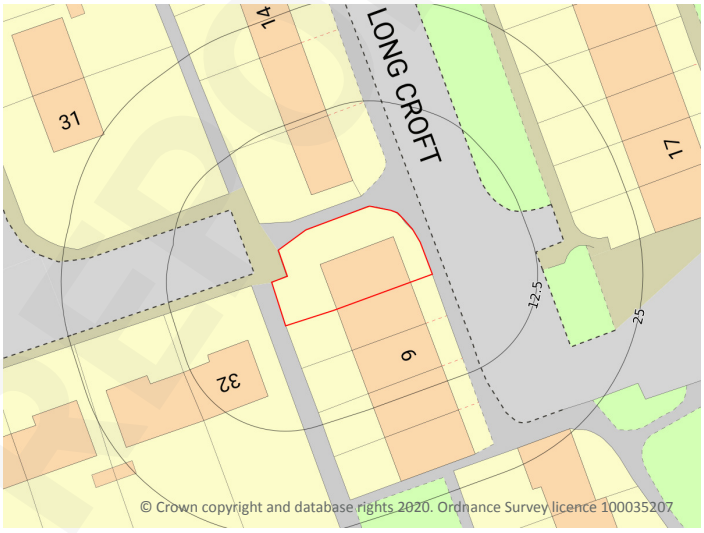
Specimen Address, Specimen Town

Professional opinion

ACTION REQUIRED

There is an identified mining risk and further action is recommended. See guidance on **page 2**.

Site plan



Search results

Non-coal mining
Further action — page 4

Historical features
Identified — page 4

Geological features
Not identified

Oil and gas extraction
Not identified

Satellite monitoring
Identified — page 5

Natural instability
Not identified

Infilled land
Not identified

Sinkholes
Not identified

Coal mining alert
Identified — page 3

Cheshire brine alert
Not identified

Assesses mining risk from; **Stone**, **Clay**, **Metals**, **Evaporites** and **Hydrocarbons**

Overview of findings and recommendations

This product is intended for use by professional advisers who are experienced and skilled in the use and interpretation of environmental data and/or risk assessment opinions.

To save you time when assessing the report, we only provide maps and data tables of features we have identified to be of note. These relate to mining and ground risks that may have liability implications, affect insurance premiums, property values and/or a lender's willingness to lend.

You can view a full list of the information we have searched on **page 16**.

Non-coal mining assessment

We consider theǊŜ ű2 ōŜ ƴ2ƴĩŎ2ŀ·ƒ Ƴ·λƴλƴƎπǊŜƒŀ·űŜŘ Ǌλă˥ ű2 űKŜ property risk. Please refer to the assessment of mining experts Mining Searches UK below for further details.

Non-coal mining

Mining types: Metals, Stone, Unspecified

Past mining activity

The property lies within a former metalliferous mining lease boundary.

The property is underlain by ironstone workings at a depth of approximately approximately 55 metres below surface. Mining Searches UK have not confirmed the precise depth, stability and extent of these workings. There is the possibility of ground movement associated with these workings within the property.

Current and future mining

According to our archive the property does not presently lie within an area with planning permission for non-coal mineral development. We are not aware of any planned future mining activity.

Key recommended next steps:

- Mining Searches UK recommends that further action is carried out. This may take the form of a visual inspection for visible defects and signs of mining-related settlement or subsidence effects.
- This inspection should be carried out by a suitably qualified and experienced person, who could be sought through https://www.ricsfirms.com

Other considerations

Other ground subsidence hazards have been identified at the site. Please refer to the findings and recommendations below for further details.

Satellite monitoring

Satellite monitoring data from SatSense is able to detect actual ground movement in the range of a few mm per year. They have identified the following ground movement issues which may affect the property:

- recent measurements suggest that local ground movements have sped up over the past year
- the site shows some seasonal or one-off movement over the course of a year

Key recommended next steps:

- carry out a visual inspection of the property looking out for cracks and other signs of movement. This inspection should be carried out by a suitably qualified and experienced person. It should be noted that if a survey (valuation or better) has been undertaken that considers ground instability and no risks were identified, no further action is required
- if signs of movement are evident from the visual inspection, it would be prudent to carry out a Level 3 Building Survey to further clarify the extent to which the property is affected by the ground movement identified
- you may wish to make specific enquiries of the seller regarding any subsidence issues they are aware of at the property, and any works which have been undertaken to remedy any identified issues. If significant works have been carried out under an insurance policy, this may make it more difficult to switch insurance providers in the future, though specialist insurance brokers may be able to assist
- consider steps which may need to be taken to reduce the future incidence of ground movement. This may include the removal or pruning of nearby trees, or drainage improvements
- if any other risks identified within this report also recommend a visual inspection it should be noted that a single inspection would cover all risks
- if any mining investigations have been recommended, other than a visual inspection, these should be undertaken in addition to the actions mentioned here.

Mining areas

Coal mining areas

The property is assessed to lie within a coal mining area as defined by the Coal Authority.

Key recommended next steps:

- Groundsure recommends that a CON29M Official Coal Mining Search is conducted. This can be ordered through Groundsure or your preferred search provider.

Non-coal mining summary

Mining records

Records relating to recorded mining areas or activity have been identified in the vicinity of the site.

See **page 6** for details. The Non-coal mining assessment on **page 2** will cover any next steps relating to these features.

Mining features	**Identified**
Mine plans	**Identified**
Researched mining	**Not identified**
BritPits	**Not identified**
Mineral Planning Areas	**Not identified**
Non-coal mining areas	**Not identified**
Mining cavities	**Identified**
Coal mining areas	**Identified**
Brine areas	**Not identified**
Gypsum areas	**Not identified**
Tin mining areas	**Not identified**

Historical features

Historical mapping has identified mining features in the vicinity of the site.

See **page 10** for details. The Non-coal mining assessment on **page 2** will cover any next steps relating to these features.

Non-coal mining	**Identified**
Coal and associated mining	**Identified**
Industry associated with mining	**Not identified**

Geological features

No geological features indicative of mining activity or other sources of ground instability have been identified in the vicinity of the site.

Artificial and made ground	**Not identified**
Mineral veins	**Not identified**

Oil and gas extraction

No historical, active or planned wells or extraction areas have been identified near the property.

Oil and gas areas	**Not identified**
Oil and gas wells	**Not identified**

Subsidence summary

Satellite monitoring

Satellite radar measurements have detected notable ground movement in the vicinity of the property.

See **page 12** for details and **page 2** for recommended next steps.

Property	Green
Surrounds	Green
Local area	Green
Gradient	Green
Acceleration	Red
Range	Amber

SatSense Rating **Red**

Ratings provided by SatSense Ltd, experts in analysis of InSAR ground movement data from satellite radar.

Natural instability

Searches of natural ground stability data have not identified any potential ground stability risks.

Shrink-swell hazard	Non-Plastic
Natural ground subsidence	Not identified
Landslides	Not identified
Natural cavities	Not identified
Coastal erosion	Not identified

Infilled land

No recorded areas of infilled land or landfill have been identified in the vicinity of the site.

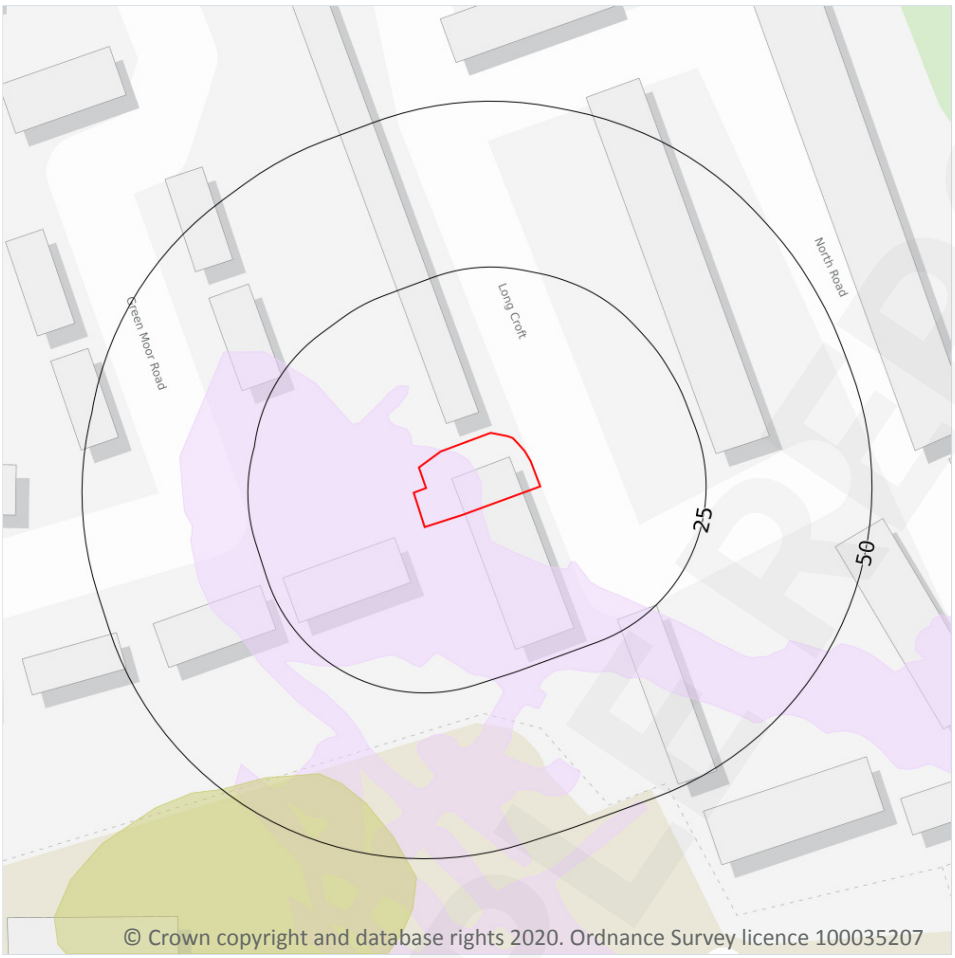
Infilled land	Not identified
Historical landfill sites	Not identified

Sinkholes

No records of sinkholes have been identified in the vicinity of the property.

Reported recent incidents	Not identified
Recorded incidents (BGS)	Not identified
Recorded incidents (PBA)	Not identified
Historical incidents	Not identified

Mining features



Site Outline
Search buffers in metres (m)
Shaft
Portal
Surface Outcrop
Undefined Elevation
Surface working
Tin streaming
Quarry
Aerial Photographic Anomaly
Suspect enclosure
Wasteland
Pond
Cutting
Adit
Tunnel
Underground mining extent
Reported subsidence
Dump (mine waste tip)
Secured feature
Licence boundary

Underground mine workings
Underground mine workings presenting a potential risk, including adits and seam workings, identified from BGS Geological mapping and mine plans sourced from the BGS and various collections and sources.

Location	Feature	Mineral	Mining type
On site	Underground mining extent	-	Unspecified

This data is sourced from Mining Searches UK

Mine waste tips
Mine waste tips identified from OS, BGS Geological mapping, Lidar data, and mine plans sourced from the BGS and various collections and sources.

Location	Feature	Mineral	Mining type
40m SW	Mine waste tip	Copper	Metals

This data is sourced from Mining Searches UK

Mining Record Office plans

The property has been found to be either within or in proximity to areas defined on Mining Record Office plans. This dataset is representative of Mining Record Office plan extents held by Mining Searches UK and should be considered approximate. Where possible, plans have been located and any specific areas of risk they depict have been captured. Any such risk areas or features in the vicinity of the property are presented on the 'Mining features' map and within the detailed sections on Mine entries, Mineralised veins, Surface workings, Surface features, Underground mine workings or Mine waste tips.

This data is sourced from Mining Searches UK

BGS mine plans

The property has been found to be either within or in proximity to areas defined on BGS mine plans. This dataset is representative of BGS mine plan extents held by Mining Searches UK and should be considered approximate. Where possible, plans have been located and any specific areas of risk depicted have been captured. Any such risk areas or features in the vicinity of the property are presented on the Mining features map and within detailed sections on Mine entries, Mineralised veins, Surface workings, Surface features, Underground mine workings or Mine waste tips.

This data is sourced from Mining Searches UK.

Mining records

Site Outline

Search buffers in metres (m)

BritPits

Historical Mineral Planning Areas

Mining Cavities

Non Coal Mining

Underground mining known or likely within or in close proximity

Underground mining known within or in very close proximity

Mining cavities

Industry recognised national database of mining cavities. Degraded mines may result in hazardous subsidence (crown holes). Climatic conditions and water escape can also trigger subsidence over mine entrances and workings.

Location	Mine Address	Mineral	Data source	Publisher
92m SW	Helder, Cumbria	Hematite	LISTING OF NEW MINERAL RECORDS OFFICE CATALOGUE.	UNPUBLISHED/DRAFT

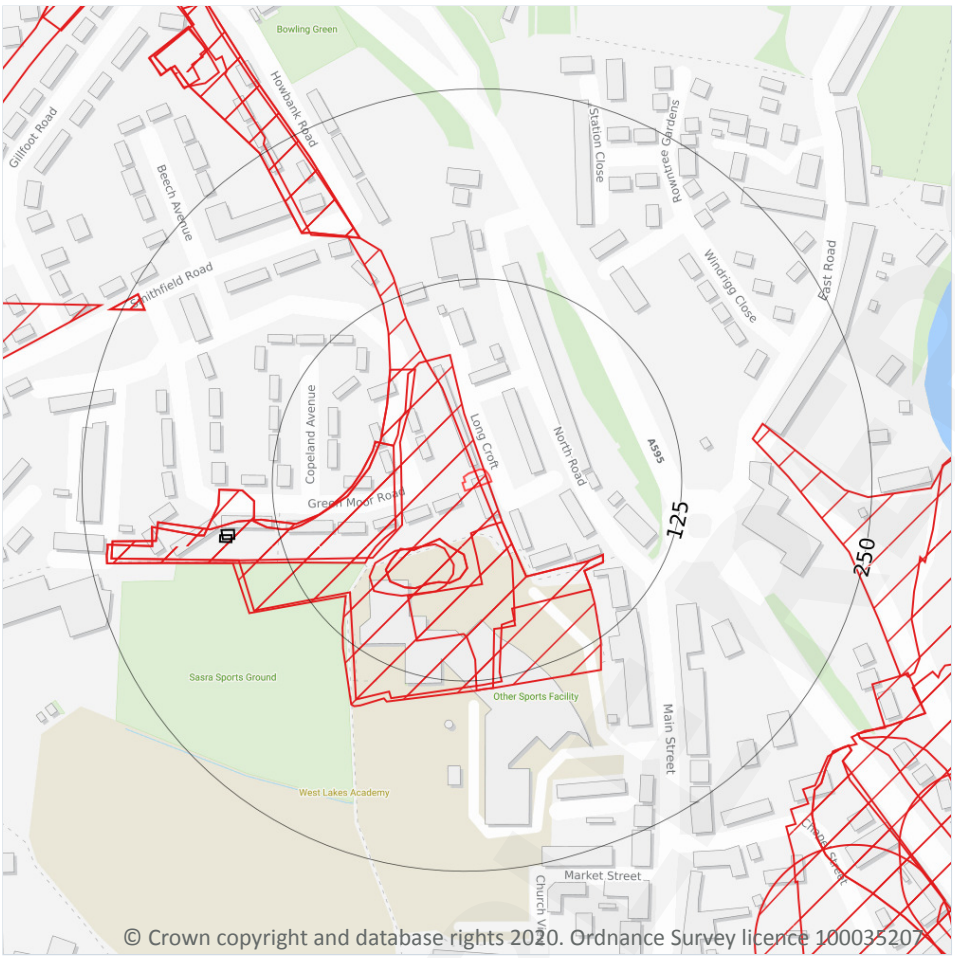
This data is sourced from Peter Brett Associates (PBA).

Coal mining areas

The property is within a generalised area that could be affected by past, current or future coal mining.

This data is sourced from the Coal Authority.

Historical features



Site Outline

Search buffers in metres (m)

Non-coal mining

Coal and associated mining

Industry associated with mining

Non-coal mining

Historical land uses identified from Ordnance Survey mapping that involved mining for substances other then coal.

Location	Land use	Date
On site	Iron Ore Mine	1899
On site	Unspecified Mine Quarry	1898
27m S	Unspecified Pit	1899
36m SW	Unspecified Pit	1898
36m SW	Unspecified Heap	1926
40m W	Unspecified Pit	1898

Location	Land use	Date
40m SW	Unspecified Heap	1948
45m W	Unspecified Pit	1899
171m NW	Unspecified Pit	1898
171m NW	Unspecified Disused Pit	1926
174m E	Unspecified Mine	1898
237m NW	Iron Ore Mine	1899
237m NW	Mine	1924

This data is sourced from Groundsure.

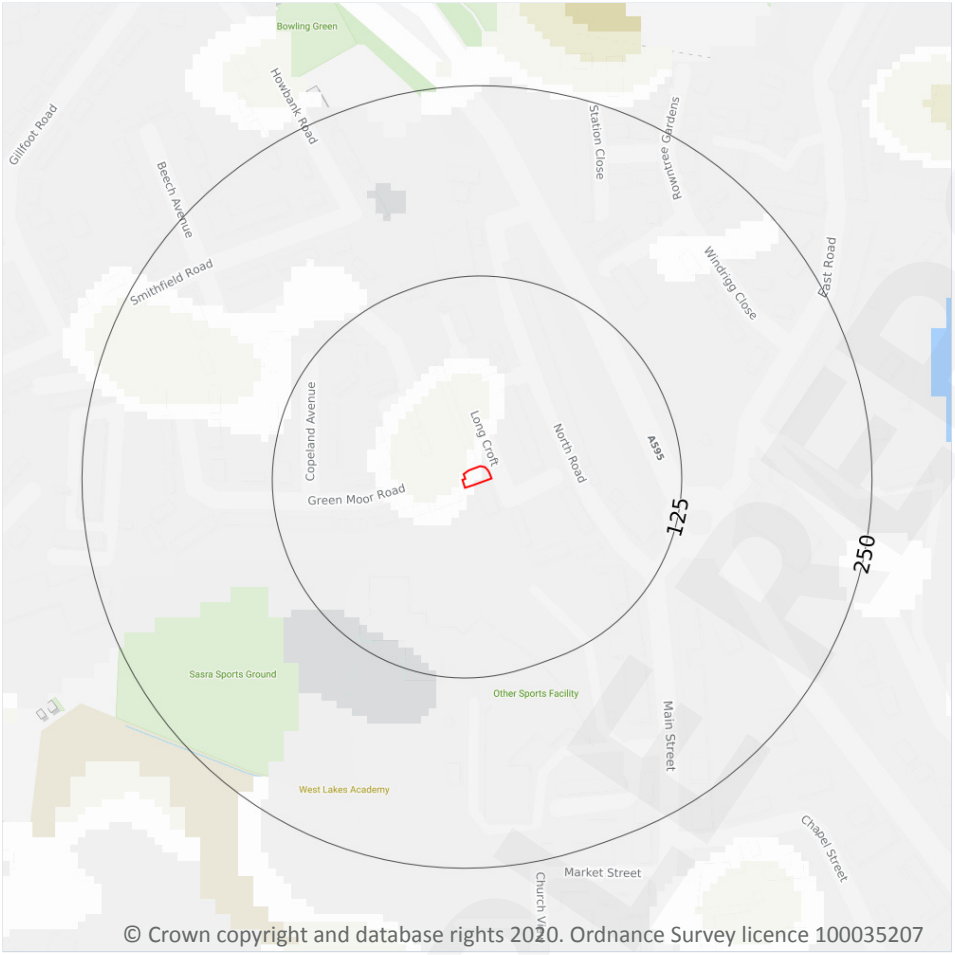
Coal and associated mining

Historical land uses identified from Ordnance Survey mapping that indicate the presence of coal working. Coal mines were often also associated with the extraction of ironstone.

Location	Land use	Date
153m W	Old Coal Shaft	1926
156m W	Old Coal Shaft	1924

This data is sourced from Groundsure.

Satellite monitoring



Site Outline

Search buffers in metres (m)

- > 6 mm/yr
- 5 to 6 mm/yr
- 4 to 5 mm/yr
- 3 to 4 mm/yr
- 2 to 3 mm/yr
- 1 to 2 mm/yr
- 0 to 1 mm/yr
- No recorded movement
- 0 to -1 mm/yr
- -1 to -2 mm/yr
- -2 to -3 mm/yr
- -3 to -4 mm/yr
- -4 to -5 mm/yr
- -5 to -6 mm/yr
- -6 to -7 mm/yr
- -7 to -8 mm/yr
- < 8 mm/yr

Satellite monitoring
Satellite radar data captured and analysed to measure real-world ground movement, accurate to the millimetre.

The map above shows the general rate of movement in the area since 2015 indicating broad ground movement trends. However, an identified risk will not always be visible on the map.

Potential risk to property is summarised with a simple traffic light system in the table below across six assessments relating to different types and scales of ground movement.

Further information on this assessment can be found in the Notes and guidance section within this report.

- **Property** looks at the relative movement of ground within the property boundary when compared to movement of the immediate surroundings (100m around the property)
- **Surrounds** looks at the relative movement of the immediate surroundings (100m) when compared to movement of the local area (1km around the property)

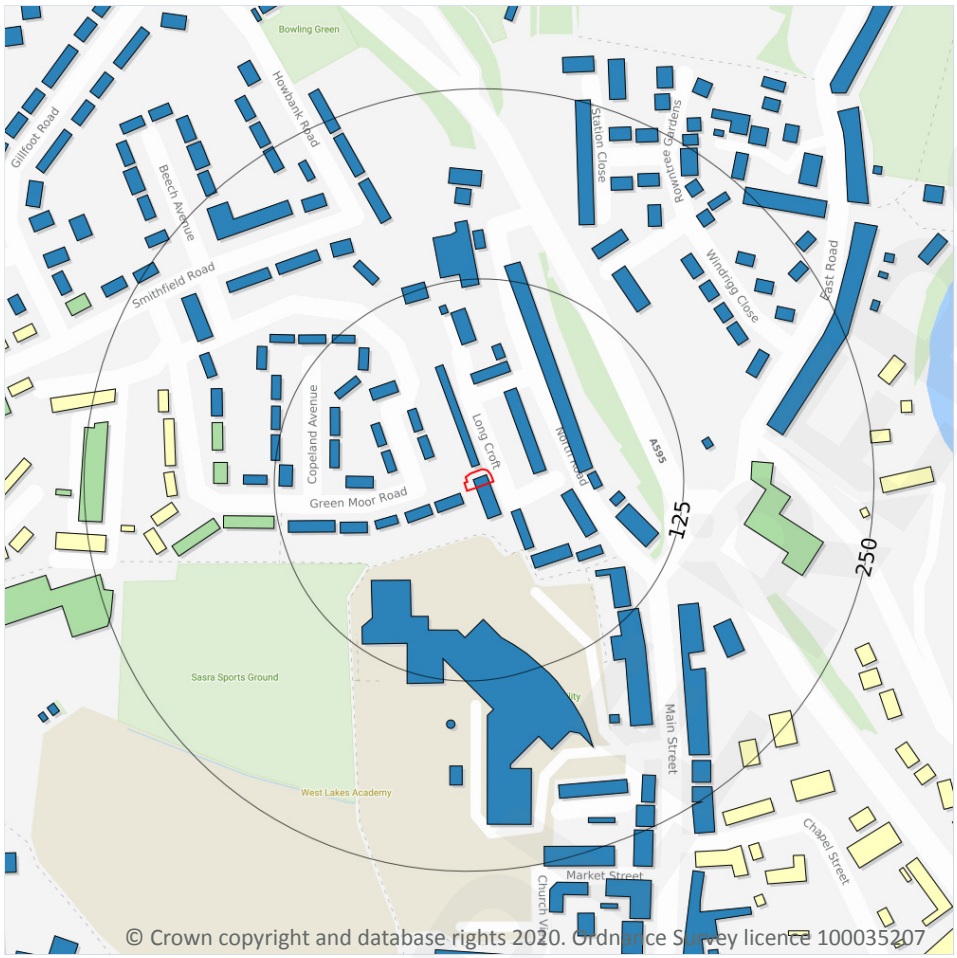
- **Local Area** looks at the absolute recorded movement in the local area (1km)
- **Gradient** looks at differences in movement over medium spatial scales (surrounds) and identifies risk due to active bending or warping
- **Acceleration** looks at the recent changes in movements, providing information about whether ground movements are stabilising or accelerating
- **Range** looks at a moving window over the time series to identify the maximum range of non-linear displacement seen.

Green rating - the property is stable and unlikely to be at risk.
Amber the property may be at risk of damage, either now or in the future.
Red the property is likely to be at significant risk of damage, either now or in the future.
Not Assessed - measurements available are insufficient for a viable assessment.

Scale	Rating	Value	Units	Assessment
Property	**Green**	0.87	mm/yr	Measurements suggest that the site itself is stable with respect to its immediate surroundings.
Surrounds	**Green**	0.57	mm/yr	The immediate vicinity of the site is reasonably stable.
Local area	**Green**	0.42	mm/yr	No significant regional movements have been detected in the area around the site.
Gradient	**Green**	0.018	mm/yr	The site does not seem to be at risk of damage from the bending of the ground associated with ground movement in the vicinity of the site.
Acceleration	**Red**	12.5	mm/yr	Recent measurements suggest that local ground movements have sped up over the past year.
Range	**Amber**	17.41	mm	The site shows some seasonal or one-off movement over the course of a year.

This data is sourced from SatSense Ltd.

Property shrink-swell assessment



Site Outline

Search buffers in metres (m)

- Non-Plastic
- Low
- Medium
- High
- Very high

Property shrink-swell assessment

This dataset provides information on the susceptibility to shrink-swell subsidence given underlying geological properties, proximity of trees (using Bluesky National Tree Map), and the characteristics of local buildings (type, age, height, and drainage). These multiple inputs contribute to an overall hazard score for shrink-swell subsidence susceptibility; either 'Low', 'Medium', 'High' or 'Very high' ('Non-Plastic' for areas with this kind of underlying geology). The score for each input is also presented (on a scale 1-10, where 10 is a high susceptibility factor) to provide context of the contributing factors. Please note that building characteristics are taken from Office for National Statistics Lower Super Output Area data, and as such are generalised to give the most likely characteristics for the property. Any assigned rating should not be relied upon if the property is a new build.

Location	Susceptibility	Input factors
on site	Hazard score: Non-Plastic Description: The underlying geology is non-plastic, therefore cannot undergo any change in volume and subsequently cannot have shrink–swell related subsidence	Tree proximity: 0 Underlying geology: 2 Local building age: 7 Local drainage: 10 Local building height: 10 Local building type: 6

This data is sourced from the British Geological Survey.

Datasets searched

This is a full list of the data searched in this report. If we have found results of note we will state "Identified". If no results of note are found, we will state "Not identified". Our intelligent filtering will hide "Not identified" sections to speed up your workflow. Please note: if a GeoRisk + report, the CON29M and Cheshire Salt Search content is not covered in the below.

Mining Features	
Mine entries	Not identified
Mineralised veins	Not identified
Surface workings	Not identified
Surface features	Not identified
Underground mine workings	**Identified**
Reported subsidence	Not identified
Mine waste tips	**Identified**
Secured features	Not identified
Licence boundaries	Not identified
Researched mining	Not identified
Mining Record Office plans	**Identified**
BGS mine plans	**Identified**

Mining Records	
BritPits	Not identified
Mineral Planning Areas	Not identified
Non-coal mining areas	Not identified
Mining cavities	**Identified**
Coal mining areas	**Identified**
Brine areas	Not identified
Gypsum areas	Not identified
Tin mining areas	Not identified

Historical Features	
Non-coal mining	**Identified**
Coal and associated mining	**Identified**
Industry associated with mining	Not identified

Geological Features	
Artificial and made ground (10k)	Not identified
Linear features - mineral veins (10k)	Not identified
Artificial and made ground (50k)	Not identified
Linear features - mineral veins (50k)	Not identified

Oil and gas extraction	
Oil or gas drilling well	Not identified
Proposed oil or gas drilling well	Not identified
Licensed blocks	Not identified
Potential future exploration areas	Not identified

Satellite monitoring	
Satellite monitoring	**Identified**

Natural instability	
Property shrink-swell assessment	**Identified**
Shrink-swell clays	Not identified
Landslides	Not identified
National landslide database	Not identified
Running sands	Not identified

Natural instability	
Compressible deposits	Not identified
Collapsible deposits	Not identified
Dissolution of soluble rocks	Not identified
Natural cavities	Not identified

Coastal Erosion	
Projections with intervention measures in place	Not identified
Projections with no active intervention	Not identified

Infilled land	
Infilling from historical mapping	Not identified
Active landfill sites	Not identified
Historical landfill (from Environment Agency records)	Not identified
Historical landfill (from Local Authority and historical mapping records)	Not identified

Sinkholes	
Reported recent incidents	Not identified
Recorded incidents (BGS)	Not identified
Recorded incidents (PBA)	Not identified
Historical incidents	Not identified

Notes and guidance

Summary of potential report outcomes

Action required
There is an identified mining risk and further action is recommended.

- based on all available mining data further mining investigation is required
- the client should be informed of the recommended actions
- depending on the outcome of recommended actions, the identified issues may need to be reported to the lender if stipulated in their particular requirements

Potential risk
There is an identified risk but no further investigation is recommended.

- data indicates the potential for coal mining related issues (GeoRisk + only) or the property is at risk of coastal erosion
- the client should be informed of the recommended actions

Please note, there are niche scenarios within the CON29M element of the GeoRisk + report for which a Potential risk outcome may be presented for which further action may be required.

Pass with guidance
There is an identified potential for ground movement but it is unlikely to impact the transaction.

- if a survey (valuation or better) has been undertaken that considers ground instability and no risks were identified, no further action is required
- the client should however be informed that instability ought to be a consideration in any future development or alteration of the ground (including planting trees)
- if ground instability was identified in the survey, we recommend following any advice given
- if no survey has been undertaken we recommend as a minimum undertaking a visual inspection, which should be carried out by a suitably qualified and experienced person. If ground movement is then identified, a Level 3 Building Survey or equivalent may be required. A Level 3 Building Survey or equivalent carried out at any stage would supersede findings within this report related to non-mining issues.

Pass
No ground hazards have been identified at the site within the scope and limitations of the report.

Non-coal mining assessment

This mining search has been compiled from the archive information held by Groundsure and Mining Searches UK. As with all historic mining records, there is no guarantee or assurance of reliability or accuracy of these records. Not all mining activities were recorded or are publically available. Neither Groundsure nor Mining Searches UK can be held responsible for any omissions or errors in the information upon which our interpretation has been based.

Historical mining records vary in document age, reliability, reproduction, quality of the original record, the reason to produce the original document, the skill of the original surveyor and the accuracy of the available surveying equipment at the time of production. It must be accepted that the information is subject to

interpretation. Alternative interpretations may be possible.

In any area, sporadic, un-surveyed and ancient mine workings can exist, and unrecorded mine workings or mineralised veins can never be ruled out. Groundsure or Mining Searches UK cannot be held responsible for any settlement or subsidence associated with unrecorded mining features, or from mining plans that are not publically available.

If the property or site is subject to future development we recommend that the ownership of the minerals below the site's surface is established. This detail may be sought from a legal adviser or via the Land Registry. You can then assess whether there is a possibility of any proposed development disturbing or trespassing upon any minerals in third party ownership at the site.

In addition, a mining site investigation may be required to satisfy planning or building regulation conditions. Contact Groundsure for further advice.

Coal Authority data

This report contains Data provided by the Coal Authority. Any and all analysis and interpretation of Coal Authority Data in this report is made by Groundsure Limited and is in no way supported, endorsed or authorised by the Coal Authority. The use of the data is restricted to the terms and provisions contained in this report. Data reproduced in this report may be the copyright of the Coal Authority and permission should be sought from Groundsure Limited prior to any re-use.

Satellite monitoring

SatSense produces countrywide ground movement products based on satellite radar data. For property movement products in the UK we use data from the ESA Sentinel-1 satellite constellation, which has a resolution of 4 by 14 metres. This means that the smallest objects we can detect are the size of a large shed, and we often get multiple measurement points over individual houses. We receive a new radar image every six days, and data collection started in 2015 (although initially, acquisition frequency was lower). This means we have 250+ measurements in time everywhere in the UK. By analysing this long time history using a technique known as InSAR, we can detect long-term movements as low as 1 mm/yr, which is far below movement levels expected to cause property damage.

What is InSAR?

Interferometric Synthetic Aperture Radar (InSAR) is a processing technique that uses the difference between radar images to detect ground movements with high precision. Two (or more) radar images are overlaid such that they match exactly, and the radar measurements for every matching pixel in the images are differenced. The phase information from this difference is then used to extract ground movement for every pixel. SatSense processes all available data over the United Kingdom.

Why can’t we measure everywhere?

A limitation of InSAR is that it relies on consistent radar returns from the reflecting surface (buildings, fields, woodland). While some types of surfaces, like buildings, bridges and bare ground are naturally very consistent, ground cover like dense vegetation and fast-growing crops inherently can vary rapidly over time and therefore interfere with the radar measurement. During our processing, we detect which points provide usable measurements, and which points have had too much interference. This means coverage is variable; dense in urban areas, but much more sparse in rural areas.

Why do we need risk indices?

The SatSense ground movement product measures a wide range of ground movements, from long-term, large regional signals to event level movement of individual points. Not all movements have the same damage potential for buildings. Compare an entire town that is subsiding due to groundwater variations to a single building subsiding due to local instability. Buildings in the subsiding town are all moving at very similar rates, meaning there is little to no relative movement between them. This makes the potential for damage much lower than the individual building moving with respect to its neighbours.

To differentiate between different types of movements, we've developed a way to extract different types of movements that are potentially damaging to property. This information is captured by the SatSense risk indices. These risk indices are described below:

- Property - This shows any long-term differential movement of the property with respect to its immediate surroundings, in other words, very localised movements. Examples of processes that could flag up this risk index would be trees affecting the nearby water table, local ground instability and small scale nearby building work.
- Surrounds – Focuses on slightly larger scale movements, how is the street or estate moving with respect to the wider area. Examples of processes that could flag up this risk index are tunnelling, large scale nearby building work and groundwater extraction.
- Local Area - Our widest scale index, showing how a town/neighbourhood as a whole is moving. This index is normally flagged up due to the presence of large scale historic mining or large scale groundwater extraction. Due to the wide area and the limited potential for damage likely to be associated with this type of movement, this index will only indicate amber or green, never red.
- Gradient – Looks for bending over medium spatial scales. This index will flag up properties that might not be moving much themselves but are being affected by movements in the vicinity.
- Acceleration - Looks at the recent changes in movements, flagging up properties that might not have historically been moving, but have recently seen an increase. It also provides information on whether properties that have moved historically continue to move, or whether the movement is decreasing.
- Range – Looks at the amplitude of movement over time. This will highlight periodic (seasonal) movements, and event style movements like sinkholes.

National Coastal Erosion Risk Mapping (NCERM)

The National Coastal Erosion Risk Mapping (2018-2021) shows the coastal baseline. This baseline is split to 'frontages'. These are defined as lengths of the coast with consistent characteristics based on the cliff behaviour characteristics and the defence characteristics. It is intended as an up-to-date and reliable benchmark dataset showing erosion extents and rates for three periods:

- Short Term (0 – 20yr);
- Medium Term (20 – 50yr); and
- Long Term (50 – 100yr).

For the 5th, 50th and 95th percentile confidence levels (degrees of certainty, where 95th percentile equates to 95% certainty) for:

- No Active Intervention Policy Scenario; and
- With the implementation of Shoreline Management Plan (SMP) 2 Policies.

Defence type and SMP policies for each of the three periods described above are included.

The data and associated information is intended for guidance - it cannot provide details for individual properties. The NCERM information considers the predominant risk at the coast, although flooding and erosion processes are often linked, and data on the erosion of foreshore features are, in general, not included.

The data describes the upper and lower estimates of erosion risk at a particular location, within which the actual location of the coastline is expected to lie. The data does not estimate the absolute location of the future coastline. Details of geologically complex areas, known as "complex cliffs" are, in general, not included within the dataset due to the inherent uncertainties associated with predicting the timing and extent of erosion at these locations.

This dataset succeeds National Coastal Erosion Risk Mapping (NCERM) - National (2012 - 2017) Attribution statement: © Environment Agency copyright and/or database right

BGS Property Shrink Swell Assessment

This dataset uses OS Open Maps building polygons to derive its assessment. These are often representative of more than one building and so the score assigned is representative of the highest risk found within the connected building units e.g. a pair of semi-detached properties or a terraced row. The baseline mapping used to derive the assessment will be updated at least annually.

The assessment does not cover any man-made hazards and is based on, and limited to the input datasets including OS Open Buildings, Office for National Statistics data, Bluesky Tree Map and BGS GeoSure shrink-swell. An indication of natural ground instability related to shrink–swell does not necessarily mean that a location will definitely be affected by ground movement or subsidence. Such an assessment can only be made by inspection of the area by a qualified professional.

Conveyancing Information Executive and our terms & conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: info@groundsure.com. Groundsure adheres to the Conveyancing Information Executive Standards.

The Standards

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill.
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions.
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and associated parties.

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 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 Standards.

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

COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

- acknowledge it within 5 working days of receipt
- normally deal with it fully and provide a final response, in writing, within 20 working days of receipt
- liaise, at your request, with anyone acting formally on your behalf

Complaints should be sent to:
Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: info@groundsure.com If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

Groundsure's Terms and Conditions can be viewed online at this link: https://www.groundsure.com/terms-and-conditions-jan-2020/

Important consumer protection information

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

Data providers

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