

Commercial

Drainage & Water Search



Thomas Eggar - London
183 Chancery Lane

Search address supplied British Transport Police Training Centre
St. Cross
Sandlands Grove
Walton on the Hill
Tadworth
KT207UY

Your reference PPG/561/45077968
Our reference CDWS/CDWS Standard/2009_1420442

Received date 10 March 2009
Search date 12 March 2009

For any queries relating to this report please contact our Customer Support Team on 0118 925 1504 quoting our reference

PLEASE NOTE THAT CHANGES TO THE STANDARD VAT RATE TO 15% WILL BE SHOWN ON ALL INVOICES DATED ON OR AFTER MONDAY 1st DECEMBER, 2008

Thames Water Utilities Ltd

Property Insight
PO Box 3189
Slough SL1 4WW

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E searches@thameswater.co.uk
I www.twpropertyinsight.co.uk

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

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Search address supplied: British Transport Police Training Centre, St. Cross, Sandlands Grove, Walton on the Hill, Tadworth, KT207UY

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

The following records were searched in compiling this report: - the Map of Public Sewers, the Map of Waterworks, Water and Sewer billing records, Adoption of Public Sewer records, Building Over Public Sewer records, the Register of Properties subject to Internal Foul Flooding, the Register of Properties subject to Poor Water Pressure and the Drinking Water Register. Thames Water Utilities Ltd (TWUL) holds all of these.

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

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

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

Q1 – Wayleaves

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

No.

Q2 – Easement

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

No.

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Q3 – Manhole Cover and Invert Levels

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

Q4 – Trade Effluent Consents

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

No.

Q5 – Please include a copy of an extract from the public sewer map.

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

Q6 – Does foul water from the property/development drain to a public sewer?

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

Q7 – Does surface water from the property drain to a public sewer?

No, records indicate that surface water from the property does not drain to a public sewer.

Q8 – Are any sewers or lateral drains serving, or which are proposed to serve, the property the subject of an existing adoption agreement or an application for such an agreement?

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

Q9 – Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?

The public sewer map indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. However, it has not always been a requirement for such public sewers, disposal mains or lateral drains to be recorded on the public sewer map. It is therefore possible for unidentified sewers, disposal mains or lateral drains to exist within the boundaries of the property.

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Q10 – Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

The public sewer map indicates that there are no public sewers within 30.48 metres (100 feet) of a building within the property. However, it has not always been a requirement for such public sewers to be recorded on the public sewer map. It is therefore possible for unidentified sewers or public sewers to exist within the boundaries of the property.

Q11 – Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?

There are no records in relation to any approval or consultation about plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain. However, the sewerage undertaker might not be aware of a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain.

Q12 – Please include a copy of an extract from the map of waterworks.

A copy of an extract from the map of waterworks is included in which the location of the property is identified.

Q13 – Is any water main or service pipe serving, or which is proposed to serve, the property the subject of an existing adoption agreement or an application for such an agreement?

Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.

Q14 – Who are the sewerage and water undertakers for the area?

Thames Water Utilities Limited, Clearwater Court, Reading, RG1 8DB is the sewerage undertaker for the area and Sutton & East Surrey Water, London Road, Redhill, Surrey, RH1 1LJ, Tel: 01737 772 000, Fax: 01737 766 807 is the water undertaker for the area.

Q15 – Is the property connected to mains water supply?

Yes, records indicate that the property is connected to the mains water supply.

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Q16 – Are there any water mains, resource mains or discharge pipes within the boundaries of the property?

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

Q17 – What is the current basis for charging for sewerage and water services at the property?

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

Q18 – Is a surface water drainage charge payable?

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

Q19 – Please include details of the location of any water meter serving the property.

Records indicate that the property is served by a water meter, which is not within the dwelling-house which is or forms part of the property, and in particular is located at:END OF RD IN BDY BY LT GATE POST

Q20 – Who bills the property for sewerage services?

The property is billed for sewerage services by

Sutton & East Surrey Water
London Road
Redhill
Surrey
RH1 1LJ

Tel: 01737 772 000
Fax: 01737 766 807
www.waterplc.co.uk

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Q21 – Who bills the property for water services?

The property is billed for water services by;

Sutton & East Surrey Water
London Road
Redhill
Surrey
RH1 1LJ

Tel: 01737 772 000
Fax: 01737 766 807
www.waterplc.co.uk

Q22 – Is the property at risk of internal flooding due to overloaded public sewers?

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

Q23 – Is the property at risk of receiving low water pressure or flow?

Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow.

Q24 – Please include details of a drinking water quality analysis made by the water undertaker for the water supply zone in respect of the most recent calendar year.

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

Q25 – Please include details of any departures, authorised by the Secretary of State under Part 6 of the 2000 Regulations from the provisions of Part 3 of those Regulations.

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

Q26 – Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.

The nearest sewage treatment works is 4.69 kilometers to the south of the property. The name of the nearest sewage treatment works is Clears.

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Payment for this Search

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

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

Thames Water Utilities Ltd

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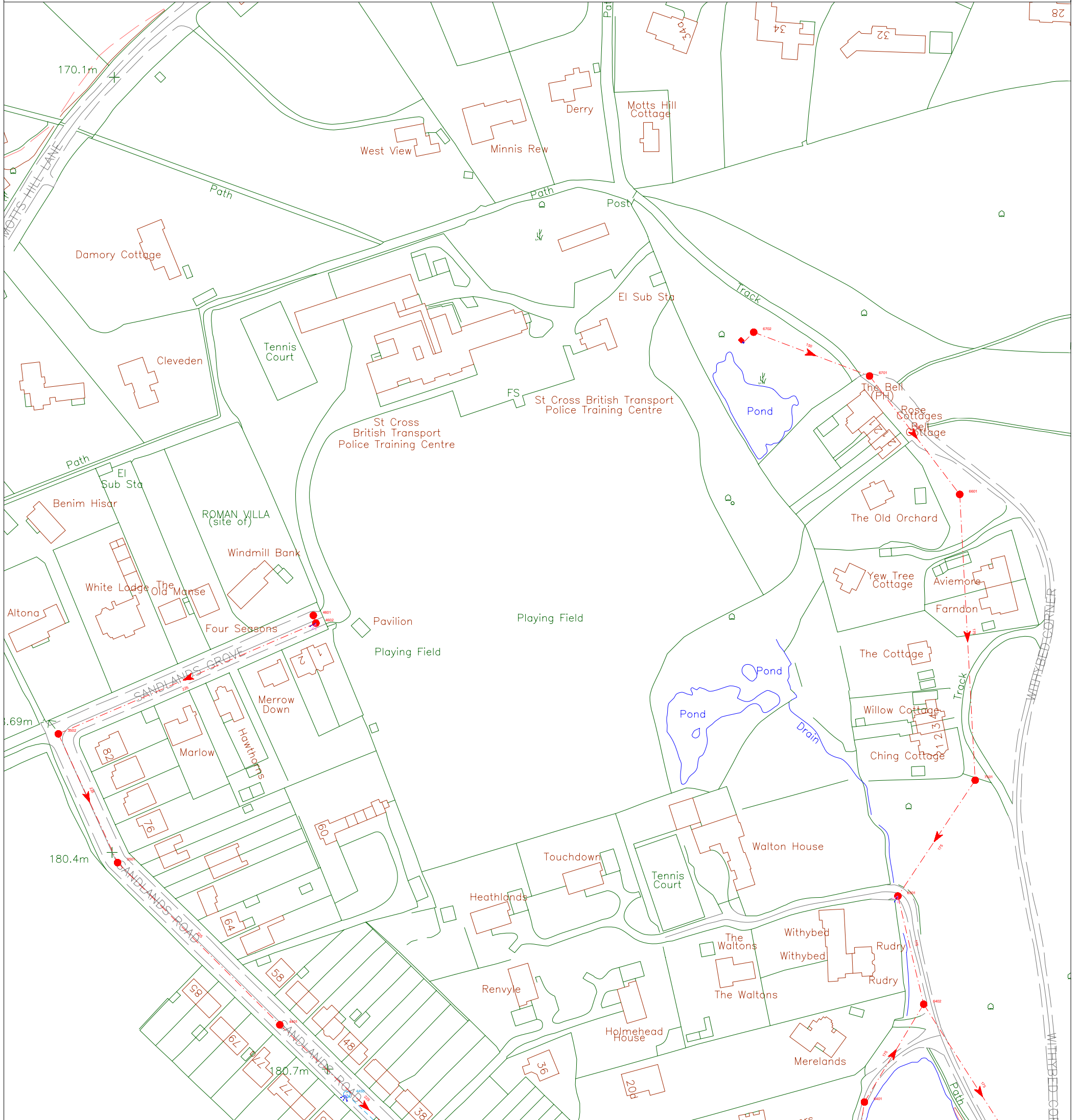
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None of the charges (where applicable) made for this report relate to the provision of Ordnance Survey mapping information. Crown Copyright Reserved.

Thames Water CDWS Standard/2009_1420442



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

100 metre intervals

ADS MapGuide hardcopy facility - Normal Map.

The plot is centred on (522532,155608) which is in TQ2255NE. Printed on 12 March 2009 at 10:33:24 by ksulkows.

Comments:

Printbox (522324, 155330) - (522739, 155884)
Central MapSheet: TQ2255NE
User: ksulkows
Time: 12 March 2009 10:33:51

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






















NB. Levels quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates no survey information is available.

At (522369, 155535) there is a MANHOLE with SHORT NUMBER=3501	COVER=	180.41	INVERT=	177.61
At (522346, 155585) there is a MANHOLE with SHORT NUMBER=3502	COVER=	180.99	INVERT=	177.89
At (522432, 155472) there is a MANHOLE with SHORT NUMBER=4401	COVER=	180.79	INVERT=	177.25
At (522499, 155408) there is a MANHOLE with SHORT NUMBER=4402	COVER=	180.32	INVERT=	176.84
At (522458, 155445) there is a MANHOLE with SHORT NUMBER=4450	COVER=	180.72	INVERT=	178.52
At (522445, 155631) there is a MANHOLE with SHORT NUMBER=4601	COVER=	181.29	INVERT=	-9999.00
At (522446, 155628) there is a MANHOLE with SHORT NUMBER=4602	COVER=	181.32	INVERT=	178.34
At (522565, 155345) there is a MANHOLE with SHORT NUMBER=5301	COVER=	177.89	INVERT=	176.01
At (522596, 155336) there is a MANHOLE with SHORT NUMBER=5350	COVER=	176.70	INVERT=	175.20
At (522556, 155352) there is a MANHOLE with SHORT NUMBER=5351	COVER=	178.37	INVERT=	176.79
At (522538, 155368) there is a MANHOLE with SHORT NUMBER=5352	COVER=	179.09	INVERT=	-9999.00
At (522659, 155442) there is a MANHOLE with SHORT NUMBER=6401	COVER=	174.96	INVERT=	173.59
At (522682, 155480) there is a MANHOLE with SHORT NUMBER=6402	COVER=	175.55	INVERT=	173.39
At (522653, 155402) there is a MANHOLE with SHORT NUMBER=6403	COVER=	175.85	INVERT=	174.63
At (522672, 155522) there is a MANHOLE with SHORT NUMBER=6501	COVER=	176.23	INVERT=	174.55
At (522696, 155678) there is a MANHOLE with SHORT NUMBER=6601	COVER=	179.55	INVERT=	177.01
At (522661, 155724) there is a MANHOLE with SHORT NUMBER=6701	COVER=	179.49	INVERT=	177.42
At (522616, 155741) there is a MANHOLE with SHORT NUMBER=6702	COVER=	179.40	INVERT=	178.12
At (522736, 155350) there is a MANHOLE with SHORT NUMBER=7301	COVER=	174.76	INVERT=	172.02
At (522726, 155411) there is a MANHOLE with SHORT NUMBER=7401	COVER=	176.07	INVERT=	173.00
At (522702, 155567) there is a MANHOLE with SHORT NUMBER=7501	COVER=	177.98	INVERT=	176.28


















Commercial Drainage & Water Search Sewer Key

Public Sewer Types (Operated & Maintained by Thames Water)

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



















Sewer Fittings

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

-  **AV** Air Valve
-  **LH** Lamp Hole
-  **BS** Blind Shaft
-  **LS** Lifting Shaft
-  **CP** Catch Pit
-  **ME** Meter
-  **DC** Dam Chase
-  **RE** Rodding Eye
-  **DF** Double Flushing Tank / Chamber
-  **VC** Vent Column
-  **SF** Single Flushing Tank / Chamber
-  **VT** Vent
-  **HB** Hatch Box
-  **WO** Washout
-  **Other** (specified on plan)







Operational Controls

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

-  **BD** Backdrop Manhole
-  **HY** Hydrobrake
-  **BV** Butterfly Valve
-  **PI** Petrol Interceptor
-  **CL** Clough
-  **PS** Penstock
-  **DB** Dam Board
-  **RV** Reflux Valve
-  **DP** Drop Pipe
-  **ST** Step
-  **DS** Drop Shaft
-  **SV** Sluice Valve
-  **FL** Flume
-  **TA** Tank
-  **FV** Flap Valve
-  **WW** Weir
-  **HW** Headwall
-  **Other** (specified on plan)






End Items

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

-  **STW** Effluent Discharge
-  **Undefined End**
-  **SA** Soakaway
-  **GU** Gully
-  **Outfall**
-  **Inlet**









Other Symbols

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









-  **Public/Private Pumping Station**
-  **Change of characteristic indicator (C.O.C.I.)**
-  **Sewage Treatment Works**
-  **IL** Invert Level
-  **Summit**

Areas

Lines denoting areas of underground surveys, etc.

-  **Building over Case (BOC No.) or Low Lying Land (LLL No.)**
-  **Sewage Treatment Works or Pumping Station**
-  **Area under Adoption Agreement**
-  **Survey Area**
-  **Drawing Area or chamber**
-  **Licence Area**
-  **Area pending Adoption Agreement**
-  **Other Area** (specified on plan)

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

-  **Foul Sewer**
-  **Surface Water Sewer**
-  **Combined Sewer**
-  **Highway Drain**
-  **Culverted Watercourse**
-  **Proposed**
-  **Status Unknown**
-  **Abandoned Sewer**

Notes:

- 1) All levels associated with the plans are to Ordnance Datum Newlyn.
- 2) All measurements on the plans are metric.
- 3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of flow.
- 4) For symbols referred to as 'Other' on this key, please see the plan for further information.
- 5) Most private pipes are not shown on our plans, as in the past, this information has not been recorded.

6) -9999.00 or 0 on a manhole level indicates that data is unavailable.

7) The text appearing alongside a sewer line indicates the internal diameter of the pipe in millimetres. Text next to a manhole indicates the manhole reference number and should not be taken as a measurement. When cover and invert levels appear on a plan they are clearly prefixed by 'CL' and 'IL'. If you are unsure about any text or symbology present on the plan, please contact a member of Property Insight on 0118 925 1504.



<p>Existing mains: Hydrants / Washouts: </p> <p>In Progress works: Valves: </p>	<p>TITLE CDWS/CDWS Standard/2009_1420442</p>		<p>Sutton and East Surrey Water M E Hegarty B.Sc(Hons) MBA, CEng CEnv FICE FCIWEM Operations Director Sutton & East Surrey Water plc London Road Redhill Surrey RH1 1LJ Telephone 01737 772000 Facsimile 01737 766807 Internet www.waterplc.com</p>
<p>ACCURACY OF PLANS WARNING The information on this plan with regard to the company's underground apparatus is given in good faith but is NOT GUARANTEED to be free from errors or omissions and should be relied upon only as a general indication of the location and nature of such apparatus. The actual location of water pipes and communication pipes must be determined by and excavation.</p> <p>SECURITY & CONFIDENTIALITY OF INFORMATION Documents and drawings are NOT to be disclosed to 3rd parties without prior agreement of Sutton & East Surrey Water plc.</p>	<p>SHEET NUMBER(S) (c) Crown Copyright 2008. All rights reserved. Ordnance Survey Licence number 100024861</p>	<p>NOT TO SCALE</p>	<p>DATE 12/03/2009</p>

Commercial Drainage & Water Search Guidance Notes

Enquiries and Response

The records relating to this search were checked by Toni Pistorius of Thames Water Utilities and SESW08 of Sutton and East Surrey Water Company who has no, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.

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

For your guidance:

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

Question 5

For your guidance:

- Public Sewers are defined as those for which the Company holds statutory responsibility under the Water Industry Act 1991.
- The company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Sewers indicated on the extract from the public sewer map as being subject to an agreement under section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer.
- Assets other than public sewers may be shown on the copy extract, for information.

Question 6

For your guidance:

- Water companies are not responsible for any private drains and sewers that connect the property to the public sewerage system, and do not hold details of these. The property owner will normally have sole responsibility for private drains serving the property and may have shared responsibility, with other users if the property is served by a private sewer that also serves other properties. These may pass through land outside the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.

Commercial Drainage & Water Search Guidance Notes

- If foul water does not drain to the public sewerage system, the property may have private facilities in the form of a cesspit, septic tank or other type of treatment plant.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.
- In some cases, water company records do not distinguish between foul and surface water connections to the public sewerage system.

Question 7

For your guidance:

- Water companies are not responsible for private drains and sewers that connect the property to the public sewerage system and do not hold details of these.
- The property owner will normally have sole responsibility for private drains serving the property and may have shared responsibility with other users if the property is served by a private sewer that also serves other properties. These may pass through land outside of the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- In some cases, water company records do not distinguish between foul and surface water connections to the public sewerage system.
- If surface water does not drain to the public sewerage system, the property may have private facilities in the form of a soakaway or private connection to a watercourse.
- An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Question 8

For your guidance:

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

Question 9

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied the Ordnance Survey Record was used.
- The presence of a public sewer running within the boundary of the property may restrict further development. The Company has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the Company, or its contractors, needing to enter the property to carry out work.
- Sewers indicated on the extract of the public sewer map as being subject to an agreement under section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details be checked with the developer, if any.

Commercial Drainage & Water Search Guidance Notes

Question 10

For your guidance:

- The presence of a public sewer within 30.48 metres (100 feet) of the building(s) within the property can result in the local authority requiring a property to be connected to the public sewer.
- The measurement is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.
- Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer.

Question 11

For your guidance:

The following types of building work require our consent:

- Building within three metres of the outside of a public sewer, as measured at ground level.
- Building within the zone produced by marking a horizontal line through the centre of the sewer and marking two divergent lines at an angle of 45 degrees (from the horizontal line) from either side of the sewer to ground level.
- Buildings or extensions erected over a sewer in contravention of building controls may have to be removed or altered.

Question 12

For your guidance:

- The "water mains" in this context are those, which are vested in and maintainable by the water company under statute.
- Assets other than public water mains may be shown on the plan, for information only.
- Water companies are not responsible for private supply pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

Commercial Drainage & Water Search Guidance Notes

Question 13

For your guidance:

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

Question 14

For your guidance:

- The Company does not keep details of private supplies. The situation should be checked with the current owner of the property.

Question 16

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied, the Ordnance Survey Record was used.
- The presence of a public water main within the boundary of the property may restrict further development within it. Water companies have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the Company, or its contractors, needing to enter the property to carry out work.

Question 17

For your guidance:

- Water and sewerage companies' full charges are set out in their charges schemes which are available from the company free of charge upon request.
- The Water Industry Act 1991 Section 150, The Water Resale Order 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a water or sewerage company. Details are available from the Office of Water Services (OFWAT) website is www.ofwat.gov.uk.
- Where charges are given, these are based on the data available at the time of the report.

Question 18

For your guidance:

- Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are payable.
- Where surface water charges are payable but upon inspection the property owner believes that surface water does not drain to the public sewerage system, application can be made to the water company to end surface water charges. For further information please contact Thames Water on Tel: 0845 9200 888 or website www.thameswater.co.uk

Commercial Drainage & Water Search Guidance Notes

Question 22

For your guidance:

- A sewer is “overloaded” when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.
- “Internal flooding” from public sewers is defined as flooding, which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- “At Risk” properties are those that the water company is required to include in the Regulatory Register that is presented annually to the Director General of Water Services. These are defined as properties that have suffered, or are likely to suffer, internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Company’s reporting procedure.
- Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the at Risk register.
- Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the Company.
- Public Sewers are defined as those for which the Company holds statutory responsibility under the Water Industry Act 1991.
- It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Company. This report excludes flooding from private sewers and drains and the Company makes no comment upon this matter.
- For further information please contact Thames Water on Tel: 0845 9200 800 or website www.thameswater.co.uk

Commercial Drainage & Water Search Guidance Notes

Question 23

For your guidance:

- The boundary of the property has been determined by reference to the plan supplied. Where a plan was not supplied the Ordnance Survey Record was used.
- “Low water pressure” means water pressure below the regulatory reference level, which is the minimum pressure when demand on the system is not abnormal.
- Water companies are required to include in the Regulatory Register that is presented annually to the Director General of Water Services, properties receiving pressure below the reference level, provided that allowable exclusions do not apply (i.e. events which can cause pressure to temporarily fall below the reference level)
- The reference level of service is a flow of 9 litres/minute at a pressure of 10metres / head on the customer's side of the main stop tap (mst). The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the mst. The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served. For two properties, a flow of 18 litres/minute at a pressure of 10metres head on the customers' side of the mst is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS6700 or the Institute of Plumbing handbook.
- **Allowable exclusions** The Company is required to include in the Regulatory Register properties receiving pressure below the reference level, provided that the allowable exclusions listed below do not apply.
- **Abnormal demand:** This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand, which are normally expected. Companies should exclude from the reported DG2 (Low Pressure Register) figures properties, which are affected by low pressure only on those days with the highest peak demands. During the report year companies may exclude, for each property, up to five days of low pressure caused by peak demand.
- **Planned maintenance:** Companies should not report under DG2 (Low Pressure Register) low pressures caused by planned maintenance. It is not intended that companies identify the number of properties affected in each instance. However, companies must maintain sufficiently accurate records to verify that low-pressure incidents that are excluded from DG2 because of planned maintenance are actually caused by maintenance.
- **One-off incidents:** This exclusion covers a number of causes of low pressure; mains bursts; failures of company equipment (such as pressure reducing valves or booster pumps); firefighting; and action by a third party. However, if problems of this type affect a property frequently, they cannot be classed as one-off events and further investigation will be required before they can be excluded.
- **Low-pressure incidents of short duration:** Properties affected by low pressures, which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year, may be excluded from the reported DG2 figures.
- Please contact your water company mentioned in Question 14 if you require further information.

Commercial Drainage & Water Search Guidance Notes

Question 24

For your guidance:

- Thames Water investigates all infringements of drinking water quality standards and takes appropriate corrective actions to resolve any problems. If there were any risk to public health from the quality of drinking water supplied, the Company would have informed customers immediately and advised not to drink the water until the issue had been resolved.
- Water companies have a duty to provide wholesome water that meets the standards of the Water Supply (Water Quality) Regulations 2000. However, the property owner is responsible for any deterioration in water quality that is a result of the distribution system (the supply pipe and the plumbing within the property) that results in the standards not being met.
- In England and Wales these regulations implement the requirements of the European Drinking Directive 98/83/EC. The 2000 regulations impose standards for a range of parameters, which are either health based to ensure the water is safe to drink or to ensure the water is aesthetically acceptable. They also require that drinking water should not contain any element, organism or substance (whether or not a parameter) at a concentration or value, which would be detrimental to public health.
- Water quality is normally tested at the tap used for domestic consumption, normally the kitchen. However, the householder is responsible for any of deterioration in water quality that is a result of the domestic distribution system (the supply pipe and the plumbing within the property) that results in the standards not being met.
- If there are concerns that lead pipes within the property may be causing high levels of lead in your drinking water please contact your water company mentioned in Question 12 for further advice.
- The Water Company undertakes a monitoring programme to establish water quality that includes random sampling from properties. It will notify the consumers of any failures to meet the water quality standards that are due to the condition or maintenance of the distribution system.
- The data collected by the Company is subject to external review by the Drinking Water Inspectorate (DWI) and by local and health authorities. In addition to reviewing quality data the DWI also carry out audits during which any area of the company's operation can be examined. Further information may be found at www.dwi.gov.uk
- If you require further advice regarding these failures, please contact your Water Company mentioned in Question 14.

Question 25

For your guidance:

- Authorised departures are not permitted if the extent of the departure from the standard is likely to constitute a potential danger to human health.
- Please contact your water company mentioned in Question 14 if you require further information.

Commercial Drainage & Water Search Guidance Notes

Question 26

For your guidance:

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

Commercial Drainage & Water Search Terms and Conditions

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

Definitions

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

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

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

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

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

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

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

Agreement

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

The Report

2. Whilst Thames Water will use reasonable care and skill in producing the Report, it is provided to the Customer and the Client on the basis that they acknowledge and agree to the following:-

2.1 The information contained in the Report can change on a regular basis so Thames Water cannot be responsible to the Customer and the Client for any change in the information contained in the Report after the date on which the Report was produced and sent to the Client.

2.2 The Report does not give details about the actual state or condition of the Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.

2.3 The information contained in the Report is based upon the accuracy, completeness and legibility of the address and other information supplied by the Customer or Client.

2.4 The Report provides information as to the location and connection of existing services and should not be relied on for any other purpose. The Report may contain opinions or general advice to the Customer and the Client and Thames Water cannot ensure that any such opinion or general advice is accurate, complete or valid and accepts no liability therefore.

2.5 The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of apparatus shown on any maps.

Liability

3 Thames Water shall not be liable to the Client for any failure, defect or non-performance of its obligations arising from any failure of, or defect in any machine, processing system or transmission link or anything beyond Thames Water's reasonable control or the acts or omissions of any party for whom Thames Water are not responsible.

3.1 Where the Customer sells this report to a Client (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss or damage whatsoever and the Customer shall indemnify Thames Water in respect of any claim by the Client.

3.2 Where a report is requested for an address falling within a geographical area where Thames Water and another Company separately provide Water and Sewerage Services, then it shall be deemed that liability for the information given by Thames Water or the Company as the case may be will remain with Thames Water or the Company as the case may be in respect of the accuracy of the information supplied. Where Thames Water is supplying information which has been provided to it by another Company for the purposes outlined in this agreement Thames Water will therefore not be liable in any way for the accuracy of that information and will supply that information as agent for the Company from which the information was obtained.

3.3 Except in respect of death or personal injury caused by negligence, or as expressly provided in these Terms:

3.3.1 The entire liability of Thames Water or the Company as the case may be in respect of all causes of action arising under or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall not exceed £2,000,000 (two million pounds); and

3.3.2 Thames Water shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss of profit, loss of goodwill, loss of reputation, loss of business or any indirect, special or consequential loss, damage or other claims, costs or expenses;

Copyright and Confidentiality

4. The Customer and the Client acknowledge that the Report is confidential and is intended for the personal use of the Client. The copyright and any other intellectual property rights in the Report shall remain the property of Thames Water or the Company as the case may be. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided

4.1 The Customer or Client is entitled to make copies of the Report but is not permitted to copy any maps contained in, or attached to the Report

4.2 The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.

4.3 The Customer and Client agree (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.

4.4 The Customer and the Client agree to indemnify Thames Water or the Company as the case may be against any losses, costs, claims and damage suffered by Thames Water or the Company as the case may be as a result of any breach by either of them of the terms of paragraphs 4.1 to 4.3 inclusive.

Payment

5. Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by Thames Water, without any set off, deduction or counterclaim.

5.1 Unless payment has been received in advance, Customers shall be invoiced for the agreed fee once their request has been processed. Any such invoice must be paid within 14 days. Where the Customer has an account with Thames Water, payment terms will be as agreed with Thames Water.

5.2 No payment shall be deemed to have been received until Thames Water has received cleared funds.

5.3 If the Customer fails to pay Thames Water any sum due Thames Water shall be entitled but not obliged to charge the Customer interest on the sum from the due date for payment at the annual rate of 2% above the base lending rate from time to time of Natwest Bank, accruing on a daily basis until payment is made. Thames Water reserves the right to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.

5.4 Thames Water reserves the right to increase fees on reasonable prior written notice at any time.

Cancellations or Alterations

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

Delivery

7. On receiving your order the reports will be posted to you within 10 working days from receipt.

7.1 Delivery is subject to local post conditions and regulations. All items should arrive within 12 working days, but Thames Water cannot be held responsible should delays be caused by local post conditions, postal strikes or other causes beyond the control of Thames Water.

General

8. If any provision of these terms is or becomes invalid or unenforceable, it will be taken to be removed from the rest of these terms to the extent that it is invalid or unenforceable. No other provision of these terms shall be affected.

8.1 These terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.

8.2 Nothing in this notice shall in any way restrict the Customer or Clients statutory or any other rights of access to the information contained in the Report.

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