

# FCI Commercial

## Report Details

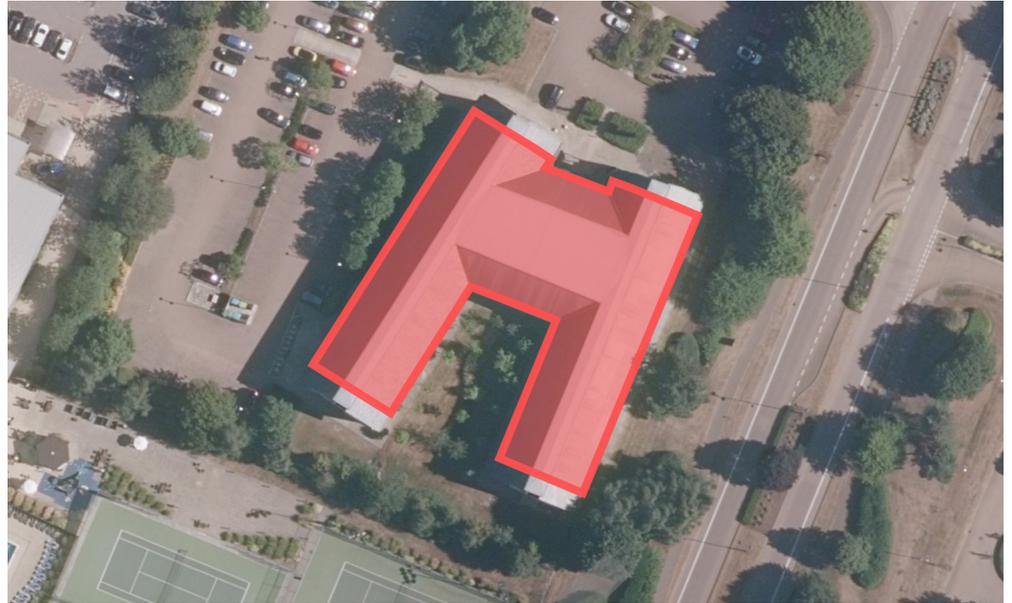
Report ID  
94066

Date  
16/12/2021

Grid Reference  
E: 123456 | N: 123456

Report Reference  
Sample

Requested By  
Sample



Report on:  
Sample, Sample



### ENVIRONMENTAL

PASS

No further recommendations



### FLOOD

PASS

No further recommendations



### GROUND STABILITY

PASS

Consideration(s):

3.05 Consult Surveyor



### ENERGY & INFRASTRUCTURE

PASS

Consideration(s):

4.18 Power Stations



#### Assessed by:

[futureclimateinfo.com/team](https://futureclimateinfo.com/team)



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

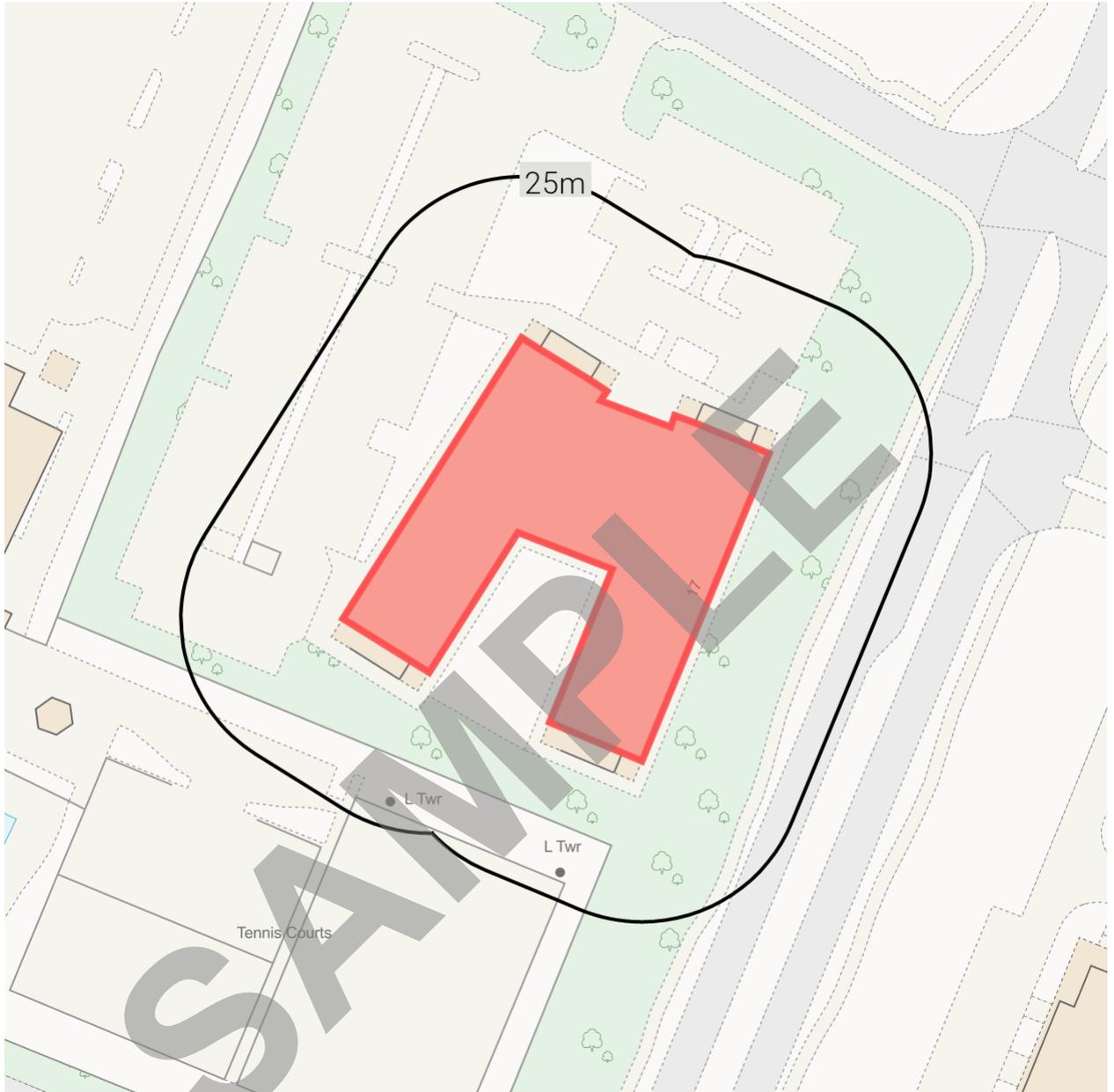
☎ 01732 755 180  
✉ [FCI-Admin@dyledurham.com](mailto:FCI-Admin@dyledurham.com)  
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## Subject Site

Address:

Sample, Sample



© 25m scales

## Air Quality Index



Some Polluted Areas (See section 1.27 for more information)



## ENVIRONMENTAL

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### 1.01 Professional Opinion | Further Guidance

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

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

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

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

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

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#### PASS

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

### 1.20 Past Industrial Land Uses

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#### PASS

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

### 1.23 Radon Gas

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#### PASS

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

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

### 1.26 Air Quality Management Area

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#### NOTE

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

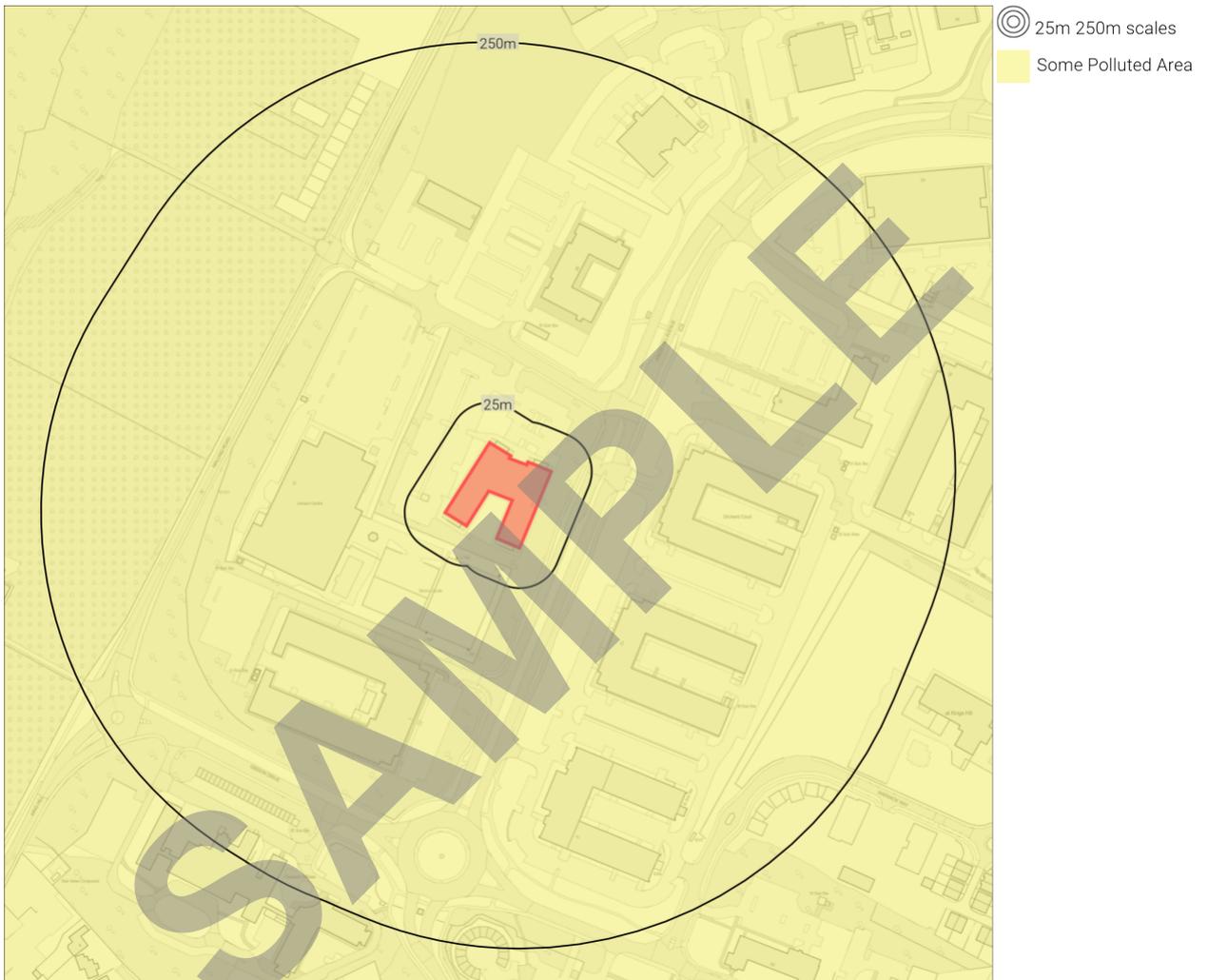
Data provided by DEFRA indicates that the property is not in or within 100 metres of an Air Quality Management Area (AQMA). An AQMA is declared where the air pollutants occur above EU and Government targets, and where the council is required to create and follow an Air Quality Action Plan (AQAP) to improve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

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

## 1.27 Air Quality Index



### NOTE



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

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

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

## 1.29 Checked Datasets



### DATASETS

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

Official Contaminated Land | Register Entries & Notices  
Potentially Contaminative Current Land Uses  
Electrical Infrastructure | Overhead Power Lines  
Electrical Infrastructure | Substations  
Environmental Permits | Closed Mining Waste Facilities  
Environmental Permits | Industrial Sites  
Fuel / Petrol Stations  
Landfill | Historic  
Past Industrial Land Uses  
Potentially Infilled Land  
Surface Dangers or Hazards | COMAH Sites

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

SAMPLE



## FLOOD

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### 2.01 River and Sea Flood Risk

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**PASS**

Data provided by the Environment Agency indicates that there is a Negligible risk of flooding from River or Sea within 25 metres of the property.

### 2.02 Surface Water Flood Risk

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**PASS**

Surface water flooding occurs when heavy rainfall overwhelms the drainage capacity of an area. In these instances, the rainwater does not drain away through the normal drainage systems or soak into the ground, but lies on or flows over the ground instead.

Data provided by JBA Risk Management Ltd (JBA) indicates that there is a negligible risk of Surface Water flooding within 5 metres of the property.

The result of the flood risk assessment in this report is based on the best available national flood models using the best available data sources, from the leading authorities. To avoid contributing to an unforeseen flood event, any drainage on the property should be kept free of blockages to ensure they are functioning to their design capacity so that they do not become overwhelmed.

### 2.03 Groundwater Flooding

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**PASS**

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

### 2.04 Surface Water Features

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**PASS**

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

### 2.05 JBA Floodability Rating

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**PASS**

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

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

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

### 2.06 Historic Flooding

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**PASS**

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

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

## 2.07 Flood Storage

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### PASS

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

## 2.08 Dam Break

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### PASS

Data provided by JBA identifies areas of England and Wales that are most likely to suffer damage to property following the sudden and catastrophic failure of a large reservoir embankment or dam. This is a worst case scenario, it's unlikely that any actual flood would be this large. The flooding is predicted using advanced modelling techniques to ascertain if a property or site is potentially at risk in such an event, although not all dams were modelled.

This property is not located in an area modelled by JBA as being in the potential path of water if a reservoir dam or embankment was to fail.

## 2.09 Sewer Flooding

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### NOTE

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

## 2.10 Checked Datasets

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### DATASETS

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

River and Sea Flood Risk	Surface Water Flood Risk
Groundwater Flooding	Surface Water Features
JBA Floodability Rating	Historic Flooding
Flood Storage	Dam Break



## GROUND STABILITY

### 3.01 Professional Advice

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

### 3.02 Property Subsidence Assessment - Clay Shrink-Swell



#### PASS

Shrink-swell refers to a change in soil volume as its moisture content changes. Clay-rich soils can absorb lots of water causing them to swell, the ground to rise and overlying structures to lift. This is known as heave. Heave can occur in wetter weather, or where excess water is introduced into the ground by damaged sewer or water pipes. In prolonged dryer weather, or where nearby trees and shrubs have high water demands, clay soils can become very dry. As a result, the ground shrinks, leading to subsidence. Shrink/swell-prone soils are found extensively across England and Wales, with soil shrinkage accounting for approximately 75% of all instances of subsidence.

The British Geological Survey (BGS) Property Subsidence Assessment dataset is a national assessment of Shrink-Swell susceptibility. As well as soil-type, it factors key environmental drivers such as the proximity of trees and the resilience of the property itself to cope with any movement (e.g. age, foundation depth). This provides a more property-specific assessment of susceptibility to shrink-swell related subsidence than considering geology alone.

The Property Subsidence Assessment data provided by the BGS indicates that the property is classified as having a **Non-Plastic** hazards score. This indicates the underlying geology is non-plastic and therefore cannot undergo any change in volume and therefore cannot have shrink-swell related subsidence.

### 3.05 Geohazards | Running Sand



#### PASS (WITH CONSIDERATIONS)

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

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

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

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



#### PASS

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

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

### 3.15 Natural Cavities



#### PASS

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

### 3.16 Checked Datasets

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#### DATASETS

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

Property Subsidence Assessment - Clay Shrink-Swell	Geohazards   Collapsible Deposits
Geohazards   Compressible Ground	Geohazards   Running Sand
Landslips/slides   Mass Movement	Landslips/slides   Slope Instability
Mining   Britpits	Mining   Cheshire Brine Compensation Area
Mining   Coal Mining	Mining   Mining Cavities (Non-Coal)
Mining   Mining Hazards (Non-Coal)	Modified Ground   Artificial Ground
Modified Ground   Historical Analysis	Natural Cavities

SAMPLE



## 4.15 Oil and Gas | Licensed Areas (inc. Shale Gas)



### PASS

The Property is located on or within 25 metres of an area where applications for Petroleum Exploration and Development Licences (PEDL) were invited during the 14th onshore licencing round (July-October 2014). However, according to data provided by the Department for Business, Energy & Industrial Strategy (BEIS) the property is not on or within 100 metres of an area that was subsequently issued a licence for such activity (including shale gas extraction, or 'fracking').

Please bear in mind that areas such as this where applications were invited are very large and non-specific, with almost half of the country included in the 14th round.

This area being open to applications, but lacking an issued licence, indicates that either no applications for licences were submitted, or that any applications made by energy companies were unsuccessful. As a result, currently it should not be feasible for Oil or Gas exploration to occur on, adjacent or within the immediate vicinity of the property.

As stated above, PEDLs can cover extremely large areas. Additionally, the presence of a PEDL on its own does not necessarily suggest that any operational activity (such as drilling) has/will occur, as numerous other permissions and consents must first be obtained. As such, we do not report the presence of PEDLs beyond the immediate vicinity (beyond 100m / >100m) of the property to avoid consistently capturing information which is unlikely to impact the Property. However, if PEDLs have been issued on neighbouring or nearby application areas, and the subsequent permissions/consents have been obtained to make a drilling/well site operational at a specific location within 5km, these current or former active sites will appear further down in the 'Oil and Gas | Current and Historic Sites' section of this report.

Additionally, please note that although PEDLs included the potential for energy production by fracking, the English and Welsh governments currently prohibit this activity on the basis of Scientific evidence presented by the Oil and Gas Authority (OGA) on the potential seismic impacts or tremors it may cause.

## 4.18 Power Stations



### PASS (WITH CONSIDERATIONS)

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

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

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

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

## 4.23 Checked Datasets



## DATASETS

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

Carbon Capture & Storage

Electrical Infrastructure | Overhead Power Lines

Electrical Infrastructure | Substations

Hydropower | Potential

Major Energy Infrastructure | Gas Site

Major Infrastructure Projects | HS2

Oil and Gas | Licensed Areas (inc. Shale Gas)

Oil and Gas | Underground Coal Gasification

Power Stations | Nuclear Power

Solar Farms

Electrical Infrastructure | Electricity Pylons

Electrical Infrastructure | Power Cables and Lines

Hydropower | Existing

Major Energy Infrastructure | Gas Pipe

Major Infrastructure Projects | Crossrail

Major Infrastructure Projects | Thames Tideway Tunnel

Oil and Gas | Current and Historic Sites

Power Stations

Railways

Wind Farms

SAMPLE



## SITE SETTING

### 5.01 Aquifer Designation



#### PASS

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

### 5.02 Bedrock Geology



#### PASS

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

### 5.03 Ecological Features



#### PASS (WITH CONSIDERATIONS)

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

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

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

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

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

### 5.04 Geological Permeability



#### PASS

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

### 5.05 Groundwater Vulnerability



#### PASS (WITH CONSIDERATIONS)

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

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

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

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

## 5.07 Superficial Deposits

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### PASS

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

## 5.08 Checked Datasets

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### DATASETS

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

Aquifer Designation

Ecological Features

Groundwater Vulnerability

Superficial Deposits

Bedrock Geology

Geological Permeability

Source Protection Zones

SAMPLE



### 6.01 Report Notes

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#### METHODOLOGY

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

The assessment is based upon the principle of determining the presence of a plausible contaminant-pathway-receptor relationship (a contaminant linkage) as outlined by the Environment Agency's Land contamination risk management web pages at <https://www.gov.uk/government/publications/land-contamination-risk-management-lcrm>. If all three are identified, then there must also be evidence of significant harm occurring, a significant possibility of significant harm or significant pollution or the possibility of significant pollution to Controlled Waters.

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

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

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

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

### 6.02 Contaminated Land

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#### METHODOLOGY

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

### 6.03 Flood Insurance

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#### METHODOLOGY

An overall 'JBA Floodability Rating' is given in this report based solely on JBA Floodability data. This shows the combined flood hazard, in 5 metre grid cells, from multiple sources i.e. river, sea and surface water flooding. Over 85% of insurers use JBA data when assessing flood risk. The JBA Floodability Rating is represented by colour indicators (black, red, amber, green or clear). For locations rating Black 1 (High) and Black 2 (Very High) there is more likely to be a correlation between JBA Floodability and a residential property being included within Flood Re by a participating insurer. These indicators however provide no assurance or guarantee that insurance / insurance covering flood risk will or will not be available, no reliance should be placed upon the colour indicators, and appropriate additional enquiries should be made as to the actual availability (or not) of insurance / insurance covering flood risk. Every insurance application is unique, so other perils, risks or a previous claims history may mean that insurance is not available in any event.

## 6.04 Flood Risk and Impact on Value

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### METHODOLOGY

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

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

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

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

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### METHODOLOGY

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

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

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

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

## 6.06 Limitations

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### METHODOLOGY

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

## 6.07 Standard

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### T&Cs, QUERIES & COMPLAINTS

This report is supplied by Future Climate Info Limited subject to Terms and Conditions of Business, available at <https://futureclimateinfo.com/wp-content/uploads/2021/09/FCI-terms-and-conditions-v050821a.pdf>. In the event of product and content queries please contact FCI-Admin@dyedurham.com. Our formal complaints procedure can be found at <http://www.futureclimateinfo.com/complaints>

## 6.08 Search Code

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### CONSUMER INFORMATION

#### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Future Climate Info Ltd, Office 119, 26 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4AE, Telephone 01732 755 180, Email: FCI-Admin@dyedurham.com, which is

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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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- act with integrity and carry out work with due skill, care and diligence
- at all times maintain adequate and appropriate insurance to protect consumers
- conduct business in an honest, fair and professional manner
- handle complaints speedily and fairly
- ensure that products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

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

### TPOs Contact Details:

The Property Ombudsman scheme, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP  
Tel: 01722 333306, Fax: 01722 332296, Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), Web: <https://www.tpos.co.uk/>  
You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk)

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

## 6.09 Report Licensing

### METHODOLOGY

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## USEFUL CONTACTS

Local Authority : Tonbridge and Malling Borough Council

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

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

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

**Natural Resources Wales**

Tel: 0300 065 3000  
Visit: <http://naturalresources.wales/>  
Email: [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

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

Tel: 01756 799919

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

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

Public Health Wales | 2 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ

Tel: 029 2022 7744  
Visit: <http://phw.nhs.wales/>

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

Tel: 0845 762 6848  
Visit: [www.groundstability.com](http://www.groundstability.com)  
Email: [groundstability@coal.gov.uk](mailto:groundstability@coal.gov.uk)

The British Geological Survey | Environmental Research Centre, Keyworth, Nottingham, NG12 5GG

Tel: 0115 936 3143  
Visit: <http://www.bgs.ac.uk/>  
Email: [enquiries@bgs.ac.uk](mailto:enquiries@bgs.ac.uk)

Ordnance Survey | Customer Services Ordnance Survey Adanac Drive Southampton SO16 0AS

Tel: 08456 05 05 05  
Visit: [www.ordnancesurvey.co.uk/](http://www.ordnancesurvey.co.uk/)

Department for Business, Energy & Industrial Strategy | 1 Victoria Street London SW1H 0ET

Tel: 020 7215 5000  
Email: [enquiries@beis.gov.uk](mailto:enquiries@beis.gov.uk)