COMMERCIALDW
DRAINAGE AND WATER ENQUIRY

SEVERN TRENT

ETSOS

Unit 2-5 Willow Mill
Fell View
Caton
Lancaster
LA2 9RA

Order Date: **Monday, 12 June 2017**
Order No: **25924538**
Customer Ref: **ATD-3840879-4VJT**

Severn Trent Searches has carried out enquiries into the following property, in line with its published terms of sale upon request from ETSOS

POST OFFICE 31 HIGH STREET
TEAN
STOKE-ON-TRENT
ST10 4DY

Commercial Standard Drainage and Water Report

The Search Report on the above property was completed on 12 Jun, 2017 by David Waldram, a technician employed by Severn Trent Searches.

This report should only be used for individual property transactions where the search area is less than 1 hectare, and the intended use of the property is:

- not as a single, residential, domestic property: or
- not land or buildings being, or to be developed as a single, residential, domestic property

Should this Report be used for any other purpose; the Company's liability, as detailed in Appendix 3 will not apply.

On receipt of this document you have accepted the Terms and Conditions (see Appendix 3) which covers properties up to 1 hectare.

From 1st October 2011 ownership of private sewers and lateral drains changed in accordance with The Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011. The contents of this search reflect these changes.

For further information please visit: www.severntrentsearches.com//category/sewer-transfer/

In the event of any queries about the preparation of this Search Report, enquiries should be directed to:

enquiries@severntrentsearches.com

Or the Customer Service Manager, Severn Trent Searches at the address below.

Severn Trent Searches
PO Box 10155
Nottingham
NG1 9HQ
Tel: 0115 971 3550

or

Severn Trent Searches
DX 723860
Nottingham 43

For further information about our products and services please visit:

www.severntrentsearches.com

SEVERN TRENT

ORDER SUMMARY

12 June 2017

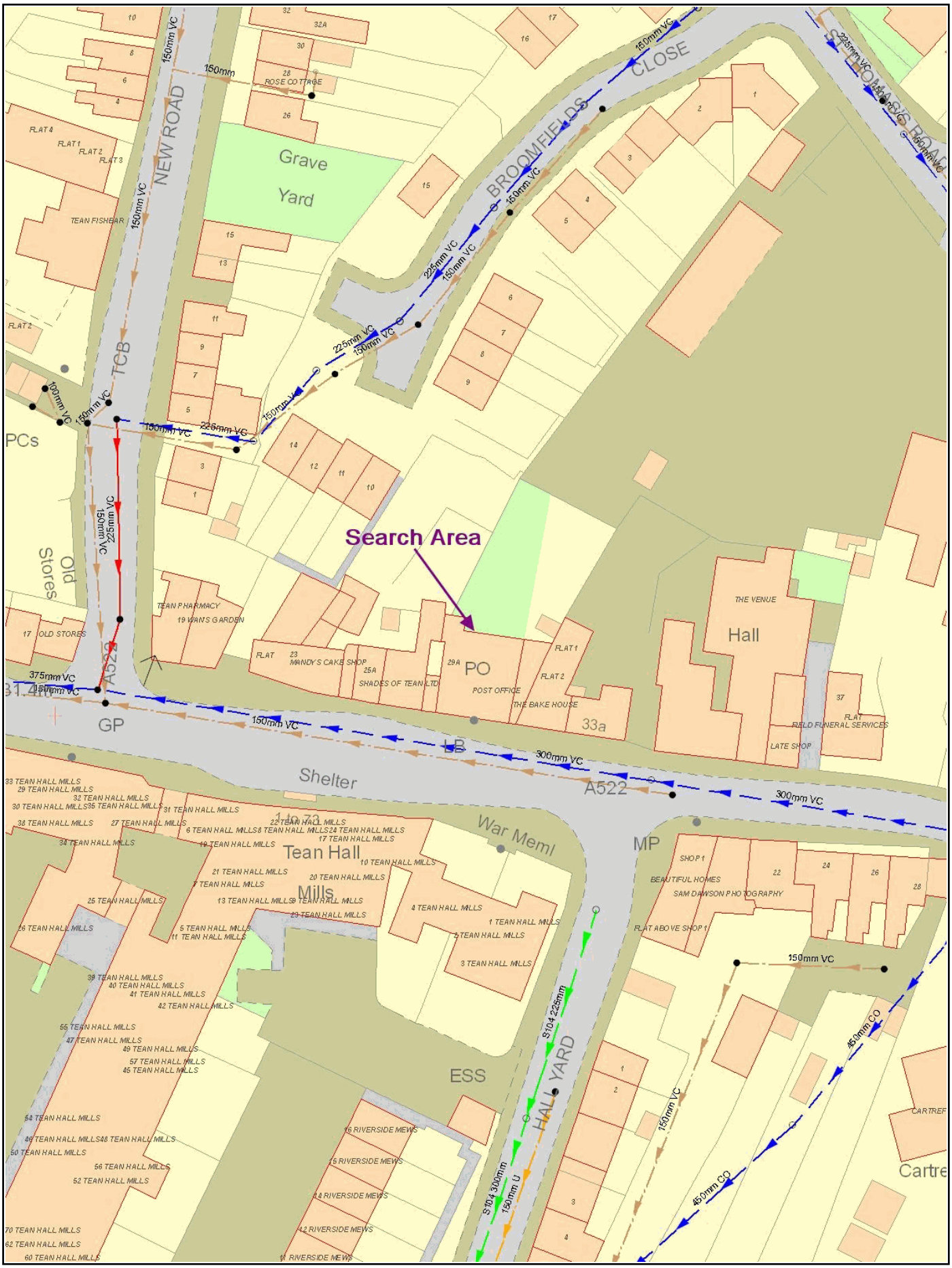
POST OFFICE 31 HIGH STREET, TEAN, STOKE-ON-TRENT, ST10 4DY

Question		Answer
Maps		
1.1	Where relevant, please include a copy of an extract from the public sewer map.	**Map Provided**
1.2	Where relevant, please include a copy of an extract from the map of waterworks.	**Map Provided**
Drainage		
2.1	Does foul water from the property drain to a public sewer?	**Yes**
2.2	Does surface water from the property drain to a public sewer?	**Yes**
2.3	Is a surface water drainage charge payable?	**See Details**
2.4	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	**No, See Details**
2.4.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?	**No**
2.5	Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	**Yes**
2.5.1	Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres of any buildings within the property?	**No**
2.6	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?	**No**
2.7	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?	**No**
2.8	Is the building which is or forms part of the property at risk of internal flooding due to overloaded public sewers?	**No**
2.9	Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	**See Details**
Water		
3.1	Is the property connected to mains water supply?	**Yes**
3.2	Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	**No**
3.3	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?	**No**
3.4	Is the property at risk of receiving low water pressure or flow?	**No**
3.5	What is the classification of the water supply for the property?	**See Details**
3.6	Is there a meter installed at this property?	**Yes**
3.7	Please include details of the location of any water meter serving the property.	**See Details**
Charging		
4.1.1	Who is responsible for providing the sewerage services for the property?	**See Answer**
4.2	Who bills the property for sewerage services?	**See Details**
4.3	Who bills the property for water services?	**See Details**
Additional		
5.1	Is there a Consent to discharge Trade Effluent under S118 of the Water Industry Act, 1991 into the public sewer?	**No Consent**

Severn Trent Water Limited, Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ

Date of Issue: **12 June 2017**

SEWER RECORD POST OFFICE 31 HIGH STREET, TEAN, STOKE-ON-TRENT, ST10 4DY



1. Do not scale off this Map. This Map is furnished as a general guide and no warranty as to its correctness is given or implied. This Map must not be relied upon in the event of any development or works in the vicinity of Severn Trent Water's assets. 2. On 1 October 2011 most private sewers and private lateral drains transferred to the ownership of Water Companies. Severn Trent Water does not possess complete records of these assets. These assets may not be displayed on this map. 3. Reproduction by permission of Ordnance Survey on behalf of HMSO. © Crown Copyright and database right 2017. All rights reserved. Ordnance Survey licence number 0100031673. Document users other than Severn Trent Water business users are advised that this document is provided for reference purpose only and is subject to copyright, therefore, no further copies should be made from it.

Severn Trent Water Limited, Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ

Date of Issue: **12 June 2017**

WATER RECORD POST OFFICE 31 HIGH STREET, TEAN, STOKE-ON-TRENT, ST10 4DY



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Severn Trent Water Limited, Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ

MAP KEYS

Severn Trent Sewer Record

- Public Combined Gravity Sewer
- Public Foul Gravity Sewer
- Public Surface Water Gravity Sewer
- Combined Use Pressurised Sewer
- Foul Use Pressurised Sewer
- Surface Water Pressurised Sewer
- Abandoned Gravity Sewer
- Private Gravity Sewer
- Section 104 Gravity Sewer
- Transferred Gravity Sewer
- Highway Drain (Not STW)
- Vent Column
- Waste Water Storage
- Culverted Watercourse (Not STW)
- Protective Strip
- Sewage Pumping Facility
- Sewage Facility Connection Inlet / Outlet
- Hyrdrobrake
- Lamphole
- Outfall
- Overflow
- Penstock
- Petrol Interceptor
- STW — Sewage Treatment Works
- Sewer Blockage
- Sewer Collapse
- Sewer Chemical Injection Point
- Sewer Junction
- Sewerage Air Valve
- Sewerage Hatch Box Point
- Sewerage Isolation Valve
- Soakaway
- Surface Water Manhole
- Blind Shaft
- Combined Use Manhole
- DS — Disposal Site
- Flushing Chamber
- Foul Use Manhole
- Grease Trap
- Head Node

Notes

The majority of private gravity sewers and lateral drains shown in magenta transferred into public ownership in October 2011, providing they met the relevant criteria. Please note that private pressurised sewers and drains within the boundary of the property they serve remain private.

Sewers shown in green which remain the subject of an adoption agreement under Section 104 of the Water Industry Act (1991) are not the responsibility of Severn Trent Water. Please refer to response to Question 8 in search report to check current status of the sewers.

All Sewers that have been transferred to Severn Trent Water after 1st October 2011, which they have a record of but have not surveyed and confirmed, are shown in orange.

Please note, the full extent and route of these sewers may not be plotted on the sewer map.

By October 1st 2016 any private pumping station and associated apparatus serving a lateral drain or sewer which was operational before July 1st 2011 will have transferred over to Severn Trent Water's responsibility and become a public asset (subject to any appeals).

Severn Trent Water Record

- Distribution Main
- Trunk Main (local/primary)
- Strategic Main
- Fire Supply Main
- Fire Main
- Non-Domestic Customer Service Pipe
- Domestic Customer Service Pipe
- Abandoned Main
- Elevated Main
- Aqueduct
- Duct
- Pre-1937 Properties
- SSSI Area
- Protective Strip
- Pumping Facility
- Booster Facility
- Potable Water Storage
- Water Tower
- Well / Borehole
- Intake
- Water Treatment Works / Chamber
- Draw-off Tower
- Bowser Point
- Water Facility Connection
- Pipe Support Structure
- Open Pipe
- Discharge
- End Cap
- Water Isolation Valve (Closed)
- Water Isolation Valve (Open)
- Water Isolation Valve (Partially Open)
- Water Air Valve
- Pressure Reducing Valve
- Pressure Sustaining Valve
- Non-Return Valve
- Float Valve
- Hydrant (Single/Double)
- Washout (Single/Double)
- Bulk Meter
- Water Hatch Box
- Pressure Tapping
- Insertion Flow Meter Point
- Change in Characteristic
- Marker Post
- Cable Junction
- Anode
- Boundary Box
- Stop Tap
- Cross Piece
- Strainer
- Listening Post
- Revenue Meter
- B — Housing, Building
- K — Housing, Kiosk
- Housing, Other
- Quality Sample Point

For a detailed glossary of the above terminology please visit www.severntrentsearches.com/glossary

Question 1.1 Q1.1

Where relevant, please include a copy of an extract from the public sewer map.

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

Map Provided

Guidance Notes

Pipes that are shown on the public sewer map as sewers, disposal mains or lateral drains are defined as those for which Severn Trent Water holds statutory responsibility under the Water Industry Act 1991. Severn Trent Water 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 or lateral drains 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. Please note that following the private sewer transfer on October 1st 2011 there may be additional public assets other than those indicated on the map. Particular attention should be paid to public pumping stations (indicated on the plan by a black triangle) which will have associated pressurised sewers serving the pumping station which may not be plotted on the sewer plan even if they have transferred into public ownership. Assets other than public sewers, disposal mains or lateral drains may be shown on the copy extract, for information.

Question 1.2 Q1.2

Where relevant, please include a copy of an extract from the map of waterworks.

Map Provided

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

Guidance Notes

Pipes that are shown on the map of waterworks as water mains, resource mains or discharge pipes are defined as those for which a Water Undertaker holds statutory responsibility under the Water Industry Act 1991. Assets other than water mains, resource mains or discharge pipes may be shown on the plan, for information only. Water Undertakers are not responsible for private water mains or private service 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. The extract of the map of waterworks shows 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.

Question 2.1 Q2.1

Does foul water from the property drain to a public sewer?

Records indicate that foul water from the property does drain to a public sewer. **Yes**

Guidance Notes

The connection status of the property is based on information held on the billing records by the responsible water company. Sewerage Undertakers are not responsible for any private drains and private sewers that do not 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 which also serves other properties but does not connect into the public system. 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.

Question 2.2 Q2.2

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

Records indicate that surface water from the property does drain to a public sewer. **Yes**

Guidance Notes

The connection status of the property is based on information held on the billing records by the responsible water company. Sewerage Undertakers are not responsible for private drains and private sewers that do not 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 which also serves other properties but does not connect into the public sewerage system. 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, Sewerage Undertaker records do not distinguish between foul and surface water connections to the public sewerage system. If on inspection the buyer finds that the property is not connected for surface water drainage, the property may be eligible for a rebate of the surface water drainage charge. Details can be obtained from Severn Trent Water.

Question 2.3 Q2.3

Is a surface water drainage charge payable?

Records indicate that a surface water drainage charge is applicable at this property. **See Details**

Guidance Notes

Any applicable surface water charge may be raised by the current sewerage retailer. However, if upon inspection the property owner believes that surface water does not drain to the public sewerage system, application can be made to the sewerage retailer to end surface water charges.

Question 2.4

Q2.4

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

No, See Details

The public sewer map does not indicate any public sewers, disposal mains or lateral drains within the boundaries of the property. However, following the private sewer transfer on October 1st 2011 there are lateral drains and public sewers which are not recorded on the public sewer map but which may prevent or restrict development of the property if built before 2011. It is possible that such sewers and/or lateral drains are present within the property boundary. It is recommended that further investigations are undertaken at the property to determine the drainage arrangement.

Guidance Notes

The approximate boundary of the property has been determined by reference to the Ordnance Survey record. Please note that from 1st October 2011 the majority of private sewers and lateral drains connected to the public network as of 1st July 2011 transferred into public ownership and therefore there may be additional public assets within or close to the boundary which may not be shown on the public sewer plan if the property was built before 2011. Private sewers and lateral drains laid since 1st July 2011 will be transferred under a secondary scheme at a later date which is yet to be determined. The presence of public assets running within the boundary of the property may restrict further development. If there are any plans to develop the property further enquiries should be made to Severn Trent Water's Build Over department. Severn Trent Water has a legal 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.

Question 2.4.1

Q2.4.1

Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?

No

The public sewer map does not indicate a public pumping station or other ancillary apparatus within the boundaries of the property. However, as of 1st October 2016, any pumping station that was contructed prior to 1st July 2011 and serves more than one property will become the responsibility of Severn Trent Water. Although Severn Trent Water has no record of any pumping station at this property there may be pumping stations which meet the adoption criteria which they are not aware of and are not recorded on the public sewer map.

Guidance Notes

The approximate boundary of the property has been determined by reference to the Ordnance Survey record. Please note that privately owned pumping stations built prior to 1st July 2011 which serve more than one property and pump to the existing public sewer are eligible for transfer into public ownership as of 1st October 2016. Pumping stations that serve a single property but sit outside the curtilage of that property will also be eligible for transfer. Please see Appendix 3 for further details or visit the Severn Trent Water website at www.stwater.co.uk/my-supplies/waste-water-and-sewers/responsibility-for-sewer-pipes/pumping-stations/. Any other ancillary apparatus is shown on the public sewer map and is referenced on the map key. A full glossary is also available on our website at www.severntrentsearches.com/glossary/

Question 2.5 Q2.5

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

Yes

The public sewer map included indicates that there is a public foul sewer or public sewer asset within 30.48 metres (100 feet) of a building within the property.

Guidance Notes

The public sewer map shows the location of public sewers. Please note that from 1st October 2011, private sewers and lateral drains connected to the public network as of 1st July 2011 transferred into public ownership and from that date there may be public sewers closer to the property than those shown on the map. The presence of a public foul 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 foul sewer. The measure is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public foul sewer.

Question 2.5.1 Q2.5.1

Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres of any buildings within the property?

No

The public sewer map does not indicate a public pumping station or other ancillary apparatus within 50m of a building within the property. However, following the transfer of some private pumping stations into public ownership, from 1st October 2016 there may be public pumping stations which are not marked on the public sewer map.

Guidance Notes

The public sewer map shows the location of public pumping stations, pressurised mains and other ancillary apparatus. Please note that privately owned pumping stations built prior to 1st July 2011 which serve more than one property and pump to the existing public sewer are eligible for transfer into public ownership as of 1st October 2016. Pumping stations that serve a single property but sit outside the curtilage of that property will also be eligible for transfer. Pumping stations also have pressurised sewers associated with them and these may not be plotted on the public sewer map if Severn Trent Water is unaware of the pumping station. The presence of a pumping station, pressurised rising main or other ancillary apparatus may restrict further development. Please see Appendix 3 for further details or visit the Severn Trent Water website at www.stwater.co.uk/my-supplies/waste-water-and-sewers/responsibility-for-sewer-pipes/pumping-stations/. Any other ancillary apparatus is shown on the public sewer map and is referenced on the map key. A full glossary is also available on our website at www.severntrentsearches.com/glossary/.

Question 2.6

Q2.6

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?

No

The property is part of an established development and is not subject to an adoption agreement.

Guidance Notes

The majority of private sewers and lateral drains subject to adoption agreements were transferred into public ownership from 1st October 2011 and there may therefore be additional public sewers other than those shown on the plan. Further details can be found in Appendix 2. Buyers should consult with the current owner to ascertain the extent of their liability for privately held assets.

Question 2.7

Q2.7

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?

No

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.

Guidance Notes

Buildings or extensions erected over a public sewer, disposal main or lateral drain in contravention of building controls or which conflict with the provisions of the Water Industry Act 1991, may have to be removed or altered. Please note that from 1st October 2011 the majority of private sewers and lateral drains connected to the public network as of 1st July 2011 transferred into public ownership and there may therefore be formerly private sewers and lateral drains which will have been built over. Please visit www.severntrentsearches.com/category/sewer-transfer for further information.

Question 2.8

Q2.8

Is the building which is or forms part of the property at risk of internal flooding due to overloaded public sewers?

No

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

Guidance Notes

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 Sewerage Undertaker is required to include in the Regulatory Register that is reported annually to the Water Services Regulation Authority. 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 Sewerage Undertaker'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. Please note that from 1st October 2011 the majority of private sewers and lateral drains connected to the public network as of 1st July 2011 transferred into public ownership. Details of formerly private sewers at risk from internal flooding are not recorded in the Regulatory Register and will not be added until a flooding occurrence. There may therefore be public sewers at risk from internal flooding that are not recorded on the "At Risk" register.

Question 2.9

Q2.9

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

See Details

The nearest sewage treatment works is 3.188 KM to the South East of the property. The name of the nearest sewage treatment works is Checkley.

Guidance Notes

The nearest sewage treatment works will not always be the sewage treatment works serving the catchments within which the property is situated. The Sewerage Undertakers records were inspected to determine the nearest sewage treatment works. It should be noted therefore that there may be private sewage treatment works closer than the one detailed above that have not been identified.

Question 3.1

Q3.1

Is the property connected to mains water supply?

Records indicate that the property is connected to mains water supply.

Yes

Question 3.2 Q3.2

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

No

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

Guidance Notes

The approximate boundary of the property has been determined by reference to the Ordnance Survey record. The presence of a public water main, resource main or discharge pipe within the boundary of the property may restrict further development within it. Water Undertakers 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 3.3 Q3.3

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?

No

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.

Guidance Notes

Where the property is part of a very recent or ongoing development and the water mains and service pipes are not the subject of an adoption application, buyers should consult with the developer to confirm that the Water Undertaker will be asked to provide a water supply to the development or to ascertain the extent of any private water supply system for which they will hold maintenance and renewal liabilities.

Question 3.4 Q3.4

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. **No**

Guidance Notes

'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 Undertakers are required to include in the Regulatory Register that is reported annually to the Water Services Regulation Authority 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).Water Companies are required to include in the Regulatory Register that is reported 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 10 metres 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 main stop tap. 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 10 metres head on the customer's 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 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 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 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 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 PRVs 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.

Question 3.5 Q3.5

What is the classification of the water supply for the property?

The water supplied to the property has an average water hardness of 92.36 mg/l calcium which is defined as Hard by Severn Trent Water. **See Details**

Guidance Notes

Neither hard nor soft water is considered to pose any risk to health. Hardness comes from naturally occurring calcium and magnesium mineral salts which are dissolved from the rocks through which rain water flows. Hardness is expressed as the equivalent amount of calcium carbonate in parts per million (mg/l). Hard water causes scaling in hot water systems, kettles, electric irons and domestic appliances. Scaling of heating elements may shorten their life and may make appliances less efficient. More information is available on Severn Trent Water's website at https://www.stwater.co.uk/waterhardness

Water hardness can be expressed in various indices for example the hardness settings for dishwashers are commonly expressed in Clark's degrees, but check with the manufacturer as there are also other units. The following table explains how to convert mg/l calcium and mg/l calcium carbonate classifications.

TO CONVERT FROM:	TO CLARK DEGREES	TO FRENCH DEGREES	TO GERMAN DEGREES
mg/l calcium	multiply by 0.18	multiply by 0.25	multiply by 0.14
mg/l calcium carbonate	multiply by 0.07	multiply by 0.10	multiply by 0.056

Question 3.6 Q3.6

Is there a meter installed at this property?

Records indicate that there is a meter installed at this property. **Yes**

Question 3.7 Q3.7

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 located within the building which is or forms part of the property, and in particular is located; **See Details**

BOUNDARY BOX-Outside Building-BOUNDARY BOX (FOOTPATH) **MDCOMM.

(Note: the meter location has been downloaded from the meter reader records and is provided as general guidance).

For further information regarding the water meter serving this property please contact:

Severn Trent Water
PO Box 5310
Coventry
CV3 6SD

Tel: 0345 7500 500 For Billing Enquiries only
Tel: 0345 7090 646 For Metering Enquiries only
Tel: 0115 971 3550 For Search Enquiries only

http://www.stwater.co.uk

Guidance Notes

The meter location has been downloaded directly from Severn Trent Water records. These are entered on site by meter readers, and a number of abbreviations are used. A glossary of commonly used abbreviations is available on our website at www.severntrentsearches.com/meter-location-glossary

Question 4.1.1 Q4.1.1

Who is responsible for providing the sewerage services for the property?

The Sewerage Undertakers for the area are:

See Answer

Severn Trent Water
PO Box 5310
Coventry
CV3 6SD

Tel: 0345 7500 500 For Billing Enquiries only
Tel: 0345 7090 646 For Metering Enquiries only
Tel: 0115 971 3550 For Search Enquiries only

http://www.stwater.co.uk

Question 4.2 Q4.2

Who bills the property for sewerage services?

For details of who is currently billing the sewerage services for this property please contact the current owner. For a list of all potential retailers of sewerage services for the property please visit www.open-water.org.uk

See Details

Question 4.3 Q4.3

Who bills the property for water services?

For details of who is currently billing the water services for this property please contact the current owner. For a list of all potential retailers of water services for the property please visit www.open-water.org.uk

See Details

Question 5.1

Q5.1

Is there a Consent to discharge Trade Effluent under S118 of the Water Industry Act, 1991 into the public sewer?

No Consent

There is no Consent to Discharge Trade Effluent at this address. However, your client should be reminded that it is an offence under S129 of the Water Industry Act of Discharge Trade Effluent without Consent. If you have any queries please contact Operations Support Services, Severn Trent Water Limited, Raynesway, Derby, DE21 7JA. Tel: 01332 683369. Email: commercial.waste@severntrent.co.uk

Guidance Notes

Disputes between an occupier of a Trade Premises and the Sewerage Undertaker can be referred to the Director General of Water Services (OFWAT) on telephone number 0121 625 1300. Trade Effluent is defined by S141 of the Water Industry Act as "any liquid, with or without particles of matter in suspension in the liquid, which is wholly or in part produced in the course of any trade or industry carried on at trade premises" but does not include "domestic sewerage". As defined by the same Act as "any premises used or intended to be used for carrying on any trade or industry". Any Consent to Discharge Trade Effluent is used under S118 of the Water Industry Act 1991 and will be subject to certain conditions. Disputes between an occupier of a Trade Premises and the Sewerage Undertaker can be referred to the Director General of Water Service (OFWAT) on telephone number 0121 625 1300.

Glossary for Commercial Drainage and Water Search

Definition of terms:
'the 1991 Act' means the Water Industry Act 1991;
'the 2000 Regulations' means the Water Supply (Water Quality) Regulations 2000;
'the 2001 Regulations' means the Water Supply (Water Quality) Regulations 2001;
'adoption agreement' means an agreement made or to be made under Section 51A(1) or 104(1) of the 1991 Act;
'bond' means a surety granted by a developer who is a party to an adoption agreement;
'bond waiver' means an agreement with a developer for the provision of a form of financial security as a substitute for a bond;
'calendar year' means the twelve months ending 31st December;
'discharge pipe' means a pipe which discharges are made or are to be made under Section 165(1) of the 1991 Act;
'disposal main' means (subject to section 219(2) of the 1991 Act) any outfall pipe or other pipe which - (a) is a pipe for the conveyance of effluent to or from any sewage disposal works, whether of a Sewerage Undertaker or of any other person; and (b) is not a public sewer;
'drain' means (subject to Section 219(2) of the 1991 Act) a drain used for the drainage of one building or of any buildings or yards appurtenant to buildings within the same curtilage;
'effluent' means any liquid, including particles of matter and other substance in suspension in the liquid;
'financial year' means the twelve months ending with 31st March;
'lateral drain' means - (a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or (b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under Section 102 of the 1991 Act or in an agreement made under Section 104 of that Act;
'licensed water supplier' means a company which is the holder for the time being of a water supply license under Section 17A(1) of the 1991 Act;
'maintenance period' means the period so specified in an adoption agreement as a period of time - (a) from the date of issue of a certificate by a Sewerage Undertaker to the effect that a developer has built (or substantially built) a private sewer or lateral drain to that Undertakers satisfaction; and (b) until the date that private sewer or lateral drain is vested in the Sewerage Undertaker;
'map of waterworks' means the map made available under Section 198(3) of the 1991 Act in relation to the information specified in subsection (1A);
'private sewer' means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a Sewerage Undertaker;
'public sewer' means, subject to Section 106(1A) of the 1991 Act, a sewer for the time being vested in a Sewerage Undertaker in its capacity as such, whether vested in that Undertaker - (a) by virtue of a scheme under Schedule 2 to the Water Act 1989; (b) by virtue of a scheme under Schedule 2 to the 1991 Act; (c) under Section 179 of the 1991 Act; or (d) otherwise;
'public sewer map' means the map made available under Section 199(5) of the 1991 Act;
'resource main' means (subject to Section 219(2) of the 1991 Act) any pipe, not being a trunk main, which is or is to be used for the purpose of- (a) conveying water from one source of supply to another, from a source of supply to a regulating reservoir or from a regulating reservoir to a source of supply; or (b) giving or taking a supply of water in bulk;
'sewerage services' includes the collection and disposal of foul and surface water and any other services which are required to be provided by a Sewerage Undertaker for the purpose of carrying out its functions;
'Sewerage Undertaker' means the company appointed to be the Sewerage Undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated;
'surface water' includes water from roofs and other impermeable surfaces within the curtilage of the property;
'trade effluent' any liquid, either with or without suspended particles, which is wholly or partly produced in the course of any trade or industry carried on at trade premises. It does not include domestic sewage.
'water main' means (subject to Section 219(2) of the 1991 Act) any pipe, not being a pipe for the time being vested in a person other than the Water Undertaker, which is used or to be used by a Water Undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the Undertaker or supplier, as distinct from for the purpose of providing a supply to particular customers;
'water meter' means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises;
'water supplier' means the company supplying water in the water supply zone, whether a Water Undertaker or licensed water supplier;
'water supply zone' in relation to a calender year, means the names and areas designated by a Water Undertaker within its area of supply that are to be its water supply zones for that year;
'Water Undertaker' means the company appointed to be the Water Undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated.

In this Report, references to a pipe, including references to a main, a drain or a sewer, shall include references to a tunnel or conduit which serves or is to serve as the pipe in question and to any accessories for the pipe.

Explanation of the main Map Keys

For an explanation of the full key, please visit http://www.severntrentsearches.com/glossary

Water Record		
Distribution Main		A local water main that distributes water supplies to premises within a geographical area
Trunk Main		A water main that provides water supplies to distribution mains or transfers water between water sources, water treatment works and reservoirs
Abandoned Main		A water main no longer in use that formerly supplied water and is still in existence
Aqueduct		A large diameter pipe that carries water from a water supply source to a water treatment works or reservoir
Protective Strip		A strip of land over the line of a water main within which no buildings should be placed or ground levels altered in order to protect the integrity of and access to the pipe
Discharge		A point where water can be flushed from a water supply system into a watercourse
Fire Main		A pipe that supplies water into an area to enable connections to be made solely for the purpose of extinguishing fires
Water Facility Connection		Inlet to a water pumping facility or outlet from a water pumping facility

Sewer Record		
Public Combined Gravity Sewer		A public sewer that is in the ownership and control of Severn Trent Water that drains by gravity and receives both foul and surface water flows from more than one property.
Public Foul Gravity Sewer		A public sewer that is in the ownership and control of Severn Trent Water that drains by gravity and receives foul water flows from more than one property.
Public Surface Water Gravity Sewer		A public sewer that is in the ownership and control of Severn Trent Water that drains by gravity and receives surface water flows from more than one property.
Abandoned Gravity Sewer		A sewer no longer in use that formerly received drainage by gravity and is still in existence.
Combined Use Pressurised Sewer		A public sewer that is in the ownership and control of Severn Trent Water through which both foul and surface water flows are pumped and receives drainage from more than one property
Foul Use Pressurised Sewer		A public sewer that is in the ownership and control of Severn Trent Water through which foul water flows are pumped and receives drainage from more than one property.
Foul Use Manhole		A vertical access shaft from ground level to a foul sewer to allow cleaning, inspection, connections and repairs
Sewage Pumping Facility		This is usually an underground facility which may be accommodated in an above ground building and pumps from a low-lying area to a higher one. Foul sewage and/or surface water flows from a sewerage system by gravity into the pumping station and the flows are then pumped into another sewerage system or to a sewage works.

Guidance Notes

General protection of sewers and water mains
The Water Industry Act 1991 gives rights to the Water Companies in respect of pipes which are their responsibility but which are situated in private land. These rights which are usually in respect of sewers or water mains; permit the Water Company to carry out future works on such pipes such as general repair and maintenance.

Permitted activities/uses within the strip of land above such pipes
This strip of land, generally known as 'the sterilized strip', has statutory protection and its width varies according to the size and depth of the pipe in question.

Acceptable:
• Use of the strip of land for agricultural or garden purposes or as an open space
• Placing of fences over the line of the pipe which are of an easily removable nature
• Placing of sewers, drains, cables or wires within the strip of land, subject to prior consultation
• Construction of roads or access across the strip of land, subject to prior consultation

Unacceptable:
• Construction of any permanent building, wall or structure even for agricultural purposes or garden purpose expect in certain circumstances where our formal consent is given (please see below)
• Use the strip of land for any purpose which may endanger or damage the pipe
• Removal of any earth supporting the pipe
• Planting of trees or shrubs within the strip of land
• Alteration to the level of the strip of land whether by excavation or tipping of any materials
• Covering any apparatus on the surface of the strip of land e.g. manholes, air valves etc
• Making access to the pipe more difficult/expensive e.g. by special or ornamental surfacing

Building over public sewers
Severn Trent Water is responsible for public sewers within its area and many public sewers cross private land. The Company have to ensure that no development is carried out which may damage a public sewer, cause risk of flooding or restrict future access for maintenance
Wherever possible Severn Trent Water prefers to avoid the need to build over or close to a sewer by repositioning the proposed development or diverting the sewer. "Close to" is normally defined as being within 3 metres of the sewer. However, in some cases where the risk to the public sewer is small or can be reduced to acceptable levels and where diversion is not possible, Severn Trent may be willing to allow building over or close to a sewer.
Building close to or over a public sewer without having obtained our formal approval is illegal and it may also jeopardise the future sale of your property.

If you are unsure whether your building works affect a public sewer you can find out by calling the relevant office number, as detailed below:

	West Office	**East Office**
Areas Covered	Shropshire Staffordshire Worcestershire West Midlands (except Coventry) Powys Herefordshire	Nottinghamshire Derbyshire Leicestershire Warwickshire Coventry Lincolnshire Yorkshire Northamptonshire Cambridgeshire Oxfordshire
Telephone Number	01902 793 871	0116 2343 834
Opening Times	Mon-Thurs 08:00-17:00hrs Fri 08:30-16:30	Mon-Thurs 08:00-17:00hrs Fri 08:30-16:30
Postal Address	Severn Trent Water Ltd. Asset Protection West Regis Road Tettenhall Wolverhampton WV6 8RU	Severn Trent Water Ltd. Asset Protection East Gorse Hill Anstey Leicester LE7 7GU

Rights to discharge Trade Effluent

All industrial waste waters (trade effluents) are subject to a discharge consent system under either the Water Resources Act 1991 or the Water Industry Act 1991.

Three categories of waste waters are can be discharged from commercial premises:

Domestic Sewage - effluent from staff toilets, wash hand basins, showers, and kitchen areas. This is also sometimes known as foul drainage and will usually be kept separate from the trade effluent whilst on the company site, although it is mixed once it reaches the main sewerage system. The charge for this is usually included as part of a water bill.

Trade Effluent - effluent from all processes on the site, including all rinse water, washing water and any other discharge related to the process (even if it is clean water). The local water company charge for this if it goes to sewer.
Occasionally, effluent is discharged directly into a river or other water course: in this instance, the Environment Agency make a charge.
Trade effluent is legally defined as "any liquid, either with or without suspended particles, which is wholly or partly produced in the course of any trade or industry carried on at trade premises". It does not include domestic sewage.

Rainwater - rainwater from roofs, carparks and other outside areas discharges into a surface drainage system. This is separate from the foul drainage system and is regulated by the Environment Agency rather than the water company. Rainwater is either channelled to surface drains located in roads adjacent to the property or is sometimes discharged directly to a river or stream. There is not normally a charge for discharge of rainwater, although companies do have a duty to ensure it is not contaminated by oils or any other substance.

Consent to discharge

The Water Industry Act gives companies the right to discharge to a public sewer but only with the prior consent or agreement of the water company.
Water companies maintain the sewerage system, provide treatment for the waste, and dispose of the final treated effluent. To allow them to do this effectively, they can impose special restrictions on an effluent before allowing the discharge.
These restrictions depend upon the type of treatment provided by the water company, the size of connecting sewers and the capacity of the waste water treatment works (WWTW). They can also include:

- the nature or composition of the effluent
- the maximum daily volume allowed
- the maximum rate of flow
- the sewer into which the effluent is discharged.

A number of other factors may also be included in a consent to discharge, eg the temperature or pH of the effluent. Certain substances are prohibited from being disposed of in this way.
In addition to the type and quality of the effluent, the Water Industry Act also gives the water companies the right to charge for carrying, treating and disposing of the waste.

Appendix 1

Complaint Procedure

Whilst Severn Trent Searches has made every effort to ensure the information contained in this Commercial Drainage and Water Search is accurate we do accept that on occasions, customers may not be happy and seek clarification or confirmation that our records are correct. For such instances, Severn Trent Searches has developed a set of minimum standards that would apply when dealing with customer enquiries and complaints. These are listed below.

Severn Trent Searches: Commercial Drainage and Water Search Complaint Procedure

As a minimum standard Severn Trent Searches, PO Box 10155, Nottingham, NG1 9HQ.

We will endeavour to resolve any telephone contact or complaint at the time of the call, however, if that isn't possible, we will advise you on how soon we can respond. If you are not happy with our initial response, we will advise you to write in via email, fax or letter explaining the reasons why you are not satisfied.

We will investigate and research the matter in detail and provide a written response within 5 working days of receipt of your complaint.

Depending on the scale of investigation required, we will keep you informed of the progress and update you with new timescales if necessary.

If we find your complaint to be justified, or we have made any errors that change the outcome in your search result, we will automatically provide you with a revised search and also undertake the necessary action, as within our control, to put things right as soon as practically possible. Customers will be kept informed of the progress of any action required.

If the search takes us longer than 15 working days to complete and we have not communicated the reasons for the delay, we will provide the search free of charge.

A complaint will normally be dealt with fully within 20 working days of the date of its receipt. If there are valid reasons for the consideration taking longer, you will be kept fully informed in writing or via telephone or email as you prefer and receive a response at the very latest within 40 working days.

If you are still not satisfied with our response or action, we will refer the matter to a Senior Manager/ Company Director for resolution. At your request we will liaise with counseling organisations on your behalf.

Complaints should be sent to:

Customer Services
Severn Trent Searches
PO Box 10155
Nottingham
NG1 9HQ
Tel: 0115 971 3550
Email: enquiries@severntrentsearches.com

TPOs can be contacted at:
The Property Ombudsman scheme
Milford House, 43 - 55 Milford Street,
Salisbury, Wiltshire, SP1 2PB.
Tel: 01722 333306
Fax: 01722 332296
E-mail: admin@tpos.co.uk
Website: www.tpos.co.uk

Appendix 2 **Private sewer transfer - notes for property owners and conveyancers**

The transfer

The private sewer transfer commenced in October 2011, and was designed to bring the majority of private sewers in England and Wales into public ownership.

Drains, lateral drains and sewers - definitions
A drain is a disposal pipe serving a single property or properties (such as flats) within a single curtilage. A lateral drain is any section of that drain which extends beyond the curtilage of the property. A sewer is a disposal pipe serving two or more separate properties. Full legal definitions of these terms can be found in the glossary**.**

Assets transferred into public ownership
The majority of all sewers and lateral drains that were connected to the public system prior to 1st July 2011 transferred into public ownership on 1st October 2011. Water companies were given five years to identify and adopt private pumping stations and associated apparatus, ending in October 2016.

Assets not transferred into public ownership
Some assets were excluded from the transfer, including:
Any assets not connected prior to 1st July 2011. These will transfer under a secondary scheme at a later date.
Drains within the boundary of the property they serve.
Sewers on Crown Land (such as prisons) where notice has been received from the relevant authority that the sewers should be exempt.
Sewers owned by Railway Authorities.
Sewers and drains which do not discharge to the public system, such as Sustainable Drainage Systems.
Drainage systems contained within a single property curtilage (e.g. retail parks, caravan parks).
Private Pumping stations and associated pressurised mains which serve one property.
Sewers where the owner successfully appeals to OFWAT to retain ownership (see below).
Private treatment works, septic tanks and cesspits.

Appeals
Any owner of a private sewer, lateral drain or pumping station had the right to appeal of OFWAT to retain ownership. These had to be lodged before 30th September 2011* OFWAT then determined whether the asset in question should be exempt from the transfer. During the appeal process, assets remained private.

*Appeals process differs slightly for pumping stations, Visit Ofwat's website for more details (ofwat.gov.uk).

Future procedures for new sewers

The Flood and Water Management Act 2010
Once Section 42 of the Flood and Water Management Act 2010 comes into force, adoption of all new sewers which connect to the public network will be mandatory. A new national Mandatory Build Standard will also be introduced specifying the standards to which new sewers must be built.

Issues for property owners

Liability
Following the transfer, the majority of property owners have a greatly reduced liability for repairs to the drainage system. Should the search indicate the property is not connected to mains drainage or that there are no public assets nearby, it is recommended that further investigations be made into the drainage arrangements, as the property owner may have a substantial liability.

Sewers within property boundaries
The transfer has resulted in a greater number of public sewers and lateral drains within property boundaries, many of which are not plotted on the Public Sewer Map. Property owners need to be aware that Severn Trent Water have statutory rights of access to land where their assets are located should they need to access the mains.
There are also formerly private sewers which have been built over without the Sewerage Undertaker's consent. Providing normal planning procedures were followed, this should not present any significant issues, although property owners need to be aware that theSewerage Undertaker may need to access the sewer.

Developing Properties
Building over or close to a public asset requires consent from Severn Trent Water. This includes newly transferred private sewers and lateral drains within property boundaries. Full details can be found on the Severn Trent Water website. Should you wish to develop a property, Severn Trent Searches are able to arrange a survey of both private and public drainage systems. This survey meets the required standard to accompany an application to build over or close to a public sewer made to Severn Trent Water.

What to do if there is a Blockage in the Sewer within the Property Boundary
If there is a problem with a pipe within the property boundary, the occupier should call Severn Trent Water on 0800 783 4444. The Sewerage Undertaker will then decide whether this is a private matter or if they are responsible. The Sewerage Undertaker may charge the homeowner for clearing a blockage etc for which they are not responsible. Any works needed would be agreed beforehand.

Changes to Drainage and Water searches

Section 104 sites
The transfer applied to sites undergoing adoption under Section 104 of the Water Industry Act (1991). However, some assets on these sites, such as pumping stations, sewers connected after July 2011 and surface water sewers which do not connect to the public system, were either exempt from the transfer or will transfer at a later date. In these circumstances the search will continue to show a Section 104 agreement in place.

Sewers and lateral drains within property boundaries
Because private sewers were not previously required to be recorded on the public sewer records there are circumstances when we are unable to confirm the location of newly transferred sewers. On these occasions, the CON29DW report will advise as to whether there is likely to be a public asset within the boundary.

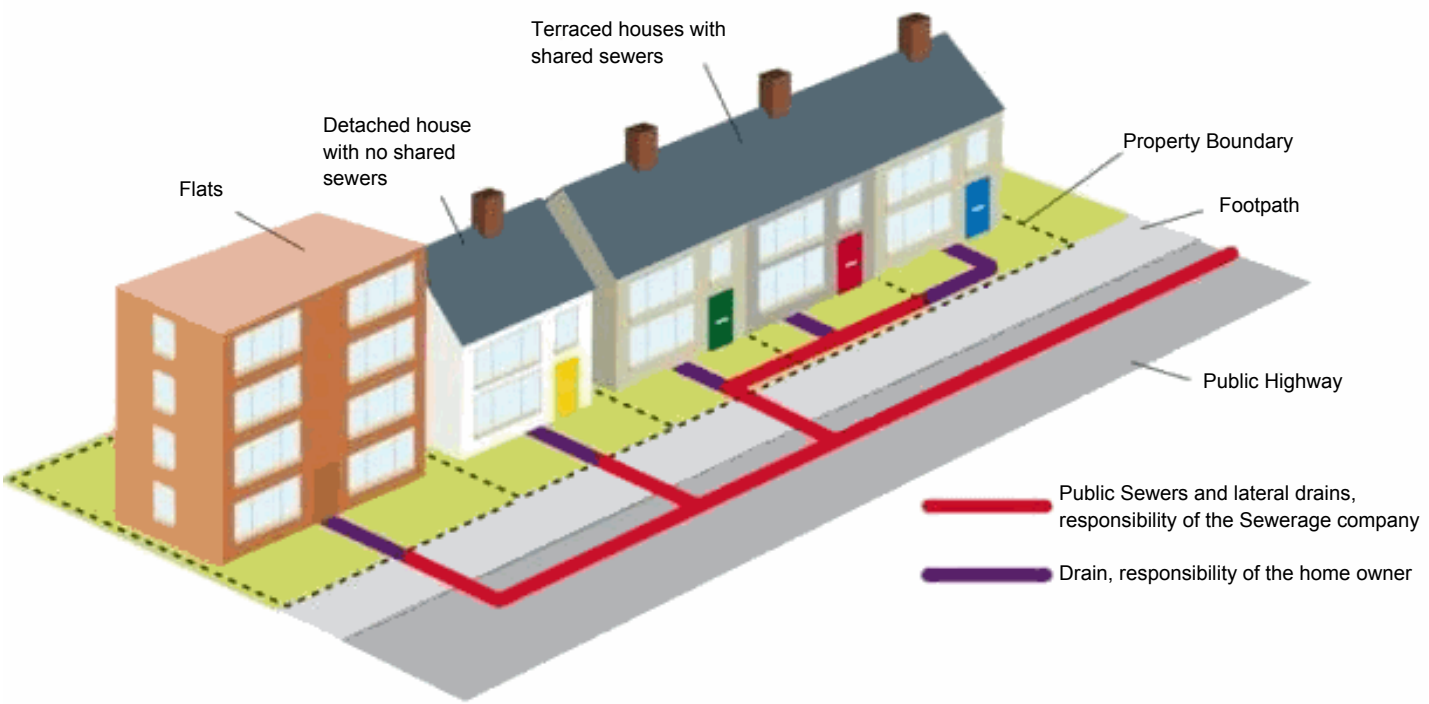
Proximity of sewers to the property
The majority of properties - particularly within urban areas - will have public sewers within 100 feet (30.48 metres). In the case of transferred assets not being shown on public sewer record, there will be occasions when we are unable to confirm this. In these circumstances we will advise whether there are likely to be assets in close proximity to the property. The absence of nearby public sewers could result in a property owner having a substantial liability for repairs to the drainage system.

Building over public sewers
A number of formerly private sewers have been built over and are now the responsibility of Severn Trent Water. Although the search will highlight whether there has been a build over enquiry to Severn Trent Water, this will only apply to sewers which were public at the time of development.

Sewer flooding
Whilst the search will still report the risk of sewer flooding to a property, following the transfer there is the possibility of sewer flooding from newly transferred sewers which will not have been previously recorded. The register will be updated as and when there is an occurrence.

Pumping Stations
The search indicates whether a transferred pumping station is located either within a property boundary, or within 50 metres of the property. Newly transferred pumping stations - which will not always have been built to Severn Trent Water's standards - will initially require regular inspection and maintenance, which may prove disruptive. On occasion, there may be formerly private pumping stations of which we are unaware. In these instances, please contact Severn Trent Water on 0800 783 444 or email privatepumpingstations@severntrent.co.uk

Typical Examples



This diagram reflects some common scenarios following the sewer transfer.

Terraced Properties
It is common for terraced properties to have a public sewer passing within the property boundary. There are some exceptions, such as an end terrace upstream of neightbouring properties, as the section of drain will only serve that one property and so will remain private. Besides the situation shown in the diagram, a common alternative arrangement is for terraced houses to be served by a shared sewer to the rear which may also run in passageways between properties to join the main sewer in the highway.

Semi-detached
The majority of semi-detached properties are connected to the public sewer via a shared connection. The section of drain which serves both properties is now public. Typically, the public sewer will be within the boundary of the property which is downstream on the drainage system as most sewers work on a gravity system.

Detached Properties
It is common for most detached properties to be connected to the public sewer via a direct connection. Therefore, for many detached properties it is unlikely that assets within the boundary of the property will have transferred. But the individual drainage arrangements at a specific property should be checked if details are required.

Flats/Apartments
Any shared drainage systems within a property curtilage remain private. This means with flats, only drains and sewers outside the boundary have transferred.

Appendix 3 **COMMERCIAL STANDARD DRAINAGE AND WATER SEARCH**

TERMS & CONDITIONS

These Terms govern the basis on which the Report is supplied and the basis upon which the Customer and the Client have relied upon the Report.

Definitions

'Apparatus' means the sewers, disposal mains or lateral drains, water mains, resource mains or discharge pipes and associated infrastructure for which an Undertaker holds statutory responsibility under the Water Industry Act 1991 shown on the map attached to the Report;
'Client' means the person who is the intended recipient of the Report with an actual or potential interest in the Property.
'Company' means Severn Trent Retail and Utility Services Limited, the company producing the Report.
'Customer' means the person placing the Order, either on its own behalf as Client, or, as an agent for or a reseller to a Client.
'Order' means any request completed by the Customer requesting the Report in accordance with the Company's order procedure.
'Report' means the drainage and/or water report prepared by the Company in respect of the Property.
'Partner Undertakers' means Severn Trent Water Plc or South Staffordshire Water Plc.
'Person' means any individual, firm, body corporate, unincorporated association or partnership.
'Property' means the address or location supplied by the Customer in the Order which satisfies one or more of the requirements set out in paragraph 2.1.
'Purpose' shall have the meaning set out in paragraph 2.2.
'Terms' means these Commercial Standard Drainage and Water Search Terms and Conditions.
'Third Party Undertaker' means any Undertaker other than a Partner Undertaker.
'Undertaker' means a Sewerage and/or Water Undertaker (both as defined in the Water Industry Act 1991) providing water and sewerage services.

1. Agreement

1.1 The Company agrees to supply the Report to the Customer and, if applicable, the Customer shall provide the Report to the Client, subject to these Terms to the exclusion of all other terms and conditions including any terms and conditions which the Customer and/or Client purports to apply under any Order, confirmation of Order or any other document. The scope and limitations of the Report are described in paragraph 2 of these Terms.
1.2 Where the Customer is not the Client, then the Customer shall ensure that these Terms are brought to the attention of the Client on or prior to the Customer placing the Order and that the Terms are provided with any copy of the Report provided by the Customer to the Client. The Customer is responsible for making sure that the Client is aware of the limitations and exclusions that are contained in these Terms and must draw the Client's attention to any disclaimers set out in the Report.
1.3 The Customer agrees that the placing of an Order for a Report indicates its acceptance of these Terms.
1.4 Where the Customer is placing an Order on behalf of a Client, it warrants and represents to the Company that it is authorised to accept these Terms on behalf of the Client and to bind the Client to these Terms.

2. The Report

2.1 This report should only be used for individual property transactions where the search area is less than 1 hectare, and the intended use of the property is:
2.1.1. not as a single, residential, domestic property: or
2.1.2. not land or buildings being, or to be developed as a single, residential, domestic property
2.2 The Report is produced solely for use by the Client for the intended purpose of the Report (the "**Purpose**"). The Purpose is the identification of the location and connection of existing drainage (save that which is identified in clause 2.3.7) and/or water services at the Property in relation to the individual commercial property transaction in respect of the Property which is in the contemplation of the Client at the time of ordering the Report the Company shall not be liable in any circumstances in connection with the Report if it is used for any other purpose.
2.3 Whilst the Company will use its reasonable care and skill in producing the Report, it is provided to the Customer on the basis that the Customer and the Client acknowledge and agree to the following:-
2.3.1 the information contained in the Report details only the location and connection of existing drainage and/or water services at the Property at the date stated in the Report;
2.3.2 the Company's obligation in respect of the Report is to correctly reproduce and compile the information provided by the Partner Undertakers and any Third Party Information (in accordance with paragraph 3.8);
2.3.3 the Report does not give details about the actual state or condition of the Property or the existing drainage and/or water services nor should it be used or taken to indicate actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained if the Customer or the Client requires;
2.3.4 the information contained in the Report is dependent upon the accuracy of the information supplied by the Customer or Client including, but not limited to the address of the Property and any plan of the Property;
2.3.5 the statements in the Report marked as 'Guidance Notes' are intended to be general statements and advice in addition to the report on the Property. The Company cannot ensure that any such guidance notes are accurate, complete or valid and accepts no liability for such general statements and advice provided; and
2.3.6 the position and depth of any Apparatus shown on any maps attached to the Report is approximate, and is intended as a general guide only and no warranty as to its correctness is given or implied and the Company shall have no liability for any inaccuracy in respect of the position of the Apparatus shown on any map. 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 the Apparatus.
2.3.7 subject to the terms of this agreement, the Company is not liable to the Customer or the Client where the report does not provide details about the private sewers, drains, lateral drains, pumping stations and any asociated apparatus that have transferred into the Undertaker and/or Partnership Undertaker's and/or the Third Party Undertaker's ownership as a direct result of the 'The Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011' and which are not shown on the public sewer record at the point at which the search was completed.
2.4 The Client and/or Customer shall notify the Company as soon as is practicable if it becomes aware of any defect or inaccuracy in the Report.

3. Limitation of Liability

3.1 The Company does not exclude its liability (if any) to the Customer and/or the Client:
3.1.1 for personal injury or death resulting from the Company's negligence;
3.1.2 for any matter for which it would be illegal for the Company to exclude or to attempt to exclude its liability; or
3.1.3 for fraud.
3.2 Subject to paragraph 3.1 the Company accepts no responsibility for and excludes its liability (whether for breach of contract, negligence or any other tort, under statute or statutory duty, restitution or otherwise at all) for:
3.2.1 any inaccuracy or error in the Report based on incomplete or inaccurate information supplied by the Customer and/or the Client;
3.2.2 any use of the Report by the Customer for any purpose other than the Purpose;
3.2.3 any inaccuracy or error in information provided by any Third Party Undertaker;
3.2.4 any error in a Report, which is based on any error or inaccuracy in a public register; or
3.2.5 any change in the location and connection of existing drainage and/or water services at the Property after the date stated in the Report.
3.3 Except as provided in paragraph 3.1 and paragraph 3.4 the Company's entire liability in respect of all causes of action arising by reason of or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or restitution or otherwise at all) shall not exceed £5,000,000.
3.4 Except as provided in paragraph 3.1, the Company will be under no liability to the Customer and/or the Client whatsoever (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for any indirect or consequential loss (both of which terms include, without limitation, pure economic loss, loss of profits, loss of business, depletion of goodwill and like loss) howsoever caused arising out of or in connection with these Terms and/or the provision of the Report.
3.5 Except as set out in paragraph 3.1, the Company hereby excludes to the fullest extent permissible in law, all conditions, warranties and stipulations, express (other than those set out in these Terms) or implied, statutory, customary or otherwise which, but for such exclusion, would or might subsist in favour of the Customer and/or the Client.
3.6 The Company shall not be in breach of these Terms or otherwise liable to the Customer and/or the Client for any failure to provide or delay in providing the Report to the extent that such failure or delay is due to a event or circumstance beyond the reasonable control of the Company including but not limited to any delay, failure of or defect in any machine, processing system or transmission link or any failure or default of a supplier or sub-contractor of the Company or any provider of any third party Information except to the extent that such failure or delay is caused by the negligence of the Company.
3.7 Where the Customer sells this Report to a Client under its own name or as a reseller of the Company (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) the Company shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty, restitution or otherwise at all) be liable to the Customer for any loss (whether direct, indirect or consequential loss (all three of which terms include without limitation, pure economic loss, loss of profit, loss of business, depletion of goodwill and like loss)) or damage whatsoever caused in respect of the Report or any use of the Report or reliance placed upon it and the Customer shall indemnify and keep indemnified the Company in respect of any claim by the Client that the Company may incur or suffer.
3.8 Where the Property falls within a geographical area where two or more different Undertakers provide water and sewerage services, the Company shall use extracts from reports provided by Third Party Undertakers in respect of the part of the Property that falls within the provision of services by Third Party Undertakers and such information shall not be produced specifically for the Company ("**Third Party Information"**). Liability for accuracy of the Third Party Information used for the purpose of the Report will remain with that Third Party Undertaker and is subject to the Third Party Undertakers' terms and conditions of supply of such reports. The Company gives no warranty as to the correctness, accuracy or completeness of the Third Party Information and provided that the Company reproduces the Third Party Information in the Report correctly, the Company excludes all liability (whether for breach of contract, negligence or any other tort, under statute or statutory duty, restitution or otherwise) for any Third Party Information.
3.9 If the Customer and/or Client is acting as a consumer in purchasing the Report, then in respect of the party dealing as a consumer (the "**Consumer**"), the provisions of paragraphs, 3.3 to 3.5 shall not be deemed to apply and subject to paragraph 3.1, the Company shall only be liable to the Consumer for losses which the Consumer suffers as a result of the Company not providing the Report in accordance with these Terms. The Company is not responsible to the Consumer for any losses which it may incur which were not a foreseeable consequence of the Company breaching these Terms, including if the Consumer and the Company could not have contemplated those losses before or when the parties entered into these Terms. The Company's liability to the Consumer shall not in any circumstances include any business losses that it may incur, including but not limited to lost data, lost profits or business interruption.

4. Copyright and Confidentiality

4.1 The Customer acknowledges and where the Customer is not the Client, the Customer shall procure that the Client acknowledges that the Report is confidential to the Customer and/or the Client and may only be used by the Customer and/or the Client for the Purpose and the proper performance of these Terms.
4.2 The copyright and any other intellectual property rights in the Report shall remain the property of the Company. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided in these Terms. The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose not anticipated by the Report.
4.3 The Customer and the Client are entitled to make copies of the Report for the Purpose but may only copy Ordnance Survey mapping or data contained in or attached to the Report if it has an appropriate licence from the originating source of that mapping or data.
4.4 The Customer agrees and where the Customer is not the Client, the Customer shall procure that the Client agrees, (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.
4.5 The Customer agrees and where the Customer is not the Client, the Customer shall procure that the Client agrees to indemnify and keep indemnified the Company against any losses, costs, claims and damage suffered by the Company as a result of any breach by either of them of the terms of paragraphs 4.1 to 4.4 inclusive.
4.6 The obligation to procure the compliance of the Client to the obligations set out in this paragraph 4 and in paragraph 6.5 shall not apply to Customers who are bona fide legal advisers recharging the cost of the Report to the Client as a disbursement.

5. Payment

5.1 Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay the price of the Report specified by the Company, without any set off, deduction or counterclaim. Unless the Customer or Client has an account with the Company for payment for Reports, the Company must receive payments for Reports in full before the Report is produced. For Customers or Clients with accounts, payment terms will be as agreed with the Company.
5.2 Where the Property has two or more separate metered or un-metered water supplies, additional fees may be charged as notified to the Customer by the Company.

6. General

6.1 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.
6.2 Any failure by the Company to enforce any breach of the Terms shall not be deemed to be a waiver of any future breach of the Terms by the Customer or Client.
6.3 These Terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.
6.4 Nothing in these Terms shall in any way restrict the Customer or Client's statutory or any other rights of access to the information contained in the Report.
6.5 The Company and the Customer agree and where the Customer is not the Client, the Customer shall procure that the Client agrees that these Terms contain all the terms which the Company and the Customer and/or the Client have agreed in relation to the subject matter of these Terms and supersede any prior written or oral agreements, representations or understandings between any of them in relation to such subject matter. Nothing in this paragraph 6.5 will exclude any liability which one party would otherwise have to another party in respect of any statements made fraudulently.
6.6 The Company may assign, delegate, licence, hold on trust or sub-contract all or any part of its rights and obligations under these Terms.

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