

Produced on:
Date requested:

Your order reference is:

Your customer reference is: Sample-CON29DW

Drainage and Water Enquiry

Search address:

1 Sample Street
Sample Town
AB1 2CD

Search ordered by:

For any queries please contact our dedicated Customer Service team on **** * **.

Our standard terms and conditions for Residential Drainage and Water enquiries apply to this report.

They are included in this search document and are available on our website.

The following records are searched in compiling drainage and water reports:

- The Map of Public Sewers.
- The Map of Waterworks.
- Water and sewer billing records.
- The Register of Properties subject to Internal Foul Flooding.
- The Register of Properties subject to Poor Water Pressure.
- And, where necessary; information from other water companies.

Did you know?

***** is a trusted brand providing a full range of conveyancing searches for residential and commercial properties throughout England and Wales.

***** , a trading name of ***** ***** ***** , is responsible in respect of the following:

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

Professional Standards



***** is an executive member of CoPSO (Council of Property Search Organisations), the trade association working towards a more efficient and effective market for searches.



We also comply with the rules set out in the PCCB (Property Codes Compliance Board) Search Code, a code of practice that ensures the delivery of high quality products across the property search industry. See Appendix 4 for more information.



***** is certified to ISO 9001 (Quality) and ISO 22301 (Business Continuity) management systems by LRQA. This helps ensure that we minimise any systems downtime by having plans in place for dealing with the unexpected and managing risk.

Private Sewer Transfer

On 1 October 2011 ownership of private sewers and lateral drains changed in accordance with The Water Industry (schemes for Adoption of Private Sewers) Regulations 2011.

As part of this change of ownership, from 1 October 2016, many private pumping stations will also become the responsibility of ***** . The contents of this search may not reflect these changes.

Please visit www.*****.co.uk/sewerswitchover for more details. Further information is also supplied in Appendix 3.

Summary of Responses:

Maps		
1.1	Where relevant, please include a copy of an extract from the public sewer map.	Map Included
1.2	Where relevant, please include a copy of an extract from the map of waterworks.	Map Included
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?	Yes
2.4	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	No
2.4.1	Does the public sewer map indicate any public pumping station or 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 any 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?	Not Applicable
2.8	Is the building which is, or forms part of the property, at risk of internet 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 Answer
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 this 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 Answer
3.6	Please include details of the location of any water meter serving the property.	See Answer
Charging		
4.1.1	Who is responsible for providing the sewerage services for the property?	*****
4.1.2	Who is responsible for providing the water services for the property?	*****
4.2	Who bills the property for sewerage services?	*****
4.3	Who bills the property for water services?	*****
4.4	What is the current basis for charging for sewerage and/or water services at the property?	Measured
4.5	Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?	Measured

Maps

Question 1.1 Where relevant, please include a copy of an extract from the public sewer map

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

Guidance Notes Public Sewers are defined as those for which ***** holds statutory responsibility under the Water Industry Act 1991.

***** 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.
An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system. Assets other than public sewers may be shown on the copy extract for information.

Question 1.2 Where relevant, please include a copy of an extract from the map of waterworks

Answer A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property.

Guidance Notes The map of the waterworks has been supplied by:

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

Drainage

Question 2.1 Does foul water from the property drain to a public sewer?

Answer Records indicate that foul water from the property drains to a public sewer.

Guidance Notes ***** is not responsible for any private drains and sewers that connect the property to the public sewerage system, and does not hold details of these. The property owner will normally have sole responsibility for private drains serving the property.
An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Question 2.2 Does surface water from the property drain to a public sewer?

Answer Records indicate that surface water from the property does drain to a public sewer.
If the property was constructed after 6 April 2015 the Surface Water drainage may be served by a Sustainable Drainage System. Further information may be available from the developer or question 3.3 of the CON29 from the local authority from 4 July 2016

Guidance Notes ***** is not responsible for private drains and sewers that connect the property to the public sewerage system, and do not hold details of these.
The property owner will normally have sole responsibility for private drains serving the property.
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.
If surface water does not drain to the public sewerage system the property may have private facilities in the form of a soakaway or private connection to a watercourse.

For further information on surface water drainage, please visit the Ofwat website;
www.ofwat.gov.uk/households/your-water-bill/surfacewaterdrainage

Question 2.3 Is a surface water drainage charge payable?

Answer Records confirm that a surface water drainage charge is payable for the property at £** for each financial year.
If the property was constructed after 6 April 2015 the Surface Water drainage may be served by a Sustainable Drainage System. Further information may be available from the developer or question 3.3 of the CON29 from the local authority from 4 July 2016

Guidance Notes Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are payable.
Where surface water charges are payable but upon inspection the property owners believe that surface water does not drain to the public sewerage system, an application can be made to ***** to end future surface water charges by contacting them on 08** *** ***.
Further information can be found by visiting:

Question 2.4 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?

Answer The public sewer map included indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. However, on 1 October 2011, private sewers that serve a single property and lie outside the boundary of that property, were transferred into public ownership. Therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may prevent or restrict development of the property.

Guidance Notes The boundary of the property has been determined by reference to the Ordnance Survey record. The presence of a public sewer running within the boundary may restrict further development. ***** has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company or its contractors needing to enter the property to carry out work. Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer. Please note if the property was constructed after 1 July 2011 any sewers and/or lateral drain within the boundary of the property are the responsibility of the homeowner.

Question 2.4.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?

Answer The public sewer map included indicates that there is no public pumping station within the boundaries of the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

Guidance Notes Only private pumping stations installed before 1 July 2011 will be transferred into the ownership of *****. Pumping stations installed after 1 July 2011 will remain the responsibility of the homeowners unless they are the subject of an adoption agreement.

Question 2.5 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

Answer The public sewer map included indicates that there is a public sewer within 30.48 metres (100 feet) of a building within the property. (See supplied extract from the public sewer map). On 1 October 2011 private sewers were transferred into public ownership, therefore there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.

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

Question 2.5.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?

Answer The public sewer map included indicates that there is no public pumping station within 50 metres (164.04 feet) of any buildings within the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

Guidance Notes Only private pumping stations installed before 1 July 2011 will be transferred into the ownership of *****.

Question 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?

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

Guidance Notes This enquiry is of interest to purchasers of new properties who will want to know whether or not the property will be linked to a public sewer.
Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of public drains and sewers for which they will hold maintenance and renewal liabilities.
On 1 October 2011 all foul Section 104 sewers laid before 1 July 2011 were transferred into public ownership, excluding those that discharge to a privately owned sewage treatment or collection facility. All surface Section 104 sewers that do not discharge to a public watercourse were also transferred. Our mapping records are currently being reviewed and updated and may not yet reflect this change, therefore there may be additional public sewers, disposal mains or lateral drains which are not yet recorded on the public sewer map or public sewers that still show as Section 104 sewers.

Question 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?

Answer The company's records confirm that there is not a statutory agreement or consent in respect of building over/near a public sewer at this property. For historical reasons the company may not be aware of some agreements or consents which have been entered into by the local authority. Whilst an 'agreement' may not exist, current Building Regulation guidance permits building over/near sewers in certain circumstances. Consent without an agreement may have been issued by ***** or independently by the Building Control Body. As long as the extension has a valid building regulations certificate then this should prove adequate assurance to the purchaser.

Guidance Notes ***** is obliged to maintain its sewers. If any problem was to arise, ***** would investigate the problem and has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company or its contractors needing to enter the property. In advance of any problem it is difficult to predict the effect the works would have on the property. Similarly, the position as to liability of both the property owner and ***** would need to be ascertained. On 1 October 2011 private sewers were transferred into public ownership, therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may further prevent or restrict development of the property.

Question 2.8 Is any building which is or forms part of the property, at risk of internal flooding due to overloaded public sewers?

Answer The property is not recorded as being at risk of internal flooding due to overloaded public sewers. On 1 October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership. It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which ***** may not be aware of. For further information it is recommended that enquiries are made of the vendor as to any previous flooding occurrences.

Guidance Notes A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (eg. Flat gradient, small diameter). Flooding as a result of temporary problems such as blockage, siltation, collapses, and equipment or operational failures are excluded. "Internal flooding" from public sewers is defined as flooding which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes. "At Risk" properties are those that the water company has included in its Register of properties at risk of sewer flooding. These are defined as properties that have suffered flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (defined as a storm return period equal to or greater than 1 in 20) as determined by the Company's reporting procedure. Properties which have flooded as a result of storm events proven to be exceptional (defined as a storm return period equal to or greater than 1 in 20) are not included on the Flood Risk Register. Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the company. Public sewers are defined as those for which the company holds statutory responsibility under the Water Industry Act 1991. It should be noted that flooding can occur from private sewers and drains which are not the responsibility of ***** This report excluded flooding from private sewers and drains and ***** makes no comment upon this matter. For further information please visit www.anglianwater.co.uk or contact ***** customer services on *****.

Question 2.9 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works

Answer The nearest sewage treatment works is 1.56 kilometres to the North of the property. The name of the sewage treatment works is ***** STW (*****).

Guidance Notes The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated. The Sewerage Undertaker's records were inspected to determine the nearest sewage treatment works. It should be noted, therefore, that there may be a private sewage treatment works closer than the one detailed above that has not been identified.

Water

Question 3.1 Is the property connected to mains water supply?

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

Question 3.2 Are there any water mains, resource mains or discharge pipes within the boundaries of the property?

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

Guidance Notes The boundary of the property has been determined by reference to the Ordnance Survey record.

Question 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?

Answer 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 This enquiry is of interest to purchasers of new homes who will want to know whether or not the property will be linked to the mains water supply.
Please note this could relate to a piece of land and is not subject to an adoption agreement.

Question 3.4 Is the property at risk of receiving low water pressure or flow?

Answer 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.

Guidance Notes "Low water pressure" means water pressure below the reference level which is the minimum pressure when demand on the system is not abnormal. We maintain a Low Pressure Register of properties that are at risk of persistently 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 customers' side of the mst is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS6700 or Institute of Plumbing handbook.

Allowable exclusions: The Company includes in the Low Pressure 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. We exclude properties which are affected by low pressure only on those days with the highest peak demands. During the report year we may exclude, for each property, up to five days of low pressure caused by peak demand.

Planned maintenance: We do not report low pressures caused by planned maintenance.

One-off incidents: This exclusion covers low pressure incidents caused by one-off events: mains bursts; failures of company equipment (such as PRVs or booster pumps); firefighting; and action by a third party.

Low pressure incident of a short duration: Properties affected by low pressure which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year.

Question 3.5 What is the classification of the water supply for the property?

Answer The water supplied to the property has an average water hardness of 121.000000mg/l which is defined as Very Hard by *****

Guidance Notes Water hardness can be expressed in various units 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 shows the normal ranges of hardness.

Classification	Calcium (mg/l or ppm)	Calcium Carbonate (mg/l or ppm)	Degrees Clark	Degrees French	Degrees German	mmol/l (Millimoles of ca/l)
Very Hard	121.000000	302.000000	21.000000	30.000000	17.000000	3.027500

Question 3.6 Please include details of the location of any water meter serving the property

Answer Records indicate that the property is served by a water meter, which is located not within the dwelling-house which is or forms part of the property, and in particular is located fp ilw lhs of front door rh of 2.

***** have put together a list of these abbreviations to help you interpret the location of your water meter.

Guidance Notes Please remember that it is not uncommon for Water Meter locations to be recorded using a combination of these abbreviations. LHS 4M FNC - Left hand side 4 meters from fence
If you are still having difficulty interpreting these abbreviations, please visit: *****

Charging

Question 4.1.1 Who is responsible for providing the sewerage services for the property?

Answer *****

Question 4.1.2 Who is responsible for providing the water services for the property?

Answer *****

Question 4.2 Who bills the property for sewerage services?

Answer The property is billed for sewerage services by:

Question 4.3 Who bills the property for water services?

Answer The property is billed for water services by:

Question 4.4 What is the current basis for charging for sewerage and/or water services at the property?

Answer The charges are based on actual volumes of water measured through a water meter. ("metered-supply")
The meter serial number is:**10M356153N**
The property reference number is: **0079885470**

Guidance Notes Water and sewerage companies full charges are set out in their charge schemes which are available from the company free of charge upon request.

Question 4.5 Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?

Answer The basis for charges will be based on a metered supply.

Guidance Notes Water and Sewerage companies full charges are set out in their charges schemes which are available from the company free of charge upon request.
On change of occupation, the Company may install a meter at the premises and base charges upon the measured tariff. The Company may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for: watering the garden, other than by hand (this includes the use of sprinklers) Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.
Where charges are levied to a third party, the occupier needs to contact the vendor to confirm charging arrangements.

APPENDIX 1: General Interpretation

(1) In this Schedule-

"the 1991 Act" means the Water Industry Act 1991(a);

"the 2000 Regulations" means the Water Supply (Water Quality) Regulations 2000(b);

"the 2001 Regulations" means the Water Supply (Water Quality) Regulations 2001(c);

"adoption agreement" means an agreement made or to be made under Section 51A(1) or 104(1) of the 1991 Act (d);

"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 with 31st December;

"discharge pipe" means a pipe from 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 any buildings or yards appurtenant to buildings within the same curtilage;

"effluent" means any liquid, including particles of matter and other substances 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 (e);

"licensed water supplier" means a company which is the holder for the time being of a water supply licence under Section 17A(1) of the 1991 Act(f);

"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 undertaker's 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 (g) 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(h), 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(i);

(b) by virtue of a scheme under Schedule 2 to the 1991 Act (j);

(c) under Section 179 of the 1991 Act (k); or

(d) otherwise;

"public sewer map" means the map made available under Section 199(5) of the 1991 Act (l);

"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;

"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" 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; and

"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.

(2) In this Schedule, 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.

(a) 1991 c.56.

(b) S.I. 2000/3184. These Regulations apply in relation to England.

(c) S.I. 2001/3911. These Regulations apply in relation to Wales.

(d) Section 51A was inserted by Section 92(2) of the Water Act 2003 (c. 37). Section 104(1) was amended by Section 96(4) of that Act.

(e) Various amendments have been made to Sections 102 and 104 by section 96 of the Water Act 2003.

(f) Inserted by Section 56 of and Schedule 4 to the Water Act 2003.

(g) Subsection (1A) was inserted by Section 92(5) of the Water Act 2003.

(h) Section 106(1A) was inserted by Section 99 of the Water Act 2003.

(i) 1989 c.15.

(j) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.

(k) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.

(l) Section 199 was amended by Section 97(1) and (8) of the Water Act 2003.

APPENDIX 2: Terms and Conditions

1) Introduction

- a) These Terms (together with our General Terms) set out the terms which will apply in respect of any Orders you place with us for a residential drainage and water enquiry being (i) a CON29DW Report and / or (ii) a CON29DW Premium Report.
- b) In addition to any defined terms in the General Terms (which shall apply to these Terms), the following words shall have the following meanings:
 - i) "Residential Property" means the address/es or location(s) of a residential property provided by you when you place an Order in respect of which you request a Report.
 - ii) The term "Report" for the purposes of these Terms, shall mean the report known as the "CON29DW" prepared by us providing drainage and water information in relation to an individual domestic property.
- c) We provide a number of other products for commercial property or development land. It is your responsibility to select the Report that is most suitable for your needs.

2) Scope of the Report

- a) We will prepare the Report using the Residential Property details you provide at the time you place your Order. The Report you receive will rely on the accuracy, completeness and legibility of the address and/or plans you supply with your Order.
- b) The Report is produced only for use in relation to Residential Property which require the provision of drainage and water information and cannot be used for non-residential properties, development of land or any property used solely for carrying on a trade or business. Where you require a report for a non residential property, or for the development of land, you can order a different report from us, and different terms shall apply.
- c) The Report provides information as to the indicative location and connection status of existing services and other information relating to drainage and water enquiries and should not be relied on for any other purpose. The Report may contain opinions or general advice. We cannot ensure that any such opinion or general advice is accurate, complete, valid or fit for your particular purpose, and neither you nor your Client should rely solely on this advice.
- d) As you may expect, the information contained in the Report can change on a regular basis so we cannot be responsible to you or your Client for any change in the information contained in the Report after the date on which the Report was produced (as shown in the Report).
- e) The Report does not give details about the actual state or condition of the Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Residential Property for any particular purpose, or be 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 by the Client.
- f) The position and depth of apparatus shown on any Maps attached to the Report are approximate and are provided as a general guide only. Where you or your Client intend to carry out any excavation or other works at the Residential Property, the exact positions and depths of any apparatus 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 our apparatus.

3) Additional Provisions relating to our Liability to you for the Report

- a) The Maps attached to the Report are provided pursuant to our statutory duty to make such Maps available for inspection. Notwithstanding any other provisions of the Terms, your attention is drawn to the notices on the Map(s) attached to the Report which applies to the Map and its contents.
- b) Where we provide a Report for a Residential Property which receives either water or drainage services from us, and another company provides the other service, then our total liability, whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise, arising under or in connection with the supply of the information from the other service provider is limited to such sums as we are entitled to and able to recover from the other service provider

4) Additional Intellectual Property Right Provisions

- a) The enquiries in the Report are protected by copyright by the Law Society of 113 Chancery Lane, London WC2A 1PL and must not be used for any purpose outside the context of the Report.

5) General

- a) These Terms (and any documents referred to herein) are the only terms and conditions that shall apply to any order in respect of a CON29DW residential Report and shall constitute the entire agreement between you and us and supersede, replace and extinguish any previous arrangement, understanding or agreement between us relating to such Report.
- b) Any dispute or claim arising out of or in connection with these terms and or their subject matter or formation (including non-contractual disputes or claims) shall be governed by the laws of England and Wales. Any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.
- c) If there is any conflict or inconsistency between the provisions of these ***** Terms and the General Terms, the provisions of these ***** Terms shall prevail.
- d) In the event of any conflict of inconsistency between any information on the Website describing the features of the Report and the Terms, then the Terms shall prevail.
- e) Where you are acting in the normal course of your business, your Client is entitled to the benefit of these Terms. No other person who is not a party to these Terms has any right to enforce their terms.

APPENDIX 3: Some things you should know...

Private Sewer Transfer

In October 2011, Anglian Water became responsible for looking after many sewers and pipes that take used water from your toilets and sinks. This was due to a change in the law.

If your client's property is connected to the public sewer system, Anglian Water are now responsible for the pipes that are outside the boundary of the property and, depending on the property type, they may be responsible for pipes inside the boundary.

Simply put, Anglian Water became responsible for an estimated 23,500km of additional sewers and drains which were previously looked after and maintained by our customers. To put that in context, it is an increase of 60 percent on what Anglian Water already owned.

Previously if there was a blockage in a sewer outside the boundary of the homeowners property, but connecting to the main sewer, the homeowner was probably responsible for sorting it out.

Now, the homeowner is only responsible for pipes that are inside the property boundary that take the used water for recycling. To find out more visit [www.con29dw.co.uk](#) or call 0800 047 047.

Who should unblock or report a drain or sewer?

If there is a blockage or a repair is needed to a pipe, that is not connected to the sewers, or is within the boundary and only serves that property, then the homeowner is responsible for it.

If the problem is with a section of pipe that takes water from more than one property and connected to the public sewer system, it is the responsibility of Anglian Water. Please contact the team on 0800 047 047.

Sewers owned by Anglian Water

For sewers that have been adopted as a public sewer, or were built before 1 October 1937, then Anglian Water are responsible for sorting it out. Please call to report it on 0800 047 047.

More information about sewers and drains is available on the [www.con29dw.co.uk](#) website.

The picture below shows examples of responsibility for different property types.



Terraced properties

It is common for terraced properties to have a public sewer passing within the property boundary. The only section of the sewer which would remain private is the end of the terrace where the run of the sewer would begin. Where the sewer is shared, the water company would be responsible for the maintenance. The property owner would only be responsible for the lateral drain leading to the public sewer.

Semi-detached

The majority of semi-detached properties will share a connection. The section of the sewer which serves both properties will have been transferred into the ownership of the water company.

Detached

These property types are most likely to connect directly to the public sewer. It is very unlikely that assets within the boundary of the property would be transferred into the ownership of the water company. The homeowner would be responsible for the connection up to the property boundary.

Apartments/Flats

Shared drainage systems within a property curtilage will remain private. Any drains and sewers outside the boundary will have been transferred.

Pumping Stations

After 1 October 2016, many private pumping stations became the responsibility of ***** are currently assessing each of these eligible pumping stations and carrying out detailed surveys and any necessary repairs. Details of power supply for the station will also be required to transfer the billing across to *****.

If the station serves two or more properties, then it is eligible to transfer. A pumping station which serves a single property is exempt from the transfer and will generally remain private unless it is situated on third-party land.

Once ***** identify a station to adopt, they will write to the homeowner(s) to inform them of their intention to adopt which will include waivers of consent.

Many industrial or commercial pumping stations will remain privately owned too on the basis that they are situated on a single site in what is deemed to be a single curtilage.

Maintenance of pumping stations is anticipated to be completed on a 12 monthly basis which will be reviewed dependent on monitoring and performance.

For further information on the private sewer transfer and pumping station adoption, please visit:

**** ***.co.uk

SuDS (Sustainable Drainage Systems)

SuDS are an alternative way to manage surface water by reducing or delaying rainwater run-off.

SuDS manage rainfall by replicating what happens in nature. They prevent many of the problems caused by surface water run-off from development by reducing the impact of excessive quantities of water flow. They aim to mimic the way rainfall drains naturally rather than conventional piped methods, which cause problems such as flooding, pollution or damage to the environment.

Since April 2015, SuDS should be considered as part of the planning process on all major developments consisting of 10 or more properties. SuDS can be provided in a number of ways including swales, retention ponds and underground storage.

Ponds and detention basins provide areas for surface water to run off into, while permeable paving on driveways can absorb it, limiting the flow into nearby drains and easing the pressure on the sewer network. Swales are shallow, broad, vegetated channels designed to store surface water runoff and remove pollutants.

Further information in relation to the charging and maintenance of SuDS can be found in question 3.3 in the Local Authority search or the developer of your property.

***** promote the use of SuDS as a sustainable and natural way of controlling surface water run off.

A guide on who looks after what...

Although it is often interconnected, our regions network of drains and sewers is managed and maintained by a number of different organisations and agencies.

Some useful contacts:

***** billing services

Website

**** ***,

8am–8pm Mon–Fri, 9am–1pm Sat

For supply queries

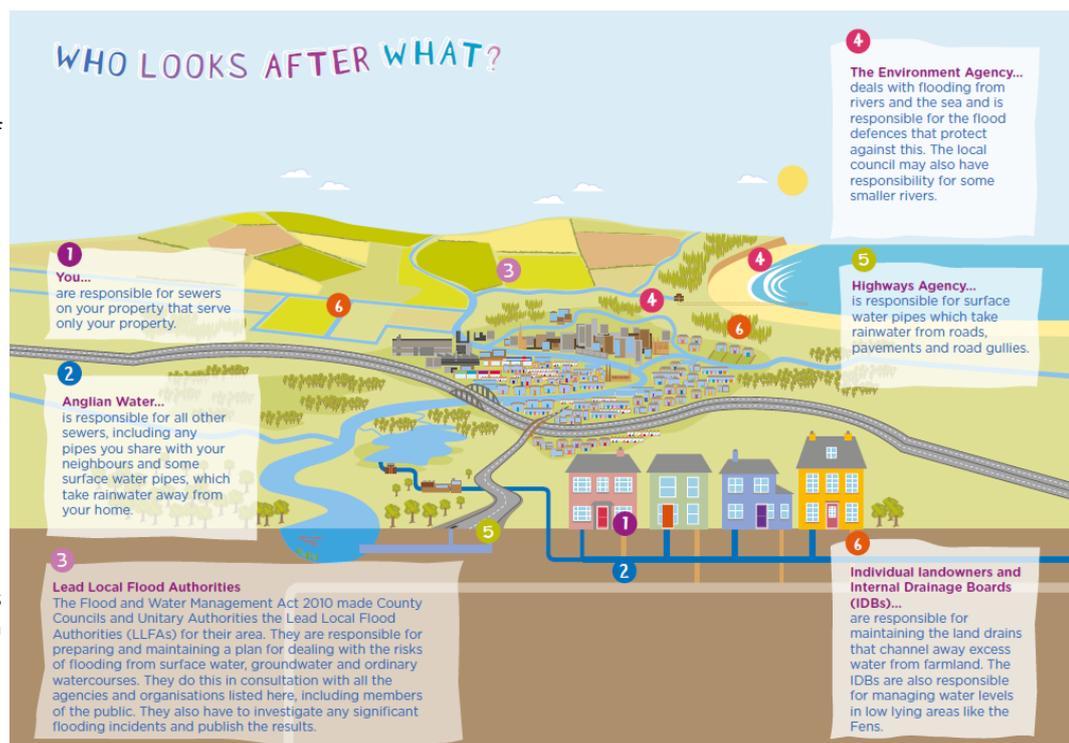
Water and sewerage queries, interruption to services and emergencies

03457 145 145

24/7 service

In Your Area

Select the [link](#) to get the latest updates on repairs, incidents or planned work in your area



Appendix 4: Important Consumer Protection Information



This search has been produced by *****
Our address is - *****
To contact us -Telephone ***** or email *****

***** Complaints Process

Whilst we make every effort to ensure that all our searches are accurate and dispatched in a timely way, we understand that occasionally things may not go as planned. We will always try to resolve a query or complaint immediately. If for some reason this isn't possible or you are not happy with the course of action taken by us, you can request that we escalate the issue internally or refer your complaint to an independent third party.

- If:
- it is not possible to resolve your complaint immediately, we will take all the details, investigate your complaint and respond within 5 working days.
 - it is a complex issue requiring more time, we will still contact you within 5 working days to update you with our progress.
 - you would like us to liaise with a third party who is acting on your behalf, let us know.
 - we do not contact you within 5 working days of you raising the complaint, you are entitled to £50 compensation.
 - we consider your complaint to be justified we will :
 - Refund your search fee.
 - Provide you with a revised search.
 - Take all action within our control to put things right.
 - Keep you informed at all times.
 - we cannot resolve your complaint or have failed to comply with the complaints procedure you can :
 - Let us know and we will escalate your complaint
 - Refer the issue to an independent body such as the PCCB or TPOs. (See below)

The Property Codes Compliance Board (PCCB)

The Property Codes Compliance Board independently monitors how registered search firms maintain compliance with the Search Code. ***** is registered with the Property Code Compliance Board (PCCB) as a subscriber of the Search Code.

The Search Code :

- Provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential property and commercial property within the United Kingdom.
- Sets out minimum standards which firms compiling and selling search reports have to meet.
- Promotes the best practice and quality standards with 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.
- Handle complaints speedily and fairly.
- Ensure that all search services comply with the law, registration rules and standards.
- Monitor their compliance with the Code.

The Code's core principles

Firms which subscribe to the Search Code will :

- Display the Code logo prominently on their search reports.
- 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 all search services comply with the law, registration rules and standards.
- Monitor their compliance with the Code.

You can get more information about the PCCB from www.propertycodes.org.uk

The Property Ombudsman scheme (TPOs)

If your complaint has gone through our complaints procedure and you are dissatisfied with the response or it has exceeded our response timescales, you may refer your complaint for consideration under The Property Ombudsman Scheme (TPOs).

You can obtain further information by visiting www.tpos.co.uk or email admin@tpos.co.uk



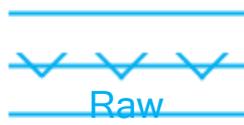
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Title: *****-* Date: 28/06/16 Scale: 1:1000 Map Centre: 519933,260383

Water Main (Potable)

Decommissioned Water

Water Main (Raw)

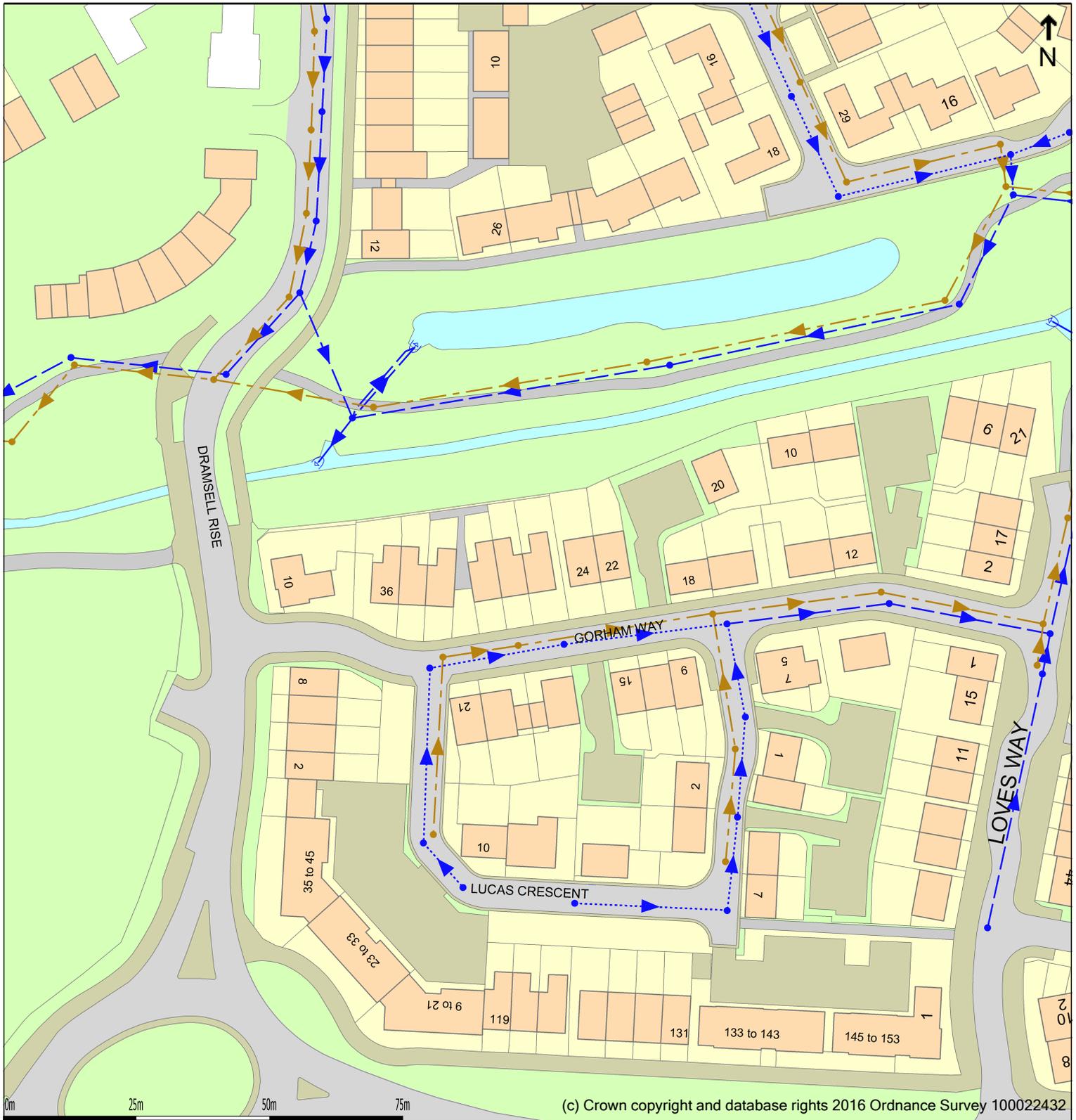


Hydrant

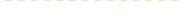


Fitting

This plan is provided by ***** pursuant its obligations under the Water Industry Act 1991 sections 198 or 199. It must be used in conjunction with any search results attached. The information on this plan is based on data currently recorded but position must be regarded as approximate. Service pipes, private sewers and drains are generally not shown. Users of this map are strongly advised to commission their own survey of the area shown on the plan before carrying out any works. The actual position of all apparatus MUST be established by trial holes. No liability whatsoever, including liability for negligence, is accepted by ***** for any error or inaccuracy or omission, including the failure to accurately record, or record at all, the location of any water main, discharge pipe, sewer or disposal main or any item of apparatus. This information is valid for the date printed. This plan is produced by ***** (c) Crown copyright and database rights 2016 Ordnance Survey 100022432. This map is to be used for the purposes of viewing the location of ***** plant only. Any other uses of the map data or further copies is not permitted. This notice is not intended to exclude or restrict liability for death or personal injury resulting from negligence.



Title: *****-* Date: 28/06/16 Scale: 1:1000 Map Centre: 519933,260383

	Foul Sewer		Final Effluent				Manhole		Sewage Treatment Works
	Surface Sewer		Decommissioned Sewer (colour denotes effluent type)				Public Pumping Station		Outfall
	Combined Sewer		Private Sewer (colour denotes effluent type)				Private Pumping Station		Inlet
	Proposed Sewer Diversion		Rising Main (colour denotes effluent type)						

This plan is provided by ***** pursuant to its obligations under the Water Industry Act 1991 sections 198 or 199. It must be used in conjunction with any search results attached. The information on this plan is based on data currently recorded but position must be regarded as approximate. Service pipes, private sewers and drains are generally not shown. Users of this map are strongly advised to commission their own survey of the area shown on the plan before carrying out any works. The actual position of all apparatus MUST be established by trial holes. No liability whatsoever, including liability for negligence, is accepted by ***** for any error or inaccuracy or omission, including the failure to accurately record, or record at all, the location of any water main, discharge pipe, sewer or disposal main or any item of apparatus. This information is valid for the date printed. This plan is produced by ***** (c) Crown copyright and database rights 2016 Ordnance Survey 100022432. This map is to be used for the purposes of viewing the location of ***** plant only. Any other uses of the map data or further copies is not permitted. This notice is not intended to exclude or restrict liability for death or personal injury resulting from negligence.