



Garrard Street Developments

29 – 35 Station Road, Reading

Utility Record Summary

Report for:



10th October 2014

Hydrock Ref: C14 788



DOCUMENT CONTROL SHEET

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1.0 INTRODUCTION

This document is provided to give an overview of the existing utility services for the following development:

Garrard Street Developments,
29-35 Station Road,
Reading
RG1 1NR



2.0 UTILITIES

2.1 UK Power Networks

Scottish and Southern Energy is the local supplier of electricity for the given site.

2.1.1 Existing Plant

In regards to existing plant, records indicate High Voltage (11kV) underground cable running along Garrard Street directly outside the property. In addition an LV underground cable runs along Garrard Street and station road, again directly outside the property. Garrard Street SS Sub Station is located just south of Garrard House (4.1.)

The property is served by a 70 Waveform with separate earth wire service cable which is served from the LV underground cable directly outside the property.

2.1.2 Garrard House Office to Residential renovation and Extension

On contacting Scottish and Southern Energy to gain information regarding the spare capacity available, this information is not available until the point of processing a formal application for a new supply.

Scottish and southern Energy may be able to provide the supply by reinforcing the existing network service, but will only be investigated at the point of a formal quotation. Further information concerning a budget quotation to provide a new LV cable from Garrard Street SS Sub Station to provide service for 76 apartments and a 3 phase landlord's supply is awaiting.

It is reasonable to assume however that the power requirements of the new development will not exceed the consumption of the old (inefficient) building with modern electrical design.

2.1.3 Garrard Tower (New Build)

On contacting Scottish and Southern Energy to gain information regarding the spare capacity available, this information is not available until the point of processing a formal application for a new supply.

Further information concerning a budget quotation to provide a new LV cable from Garrard Street SS Sub Station to provide service for 141 apartments and a 3 phase landlord's supply is awaiting.

2.2 Scotia Gas Networks (SGN)

SGN is the local provider of infrastructure for the given site.

2.2.1 Existing Plant

In regards to the existing plant, records indicate that there are a number of Low Pressure (LP) gas mains following Garrard Street and Station Road. There is also a 24" CI Pipe running down Station Road and two PE (LP) mains running down Garrard Street; one is 2" and another 190mm (4.2).

2.2.2 Garrard House Office to Residential renovation and Extension

To provide more detailed information and confirmation on whether or not reinforcement is required, a formal application for an alteration to a gas supply will need to be submitted.

Further information is awaiting.



2.2.3 Garrard Tower (New Build)

On contacting SGN, they advised that a connection should be taken from the 190mm PE (LP) main at Garrard Street. This came in at a budget estimate of £6,707.21.

2.3 Thames Water

Thames Water is the local supplier of potable water for the given site.

2.3.1 Existing Plant

In regards to the existing sewage plant, there is sewerage connection running along station Road and Garrard Street.

In regards to existing water plant, there is a 150mm DI distribution main running along Garrard Street and a 4" CI running along Station Road. Single hydrants are located directly outside both Garrard House and Garrard Tower. (4.3)

2.3.2 Garrard House Office to Residential renovation and Extension

To confirm if the existing water supply would need to be upgraded, a formal application for an increase/new supply has been submitted and information is awaiting.

2.3.3 Garrard Tower (New Build)

A formal application for a new supply has been submitted and information is awaiting.

2.4 BT Openreach

BT Openreach is the provider for connection to the UK telecommunications network.

2.4.1 Existing Plant

In regards to the existing plant, records indicate that there is underground plant running along both sides Garrard Street and Station Road, running directly outside the property, a branch runs from the vehicular access point down along the lane, where it then serves the property. (4.4)



3.0 REFERENCES

CIBSE, 2008. *Energy Benchmarks CIBSE TM46*. 1st ed. Norwich: Page Bros (Norwich) Ltd.

Hawkins, G., 2011. *Rule of Thumb: Guidelines for building services*. 5th ed. s.l.:BSRIA Limited.



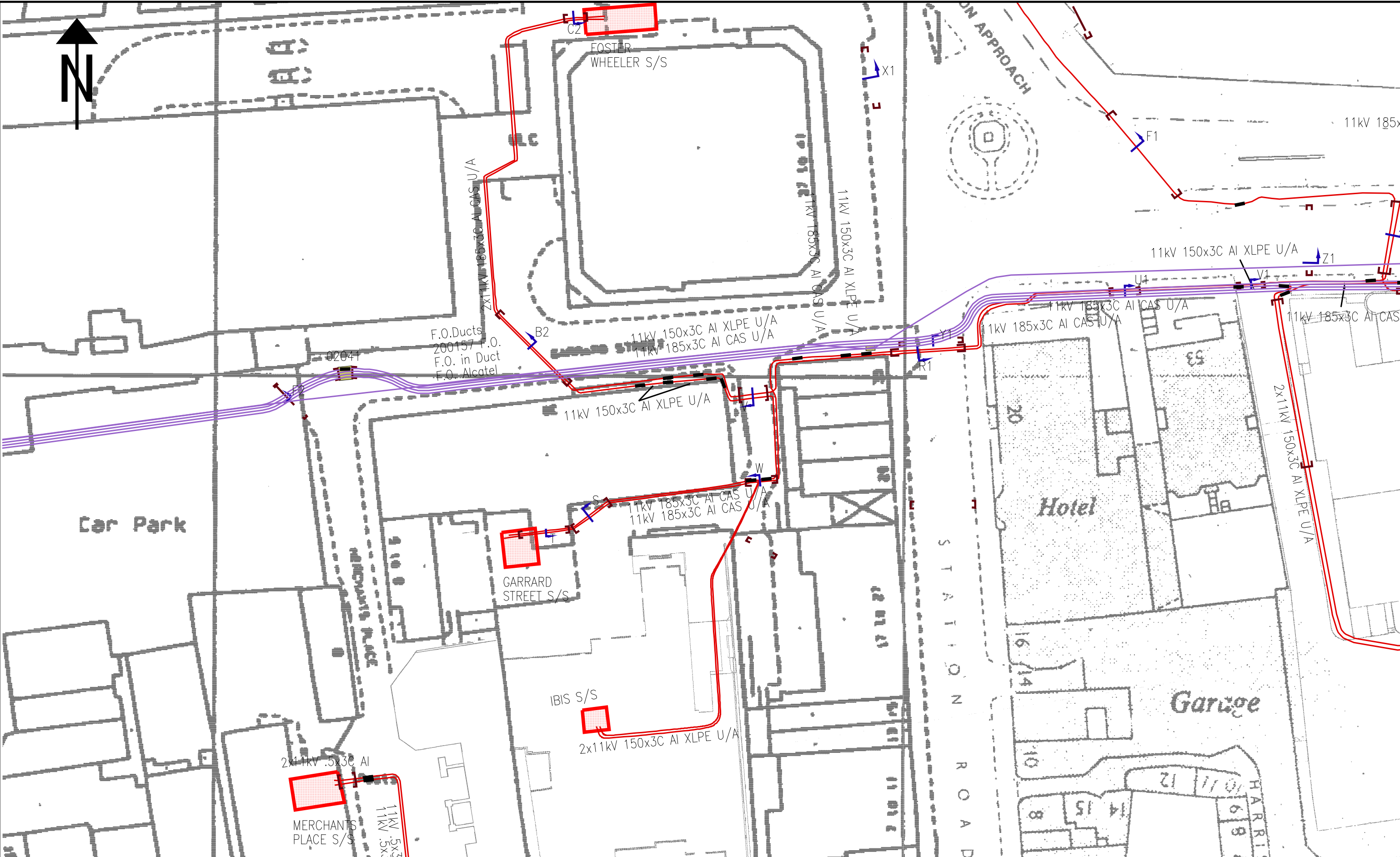
4.0 APPENDICES

4.1 Scottish and Southern Energy Plant Map

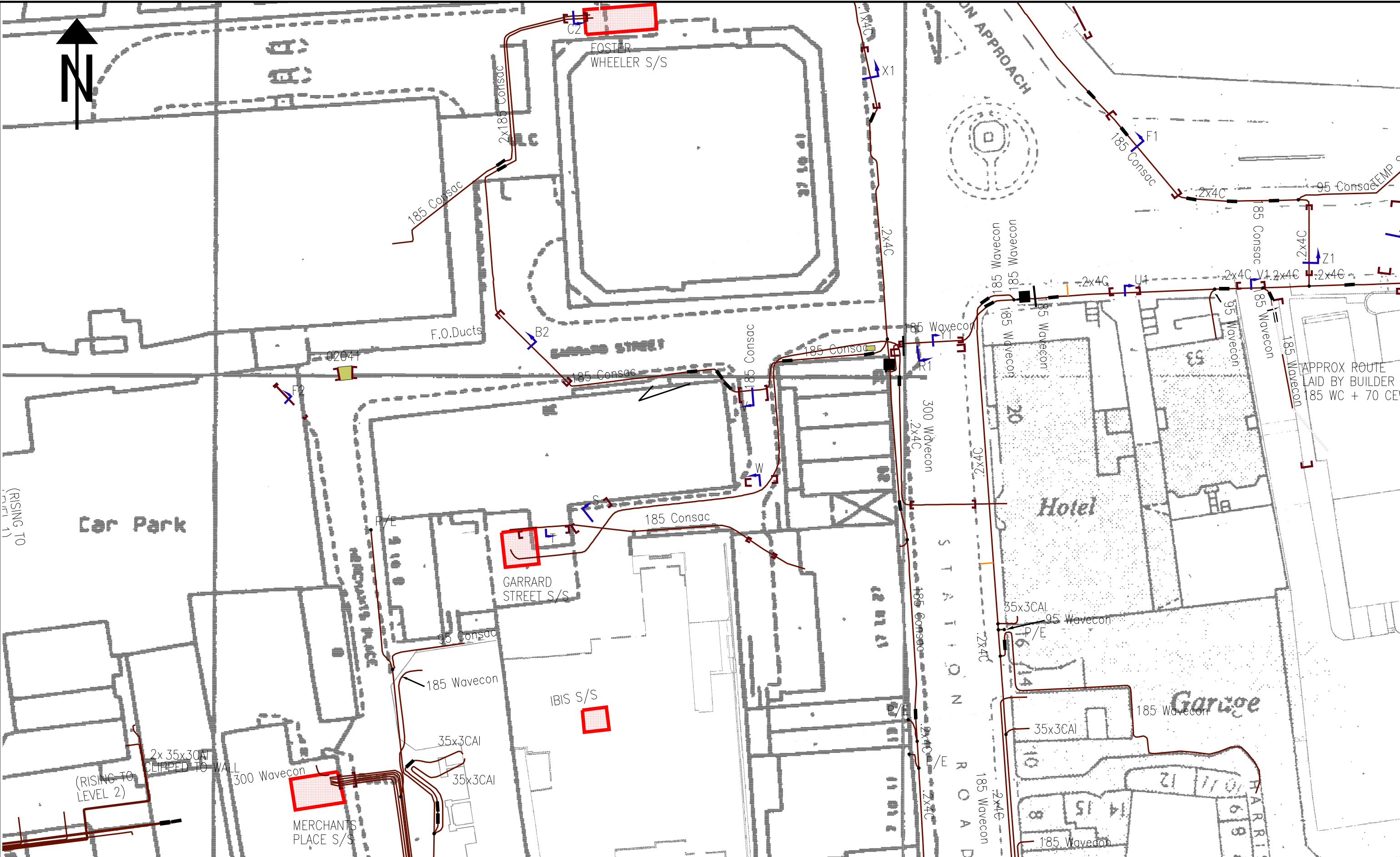
4.2 SGN Plant Map

4.3 Thames Water Plant Map

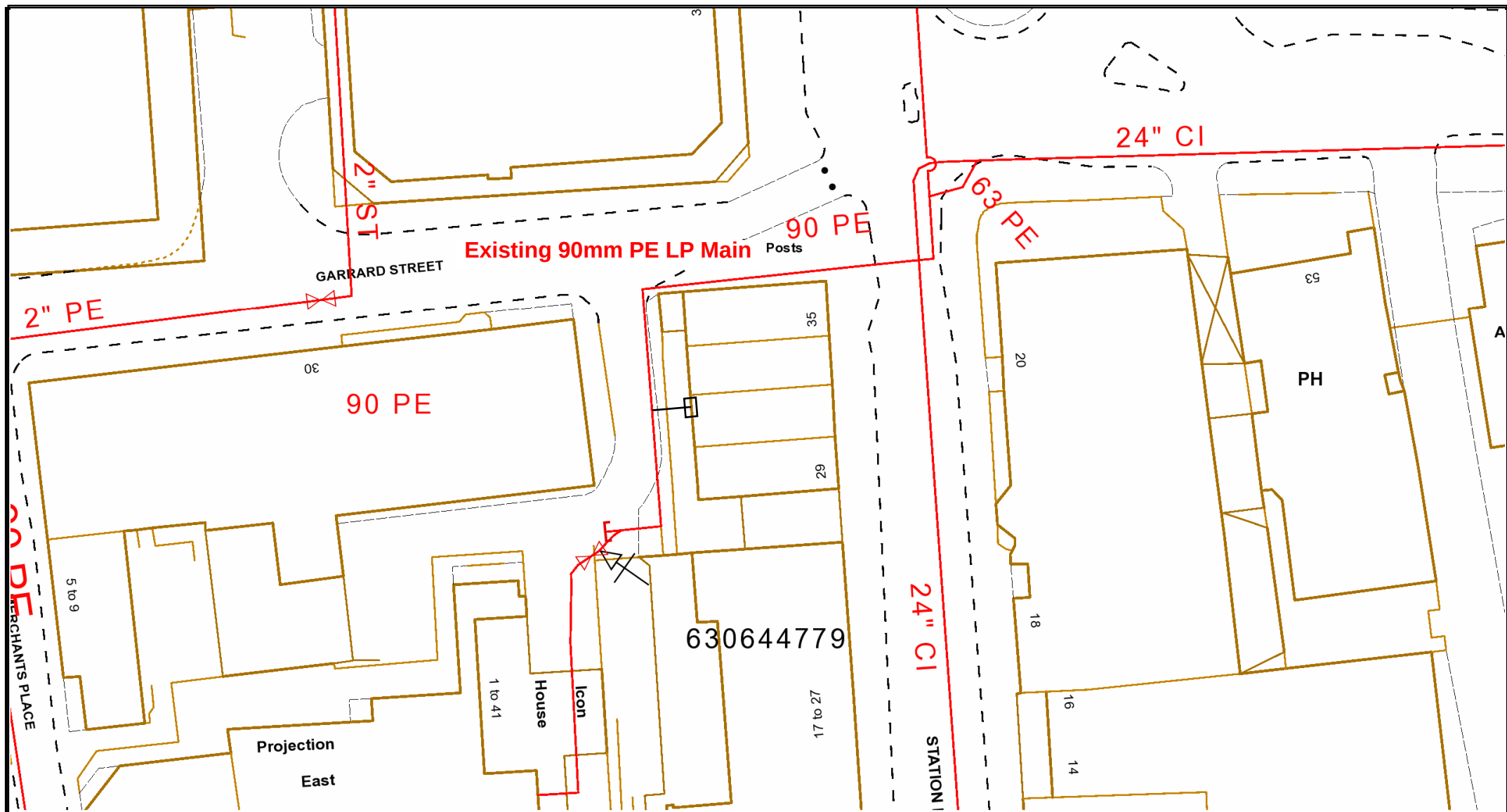
4.4 BT Openreach Plant Map



NORMAL DEPTH TO THE TOP OF THE CABLE WHEN LAID					WARNING There may have been subsequent alterations to the surface levels. Trial holes must be taken to determine positions and depth of cables. HS (G) 47 Booklet from the Health and Safety Executive – Avoiding Danger from Buried Cables – should be consulted before commencing excavation work. (available from HMSO) WHEN WORKING IN THE VICINITY OF OVERHEAD LINES THE HEALTH AND SAFETY GUIDANCE NOTE GS6 SHOULD BE CONSULTED. (AVAILABLE FROM HMSO)					BASED UPON THE ORDNANCE SURVEY MAP WITH THE SANCTION OF THE CONTROLLER OF H.M. STATIONERY OFFICE. CROWN COPYRIGHT RESERVED.					 Scottish and Southern Energy					
services	l.v.	h.v.	e.h.v.							This copy has been made by or with the authority of SOUTHERN ELECTRIC p.l.c. pursuant to section 47 of the Copyright, Designs and Patents Act 1988 (‘the Act’). Unless the Act provides a relevant exception to copyright, the copy must not be copied without the prior permission of the copyright owner.					hv_1250_500					Grid Ref: su71477369
FOOTPATH	0.40m	0.45m	0.60m	0.75m		Template: SIAS HMSWA COL A3 plot					READING 01189–126500					Scale: 1:500				
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h.v.	– over 1000V. to 11,000V.																			
e.h.v.	– 22,000V. to 132,000V.																			



NORMAL DEPTH TO THE TOP OF THE CABLE WHEN LAID					WARNING There may have been subsequent alterations to the surface levels. Trial holes must be taken to determine positions and depth of cables. HS (G) 47 Booklet from the Health and Safety Executive – Avoiding Danger from Buried Cables – should be consulted before commencing excavation work. (available from HMSO) WHEN WORKING IN THE VICINITY OF OVERHEAD LINES THE HEALTH AND SAFETY GUIDANCE NOTE GS6 SHOULD BE CONSULTED. (AVAILABLE FROM HMSO)		BASED UPON THE ORDNANCE SURVEY MAP WITH THE SANCTION OF THE CONTROLLER OF H.M. STATIONERY OFFICE. CROWN COPYRIGHT RESERVED.		Scottish and Southern Energy	
services	l.v.	h.v.	e.h.v.	lv_1250_500			Grid Ref: su71477369			
FOOTPATH	0.40m	0.45m	0.60m	0.75m	This copy has been made by or with the authority of SOUTHERN ELECTRIC p.l.c. pursuant to section 47 of the Copyright, Designs and Patents Act 1988 ('the Act'). Unless the Act provides a relevant exception to copyright, the copy must not be copied without the prior permission of the copyright owner. Template: SIAS MRSWA COL A3 plot		READING 01189-126500	Scale: 1:500		
ROAD CROSSING	0.60m	0.60m	0.75m	0.90m	Scottish and Southern Energy plc. Registered in Scotland No 117119. Registered Office: Inveralmond House 200 Dunkeld Road, Perth, PH1 3AQ.	UNCONTROLLED COPY		Date: 04/09/2014		
l.v./services	– up to 1000V.					Subject to Revision Master held at		LV		
h.v.	– over 1000V. to 11,000V.									
e.h.v.	– 22,000V. to 132,000V.									



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DATE : 02/10/2014

INTERNAL USE ONLY

GRID REFERENCE :
E471491,N173691,SU 71 73

LP MAINS

MP MAINS

IP MAINS

LHP MAINS

HISTORY DATA

LAs

GTs

SSSIs

Some examples of Plant Items

Valve  Syphon  Depth of Cover  Diameter Change  Material Change 

This plan shows the location of those pipes owned by Scotia Gas Networks (SGN) by virtue of being a licensed Gas Transporter (GT). Gas pipes owned by other GTs or third parties may also be present in this area but are not shown on this plan. Information with regard to such pipes should be obtained from the relevant owners. No warranties are given with regard to the accuracy of the information shown on this plan. Service pipes, valves, siphons, sub-connections etc are not shown but their presence should be anticipated. You should be aware that a small percentage of our pipes/assets may be undergoing review and will temporarily be highlighted in yellow. If your proposed works are close to one of these pipes, you should contact the SGN Plant Protection Team on 08450703497 for advice. No liability of any kind whatsoever is accepted by SGN or its agents, servants or sub-contractors for any error or omission contained herein. Safe digging practices, in accordance with HS (G)47, must be used to verify and establish the actual position of mains, pipes, services and other apparatus on site before any mechanical plant is used. It is your responsibility to ensure that plant location information is provided to all persons (whether direct labour or sub-contractors) working for you on or near gas apparatus. Information included on this plan should not be referred to beyond a period of 28 days from the date of issue.

Intranet WebGIS 2.1

SGN Reference:
836861

Reading Area

This plan is reproduced from or based on the OS map by Scotia Gas Networks plc, with the sanction of the controller of HM Stationery Office. Crown Copyright Reserved.



Asset Location Search



Hydrock
Third Floor Merchants House North
Wapping Road
BRISTOL
BS1 4RW

Search address supplied 29-35
Station Road
Reading
RG1 1NR

Your reference N/A

Our reference ALS/ALS Standard/2014_2859505

Search date 9 September 2014

You are now able to order your Asset Location Search requests online by visiting
www.thameswater-propertysearches.co.uk



Asset Location Search



Search address supplied: 29-35, Station Road, Reading, RG1 1NR

Dear Sir / Madam

An Asset Location Search is recommended when undertaking a site development. It is essential to obtain information on the size and location of clean water and sewerage assets to safeguard against expensive damage and allow cost-effective service design.

The following records were searched in compiling this report: - the map of public sewers & the map of waterworks. Thames Water Utilities Ltd (TWUL) holds all of these.

This search provides maps showing the position, size of Thames Water assets close to the proposed development and also manhole cover and invert levels, where available.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information. The replies contained in this letter are given following inspection of the public service records available to this company. No responsibility can be accepted for any error or omission in the replies.

You should be aware that the information contained on these plans is current only on the day that the plans are issued. The plans should only be used for the duration of the work that is being carried out at the present time. Under no circumstances should this data be copied or transmitted to parties other than those for whom the current work is being carried out.

Thames Water do update these service plans on a regular basis and failure to observe the above conditions could lead to damage arising to new or diverted services at a later date.

Contact Us

If you have any further queries regarding this enquiry please feel free to contact a member of the team on 0845 070 9148, or use the address below:

Thames Water Utilities Ltd
Property Searches
PO Box 3189
Slough
SL1 4WW

Email: searches@thameswater.co.uk

Web: www.thameswater-propertysearches.co.uk

Asset Location Search



Waste Water Services

Please provide a copy extract from the public sewer map.

Enclosed is a map showing the approximate lines of our sewers. Our plans do not show sewer connections from individual properties or any sewers not owned by Thames Water unless specifically annotated otherwise. Records such as "private" pipework are in some cases available from the Building Control Department of the relevant Local Authority.

Where the Local Authority does not hold such plans it might be advisable to consult the property deeds for the site or contact neighbouring landowners.

This report relates only to sewerage apparatus of Thames Water Utilities Ltd, it does not disclose details of cables and or communications equipment that may be running through or around such apparatus.

The sewer level information contained in this response represents all of the level data available in our existing records. Should you require any further Information, please refer to the relevant section within the 'Further Contacts' page found later in this document.

For your guidance:

- The Company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Any private sewers or lateral drains which are 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 these details be checked with the developer.

Clean Water Services

Please provide a copy extract from the public water main map.

Enclosed is a map showing the approximate positions of our water mains and associated apparatus. Please note that records are not kept of the positions of individual domestic supplies.

For your information, there will be a pressure of at least 10m head at the outside stop valve. If you would like to know the static pressure, please contact our Customer Centre on 0800 316 9800. The Customer Centre can also arrange for a full flow and

Asset Location Search



pressure test to be carried out for a fee.

For your guidance:

- Assets other than vested water mains may be shown on the plan, for information only.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

Payment for this Search

A charge will be added to your suppliers account.

Asset Location Search



Further contacts:

Waste Water queries

Should you require verification of the invert levels of public sewers, by site measurement, you will need to approach the relevant Thames Water Area Network Office for permission to lift the appropriate covers. This permission will usually involve you completing a TWOSA form. For further information please contact our Customer Centre on Tel: 0845 920 0800. Alternatively, a survey can be arranged, for a fee, through our Customer Centre on the above number.

If you have any questions regarding sewer connections, budget estimates, diversions, building over issues or any other questions regarding operational issues please direct them to our service desk. Which can be contacted by writing to:

Developer Services (Waste Water)
Thames Water
Clearwater Court
Vastern Road
Reading
RG1 8DB

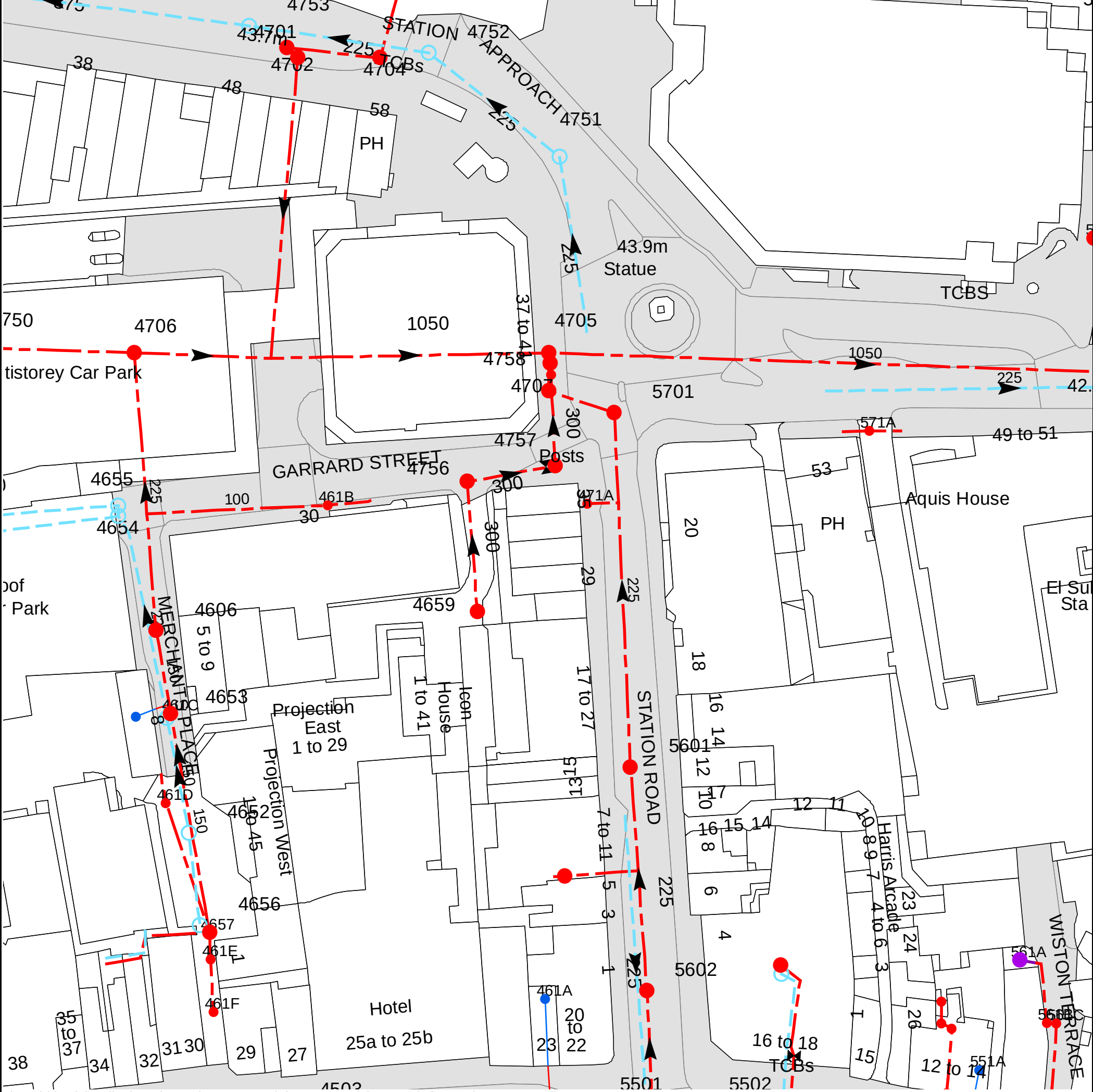
Tel: 0845 850 2777
Email: developer.services@thameswater.co.uk

Clean Water queries

Should you require any advice concerning clean water operational issues or clean water connections, please contact:

Developer Services (Clean Water)
Thames Water
Clearwater Court
Vastern Road
Reading
RG1 8DB

Tel: 0845 850 2777
Email: developer.services@thameswater.co.uk



The width of the displayed area is 200 m and the centre of the map is located at OS coordinates 471492,173692
The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.

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

Manhole Reference	Manhole Cover Level	Manhole Invert Level
461B	n/a	n/a
471A	n/a	n/a
4756	n/a	n/a
4757	n/a	n/a
571A	n/a	n/a
5701	44.08	39.83
4707	44.01	39.53
4758	n/a	n/a
4705	44.01	34.08
5702	42.51	33.45
4751	43.65	40.84
4704	n/a	n/a
4702	n/a	n/a
4752	n/a	n/a
4701	n/a	n/a
4753	n/a	n/a
551A	n/a	n/a
56EN	n/a	n/a
561C	n/a	n/a
56MM	n/a	n/a
561B	n/a	n/a
56MN	n/a	n/a
461A	n/a	n/a
5602	45.13	n/a
5604	n/a	n/a
5603	n/a	n/a
561A	n/a	n/a
46NL	n/a	n/a
5601	44.61	40.83
4659	n/a	n/a
461D	n/a	n/a
4653	42.67	41.26
461G	n/a	n/a
461C	n/a	n/a
4606	41.29	39.93
4654	39.53	n/a
4655	39.49	38.06
4706	38.12	n/a
4652	44.08	42.78
4656	n/a	n/a
4657	n/a	n/a
461E	n/a	n/a
461F	n/a	n/a
The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.		



ALS Sewer Map Key

Public Sewer Types (Operated & Maintained by Thames Water)

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

Notes:

- 1) All levels associated with the plans are to Ordnance Datum Newlyn.
- 2) All measurements on the plans are metric.
- 3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of flow.
- 4) Most private pipes are not shown on our plans, as in the past, this information has not been recorded.
- 5) 'na' or '0' on a manhole level indicates that data is unavailable.

Sewer Fittings

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

	Air Valve
	Dam Chase
	Fitting
	Meter
	Vent Column

Operational Controls

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

	Control Valve
	Drop Pipe
	Ancillary
	Weir

End Items

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

	Outfall
	Undefined End
	Inlet

Other Symbols

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

	Public/Private Pumping Station
	Change of characteristic indicator (C.O.C.I.)
	Invert Level
	Summit

Areas

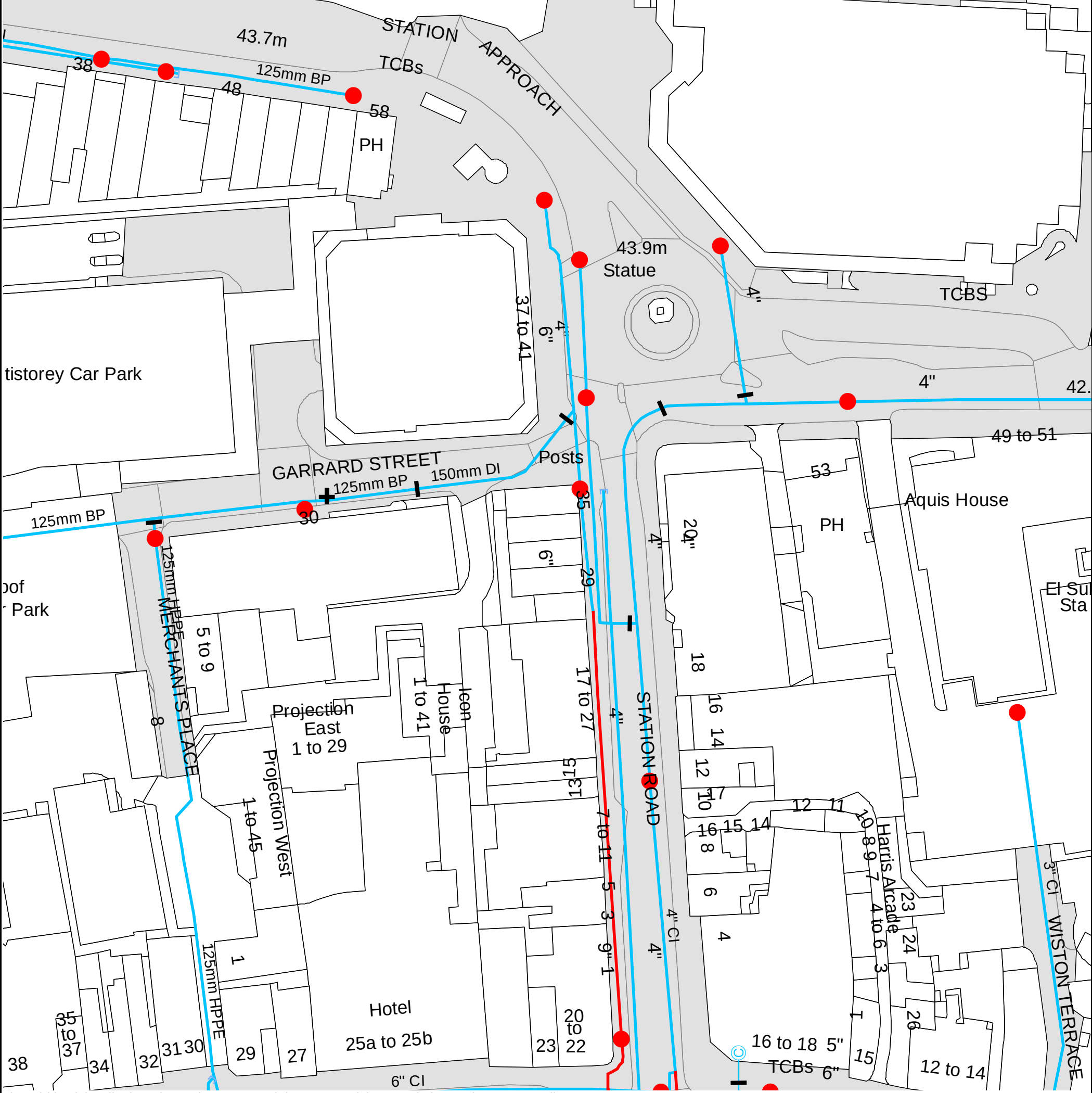
Lines denoting areas of underground surveys, etc.

	Agreement
	Operational Site
	Chamber
	Tunnel
	Conduit Bridge

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

	Foul Sewer
	Surface Water Sewer
	Combined Sewer
	Gully
	Culverted Watercourse
	Proposed
	Abandoned Sewer

- 6) The text appearing alongside a sewer line indicates the internal diameter of the pipe in millimetres. Text next to a manhole indicates the manhole reference number and should not be taken as a measurement. If you are unsure about any text or symbology present on the plan, please contact a member of Property Insight on 0845 070 9148.



The width of the displayed area is 200 m and the centre of the map is located at OS coordinates 471492, 173692.
The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.
Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.



ALS Water Map Key

Water Pipes (Operated & Maintained by Thames Water)

- 4"** **Distribution Main:** The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.
- 16"** **Trunk Main:** A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.
- 3" SUPPLY** **Supply Main:** A supply main indicates that the water main is used as a supply for a single property or group of properties.
- 3" FIRE** **Fire Main:** Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.
- 3" METERED** **Metered Pipe:** A metered main indicates that the pipe in question supplies water for a single property or group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown.
- Transmission Tunnel:** A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided.
- Proposed Main:** A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

PIPE DIAMETER	DEPTH BELOW GROUND
Up to 300mm (12")	900mm (3')
300mm - 600mm (12" - 24")	1100mm (3' 8")
600mm and bigger (24" plus)	1200mm (4')

Valves

- General Purpose Valve
- Air Valve
- Pressure Control Valve
- Customer Valve

Hydrants

- Single Hydrant

Meters

- Meter

End Items

Symbol indicating what happens at the end of a water main.

- Blank Flange
- Capped End
- Emptying Pit
- Undefined End
- Manifold
- Customer Supply
- Fire Supply

Operational Sites

- Booster Station
- Other
- Other (Proposed)
- Pumping Station
- Service Reservoir
- Shaft Inspection
- Treatment Works
- Unknown
- Water Tower

Other Symbols

- Data Logger

Other Water Pipes (Not Operated or Maintained by Thames Water)

- Other Water Company Main:** Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them.
- Private Main:** Indicates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.

Terms and Conditions

All sales are made in accordance with Thames Water Utilities Limited (TWUL) standard terms and conditions unless previously agreed in writing.

1. All goods remain in the property of Thames Water Utilities Ltd until full payment is received.
2. Provision of service will be in accordance with all legal requirements and published TWUL policies.
3. All invoices are strictly due for payment 14 days from due date of the invoice. Any other terms must be accepted/agreed in writing prior to provision of goods or service, or will be held to be invalid.
4. Thames Water does not accept post-dated cheques-any cheques received will be processed for payment on date of receipt.
5. In case of dispute TWUL's terms and conditions shall apply.
6. Penalty interest may be invoked by TWUL in the event of unjustifiable payment delay. Interest charges will be in line with UK Statute Law 'The Late Payment of Commercial Debts (Interest) Act 1998'.
7. Interest will be charged in line with current Court Interest Charges, if legal action is taken.
8. A charge may be made at the discretion of the company for increased administration costs.

A copy of Thames Water's standard terms and conditions are available from the Commercial Billing Team (cashoperations@thameswater.co.uk).

We publish several Codes of Practice including a guaranteed standards scheme. You can obtain copies of these leaflets by calling us on 0800 316 9800

If you are unhappy with our service you can speak to your original goods or customer service provider. If you are not satisfied with the response, your complaint will be reviewed by the Customer Services Director. You can write to him at: Thames Water Utilities Ltd. PO Box 492, Swindon, SN38 8TU.

If the Goods or Services covered by this invoice falls under the regulation of the 1991 Water Industry Act, and you remain dissatisfied you can refer your complaint to Consumer Council for Water on 0121 345 1000 or write to them at Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Ways to pay your bill

Credit Card	BACS Payment	Telephone Banking	Cheque
Call 0845 070 9148 quoting your invoice number starting CBA or ADS.	Account number 90478703 Sort code 60-00-01 A remittance advice must be sent to: Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW. or email ps.billing@thameswater.co.uk	By calling your bank and quoting: Account number 90478703 Sort code 60-00-01 and your invoice number	Made payable to ' Thames Water Utilities Ltd ' Write your Thames Water account number on the back. Send to: Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW or by DX to 151280 Slough 13

Thames Water Utilities Ltd Registered in England & Wales No. 2366661 Registered Office Clearwater Court, Vastern Rd, Reading, Berks, RG1 8DB.



Search Code

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Thames Water Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB, which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the 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 and commercial property within the United Kingdom
- sets out minimum standards which firms compiling and selling search reports have to meet
- promotes the best practise and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.

By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's core principles

Firms which subscribe to the Search Code will:

- display the Search 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 products and services comply with industry registration rules and standards and relevant laws
- monitor their compliance with the Code

Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if he finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

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

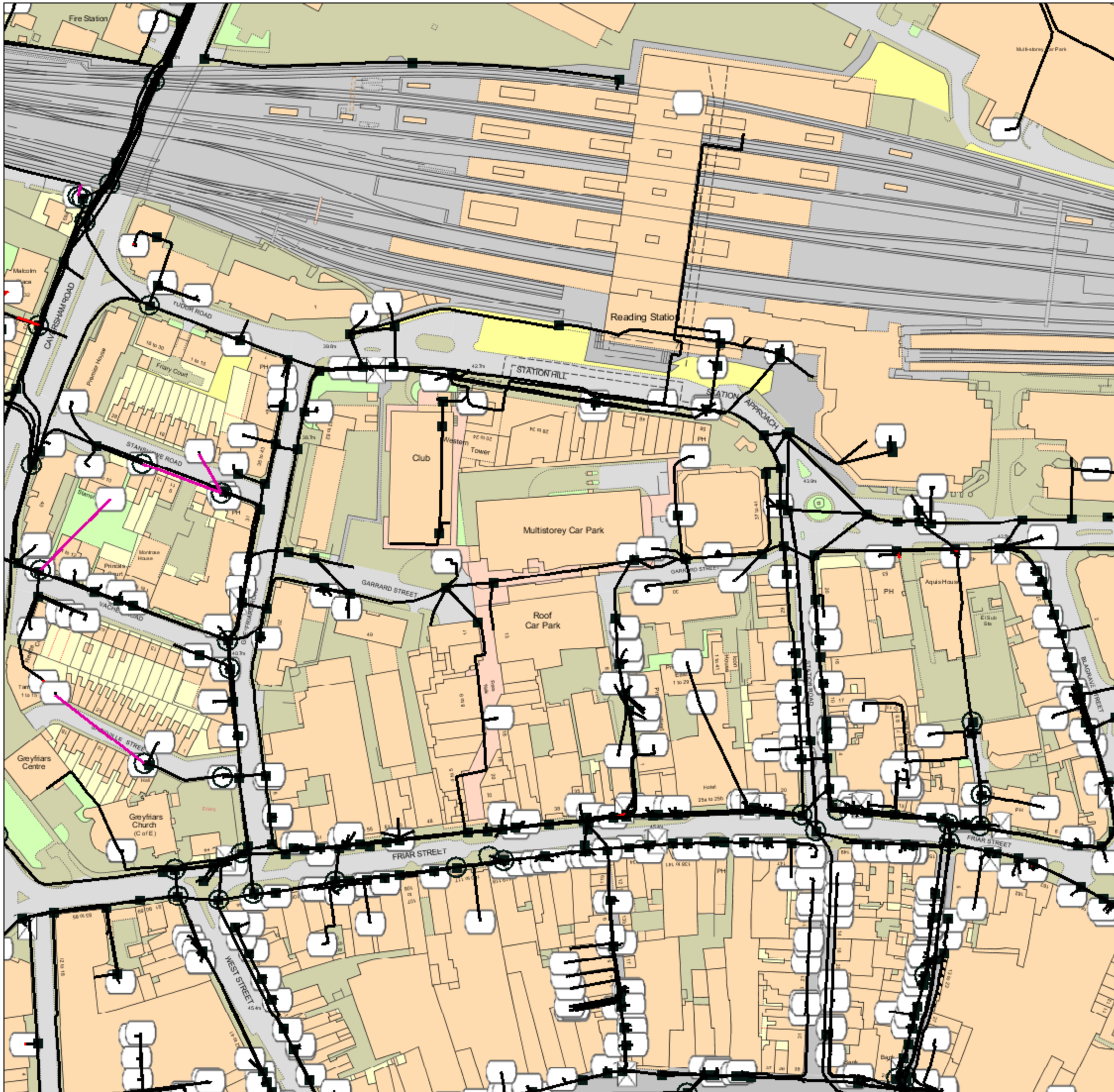
TPOs Contact Details

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk

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

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

Maps by email Plant Information Reply



IMPORTANT WARNING

Information regarding the location of BT apparatus is given for your assistance and is intended for general guidance only. No guarantee is given of its accuracy.

It should not be relied upon in the event of excavations or other works being made near to BT apparatus which may exist at various depths and may deviate from the marked route.

DIAL BEFORE YOU DIG

FOR PROFESSIONAL ON SITE ASSISTANCE PRIOR TO COMMENCEMENT OF EXCAVATION WORKS

ADVANCE NOTICE REQUIRED
(Office hours: Monday-Friday 08.00 to 17.00)

Tel: 0800 9173993
E-mail: dbyd@openreach.co.uk
Website: www.dialbeforeyoudig.com

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KEY TO BT SYMBOLS

	UNDERGROUND PLANT		POLE
	OVERHEAD PLANT		CABINET
	JOINT BOX		BURIED JOINT
	DISTRIBUTION POINT		JOINTING POST
	MANHOLE		PROPOSED U/G
	DP BOUNDARY		PROPOSED O/H
	OTHER BT BOUNDARY		PROPOSED BOX

Other proposed plant is shown using dashed lines. BT symbols not listed above may be disregarded. Existing BT plant may not be recorded. Information valid at the time of preparation.

openreach
a BT Group business

BT Ref : NFI02253P

Map Reference : (centre) SU7139673714

Easting/Northing : (centre) 471396,173714

Issued : 02/09/2014 14:25:45

FOOTNOTE: WARNING IT IS ESSENTIAL THAT YOU CONTACT NATIONAL NETWORK HANDLING CENTRE BY EMAIL nnhc@openreach.co.uk BEFORE PROCEEDING WITH ANY WORK IN THE HATCHED AREA