

## FLOOD RISK ASSESSMENT

### Proposed Residential Development Bleachcroft Way, Barnsley

Reference	RWO/FRA/Y19071.100
Date	March 2021
Version	2

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## CONTENTS

### Confidentiality Statement

### Document History

1.0	Executive summary .....	1
2.0	Introduction .....	2
3.0	The site .....	2
4.0	Proposed development .....	3
5.0	Flood risk.....	3
6.0	Conclusions.....	7

## APPENDICES

Appendix A	Site Location Plan .....	8
Appendix B	Topographic Survey .....	10
Appendix C	Proposed Site Layout.....	11
Appendix D	Gov.UK Flood Maps.....	12
Appendix E	Groundsure Flood View Report.....	13
Appendix F	Yorkshire Water Public Sewer Map.....	14

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## CONFIDENTIALITY STATEMENT

This report is addressed to and may be relied upon by the following:

Harron Homes Limited  
Temple Point  
Colton House  
Bullerthorpe Lane  
Leeds  
LS15 9JL

This report has been prepared for the sole use and reliance of the above-named parties. This report shall not be relied upon or transferred to any other parties without the express written authorisation of RWO Group. No responsibility will be accepted where this report is used, either in its entirety or in part, by any other party.

## DOCUMENT HISTORY

VERSION	PURPOSE/DESCRIPTION	DATE
1	First Issue	09.03.2020
2	Updated to suit latest site proposals	24.03.2021

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## 1.0 EXECUTIVE SUMMARY

This assessment has looked at the implications of a proposed residential development in relation to flood risk, in accordance with the National Planning Policy Framework (NPPF) and relevant planning practice guidance.

The proposed development site is located within Flood Zone 1 on the Environment Agency flood maps. Flood Zone 1 is defined in the NPPF's Technical Guidance as a low-risk area, which comprises land assessed as having less than 1 in 1,000 annual probability of river or sea flooding (0.1%).

NPPF Technical Guidance states that all uses of land are appropriate in Flood Zone 1.

There is a high risk of surface water flooding associated with the development site based on the flood maps. This is however, associated with a low-lying area and subsequent ponding of water on the site and not from overland flows. This risk will therefore be removed as part of the development.

Other sources of flooding have been assessed and the risk of flooding from these sources is considered low and/or manageable with mitigation.

This report should be read in conjunction with RWO Drainage Strategy report reference RWO/DS/Y19071.200.

## 2.0 INTRODUCTION

RWO Group (RWO) has been instructed by Harron Homes Limited to prepare a Flood Risk Assessment report (FRA) to support a planning application for a proposed residential development at land off Bleachcroft Way, Barnsley.

## 3.0 THE SITE

The site is located off Bleachcroft Way, Barnsley, circa 3km south east of Barnsley town centre. The centre of the site has an approximate grid reference of 437311, 405079. The approximate postcode of the site is S70 3PD.

The site is bounded to the north by existing commercial development off Bleachcroft Way; to the west by a railway line; to the east the disused Barnsley Canal and to the south Dob Sike, a minor watercourse flowing from west to east. Dob Sike is a designated ordinary watercourse.

The site is approximately 9.7 hectares (ha) and is currently undeveloped greenfield land, consisting of mainly rough grassland with shrubs and trees.

The site is irregular shaped with access from Bleachcroft Way and has a fall from west to east towards the disused canal. Figure 1 below shows an aerial image of the site.

A site location plan is included within Appendix A and a topographical survey within Appendix B.



Figure 1 – Site location (Red line indicates the approximate extents)

## 4.0 PROPOSED DEVELOPMENT

The proposed development is currently scrubland consisting of rough grassland with shrubs and trees. It is proposed to develop the site for residential purposes which will consist of 230 dwellings, along with associated roads, drainage- and site infrastructure,

A proposed site layout plan is included within Appendix C.

## 5.0 FLOOD RISK

The site under consideration is located within Flood Zone 1 on the latest version of the Indicative Floodplain Maps produced by the Environment Agency [EA]. A copy of the flood map is provided in Appendix D.

Flood Zone 1 is defined in the National Planning Policy Framework's (NPPF) Technical Guidance as a low-risk area, which comprises land assessed as having less than 1 in 1,000 annual probability of river or sea flooding (0.1%).

NPPF Technical Guidance states that all uses of land are appropriate in Flood Zone 1.

As the site is located within Flood Zone 1 and has a site area greater than 1.0-hectare other sources of flooding should be considered.

The proposed site usage falls within the 'more vulnerable' category as identified in the NPPF Table 2: Flood Risk Vulnerability Classification. As such, the exception test will not need to be considered based on the NPPF Table 3: Flood risk vulnerability and flood zone 'compatibility'.

Flood Zones	Flood Risk Vulnerability Classification				
	Essential infrastructure	Highly vulnerable	More vulnerable	Less vulnerable	Water compatible
Zone 1	✓	✓	✓	✓	✓
Zone 2	✓	Exception Test required	✓	✓	✓
Zone 3a †	Exception Test required †	x	Exception Test required	✓	✓
Zone 3b *	Exception Test required *	x	x	x	✓*

Key:

- ✓ Development is appropriate
- x Development should not be permitted.

Table 1 – 'National Planning Policy Framework Table 3: 'Flood risk vulnerability and flood zone compatibility'

<p><b>Essential infrastructure</b></p> <ul style="list-style-type: none"> <li>• Essential transport infrastructure (including mass evacuation routes) which has to cross the area at risk.</li> <li>• Essential utility infrastructure which has to be located in a flood risk area for operational reasons, including electricity generating power stations and grid and primary substations; and water treatment works that need to remain operational in times of flood.</li> <li>• Wind Turbines.</li> </ul>
<p><b>Highly Vulnerable</b></p> <ul style="list-style-type: none"> <li>• Police stations, ambulance stations and fire stations and command centres and telecommunication installations required to be operational during flooding.</li> <li>• Emergency disposal points.</li> <li>• Basement dwellings.</li> <li>• Caravans, mobile homes and park homes intended for permanent residential use.</li> <li>• Installations requiring hazardous substances consent. (Where there is a demonstrable need to locate such installations for bulk storage of materials with port or other similar facilities, or such installations with energy infrastructure or carbon capture and storage installations, that require coastal or water-side locations, or need to be located in other high flood risk areas, in these instances the facilities should be classified as “essential infrastructure”).</li> </ul>
<p><b>More vulnerable</b></p> <ul style="list-style-type: none"> <li>• Hospitals.</li> <li>• Residential institutions such as residential care homes, children’s homes, social services homes, prisons, and hostels.</li> <li>• Buildings used for <b>dwelling houses</b>, student halls of residence, drinking establishments, nightclubs, and hotels.</li> <li>• Non-residential uses for health services, nurseries, and educational establishments.</li> <li>• Landfill and sites used for waste management facilities for hazardous waste.</li> <li>• Sites used for holiday or short-let caravans and camping, <i>subject to a specific warning and evacuation plan</i>.</li> </ul>
<p><b>Less vulnerable</b></p> <ul style="list-style-type: none"> <li>• Police, ambulance, and fire stations which are not required to be operational during flooding.</li> <li>• Buildings used for shops, financial, professional, and other services, restaurants and cafes, hot food takeaways, offices, general industry, storage and distribution, non-residential institutions not included in “more vulnerable”, and assembly and leisure.</li> <li>• Land and buildings used for agricultural and forestry.</li> <li>• Waste treatment (except landfill and hazardous waste facilities).</li> <li>• Mineral’s workings and processing (except for sand and gravel working).</li> <li>• Water treatment works which do not need to remain operational during times of flood.</li> <li>• Sewerage treatment works (if adequate measures to control pollution and manage sewerage during flooding events are in place).</li> </ul>
<p><b>Water-compatible development</b></p> <ul style="list-style-type: none"> <li>• Flood control infrastructure.</li> <li>• Water transmission infrastructure and pumping stations.</li> <li>• Sewage transmission infrastructure and pumping stations.</li> <li>• Sand and gravel working.</li> <li>• Docks, marinas, and wharves.</li> <li>• Navigation facilities.</li> <li>• Ministry of defence installations.</li> <li>• Ship building, repairing, dismantling, dockside fish processing and refrigeration and compatible activities requiring a waterside location.</li> <li>• Water based recreation (excluding sleeping accommodation).</li> <li>• Lifeguard and coastal stations.</li> <li>• Amenity open space, nature conversation and biodiversity, outdoor sports and recreation and essential facilities such as changing rooms.</li> <li>• Essential ancillary sleeping or residential accommodation for staff required by uses in this category, <i>subject to specific warning and evacuation plan</i>.</li> </ul>

**Table 2 – National Planning Policy Framework Table 2: ‘Flood Risk Vulnerability Classification’**

## Surface Water (Pluvial) Flooding

The EA Surface Water (Pluvial) Flood Map provided below indicates the site has a low, medium, and high risk of surface water (pluvial) flooding.

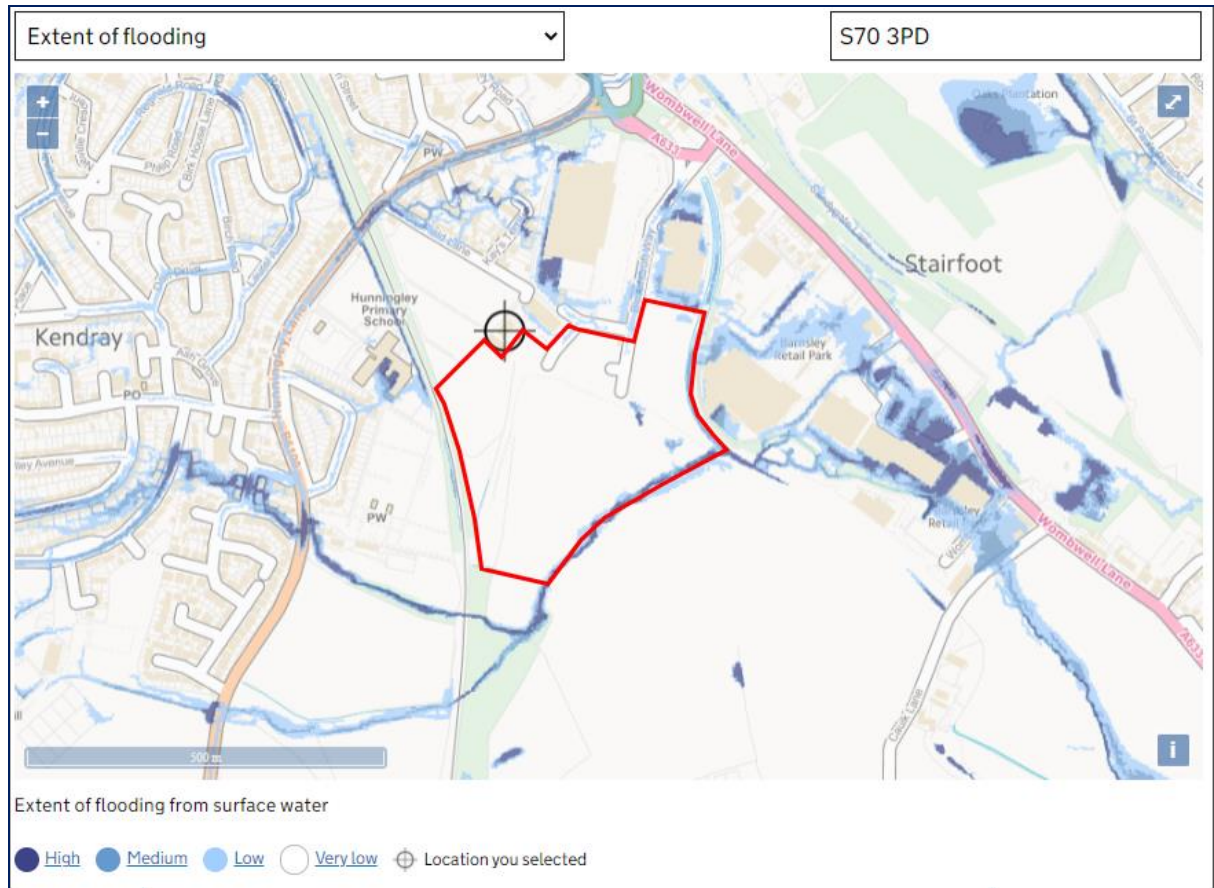


Figure 2 – Surface Water (Pluvial) Flood Map

The assessment provided within the Groundsure Flood View report supports the EA flood map and states the site is situated in an area assessed to be at a “*significant*” risk of surface water flooding. A copy of the Flood View report is included within Appendix E.

The areas indicated in the map above have an associated risk of flooding between depths of 0.3 – 1.0m; however the high-risk area located southeast of the existing access road is a low-lying area of the site, and the risk will be mitigated once the site is developed. The area at high risk running parallel with the eastern boundary corresponds with the location of the existing Dob Sike watercourse. As stated in Section 3.0, the watercourse falls from west to east, thus surface water runoff will follow the natural topography of the surrounding area and flow out of the site. Moreover the risk will be mitigated in accordance with the site proposals.

The risk of surface water is therefore deemed low for the proposed development site.

## Groundwater Flooding

The Groundsure Flood View report states that the risk of flooding from groundwater is low. Should groundwater be encountered onsite this should be reported to the engineer to allow further assessment to be undertaken to ensure the risk is mitigated.

Given the limited risk associated with groundwater flooding, this has been assessed as low.

## Flooding from Sewers

Existing foul- and surface water sewers are located north of the site within the Bleachcroft Way, where the ground levels are lower than the existing site levels. The sewers are also owned by Yorkshire Water and will be subject to regular maintenance and inspection, therefore blockage of these sewers is unlikely. A copy of the public sewer plan is provided in Appendix F.

The risk of flooding from sewers is therefore considered low.

The measures to mitigate the risks of flooding from new drainage are as detailed in RWO Drainage Statement report Ref: RWO/DS/Y19071.200.

## Flooding from Reservoirs, Canals and Other Artificial Sources

The flood maps provided on the Gov.UK website indicate the site is at no risk of flooding from reservoirs. A copy of the reservoir flood map is presented in Figure 3 below.



Figure 3 – Reservoir Flood Map

The disused Barnsley Canal is located to the east. This will be infilled as part of the site works.

There are no other known artificial sources of flooding in the vicinity of the site.

## Historic Flooding

The Groundsure Flood View report provided within Appendix E advises that there are no records of historic flooding on the site.

## 6.0 CONCLUSIONS

This assessment has looked at the implications of a proposed residential development in relation to flood risk, in accordance with the National Planning Policy Framework (NPPF) and relevant planning practice guidance.

The proposed development site is located within Flood Zone 1 on the Environment Agency flood maps. Flood Zone 1 is defined in the NPPF's Technical Guidance as a low-risk area, which comprises land assessed as having less than 1 in 1,000 annual probability of river or sea flooding (0.1%).

NPPF Technical Guidance states that all uses of land are appropriate in Flood Zone 1.

There is a high risk of surface water flooding associated with the development site based on the flood maps. This is however, associated with a low-lying area and subsequent ponding of water on the site and not from overland flows. This risk will therefore be removed as part of the development.

Other sources of flooding have been assessed and the risk of flooding from these sources is considered low and/or manageable with mitigation.



**Ross Oakley**  
For and behalf of RWO Associates  
March 2021

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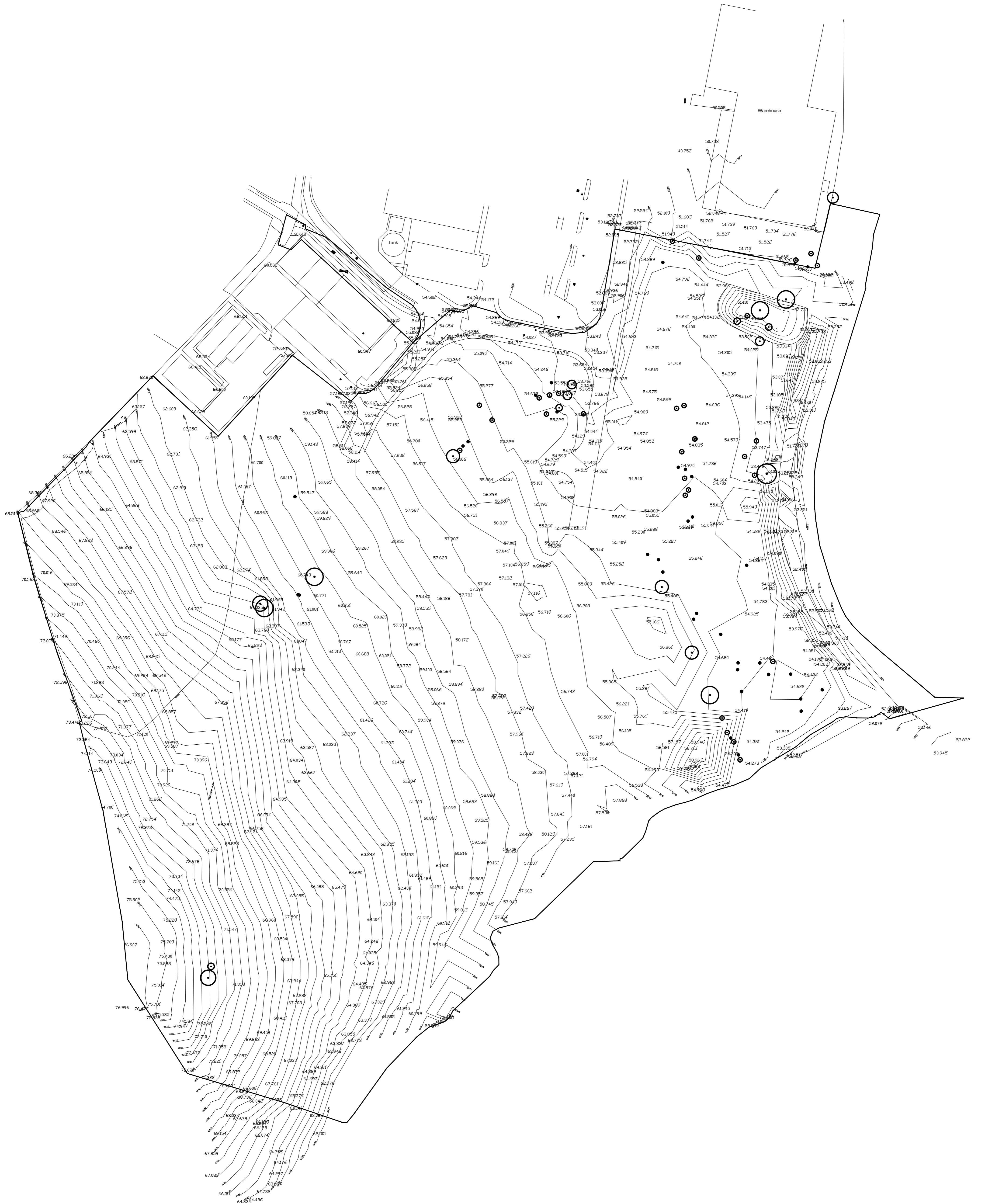
## Appendix A Site Location Plan



Location Map	
Site	Bleachcroft Way, Barnsley
Client	Harron Homes
Job Number	Y19071
Scale	NTS

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## Appendix B Topographic Survey



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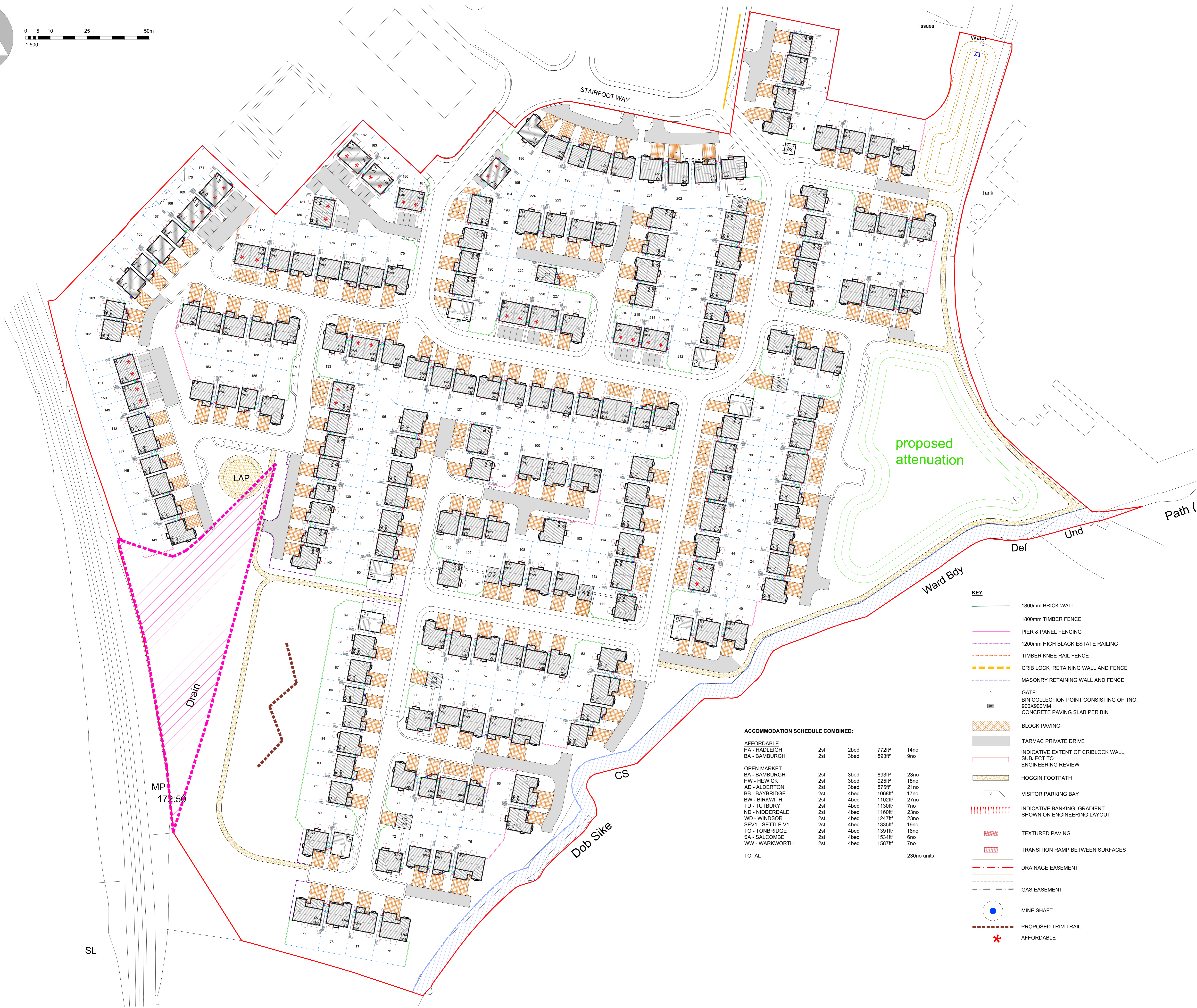
## Appendix C Proposed Site Layout



0 5 10 25 50m  
1:500

Notes

1. Do not scale from this drawing. All dimensions must be checked on site prior to the commencement of any fabrication or building works. Where applicable, dimensions and details are to be read in conjunction with specialist consultants' drawings and/or other specifications; any disparity is to be brought to the attention of the office & clarification sought before proceeding.
2. Any dimensions shown on this drawing are in (millimetres/metres)



ACCOMMODATION SCHEDULE COMBINED:

<b>AFFORDABLE</b>				
HA - HADLEIGH	2st	2bed	772ft <sup>2</sup>	14no
BA - BAMBURGH	2st	3bed	893ft <sup>2</sup>	9no
<b>OPEN MARKET</b>				
BA - BAMBURGH	2st	3bed	893ft <sup>2</sup>	23no
HW - HEWICK	2st	3bed	925ft <sup>2</sup>	18no
AD - ALBERTON	2st	3bed	875ft <sup>2</sup>	21no
BB - BAYBRIDGE	2st	4bed	1068ft <sup>2</sup>	17no
BW - BIRKWITH	2st	4bed	1102ft <sup>2</sup>	27no
TU - TUTBURY	2st	4bed	1130ft <sup>2</sup>	7no
ND - NIDDERDALE	2st	4bed	1160ft <sup>2</sup>	23no
WD - WINDSOR	2st	4bed	1247ft <sup>2</sup>	23no
SEV1 - SETTLE V1	2st	4bed	1335ft <sup>2</sup>	19no
TO - TONBRIDGE	2st	4bed	1391ft <sup>2</sup>	16no
SA - SALCOMBE	2st	4bed	1534ft <sup>2</sup>	6no
WW - WARKWORTH	2st	4bed	1567ft <sup>2</sup>	7no
<b>TOTAL</b>				<b>230no units</b>

KEY

- 1800mm BRICK WALL
- 1800mm TIMBER FENCE
- PIER & PANEL FENCING
- 1200mm HIGH BLACK ESTATE RAILING
- TIMBER KNEE RAIL FENCE
- CRIB LOCK RETAINING WALL AND FENCE
- MASONRY RETAINING WALL AND FENCE
- GATE
- BIN COLLECTION POINT CONSISTING OF 1NO. 900X900MM CONCRETE PAVING SLAB PER BIN
- BLOCK PAVING
- TARMAC PRIVATE DRIVE
- INDICATIVE EXTENT OF CRIBLOCK WALL, SUBJECT TO ENGINEERING REVIEW
- HOGGIN FOOTPATH
- VISITOR PARKING BAY
- INDICATIVE BANKING, GRADIENT SHOWN ON ENGINEERING LAYOUT
- TEXTURED PAVING
- TRANSITION RAMP BETWEEN SURFACES
- DRAINAGE EASEMENT
- GAS EASEMENT
- MINE SHAFT
- PROPOSED TRIM TRAIL
- AFFORDABLE

Revisions

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 LS27 0RY  
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Status: FEASIBILITY

Project: BLEACHCROFT WAY, BARNSELEY

Title: PROPOSED SITE LAYOUT

Drawn: JFE Date: 11/12/2020  
 Checked: CHECKED Scale @ A0: 1:500  
 Job no: 498 Drg No: PL-001 Rev.#

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## Appendix D Gov.UK Flood Maps

# Flood map for planning

Your reference  
**Y19071-Flood**

Location (easting/northing)  
**437228/404951**

Created  
**23 Mar 2021 16:03**

**Your selected location is in flood zone 1, an area with a low probability of flooding.**

## **This means:**

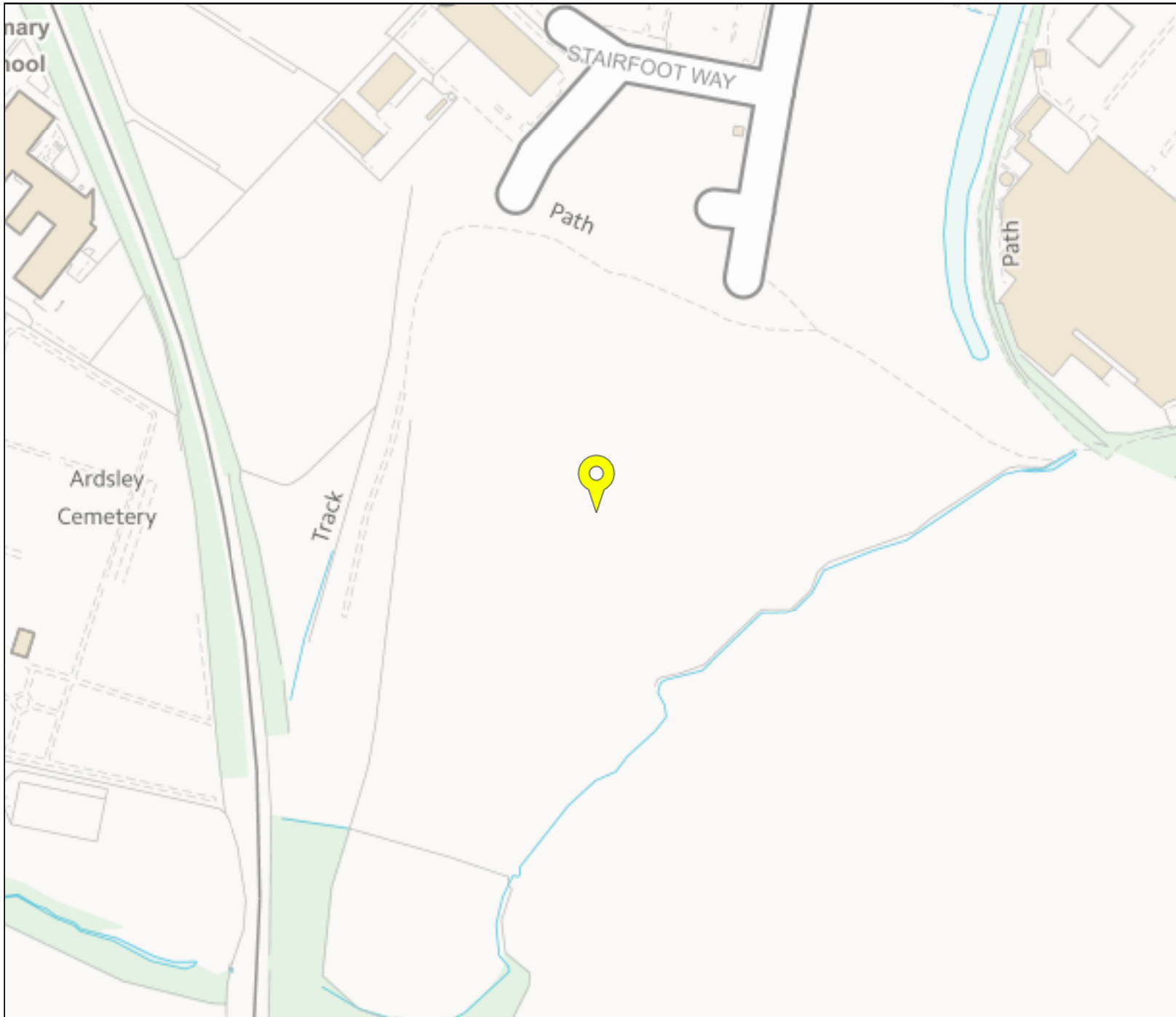
- you don't need to do a flood risk assessment if your development is smaller than 1 hectare and not affected by other sources of flooding
- you may need to do a flood risk assessment if your development is larger than 1 hectare or affected by other sources of flooding or in an area with critical drainage problems

## **Notes**

The flood map for planning shows river and sea flooding data only. It doesn't include other sources of flooding. It is for use in development planning and flood risk assessments.

This information relates to the selected location and is not specific to any property within it. The map is updated regularly and is correct at the time of printing.

The Open Government Licence sets out the terms and conditions for using government data.  
<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>










**Flood map for planning**

Your reference  
**Y19071-Flood**

Location (easting/northing)  
**437228/404951**

Scale  
**1:2500**

Created  
**23 Mar 2021 16:03**

-  Selected point
-  Flood zone 3
-  Flood zone 3: areas benefitting from flood defences
-  Flood zone 2
-  Flood zone 1
-  Flood defence
-  Main river
-  Flood storage area



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## Appendix E Groundsure Flood View Report

Bleachcroft Way, Stairfoot, Barnsley, S70 3PD,

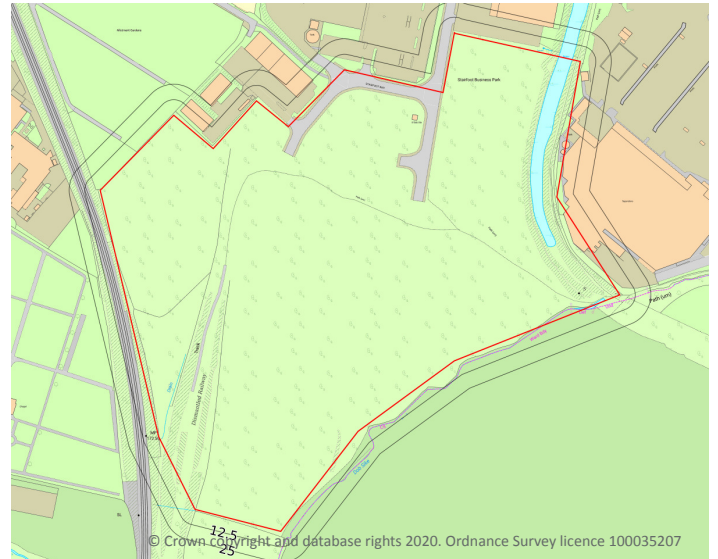
## Overall Flood Risk










**MODERATE-  
HIGH**

Complies with relevant Law Society practice notes on flood risk in property transactions.

## Site plan



## Search Results

- |   |  |
|---|--|
|  <b>Rivers and the Sea</b><br><b>Very Low</b>   |  <b>Groundwater</b><br><b>Low</b>   |
|  <b>Historic Flood</b><br>Not identified  |  <b>FloodScore™</b><br><b>High</b> <span style="float: right;">page 4</span>      |
|  <b>Flood Defences</b><br>No  |  <b>NPPF Requirements</b><br><b>Yes</b> <span style="float: right;">page 2</span> |
|  <b>Surface Water</b><br><b>Significant</b> <span style="float: right;">page 3</span> |  |

Full assessments for other environmental risks are available in other Groundsure searches including Groundsure Review report. Contact Groundsure or your search provider for further details.

## Overview of findings and recommendations

To save you time when assessing the report, we only provide maps and data tables of features within the search radius that we have identified to be of note. These relate to environmental risks that may have liability implications, affect insurance premiums, property values and/or a lender's willingness to lend.

You can view the fully comprehensive library of information we have searched on **page 5**.



### Flood Risk

#### Flood risk

An elevated level of flood risk has been identified at the property. Key recommended next steps:

- investigate the insurance on offer for the property to ensure any implications on premiums are fully understood before completion
- the assessment in this report is automated based on the highest flood risk found within the site boundary. You may wish to check the maps provided in this report to confirm whether the flood risk area affects the buildings or the associated land. Groundsure can manually reassess the site. Please note this does not include a site visit
- if the property has recently been constructed, the flood risk assessment contained within this report will not take into account any measures put in place by the developer to deal with flooding. You should seek further information from the developer on flood risk mitigation for the site
- investigate the various forms of flood resistance and resilience measures that will help protect your property in the event of a flood

#### National Planning Policy Framework (NPPF)

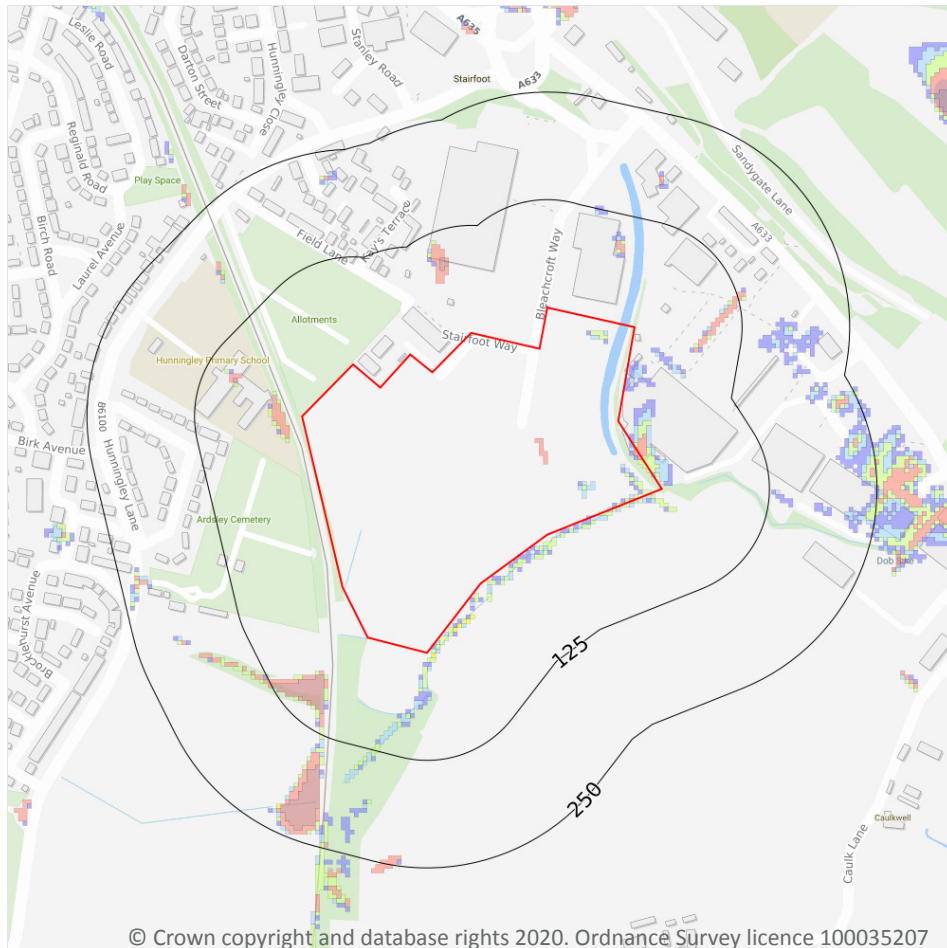
A full flood risk assessment will be required at the site in the event that it will be developed/redeveloped. The NPPF states that the flood risk assessment should identify and assess the risks of all forms of flooding to and from the development and demonstrate how these flood risks will be managed so that the development remains safe throughout its lifetime, taking climate change into account. Those proposing developments should take advice from the emergency services when producing an evacuation plan for the development as part of the flood risk assessment.



## Flood Risk



### Surface water flood risk



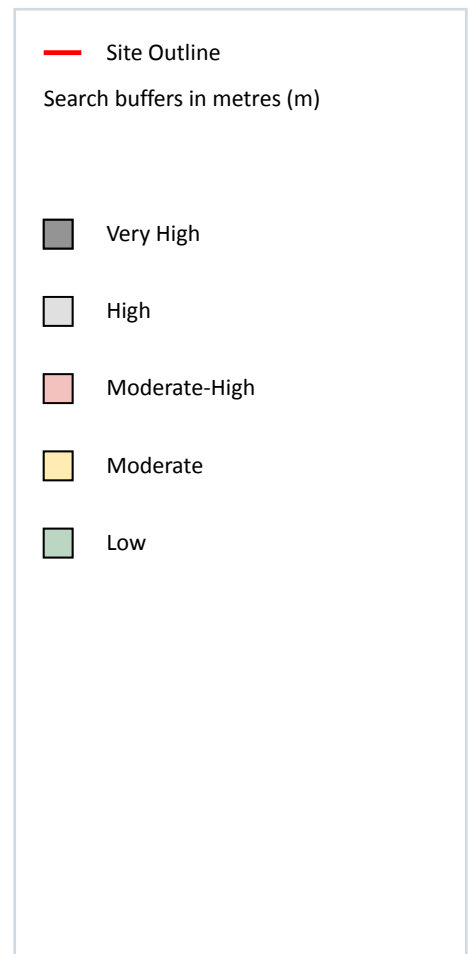
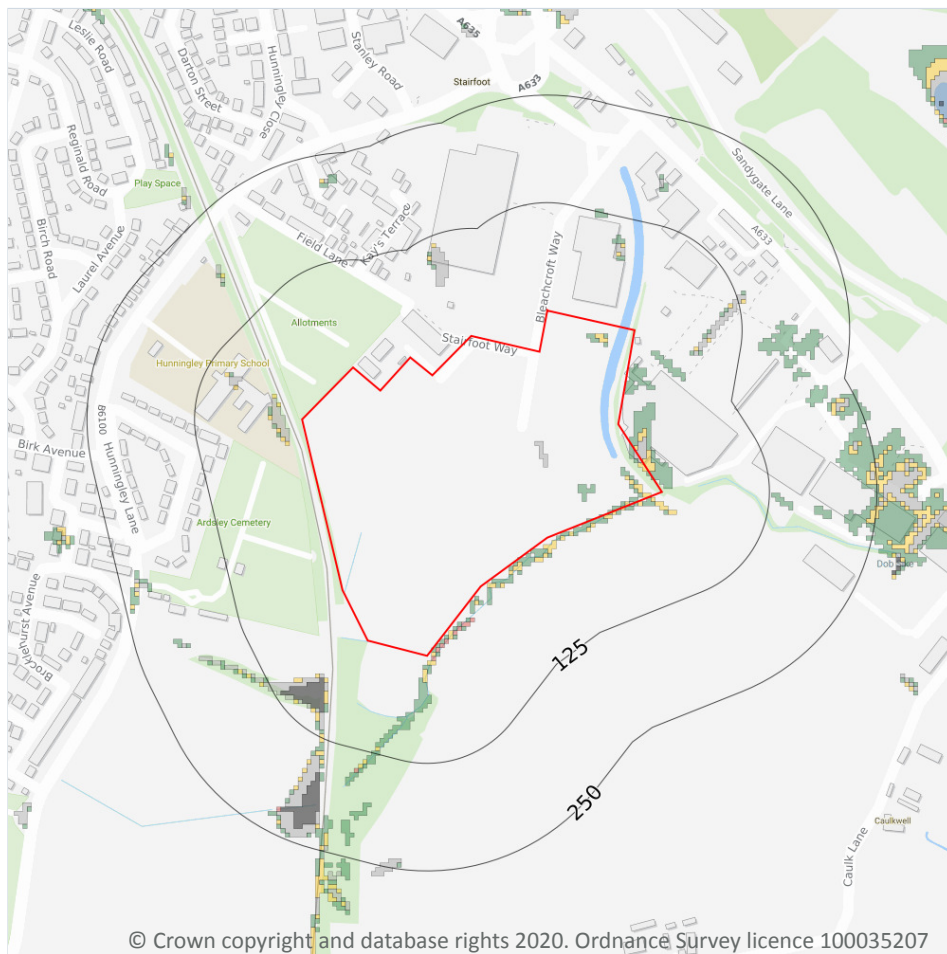
#### Surface water flood risk

The property is likely to be prone to flooding following extreme rainfall, which may have an impact on insuring the property against flood risk.

The area in which the property is located has been assessed to be at a Significant risk of surface water flooding. This area is considered to have a 1 in 30 probability of surface water flooding due to rainfall in a given year to a depth of between 0.3m and 1.0m. However, as is the case with probability statistics and predictions, this information should be used as a guideline only. The area may flood several years in a row, or not at all for many years. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though some older ones may flood in a 1 in 5 year rainfall event.

These risk calculations are based on Ambiental Risk Analytics maps.

## Ambiental FloodScore™



The property has been rated as having a High level of flood hazard.

Ambiental's FloodScore™ rating provides an indication of the likelihood of a property being flooded from river, coastal, groundwater and/or surface water flood. The FloodScore™ information is based on a model and should not be relied upon as fact. It is only one of the many considerations reviewed as part of a commercial insurance policy.

Other underwriting considerations may include whether the building has been raised, are the contents raised off the floor, the construction type, business type, whereabouts the flooding impacts the property and the likelihood of business interruption such as access restrictions due to flood waters. As a property owner, understanding the risk to your property is valuable and adding flood resilience measures to the property, where known to be at risk, may help getting insurance or reducing the premium or excess charged by an insurer.

## Datasets searched

This is a full list of the data searched in this report. If we have found results of note we will state "Identified". If no results of note are found, we will state "Not identified". Our intelligent filtering will hide "Not identified" sections to speed up your workflow.

Flood Risk	
Risk of flooding from rivers and the sea	Not identified
Flood storage areas: part of floodplain	Not identified
Historical flood areas	Not identified
Areas benefiting from flood defences	Not identified
Flood defences	Not identified
Proposed flood defences	Not identified
<b>Surface water flood risk</b>	<b>Identified</b>
Groundwater flooding	Not identified

## Flood information

The Flood Risk Assessment section is based on datasets covering a variety of different flooding types. No inspection of the property or of the surrounding area has been undertaken by Groundsure or the data providers. The modelling of flood hazards is extremely complex and in creating a national dataset certain assumptions have been made and all such datasets will have limitations. These datasets should be used to give an indication of relative flood risk rather than a definitive answer. Local actions and minor variations, such as blocked drains or streams etc. can greatly alter the effect of flooding. A low or negligible modelled flood risk does not guarantee that flooding will not occur. Nor will a high risk mean that flooding definitely will occur. Groundsure's overall flood risk assessment takes account of the cumulative risk of river, coastal, surface water (pluvial), and groundwater flooding and historic flood events.

### Risk of flooding from rivers and the sea

This is an assessment of flood risk for England and Wales produced using local data and expertise, provided by Environment Agency. It shows the chance of flooding from rivers or the sea presented in categories taking account of flood defences and the condition those defences are in. The model uses local water level and flood defence data to model flood risk.

### Historic flood events

Over 86,000 events are recorded within this database. This data is used to understand where flooding has occurred in the past and provides details as available. Absence of a historic flood event for an area does not mean that the area has never flooded, but only that Environment Agency/Natural Resources Wales do not currently have records of flooding within the area. Equally, a record of a flood footprint in previous years does not mean that an area will flood again, and this information does not take account of flood management schemes and improved flood defences.

### Surface water flooding

Ambiental Risk Analytics surface water flood map identifies areas likely to flood following extreme rainfall events, i.e. land naturally vulnerable to surface water or "pluvial" flooding. This data set was produced by simulating 1 in 30 year, 1 in 100 year, 1 in 250 year and 1 in 1000 year rainfall events. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though older ones may even flood in a 1 in 5 year rainstorm event.

### Proposed flood defences

The data includes all Environment Agency/Natural Resources Wales's projects over £100K that will change or sustain the standards of flood defence in England and Wales over the next 5 years. It also includes the equivalent schemes for all Local Authority and Internal Drainage Boards.

### Flood storage areas

Flood Storage Areas may also act as flood defences. A flood storage area may also be referred to as a balancing reservoir, storage basin or balancing pond. Its purpose is to attenuate an incoming flood peak to a flow level that can be accepted by the downstream channel. It may also delay the timing of a flood peak so that its volume is discharged over a longer time interval. These areas are also referred to as Zone 3b or 'the functional floodplain' and has a 5% or greater chance of flooding in any given year, or is designed to flood in the event of an extreme (0.1%) flood or another probability which may be agreed between the Local Planning Authority and Environment Agency/Natural Resources Wales, including water conveyance routes. Development within Flood Storage Areas is severely restricted.

## Groundwater flooding

Groundwater flooding is flooding caused by unusually high groundwater levels. It occurs as excess water emerging at the ground surface or within underground structures such as basements. Groundwater flooding tends to be more persistent than surface water flooding, in some cases lasting for weeks or months, and it can result in significant damage to property. This risk assessment is based on a 5m Digital Terrain Model (DTM) and 1 in 100 year and 1 in 250 year return periods.

## Conveyancing Information Executive and our terms & conditions

### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: [info@groundsure.com](mailto:info@groundsure.com). Groundsure adheres to the Conveyancing Information Executive Standards.

#### The Standards

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill.
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions.
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and associated parties.

#### Complaints Advice

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 up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Standards.

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

#### COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

- acknowledge it within 5 working days of receipt
- normally deal with it fully and provide a final response, in writing, within 20 working days of receipt
- liaise, at your request, with anyone acting formally on your behalf

Complaints should be sent to:

Operations Director, Groundsure Ltd, Sovereign House, Church Street, Brighton, BN1 1UJ. Tel: 08444 159 000. Email: [info@groundsure.com](mailto:info@groundsure.com) If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

Groundsure's Terms and Conditions can be viewed online at this link: <https://www.groundsure.com/terms-and-conditions-jan-2020/>

## Important consumer protection information

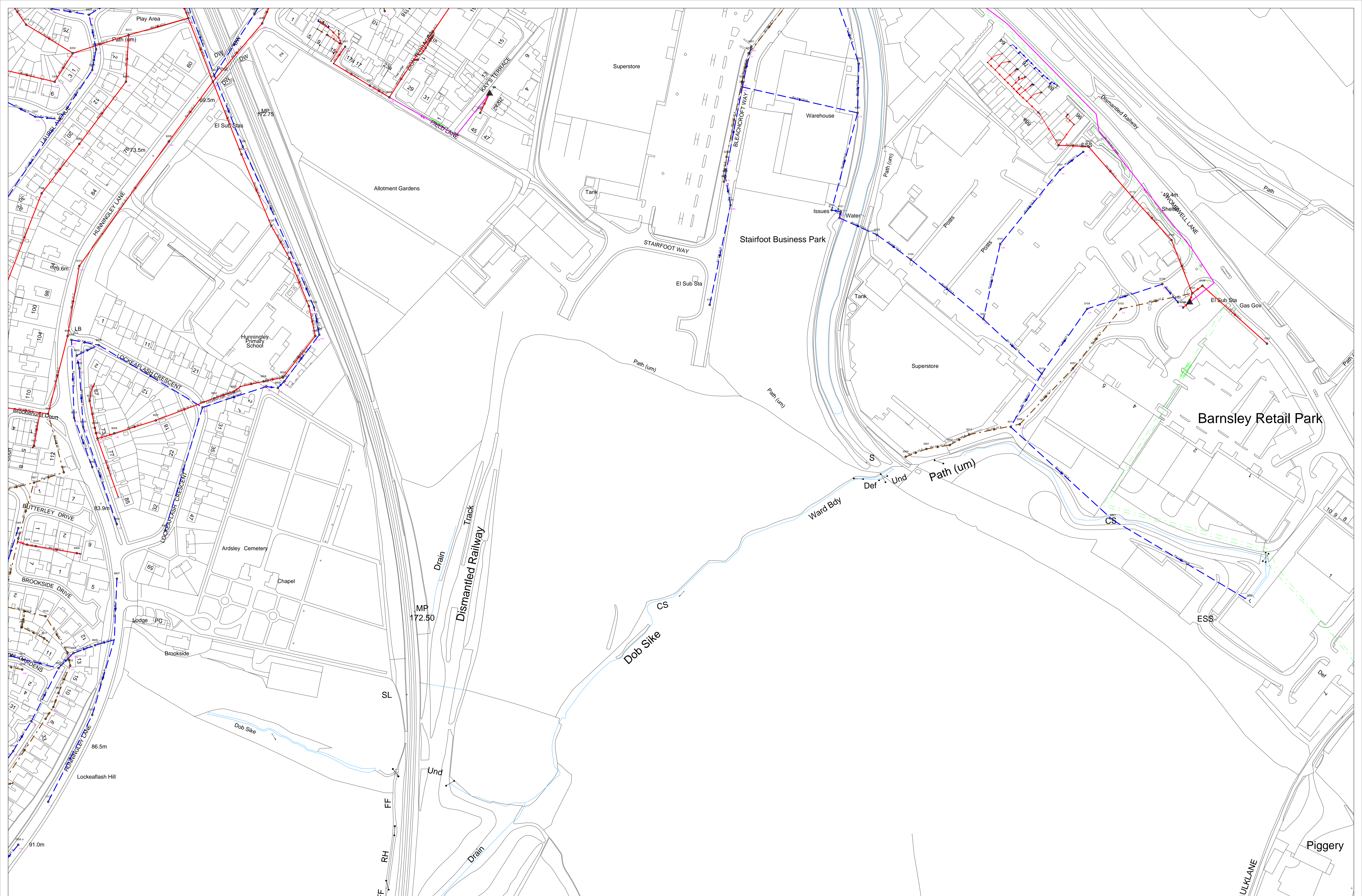
All of the advice and reports that Groundsure produces are covered by a comprehensive Remediation Contribution policy to ensure customers are protected, see <https://www.groundsure.com/remediation> for full details.

## Data providers

Groundsure works with respected data providers to bring you the most relevant and accurate information in your Floodview report. To find out who they are and their areas of expertise see <https://www.groundsure.com/sources-reference>.

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## Appendix F Yorkshire Water Public Sewer Map



UPN: Undefined	Originator: C ROBERTS, YorMap, 87 2582	437113 : 404878	Map Name : SE3604NE Yorkshire Water, PO Box 500, Hallifax Road, Bradford BD6 2LZ Contact Name : YorMap Advisor C ROBERTS Contact Tel : 87 2582	Title Notes <small>(C) COPYRIGHT STATEMENTS: Reproduced by permission of Ordnance Survey on behalf of HM Government 2020. All rights reserved. Ordnance Survey Licence number 100022432</small>	<b>Partial Key</b> Foul Sewer = F Combined Sewer = C Surface Water Sewer = SW Trade Sewer = TD Partially Separate = PS Date Req : 02/02/2020, 09:19:56 Source : Sewer Network Enquiry	<small>This plan is furnished as a general guide only and no warranty is to be considered as given or implied. This plan must not be relied upon in the event of excavations or other works made in the vicinity of public sewers. No house or property connections are shown.</small> Date Gen : 02/02/2020, 09:20:17
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