GeoSmart Information

Environmental Thinking

Detailed Drainage



Report reference:	Report status:	Date issued:
73050R1	FINAL	03/04/2020

Detailed Surface Water Management Strategy

Site address:

107 Gardner Road, Portslade, Brighton BN41 1PN

Grid Reference:

525163, 105191

Report prepared for:

Grand Avenue Development

Powered by Tumu Consulting

GeoSmart Information Ltd

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1.Infiltration test results

Percolation test results sheet

Site name: 1073 GARDNER RD

Location (Post Code) : BN41 1PN

Contact Telephone number:

Storm Event (Normally 1:100 Yr): 1:30 YR Climate Change % (Usually 40%): 1:100 YR

(Once development has been completed) Roof area 48 m² Hard standing 18.4 m²

Test Pit 1

Length	Width	Depth
300	300	300

Percolation Test (date/start time)	Time taken to drain from 75%-25%
1 26.3.2020	600 sec
2 26.3.2020	645 sec
3 26.3.2020	685 sec

Test Pit 2

Length	Width	Depth
300	300	300

Percolation Test (date/start time)	Time taken to drain from 75%-25%
1 26.3.2020	700 sec
2 26.3.2020	780 sec
3 26.3.2020	825 sec

Client	
Site	107B Gardner Road, Brighton
Project No.	-
Test date	-
Test supervised by	Rainwater Harvesting Ltd

CALCULATION OF SOIL INFILTRATION RATE

Time (min)	Depth (mm)

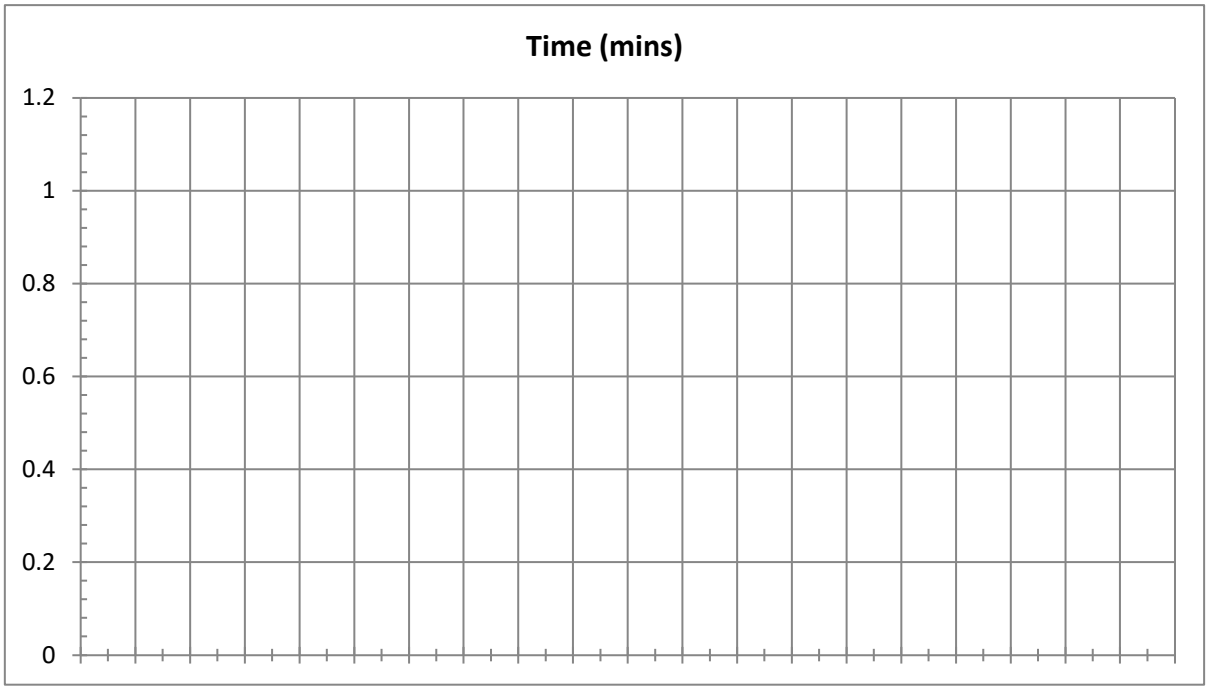
Trial pit/Test No.	Pit 1 Test 3
Length (m)	0.300
Width (m)	0.300
Depth (m)	0.300

Depth to water at start of test (m)	0.000
Depth to water at end of test (m)	0.300
Depth to water at 75% level (m)	0.075
Depth to water 50% level (m)	0.150
Depth to water at 25% level (m)	0.225

Base area of trial pit	0.09
a_{P50}	0.27
V_{P75-25}	0.0135

from the graph (below)	
t_{P75}	0
t_{P25}	12

Soil infiltration rate, f = 6.94E-05 m/s



Client	
Site	107B Gardner Road, Brighton
Project No.	-
Test date	-
Test supervised by	Rainwater Harvesting Ltd

CALCULATION OF SOIL INFILTRATION RATE

Time (min)	Depth (mm)

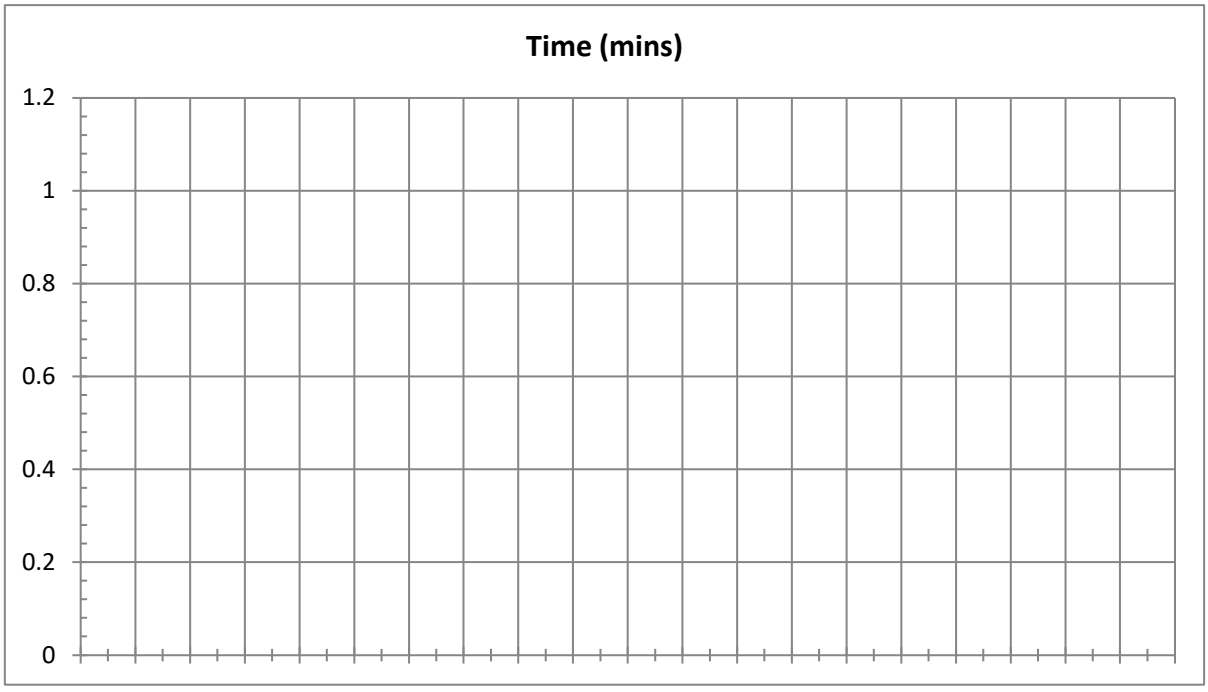
Trial pit/Test No.	Pit 2 Test 3
Length (m)	0.300
Width (m)	0.300
Depth (m)	0.300

Depth to water at start of test (m)	0.000
Depth to water at end of test (m)	0.300
Depth to water at 75% level (m)	0.075
Depth to water 50% level (m)	0.150
Depth to water at 25% level (m)	0.225

Base area of trial pit	0.09
a_{P50}	0.27
V_{P75-25}	0.0135

from the graph (below)	
t_{P75}	0
t_{P25}	14

Soil infiltration rate, f = 5.95E-05 m/s



2.Drainage Layout and Details

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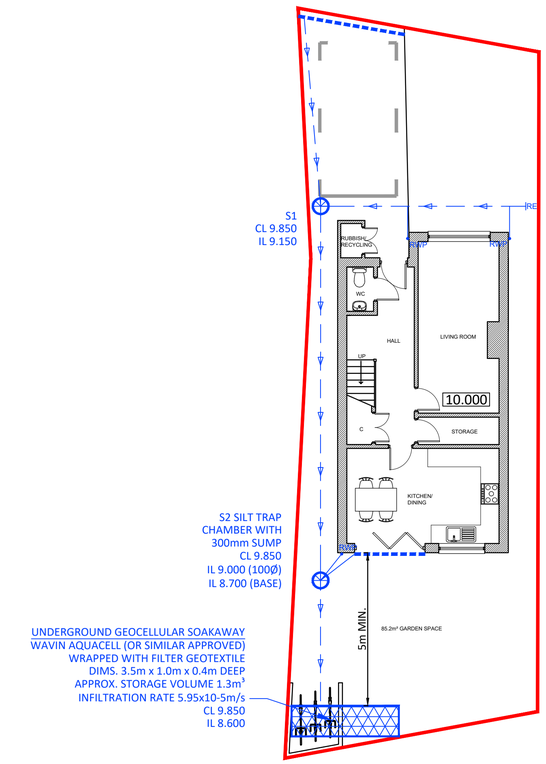
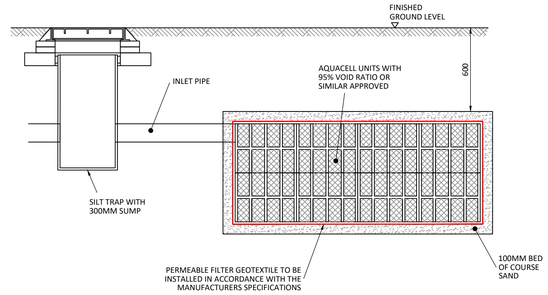


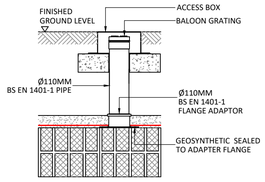
DRAINAGE LAYOUT
SCALE 1:100

GEOCELLULAR SOAKAWAY



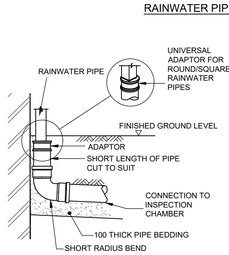
NOTE: THIS DETAIL IS TO BE READ IN CONJUNCTION WITH THE MANUFACTURERS INSTALLATION DETAILS

GEOCELLULAR SOAKAWAY - AIR VENT

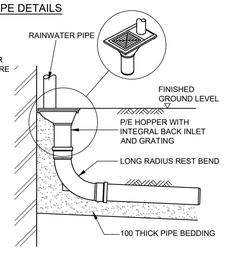


NOTE: VENT PIPE LOCATION TO BE DETERMINED ON-SITE BY CONTRACTOR

RAINWATER PIPE DETAILS

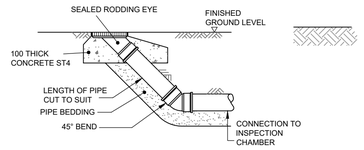


RAINWATER PIPE CONNECTED TO INSPECTION CHAMBER



RAINWATER PIPE CONNECTED TO COLLECTOR DRAIN VIA A JUNCTION

SEALED RODDING EYE



NOTES:
1. ALL BUILDING DRAINAGE WORKS SHALL BE CARRIED OUT IN ACCORDANCE WITH THE CURRENT BRITISH/EUROPEAN STANDARDS BSEN752, THE CURRENT BUILDING REGULATIONS AND THE LOCAL AUTHORITY BUILDING CONTROL SPECIFICATIONS AND REQUIREMENTS.
2. EXACT LOCATION OF RAINWATER DOWNPIPES AND ALL INTERNAL DRAINAGE POINTS TO BE CONFIRMED BY ARCHITECT. RAINWATER PIPE OUTLETS TO BE ROD-ABLE.
3. ALL DRAINAGE WORKS TO BE CONSTRUCTED FROM THE OUTFALL TOWARDS THE HEAD OF RUN TO ENSURE THE OUTFALL CAN BE ACHIEVE
4. CONTRACTOR TO VERIFY LOCATIONS OF ALL EXISTING SERVICES PRIOR TO COMMENCEMENT AND ARRANGE FOR ANY NECESSARY PROTECTION, DIVERSION OR LOWERING WORKS AS REQUIRED.
5. ALL SURFACE PRIVATE DRAINAGE PIPES TO BE 100mm DIAMETER UNLESS OTHERWISE STATED WITH A MIN GRADIENT OF 1:100 UNLESS OTHERWISE STATED.
6. ALL SOAKAWAYS AND SURFACE WATER DRAINAGE PIPEWORK HAS BEEN DESIGNED TO ACCOMMODATE UNDERGROUND ALL RUNOFF ARISING FROM 100-YEAR STORM WITH 40% ALLOWANCE FOR FUTURE CLIMATE CHANGE.
7. SOAKAWAYS HAVE BEEN DESIGNED BASED ON AN ASSUMED INFILTRATION RATE OF 0.2142m/hour (EQUIVALENT TO 5.95x10-5m/s), BASED ON THE RESULTS OF THE PERCOLATION TESTS UNDERTAKEN BY RAINWATER HARVESTING LTD. THE LOWEST RATE ENCOUNTERED HAS BEEN USED (PIT 2 TEST 3).
8. CONTRACTOR TO VERIFY DEPTH TO GROUNDWATER LEVELS AND MIN. 1m FREEBOARD PROVIDED TO SOAKAWAY INVERT LEVEL.

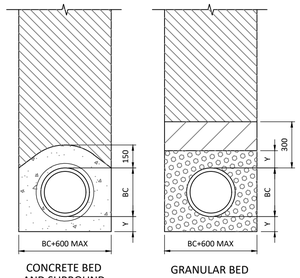
KEY

- SITE BOUNDARY
- XX.XXX FINISHED FLOOR LEVEL

PROPOSED PRIVATE DRAINAGE

- SURFACE WATER DRAIN
- SURFACE WATER INSPECTION CHAMBER
- GEOCELLULAR SOAKAWAY
- RWP RAINWATER PIPE
- REI RODDING EYE
- DRAINAGE CHANNEL (ACO MD100 OR SIMILAR APPROVED)

PIPE BEDDING DETAILS



CONCRETE BED AND SURROUND CLASS 'Z'

GRANULAR BED AND SURROUND CLASS 'S'

KEY

- SUITABLE BACKFILL MATERIAL.
- SELECTED SIDEFILL AND SURROUND. CLASS 8 LOWER TRENCH FILL TABLE 6/1 SHW
- SINGLE SIZE GRANULAR MATERIAL. TABLE 5/3 SHW TO BS 13242 COARSE AGGREGATE CLAUSE 4.3.2
- GEN3 CONCRETE BED AND SURROUND.

DN = NOMINAL INTERNAL DIAMETER OF PIPE.
BC = OUTSIDE DIAMETER OF PIPE.

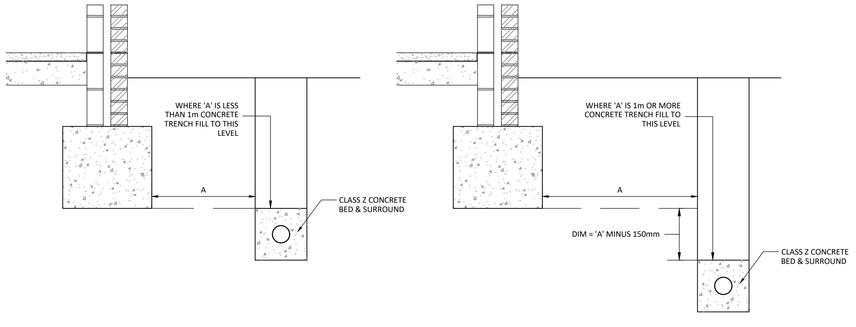
DIMENSION Y

CLASS	MACHINE DUG UNIFORM SOIL	ROCK OR MIXED SOILS
N,F,B & S	NOTE (i)	NOTE (ii)
A & Z	NOTE (ii)	NOTE (ii)

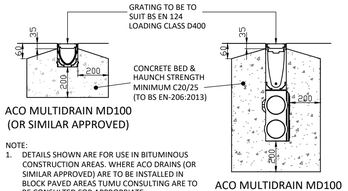
(i) Y=BC/6, WITH MIN 100 UNDER BARRELS (50 FOR SLEEVE JOINTED) AND MIN 50 UNDER SOCKETS, WHICHEVER IS THE GREATER, WITH MAX OF 400.

(ii) Y=BC/4, WITH MIN 200 UNDER BARRELS (150 FOR SLEEVE JOINTED) AND MIN 150 UNDER SOCKETS, WHICHEVER IS THE GREATER, WITH A MAX OF 400.

PIPE RUNS NEAR BUILDINGS



ACO DRAIN



NOTE:
1. DETAILS SHOWN ARE FOR USE IN BITUMINOUS CONSTRUCTION AREAS. WHERE ACO DRAINS (OR SIMILAR APPROVED) ARE TO BE INSTALLED IN BLOCK PAVED AREAS TUMU CONSULTING ARE TO BE CONSULTED FOR APPROPRIATE CONSTRUCTION DETAILS.
2. THESE DETAILS ARE TO BE READ IN CONJUNCTION WITH MANUFACTURERS SPECIFICATIONS.

REV.	DESCRIPTION	Date	BY	CHK
A	FIRST ISSUE	02.04.20	AB	PS

DESIGN BY: tumu CONSULTING

CLIENT:

GeoSmart Information

DRAWING STATUS: PLANNING APPLICATION

SCALE @ A1: 0 1:100 5 metres

PROJECT: 107B GARDNER ROAD, BRIGHTON, BN41 1PN

TITLE: SURFACE WATER DRAINAGE LAYOUT & DETAILS

PROJECT No:	DRAWING No:	REV:
19285	D01	A

3. Detailed Design Calculations

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STORM SEWER DESIGN by the Modified Rational Method

Design Criteria for Storm

Pipe Sizes UKPartH Manhole Sizes UKPartH

FSR Rainfall Model - England and Wales

Return Period (years)	2	PIMP (%)	100
M5-60 (mm)	19.900	Add Flow / Climate Change (%)	0
Ratio R	0.340	Minimum Backdrop Height (m)	0.000
Maximum Rainfall (mm/hr)	50	Maximum Backdrop Height (m)	1.500
Maximum Time of Concentration (mins)	30	Min Design Depth for Optimisation (m)	1.200
Foul Sewage (l/s/ha)	0.000	Min Vel for Auto Design only (m/s)	1.00
Volumetric Runoff Coeff.	0.750	Min Slope for Optimisation (1:X)	500

Designed with Level Soffits

Network Design Table for Storm

PN	Length (m)	Fall (m)	Slope (1:X)	I.Area (ha)	T.E. (mins)	Base Flow (l/s)	k (mm)	HYD SECT	DIA (mm)	Section Type	Auto Design
S1.000	6.700	0.300	22.3	0.003	5.00	0.0	0.600	o	100	Pipe/Conduit	
S1.001	12.200	0.150	81.3	0.002	0.00	0.0	0.600	o	100	Pipe/Conduit	
S1.002	4.400	0.050	88.0	0.003	0.00	0.0	0.600	o	100	Pipe/Conduit	
S1.003	4.000	0.050	80.0	0.000	0.00	0.0	0.600	o	100	Pipe/Conduit	

Network Results Table

PN	Rain (mm/hr)	T.C. (mins)	US/IL (m)	Σ I.Area (ha)	Σ Base Flow (l/s)	Foul (l/s)	Add Flow (l/s)	Vel (m/s)	Cap (l/s)	Flow (l/s)
S1.000	50.00	5.07	9.450	0.003	0.0	0.0	0.0	1.64	12.9	0.4
S1.001	50.00	5.31	9.150	0.005	0.0	0.0	0.0	0.85	6.7	0.7
S1.002	50.00	5.40	9.000	0.008	0.0	0.0	0.0	0.82	6.4	1.1
S1.003	50.00	5.47	8.600	0.008	0.0	0.0	0.0	0.86	6.8	1.1

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Manhole Schedules for Storm

MH Name	MH CL (m)	MH Depth (m)	MH Connection	MH Diam.,L*W (mm)	Pipe Out PN	Pipe Out Invert Level (m)	Pipe Out Diameter (mm)	Pipes In PN	Pipes In Invert Level (m)	Pipes In Diameter (mm)	Backdrop (mm)
SRE	9.850	0.400	Junction		S1.000	9.450	100				
S1	9.850	0.700	Open Manhole	450	S1.001	9.150	100	S1.000	9.150	100	
S2	9.850	0.850	Open Manhole	450	S1.002	9.000	100	S1.001	9.000	100	
SSOAKAWAY	9.850	1.250	Open Manhole	0	S1.003	8.600	100	S1.002	8.950	100	350
SGROUND	9.850	1.300	Open Manhole	0		OUTFALL		S1.003	8.550	100	

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PIPELINE SCHEDULES for Storm

Upstream Manhole

PN	Hyd Sect	Diam (mm)	MH Name	C.Level (m)	I.Level (m)	D.Depth (m)	MH Connection	MH DIAM., L*W (mm)
S1.000	o	100	SRE	9.850	9.450	0.300	Junction	
S1.001	o	100	S1	9.850	9.150	0.600	Open Manhole	450
S1.002	o	100	S2	9.850	9.000	0.750	Open Manhole	450
S1.003	o	100	SSOAKAWAY	9.850	8.600	1.150	Open Manhole	0

Downstream Manhole

PN	Length (m)	Slope (1:X)	MH Name	C.Level (m)	I.Level (m)	D.Depth (m)	MH Connection	MH DIAM., L*W (mm)
S1.000	6.700	22.3	S1	9.850	9.150	0.600	Open Manhole	450
S1.001	12.200	81.3	S2	9.850	9.000	0.750	Open Manhole	450
S1.002	4.400	88.0	SSOAKAWAY	9.850	8.950	0.800	Open Manhole	0
S1.003	4.000	80.0	SGROUND	9.850	8.550	1.200	Open Manhole	0

Free Flowing Outfall Details for Storm

Outfall Pipe Number	Outfall Name	C. Level (m)	I. Level (m)	Min I. Level (m)	D,L (mm)	W (mm)
S1.003	SGROUND	9.850	8.550	0.000	0	0

Simulation Criteria for Storm

Volumetric Runoff Coeff	0.750	Additional Flow - % of Total Flow	0.000
Areal Reduction Factor	1.000	MADD Factor * 10m³/ha Storage	2.000
Hot Start (mins)	0	Inlet Coeffiecient	0.800
Hot Start Level (mm)	0	Flow per Person per Day (l/per/day)	0.000
Manhole Headloss Coeff (Global)	0.500	Run Time (mins)	60
Foul Sewage per hectare (l/s)	0.000	Output Interval (mins)	1

Number of Input Hydrographs 0 Number of Offline Controls 0 Number of Time/Area Diagrams 0
Number of Online Controls 1 Number of Storage Structures 1 Number of Real Time Controls 0

Synthetic Rainfall Details

Rainfall Model	FSR	Profile Type	Summer
Return Period (years)	2	Cv (Summer)	0.750
Region	England and Wales	Cv (Winter)	0.840
M5-60 (mm)	19.900	Storm Duration (mins)	30
Ratio R	0.340		

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Online Controls for Storm

Depth/Flow Relationship Manhole: SSOAKAWAY, DS/PN: S1.003, Volume (m³): 0.0

Invert Level (m) 8.600

Depth (m)	Flow (l/s)	Depth (m)	Flow (l/s)	Depth (m)	Flow (l/s)	Depth (m)	Flow (l/s)	Depth (m)	Flow (l/s)
0.200	0.0000	1.400	0.0000	2.600	0.0000	3.800	0.0000	5.000	0.0000
0.400	0.0000	1.600	0.0000	2.800	0.0000	4.000	0.0000	5.200	0.0000
0.600	0.0000	1.800	0.0000	3.000	0.0000	4.200	0.0000	5.400	0.0000
0.800	0.0000	2.000	0.0000	3.200	0.0000	4.400	0.0000	5.600	0.0000
1.000	0.0000	2.200	0.0000	3.400	0.0000	4.600	0.0000	5.800	0.0000
1.200	0.0000	2.400	0.0000	3.600	0.0000	4.800	0.0000	6.000	0.0000

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Storage Structures for Storm

Cellular Storage Manhole: SSOAKAWAY, DS/PN: S1.003

Invert Level (m) 8.600 Safety Factor 1.5
Infiltration Coefficient Base (m/hr) 0.21420 Porosity 0.95
Infiltration Coefficient Side (m/hr) 0.21420

Depth (m)	Area (m²)	Inf. Area (m²)	Depth (m)	Area (m²)	Inf. Area (m²)	Depth (m)	Area (m²)	Inf. Area (m²)
0.000	3.5	3.5	0.400	3.5	6.5	0.401	0.0	6.5

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1 year Return Period Summary of Critical Results by Maximum Level (Rank 1) for Storm

Simulation Criteria

Areal Reduction Factor	1.000	Additional Flow - % of Total Flow	0.000
Hot Start (mins)	0	MADD Factor * 10m³/ha Storage	2.000
Hot Start Level (mm)	0	Inlet Coeffiecient	0.800
Manhole Headloss Coeff (Global)	0.500	Flow per Person per Day (l/per/day)	0.000
Foul Sewage per hectare (l/s)	0.000		

Number of Input Hydrographs 0 Number of Offline Controls 0 Number of Time/Area Diagrams 0
Number of Online Controls 1 Number of Storage Structures 1 Number of Real Time Controls 0

Synthetic Rainfall Details

Rainfall Model	FSR	M5-60 (mm)	19.900
Region	England and Wales	Ratio R	0.340
Cv (Summer)	0.750		
Cv (Winter)	0.840		

Margin for Flood Risk Warning (mm)	300.0
Analysis Timestep	2.5 Second Increment (Extended)
DTS Status	OFF
DVD Status	ON
Inertia Status	OFF

Profile(s)	Summer and Winter
Duration(s) (mins)	15, 30, 60, 120, 180, 240, 360, 480, 600, 720, 960, 1440
Return Period(s) (years)	1, 30, 100
Climate Change (%)	0, 20, 40

PN	US/MH Name	Storm	Return Period	Climate Change	First (X) Surcharge	First (Y) Flood	First (Z) Overflow	Overflow Act.	Water Level (m)	Surcharged Depth (m)
S1.000	SRE	15 Winter	1	+0%					9.461	-0.089
S1.001	S1	15 Winter	1	+0%	100/30 Summer				9.171	-0.079
S1.002	S2	15 Winter	1	+0%	100/15 Winter				9.028	-0.072
S1.003	SSOAKAWAY	60 Winter	1	+0%	1/30 Winter				8.715	0.015

PN	US/MH Name	Flooded Volume (m³)	Flow / Cap.	Overflow (l/s)	Pipe Flow (l/s)	Status	Level Exceeded
S1.000	SRE	0.000	0.03		0.4	OK*	
S1.001	S1	0.000	0.10		0.6	OK	
S1.002	S2	0.000	0.17		0.9	OK	
S1.003	SSOAKAWAY	0.000	0.00		0.0	SURCHARGED	

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30 year Return Period Summary of Critical Results by Maximum Level (Rank 1) for Storm

Simulation Criteria

Areal Reduction Factor	1.000	Additional Flow - % of Total Flow	0.000
Hot Start (mins)	0	MADD Factor * 10m³/ha Storage	2.000
Hot Start Level (mm)	0	Inlet Coeffiecient	0.800
Manhole Headloss Coeff (Global)	0.500	Flow per Person per Day (l/per/day)	0.000
Foul Sewage per hectare (l/s)	0.000		

Number of Input Hydrographs 0 Number of Offline Controls 0 Number of Time/Area Diagrams 0
Number of Online Controls 1 Number of Storage Structures 1 Number of Real Time Controls 0

Synthetic Rainfall Details

Rainfall Model	FSR	M5-60 (mm)	19.900
Region	England and Wales	Ratio R	0.340
Cv (Summer)	0.750		
Cv (Winter)	0.840		

Margin for Flood Risk Warning (mm)	300.0
Analysis Timestep	2.5 Second Increment (Extended)
DTS Status	OFF
DVD Status	ON
Inertia Status	OFF

Profile(s)	Summer and Winter
Duration(s) (mins)	15, 30, 60, 120, 180, 240, 360, 480, 600, 720, 960, 1440
Return Period(s) (years)	1, 30, 100
Climate Change (%)	0, 20, 40

PN	US/MH Name	Storm	Return Period	Climate Change	First (X) Surcharge	First (Y) Flood	First (Z) Overflow	Overflow Act.	Water Level (m)	Surcharged Depth (m)
S1.000	SRE	15 Winter	30	+20%					9.470	-0.080
S1.001	S1	15 Winter	30	+20%	100/30 Summer				9.189	-0.061
S1.002	S2	120 Winter	30	+20%	100/15 Winter				9.084	-0.016
S1.003	SSOAKAWAY	120 Winter	30	+20%	1/30 Winter				9.083	0.383

PN	US/MH Name	Flooded Volume (m³)	Flow / Cap.	Overflow (l/s)	Pipe Flow (l/s)	Status	Level Exceeded
S1.000	SRE	0.000	0.09		1.2	OK*	
S1.001	S1	0.000	0.31		2.0	OK	
S1.002	S2	0.000	0.19		1.1	OK	
S1.003	SSOAKAWAY	0.000	0.00		0.0	SURCHARGED	

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100 year Return Period Summary of Critical Results by Maximum Level (Rank 1) for Storm

Simulation Criteria

Areal Reduction Factor	1.000	Additional Flow - % of Total Flow	0.000
Hot Start (mins)	0	MADD Factor * 10m³/ha Storage	2.000
Hot Start Level (mm)	0	Inlet Coeffiecient	0.800
Manhole Headloss Coeff (Global)	0.500	Flow per Person per Day (l/per/day)	0.000
Foul Sewage per hectare (l/s)	0.000		

Number of Input Hydrographs 0 Number of Offline Controls 0 Number of Time/Area Diagrams 0
Number of Online Controls 1 Number of Storage Structures 1 Number of Real Time Controls 0

Synthetic Rainfall Details

Rainfall Model	FSR	M5-60 (mm) 19.900	Cv (Summer) 0.750
Region England and Wales		Ratio R 0.340	Cv (Winter) 0.840

Margin for Flood Risk Warning (mm)	300.0
Analysis Timestep	2.5 Second Increment (Extended)
DTS Status	OFF
DVD Status	ON
Inertia Status	OFF

Profile(s)	Summer and Winter
Duration(s) (mins)	15, 30, 60, 120, 180, 240, 360, 480, 600, 720, 960, 1440
Return Period(s) (years)	1, 30, 100
Climate Change (%)	0, 20, 40

PN	US/MH Name	Storm	Return Period	Climate Change	First (X) Surcharge	First (Y) Flood	First (Z) Overflow	Overflow Act.	Water Level (m)	Surcharged Depth (m)
S1.000	SRE	360 Winter	100	+40%					9.550	0.000
S1.001	S1	120 Winter	100	+40%	100/30 Summer				9.741	0.491
S1.002	S2	120 Winter	100	+40%	100/15 Winter				9.740	0.640
S1.003	SSOAKAWAY	120 Winter	100	+40%	1/30 Winter				9.739	1.039

PN	US/MH Name	Flooded Volume (m³)	Flow / Cap.	Overflow (l/s)	Pipe Flow (l/s)	Status	Level Exceeded
S1.000	SRE	0.000	0.02		0.3	FLOOD RISK*	
S1.001	S1	0.000	0.16		1.0	FLOOD RISK	
S1.002	S2	0.000	0.29		1.6	FLOOD RISK	
S1.003	SSOAKAWAY	0.000	0.00		0.0	FLOOD RISK	

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4. Further information

Disclaimer

This report has been prepared by GeoSmart in its professional capacity as soil and groundwater specialists, with reasonable skill, care and diligence within the agreed scope and terms of contract and taking account of the manpower and resources devoted to it by agreement with its client, and is provided by GeoSmart solely for the internal use of its client.

The advice and opinions in this report should be read and relied on only in the context of the report as a whole, taking account of the terms of reference agreed with the client. The findings are based on the information made available to GeoSmart at the date of the report (and will have been assumed to be correct) and on current UK standards, codes, technology and practices as at that time. They do not purport to include any manner of legal advice or opinion. New information or changes in conditions and regulatory requirements may occur in future, which will change the conclusions presented here.

This report is confidential to the client. The client may submit the report to regulatory bodies, where appropriate. Should the client wish to release this report to any other third party for that party's reliance, GeoSmart may, by prior written agreement, agree to such release, provided that it is acknowledged that GeoSmart accepts no responsibility of any nature to any third party to whom this report or any part thereof is made known. GeoSmart accepts no responsibility for any loss or damage incurred as a result, and the third party does not acquire any rights whatsoever, contractual or otherwise, against GeoSmart except as expressly agreed with GeoSmart in writing.

Further information

Information on confidence levels and ways to improve this report can be provided for any location on written request to info@geosmart.co.uk or via our website. Updates to our model are ongoing and additional information is being collated from several sources to improve the database and allow increased confidence in the findings. Further information on groundwater levels and flooding are being incorporated in the model to enable improved accuracy to be achieved in future versions of the map. Please contact us if you would like to join our User Group and help with feedback on infiltration SuDS and mapping suggestion.

Important consumer protection information

This search has been produced by GeoSmart Information Limited, Suite 9-11, 1st Floor, Old Bank Buildings, Bellstone, Shrewsbury, SY1 1HU.

Tel: 01743 298 100

Email: info@geosmartinfo.co.uk

GeoSmart Information Ltd 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 practice and quality standards within the industry for the benefit of consumers and property professionals,
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services, and
- 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, and
- 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

GeoSmart Complaints procedure

GeoSmart Information Limited is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

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.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

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. We will co-operate fully with the Ombudsman during an investigation and comply with his final decision.

Complaints should be sent to:

Alan White
Operations Manager
GeoSmart Information Limited
Suite 9-11, 1st Floor,
Old Bank Buildings,
Bellstone,
Shrewsbury,
SY1 1HU
Tel: 01743 298 100
alanwhite@geosmartinfo.co.uk

5. Terms and conditions, CDM regulations and data limitations

Terms and conditions can be found on our website:

http://geosmartinfo.co.uk/terms-conditions/

CDM regulations can be found on our website:

http://geosmartinfo.co.uk/knowledge-hub/cdm-2015/

Data use and limitations can be found on our website:

http://geosmartinfo.co.uk/data-limitations/