

Surface water drainage charge

Q. 2.3: Is a surface water drainage charge payable?

A.: Records confirm that a surface water drainage charge is not applicable at this property. 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.

Guidance notes:

Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are applicable.

If on inspection the buyer finds that the property is not connected for surface water drainage, the buyer should contact their retailer.

Public sewers within the boundary of the property

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

A.: The public sewer map included indicates that there is a public sewer, disposal main or lateral drain within the boundaries of the property. However, from 1 October 2011 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.

Guidance notes:

The approximate boundary of the property has been determined by reference to the Ordnance Survey record or the map supplied.

The presence of a public sewer within the boundary of the property may restrict further development within it.

Southern Water Services has a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of Southern Water Services or its contractors needing to enter the property to carry out work.

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 householder.

Public pumping station within the boundary of the property

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

A.: 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:

The approximate boundary of the property has been determined by reference to the Ordnance Survey record or the map supplied.

The presence of a pumping station within the boundary of the property may restrict further development within it.

Southern Water Services has a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of Southern Water Services or its contractors needing to enter the property to carry out work.

It should be noted that only private pumping stations installed before 1 July 2011 will be transferred into the ownership of Southern Water Services.

Public sewers near to the property

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

A.: The public sewer map indicates that there are no public sewers within 30.48 metres (100 feet) of a building within the property.

Guidance notes:

From 1 October 2011 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.

The presence of a public sewer within 30.48 metres (100 feet) of a building within 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 a building within the boundary of the property and the nearest public sewer.

Public pumping station near to the property

Q. 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?

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

Guidance notes:

The measure is estimated from the Ordnance Survey record, between a building within the boundary of the property and the nearest pumping station.

It should be noted that only private pumping stations installed before 1 July 2011 will be transferred into the ownership of Southern Water Services.

Public adoption of sewers and lateral drains

Q. 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?

A.: Records indicate that the sewers serving the development, of which this property forms part, are not the subject of an application for adoption under Section 104 of the Water Industry Act 1991. Where the property is part of an established development it would not normally be subject to an adoption agreement under Section 104 of the Water Industry Act 1991.

Guidance notes:

This enquiry is of interest to purchasers of new buildings who will want to know whether or not the building 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 private drains and sewers for which they will hold maintenance and renewal liabilities.

Final adoption is subject to the developer complying with the terms of the adoption agreement under Section 104 of the Water Industry Act 1991.

Any sewers and/or lateral drains within the boundary of the property are not the subject of an adoption agreement and remain the responsibility of the householder. Adoptable sewers are normally those situated in the public highway.

Building over a public sewer, disposal main or drain

Q. 2.7: Has the 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?

A.: There are no records in relation to any approval or consultation 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. However, the sewerage undertaker might not be aware of a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain.

Guidance notes:

Buildings or extensions erected over a sewer in contravention of Building Control may have to be removed or altered.

From 1 October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership and the sewerage undertaker may not have approved or been consulted about any plans to erect a building or extension on the property or in the vicinity of these.

Risk of flooding due to overloading public sewers

Q. 2.8: Is the building which is or forms part of the property at risk of internal flooding due to overloaded public sewers?

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

Guidance notes:

A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.

"Internal flooding" from the 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 defined as properties that have suffered or are likely to suffer internal flooding from the public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the sewerage undertaker's reporting procedure.

Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included.

Buildings may be at risk of flooding but not identified where flooding incidents have not been reported to the sewerage undertaker.

Public sewers are defined as those for which the sewerage undertaker 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 the sewerage undertaker. This report excludes flooding from the private sewers and drains and the sewerage undertaker makes no comment upon this matter.

Sewage treatment works

Q. 2.9: Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.

A.: The nearest sewage treatment works is 3.09 kilometres West of the property. The name of the sewage treatment works is ROMSEY WTW, which is the responsibility of Southern Water Services, Southern House, Yeoman Road, Worthing, West Sussex, BN13 3NX.

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 that there may be a private sewage treatment works closer than the one detailed above that have not been identified.

Water

Connection to mains water supply

Q. 3.1: Is the property connected to mains water supply?

A.: Records indicate that the property is not connected to mains water supply and water is therefore likely to be provided by virtue of a private supply.

Guidance notes:

The situation should be checked with the current owner of the property.

Details of private supplies are not kept by the water undertaker.

Water mains, resource mains or discharge pipes

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

A.: The map of the 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 or the map supplied.

The presence of a public water main within the boundary of the property may restrict further development within it.

Water undertakers have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the water undertaker or its contractors needing to enter the property to carry out work.

Adoption of water mains and services pipes

Q. 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?

A.: 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 properties who will want to know whether or not the property will be linked to the mains water supply.

Risk of low water pressure or flow

Q. 3.4: Is the property at risk of receiving low water pressure or flow?

A.: Records confirm that the property is not recorded 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 regulatory reference level which is the minimum pressure when demand on the system is not abnormal.

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.

Water companies include properties receiving pressure below the reference level, provided that allowable exclusions do not apply (i.e. events which can cause pressure to temporarily fall below the reference level). Refer to list below:

Abnormal demand: This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand which are normally expected. Companies exclude properties which are affected by low pressure only on those days with the highest peak demands. During the year companies may exclude, for each property, up to five days of low pressure caused by peak demand.

Planned maintenance: Companies exclude low pressures caused by planned maintenance. It is not intended that companies identify the number of properties affected in each instance. However, companies must maintain sufficiently accurate records to verify that low pressure incidents that are excluded because of planned maintenance are actually caused by maintenance.

One-off incidents: This exclusion covers a number of causes of low pressure; mains bursts; failures of company equipment (such as PRVs or booster pumps); firefighting; and action by a third party. However, if problems of this type affect a property frequently, they cannot be classed as one-off events and further investigation will be required before they can be excluded.

Low pressure incidents of short duration: Properties affected by low pressures 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, may be excluded.

Water hardness

Q. 3.5: What is the classification of the water supply for the property?

A.: The water supplied to the property has an average water hardness of 281mg/l calcium carbonate which is defined as "Hard" by Southern Water.

Guidance notes:

The hardness of water depends on the amount of calcium in it – the more it contains, the harder the water is.

There is no UK or European standard set for the hardness of drinking water. More information on water hardness can be found on the Drinking Water Inspectorates' website: <http://www.dwi.gov.uk/>

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

To convert from:	to Clark degrees	to French degrees	to German degrees
mg/l calcium	multiply by 0.18	multiply by 0.25	multiply by 0.14
mg/l calcium carbonate	multiply by 0.07	multiply by 0.10	multiply by 0.056

Water meters

Q. 3.6: Is there a meter installed at this property?

A.: Records indicate that the property is not served by a water meter

Guidance notes:

Where the property is not served by a water meter and the customer wishes to consider this method of charging they should contact the water undertaker for their area.

If a property is measured (metered) upon change of occupation this property will remain as a metered property.

Charging

Sewerage undertaker

Q. 4.1.1: Who is responsible for providing the sewerage services for the property?

A.: Southern Water is responsible for providing the sewerage services for the property.

Guidance notes:

The 'wholesale' part of the water industry did not open for competition in April 2017. This means that Southern Water continues to operate the network of pipes, mains and treatment works.

As a wholesaler, Southern Water sells sewerage services to the companies who enter the retail market. In some instances, wholesalers will still need to interact directly with customers. For example, customers will still contact Southern Water to report internal sewer flooding.

Water undertakers

Q. 4.1.2: Who is responsible for providing the water services for the property?

A.: Southern Water is responsible for providing the water services for the property.

Guidance notes:

The 'wholesale' part of the water industry did not open for competition in April 2017. This means that water undertakers continue to operate the network of pipes, mains and treatment works.

As a wholesaler, water undertakers sell water services to the companies who enter the retail market. In some instances, wholesalers will still need to interact directly with customers. For example, customers will still contact water undertakers to report leaks.

Sewerage bills

Q. 4.2: Who bills the property for sewerage services?

A.: If you wish to know who bills the sewerage services for this property then you will need to contact the current owner. For a list of all potential retailers of sewerage services for the property please visit www.open-water.org.uk.

Guidance notes:

From April 2017 non-household customers in England can choose their retailer.

'Retail' refers to the way in which customers are billed for their water and sewerage as well as customer services including meter reading.

Water bills

Q. 4.3: Who bills the property for water services?

A.: If you wish to know who bills the water services for this property then you will need to contact the current owner. For a list of all potential retailers of water services for the property please visit www.open-water.org.uk.

Guidance notes:

From April 2017 non-household customers in England can choose their retailer.

'Retail' refers to the way in which customers are billed for their water and sewerage as well as customer services including meter reading

Trade effluent information

Q. 4.4: Is there a consent on this property to discharge trade effluent under Section 118 of the Water Industry Act (1991) into the public sewerage system?

A.: The trader operating at this commercial property does not hold either a Trade Effluent Consent, or an acknowledgement of a trade effluent discharge, as issued by Southern Water.

Guidance notes:

Please note, any existing consent is dependent on the business being carried out at the property and will not transfer automatically upon change of ownership.

Any change of ownership from the current incumbent of a property will require the negotiation of a new trade effluent consent or a new acknowledgement between the new incumbent and Southern Water.

Where consent or acknowledgement details have been provided, this does not represent a direct copy of the original.

Other information

Additional meter information

No further information.

DISCLAIMER: These replies and information, including that shown on the enclosed plan(s), are given on the distinct understanding that neither the Company nor any of its representatives is legally liable for its accuracy or for any action or omission to act whatsoever by anyone on the strength of that information, save as to obvious error. In particular, any person proposing to construct or excavate on land on the basis of information hereby provided should carry out all necessary on-site investigations

Appendix one: Terms and expressions

- "the 1991 Act" means the Water Industry Act 1991(i);
- "the 2000 Regulations" means the Water Supply (Water Quality) Regulations 2000(ii);
- "the 2001 Regulations" means the Water Supply (Water Quality) Regulations 2001(iii);
- "adoption agreement" means an agreement made or to be made under Section 51A(1) or 104(1) of the 1991 Act(iv);
- "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 31 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 31 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(v);
- "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(vi);
- "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(vii) 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(viii), 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(ix);
 - (b) by virtue of a scheme under Schedule 2 to the 1991 Act(x);
 - (c) under Section 179 of the 1991 Act(xi); or
 - (d) otherwise;
- "public sewer map" means the map made available under Section 199(5) of the 1991 Act(xii);
- "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.

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

- (i) 1991 c.56.
- (ii) S.I. 2000/3184. These Regulations apply in relation to England.
- (iii) S.I. 2001/3911. These Regulations apply in relation to Wales.
- (iv) 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.
- (v) Various amendments have been made to Sections 102 and 104 by section 96 of the Water Act 2003.
- (vi) Inserted by Section 56 of and Schedule 4 to the Water Act 2003.
- (vii) Subsection (1A) was inserted by Section 92(5) of the Water Act 2003.
- (viii) Section 106(1A) was inserted by Section 99 of the Water Act 2003.
- (ix) 1989 c.15.
- (x) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.
- (xi) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.
- (xii) Section 199 was amended by Section 97(1) and (8) of the Water Act 2003.

Appendix two: A guide to new development

The information contained below is for general guidance only. It is recommended that Southern Water's Developer Services department be contacted for further details concerning new infrastructure development.

Wastewater information

Sewer requisitions

It may be necessary for a developer to request that Southern Water provides a public sewer to connect a development site to the existing public system. The developer is responsible for the cost of the work, although a discount will be applied based on the future predicted income from the development served by the new sewer.

Sewer diversions

If a public sewer crosses private land, it may be possible for the landowner/developer to request the sewer be diverted. In the majority of cases Southern Water will allow the developer to undertake this work under close supervision. Whether Southern Water or the developer undertakes the diversionary works the costs are the responsibility of the developer.

Building-over sewers

Public sewers are afforded statutory protection and consequently there is no right to build over or in close proximity to a public sewer. If an existing public sewer either crosses a development site or is located in close proximity to a development site it is essential that a developer contact Southern Water.

Sewer connections

A developer can serve notice on Southern Water that it wishes to make a connection to the public sewerage system. The developer must provide 21 days' notice and the work will be supervised by Southern Water.

Water information

Water requisitions

It may be necessary for a developer to request that Southern Water provides both:

- (a) A public water main to connect a development site to the existing public system and,
- (b) On-site public water mains to serve the individual properties.

In both cases the developer is responsible for the cost of the work, although a discount will be applied based on the future predicted income from the development.

It is possible for the developer to lay the on-site mains themselves under a Self-Lay Agreement. Further details are available from Southern Water.

Water main diversions

The building over or in close proximity to public water mains is not permitted. A developer must request that Southern Water undertakes a diversion of a water main that is affected by a development.

Water connections

A developer can request a new connection to a public water main. This work will be undertaken by Southern Water.

Contact us

For specific information on Southern Water's Developer Services service, including details on how to contact the right person, please visit our website: www.southernwater.co.uk/developers-and-builders-overview.

Appendix three: Terms and conditions

The Customer the Client and the Purchaser are asked to note these terms, which govern the basis on which this drainage and water report is supplied.

Definitions

"The Company" means the water service company operating within the Southern Water drainage area that provides information to Southern Water for this commercial search Report.

"Order" means any request completed by the Customer requesting the Report.

"Report" means the drainage and/or water report prepared by The Company in respect of the Property.

"Property" means the address or location supplied by the Customer in the Order.

"Customer" means the person, company, firm or other legal body placing the Order, either on their own behalf as Client, or, as an agent for a Client.

"Client" means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property.

"Purchaser" means the actual or potential purchaser of the Property including their mortgage lender.

1.0 Agreement

- 1.1 Southern Water agrees to supply the Report subject to these terms. The scope and limitations of the Report are described in paragraph 2 of these terms. Where the Customer is acting as an agent for the Client then the Customer shall be responsible for bringing these terms to the attention of the Client.
- 1.2 The Customer and Client agree that the placing of an Order for a Report indicates their acceptance of these terms.

2.0 The Report

Whilst Southern Water will use reasonable care and skill in producing the Report, it is provided to the Client on the basis that they acknowledge and agree to the following:

- 2.1 The information contained in the Report can change on a regular basis so Southern Water cannot be responsible to the Client for any change in the information contained in the Report after the date on which the Report was produced and sent to the Client.
- 2.2 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 Property for any particular purpose, or relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.
- 2.3 The information contained in the Report is based upon the accuracy of the address supplied by the Customer or Client.
- 2.4 The Report provides information as to the location and connection of existing services, and details of trade effluent consents. It should not be relied upon for any other purpose. The Report may contain opinions or general advice to the Customer and the Client and Southern Water cannot ensure that any such opinion or general advice is accurate, complete or valid and accepts no liability therefore.
- 2.5 The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes.

3.0 Liability

- 3.1 Southern Water shall not be liable to the Client for any failure defect or non-performance of its obligations arising from any failure of or defect in any machine, processing system or transmission link or anything beyond Southern Water's reasonable control or the acts or omissions or any party for whom Southern Water is not responsible.
- 3.2 Where a Report is requested for an address falling within a geographical area where Southern Water and another Company separately provide water and sewerage services, then it shall be deemed that liability for the information given by Southern Water or the Company as the case may be will remain with Southern Water or the Company as the case may be in respect of the accuracy of the information supplied. Where Southern Water is supplying information which has been provided to it by another Company for the purposes outlined in this agreement, Southern Water will therefore not be liable in any way for the accuracy of that information.
- 3.3 Where the Customer sells this Report to a Client (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) Southern Water or the Company as the case may be shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss or damage whatsoever (save to the extent provided by clause 3.4) and the Customer shall indemnify Southern Water in respect of any claim (other than a claim covered by clause 3.4) by the Client.
- 3.4 Southern Water shall accept liability for death or personal injury arising from its negligence.
- 3.5 The entire liability of Southern Water or the Company as the case may be in respect of all causes of action arising under or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall not exceed £2,000,000 (two million pounds); and Southern Water or the Company as the case may be shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) be liable for any loss of profit, loss of goodwill, loss of reputation, loss of business or any indirect, special or consequential loss, damage or other claims, costs or expenses.

4.0 Copyright and confidentiality

- 4.1 The Customer and the Client acknowledge that the Report is confidential and is intended for the personal use of the Client. The copyright and any other intellectual property rights in the Report shall remain the property of Southern Water. No intellectual or other property rights are transferred or licensed to the Customer or the Client except to the extent expressly provided.
- 4.2 The Customer or Client is entitled to make copies of the Report (other than any maps contained in the, or attached to the Report, where no copying is permitted).
- 4.3 The Customer and Client agree (in respect of both the original and any copies made) to respect and not to alter any trademark, copyright notice or other property marking which appears on the Report.
- 4.4 The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.
- 4.5 The Customer and the Client agree to indemnify Southern Water or the Company as the case may be against any losses, costs, claims and damage suffered by Southern Water or the Company as the case may be, as a result of any breach by either of them of the terms of paragraphs 4.1 to 4.4 inclusive.

5.0 Payment

- 5.1 Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay for the price of the Report specified by Southern Water, without any set off, deduction or counterclaim. Unless the Customer or Client has an account with Southern Water for payment for Reports, payments for Reports must be received in full by Southern Water before the Report is produced. For Customers or Clients with accounts, payment terms will be as agreed with Southern Water.

6.0 General

- 6.1 If any provision of these terms is or becomes invalid or unenforceable, it will be taken to be removed from the rest of these terms to the extent that it is invalid or unenforceable. No other provision of these terms shall be affected.
- 6.2 These terms shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.
- 6.3 Nothing in this notice shall in any way restrict your statutory or any other rights of access to the information contained in the Report.

These Terms and conditions are available in larger print for those with impaired vision.

Appendix four: Complaints procedure

When we get it wrong

You deserve the highest standard of service from us, but sometimes we make mistakes. If we do, please let us know and we will investigate and review your concerns.

Whilst we always try to resolve all complaints straight away, if this is not possible and you are not happy with the course of action taken by us, you can ask us to escalate the issue internally or take your complaint to an independent third party.

How you contact us

Firstly please call us and we will try to sort out your problem straight away.

You can call us between 8am and 5pm, Monday to Friday on 0845 270 0212 or 0330 303 0276 (individual consumers);

Email us at searches@southernwater.co.uk; or

Write to us at LandSearch, Southern Water Services, Southern House, Capstone Road, Chatham, Kent, ME5 7QA.

What you can expect

You will receive a full, fair and courteous response from someone who can effectively deal with your problem.

If we can remedy the problem straight away we will do it but if we cannot immediately resolve your problem we will keep you informed of actions being taken.

The process

We will try to resolve any telephone contact or complaint at the time of the call, however, if that isn't possible, we will take the details of your complaint and we will investigate and get back to you within 10 working days.

We will respond to written complaints within 10 working days of the date received, but we will always aim to respond more quickly. Depending on the scale of investigation required, we will keep you informed of the progress and update you with new timescales if necessary.

If you are still not satisfied with our response or action we will refer the matter to a Senior Manager for resolution. At your request we will liaise with a third party representative acting on your behalf.

Our commitment to you

If we do not respond to your complaint within 10 working days of receipt of your contact, we will compensate you in line with Southern Water's Customer services — Guaranteed standards of service for business customers.

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

If you remain dissatisfied

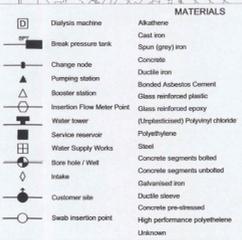
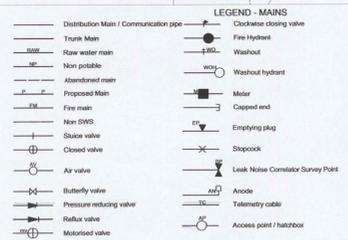
While we aim to resolve your complaint first time, in the event that we are unable to resolve the issue to your satisfaction, ultimately you can contact a third party. Please make sure that you have followed the process above first, if not, your complaint will be passed back to us.

SOUTHERN WATER SERVICES LIMITED

121884



120718



AK	Alkathene
CI	Cast iron
SI	Spun (grey) iron
CO	Concrete
DI	Ductile iron
BAC	Banded Asbestos Cement
GSP	Glass reinforced plastic
GSE	Glass reinforced epoxy
PVC	(Unplasticized) Polyvinyl chloride
PE	Polyethylene
SI	Steel
CSB	Concrete segments bedded
CSU	Concrete segments unbedded
GI	Galvanized iron
DI	Ductile sleeve
CPB	Concrete pre-bedded
HPE	High performance polyethylene
??	Unknown

O.S. Ref.
SU3721SW

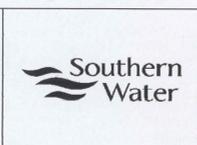
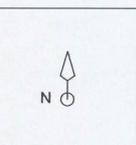
Drawn by: kumaria
Scale: 1:2500
Date: 05/04/2019

Title: U1430652_Land at Halterworth

The positions of pipes shown on this plan are believed to be correct, but Southern Water Services Ltd accept no responsibility in the event of inaccuracy. The actual position of pipes must be determined on site.

WARNING: BAC pipes are constructed of Banded Asbestos Cement
WARNING: Unknown (UNK) materials may include Banded Asbestos Cement

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438408



Dani Lister
Enzygo Ltd
Samuel House
5 Fox Valley Way
Stocksbridge
Sheffield
S36 2AA

Your ref

Our ref
DSA000027233

Date
13 October 2023

Contact
Tel 0330 303 0119

Dear Ms Lister,

Level 1 Capacity Check Enquiry: Land east of Halterworth Lane, Romsey, Hampshire, SO51 9AE.

We have completed the capacity check for the above development site and the results are as follows:

Foul Water

There is currently adequate capacity in the local sewerage network to accommodate a foul flow of **3.44 l/s** for the above development at manhole reference **SU37212503**. Please note that no surface water flows (existing or proposed) can be accommodated within the existing foul sewerage system unless agreed by the Lead Local Flood Authority in consultation with Southern Water, after the hierarchy Part H3 of Building Regulations has been complied with.

There is currently inadequate capacity in the local sewerage network to accommodate a foul flow of **3.44 l/s** for the above development at manhole reference **SU37212101** or **SU37204901**.

Connecting to our network

It should be noted that this information is only a hydraulic assessment of the existing sewerage network and does not grant approval for a connection to the public sewerage system. A formal Sewer Connection (S106) application is required to be completed and approved by Southern Water Services. To make an application visit: developerservices.southernwater.co.uk

Please note the information provided above does not grant approval for any designs/drawings submitted for the capacity analysis. The results quoted above are only valid for 12 months from the date of issue of this letter.



Should it be necessary to contact us please quote our above reference number relating to this application by email at southernwaterplanning@southernwater.co.uk

Yours sincerely,

Future Growth Planning Team
Developer Services

southernwater.co.uk/developing-building/planning-your-development

Appendix 3 – Environment Agency Correspondence
