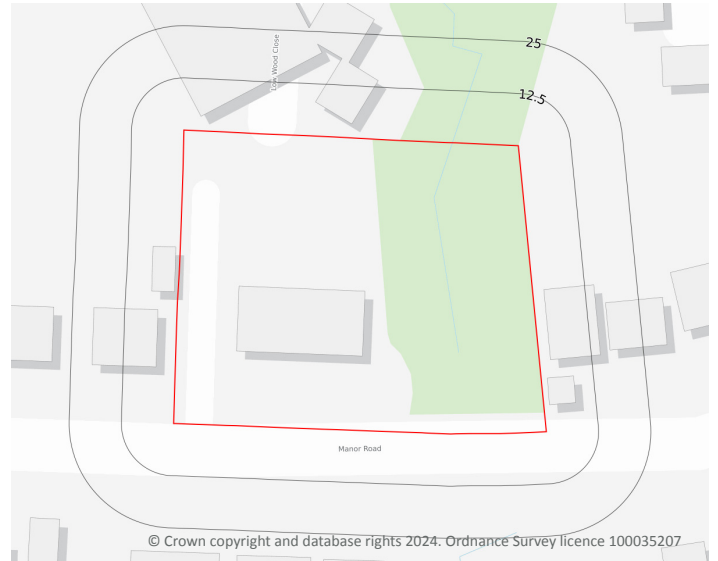


Flat 2, Chelworth Manor, Manor Road, Bramhall, Stockport, SK7 3LX

## Total planning applications

**19** In the last  
10 years

## Site plan



## Planning summary

	<b>Large Projects</b> 1 searched to 500m <a href="#">page 3 &gt;</a>		<b>Radon</b> <b>Passed</b>
	<b>Small Projects</b> 3 searched to 125m <a href="#">page 4 &gt;</a>		<b>Planning Constraints</b> <b>Identified</b> <a href="#">page 7 &gt;</a>
	<b>House Extensions</b> 15 searched to 50m <a href="#">page 4 &gt;</a>		<b>Local Information</b> <b>Yes</b> <a href="#">page 8 &gt;</a>

Full assessments for other environmental risks are available in additional Groundsure searches including the Groundsure Avista 7 in 1 report. Contact Groundsure or your search provider for further details.

## Planning summary



### Planning Applications

Using Local Authority planning information supplied and processed by Glenigan dating back 10 years, this information is designed to help you understand possible changes to the area around the property. Please note that even successful applications may not have been constructed and new applications for a site can be made if a previous one has failed. We advise that you use this information in conjunction with a visit to the property and seek further expert advice if you are concerned or considering development yourself.

**1**

#### Large Developments

searched to 500m

Please see [page 3 >](#) for details of the proposed developments.**3**

#### Small Developments

searched to 125m

Please see [page 4 >](#) for details of the proposed developments.**15**

#### House extensions or new builds

searched to 50m

Please see [page 4 >](#) for details of the proposed developments.

Please note the links for planning records were extracted at the time the application was submitted therefore some links may no longer work. In these cases, the application details can be found by entering the application reference manually into the Authority's planning website.

In order to understand this planning data better together with its limitations you should read the full detailed limitations on [page 13 >](#).



### Planning constraints

Protected areas have been identified within 50 metres of the property.

Please see [page 7 >](#) for details of the identified issues.

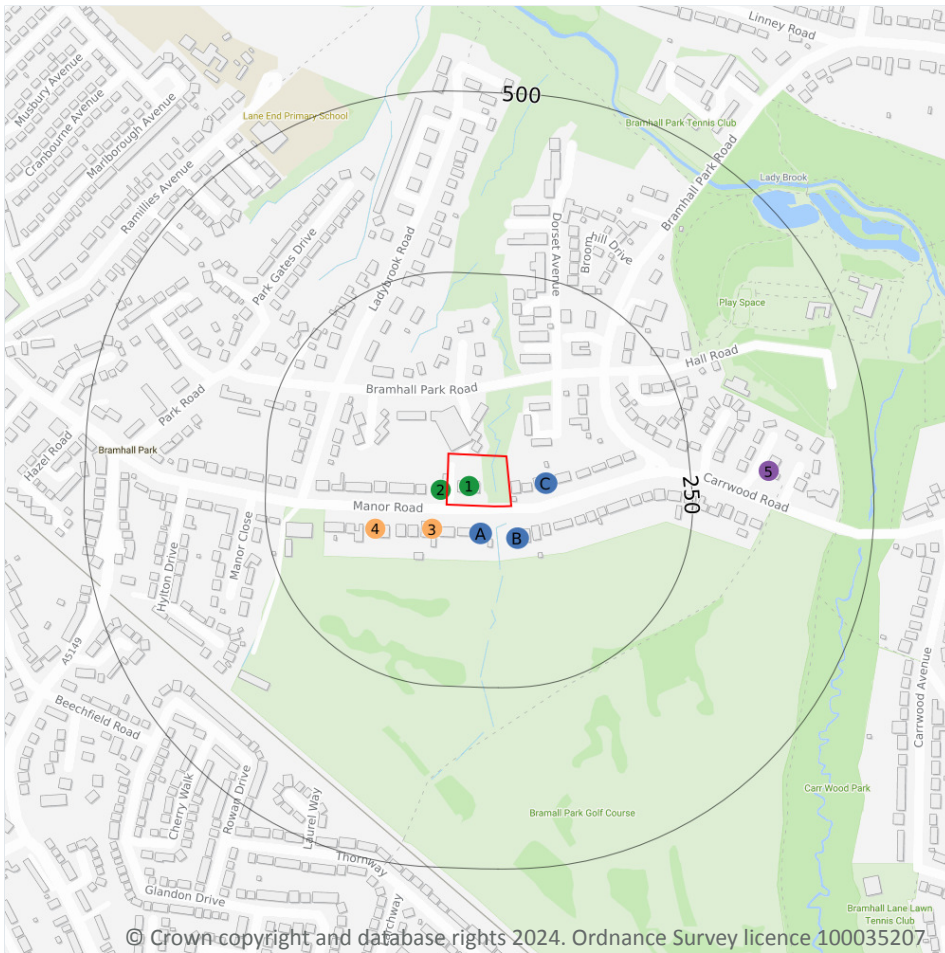
**Environmental Protected Areas** Not identified  
**Visual and Cultural Protected Areas** **Identified**

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## Planning Applications



— Site Outline

Search buffers in metres (m)

- Grouped applications
- Large Project planning application
- Large Project planning application (polygon)
- Small Project planning application
- Small Project planning application (polygon)
- House Extension planning application

## Large projects searched to 500m

1 large development within 500m from the property has been submitted for planning permission during the last ten years. Large developments are considered to be residential builds of 10 or more houses (or 1-9 units if value is greater than £1 million) and all other projects with a value of £250,000 or more. Please see below for details of the proposed developments.

ID	Details	Description	Online record
ID: 5 Distance: 357 m Direction: E	Application reference: DC/071342 Application date: 05/12/2018 Council: Stockport Accuracy: Proximity	Address: Clarendon House, 38 Carrwood Road, Bramhall, Stockport, Greater Manchester, SK7 3LR Project: 10 Flats Last known status: The application for detail approval has been withdrawn.	<a href="#">Link</a> ↗



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## Small projects searched to 125m

3 small developments within 125m from the property have been submitted for planning permission during the last ten years. Small developments are considered to be residential builds of 3-9 houses or other developments with a project value of less than £250,000. Please see below for details of the proposed developments.

ID	Details	Description	Online record
ID: A Distance: 39 m Direction: S	Application reference: DC/062799 Application date: 20/09/2016 Council: Stockport Accuracy: Proximity	Address: 30 Manor Road, Bramhall, Stockport, Greater Manchester, SK7 3LY Project: 8 Flats Last known status: The application for detail approval has been refused.	<a href="#">Link ↗</a>
ID: 3 Distance: 40 m Direction: SW	Application reference: DC/069670 Application date: 18/05/2018 Council: Stockport Accuracy: Proximity	Address: 32 Manor Road, Bramhall, Stockport, Greater Manchester, SK7 3LY Project: Luxury House Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: 4 Distance: 104 m Direction: SW	Application reference: DC/067854 Application date: 24/11/2017 Council: Stockport Accuracy: Proximity	Address: 30 Manor Road, Bramhall, Stockport, Greater Manchester, SK7 3LY Project: 8 Flats Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>

## House extensions and small new builds searched to 50m

15 house extensions and small new builds within 50m from the property have been submitted for planning permission during the last ten years.

ID	Details	Description	Online record
ID: 1 Distance: 0 Direction: on site	Application reference: DC/060209 Application date: 02/11/2015 Council: Stockport Accuracy: Exact	Address: 35 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LX Project: House (Extension) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: 2 Distance: 9 m Direction: W	Application reference: DC/066743 Application date: 10/08/2017 Council: Stockport Accuracy: Exact	Address: 35 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LX Project: House (Alterations) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: A Distance: 39 m Direction: S	Application reference: DC/064858 Application date: 06/03/2017 Council: Stockport Accuracy: Exact	Address: 40 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Alterations) Last known status: The application for detail approval has been refused.	<a href="#">Link ↗</a>



ID	Details	Description	Online record
ID: A Distance: 39 m Direction: S	Application reference: DC/063745 Application date: 31/10/2016 Council: Stockport Accuracy: Exact	Address: 40 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Extension) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: A Distance: 39 m Direction: S	Application reference: DC/062020 Application date: 20/05/2016 Council: Stockport Accuracy: Exact	Address: 62 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Extension) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: A Distance: 39 m Direction: S	Application reference: DC/061517 Application date: 18/04/2016 Council: Stockport Accuracy: Exact	Address: 40 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Extension) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: A Distance: 39 m Direction: S	Application reference: DC/061338 Application date: 10/03/2016 Council: Stockport Accuracy: Exact	Address: 40 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: Double Garage Last known status: The application for detail approval has been refused.	<a href="#">Link ↗</a>
ID: A Distance: 39 m Direction: S	Application reference: DC/060672 Application date: 15/01/2016 Council: Stockport Accuracy: Exact	Address: 40 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Extension) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: A Distance: 39 m Direction: S	Application reference: DC/060123 Application date: 28/10/2015 Council: Stockport Accuracy: Exact	Address: 40 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: Double Garage Last known status: The application for detail approval has been refused.	<a href="#">Link ↗</a>
ID: A Distance: 39 m Direction: S	Application reference: DC/059530 Application date: 19/08/2015 Council: Stockport Accuracy: Exact	Address: 40 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Alterations) Last known status: The application for detail approval has been withdrawn.	<a href="#">Link ↗</a>
ID: B Distance: 46 m Direction: SE	Application reference: DC/085215 Application date: 06/05/2022 Council: Stockport Accuracy: Exact	Address: 42 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Extension) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: B Distance: 48 m Direction: SE	Application reference: DC/084576 Application date: 19/04/2022 Council: Stockport Accuracy: Exact	Address: Elmwood, 44 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: Single Storey Rear Extension Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: B Distance: 48 m Direction: SE	Application reference: DC/079825 Application date: 23/02/2021 Council: Stockport Accuracy: Exact	Address: Oakwood, 44a Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LY Project: House (Extension) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>


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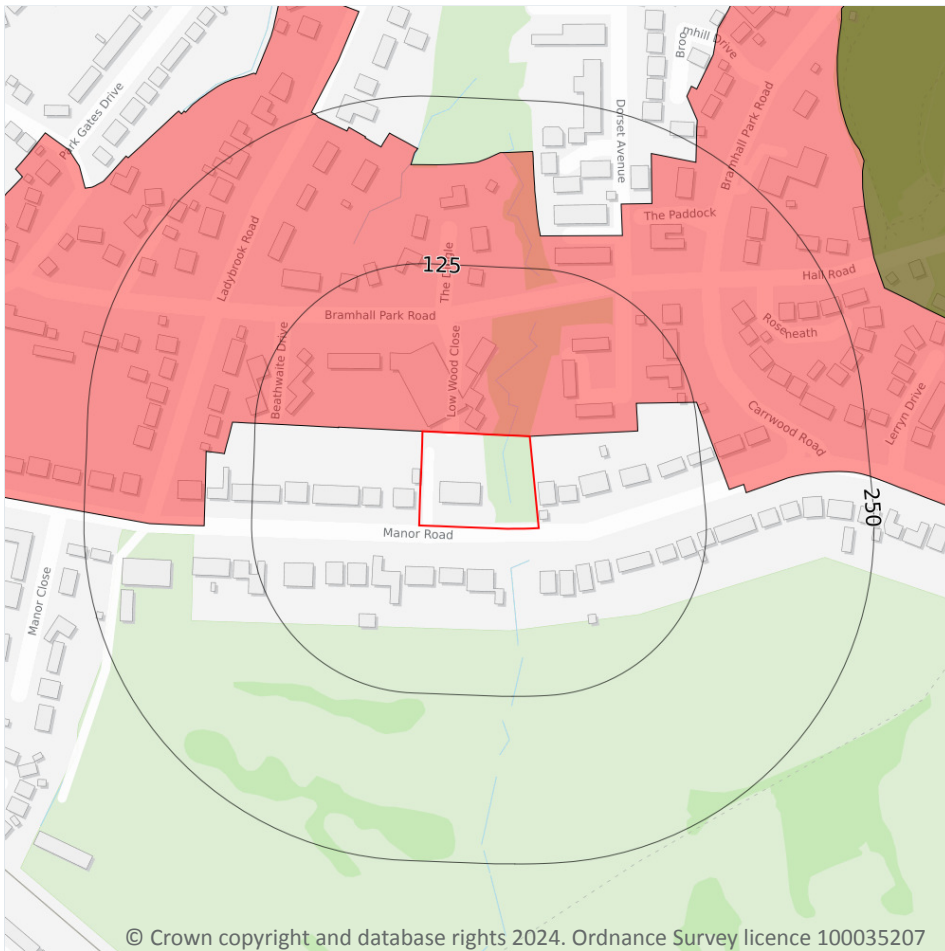
ID	Details	Description	Online record
ID: C Distance: 49 m Direction: E	Application reference: DC/057614 Application date: 09/02/2015 Council: Stockport Accuracy: Exact	Address: 43 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LX Project: House (Conversion) Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>
ID: C Distance: 49 m Direction: E	Application reference: DC/054780 Application date: 24/02/2014 Council: Stockport Accuracy: Exact	Address: 43 Manor Road, Bramhall, Stockport, Greater Manchester, North West, SK7 3LX Project: 2 Storey Rear Extension Last known status: Detailed plans have been granted.	<a href="#">Link ↗</a>

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## Planning constraints



**Site Outline**

Search buffers in metres (m)

- Listed buildings
- Certificates of immunity from listing
- Conservation areas
- National Parks
- Areas of Outstanding Natural Beauty
- Registered parks and gardens
- Scheduled Monuments
- World Heritage Sites
- Internationally important wetland sites (Ramsar Sites)
- Sites of Special Scientific Interest
- Designated Ancient Woodland
- Green Belt
- Local Nature Reserves
- Special Areas of Conservation
- National Nature Reserves
- Special Protection Areas (for birds)

### Conservation Areas

Conservation Areas exist to protect special architecture and historic interest in an area. It may mean that the property is located in or close to a beautiful or architecturally interesting place to live. There may be extra planning controls restricting some development. This particularly applies to developing the outside of the building and any trees at the property.

Distance	Direction	Name	District
0	on site	Bramall Park	Stockport

This data is sourced from Historic England and Local Authorities. For more information please see [historicengland.org.uk/listing/what-is-designation/local/conservation-areas/](https://historicengland.org.uk/listing/what-is-designation/local/conservation-areas/).

## Local Information



This section provides information on local amenities and services which may be of interest in your area.

### Amenities, Infrastructure and Entertainment

The following information shows the nearest feature found in the categories below. All distances quoted are straight line distances.

Class	Distance	Direction	Address
Bus stop	184 m	NE	Carr Wood Road, Cheadle Hulme
Chemist	965 m	E	Fir Road Pharmacy, 8, Fir Road, Bramhall, Stockport, Greater Manchester, SK7 2NP
Cinema	4.51 km	N	The Light, Redrock, Bridgefield Street, Stockport, Greater Manchester, SK1 1SA
Dentist	520 m	W	Freedom Dental, 105, Station Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 7BG
Doctors	1.01 km	NE	Bramhall Park Medical Centre, 235, Bramhall Lane South, Bramhall, Stockport, Greater Manchester, SK7 3EP
Grocery store	800 m	W	Tesco Express, 34, Station Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 7AB
Hospital	2.97 km	NE	Willow House, Willow House, Stepping Hill Site, Poplar Grove, Stockport, Greater Manchester, SK2 7JE
Household waste site	1.37 km	N	Adswold Civic Amenity Site, Land/premises At, Adswold Road, Adswold, Stockport, Cheshire, SK3 8LF
Nightclub	3.52 km	E	Bamboo Club, 83, London Road, Hazel Grove, Stockport, Greater Manchester, SK7 4AX
Post Office	943 m	W	Post Office (Cheadle Hulme), 30, Mellor Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 5AU
Pub	686 m	SW	Governors House, 43, Ravenoak Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 7EQ
Restaurant	833 m	NW	Gusto Italian, Landmark House, Station Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 7BS
Supermarket	1.06 km	NW	Waitrose Cheadle Hulme, Station Road, Cheadle, SK8 5AE
Theatre	887 m	W	Chads Theatre Co, Mellor Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 5AU
Train station	965 m	NW	Cheadle Hulme Rail Station, Cheadle Hulme



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## Police

The following local policing information is available for your search area:

Police Force: Greater Manchester Police

Community Safety Partnership: Cheadle Heath Police Station

Further information relating to your local police station can be found below. Additional information on local crime statistics can be viewed at: [www.police.uk](http://www.police.uk) ↗

Class	Distance	Direction	Address
Police Stations	2.69 km	N	Cheadle Heath Police Station, Cheadle Heath Police Station, Spectrum Way, Adswold, Stockport, Greater Manchester, SK3 0SA

## Council Tax Bands

The following Council Tax band information is available for the Local Authority.

Local Authority	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Year
Stockport	£1,490	£1,738	£1,986	£2,235	£2,731	£3,228	£3,724	£4,469	2023-2024
National Average	£1,344	£1,568	£1,792	£2,016	£2,475	£2,935	£3,397	£4,089	

## Education

The following information includes the nearest educational establishments. Further information on an individual school's performance can be obtained from the Department of Education and Skills

[www.dfes.gov.uk](http://www.dfes.gov.uk) ↗

Class	Distance	Direction	Address	Type
Nursery school	789 m	SW	Lilac Frog Nursery, 32, Church Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 7JB	-
Nursery school	893 m	W	Tiny Toes Children's Day Nursery, Tiny Toes Day Nursery 17-19, Mellor Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 5AT	-
Nursery school	1.42 km	SW	Baby Sensory, 51, Tintern Road, Cheadle Hulme, Cheadle, Greater Manchester, SK8 7QF	-
Infant school	513 m	NW	Lane End Primary School, Ramillies Avenue, Cheadle Hulme, Cheadle, Greater Manchester, SK8 7AL	-
Infant school	914 m	NE	Nevill Road Infant School, Nevill Road, Bramhall, Stockport, Greater Manchester, SK7 3ET	-
Infant school	964 m	NE	Nevill Road Junior School, Nevill Road, Bramhall, Stockport, Greater Manchester, SK7 3ET	-
Junior school	512 m	NW	Lane End Primary School, Ramillies Avenue, Cheadle Hulme, Stockport, SK8 7AL	Community school
Junior school	914 m	NE	Nevill Road Infant School, Nevill Road, Bramhall, Stockport, SK7 3ET	Community school



Class	Distance	Direction	Address	Type
Junior school	963 m	NE	Nevill Road Junior School, Nevill Road, Bramhall, Stockport, SK7 3ET	Community school
Secondary school	1.1 km	SW	Cheadle Hulme High School, Woods Lane, Cheadle Hulme, Cheadle, SK8 7JY	Academy - Converter mainstream
Secondary school	1.27 km	W	Cheadle Hulme School, Claremont Road, Cheadle Hulme, Cheadle, SK8 6EF	Other independent school
Secondary school	1.53 km	E	Bramhall High School, Seal Road, Bramhall, Stockport, SK7 2JT	Community school
Sixth form/college	1.1 km	SW	Cheadle Hulme High School, Woods Lane, Cheadle Hulme, Cheadle, SK8 7JY	Academy - Converter mainstream
Sixth form/college	1.27 km	W	Cheadle Hulme School, Claremont Road, Cheadle Hulme, Cheadle, SK8 6EF	Other independent school
Sixth form/college	2.6 km	E	Hazel Grove High School, Jacksons Lane, Hazel Grove, Stockport, SK7 5JX	Academy - Converter mainstream



## Air Quality

### Modelled Air Quality Readings

Defra publishes Background Concentration Maps of airborne pollutants, nitrous oxides (NO<sub>2</sub> and NO<sub>x</sub>) and particulate matter (PM<sub>10</sub> and PM<sub>2.5</sub>), for each year for Local Air Quality Management (LAQM) purposes.

The map for each year is modelled based on air quality monitoring and meteorological data gathered in a reference year. The current reference year is 2018. The maps divide the country into sectors. The concentrations for each sector account for pollution emitted within the sector itself and pollution that arrives from elsewhere, for example blown in by the wind.

The data presented here is the total estimated concentration of each pollutant in the sector that the site resides in, and the air quality objectives for each pollutant, which are taken from Defra's LAQM Technical Guidance document.

Pollutant	Local modelled reading (annual average)	UK Air Quality Objective (annual average)	UK Air Quality Objective (variable)
NO <sub>x</sub>	15 µg/m <sup>3</sup>	30 µg/m <sup>3</sup>	N/A
NO <sub>2</sub>	12 µg/m <sup>3</sup>	40 µg/m <sup>3</sup>	200 µg/m <sup>3</sup> (per hour - not be exceeded more than 18 times a year)
PM <sub>10</sub>	11 µg/m <sup>3</sup>	40 µg/m <sup>3</sup>	50 µg/m <sup>3</sup> (per 24hr period - not be exceeded more than 35 times a year)
PM <sub>2.5</sub>	7 µg/m <sup>3</sup>	25 µg/m <sup>3</sup>	N/A

### Notes

Pollutant	Details
NO <sub>x</sub>	NO <sub>2</sub> and NO are both oxides of nitrogen and together are referred to as nitrogen oxides (NO <sub>x</sub> )
NO <sub>2</sub>	Nitric oxide (NO) is mainly derived from road transport emissions and other combustion processes such as the electricity supply industry. NO is not considered to be harmful to health. However once released to the atmosphere NO is usually very rapidly oxidized mainly by ozone (O <sub>3</sub> ) to nitrogen dioxide (NO <sub>2</sub> ) which can be harmful to health.
PM <sub>10</sub>	Particulate Matter less than 10µm in aerodynamic diameter. Particles less than or equal to 10 micrometers in diameter are so small that they can get into the lungs potentially causing serious health problems. Ten micrometers is less than the width of a single human hair.
PM <sub>2.5</sub>	Particulate Matter less than 2.5µm in aerodynamic diameter. Particles less than or equal to 10 micrometers in diameter are so small that they can get into the lungs potentially causing serious health problems. Particles of this size can only be seen with an electron microscope.



## 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.

Planning		Neighbourhood	
Large projects searched to 500m	Identified	Air quality management area	Not identified
Small projects searched to 125m	Identified	<b>Air Quality</b>	<b>Identified</b>
House extensions and small new builds searched to 50m	Identified		
Radon			
Radon	Not identified		
Planning constraints			
Sites of Special Scientific Interest	Not identified		
Internationally important wetland sites (Ramsar Sites)	Not identified		
Special Areas of Conservation	Not identified		
Special Protection Areas (for birds)	Not identified		
National Nature Reserves	Not identified		
Local Nature Reserves	Not identified		
Designated Ancient Woodland	Not identified		
Green Belt	Not identified		
World Heritage Sites	Not identified		
Areas of Outstanding Natural Beauty	Not identified		
National Parks	Not identified		
<b>Conservation Areas</b>	<b>Identified</b>		
Listed Buildings	Not identified		
Certificates of Immunity from Listing	Not identified		
Scheduled Monuments	Not identified		
Registered Parks and Gardens	Not identified		



## Planning data limitations

The planning applications section of this report contains data provided under licence from Glenigan, who are widely recognised in the industry as the market leaders in the collection and distribution of planning information in the UK. Glenigan collects on average 4,000 planning applications per day. As such, neither Groundsure or Glenigan are able to check the accuracy of the information that has been submitted by the applicant. All application information is based on the information submitted at the time of application and due to the volumes and the automated processes involved it is not possible to undertake additional checks to confirm its accuracy. As with any dataset of this size and complexity there are limitations, which are highlighted below.

The planning section in our report is fully automated and Groundsure does not undertake visits to the Local Authority or manually search for planning records against other sources as this would be cost-prohibitive to most clients. With each report, Glenigan provides Groundsure with the location detail for each planning application, which is then published within our report. The method for deriving the location detail depends on the type of planning application.

The location of applications are represented in this report as single points for house extensions and small new builds, small developments and points or polygons for large developments. If an application associated with a small development is shown on the map as a polygon it is because it was once classified as a large development and has since been downgraded. The location of applications is derived from either the grid references provided by the applicant on the planning application form or by address finding software using the site address. If the application is represented by a point, it may not represent the nearest border of the development and may fall outside of the development boundary. If the application is represented by a polygon, we only map the outer extents of proposed developments. Some developments are comprised of multiple areas and in these cases we will show all polygons on the map but only label the one closest to the property. The information contained within this report should be used in conjunction with a visit to the relevant local authority's website to determine the exact location of the development, determine any possible distinctions within the development area, and how this may impact the subject property.

Groundsure has incorporated a dynamic search radius to ensure the most relevant data is presented. This variable search distance is based on House of Commons Library data which categorises areas according to the size of the settlement. Groundsure has distilled these into three core categories. These categories are mega urban, urban and rural and the following search distances apply:

- Mega urban: 250m for large developments, 75m for small developments and 50m for house extensions and small new builds
- Urban: 500m for large developments, 125m for small developments and 50m for house extensions and small new builds
- Rural: 750m for large development, 500m for small development and 250m for house extensions and small new builds

Please note, the search radius assigned to this property is detailed within the planning section of the report.

Due to differing methodologies adopted by Local Authorities, some planning applications identified as having been refused may have subsequently been granted on appeal without appearing as such within this report. As such, if any refused applications are identified within this report, or should the existence or absence of a planning application, consent or similar have a material impact with regard to the decision to purchase a property, the client or beneficiary should make independent thorough enquiries of the Local Authority. Groundsure has excluded certain records of the publicly available data from this report which may have created duplications of reference to the same application. This includes, but is not limited to, data relating to applications such as amendments or variations of planning applications, discharge of conditions, or other associated applications. The report does not contain information on Lawful Development Certificates, Permitted Developments, Prior Approvals, Tree Preservation Orders, and other applications that are considered minor in terms of the level of construction. Additionally, an area of land may be identified for development within the local authority development plan, but for which no formal planning application exists. As such these are not included within the search.

Groundsure provides a web link to individual planning records in this report, but over time Local Authorities may have altered their website structure or record storage and so not all links may still be active. In the case of broken links, customers can use the planning application reference to search the Local Authority planning website manually. Due to data collection methods and processing time, there may be a period of up to 10 days between the application being published on the local authority website and appearing within the Groundsure report.

It is important to note the terms and conditions under which the report was sold, and in particular, whilst Groundsure makes every effort to ensure that data is sourced from reliable providers, it is unable to guarantee that the information is accurate, complete or up to date. Groundsure shall not be liable for any losses or damages incurred by the client or beneficiary, including but not limited to



any losses or damages that arise as a result of any error, omission or inaccuracy in any part of the Groundsure Materials where such part is based on any Third Party Content or any reasonable interpretation of Third Party Content. We recommend checking the contents of the TA6 Property Information Form completed by the seller to determine if any planning applications were revealed. If they were not and you believe this should have been included we recommend discussing this with your conveyancer.

## Conservation Area data limitations

Please note the Conservation Area data is provided by Historic England and individual Local Authorities. Due to different methodologies used by different Local Authorities the data may be incomplete. We recommend reviewing your local search for confirmation.



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## Conveyancing Information Executive and our terms & conditions

### IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd, Nile House, Nile Street, Brighton, BN1 1HW. Tel: 01273 257 755. 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, Nile House, Nile Street, Brighton, BN1 1HW. Tel: 01273 257 755. 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: [www.groundsure.com/terms-and-conditions-april-2023/](http://www.groundsure.com/terms-and-conditions-april-2023/) ↗

## 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 [www.groundsure.com/remediation](http://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 Planning report. To find out who they are and their areas of expertise see [www.groundsure.com/sources-reference](http://www.groundsure.com/sources-reference) ↗.



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