

# FloodSmart



## Flood Risk Assessment

### Site Address

17 Valebridge Road  
Burgess Hill  
RH15 0RA

### Date

2025-01-09

### Report Status

FINAL

### Grid Reference

532198, 120213

### Site Area

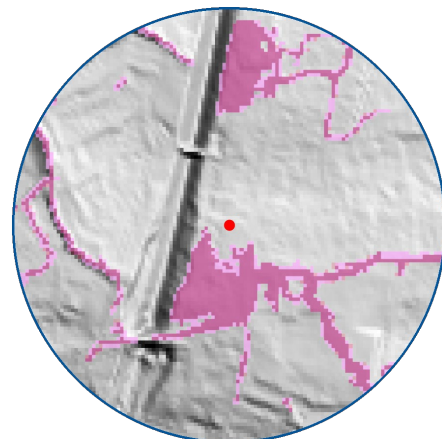
800 m<sup>2</sup>

### Report Prepared for

J W Spooner

### Report Reference

84606R1



## RISK - Very Low to Low

The Site is located in Flood Zone 1, this equates to a Low probability of flooding from rivers and the sea. According to the EA's Risk of Flooding from Rivers and Sea (RoFRS) map, the Site has a Very Low risk of flooding. Surface water (pluvial) flood risks are Very Low to Low. Groundwater flood risks are Negligible and flooding risks from artificial sources (i.e. canals, reservoirs and sewers) are Very Low. Mitigation measures are recommended in this report to reduce the risks to an acceptable level over the lifetime of the development.

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# 1. Executive summary

A review has been undertaken of national environmental data sets to assess the flood risk to the Site from all sources of flooding in accordance with the National Planning Policy Framework (NPPF) (2024) and National Planning Practice Guidance (NPPG) (published in 2014 and updated in December 2024). A site-specific flood risk assessment, to assess the flood risk to and from the development Site, is provided within this concise interpretative report written by an experienced GeoSmart consultant. Baseline flood risk and residual risks that remain after the flood risk management and mitigation measures are implemented are summarised in the table below.

## Site analysis

Source of Flood Risk	Baseline*	Final **
River (fluvial) flooding	Very Low	N/A
Sea (coastal/tidal) flooding	Very Low	N/A
Surface water (pluvial) flooding	Very Low to Low	Very Low
Groundwater flooding	Negligible	N/A
Other flood risk factors present	No	N/A
Is any other further work recommended?	Yes	Yes (see below)

\*BASELINE risks have been calculated for the whole Site, using national risk maps, including the benefit of EA flood defences.

\*\*FINAL RISK RATING Includes a detailed analyses of flooding risks over the lifetime of the proposed development, including allowances for climate change AND assumes recommended mitigation measures are implemented.

N/A indicates where mitigation is not required.

## Summary of existing and proposed development

The Site is currently used within a residential capacity as a two-storey detached dwelling including associated access, car parking, landscaped areas, plus a storage building to the rear

of the Site. Development proposals comprise the demolition of the existing storage building in the west of the Site and the construction of a two-storey, four-bedroom dwelling with associated garage and bin storage.

## Summary of flood risks

The flood risks from all sources have been assessed as part of this report and are as follows:

- According to Annex A Map L of the West Sussex County Council SFRA (Capita Symonds, 2010), historical flooding related to surface water is understood to have previously occurred in the vicinity of the Site.

## River (fluvial) and Sea (Estuarine/Coastal) flooding

- According to the Environment Agency's (EA) Flood Map for Planning Purposes, the Site is located within a fluvial Flood Zone 1 (Low Probability).
- According to the EA's Risk of Flooding from Rivers and Sea (RoFRS) map, which considers the type, condition and crest height of flood defences, the Site has a Very Low risk of flooding.

## Surface water (pluvial) flooding

- According to the EA's Risk of Flooding from Surface Water (pluvial) flood mapping, the Site has a risk of pluvial flooding ranging from Very Low to Low.
- Flooding would not affect the area proposed for development in the 1 in 100 year present day scenario event.
- Flood depths in the area proposed for development are modelled to be up to 0.6 m in the 1 in 100 year plus climate change event. However, local drainage features have been identified which may intercept and mitigate the depth of surface water flooding that is modelled to impact the Site (i.e., in practice, flood depths are anticipated to be lower than modelled).
- Whilst the area proposed for development is affected by the design flood level, given that there is no significant change in the built footprint, there won't be a significant increase in the displacement of flood water and flood compensation storage is unlikely to be required. This is discussed further in Section 5 of this report.

## Groundwater flooding

- Groundwater Flood Risk screening data indicates there is a Negligible potential risk of groundwater flooding at the surface in the vicinity of the Site during a 1 in 100 year event.
- The conceptual ground model confirms that there is unlikely to be a significant aquifer beneath the Site and hence there is unlikely to be a mechanism for groundwater flooding.

## Artificial sources of flooding

- The risk of flooding from artificial (man-made) sources such as reservoirs, sewers and canals has been assessed:

- The EA's Risk of Flooding from Reservoir map confirms the Site is not at risk of reservoir flooding.
- Ordnance Survey (OS) data confirms there are no canals near to the Site.
- Annex A Map S of the West Sussex SFRA shows that the Site has not been affected by instances of flooding from sewers (Capita Symonds, 2010).

The risk of flooding from artificial sources is considered to be Very Low.

As the Site is situated in Flood Zone 1, the proposal will not be subject to the Sequential Test or Exception Test.

## Recommendations

Recommendations for flood mitigation are provided below, based upon the proposed development and the flood risk identified at the Site.

- Given that there is a risk of flooding from surface water (pluvial) sources in areas proposed for development, Finished Floor Levels (FFL) of the proposed development should be set at least 0.3 m above surrounding ground levels and ground levels should aim to slope away from all buildings. Ground levels should be designed to channel any overland flows from off-Site (to the west) away from the development and Site drainage systems.
- The ongoing management and maintenance of existing and any proposed drainage networks, under the riparian ownership of the developer, should be undertaken in perpetuity with the development.
- A Sustainable Drainage Strategy (SuDS) should be developed for the Site, for effective management of surface water runoff over the lifetime of the proposed development.

GeoSmart recommend the mitigation measures discussed within this report are considered as part of the proposed development where possible and evidence of this is provided to the Local Planning Authority as part of the planning application.



## 2. Introduction



### Background and purpose

A site-specific flood risk assessment has been undertaken, to assess the flood risk to and from the development Site. This assessment has been undertaken by firstly compiling information concerning the Site and the surrounding area. The information gathered was then used to construct a 'conceptual site model', including an understanding of the appropriateness of the development as defined in the NPPF (2024) and the source(s) of any flood risk present, guided by the NPPG (published in 2014 and updated in August 2022). Finally, a preliminary assessment of the steps that can be taken to manage flood risk to the development was undertaken.

This report has been prepared with reference to the NPPF (2024) and NPPG (2022).

*"The National Planning Policy Framework set out the Government's planning policies for England and how these are expected to be applied" (NPPF, 2024).*

The NPPF (2024) and NPPG (2022) promote a sequential, risk-based approach to the location of development. This also applies to locating a development within a Site which has a variable risk of flooding.

*"The approach is designed to ensure that areas at little or no risk of flooding from any source are developed in preference to areas at higher risk. This means avoiding, so far as possible, development in current and future medium and high flood risk areas considering all sources of flooding including areas at risk of surface water flooding" (Paragraph: 023. NPPG, 2022).*

The purpose of this report is to provide clear and pragmatic advice regarding the nature and potential significance of flood hazards which may be present at the Site.

### Report scope

In accordance with the requirements set out within NPPG 2022 (Paragraph: 021 Reference ID: 7-021-20220825), a thorough review of publicly and commercially available flood risk data and EA supplied data indicating potential sources of flood risk to the Site from rivers and coastal sources, surface run-off (pluvial), groundwater and reservoirs, including historical flood information and modelled flood extent. Appropriate measures are recommended to manage and mitigate the flood risk to the property.

Information obtained from the EA and a review of the West Sussex Strategic Flood Risk Assessment (SFRA) (Capita Symonds, 2010) and Mid Sussex SFRA (Mid Sussex District Council, 2015) are used to ascertain local flooding issues and, where appropriate, identify information to support a Sequential and/or Exception test required as part of the NPPF (2024).

The existing and future flood risk to and from the Site from all flood sources is assessed in line with current best practice using the best available data. The risk to the development has been assessed over its expected lifetime, including appropriate allowances for the impacts of climate change. Residual risks that remain after the flood risk management and mitigation

measures are implemented, are considered with an explanation of how these risks can be managed to keep the users of the development safe over its lifetime.

An indication of whether the Site will potentially increase flood risk elsewhere is provided, including where the proposed development increases the building footprint at the Site. A drainage strategy to control runoff can be commissioned separately if identified as a requirement within this report.

## Report limitations

It is noted that the findings presented in this report are based on a desk study of information supplied by third parties. Whilst we assume that all information is representative of past and present conditions, we can offer no guarantee as to its validity and a proportionate programme of site investigations would be required to fully verify these findings.

The basemap used is the OS Street View 1:10,000 scale, however, the Site boundary has been drawn using BlueSky aerial imagery to ensure the correct extent and proportion of the Site is analysed.

This report excludes consideration of potential hazards arising from any activities at the Site other than normal use and occupancy for the intended land uses. Hazards associated with any other activities have not been assessed and must be subject to a specific risk assessment by the parties responsible for those activities.

## Datasets

The following table shows the sources of information that have been consulted as part of this report:

**Table 1. Datasets consulted to obtain confirmation of sources of flooding and risk**

Source of flooding	Datasets consulted			
	Commercial Flood Maps	Local Policy & Guidance Documents*	Environment Agency (Appendix B)	OS Data
Historical	X	X	X	
River (fluvial) / Sea (tidal/coastal)	X	X	X	
Surface water (pluvial)	X	X	X	

Source of flooding	Datasets consulted			
	Commercial Flood Maps	Local Policy & Guidance Documents*	Environment Agency (Appendix B)	OS Data
Groundwater	X	X		
Sewer		X		
Culvert/bridges		X		X
Reservoir		X	X	

\*Local guidance and policy, referenced below, has been consulted to determine local flood conditions and requirements for flood mitigation measures.

## Local policy and guidance

For this report, several documents have been consulted for local policy and guidance and relevant information is outlined below:

### *Mid Sussex District Plan 2014 - 2031 (Adopted March 2018)*

#### **DP41: Flood Risk and Drainage**

Proposals for development will need to follow a sequential risk-based approach, ensure development is safe across its lifetime and not increase the risk of flooding elsewhere. The District Council's Strategic Flood Risk Assessment (SFRA) should be used to identify areas at present and future flood risk from a range of sources including fluvial (rivers and streams), surface water (pluvial), groundwater, infrastructure and reservoirs.

Particular attention will be paid to those areas of the District that have experienced flooding in the past and proposals for development should seek to reduce the risk of flooding by achieving a reduction from existing run-off rates.

### *Mid Sussex Strategic Flood Risk Assessment (Mid Sussex DC, 2015):*

The majority of the district is considered to have medium potential for groundwater flooding. A small area of the district, the southernmost part within the National Park, is considered to have high potential and the settlements of Burgess Hill, Hassocks, Hurstpierpoint, Albourne and Sayers Common, as well as countryside areas to the west are considered to be in an area of low potential for groundwater flooding.

West Sussex Local Flood Risk Management Strategy identifies surface water flooding as causing "the most regular impact to communities across West Sussex". The PPG (ID: 7-013-

20140306) states that SFRAs should identify areas at risk from surface water flooding taking account of the surface water flood risk map and other available evidence such as local flood risk management strategies.

The Environment Agency's Risk of Flooding from Surface Water mapping shows the approximate areas at risk of flooding based on ground levels and drainage. Locations at high risk of surface water flooding (annual probability greater than 1 in 30) are particularly notable south of Staplefield and around Hickstead, Twineham and Twineham Green.

Catchment Flood Management Plans have identified the main urban areas of Burgess Hill, East Grinstead and Haywards Heath as having the potential for surface water flood risk. Historical flood events have also occurred in the Low Weald caused by surface water run-off from the South Downs, particularly at times of high groundwater levels.

There are no canals within the district and the one major reservoir is at Ardingly. The reservoir is owned and run by Southeast Water. Reservoirs in the UK have an extremely good safety record with no incidents resulting in the loss of life since 1925 and are carefully maintained to prevent flooding. Reservoir flooding is therefore extremely unlikely to happen but the Environment Agency has produced mapping to indicate the worst case scenario in the event that a reservoir was to fail.

### *West Sussex Strategic Flood Risk Assessment (Capita Symonds, 2010):*

Large areas of the county have relatively impermeable soils, the parent material of which is the dominant bedrock of the Weald, Sandstone. This bedrock weathers quickly in geological terms, leaving clay-rich soils, which generate a large amount of runoff quickly. The upper River Ouse, the upper River Adur and the Sussex Rifes are underlain by impermeable geology. Groundwater levels are not as responsive in these areas due to lower infiltration rates. Thus, the likelihood of groundwater flooding in these regions is relatively low.

#### Guidance

Strategic Flood Risk Assessments are carried out by local authorities, in consultation with the Environment Agency, to assess the flood risk to the area from all sources both now and in the future due to climate change. They are used to inform planning decisions to ensure inappropriate development is avoided (NPPF, 2024).

## 3. Site analysis



### Site information

The Site is located in World's End, Burgess Hill within a setting of primarily residential land use at National Grid Reference TQ 32198 20213.

Figure 1. Aerial imagery of the Site (Bluesky, 2025)

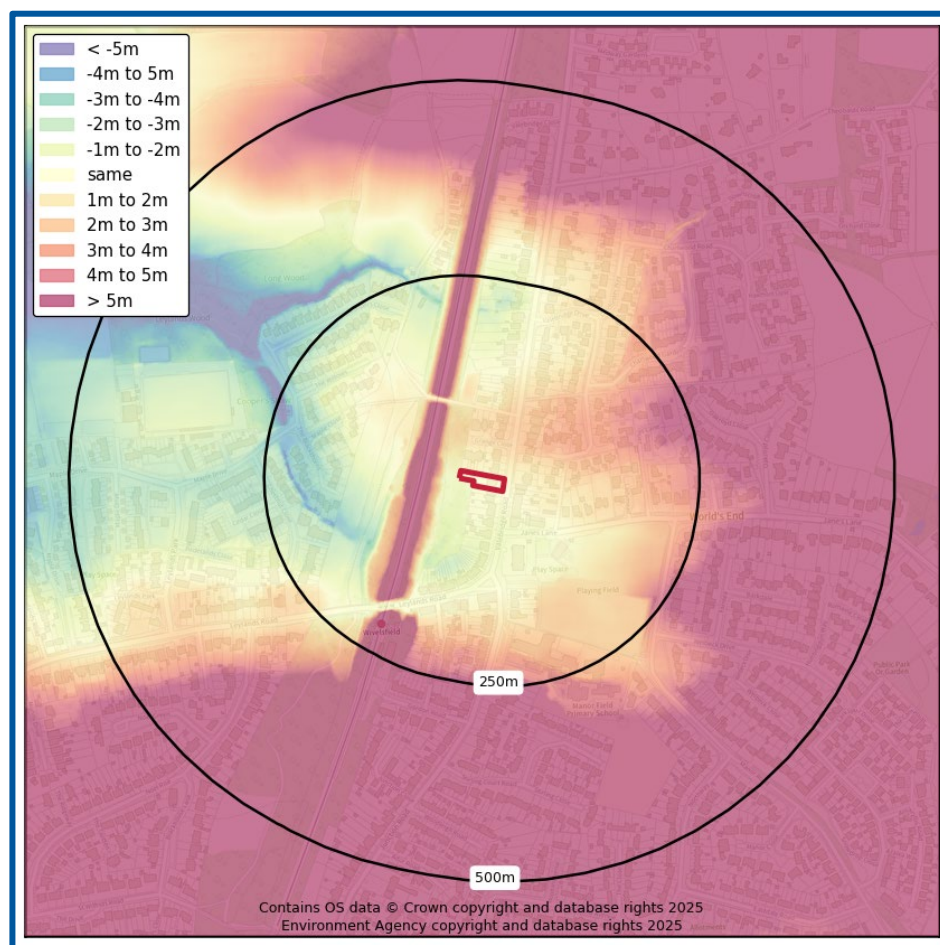


Figure 2 indicates that ground levels within 500 m of the Site typically fall in a westerly direction. The exception to this is a raised embankment associated with the Brighton Main Line railway located 40 m to the west of the Site.

The general ground levels on the Site are between 33.32 mAOD and 34.03 mAOD with the Site falling gradually in a westerly direction. This is based on EA elevation data obtained for the Site to a 1 m resolution with a vertical accuracy of  $\pm 0.15$  m (Appendix C).



Figure 2. Site Location and Relative Elevations (GeoSmart, 2025)



## Development

The Site is currently used within a residential capacity as a two-storey detached dwelling including associated access, car parking, landscaped areas, and a storage building to the rear of the Site.

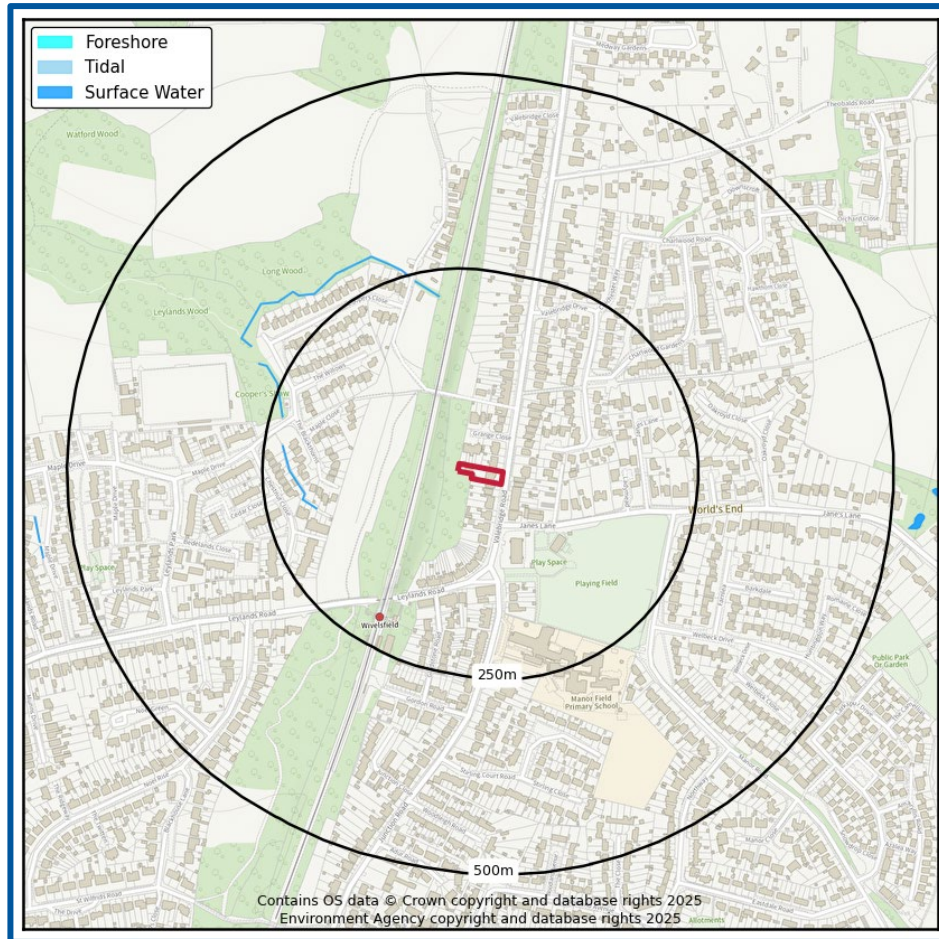
Development proposals comprise the demolition of the existing storage building and the construction of a two-storey, four-bedroom dwelling with associated garage and bin storage. Site plans are included within Appendix A.

The effect of the overall development will result in an increase in number of occupants and/or users of the Site but will not result in the change of use, nature or times of occupation. According to Annex 3 of the NPPG (2022), the vulnerability classification of the existing development is More Vulnerable and proposed development is More Vulnerable. The estimated lifespan of the development is 100 years.

## Hydrological features

According to Ordnance Survey (OS) mapping included in the following figure, a single surface water feature is located within 500 m of the Site.

Figure 3. Surface water features (EA, 2025)



An unnamed stream is located 195 m to the west / southwest of the Site. This watercourse drains into the Eastern Adur c. 1.2 km to the northwest of the Site.

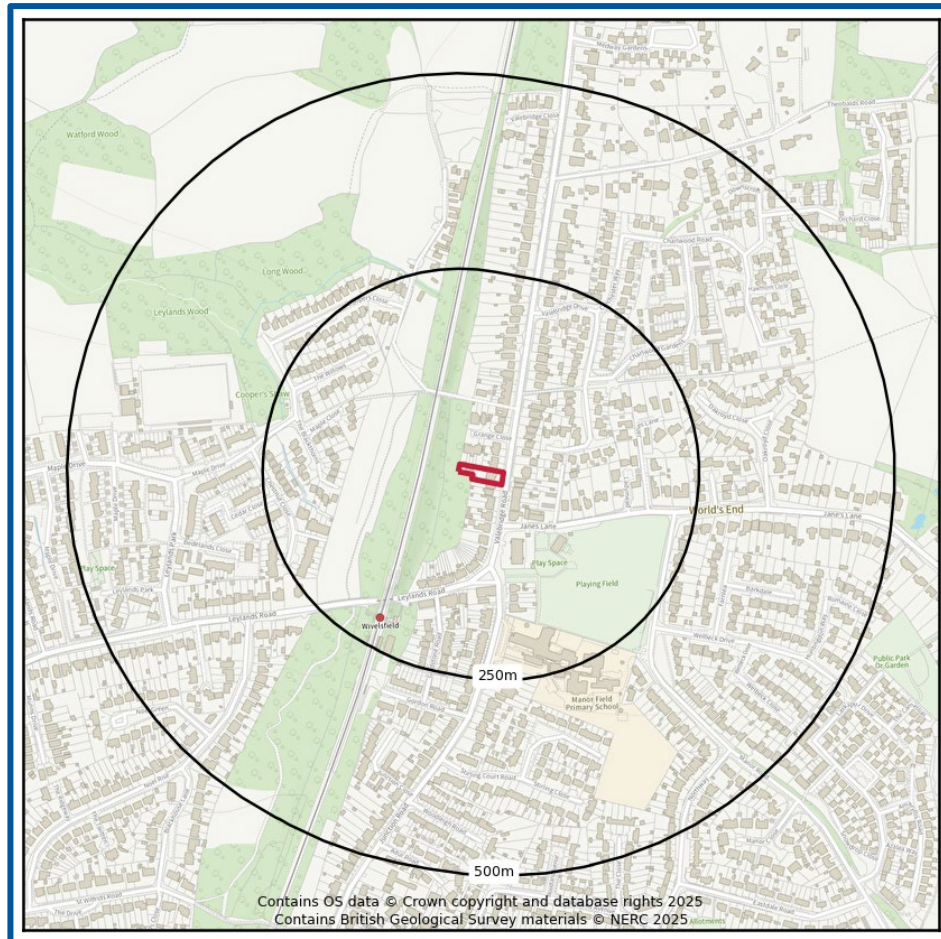
## Proximity to relevant infrastructure

The Brighton Main Line railway embankment is located 40 m to the west of the Site. Associated road crossings are located 95 m to the northwest and 180 m to the southwest of the Site.

## Hydrogeological features

British Geological Survey (BGS) mapping indicates that the Site is not underlain by any appreciable superficial deposits (Figure 4).

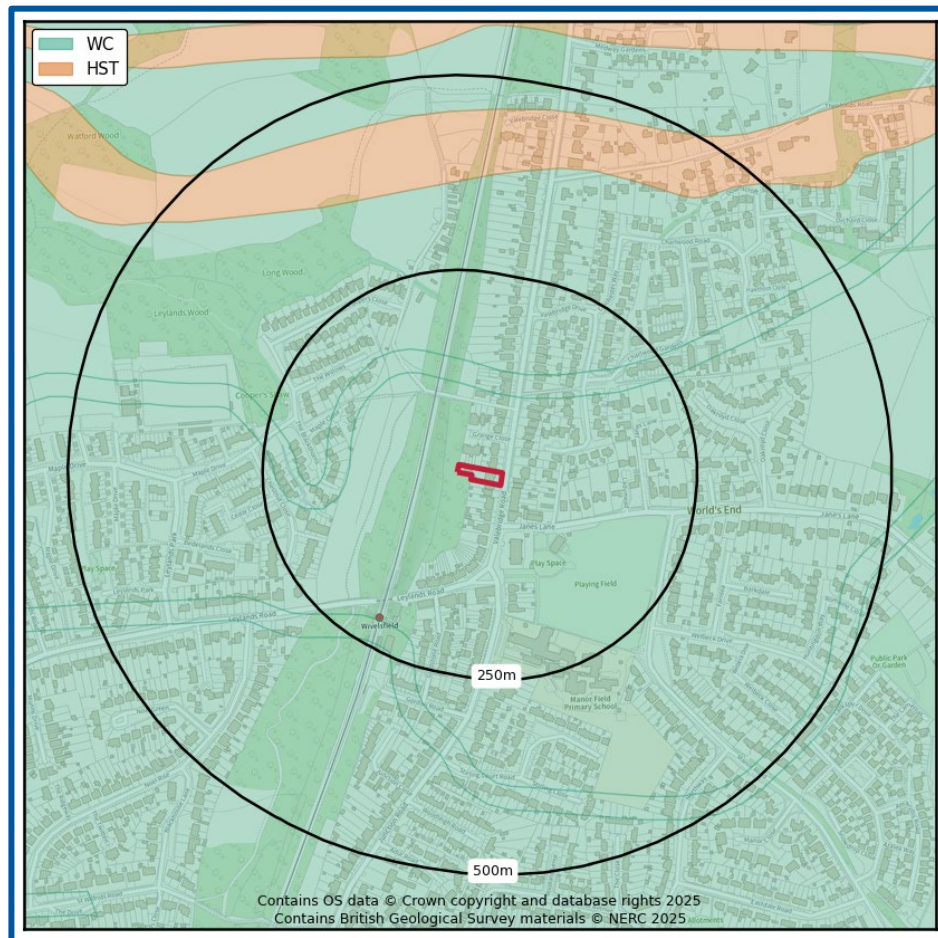
Figure 4. Superficial Geology (BGS, 2025)





BGS mapping indicates that the underlying bedrock geology (Figure 5) consists of the Weald Clay Formation (WC) (BGS, 2025) which is classified as an Unproductive Strata (EA, 2025).

**Figure 5. Bedrock Geology (BGS, 2025)**



### *Geological conditions*

A review of the BGS borehole database (BGS, 2025) indicates that the nearest and most relevant borehole to the Site (ref: TQ32SW2) is located c. 425 m to the southwest of the Site boundary at an elevation of 34.75 mAOD. It is noted that this borehole is situated a significant distance from the Site and may not therefore be entirely representative of ground conditions local to the Site, however, it has been included for completeness. The borehole record indicates the underlying geology to consist of:

- Topsoil to a depth of 0.30 m below ground level (bgl).
- Weald Clay to a depth of 41.30 m bgl.
- Weald Clay and sand conglomerate to a depth of 42.98 m bgl.
- Weald Clay to a depth of 56.24 m bgl.
- Tunbridge Wells Sand to a depth of 114.73 m bgl where the borehole terminates.

## *Groundwater*

The rest groundwater level at borehole ref TQ32SW2 was recorded at 3.81 m bgl (30.94 mAOD) within the Weald Clay during 1890. It is assumed that the encountered water may have been perched within a more permeable layer present within the Weald Clay. Local groundwater levels will be subject to spatial and temporal variability.

## 4. Flood risk to the development



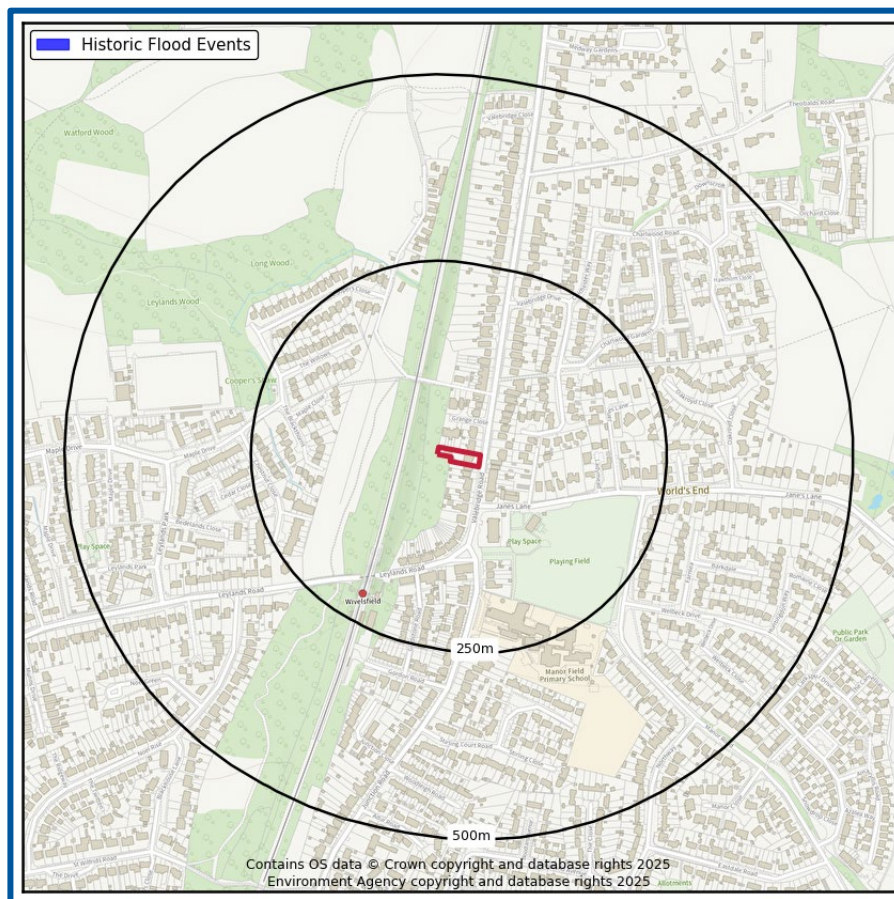
### Historical flood events

According to the EA's Historical Flood Map (Figure 6) and the Mid Sussex SFRA (Mid Sussex DC, 2015) there have been no recorded flooding events that have affected the Site.

Annex A Map L of the West Sussex County Council SFRA (Capita Symonds, 2010) indicates that a surface water flooding event occurred in the vicinity of the Site. Due to the resolution of the mapping, it cannot be determined whether this event affected the Site itself.

The purpose of historical flood data is to provide information on where and why flooding may have occurred in the past. The absence of any recorded events does not mean flooding has never occurred on-Site or that flooding will never occur at the Site.

**Figure 6. EA Historic Flood Map (EA, 2025)**

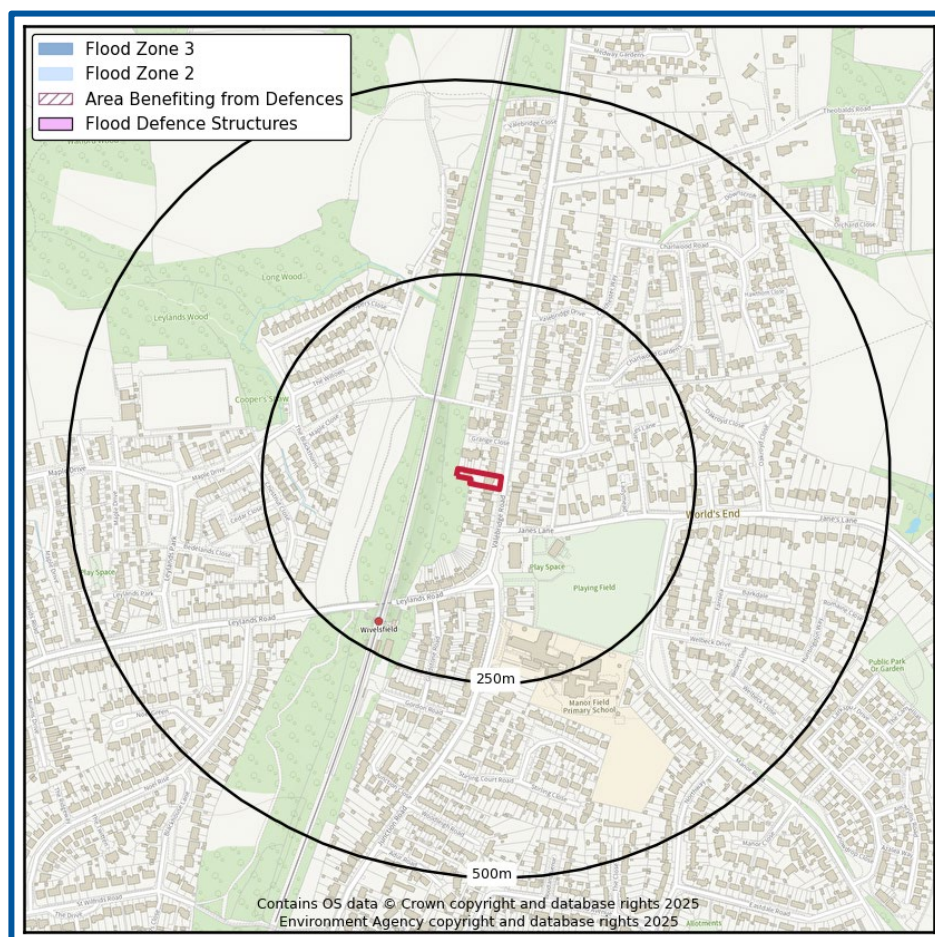




## Rivers (fluvial) / Sea (coastal) / Estuarine (tidal) flooding

According to the EA's Flood Map for Planning Purposes (Figure 7), the Site is located within fluvial Flood Zone 1 and is therefore classified as having a Low probability of fluvial flooding.

**Figure 7. EA Flood Map for Planning Purposes (EA, 2025)**



### Guidance

As defined in the NPPF (2024):

Ignoring the presence of any defences, land located in a Flood Zone 1 is considered to have a Low probability of flooding, with less than a 1 in 1000 annual probability of fluvial or coastal flooding in any one year.

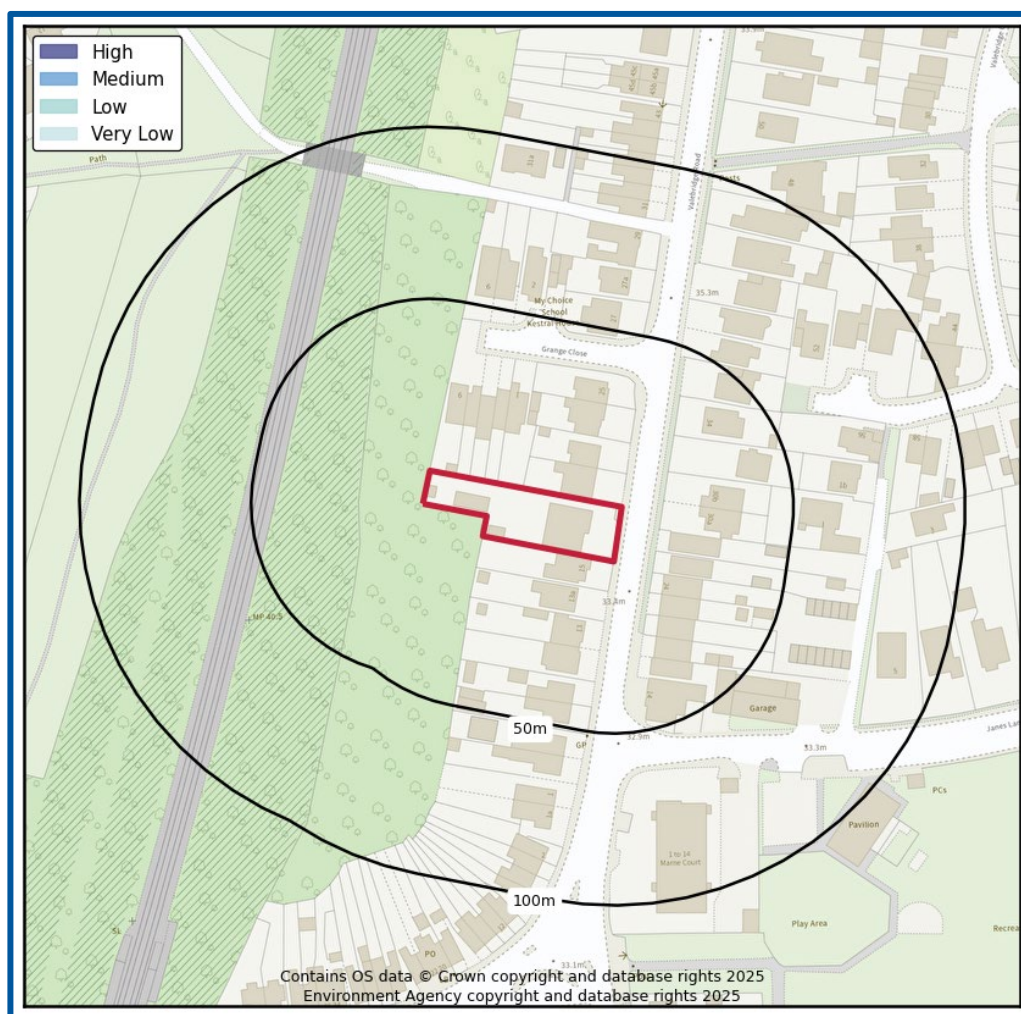
Development of all uses of land is appropriate in this zone (see glossary for terminology).

## Flood risk including the benefit of defences

The type and condition of existing flood defences influence the 'actual' risk of fluvial flooding to the Site, albeit the long-term residual risk of flooding (ignoring the defences) should be considered when proposing new development.

According to the EA's Risk of Flooding from Rivers and Sea (RoFRS) map (Figure 8), which considers the type, condition and crest height of flood defences, the Site has a Very Low risk of fluvial flooding.

**Figure 8. Risk of Flooding from Rivers and Sea map (EA, 2025)**





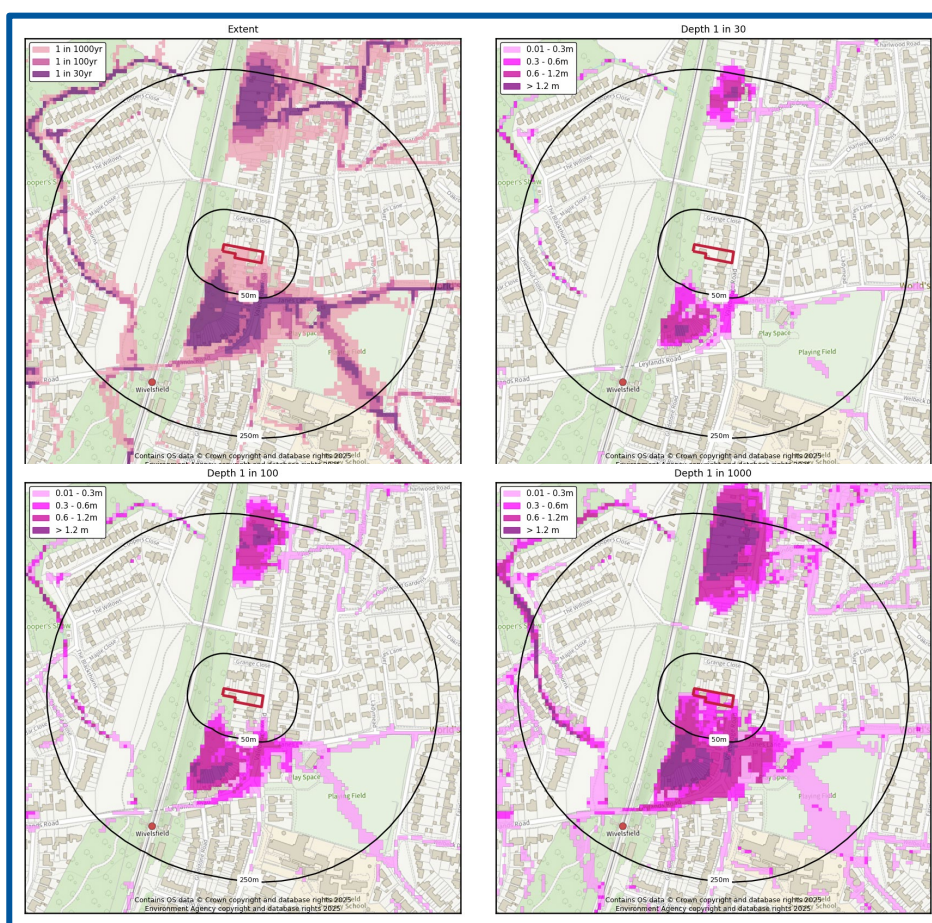
## Surface water (pluvial) flooding

Surface water flooding occurs when intense rainfall exceeds the infiltration capacity of the ground and overwhelms the drainage systems. It can occur in most locations even at higher elevations and at significant distances from river and coastal floodplains.

According to the EA's Risk of Flooding from Surface Water (pluvial) flood mapping (Figure 9), the Site is at a variable risk of pluvial flooding ranging from Very Low to Low.

Areas of the Site at Low risk of surface water flooding include landscaped areas to the west of the existing dwelling, carparking areas to the east of the existing dwelling, and the west of the Site, to the rear of the existing storage building. The proposed garage and the southwestern corner of the proposed dwelling are modelled to be affected by the 1 in 1000 year surface water event.

**Figure 9. EA surface water flood extent and depth map (EA, 2025)**



### Guidance

According to EA's surface water flood risk map the Site is at:

- Very Low risk - chance of flooding of less than 1 in 1000 (0.1%).
- Low risk - chance of flooding of between a 1 in 1000 & 1 in 100 (0.1% and 1%).

Figure 9 illustrates the extent and depth of flooding during various modelled flood scenarios. The Site is anticipated to remain unaffected by surface water flooding in the >3.3% (High) and 3.3 - 1% AEP (Medium) risk events. However, flood depths of between 0.15 m and 0.6 m are modelled to impact the area proposed for development in the 1 - 0.1% AEP (Low) risk event.

Flooding depths of up to 0.3 m are modelled to impact the access routes to and from the Site in the 1 - 0.1% AEP (Low) risk event.

## Guidance

According to EA's surface water flood risk map the following advisory guidance applies to the Site:

Flood depths:

- 0.15 to 0.3 m - Flooding would: typically exceed kerb height, likely exceed the level of a damp-proof course, cause property flooding in some areas.
- 0.3 to 0.9 m - Flooding is likely to exceed average property threshold levels and cause internal flooding. Resilience measures are typically effective up to a water depth of 0.6 m above floor level.

Annex A Map L of the West Sussex County Council SFRA (Capita Symonds, 2010) indicates that a surface water flooding event occurred in the vicinity of the Site. Due to the resolution of the mapping, it cannot be determined whether this event affected the Site itself.

The Site is not located within a Critical Drainage Area (CDA)<sup>1</sup> (Mid Sussex Council, 2015; Capita Symonds, 2010).

## Climate change factors

Paragraph 002 of the National Planning Practice Guidance (August, 2022) requires consideration of the 1% AP (1 in 100 year) event, including an appropriate allowance for climate change.

As the Site is located within the Adur and Ouse Management Catchment and the proposed development is classed as More Vulnerable, where the proposed lifespan is approximately 100 years, the Upper End (45%) allowance is required to determine a suitable climate change factor to apply to rainfall data.

The 0.1% AP (1 in 1000 year) surface water flooding event has been used as a proxy in this instance for the 1% AP (1 in 100 year) plus climate change event.

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<sup>1</sup> A Critical Drainage Area (CDA) is an area that has critical drainage problems and which has been notified to the local planning authority as such by the Environment Agency in line with the National Planning Policy Framework (NPPF, 2024). CDA's are specific to Flood Zone 1, defined as areas where runoff can and may have historically contributed to flooding downstream, although they are not necessarily areas where flooding problems may occur. Where a Site is located in Flood Zone 1 and within a CDA, a Flood Risk Assessment (FRA) is required and the Council may also request Sustainable Drainage Scheme (SuDS) features to be included within the proposed development.

### *Surface water flooding flow routes*

Analysis of OS mapping, ground elevation data and the EA's pluvial flow route mapping in the 1 in 1000 year (Low probability) event confirms the Site is located in close proximity to a potential overland flow route. This overland flow route is mapped to flow west along Janes Lane, before reaching Valebridge Road approximately 50 m south of the Site. The route then flows south downgradient to a topographic low point where significant surface water ponding is mapped (as shown in Figure 9). The flow route is then mapped to travel west along Laylands Road beneath the railway line, during the 1 in 1000 year event.

During a 1 in 100 year event the majority of flow velocities are less than 0.25 m/s. The flows are unlikely to affect the buildings and/or access routes to the Site.

Local drainage features and boundary walls/fences are not accounted for in EA surface water modelling. Highway drainage features located within Janes Lane and Valebridge Road have been identified which may intercept and mitigate the depth of surface water flooding modelled to impact the Site.

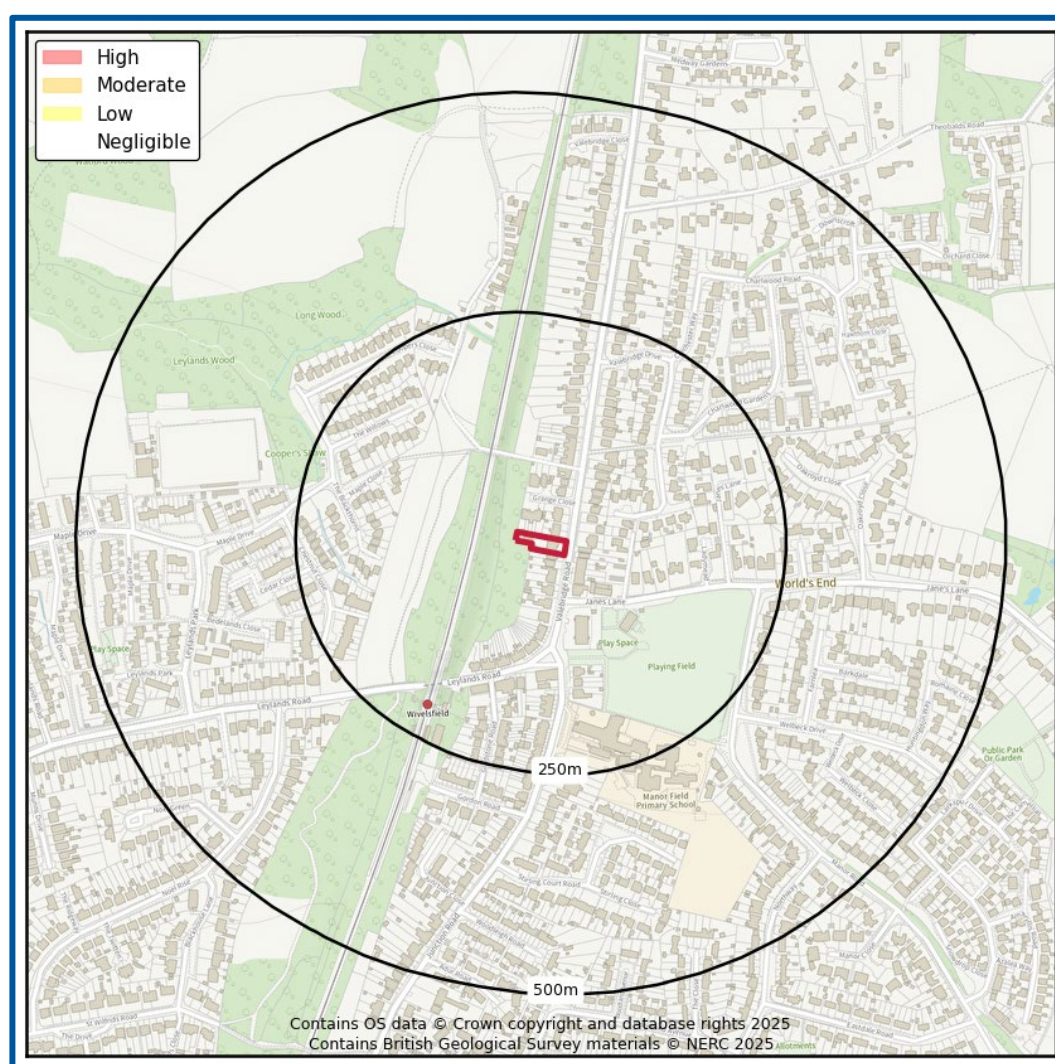


## Groundwater flooding

Groundwater flooding occurs when sub-surface water emerges from the ground at the surface or into Made Ground and structures. This may be as a result of persistent rainfall that recharges aquifers until they are full; or may be as a result of high river levels, or tides, driving water through near-surface deposits. Flooding may last a long time compared to surface water flooding, from weeks to months. Hence the amount of damage that is caused to property may be substantially higher.

Groundwater Flood Risk screening data (Figure 10) indicates there is a Negligible risk of groundwater flooding at surface in the vicinity from low permeability bedrock deposits during a 1 in 100 year event.

**Figure 10. GeoSmart GW5 Groundwater Flood Risk Map (GeoSmart, 2025)**



Mapped classes within the screening map combine likelihood, possible severity and the uncertainty associated with predicting the subsurface system. The map is a national scale screening tool to prompt site-specific assessment where the impact of groundwater flooding would have significant adverse consequences. Mapping limitations and a number of local

factors may reduce groundwater flood risk to land and property even where it lies within mapped groundwater flood risk zones, which do not mean that groundwater floods will occur across the whole of the risk area.

A site-specific assessment has been undertaken to refine the groundwater risk screening information on the basis of site-specific datasets (see Section 3) including BGS borehole data, and the EA's fluvial and tidal floodplain data (where available) to develop a conceptual groundwater model. The risk rating is refined further using the vulnerability of receptors including occupants and the existing and proposed Site layout, including the presence of basements and buried infrastructure. The presence of any nearby or on-Site surface water features such as drainage ditches, which could intercept groundwater have also been considered.

- It is understood there are no existing basements and a basement is not proposed as part of the development. Note: the risks are higher for basements, buried infrastructure and soakaway systems which may be affected by high groundwater levels.
- The Site is underlain by low permeability bedrock (Weald Clay). There is therefore unlikely to be a significant aquifer beneath the Site and hence there is unlikely to be a mechanism for groundwater flooding at the Site.
- There are no nearby BGS borehole records from which the local groundwater levels may be inferred.
- Annex A Map G of the West Sussex SFRA does not indicate any reported incidents of historical groundwater flooding within 50 m of the Site and shows that the Site is located within an area at Low potential of groundwater flooding (Capita Symonds, 2010).
- Spring lines have not been identified in close proximity to the Site.
- The hydrogeological characteristics suggest there is unlikely to be a shallow groundwater table beneath the Site.

#### Guidance

Negligible Risk - There will be a remote possibility that incidence of groundwater flooding could lead to damage to property or harm to other sensitive receptors at, or near, this location.

Climate change predictions suggest an increase in the frequency and intensity of extremes in groundwater levels. Rainfall recharge patterns will vary regionally resulting in changes to average groundwater levels. A rise in peak river levels will lead to a response of increased groundwater levels in adjacent aquifers subject to the predicted climate change increases in peak river level for the local catchment. Sea level rises of between 0.4m and 1m are predicted by 2100, leading to a rise in average groundwater levels in the adjacent coastal aquifer systems, and potential increases in water levels in the associated drainage systems. The 'backing up' of groundwater levels from both coast and tidal estuary locations may extend a significant distance inland and affect infrastructure previously constructed above average groundwater levels.

The impact of climate change on groundwater levels beneath the Site is linked to the variation in rainfall recharge which is uncertain.

## Flooding from artificial sources

Artificial sources of flood risk include waterbodies or watercourses that have been amended by means of human intervention rather than natural processes. Examples include reservoirs (and associated water supply infrastructure), docks, sewers and canals. The flooding mechanism associated with flood risk from artificial sources is primarily related to breach or failure of structures (reservoir, lake, sewer, canal, flood storage areas, etc.).

### Sewer flooding

Annex A Map S of the West Sussex SFRA shows that the Site has not been affected by instances of flooding from sewers (Capita Symonds, 2010).

#### Guidance

Properties classified as “at risk” are those that have suffered, or are likely to suffer, internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system either once or twice in the ten year reference period. Records held by the sewage utility company provide information relating to reported incidents, the absence of any records does not mean that the Site is not at risk of flooding.

### Canal failure

According to Ordnance Survey (OS) mapping, there are no canals within 500 m of the Site.

### Water supply infrastructure

Water supply infrastructure is comprised of a piped network to distribute water to private houses or industrial, commercial or institution establishments and other usage points. In urban areas, this represents a particular risk of flooding due to the large amount of water supply infrastructure, its condition and the density of buildings. The risks of flooding to properties from burst water mains cannot be readily assessed.

If more information regarding the condition and history of the water supply infrastructure within the vicinity of the Site is required, then it is advisable to contact the local water supplier (Southern Water).

### Culverts and bridges

The blockage of watercourses or structures by debris (that is, any material moved by a flowing stream including vegetation, sediment and man-made materials or refuse) reduces flow capacity and raises water levels, potentially increasing the risk of flooding. High water levels can cause saturation, seepage and percolation leading to failure of earth embankments or other structures. Debris accumulations can change flow patterns, leading to scour, sedimentation or structural failure.

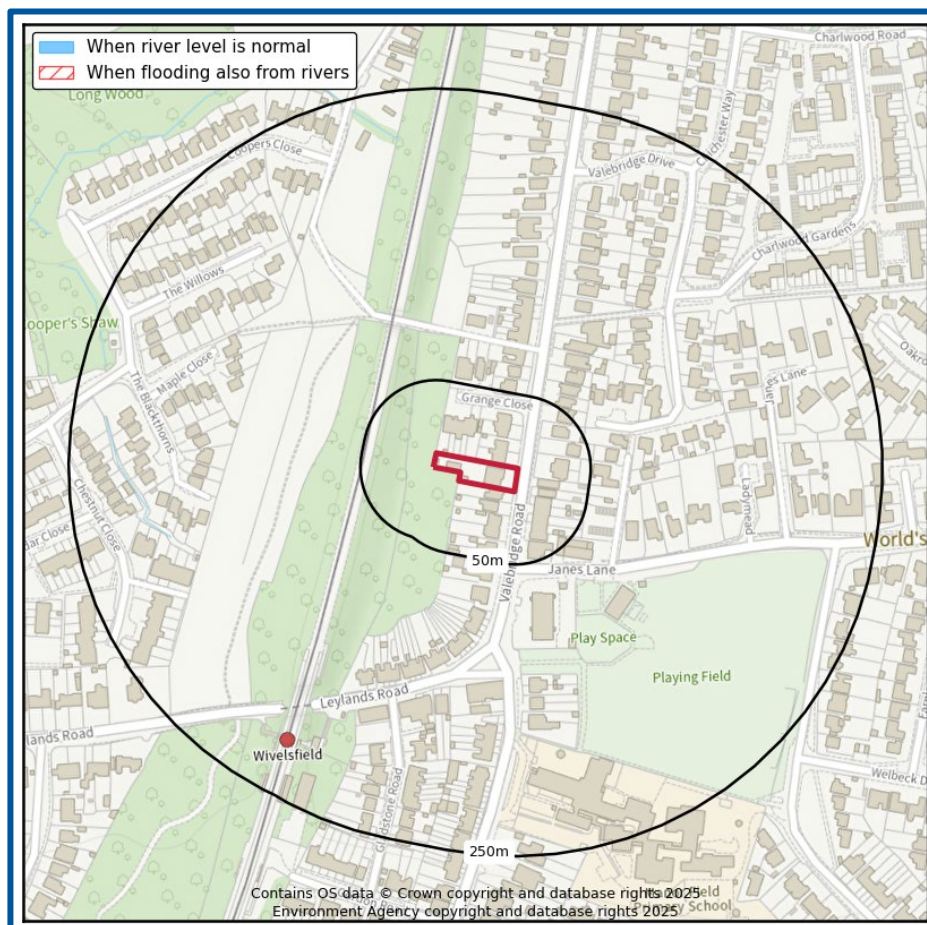
Culverts and bridges on watercourses have not been identified within 50 m of the Site.



## Reservoir flooding

According to the EA's Risk of Flooding from Reservoir mapping the Site is not at risk of flooding from reservoirs (Figure 11) (EA, 2025).

Figure 11. EA Risk of Reservoir Flooding (EA, 2025)



### Guidance

The risk of reservoir flooding is related to the failure of a large reservoir (holding over 25,000 m<sup>3</sup> of water) and is based on the worst-case scenario. Reservoir flooding is extremely unlikely to occur (EA, 2025).

## 5. Flood risk from the development



### Floodplain storage

Where flood storage from any source of flooding is to be lost as a result of development, on-site level-for-level compensatory storage, accounting for the predicted impacts of climate change over the lifetime of the development, should be provided. Where it is not possible to provide compensatory storage on site, it may be acceptable to provide it off-site if it is hydraulically and hydrologically linked.

The loss of floodplain storage is less likely to be a concern in areas benefitting from appropriate flood risk management infrastructure or where the source of flood risk is solely tidal.

The development is located within an area which may be impacted by a 1 in 100 year plus climate change surface water flood event. However, development proposals will result in a minimal increase in the building footprint (relative to the existing storage building). Therefore, there would be no significant additional displacement of flood water and compensatory flood storage is not considered to be necessary.

### Drainage and run-off

Based on the topography and surface water flood risk in the vicinity, interference or interaction with overland flow paths and inflows from off-Site is considered possible. It is recommended that steps are taken to manage these potential inflows within the Site drainage system.

Any changes to the existing drainage system will be undertaken in accordance with best practice and care will be taken to ensure the new development does not overload/block any existing drainage or flow pathways to/from the Site.

The proposed development involves a minor increase of impermeable surfaces at the Site.

The potential surface water run-off generated from the Site during a 1 in 100 year return period should be calculated, using FEH 2013 rainfall data from the online Flood Estimation Handbook (FEH), developed by NERC (2009) and CEH (2016).

The NPPF (2023) recommends the effects of climate change are incorporated into FRA's. As per the most recent update to the NPPG (May 2022) the applicable climate change factor for the 1 in 30 ( $\geq 3.3\%$  AEP) and 1 in 100 ( $< 3.3$  to  $1\%$  AEP) year event to apply to surface water flooding is dependent upon the management catchment.

As the proposed development is being changed to residential, the lifespan of the development and requirements for climate change should allow up to the 1% AEP upper end allowance. As the Site is located within the Adur and Ouse Management Catchment the following peak rainfall allowances are to be applied.

**Table 2. Climate change rainfall allowances**

Adur and Ouse Management Catchment	3.3% Annual exceedance rainfall event		1% Annual exceedance rainfall event	
	2050s	2070s	2050s	2070s
Upper end	35%	40%	45%	45%
Central	20%	20%	20%	25%

## Sustainable Drainage System (SuDS)

It is recommended that attenuation of run-off is undertaken on-Site to compensate for the proposed in impermeable surface areas. Attenuation may comprise the provision of storage within a Sustainable Drainage System (SuDS). SuDS can deliver benefits from improving the management of water quantity, water quality, biodiversity and amenity. Potential SuDS options are presented in the table below, subject to further investigation:

**Table 1. SuDS features which may be feasible for the Site**

Option	Description
Rainwater harvesting	Rainwater harvesting can collect run-off from the roofs for use in non-potable situations, using water butts for example.
Green roof	Having part/all of the roof as a green roof covered in vegetation can intercept and store a proportion of the rainfall to result in an overall reduction in the amount of surface water run-off generated from a building structure.  They comprise a substrate (growth medium) layer which can be seeded with specially selected plants suitable for the local climatic conditions. Beneath the growth medium is a geotextile filter layer which filters out the substrate from entering the aggregate/geo-composite drainage layer below. At the very bottom of the green roofing, a waterproof membrane protects the roof structure below.
Permeable paving	Permeable pavements can be used for driveways, footpaths and parking areas to increase the amount of permeable land cover. Suitable aggregate materials (angular gravels with suitable grading as per CIRIA, 2007) will improve water quality due to their filtration capacity. Plastic geocellular systems beneath these surfaces can increase the void space and therefore storage but do not allow filtration unless they are combined with aggregate material and/or permeable geotextiles.
Swales	Shallow, wide and vegetated channels that can store excess run-off whilst removing any pollutants.

Option	Description
Soakaways	An excavation filled with gravel within the Site. Surface water run-off is piped to the soakaway.
Attenuation basins/pond	Dry basin or a permanent pond that is designed to hold excess water during a rainfall event.



## 6. Suitability of the proposed development



The information below outlines the suitability of proposed development in relation to national and local planning policy.

### National policy and guidance

The aims of the national planning policies are achieved through application of the Sequential Test and in some cases the Exception Test.

#### Guidance

**Sequential test:** The aim of this test is to steer new development towards areas with the lowest risk of flooding (NPPF, 2024). Reasonably available sites located in Flood Zone 1 should be considered before those in Flood Zone 2 and only when there are no reasonably available sites in Flood Zones 1 and 2 should development in Flood Zone 3 be considered.

**Exception test:** In some cases, this may need to be applied once the Sequential Test has been considered. For the exception test to be passed it must be demonstrated that the development would provide wider sustainability benefits to the community that outweigh flood risk and a site-specific FRA must demonstrate that the development will be safe for its lifetime taking account of the vulnerability of its users, without increasing flood risk elsewhere, and, where possible, will reduce flood risk overall.

Suitability of the proposed development, and whether the Sequential and Exception Tests are required, is based on the Flood Zone the Site is located within and the flood risk vulnerability classification of the existing and proposed development. Some developments may contain different elements of vulnerability and the highest vulnerability category should be used, unless the development is considered in its component parts.

This report has been produced to assess all development types, prior to any development. The vulnerability classification and Flood Zones are compared within the table overleaf (Table 2 of the NPPG (2022)).

As the Site is located within Flood Zone 1, all types of development listed within the Table overleaf are acceptable according to National Policy.

As the Site is situated in Flood Zone 1, the proposal will not be subject to the Sequential Test or Exception Test.

Table 2. Flood risk vulnerability and flood zone ‘incompatibility’ (taken from NPPG, 2022)

Flood risk vulnerability classification		Essential infrastructure	Water compatible	Highly vulnerable	More vulnerable	Less vulnerable
Flood Zone	Zone 1 – low probability	✓	✓	✓	✓	✓
	Zone 2 – medium probability	✓	✓	Exception test required	✓	✓
	Zone 3a – high probability	Exception test required	✓	X	Exception test required	✓
	Zone 3b – functional flood plain	Exception test required	✓	X	X	X

## 7. Resilience and mitigation



Based on the flood risk identified at the Site, the national and local policies and guidance and proposed development, the mitigation measures outlined within this section of the report are likely to help protect the development from flooding.

### Sea (coastal/tidal) flood mitigation measures

As the Site is not identified as being at risk of flooding from sea (coastal/tidal) sources, mitigation measures are not required.

### Rivers (fluvial) flood mitigation measures

As the Site is not identified as being at risk of flooding from fluvial sources, mitigation measures are not required.

### Surface water (pluvial) flood mitigation measures

A Very Low to Low surface water (pluvial) flooding risk has been identified at the Site. In order to ensure the development includes sufficient flood mitigation measures to reduce the risk of pluvial flooding over its lifetime, the flood depths, levels and appropriate mitigation measures have been assessed.

There is a risk of flooding from surface water (pluvial) sources, where flood depths could be up to 0.6 m in areas proposed for development. However, the depth of surface water ponding to the south of the Site is anticipated to be partially mitigated by highway drainage features within Janes Lane and Valebridge Road which have not been accounted for in EA surface water modelling. These features are expected to reduce the depth of surface water flooding that may impact the Site. None-the-less, Finished Floor Levels (FFL) of the proposed development should be set at least 0.3 m above surrounding ground levels and ground levels should aim to slope away from all buildings. Ground levels should be designed to channel any overland flows from off-Site (to the west) away from the development and Site drainage systems.

If these mitigation measures are implemented this would reduce the flood risk to the development from Very Low - Low to Very Low.

### Groundwater flood mitigation measures

As the Site is not identified as being at risk of groundwater flooding, mitigation measures are not required.

### Reservoir flood mitigation measures

The Site is not a risk of flooding from reservoirs; therefore, mitigation measures are not required.

## Other flood risk mitigation measures

As the Site is not identified as at risk from other sources, mitigation measures are not required.

## Residual flood risk mitigation measures

The risk to the Site has been assessed from all sources of flooding and appropriate mitigation and management measures proposed to keep the users of the development safe over its lifetime. There is however a residual risk of flooding associated with the potential for failure of mitigation measures if regular maintenance and upkeep isn't undertaken. If mitigation measures are not implemented or maintained, the risk to the development will remain as the baseline risk.

## Further flood mitigation information

More information on flood resistance, resilience and water entry can be found here: [http://www.planningportal.gov.uk/uploads/br/flood\\_performance.pdf](http://www.planningportal.gov.uk/uploads/br/flood_performance.pdf)

[www.knowyourfloodrisk.co.uk](http://www.knowyourfloodrisk.co.uk)

## Emergency evacuation - safe access / egress and safe refuge

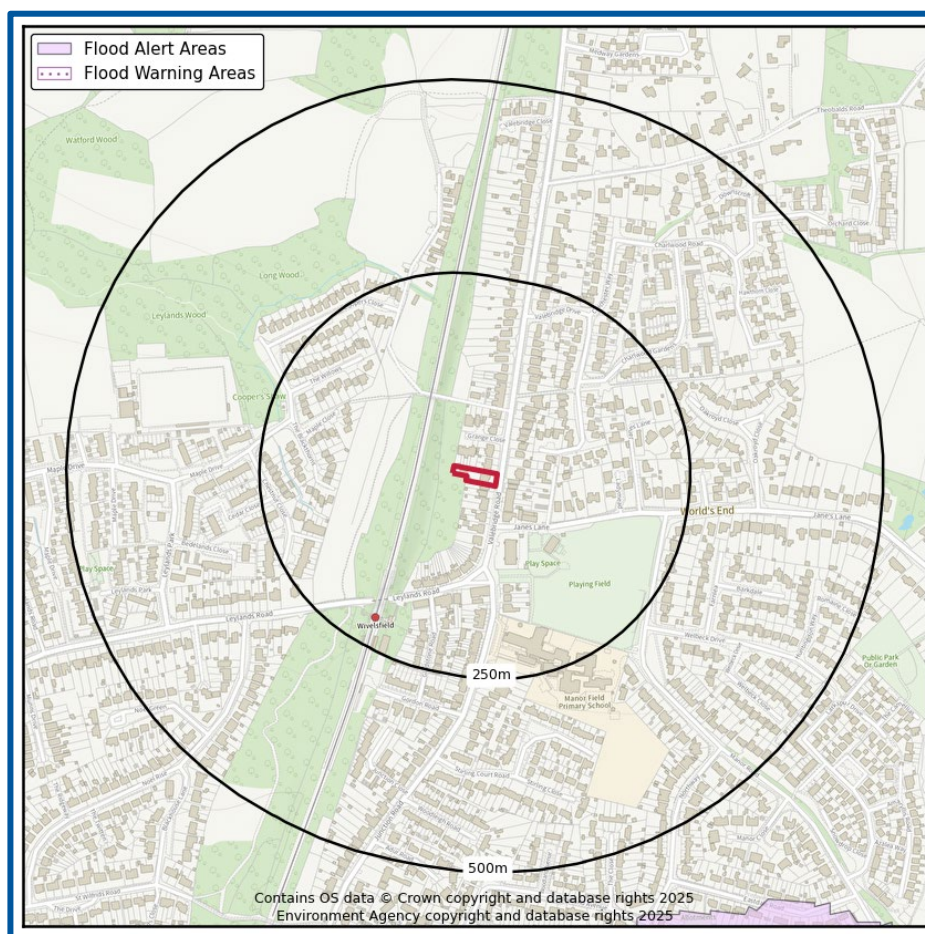
An area of safe refuge should be sufficient in size for all potential users and be reasonably accessible to the emergency services.

Emergency evacuation from the development and the Site should only be undertaken in strict accordance with any evacuation plans produced for the Site, with an understanding of the flood risks at the Site including available mitigation, the vulnerability of occupants and preferred evacuation routes.

### Flood warnings

The EA operates a flood warning service in all areas at risk of flooding; this is available on their website: <https://www.gov.uk/check-flood-risk>. The Site is not located within an EA Flood Alerts/Warning coverage area (see Figure 12).

Figure 12. EA Flood Warning Coverage for the local area (EA, 2025).



## Other relevant information

It is recommended that main communication lines required for contacting the emergency services, electricity sockets/meters, water supply and first aid stations and supplies are not compromised by flood waters. Where possible these should all be raised above the extreme flood level.

## 8. Conclusions and recommendations



Table 3. Risk ratings following Site analysis

Source of Flood Risk	Baseline <sup>1</sup>	After analysis <sup>2</sup>	After Mitigation <sup>3</sup>
River (fluvial) flooding	Very Low	Very Low	N/A
Sea (coastal/tidal) flooding	Very Low	Very Low	N/A
Surface water (pluvial) flooding	Very Low to Low	Very Low to Low	Very Low
Groundwater flooding	Negligible	Negligible	N/A
Other flood risk factors present	No	No	N/A
Is any other further work recommended?	Yes	Yes	Yes (see below)

1 BASELINE risks assigned for the whole Site, using national risk maps, including the benefit of EA flood defences.

2 AFTER ANALYSIS modification of risk assessment based on detailed site specific analysis including some or all of the following: flood model data, high resolution mapping, building location, access routes, topographic and CCTV surveys.

3 AFTER MITIGATION risks include risks to proposed development / asset and occupants if mitigation measures recommended in this report are implemented, including the impacts of climate change.

\*N/A indicates where mitigation is not required.

The table below provides a summary of where the responses to key questions are discussed in this report.

More vulnerable developments in a Flood Zone 1 are acceptable according to the NPPF and providing the recommended mitigation measures are put in place (see previous sections) it is likely that flood risk to this Site will be reduced to an acceptable level.

Table 4. Summary of responses to key questions in the report

Key sources of flood risks identified	Pluvial (see Section 4).
Are standard mitigation measures likely to provide protection from flooding to/from the Site?	Yes (see Section 7).
Is any further work recommended?	Yes (see executive summary and Section 7).

## 9. Further information



The following table includes a list of additional products by GeoSmart:

Additional GeoSmart Products			
	Additional assessment: <b>SuDSmart Report</b>		<p>The SuDSmart Report range assesses which drainage options are available for a Site. They build on technical detail starting from simple infiltration screening and work up to more complex SuDS Assessments detailing alternative options and designs.</p> <p>Please contact <a href="mailto:info@geosmartinfo.co.uk">info@geosmartinfo.co.uk</a> for further information.</p>
	Additional assessment: <b>EnviroSmart Report</b>		<p>Provides a robust desk-based assessment of potential contaminated land issues, taking into account the regulatory perspective.</p> <p>Our EnviroSmart reports are designed to be the most cost effective solution for planning conditions. Each report is individually prepared by a highly experienced consultant conversant with Local Authority requirements.</p> <p>Ideal for pre-planning or for addressing planning conditions for small developments. Can also be used for land transactions.</p> <p>Please contact <a href="mailto:info@geosmartinfo.co.uk">info@geosmartinfo.co.uk</a> for further information.</p>



## 10. References and glossary



### References

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- Ordnance Survey Mapping (2025). © Crown copyright. All rights reserved. Licence number AL 100054687. For full terms and conditions visit: [www.ordnancesurvey.co.uk](http://www.ordnancesurvey.co.uk)
- LiDAR Survey Open Data (2025). Accessed from: <https://environment.data.gov.uk/DefraDataDownload/?Mode=survey> on 06/01/25.

# Glossary

## General terms

BGS	British Geological Survey
EA	Environment Agency
GeoSmart groundwater flood risk model	GeoSmart's national groundwater flood risk model takes advantage of all the available data and provides a preliminary indication of groundwater flood risk on a 50m grid covering England and Wales. The model indicates the risk of the water table coming within 1 m of the ground surface for an indicative 1 in 100 year return period scenario.
Dry-Island	An area considered at low risk of flooding (e.g. In a Flood Zone 1) that is entirely surrounded by areas at higher risk of flooding (e.g. Flood Zone 2 and 3)
Flood resilience	Flood resilience or wet-proofing accepts that water will enter the building, but through careful design will minimise damage and allow the re-occupancy of the building quickly. Mitigation measures that reduce the damage to a property caused by flooding can include water entry strategies, raising electrical sockets off the floor, hard flooring.
Flood resistance	Flood resistance, or dry-proofing, stops water entering a building. Mitigation measures that prevent or reduce the likelihood of water entering a property can include raising flood levels or installation of sandbags.
Flood Zone 1	This zone has less than a 0.1% annual probability of river flooding
Flood Zone 2	This zone has between 0.1 and 1% annual probability of river flooding and between 0.1% and 0.5 % annual probability sea flooding
Flood Zone 3	This zone has more than a 1% annual probability of river flooding and 0.5% annual probability of sea flooding
Functional Flood Plain	An area of land where water has to flow or be stored in times of flood.
Hydrologic model	A computer model that simulates surface run-off or fluvial flow. The typical accuracy of hydrologic models such as this is $\pm 0.25\text{m}$ for estimating flood levels at particular locations.
OS	Ordnance Survey
Residual Flood Risk	The flood risk remaining after taking mitigating actions.
SFRA	Strategic Flood Risk Assessment. This is a brief flood risk assessment provided by the local council

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SuDS	A Sustainable drainage system (SuDS) is designed to replicate, as closely as possible, the natural drainage from the Site (before development) to ensure that the flood risk downstream of the Site does not increase as a result of the land being developed. SuDS also significantly improve the quality of water leaving the Site and can also improve the amenity and biodiversity that a Site has to offer. There are a range of SuDS options available to provide effective surface water management that intercept and store excess run-off. Sites over 1 Ha will usually require a sustainable drainage assessment if planning permission is required. The current proposal is that from April 2014 for more than a single dwelling the drainage system will require approval from the SuDS Approval Board (SABs).
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### Aquifer Types

Principal aquifer	These are layers of rock or drift deposits that have high intergranular and/or fracture permeability - meaning they usually provide a high level of water storage. They may support water supply and/or river base flow on a strategic scale.
Secondary A aquifer	Permeable layers capable of supporting water supplies at a local rather than strategic scale, and in some cases forming an important source of base flow to rivers.
Secondary B aquifer	Predominantly lower permeability layers which may store and yield limited amounts of groundwater due to localised features such as fissures, thin permeable horizons and weathering.
Secondary undifferentiated	Has been assigned in cases where it has not been possible to attribute either category A or B to a rock type due to the variable characteristics of the rock type.
Unproductive Strata	These are rock layers or drift deposits with low permeability that has negligible significance for water supply or river base flow.

---

### NPPF (2024) terms

Exception test	Applied once the sequential test has been passed. For the exception test to be passed it must be demonstrated that the development provides wider sustainability benefits to the community that outweigh flood risk and a site-specific FRA must demonstrate that the development will be safe for its lifetime taking account of the vulnerability of its users, without increasing flood risk elsewhere, and, where possible, will reduce flood risk overall.
Sequential test	Aims to steer new development to areas with the lowest probability of flooding.
Essential infrastructure	Essential infrastructure includes essential transport infrastructure, essential utility infrastructure and wind turbines.

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Water compatible	Water compatible land uses include flood control infrastructure, water-based recreation and lifeguard/coastal stations.
Less vulnerable	Less vulnerable land uses include police/ambulance/fire stations which are not required to be operational during flooding and buildings used for shops/financial/professional/other services.
More vulnerable	More vulnerable land uses include hospitals, residential institutions, buildings used for dwelling houses/student halls/drinking establishments/hotels and sites used for holiday or short-let caravans and camping.
Highly vulnerable	Highly vulnerable land uses include police/ambulance/fire stations which are required to be operational during flooding, basement dwellings and caravans/mobile homes/park homes intended for permanent residential use.

## Data Sources

Aerial Photography	Contains Ordnance Survey data © Crown copyright and database right 2025 BlueSky copyright and database rights 2025
Bedrock & Superficial Geology	Contains British Geological Survey materials © NERC 2025 Ordnance Survey data © Crown copyright and database right 2025
Flood Risk (Flood Zone/RoFRS/Historic Flooding/Pluvial/Surface Water Features/Reservoir/ Flood Alert & Warning)	Environment Agency copyright and database rights 2025 Ordnance Survey data © Crown copyright and database right 2025
Flood Risk (Groundwater)	GeoSmart, BGS & OS GW5 (v2.4) Map (GeoSmart, 2025) Contains British Geological Survey materials © NERC 2025 Ordnance Survey data © Crown copyright and database right 2025
Location Plan	Contains Ordnance Survey data © Crown copyright and database right 2025
Topographic Data	OS LiDAR/EA Contains Ordnance Survey data © Crown copyright and database right 2025 Environment Agency copyright and database rights 2025

## 11. Appendices



## Appendix A

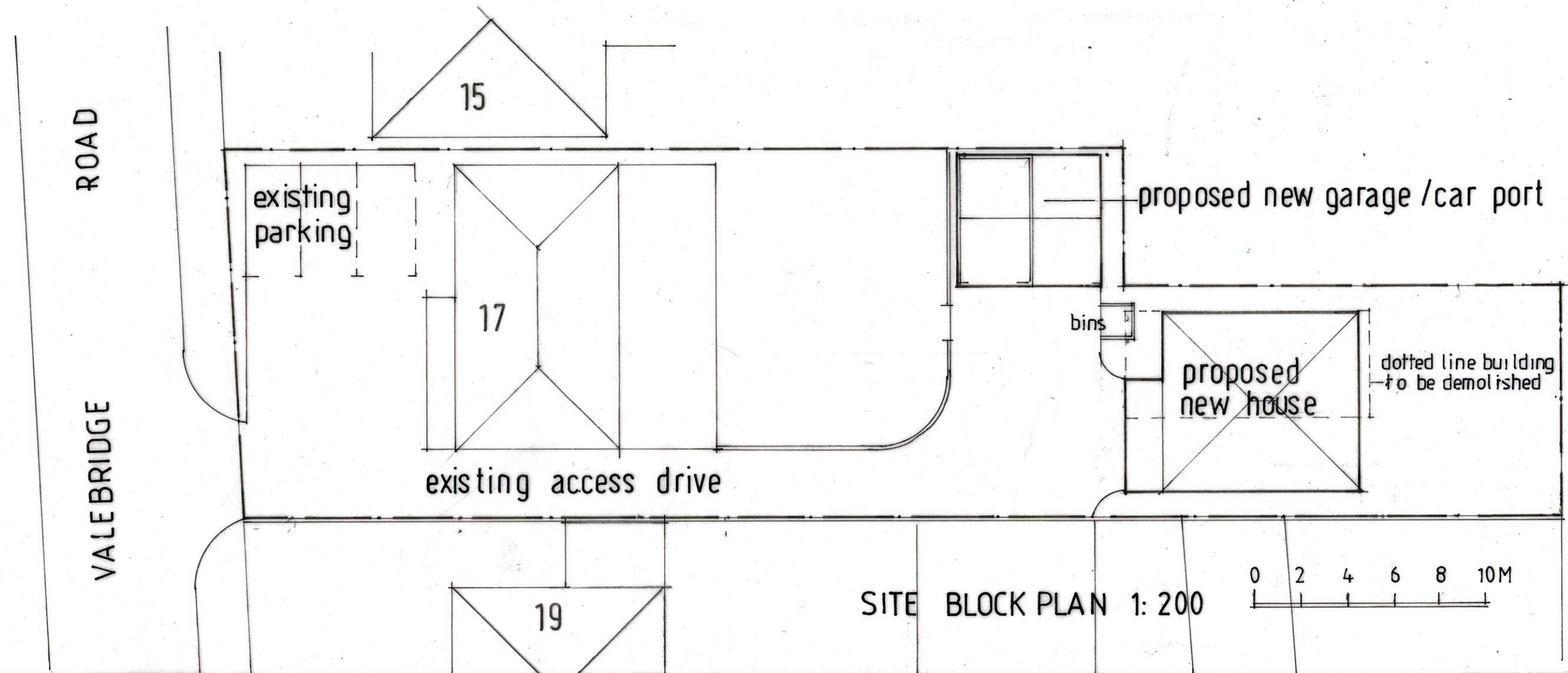
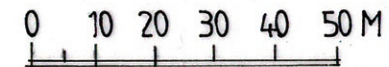


### Site plans

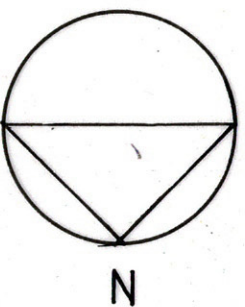
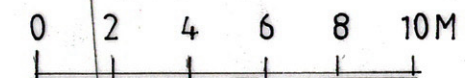




LOCATION PLAN 1:1250



SITE BLOCK PLAN 1:200



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BURGESS HILL. RH15 0RA

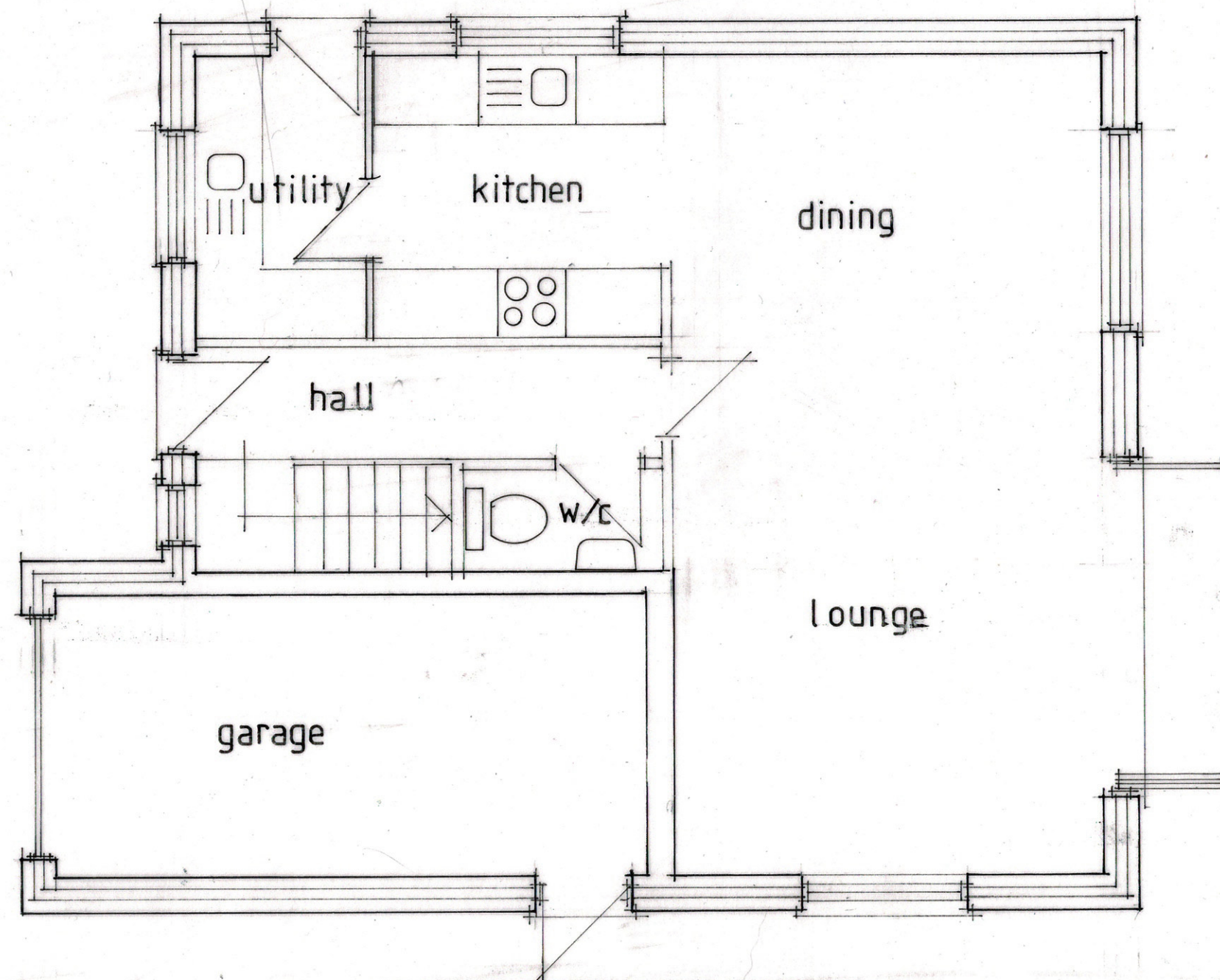
SITE AND LOCATION PLANS

2410/001

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BOUNDARY



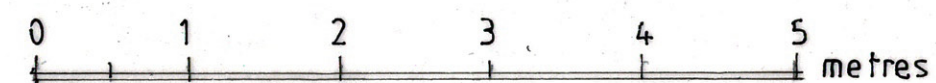
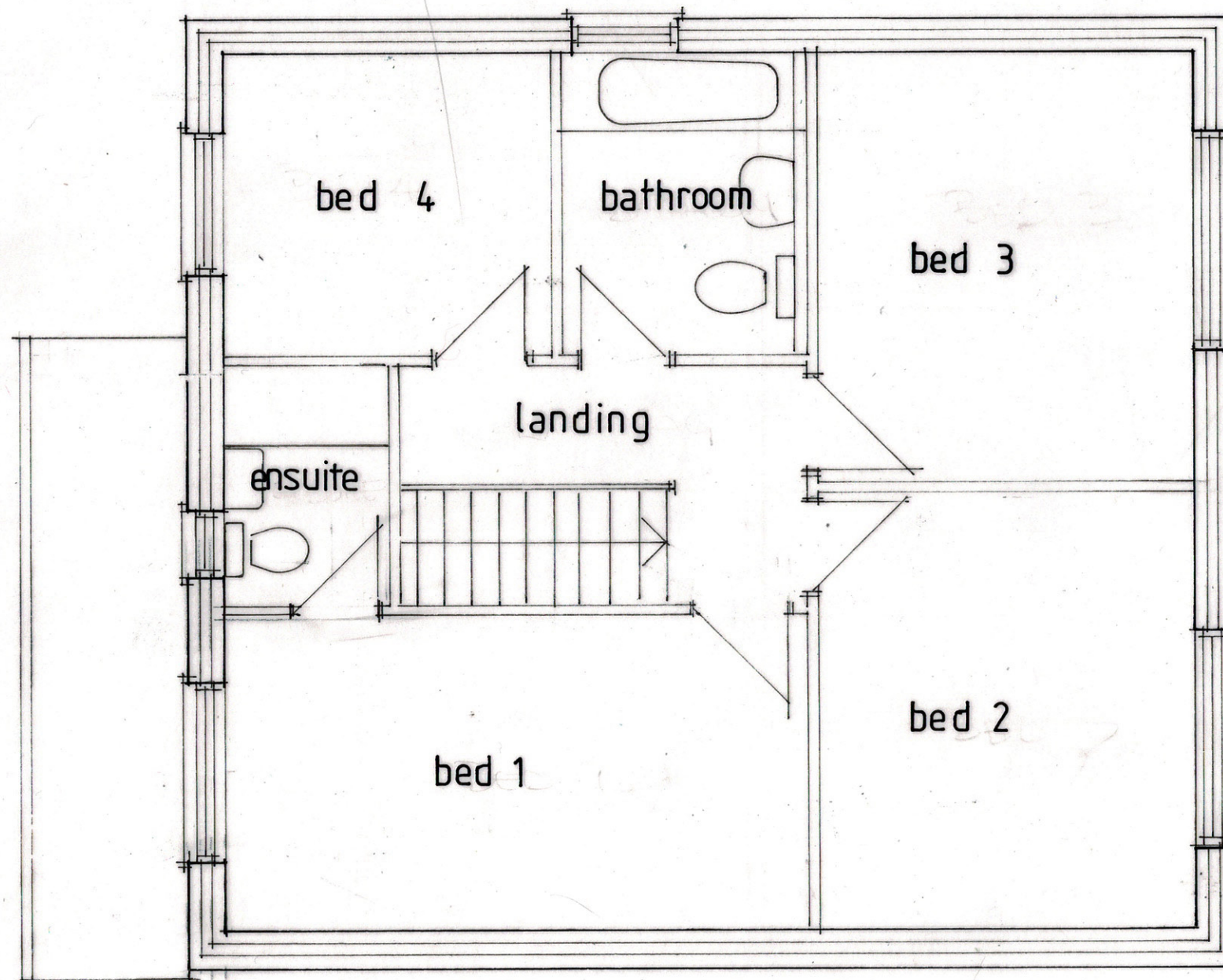
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PROPOSED GROUND FLOOR PLAN

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BURGESS HILL RH15 0RA

PROPOSED FIRST FLOOR PLAN

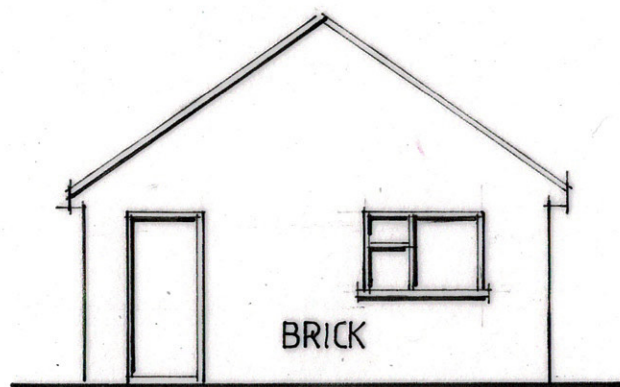
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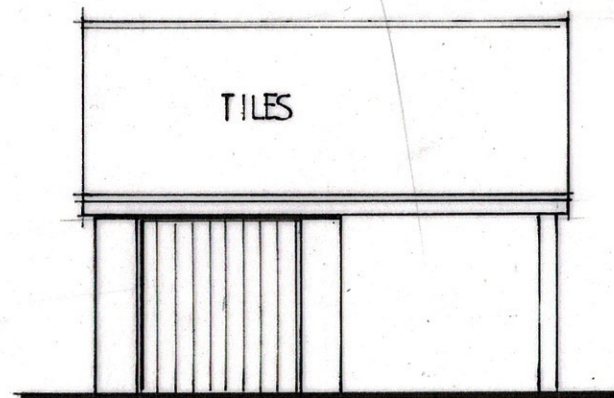
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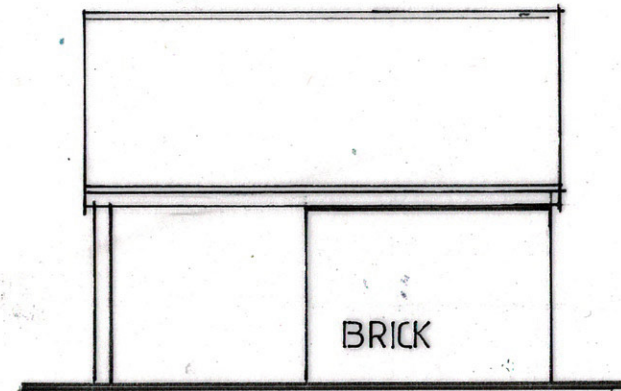
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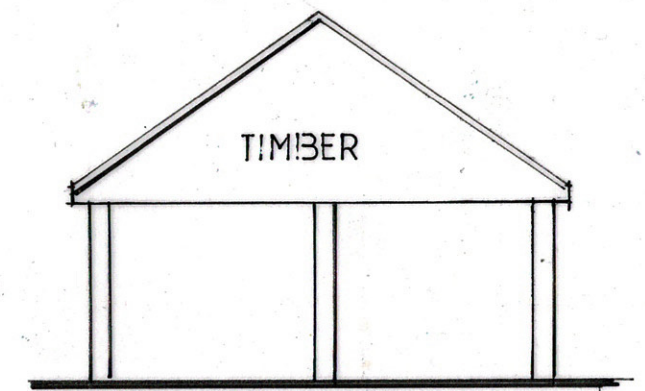
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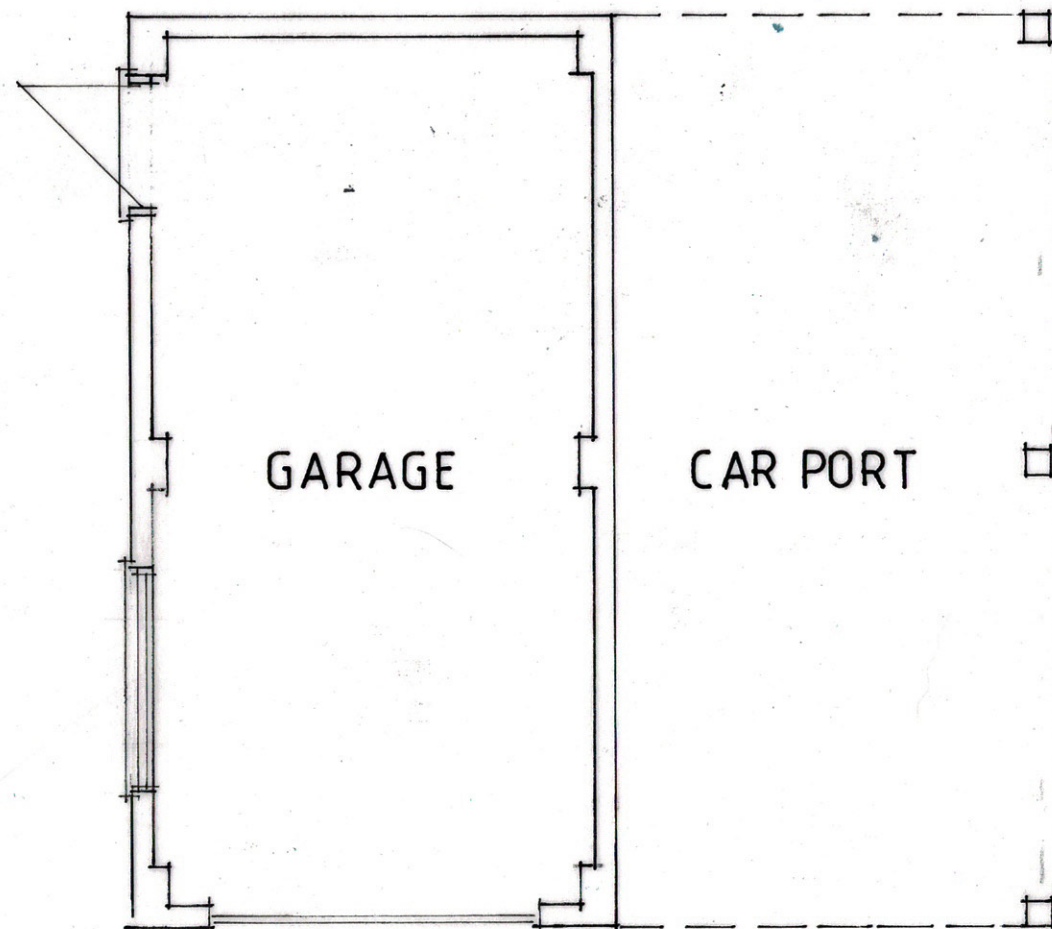
north elevation



south elevation



west elevation



0 1 2 3M 1:50

17 VALEBRIDGE ROAD  
BURGESS HILL RH15 0RA

PROPOSED GARAGE PLAN AND ELEVATIONS

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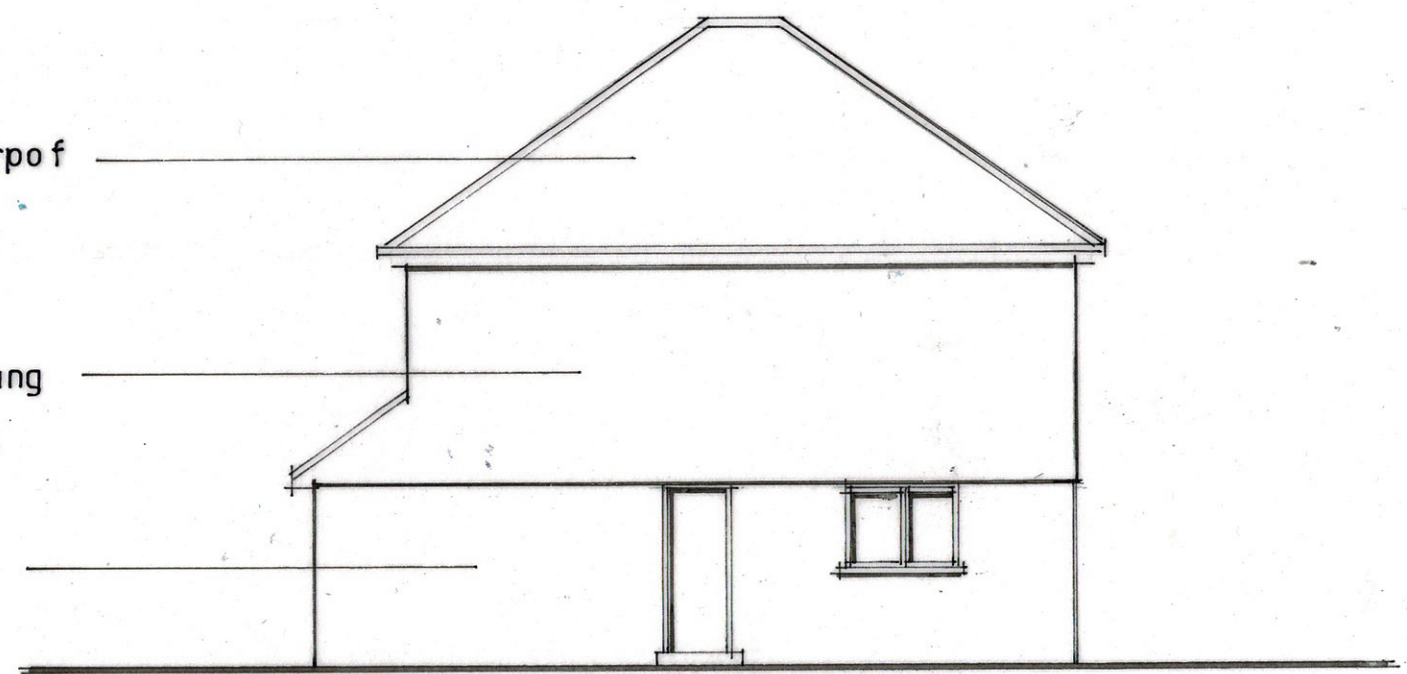


EAST ELEVATION

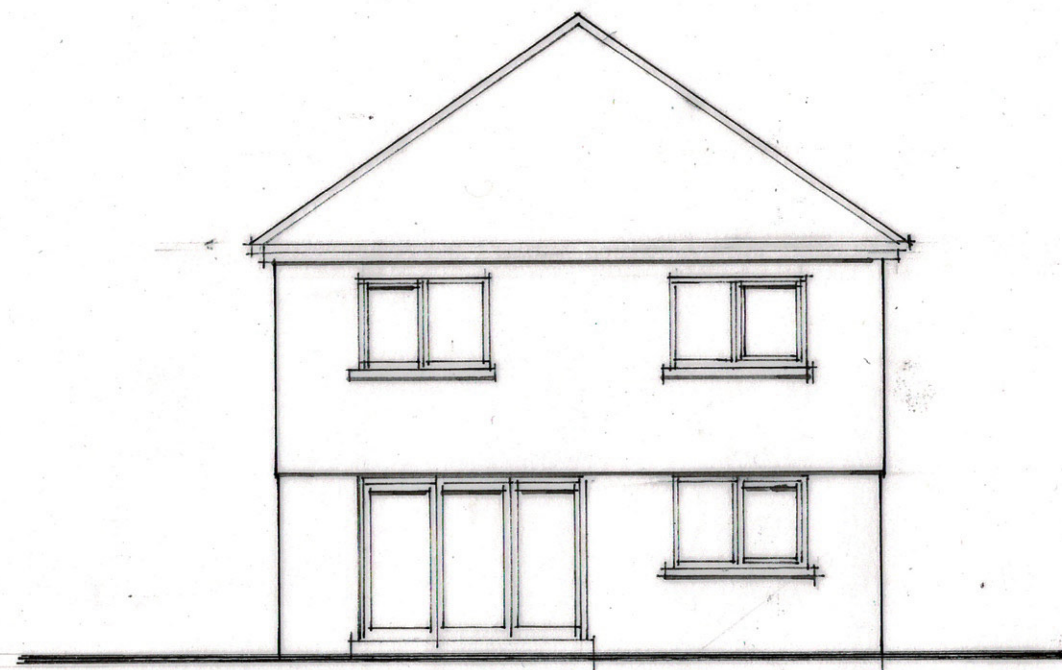
plain tile roof

tile hanging

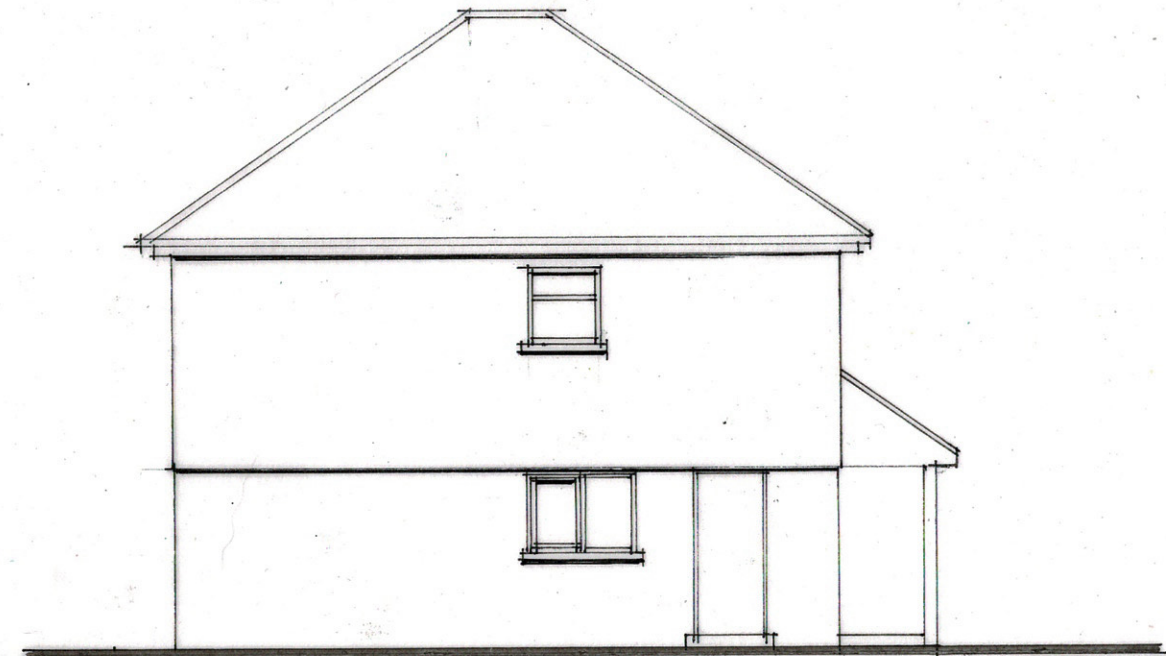
brickwork



NORTH ELEVATION



WEST ELEVATION



SOUTH ELEVATION

0 1 2 3 4 5 metres

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BURGESS HILL. RH150RA

PROPOSED ELEVATIONS

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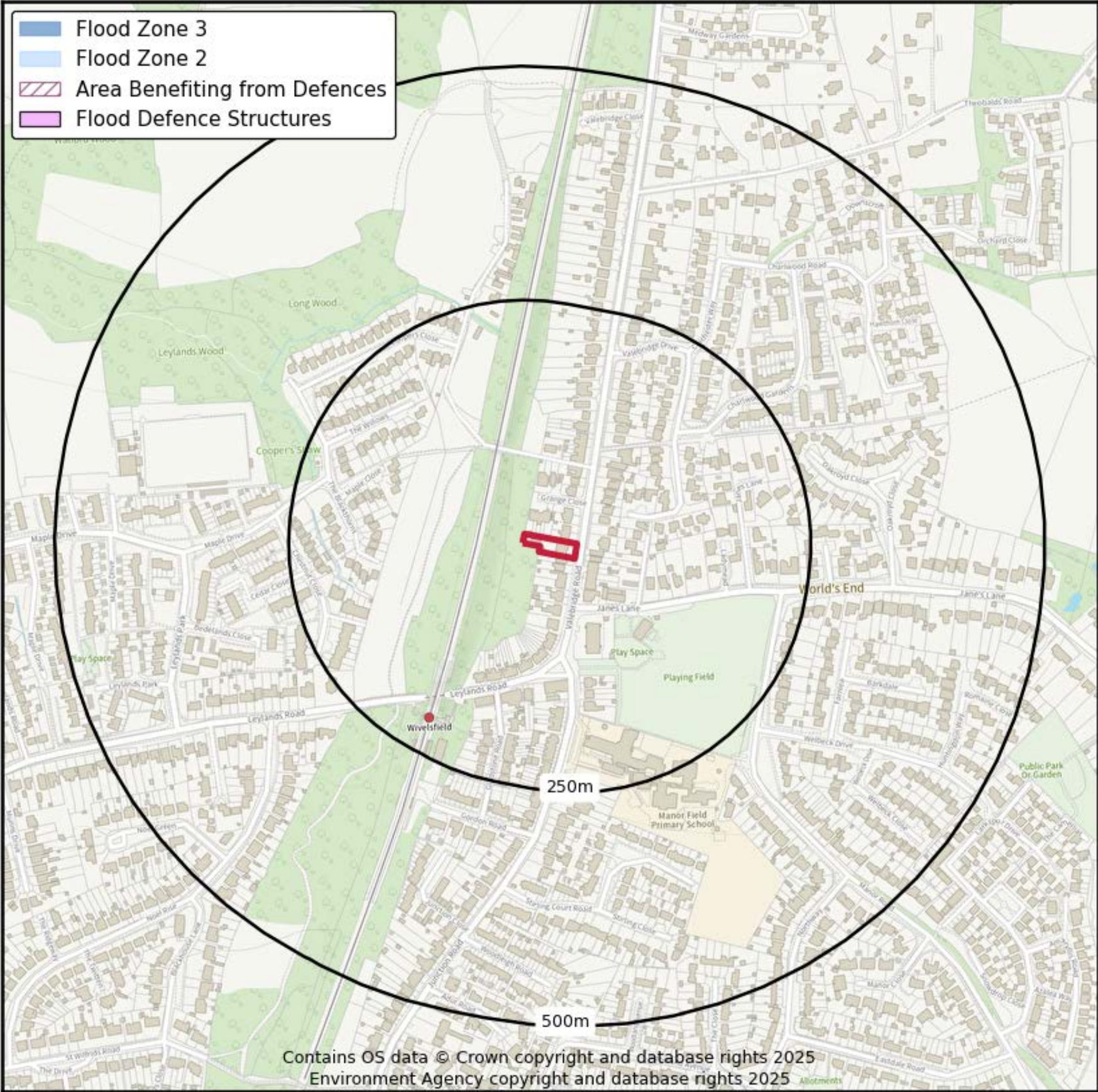


## Appendix B



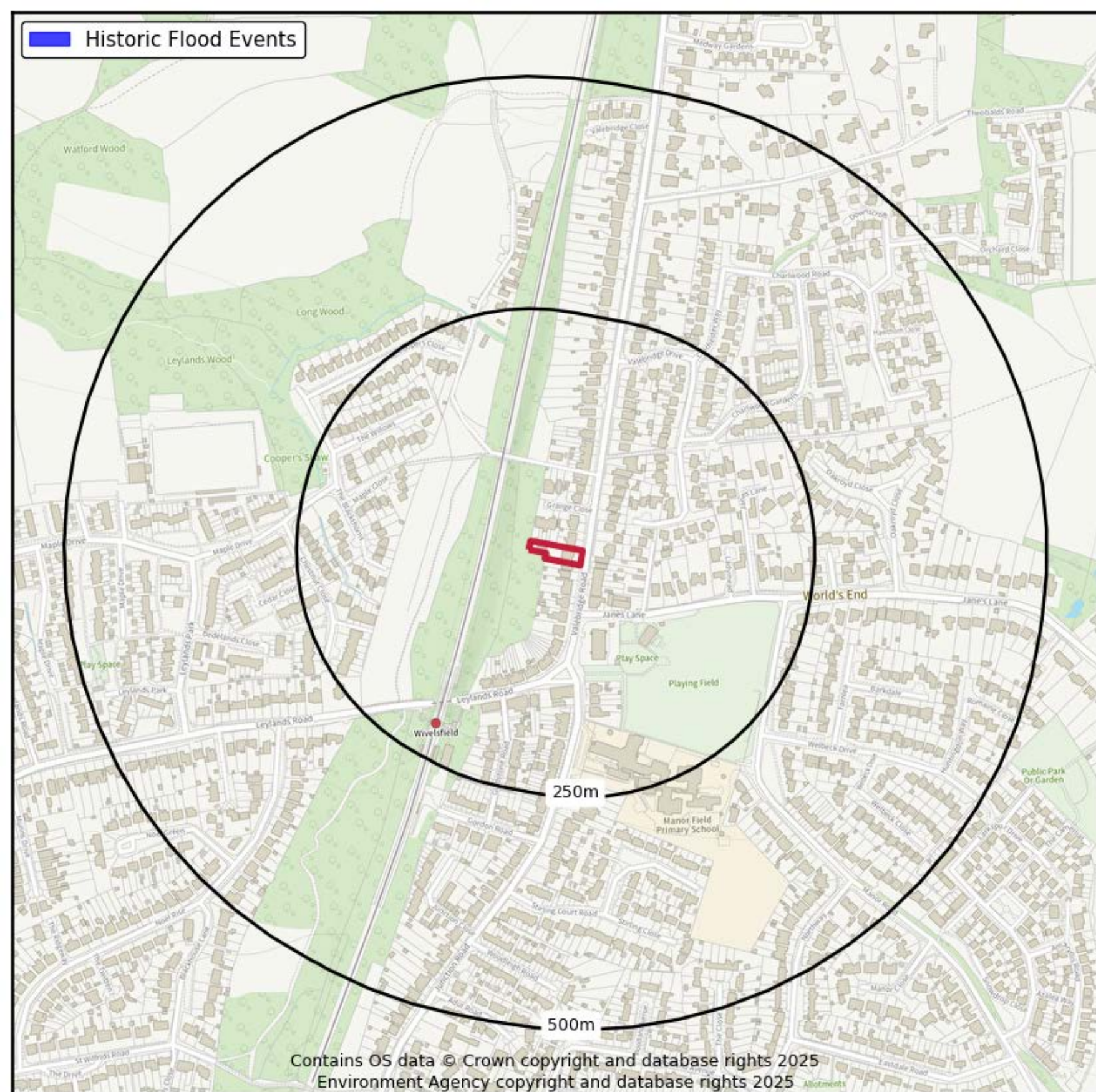
### Environment Agency data

- Flood Zone 3
- Flood Zone 2
- Area Benefiting from Defences
- Flood Defence Structures





■ Historic Flood Events

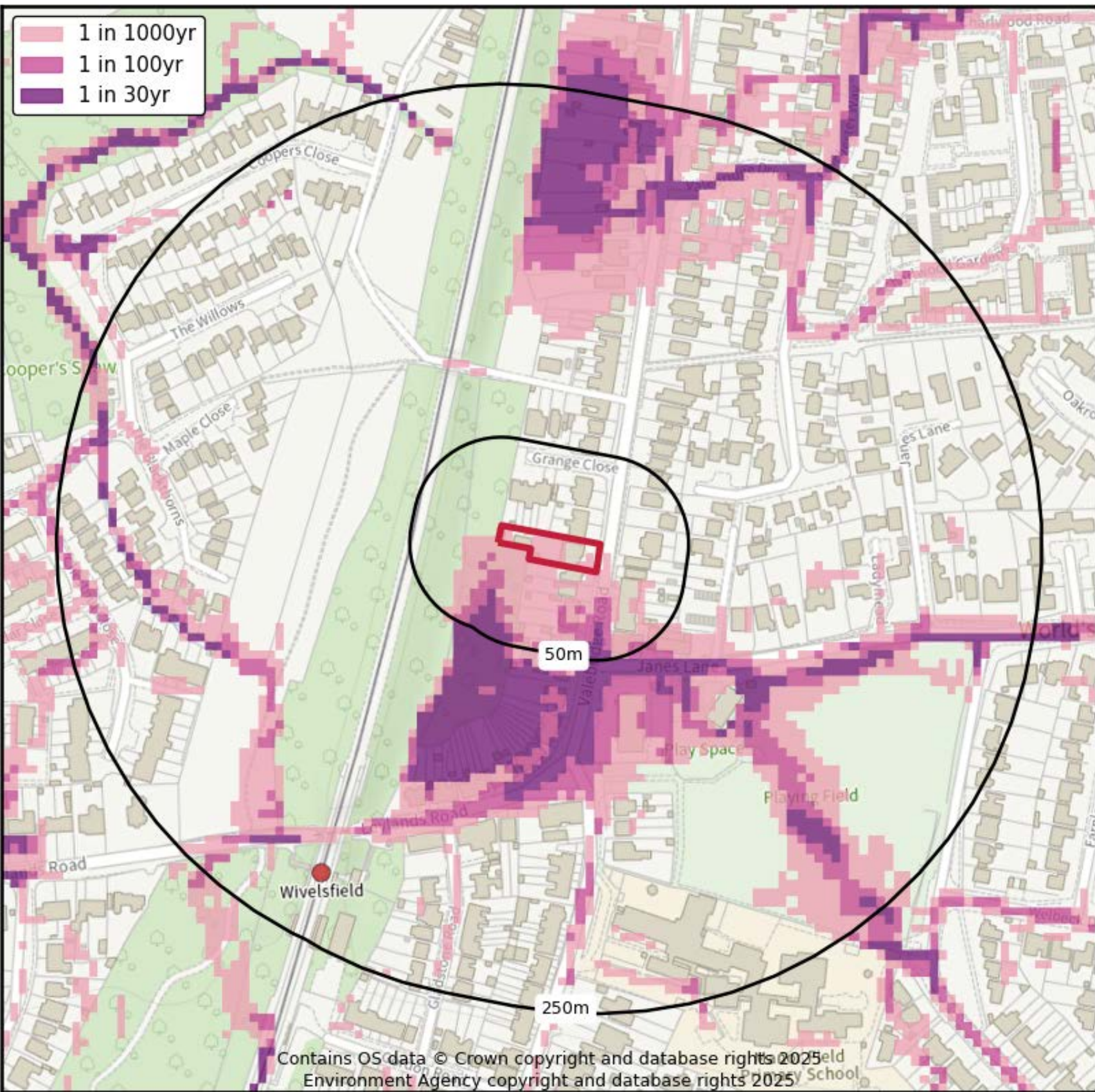


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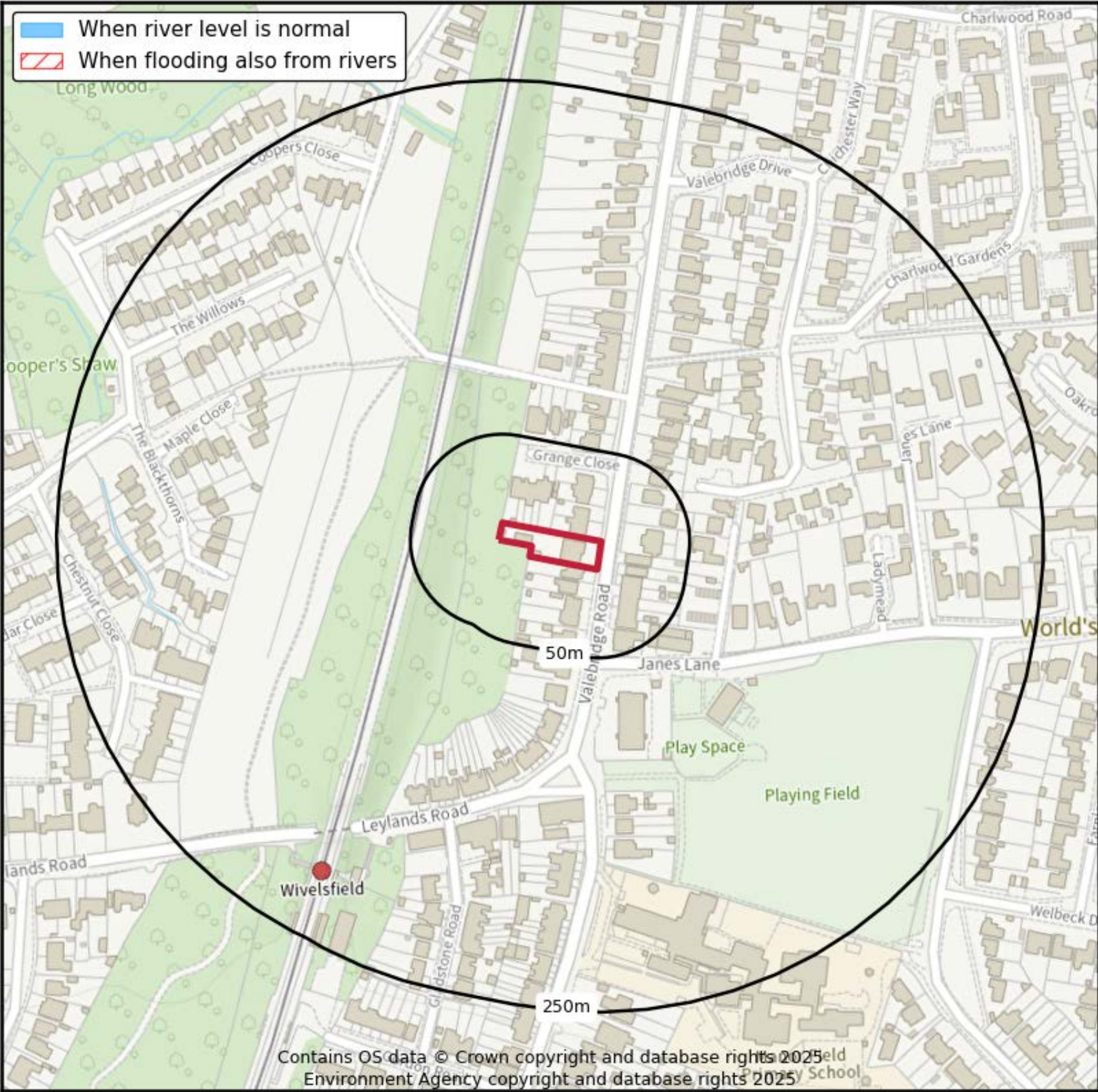
# Extent

- 1 in 1000yr
- 1 in 100yr
- 1 in 30yr





-  When river level is normal
-  When flooding also from rivers





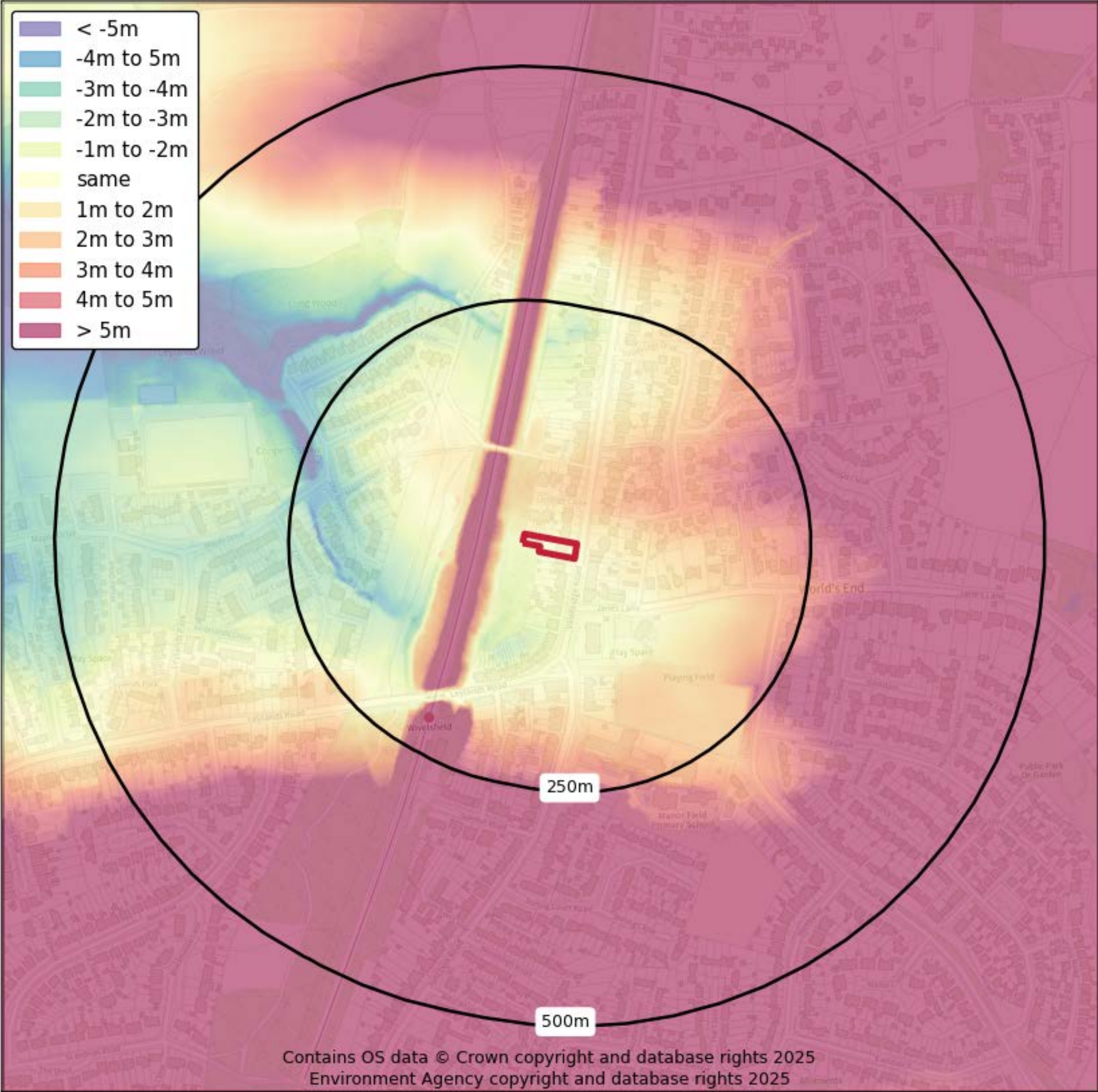


## Appendix C



# Environment Agency LiDAR ground elevation data





## Disclaimer

This report has been prepared by GeoSmart in its professional capacity as soil, groundwater, flood risk and drainage 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.

For full T&Cs see <http://geosmartinfo.co.uk/terms-conditions>

## 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](mailto:info@geosmartinfo.co.uk)

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

### The Code's core principles

Firms which subscribe to the Search Code will:

- display the Search Code logo prominently on their search reports.
- act with integrity and carry out work with due skill, care and diligence.
- at all times maintain adequate and appropriate insurance to protect consumers.
- conduct business in an honest, fair and professional manner.
- handle complaints speedily and fairly.
- ensure that products and services comply with industry registration rules and standards and relevant laws.
- monitor their compliance with the Code.



## Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award 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 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](mailto:admin@tpos.co.uk)

You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk). Please ask your search provider if you would like a copy of the search code

### 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](mailto: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:

Martin Lucass

Commercial Director

GeoSmart Information Limited

Suite 9-11, 1st Floor,

Old Bank Buildings,

Bellstone, Shrewsbury, SY1 1HU

Tel: 01743 298 100

[martinlucass@geosmartinfo.co.uk](mailto:martinlucass@geosmartinfo.co.uk)

## 12. 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/>