

SITESOLUTIONS

Commercial



Overall Opinion

PASSED ✓



Argyll's Overview

Considering the information reviewed during this assessment, no significant contaminant linkage has been identified. Accordingly soil and groundwater liabilities are unlikely to occur. No further action with respect to contaminated land Liability is required.

The following other Environmental Hazards have been identified in the immediate vicinity of the Site: Radon between 10 and 30%, Radon Protection Measures, and Ground Instability Hazard.



Report on:

Tregarthens Hotel, Isles Of Scilly, TR21 0PP

Report prepared for:

Blake Laphorn LLP

Client Reference:

RMC/428285.43

Report Reference:

AEL-0100-TSR-450617

National Grid Reference:

90102,10684

Report date:

22nd January 2015



0845 458 5250
www.argyllenvironmental.com
Intelligent Due Diligence





Site Location

Report prepared on

Tregarthens Hotel, Isles Of Scilly, TR21 0PP

Site Area (m²)

3098.44

Current Use

Hotel

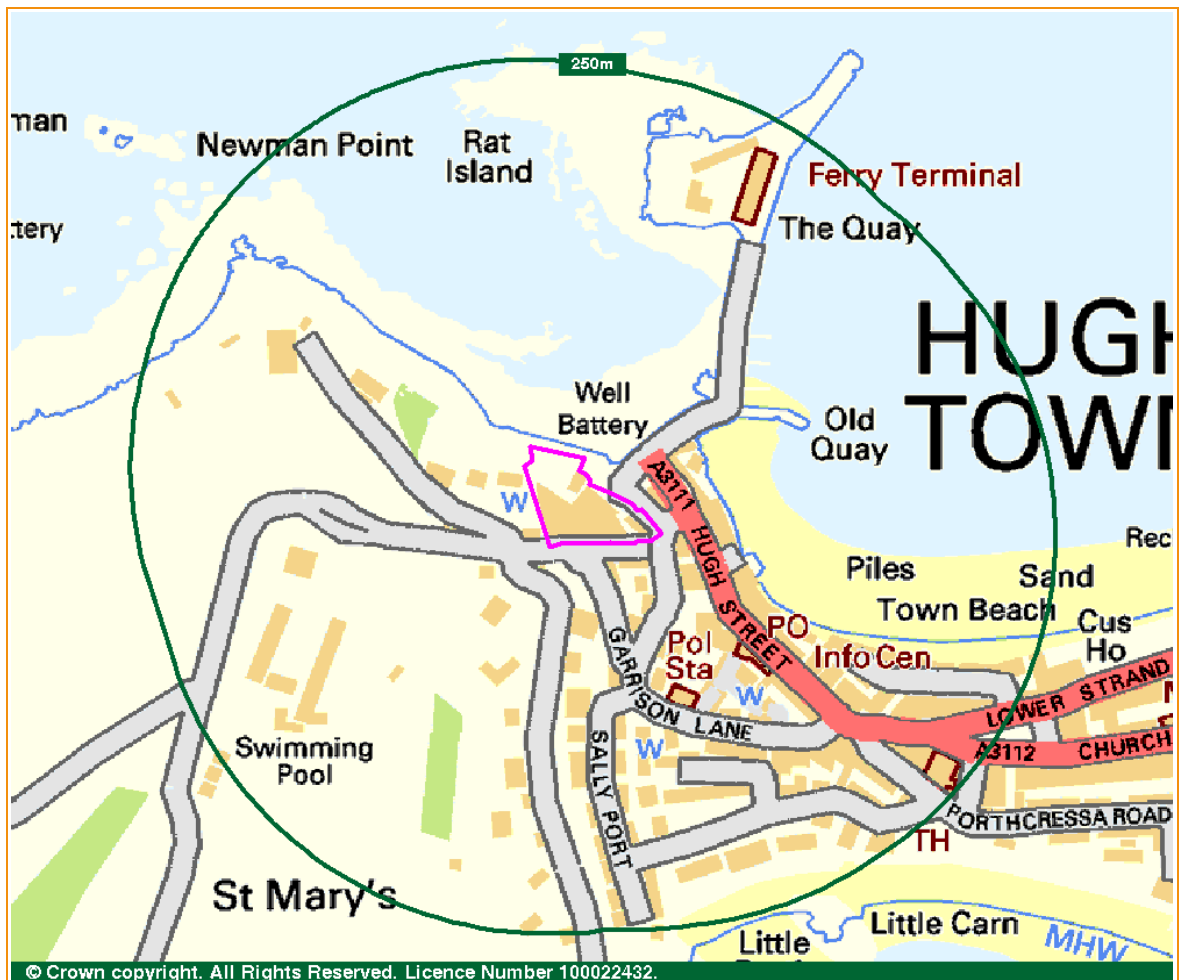
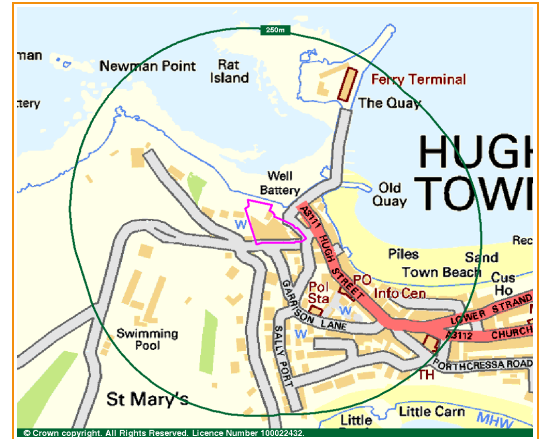
Proposed Use

Hotel

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Additional Information Provided





Summary of Contamination Risk and Liabilities

Liability Assessment



Passed

No further action



Liability Assessment

Within the scope of this assessment no Liabilities have been identified. No further action is required.

Risk



Contaminated Land

Issue

What is the overall on-site risk?

What is the overall off-site risk?

What is the environmental sensitivity rating?

Evaluation

Low

Low

Moderate to High









Recommendations

None required.



Contaminated Land Risk Analysis

Investigation	Commentary
 <p>On-site sources</p> <p>Argyll's Comment </p>	<p>A review of historical maps indicates the Site was occupied by several commercial buildings since at least c.1890 and was later in use as a hotel c.1908. By the 1980s the Site had been modified for the same use, and no further significant changes were identified from subsequent mapping. We have been informed by the client that the Site is currently used as a hotel and that it will continue in this use without redevelopment.</p> <p>As a result of the historical and current use of the Site, there is a low risk of contaminants being present.</p>
 <p>Off-site sources</p> <p>Argyll's Comment </p>	<p>No historical or current potentially contaminative uses were identified in proximity to the Site.</p> <p>The historical and current use of the surrounding area is therefore considered to present a low risk of affecting the Site.</p>
 <p>Pathways and receptors</p> <p>Argyll's Comment </p>	<p>With reference to Environment Agency data, the bedrock hydrogeology underlying the Site is classified as a Secondary (A) Aquifer (deposits with moderate permeability). The overlying soils are not given a separate soil vulnerability classification, however they would generally be regarded as having a low permeability. According to information provided by the Environment Agency the Site does not lie within a groundwater Source Protection Zone (SPZ). There are no abstraction licences located within 1000m. The nearest water feature (Celtic Sea) is located 5m north east. Residential properties are located adjacent to the west. The general area appears to be largely in commercial/retail use. The following designated eco-receptors were identified within 1000m: Peninnis Head (St. Mary's) (Site of Special Scientific Interest) located 842m south east, Lower Moors (St. Mary'S) (Site of Special Scientific Interest) located 847m east, and Isles Of Scilly Complex (Special Area of Conservation) located 39m north.</p> <p>Overall, the Site is therefore considered to have a moderate to high environmental sensitivity.</p>
<p>Additional Sources of Information</p>	<p>No additional materials have been used in this assessment.</p>








Argyll's Conclusion

Considering the information reviewed during this assessment, no significant contaminant linkages have been identified. Accordingly soil and groundwater liabilities are unlikely to occur.

Please refer to risk analysis methodology section for further guidance and definition of terms.



Other Environmental Hazards

	Risk	Recommendation
	Radon between 10 and 30%	Employers are required by the Management of Health and Safety at Work Regulations 1999 to assess risks from radon in workplaces. You may therefore wish to contact the Health Protection Agency for further information regarding radon monitoring.
	Radon Protection Measures	If redevelopment or building extensions are proposed, radon protection may be required. As the data provided in this report is not site specific, it would be prudent to order a more detailed radon report from the British Geological Survey (www.bgs.ac.uk/georeports) or contact the local Building Controls Officer to clarify the level of radon protection required (if any) in accordance with Building Research Establishment report BR211.
	Ground Instability Hazard	As a potential ground instability hazard was identified, you may wish to consult a local RICS accredited surveyor and/or review any available geotechnical surveys.
	Telecommunication Base Stations	No telecommunication base stations are located within 100m of the Site.
	COMAH	No Control of Major Accident Hazards (COMAH) sites are located within 500m.

Argyll's Comment



This report is primarily a desktop assessment of potential soil and groundwater liabilities. We also comment whether the above Environmental Hazards are relevant. Contact details are provided at the end of this report.



Current Operations

Environmental Damage Regulations 2009 (EDR)

Potential for owner/operation to incur a Liability under the EDR

Argyll's
Comment



The Site is in close proximity to a potentially sensitive receptor as set out in the EDR. It would therefore be prudent to ensure that operations on the site are audited on a regular basis to minimise the risk of causing environmental damage that could result in liability under the EDR. In addition, the presence of such receptors should be considered as part of any future development or activity. Please refer to the risk analysis methodology section for further guidance and definition of terms.

Additional Considerations

Item	Summary	Suggested Action
Asbestos	If the buildings at the Site were constructed or renovated during the period between 1950 and 1999, then the fabric of these buildings may contain asbestos in a variety of forms.	Check the Asbestos Register and Management Plan
Energy Performance Certificate	Under the Energy Performance of Buildings (England and Wales) Regulations 2012 and the Energy Performance of Buildings (Scotland) Regulations 2008, there is a requirement for all buildings to have an Energy Performance Certificate (EPC) upon their construction, sale or lease (and in some cases when the building is modified).	Check for EPC or conduct energy assessment
Air Conditioning/ Refrigeration Equipment	Air conditioning and refrigeration equipment contains heat transfer fluid. This fluid may be an ozone depleting substance (ODS). Any fluid in a halon fire-extinguishing system is also a ODS.	Inspect maintenance records
Sensitive Land Uses	If areas subject to statutory designations are located either on or in proximity to the Site, there may be land management implications or restrictions to planned developments. You are located within 500m of an Area of Outstanding Natural Beauty, and a Special Area of Conservation.	Contact local planning authority or speak with planning consultant

Argyll's
Comment



Whilst this assessment is primarily a desktop assessment of potential soil and groundwater liabilities, the above potential liability considerations that fall outside the scope of the Risk Analysis Methodology have been identified. Additional sources of information may be available for the Site. These sources could include previous environmental reports (including audits, contaminated land investigation and remediation reports), valuation reports (including property observation checklists), a Land Quality Record, and property deeds. Argyll Environmental would be pleased to review any reports that are available and revise this report accordingly. This may entail additional fees depending upon the volume and complexity of information available. Please contact us for further information.

Contents of the Data Section

Section	Description
Tabular Summary	<p>This section presents a tabular summary of information found for the Site and surrounding area. The data is presented in three buffer zones for ease of reference: data found at the Site, from 1-250m and from 251-500m.</p> <p>If a database has been searched the number of records found will be displayed under the relevant search band. If a database is not available or has not been searched, this will be represented by the abbreviation N/A under the relevant search band.</p>
Current Land Use Mapping	<p>This section provides information on current land uses and is divided into three sections, statutory information, waste and current industrial uses. It is preceded by two maps.</p>
Statutory Information	<p>This section presents detailed statutory information for the Site and surrounding area (up to 500m depending upon dataset). The Map ID of each feature is indicated (where applicable) followed by specific information on each feature and its distance and direction from the Site.</p> <p>If no data is identified then the section will be omitted.</p>
Waste	<p>This section presents detailed information on waste and landfill sites for the Site and surrounding area (up to 500m depending upon dataset). The Map ID of each feature is indicated (where applicable) followed by specific information on each feature and its distance and direction from the Site.</p> <p>If no data is identified then the section will be omitted.</p>
Current Industrial Land Use	<p>This section presents detailed information on current land use for the Site and surrounding area (0-250m). The Map ID of each feature is indicated (where applicable) followed by specific information on each feature and its distance and direction from the Site.</p> <p>If no data is identified then the section will be omitted.</p>
Historical Land Use Mapping	<p>The Historical Land Use Map presents 1:10,000 scale and selected 1:2,500 scale (tanks and energy facilities) historical land use information within 250m of the Site boundary.</p>
Historical Land Use	<p>This section presents selected information on historical land use for the Site and surrounding area (0-250m). The Map ID of each feature is indicated (where applicable) followed by specific information on each feature and its distance and direction from the Site.</p> <p>If no data is identified then the section will be omitted.</p>
Aquifer Designations and Geology	<p>This section is preceded by two maps that present information relating to the aquifer designations beneath the Site. The first of these maps indicates the designation of the Superficial geology. The second map presents the aquifer designation of the solid geology.</p> <p>These maps are followed by detailed information in relation to aquifer designations/groundwater vulnerability and geology at the Site and surrounding area (0-500m).</p> <p>If no data is identified then the section will be omitted.</p>
Environmental Sensitivity	<p>This section presents detailed information on the environmental sensitivity of the Site and surrounding area (up to 500m depending upon dataset) and is preceded by two maps. The first shows areas with statutory designations, the second shows source protection zones. The Map ID of each feature is indicated (where applicable) followed by specific information on each feature and its distance and direction from the Site.</p> <p>If no data is identified then the section will be omitted.</p>
Natural and Mining Related Hazards	<p>This section contains information on natural and mining related hazards which may affect the Site. These include subsidence, radon and mining.</p>

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Tabular Summary

Statutory Information

Authorisations	On-site	1-250m	251-500m
Local Authority Pollution Prevention and Controls	0	0	0
Local Authority Integrated Pollution Prevention and Controls	0	0	0
Integrated Pollution Controls	0	0	0
Integrated Pollution Prevention And Control	0	0	0
Registered Radioactive Substances	0	0	0
Discharges	On-site	1-250m	251-500m
Discharge Consents	0	0	1
Water Industry Act Referrals	0	0	0
Control of Major Accident Hazards Sites	0	0	0
Explosive Sites	0	0	0
Notification of Installations Handling Hazardous Substances	0	0	0
Planning Hazardous Substance Consents	0	0	0
Contraventions	On-site	1-250m	251-500m
Contaminated Land Register Entries and Notices	0	0	0
Local Authority Pollution Prevention and Control Enforcements	0	0	0
Enforcement and Prohibition Notices	0	0	0
Planning Hazardous Substance Enforcements	0	0	0
Substantiated Pollution Incident Register	0	0	0
Prosecutions Relating to Authorised Processes	0	0	0
Prosecutions Relating to Controlled Waters	0	0	0

Waste

Waste/Landfill Sites	On-site	1-250m	251-500m
BGS Recorded Landfill Sites	0	0	0
Integrated Pollution Control Registered Waste Sites	0	0	0
Licensed Waste Management Facilities (Landfill Boundaries)	0	0	0
Licensed Waste Management Facilities (Locations)	0	0	0
Local Authority Recorded Landfill Sites	0	0	0 (0) *
Registered Landfill Sites	0	0	0 (0) *
Registered Waste Transfer Sites	0	0	0
Registered Waste Treatment or Disposal Sites	0	0	0
Historical Landfill Sites	0	0	0

Current Land Use

Current Potentially Contaminative Uses	On-site	1-250m	251-500m
Contemporary Trade Directory Entries	0	6	3
Fuel Station Entries	0	0	1
Other Features	On-site	1-250m	251-500m
Telecommunication Base Stations	0	0 ¹	N/A
Overhead Transmission Lines	0	0	0
Gas Pipelines	0	0	0
Gas Feeders	0	0	0

Historical Land Use

Historical Potentially Contaminative Uses	On-site	1-250m	251-500m
Historical Tanks And Energy Facilities	0	1	4
Potentially Infilled Land	On-site	1-250m	251-500m
Former Marshes	0	0	0
Potentially Infilled Land (Non-Water)	0	0	1
Potentially Infilled Land (Water)	0	0	0

¹Telecommunication base stations are searched to a radius of 100m from the Site boundary

Groundwater Vulnerability

Hydrogeology	On-site	1-250m	251-500m
Superficial Aquifer Designations	0	6	2
Bedrock Aquifer Designations	1	1	7
Groundwater Vulnerability	2	1	0
Geology	On-site	1-250m	251-500m
Low Permeability Drift Deposits	0	N/A	N/A
BGS 1:50,000 Bedrock Geology	1	0	8
BGS 1:50,000 Superficial Deposits	0	6	2
BGS 1:50,000 Geological Mapping Coverage	1	1	0
Detailed River Network Lines	0	0	0
Detailed River Network Offline Drainage	0	0	0
BGS 1:625,000 Solid Geology	1	N/A	N/A
BGS Borehole Logs	0	0	N/A

Environmental Sensitivity

Environmental Sensitivity	On-site	1-250m	251-500m
Areas of Outstanding Natural Beauty	1	0	0
Environmentally Sensitive Areas	0	0	0
Forest Parks	0	0	0
Local Nature Reserves	0	0	0 (0) *
Marine Nature Reserves	0	0	0 (0) *
National Nature Reserves	0	0	0 (0) *
National Parks	0	0	0
National Scenic Areas	0	0	0
Nitrate Sensitive Areas	0	N/A	N/A
Nitrate Vulnerable Zones	0	N/A	N/A
Ramsar Sites	0	0	0 (0) *
River Quality Biology Sampling Points	0	0	0
River Quality Chemistry Sampling Points	0	0	0
Nearest Surface Water Feature	0	1	0
Sites of Special Scientific Interest	0	0	0 (2) *
Special Areas of Conservation	0	1	0 (0) *
Special Protection Areas	0	0	0 (0) *
Water Abstractions	0	0	0 (0)*
Source Protection Zones	0	0	0

Natural and Mining Related Hazards

Subsidence	On-site	1-250m	251-500m
Collapsible Ground Stability Hazards	1	1 ²	N/A
Compressible Ground Stability Hazards	1	1	N/A
Ground Dissolution Stability Hazards	1	1	N/A
Landslide Ground Stability Hazards	1	1	N/A
Running Sand Ground Stability Hazards	1	1	N/A
Shrinking or Swelling Clay Subsidence Hazards	1	1	N/A
Non-Coal Mining Hazards	0	0	N/A
Radon	On-site	1-250m	251-500m
Radon Potential	1	N/A	N/A
Radon Protection Measures	1	N/A	N/A
Mining	On-site	1-250m	251-500m
Brine Compensation Areas	0	N/A	N/A
Coal Mining Affected Areas	0	N/A	N/A
Natural and Mining Cavities	0	0	0
Mining Instability	0	0	N/A
BGS Recorded Mineral Sites	0	1	2

Tabular Summary Explanation

²Ground stability hazards are only searched to a radius of 50m from the Site boundary.

Argyll has carefully selected a range of datasets which are considered appropriate for the intended use of this report. Each dataset is searched to a set radius from the Site boundary and the tabular summary is divided into different search bands accordingly. If a database is searched and information is found, then the number of records available are detailed in the table above. If the database was searched and no data was found, then a zero will be present. If a database was not searched then the abbreviation N/A will be found, indicating this information was not available at the radius searched.

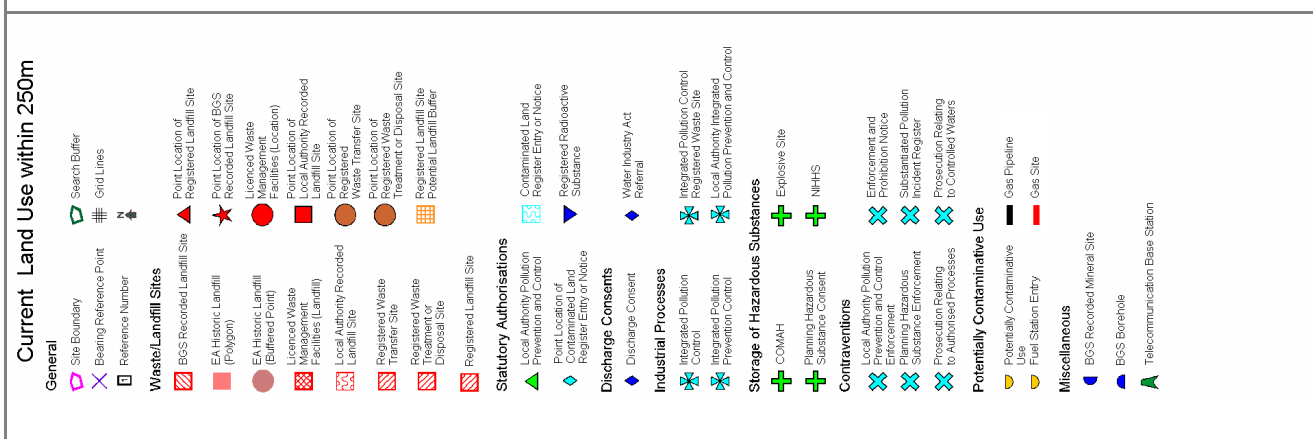
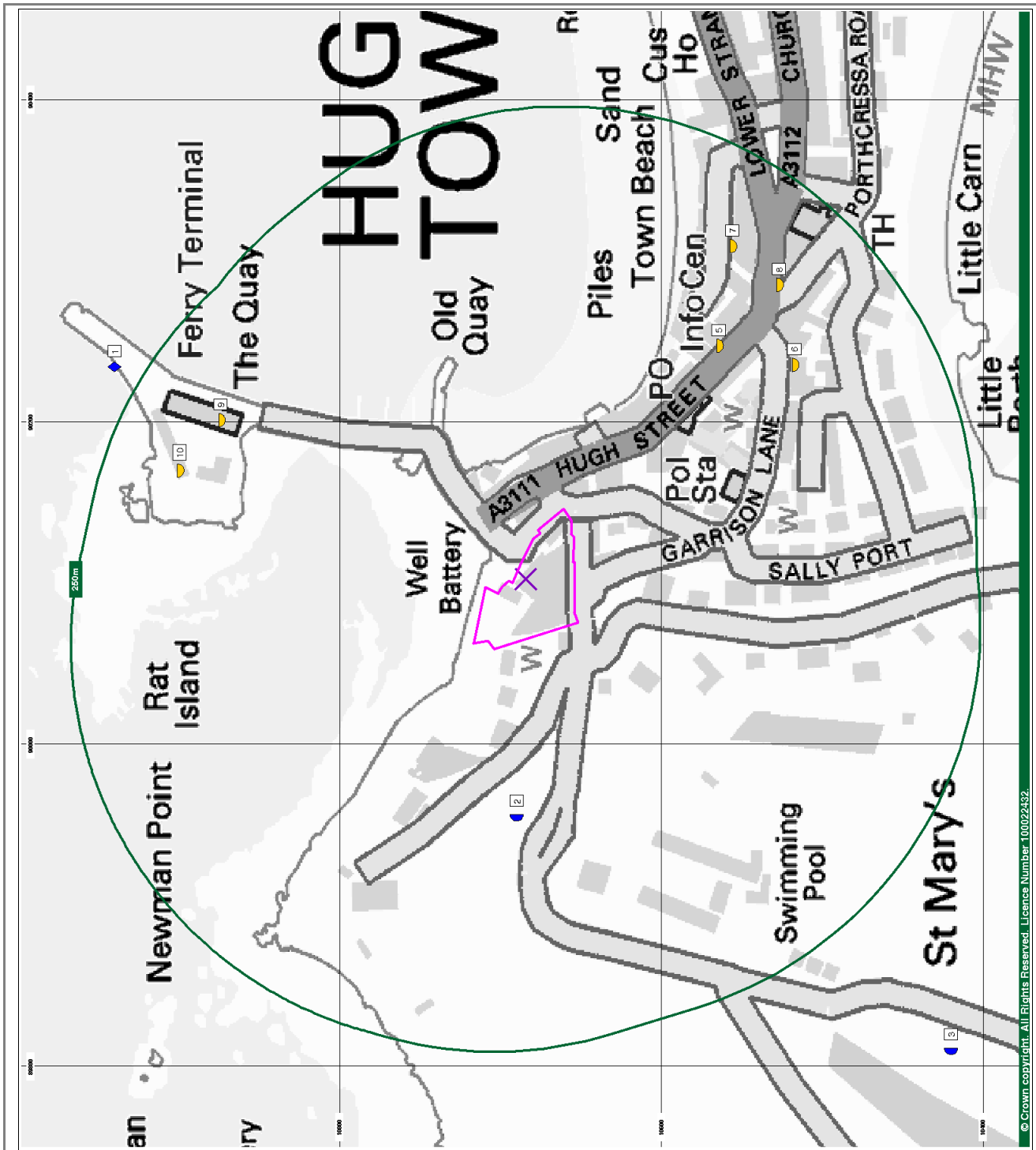
Landfill Site Information

Registered landfill site boundaries (where available), are shown on the map as a red diagonal hatched polygon and referred to in the map legend as Registered Landfill Sites. At present no complete national dataset exists for landfill site boundaries, therefore a point grid reference provided by the data supplier is used for some landfill sites. The point grid references supplied provide only an approximate position, and can vary from the site entrance to the centre of the site. A point cannot properly define landfill boundaries therefore Landmark constructs a 250 metre or 100 metre "buffer" zone around the point to warn of the possible presence of landfill. The "buffer" zone is shown on the map as an orange crosshatched area and is referred to in the map legend as Potential Landfill Buffer.

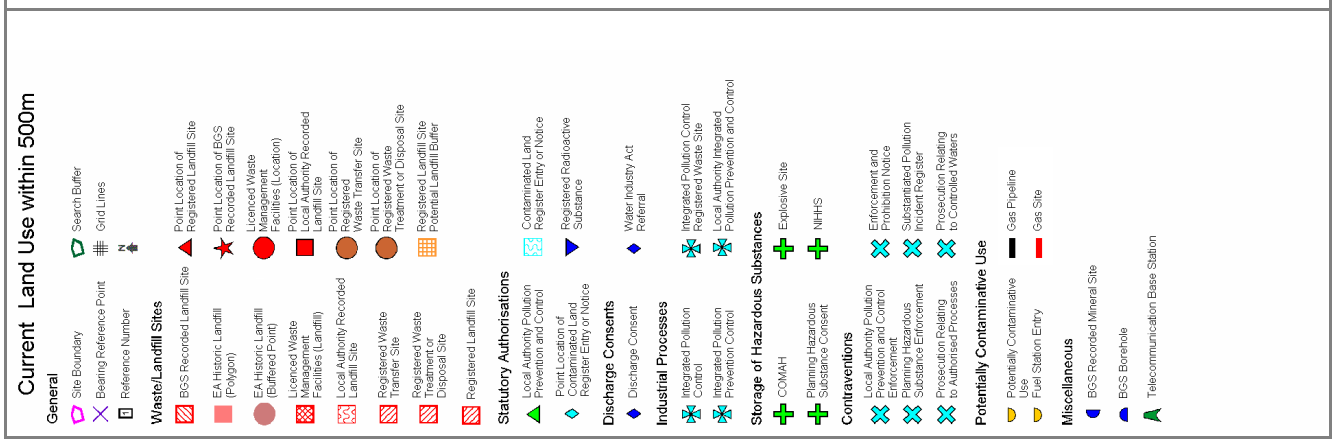
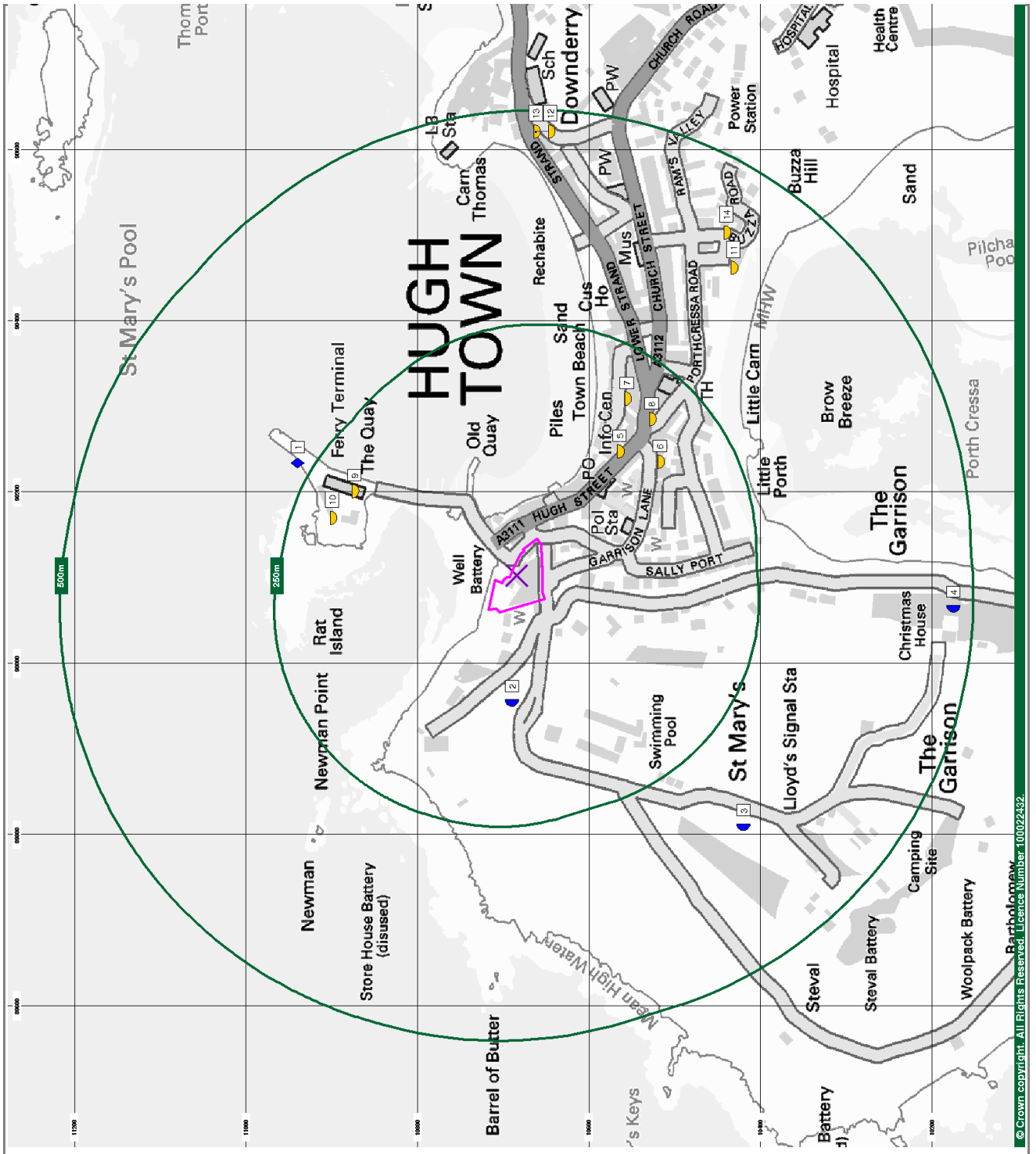
Local Authority landfill data is sourced from individual local authorities that were able to provide information on sites operating prior to the introduction of the Control of Pollution Act (COPA) in 1974. Appropriate authorities are listed under Local Authority Landfill Coverage with an indication of whether or not they were able to make landfill data available. Details of any records identified are disclosed. You should be aware that if the local authority had landfill data but passed it to the relevant Environment Agency office, it does not necessarily mean that local authority landfill data is now included in our other Landfill datasets. In addition if no data has been made available for all or part of the search area, you should be aware that a negative response under 'Local Authority Recorded Landfill Sites' does not necessarily confirm that no local authority landfills exist.

Subsidence Hazards

Information on subsidence hazards is provided by the British Geological Survey (BGS). Information present within 250m of the Site is reported under Natural and Mining Related Hazards. Due to the level of detail of this data and the complexities of the real world, the BGS recommends a precautionary approach when using this information and advises taking the worst reading noted for each dataset within the vicinity of a property. Therefore, Argyll reports the presence of a ground stability or non-coal related mining hazard in the Risk Analysis section based on the highest reading found within 50m of the Site boundary.



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Statutory Information

Discharges

Discharge Consents

Map ID	Details	Distance	Direction
1	Operator: Duchy Of Cornwall, Property Type: Domestic Property (Multiple), Location: Harbourside Buildings, The Quay, St Mary'S, Isles Of Scilly, Tr21 Ohu, Authority: Environment Agency, South West Region, Catchment Area: Not Supplied, Permit Ref: Epryp3522xd, Permit Version: 1, Effective Date: 26th November 2013, Issued Date: 26th November 2013, Revocation Date: Not Supplied, Discharge Type: Sewage Discharges - Final/Treated Effluent - Not Water Company, Discharge Environment: Controlled Sea, Receiving Water: Coastal Waters, Status: New issued under EPR 2010, Positional Accuracy: Located by supplier to within 10m.	268m	NE

Waste

Waste/Landfill Sites

Local Authority Landfill Coverage

Isles of Scilly Council - Has no landfill data to supply

BGS Recorded Landfill Sites

Map ID	Details	Distance	Direction
	Name: Lower Moors, Location: Isles Of Scilly, Authority: British Geological Survey, National Geoscience Information Service, Ground Water: Information not available, Surface Water: Information not available, Geology: N/A, Positional Accuracy: Positioned by the supplier, Boundary Accuracy: Moderate.	731m	E

Historical Landfill Sites

Map ID	Details	Distance	Direction
	Licence Holder: Not Supplied, Location: Isles Of Scilly, Name: Lower Moors, Operator Location: Not Supplied, Boundary Accuracy: As Supplied, Provider Reference: EAHL32211, First Input Date: 31st December 1965, Last Input Date: Not Supplied, Specified Waste Type: Deposited Waste included Commercial Waste, EA Waste Ref: 0, Regis Ref: Not Supplied, WRC Ref: Not Supplied, BGS Ref: 1759, Other Ref: Not Supplied	731m	E

Current Land Use

Current Potentially Contaminative Uses

Contemporary Trade Directory Entries

Map ID	Details	Distance	Direction
5	Marine Engineers, Name: Steamship Chandlers & Marine Engineers, Status: Inactive, Location: Hugh Street, St. Mary's, Isles of Scilly, TR21 0LJ, Positional Accuracy: Automatically positioned to the address.	140m	SE
6	Hardware, Name: Island Home Hardware, Status: Active, Location: Garrison Lane, St. Mary's, Isles of Scilly, TR21 0JD, Positional Accuracy: Automatically positioned to the address.	169m	SE

Contemporary Trade Directory Entries

Map ID	Details	Distance	Direction
7	Marine Engineers, Name: Southard Engineering Lp, Status: Active, Location: Thorofare, St. Mary'S, Isles of Scilly, TR21 0LN, Positional Accuracy: Manually positioned within the geographical locality.	194m	SE
8	Photographic Processors, Name: Island Photos, Status: Inactive, Location: The Pde, St. Mary'S, Isles of Scilly, TR21 0LP, Positional Accuracy: Manually positioned within the geographical locality.	194m	SE
9	Ports, Docks & Harbours, Name: Duchy Of Cornwall, Status: Active, Location: The Quay, St Marys, Isles Of Scilly, TR21 0HU, Positional Accuracy: Manually positioned to the address or location.	195m	NE
10	Sailmakers & Repairers, Name: Rat Island Sailboat, Status: Active, Location: The Quay, St. Mary's, Isles of Scilly, TR21 0HU, Positional Accuracy: Automatically positioned to the address.	204m	N
11	Fuel Dealers, Name: Sibleys, Status: Active, Location: St. Mary's, Isles of Scilly, TR21 0JQ, Positional Accuracy: Automatically positioned to the address.	391m	SE
12	Dairies, Name: The Dairies, Status: Inactive, Location: Strand, St. Mary's, Isles of Scilly, TR21 0PT, Positional Accuracy: Automatically positioned to the address.	476m	E
13	Dairies, Name: The Dairy, Status: Inactive, Location: Strand, St. Mary's, Isles of Scilly, TR21 0PT, Positional Accuracy: Automatically positioned to the address.	476m	E

Fuel Station Entries

Map ID	Details	Distance	Direction
14	Name: Porthcressa Filling Station, Location: Buzza Street, Hugh Town, St Marys (Isles Of Scilly), Isles Of Scilly, Tr21 0jq, Brand: Unbranded, Premises Type: Petrol Station, Status: Open, Positional Accuracy: Manually positioned to the road within the address or location.	416m	SE

Historical Land Use

Historical Potentially Contaminative Uses

Historical Tanks and Energy Facilities

Map ID	Details	Distance	Direction
	Tanks, Scale of Mapping: 1:2,500, Date of Mapping: 1980.	200m	N
	Potential Tanks, Scale of Mapping: 1:2,500, Date of Mapping: 1980.	358m	E
	Electrical Sub Station Facilities, Scale of Mapping: 1:2,500, Date of Mapping: 1980.	383m	SE
	Petroleum Storage Facilities, Scale of Mapping: 1:2,500, Date of Mapping: 1980.	406m	SE
	Tanks, Scale of Mapping: 1:2,500, Date of Mapping: 1980.	492m	E

Potentially Contaminative Industrial Uses (Past Land Use)

Map ID	Details	Distance	Direction
	Sewage, Date of Mapping: 1980.	62m	E
	General quarrying, Date of Mapping: 1891.	338m	SW
	General quarrying, Date of Mapping: 1891.	471m	S

Potentially Infilled Land

Potentially Infilled Land (Non-Water)

Map ID	Details	Distance	Direction
	Unknown Filled Ground (Pit, quarry etc), Date of Mapping: 1980.	471m	S

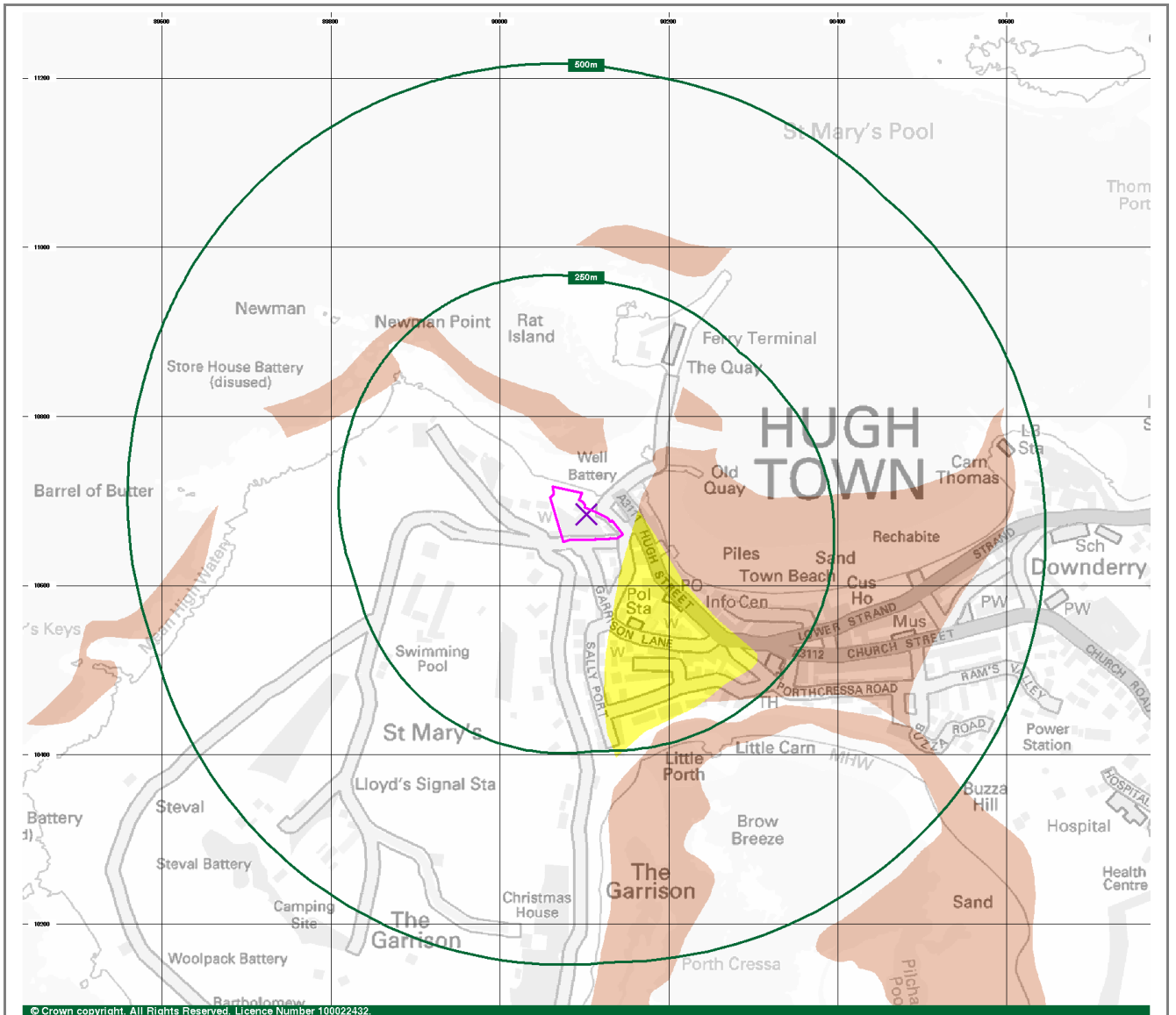
Historical Maps

The following maps have been manually reviewed by a consultant and presented in the Risk Analysis section at the front of this report:

Scale	Map Sheet	Published Date
1:2,500	Cornwall & Isles Of Scilly 087_10	1890
1:2,500	Cornwall & Isles Of Scilly 087_11	1890
1:2,500	Cornwall & Isles Of Scilly 087_10	1908
1:2,500	Cornwall & Isles Of Scilly 087_11	1908
1:2,500	National Grid SV9010	1980
1:2,500	National Grid SV9011	1980
1:2,500	National Grid SV8910	1981
1:2,500	National Grid SV8910	1995
1:2,500	National Grid SV9010	1995
1:2,500	National Grid SV9011	1995
1:2,500	National Grid SV9010	1995
1:2,500	National Grid SV9011	1980
1:10,560	Cornwall & Isles Of Scilly 087_NE	1891
1:10,560	Cornwall & Isles Of Scilly 087_NW	1891
1:10,560	Cornwall & Isles Of Scilly 087_SE	1891
1:10,560	Cornwall & Isles Of Scilly 087_SW	1891
1:10,560	Cornwall & Isles Of Scilly 087_NE	1909
1:10,560	Cornwall & Isles Of Scilly 087_NW	1909
1:10,560	Cornwall & Isles Of Scilly 087_SE	1909
1:10,560	Cornwall & Isles Of Scilly 087_SW	1909
1:10,560	National Grid SV80NE	1963
1:10,560	National Grid SV81SE	1963
1:10,560	National Grid SV90NW	1963
1:10,560	National Grid SV91SW	1963
1:10,000	National Grid SV80NE	1980
1:10,000	National Grid SV81SE	1980




Scale	Map Sheet	Published Date
1:10,000	National Grid SV90NW	1980
1:10,000	National Grid SV91SW	1980
1:10,000	National Grid SV80NE	2014
1:10,000	National Grid SV81SE	2014
1:10,000	National Grid SV90NW	2014
1:10,000	National Grid SV91SW	2014

Aquifer Designation (Superficial)

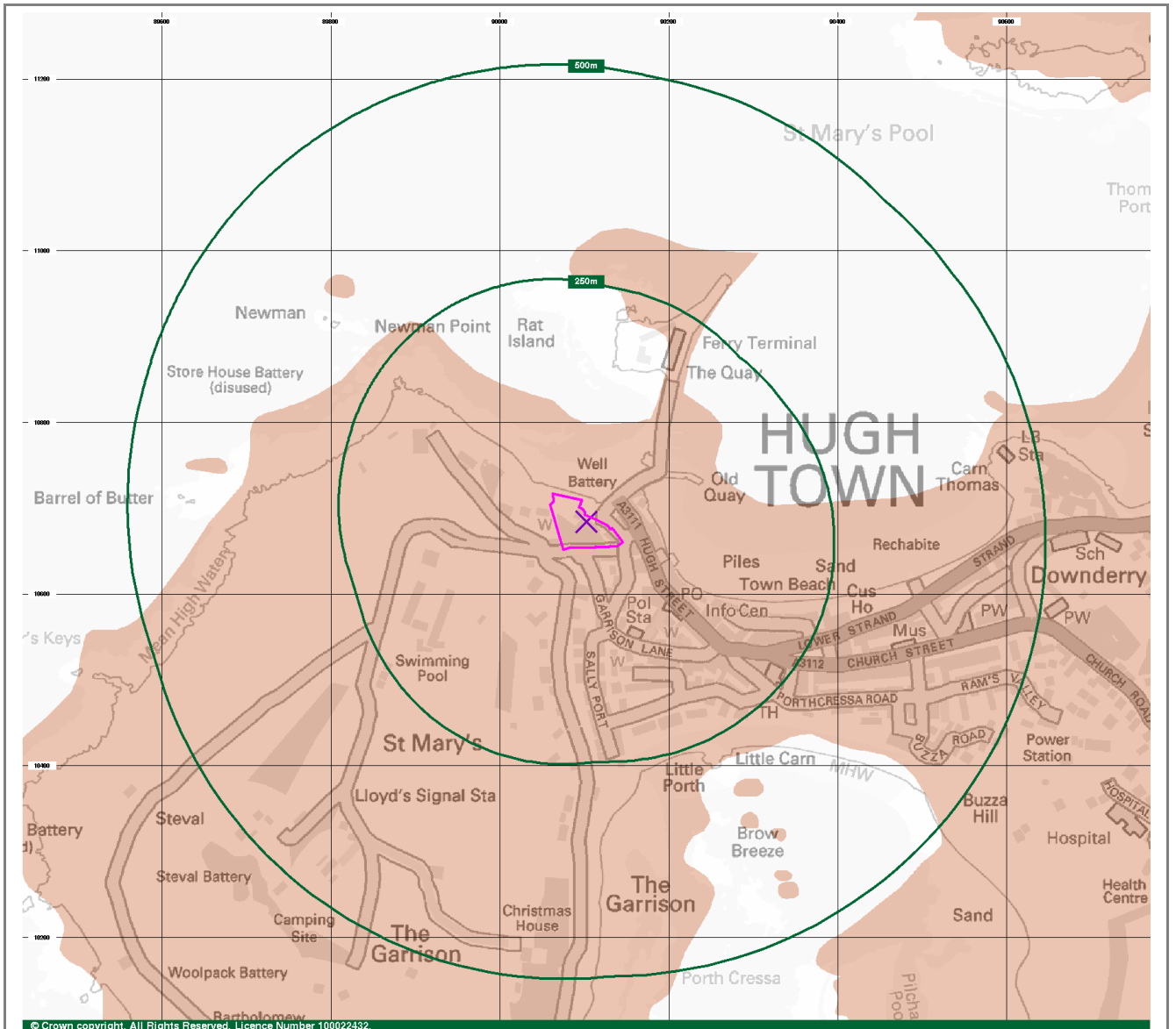


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Aquifer Designations

-  Site Boundary
-  Search Buffer
-  Bearing Reference Point
-  N
-  Principal Aquifer
-  Secondary A Aquifer
-  Secondary B Aquifer
-  Secondary Undifferentiated
-  Unproductive Strata
-  Unknown

Aquifer Designation (Bedrock)



Aquifer Designations

-  Site Boundary
-  Search Buffer
-  Bearing Reference Point
-  N
-  Principal Aquifer
-  Secondary A Aquifer
-  Secondary B Aquifer
-  Secondary Undifferentiated
-  Unproductive Strata
-  Unknown

Groundwater Vulnerability

Hydrogeology

Superficial Aquifer Designations

Map ID	Details	Distance	Direction
	Secondary Aquifer - Undifferentiated These aquifers have a variable permeability, yielding varying amounts of groundwater at different locations but not capable of supporting water supplies at a more than a local scale.	9m	E
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	30m	E
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	42m	N
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	121m	NW
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	140m	NE
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	229m	SE
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	280m	N
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	394m	W

Bedrock Aquifer Designations

Map ID	Details	Distance	Direction
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	On Site	-
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	65m	W
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	311m	SE
	Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	331m	NW

Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	347m	SE
Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	379m	SE
Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	385m	W
Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	424m	SE
Secondary Aquifer - A These aquifers are formed of moderately permeable layers capable of supporting water supplies at a local scale, and in some cases forming an important source of base flow to rivers.	439m	SE

Groundwater Vulnerability

Map ID	Details	Distance	Direction
	Soil Classification: Soils of High Leaching Potential (H3)- Coarse textured or moderately shallow soils which readily transmit non-absorbed pollutants and liquid discharges but which have some ability to attenuate absorbed pollutants because of their large clay or organic matter contents, Map Scale: 1:100,000, Map Name: Sheet 53 West Cornwall.	On Site	-
	Soil Classification: Not classified, Map Scale: 1:100,000, Map Name: Sheet 53 West Cornwall.	On Site	N
	Soil Classification: Soils of Intermediate Leaching Potential (I2) - Soils which can possibly transmit non or weakly absorbed pollutants and liquid discharges but are unlikely to transmit absorbed pollutants, Map Scale: 1:100,000, Map Name: Sheet 53 West Cornwall.	16m	W

Geology

BGS 1:50,000 Bedrock Geology

Map ID	Details	Distance	Direction
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Granite, Min Age: Permian, Max Age: Carboniferous.	On Site	-
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Microgranite, Aplitic, Min Age: Permian, Max Age: Carboniferous.	259m	W
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Granite, Min Age: Permian, Max Age: Carboniferous.	313m	SE
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Granite, Min Age: Permian, Max Age: Carboniferous.	328m	NW
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Granite, Min Age: Permian, Max Age: Carboniferous.	349m	SE
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Microgranite, Aplitic, Min Age: Permian, Max Age: Carboniferous.	380m	W
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Granite, Min Age: Permian, Max Age: Carboniferous.	381m	SE
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Granite, Min Age: Permian, Max Age: Carboniferous.	426m	SE
	LEX Code: ISIN, Rock Name: Isles of Scilly Intrusion, Rock Type: Granite, Min Age: Permian, Max Age: Carboniferous.	441m	SE

BGS 1:50,000 Superficial Deposits

Map ID	Details	Distance	Direction
	LEX Code: HEAD, Rock Name: Head, Rock Type: Clay, Silt, Sand and Gravel, Min Age: Quaternary, Max Age: Quaternary.	14m	E

BGS 1:50,000 Superficial Deposits

Map ID	Details	Distance	Direction
	LEX Code: BSA, Rock Name: Blown Sand, Rock Type: Sand, Min Age: Quaternary, Max Age: Quaternary.	34m	E
	LEX Code: TFD, Rock Name: Tidal Flat Deposits, Rock Type: Gravel, Sand and Silt, Min Age: Holocene, Max Age: Holocene.	44m	N
	LEX Code: TFD, Rock Name: Tidal Flat Deposits, Rock Type: Gravel, Sand and Silt, Min Age: Holocene, Max Age: Holocene.	77m	NE
	LEX Code: TFD, Rock Name: Tidal Flat Deposits, Rock Type: Gravel, Sand and Silt, Min Age: Holocene, Max Age: Holocene.	143m	NE
	LEX Code: TFD, Rock Name: Tidal Flat Deposits, Rock Type: Gravel, Sand and Silt, Min Age: Holocene, Max Age: Holocene.	230m	SE
	LEX Code: TFD, Rock Name: Tidal Flat Deposits, Rock Type: Gravel, Sand and Silt, Min Age: Holocene, Max Age: Holocene.	282m	N
	LEX Code: TFD, Rock Name: Tidal Flat Deposits, Rock Type: Gravel, Sand and Silt, Min Age: Holocene, Max Age: Holocene.	389m	W

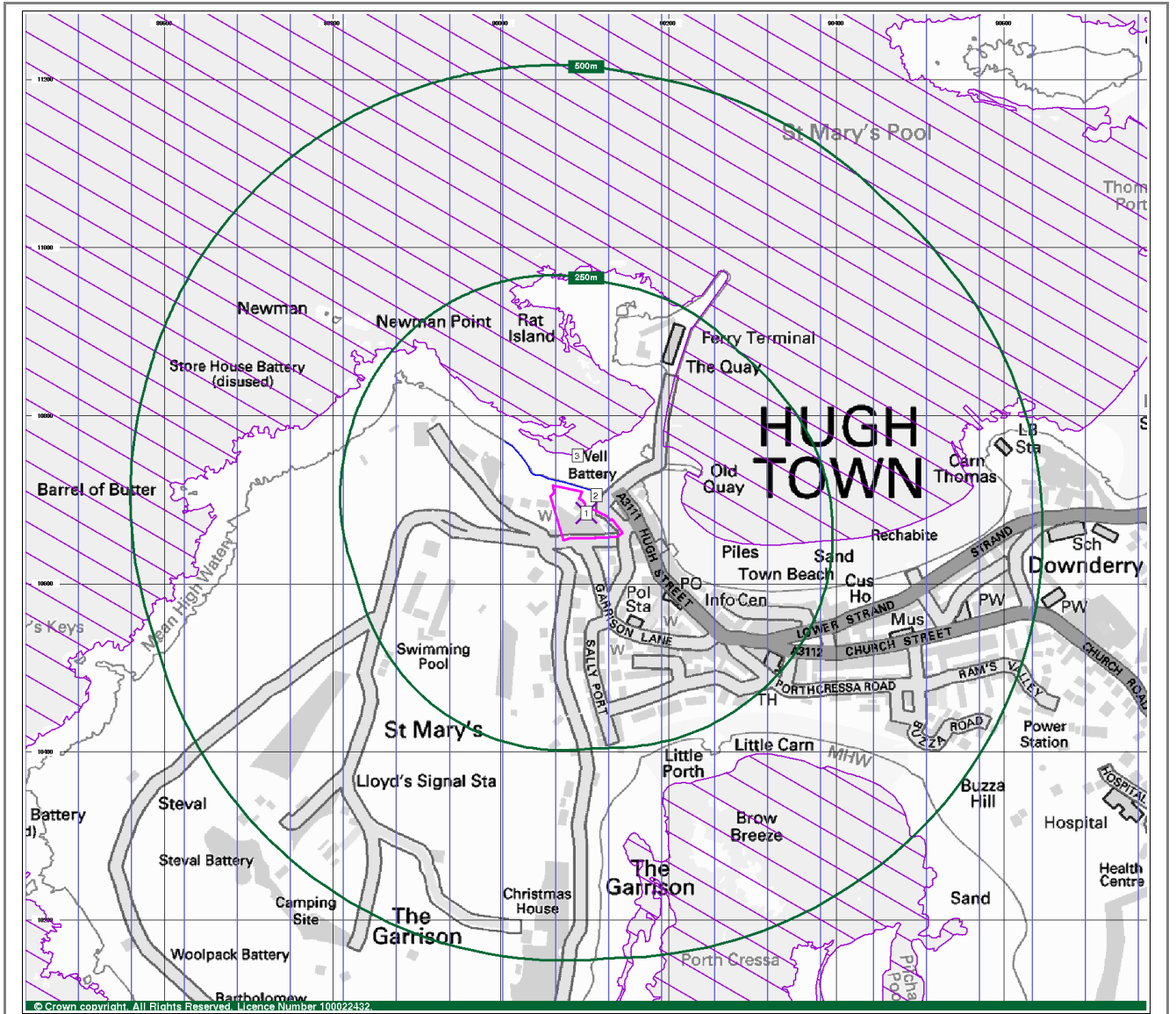
BGS 1:50,000 Geological Mapping Coverage

Map ID	Details	Distance	Direction
	Map Sheet No: 357, Map Name: Isles of Scilly, Map Date: 1975, Bedrock Geology: Available, Superficial Geology: Available, Artificial Geology: Not Available, Faults: Not Supplied, Landslip: Not Available, Rock Segments: Not Supplied.	On Site	-
	Map Sheet No: 360, Map Name: Isles of Scilly, Map Date: 1975, Bedrock Geology: Available, Superficial Geology: Available, Artificial Geology: Not Available, Faults: Not Supplied, Landslip: Not Available, Rock Segments: Not Supplied.	156m	S

BGS 1:625,000 Solid Geology

Map ID	Details	Distance	Direction
	Granite, syenite, granophyre and allied types.	On Site	-

Environmentally Sensitive Features



Sensitive Land Uses

- | | | |
|------------------------------------|-------------------------|-------------------------------------|
| Site Boundary | Local Nature Reserve | Ramsar Site |
| Search Buffer | Marine Nature Reserve | Nearest Surface Water Feature |
| Bearing Reference Point | National Nature Reserve | Site of Special Scientific Interest |
| North Arrow | National Park | Special Area of Conservation |
| Area of Outstanding Natural Beauty | National Scenic Area | Special Protection Area |
| Environmentally Sensitive Area | Nitrate Sensitive Area | Water Abstraction |
| Forest Park | Nitrate Vulnerable Zone | Historical Flood Liability |

Source Protection Zones



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Source Protection Zones

-  Site Boundary
-  Search Buffer
-  Bearing Reference Point
-  N
-  Source Protection Zone I
-  Source Protection Zone II
-  Source Protection Zone III
-  Zone of Special Interest
-  Source Protection Zone Borehole

Environmentally Sensitive Features

Areas of Outstanding Natural Beauty

Map ID	Details	Distance	Direction
1	Name: Isles Of Scilly, Multiple Area: N, Area (m ²): 168308200.19, Designation Date: 28th February 1976, Source: Natural England.	On Site	-

Nearest Surface Water Feature

Map ID	Details	Distance	Direction
2	Surface water feature identified in proximity.	5m	NE

Sites of Special Scientific Interest

Map ID	Details	Distance	Direction
	Name: Peninnis Head (St. Mary'S), Multiple Area: Y, Area (m ²): 163130.14, Source: Natural England, Reference: 1001894, Designation Date: 31st March 1989, Date Type: Notified, Designation Details: Heritage Coast.	842m	SE
	Name: Lower Moors (St. Mary'S), Multiple Area: N, Area (m ²): 101611.51, Source: Natural England, Reference: 1001273, Designation Date: 22nd December 1986, Date Type: Notified, Designation Details: Not Supplied.	847m	E

Special Areas of Conservation

Map ID	Details	Distance	Direction
3	Name: Isles Of Scilly Complex, Multiple Area: Y, Area (m ²): 268486177.27, Source: Natural England, Reference: UK0013694, Status: Designated.	39m	N

Natural and Mining Related Hazards

Subsidence

Collapsible Ground Stability Hazards

Map ID	Details	Distance	Direction
	Risk: Very Low, Source: British Geological Survey, National Geoscience Information Service.	On Site	-
	Risk: Very Low, Source: British Geological Survey, National Geoscience Information Service.	59m	W

Compressible Ground Stability Hazards

Map ID	Details	Distance	Direction
	Risk: No Hazard, Source: British Geological Survey, National Geoscience Information Service.	On Site	-
	Risk: Low, Source: British Geological Survey, National Geoscience Information Service.	44m	N

Ground Dissolution Stability Hazards

Map ID	Details	Distance	Direction
	Risk: No Hazard, Source: British Geological Survey, National Geoscience Information Service.	On Site	-
	Risk: No Hazard, Source: British Geological Survey, National Geoscience Information Service.	59m	W

Landslide Ground Stability Hazards

Map ID	Details	Distance	Direction
	Risk: No Hazard, Source: British Geological Survey, National Geoscience Information Service.	On Site	-
	Risk: Moderate, Source: British Geological Survey, National Geoscience Information Service.	15m	SE

Running Sand Ground Stability Hazards

Map ID	Details	Distance	Direction
	Risk: No Hazard, Source: British Geological Survey, National Geoscience Information Service.	On Site	-
	Risk: Low, Source: British Geological Survey, National Geoscience Information Service.	34m	E

Shrinking or Swelling Clay Subsidence Hazards

Map ID	Details	Distance	Direction
	Risk: No Hazard, Source: British Geological Survey, National Geoscience Information Service.	On Site	-
	Risk: Very Low, Source: British Geological Survey, National Geoscience Information Service.	14m	E

Radon

Radon Potential

Map ID	Details	Distance	Direction
	The property is in a higher probability radon area, as between 10 and 30% of homes are above the action level, Source: British Geological Survey, National Geoscience Information Service.	On Site	-

Radon Protective Measures

Map ID	Details	Distance	Direction
	Full, Source: British Geological Survey, National Geoscience Information Service.	On Site	-

Mining

BGS Recorded Mineral Sites

Map ID	Details	Distance	Direction
2	Site Name: King Charles' Battery, Site Location: Hugh Town, St Mary'S, Isles Of Scilly, Source: British Geological Survey, National Geoscience Information Service, Reference: 27233, Type: Opencast, Status: Ceased, Operator: Unknown Operator, Operator Location: Unknown Operator, Periodic Type: Carboniferous, Permian, Geology: Isles Of Scilly Intrusion, Commodity: Igneous and Metamorphic Rock, Positional Accuracy: Located by supplier to within 10m.	105m	W
3	Site Name: St Mary'S, Site Location: Hugh Town, St Mary'S, Isles Of Scilly, Source: British Geological Survey, National Geoscience Information Service, Reference: 27234, Type: Opencast, Status: Ceased, Operator: Unknown Operator, Operator Location: Unknown Operator, Periodic Type: Carboniferous, Permian, Geology: Isles Of Scilly Intrusion, Commodity: Igneous and Metamorphic Rock, Positional Accuracy: Located by supplier to within 10m.	353m	SW
4	Site Name: Trinity House, Site Location: Hugh Town, St Mary'S, Isles Of Scilly, Source: British Geological Survey, National Geoscience Information Service, Reference: 27240, Type: Opencast, Status: Ceased, Operator: Unknown Operator, Operator Location: Unknown Operator, Periodic Type: Carboniferous, Permian, Geology: Isles Of Scilly Intrusion, Commodity: Igneous and Metamorphic Rock, Positional Accuracy: Located by supplier to within 10m.	477m	S

Useful Contacts

Name and Address	Telephone/Fax/Email
Argyll Environmental Limited Lees House 21-33 Dyke Road Brighton BN1 3FE www.argyllenvironmental.com	Telephone 0845 458 5250 Fax 0845 458 5260 info@argyllenviro.com
Ensura Limited (for Environmental Insurance) Lees House 21-33 Dyke Road Brighton BN1 3FE www.ensura.co.uk	Telephone 0845 652 8585 Fax 0845 652 8686 info@ensura.co.uk
Environment Agency National Customer Contact Centre (NCCC) PO Box 544	Telephone 08708 506 506
Isles of Scilly Council Town Hall www.scilly.gov.uk	Telephone 01720 422537 Fax: 01720 422202
British Geological Survey Enquiry Service British Geological Survey www.bgs.ac.uk	Telephone 0115 936 3143 Fax: 0115 936 3276 enquiries@bgs.ac.uk
Natural England Suite D www.naturalengland.org.uk	Telephone 0845 600 3078 enquiries@naturalengland.org.uk
Please note that the Environment Agency / SEPA have a charging policy in place for enquiries. When contacting these agencies please mention that this data has been received from the Landmark database, alternatively Argyll Environmental Limited would be pleased to assist with consultation to the above bodies. Please contact us for a quotation.	

Risk Analysis Methodology

The Site Solutions reports have been designed to assist in making informed decisions during property transactions. The Report is a desktop assessment of direct liabilities (Liabilities) which could affect the owner /occupier of the Site and arise under Part 2A of the Environmental Protection Act 1990 and/or equivalent requirements under the planning regime and/or the Water Resources Act 1991³. (Relevant Legislation). If a risk is identified, then a number of options for finding out more about the risk, managing it or transferring it are proposed.

The assessment of environmental liability under the Relevant Legislation is based upon the principle of determining the presence of a plausible contaminant-pathway-receptor relationship (a contaminant linkage). A 'contaminant' is a source of contamination, a 'pathway' is a medium through which the contamination can mobilise and 'a receptor' is a person or entity that could be detrimentally affected by the contamination. If all three are identified, then a 'plausible contaminant-pathway-receptor relationship' may be present. By definition, this is one which Argyll believes could result in significant harm, a significant possibility of significant harm or significant pollution or the possibility of significant pollution to Controlled Waters.

In our assessment we use the following test to decide if there is a potential liability affecting the Site. For the purpose of this assessment a site where a potential Liability has been identified is defined as follows:

A Site which, from the information assessed by Argyll, is considered to have the potential of being affected by contaminative substances present in or under the Site (but excluding potential sources of contamination on or above the land) such that, on the basis of its current or proposed use, there is a reasonable likelihood of a UK regulatory authority, acting in accordance with Relevant Legislation, requiring that remedial measures are taken in order to remedy or mitigate the contaminative substances that are present in or under the land that forms all or part of the Site.

The term Liabilities is defined within the scope of this assessment to mean, remedial works under Part 2A of the Environmental Protection Act 1990 (or where appropriate, equivalent requirements under the planning regime) and/or the Water Resources Act 1991 which may result in direct liability for the site owner/occupier.

The assessment within the Report has been produced and quality checked by a team of qualified environmental professionals. The assessment is based upon a manual review of the data contained within the Data Section of this Report and of 1:2500 and 1:1250 (where available) scale historical mapping.

Ecological Risk Assessment

The evaluation of ecological risk is becoming an increasingly important input when making risk management decisions. In the Site Solutions Commercial report, Argyll assesses two different drivers for risks and liabilities driven by ecological receptors;

1. The Contaminated Land Regime; and
2. The Environmental Damage Regulations 2009, as amended (EDR).

The Environment Agency has designed a generic framework for conducting ecological risk assessment (see Assessing Risk to Ecosystems from Land Contamination, R&D Technical Report P299, EA 2002). This recommends a tiered approach in line with best practice for human health and controlled water risk assessment and defines Relevant Ecological Receptors as any of the Relevant Types of Receptor as set out in Table 1 of Defra Statutory Guidance on Contaminated Land dated April 2012.

Argyll assesses Relevant Ecological Receptors as part of its assessment process. To do so it uses the Argyll EcoRisk model which was developed and tested in consultation with leading experts and is based on the Environment Agency framework.

The Environmental Damage (Prevention and Remediation) Regulations 2009, as amended, were introduced on 1 March 2009 to implement the provisions of the European Union's Environmental Liability Directive into law in England⁴. The aim of EDR is to prevent and remedy damage to protected species or natural habitats or a site of special scientific interest, surface water, groundwater, coastal water or to land. 'Environmental damage' has a specific meaning in the Regulations, and must meet key criteria. Existing legislation with provisions for environmental

³ Water Environment (Controlled Activities)(Scotland) Regulations 2005 where appropriate.

⁴Environmental Damage (Prevention and Remediation) (Wales) Regulations 2009 or Environmental Liability (Scotland) Regulations 2009 where appropriate.

liability remains in place. The Regulations apply on land in England and on the seabed around the UK up to the limits set out in the Continental Shelf Act 1964, and to waters out to the Renewable Energy Zone, which extends approximately 200 miles out to sea.

Argyll will apply due consideration to the nature of any activities likely to be occurring on Site and review EDR Receptors surrounding the Site. However, Argyll are unable to consider the standard of current operations or instances where environmental damage arises either intentionally or as a result of negligence on behalf of the Site operator.

The assessment excludes the identification of potential liabilities arising as a result of genetically modified organisms and the transportation or delivery of polluting goods which may occur at locations off Site. In addition, not all EDR Receptors can be identified in this assessment including protected species/natural habitats such as nesting bats, nesting birds or migratory bird routes which are not officially designated.




When conducting either assessment, Argyll will primarily assess information provided in the Data section of the Report. However, in some cases Argyll may choose to supplement this with freely available public information such as that provided by Natural England and/or information provided by the Argyll Europa System.

Environmental Damage (Prevention and Remediation) (Wales) Regulations 2009, Environmental Damage (Prevention and Remediation) (Northern Ireland) Regulations 2009 or Environmental Liability (Scotland) Regulations 2009 where appropriate.

Liability Assessment

In this section Argyll will report on any potential soil and groundwater liabilities which it considers are associated with the Site. Our assessment of Liability is based upon the proposed and current use of the Site(as supplied by the client)in line with current Government guidance.

There will be one of the following three responses:

Assessment	Liability Statement & explanation	Defra Category*
PASSED 	<p>Within the scope of this assessment no Liabilities have been identified. No further action is required.</p> <p>This statement indicates that within the scope of this assessment, no issues have been identified that are likely to result in significant cost liabilities under Relevant Legislation.</p>	3 or 4
PASSED 	<p>Within the scope of this assessment no Liabilities have been identified. However, your attention is drawn to the prudent enquiries suggested below.</p> <p>This statement indicates that within the scope of this assessment, no issues have been identified that are likely to result in significant cost liabilities under Relevant Legislation. However, a client may wish to obtain further information about other issues disclosed in the Report, which could be material.</p>	3 or 4
FURTHER ACTION 	<p>Potential Liabilities have been identified under Part 2A of the Environmental Protection Act 1990 (or where appropriate, equivalent requirements under the planning regime) and/or the Water Resources Act 1991⁵. To quantify these you may decide to undertake a more detailed assessment through the recommendation(s) set out below.</p> <p>This statement indicates that within the scope of this assessment, an issue or a number of issues have been identified that are likely to result in significant cost liabilities under Relevant Legislation. In this event, recommendations are made, in order that additional information is collected so that the liabilities may be more accurately assessed.</p>	Potentially 1 or 2

* According to Defra's updated Statutory Guidance on Contaminated Land, Regulators have a four-stage test to decide when land is and is not contaminated. Category 1 and Category 2 sites would encompass land which is capable of being determined as contaminated land, whereas Category 3 and Category 4 sites would encompass land which is not capable of being determined as contaminated land.

⁵Water Environment (Controlled Activities)(Scotland) Regulations 2005 where appropriate.

Limitations of the Report

The Site Solutions reports have been designed to satisfy standard environmental due-diligence enquiries, as recommended by the Law Society's contaminated land warning card. It is a 'remote' investigation and reviews only information provided by the client and from the databases of publicly available information that have been chosen to enable a desk based environmental assessment of the Site. The Report does not include a site investigation, nor does Argyll make specific information requests of the regulatory authorities for any relevant information they may hold. Therefore, Argyll cannot guarantee that all land uses or factors of concern will have been identified by the Report.

The information in the Data Section of the Report is derived from a number of statutory and non-statutory sources. While every effort is made to ensure accuracy, Argyll cannot guarantee the accuracy or completeness of such information or data. Argyll will not accept responsibility for inaccurate data provided by external data providers.

Further information regarding our risk assessment methodology is provided in the Products and Services User Manual which is available free of charge from the client area of our website www.argyllenvironmental.com. For further information regarding the datasets reviewed within our assessment, please contact one of our technical team on 0845 458 5250. This report is provided under The Argyll Environmental Terms and Conditions for Data Reports, a copy of which is available on our website.



Important Consumer Protection Information

This search has been produced by Argyll Environmental Ltd, Lees House 21-33 Dyke Road, Brighton, BN1 3FE. Telephone: 0845 458 5250, Fax: 08456 458 5260, e-mail: orders@argyllenviro.com which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered 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
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- 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 compensation of up to £5,000 to you if he finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

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

TPOs Contact Details:

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk.

PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE



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.
- 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.

Complaints should be sent to:

Legal Director
Argyll Environmental Ltd
Lees House
21-33 Dyke Road
Brighton
BN1 3FE

Telephone: 0845 458 5250
Email: orders@argyllenvironmental.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

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