Climate Change Commercial

Site location

123 Sample Street, Sample Town SA12 3MP, England



What are the risks?

Physical risks result from climatic events. You may face more frequent severe weather events such as flooding, drought and storms. Gradual onset of these environmental changes as a result of climate change could have an adverse impact.

Transition risks result from changes in behaviour including government policy as the UK transitions to a low-carbon economy.

Order ID





Summary and information		
Summary and recommendations	Page 2	
(i) Introduction to your report	Page 3	
Physical risks		
<u>♠</u> Flood	Page 4	Not Identified
Coastal erosion	Page 7	Not Identified
	Page 8	Identified
♥() Heat stress	Page 9	Guidance
Transition risks		
🗘 Energy performance	<u>Page 10</u>	Guidance







\lequip Summary and recommendations



1 Flood

	River	Coastal	Surface water
Today	Negligible	Negligible	Low
2050 RCP 4.5	Negligible	Negligible	Low to Moderate

Recommendations

- 1. Ask the seller whether flooding has occurred in the area before.
- 2. Establish the availability of buildings and contents insurance before exchanging contracts.

Coastal Erosion

Coastal erosion risk (undefended) Negligible

Recommendation

1. No further action required.



Ground Stability

Today's risk Low Likelihood of risk change 2050 RCP4.5 Average Likely

Recommendations

- 1. Speak to a structural surveyor and arrange a physical inspection.
- 2. The BGS provide information on steps that can be made to limit future impact of subsidence related issues and what to look out for. Click here - https://www.bgs.ac.uk/news/six-ways-to-prepare-your-home-forclimate-change-related-subsidence/
- 3. Check the terms of insurance before completing and make sure you are comfortable with the policy on offer. This may also reference other types of ground movement.
- 4. Ask the owner if there have been any ground stability insurance claims previously. Any past claims may be as a result of non-geological issues and instead be linked to property specific causes such as damaged pipes or tree roots.



21.7% days in heatwave conditions Today 2050 RCP 8.5 30.3% days in heatwave conditions

Recommendations

- 1. Employers should make a suitable assessment of the risks where relevant under the Health and Safety at Work Regulations 1999. The HSE provides Heat Stress advice and a checklist for employers to use https:// www.hse.gov.uk/simple-health-safety/risk/index.htm.
- 2. Controlling temperatures may require greater energy and use of air conditioning. This will need to be accounted for in any business's net zero data, target setting and mitigation.

Energy Performance

Valid Current rating В

Recommendations

- 1. Review your EPC. This will set out some measures that could be done to improve energy efficiency.
- 2. Consult a surveyor, if needed, to assess what works can be undertaken to meet any potential future standards.
- 3. For more information on EPCs visit, https://www.gov.uk/government/publications/non-domestic-private- rented-property-minimum-energy-efficiency-standard-landlord-guidance. The current rating may impact on your ability to let, or continue to let the property, so speak to your legal adviser.



Introduction to your report

The Landmark Climate Change report is a desktop report, designed to highlight how climate change could impact the site. The data baseline to inform the assessment is derived from UK Climate Projections (UKCP)18. Developed by the Met Office, this is the most authoritative climate projection data available for the UK.

Climate change in the UK is projected to cause drier summers and more extreme wet winters. Even if the expected trajectory of climate change is lower than expected, we will feel some climate impact.

The risk modules shown on the right-hand side of this page have been chosen to show the potential impact that climate change could have at a property-specific level. We do reference current risk for some scenarios, for comparison, however this does not replace the need for a standard environmental report on the current risk to the property.

What are RCPs?

The impact of Climate Change will be influenced by the volume of greenhouse gas emissions. There are four different emission scenarios known as Representative Concentration Pathways (RCPs). Each RCP represents a different emissions scenario of increasing severity, based on a wide range of assumptions, as adopted by the Intergovernmental Panel on Climate Change (IPCC).

The RCPs used within this report represent the following scenarios:

RCP2.6 strongly reduced greenhouse gas emissions, compatible with aims to limit global temperature rise to 1.5°C, and well below 2°C, by 2050 (Paris Agreement).

RCP4.5 mid-range scenario, where emissions are reduced to some extent, leading to a best estimate global temperature rise of between 2-3°C by 2100. The current likely scenario.

RCP8.5 a 'business as usual' scenario, where emissions continue to rise throughout the century, leading to a best estimate global temperature rise of 4.3°C by 2100.

Where appropriate within this report, we have used the mid-range emission scenario (RCP 4.5) to give a projected climate change risk for the Property, however we do include data for additional RCPs should you find it useful.

Climate change is likely to impact the variability of rainfall — causing Flood extreme weather events, such as flooding and drought, affecting the potential permeability of the ground. Coastlines can be adversely affected by storms, high tides, and rising **Coastal erosion** sea levels. All these factors are likely to increase due to climate change and are expected to accelerate coastal erosion in many areas of the UK. Climate change is likely to drive an increase in subsidence issues for **Ground stability** properties. The most common cause of natural subsidence in the UK is the shrinking and swelling of clays. The soils swell in wet conditions, and contract when they dry out, which can result in ground movement. Climate change is causing a rise in temperatures and the intensity, Heat stress duration and frequency of heatwaves. This can have an impact on our health, the risk of wildfires and the availability of water, as well as a decrease in air quality. Energy performance of buildings is a key transition risk factor. Current **Energy performance** policy requires minimum EPC rating requirements to be raised to meet the Government's carbon reduction targets. This could require investment to improve energy performance to meet new standards.



♠ Flood: River





© 2050 RCP 4.5

Negligible

There is minimal or no risk of flooding based on the worst case scenario assessment for this site. We have provided analysis of the current on-site risk against the 2050 predictions using the Met Office UKCP18 data. Outcomes are based on the overlap of risk with your property boundary, and take into account depth as well as extent.

Recommendations

- 1 Ask the seller whether flooding has occurred in the area before.
- Establish the availability of buildings and contents insurance before exchanging contracts.

Flood stress test

This represents the worst-case on-site risk from a range of RCPs for 2050.

	RCP2.6	RCP4.5	RCP8.5
2050	Negligible	Negligible	Negligible

Why we search this

River flooding mainly occurs when streams and areas of land that feed into a river receive greater than usual amounts of water, which causes the level of water in the river to rise above its banks or retaining structures. Climate change is expected to result in wetter winters, more frequent and severe flash flooding and storm events.



♠ Flood: Coastal





© 2050 RCP 4.5

Negligible

There is minimal or no risk of flooding based on the worst case scenario assessment for this site. We have provided analysis of the current on-site risk against the 2050 predictions using the Met Office UKCP18 data. Outcomes are based on the overlap of risk with your property boundary, and take into account depth as well as extent.

Recommendations

- 1 Ask the seller whether flooding has occurred in the area before.
- 2 Establish the availability of buildings and contents insurance before exchanging contracts.

Flood stress test

This represents the worst-case on-site risk from a range of RCPs for 2050.

	RCP2.6	RCP4.5	RCP8.5
2050	Negligible	Negligible	Negligible

Why we search this

Coastal flooding is caused by extreme sea levels. This is usually the result of high tide levels, storm surges or wave action; sometimes in combination. Aside from physical damage caused by floods, if a property is at risk of flooding it can be difficult to obtain a mortgage, obtain suitable insurance cover or sell the property.



♠ Flood: Surface water





© 2050 RCP 4.5

Low to Moderate

There is minimal or no risk of flooding based on the worst case scenario assessment for this site. We have provided analysis of the current on-site risk against the 2050 predictions using the Met Office UKCP18 data. Outcomes are based on the overlap of risk with your property boundary, and take into account depth as well as extent.

Recommendations

- 1 Ask the seller whether flooding has occurred in the area before.
- 2 Establish the availability of buildings and contents insurance before exchanging contracts.

Flood stress test

This represents the worst-case on-site risk from a range of RCPs for 2050.

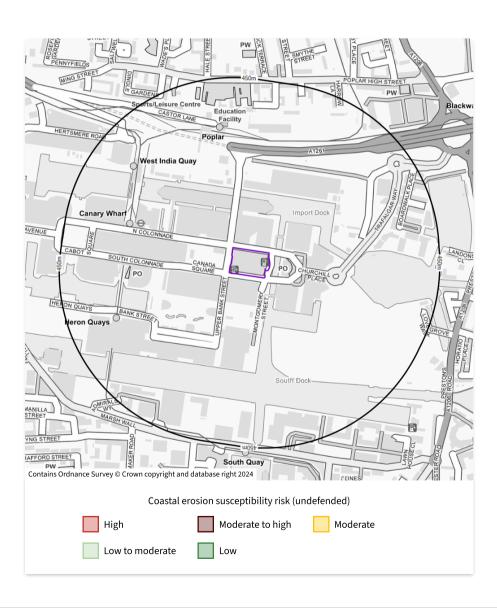
	RCP2.6	RCP4.5	RCP8.5
2050	Low to Moderate	Low to Moderate	Moderate

Why we search this

Surface water flooding occurs when the volume of rain is greater than the capacity of drains and sewers, and is unable to drain away or soak into the land. The rainfall will flow through or collect in natural channels and depressions in the ground.



≅ Coastal erosion



${\bf Coastal\ erosion\ susceptibility\ risk}$

(undefended)

Negligible

Distance from coast: > 2000m.

The property is not considered likely to be affected by coastal erosion.

No SMPs have been identified.

Recommendation

1

No further action required.

Defences within 1km		
Shoreline management plan (SMP)	ID(s)	
None	-	

Why we search this

Coastal erosion is a natural occurrence expected to affect areas of the UK coastline. Climate change, through more severe storms and sea level change, is expected to result in higher erosion. While the percentage of properties at risk will be small, the impact would be significant.

Some areas of the coastline are covered by Shoreline Management Plans (SMPS). SMPs help to deliver the ambitions of the National Flood and Coastal Erosion Risk Management Strategy.







Likelihood of risk change

Likely

© 2050 RCP4.5 Average

Data indicates that it is likely that foundations will be affected by increased clay shrink-swell due to changes in climate by 2050.

Recommendations

- Speak to a structural surveyor and arrange a physical inspection.
- 2 The BGS provide information on steps that can be made to limit future impact of subsidence related issues and what to look out for. Click here https://www.bgs.ac.uk/news/six-ways-to-prepare-your-home-for-climate-change-related-subsidence/
- 3 Check the terms of insurance before completing and make sure you are comfortable with the policy on offer.

 This may also reference other types of ground movement.
- 4 Ask the owner if there have been any ground stability insurance claims previously. Any past claims may be as a result of non-geological issues and instead be linked to property specific causes such as damaged pipes or tree roots.

Ground stability stress test

We have summarised the likelihood of change of shrink-swell clay risk for a range of scenarios for 2050 RCP4.5. Other decades can be found in the data section.

	Drier	Average	Wetter
2050	Likely	Likely	Highly Unlikely

Why we search this

The BGS expect that climate change will increase subsidence related issues. By 2030, it reports that more than 3% of properties are likely to be affected, and by 2070, over 10%. The greatest risk is expected to be in the southeast of England and London.



₩ Heat stress

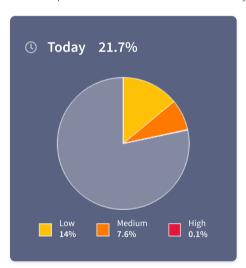
What is a heatwave?

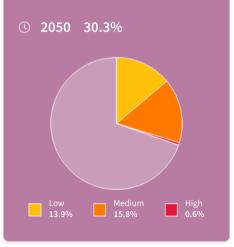
A heatwave is an extended period of hot weather relative to the expected conditions of the area at that time of year, which may be accompanied by high humidity. For a period of hot weather to be considered a heatwave, a location must record a period of at least three consecutive days with daily maximum temperatures on or above these thresholds. A heatwave can have a detrimental impact on the fabric of a building and also on human health.

Heatwave thresholds vary by UK county, reflecting the difference in climate. The minimum temperature used in defining a heatwave is set at 28 °C by the Met Office for the location of this property.

Percentage of days spent in heatwave conditions

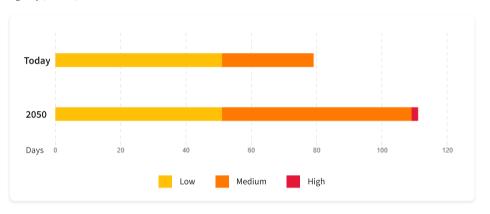
This is based on thresholds from the Met Office and current models for the location of the property using the worst case predictions based on RCP8.5. This is the only scenario modelled by UKCP18 at a local level.





Average annual heatwave days

This shows the cumulative number of days spent in a heatwave in your location, based on UK Health Security Agency (UKHSA) defined thresholds.



Recommendations

- 1 Employers should make a suitable assessment of the risks where relevant under the Health and Safety at Work Regulations 1999. The HSE provides Heat Stress advice and a checklist for employers to use https://www.hse.gov.uk/simple-health-safety/risk/index.htm.
- 2 Controlling temperatures may require greater energy and use of air conditioning. This will need to be accounted for in any business's net zero data, target setting and mitigation.

Why we search this

The Met Office have stated that climate change is already causing warming across the UK with the UK's ten warmest years on record occurring since 2002. Geography and location can have an impact on how a building responds to and traps heat. Those in high density urban areas are likely to be more affected. Building design may also impact on heat retention.



© Energy performance

123 Sample Street, Sample Town SA12 3MP, England Inspected 20 April 2024 | 10 years from inspection - 20 April 2034



Non-Domestic Energy Performance

Landlords will need to demonstrate the building has reached the highest EPC band that a cost-effective package of measures can deliver.

Date	For who?	Mimimum EPC rating
1st April 2023	All Tenancies	Е
1st April 2025	All rented buildings must have valid EPC	E
1st April 2027	New Tenancies	C (proposed rating)
1st April 2030	All Tenancies	B (proposed rating)

If an exemption applies, landlords will need to register this on the PRS Exemption Register. In some cases exclusions apply. It is the landlord's obligation to ensure they are compliant.

Recommendations

- Review your EPC. This will set out some measures that could be done to improve energy efficiency.
- 2 Consult a surveyor, if needed, to assess what works can be undertaken to meet any potential future standards..
- For more information on EPCs, https://www.gov.uk/government/publications/non-domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance. The current rating may impact on your ability to let, or continue to let the property, so speak to your legal adviser.

EPCs summary data

This shows a summary of the EPCs found within the boundary of your site. Further information on the EPCs can be found in the Data Appendix.

EPCs summary	
Rating	Count
A	0
В	1
С	4
D	0
E	1
F	0
G	0

Why we search this

The Government's Energy White Paper sets out that the 2020s must be a decade of action on tackling emissions to help meet the statutory obligations for net zero by 2050.

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 establish a minimum level of energy efficiency for rented property in England and Wales. Since 1 April 2018, landlords of non-domestic rented properties have only been permitted to grant a new tenancy, or to extend or renew an existing tenancy, if their property has at least an Energy Performance Certificate (EPC) E rating, unless they have registered a valid exemption.



Data appendix

The rest of the report outlines the data used to inform the previous sections. There's no need to read on unless you're after the detail of a particular dataset used to inform our opinion.

We will only show maps and detail where a risk has been identified.



Understanding the data	<u>12</u>
Flood: River	Not identified
Flood: Coastal	Not identified
Flood: Surface water	Not identified
Ground stability	13
Heat stress	14
Energy performance	<u>15</u>



Understanding the data

Flood

The flood risk analysis in this section considers the on-site undefended river, coastal and surface water flooding. The data within the flood risk section of this report is generated by JBA Risk Management.

This report includes primary analysis of the current on-site flood risk, and for RCP 4.5 (based on 2050) to highlight a medium-term view of climate change at the property. A stress testing table has also been included for the purposes of providing on-site analysis across a range of RCPs. The mapping will show the extent of any flood risk within the mapped area. Where flood risk is shown on the mapping, but does not appear within the property boundary, it does not form part of our on-site analysis.

If a flood risk is identified on-site, then the data appendix will include information on short-, medium- and long-term predications, along with detailing three return periods: 1/75, 1/200, 1/1000. These return periods refer to the likelihood of flooding in any given year, with 1/75 being the most likely but most limited in extent, and 1/000 being least likely, but more catastrophic if it were to occur.

Flood Re is a joint initiative between the Government and insurers. Its aim is to make the flood cover part of household insurance policies more affordable. More information can be found here https://www.floodre.co.uk/.

Ground stability

The ground stability analysis in this report includes consideration of shrink-swell clay soils. The data within the ground stability section of this report is generated by the British Geological Survey (BGS) using UKCP09 projections. We show the current hazard level and the likelihood that this would change based on the RCP4.5 2050 scenario.

The most common cause of natural subsidence in the UK is the shrinking and swelling of clays. The soils swell, absorbing moisture in wet conditions, and contract when they dry out, which can result in ground movement.

This report includes primary analysis of the current on-site ground stability risk, and for the average period of dry conditions (based on 2050) to highlight a medium-term view of climate change at the property based on average conditions. A stress testing table has also been included for the purposes of providing analysis across a short, medium, and long-term for average conditions. In addition, should a risk be identified the data here will include additional time periods, and analysis based on drier, average or wetter conditions.

Coastal erosion

The coastal erosion risk considers the undefended erosion susceptibility of the coastline closest to your site or property. The baseline data within this section of this report is generated by the British Geological Survey (BGS). The distance from the property to the coastline is a straight-line measurement.

Some areas of the coastline are covered by Shoreline Management Plans (SMPS). SMPs help to deliver the ambitions of the National Flood and Coastal Erosion Risk Management Strategy. They set out a planned approach to managing flood and coastal erosion risk around the coast of England and Wales to 2105.

Heat stress

The heat stress data used within this report is derived from the UKCP18 regional climate projections for average summer temperatures. The classification of the level of severity of the heatwave is set using UKHSA thresholds.

This data shows the percentage and number of days spent in heatwave conditions at low, medium or high severity, for today and 3 additional time periods.

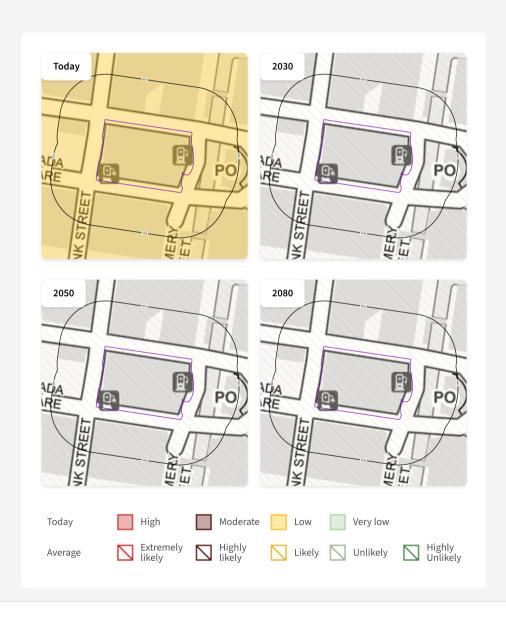
Energy Performance

This data shows the EPC information for any EPCs located within the boundary of your site.

Where possible, an Energy Performance Certificate (EPC) rating for the property has been identified and reported, with the inspection date, and a 'valid until' date. If no EPC is available, this will either be reported as 'EPC unconfirmed' or 'No EPC found onsite'. Where 'EPC unconfirmed' or 'No EPC found onsite' is reported, it is possible that the property does have a valid EPC and we would recommend further checks are undertaken in this regard. The EPC ratings are harvested from the EPC register on a regular basis, but it is possible that during the period between updates, a property has been given a valid EPC.



Ground stability

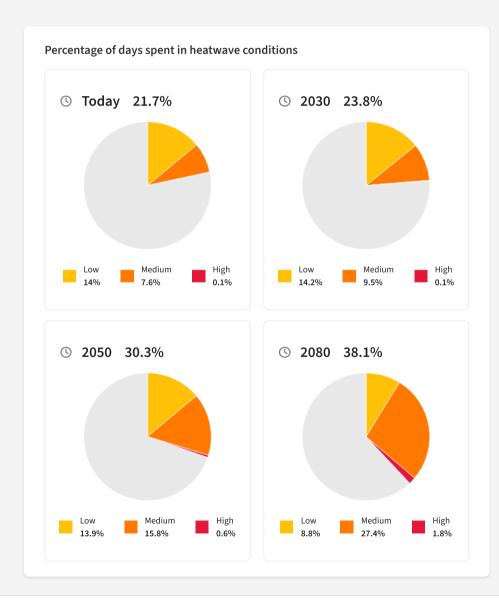


The values shown on this page represent the shrink-swell clay risk for today and the likelihood of the risk changing for each of the periods shown.

Average	Wetter
Likely	Highly Unlikely
Average	Wetter
Likely	Highly Unlikely
Average	Wetter
Likely	Likely
	Average Likely Average



Heat stress



Thresholds for your location

Temperatures above 40 are classified as high severity, above 32 are medium severity. Temperatures below the medium threshold are low severity.

This data shows the percentage and number of days spent in heatwave conditions at low, medium or high severity, for today and 3 additional time periods.

Today	Total	Low	Medium	High	
Percentage	21.7%	14%	7.6%	0.1%	
Days in heatwave	79 days	51 days	28 days	0 days	

2030	Total	Low	Medium	High	
Percentage	23.8%	14.2%	9.5%	0.1%	
Days in heatwave	87 days	52 days	35 days	0 days	

2050	Total	Low	Medium	High	
Percentage	30.3%	13.9%	15.8%	0.6%	
Days in heatwave	111 days	51 days	58 days	2 days	

2080	Total	Low	Medium	High
Percentage	38.1%	8.8%	27.4%	1.8%
Days in heatwave	139 days	32 days	100 days	7 days



Energy performance

This table shows the EPC information for any EPCs located within the boundary of your site.

EPCs within site boundary			
Address	Туре	Rating	Expiry
	A1/A2 Retail and		
123 Sample Street, Sample Town SA12 3MP, England	Financial/Professional services	С	01/02/2029
123 Sample Street, Sample Town SA12 3MP, England	A1/A2 Retail and		
	Financial/Professional services	В	08/13/2022
123 Sample Street, Sample Town SA12 3MP, England	A1/A2 Retail and		
	Financial/Professional services	С	12/20/2028
123 Sample Street, Sample Town SA12 3MP, England	B1 Offices and Workshop		
	businesses	С	11/27/2029
	A1/A2 Retail and		
123 Sample Street, Sample Town SA12 3MP, England	Financial/Professional services	С	01/08/2029
	Retail	Е	01/05/2019



Appendices

Useful information	<u>17</u>
Important consumer protection information	<u>19</u>
Landmark standard terms and conditions	<u>20</u>
Copyright and partners	<u>20</u>





Useful information

The Purpose and Scope of the Report

The Landmark Climate Change Report is a desktop report, designed to enable property professionals, property investors or businesses to understand how climate change could impact a given property. The data baseline to inform the assessment is derived from UKCP18.

This report is designed to provide an overview of potential future risks. Some data on current risk is included to assist with comparisons, however further detailed advice and recommendations for managing current environmental risks at the property should be obtained through the standard environmental desktop search. The contemporary ratings contained in this report may differ from the results shown in other Landmark environmental reports which are focused solely on current risks.

The front page of this report advises the outcome for each section based on one of three categories:

- Identified: We have identified a significant risk, that is moderate or higher, in this section.
- Not identified: We have not identified a significant risk in this section.
- Guidance: This section does not carry a risk rating, however there is information here which we
 recommend you read.

Location

This report is generated based on boundary selected at the point of order to represent the property. Where the location was provided to us as a point only, the report is based on a 25m radius around this point.

What are climate risks?

The impacts from climate change could affect UK companies in many ways. Both the UK Government and the Bank of England have advocated climate related disclosures, which was set out by the Task Force for Climate Related Financial Disclosures in their 2017 recommendations.

UKCP18

UK Climate Projections 2018 (UKCP18) is the Met Offices climate projection tool for the UK, which is the update from UKCP09. The data provides probabilistic scenarios for how the climate of the UK may change over the 21st Century. The Met Office states that the tools have been designed to help decision-makers assess their exposure to the climate.

Source: https://www.metoffice.gov.uk/research/approach/collaboration/ukcp/about/what-is-ukcp#:~:text=The%20UKCP18%20project%20uses%20cutting,change%20over%20the%2021st%20century

Representative Concentration Pathways (RCPs)	Change in Temp(C) by 2081-2100	Description
RCP 2.6	1.6 (0.9-2.3)	Emissions strongly reduced
RCP 4.5	2.4 (1.7-3.2)	Mitigation implemented but Paris Agreement missed (IPCC moderate scenario)
RCP 6.0	2.8 (2.0-3.7)	2nd medium emission stabilisation pathway
RCP 8.5	4.3 (3.2-5.4)	Emissions continue to grow unmitigated

Stress testing

As the future climate scenario is unknown and may change in future, in some instances alongside the assessment we have also provided other scenarios in the Data Appendix to assist with other decision making.

The Paris Agreement

Goal 13 of the UN Sustainable Development Goals calls for urgent action to combat climate change. The Paris Agreement on climate change officially entered into force on 4th November 2016. As of 2020, 195 signatories and 189 countries have joined the Paris Agreement.

The agreement pledges that signatories will take steps to limit temperature rise to well below 2°C by 2050. Both the EU and the UK have pledged climate action and have now written into law that they will have net-zero greenhouse gas emissions by 2050.

Task Force for Climate Related Financial Disclosure (TCFD) Recommendations

Understanding future climate risk requires consideration as part of the 'Task Force for Climate Related Financial Disclosures' (TCFD Recommendations). Within the recommendations, risk management is an integral step where organizations are expected to identify, assess and manage climate related risks.

These recommendations are fast becoming the linchpin of best practice, at an industry and national policy level. The Better Building Partnership (BBP) is a collaboration of the UK's leading commercial property owners. Its members have signed a ground-breaking commitment to deliver net zero carbon real estate portfolios by 2050. Member organisations are also committing to developing climate change resilient strategies in line with the TCFD Recommendations.

https://www.betterbuildingspartnership.co.uk/property-owners-make-groundbreaking-climate-change commitment



Useful information

Transition risks for built environment

The Government are committed to net zero emissions by 2050. In order to achieve this target, the Government are looking at ways the UK can reduce its emissions in all sectors. One of these has been a focus on buildings. The UK has nearly 30 million buildings (27 million of which are residential) and include some of the oldest building stock in Europe. Heating and powering buildings currently accounts for 40% of the UK's total energy usage. Therefore, there is a need to improve the energy efficiency of our homes and buildings.

The Future Homes and Buildings Standard is not due to be implemented until 2025, however through consultations, Parts L (conservation of fuel and power) and F (ventilation) of the Buildings Regulations for new dwellings were changed in 2021. From 2025, new homes built after this time, will produce 75%-80% less carbon emissions than homes delivered under the old regulations.

Existing homes and some home improvements will also be subject to higher standards, but these will only come when the occupants wants to make thermal upgrades or if building an extension. These are already being asked for. Part L for example requires changes in ventilation. For existing domestic buildings, background ventilations should be fitted to all replacement windows.

There will also be a phase out of gas boilers. The sale of new gas boilers will be prohibited from 2025 and they will be replaced by heat pumps and - depending how the technology develops- hydrogen boilers.

Energy performance

The Minimum Energy Efficiency Standard (MEES) was set out by the Energy Efficiency (Private Rented Property) (England and Wales) Regulations in 2015. Currently, the government announcement on scrapping MEES has been for residential properties. It is unclear whether this will impact on non-domestic properties, however there are still benefits for improving energy efficiency such as reduction in energy bills and meeting future net zero targets.

Report limitations

In producing this Climate Change Report we have selected relevant data sets for the risks identified in this report. Our assessment is based on one of three RCPs - 2.6, 4.5 and 8.5 and a c.5 year, 30 year and 50 year scenario. It is quite possible that the actual pathway that is taken is not in fact the reported RCP or that the effects of climate change for this scenario are not as currently predicted by the IPCC. It is also highly likely that the data sets that we use and the modelling that we carry out will evolve over time. Therefore, this report should be read in the context that there is a high level of uncertainty on how the climate will change over the next 30-50 years and the report can only give a broad indication on how the identified risks may develop over this period.

Data

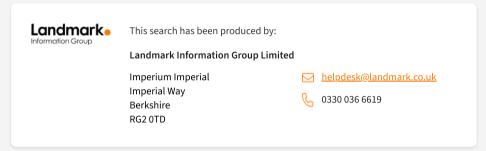
Whilst every effort is made to ensure the details in the report are correct, Landmark cannot guarantee the accuracy or completeness of such information or data, nor identify all the factors that may be relevant.

Industry White Paper

Landmark Information Group asked leading property experts to contribute to a climate change white paper, which sets out the physical and transitional risks that the industry faces. The paper proposes workable solutions to the challenge of reporting on and responding to the risks. You can read the white paper here: https://climatechange.landmark.co.uk/



Important consumer protection information



Conveyancing Information Executive (CIE) standards

Landmark adheres to the Conveyancing Information Executive (CIE) standards.

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill.
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions.
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and associated parties.
- The standards can be seen here: http://www.conveyinfoexec.com

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

TPOs

The Property Ombudsman scheme

Milford House
43-55 Milford Street
Salisbury

Wiltshire SP1 2BP

www.tpos.co.uk
admin@tpos.co.uk

o1722 333306

Complaints procedure

If you want to make a complaint to Landmark, 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:

Customer Services Manager

Landmark Information

Imperium

Imperial Way

Reading

Melpdesk@landmark.co.uk

helpdesk@landmark.co.uk

0330 036 6619

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

Scheme (TPOs)

RG2 0TD

admin@tpos.co.uk
01722 333306



Terms and conditions and copyright statement

Landmark Standard Terms and Conditions

Landmark Standard Terms and Conditions can be found here: https://www.landmark.co.uk/wp-content/uploads/2022/07/landmark terms and conditions 299431 8.0 .

Should you experience difficulties, please call our Customer Service Team on 0330 036 6619.

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