Climate Change Residential

Property Address

4 Sample Street, Sample Town, XX1 1XX, 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.





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E	Summary and recommendations	Page 2	
(i)	Introduction to your report	Page 3	
Physical	risks		
愈	Flood	Page 4	Not Identified
≋	Coastal erosion	Page 7	Not Identified
ঐ	Ground stability	Page 8	Not Identified
₽ O	Heat stress	Page 9	Guidance
Γransitio	n risks		
Q	Energy performance	<u>Page 10</u>	Guidance







\lequip Summary and recommendations



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

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. This may be provided by the Flood Re scheme. This scheme is due to end in 2039.

Coastal Erosion

Coastal erosion risk (undefended) Negligible

Recommendation

1. No further action required.



Ground Stability

Today's risk Very Low Likelihood of risk change 2050 RCP4.5 Average Highly Unlikely

Recommendation

1. No further action required

Heat Stress

Today 10.6% days in heatwave conditions 2050 RCP 8.5 19.4% days in heatwave conditions

Recommendations

1. If you have concerns about high indoor temperatures, there are practical steps you can take that may help in managing the temperature inside your property in this guide https://www.gov.uk/government/

- publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist. It also sets out which types of dwellings are more prone to overheating and which demographics are likely to be more susceptible.
- 2. In June 2022, Part O of Schedule 1 to the Building Regulations came into effect, relating to mitigating overheating. Speak to developer to determine if this has been taken into account for new builds. A nontechnical document should exist for the property under the regulations.

Energy Performance

Valid

Current rating

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.

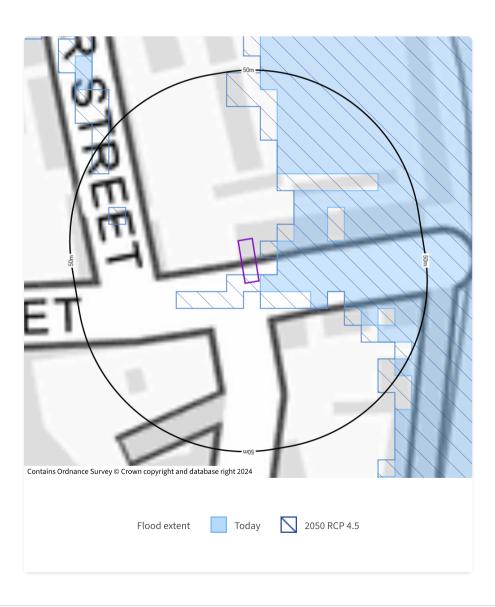
RCP8.5 a 'business as usual' scenario, where emissions continue to rise throughout the century, leading to a best estimate global temperature rise of 4.3°C by 2100.

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 **Low**

There is minimal or no risk of flooding based on the worst case scenario assessment for this property. 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. This may be provided by the Flood Re scheme. This scheme is due to end in 2039.

Flood stress test

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

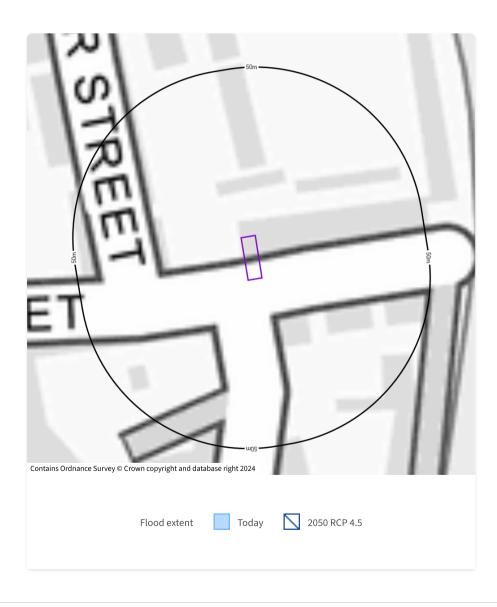
	RCP2.6	RCP4.5	RCP8.5
2050	Low	Low	Low to Moderate

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 property. 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

- Ask the seller whether flooding has occurred in the area before.
- Establish the availability of buildings and contents insurance before exchanging contracts. This may be provided by the Flood Re scheme. This scheme is due to end in 2039.

Flood stress test

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

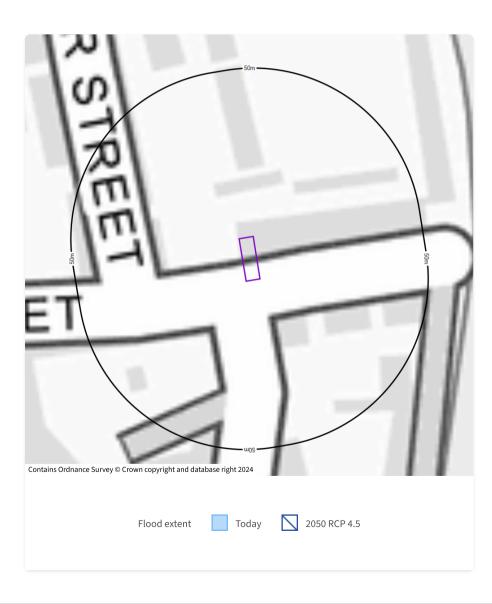
	RCP2.6	RCP4.5	RCP8.5
2050	Negligible	Negligible	Negligible

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

Negligible

There is minimal or no risk of flooding based on the worst case scenario assessment for this property. 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

- Ask the seller whether flooding has occurred in the area before.
- Establish the availability of buildings and contents insurance before exchanging contracts. This may be provided by the Flood Re scheme. This scheme is due to end in 2039.

Flood stress test

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

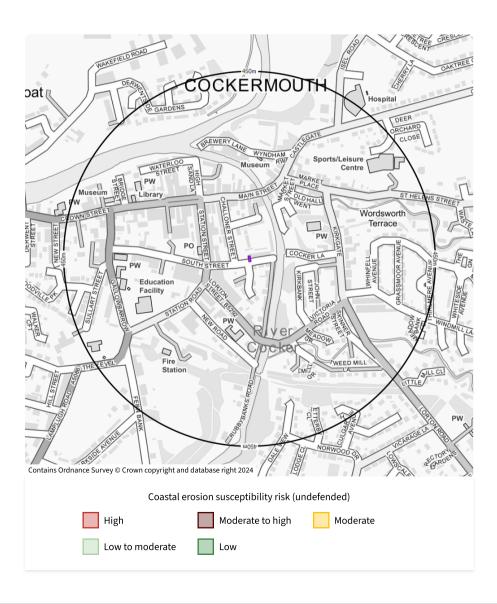
	RCP2.6	RCP4.5	RCP8.5
2050	Negligible	Negligible	Negligible

Why we search this

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.

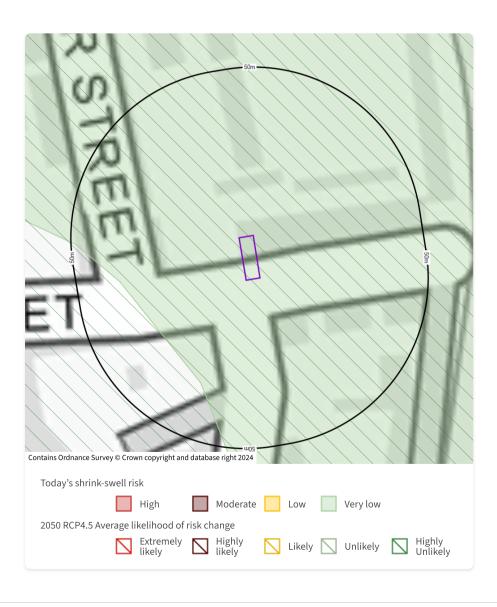
Defences within 1km				
Shoreline management plan (SMP)	ID(s)			
None	-			

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

Highly Unlikely

© 2050 RCP4.5 Average

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

Recommendation

1

No further action required

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.

	Drier	Average	Wetter
2050	Highly Unlikely	Highly Unlikely	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

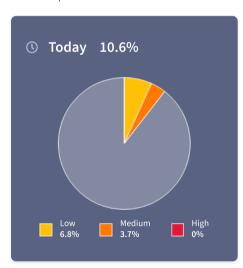
What is a heatwave?

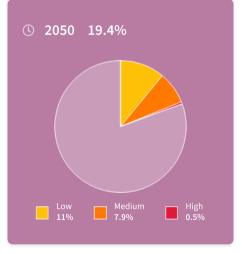
A heatwave is an extended period of hot weather relative to the expected conditions of the area at that time of year, which may be accompanied by high humidity. For a period of hot weather to be considered a heatwave, a location must record a period of at least three consecutive days with daily maximum 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 25 °C by the Met Office for the location of this property.

Percentage of days spent in heatwave conditions

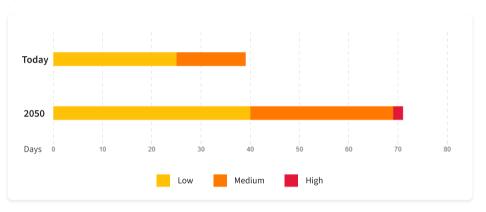
This is based on thresholds from the Met Office and current models for the location of the property using the worst case predictions based on RCP8.5. This is the only scenario modelled by UKCP18 at a local level.





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) thresholds as defined in the data section.



Recommendations

- 1 If you have concerns about high indoor temperatures, there are practical steps you can take that may help in managing the temperature inside your property in this guide https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist. It also sets out which types of dwellings are more prone to overheating and which demographics are likely to be more susceptible.
- In June 2022, Part O of Schedule 1 to the Building Regulations came into effect, relating to mitigating overheating. Speak to developer to determine if this has been taken into account for new builds. A non-technical document should exist for the property under the regulations.

Why we search this

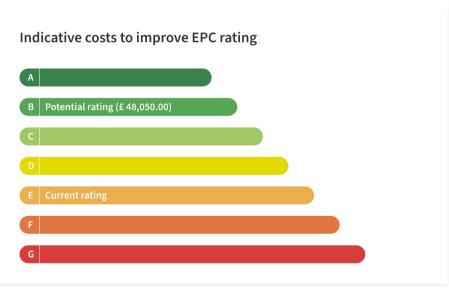
The Met Office have stated that climate change is already causing warming across the UK with the UK's ten warmest years on record occurring since 2002. Geography and location can have an impact on how a building responds to and traps heat. Those in high density urban areas are likely to be more affected.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



© Energy performance



Current property rating: Inspected 21 April 2017 | 10 years from inspection - 21 April 2027 Potential rating this property could achieve: Consider improving the rating to decrease running costs



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	Applies to	Minimum EPC cost cap
1st April 2020	All domestic private rented properties E or above	£3,500
1st April 2025 (proposed)	New tenancies C or above	£10,000
1st April 2028 (proposed)	All tenancies C or above	£10,000

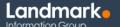
If an exemption applies, landlords will need to register this on the PRS Exemption Register. It is the landlord's obligation to ensure they are compliant. **Freehold Properties**: While there are no minimum energy efficiency standards in place for homeowners, improvements to building performance will lead to less energy usage, reduced emissions and cheaper bills.

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.
- The Government has set out a table of recommended measures to improve efficiency of residential properties. You may wish to consult a surveyor for property specific recommendations. <a href="https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance/domestic-private-rented-guidance/domestic-private-rented-guidance/domestic-private-rented-guidance/domestic-private-rented-guidance/domestic-guidance/domes

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 Minimum Energy Efficiency Standard (MEES) was set out by the Energy Efficiency (Private Rented Property) (England and Wales) Regulations in 2015 and future policies on minimum EPC standards can be expected in the future.



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

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/.

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.

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.

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.

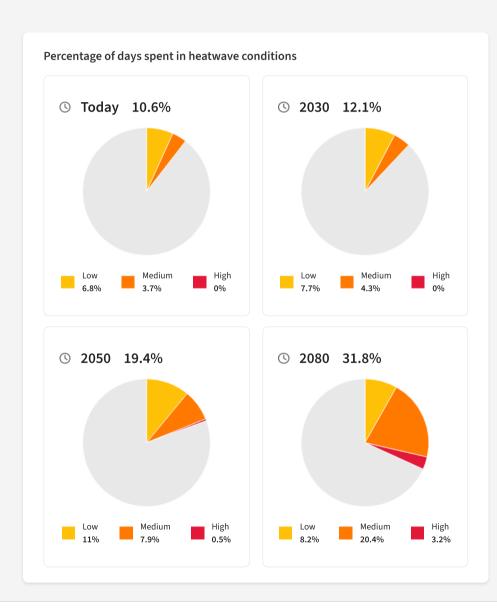
Energy Performance

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 valid EPC'. Where 'EPC unconfirmed' or 'No EPC available' 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.

For residential properties with a valid EPC, as well as including a current EPC rating, where possible, we have provided a potential EPC rating if various energy performance improvements were made - and indicative costs for these improvements. This potential rating and associated costs are intended to provide a useful possible view of potential energy performance improvements. It is not a guarantee of the Potential Energy Performance rating being possible at the property and should not replace a detailed site-specific assessment completed by a surveyor. In addition, for residential properties where there is no valid EPC, or an EPC cannot be confirmed, we will try to report a 'likely' energy performance rating. Again, this this is intended to provide a useful possible view of the EPC for the property and is not a guarantee that the reported 'likely' rating will be given once an EPC has been completed.



Heat stress



Thresholds for your location

Temperatures above 35 $^{\circ}$ C are classified as high severity, above 28 $^{\circ}$ C 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	10.6%	6.8%	3.7%	0%
Days in heatwave	39 days	25 days	14 days	0 days

2030	Total	Low	Medium	High
Percentage	12.1%	7.7%	4.3%	0%
Days in heatwave	44 days	28 days	16 days	0 days

2050	Total	Low	Medium	High	
Percentage	19.4%	11%	7.9%	0.5%	
Days in heatwave	71 days	40 days	29 days	2 days	

2080	Total	Low	Medium	High
Percentage	31.8%	8.2%	20.4%	3.2%
Days in heatwave	116 days	30 days	74 days	12 days



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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.

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.

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

	sentative Concentration ays (RCPs)	Change in Temp(C) by 2081-2100	Description
RCP2.6		1.6 (0.9-2.3)	Emissions strongly reduced
RCP4.5		2.4 (1.7-3.2)	Mitigation implemented but Paris Agreement missed (IPCC moderate scenario)
RCP6.0		2.8 (2.0-3.7)	2nd medium emission stabilisation pathway
RCP8.5		4.3 (3.2-5.4)	Emissions continue to grow unmitigated

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.

 $\frac{https://www.betterbuildingspartnership.co.uk/property-owners-make-groundbreaking-climate-change-commitment}{(in the commitment)} which is a substitution of the commitment of the commitment$



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.

The Domestic Minimum Energy Efficiency Standards (MEES) requires domestic private rented properties which are let on specific types of tenancy agreements and legally required to have an EPC, to have a minimum EPC rating of 'E'. However, on 20th September 2023, the government announced that the proposed energy efficiency targets for domestic rental properties could be scrapped. There are still benefits to improve the energy efficiency of a property in order to reduce energy bills and transitioning to a greener economy, making it fit for purpose in the future, and ready for any future changes in EPC rules.

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

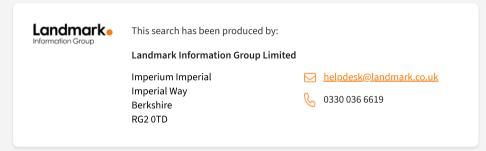
Whilst every effort is made to ensure the details in the report are correct, Landmark cannot guarantee the accuracy or completeness of such information or data, nor identify all the factors that may be relevant.

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

| helpdesk@landmark.co.uk | helpdesk@landmark.co.uk

Reading RG2 0TD

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)

admin@tpos.co.uk01722 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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