



Sample Site, Sample Street, Anytown, UK



Reference:
Sample_Homescreen

Grid reference:
123456 123456

Your reference:
Sample_Homescreen

Date:
18 March 2026

Consultant's guidance and recommendations inside.



Customer Support

info@groundsure.com

Professional opinion

Key results

Significant environmental risks have been identified
Please review all report content, as relevance may vary depending on a client's specific circumstances.



Contaminated land

Action Required Page 2 →

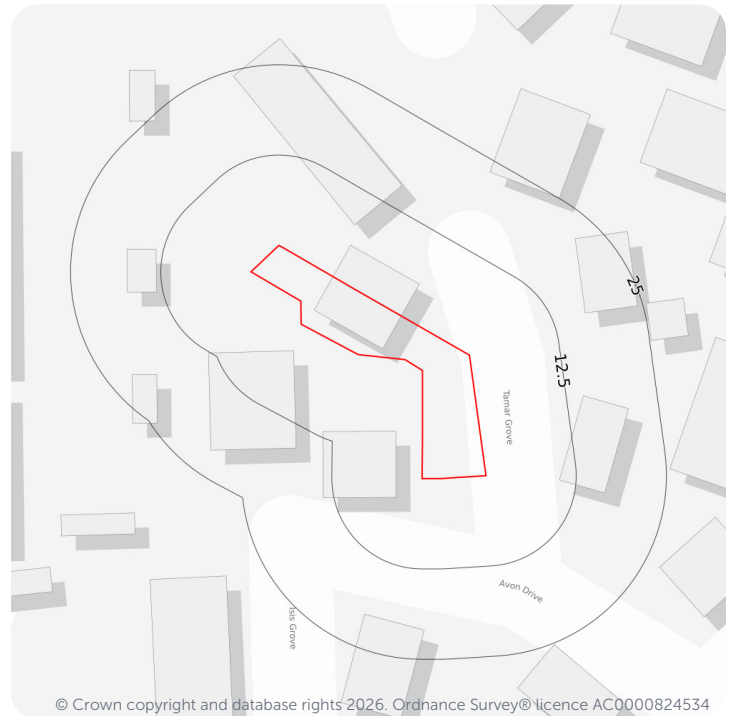


Flooding

Moderate Page 5 →

Flood risk to buildings

Low-Moderate Page 7 →



© Crown copyright and database rights 2026. Ordnance Survey® licence AC0000824534

Other results

Review recommendations



Ground stability

Identified Page 13 →



Radon

Identified Page 17 →



Planning constraints

Not identified Page 19 →



Planning applications

Identified Page 19 →



Energy

Identified Page 20 →



Transportation

Identified Page 21 →

A full assessment of these features is available in our [Planning report](#) and our [Energy & Transportation report](#). Contact Groundsure or your search provider for further details.

✓ Your site search is covered!

Need a more detailed breakdown of your screening results?



Homescreen runs initial screeners for Planning applications, Energy, and Transportation risks. To get a full data breakdown purchase one of our dedicated reports.

[Purchase dedicated report](#)

Have any questions? Please reach out to your search provider for more details on our report range.



Contaminated land liability ?

Action Required

Our Contaminated Land searches have found some potentially significant contamination risks. These could include risks relating to industrial processes, petrol stations, or landfill.

Section links

Past land use →

Past land use

Identified



Waste and landfill

Passed

Current/recent land use

Passed

Contaminated land consultant assessment

✓ Written by a Groundsure consultant

The property is assessed to have potentially significant contamination risks due to the presence of the following potentially contaminative historical land use:

1. Works and Foundry on site between circa 1955 and 1978.

Next steps

Based on the property age, we recommend contacting the environmental health department (or equivalent) at the local authority. We require confirmation that they are:

- Aware of the previous land use of the area (as specified in this report);
- Whether the site has been designated 'Contaminated Land' (as defined under Part 2A of EPA 1990), the designation status of a site can also be found in your Local Authority CON29 search.

If the site has not been formally designated as Contaminated Land, we require confirmation of the following:

- If the local authority are intending to investigate the site under this legislation;
- The level of priority assigned to the site; and
- The timescale until potential investigation.

It would be prudent to determine how many sites are on the local authorities inspection list.

Our experts will review the information and, if appropriate, revise the report to a pass free of charge. All information should be emailed to info@groundsure.com

Alternatively, you may wish to consider environmental insurance. This may be expensive and does not address the contamination, only financial liability that may be associated with it. Care should be taken as there are a range of insurance options and you should confirm with your broker that the insurance policy meets your needs. If you are considering this option you can contact Groundsure for further details.

Contaminated land liability

Past land use ?

Identified

The data summarised in this section relates to potentially contaminative land uses and operations that happened historically at and around the site.

Section links

Past land use

→

Back to section summary →



Former industrial land use (1:10,560 and 1:10,000 scale)

These historical land uses have been identified from 1:10,560 and 1:10,000 scale Ordnance Survey® maps dated from the mid to late 1800s to recent times. They have the potential to have caused ground contamination. Please see the Environmental Summary to find out how these could impact the site.

Distance	Direction	Use	Date
0	on site	Unspecified Works	1955
0	on site	Unspecified Works	1968
0	on site	Unspecified Works	1974

Distance	Direction	Use	Date
0	on site	Unspecified Foundry	1980
0	N	Unspecified Ground Workings	1921
5 m	N	Unspecified Ground Workings	1920

This data is sourced from Ordnance Survey®/Groundsure.



Flooding ?

Moderate

The property and area within the site outline is at risk from one or more kinds of flooding. Property's overall risk assessment for past flooding and river, coastal, surface water and groundwater flooding is moderate.

Section links

Building assessment → River & coastal →
Surface water →

Risk to site

River and coastal flooding

Low



Surface water flooding

Moderate-High



Groundwater flooding

Low

Past flooding

Not identified

Flood storage areas

Not identified

Risk to building(s)

Low



Low-Moderate



Low

Not identified

Not identified

FloodScore™ insurance rating

Compiled by Ambiental, a leading flood risk analysis company. [Click here](#) for details.

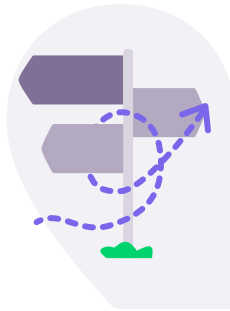
High

Next steps

Flooding

An elevated level of flood risk has been identified at the site but is not indicated to impact any buildings or structures.

- Ensure buildings and contents insurance covering flood risk is available and affordable. The property may be eligible for the Flood Re scheme. Whilst the property may qualify the decision to insure through Flood Re rests with your insurance provider. You may wish to enquire with them further on this;
- Make enquiries of the seller (e.g. in the TA6) and other nearby residents on any flooding that may have occurred;
- Sign up to the government's Flood Warnings and Alerts <https://www.gov.uk/sign-up-for-flood-warnings>;
- Create a flood plan <https://www.gov.uk/prepare-for-flooding>;
- Investigate the various forms of flood resistance and resilience measures that will help protect your property in the event of a flood;
- If the property has recently been constructed, the risk assessment within this report will not take into account measures put in place by the developer. This should be factored in when making any purchase decisions;
- If any buildings or structures are known to be present but not highlighted in the flood maps provided, please review the location of the flood risk data itself to infer the risk to those areas. Furthermore, if any extensions are planned at the site you can use the maps in the same way.



To save you time when assessing the report, we only provide maps and data tables of features within the search radius that we have identified to be of note. These relate to environmental risks that may have liability implications, affect insurance premiums, property values and/or a lender's willingness to lend.

You can view the fully comprehensive library of information we have searched on [page 22](#) →

Flooding

Building assessment ?

This section assesses individual buildings and structures on the site for flood risk based on all main flood sources including river, coastal, surface water, and groundwater. Risk levels shown below may differ from the overall site risk, particularly where terrain or drainage affects buildings differently.

Section links

[Building assessment](#)
[Surface water](#)

[Back to section summary](#) →

→ [River & coastal](#) →



Flood risk for each building (and other significant structures) at the site (those indicated on the map above) has been assessed using authoritative flood data alongside the Ordnance Survey® National Geographic Database. Further information on the limitations of this data and how it is collected can be found here <https://knowledge.groundsure.com/searches-flooding>.

This assessment considers data on river and coastal flooding, historical flood events, and flood defences provided by the Environment Agency / Natural Resources Wales, and surface water and groundwater flooding from Ambiental Risk Analytics. In Scotland, Ambiental Risk Analytics additionally provides the river and coastal flood models.

Description / Location	Overall risk	Rivers & coastal	Surface water	Groundwater	Historical flood (at location)	Flood defences (at location)
Semi-Detached House 397224, 298799	Low-Moderate	Low	Low-Moderate	Low	No	No

Description / Location	Overall risk	Rivers & coastal	Surface water	Groundwater	Historical flood (at location)	Flood defences (at location)
------------------------	--------------	------------------	---------------	-------------	--------------------------------	------------------------------

Domestic Outbuilding
397234, 298779

Low

Low

Low

Low

No

No

Flooding

Risk of flooding from rivers and the sea ?

Low

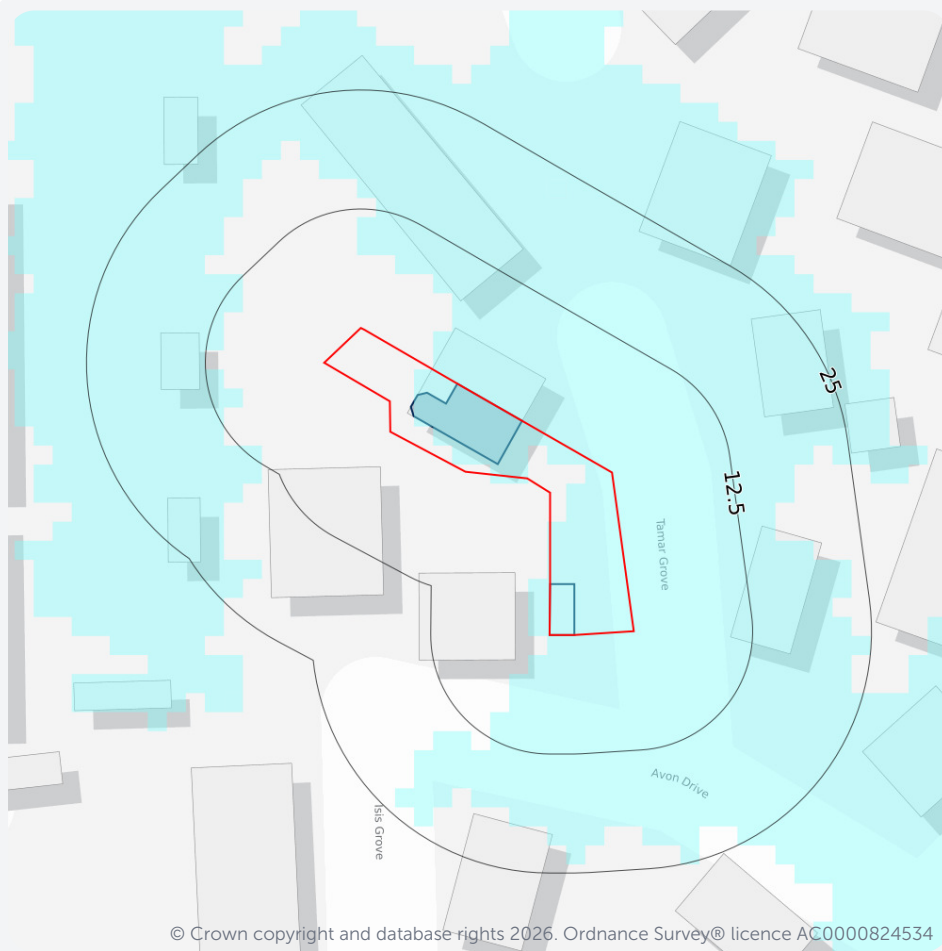
This section provides an indication of where there are flood risks originating from rivers and/or the sea. Rivers may break their banks following high rainfall and the sea level may rise as a result of high tides or extreme weather.

Section links

[Back to section summary](#) →

Building assessment
Surface water

→ **River & coastal** →



— Site Outline ■ Main building

— Other building(s) Structure(s)

Search buffers in metres (m)

River and coastal flooding:

■ High

■ Medium

■ Low

■ Very Low

▨ Historical Flood Events

▨ Areas Used for Flood Storage

▨ Reduced river/sea flooding risk due to defences

— Flood Defences

© Crown copyright and database rights 2026. Ordnance Survey® licence AC0000824534

Risk of river and coastal flooding to building(s)

Low

The buildings and structures at the site are indicated to have a low risk of flooding from rivers or sea.



Risk of flooding from rivers and the sea

The property has a Low chance of flooding in any given year, according to Risk of Flooding from Rivers and Sea (RoFRaS)/Flood Risk Assessment Wales (FRAW) data. This could cause problems with insuring the property against flood risk. However, if built before 2009, it may be eligible for insurance assistance from the Flood Re scheme: www.floodre.co.uk/

RoFRaS/FRAW assesses flood risk from rivers and the sea in England and Wales, using local data and expertise. It shows the chance of flooding from rivers or the sea, taking account of flood defences and the condition those defences are in. The model uses local water level and flood defence data to model flood risk. [Click here](#) for explanation of the levels of flood risk.

This data is sourced from the Environment Agency and Natural Resources Wales.



Flooding

Surface water flooding ?

Moderate-High

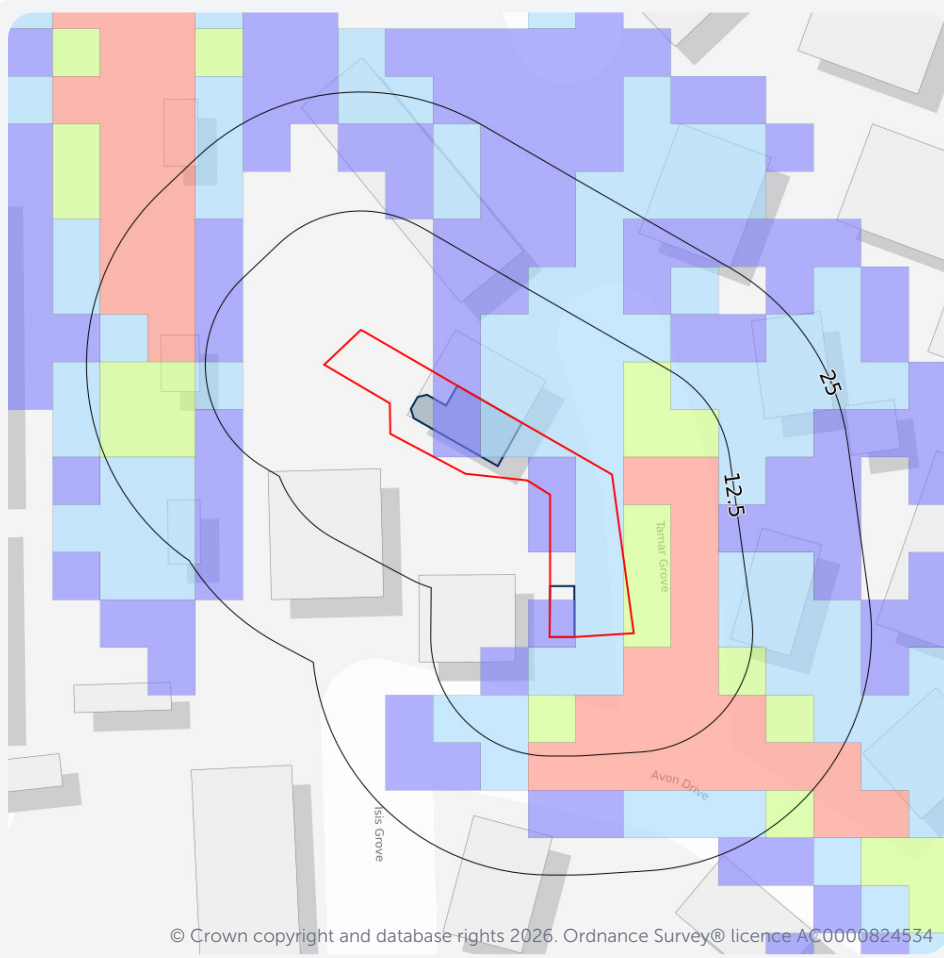
This section provides details of where there are flood risks originating from surface water. Surface water flooding can happen when heavy rain overwhelms drainage systems causing water to pool on the ground.

Section links

[Back to section summary](#) →

[Building assessment](#)
[Surface water](#)

→ [River & coastal](#) →



— Site Outline ■ Main building

— Other building(s) Structure(s)

Search buffers in metres (m)

Surface water flood risk:

■ Highly significant

■ Significant

■ High

■ Moderate to high

■ Moderate

■ Low to moderate

■ Low

Risk of surface water flooding to building(s)

Low-Moderate

Surface water flooding happens when heavy rainfall overwhelms drainage systems and causes flash flooding. The buildings and structures at the site are indicated to have a low to moderate risk of surface water flooding.



Surface water flood risk

The property is likely to be prone to flooding following extreme rainfall, which may have an impact on insuring the property against flood risk. However, if built before 2009, it may be eligible for insurance assistance from the Flood Re scheme: www.floodre.co.uk/ 

The area in which the property is located has been assessed to be at a Moderate-High risk of surface water flooding. This area is considered to have a 1 in 100 probability of surface water flooding due to rainfall in a given year to a depth of between 0.3m and 1.0m. However, as is the case with probability statistics and predictions, this information should be used as a guideline only. The area may flood several years in a row, or not at all for many years. Modern urban drainage systems are typically built to cope with rainfall events between 1 in 20 and 1 in 30 years, though some older ones may flood in a 1 in 5 year rainfall event.

These risk calculations are based on Ambiental Risk Analytics maps.

Ground stability ?

Identified

The property is assessed to have potential for natural or non-natural ground subsidence.

Section links

Natural



Non-natural



Natural ground stability

Moderate-High



Non-natural ground stability

Identified



Next steps

Ground stability

The property is indicated to lie within an area that could be affected by natural ground subsidence, mining other than coal, infilled land. You should consider the following:

- if a survey has been undertaken at the property that considers ground instability and no issues were found, no further action is required
- however, based on the findings of this report, the purchaser should be encouraged to consider potential instability in any future development or alteration of the ground including planting and removing trees, and regardless of the survey outcome
- if no survey has yet been undertaken, we recommend one is carried out by a suitably qualified and experienced person
- if ground instability issues have been or are subsequently identified in a survey we recommend following any advice given in the survey findings
- you should also check whether the property benefits from a current NHBC guarantee or other environmental warranty that often covers structural issues. Please note the presence of an NHBC guarantee wouldn't change the risk assessment of this report
- a more detailed mining search may also further clarify the potential risks presented in this report, and unearth records not available to your surveyor. Groundsure GeoRisk can provide a comprehensive assessment of all mining risks and can be ordered through Groundsure or your preferred search provider

Coal

The property is assessed to lie within a coal mining area as defined by the Coal Authority.

- Groundsure recommends that a CON29M Official Coal Mining Search is conducted. This can be ordered through Groundsure or your preferred search provider.

Non-coal mining areas

The property is assessed to be in a non-coal mining area.

- A more detailed mining search may further clarify the potential risks presented in this report, and unearth records not available to your surveyor. Groundsure GeoRisk can provide a comprehensive assessment of all mining risks and can be ordered through Groundsure or your preferred search provider

Ground stability

Natural ground stability ?

Moderate-High

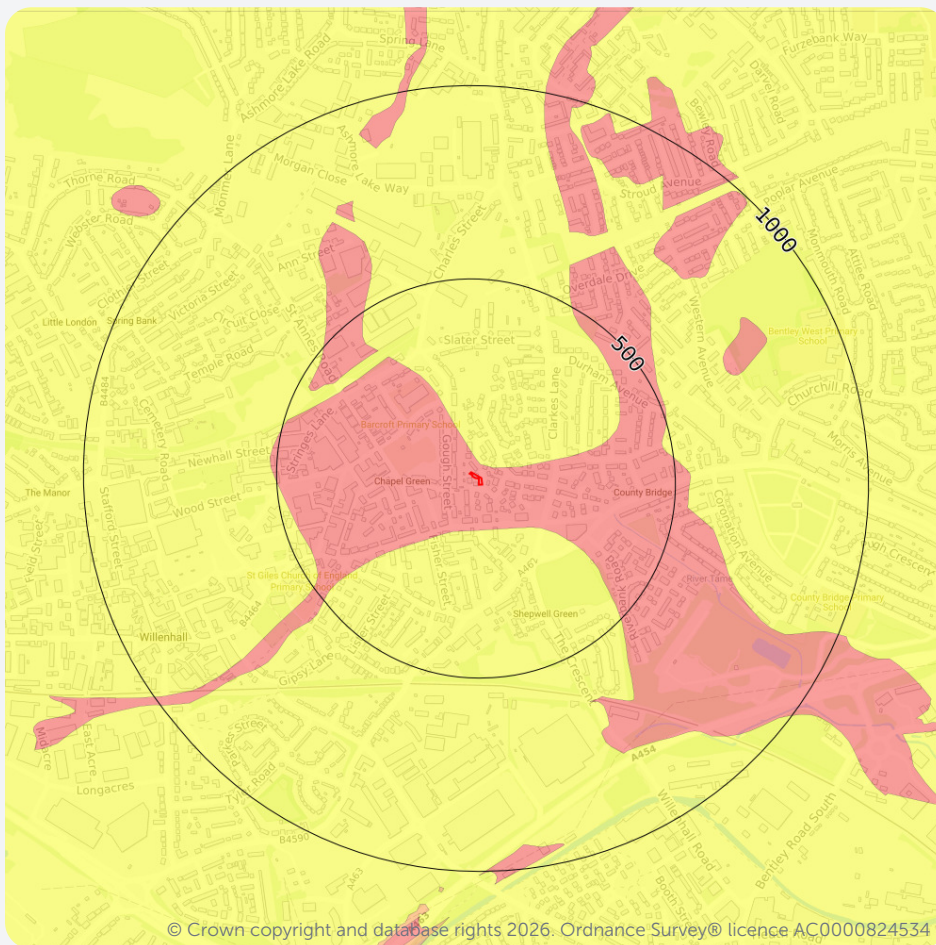
The data in this section relates to ground instability hazards that are a result of the natural geological conditions of the area.

Section links

[Back to section summary](#) →

[Natural](#)

→ [Non-natural](#) →



— Site Outline

Search buffers in metres (m)

Moderate - high

Low

Negligible - very low

© Crown copyright and database rights 2026. Ordnance Survey® licence AC0000824534

Natural ground stability

The property, or an area within 50m of the property, has a moderate to high potential for natural ground subsidence. This rating is derived from the British Geological Survey's GeoSure database, and is based upon the natural qualities of the geology at the site rather than any historical subsidence claims or events. Additionally, this data does not take into account whether buildings on site have been designed to withstand any degree of subsidence hazard.

Surveyors are normally aware of local problem areas in relation to subsidence, however, this data provided by the British Geological Survey (BGS) can highlight areas where a significant potential for natural ground subsidence exists and whether it may need particular consideration. The term "Subsidence" refers to ground movement that could cause damage to foundations in domestic or other properties.

Ground stability

Non-natural ground stability ?

Identified

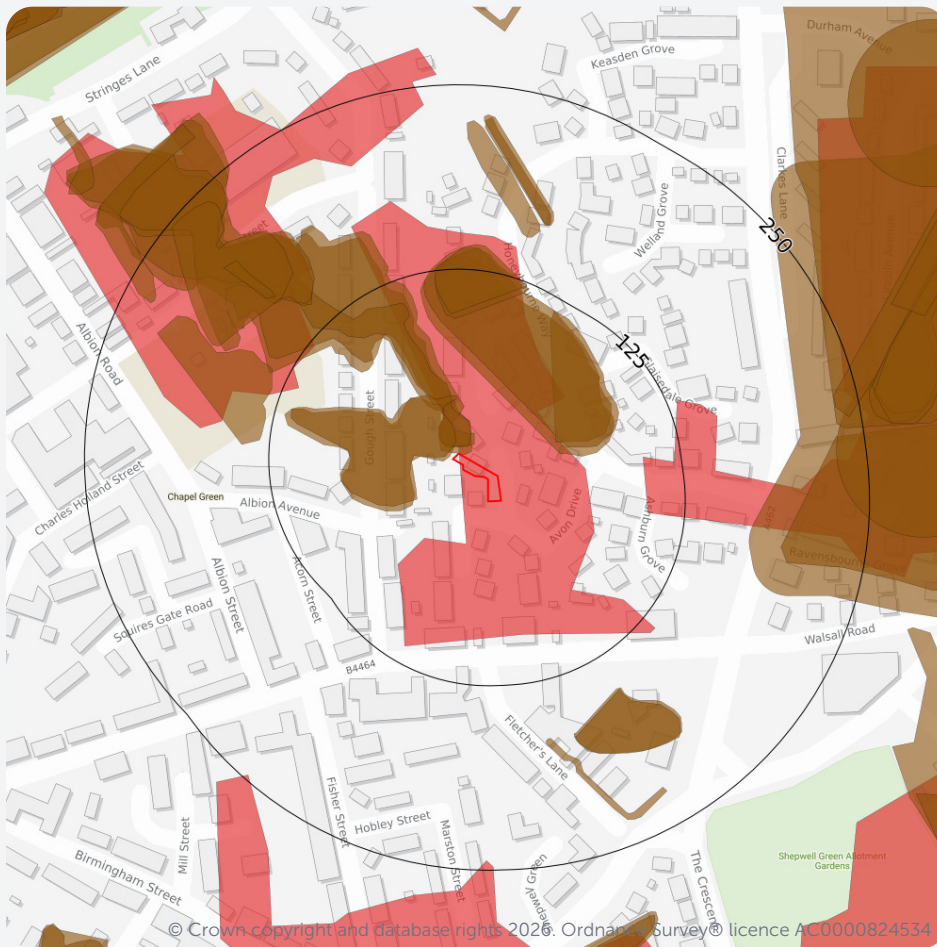
The data in this section relates to ground instability hazards that are a result of the non-natural activities in the areas, such as mining or infilled land.

Section links

[Back to section summary](#) →

[Natural](#)

→ [Non-natural](#)



— Site Outline

Search buffers in metres (m)

Infilled Land

Mining hazards:

Highly likely

Likely

Coal mining

The property is located in an area that may be affected by surface or sub-surface coal mining. Mining may cause ground stability problems such as subsidence, surface collapses, mass movement and landslides, depending on the style of mining used.

Non-coal mining areas

The property is located in an area that may be affected by surface or sub-surface mining of materials other than coal. Mining may cause ground stability problems such as subsidence, surface collapses, mass movement and landslides, depending on the style of mining used.

Non-coal mining

The property is located in an area that may be affected by surface or sub-surface mining. The BGS has identified that underground mining is known to have occurred in proximity to the property. However, this does not confirm if the property will be directly affected.

Distance	Direction	Name	Commodity	Assessment of likelihood
0	on site	Black country	Ironstone	Underground mining is known or considered likely within or very close to the area. The location, extent and nature of mining should be considered in any site investigation. Potential for difficult ground conditions should be considered.
99 m	E	Black country	Ironstone	Underground mining is known or considered likely within or very close to the area. The location, extent and nature of mining should be considered in any site investigation. Potential for difficult ground conditions should be considered.
115 m	NW	Black country	Ironstone	Underground mining is known or considered likely within or very close to the area. The location, extent and nature of mining should be considered in any site investigation. Potential for difficult ground conditions should be considered.
244 m	S	Black country	Ironstone	Underground mining is known or considered likely within or very close to the area. The location, extent and nature of mining should be considered in any site investigation. Potential for difficult ground conditions should be considered.

This data is sourced from the British Geological Survey (BGS).

Infilled land

Maps suggest the property is located on a previous pond, quarry, mine, landfill or other hole in the land. These land cavities are often filled in with various materials and this can cause structural problems, although such events are rare. Groundsure's experts recommend that you check whether your structural surveys have taken this into account.

Distance	Direction	Use	Date
0	N	Unspecified Ground Workings	1921
3 m	NW	Gravel Pit	1885
5 m	N	Unspecified Ground Workings	1920
5 m	N	Sand Pit	1901
5 m	NW	Gravel Pit	1885

Groundsure's experts systematically analyse historical maps, which can highlight areas that, over time, may have been filled with various materials. The materials used are usually safe, although in some cases contaminative materials may also have been used. Past ground workings have been identified at the site. These workings may be associated with railway cuttings or other ground engineering but may also indicate mining activity. Information is taken from features identified on Ordnance Survey® historical maps, which do not indicate the distance or direction that mines extend beneath the surface. For example, features such as mine shafts only indicate the entrance to a mine. From this, we may infer the potential for underground features to extend outward from this point. Some features within this database may also relate to non-mining underground activities e.g. air shafts for underground railways.



Radon ?

Identified

The property is in a radon affected area. This could mean that inhabitants are at risk from the harmful effects of radon. The percentage of homes estimated to be affected by radon in your local area is between 5% and 10%.

Section links

Radon



Next steps

Radon

The property is in an area where elevated radon levels are expected to be found in 5-10% of properties.

- Due to the age of the property, radon protection measures should not be expected to be present within the property unless recently installed;
- Enquire with the seller if they have completed a 3 month radon test and what the results were. If they have not had one completed, carry out a radon test at the property. The most accurate testing kits run for 3 months and can be obtained from UK Radon <https://www.ukradon.org/services/orderdomestic>
- Further information is available here <https://knowledge.groundsure.com/searches-radon>



Radon ?

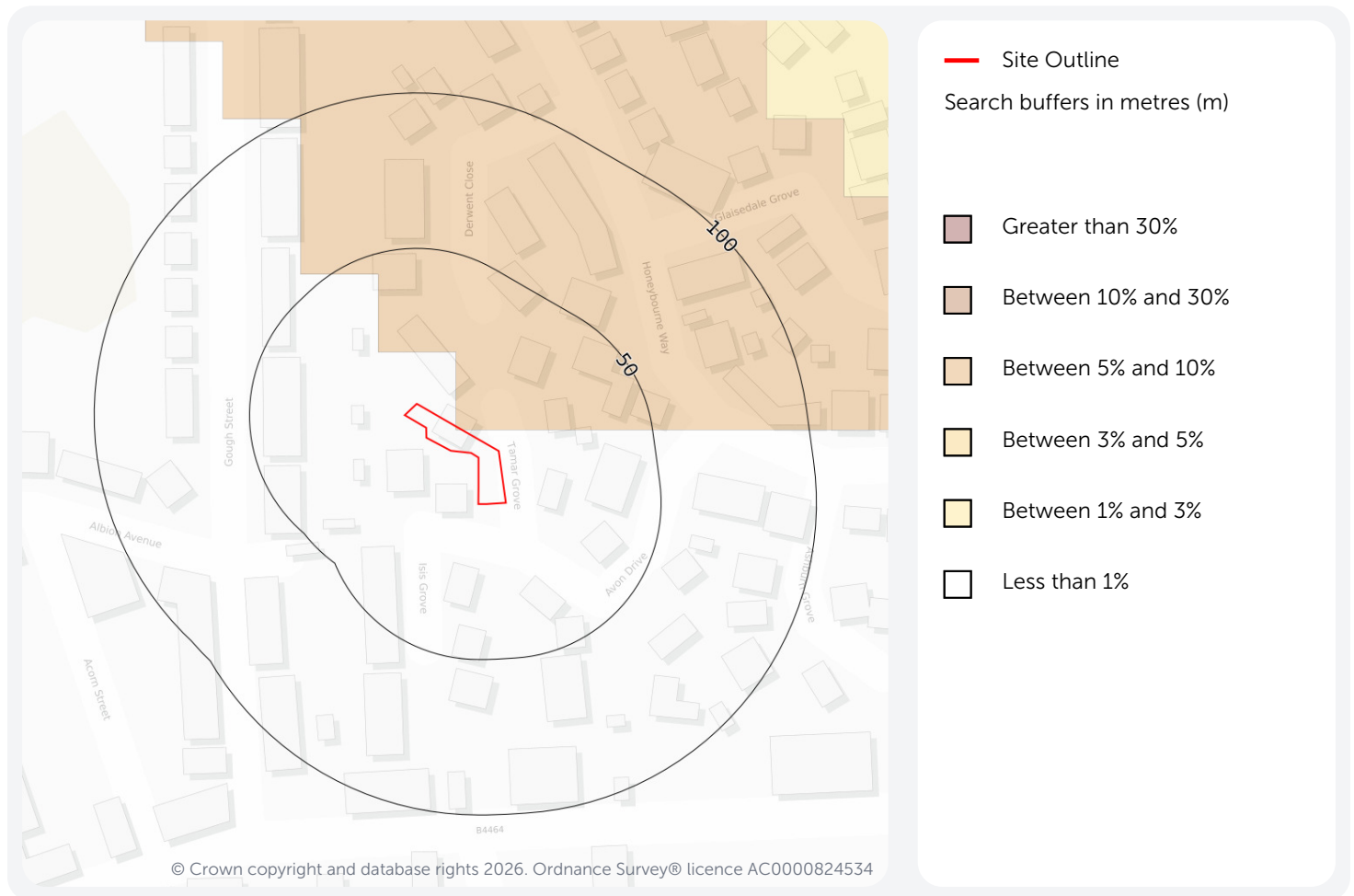
Identified

The property lies within a radon affected area.

Section links

Back to section summary →

Radon →



The property is in a radon affected area, meaning there is an increased risk that properties will contain elevated levels of radon.

In order to determine if there is a problem at your property, a radon measurement in the building must be taken. Access to a testing service and further information on radon is available from UK Health Security Agency (UKHSA) or www.ukradon.org.

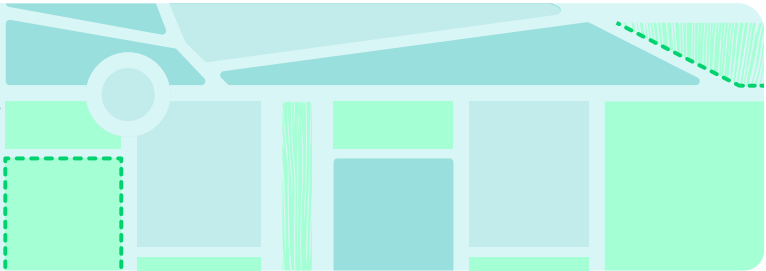
Radon is a colourless, odourless radioactive gas present in all areas of the United Kingdom, usually at levels that pose a negligible risk. However, the property is situated in an area where levels of radon can be much higher and pose a health risk. High levels of radon can cause lung cancer, particularly for smokers and ex-smokers. The higher the level and the longer the period of exposure, the greater the risk.

This data is sourced from the British Geological Survey/UK Health Security Agency.

Planning ?

Identified

Planning applications have been identified at or in proximity of the property. No protected areas have been identified within 50 metres of the property. Protected areas include nature reserves and other conservation areas.



Planning applications

Using Local Authority planning information supplied and processed by Serac Tech dating back 7 years, this information is designed to help you understand possible changes to the area around the property.

Please note that even successful applications may not have been constructed and new applications for a site can be made if a previous one has failed. We advise that you use this information in conjunction with a visit to the property and seek further expert advice if you are concerned or considering development yourself.

44

Total applications

searched to 500m

This total includes mixed and commercial developments within 500m, large residential within 500m, medium residential within 125m, small residential within 50m and home improvement applications within 50m. If required, full details on these applications including a detailed location plan relative to the property are available when you purchase a Groundsure Planning Report via your preferred searches provider.

Planning constraints

No protected areas have been identified within 50 metres of the property. Protected areas include nature reserves and other conservation areas.

Environmental designations

Not identified

Visual and cultural designations

Not identified

Next steps

Planning constraints

None required.

Energy

Identified

The property has been identified to lie within the search radius of one or more energy features detailed below.

Oil and gas

No historical, active or planned wells or extraction areas have been identified near the property.

Oil and gas areas

Not identified

Oil and gas wells

Not identified

Wind and solar

Our search of existing and planned renewable wind and solar infrastructure has identified results.

Planned multiple wind turbines

Not identified

Planned single wind turbines

Identified

Existing wind turbines

Not identified

Proposed solar farms

Identified

Existing solar farms

Identified

Energy Infrastructure

Our search of major energy transmission or generation infrastructure and nationally significant infrastructure projects has not identified results.

Power stations

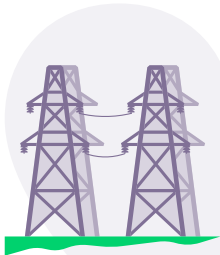
Not identified

Energy infrastructure

Not identified

Projects

Not identified



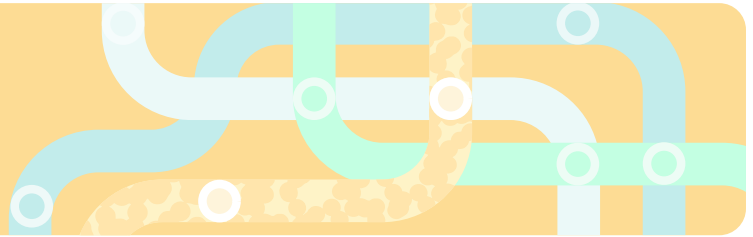
Next steps

If required, full details on these energy features including a detailed location plan relative to the property are available when you purchase our [Energy and Transportation report](#)  via your preferred searches provider.

Transportation ?

Identified

The property has been identified to lie within the search radius of one or more transportation features detailed below.



HS2

No results for Phase 1 or Phase 2 of the HS2 project (including the 2016 amendments) have been identified within 5km of the property. However, HS2 routes are still under consultation and exact alignments may change in the future.

Visual assessments are only provided by Groundsure if the property is within 2km of Phase 1 and 2a. Other assessments may be available from HS2.

HS2 route

Not identified

HS2 safeguarding

Not identified

HS2 stations

Not identified

HS2 depots

Not identified

HS2 noise

Not assessed

HS2 visual impact

Not assessed

Crossrail

The property is not within 250 metres of the Crossrail 2 project.

Crossrail 2 route

Not identified

Crossrail 2 stations

Not identified

Crossrail 2 worksites

Not identified

Crossrail 2 safeguarding

Not identified

Crossrail 2 headhouse

Not identified

Other railways

Our search indicates the property is within 250 metres of railways or railway stations, subway or DLR lines, active railways, historical railways or tunnels.

The Underground assessment includes London Underground, DLR, Tyne and Wear Metro, Merseyrail and Glasgow Subway.

Active railways and tunnels

Not identified

Historical railways and tunnels

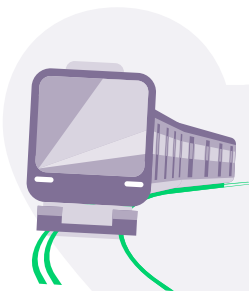
Identified

Railway and tube stations

Not identified

Underground

Not identified



Next steps

If required, full details on these transportation features including a detailed location plan relative to the property are available when you purchase our [Energy and Transportation report](#) via your preferred searches provider.

Datasets searched

This is a full list of the data searched in this report. If we have found results of note we will state "Identified". If no results of note are found, we will state "Not identified". Our intelligent filtering will hide "Not identified" sections to speed up your workflow.

Contaminated Land		Contaminated Land	
Former industrial land use (1:10,560 and 1:10,000 scale)	Identified	Pollution incidents	Not identified
Former tanks	Not identified	Flooding	
Former energy features	Not identified	Risk of flooding from rivers and the sea	Identified
Former petrol stations	Not identified	Flood storage areas: part of floodplain	Not identified
Former garages	Not identified	Historical flood areas	Not identified
Former military land	Not identified	Reduction in Risk of Flooding from Rivers and Sea due to Defences	Not identified
Former landfill (from Local Authority and historical mapping records)	Not identified	Flood defences	Not identified
Waste site no longer in use	Not identified	Surface water flood risk	Identified
Active or recent landfill	Not identified	Groundwater flooding	Not identified
Former landfill (from Environment Agency Records)	Not identified	Natural ground subsidence	
Active or recent licensed waste sites	Not identified	Natural ground subsidence	Identified
Recent industrial land uses	Not identified	Natural geological cavities	Not identified
National Geographic Database (NGD) - Current or recent tanks	Not identified	Non-natural ground subsidence	
Current or recent petrol stations	Not identified	Coal mining	Identified
Hazardous substance storage/usage	Not identified	Non-coal mining areas	Identified
Sites designated as Contaminated Land	Not identified	Non-coal mining	Identified
Historical licensed industrial activities	Not identified	Mining cavities	Not identified
Current or recent licensed industrial activities	Not identified	Infilled land	Identified
Local Authority licensed pollutant release	Not identified	Cheshire Brine	Not identified
Pollutant release to surface waters	Not identified	Radon	
Pollutant release to public sewer	Not identified	Radon	Identified
Dangerous industrial substances (D.S.I. List 1)	Not identified	Planning constraints	
Dangerous industrial substances (D.S.I. List 2)	Not identified	Sites of Special Scientific Interest	Not identified

Planning constraints

Internationally important wetland sites (Ramsar Sites)	Not identified
Special Areas of Conservation	Not identified
Special Protection Areas (for birds)	Not identified
National Nature Reserves	Not identified
Local Nature Reserves	Not identified
Designated Ancient Woodland	Not identified
Green Belt	Not identified
World Heritage Sites	Not identified
Areas of Outstanding Natural Beauty	Not identified
National Parks	Not identified
Conservation Areas	Not identified
Listed Buildings	Not identified
Certificates of Immunity from Listing	Not identified
Scheduled Monuments	Not identified
Registered Parks and Gardens	Not identified

Methodologies and limitations

Groundsure's methodologies and limitations are available here: knowledge.groundsure.com/methodologies-and-limitations 

Data providers

Groundsure works with respected data providers to bring you the most relevant and accurate information in your Homescreen report. To find out who they are and their areas of expertise see www.groundsure.com/sources-reference 

Conveyancing Information Executive and our terms & conditions

IMPORTANT CONSUMER PROTECTION INFORMATION

This search has been produced by Groundsure Ltd. Groundsure adheres to the Conveyancing Information Executive Standards.

In addition to The Property Ombudsman (TPO) redress scheme covering consumers, TPO will also provide redress to small businesses (including Charities and Trusts) and where the customer meets the following criteria:

- a small business (or group of companies) with an annual turnover of less than £3 million;
- a charity with an annual income of less than £3 million;
- a Trust with a net asset value of less than £3 million.

Complaints Advice

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure.

If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Standards.

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

COMPLAINTS PROCEDURE: If you want to make a complaint, we will:

- acknowledge it within 5 working days of receipt
- normally deal with it fully and provide a final response, in writing, within 20 working days of receipt
- liaise, at your request, with anyone acting formally on your behalf

Complaints should be sent to:

Operations Director, Groundsure Ltd, Nile House, Nile Street, Brighton, BN1 1HW. Tel: 01273 257 755.

Email: info@groundsure.com 

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 their final decision.

Groundsure's Terms & Conditions can be viewed here: www.groundsure.com/terms-and-conditions-april-2023/ 

All of the advice and reports that Groundsure produces are covered by a comprehensive Remediation Contribution policy to ensure customers are protected, see www.groundsure.com/remediation  for full details.