GeoSmart Information

FloodSmart Plus

Flood Risk Assessment

Site Address

The Club House
Farley Hill Equestrian Centre
Church Road
Swallowfield
RG7 1TJ

Grid Reference

473586, 164622

Report Prepared for

Farley Estate
The Estate Office
Reading
RG7 1UL

Date

23/01/2026

Report Status

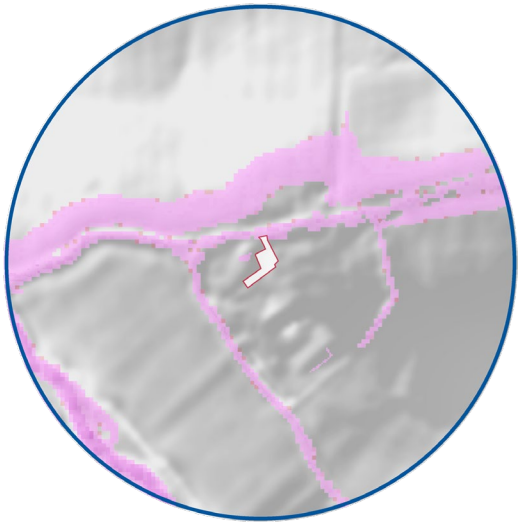
FINAL

Site Area

908 m^2

Report Reference

87678R1



RISK – Very Low to High

The Site is mapped within the EA's fluvial Flood Zones 1 and 2 (Low to Medium probability), with the flood risk originating from the minor watercourse along the northern Site boundary.

The risk of flooding from rivers and sea across the Site is Very Low to High, taking flood defences into account. The development area at Very Low risk in both the present day and future (2036 to 2069) scenarios, whilst the access in the north of the Site is at Medium to High risk.

Following analysis of the baseline data the Site is considered to be at a Very Low risk of surface water flooding, a Negligible risk of groundwater flooding and a Low risk of flooding from artificial sources (reservoirs, canals and sewers).

Mitigation measures are recommended in this report to reduce the risks to an acceptable level over the lifetime of the development.

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1. Executive summary

A review has been undertaken of national environmental data sets to assess the flood risk to the Site from all sources of flooding in accordance with the National Planning Policy Framework (NPPF) (2024) and National Planning Practice Guidance (NPPG) (published in 2014 and updated in September 2025). A site-specific flood risk assessment, to assess the flood risk to and from the development Site, is provided within this concise interpretative report written by an experienced GeoSmart consultant. Baseline flood risk and residual risks that remain after the flood risk management and mitigation measures are implemented are summarised in the table below.

Site analysis

Source of Flood Risk	Baseline[1]	After analysis[2]	After Mitigation[3]
River (fluvial) flooding	Very Low to High	Very Low (development) Medium – High (access)	N/A* (development) Medium – High (access)
Sea (coastal/tidal) flooding	Very Low		N/A
Surface water (pluvial) flooding	Very Low		N/A
Groundwater flooding	Negligible		N/A
Other flood risk factors present	Yes (culverts and sewers)		Yes
Is any other further work recommended?	Yes (see below)		

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

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

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

*N/A indicates where mitigation is not required.

Summary of existing and proposed development

The Site is currently used within a commercial capacity as a fitness / massage business (Class E), including associated access and parking. This Flood Risk Assessment has been commissioned for a retrospective planning application, with the Site formerly used as an equestrian clubhouse.

Summary of flood risks

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

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

According to the Environment Agency's (EA) Flood Map for Planning Purposes, the Site is located partially within a fluvial Flood Zones 1 (Low Probability) and 2 (Medium Probability), with the flood risk originating from the adjacent minor watercourse.

According to the EA's Risk of Flooding from Rivers and Sea (RoFRS) map, which considers the type, condition and crest height of flood defences, the Site has a present day risk of flooding ranging from Very Low to High from the River Blackwater. According to the RoFRS climate change (2036 to 2069) modelling, the risk rating remains at Very Low to High. It is noted that the development area is at Very Low risk during both scenarios.

Historical flooding related to the channel capacity of the River Blackwater being exceeded (no raised defences) is understood to have previously occurred at the Site in July 2007.

The Site could potentially be at risk from flooding due to blockage or failure of a culvert located on the watercourse in the north of the Site.

The EA's modelled flood data was requested on 9th December 2025. The EA responded on 6th January 2026 but stated the following:

"Unfortunately, we do not have any detailed flood risk modelling in this location. Therefore, we are unable to provide modelled flood levels and extents for your site.

Please note that Flood Zone 2 which covers the site is informed by a historic flood outline from 2007."

Given the absence of detailed modelling specific to this location, flood levels at the Site have been estimated by overlaying the Environment Agency's 1 m LiDAR data with the current RoFRS extents.

- During a 1 in 100 year plus 14% climate change allowance event the estimated flood level at the Site would be 48.20 mAOD.
- During this event, flood depths on-Site could be up to 0.48 m. Flood mitigation measures are included in the next section.
- It is noted that the LiDAR contours are largely inconsistent with the RoFRS extents. As such, the estimated flood level and depth provide a worst-case scenario for the Site. The developed area is not anticipated to be impacted by flooding, and flood depths will likely be contained to the access in the north of the Site.

Emergency evacuation routes are available to the west. In the event of a flood, safe refuge can be taken in the existing building as it is located wholly within Flood Zone 1.

Baseline mapping indicates a Very Low to High risk. However, a review of the flood data, local topography and development plans indicates the risk to the building is likely to be Very Low, whilst the risk to the Site access is Medium – High.

Surface water (pluvial) flooding

According to the EA's Risk of Flooding from Surface Water (pluvial) flood mapping, the Site has a Very Low risk of pluvial flooding in both the present-day and climate change (2050s) scenarios.

Flooding would not affect the Site in the 1 in 100 year present day and climate change events.

Groundwater flooding

Groundwater Flood Risk screening data indicates there is a Negligible potential risk of groundwater flooding at the surface in the vicinity of the Site during a 1 in 100 year event.

Artificial sources of flooding

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

- The EA's Risk of Flooding from Reservoir map confirms the Site is not at risk of reservoir flooding.
- Ordnance Survey (OS) data confirms there are no canals near to the Site.
- The Strategic Flood Risk Assessment (SFRA) (JBA Consulting, 2023) has identified 181 incidences of flooding as a result of surcharging sewers within the RG7 1 postcode between 2000 – 2022.
- Records held by Thames Water indicate that there have been no incidences of flooding related to the surcharging of public sewers at the Site (Thames Water, 2026; Appendix D).

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

The risk to the development has been assessed over its expected 75 year lifetime, including appropriate allowances for the impacts of climate change which could increase the flood risk to the Site. Risks identified include increases in river flooding and increased potential for surface water flooding, and appropriate mitigation measures are proposed.

Recommendations

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

- As the development proposals are for a retrospective change of use application, the raising of Finished Floor Levels (FFL) is not considered feasible. Furthermore, the existing

building is not anticipated to be impacted by flooding in the 1 in 100 year plus climate change scenario.

- The ongoing management and maintenance of existing and any proposed drainage networks, under the riparian ownership of the developer, should be undertaken in perpetuity with the development.
- As a Medium – High fluvial flood risk has been identified for the northern Site access, a Business Continuity and Flood Warning and Evacuation Plan (BCFWEP) is recommended to allow for early evacuation of the Site as deemed necessary on receipt of a Flood Alert.

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

2. Introduction

Background and purpose

A site-specific flood risk assessment has been undertaken, to assess the flood risk to and from the development Site. This assessment has been undertaken by firstly compiling information concerning the Site and the surrounding area. The information gathered was then used to construct a 'conceptual site model', including an understanding of the appropriateness of the development as defined in the NPPF (2024) and the source(s) of any flood risk present, guided by the NPPG (Published in 2014 and updated in September 2025). Finally, a preliminary assessment of the steps that can be taken to manage flood risk to the development was undertaken.

This report has been prepared with reference to the NPPF (2024) and NPPG (2025).

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

The NPPF (2024) and NPPG (2025) promote a sequential, risk based approach to the location of development. This also applies to locating a development within a Site which has a variable risk of flooding.

"*The approach is designed to ensure that areas at little or no risk of flooding from any source are developed in preference to areas at higher risk. This means avoiding, so far as possible, development in current and future medium and high flood risk areas considering all sources of flooding including areas at risk of surface water flooding*" (Paragraph: 023. NPPG, 2025).

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

Report scope

In accordance with the requirements set out within NPPG 2025 (Paragraph: 021 Reference ID: 7-021-20220825), a thorough review of publicly and commercially available flood risk data and EA supplied data indicating potential sources of flood risk to the Site from rivers and coastal sources, surface run-off (pluvial), groundwater and reservoirs, including historical flood information and modelled flood extent. Appropriate measures are recommended to manage and mitigate the flood risk to the property.

Information obtained from the EA and a review of the Wokingham Borough Council Strategic Flood Risk Assessment (SFRA) (JBA Consulting, 2023) and Wokingham Borough Council Core Strategy Development Plan (2010) is used to ascertain local flooding issues and, where appropriate, identify information to support a Sequential and/or Exception test required as part of the NPPF (2024).

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

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

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

Report limitations

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

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

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

Datasets

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

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

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

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

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

Local policy and guidance

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

Wokingham Borough Council Core Strategy Development Plan (2010):

4.3 Proposals that enhance the quality of the environment of the borough could include those that improve the openness of the areas outside of development limits defined under Policy CP9. Landowners and developers have the primary responsibility for protecting their land against the risk of flooding. They are also responsible for managing the drainage of their land such that they do not adversely affect adjoining properties. It is essential that future development is planned carefully, in accordance with PP25 (and the accompanying Good Practice Guide), the Flood Direction 2007 and the Wokingham Borough Strategic Flood Risk Assessment, steering it away from areas that are most at risk from flooding and ensuring that it does not exacerbate existing flooding problems. A planning solution to flood risk management should be sought wherever possible. At the planning application stage, the developer/ applicant is responsible for preparing a detailed site-based Flood Risk Assessment or Drainage Impact Assessment depending upon the location and scale of development. It is essential that the developer/ applicant consider the possible change in flood risk over the lifetime of the development because of climate change. Sustainable Urban Drainage Systems can be used to minimise the risk and impact of flooding. Developers will be expected to

provide and fund effective SUDS maintenance regimes. New development should be designed to be resilient to flooding as appropriate.

4.4 The completed Wokingham Borough SFRA highlights where the impacts of flooding (including from groundwater) and surface water runoff (both on and off-site) will need to be addressed. The SFRA is a strategic document which identifies zones of risk to help in the allocation of land for development, for Development Management decision making purposes, to develop emergency plans and highlight possible requirements that may be needed in a more detailed FRA. Proposals need to include measures to reduce water consumption so that the impacts of water abstraction upon Natura 2000 sites as explained in the Appropriate Assessment are avoided. The minimisation of impacts on air quality will also help address the impacts of development on Natura 2000 sites as highlighted in the Appropriate Assessment.

Wokingham Borough Council Strategic Flood Risk Assessment (JBA Consulting, 2023):

5.1 Historical flooding

5.1.1 Historical flood records

Wokingham Borough has an extensive historical flooding record. Table 5-1 of the SFRA details the major flood events of which WBC has records of. Table 5-2 of the SFRA details the flood events shown within the EA Recorded Flood Outlines dataset. The watercourses and areas affected by these events are detailed further in Appendix E of the SFRA.

8.3 Resistance and resilience measures

The consideration of resistance and resilience measures should not be used to justify development in inappropriate locations.

Having applied planning policy, there will be instances where developments, such as those that are water compatible and essential infrastructure are permitted in high flood risk areas. The above measures should be considered before resistance and resilience measures are relied on. The effectiveness of these forms of measures are often dependant on the availability of a reliable forecasting and warning system and the use of back up pumping to evacuate water from a property as quickly as possible. The proposals must include details of how the temporary measures will be erected and decommissioned, responsibility for maintenance and the cost of replacement when they deteriorate. Available resistance and resilience measures include:

- Permanent barriers which can include built up doorsteps, rendered brick walls and toughened glass barriers.
- Temporary barriers which consist of moveable flood defences which can be fitted into doorways and/or windows. The permanent fixings required to install these temporary defences should be discrete and keep architectural impact to a minimum. On a smaller scale, temporary snap on covers for airbricks and air vents can also be fitted to prevent the entrance of flood water.
- Community resistance measures which include demountable defences that can be deployed by local communities to reduce the risk of water ingress to several

properties. The methods require the deployment of inflatable (usually with water) or temporary quick assembly barriers in conjunction with pumps to collect water that seeps through the systems during a flood.

- Flood resilience measures which aim to limit any permanent damage, prevent the structural integrity of the building being compromised and make the clean up after the flood is easier. Interior design measures to reduce damage caused by flooding can include electrical circuitry installed at a higher level and water resistant materials for floors, walls, and fixtures.

Guidance on flood resilient and flood resistant construction techniques is available on the government website, here.

There are also opportunities for 'change of use' developments to be used to improve the flood resistance and resilience of existing development, which may not have been informed by a site-specific flood risk assessment when it was first constructed.

Guidance

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

3. Site analysis

Site information

The Site is located in Swallowfield in a setting of agricultural land use at National Grid Reference SU 73596 64619.

Figure 1. Aerial imagery of the Site (Bluesky, 2026)

Figure 2 indicates ground levels within 500 m of the Site fall in a southeasterly direction.

Figure 3 (overleaf) indicates that the general ground levels on the Site are between 47.72 and 48.90 mAOD with the Site falling gradually in a northerly direction. The ground levels where the existing building is located are between 48.14 and 48.89 mAOD. This is based on EA elevation data obtained for the Site to a 1 m resolution with a vertical accuracy of ±0.15 m.

Figure 2. Site Location and Relative Elevations (GeoSmart, 2026)

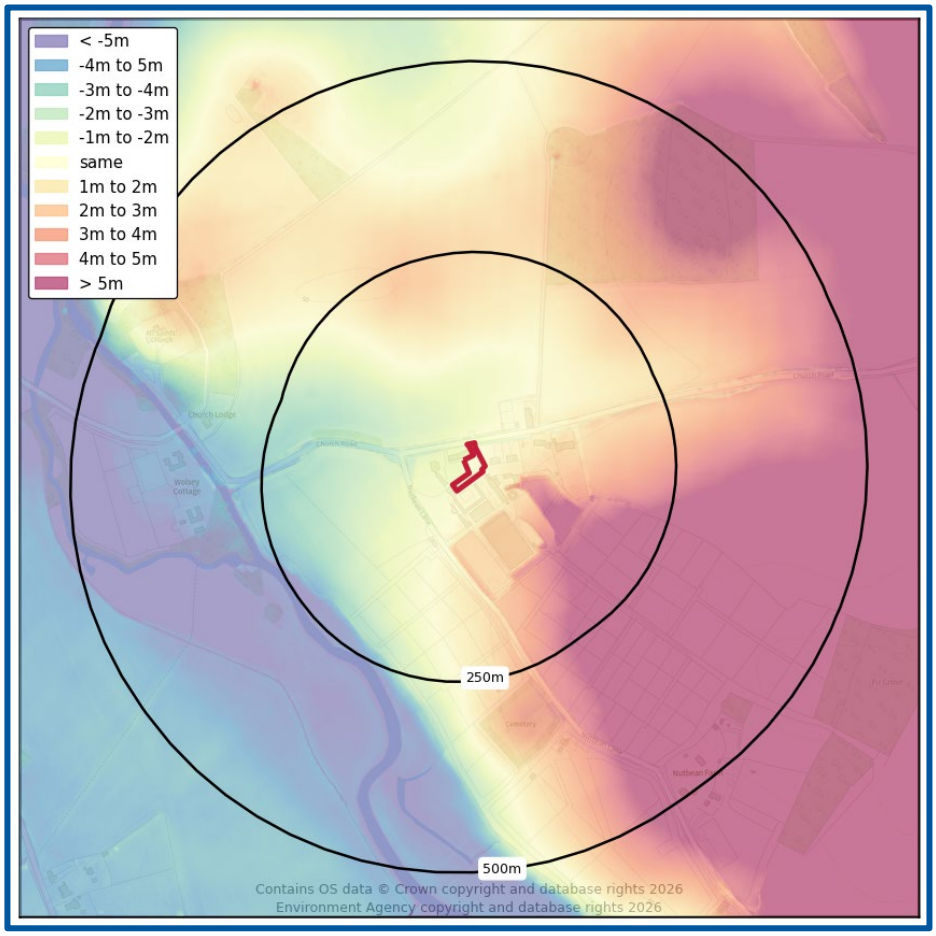
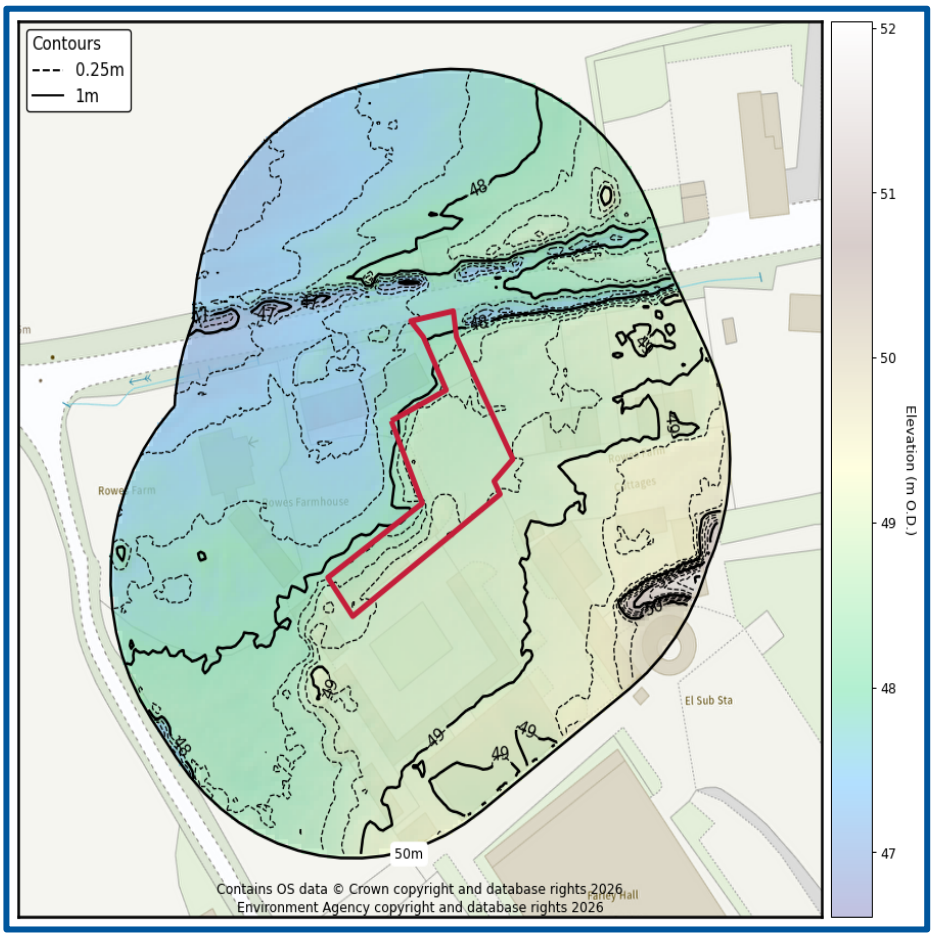


Figure 3. Environment Agency LiDAR ground elevation data (GeoSmart, 2026)



Development

The Site is currently used within a commercial capacity as a fitness / massage business (Class E), including associated access and parking. This Flood Risk Assessment has been commissioned for a retrospective planning application, with the Site formerly used as an equestrian clubhouse. Site plans are included within Appendix A.

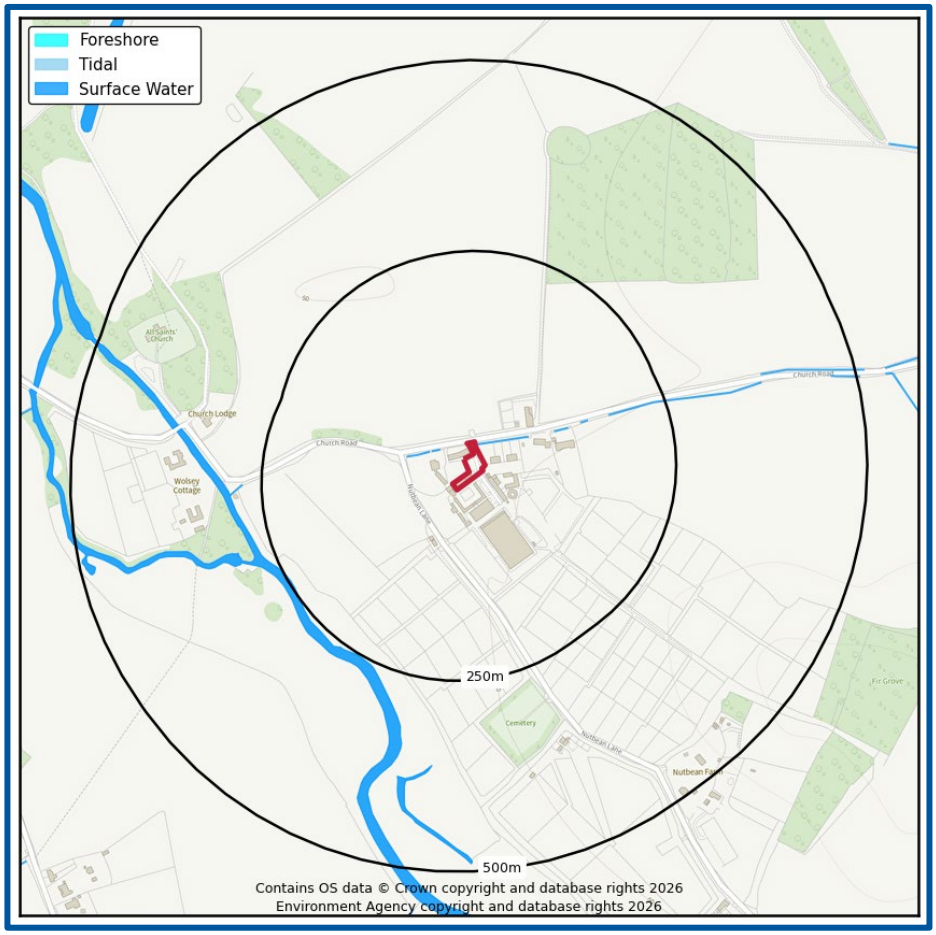
The effect of the overall development has likely resulted in an increase in number of occupants and/or users of the Site and resulted in the change of use, nature or times of occupation. According to Annex 3 of the NPPF (2024), the vulnerability classification of the development is Less Vulnerable. The estimated lifespan of the development is 75 years.

Hydrological features

According to Ordnance Survey (OS) mapping included in Figure 4, there are numerous surface water features within 500 m of the Site.

- A minor watercourse is located along the northern boundary of the Site.
- At its closest point, Blackwater River is located c. 250 m southwest, flowing in a southerly direction.
- A drain is mapped c. 370 m southwest.

Figure 4. Surface water features (EA, 2026)



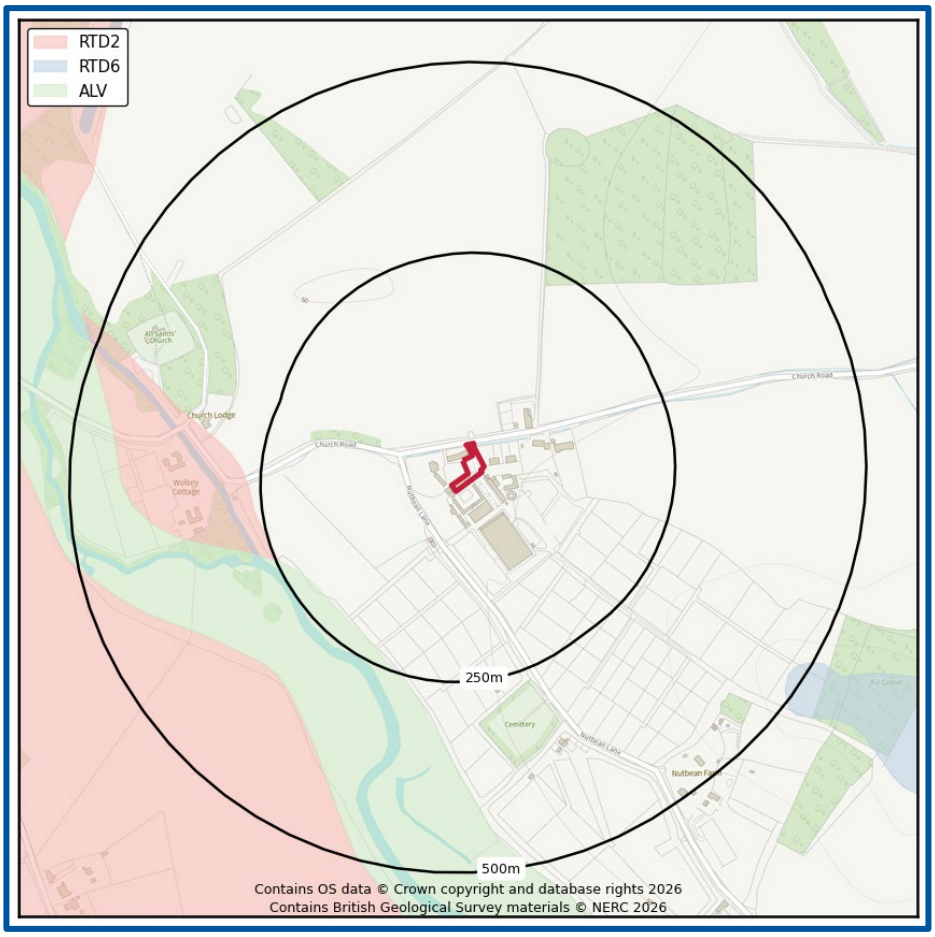
Proximity to relevant infrastructure

Infrastructure has been identified within proximity of the Site which could influence the risks of flooding to existing or future occupants. These include several culverted sections on the watercourse along the northern boundary, including beneath the Site entrance, c. 35 m northwest and c. 70 m northeast.

Hydrogeological features

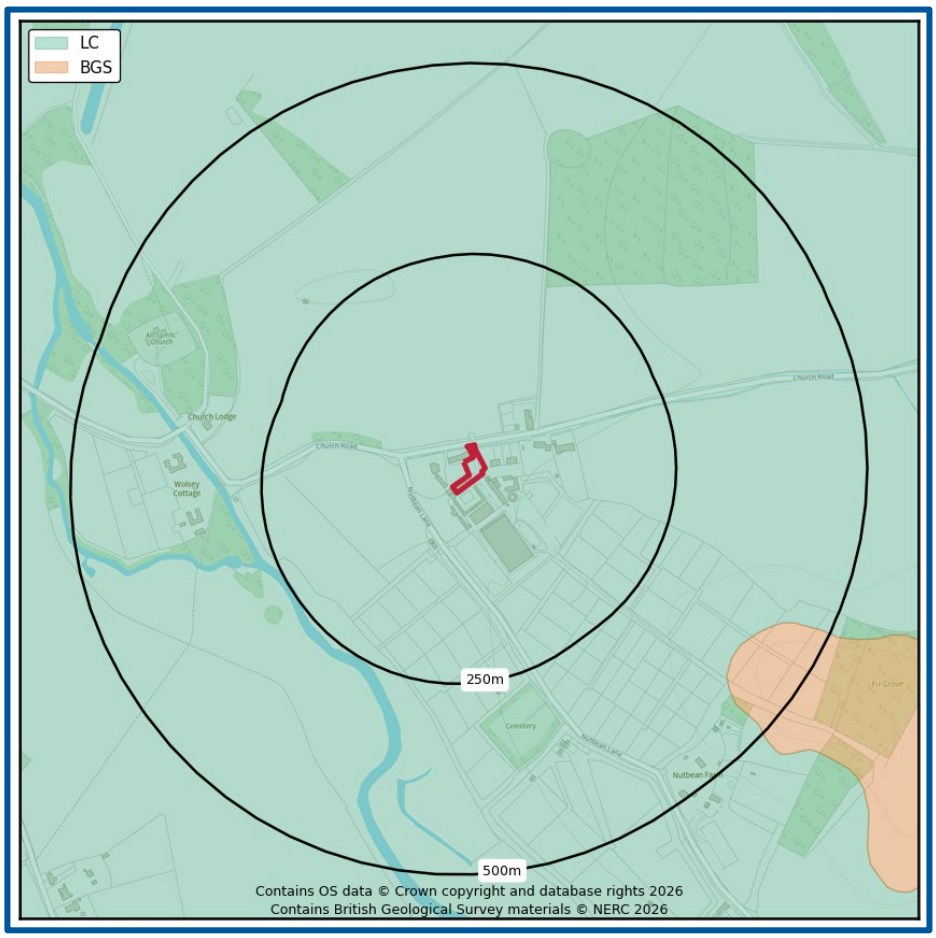
British Geological Survey (BGS) mapping indicates there is no underlying superficial geology at the Site (BGS, 2026) (Figure 5).

Figure 5. Superficial Geology (BGS, 2026)



BGS mapping indicates the underlying bedrock geology (Figure 6) consists of the London Clay Formation (LC), which comprises clay, silt and sand (BGS, 2026). This bedrock geology is classified by the EA as Unproductive Strata, which indicates it is likely to have a low permeability and offer negligible water supply.

Figure 6. Bedrock Geology (BGS, 2026)



Geological conditions

A review of the BGS borehole database (BGS, 2026) indicates there are no relevant boreholes within the vicinity of the Site from which the mapped geology can be confirmed.

Groundwater

No nearby BGS borehole records are available, and therefore the depth to groundwater at the Site cannot be confirmed.

4. Flood risk to the development

Historical flood events

According to the EA's Historical Flood Map (Figure 7) and Table 5-2 of the SFRA (JBA Consulting, 2023), a flood event has historically affected the Site.

The Site was impacted by fluvial flooding in July 2007 due to the channel capacity of the River Blackwater being exceeded (no raised defences). According to the SFRA, there was widespread flooding throughout the borough during this event (JBA Consulting, 2023).

Figure 7. EA Historic Flood Map (EA, 2026)

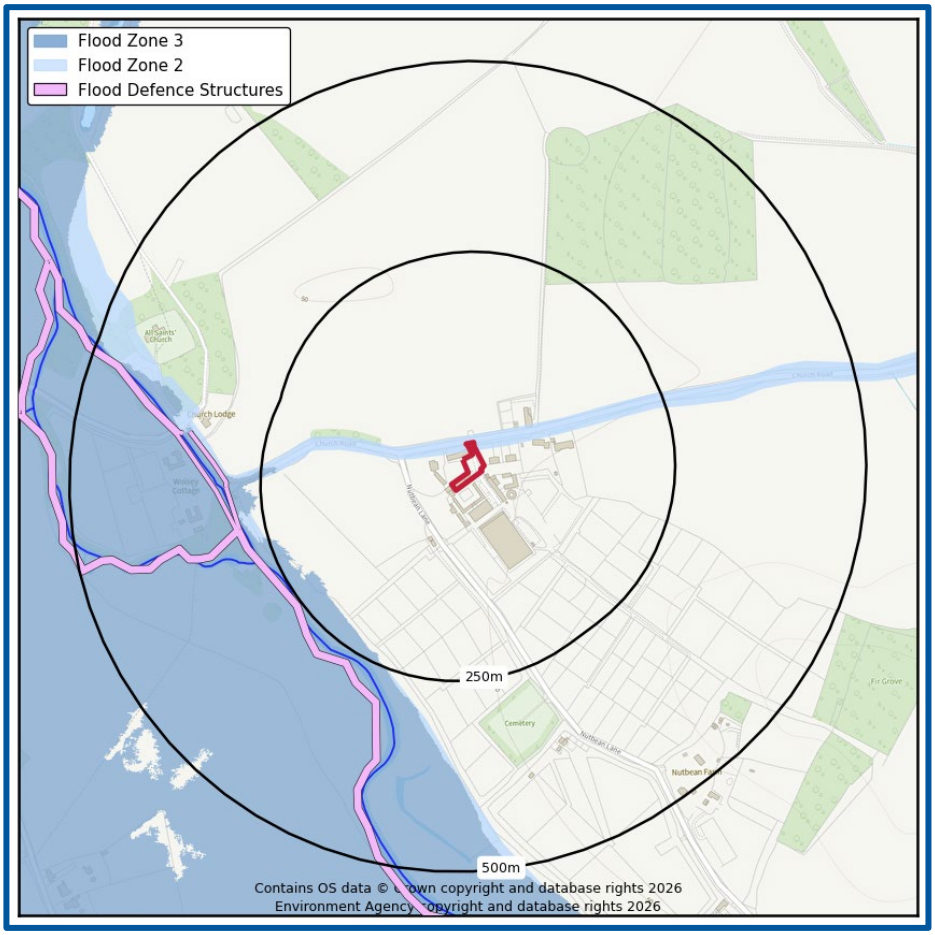
Rivers (fluvial) / Sea (coastal) / Estuarine (tidal) flooding

The predominant risk at the Site is from flooding from rivers, termed as fluvial flooding. The Site is located in an inland location and the risk of flooding from coastal and tidal processes are therefore considered to be Very Low.

River (fluvial) flooding occurs during times of heavy rainfall or snow melt when watercourses' capacity can be exceeded, over topping the banks and flood defences.

According to the EA's Flood Map for Planning Purposes (Figure 8), the Site includes areas located within fluvial Flood Zones 1 and 2 and is therefore classified as having Low to Medium probability of fluvial flooding from the Blackwater River. Approximately 10% of the Site, located along the northern boundary, is located within Flood Zone 2. The remainder of the Site (approximately 90% of the Site area), including the developed area, is located within Flood Zone 1. According to correspondence from the EA, the Flood Zone 2 extent which covers the Site is informed by the July 2007 flooding outline (Appendix B).

Figure 8. EA Flood Map for Planning Purposes (EA, 2026)



Guidance

As defined in the NPPF (2024):

Flood Zone 1:

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

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

Flood Zone 2:

Ignoring the presence of any defences, land located in a Flood Zone 2 is considered to have a Medium probability of flooding, with between a 1 in 100 and 1 in 1000 annual probability of fluvial flooding or between a 1 in 200 and 1 in 1000 annual probability of coastal flooding in any one year.

Development of "Water-Compatible", "Essential Infrastructure", "Less Vulnerable" and "More Vulnerable" land uses are suitable for this zone with "Highly Vulnerable" land uses requiring an Exception Test to be passed prior to development taking place (see glossary for terminology).

Flood defences

Guidance

Sites that are located close to flood defences are likely to be zones where rapid inundation will occur in the event of the flood defences being overtopped or breached. A Site located close to flood defences (within 250 m) may require a more detailed FRA subject to local topography.

Existing flood defences

The EA's Asset Information Management Systems (AIMS) dataset (2026) identifies the following assets within the vicinity of the Site:

- An area of natural high ground (Asset ID: 14096) is located approximately 275 m to the southwest of the Site along the Blackwater River, with the condition grade classified as Fair (Condition Grade: 3), and designed to provide protection for up to a 1 in 5 year event. The crest height of these defences was not included within the dataset at the time of writing. Based on the available information it can be considered that the Site does not benefit from formal flood defences, with the only protection afforded to the Site through the capacity of the watercourse.

Future flood defences

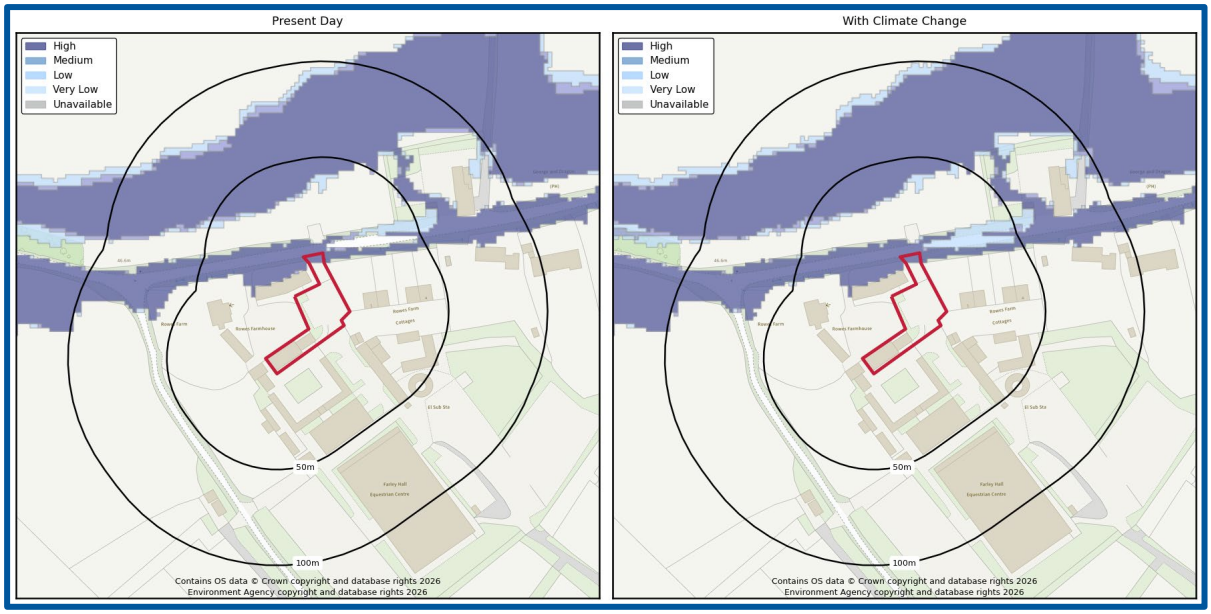
According to the SFRA (JBA Consulting, 2023), the EA confirms that they have no current or planned fluvial flood risk schemes on the main rivers in Wokingham Borough at the time of publication.

Flood risk including the benefit of defences

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

According to the EA's Risk of Flooding from Rivers and Sea (RoFRS) map (Figure 9), which considers the type, condition and crest height of flood defences, the Site has a risk of flooding ranging from Very Low to High from the nearby minor watercourse. According to the RoFRS climate change (2036 to 2069) modelling, the risk rating is considered to be Very Low to High. It is noted that the High risk rating is mapped along the northern access route into the Site (c. 5% of the total Site area). The remainder of the Site, including the development area, is at Very Low risk.

Figure 9. Risk of Flooding from Rivers and Sea map present day and future (2036 to 2069) (EA, 2026)



Model data

The EA's modelled flood data was requested on 9th December 2025. The EA responded on 6th January 2026 but stated the following:

"Unfortunately, we do not have any detailed flood risk modelling in this location. Therefore, we are unable to provide modelled flood levels and extents for your site.

Please note that Flood Zone 2 which covers the site is informed by a historic flood outline from 2007."

National Scale Modelling

The fluvial flood depth data originally used in this location was derived from the 1% and 0.1% annual chance flood scenarios as part of the 2004 Generalised Modelling Project. This data was produced using a two-dimensional hydrodynamic model known as JFLOW, applied on a 5x5m grid. The purpose of the project was to provide national-scale coverage for areas lacking detailed local hydraulic models, primarily to define the extents of Flood Zones for spatial planning.

Since 2004, the Environment Agency has replaced much of the generalised JFLOW modelling with more accurate locally detailed models, and more recently with the National Flood Risk Assessment 2 (NaFRA2). NaFRA2, released in 2025, represents a significant improvement in national-scale flood modelling; incorporating high-resolution terrain data, future climate change projections (using UKCP18), and detailed simulations of flood depth at a 2x2m resolution. The model assesses flood risk from rivers, the sea, and surface water, using an integrated approach that blends national-scale hydraulic modelling with local model inputs where available.

However, no updated detailed modelling has been introduced for this location and as such, the area remains reliant still on nationalised JFLOW outputs. While this methodology is consistent across England it is typically very generalised and includes several notable limitations:

1. Effects of structures such as bridges, culverts, and other structures influencing flood risk are excluded from the modelling.
2. Digital Terrain Models (DTMs) are subject to errors, misrepresenting ground levels at a higher resolution.
3. The influence of urban drainage systems, reservoirs, and other artificial controls on flow regimes are either simplified or generally omitted.
4. The model assumes that the river channels convey the 2-year return period flow, which may not reflect the reality of modified or constrained watercourses.
5. Hydraulic roughness is applied based on national land cover data and therefore likely oversimplifies micro-scale variations.

Given the absence of detailed modelling specific to this location, flood levels at the Site have been estimated by overlaying the Environment Agency's 1 m LiDAR data with the current RoFRS extents.

The 1 m LiDAR data has been classified and the highest elevation on the modelled flood extents has been used to form the basis for the 1 in 30 year, 1 in 100 year and 1 in 1000 year flood events respectively (Figure 10, overleaf)[1]. Table 3 shows the flood levels that have been estimated for the Site, using the method described above.

Table 2. Estimated flood levels using NaFRA2 and LiDAR contours (EA, 2026)

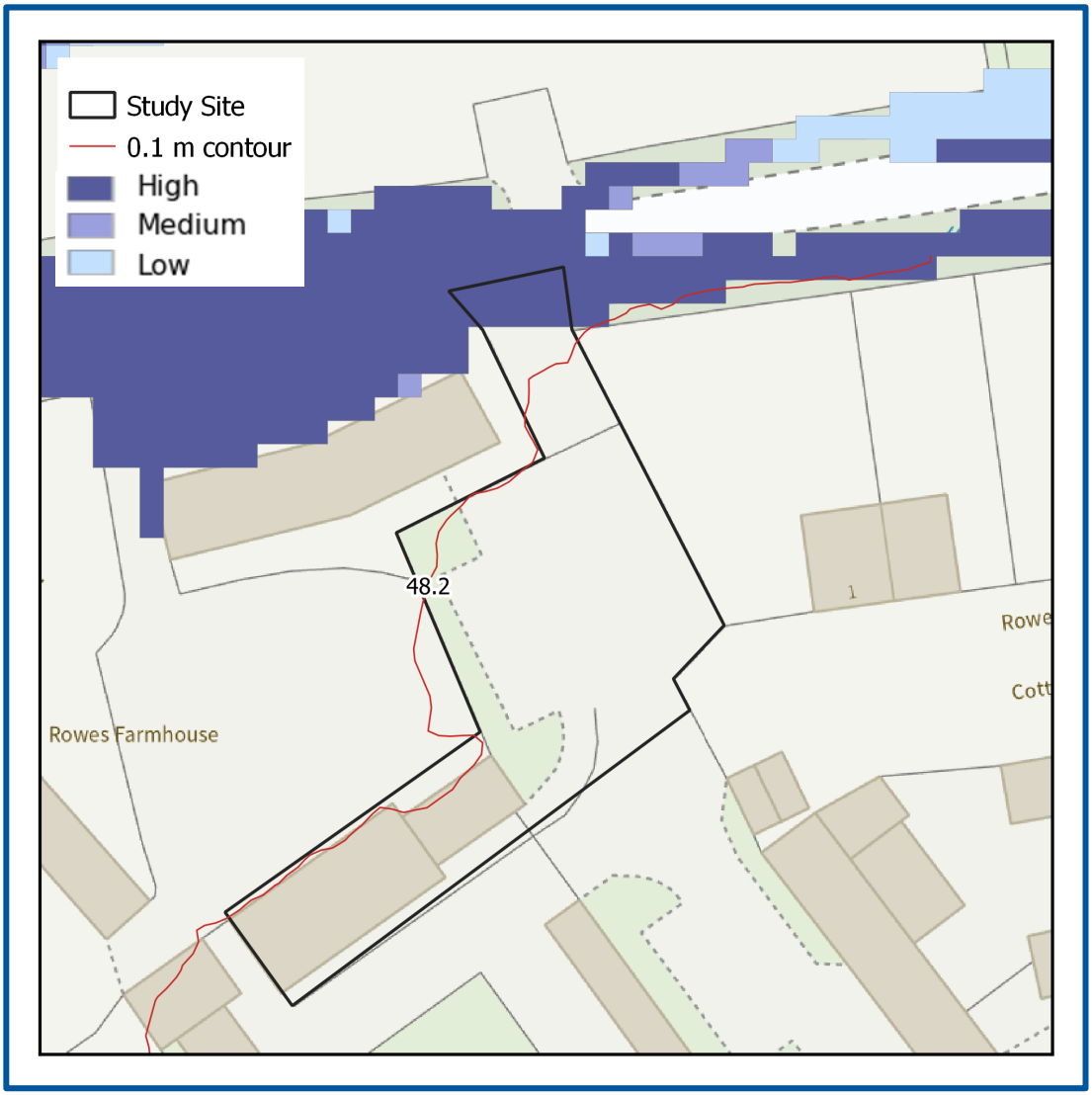
Flood data	Flooding scenario		
	1 in 30 year (high)	1 in 100 year (medium)	1 in 1000 year (low)
Estimated flood level (mAOD)	48.20	48.20	48.20
Flood depths (m)*	Up to 0.48	Up to 0.48	Up to 0.48

*Compared to ground levels at the Site between 47.72 and 48.90 mAOD.

It should be noted that the LiDAR contours shown in Figure 10 are largely inconsistent with the RoFRS extents. The contours in Figure 10 therefore correspond with the highest point of the flood extent to provide a worst-case scenario for the Site. As the developed area is wholly located within Flood Zone 1 and is at Very Low risk according to RoFRS mapping, it is not anticipated to be impacted by flooding. It is further noted that the extent of flooding suggests flows would follow the adjacent highway. As such, flooding will likely be contained to the access in the north of the Site.

[1] As the calculated flood elevation is based on LiDAR the accuracy of the calculated level is +/- 0.15m.

Figure 10. RoFRS extents with LiDAR contours used to derive approximate flood levels (EA, 2026)



Climate change factors

The EA's *Flood risk assessments: climate change allowances* guidance (Published 19 February 2016 and updated May, 2022) has been used to inform a suitable increase in peak river flows for the proposed development. The updated guidance confirms 'Less Vulnerable' developments are required to undertake a Basic assessment approach.

As the Site is located within the Loddon and tributaries Management Catchment, within the Thames region, and the development is classed as Less Vulnerable, where the proposed lifespan is approximately 75 years, the Central (14%) allowance has been used to determine a suitable climate change factor to apply to river data.

Modelled in-channel flow data has not been provided and so a stage graph has been produced (Appendix C) using the estimated flood level data in Table 2. The climate change

allowances have been derived as a proportion of the 100 year peak flow to the 1 in 1000 year event, using the Flood Studies Report (FSR) (1975) growth curves.

In the Thames region, the 1 in 1000 year event flow is approximately 60% greater than the 1 in 100 year flow; therefore, the following flood levels apply.

Table 3. Estimated flood levels plus climate change allowances

Flood data	Flooding scenario
	1 in 100 year plus 14% allowance for climate change
Modelled flood level (mAOD)	48.20
Flood depths (m)*	0.48

*Compared to ground levels at the Site between 47.72 and 48.90 mAOD.

The LiDAR contours shown in Figure 10 are largely inconsistent with the RoFRS extents. As such, the flood level and depth included in the above table provides a worst-case scenario for the Site. As with the present-day scenario, the developed area is not anticipated to be impacted by flooding. Flooding will likely be contained to the access in the north of the Site.

It is also noted that Appendix A of the SFRA (JBA Consulting, 2023) includes fluvial flood extents in the 1 in 100 year event with both the Central and Higher Central climate change allowances. The study Site is not mapped as being within either of these flooding extents.

Whilst baseline mapping indicates there is a Very Low to High risk of flooding in the climate change (2036 to 2069) scenario, further analysis of Site ground levels and estimated flood data across the lifetime of the development indicate the existing building would not be impacted in the 1 in 100 year plus 14% climate change scenario. Only the access in the north of the Site is anticipated to be impacted by flooding. The risks to the development are therefore considered to be Very Low. The risk to the Site access is considered to range from Medium to High.

Surface water (pluvial) flooding

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

According to the EA's Risk of Flooding from Surface Water (pluvial) flood mapping, the Site has a Very Low risk of pluvial flooding[2].

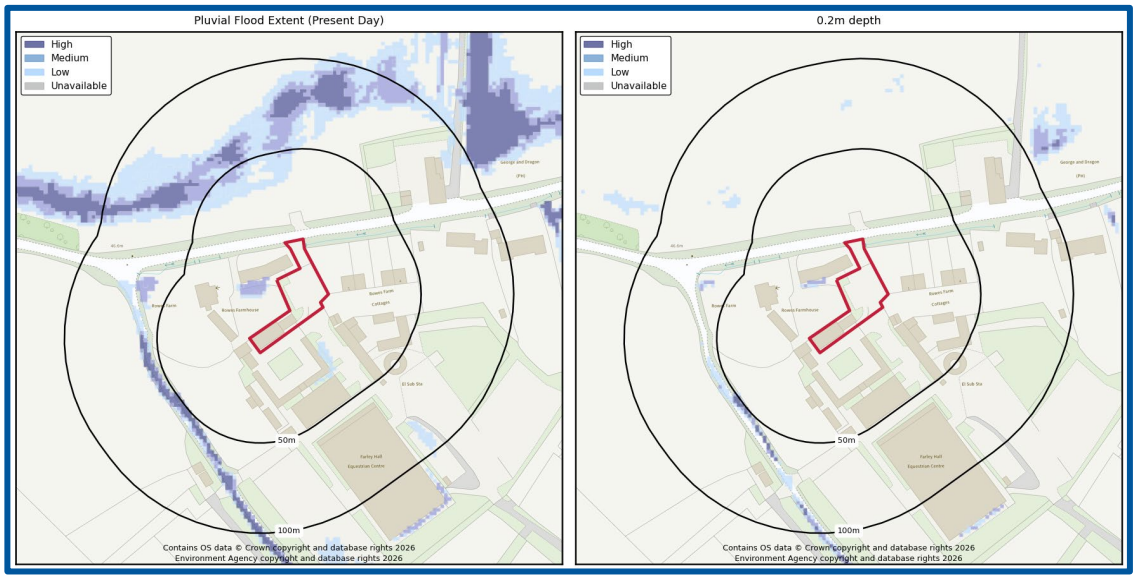
Figure 11 (overleaf) confirms the Site is not impacted by flooding during the Low to High risk events (>3.3 – 0.1% AEP).

Pluvial flooding is also unlikely to impact access and egress to the Site as the adjacent highway is modelled to be flood free during all modelled flood events.

Guidance

According to EA's surface water flood risk map, the Site is at Very Low risk - chance of flooding of less than 1 in 1000 (0.1%).

Figure 11. EA present day surface water flood extent and depth map (EA, 2026)



The SFRA does not confirm whether any incidents of historical surface water flooding have occurred within 50 m of the Site (JBA Consulting, 2023). The SFRA also confirms there are no Critical Drainage Areas (CDA) within Wokingham Borough at the time of publication (JBA Consulting, 2023).

[2] Environment Agency. April 2019. What is the Risk of Flooding from Surface Water map? Version 2.0. Accessed from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/842485/What-is-the-Risk-of-Flooding-from-Surface-Water-Map.pdf

Surface water flooding flow routes

Analysis of OS mapping, ground elevation data and the EA's pluvial flow route mapping in the 1 in 1000 year (Low probability) event and Overland Flow Pathways mapping confirms the Site is not located on a potential overland flow route.

Climate change factors

Paragraph 002 of the National Planning Practice Guidance (2025) requires consideration of the 1% AP (1 in 100 year) event, including an appropriate allowance for climate change.

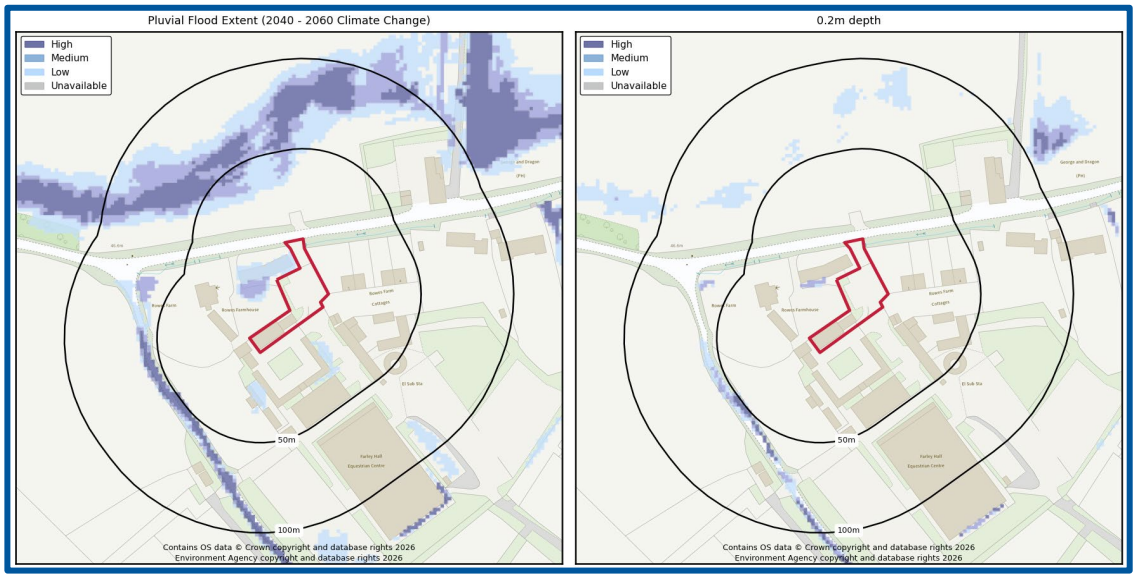
As the Site is located within the Loddon and tributaries Management Catchment and the proposed development is classed as Less Vulnerable, where the proposed lifespan is approximately 75 years, the Upper End (40%) allowance is required to determine a suitable climate change factor to apply to rainfall data.

As part of RoFSW mapping, climate change modelling has been applied exclusively for the central allowance up to the 2050s epoch. Whilst it should be noted that the risk of pluvial flooding is likely to be greater than this dataset indicates for the lifetime of the development, in the absence of more extensive modelling scenarios this data is considered the best resource at the time of writing.

According to the RoFSW climate change modelling (Figure 12, overleaf), the Site is modelled to be unaffected by pluvial flooding. Surface water in the Low risk event is anticipated to be confined to an area adjacent to the north / northwest of the Site.

To take into account the full lifetime of the development, the 1 in 1000 year present day extent has also been considered as a proxy for the 1 in 100 year plus climate change (2070s) pluvial event. This indicates that the Site would not flood during this event.

Figure 12. EA future (2040 to 2060) surface water flood extent and depth map (EA, 2026)

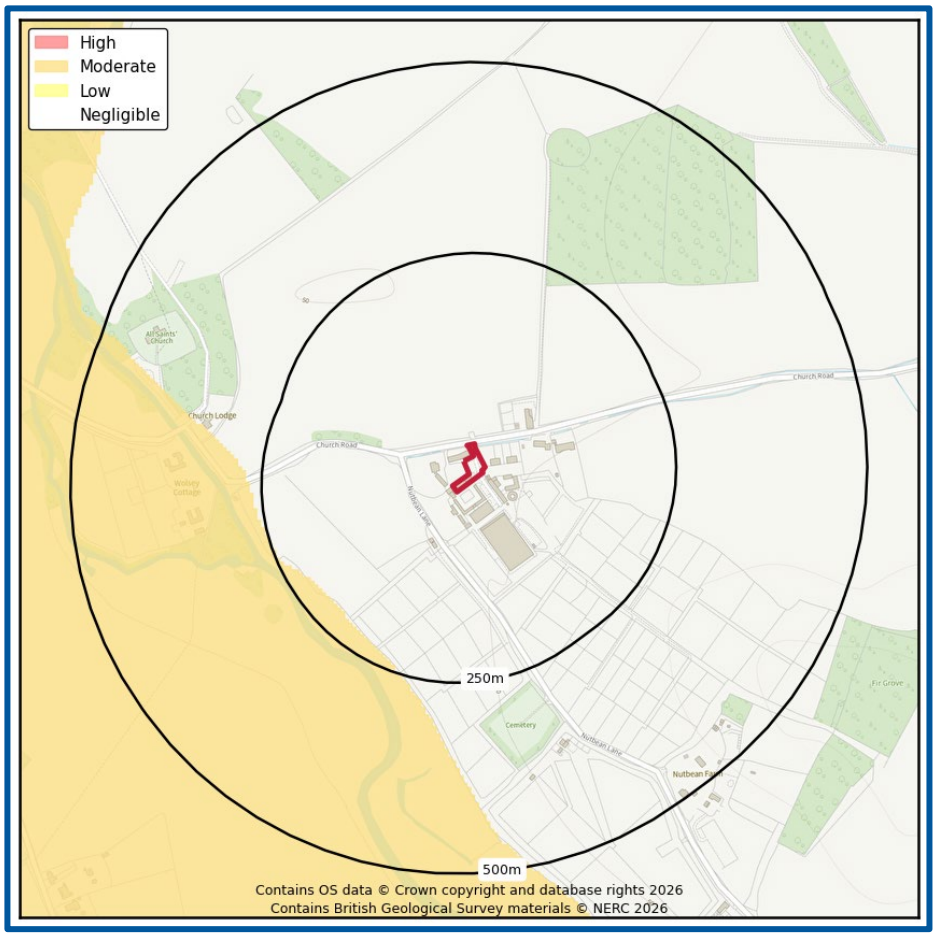


Groundwater flooding

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

Groundwater Flood Risk screening data (Figure 13) indicates there is a Negligible risk of groundwater flooding at the surface in the vicinity from low permeability bedrock geology (London Clay) during a 1 in 100 year event.

Figure 13. GeoSmart GW5 Groundwater Flood Risk Map (GeoSmart, 2026)



Mapped classes within the screening map combine likelihood, possible severity and the uncertainty associated with predicting the subsurface system. The map is a national scale screening tool to prompt site-specific assessment where the impact of groundwater flooding would have significant adverse consequences. Mapping limitations and a number of local factors may reduce groundwater flood risk to land and property even where it lies within mapped groundwater flood risk zones, which do not mean that groundwater floods will occur across the whole of the risk area.

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

- It is understood there are no existing basements on-Site. Note: the risks are higher for basements, buried infrastructure and soakaway systems which may be affected by high groundwater levels.
- According to a review of the hydrogeology (Section 3), the Site is underlain by low permeability bedrock. There is therefore unlikely to be a significant aquifer beneath the Site and there is unlikely to be a mechanism for groundwater flooding at the Site.
- There are no nearby boreholes from which the underlying groundwater depth can be inferred.
- The SFRA (JBA Consulting, 2023) does not confirm whether any incidents of historical groundwater flooding have occurred within 50 m of the Site.
- Appendix A of the SFRA (JBA Consulting, 2023) includes the EA's Areas Susceptible to Groundwater Flooding mapping, which was developed as a screening tool for Local Authorities at a strategic scale. This mapping indicates that the Site is located in a 1 km square where between 25 and 50% of the land is susceptible to groundwater emergence.
- Appendix A of the SFRA (JBA Consulting, 2023) also includes JBA Groundwater Emergence mapping, which indicates the Site is not located in a groundwater emergence area.
- Spring lines have not been identified in close proximity to the Site.

The hydrogeological characteristics suggest there is unlikely to be a shallow groundwater table beneath the Site.

The baseline groundwater flood risk rating is Negligible, and further analysis confirms that this would be appropriate for the Site.

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

Climate change predictions suggest an increase in the frequency and intensity of extremes in groundwater levels.

- Rainfall recharge patterns will vary regionally resulting in changes to average groundwater levels.

- A rise in peak river levels will lead to a response of increased groundwater levels in adjacent aquifers subject to the predicted climate change increases in peak river level for the local catchment.

The impact of climate change on groundwater levels beneath the Site is linked to the predicted rise in peak river levels and the variation in rainfall recharge, which is uncertain.

Flooding from artificial sources

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

Sewer flooding

Flooding from the sewer network can occur when flow entering the system exceeds its available discharge capacity, the system becomes blocked or it cannot discharge due to a high water level in the receiving watercourse. Water then begins to back up through the sewers and surcharge through manholes, potentially flooding highways, and properties.

Table 5-3 of the SFRA has identified 181 incidences of flooding as a result of surcharging sewers within the RG7 1 postcode between 2000 – 2022. However, it is recognised that this four-digit postcode covers a large area and instances of flooding are not specific to the Site (JBA Consulting, 2023).

Records held by Thames Water indicate that there have been no incidences of flooding related to the surcharging of public sewers at the Site (Thames Water, 2026; Appendix D).

Guidance

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

Canal failure

Canals typically present a residual risk to Site rather than a direct flood risk due to the water levels being highly managed within an operating zone. Flooding can still occur from canals as a result of overtopping due to prolonged rainfall or embankment failure.

According to Ordnance Survey (OS) mapping, there are no canals within 500 m of the Site and therefore the risk is considered to be Negligible.

Water supply infrastructure

Water supply infrastructure is comprised of a piped network to distribute water to private houses or industrial, commercial or institution establishments and other usage points. In urban areas, this represents a particular risk of flooding due to the large amount of water supply infrastructure, its condition and the density of buildings.

The risks of flooding to properties from burst water mains cannot be readily assessed.

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

Culverts and bridges

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

Culverts have been identified within close proximity to the Site and along the northern Site boundary. These structures may pose a flood risk to the Site should they become blocked or damaged. Due to the absence of detailed hydrological modelling, the risk to the Site in the event of a culvert blockage cannot be fully assessed.

Discussions should be held with the local authority and/or adjacent landowner to ascertain the responsibility of maintenance for the infrastructure. Where no such schedule is already in effect it is recommended that an appropriate maintenance regime is put in place to maintain effective operation of the nearby and on-Site culverts.

The SFRA has not discussed any historic drainage issues within the Site area (JBA Consulting, 2023).

Reservoir flooding

According to the EA's Risk of Flooding from Reservoir mapping the Site is not at risk of flooding from reservoirs (Figure 14) (EA, 2026).

Figure 14. EA Risk of Reservoir Flooding (EA, 2026)

Guidance

The risk of reservoir flooding is related to the failure of a large reservoir (holding over 25,000 m^3 of water) and is based on the worst-case scenario. Reservoir flooding is extremely unlikely to occur (EA, 2026).

5. Flood risk from the development

Floodplain storage

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

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

The developed area is located within a fluvial Flood Zone 1 and does not involve an increase in building footprint. Therefore, there would be no displacement of flood water and compensatory flood storage is not required.

Drainage and run-off

Based on the topography and Very Low surface water flood risk in the vicinity, interference or interaction with overland flow paths and inflows from off-Site is considered unlikely.

As the development proposals are for a retrospective change of use and have not involved the alteration of any external features (or any changes to impermeable and permeable areas), an estimation of surface water runoff is not considered to be required.

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

6. Suitability of the proposed development

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

National policy and guidance

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

Guidance

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

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

Suitability of the proposed development, and whether the Sequential and Exception Tests are required, is based on the risk of flooding from all sources aiming to steer development towards low-risk areas. The flood risk vulnerability classification of the existing and proposed development must also be compatible with the respective Flood Zone. Some developments may contain different elements of vulnerability and the highest vulnerability category should be used, unless the development is considered in its component parts.

This report has been produced to assess all development types, prior to any development. The vulnerability classification and Flood Zones are compared within the table overleaf (Table 2 of the NPPG (2025)).

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

Table 4. Flood risk vulnerability and flood zone 'incompatibility (taken from NPPG, 2025)

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

EA Flood Risk Standing Advice for vulnerable developments located in Flood Zones 2 or 3 (February, 2022)

For all relevant vulnerable developments (i.e. more vulnerable, less vulnerable and water compatible), advice on the points should be followed:

- Surface water management;
- Access and evacuation; and,
- Floor levels.

Surface water management

Plans for the management of surface water need to meet the requirements set out in either the local authority's:

- Surface water management plan where available; OR,
- Strategic flood risk assessment.

They also need to meet the requirements of the approved building regulations Part H: drainage and water disposal. Read section H3 rainwater drainage.

Planning permission is required to use a material that can't absorb water (e.g. impermeable concrete) in a front garden larger than 5m^2.

Access and evacuation

Details of emergency escape plans should be provided for any parts of a building that are below the estimated flood level.

Plans should show:

- Single storey buildings or ground floors that don't have access to higher floors can access a space above the estimated flood level, e.g. higher ground nearby;
- Basement rooms have clear internal access to an upper level, e.g. a staircase;
- Occupants can leave the building if there's a flood and there's enough time for them to leave after flood warnings.

Floor levels

The following should be provided:

- Average ground level of your site;
- Ground level of the access road(s) next to your building; and,
- Finished floor level of the lowest room in your building.

Finished floor levels should be a minimum of whichever is higher of 300 mm above the:

- Average ground level of the site;
- Adjacent road level to the building; OR
- Estimated river or sea flood level.

You should also use construction materials that have low permeability up to at least the same height as finished floor levels.

If you cannot raise floor levels to meet the minimum requirement, you will need to:

- Raise them as much as possible;
- Consider moving vulnerable uses to upper floors; and,
- Include extra flood resistance and resilience measures.

When considering the height of floor levels, you should also consider any additional requirements set out in the SFRA. Flood water can put pressure on buildings causing structural issues. If your design aims to keep out a depth of more than 600 mm of water, you should get advice from a structural engineer. They will need to check the design is safe.

Extra flood resistance and resilience measures

Follow the guidance in this section for developments in flood risk areas where you cannot raise the finished floor levels to the required height. You should design buildings to exclude flood water where possible and to speed recovery in case water gets in.

Make sure your flood resilience plans for the development follow the guidance in the CIRIA Property Flood Resilience Code of Practice. Please note that the code of practice uses the term 'recovery measures'. In this guide we use 'resilience measures'.

Flooding can affect the structural stability of buildings. If your building design would exclude more than 600 mm of flood water, you should get advice from a structural engineer. They will need to check the design is safe. Only use resistance measures that will not cause structural stability issues during flooding. If it is not possible to safely exclude the estimated flood level, exclude it to the structural limit then allow additional water to flow through the property.

The design should be appropriately flood resistant and resilient by:

- Using flood resistant materials that have low permeability to at least 600 mm above the estimated flood level;
- Making sure any doors, windows or other openings are flood resistant to at least 600 mm above the estimated flood level;
- Using flood resilient materials (for example lime plaster) to at least 600 mm above the estimated flood level;
- By raising all sensitive electrical equipment, wiring and sockets to at least 600 mm above the estimated flood level;
- Making it easy for water to drain away after flooding such as installing a sump and a pump;
- Making sure there is access to all spaces to enable drying and cleaning; and,
- Ensuring that soil pipes are protected from back-flow such as by using non-return valves.

Temporary or demountable flood barriers are not appropriate for new buildings. Only consider them for existing buildings when:

- There is clear evidence that it would be inappropriate to raise floor levels and include passive resistance measures; and,
- An appropriate flood warning or other appropriate trigger is available.

If proposals involve the development of buildings constructed before 1919, refer to Flooding and Historic Buildings guidance produced by Historic England.

7. Resilience and mitigation

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

Sea (coastal/tidal) flood mitigation measures

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

Rivers (fluvial) flood mitigation measures

The Site is located within an area which is affected by flooding from rivers. The following table confirms the flood depths associated with the area proposed for development.

Table 5. Estimated flood levels compared to ground levels on-Site

Flood data	Flooding scenario		
	1 in 100 year (medium)	1 in 100 year plus 14% allowance for climate change	1 in 1000 year (low)
Estimated flood level (mAOD)	48.20	48.20	48.20
Flood depths (m)*	Up to 0.48	Up to 0.48	Up to 0.48

*Compared to ground levels at the Site between 47.72 and 48.90 mAOD.

Raising minimum floor levels

The vulnerability classification of the Site and the Flood Zone mean proposals for the Site fall under the EA's Flood Risk Standing Advice (FRSA) for Less Vulnerable developments.

As the development proposals are for a retrospective change of use application, the raising of Finished Floor Levels (FFL) is not considered feasible. Furthermore, the existing building is not anticipated to be impacted by flooding in the 1 in 100 year plus climate change scenario and therefore raised FFLs are not considered necessary.

It is acknowledged that a Medium – High risk remains to access and egress routes. Therefore, a Business Continuity and Flood Warning and Evacuation Plan (BCFWEP) is recommended to allow for early evacuation of the Site on receipt of a Flood Alert/Warning.

Surface water (pluvial) flood mitigation measures

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

Groundwater flood mitigation measures

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

Reservoir flood mitigation measures

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

Other flood risk mitigation measures

A culvert is located along the northern Site boundary. This structure may pose a flood risk to the Site should they become blocked or damaged. Due to the absence of detailed modelling, the risk to the Site in the event of a culvert blockage cannot be fully assessed.

Discussions should be held with the local authority and/or landowners to ascertain the responsibility of maintenance for the infrastructure. Where no such schedule is already in effect it is recommended that an appropriate maintenance regime is put in place to maintain effective operation of the culvert.

Residual flood risk mitigation measures

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

Further flood mitigation information

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

Emergency evacuation - safe access / egress and safe refuge

Emergency evacuation to land outside of the floodplain should be provided if feasible. Where this is not possible, More Vulnerable developments and, where possible, development in general (including basements), should have internal stair access to an area of safe refuge within the building to a level higher than the maximum likely water level. An area of safe refuge

should be sufficient in size for all potential users and be reasonably accessible to the emergency services.

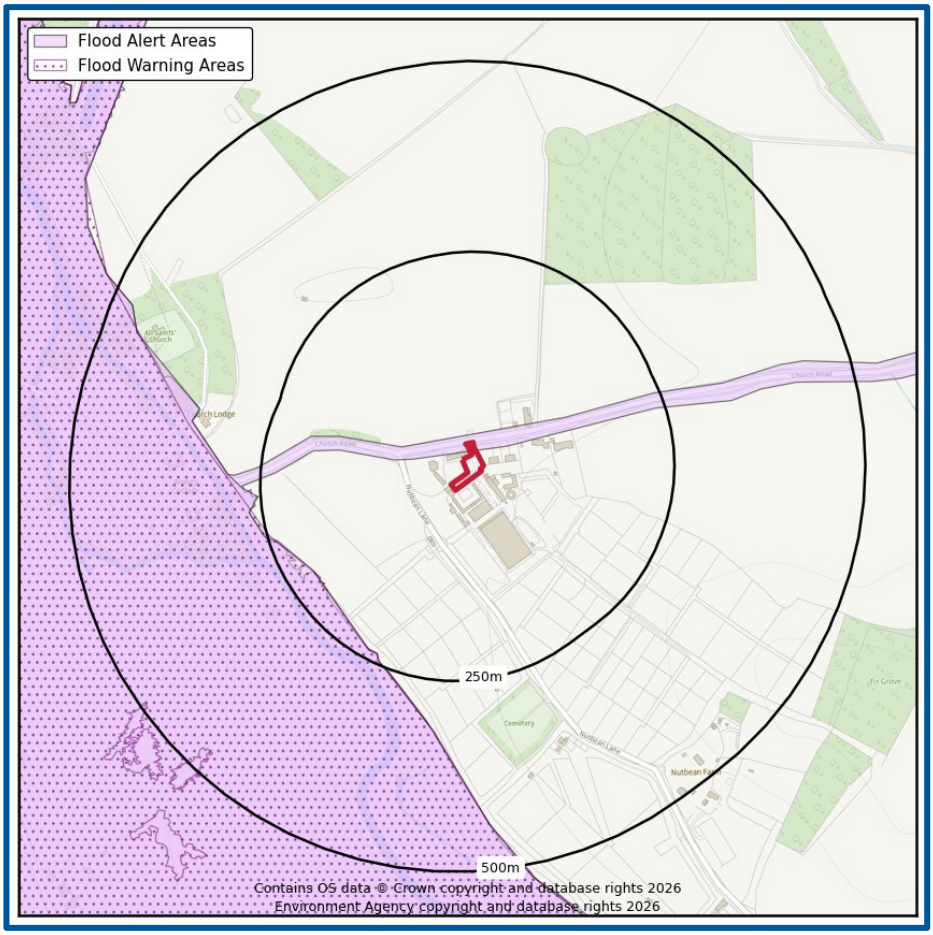
Emergency evacuation from the development and the Site should only be undertaken in strict accordance with any evacuation plans produced for the Site, with an understanding of the flood risks at the Site including available mitigation, the vulnerability of occupants and preferred evacuation routes.

Flood warnings

The EA operates a flood warning service in all areas at risk of flooding; this is available on their website: https://www.gov.uk/check-flood-risk. The Site is located within an EA Flood Alerts coverage area so is able to receive alerts (Figure 15). All warnings are also available through the EA's 24 hour Floodline Service (0345 988 1188).

- Flood Alert: 061WAF24LLoddon; Quick Dial code: 173297

Figure 15. EA Flood Warning Coverage for the local area (EA, 2026)



Emergency evacuation

Where possible, a safe access and egress route with a 'very low' hazard rating from areas within the floodplain to an area wholly outside the 1 in 100 year flood event including an allowance for climate change should be demonstrated.

Based on the EA's Flood Zone Map the majority of the Site is located within Flood Zone 1 (although it is acknowledged that the access is within Flood Zone 2). The nearest safe evacuation area within Flood Zone 1 outside of the study Site is along Nutbean Lane c. 55 m west (direct measurement). It is advised that evacuation from the premises would be the preferred option in a flood event if safe to do so. It is recommended that residents begin to monitor the local flooding conditions once an EA Flood Alert is issued in order to determine whether evacuation is required.

On-Site refuge

Although the development does not include a first-floor level, it is located in Flood Zone 1 / outside of the flood extent and therefore could potentially be used for safe refuge. However, evacuation of the Site should be considered on the immediate receipt of a flood warning.

Other relevant information

A Business Continuity and Flood Warning and Evacuation Plan (BCFWEP) is recommended to reduce risks to people, property and profit.

The Site management team should be signed up to receive EA Flood Alerts.

Registration to the Environment Agency's flood warning scheme can be done by following this link: https://www.gov.uk/sign-up-for-flood-warnings.

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

8. Conclusions and recommendations

Table 6. Risk ratings following Site analysis

Source of Flood Risk	Baseline[1]	After analysis[2]	After Mitigation[3]
River (fluvial) flooding	Very Low to High	Very Low (development) Medium – High (access)	N/A* (development) Medium – High (access)
Sea (coastal/tidal) flooding	Very Low		N/A
Surface water (pluvial) flooding	Very Low		N/A
Groundwater flooding	Negligible		N/A
Other flood risk factors present	Yes (culverts and sewers)		Yes
Is any other further work recommended?	Yes (see below)		

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

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

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

*N/A indicates where mitigation is not required.

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

Less Vulnerable developments in Flood Zones 1 and 2 are acceptable according to the NPPF and providing the recommended mitigation measures are put in place (see previous sections) it is likely that flood risk to this Site will be reduced to an acceptable level.

Table 7. Summary of responses to key questions in the report

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

9. Further information

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

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

10. References and glossary

References

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Glossary

General terms

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

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

Aquifer Types

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

NPPF (2024) terms

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

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

Data Sources

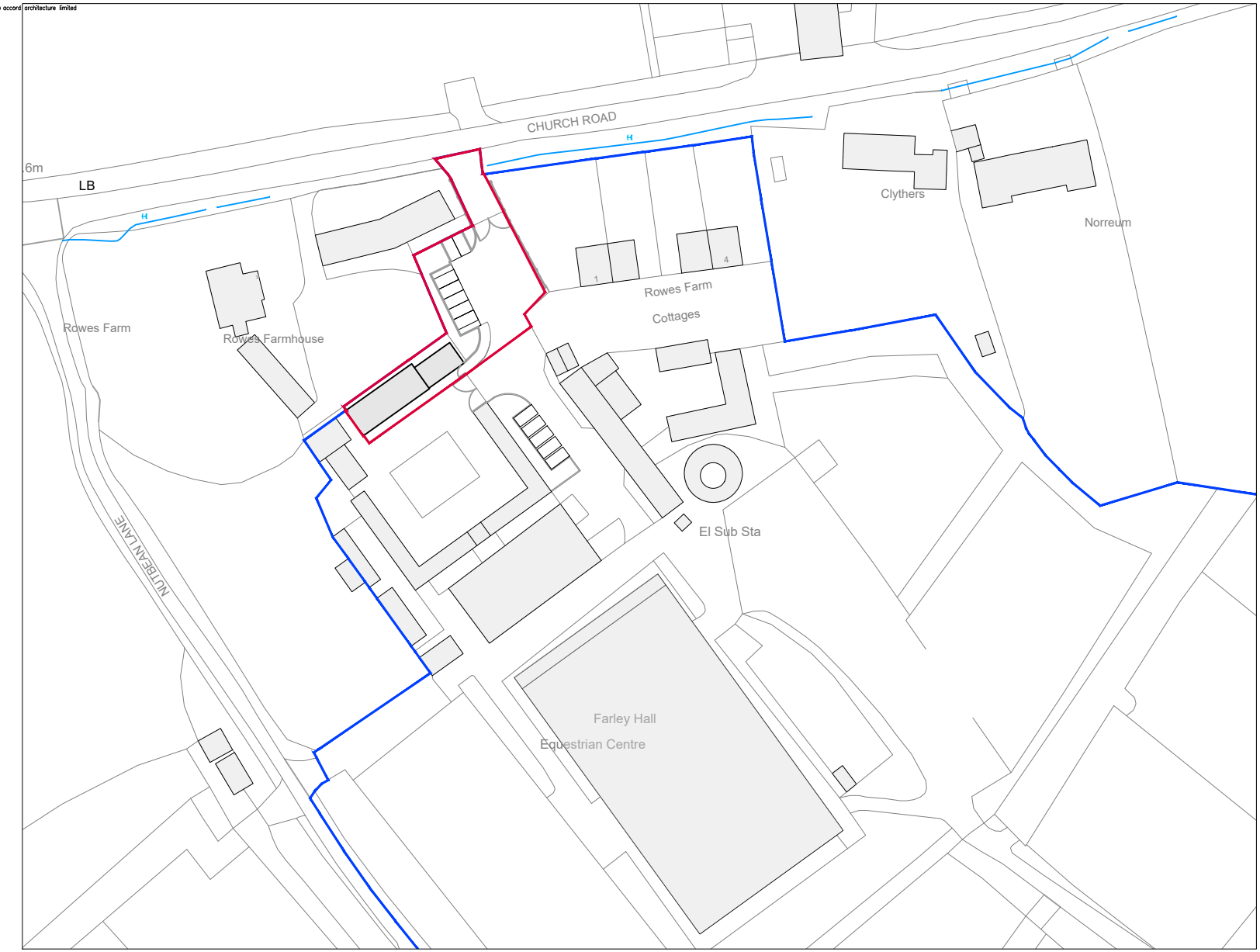
Aerial Photography	Contains Ordnance Survey data © Crown copyright and database right 2026 BlueSky copyright and database rights 2026
Bedrock & Superficial Geology	Contains British Geological Survey materials © NERC 2026 Ordnance Survey data © Crown copyright and database right 2026
Flood Risk (Flood Zone/RoFRS/Historic Flooding/Pluvial/Surface Water Features/Reservoir/ Flood Alert & Warning)	Environment Agency copyright and database rights 2026 Ordnance Survey data © Crown copyright and database right 2026
Flood Risk (Groundwater)	GeoSmart, BGS & OS GW5 (v2.4) Map (GeoSmart, 2026) Contains British Geological Survey materials © NERC 2026 Ordnance Survey data © Crown copyright and database right 2026
Location Plan	Contains Ordnance Survey data © Crown copyright and database right 2026
Topographic Data	OS LiDAR/EA Contains Ordnance Survey data © Crown copyright and database right 2026 Environment Agency copyright and database rights 2026

11. Appendices

GeoSmart Information

Appendix A

Site plans



Site Location Plan

Scale 1:1250 @ A4

0 10 20 30 40 50 60

NOTES

Use figured dimensions only. Scale drawing only when a scale bar is present. All dimensions to be checked by user and any discrepancies, error or omissions to be reported to the architect before work commences. Read this drawing with all relevant materials.

Site Development Boundary

Wider Site Ownership Boundary

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue: PLANNING

client: Farley Farms and Estate

project: Rowes Farm Clubhouse

drawing title: Site Location Plan

scale at A4:	date:	drawn by:	checked by:
1:1250	Oct 2025	EB	AT

drawing number: 1612-PL1000 revision: A

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www.accordarchitecture.com
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[t1] 01483 455100 [t2] 01483 678396 [e] design@accordarchitecture.com

N

NOTES

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Site Development Boundary

Wider Site Ownership Boundary

0 5 10 15 20 25

Site Block Plan

Scale 1:500 @ A3

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue: PLANNING

client: Farley Farms and Estate

project: Rowes Farm Clubhouse

drawing title: Site Block Plan

scale at A3:	date:	drawn by:	checked by:
1:500	Oct 2025	EB	AT

drawing number: 1612 - PL1100 revision: A

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CHURCH ROAD

Rowes Farmhouse

Planted Screening

Non-Designated Parking Space

Planted Screening

Communal Parking area

1

Non-Designated Parking Space

Planted Screening

Gated Entrance

Main Entrance

Access Walkway

Equine Yard / Livery Yard

0 0.5 5 1.5 10 12.5m

Site Plan
Scale 1:250 @ A3

N

NOTES

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Site Development Boundary

Wider Site Ownership Boundary

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue:
PLANNING

client:
Farley Farms and Estate

project:
Rowes Farm Clubhouse

drawing title:
Site Plan

scale at A3:	date:	drawn by:	checked by:
1:250	Oct 2025	EB	AT

drawing number: 1612 - PL1101

revision: A

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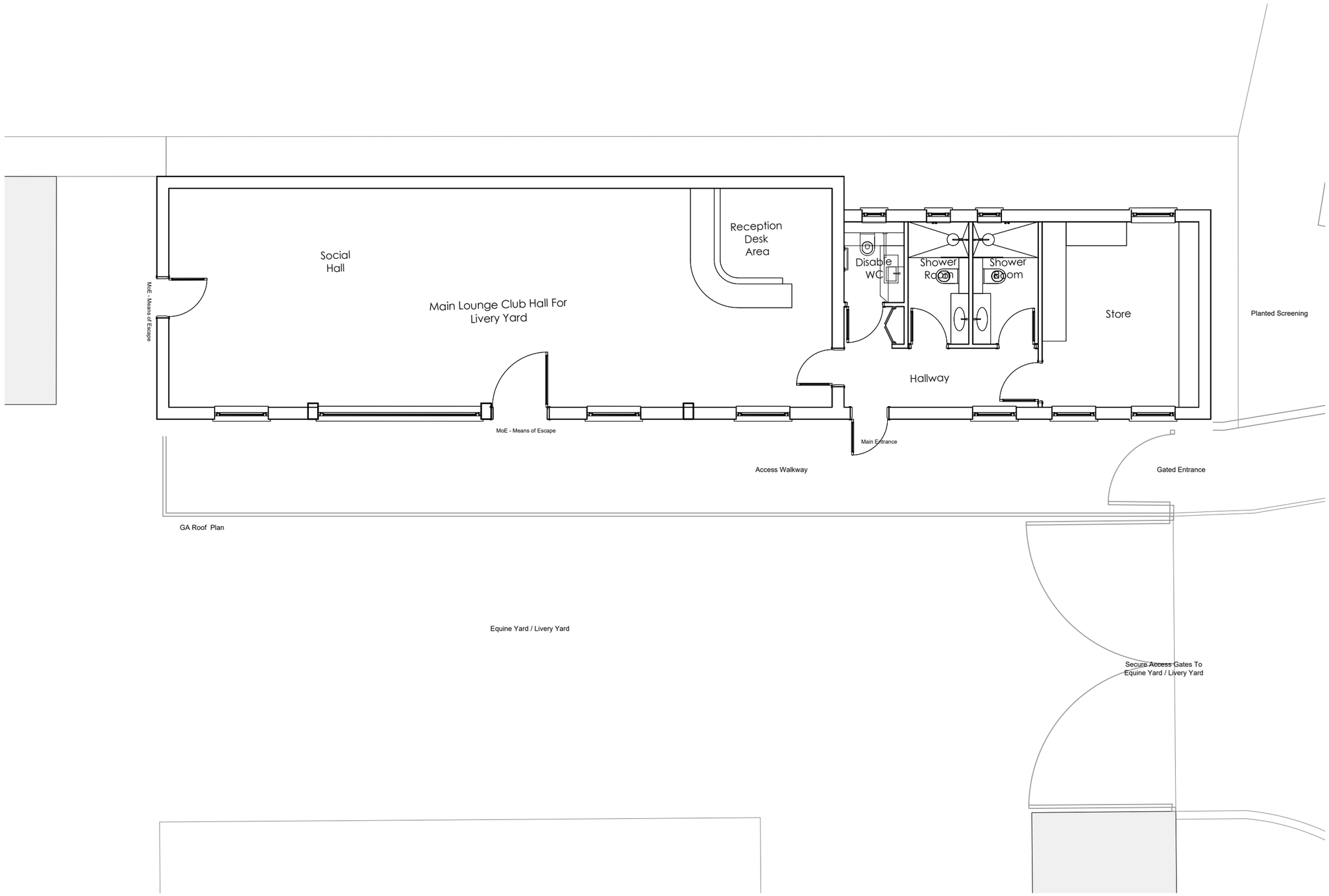

Pre-Existing Ground Floor Plan

Scale 1:100 @ A3

0 1 2 3 4 5m

NOTES

Use figured dimensions only. Scale drawing only when a scale bar is present. All dimensions to be checked by user and any discrepancies, error or omissions to be reported to the architect before work commences. Read this drawing with all relevant materials.

Site Boundary

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue:
PLANNING

client:
Farley Farms and Estate

project:
Rowes Farm Clubhouse

drawing title:
Pre-Existing Ground Floor Plan

scale at A3:	date:	drawn by:	checked by:
1:100	Oct 2025	EB	AT

drawing number: 1612 - PL1200

revision: A

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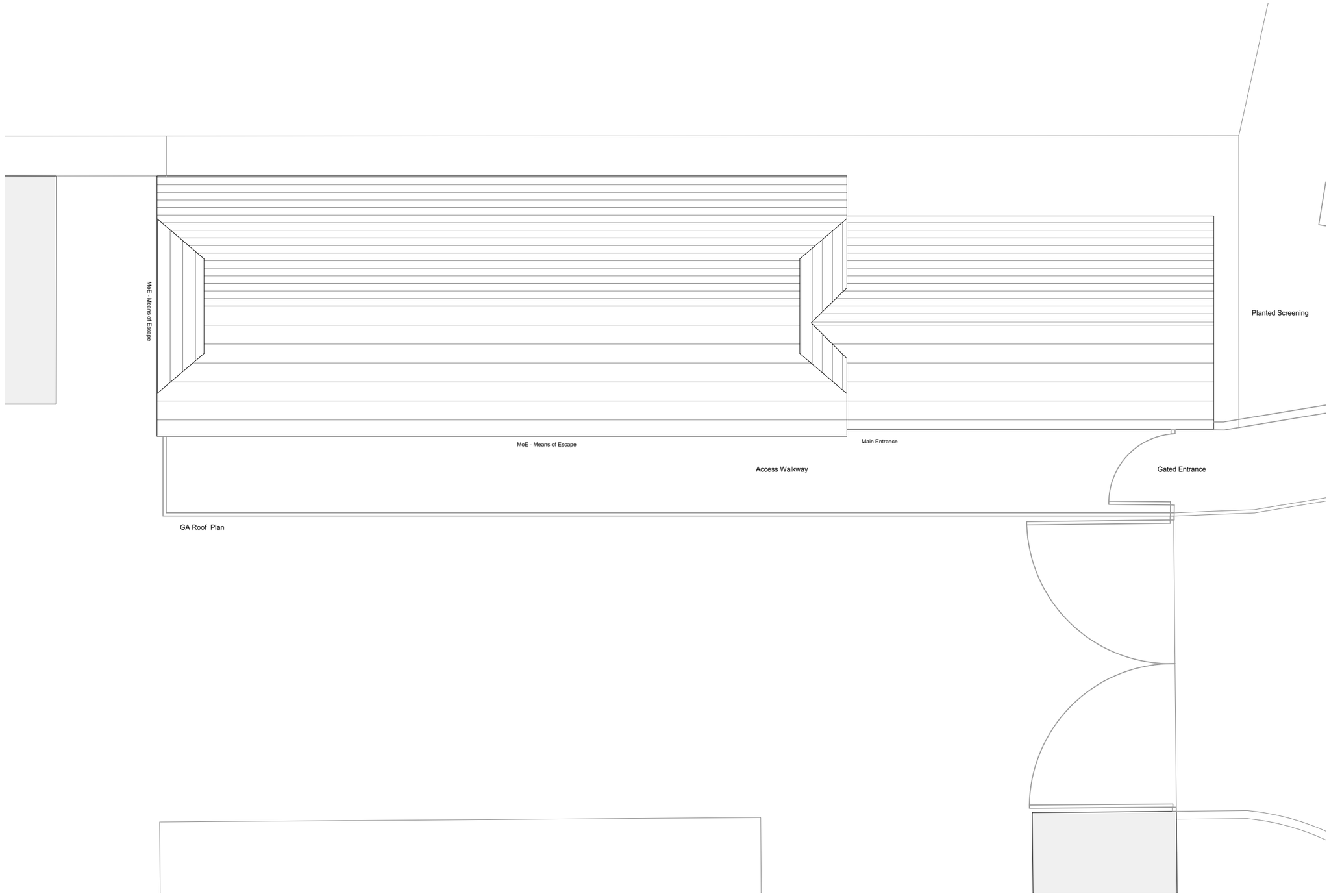

Pre-Existing Roof Plan

Scale 1:100 @ A3

0 1 2 3 4 5m

NOTES

Use figured dimensions only. Scale drawing only when a scale bar is present. All dimensions to be checked by user and any discrepancies, error or omissions to be reported to the architect before work commences. Read this drawing with all relevant materials.

Site Boundary

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue: PLANNING

client: Farley Farms and Estate

project: Rowes Farm Clubhouse

drawing title: Pre-Existing Roof Plan

scale at A3:	date:	drawn by:	checked by:
1:100	Oct 2025	EB	AT

drawing number: 1612 - PL1201 revision: A

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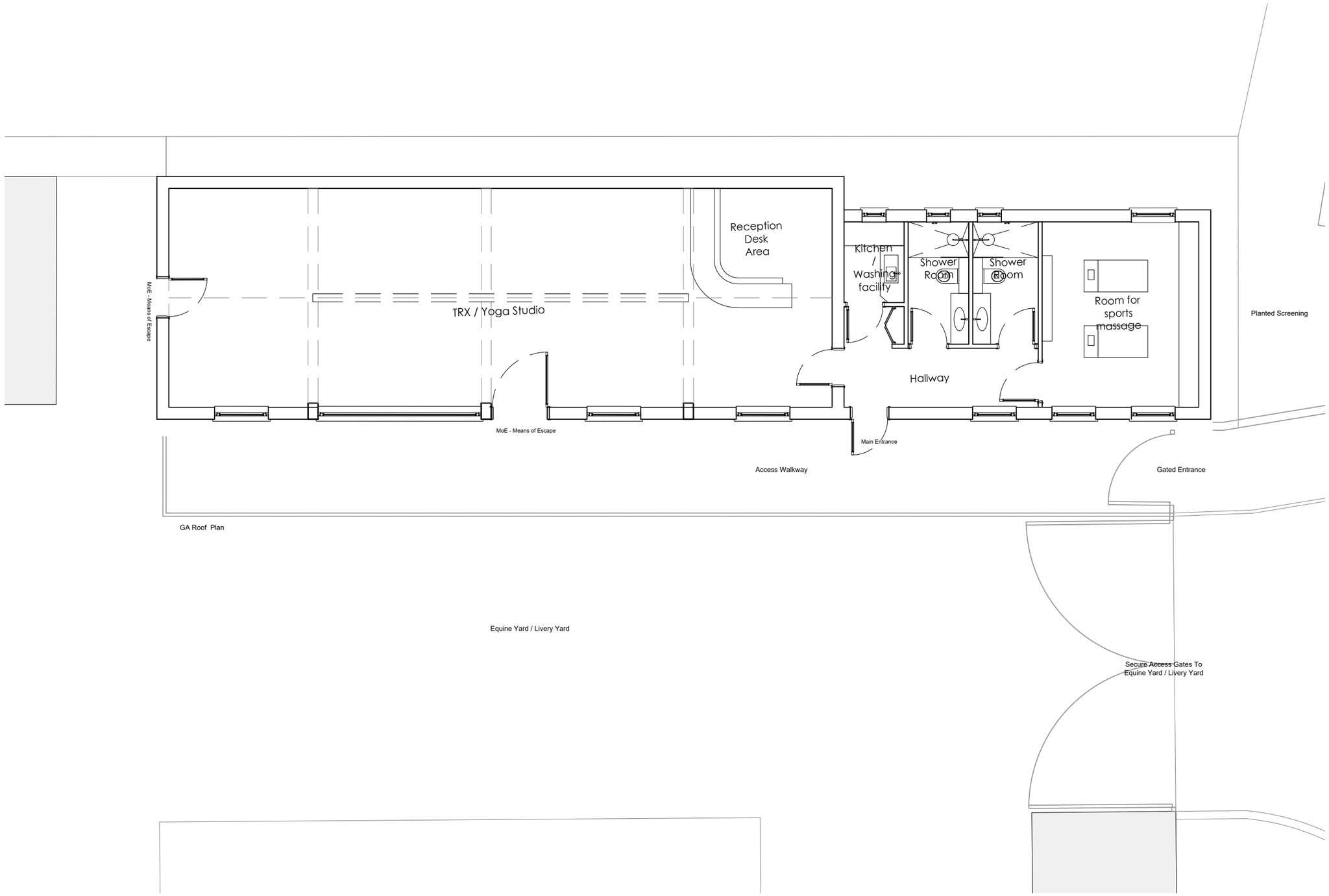

'As Built' Ground Floor Plan

Scale 1:100 @ A3

NOTES

Use figured dimensions only. Scale drawing only when a scale bar is present. All dimensions to be checked by user and any discrepancies, error or omissions to be reported to the architect before work commences. Read this drawing with all relevant materials.

Site Boundary

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue:
PLANNING

client:
Farley Farms and Estate

project:
Rowes Farm Clubhouse

drawing title:
'As Built' Ground Floor Plan

scale at A3:	date:	drawn by:	checked by:
1:100	Oct 2025	EB	AT

drawing number: 1612 - PL1210
revision: A

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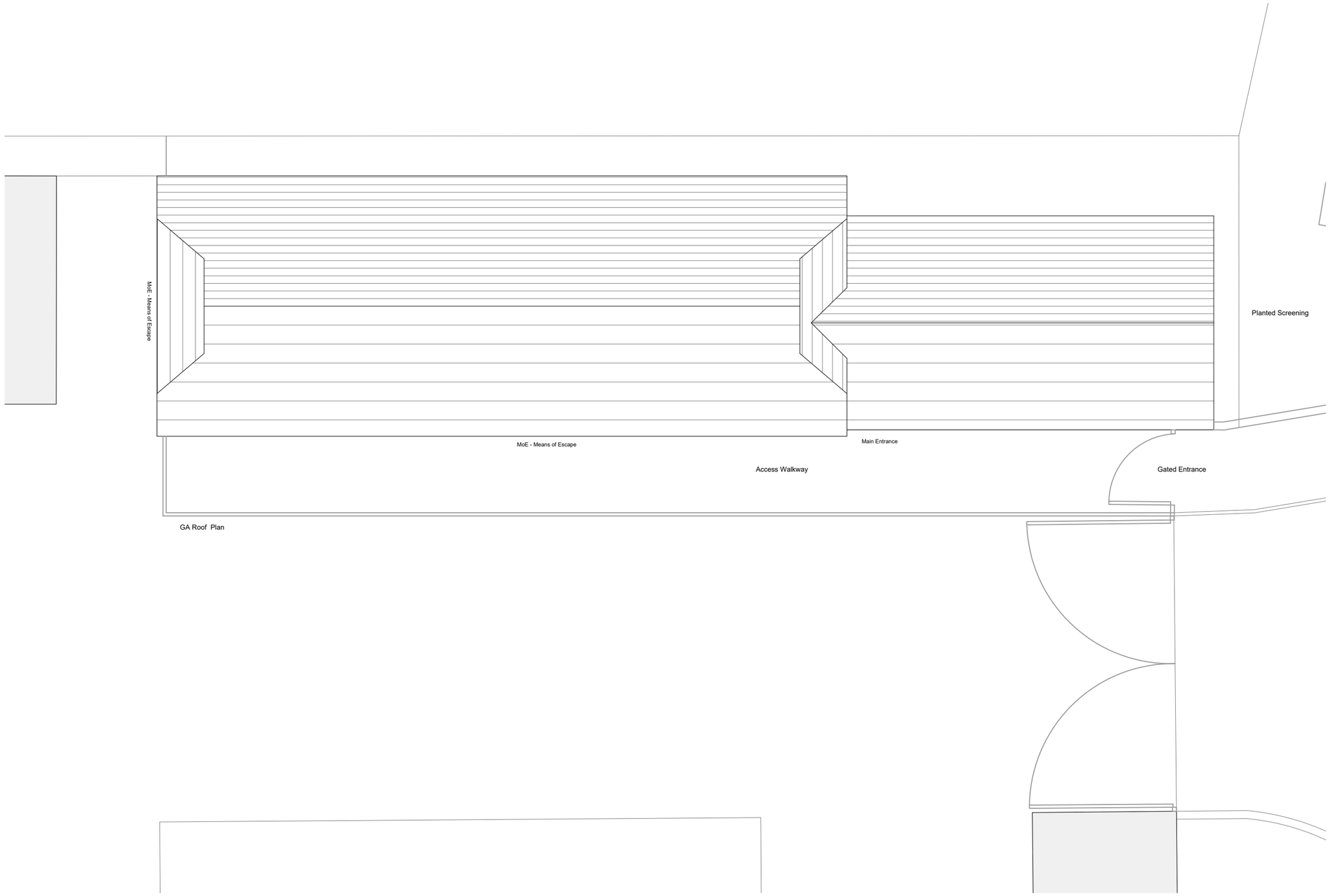

GA Roof Plan

0 1 2 3 4 5m

'As Built' Roof Plan

Scale 1:100 @ A3

NOTES

Use figured dimensions only. Scale drawing only when a scale bar is present. All dimensions to be checked by user and any discrepancies, error or omissions to be reported to the architect before work commences. Read this drawing with all relevant materials.

Site Boundary

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue:
PLANNING

client:
Farley Farms and Estate

project:
Rowes Farm Clubhouse

drawing title:
'As Built' Roof Plan

scale at A3:	date:	drawn by:	checked by:
1:100	Oct 2025	EB	AT

drawing number: 1612 - PL1211

revision: A

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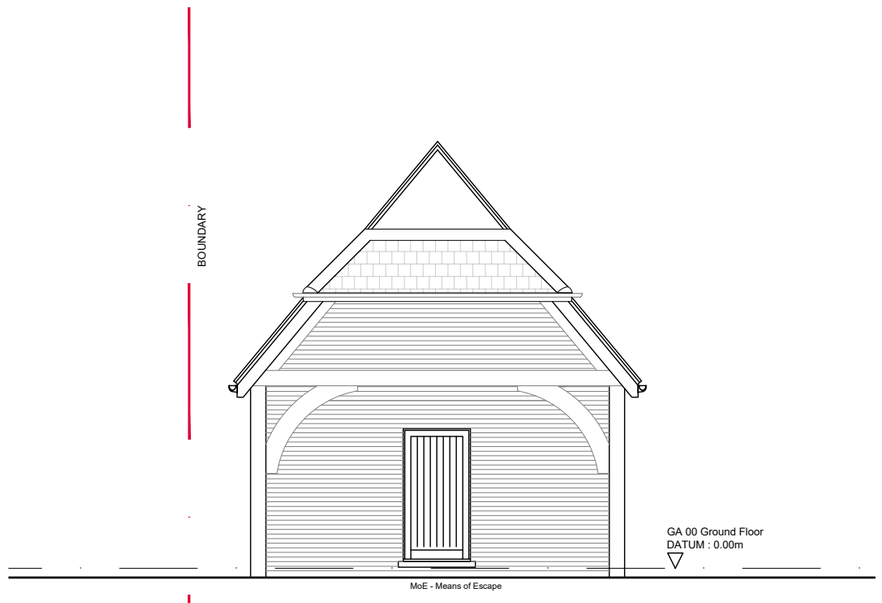
Existing South-East Elevation



Existing South-West Elevation

NO CHANGES TO ELEVATIONS

Existing Elevations
Scale 1:100 @ A3

0 1 2 3 4 5m

NOTES

Use figured dimensions only. Scale drawing only when a scale bar is present. All dimensions to be checked by user and any discrepancies, error or omissions to be reported to the architect before work commences. Read this drawing with all relevant materials.

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue:
PLANNING

client:
Farley Farms and Estate

project:
Rowes Farm Clubhouse

drawing title:
Existing Elevations

scale at A3:	date:	drawn by:	checked by:
1:100	Oct 2025	EB	AT

drawing number: 1612 - PL1300
revision: A

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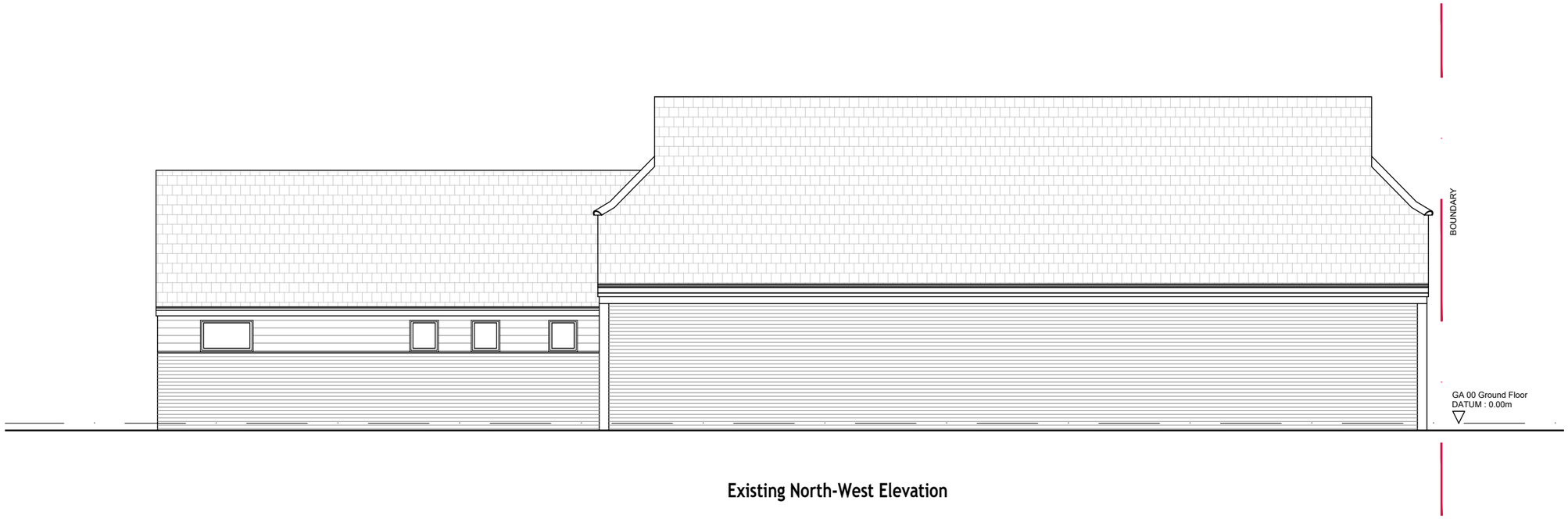
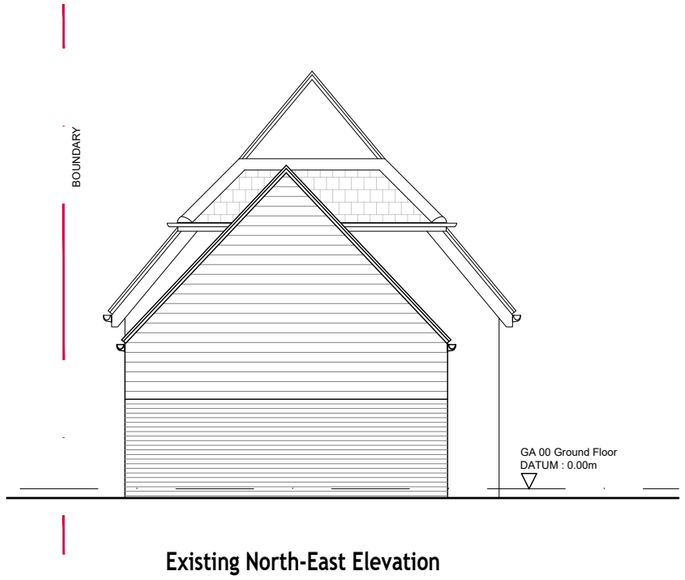


Existing North-West Elevation



Existing North-East Elevation

NO CHANGES TO ELEVATIONS

Existing Elevations

Scale 1:100 @ A3

0 1 2 3 4 5m

NOTES

Use figured dimensions only. Scale drawing only when a scale bar is present. All dimensions to be checked by user and any discrepancies, error or omissions to be reported to the architect before work commences. Read this drawing with all relevant materials.

Rev	Date	Drn	Chkd	Description
A	Nov'25	AA	AT	Amended to LPA comments.

Purpose of Issue: PLANNING

client: Farley Farms and Estate

project: Rowes Farm Clubhouse

drawing title: Existing Elevations

scale at A3:	date:	drawn by:	checked by:
1:100	Oct 2025	EB	AT

drawing number: 1612.PL.1301 revision: A

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GeoSmart Information

Appendix B

Environment Agency data

creating a better place
for people and wildlife

Environment Agency

Emily Buttery
emily.buttery@geosmartinfo.co.uk

Our ref: EIR2025/47551

Date: 23 January 2026

Dear Emily

RE: Environmental Information Regulations: EIR2025/47551

Thank you for your email requesting Products 4, 5 and 6 data.

Unfortunately, we do not have any detailed flood risk modelling in this location. Therefore, we are unable to provide modelled flood levels and extents for your site.

Please note that Flood Zone 2 which covers the site is informed by a historic flood outline from 2007.

The Flood Map for Planning in this location is based on the New National Model (NNM) published in March 2025. The flood levels or depth data is not currently available for all of the locations identified as at risk. Alternatively, you could contact us again at a later date when we might be in a position to provide flood depth associated with our New National Flood Risk Assessment system.

Developers using Environment Agency data will need to assess whether it is appropriate for their intended use. This includes any data displayed on the Flood Map for Planning, downloaded from https://environment.data.gov.uk/, or provided through requests for information.

When producing a Flood Risk Assessment (FRA), additional detailed modelling may be required in some cases to inform any future planning application taking into account the scale, nature and location of development. This is more likely if a development is sensitive, if there are gaps or low confidence in existing evidence; or where new evidence suggests flood risks are very different to existing information. Developers should refer to the River modelling: technical standards and assessment - GOV.UK for further guidance on how to produce a hydraulic model alongside Flood

risk assessments: applying for planning permission - GOV.UK. Where new hydraulic model(s) are produced to prepare FRAs, the Environment Agency may ask to review these to ensure they are fit for purpose.

Where an FRA is able to demonstrate that Environment Agency data is conservative, developers may be able to use this alongside any site-specific evidence (e.g. updated surveyed ground levels) to derive flood levels. In such cases, the onus is on the developer to provide any new evidence (which may include the need for new hydraulic modelling) as part of an FRA.

You can access the new Flood Map for Planning service, published 25 March 2025, to view and export maps for your site at:
Flood map for planning - GOV.UK

You can find more information on the long term risk of flooding for this location on our website:
Check the long term flood risk for an area in England - GOV.UK

You can find the historic flood map for this location via the link below:
https://data.gov.uk/dataset/historic-flood-map1

You can find recorded flood outlines for this location via the link below:
https://data.gov.uk/dataset/recorded-flood-outlines1

You can find out the risk of flooding from surface water for this location via the link below:
Risk of Flooding from Surface Water

You may be interested in the following guidance / information publicly available:

- **'Planning Practice Guidance'** - provides information about planning considerations in areas at risk of flooding. https://www.gov.uk/government/collections/planning-practice-guidance
- 'Planning applications: assessing flood risk' - information about completing Flood Risk Assessments. https://www.gov.uk/guidance/flood-risk-assessment-for-planning-applications

- **'Site specific flood risk assessment: Checklist'** – a checklist to help ensure you have considered all the relevant factors in your flood risk assessment. https://www.gov.uk/guidance/flood-risk-and-coastal-change#Site-Specific-Flood-Risk-Assessment-checklist-section
- **'Using modelling for flood risk assessments'** – provides information regarding the use of modelling in flood risk assessments when applying for planning permission. https://www.gov.uk/guidance/using-modelling-for-flood-risk-assessments

Please be aware that from 20th July 2021 the climate change allowances required in flood risk assessments have been updated. Please see https://www.gov.uk/guidance/flood-risk-assessments-climate-change-allowances#contents for more information.

I hope that we have correctly interpreted your request. Please refer to our Open Government Licence for the permitted use of the supplied data: http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/

Please be aware that many of our datasets are now available online. Simply visit environment.data.gov.uk

We respond to requests for recorded information that we hold under the Freedom of Information Act 2000 (FOIA) and the associated Environmental Information Regulations 2004 (EIR).

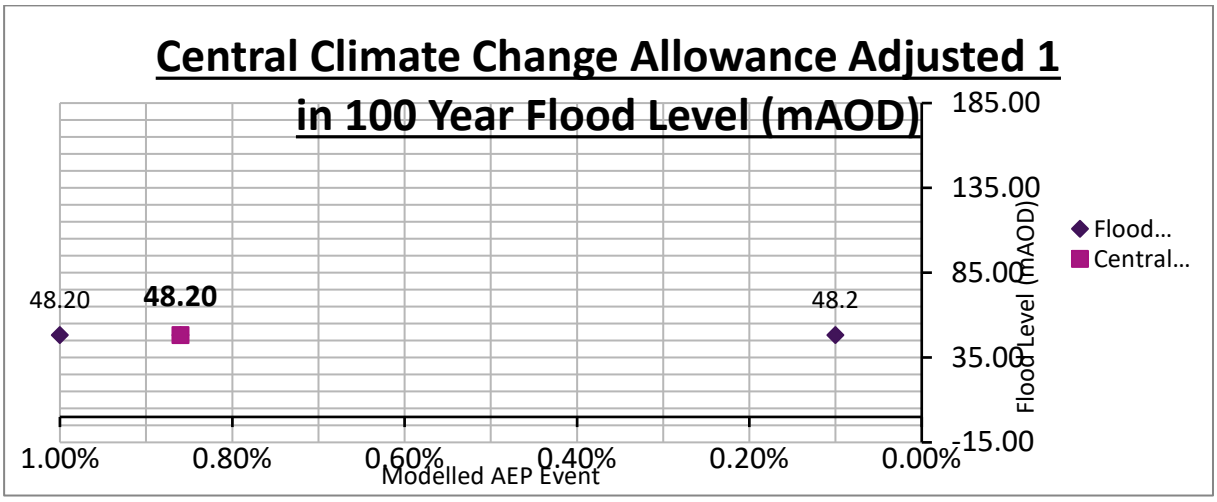
Please get in touch if you have any further queries or contact us within two months if you'd like us to review the information we have sent.

Kind Regards

Customers and Engagement Team – Thames Area

Appendix C

Stage (level) relationship graph



GeoSmart Information

Appendix D

Thames Water sewer flooding history

Sewer Flooding
History Enquiry

Property Searches

Geosmart Information Ltd

Suite 9-111st FloorOld Bank Bu

Search address supplied	The Club House Farley Hill Equestrian Centre Church Road Swallowfield RG7 1TJ
Your reference	87678
Our reference	SFH/SFH Standard/2026_5272902
Received date	**12 January 2026**
Search date	**19 January 2026**

Thames Water Utilities Ltd
Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB

property.searches@thameswater.co.uk
thameswater.co.uk/propertysearches

0800 009 4540

Sewer Flooding
History Enquiry

Property Searches

Search address supplied: The Club House,Farley Hill Equestrian Centre,Church Road,Swallowfield,RG7 1TJ

This search is recommended to check for any sewer flooding at a specific address or area

TWUL are responsible in respect of the following:-

(i) any negligent or incorrect entry in the records searched;

(ii) any negligent or incorrect interpretation of the records searched;

(iii) and any negligent or incorrect recording of that interpretation in the search report

(iv) compensation payments

Thames Water Utilities Ltd
Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB

property.searches@thameswater.co.uk
thameswater.co.uk/propertysearches

0800 009 4540

Sewer Flooding
History Enquiry

Thames Water Property Searches

History of Sewer Flooding

Is the requested address or area at risk of flooding due to overloaded public sewers?

The flooding records held by Thames Water indicate that there have been no incidents of flooding in the requested area as a result of surcharging public sewers.

For your guidance:

- A sewer is “overloaded” when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.
- “Internal flooding” from public sewers is defined as flooding, which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.
- “At Risk” properties are those that the water company is required to include in the Regulatory Register that is presented annually to the Director General of Water Services. These are defined as properties that have suffered, or are likely to suffer, internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Company’s reporting procedure.
- Flooding as a result of storm events proven to be exceptional and beyond the reference period of one in ten years are not included on the At Risk Register.
- Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the Company.
- Public Sewers are defined as those for which the Company holds statutory responsibility under the Water Industry Act 1991.
- It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Company. This report excludes flooding from private sewers and drains and the Company makes no comment upon this matter.
- For further information please contact Thames Water on Tel: 0800 316 9800 or website www.thameswater.co.uk

Thames Water Utilities Ltd
Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB

property.searches@thameswater.co.uk
thameswater.co.uk/propertysearches

0800 009 4540

Disclaimer

This report has been prepared by GeoSmart in its professional capacity as soil, groundwater, flood risk and drainage specialists, with reasonable skill, care and diligence within the agreed scope and terms of contract and taking account of the manpower and resources devoted to it by agreement with its client and is provided by GeoSmart solely for the internal use of its client.

The advice and opinions in this report should be read and relied on only in the context of the report as a whole, taking account of the terms of reference agreed with the client. The findings are based on the information made available to GeoSmart at the date of the report (and will have been assumed to be correct) and on current UK standards, codes, technology and practices as at that time. They do not purport to include any manner of legal advice or opinion. New information or changes in conditions and regulatory requirements may occur in future, which will change the conclusions presented here.

This report is confidential to the client. The client may submit the report to regulatory bodies, where appropriate. Should the client wish to release this report to any other third party for that party's reliance, GeoSmart may, by prior written agreement, agree to such release, provided that it is acknowledged that GeoSmart accepts no responsibility of any nature to any third party to whom this report or any part thereof is made known. GeoSmart accepts no responsibility for any loss or damage incurred as a result, and the third party does not acquire any rights whatsoever, contractual or otherwise, against GeoSmart except as expressly agreed with GeoSmart in writing.

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

Important consumer protection information

This search has been produced by GeoSmart Information Limited, Suite 9-11, 1st Floor, Old Bank Buildings, Bellstone, Shrewsbury, SY1 1HU.

Tel: 01743 298 100

Email: info@geosmartinfo.co.uk

GeoSmart Information Limited is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

The Search Code:

- provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom.
- sets out minimum standards which firms compiling and selling search reports have to meet.
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals.
- enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.
- By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's core principles

Firms which subscribe to the Search Code will:

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

GeoSmart Information

Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Code.

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

TPOs contact details:

The Property Ombudsman scheme

Milford House

43-55 Milford Street

Salisbury

Wiltshire SP1 2BP

Tel: 01722 333306

Fax: 01722 332296

Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk. Please ask your search provider if you would like a copy of the search code

Complaints procedure

GeoSmart Information Limited is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly. If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: admin@tpos.co.uk.

We will co-operate fully with the Ombudsman during an investigation and comply with his final decision. Complaints should be sent to:

Liz Lloyd

Finance Manager

GeoSmart Information Limited

Suite 9-11, 1st Floor,

Old Bank Buildings,

Bellstone, Shrewsbury, SY1 1HU

Tel: 01743 298 100

support@geosmartinfo.co.uk

12. Terms and conditions, CDM regulations and data limitations

Terms and conditions can be found on our website:

http://geosmartinfo.co.uk/terms-conditions/

CDM regulations can be found on our website:

http://geosmartinfo.co.uk/knowledge-hub/cdm-2015/

Data use and limitations can be found on our website:

http://geosmartinfo.co.uk/data-limitations/