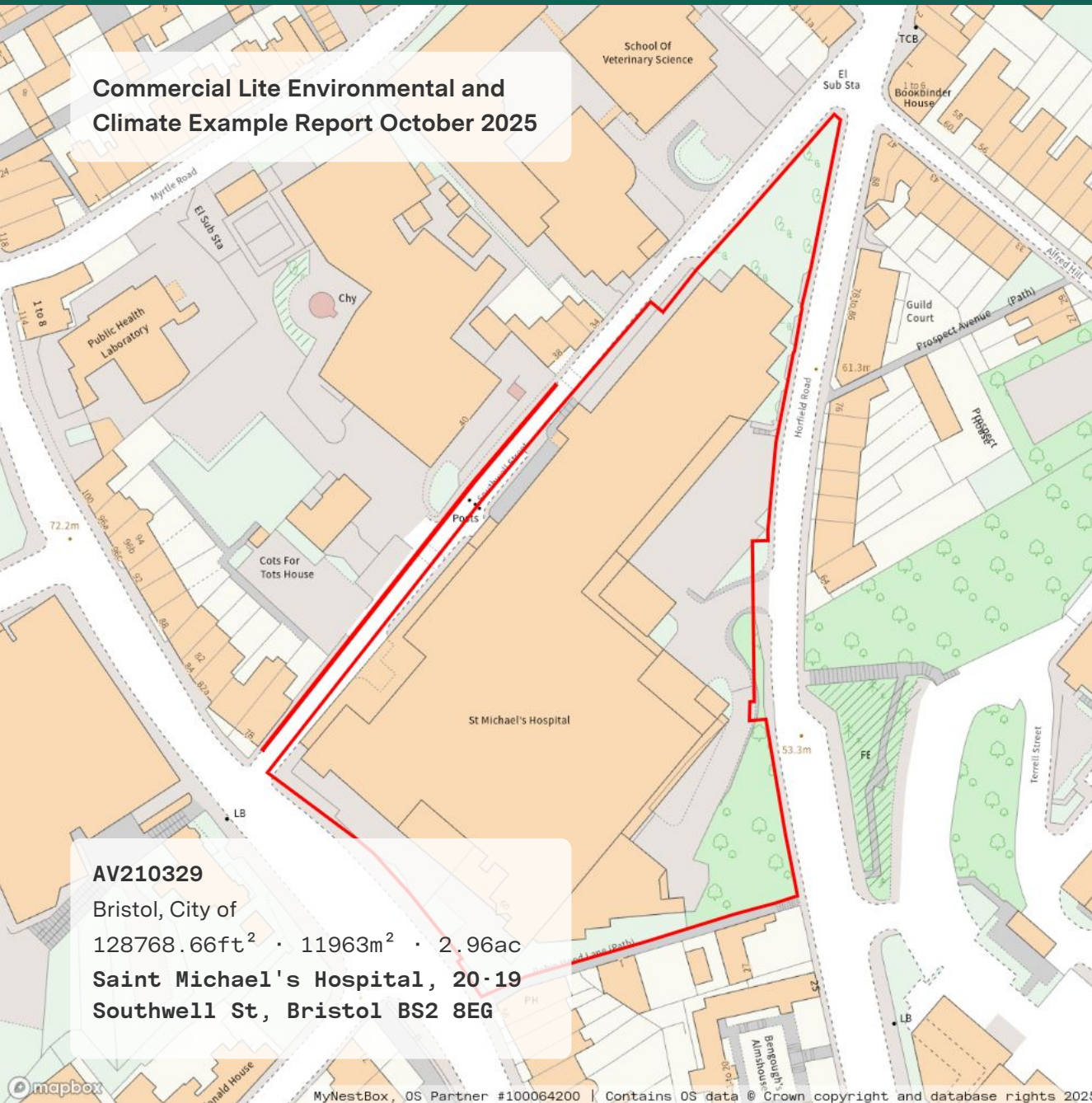


Commercial Lite Environmental and Climate Example Report October 2025



AV210329
 Bristol, City of
 128768.66ft² · 11963m² · 2.96ac
Saint Michael's Hospital, 20-19
Southwell St, Bristol BS2 8EG

Commercial+Lite+CMRA+Enviro+
 Climate



PASS

This is our professional opinion informed by relevant guidance and risk factors associated with Contaminated Land and Flood Risk.

● Contaminated Land

● Flood Risk

Other Considerations

● Planning Constraints

● Ground Stability

● Radon

● Coal Mining Areas

● Transportation

● Environmental Sensitivity

● Energy and Infrastructure

● Climate Change

Classification Key

In this report, a traffic light system signifies identified potential risk levels. These are explained as follows:

● No issues identified

● Potential issues identified, proceed with caution

● Issues identified, further action likely needed

○ For information purposes only

Summary

Commercial Lite Environmental and Climate Example Report October 2025

Contaminated Land	●	Flood Risk	●	Planning Constraints	●
Active Landfill	●	Rivers and Seas	●	Special Areas of Conservation	●
Former Landfill	●	Surface Water	●	Special Protection Areas	●
Active Petrol or Fuel Stations	●	Fluvial (undefended)	●	Sites of Special Scientific Interest	●
Former Petrol or Fuel Stations	●	Groundwater	●	Ramsar	●
Public Register of Contaminated Land	●	Tidal (undefended)	●	Nature Reserves	●
Contaminated Land Designated as Special Sites	●	Pluvial	●	Listed Buildings	●
Consented Discharges to Controlled Waters (with Conditions)	●	Flood Defences and Benefiting Areas	○	Scheduled Monuments	●
Environmental Pollution Incidents	●	Flood Storage Areas	●	Certificates of Immunity	○
Manufacturing and Production of Industrial Products	●	Historical Flood Areas	●	Ancient Woodland	●
Former Military Sites	●	Planning Constraints	●	Registered Parks and Gardens	●
Regulated Sites	●	Green Belt	●	World Heritage Sites	●
Historic Land Use	●	Areas of Outstanding Natural Beauty	●	Open Access	●
		National Parks	●		

Summary

Commercial Lite Environmental and Climate Example Report October 2025

Radon	●	Energy and Infrastructure	●	Environmental Sensitivity	●
Radon	●	Other Renewable Energy Sites	●	Source Protection Zones	●
Transportation	●	COMAH Establishments	●	Bedrock Geology	○
Overground Rail	●	Ground Stability	●	Superficial Deposits	○
Overground Rail - Elizabeth Line	●	Shrink-Swell Clays	●	Aquifer Designation	●
London Underground	●	Running Sands	●	Groundwater Vulnerability	●
HS2	●	Compressible Ground	●	Geological Permeability	○
HS2 Safeguarding Zones	●	Collapsible Deposits	●	Environmentally Sensitive Sites	●
Energy and Infrastructure	●	Artificial Ground	●	Surface Water Features	●
National Grid	●	Landslides	●	Climate Change	●
Petroleum Exploration and Development Licences	●	Dissolution of Soluble Rocks	●	Shrink Swell	●
Power Stations	●	Coal Mining Areas	●	Flooding	●
Solar Renewable Energy Sites	●	Coal Mining Reporting Area	●	Heat Stress	●
Wind Renewable Energy Sites	●			Wildfire	●

Summary

Commercial Lite Environmental and Climate Example Report October 2025

Climate Change



Drought



Energy Performance Certificate
(EPC)



Coastal Erosion Extent (Shoreline
Management Plans)



Coastal Erosion Extent (No Future
Intervention)

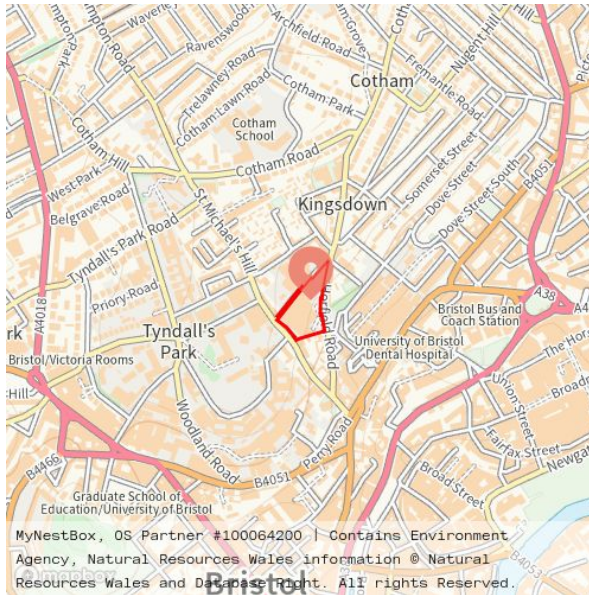


Coastal Erosion Susceptibility



Active Landfill

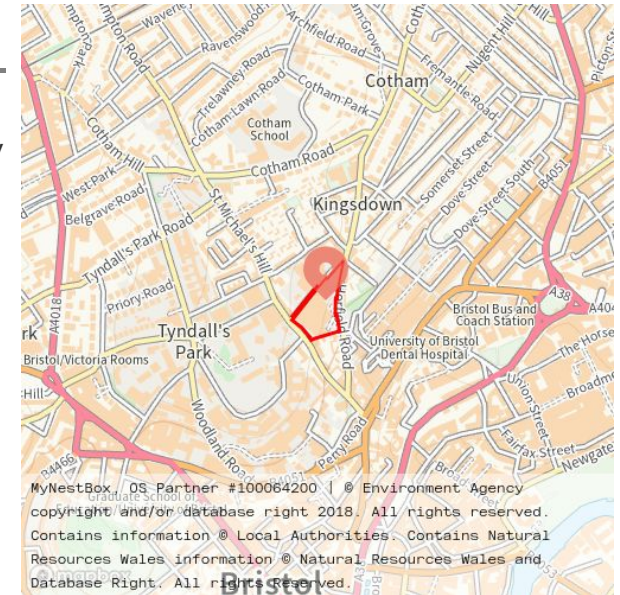
The property is more than 1 km from any active landfill site. The risk of water and soil contamination, or poor air quality from an active landfill site, is likely low or very low.



Captured at: 28/10/25 11:27 UTC

Former Landfill

The property is more than 10 metres from any former landfill site. The risk of potential water and soil contamination, or poor air quality, arising from proximity to a former landfill site is likely low or very low.



Captured at: 28/10/25 11:27 UTC

Active Petrol or Fuel Stations

The property is more than 50 metres from any active petrol or fuel station. The risk of potential water and soil contamination or ground gas emissions arising from proximity to an active petrol or fuel station is likely low or very low.



Captured at: 28/10/25 11:27 UTC

Former Petrol or Fuel Stations

The property is more than 25 metres from any former petrol or fuel station. The risk of potential water and soil contamination, or ground gas emissions, arising from proximity to a former petrol or fuel station is likely low or very low.

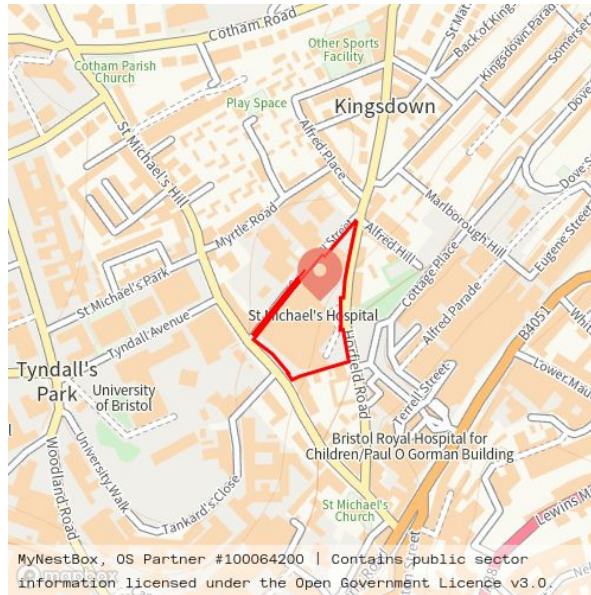


Captured at: 28/10/25 11:27 UTC

Public Register of Contaminated Land

The property is more than 250 metres from any site designated as contaminated land by the local authority. The risk of potential water and soil contamination, or poor air quality, arising from proximity to a site designated as contaminated land is likely low or very low.

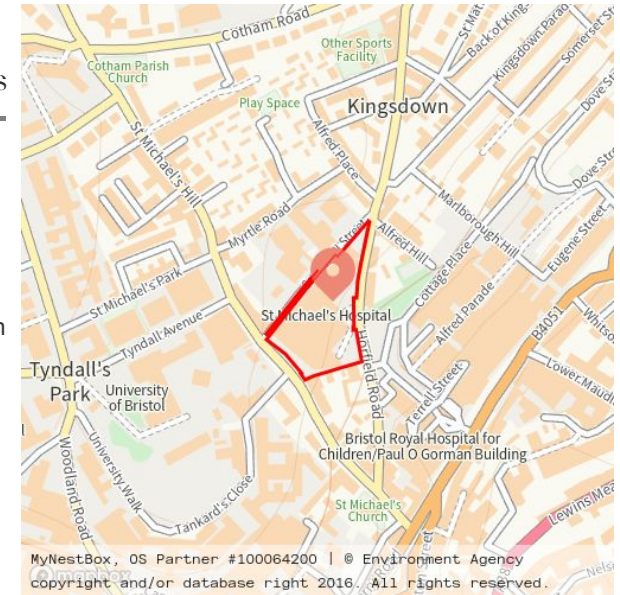
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Contaminated Land Designated as Special Sites

The property is more than 250 metres from any Environment Agency-designated Special Site. The risk of potential water and soil contamination, or poor air quality, arising from proximity to a Special Site is likely low or very low. It is unlikely that any regulatory controls or future remediation actions would be mandated.

Captured at: 28/10/25 11:27 UTC



Consented Discharges to Controlled Waters (with Conditions)

The property is more than 50 metres from any site with licensed consent for discharging effluent into controlled waters. The risk of water contamination arising from proximity to a licensed discharge is likely low or very low.

Captured at: 28/10/25 11:27 UTC



Environmental Pollution Incidents

The property is more than 50 metres from any significant pollution incident. The risk of water and soil contamination, or poor air quality, arising from reported pollution incidents is likely low or very low.

Captured at: 28/10/25 11:27 UTC

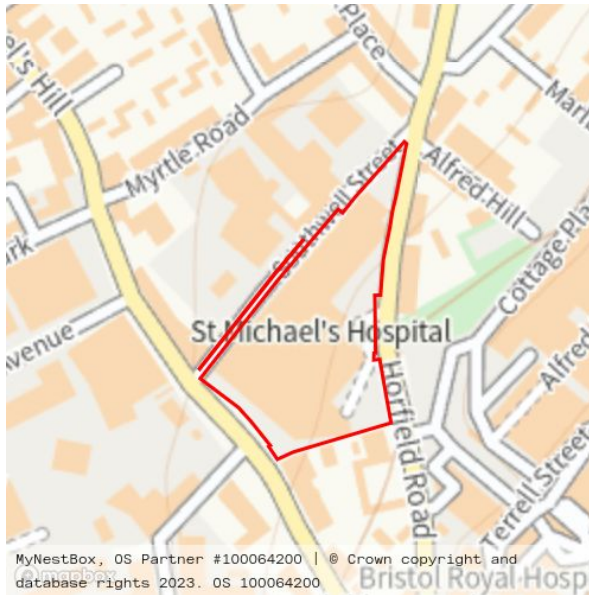


Contaminated Land

Manufacturing and Production of Industrial Products

The property is more than 10 metres from any site licensed for industrial use of the land. The risk of potential water and soil contamination, or ground gas emissions, arising from proximity to a site of a site licensed for industrial land use is likely low or very low.

Captured at: 28/10/25 11:27 UTC



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Former Military Sites

The property is more than 500 metres from any known former military site. The risk of potential water or soil contamination, poor air quality, or unexploded ordnance, is likely low or very low.

Captured at: 28/10/25 11:27 UTC

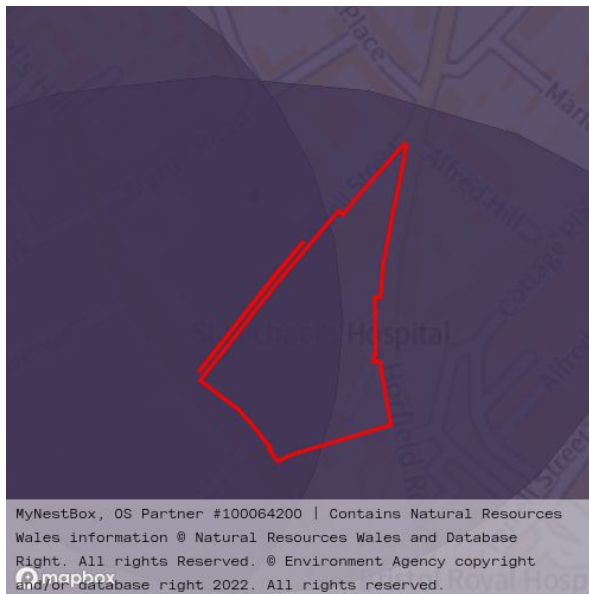


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Regulated Sites

The property is near one or more regulated sites. These include closed mining areas, end-of-life vehicle treatment sites (operational for 7 years or more), open waste permitted sites, radioactive substance permitted sites, and industrial installations. The risk of potential water and soil contamination, or poor air quality, arising from proximity to a regulated site is elevated.

Captured at: 28/10/25 11:27 UTC



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Historic Land Use

The property is more than 25 metres from any area of past industrial land use. The risk posed by contaminants, e.g. heavy metals, chemicals, or hydrocarbons, arising from former industrial land use is likely low or very low.

Captured at: 28/10/25 11:26 UTC

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Rivers and Seas

The Environment Agency and Natural Resources Wales models indicate no fluvial or tidal flood hazards at the property. Therefore, the likelihood and severity of risks to property or possessions arising from river or seawater flooding are low or very low.

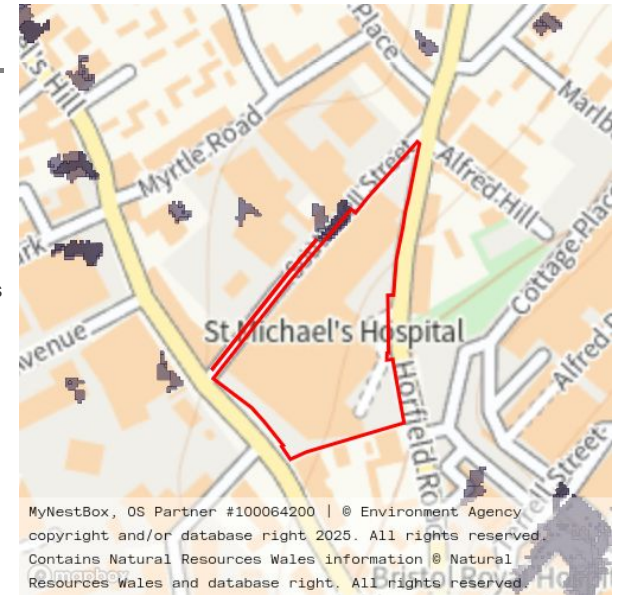
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Surface Water

The Environment Agency and Natural Resources Wales models indicate a significant pluvial flood hazard (greater than or equal to 3.3% (1 in 30) chance in any given year) at the property. Therefore, the likelihood and severity of risks to property or possessions arising from surface flooding are high or very high. After manual review, this section has been reclassified from high to medium risk as the flood risk does not significantly affect any buildings on the property.

Captured at: 28/10/25 11:27 UTC



Fluvial (undefended)

The GeoSmart model indicates no fluvial flood hazard at the property. Therefore, the likelihood and severity of risks to property or possessions arising from surface water flooding are low or very low.

Captured at: 28/10/25 11:27 UTC



Groundwater

The GeoSmart model indicates no groundwater flood hazard at the property. Therefore, the likelihood and severity of risks to property or possessions arising from groundwater flooding are low or very low.

Captured at: 28/10/25 11:27 UTC



Tidal (undefended)

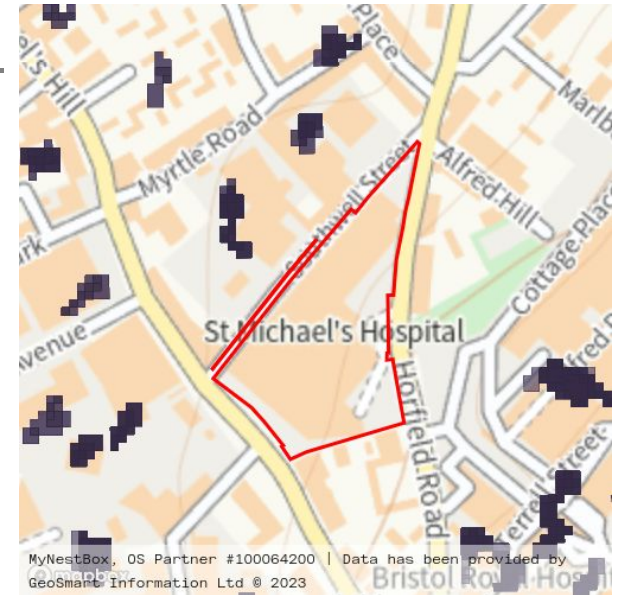
The GeoSmart model indicates no tidal flood hazard at the property. Therefore, the likelihood and severity of risks to property or possessions arising from surface water flooding are low or very low.



Captured at: 28/10/25 11:27 UTC

Pluvial

The GeoSmart model indicates no pluvial flood hazard at the property. Therefore, the likelihood and severity of risks to property or possessions arising from surface water flooding are low or very low.



Captured at: 28/10/25 11:27 UTC

Flood Defences and Benefiting Areas

When a property is within an area benefiting from flood defences (ABFD), the risk of fluvial or tidal flooding could be significantly reduced, provided the defences are effectively maintained. The absence of ABFD does not necessarily mean the property is at risk from flooding.



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Flood Storage Areas

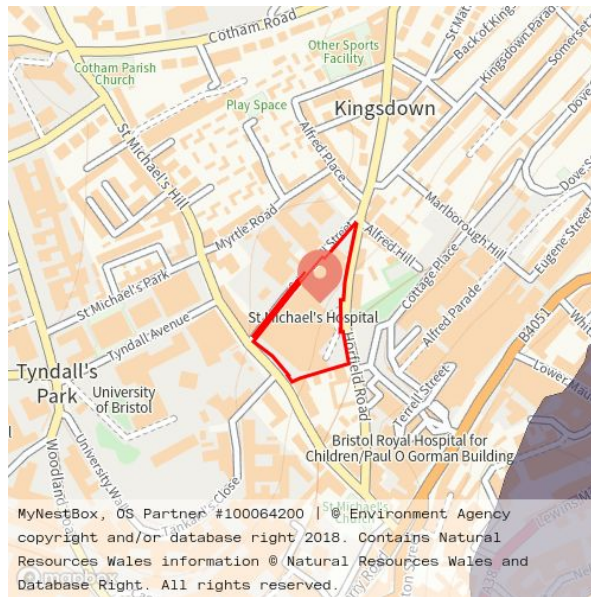
The property is more than 250 metres away from an area which is used for flood water storage (balancing reservoir, storage basin or balancing pond). Any risk to property or possessions arising from overflowing flood storage areas are considered low or very low in likelihood and severity.



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Historical Flood Areas

The property is within 250 metres of an area with a history of flooding.



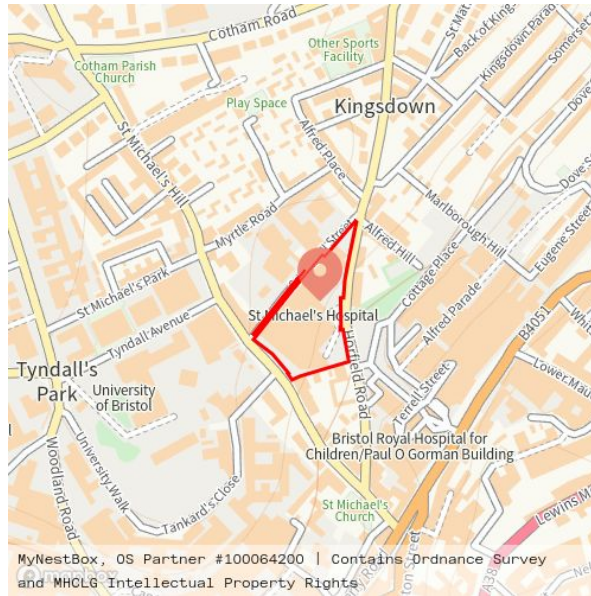
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Planning Constraints

Green Belt

The property is more than 250 metres from one or more designated green belt areas. The risk of planning restrictions or other obligations on the property arising from proximity to a designated green belt area is likely low or very low.

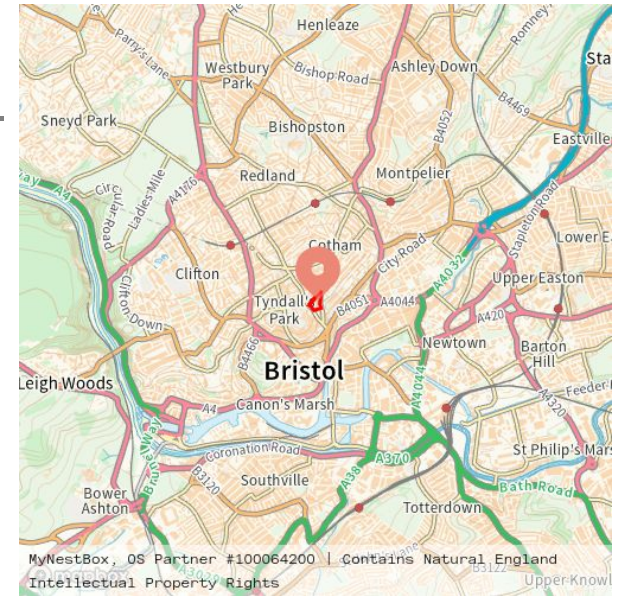
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Areas of Outstanding Natural Beauty

The property is more than 250 metres from one or more Areas of Outstanding Natural Beauty (AONB). The risk of planning restrictions or other obligations on the property arising from proximity to an Area of Outstanding Natural Beauty (AONB) is likely low or very low.

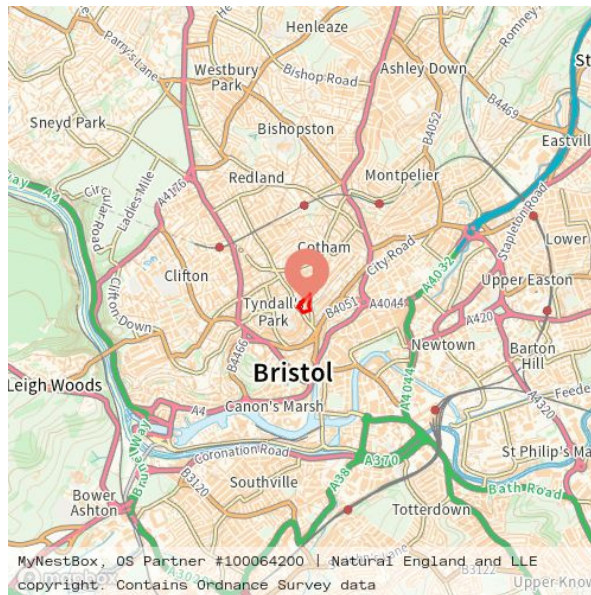
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National Parks

The property is not within a national park. The risk of planning restrictions or other obligations arising from being within a national park are likely low or very low.

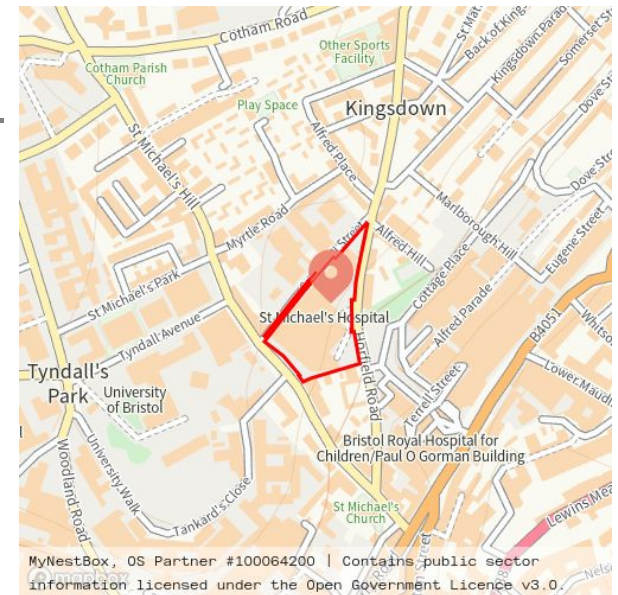
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Special Areas of Conservation

The property is more than 250 metres from one or more Special Areas of Conservation (SAC). The risk of planning restrictions or other obligations on the property arising from proximity to a Special Area of Conservation (SAC) is likely low or very low.

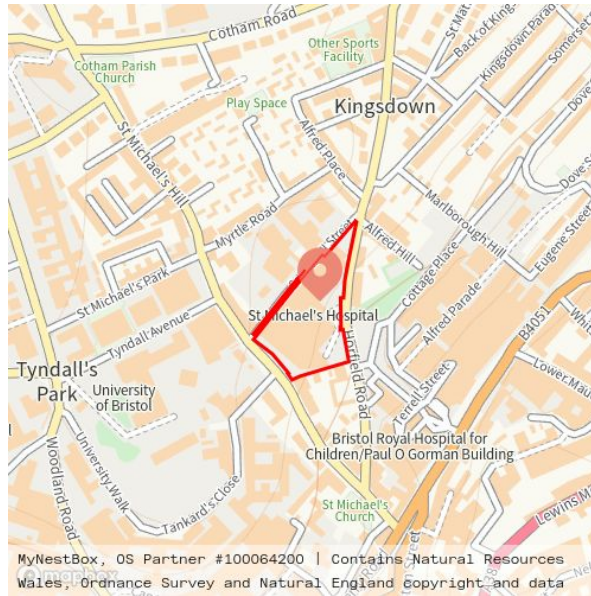
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Special Protection Areas

The property is more than 250 metres from one or more Special Protection Areas (SPA). The risk of planning restrictions or other obligations on the property arising from proximity to a Special Protection Area (SPA) is likely low or very low.

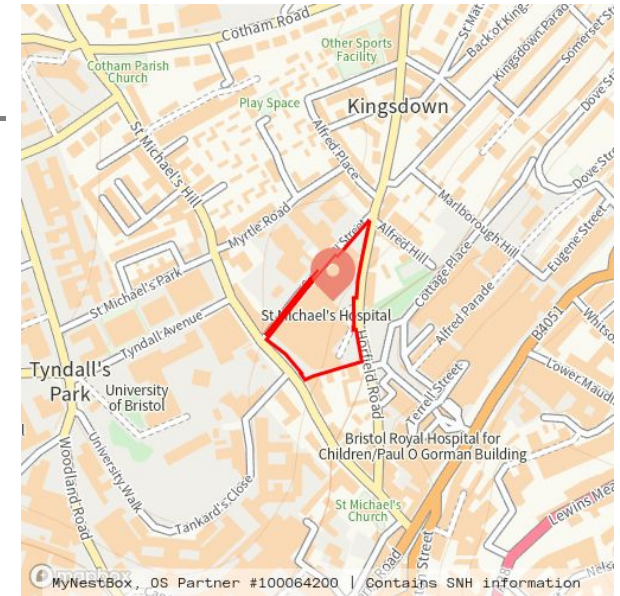
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Sites of Special Scientific Interest

The property is more than 250 metres from one or more Sites of Special Scientific Interest (SSSI). The risk of planning restrictions or other obligations on the property arising from proximity to a Site of Special Scientific Interest (SSSI) is likely low or very low.

Captured at: 28/10/25 11:27 UTC



Ramsar

The property is more than 250 metres from one or more Ramsar sites. The risk of planning restrictions or other obligations on the property arising from proximity to a Ramsar site is likely low or very low.

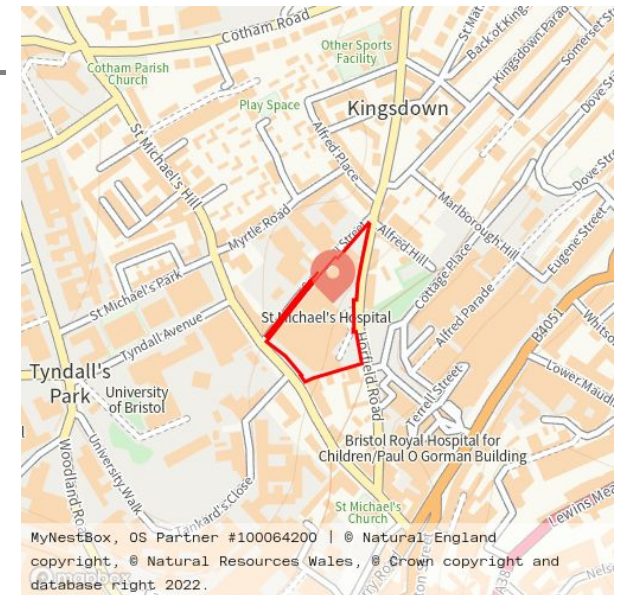
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Nature Reserves

The property is more than 250 metres from one or more local or national nature reserves. The risk of planning restrictions or other obligations on the property arising from proximity to a local or national nature reserve is likely low or very low.

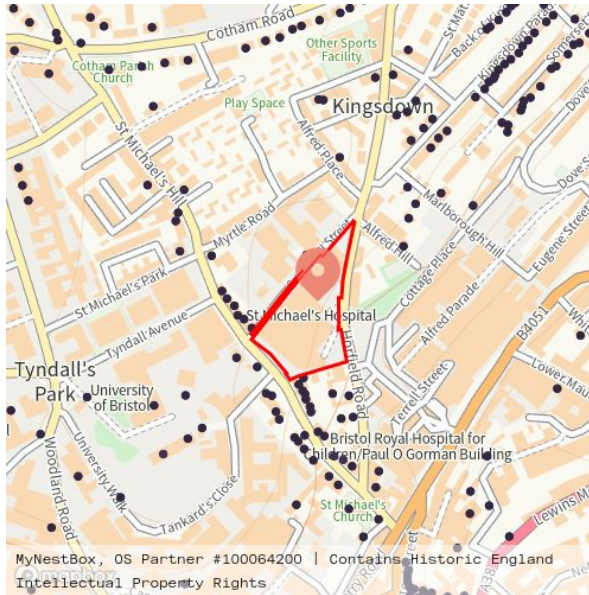
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Listed Buildings

The property is within 250 metres of one or more listed buildings. The risk of planning restrictions or other obligations on the property arising from proximity to a listed building is likely elevated.

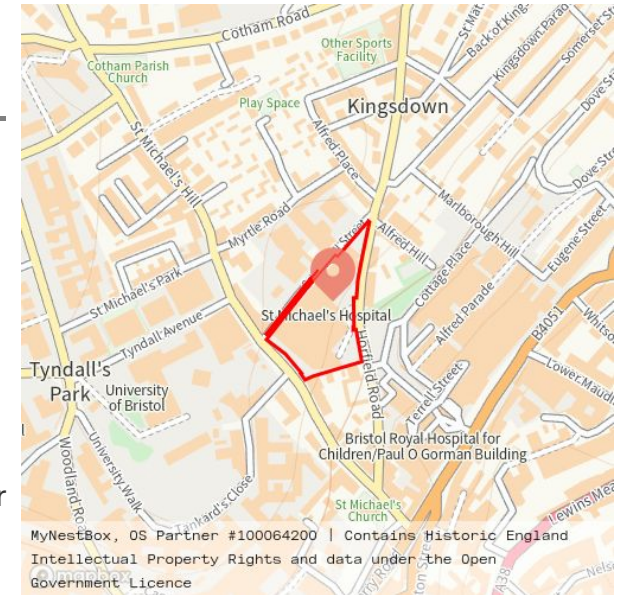
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Scheduled Monuments

The property is more than 250 metres from one or more scheduled monuments. The risk of planning restrictions or other obligations on the property arising from proximity to a scheduled monument is likely low or very low.

Captured at: 28/10/25 11:27 UTC



Certificates of Immunity

A Certificate of Immunity (COI) allows specific alterations without violating planning regulations, typically for listed buildings or structures with historical significance.

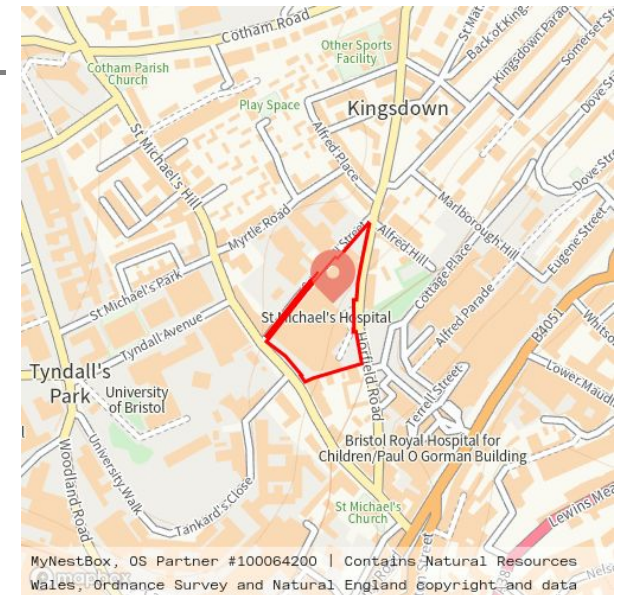
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Ancient Woodland

The property is more than 250 metres from one or more ancient woodlands. The risk of planning restrictions or other obligations on the property arising from proximity to an ancient woodland is likely low or very low.

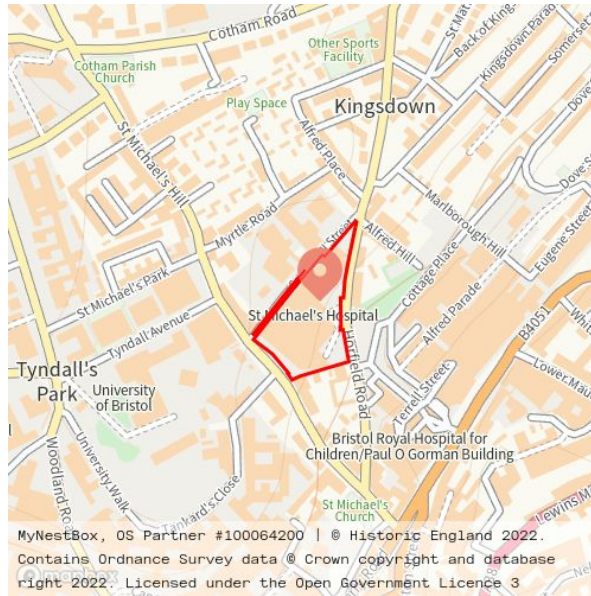
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Registered Parks and Gardens

The property is more than 250 metres from one or more registered parks or gardens. The risk of planning restrictions or other obligations on the property arising from proximity to a registered park or garden is likely low or very low.

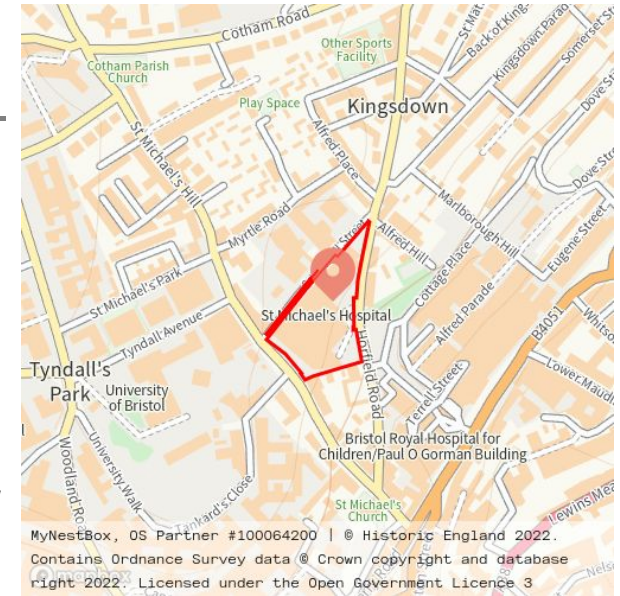
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World Heritage Sites

The property is more than 250 metres from one or more World Heritage Sites. The risk of planning restrictions or other obligations on the property arising from proximity to a World Heritage Site is likely low or very low.

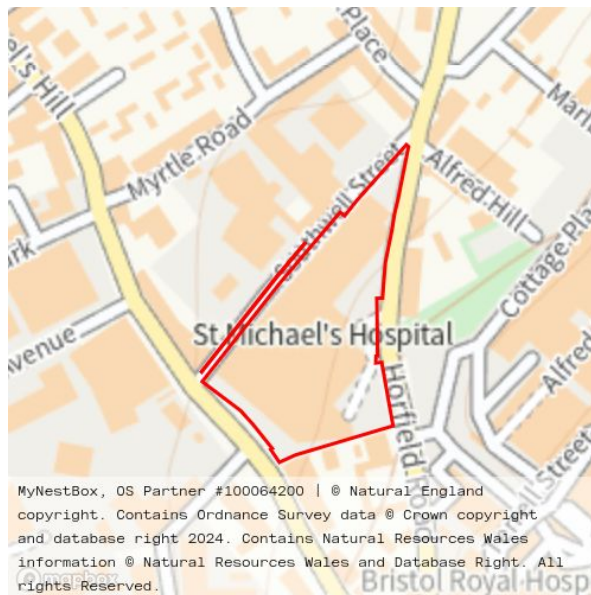
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Open Access

The property is not within an area designated as common land or open country. The risk of issues relating to access, maintenance or other restrictions arising from the property being in an open access area are likely low or very low.

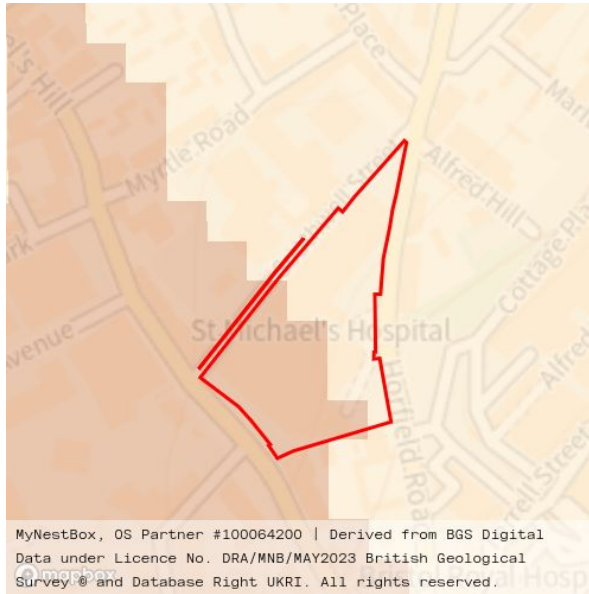
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Radon

The property is in a Radon Affected Area where 1% to 3% of buildings are estimated to be at or above the Action Level. The risk of health implications or planning restrictions arising from radon exposure are likely elevated.

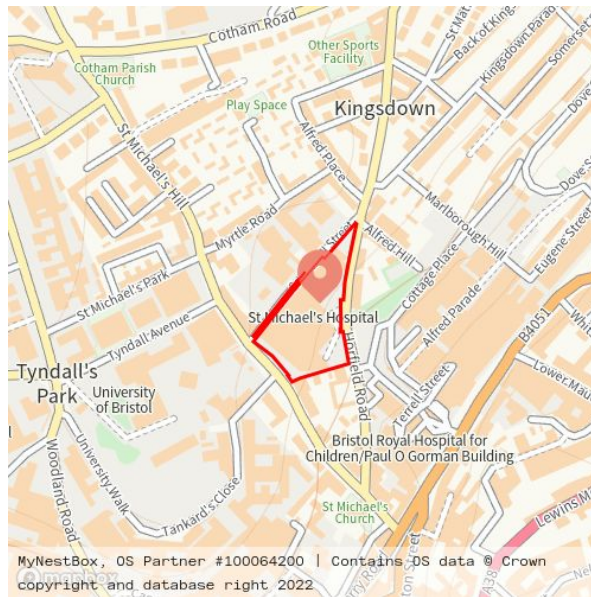
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Overground Rail

The property is more than 250 metres from any railway station or track. Impact on building structures from prolonged exposure to vibrations is likely low or very low.

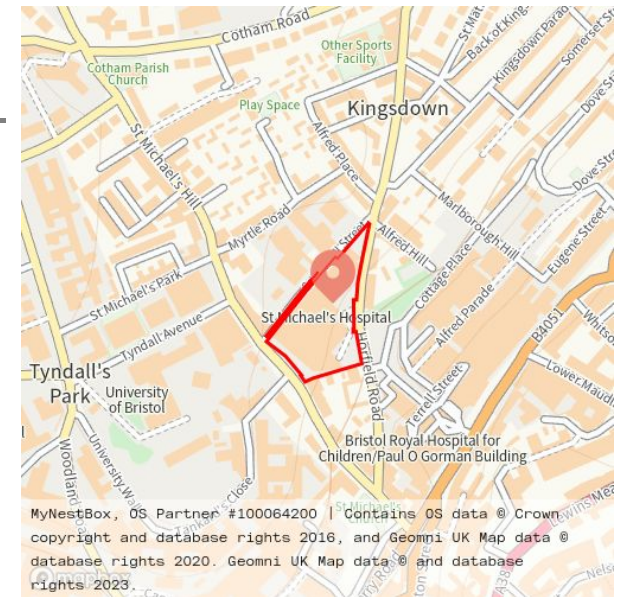
Captured at: 28/10/25 11:27 UTC



Overground Rail - Elizabeth Line

The property is more than 250 metres from any railway station or track along the Elizabeth Line. Impact on building structures from prolonged exposure to vibrations is likely low or very low.

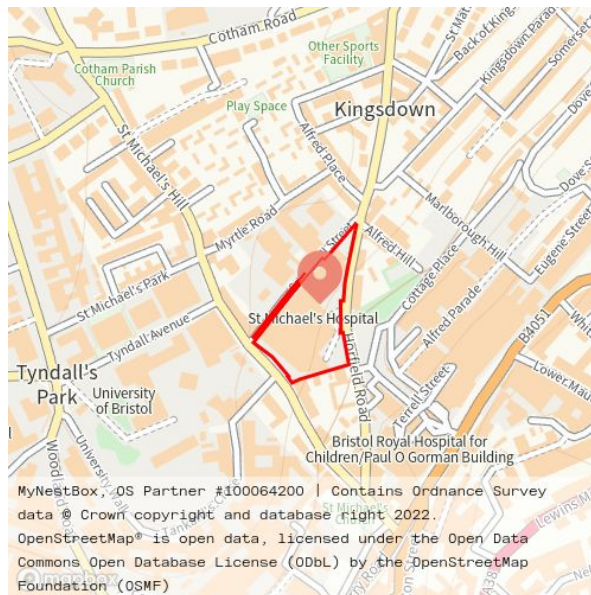
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London Underground

The property is more than 250 metres from any London Underground station or track. Impact on building structures from prolonged exposure to vibrations is likely low or very low.

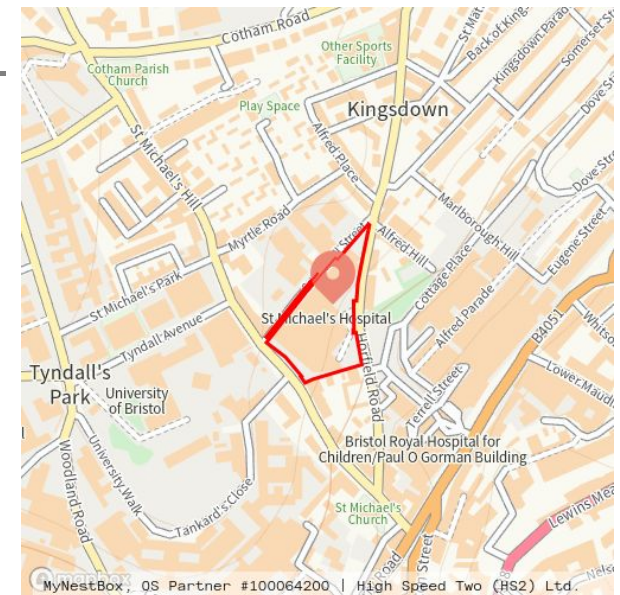
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HS2

The property is more than 300 metres from any proposed HS2 station or route. Impact on building structures from prolonged exposure to vibrations is likely low or very low.

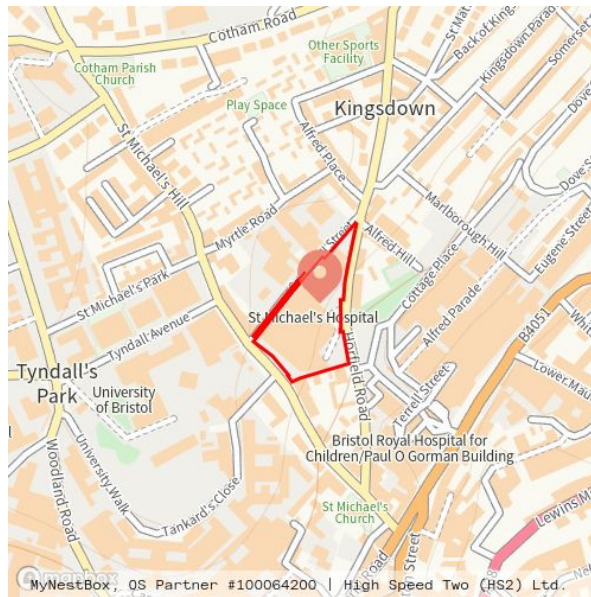
Captured at: 28/10/25 11:27 UTC



HS2 Safeguarding Zones

The property is not within a HS2 Safeguarding Zone. The risk of the property being subject to restrictions and potential compulsory purchase orders is low or very low.

Captured at: 28/10/25 11:27 UTC



National Grid

The property is more than 100 metres from the nearest National Grid cable, overhead line, substation or tower used in high voltage (above 132kV) electricity transmission. Any risks associated with increased exposure to electromagnetic fields, or issues with access, are likely low or very low.

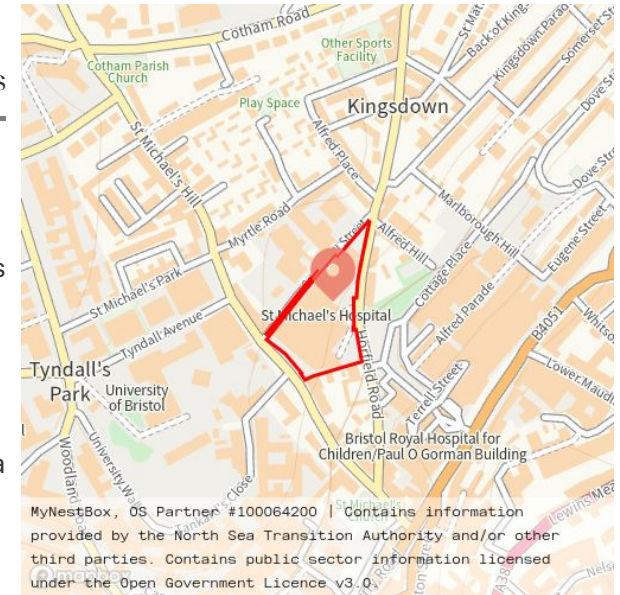
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Petroleum Exploration and Development Licences

The property is more than 250 metres from any area where oil and gas exploration or production is licensed. The risk of potential water and soil contamination, or poor air quality, arising from proximity to a licenced area is likely low or very low.

Captured at: 28/10/25 11:27 UTC



Power Stations

The property is more than 250 metres from any power station, including nuclear power stations. The risks associated with poor air quality, thermal pollution or other contamination arising from proximity to a power station are likely low or very low.

Captured at: 28/10/25 11:27 UTC



Solar Renewable Energy Sites

The property is more than 1 km from any current or proposed solar energy generation site. The risks of the property value being impacted or land use change restrictions being imposed due to proximity to a renewable energy site are likely low or very low.

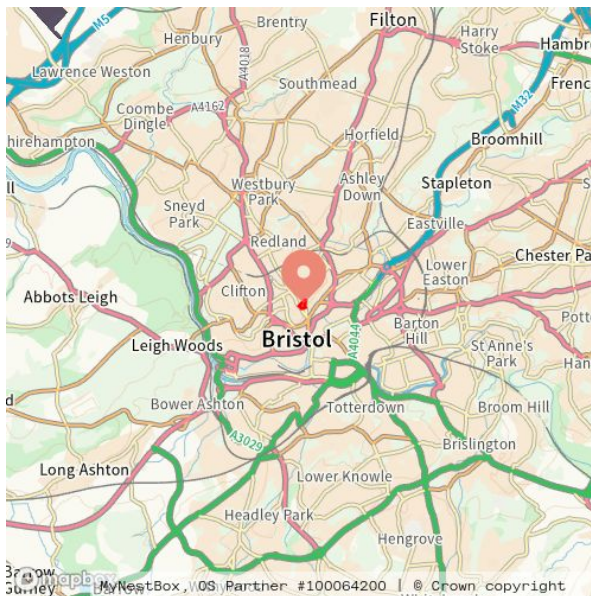
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Wind Renewable Energy Sites

The property is more than 5 km from any current or proposed wind energy generation site. The risks of the property value being impacted or land use change restrictions being imposed due to proximity to a renewable energy site are likely low or very low.

Captured at: 28/10/25 11:27 UTC



Other Renewable Energy Sites

The property is more than 1 km from any current or proposed renewable energy site, excluding solar and wind. The risks of the property value being impacted or land use change restrictions being imposed due to proximity to a renewable energy site are likely low or very low.

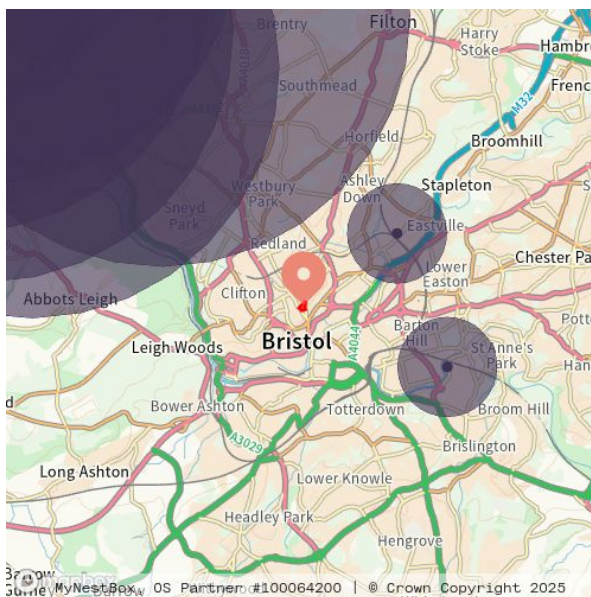
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COMAH Establishments

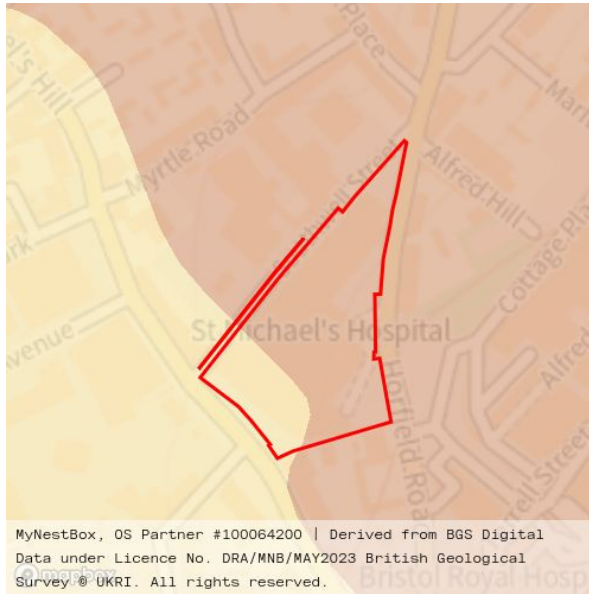
The property is not within 5 km of any upper-tier COMAH site or within 1 km of any lower-tier COMAH site. The risk of impact in the event of an accident is likely low or very low.

Captured at: 28/10/25 11:27 UTC



Shrink-Swell Clays

The ground at the property is either non-plastic or has low plasticity, meaning the risk of ground movement due to shrink-swell clays is low to very low.



Captured at: 28/10/25 11:27 UTC

Running Sands

There is no or very low potential for running sand issues at the property. The risk of ground instability caused by leaks, heavy rainfall, or flooding is low to very low.



Captured at: 28/10/25 11:27 UTC

Compressible Ground

There are no significant signs of compressible ground at the property. The risk of issues related to changes in ground conditions, such as water levels or building loads, is considered low to very low.



Captured at: 28/10/25 11:27 UTC

Collapsible Deposits

There are no or very low signs of collapsible deposits at the property. The risk of ground stability, water infiltration, or structural stability issues due to collapsible deposits is expected to be low to very low.



Captured at: 28/10/25 11:27 UTC

Artificial Ground

There is no artificial ground recorded at the property based on available data, though some artificial ground of limited thickness is common in built-up areas. The risk of any ground stability or structural issues related to artificial ground is considered low to very low.

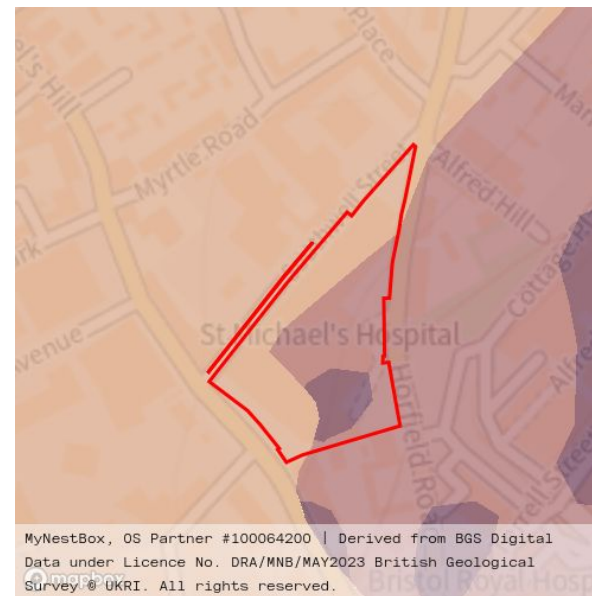
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Landslides

There are significant indicators for slope instability at the property. The risk of landslides due to changes in ground conditions, such as drainage alterations or excavation, is likely high or very high.

Captured at: 28/10/25 11:27 UTC



Dissolution of Soluble Rocks

Soluble rocks are either not present at the property or are not prone to dissolution. The risk of natural subsidence caused by high water flow, either at the surface or underground, is low to very low.

Captured at: 28/10/25 11:27 UTC



Coal Mining Reporting Area

The property is within a Coal Mining Reporting Area. The risks associated with coal mining are likely elevated.

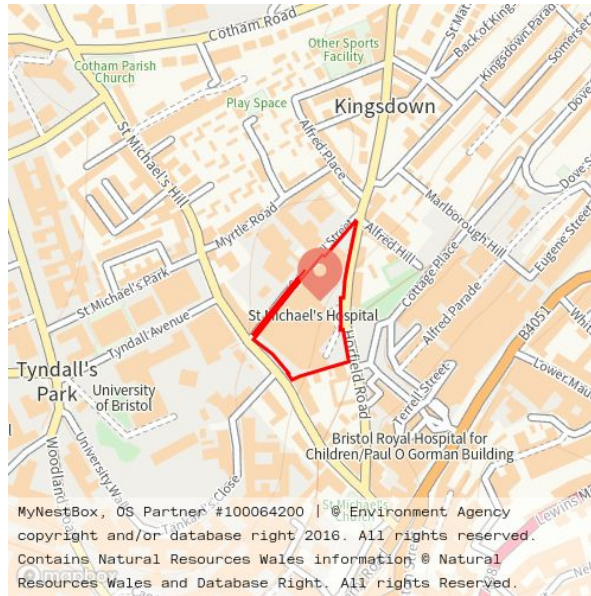


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Source Protection Zones

The property is not within a source protection zone (SPZ). The risk of contaminating the drinking water supply with harmful substances arising from commercial activity (such as chemicals, pesticides, or waste) is low or very low.

Captured at: 28/10/25 11:27 UTC



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Superficial Deposits

The property has no recorded superficial deposits.

Captured at: 28/10/25 11:23 UTC

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Bedrock Geology

The property intersects with the following rock types: mudstone, halite-stone, and sandstone.

Captured at: 28/10/25 11:23 UTC

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Aquifer Designation

The property is within a Secondary A or Principal aquifer designation. The risk of contaminating the water supply with harmful substances arising from commercial activity (such as chemicals, pesticides, or waste) is likely elevated.

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Groundwater Vulnerability

The property is within an area of medium to high groundwater vulnerability. The risk of contaminating the underground water supply with harmful substances arising from commercial activity (such as chemicals, pesticides, or waste) is likely elevated.

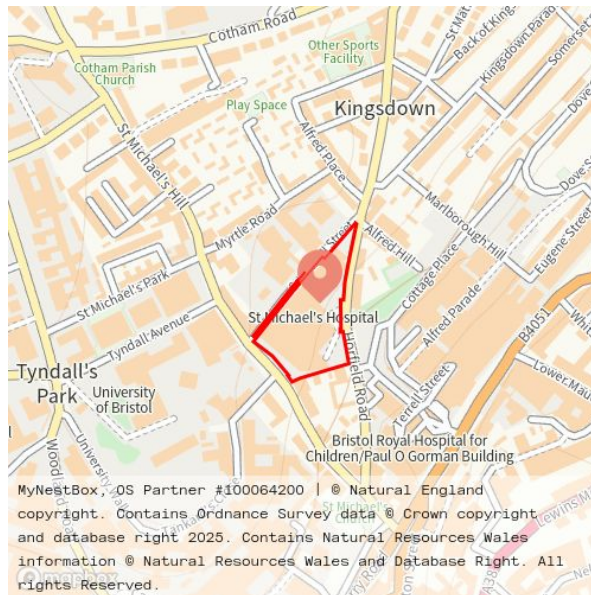
Captured at: 28/10/25 11:23 UTC

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Environmentally Sensitive Sites

The property is more than 250 metres away from an environmentally sensitive site. The risk of contaminating a sensitive site with harmful substances arising from commercial activity (such as chemicals, pesticides, or waste) is low or very low.

Captured at: 28/10/25 11:27 UTC



Geological Permeability

The property intersects with the following rock permeability ratings: low and high.

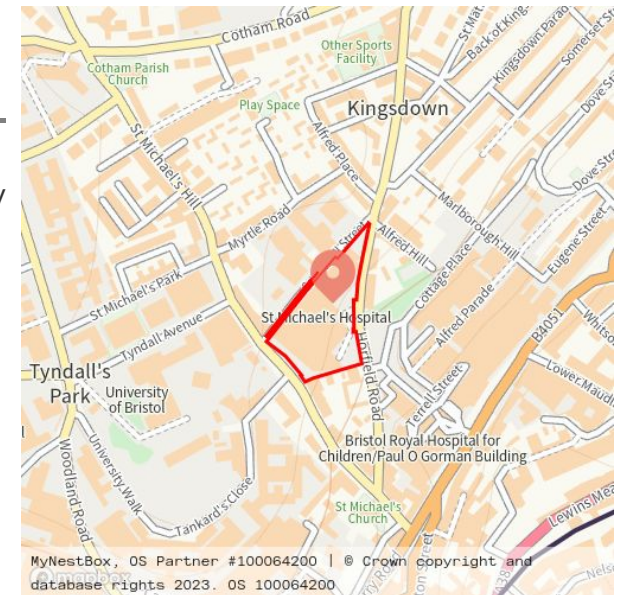
Captured at: 28/10/25 11:23 UTC

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Surface Water Features

The property is more than 250 metres away from any surface water features. The risk of contaminating water bodies with harmful substances arising from commercial activity (such as chemicals, pesticides, or waste) is low or very low.

Captured at: 28/10/25 11:29 UTC



Shrink Swell

The property is situated in an area where climate change is expected to have a low or very low impact on potential future increases in Shrink Swell hazard during the term of a typical 35 year mortgage.

Near-Term

RCP 8.5 · 2030s · 50th Percentile

NO CHANGE

Mid-Term

RCP 8.5 · 2070s · 50th Percentile

NO CHANGE

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Heat Stress

The property is situated in an area where the likelihood of being hotter than surrounding areas due to heat stress is currently elevated. Modelling of future climate conditions indicates heat stress risk to the property will increase within a typical mortgage term.

Near-Term

RCP 4.5 · 2030

NO CHANGE

Mid-Term

RCP 4.5 · 2055

INCREASE

Map Impact Limited

Captured at: 28/10/25 11:22 UTC

Flooding

The property is situated in an area where climate change is expected to have a low or very low impact on potential future increases in Flooding hazard during the term of a typical 35 year mortgage.

Near-Term

RCP 4.5 · 2030s

NO CHANGE

Mid-Term

RCP 4.5 · 2050s

NO CHANGE

Data has been provided by GeoSmart Information Ltd @ 2023

Captured at: 28/10/25 11:22 UTC

Wildfire

The property is situated in an area where the susceptibility of nearby land cover types due to wildfire is currently low or very low. Modelling of future climate conditions indicates wildfire risk to the property will stay the same within a typical mortgage term.

Near-Term

RCP 4.5 · 2030

NO CHANGE

Mid-Term

RCP 4.5 · 2055

NO CHANGE

Map Impact Limited

Captured at: 28/10/25 11:22 UTC

Drought

The property is situated in an area where the likelihood of experiencing reduced access to water and drier soil conditions due to drought is currently elevated. Modelling of future climate conditions indicates drought risk to the property will increase within a typical mortgage term.

Captured at: 28/10/25 11:22 UTC

Near-Term

RCP 4.5 · 2030

NO CHANGE

Mid-Term

RCP 4.5 · 2055

INCREASE

Map Impact Limited

Energy Performance Certificate (EPC)

The property's Energy Performance Certificate (EPC), as required by UK government legislation, provides a standardised energy rating that confirms the property's current energy efficiency and includes recommendations for possible retrofits. To view the energy rating and suggested retrofits for this property, visit [Find an energy certificate](#).

Captured at: 28/10/25 11:22 UTC

Coastal Erosion Extent (Shoreline Management Plans)

The property is situated in an area where, given the currently proposed shoreline management plan, climate change projections indicate a low amount of coastal erosion relative to the current coastline during the term of a typical 35-year mortgage.

Captured at: 28/10/25 11:22 UTC

Near-Term

2015

LOW

Mid-Term

2055

LOW

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Coastal Erosion Extent (No Future Intervention)

The property is situated in an area where, given no active intervention, climate change projections indicate a low amount of coastal erosion relative to the current coastline during the term of a typical 35-year mortgage.

Captured at: 28/10/25 11:23 UTC

Near-Term

2015

LOW

Mid-Term

2055

LOW

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Coastal Erosion Susceptibility

The property is located in an area with a low risk of coastal erosion. This suggests that either the property is situated near a cliff with low susceptibility to erosion, or it is more than 2 km from the coastline or the nearest cliff section. The risk to the property's structural integrity from coastal erosion, including potential impacts from climate change, is expected to be low or very low.

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Important Consumer Protection Information

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Purpose of This Report

This is a Commercial Lite report, all of our findings assume that this property is being purchased as one of the permitted land uses defined in 2.7.3 of our [report terms](#) with no agricultural use or planned change of use or significant alterations to the property. Lenders may impose additional conditions or refuse mortgages on properties which have been identified as having high environmental risks. Buyers should always confirm lending conditions before accepting an offer.

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This report contains Data provided by the Mining Remediation Authority. Any and all analysis and interpretation of Mining Remediation Authority Data in this report is made by MyNestBox Limited (trading as Martello), and is in no way supported, endorsed or authorised by the Mining Remediation Authority. The use of the data is restricted to the terms and provisions contained in this report. Data reproduced in this report may be the copyright of the Mining Remediation Authority and permission should be sought from MyNestBox Limited (trading as Martello) prior to any re-use.

Important Consumer Protection Information

Report Sign Off Statement

I have reviewed the data, methodology and quality of Martello's Report and hereby certify that it meets the requirements of the PCCB Compliance Notes on Environmental Reports and Flooding, the Law Society Practice Notes on Contaminated Land, Flooding, and Climate Change. All Contaminated Land sections have been assessed in accordance with Part 2A of the Environmental Protection Act 1990, using the Source-Pathway-Receptor model to evaluate potential environmental risks.

The report has been prepared by Martello using a methodology and risk framework I have developed and oversee. As a Suitably Qualified Person under the SiLC scheme, with extensive expertise in environmental risk assessment and contaminated land evaluation, I have signed off this report as compliant with applicable professional standards.

Please note that a negative search result does not confirm that the property is free from contamination, unless explicitly stated.

A handwritten signature in black ink, appearing to read 'Chris Taylor', with a small dot at the end.

Chris Taylor, BSc.Hons, MSc, SiLC

Important Consumer Protection Information

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 must 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, MyNestBox Limited (trading as Martello) is confirming that they keep to the principles of the Code. This provides important protection for you.

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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.

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MyNestBox Limited (trading as Martello) 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, <https://www.tpos.co.uk> email: 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:

Head of Business Operations

MyNestBox Limited

3 Wraxall Piece, Green Lane, Failand, Bristol BS8 3TW

Tel: 01172 395 282

support@martello.app

Contaminated Land

- Regulated Sites

Actions to consider

Consider asking the seller if they're aware of any past contamination, remediation work, or environmental issues affecting the property or nearby land. If they are, ask whether it affected insurance, valuation, or required any clean-up.

If you have concerns about past contamination, let your surveyor know. While they won't test for pollution, they may spot signs during the inspection that are worth following up.

Flood Risk

- Historical Flood Areas
- Surface Water

Actions to consider

Flooding can have an impact on the purchaser's ability to obtain insurance at standard prices, the purchaser should make enquiries as to whether the property can be insured on a standard basis.

There may be an increased chance of higher insurance premiums or specific conditions being applied to flood coverage.

Radon

- Radon

Actions to consider

Basic radon protection measures may be required particularly if the property has poor ventilation, modern sealed windows and a cellar or basement. Further guidance is available from [UKradon](#).

Ask the seller's conveyancer whether any radon protection measures have been installed at the property.

Ground Stability

● Landslides

Actions to consider

If your client is purchasing with a mortgage you should consult the [BSA](#) or [UK Finance handbook](#) to determine your lenders position on the insurability of the property.

Advise client that there may be ground stability risks at the property. Further advice on mitigation and potential issues can be found by your client on the [BGS Geosure website](#) under Property Hazard Information, or [BGS Geology Themes website](#).

Ground stability can have an impact on the purchaser's ability to obtain insurance at standard terms. We suggest that the buyer obtains at least three buildings insurance quotes to establish pricing.

If there is subsidence at the property a structural engineer will be able to advise on the extent and potential remediation measures.

Check with the Seller's Solicitors whether there has been any subsidence or ground movement at the property and if so has the seller be able to obtain insurance on standard terms.

Coal Mining Areas

● Coal Mining Reporting Area

Actions to consider

We recommend that you order a coal mining report from your search provider.

Environmental Sensitivity

● Aquifer Designation

● Groundwater Vulnerability

Actions to consider

Consider environmental liability insurance for pollution risks, and check if any water discharge permits or consents are required especially if hazardous substances will be used on site. Regular water quality monitoring may be required.

Where hazardous materials will be used, it is advisory to perform routine integrity tests on storage tanks to prevent leaks, consider pollution prevention strategies, including filters, bunds, and closed-loop systems to handle wastewater safely, and ensure a spill prevention plan is in place.

Drainage systems with filters or containment measures to prevent pollutants from entering groundwater are recommended.

Regular groundwater testing to monitor for contaminants is advised, demonstrating due diligence and detecting potential issues early.

Impermeable surfaces and effective drainage systems in high-risk areas are recommended to prevent contaminants from reaching the soil and groundwater.

Participation in local groundwater protection programs is encouraged to support water quality and show environmental responsibility.

Climate Change

- Wildfire
- Drought
- Heat Stress
- Flooding
- Shrink Swell
- Coastal Erosion Susceptibility
- Coastal Erosion Extent (Shoreline Management Plans)
- Coastal Erosion Extent (No Future Intervention)

Actions to consider

Recommend to the property owner that they may want to consider their retrofitting options. For a personalised retrofit report, please visit <https://martello.greenval.co.uk/>

Consider an insulation survey to determine reduce heat energy flow.

Strategically plant native trees and shrubs to create shade. Focus on south-facing walls and areas receiving direct sunlight. Consider the effect that this decision may have on ground stability in the area.

If you have a flat roof or suitable wall space, consider installing a green roof or vertical garden.

Encourage climbing vines on walls to create shade and add greenery. Consider which are the best plants to reduce damage to your home.

Implement reflective window coverings, like blinds with a white backing. Opt for light-coloured paints and roofing materials.

Seal air leaks around windows, doors, and other openings. Upgrade to energy-efficient appliances to reduce and track heat generation within your home.

Consider replacing paved areas like driveways and patios with permeable materials like gravel or pavers with gaps, allowing rainwater to infiltrate the ground and reducing heat absorption.

Ensure the property has a reliable water source, especially if it relies on private supplies like wells or boreholes. Consider how resilient these sources are during extended dry periods, and whether additional infrastructure (e.g., deeper wells) may be required.

Look for homes that use drought-resistant materials and designs. Homes built with heat-reflective roofing, proper insulation, and drought tolerant landscaping can help manage heat and reduce water needs during dry periods.

Properties in clay-rich soils are more vulnerable to subsidence during droughts as the ground can shrink when dry. Review the property's history, and consult surveyors or specialists to assess the risk and potential need for future repairs.

Research local water usage regulations, especially during drought periods. Some areas may enforce strict water restrictions that could impact daily living and property maintenance, such as limits on garden watering or car washing.

Consider properties that already have or can be retrofitted with rainwater harvesting systems. These systems capture rainwater for non-drinking purposes like irrigation and toilet flushing, reducing reliance on external water sources during dry spells.