

Example Martello Environmental + Planning Report

ST186941
North Somerset
9321.55ft² · 866m² · 0.21ac
**3 Wraxall Piece, Green Lane,
Failand, BS8 3TW**

Enviro+Planning



PASS

This is our professional opinion based on the Law Society's practice notes regarding [Contaminated Land](#) and [Flood Risk](#).

Contaminated Land

Flood Risk

Other Considerations

Planning Constraints

Energy and Infrastructure

Radon

Ground Stability

Transportation

Planning Applications

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

Example Martello Environmental + Planning Report

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

Summary

Example Martello Environmental + Planning Report

Transportation



Overground Rail



Overground Rail - Elizabeth Line



London Underground



HS2



HS2 Safeguarding Zones



Energy and Infrastructure



National Grid



Petroleum Exploration and
Development Licences



Power Stations



Solar Renewable Energy Sites



Wind Renewable Energy Sites



Other Renewable Energy Sites



COMAH Establishments



Ground Stability



Shrink-Swell Clays



Running Sands



Compressible Ground



Collapsible Deposits



Artificial Ground



Dissolution of Soluble Rocks



Landslides



Planning Applications



Large Scale Developments



Small Scale Developments



Active Landfill

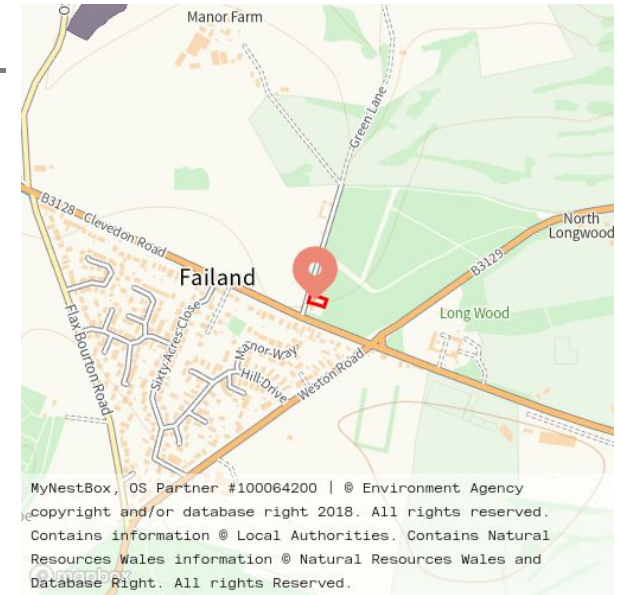
The property is more than 1km from any active landfill.



Captured at: 22/11/24 10:48 UTC

Former Landfill

The property is more than 500 metres from any reported former landfill.



Captured at: 22/11/24 10:48 UTC

Active Petrol or Fuel Stations

The property is more than 20 metres from an active petrol or fuel station.



Captured at: 22/11/24 10:48 UTC

Former Petrol or Fuel Stations

The property is more than 10 metres from former petrol or fuel station.



Captured at: 22/11/24 10:48 UTC

Public Register of Contaminated Land

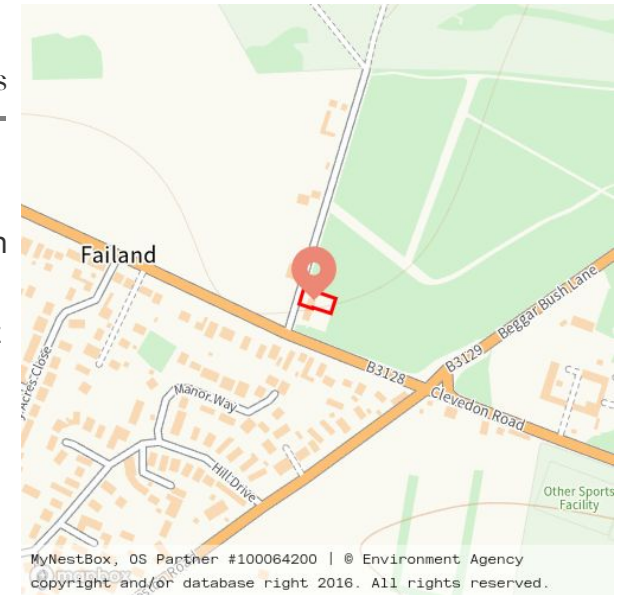
The property is more than 250 metres from any sites that have been designated as Contaminated Land by a local authority.



Captured at: 22/11/24 10:48 UTC

Contaminated Land Designated as Special Sites

The property is more than 250 metres from any sites that have been designated as a Special Site by the Environment Agency.



Captured at: 22/11/24 10:48 UTC

Consented Discharges to Controlled Waters (with Conditions)

The property is more than 50 metres away from a licensed consent for discharging effluent into Controlled Waters.



Captured at: 22/11/24 10:48 UTC

Environmental Pollution Incidents

The property is more than 50 metres from any major or significant pollution incidents.



Captured at: 22/11/24 10:48 UTC

Manufacturing and Production of Industrial Products

The property is more than 10 metres from a licensed industrial land use.



Captured at: 22/11/24 10:48 UTC

Former Military Sites

The property is not on or near any former military sites which could lead to a Liability under Part2A of the Environmental Protection Act (1990).



Captured at: 22/11/24 10:48 UTC

Regulated Sites

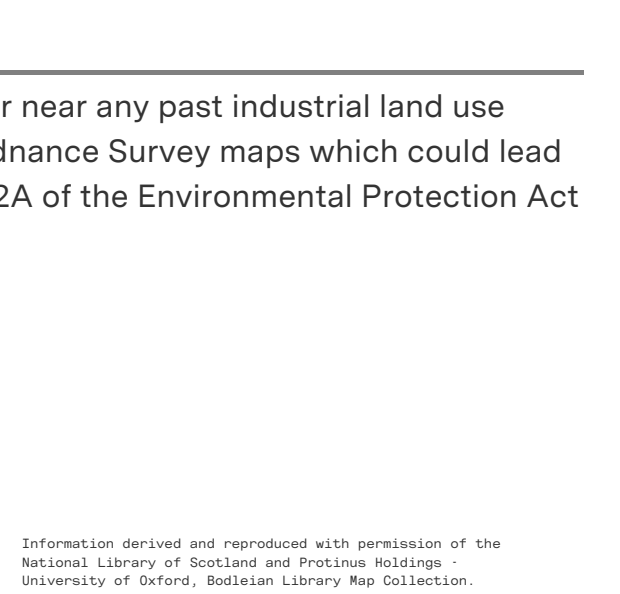
The property is not on or near any identified Regulated Sites. These include closed mining areas, end-of-life vehicle treatment sites (operational for 7 years or more), open waste permitted sites, and industrial environmental permitted regulated facilities (permit types A and B only).



Captured at: 22/11/24 10:48 UTC

Historic Land Use

The property is not on or near any past industrial land use depicted on historic Ordnance Survey maps which could lead to a Liability under Part2A of the Environmental Protection Act (1990).



Captured at: 22/11/24 10:50 UTC

Information derived and reproduced with permission of the National Library of Scotland and Protonus Holdings - University of Oxford, Bodleian Library Map Collection.

Fluvial (undefended)

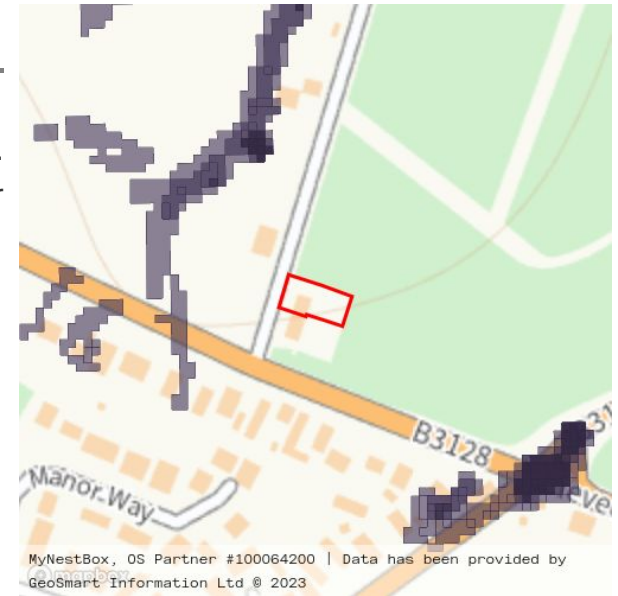
No flood risk issues of concern were identified. Flood hazards are either not present in the search area or are considered very low likelihood and severity.



Captured at: 22/11/24 10:48 UTC

Pluvial

No flood risk issues of concern were identified. Flood hazards are either not present in the search area or are considered very low likelihood and severity.



Captured at: 22/11/24 10:48 UTC

Tidal (undefended)

No flood risk issues of concern were identified. Flood hazards are either not present in the search area or are considered very low likelihood and severity.



Captured at: 22/11/24 10:48 UTC

Groundwater

No flood risk issues of concern were identified. Flood hazards are either not present in the search area or are considered very low likelihood and severity.



Captured at: 22/11/24 10:48 UTC

Flood Defences and Benefiting Areas

When a property is within an area benefitting from flood defences (ABFD), the risk of Fluvial or Tidal flooding could be significantly reduced. The map shows ABFD shaded in purple, though absence of ABFD does not necessarily mean the property is at risk from flooding.

Captured at: 22/11/24 10:48 UTC



Flood Storage Areas

The property is more than 250 meters away from an area which is used for flood water storage (balancing reservoir, storage basin or balancing pond).

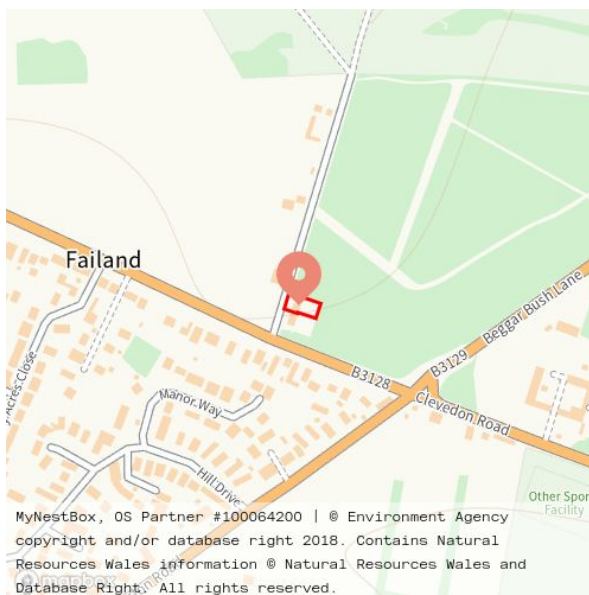
Captured at: 22/11/24 10:48 UTC



Historical Flood Areas

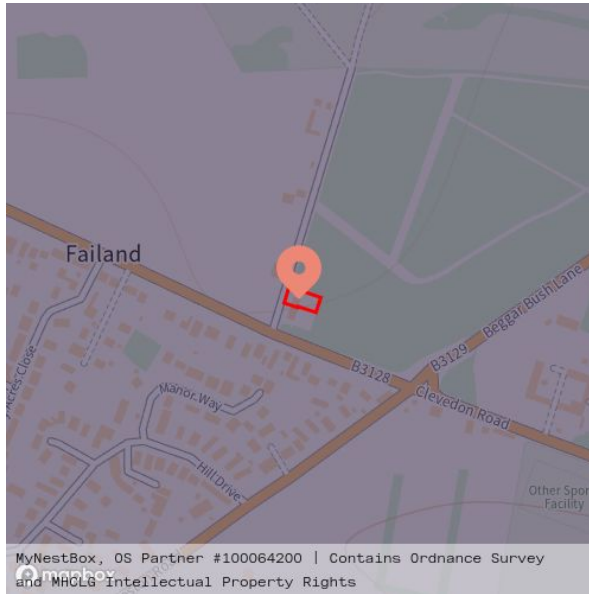
The property is more than 250 meters away from an area which has flooded in the past.

Captured at: 22/11/24 10:48 UTC



Green Belt

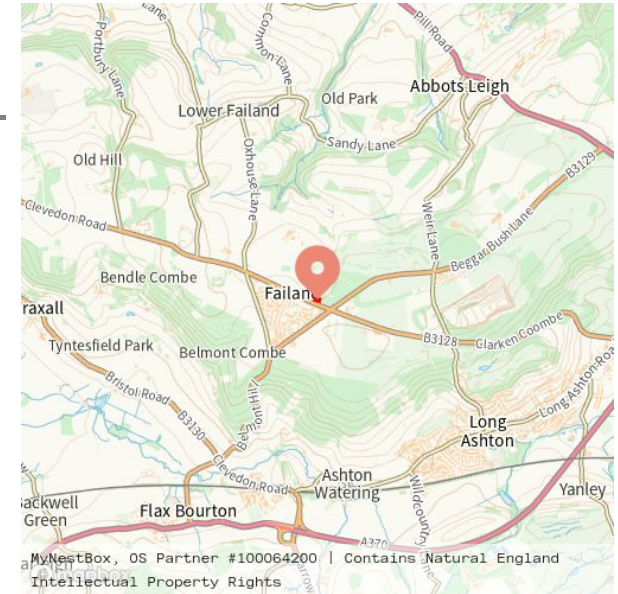
The property is within 250 metres of a green belt designated area. Living in or near a green belt area may involve stricter planning regulations and limitations on property extensions or changes to preserve the open land and prevent urban sprawl.



Captured at: 22/11/24 10:48 UTC

Areas of Outstanding Natural Beauty

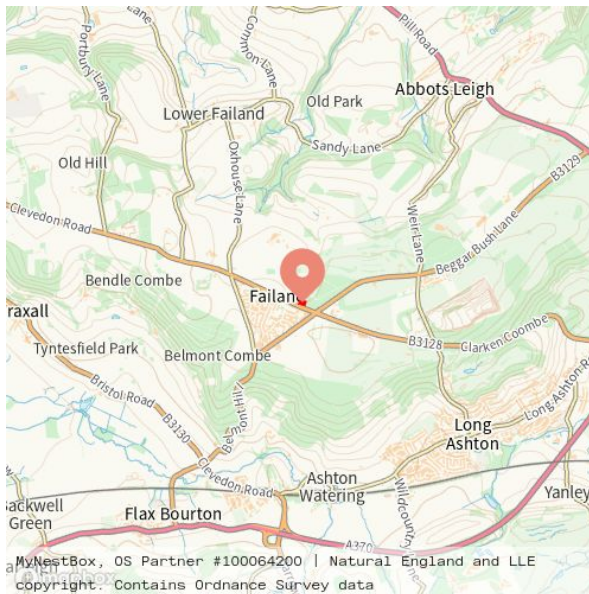
The property is not within an Area of Outstanding Natural Beauty (AONB).



Captured at: 22/11/24 10:48 UTC

National Parks

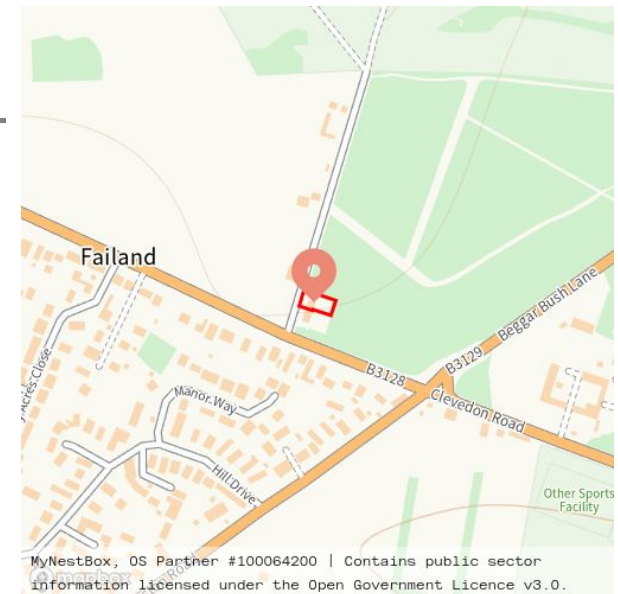
The property does not intersect with a National Park.



Captured at: 22/11/24 10:48 UTC

Special Areas of Conservation

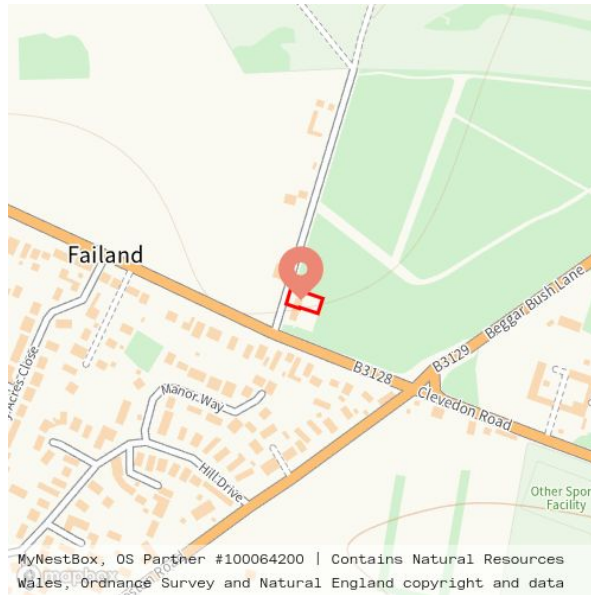
The property is more than 250 metres from a Special Area of Conservation



Captured at: 22/11/24 10:49 UTC

Special Protection Areas

The property is more than 250 metres from a Special Protection Area



Captured at: 22/11/24 10:48 UTC

Sites of Special Scientific Interest

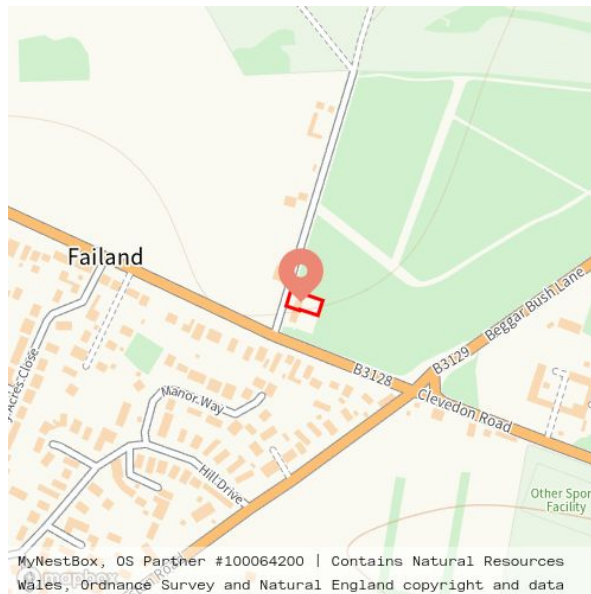
The property is more than 250 metres from a Site of Special Scientific Interest



Captured at: 22/11/24 10:48 UTC

Ramsar

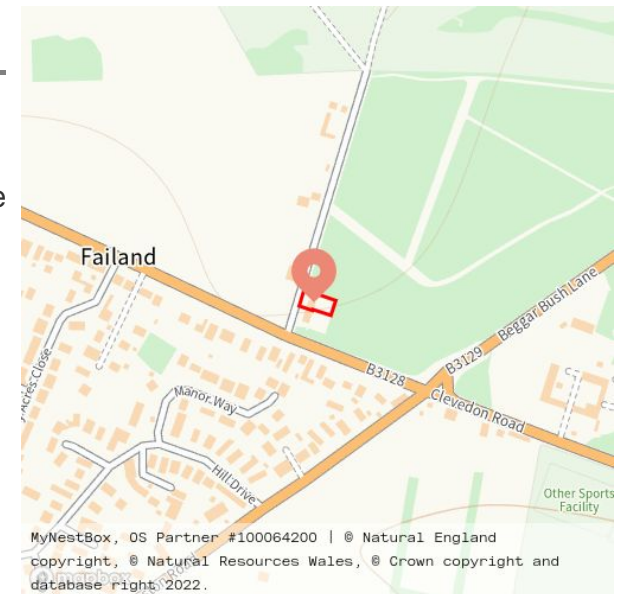
The property is more than 250 metres from a Ramsar site.



Captured at: 22/11/24 10:49 UTC

Nature Reserves

The property is more than 250 metres of a Local or National Nature Reserve.



Captured at: 22/11/24 10:49 UTC

Listed Buildings

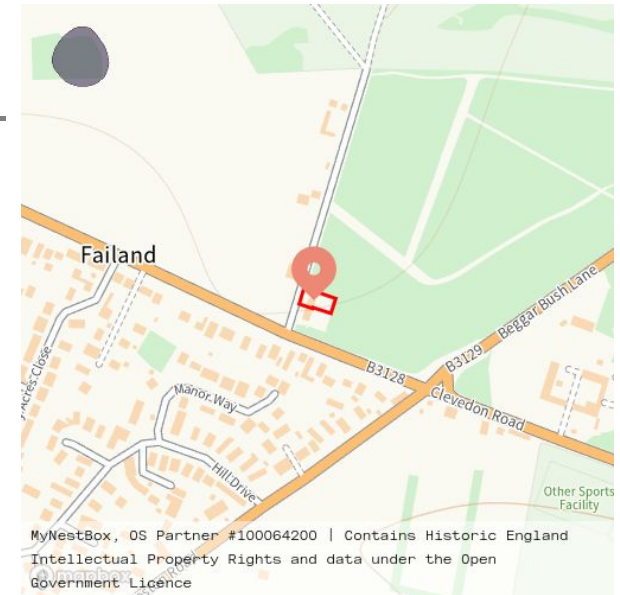
The property is more than 250 metres from a listed building



Captured at: 22/11/24 10:49 UTC

Scheduled Monuments

The property is more than 250 metres from a scheduled monument



Captured at: 22/11/24 10:48 UTC

Certificates of Immunity

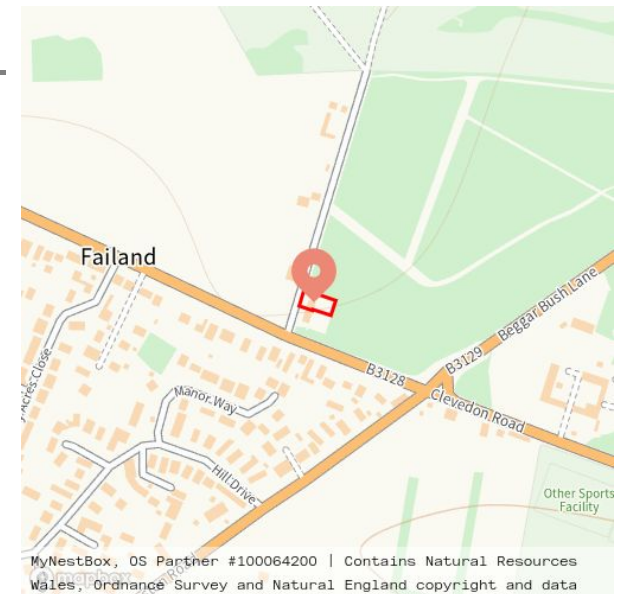
A Certificate of Immunity (COI) allows specific alterations without violating planning regulations, typically for listed buildings or structures with historical significance. The map shows the location of COIs as points, though absence of a COI does not necessarily mean the property is not listed or historically significant.



Captured at: 22/11/24 10:49 UTC

Ancient Woodland

The property is more than 250 metres from an ancient woodland.



Captured at: 22/11/24 10:48 UTC

Registered Parks and Gardens

The property is more than 250 metres away from a registered park or garden.



Captured at: 22/11/24 10:49 UTC

World Heritage Sites

The property is more than 250 metres away from a world heritage site.



Captured at: 22/11/24 10:49 UTC

Open Access

The property is not within any land designated as Registered Common Land or Open Country.



Captured at: 22/11/24 10:48 UTC

Radon

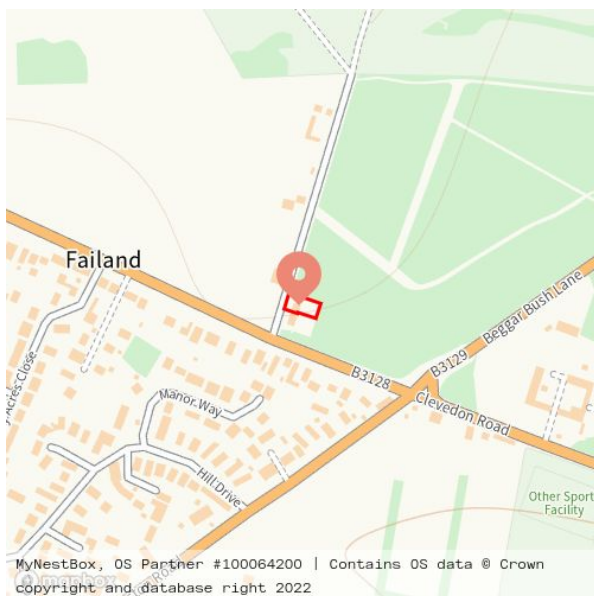
The property is in a Radon Affected Area where 10% to 30% of buildings are estimated to be at or above the Action Level.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No.
DRA/MNB/MAY2023 British Geological Survey © and
Database Right UKRI. All rights reserved.

Overground Rail

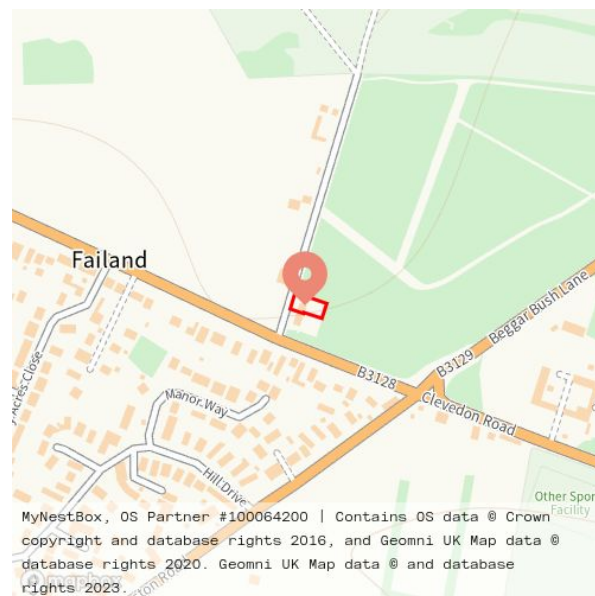
The property is more than 250 metres away from a railway station or line.



Captured at: 22/11/24 10:49 UTC

Overground Rail - Elizabeth Line

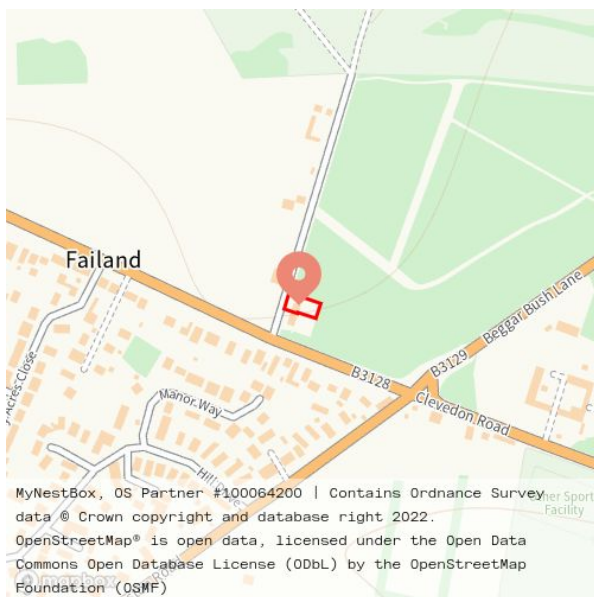
The property is more than 250 metres away from a railway station or track along the Elizabeth Line.



Captured at: 22/11/24 10:49 UTC

London Underground

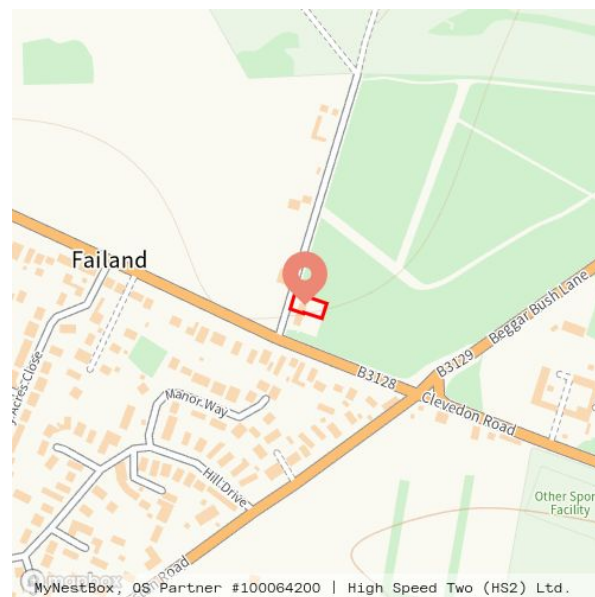
The property is more than 250 metres away from a London Underground station or line.



Captured at: 22/11/24 10:49 UTC

HS2

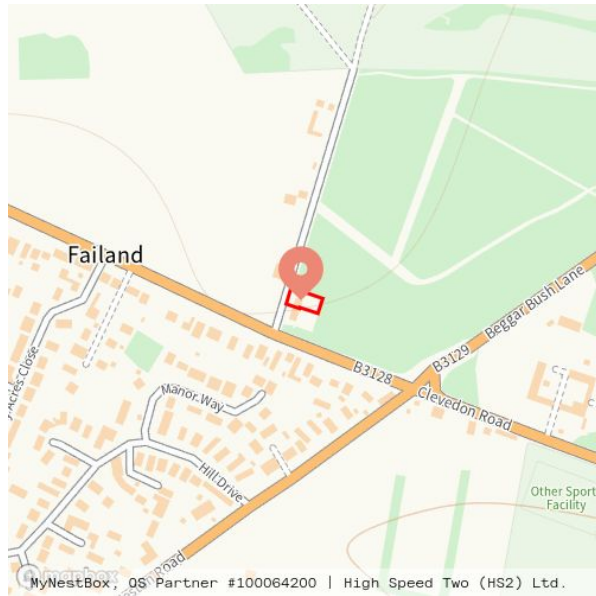
The property is more than 300 metres away from a proposed HS2 station or line.



Captured at: 22/11/24 10:49 UTC

HS2 Safeguarding Zones

The property does not intersect with any HS2 Safeguarding Zone.



Captured at: 22/11/24 10:49 UTC

MyNestBox, OS Partner #100064200 | High Speed Two (HS2) Ltd.

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.

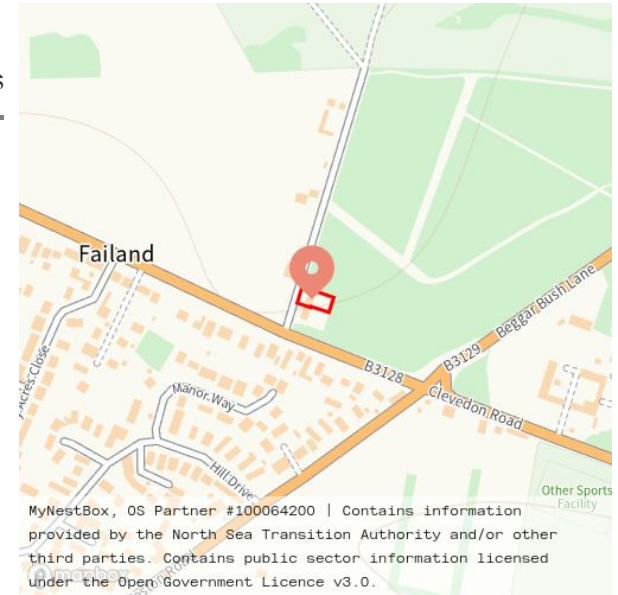


Captured at: 22/11/24 10:49 UTC

MyNestBox, OS Partner #100064200 | © National Grid UK

Petroleum Exploration and Development Licences

The property is not near an area where oil and gas exploration and production is licenced.

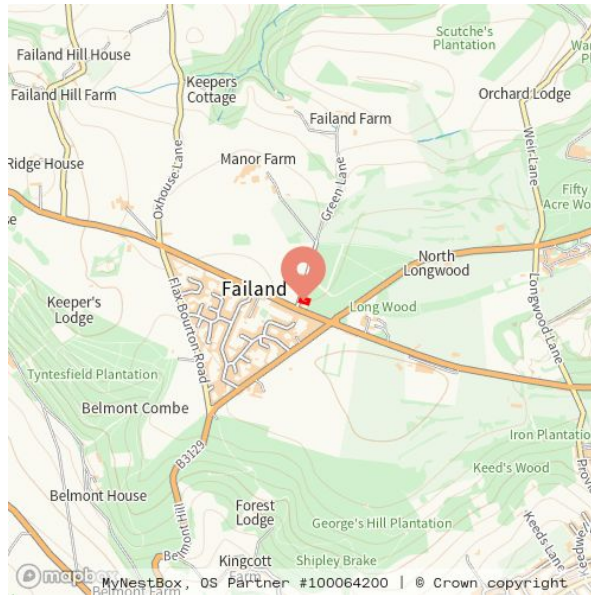


Captured at: 22/11/24 10:49 UTC

MyNestBox, OS Partner #100064200 | Contains information provided by the North Sea Transition Authority and/or other third parties. Contains public sector information licensed under the Open Government Licence v3.0.

Power Stations

The property is more than 250 metres away from a power station (includes nuclear power stations).

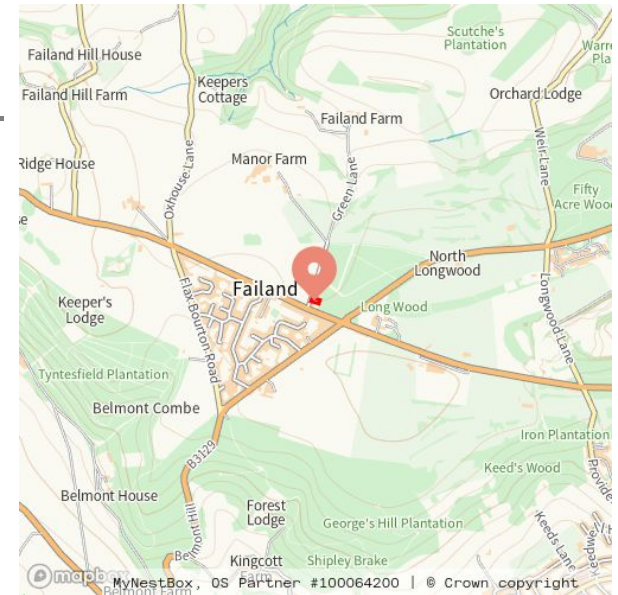


Captured at: 22/11/24 10:49 UTC

MyNestBox, OS Partner #100064200 | © Crown copyright

Solar Renewable Energy Sites

The property is more than 1km away from a current or proposed solar renewable energy site.

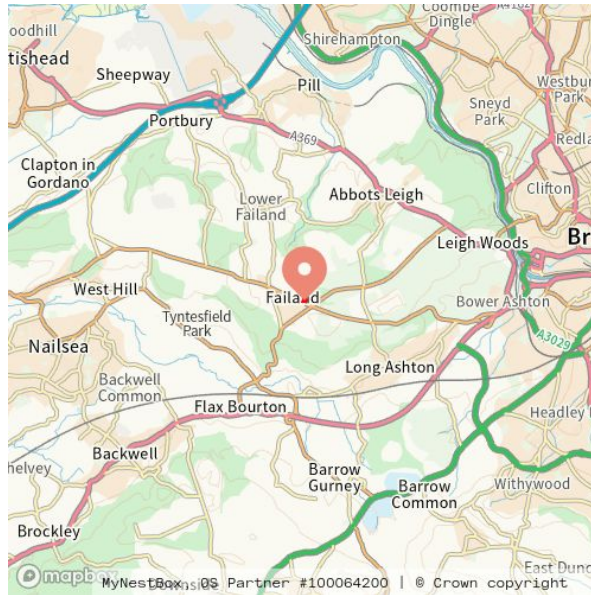


Captured at: 22/11/24 10:49 UTC

MyNestBox, OS Partner #100064200 | © Crown copyright

Wind Renewable Energy Sites

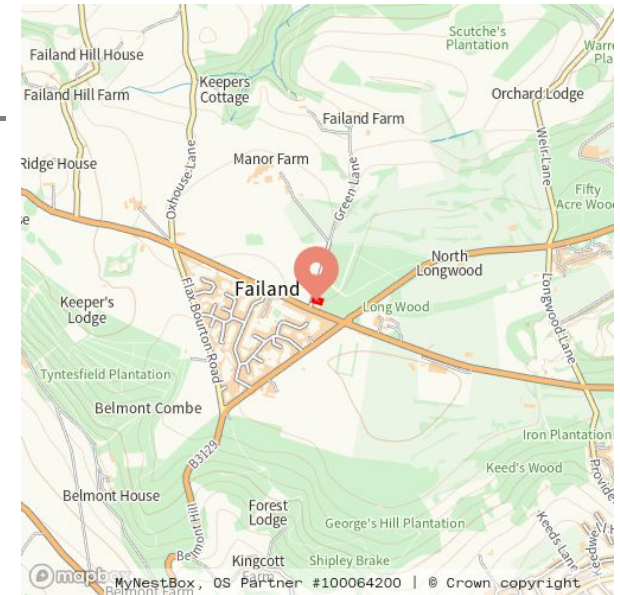
The property is more than 5km away from a current or proposed wind renewable energy site.



Captured at: 22/11/24 10:49 UTC

Other Renewable Energy Sites

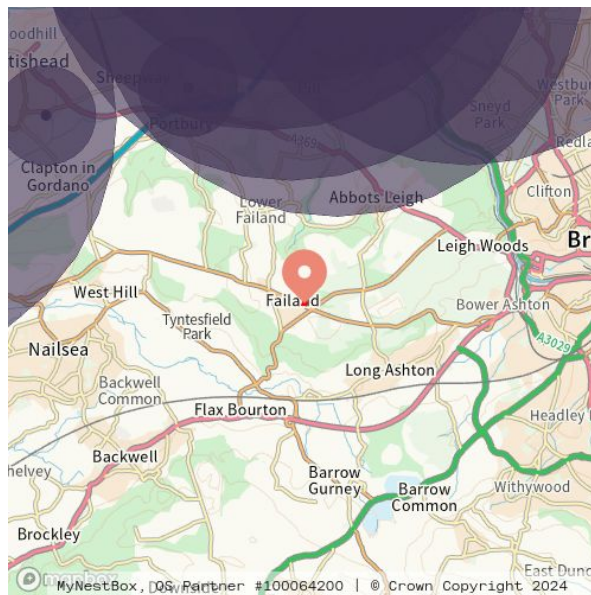
The property is more than 1km away from a current or proposed 'other' renewable energy site.



Captured at: 22/11/24 10:49 UTC

COMAH Establishments

The property is not near any Control of Major Accident Hazards (COMAH) sites or associated Public Information Zones (PIZ).



Captured at: 22/11/24 10:49 UTC

Shrink-Swell Clays

Ground conditions predominantly non-plastic or low plasticity. No special actions required to avoid problems due to shrink swell clays. No special ground investigation required, and increased construction costs or increased financial risks are unlikely due to potential problems with shrink swell clays.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No. DRA/MNB/MAY2023 British Geological Survey @ UKRI. All rights reserved.

Running Sands

No or very low potential for running sand problems if water table rises or if sandy strata are exposed to water. No special actions required to avoid problems due to running sand. No special ground investigation required, and increased construction costs or increased financial risks are unlikely due to potential problems with running sand.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No. DRA/MNB/MAY2023 British Geological Survey @ UKRI. All rights reserved.

Compressible Ground

No or very low indicators for compressible ground identified. No special actions required to avoid problems due to compressible ground. No special ground investigation required, and increased construction costs or increased financial risks are unlikely due to potential problems with compressible ground.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No. DRA/MNB/MAY2023 British Geological Survey @ UKRI. All rights reserved.

Collapsible Deposits

No or very low indicators for collapsible deposits identified. No actions required to avoid problems due to collapsible deposits. No special ground investigation required, or increased construction costs or increased financial risk due to potential problems with collapsible deposits.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No. DRA/MNB/MAY2023 British Geological Survey @ UKRI. All rights reserved.

Artificial Ground

There is a negligible or very low potential of ground movement. No further action is required.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No. DRA/MNB/MAY2023 British Geological Survey @ UKRI. All rights reserved.

Dissolution of Soluble Rocks

Soluble rocks are present, but unlikely to cause problems except under exceptional conditions. No special actions required to avoid problems due to soluble rocks. No special ground investigation required, and increased construction costs or increased financial risks are unlikely due to potential problems with soluble rocks.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No. DRA/MNB/MAY2023 British Geological Survey @ UKRI. All rights reserved.

Landslides

No indicators for slope instability identified. No special actions required to avoid problems due to landslides. No special ground investigation required, and increased construction costs or increased financial risks are unlikely due to potential problems with landslides.

Captured at: 22/11/24 10:48 UTC

Derived from BGS Digital Data under Licence No. DRA/MNB/MAY2023 British Geological Survey @ UKRI. All rights reserved.

Large Scale Developments

Large scale planning applications includes relevant planning applications concerning multiple dwellings or significant infrastructure projects. Large scale (>150kw) renewable energy installations are also included.

Reference	Authority	Description	Stage	Within
16/P/2631/O	North Somerset	61 Clevedon Road Failand Bristol BS8 3UL Outline planning application for the erection of a dwelling with associated parking and access off Woodland Close; access and layout for approval with appearance, landscaping, & scale reserved for subsequent approval.	REFUSED	500m
19/P/1483/RDC	North Somerset	Q E H Sports Club Clevedon Road Failand BS8 3TN Request to discharge condition no's 2,3,5,6,14 and 19 from planning approval 18/P/2593/FUL.	PENDING	500m
19/P/1010/RDC	North Somerset	Q E H Sports Club Clevedon Road Failand BS8 3TN Request to discharge conditions 4, 7, 16 and 17 relating to application 18/P/2593/FUL.	PENDING	500m
18/P/5121/RDC	North Somerset	Q E H Sports Club Clevedon Road Failand BS8 3TN Request to discharge conditions 3, 10, 12, 13, 14, 15 & 18 relating to application 18/P/2593/FUL.	PENDING	750m
21/P/0805/AOC	North Somerset	Bristol City Football Club Training Ground Clevedon Road Failand Bristol BS8 3TN Request to discharge condition number 19 (LEMP) on planning application 20/P/2761/FUL	PENDING	750m
22/P/0549/FUL	North Somerset	Q E H Sports Club Clevedon Road Failand Long Ashton BS8 3TN Application to vary conditions 9 (floodlights) and 11 (ecology mitigation) attached to permission 18/P/2593/FUL (replacement of grass sports pitches with artificial sports pitches and new tennis/netball courts, to include floodlighting and the erection of storage facilities) to allow for the floodlights serving the 3G football pitch to remain on up to 22:00 and for their use to be throughout the week (no change to timings for floodlights serving the hockey pitch)	APPROVED	750m

Large Scale Developments (Continued)

Reference	Authority	Description	Stage	Within
15/P/0530/MMA	North Somerset	<p>Land To East Of Qeh Sports Club Clevedon Road Long Ashton BS8 3TN Variation of condition 2 of 12/P/1384/MMA - [minor amendment to 11/P/0320/F - (Change of use from school playing field to a combined use by QEH school and Bristol City Football Club with erection of temporary changing facilities, excavation and levelling of site to create 2 plateaux for 6 training pitches with landscaping, irrigation plant, overspill parking area and access via adjoining sports pavilion site) to amend fuel source from oil to LPG with new position for tank and amendment to canopy detail to gymnasium/changing room] to extend the time within which to restore the land for a further 3 years</p>	PENDING	750m
17/P/5424/FUL	North Somerset	<p>Land To The East Of QEH Sports Club Clevedon Road Failand Proposed football training facility including the erection of a new pavilion building, formation of grass pitches and associated site re-contouring, provision of flood lighting columns, the erection of a groundsmans store, the provision of a new access to the B3128, landscaping works, car parking and other ancillary development</p>	APPROVED	750m
19/P/2458/RDC	North Somerset	<p>Land To The East Of Qeh Sports Club Clevedon Road Failand Request to discharge condition numbers 7,9,13, 14, 15, 18 and 26 from planning approval 17/P/5424/FUL.</p>	PENDING	750m
20/P/2761/FUL	North Somerset	<p>Bristol City Football Club Training Ground Clevedon Road Failand Bristol BS8 3TN Removal of conditions 5 (External illumination details) and Condition 6 (Site Entrance Visibility) of permission 17/P/5424/FUL (Proposed football training facility including the erection of a new pavilion building, formation of grass pitches and associated site re-contouring, provision of flood lighting columns, the erection of a groundsmans store, the provision of a new access to the B3128, landscaping works, car parking and other ancillary development) and Variation of condition 2 (approved plans) with the submission of revised drawings</p>	APPROVED	750m

Small Scale Developments

Small Scale Developments includes relevant planning applications categorised as either small or medium. Small planning applications are proposals for things like an extension to or renovation of a single dwelling. Medium planning applications are proposals concerning 2-5 dwellings. Small infrastructure projects, such as mobile phone masts or small scale (<150kw) renewable energy projects, are also included.

Reference	Authority	Description	Stage	Within
19/P/1417/LDP	North Somerset	3 Wraxall Piece Green Lane Failand Bristol BS8 3TW Proposed loft conversion	APPROVED	25m
23/P/2383/NMA	North Somerset	3 Wraxall Piece Non material amendment to application 22/P/0685/FUH (Proposed conversion of the existing attached garage and new pitched roof to existing conservatory with 2no. roof lights. Proposed erection of a new detached double garage.) to allow for the external finish to the proposed garage to be changed from cladding to render and omission of the side store	APPROVED	25m
16/P/1941/TPO	North Somerset	Land Between B3128 And 1 Wraxall Piece Green Lane Failand BS8 3TW T11 elm - fell, T12 ash - fell, T13 ash - fell and T14 ash - fell	REFUSED	25m
TEMP/16/2120	North Somerset	1 Wraxall Piece Green Lane Failand Somerset BS8 3TW T11 elm - fell, T12 ash - fell, T13 ash - fell and T14 ash - fell	WITHDRAWN	25m
16/P/2597/LB	North Somerset	Failand Farm, Green Lane, Failand, Wraxall BS8 3TR Erection of a single storey ground floor and a first floor extension on the north elevation. Replacement doors and windows to both the east and north elevations. Courtyard created and steps up to east elevation. External works to include re-pointing of stonework. Internal works to include replacing damp wooden timbers and plasterwork, removing partition walls and installing a new staircase.	PENDING	25m
16/P/2601/F	North Somerset	Failand Farm, Green Lane, Failand, Wraxall BS8 3TR Erection of a single storey ground floor and a first floor extension on the north elevation. Replacement doors and windows to both the east and north elevations. Courtyard created and steps up to east elevation. External works to include re-pointing of stonework.	PENDING	25m

Small Scale Developments (Continued)

Reference	Authority	Description	Stage	Within
17/P/1154/LB	North Somerset	Failand Farm Green Lane Failand Wraxall BS8 3TR Changes to interior layout (amendments to internal layout as approved under consent 16/2597/LB, without affecting external elevations); revised staircase design	PENDING	25m
20/P/0657/LBC	North Somerset	Failand Farm Green Lane Failand Wraxall BS8 3TR Form 2no. new doorways, 1no. new window and install conservation roof lights to the south elevation of the existing Mannex Office building at Failand Farm.	WITHDRAWN	25m
18/P/2886/FUL	North Somerset	Land At Green Lane Failand Erection of an agricultural building	WITHDRAWN	25m
18/P/3709/FUL	North Somerset	Land At Green Lane Failand Erection of general purpose agricultural building	APPROVED	25m
15/P/1891/E	North Somerset	5 Clevedon Road Failand BS8 3UG Removal of condition no.12 of planning permission 12/P/1211/F (Erection of a dwelling following demolition of existing dwelling) as code for sustainable homes no longer required	PENDING	100m
17/P/2186/O	North Somerset	Longwood Orchard Clevedon Road Failand BS8 3TN Outline application for the demolition of the existing dwelling and the construction of a replacement dwellinghouse, with matters of access to be considered. Matters of appearance, landscaping, layout and scale reserved for subsequent approval	APPROVED	500m

Important Consumer Protection Information

This search has been produced by MyNestBox Limited (trading as Martello), 3 Wraxall Piece, Green Lane, Failand, Bristol, BS8 3TW, hello@martello.app which 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.

Purpose of This Report

This is a residential environment report, all of our findings assume that this property is being purchased as a residential property with no agricultural use or planned change of use or significant alterations to the property.

Flood Re Scheme

Flood Re is a government initiative aimed at making flood insurance more accessible and affordable for homeowners in flood-prone areas. If a property is at high risk of flooding, insurers may transfer the flood risk part of the policy to Flood Re, ensuring that coverage remains available and affordable even after a flood event. However, eligibility for Flood Re is limited whereby properties built after 1 January 2009, certain buy-to-let homes, and those with more than four residential units do not qualify. Additionally, not all insurers work with Flood Re, so it's important to review options from different providers to ensure flood cover is included. For full eligibility details, please visit the [Flood Re website](#).

BGS Disclaimer

Some of the responses contained herein are based on data and information provided by the United Kingdom Research and Innovation (UKRI) or its component body the British Geological Survey (BGS). Your use of any information contained herein which is derived from or based upon such data and information is at your own risk. Neither UKRI nor BGS gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including liability for negligence) arising from its use is excluded to the fullest extent permitted by law.

Report Sign Off Statement

I have reviewed the data, methodology and quality of Martello's Environmental Report and I hereby certify that it meets the requirements of PCCB Compliance Notes on Environmental Reports and Flooding, and The Law Society Practice Notes on Land Contamination, Flooding and Climate Change. It offers a unique approach to analysing and presenting risk in a variety of formats for different audiences.



Chris Taylor, BSc.Hons, MSc, AIEMA, SiLC, C.WEM, Registered Auditor

About Planning Applications Data

The planning datasets give a good representation of the planning application history around the property and we use a number of data providers namely LandHawk, Planning Pipe and manual checks of the Local Authority portals to confirm accuracy. Our data is limited to the date of this report production due to the planning application process being a live process, which can change regularly.

If your property purchase is reliant on planning proposals in the local area which may impact your decision to buy, we advise you contact the Planning Department at the relevant Local Authority to your property purchase to keep updated with proposed developments.

Martello shall not be liable for any losses or damages incurred by the client or beneficiary that arise as a result of any error, omission or inaccuracy which is based on any Third Party Content or any reasonable interpretation of Third Party Content and do not warrant that the planning data deriving from third party sources is accurate, complete and up to date.

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.

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.

Complaints Procedure

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:

Rob Crosby

Central Services Administrator

MyNestBox Limited

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

Tel: 01172 395 282

support@martello.app