ASSESSMENT HIVE

Property Searches Client Guide

Local authority, environmental, water, chancel, highways, development and utilities searches

Document control	
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Welcome

Thank you for considering Assessment Hive. We send this guide with every quote and again when you instruct us, so you have everything in one place. It describes the property searches we provide, how ordering works, the protections you have under the Search Code and the terms that apply.

Assessment Hive Limited is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. We only use search compilers that are registered with the PCCB.

Our search products

Each search reports what is recorded in the records searched on the date it is compiled. It does not cover matters that are not recorded, or that arise after that date.

Search	What it covers	Why it matters
Local authority search	The local land charges register (LLC1) and the standard enquiries of the local authority (CON29), covering planning and building control history, roads, notices, orders and proposals affecting the property	Reveals restrictions, obligations and plans that could affect the use or value of the property
Environmental search	Risks such as contaminated land, flooding, ground stability, radon and nearby energy or industrial sites, from environmental data sources	Identifies environmental risks that could affect value, insurance or lending
Water search	Whether the property is connected to the public water supply and public sewer, the location of public sewers and water mains, and how charges are billed	Shows how the property is served and whether public pipes could affect building work
Chancel search	Whether the property lies in a parish where an owner could be liable to contribute to the repair of a church chancel	Identifies a potential liability, which can often be covered by insurance
Highways search	Whether the roads and footpaths next to the property are adopted and maintained at public expense, and where the highway boundary lies	Confirms access and whether the owner could be responsible for road upkeep
Development search	Planning applications and proposed developments in the surrounding area	Highlights nearby development that could affect enjoyment or value of the property

Search	What it covers	Why it matters
Utilities search	The utility suppliers and infrastructure, such as gas, electricity and telecoms, serving or near the property	Helps the buyer arrange services and spot infrastructure that may affect the property

Your quote confirms exactly which searches are included and their price. Each search names the compiler who produced it.

How it works

1. **Quote:** tell us the property address, the searches needed, and the buyer and seller details. We confirm the price, including any further charges, in writing.
2. **Order:** we order each search from a PCCB-registered compiler, by email or online platform depending on the search and the council.
3. **Tracking:** we monitor progress and tell you straight away of any delay. Turnaround times depend on councils, water companies and other data holders.
4. **Check:** each search is checked by our Chief Compliance Officer when it arrives.
5. **Delivery:** we email each search to you within 24 hours of receiving it.
6. **Queries:** we answer any query about a search within 5 working days.

Your protection under the Search Code

In providing search reports and services, we comply with the Search Code. The Code provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information in search reports, and sets minimum standards for search firms. We will:

- Display our accreditation logos on the relevant 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

Every search we supply includes the Important Consumer Protection Information, which explains these protections in full. Where specialist search insurance is provided, its details are shown in the search.

Who looks after your case

Every job is managed in our case management system from your first enquiry to final delivery, so whoever you speak to can see where your order is up to.

- Your work is carried out by a member of our team who is trained, accredited for that type of work and DBS checked. Assessors carry photo ID on every visit.
- Our Chief Compliance Officer, Andrew Andreou, checks every report, certificate, plan and search before it is issued to you.
- We keep you updated at each stage, and tell you straight away if anything will cause a delay.

We also check a sample of completed work every month as part of our quality monitoring.

Key terms

Our full Terms of Business are sent with every quote and are on our website. By placing an order you accept them. The main points are:

- We confirm the service, price (stating whether VAT is included) and timescale in writing before starting. Quotes are valid for 30 days.
- Payment is due before work starts unless you have a credit account with us. Payment is due whatever the result or rating.
- Consumers ordering by phone, email or online can cancel within 14 days. If you ask us to start within that time, you pay for work carried out before you cancel. To cancel, tell us by email, letter or phone.
- Our total liability is limited to £2,000,000 per order. This does not apply to death, personal injury or fraud, and consumers' statutory rights are not affected.
- Our reports are for you and your client, for the purpose they were ordered for. We own the copyright, and licensed data (such as Ordnance Survey and HM Land Registry data) must not be copied or resold.

Terms that apply to this service

- Assessment Hive Limited is registered with the Property Codes Compliance Board as a subscriber to the Search Code. In providing searches, we comply with the Search Code.
- Our searches are compiled by search compilers registered with the Property Codes Compliance Board. Each search names the compiler and includes the Important Consumer Protection Information.
- A search reports what is recorded in the records searched on the date it was compiled. It does not cover matters that are not recorded, or that arise after that date.
- The buyer, the lender and their professional advisers may rely on a search, as well as the Customer and Client.
- Turnaround times depend on local authorities, water companies and other data holders. We will tell you if a search is delayed, and send each search to you within 24 hours of receiving it.
- We will respond to any query about a search within 5 working days.
- If you cancel a search after it has been ordered, you must pay any charges already incurred from the compiler, local authority or other data holder. If you have paid in advance, we will refund the balance. If you have not yet paid, we will invoice you for those charges, and payment is due on receipt of our invoice.
- Where specialist search insurance is provided, its details are shown in the search.

If something goes wrong

Please tell us straight away so we can put it right. Contact Andrew Andreou, Chief Compliance Officer, on 020 3745 1093 or at info@assessmenthive.co.uk.

We acknowledge complaints within 5 working days and normally send a final response within 20 working days, and at the latest within 40 working days.

If you are not satisfied with our response, or we take longer than this, you can refer your complaint to The Property Ombudsman: 01722 333306, www.tpos.co.uk. We will co-operate fully with the Ombudsman and comply with its final decision.

Our standards and policies

Area	Details
Registration	Registered with the Property Codes Compliance Board as a Search Code subscriber; redress through The Property Ombudsman
Licences	Licensed to use Ordnance Survey and HM Land Registry data
Insurance	Professional indemnity insurance with QBE of £2 million for any one claim, plus public liability insurance
Our people	Trained, accredited for the work they do, DBS checked, and carry photo ID
Policies	Terms of Business, Complaints Procedures, Privacy and Cookies Notice, Quality and Compliance, and Health, Safety and Environment are all on our Ethics & Code of Conduct page at assessmenthive.co.uk

Contact us

For a quote, to book or with any question about your order:

Telephone 020 3745 1093 | Email info@assessmenthive.co.uk | Lucas End Farm, Crouch Lane, Goffs Oak, Waltham Cross, Hertfordshire, EN7 6TH