

Utilities Report

Search Area Overview Map



A visual overview map of the search area defined by the client.

Knowledge of features below the surface is essential in every development. The benefits of this knowledge not only include ensuring due diligence and avoiding risk, but also being able to ascertain the feasibility of the development.

Landmark's Utilities Report collates all utility information into a single source and provides valuable information on features below the surface. Not only does this save the time consuming and expensive process of contact and correspondence with a number of utilities companies, but obtaining this information can reduce the risk of expensive litigation, costs and danger for the workforce involved.

Product Features

Features outlined in the report include gas and oil pipelines, electricity cables, telecommunication wires, mains water supplies, sewers and fibre-optic cables.

Contents

- A visual overview map of the search area defined by the client.
- A summary report showing a list of utility companies contacted, which have responded and distinguishing between affected/not affected responses.
- Utility company response plans where affected, or a response letter confirming the location is not affected.

Benefits

- **Comprehensive** – 35-45 utilities searched for each site, including the relevant Local Authority.
- **Effective reporting** – Responses are separated into 'Affected' and 'Unaffected' sections of the report, saving clients valuable time not having to go through unaffected responses.
- **Fixed price** – There are no hidden disbursement charges, making it easy to cost up a job.
- **Guaranteed** – A fresh new search on every site is assured.
- **Quality assurance** – Every plan is checked for accuracy and to ensure it is for the site requested.

- **Unique** – A status report confirming the utility services which have been searched and the status of the response (including whether or not the utility is affected) is included in the service, enabling clients to quickly complete a risk screen of their development, to understand the potential impact of utilities and to confirm the ownership of unidentified chambers and plants on site, without having to search through all responses.
- **Trusted** – Trusted brand name in information provision.

Service Information

The Landmark Utilities Report has three service offerings: Standard Service (20 working days), Premium Service (10 working days) and Express Service (5 working days). **Prices start from £350.00 + VAT.** The report is delivered electronically as standard and is also available as a printed copy or on a CD.

***We may not receive 100% of replies from utilities companies within the selected time scale. In this instance, any replies received after the designated period of your selected service will be sent to you when received.**

How to order

To order the Utilities Report or to find out more information on any of our products and services, please visit www.searchpoint.co.uk or call our Customer Services team on **0845 680 5608**.

Landmark Utilities Report

Standard pricing structure

The below are based on sites up to 10 hectares* and include disbursements:

Standard service (20 working days)
£350.00 + VAT

Premium service (10 working days)
£450.00 + VAT

Express service (5 working days)
£550.00 + VAT

* Fees include disbursements and are fixed for sites under 10ha in area or 1400m perimeter, after which price upon application is applicable

Frequently asked questions

What information is included in a Utilities Report?

The Utilities Report provides underground service information relevant to your development site, including gas and oil pipelines, electricity cables, telecommunication wires, mains water supplies, sewerage and fibre-optic cables. If your site is in London, the report will also include London Underground service information if relevant. Please note that your exact site boundaries will be searched for Utilities information and not a wider buffered area.

What is the format of the report itself?

There are three different elements to the report:

- 1 Search area overview map
- 2 Summary report showing a list of utility companies contacted, distinguishing between affected/not affected responses
- 3 Utility response plans (these are the responses from the utility companies which can come back over several weeks or even months)

Where can I find information about the prices of the Utilities Report?

Once you have set up a Landmark account or an account with one of our resellers, all prices are available to view online. Simply log on, select the 'New Order' tab, draw your site boundary and then choose the Utilities Report service you require. Prices will be provided and you can then save this as a quote.

When can I expect to receive my Utilities Report?

This will depend on the service which has been ordered. There are three levels of service available for Utilities Reports:

Standard Service: 20 working days

Premium Service: 10 working days

Express Service: 5 working days

***We may not receive 100% of replies from utilities companies within the selected time scale. In this instance, any replies received after the designated period of your selected service will be sent to you when received.**

For example, if you chose the Standard Service, then at day 20 we would send you all replies we have received in that period. However, further replies may also be gathered after this time. In this case we will forward them on when received.

When calculating the delivery date of the report, please note that these are **full working days** and not calendar days.

How will my Utilities Report be delivered?

The utility report will be delivered via email. However, if some files are too big to email we will send out a CD with the relevant information included.

My account says that my Utilities Report has been 'Dispatched' but I haven't received any information yet. Where is my data?

The 'Dispatched' status for Utilities Reports simply means that the order request has been dispatched to our supplier. It does not mean your report is available. If the delivery date of your Utilities Report has arrived and you have not yet received any information, it may be that the file size is too large to deliver via email. If this is the case, we will advise you of this on the delivery date.

I have not received all of my data within the expected report timescale. When can I expect to receive the remaining information?

We endeavour to obtain as much of the information as possible within the production timescale of your report. Unfortunately there are occasions when the response times of the Utility companies mean that it is not possible to obtain 100% of your information within the chosen timescale. In these scenarios we email you all the information that is available in a first batch and as soon as we receive any of the remaining information, this will be emailed to you in subsequent batches until all of the data has been received.

I ordered a 20 working day service but need the Utilities data much sooner. Can I upgrade to a 10 working day service?

This may be possible depending on how soon you request the upgrade. Any upgrade would incur an additional charge. If you think you need to upgrade your order, please contact the Customer Services Team on 0844 844 9966 to discuss the options.

Can I cancel my Utilities Report?

Once an order for the Utilities report has been submitted it cannot be cancelled.

The resolution of one of the plans is not what I was expecting. Can this be improved?

The maps, plans and drawings are scanned in as they are received from the Utility companies. If you have any queries about the resolution or content of a Utilities Report, please contact the Customer Services Team on 0844 844 9966 with details of your order and your query, and we will happily work to resolve it.

I only require mains water and sewerage information for my site. Is this possible to order through Landmark?

The comprehensive nature of our Utilities Report search means that all relevant known information is supplied for a site. To scale down a search would not be within the scope of this service, so it would not be possible through Landmark. However we are always happy to discuss your specific circumstances and data requirements, so please do contact the Customer Services Team on 0844 844 9966.

What is perimeter (linear) pricing?

This is a search in relation to existing or proposed infrastructure assets which are inherently characterised by a linear attribute, for example: roads; railways; pipelines; cables; rivers. This enables you to conduct a relevant search along a proposed land mass, for example for a planned road for civil engineering companies, without having to complete a wider buffer search which would be in excess of requirements.