

10. 'Appropriate authority' means (a) in relation to a map or statement deposited or declaration lodged under section 31(6) of that Act, an appropriate council (as defined in section 31(7) of the Highways Act 1980); and (b) in relation to a statement and map deposited under section 15A(1) of the 2006 Act, a commons registration authority (defined in section 4 of the Commons Act 2006 and section 2 of the Commons Registration Act 1965). In practice, the appropriate council and commons registration authority will usually be the same body.

**PART A: Information relating to the applicant and land to which the application relates  
(all applicants must complete this Part)**

1. Name of appropriate authority to which the application is addressed: Lincolnshire County Council
2. Name and full address (including postcode) of applicant: Standard Life Assurance Limited (Co. Number SC286833) of Standard Life House, 30 Lothian Road, Edinburgh , EH1 2DH.
3. Status of applicant (tick relevant box or boxes):  
I am  
(a)  the owner of the land(s) described in paragraph 4.  
(b)  making this application and the statements/declarations it contains on behalf of Standard Life Assurance Limited who is the owner of the land(s) described in paragraph 4 and in my capacity as their duly authorised representative.
4. Insert description of the land(s) to which the application relates (including full address and postcode):  
St Marks Shopping Centre on land bounded by Rope Walk, High Street, Firth Road and Beevor Street, Lincoln (as shown edged red on the plan at page 4 of the Highways Search accompanying this statement)
5. Ordnance Survey six-figure grid reference(s) of a point within the area of land(s) to which the application relates (if known): 497408E, 371094N.
6. This deposit comprises the following statement(s) and/or declarations: A, B and F

**PART B: Statement under section 31(6) of the Highways Act 1980**

I am Standard Life Assurance Limited the owner of the land described in paragraph 4 of Part A of this form and shown edged red on the map at page 4 of the Highways Search dated 2 September 2022 accompanying this statement.

The areas shown coloured blue, green, orange brick, red and yellow on the plan at page 7 of the accompanying Highways Search indicate the extent of the public highway maintainable at public expense by Lincolnshire County Council.

The Way shown as a dashed purple line on the plan at page 8 of the accompanying Highways Search indicates the extent of public footpaths.

No other ways over the land shown edged red on the map at page 4 of the Highways Search have been dedicated as highways.

**PART F: Statement of Truth**  
*(all applicants must complete this Part)*

**WARNING: If you dishonestly enter information or make a statement that you know is, or might be, untrue or misleading, and intend by doing so to make a gain for yourself or another person, or to cause loss or the risk of loss to another person, you may commit the offence of fraud under section 1 of the Fraud Act 2006, the maximum penalty for which is 10 years' imprisonment or an unlimited fine, or both.**

**I BELIEVE THAT THE FACTS AND MATTERS CONTAINED IN THIS FORM ARE TRUE**

**Signature (of the person making the statement of truth):**



**Print full name:**

EWATINE ELIZABETH MCCANN

**Date:** 20 FEBRUARY 2023

**You should keep a copy of the completed form**

**Data Protection Act 1998 - Fair Processing Notice**

The purpose of this Fair Processing Notice is to inform you of the use that will be made of your personal data, as required by the Data Protection Act 1998.

The appropriate authority (see explanation of definition in above guidance notes) in England is the data controller in respect of any personal data that you provide when you complete this form.

The information that you provide will be used by the appropriate authority in its duties to process applications to deposit statements, maps and declarations under section 31(6) the Highways Act 1980 and statements under section 15A(1) of the Commons Act 2006. The information you provide will also be used by the appropriate authority in its duty to update the registers in which details of such deposits are recorded under the Dedicated Highways (Registers under Section 31A of the Highways Act 1980) (England) Regulations 2007 and the Commons (Registration of Town or Village Greens) and Dedicated Highways (Landowner Statements and Declarations) (England) Regulations 2013.

The appropriate authority is required by the legislation above to maintain a register which holds information provided in this form, which can be inspected online or in person by members of the public on request. It may also be required to release information, including personal data and commercial information, on request under the Environmental Information Regulations 2004 or the Freedom of Information Act 2000. However, the appropriate authority will not permit any unwarranted breach of confidentiality nor will they act in contravention of their obligations under the Data Protection Act 1998.

Supplied by:



## ! Further Assessment

This search is issued for the property described as:

**St Marks Shopping Centre  
St Mark's Square  
Lincoln, LN5 7EX**

Search reference:  
**23744313**

Date of issue:  
**02 September 2022**

Report Compiled by:



Professional indemnity insurance £10 million

Data provided by:

**The Highways Department, Lincolnshire  
county council**

## Contact Details

If you require any assistance please contact our customer service team at:

<http://orders.planval.co.uk/helpdesk/>

-or-

**contact your reseller**

website:

[www.planval.co.uk](http://www.planval.co.uk)

Planval Reference: 340900/464667



## In need of further assessment

Grid Reference	Planval Reference	Address
497216,370821	SOL-340900-464667-0000	St Marks Shopping Centre, St Mark's Square, Lincoln, LN5 7EX



Does the Property immediately abut a publicly maintainable highway, and is there any intervening land between the Property and the public highway?

From the information provided by the local authority, the Property appears to abut a publicly maintainable highway and there does not appear to be any intervening land between the Property and the public highway.



Are there any road improvements or widening schemes in the area or any road closure orders affecting roads around the property?

No schemes noted.



Are there any public footpaths on or over the property or near the property?

One or more footpaths have been noted to cross the Property. Please see the Highways Authority responses and the enclosed mapping for further details.



Is there any information available regarding any future improvements or of developments (including bus stops) which may affect traffic flow around the land in question?

No improvement or development schemes noted on or within 200m of the Property



Has the Highways Authority provided a plan showing the extent of the highways and adopted road in relation to the Property?

Yes.

### Additional Notes and Disclaimer

Please note that no physical inspection of the property has been carried out in the preparation of this report. planvalopinion provides the expert opinion on this product based on information that has been provided by Third Party suppliers. Whilst planvalopinion makes reasonable efforts to accurately interpret the information, it is unable to ensure that the information provided is clearly represented, sourced from a reliable provider, accurate or up to date. planvalopinion shall not be liable for any omissions, misinterpretations or inaccuracies in any part where opinions are based on Third Party content. If you would like any further assistance regarding this report, please contact Planval on: 0845 544 2469, e-mail [support@planval.com](mailto:support@planval.com), address: PlanVal Limited, The Forge, Mulberry Green, Harlow, Essex, CM17 0ET.

## Data Requested

1. Confirmation that the Property immediately abuts onto a publicly maintainable highway and there is no intervening land between the Property and the public highway (if there is, is it within the Property's ownership and what is its status?).
2. Are there any road improvements or widening schemes in the area or any road closure orders affecting roads around the property.
3. Can you confirm that there are no public footpaths on or over the property or nearby the Property and confirm the extent of such?
4. Is there any information available regarding any future improvements or of developments (including bus stops) which may affect traffic flow around the land in question?
5. A copy of your plan showing the extent of the highways and adopted roads in relation to the property and the plan submitted to you.



1 ESTATE PLAN  
1:2500

<p>Client <b>ABERDEEN STANDARD INVESTMENTS</b></p>		<p>Corstorphine &amp; Wright</p>	
<p>Project <b>ST MARKS</b></p>		<p>Worldwide Skills Brook Hill, Broad Street, Warwick, CV34 4DL 01925 576 441 corstorphine@cwri.co.uk</p>	
<p>Drawing Title <b>ESTATE PLAN</b></p>		<p>Drawing No. <b>180686-1001</b></p>	
<p>Drawing Status <b>INFORMATION</b></p>		<p>Date <b>AL</b></p>	
<p>Revision <b>P01</b></p>		<p>Scale <b>1:2500</b></p>	
<p>Drawn by <b>SF</b></p>		<p>Check <b>AA</b></p>	
<p>Date <b>15.08.22</b></p>		<p>Issue <b>MLJ</b></p>	
<p>Description <b>PLAN REVISION TO ALLOW ABERDORN OWNERSHIP BOUNDARY FOR s.31 HIGHWAY ADJUSTMENT</b></p>		<p>Drawn by <b>MLJ</b></p>	
<p>Scale <b>1:2500</b></p>		<p>Check <b>MLJ</b></p>	
<p>Date <b>18.01.21</b></p>		<p>Issue <b>MLJ</b></p>	



Your Ref: 23744313:340900/464667  
Our Ref: CKB/MTCE/1/P1  
Date: 31st August 2022

  
Searches Team  
County Offices, Newland, Lincoln, LN1 1YL  
Tel: 01522 782070  
Email: highway\_searches@lincolnshire.gov.uk

PLANVAL

Dear Sirs

**SUBJECT: ST MARKS SHOPPING CENTRE, ST MARK'S SQUARE, LINCOLN, LN5 7EX**

I refer to your online request dated 25<sup>th</sup> August 2022. The area shown coloured Red, Blue, Yellow, Green and Orange Brick on the attached plan indicates the extent of the public highway maintainable by Lincolnshire County Council as highway authority at public expense as shown on my current liability for maintenance records. Please note the area coloured light blue is maintained by Lincoln City Council. It does not purport to cover instances of presumed dedication referred to in the Highways Act 1980 or any public highway rights that may exist under Common Law.

It should be noted that, notwithstanding what is shown on any plans, where there is a ditch fronting the property, it is unlikely that it forms part of the public highway. Further investigation regarding ownership will need to be carried out.

We are unable to confirm if a property immediately abuts the adopted highway without seeing the title deeds for the property and possibly carrying out a site inspection, which may incur a charge.

According to our current records there are no road improvements or widening schemes affecting the property.

It would appear that there are public footpaths or public rights of way affecting the property, as shown on the attached plan. Whilst the showing of a path or way on a Definitive Map is conclusive evidence as to its existence and status, the reverse is not necessarily true. However, anyone claiming a path or way not shown on the map to be a public right of way must prove the claim by submitting sufficient suitable evidence of the path or way's free and uninterrupted use by the public before it can be considered for inclusion on the Map. Alternatively, some form of documentary evidence (such as a Parish Enclosure Award) that the path or way had been dedicated as a right of way would suffice. A register of such claims can be viewed on the County Council's website –[www.lincolnshire.gov.uk/countryside](http://www.lincolnshire.gov.uk/countryside) and under the "Definitive Map" subject.

County Offices, Newland  
Lincoln LN1 1YL  
[www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk)

...Cont'd

Please find below the key for the Public Rights of Way Plan:-

Key for Public Rights of Way

	<b>Public Footpath</b>
	<b>Public Bridleway</b>
	<b>Restricted Byway</b>
	<b>Byway Open To All Traffic</b>

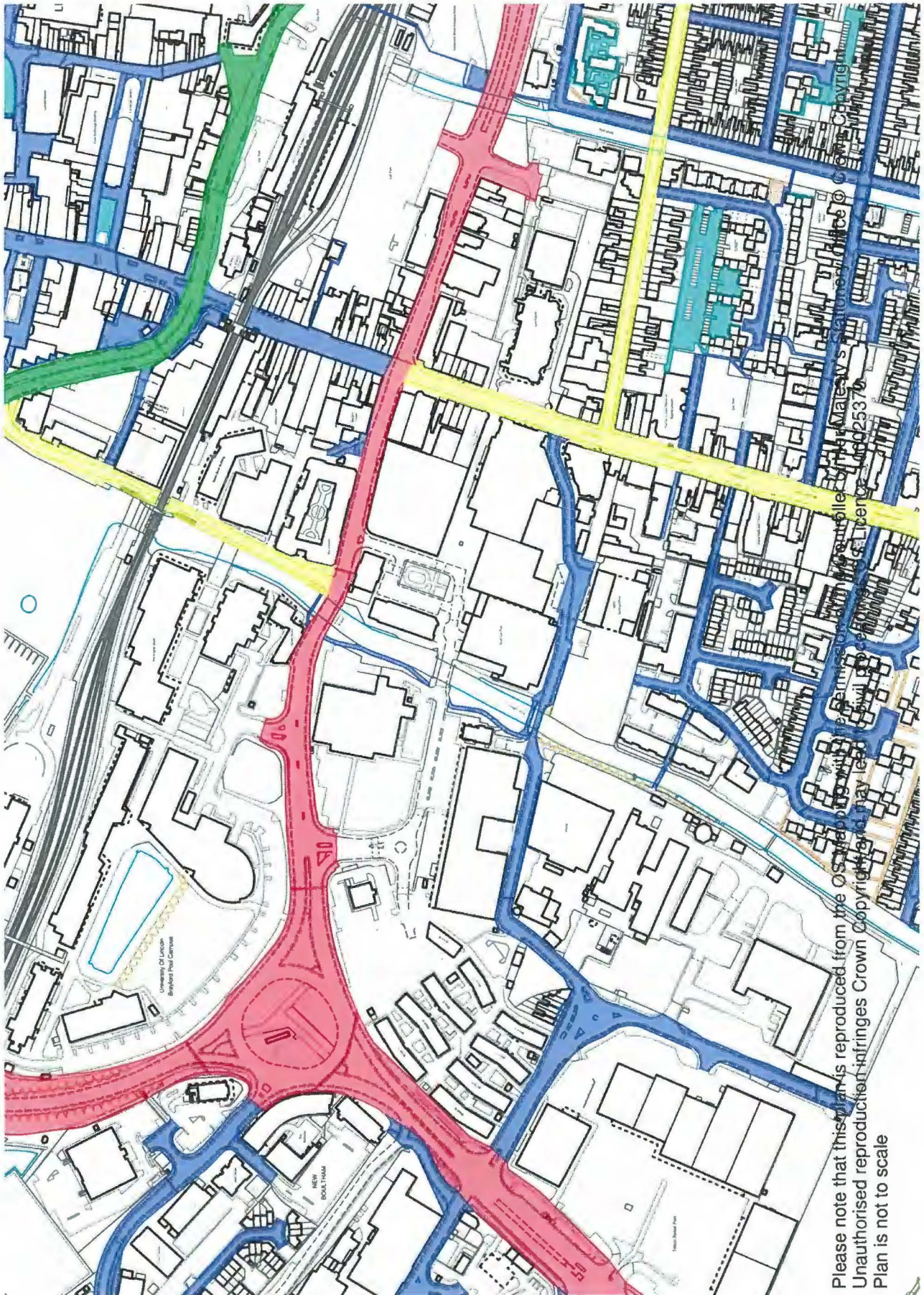
Thank you for the payment of £65.00.

Yours faithfully



for Executive Director for Place







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Plan is not to scale

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## COMPLAINTS

If you have a query or complaint about your search, you should raise it directly with us using the contact details above, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure.

If you are dissatisfied with our final response, or if we have exceeded the maximum response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs).

The Ombudsman can award compensation of up to £5,000 to you if he finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of any failure to perform with due care.

### TPOs Contact Details

The Property Ombudsman scheme  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
Tel: 01722 333306 Fax: 01722 332296  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) Website: <https://www.tpos.co.uk/>

## OUR COMPLAINTS PROCEDURE

If you want to make a complaint, we will:

- acknowledge this within 5 working days of receipt;
- endeavour to provide a final response, in writing, within 20 working days of receipt;
- keep you informed by letter, telephone or e-mail, if we need more time;
- provide you with a final response in writing, at the latest, within 40 working days of receipt;
- liaise with anyone acting formally on your behalf.

Complaints should be sent to:

  
Operations Director  
Planval Limited  
Winterton Coach House  
Crockerhill  
Chichester  
West Sussex  
PO18 0LH  
Tel: 0845 5442469; Email: [info@planval.co.uk](mailto:info@planval.co.uk)

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, Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.

10. 'Appropriate authority' means (a) in relation to a map or statement deposited or declaration lodged under section 31(6) of that Act, an appropriate council (as defined in section 31(7) of the Highways Act 1980); and (b) in relation to a statement and map deposited under section 15A(1) of the 2006 Act, a commons registration authority (defined in section 4 of the Commons Act 2006 and section 2 of the Commons Registration Act 1965). In practice, the appropriate council and commons registration authority will usually be the same body.

**PART A: Information relating to the applicant and land to which the application relates  
(all applicants must complete this Part)**

1. Name of appropriate authority to which the application is addressed: **Lincolnshire County Council**

2. Name and full address (including postcode) of applicant: **Standard Life Assurance Limited (Co. Number SC286833) of Standard Life House, 30 Lothian Road, Edinburgh , EH1 2DH.**

3. Status of applicant (tick relevant box or boxes):

I am

(a)  the owner of the land(s) described in paragraph 4.

(b)  making this application and the statements/declarations it contains on behalf of Standard Life Assurance Limited who is the owner of the land(s) described in paragraph 4 and in my capacity as their duly authorised representative.

4. Insert description of the land(s) to which the application relates (including full address and postcode):  
St Marks Shopping Centre on land bounded by Rope Walk, High Street, Firth Road and Beevor Street, Lincoln (as shown edged green on the plan at page 3 of the Highways Search accompanying this statement)

5. Ordnance Survey six-figure grid reference(s) of a point within the area of land(s) to which the application relates (if known): unknown.

6. This deposit comprises the following statement(s) and/or declarations: A, C and F

**PART C: Declaration under section 31(6) of the Highways Act 1980**

1. Standard Life Assurance Limited is the owner of the land described in paragraph 4 of Part A of this form and shown edged red on the map at page 4 of the Highways Search dated 2 September 2022 lodged with Lincolnshire County Council on 9 March 2023.

2. On the 9th day of March 2023 Standard Life Assurance Limited deposited with Lincolnshire County Council, being the appropriate council, a statement accompanied by a Highways Search containing a plan showing the extent of Standard Life Assurance Limited's property which stated that:

The areas shown coloured blue, green, orange brick, red and yellow on the plan at page 7 of the accompanying Highways Search indicate the extent of the public highway maintainable at public expense by Lincolnshire County Council.

The Way shown as a dashed purple line on the plan at page 8 of the accompanying Highways Search indicates the extent of public footpaths.

No other ways over the land shown edged red on the map at page 4 of the Highways Search have been dedicated as highways.

4. No additional ways have been dedicated over the land shown edged red on the map at page 4 of the Highways Search dated 2 September 2022 referenced in paragraph 1 above since the statement dated 20 February 2023 referred to in paragraph 2 above was lodged with Lincolnshire County Council and at the present time Standard Life Assurance Limited has no intention of dedicating any more public rights of way over the property.

**PART F: Statement of Truth**  
*(all applicants must complete this Part)*

**WARNING:** If you dishonestly enter information or make a statement that you know is, or might be, untrue or misleading, and intend by doing so to make a gain for yourself or another person, or to cause loss or the risk of loss to another person, you may commit the offence of fraud under section 1 of the Fraud Act 2006, the maximum penalty for which is 10 years' imprisonment or an unlimited fine, or both.

**I BELIEVE THAT THE FACTS AND MATTERS CONTAINED IN THIS FORM ARE TRUE**

Signature (of the person making the statement of truth):



Print full name: ELAINE ELIZABETH MCCANN

Date: 23rd March 2023

**You should keep a copy of the completed form**

**Data Protection Act 1998 - Fair Processing Notice**

The purpose of this Fair Processing Notice is to inform you of the use that will be made of your personal data, as required by the Data Protection Act 1998.

The appropriate authority (see explanation of definition in above guidance notes) in England is the data controller in respect of any personal data that you provide when you complete this form.

The information that you provide will be used by the appropriate authority in its duties to process applications to deposit statements, maps and declarations under section 31(6) the Highways Act 1980 and statements under section 15A(1) of the Commons Act 2006. The information you provide will also be used by the appropriate authority in its duty to update the registers in which details of such deposits are recorded under the Dedicated Highways (Registers under Section 31A of the Highways Act 1980) (England) Regulations 2007 and the Commons (Registration of Town or Village Greens) and Dedicated Highways (Landowner Statements and Declarations) (England) Regulations 2013.

The appropriate authority is required by the legislation above to maintain a register which holds information provided in this form, which can be inspected online or in person by members of the public on request. It may also be required to release information, including personal data and commercial information, on request under the Environmental Information Regulations 2004 or the Freedom of

Information Act 2000. However, the appropriate authority will not permit any unwarranted breach of confidentiality nor will they act in contravention of their obligations under the Data Protection Act 1998.

Supplied by:



## ! Further Assessment

This search is issued for the property described as:

**St Marks Shopping Centre  
St Mark's Square  
Lincoln, LN5 7EX**

Search reference:

**23744313**

Date of issue:

**02 September 2022**

Report Compiled by:



Professional indemnity insurance £10 million

Data provided by:

**The Highways Department, Lincolnshire  
county council**

## 👤 Contact Details

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-or-

**contact your reseller**

website:

[www.planval.co.uk](http://www.planval.co.uk)

Planval Reference: 340900/464667



## In need of further assessment

Grid Reference	Planval Reference	Address
497216,370821	SOL-340900-464667-0000	St Marks Shopping Centre, St Mark's Square, Lincoln, LN5 7EX



Does the Property immediately abut a publicly maintainable highway, and is there any intervening land between the Property and the public highway?

From the information provided by the local authority, the Property appears to abut a publicly maintainable highway and there does not appear to be any intervening land between the Property and the public highway.



Are there any road improvements or widening schemes in the area or any road closure orders affecting roads around the property?

No schemes noted.



Are there any public footpaths on or over the property or near the property?

One or more footpaths have been noted to cross the Property. Please see the Highways Authority responses and the enclosed mapping for further details.



Is there any information available regarding any future improvements or of developments (including bus stops) which may affect traffic flow around the land in question?

No improvement or development schemes noted on or within 200m of the Property



Has the Highways Authority provided a plan showing the extent of the highways and adopted road in relation to the Property?

Yes.

### Additional Notes and Disclaimer

Please note that no physical inspection of the property has been carried out in the preparation of this report. planvalopinion provides the expert opinion on this product based on information that has been provided by Third Party suppliers. Whilst planvalopinion makes reasonable efforts to accurately interpret the information, it is unable to ensure that the information provided is clearly represented, sourced from a reliable provider, accurate or up to date. planvalopinion shall not be liable for any omissions, misinterpretations or inaccuracies in any part where opinions are based on Third Party content. If you would like any further assistance regarding this report, please contact Planval on: 0845 544 2469, e-mail [support@planval.com](mailto:support@planval.com), address: PlanVal Limited, The Forge, Mulberry Green, Harlow, Essex, CM17 0ET.



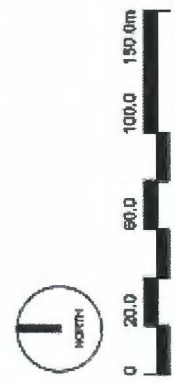
## Data Requested

1. Confirmation that the Property immediately abuts onto a publicly maintainable highway and there is no intervening land between the Property and the public highway (if there is, is it within the Property's ownership and what is its status?).
2. Are there any road improvements or widening schemes in the area or any road closure orders affecting roads around the property.
3. Can you confirm that there are no public footpaths on or over the property or nearby the Property and confirm the extent of such?
4. Is there any information available regarding any future improvements or of developments (including bus stops) which may affect traffic flow around the land in question?
5. A copy of your plan showing the extent of the highways and adopted roads in relation to the property and the plan submitted to you.



1 ESTATE PLAN  
1:2500

<p>Client: ABERDEEN STANDARD INVESTMENTS</p> <p>Project: ST MARKS</p> <p>Drawing Title: ESTATE PLAN</p> <p>Drawing Status: INFORMATION</p>		<p>Plan revised to show ABERDEEN ownership boundary for a 31 highway statement</p> <p>PO1 5.08.22 MLJ JM</p>		<p>Revision: PO1</p>	
<p>Company No: 18086-1001</p> <p>Drawn: AL SF</p> <p>Checked: AL SF</p> <p>Scale: 1:2500</p> <p>Date: 18.01.21</p>		<p>Plan No: 18086-1001</p> <p>Drawn: AL SF</p> <p>Checked: AL SF</p> <p>Scale: 1:2500</p> <p>Date: 18.01.21</p>		<p>Revision: PO1</p>	
<p>Plan No: 18086-1001</p> <p>Drawn: AL SF</p> <p>Checked: AL SF</p> <p>Scale: 1:2500</p> <p>Date: 18.01.21</p>		<p>Plan No: 18086-1001</p> <p>Drawn: AL SF</p> <p>Checked: AL SF</p> <p>Scale: 1:2500</p> <p>Date: 18.01.21</p>		<p>Revision: PO1</p>	



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Your Ref: 23744313:340900/464667  
Our Ref: CKB/MTCE/1/P1  
Date: 31st August 2022

  
Searches Team  
County Offices, Newland, Lincoln, LN1 1YL  
Tel: 01522 782070  
Email: highway\_searches@lincolnshire.gov.uk

PLANVAL

Dear Sirs

**SUBJECT: ST MARKS SHOPPING CENTRE, ST MARK'S SQUARE, LINCOLN, LN5 7EX**

I refer to your online request dated 25<sup>th</sup> August 2022. The area shown coloured Red, Blue, Yellow, Green and Orange Brick on the attached plan indicates the extent of the public highway maintainable by Lincolnshire County Council as highway authority at public expense as shown on my current liability for maintenance records. Please note the area coloured light blue is maintained by Lincoln City Council. It does not purport to cover instances of presumed dedication referred to in the Highways Act 1980 or any public highway rights that may exist under Common Law.

It should be noted that, notwithstanding what is shown on any plans, where there is a ditch fronting the property, it is unlikely that it forms part of the public highway. Further investigation regarding ownership will need to be carried out.

We are unable to confirm if a property immediately abuts the adopted highway without seeing the title deeds for the property and possibly carrying out a site inspection, which may incur a charge.

According to our current records there are no road improvements or widening schemes affecting the property.

It would appear that there are public footpaths or public rights of way affecting the property, as shown on the attached plan. Whilst the showing of a path or way on a Definitive Map is conclusive evidence as to its existence and status, the reverse is not necessarily true. However, anyone claiming a path or way not shown on the map to be a public right of way must prove the claim by submitting sufficient suitable evidence of the path or way's free and uninterrupted use by the public before it can be considered for inclusion on the Map. Alternatively, some form of documentary evidence (such as a Parish Enclosure Award) that the path or way had been dedicated as a right of way would suffice. A register of such claims can be viewed on the County Council's website – [www.lincolnshire.gov.uk/countryside](http://www.lincolnshire.gov.uk/countryside) and under the "Definitive Map" subject.

County Offices, Newland  
Lincoln LN1 1YL  
[www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk)

...Cont'd

Please find below the key for the Public Rights of Way Plan:-

Key for Public Rights of Way

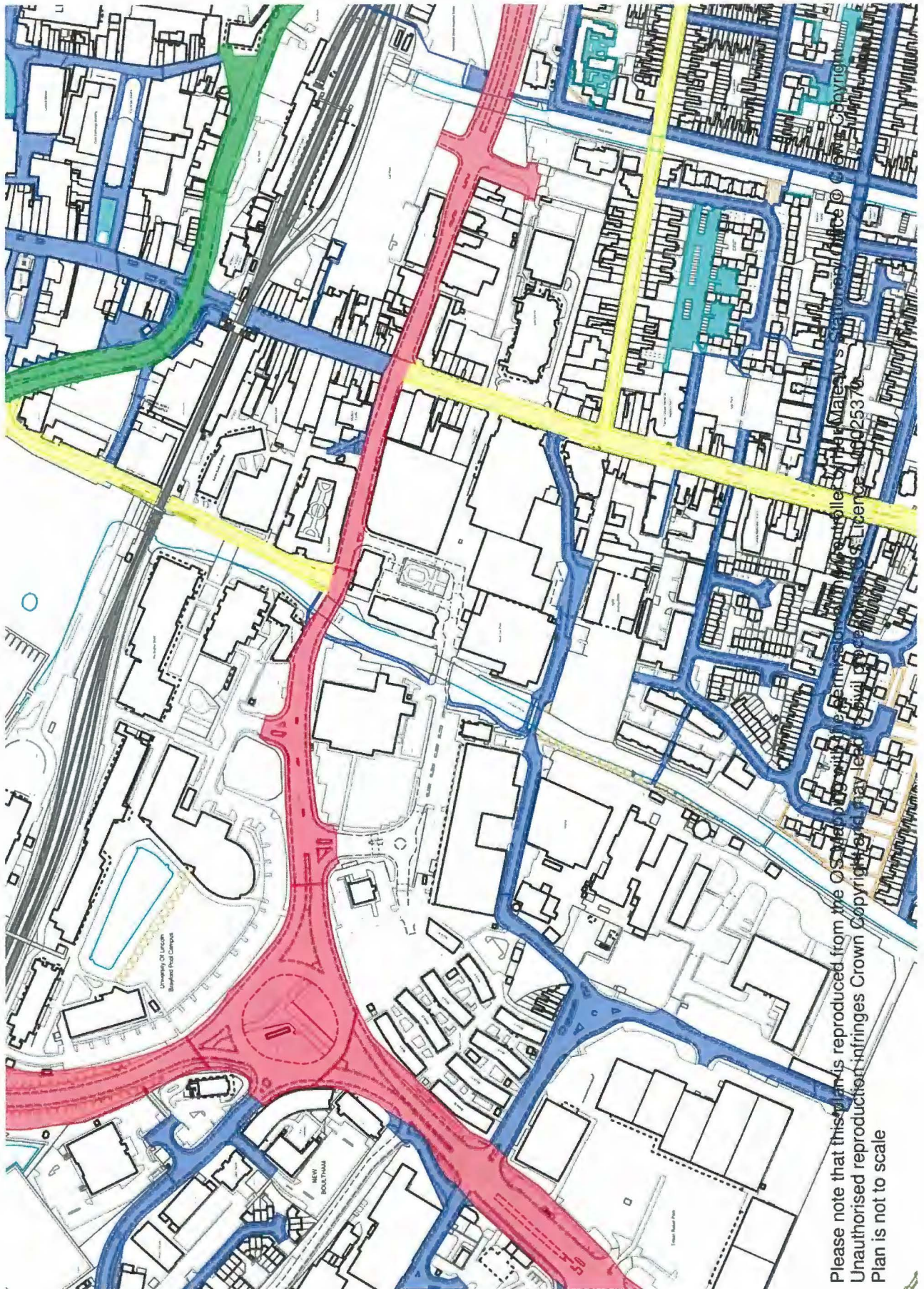
-  **Public Footpath**
-  **Public Bridleway**
-  **Restricted Byway**
-  **Byway Open To All Traffic**

Thank you for the payment of £65.00.

Yours faithfully



for Executive Director for Place



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## COMPLAINTS

If you have a query or complaint about your search, you should raise it directly with us using the contact details above, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure.

If you are dissatisfied with our final response, or if we have exceeded the maximum response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs).

The Ombudsman can award compensation of up to £5,000 to you if he finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of any failure to perform with due care.

### TPOs Contact Details

The Property Ombudsman scheme  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
Tel: 01722 333306 Fax: 01722 332296  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) Website: <https://www.tpos.co.uk/>

## OUR COMPLAINTS PROCEDURE

If you want to make a complaint, we will:

- acknowledge this within 5 working days of receipt;
- endeavour to provide a final response, in writing, within 20 working days of receipt;
- keep you informed by letter, telephone or e-mail, if we need more time;
- provide you with a final response in writing, at the latest, within 40 working days of receipt;
- liaise with anyone acting formally on your behalf.

Complaints should be sent to:

Operations Director  
Planval Limited  
Winterton Coach House  
Crockerhill  
Chichester  
West Sussex  
PO18 0LH  
Tel: 0845 5442469; Email: [info@planval.co.uk](mailto:info@planval.co.uk)

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, Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

We will co-operate fully with the Ombudsman during an investigation and comply with their final decision.