(1) **SUSAN MARY HART**

(2) **HORSHAM DISTRICT COUNCIL**

AGREEMENT

Pursuant to section 106 of the Town and Country Planning Act 1990 in respect of

Land to the north of Grainingfold Farmhouse, Horsham, Five Oaks, Billingshurst, West Sussex, RH14 9AT

Lauren Kelly – Head of Legal and Democratic Services
Horsham District Council
Parkside
Chart Way
Horsham
West Sussex
RH12 1RL

Legal ref: CT/11693
Planning ref: DC/23/1873 and HRA/23/0026

THIS AGREEMENT is made as a deed and dated 19 August 2024

Between: FARM SH 1

(1) **SUSAN MARY HART** of Grainingfold, Horsham Road Five Oaks Billingshurst West Sussex RH14 9AT **("the Owner")**;

(2) **HORSHAM DISTRICT COUNCIL** of Parkside, Chart Way, Horsham, West Sussex RH12 1RL **("the Council")**

together "the Parties"

1. BACKGROUND & RECITALS

Whereas

1.1 The Owner is the registered proprietor of the Application Site and Offsetting Site with Title Absolute of land registered at HM Land Registry under title number [redacted] being Grainingfold Farm, Five Oaks, Billingshurst, RH14 9AT.

1.2 The Council is the local planning authority as defined in the Act for the area within which the Application Site is situated for the purposes of this Agreement and for the purposes of section 106 of the Act and is entitled to enforce the planning obligations it contains.

1.3 On 4th December 2023, the Council granted prior approval for the change of use of an agricultural building to 2 (two) dwellinghouses. The prior approval reference is DC/23/1873.

1.4 As the Application Site is located within the Sussex North Water Supply Zone, the Development is required to demonstrate water neutrality having regard to Habitats Regulations and the need for new developments to not have an impact on the protected sites within Arun Valley, namely Amberley Wild Brooks Site of Special Scientific Interest, Pulborough Brooks Site of Special Scientific Interest and Arun Valley Special Protection Area / Special Area of Conservation and Ramsar site.

1.5 An application under Regulation 77 of the Conservation of Habitats and Species Regulation 2017 has been made to demonstrate how the Development can achieve water neutrality. The Regulation 77 application reference is HRA/23/0026.

1.6 Subject to completion of this Agreement and the planning obligations secured by it, the Council is minded to grant the Regulation 77 Consent to enable the Development to take place.

1.7 The Council's administrative area is situated in an area of serious water stress as identified by the Environment Agency's Water Stressed Areas Classification.

1.8 The water statutory undertaker, Southern Water, supplies drinking water to the Council's administrative area from the SNWSZ.

1.9 In September 2021 Natural England released the Position Statement which requires that any new development within the SNWSZ must be Water Neutral. The Parties agree that the Development must be Water Neutral and the Owner has entered into this Agreement in order to secure the required mitigation and Offsetting Measures in order to bind the Application Site and the Offsetting Site.

1.10 The Owner is willing to enter into, be bound by the obligations and be subject to the restrictions in this Agreement on the terms set out herein.

1.11 The Parties are satisfied that the provisions of this Agreement comply with the requirements of regulation 122 of the Community Infrastructure Levy Regulations 2010 (as amended) and, accordingly, that the planning obligations contained in this Agreement are necessary to make the Development acceptable in planning terms, are directly related to the Development and fairly and reasonably relate in scale and kind to the Development.

NOW THIS AGREEMENT WITNESSES as follows:

2. INTERPRETATION

In this Agreement:

2.1 Words importing the one gender include reference to all the genders.

2.2 Words importing the singular include the plural and vice versa.

2.3 Words importing persons include companies and corporations and vice versa.

2.4 Any words following the terms including**,** include**,** in particular**,** for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those.

2.5 Wherever there is more than one person named as a party and where more than one party undertakes an obligation, all their obligations can be enforced against all of them jointly and against each individually.

2.6 Any reference to a clause, schedule, paragraph or plan is to a clause, schedule, paragraph or plan in, to or attached to this Agreement, unless expressly stated otherwise.

2.7 Any reference to a colour or letter is to a colour or letter on the plans attached to this Agreement.

2.8 In the absence of contrary provision, any reference to a statute includes any statutory modification or re-enactment of it and every statutory instrument, direction, specification made or issued under the statute or deriving validity from it.

2.9 A reference to writing or written excludes fax and email.

2.10 An obligation on a party not to do something includes an obligation not to allow that thing to be done.

2.11 References to any party to this Agreement shall include the successors in title to that party and to any person deriving title through or under that party and, in the case of the Council, the successors to their functions as local planning authority.

2.12 The headings are for reference only and shall not affect construction.

3. DEFINITIONS

It is hereby agreed between the Parties set out in this Agreement that the following expressions have the following meanings:

"Act"	the Town and Country Planning Act 1990 (as amended).
"Application"	the application ascribed reference number DC/23/1873 and described as prior approval at the Application Site for the change of use of an agricultural building to 2 (two) dwellinghouses.
"Application Site"	all that land comprising land to the north of Grainingfold Farmhouse, Horsham, Five Oaks, West Sussex, RH14 9AT shown for identification purposes edged red on the Application Site Plan and to which the Application relates.
"Application Site Plan"	the plan of the Application Site entitled "Location Plan" with drawing number 2311GR_R0_000 at Schedule 1 of this Agreement.
"Commencement of Development"	the carrying out of a material operation as defined in section 56(4) of the Act in respect of the Development but excluding (for the purposes of this Agreement and for no other purpose) any operation relating to

	(including the formation of temporary construction accesses) and "**Commence Development**" shall be construed accordingly;
"Commencement Date"	the date on which the Commencement of the Development occurs;
"Commencement Notice"	the written notice confirming the Commencement Date referred to in clause 7.1.1 and served in accordance with Clause 7.3;
"Development	the development of the Application Site pursuant to Prior Approval;
"Monitoring Fee"	the fee [redacted] for monitoring obligations in the Agreement payable to the Council on or before completion of this Agreement.
"Occupation"	occupation for any purpose for which the Planning Permission has been granted by the Council other than occupation for the purposes of construction or fitting out or occupation for security, marketing or display and "**Occupy**" and "**Occupied**" shall be construed accordingly.
"Occupation Date"	the date on which the Development is first Occupied.
"Occupation Notice"	the written notice confirming the Occupation Date referred to in clause 7.1.2 to be served in accordance with clause 7.3 of this Agreement.
"Offsetting Measures"	the detailed water saving measures that are to be implemented on the Offsetting Site to make the Development Water Neutral set out at: (a) pages 3 to 6 of the Grainingfold Water Neutrality Strategy dated December 2023; (b) pages 8 to 13 and accompanying appendices of the Melin Design Stage Water Neutrality Report dated 17th February 2023; and (c) pages 1 to 6, Appendix A and B of the Motion Technical Note dated 7th June 2024
"Offsetting Site"	all that land comprising Grainingfold Farm, Five Oaks, Billingshurst, RH14 9AT at which the Offsetting Measures are to be implemented, maintained and managed for the lifetime of the Development and which is identified edged red on the Offsetting Site Plan.
"Offsetting Site Plan"	the plan of the Offsetting Site entitled "Location Plan" with drawing no. 2311GR_R0_001 at Schedule 1 of this Agreement.
"Onsite Efficiency Measures"	means the detailed water saving measures that are to be implemented on the Application Site set out in the Water Neutrality Supporting Documents at Schedule 3 of this Agreement.
"Prior Approval"	the prior approval granted by the Council pursuant to the Application.
"Position Statement"	the statement dated 14 September 2021 received by the Council from Natural England which shows that water abstraction for drinking water supplies in the SNWSZ is having a negative impact on the wildlife sites in the Arun Valley.
"Regulation 77 Consent"	means the consent of the Council given under regulation 77 of the Conservation of Habitats and Species Regulations 2017;
"Section 73 Consent"	any planning permission granted pursuant to section 73 of the Act to vary and/ or remove any planning condition(s) subject to which the

"Southern Water"	the statutory undertaker responsible for the supply of water to the Development or any successor organisation which replaces it.
"Water Neutral"	the use of water in the SNWSZ after the Development has taken place is the same or lower than it was before the Development so as to accord with the Position Statement and "**Water Neutrality**" shall be construed accordingly.
"Water Neutrality Supporting Documents"	means the following documents prepared on behalf of the Owner in support of the Regulation 77 Consent and agreed with the Council to demonstrate and ensure that the Development is considered and delivered as Water Neutral and in accordance with the Position Statement by setting out key mitigation Onsite Efficiency Measures and Offsetting Measures to achieve Water Neutrality and which appears at Schedule 3 of this Agreement: (a) Grainingfold Water Neutrality Strategy dated December 2023; (b) Melin Design Stage Water Neutrality Report dated 17th February 2023; and (c) Motion Technical Note on the operation of the proposed rainwater harvesting systems dated 7th June 2024
"Water Stressed Areas Classification"	means the Environment Agency's report dated 1 July 2021 setting out the results of the Environment Agency's determination of areas of water stress in England and any subsequent report.
"Working Day"	means Monday to Friday inclusive but excluding any day that is a bank holiday, public holiday or statutory holiday in England.

4. ENABLING PROVISIONS

4.1 This Agreement is made pursuant to section 106 of the Act, section 111 of the Local Government Act 1972, section 1 of the Localism Act 2011 and all other enabling powers.

5. CONDITIONS PRECEDENT

5.1 This Agreement shall come into effect upon the date it is dated but the provisions in paragraph 6, Schedule 4 and 5 shall only take effect upon the Commencement of Development unless explicitly stated otherwise.

6. COVENANTS

6.1 Subject to clause 5.1:

6.1.1 The Owner covenants with the Council to fully comply with and to perform the obligations contained herein and in Schedules 4 and 5 of this Agreement in accordance with the requirements and timescales set out;

6.1.2 The Owner covenants with the Council that the Development and use of the Application Site shall be in strict accordance with this Agreement;

7. NOTICES

7.1 The Owner covenants with the Council as follows:

7.1.1 to give the Commencement Notice to the Council not less than 14 (fourteen) days before the anticipated Commencement Date; and

7.3 Any notice, certificate or other communication required or permitted to be given under this Agreement shall be given in writing to the relevant party at the relevant address referred to at the start of this Agreement or such other address as may be notified in writing to the other party and must be served personally or by first class registered or first class recorded delivery post and, in the case of the Council, the relevant party shall address any notice to the Head of Legal and Democratic Services of the Council.

7.4 Any notice, certificate or other communication sent by post shall be deemed (in the absence of evidence of receipt) to have been delivered 2 (two) Working Days after despatch and in proving the fact of despatch it shall be sufficient to show that the envelope was properly addressed and posted.

7.5 Any notice, certificate or other communication delivered personally shall be deemed to have been delivered at the time it is received provided it is received between 0900 and 1700 on a Working Day but otherwise it shall be deemed to have been received on the next Working Day.

8. COSTS

8.1 The Owner has undertaken to pay on or before the date hereof the Council's reasonable legal costs incurred in preparing and entering into this Agreement and the Monitoring Fee.

9. MORTGAGEE'S LIABILITY

9.1 Any future mortgagee shall not be liable for any breach of the obligations in this Agreement unless committed or continuing at a time when it is in possession of all or any part of the Application Site and/or the Offsetting Site in which case it will be bound by the obligations in this Agreement as if it were a person deriving title from the Owner and / or Offsetting Site Owner.

10. GENERAL

The Parties undertake that:

10.1 this Agreement constitutes a planning obligation for the purposes of section 106 of the Act, section 111 of the Local Government Act 1972, section 1 of the Localism Act 2011 and any other enabling powers.

10.2 this Agreement constitutes a deed.

10.3 this Agreement is enforceable by the Council in accordance with section 106 of the Act.

10.4 nothing in this Agreement confers or is intended to confer a benefit on a third party under the Contracts (Rights of Third Parties) Act 1999.

10.5 It is hereby agreed by the Owner that failure by the Council at any time to enforce the provisions of this Agreement or to require performance strictly or otherwise by the Owner of any of the conditions, covenants, agreements or obligations of this Agreement or any failure or delay by the Council to exercise any act, right or remedy shall not be construed as a creating an estoppel in connection with any such condition, covenant, agreement or obligation and shall not affect the validity of this Agreement or any part thereof or the right of the Council to enforce any provision and any variation of this Agreement shall not vitiate the remainder of the Agreement which shall remain in full force and effect subject to such amendment or amendments.

10.6 The Owner hereby undertakes that:

10.7 The Owner acknowledges that this Agreement will be registered as a local land charge.

10.8 The Owner hereby gives consent for the Application Site Plan to be reproduced by the Council.

10.9 If any provision in this Agreement shall be held to be invalid, illegal or unenforceable the validity, legality and enforceability of the remaining provisions hereof shall not in any way be deemed thereby to be affected or impaired.

10.10 This Agreement shall be governed by and interpreted in accordance with laws of England and the Parties submit to the exclusive jurisdiction of the courts of England.

10.11 The obligations in this Agreement (with the exception of clause 8.) shall cease to have effect (insofar only as it has not already been complied with) if, before the Commencement of Development, the Prior Approval:

10.11.1 expires; or

10.11.2 is varied or revoked other than at the request of the Owner; or

10.11.3 is quashed following a successful legal challenge,

but will remain in full force and effect so far as any subsisting Section 73 Consent is concerned.

10.12 The Owner (or any person deriving title to Application Site from the Owner) shall not be liable for any breach of the restrictions and obligations set out in this Agreement where such breach arises after the Owner has parted with its interest in the Application Site or part of Application Site to which such breach relates save in respect of liability for antecedent breach of this Agreement.

10.13 The Owner (or any person deriving title to the Offsetting Site from them) shall not be liable for any breach of the restrictions and obligations set out in this Agreement where such breach arises after the Owner has parted with its interest in the Offsetting Site or such part of the Offsetting Site to which such breach relates save in respect of liability for antecedent breach of this Agreement.

10.14 Section 33 of the Local Government (Miscellaneous Provisions) Act 1982 applies to the covenants in this agreement.

10.15 References to the Application Site and Offsetting Site include any part of it.

10.16 Any covenant by the Owner not to do any act or thing includes a covenant not to permit or allow the doing of that act or thing.

10.17 Nothing in this Agreement shall prohibit or limit the right to develop any part of the Site in accordance with any planning permission (other than the Prior Approval or any modification variation or amendment thereof) granted after the date of the Prior Approval.

10.18 Subject to the proviso to this clause if any Section 73 Consent is granted after the date of this Agreement:

10.18.1 the obligations in this Agreement shall relate to and bind such Section 73 Consent; and

10.18.2 the definitions of Application, Development and Prior Approval (other than for the purposes of clause 1) shall be construed to include reference to (respectively) the planning application for the Section 73 Consent, the development permitted by the Section 73 Consent and the Section 73 Consent itself.

10.18.3 nothing in this clause shall fetter the discretion of the Council in determining

10.18.4 to the extent that any of the obligations in this Agreement have already been discharged at the date that a Section 73 Consent is granted they shall remain discharged for the purposes of the Section 73 Consent; and

10.18.5 the Council reserves the right to insist upon the completion of a separate planning obligation by deed of agreement in connection with any Section 73 Consent if the Council (acting reasonably) considers it desirable to do so.

11. DISPUTE RESOLUTION

11.1 Should a dispute or difference arise between the Owner and the Council concerning anything herein then the provisions of this clause 11 shall apply.

11.2 All differences and disputes which may arise between the Parties concerning this Agreement shall be referred to the determination (as an expert and not as an arbitrator) of an independent leading conveyancing/planning counsel agreed upon by the Parties but in default of such agreement appointed by the President of the Law Society of England and Wales on the application of any of the Parties.

11.3 Any expert appointed pursuant to clause 11.2 shall:

11.3.1 on his appointment serve written notice thereof on the parties in dispute;

11.3.2 consider any written representations by or on behalf of those parties which are received by him within 20 (twenty) Working Days of such service and immediately forward a copy of the written representation of one party to the other party;

11.3.3 allow the parties to the dispute an opportunity of commenting in writing on the other party's representations within 20 (twenty) working days of receipt by the other party thereof;

11.3.4 have an unfettered discretion to determine the reference to him;

11.3.5 serve notice of his determination as soon as he has made it;

11.3.6 give full and clear reasons for his decision; and

11.3.7 be paid his proper fee and expenses in connection with such reference by the Parties in dispute in equal shares or in such shares as he may determine and his determination shall be final and binding on the parties in dispute (save in the case of manifest error) PROVIDED THAT if any such expert shall die, become insolvent or of unsound mind or if any of the parties in dispute shall serve on him written notice in their opinion he has unreasonably delayed making his determination he shall be ipso facto discharged and be entitled only to his reasonable expenses prior to such discharge and another person shall be appointed in his place as such expert.

11.4 The provisions of this clause shall not affect the ability of the Council to apply for and be granted any of the following: declaratory relief, injunction, specific performance, payment of any sum, damages, and any other means of enforcing this Agreement and consequential and interim orders and relief.

12. OWNERSHIP

12.1 The Owner warrants that no person other than the Owner has any legal or equitable interest in the Application Site and the Offsetting Site.

12.2 The Owner undertakes to the Council to give the Council immediate written notice of any change in the ownership of any of their respective interests in the Application Site and/ or the Offsetting Site occurring before all the obligations under this Agreement

13. GENERAL

13.1 Except for the planning obligations contained in this deed specifically regulating the use of land or buildings after construction pursuant to the provisions of this deed or the Prior Approval or the planning obligations that relate to the Offsetting Site, no obligations contained in this deed shall be binding on any freehold or leasehold owners or occupiers of individual dwellings constructed pursuant to the Prior Approval (or their respective mortgagees) or land held by any of the statutory utilities for their operational purposes.

IN WITNESS whereof this Agreement has been duly executed the day and year first hereinbefore mentioned

SIGNED as a **DEED** by
SUSAN MARY HART

[redacted] ..... Signature

In the presence of:

W [redacted] ..... Signature
I R.P. EARNSHAW ..... Print name
T FLAT 7, HARROWDENE CT. ..... Address 1
N 6, BELVEDERE DRIVE ..... Address 2
E LONDON ..... Address 3
S SW19 7BY ..... Post code
S RETIRED ..... Occupation

SEALED WITH THE COMMON SEAL of
HORSHAM DISTRICT COUNCIL
in the presence of:

17906 X2

[redacted]
Authorised Officer



Schedule 1

Application Site Plan

This drawing is the copyright of Manorwood Construction Ltd but may be used for planning purposes by the Local Authority without breach of copyright.

Do not scale from this drawing unless for Local Authority planning purposes.

All dimensions must be checked on site prior to commencement of works.

Construction (Design and Management) Regulations 2015

This drawing is intended for Planning purposes only and as such does not highlight residual design related health and safety risks.

This information can be provided on request; however, it is anticipated that the full extent of residual risks will be identified during the detailed Building Regulations or construction design Status and prior to construction works commencing on site.

All responsibilities and duties of Principle Designer as stated within the above regulations now revert to the [redacted] unless Manorwood are appointed [redacted] dertake Building Regulations or [redacted] uction drawings.

[redacted]

Ordnance Survey
Ukmapcentre.com



©Crown copyright and database right 2026
Ordnance Survey licence 100046927
Reproduction in whole or in part is prohibited without the prior permission of Ordnance Survey

MANORWOOD
building on tradition

Suite 114
26 The Hornet
Chichester
West Sussex
PO19 7BB

tel: 01243 201 102
email: enquiries@manorwood.co.uk
web: www.manorwood.co.uk

Address	Grainingfold Farm, Horsham Road, Five Oaks RH14 9AT
Drawing No.	2311GR_R0_000
Scale @ A4	1:1250
Job No.	2311GR_R0
Drawn By	VM
Checked By	BK
Drawn On	18.07.2024
Issued On	23.07.2024
Status	Existing
Drawing	Location Plan
Submission	Planning
Revision	000

[redacted]

1m @ 1:
50
100
200
500
1250

Location Plan

1:1250 | EXISTING

Schedule 2

Offsetting Site Plan



This drawing is the copyright of Manorwood Construction Ltd but may be used for planning purposes by the Local Authority without breach of copyright.

Do not scale from this drawing unless for Local Authority planning purposes.

All dimensions must be checked on site prior to commencement of works.

Construction (Design and Management) Regulations 2015

This drawing is intended for Planning purposes only and as such does not highlight residual design related health and safety risks.

This information can be provided on request, however, it is anticipated that the full extent of residual risks will be identified during the detailed Building Regulations or construction design Status and prior to construction works commencing on site.

All responsibilities and duties of Principle Designer as stated within the above regulations now revert to the client unless Manorwood are appointed to undertake Building Regulations or construction drawings.

MANORWOOD
building on tradition

Suite 114
26 The Hornet
Chichester
West Sussex
PO19 7BB

tel: 01243 201 102
email: enquiries@manorwood.co.uk
web: www.manorwood.co.uk

Address	Grainingfold Farm, Horsham Road, Five Oaks RH14 9AT
Drawing No.	2311GR_R0_001
Scale @ A4	1:2500
Job No.	2311GR_R0
Drawn By	VM
Checked By	BK
Drawn On	18.07.2024
Issued On	18.07.2024
Status	Existing
Drawing	Location Plan
Submission	Planning
Revision	000

N

Indicative: 0.0°

[redacted]

Serial number: 290575

© Crown copyright and database right 2024
Ordnance Survey licence AC0000848283
Reproduction in whole or in part is prohibited without the prior permission of Ordnance Survey.

0 25 50 75 100
metres

Location Plan

1:2500 | EXISTING

Schedule 3

Water Neutrality Supporting Documents

Application under Regulation 77 of the Conservation of Habitats and Species Regulations 2017

Relating to

Prior Approval for Change of use from agricultural building to two number C3 residential dwellings and associated works approved under application DC/20/1477

Grainingfold Horsham Road Five Oaks Billingshurst West Sussex RH14 9AT

December 2023

Introduction and Background

The application site lies on the eastern edge of Five Oaks Village and comprises an agricultural barn.

The barn is a simple utilitarian structure comprising a 5-bay Dutch barn structure with the eastern side open to the elements and the other three sides clad with tin cladding. The roof is a simple barrel vaulted structure clad in tin sheeting.

Prior approval was granted on 4th December 2023 under application DC/23/1873 for change of use of agricultural buildings to 2 dwellinghouses (Class C3) with associated works.

The purpose of this application is to determine that the approval would not have a significant effect on the Arun Valley (a European Site) as required under Regulation 75 of the Conservation of Habitats and Species Regulations 2017

This application is therefore submitted under regulation 77 of the Conservation of Habitats and Species Regulations 2017 to demonstrate that the development will result in water neutrality and therefore can be implemented lawfully.

Baseline Calculations

The existing building is used for agricultural storage of machinery and hay, as such the site has no demonstrable water use.

The baseline water consumption for the development site is therefore considered to be nil.

Proposal Demand and Water Reduction Measures

The Design stage water Neutrality report that accompanies this application, prepared by Melin Consultants, calculates the proposed water demand from the development approved under DC/23/1873 to be 315.7 litres / day for the entire development.

This has been calculated based on a baseline water consumption of 95.4 litres / person / day, achieved by using efficient fittings in the development. A further allowance of 5 litres / person / day is made for external water usage.

This figure is to be reduced further through the installation of a rainwater harvesting tank to feed the WCs and washing machine which will reduce the figure to 63.8 litres /person / day.

Water butts will be installed to collect excess rainwater from the roof which can be used for external use, eliminating the external water usage from the mains

On the basis of the above, based on an average occupancy of 2.47 people (Based on extrapolated 2011 census data for Horsham District) the water demand for each unit will be 157.59 litres/day (2.47 x 63.8)

For the two units, the development total will result in 315.17 litres / day.

The proposed water consumption is 315.7 litres / day higher than the baseline consumption even after installing efficient fixtures and appliances and rainwater harvesting. It is therefore necessary to provide offsetting measures to achieve water neutrality.

Offsetting measures

The mitigation property

The applicant owns the property to the south east of the application site. The address of this property is

Grainingfold Farmhouse
Horsham Road
Five Oaks
RH14 9AT

The applicant proposes to incorporate water saving measures to this property in order to achieve water neutrality. This property is referred to in this report as “The mitigation property”

For clarity, the mitigation property is shown highlighted in the image below in blue, with the application site shown in red.

The mitigation property comprises a 5 bedroom / 5 bathroom residential property. The property is occupied full time by three persons with occasional guests staying, for the purpose of these calculations figures have been based on the full time occupancy of three persons.

To the south east of the house is a converted Sussex barn which is approved for holiday let and ancillary residential use.



The mitigation property also includes a stable building, an external swimming pool and a pool house.

The applicant also uses land for the grazing of sheep, an orchard containing 30-40 small fruit trees, a greenhouse, fruit cages and vegetable garden.

Full details of the mitigation property's water consumption are provided in the Melin report which calculates the flow rates / water consumption of the fittings based on manufacturers data and calculated using the Part G water calculator.

<u>Evidencing the water usage</u>

Appendix 1 of the Melin report provides a photographic schedule of the fixtures and fittings in the mitigation property.

Appendix 2 of the Melin report provides a water bill for the mitigation property which evidences the water consumption of the property. This bill relates to the combined water consumption of the dwelling, the barn, stables, pool house and pool.

Water usage from the mitigation property

The main house

The Water Neutrality report that accompanies this application, prepared by Melin Consultants, calculates the existing water demand from the mitigation property to be 383.4 litres / day for the main dwelling.

This has been calculated based on a Part G calculation for the existing fittings in the house, evidenced by the photographic schedule in Appendix 1 which calculates a water consumption of 127.8 litres/person/day.

Based on an occupancy of three persons the water consumption of the dwelling is 383.4 litres / day.

The water consumption of the house can be reduced through the installation of a rainwater harvesting tank to feed the WCs and washing machine which will reduce the figure to 67.9 litres /person / day.

Water butts will be installed to collect excess rainwater from the roof which can be used for external use, eliminating the external water usage from the mains which will reduce the figure to 62.8 litres /person / day.

Based on an occupancy of three persons the water consumption of the dwelling can be reduced to 188.4 litres / day.

This results in a reduction in water usage of 195 litres / day (383.4- 188.4)

Other water usages at the mitigation property

The water bill included in appendix 2 of the Melin report covers 1,265 days (2019 – 2022) and shows an average water use at the mitigation property of 1,457.87 litres/person/day.

Based on the calculations provided 383.4 litres / day is used by the main dwelling. The remaining water consumption of 1,074.47 litres / day is used by the grazing livestock, the orchards, the greenhouse, the barn, stables, pool and pool house.

The land amounts to around 40 acres of grazing land. The applicants have 5 sheep of their own grazing on the land permanently. In addition, they rent the land to a local farmer for additional grazing and the movement of sheep needs to be documented for DEFRA so can be evidenced.

Grazing sheep

The total number of sheep kept on the land for a period of 4 years from 2018 to 2022 is provided in the Melin report. The report uses DEFRA figures to demonstrate that an average of 75.23 litres/day is used by the grazing sheep.

The drinking water for the sheep will be changed over to be fed by way of rainwater harvesting and so a further offset of 75.23 litres / day is proposed.

Swimming pool usage

The property contains a swimming pool with a volume of 54,0000 litres. The pool is flushed and topped up every 2 weeks during Spring and Summer. The Melin report calculates the amount of water that each flush will use and provides an average figure of 96.16 litres per day.

The topping up of the pool will be changed over to be fed by way of rainwater harvesting and so a further offset of 96.16 litres / day is proposed.

It is clear from the water bills appended to the Melin report that there is further water consumption on site from the orchards, the greenhouse, the barn, stables etc.

Total offsetting measures proposed

Through the provision of rainwater harvesting tanks to supply the WCs and washing machines in the house, domestic outside water usage (195 litres/day), sheep grazing (75.23 litres/day), and the pool top up (96.16 litres/day), a total off set of 366.39 litres per day can be secured.

Compares to the 315.17 litres / day that the proposed development will use, this results in a net reduction of 50.69 litres/day

Details of the rainwater harvesting tank proposed for the mitigation property are shown in The accompanying report by Motion dated 10th august 2023

Securing the mitigation

Both the application site and the mitigation property are in the applicants ownership.

The applicant confirms their agreement to entering in to a Section 106 legal agreement to secure the mitigation in perpetuity.

Conclusion

The Design stage water Neutrality report that accompanies this application, prepared by Melin Consultants, calculates the proposed water demand from the development approved under DC/23/1873 to be 315.7 litres / day after incorporating water efficiency measures and rainwater harvesting.

The existing dwelling and associated land, after rainwater harvesting measures have been implemented can be reduced by 366.9 litres / day.

With these measures implemented and following construction of the new development, the demand on water from the Arun Valley will be reduced by 50.69 litres / day.

The proposal provides a robust and enforceable mitigation proposal and would therefore not have a significant effect on the Arun Valley (a European Site) as required under Regulation 75 of the Conservation of Habitats and Species Regulations 2017

Design Stage Water Neutrality Report

Development at Grainingfold Farm, Five Oaks, Billingshurst

Rev D

For

Ms S Hart
17th February 2023

The Beacon,
Dafen Business Park,
Llanelli,
Carmarthenshire,
SA14 8LQ
0845 094 1593
llanelli@melinconsultants.co.uk

Park House,
10 Park Street,
Bristol,
BS1 5HX
0845 094 1279
bristol@melinconsultants.co.uk

www.melinconsultants.co.uk

Melin Consultants are accredited to provide a range of calculation, assessment and testing services. They are members of CIBSE Low Carbon Consultants.

Melin Consultants fully check all work prior to completion and a robust audit trail exists to demonstrate accountability.

All information within this document is based on evidence provided in the form of drawings and specifications.

CPD (Continual Professional Development) records are kept and all technical staff are required to complete a minimum 20 hours per year in training activities.

Low Carbon Consultants have the expertise and necessary qualifications to offer advice in a professional capacity on matters relating to Part L of the Building Regulations and sustainability within the construction sector.

This document contains the following information:

1. Assessment Criteria
2. Executive Summary
3. Dwelling Water Consumption
4. Proposed Scheme Water Usage
5. Existing Dwellings Water Usage
6. Existing Dwellings Water Consumption after water efficient fittings have been added.

Appendix 1. Water Calculation Outputs
Appendix 2. Schedule of fittings in the mitigation property
Appendix 2. Water Meter Reading

Project Ref: 303736

Report Date: 14/02/2022 Revision D: 17/02/2023

Report author: David Anslow Function: Technical Consultant

Authorised by: Darren Baker Function: Senior Consultant

1) Assessment Criteria

The site is located within the Sussex North water resource supply zone. Sussex North area is supplied by a water extraction at Hardham. Natural England cannot accept an adverse impact on the integrity on the Arun Valley SPA, SAC and RAMSAR.

Therefore, there needs to be confirmation the proposal would not lead to an increase in water consumption on the site, which is likely to have a significant effect upon European Designated Sites.

2) Executive Summary

The existing site is a barn currently used for storage of hay and machinery and therefore has no existing water usage. The proposal is for the conversion of the barn to create 2 new 3-bed houses.

Due to there being no existing water usage, water neutrality cannot be achieved.

Water usage comparison

Existing site water usage (litres/day)	0
Proposed scheme water usage (litres/day)	315.17
Proposed scheme water usage lower than consented scheme	Yes

As shown in the report using low water usage fittings, rainwater harvesting to feed the WCs and washing machines and rainwater collection for external water usage in the proposed scheme, it is possible to offset the proposed scheme water usage.

It is proposed to achieve this by fitting flow regulators to taps and showers, and rainwater harvesting to feed the WCs and washing machine in existing property owned by the applicant south of the proposed site. It is also proposed to provide rainwater harvesting to replace mains water usage for providing water for stock housed on site and for all usage related to the swimming pool on site.

The dwelling to the south of the proposed site is a large 5 bedroomed property.

Water neutrality can therefore be achieved.

Existing dwellings water usage (litres/day)	383.40
Existing dwellings water usage after offsetting (litres/day)	188.40
Reduction in cwelling water usage (litres/day)	195.00
Reduction in agriculture water usage (litres/day)	75.23
Reduction in swimming pool water usage (litres/day)	96.16
Total reduction water usage (litres/day)	366.39
Proposed scheme water usage (litres/day)	315.17
Reduction in water usage greater than proposed scheme water usage (litres/day)	Yes

This report is designed to show the theoretical potential for water neutrality to be achieved based on existing data and proposed design measures, however the design and suitability of greywater recycling and rainwater harvesting systems will need to be carried out by the relevant specialists in these areas.

While this report confirms the theoretical feasibility of greywater recycling and rainwater harvesting systems to achieve the necessary reductions in water consumption, the technical feasibility will need to be confirmed with specialist reports by the relevant professionals.

Appended to this report in Appendix 3 are water bills from 7th February 2019 to the 27th July 2022 (1,265 days) showing a total water consumption for the existing site of 1,844.2m^3 which equates to 1,844,200 litres and therefore **1,457.87 litres/day.**

There are also 30-40 small fruit trees on the orchard which are under an agreement with the wildlife trust. These trees need watering regularly, particularly as the soil is clay. A greenhouse, fruit cages and vegetable garden, all of which need regular watering. The barn contains a gardeners WC and showers for use with the pool, the use of these is sporadic. There are stables and the barn has also been converted as holiday let and ancillary residential use, however as the consumption of these are not able to be individually confirmed they have been omitted from any calculations. They, along with the need to fill the pool annually, do however demonstrate a substantial additional water consumption.

3) Dwelling Water efficiency

In the UK every person uses approximately 150 litres of water a day, whilst consumption in our homes has steadily increased every year by around 1% since 1930 as we enjoy better standards of cleanliness and greater use of water-using appliances.

Increased consumption and a growing number of households has put more pressure on water supplies and it is likely that this problem will worsen as our climate changes.

From April 2010 Part G of the Building Regulations requires new dwellings to limit maximum water usage to 125 litres per person per day. Water efficiency has now become an issue that must be embraced by designers, specifiers and house builders.

What is needed for a water usage calculation?

The calculation method requires the use of water consumption figures provided from manufacturers product details. In order to calculate predicted water usage of a dwelling the following information is collected to determine the consumption of each fitting:

- Whether the dwelling has a low or high-water pressure system.
- Kitchen, utility and other taps – The quantity of taps as well as the flow rates in litres per minute for each tap. Where separate hot and cold taps are provided the flow rate of each is taken to determine the average.
- Baths – The quantity of baths and the capacity to overflow in litres. The flow rates of the bath taps are not required. Jacuzzis are not included in the water efficiency calculation.
- Showers – The quantity of showers and the cold-water flow rate.
- WC's – The quantity of toilets and flush capacity in litres of both single and dual flushes (part and full flush).
- Dishwashers – The water usage in litre per place setting. If no dishwasher is present in the development, then a generic figure of 1.25 litres per place setting is used. This will allow for any future installations.
- Washing machines – The water usage in litre per kilogram of dry load. If no washing machine is present in the development, then a generic figure of 8.17 litres per kilogram of dry load is used. This will allow for any future installations.

External taps are included in Building Regulation calculations at a fixed rate of 5 litres per person per day.

4) Proposed Scheme Water Consumption

The tables below provide a summary of the appliances water usage as well as providing the dwellings overall *'design stage'* water consumption (litres/person/day). This demonstrates that provided the sanitary fittings are specified following the maximum consumptions outlinec below a **Total Water Consumption of 95.4 litres / person / day** should be achieved at *'as built'* stage. The value in the tables also includes the 5 litres / person / day required by Building Regulations for external water usage.

Plot 1

Appliance	Qty.	Average Water Usage	
Kitchen/Utility Mixer taps	2	9 litres per minute	
All Other Mixer taps	2	3 litres per minute	
Baths	1	170 capacity in litres	
Showers	2	6 litres per minute	
Dual flush toilets	2	Part (capacity in litres)	Full (capacity in litres)
		3	6
Dishwashers	1	1.25 litre per place setting	
Washing machine	1	8.17 litres per dry kg load	
Total water consumption: 100.4		litres per person per day	

Using water collected by harvesting rainwater to feed the WCs and washing machine this figure can be further reduced to **68.8 litres/person/day**

Using rainwater collection systems i.e. water buts for any excess rainwater the provision for external water usage can also be eliminated.

Total water usage per day, is therefore **63.8 litres/person/day** multiplied by the average occupancy of 2.47 totalling **157.59 litres/day**

Plot 2

Appliance	Qty.	Average Water Usage	
Kitchen/Utility Mixer taps	2	9 litres per minute	
All Other Mixer taps	2	3 litres per minute	
Baths	1	170 capacity in litres	
Showers	2	6 litres per minute	
Dual flush toilets	2	Part (capacity in litres)	Full (capacity in litres)
		3	6
Dishwashers	1	1.25 litre per place setting	
Washing machine	1	8.17 litres per dry kg load	
Total water consumption: 100.4		litres per person per day	

Using water collected by harvesting rainwater to feed the WCs and washing machine this figure can be further reduced to **68.8 litres/person/day**

Using rainwater collection systems i.e. water buts for any excess rainwater the provision for external water usage can also be eliminated.

Total water usage per day, is therefore **63.8 litres/person/day** multiplied by the average occupancy of 2.47 totalling **157.59 litres/day**

The total proposed site water usage is therefore **315.17 litres/day**

It should be noted at this stage that the total water use of 104.86 litres/person/day and the contribution from rainwater of 34.8 litres/person/day shown in the Part G Water Calculator needs to be multiplied by a normalization factor of 0.91 litres/person/day to give a true reflection of the dwellings water consumption.

Average Occupancy

Household size	All categories: Number of bedrooms	1 bedroom	1 bedroom occupants	2 bedrooms	2 bedroom occupants	3 bedrooms	3 bedroom occupants	4 bedrooms	4 bedroom occupants	5 or more bedrooms	5 or more bedroom occupants
All categories: Household size	54,923	5,880		13,053		20,591		11,327		4,072	
1 person in household	15,476	4,258	4,258	5,207	5,207	4,435	4,435	1,247	1,247	329	329
2 people in household	20,234	1,415	2,830	5,302	10,604	7,866	15,732	4,302	8,604	1,349	2,698
3 people in household	8,246	157	471	1,659	4,977	3,760	11,280	1,974	5,922	696	2,088
4 people in household	7,898	37	148	751	3,004	3,513	14,052	2,639	10,556	958	3,832
5 people in household	2,303	9	45	108	540	801	4,005	906	4,530	479	2,395
6 or more people in household	766	4	24	26	156	216	1,296	259	1,554	261	1,566
Total			7,776		24,488		50,800		32,413		12,579
Occupancy rate			**1.32**		**1.88**		**2.47**		**2.86**		**3.09**

5) Existing Dwellings Water Consumption

The applicant owns the property to the south-east of the application site. The address of this property is:

Grainingfold Farmhouse
Horsham Road
Five Oaks
RH14 9AT

The applicant proposes to incorporate water saving measures to this property in order to achieve water neutrality. This property is referred to in this report as "The mitigation property".

For clarity, the mitigation property is shown highlighted in the image below in blue, with the application site shown in red.

The mitigation property comprises a 5 bedroom / 5 bathroom residential property. The property is occupied full time by three persons with occasional guests staying, for the purpose of these calculations, figures have been based on the full-time occupancy of three persons.

To the south-east of the house is a converted Sussex barn which is approved for holiday let and ancillary residential use.



The mitigation property also includes a stable building, an external swimming pool and a pool house.

The tables below provide a summary of the appliances water usage as well as providing the dwellings overall water consumption (litres/person/day). This demonstrates that a Total Water Consumption is currently being achieved. The value in the tables also includes the 5 litres / person / day required by Building Regulations for external water usage.

House

Appliance	Qty.	Average Water Usage	
Kitchen/Utility Mixer taps	1	6.75 litres per minute	
All Other Mixer taps	7	6.43 litres per minute	
Baths	2	170 capacity in litres	
Showers	5	11.62 litres per minute	
Dual flush toilets	6	Part (capacity in litres)	Full (capacity in litres)
		3	6
Dishwashers	1	1.25 litre per place setting	
Washing machine	1	8.7 litres per dry kg load	
Total water consumption: 127.8		litres per person per day	

Total water usage per day, is therefore **127.8 litres/person/day** multiplied by the occupancy of 3 totalling **383.4 litres/day**

It should be noted at this stage that the total water use of 134.98 litres/person/day shown in the Part G Water Calculator needs to be multiplied by a normalization factor of 0.91 litres/person/day to give a true reflection of the dwellings water consumption.

6) Existing Dwellings Water Consumption after water efficient fittings have been added

House

Appliance	Qty.	Average Water Usage	
Kitchen/Utility Mixer taps	1	6.75 litres per minute	
All Other Mixer taps	7	3 litres per minute	
Baths	2	170 capacity in litres	
Showers	5	6 litres per minute	
Dual flush toilets	6	Part (capacity in litres)	Full (capacity in litres)
		3	6
Dishwashers	1	1.25 litre per place setting	
Washing machine	1	8.7 litres per dry kg load	
Total water consumption: 100.5		litres per person per day	

Using water collected by harvesting rainwater to feed the WCs and washing machine this figure can be further reduced to **67.9 litres/person/day**.

Using rainwater collection systems i.e. water buts for rainwater the provision for external water usage can be eliminated.

Total water usage per day, is therefore **62.8 litres/person/day** multiplied by the occupancy of 3 totalling **188.4 litres/day**

It should be noted at this stage that the total water use of 104.98 litres/person/day and the contribution from rainwater of 35.91 litres/person/day shown in the Part G Water Calculator needs to be multiplied by a normalization factor of 0.91 litres/person/day to give a true reflection of the dwellings water consumption.

The total existing dwellings water usage after water efficient fittings have been added is therefore **188.4 litres/day**.

7) Existing Site Water usage

The land amounts to around 40 acres of grazing land. The applicants have 5 sheep of their own grazing on the land permanently. In addition, they rent the land to a local farmer for additional grazing and the movement of sheep has to be documented for DEFRA so numbers can be evidenced.

The figures are as follows

- 16 Feb 2018 - 16 sheep purchased and on the land.
- April 2018 - 20 lambs born.

So total of 36 sheep on land

Until

- 11/10/2018 - Less 2 Total 16 ewes 18 lambs
- 16/01/2019 - Less 5 Total 16 ewes 13 lambs
- 27/02/2019 - Less 13 Total 16 ewes
- April 2019 – born 15 Total 16 ewes 15 lambs
- 13/05/2020 - Less 7 Total 24 ewes
- 18/06/2020 - Less 19 Total 5 ewes
- 05/07/2021 - plus 21 Total 26 ewes
- 20/08/2021 - less 21 Total 5 ewes
- 23/10/2021 - plus 18 Total 23 ewes
- 03/11/2021 - plus 1 Total 24 ewes
- 08/02/2022 - less 19 Total 5 ewes

To calculate the water usage of the existing site the average water usage of cattle was taken from a Defra report by King, J., Tiffin, D., Drakes, D. & Smith, K. 2006. Water use in agriculture: establishing a baseline. Report for Defra Project WU0102. (http://randd.defra.gov.uk/Document.aspx?Document=WU0102_4274_FRP.doc)

The report states that the overall drinking requirements for an ewe is 4.5 **litres/animal/day** and for lambs **1.68 litres/animal/day**.

Drinking water requirements for sheep.

Animal	Water volume (L/day/animal)	Total volume (L/animal/year)	Other – dipping (L/animal/year)
Ewe	4.5	1,643	4.5
Ram	3.3	1204.5	4.5
Lamb	1.68	613.5	0.9

To calculate the water consumption of the sheep housed on the site the table below has been used. This confirms that from between the 16th of February 2018 and the 8th of February 2022 an average **75.23 litres/day** were consumed.

	Ewes	Lambs	Days	Drinking water	Ewe	Lamb		Total
16/02/2018	16		73		4.5	1.68		5256
30/04/2018	16	20	164		4.5	1.68		17318.4
11/10/2018	16	18	97		4.5	1.68		9917.28
16/01/2019	16	13	42		4.5	1.68		3941.28
27/02/2019	16		31		4.5	1.68		2232
30/04/2019	16	15	365		4.5	1.68		35478
30/04/2020	31		13		4.5	1.68		1813.5
13/05/2020	24		36		4.5	1.68		3888
18/06/2020	5		382		4.5	1.68		8595
05/07/2021	26		46		4.5	1.68		5382
20/08/2021	5		64		4.5	1.68		1440
23/10/2021	23		12		4.5	1.68		1242
03/11/2021	24		97		4.5	1.68		10476
08/02/2022	5							
		Total	1422				Total	106979.46
							Average	75.23

It is proposed to provide 100% of the drinking water to the sheep from collected rainwater, therefore a further **75.23 litres/day** can be offset.

The site also houses a swimming pool of approximately 9m long x 5m wide x 1.2m deep with a volume of 54m^3. This equates to 54,000 litres of water.

The pool is flushed and topped up every 2 weeks during the Spring and Summer months. It fills at the rate of 15mm every hour so a typical top up take approximately 4 hours. Therefore, each time the pool is flushed approximately 2,700 litres of water are replaced. Assuming this takes place from April to September which is 26 weeks approximately 35,100 litres of water is consumed as follows:

2,700 x 26/2 = 35,100

The daily consumption is therefore **96.16 Litres/day**.

35,100/365 = 96.16

It is proposed to provide 100% of the water required for topping up the swimming pool from collected rainwater, therefore a further **96.16 litres/day** can be offset.

The total water that can be offset from the site is therefore 195 + 75.23 + 96.16 = **366.39 litres/day**

Appendix 1: Water Calculations Outputs

WAT 1 - Calculator
Code for Sustainable Homes

Site Information	
Site Name	303736
Reg Number	Plot 1
Street 1	Grainingfold Farm
Street 2	Five Oaks
Area	
Town or City	Billingshurst
Post Code	

Installation Type	Average Capacity/Flow Rate	Litres/Person/Day
Single Flush WC's	0	0
Dual Flush WC's	3.99	17.64
All WC's	3.99	17.64
Kitchen/Utility Room Taps	9	14.32
Other Taps	3	6.32
Baths	170	18.7
Showers	6	26.22
Dishwashers	1.25	4.5
Washing Machines	8.17	17.16
Water Softener		
Waste Disposal Unit	Not Present	0
Total Water Use	104.86 Litres/Person/Day	
Contribution from Rain Water	34.8 Litres/Person/Day	
Contribution from Grey Water	0 Litres/Person/Day	
Normalisation Factor	0.91 Litres/Person/Day	

Code for Sustainable Homes - Consumptions & Credits	
Water Consumption (Code for Sustainable Homes)	63.8 Litres/Person/Day
Credits Scored	5

Building Regulations 2000 AD Part G (2010 Ed) - Consumption	
External Water Use	5 Litres/Person/Day
Water Consumption (Building Regulation 17 K)	68.8 Litres/Person/Day

Kitchen/Utility Room Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	9	2	18	0	0	18
Total Litres/Person/Day Gross						14.32
Total Litres/Person/Day Gross						14.32

Other Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	3	2	6	0	0	6
Total Litres/Person/Day Gross						6.32
Total Litres/Person/Day Gross						6.32

Baths						
Description	Capacity	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	170	1	170	0	0	170
Total Litres/Person/Day Gross						18.7
Total Litres/Person/Day Gross						18.7

Showers						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	6	2	12	0	0	12
Total Litres/Person/Day Gross						26.22
Total Litres/Person/Day Gross						26.22

Washing Machines						
Description	L/Kg Dry Load	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	8.17	1	8.17		8.17	0
Total Litres/Person/Day Gross						17.16
Total Litres/Person/Day Gross						0

Dishwashers						
Description	L/Place Setting	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	1.25	1	1.25	0	0	1.25
Total Litres/Person/Day Gross						4.5
Total Litres/Person/Day Gross						4.5

Single Flush WC's						
Description	Flush Volume	Qty	Total Water	Grey Water	Rain Water	Net Water
Total Litres/Person/Day Gross						0
Total Litres/Person/Day Gross						0

Dual Flush WC's						
Description	Flush Vol (P/F)	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	3/6	2	7.98		7.98	-7.98
Total Litres/Person/Day Gross						17.64
Total Litres/Person/Day Gross						0

Ion Exchange Water Softener	
% of Total Capacity Used Per	
Water Consumed Per Regeneration	
Average Regeneration Cycles Per Day	
Occupants Served by the System	
Water Consumed Beyond 4%	
Water Consumed Beyond 4%	

Rain Water Collection	
Collection Area	78.4
Yield Co-Efficient	0.9
Hydraulic Filter Efficiency	0.9
Average Rainfall	742
Daily Rain Water Collection	129.1
Number of Occupants	2.47
Daily Rain Water Per Person	52.27

WAT 1 - Calculator
Code for Sustainable Homes

Site Information	
Site Name	303736
Reg Number	Plot 2
Street 1	Grainingfold Farm
Street 2	Five Oaks
Area	
Town or City	Billingshurst
Post Code	

Installation Type	Average Capacity/Flow Rate	Litres/Person/Day
Single Flush WC's	0	0
Dual Flush WC's	3.99	17.64
All WC's	3.99	17.64
Kitchen/Utility Room Taps	9	14.32
Other Taps	3	6.32
Baths	170	18.7
Showers	6	26.22
Dishwashers	1.25	4.5
Washing Machines	8.17	17.16
Water Softener		
Waste Disposal Unit	Not Present	0
Total Water Use	104.86 Litres/Person/Day	
Contribution from Rain Water	34.8 Litres/Person/Day	
Contribution from Grey Water	0 Litres/Person/Day	
Normalisation Factor	0.91 Litres/Person/Day	

Code for Sustainable Homes - Consumptions & Credits	
Water Consumption (Code for Sustainable Homes)	63.8 Litres/Person/Day
Credits Scored	5

Building Regulations 2000 AD Part G (2010 Ed) - Consumption	
External Water Use	5 Litres/Person/Day
Water Consumption (Building Regulation 17 K)	68.8 Litres/Person/Day

Kitchen/Utility Room Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	9	2	18	0	0	18
Total Litres/Person/Day Gross						14.32
Total Litres/Person/Day Gross						14.32

Other Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	3	2	6	0	0	6
Total Litres/Person/Day Gross						6.32
Total Litres/Person/Day Gross						6.32

Baths						
Description	Capacity	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	170	1	170	0	0	170
Total Litres/Person/Day Gross						18.7
Total Litres/Person/Day Gross						18.7

Showers						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	6	2	12	0	0	12
Total Litres/Person/Day Gross						26.22
Total Litres/Person/Day Gross						26.22

Washing Machines						
Description	L/Kg Dry Load	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	8.17	1	8.17		8.17	0
Total Litres/Person/Day Gross						17.16
Total Litres/Person/Day Gross						0

Dishwashers						
Description	L/Place Setting	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	1.25	1	1.25	0	0	1.25
Total Litres/Person/Day Gross						4.5
Total Litres/Person/Day Gross						4.5

Single Flush WC's						
Description	Flush Volume	Qty	Total Water	Grey Water	Rain Water	Net Water
Total Litres/Person/Day Gross						0
Total Litres/Person/Day Gross						0

Dual Flush WC's						
Description	Flush Vol (P/F)	Qty	Total Water	Grey Water	Rain Water	Net Water
Default	3/6	2	7.98		7.98	-7.98
Total Litres/Person/Day Gross						17.64
Total Litres/Person/Day Gross						0

Ion Exchange Water Softener	
% of Total Capacity Used Per	
Water Consumed Per Regeneration	
Average Regeneration Cycles Per Day	
Occupants Served by the System	
Water Consumed Beyond 4%	
Water Consumed Beyond 4%	

Rain Water Collection	
Collection Area	78.4
Yield Co-Efficient	0.9
Hydraulic Filter Efficiency	0.9
Average Rainfall	742
Daily Rain Water Collection	129.1
Number of Occupants	2.47
Daily Rain Water Per Person	52.27

WAT 1 - Calculator
Code for Sustainable Homes

Site Information	
Site Name	303736
Reg Number	Existing House
Street 1	Grainingfold Farm
Street 2	Five Oaks
Area	
Town or City	Billingshurst
Post Code	

Installation Type	Average Capacity/Flow Rate	Litres/Person/Day
Single Flush WC's	0	0
Dual Flush WC's	3.99	17.64
All WC's	3.99	17.64
Kitchen/Utility Room Taps	6.75	13.33
Other Taps	6.43	11.74
Baths	170	18.7
Showers	11.62	50.8
Dishwashers	1.25	4.5
Washing Machines	8.7	18.27
Water Softener		
Waste Disposal Unit	Not Present	0
Total Water Use	134.98 Litres/Person/Day	
Contribution from Rain Water	0 Litres/Person/Day	
Contribution from Grey Water	0 Litres/Person/Day	
Normalisation Factor	0.91 Litres/Person/Day	

Code for Sustainable Homes - Consumptions & Credits	
Water Consumption (Code for Sustainable Homes)	122.8 Litres/Person/Day
Credits Scored	0

Building Regulations 2000 AD Part G (2010 Ed) - Consumption	
External Water Use	5 Litres/Person/Day
Water Consumption (Building Regulation 17 K)	127.8 Litres/Person/Day

Kitchen/Utility Room Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Franke Mixer	4.5	1	4.5	0	0	4.5
SMEG mixer tap	9	1	9	0	0	9
Total Litres/Person/Day Gross						13.33
Total Litres/Person/Day Gross						13.33

Other Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Hansgrohe Mixer	6	6	36	0	0	36
Hansgrohe mixer	9	1	9	0	0	9
Total Litres/Person/Day Gross						11.74
Total Litres/Person/Day Gross						11.74

Baths						
Description	Capacity	Qty	Total Water	Grey Water	Rain Water	Net Water
Villeroy & Boch	170	2	340	0	0	340
Total Litres/Person/Day Gross						18.7
Total Litres/Person/Day Gross						18.7

Showers						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Hansgrohe Raindance	9	3	27	0	0	27
Hansgrohe Axor	16	2	32	0	0	32
Vado handset	10	2	20	0	0	20
Hansgrohe Handset	14	1	14	0	0	14
Total Litres/Person/Day Gross						50.8
Total Litres/Person/Day Gross						50.8

Washing Machines						
Description	L/Kg Dry Load	Qty	Total Water	Grey Water	Rain Water	Net Water
Bosch Logixx8	8.7	2	17.4			17.4
Siemens S12-49	8.7	1	8.7			8.7
Total Litres/Person/Day Gross						18.27
Total Litres/Person/Day Gross						18.27

Dishwashers						
Description	L/Place Setting	Qty	Total Water	Grey Water	Rain Water	Net Water
Bosch	1.25	1	1.25	0	0	1.25
Total Litres/Person/Day Gross						4.5
Total Litres/Person/Day Gross						4.5

Single Flush WC's						
Description	Flush Volume	Qty	Total Water	Grey Water	Rain Water	Net Water
Total Litres/Person/Day Gross						0
Total Litres/Person/Day Gross						0

Dual Flush WC's						
Description	Flush Vol (P/F)	Qty	Total Water	Grey Water	Rain Water	Net Water
Villeroy & Boch	3/6	1	3.99			0
Duravit Dual Flosu	3/6	3	11.97			0
Gebarit Dual	3/6	1	3.99			0
Roca Dual	3/6	1	3.99			0
Total Litres/Person/Day Gross						17.64
Total Litres/Person/Day Gross						17.64

Ion Exchange Water Softener	
% of Total Capacity Used Per	
Water Consumed Per Regeneration	
Average Regeneration Cycles Per Day	
Occupants Served by the System	
Water Consumed Beyond 4%	
Water Consumed Beyond 4%	

Rain Water Collection	
Collection Area	
Yield Co-Efficient	
Hydraulic Filter Efficiency	
Average Rainfall	
Daily Rain Water Collection	
Number of Occupants	
Daily Rain Water Per Person	

WAT 1 - Calculator
Code for Sustainable Homes

Site Information	
Site Name	303736
Reg Number	Existing House Offset
Street 1	Grainingfold Farm
Street 2	Five Oaks
Area	
Town or City	Billingshurst
Post Code	

Installation Type	Average Capacity/Flow Rate	Litres/Person/Day
Single Flush WC's	0	0
Dual Flush WC's	3.99	17.64
All WC's	3.99	17.64
Kitchen/Utility Room Taps	6.75	13.33
Other Taps	3	6.32
Baths	170	18.7
Showers	6	26.22
Dishwashers	1.25	4.5
Washing Machines	8.7	18.27
Water Softener		
Waste Disposal Unit	Not Present	0
Total Water Use	104.98 Litres/Person/Day	
Contribution from Rain Water	35.91 Litres/Person/Day	
Contribution from Grey Water	0 Litres/Person/Day	
Normalisation Factor	0.91 Litres/Person/Day	

Code for Sustainable Homes - Consumptions & Credits	
Water Consumption (Code for Sustainable Homes)	62.8 Litres/Person/Day
Credits Scored	5

Building Regulations 2000 AD Part G (2010 Ed) - Consumption	
External Water Use	5 Litres/Person/Day
Water Consumption (Building Regulation 17 K)	67.9 Litres/Person/Day

SA AC REGIONAL 1 © STROMA CERTIFICATION LTD

Kitchen/Utility Room Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Franke Mixer	4.5	1	4.5	0	0	4.5
SMEG mixer tap	9	1	9	0	0	9
Total Litres/Person/Day Gross						13.33
Total Litres/Person/Day Gross						13.33

Other Taps						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Hansgrohe Mixer - with flow regulator	3	6	18	0	0	18
Hansgrohe mixer - with flow regulator	3	1	3	0	0	3
Total Litres/Person/Day Gross						6.32
Total Litres/Person/Day Gross						6.32

Baths						
Description	Capacity	Qty	Total Water	Grey Water	Rain Water	Net Water
Villeroy & Boch	170	2	340	0	0	340
Total Litres/Person/Day Gross						18.7
Total Litres/Person/Day Gross						18.7

Showers						
Description	Flow Rate	Qty	Total Water	Grey Water	Rain Water	Net Water
Hansgrohe Raindance - with flow regulator	6	3	18	0	0	18
Hansgrohe Axor - with flow regulator	6	2	12	0	0	12
Vado handset - with flow regulator	6	2	12	0	0	12
Hansgrohe Handset - with flow regulator	6	1	6	0	0	6
Total Litres/Person/Day Gross						26.22
Total Litres/Person/Day Gross						26.22

Washing Machines						
Description	L/Kg Dry Load	Qty	Total Water	Grey Water	Rain Water	Net Water
Bosch Logixx8	8.7	2	17.4		17.4	0
Siemens S12-49	8.7	1	8.7		8.7	0
Total Litres/Person/Day Gross						18.27
Total Litres/Person/Day Gross						0

Dishwashers						
Description	L/Place Setting	Qty	Total Water	Grey Water	Rain Water	Net Water
Bosch	1.25	1	1.25	0	0	1.25
Total Litres/Person/Day Gross						4.5
Total Litres/Person/Day Gross						4.5

Single Flush WC's						
Description	Flush Volume	Qty	Total Water	Grey Water	Rain Water	Net Water
Total Litres/Person/Day Gross						0
Total Litres/Person/Day Gross						0

Dual Flush WC's						
Description	Flush Vol (P/F)	Qty	Total Water	Grey Water	Rain Water	Net Water
Villeroy & Boch	3/6	1	3.99		3.99	-3.99
Duravit Dual Flosu	3/6	3	11.97		11.97	-11.97
Gebarit Dual	3/6	1	3.99		3.99	-3.99
Roca Dual	3/6	1	3.99		3.99	-3.99
Total Litres/Person/Day Gross						17.64
Total Litres/Person/Day Gross						0

Ion Exchange Water Softener	
% of Total Capacity Used Per	
Water Consumed Per Regeneration	
Average Regeneration Cycles Per Day	
Occupants Served by the System	
Water Consumed Beyond 4%	
Water Consumed Beyond 4%	

Rain Water Collection	
Collection Area	300
Yield Co-Efficient	0.9
Hydraulic Filter Efficiency	0.9
Average Rainfall	742
Daily Rain Water Collection	493.99
Number of Occupants	3
Daily Rain Water Per Person	164.66

Appendix 2: Schedule of fittings in the mitigation property

Master bedroom

Hansgrohe mixer tap – flow rate 6 litres / minute

Hansgrohe Axor shower – flow rate 16 litres / minute

Vado handset – flow rate 10 litres / minute

Geberit Dual flush toilet – flush volume (full flush / half flush) 6/3 litres

Bath – Villeroy and Boch – capacity 170 litres







Bedroom 2

Hansgrohe mixer tap – flow rate 6 litres / minute

Hansgrohe shower – flow rate 16 litres / minute

Villeroy and Boch Dual flush toilet – flush volume (full flush / half flush) 6/3 litres

Bath – Villeroy and Boch – capacity 170 litres





Bedroom 3

Hansgrohe mixer tap – flow rate 6 litres / minute

Hansgrohe Raindance shower – flow rate 9 litres / minute

Hansgrohe handset – flow rate 14 litres / minute

Duravit Dual flush toilet – flush volume (full flush / half flush) 6/3 litres

Bidet – Hansgrohe mixer tap – flow rate 6 litres / minute







Bedroom 4

Hansgrohe mixer tap – flow rate 6 litres / minute

Hansgrohe Raindance shower – flow rate 9 litres / minute

Duravit Dual flush toilet – flush volume (full flush / half flush) 6/3 litres





Bedroom 5

Hansgrohe mixer tap – flow rate 6 litres / minute

Hansgrohe Raindance shower – flow rate 9 litres / minute

Vado handset – flow rate 10 litres / minute

Roca Dual flush toilet – flush volume (full flush / half flush) 6/3 litres





Utility

Smeg mixer tap – flow rate 9 litres / minute

Washing machine 1 - Bosch logixx 8 washing machine- 8.7 litres / Kg dry load

Washing machine 1 (dog wash) - Bosch logixx 8 washing machine- 8.7 litres / Kg dry load

Washing machine 1 - Siemens S12-49 washing machine- 8.7 litres / Kg dry load



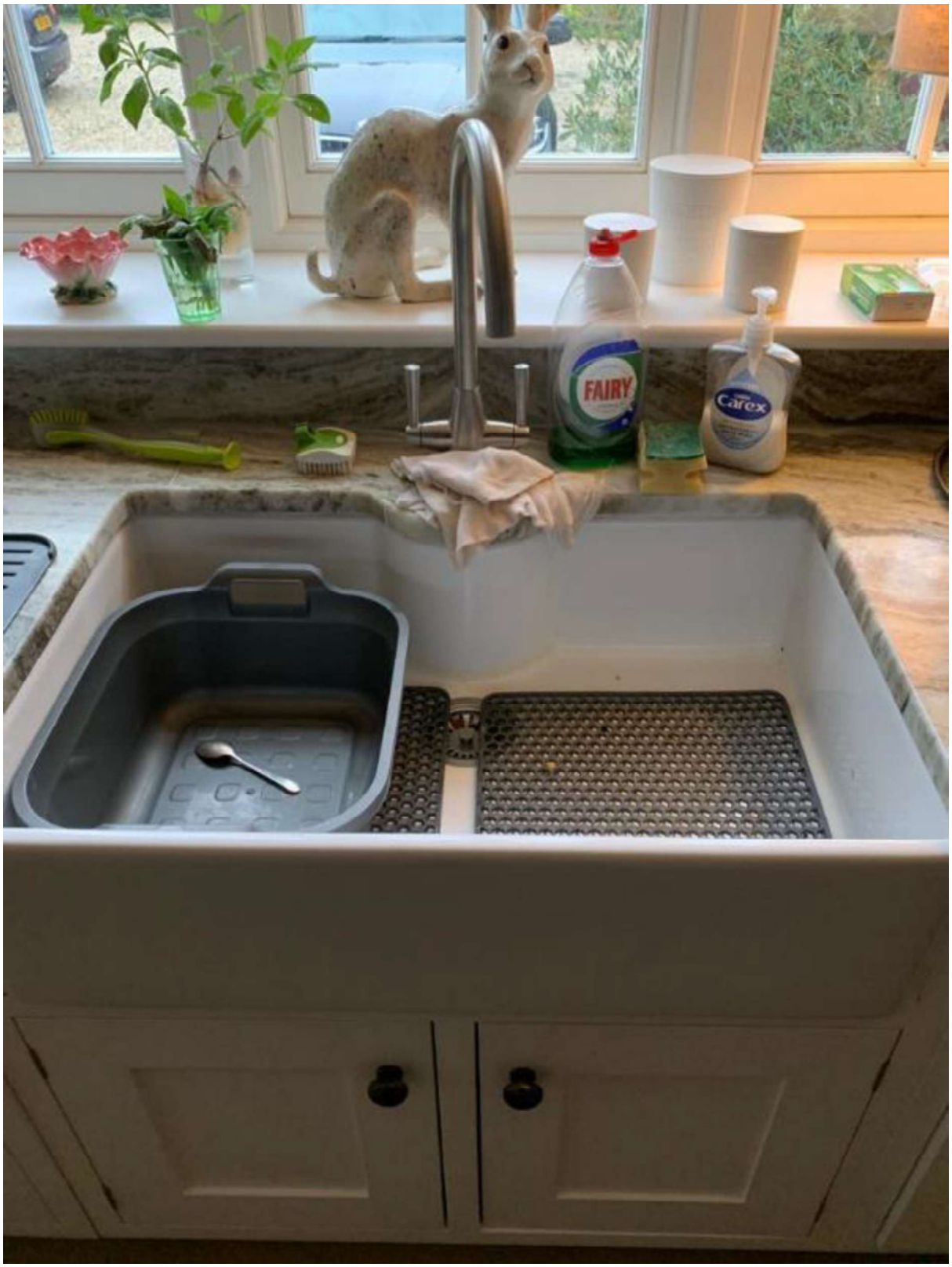


Kitchen

Franke mixer tap – flow rate 4.5 litres / minute

Bosch series 2 dishwasher – 1.25 litres / place setting




FAIRY
Carex

WC

Hansgrohe mixer tap – flow rate 9 litres / minute

Duravit Dual flush toilet – flush volume (full flush / half flush) 6/3 litres





Appendix 3: Water Meter Readings

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MRS SUSAN M HART
GRAININGFOLD FARM
STANE STREET
FIVE OAKS
BILLINGSHURST
RH14 9AT

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs SUSAN M HART,

Here's your latest bill. This bill replaces the bill issued on 13 Sep 2019. The bill was reissued due to an incorrect or estimated meter reading. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

277 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9037686

Latest reading: 21 Aug 2019

1566.00

Previous reading: 7 Feb 2019

1288.80

Your next meter reading is scheduled to take place by 29 Aug 2022

Previous bill's usage
58.80 m³

Charges

[redacted]

Bill date
09 Mar 2022

Billing period
From: 08 February 2019
To: 21 August 2019

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

11 Apr 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 4

Previous bill's payments [redacted]

Water

Period: 08 February 2019 to 31 March 2019

Variable Rate	[redacted]	x 73.90m³	= [redacted]
Standing Charge			=
Period: 01 April 2019 to 21 August 2019			
Variable Rate	[redacted]	x 203.30m³	= [redacted]
Standing Charge			=
Total Water			[redacted]

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1018 • M • Document 1 of 1 • 10032022 • 4033812 • 4033854

STA-SWF138-2-4220

Your account summary

Balance brought forward from your last bill	[redacted]
What you've paid since your last bill	[redacted]
What you've been charged for From 08 February 2019 to 21 August 2019	[redacted]
Account Balance	[redacted]

Your water usage naturally changes throughout the year. Credit in your account prevents you falling into debt. To learn more please visit southernwater.co.uk/how-my-payment-plan-works.

Your payments summary

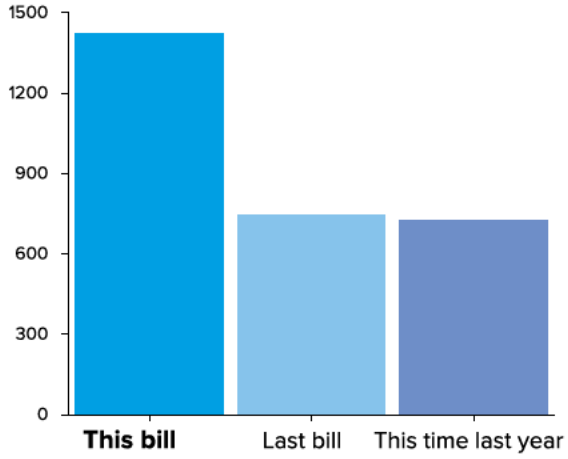
Past monthly payments			
6 Mar 2019	[redacted]	10 Sep 2020	[redacted]
5 Apr 2019		12 Oct 2020	
7 May 2019		10 Nov 2020	
5 Jun 2019		10 Dec 2020	
10 Jul 2019		11 Jan 2021	
12 Aug 2019		10 Feb 2021	
10 Sep 2019		10 Mar 2021	
10 Oct 2019		12 Apr 2021	
11 Nov 2019		10 May 2021	
10 Dec 2019		10 Jun 2021	
10 Jan 2020		12 Jul 2021	
10 Feb 2020		10 Aug 2021	
10 Mar 2020		10 Sep 2021	
14 Apr 2020		11 Oct 2021	
11 May 2020		10 Nov 2021	
10 Jun 2020		10 Dec 2021	
10 Jul 2020		10 Jan 2022	
10 Aug 2020		10 Feb 2022	
		10 Mar 2022	
		Total	[redacted]

Future monthly payments	
11 Apr 2022	[redacted]
10 May 2022	
10 Jun 2022	
11 Jul 2022	
10 Aug 2022	
Total	

Your water use

Over the last six months your household used an average of 1422 litres a day

You're using [redacted] of water a day on average.



Why is my bill higher than usual?

Your water use may have gone up for a number of reasons, for example:

- Are more people living in your home?
- Have you been spending more time at home than usual?
- Have you had problems such as a dripping tap or leaking washing machine?
- Have you carried out building work, repairs or home improvements?
- Have you used your washing machine more than usual?
- Have you regularly used a hosepipe or sprinkler?
- Have you regularly filled up a paddling pool?
- Have you installed appliances or equipment that uses a lot of water?

If none of the above explains why your water use has gone up, call us on **0330 303 0277**. We'll try to help you work out why your bill is higher than usual.

More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MRS SUSAN M HART
GRAININGFOLD FARM
STANE STREET
FIVE OAKS
BILLINGSHURST
RH14 9AT

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs SUSAN M HART,

Here's your latest bill based on the meter reading we took on 05 July 2020. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

861 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9037686

Latest reading: 5 Jul 2020

2427.00

Previous reading: 21 Aug 2019

1566.00

Your next meter reading is scheduled to take place by 29 Aug 2022

Previous bill's usage
277.20 m³

Charges

[redacted]

Bill date
09 Mar 2022

Billing period
From: 22 August 2019
To: 05 July 2020

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

11 Apr 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

[redacted]

Water

Period: 22 August 2019 to 31 March 2020

Variable Rate	[redacted]	397.80m³	= [redacted]
Standing Charge			=

Period: 01 April 2020 to 05 July 2020

Variable Rate	[redacted]	463.20m³	= [redacted]
Standing Charge			=

Total Water [redacted]

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1018 • M • Document 1 of 1 • 10032022 • 4033812 • 4033854

STA-SWF138-2-4220

Your account summary

Balance brought forward from your last bill	[redacted]
What you've been charged for From 22 August 2019 to 05 July 2020	[redacted]
Account Balance	[redacted]

Your water usage naturally changes throughout the year. Credit in your account prevents you falling into debt. To learn more please visit southernwater.co.uk/how-my-payment-plan-works.

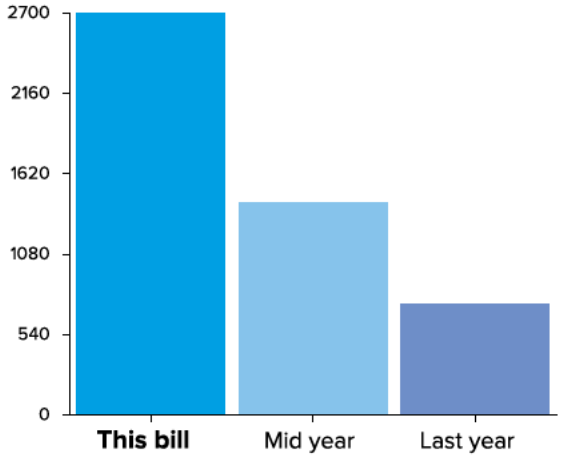
Your payments summary

Future monthly payments	
11 Apr 2022	[redacted]
10 May 2022	
10 Jun 2022	
11 Jul 2022	
10 Aug 2022	
Total	

Your water use

Over the last eleven months your household used an average of 2699 litres a day

You're using [redacted] of water a day on average.



Why is my bill higher than usual?

Your water use may have gone up for a number of reasons, for example:

- Are more people living in your home?
- Have you been spending more time at home than usual?
- Have you had problems such as a dripping tap or leaking washing machine?
- Have you carried out building work, repairs or home improvements?
- Have you used your washing machine more than usual?
- Have you regularly used a hosepipe or sprinkler?
- Have you regularly filled up a paddling pool?
- Have you installed appliances or equipment that uses a lot of water?

If none of the above explains why your water use has gone up, call us on **0330 303 0277**. We'll try to help you work out why your bill is higher than usual.

More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MRS SUSAN M HART
GRAININGFOLD FARM
STANE STREET
FIVE OAKS
BILLINGSHURST
RH14 9AT

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs SUSAN M HART,

Here's your latest bill. This bill replaces the bill issued on 12 Oct 2020. The bill was reissued due to an incorrect or estimated meter reading. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

64 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9110462

Latest reading: 30 Sep 2020

6 4 . 2 0

Previous reading: 6 Jul 2020

0 . 0 0

Your next meter reading is scheduled to take place by 29 Aug 2022

Previous bill's usage
861.00 m³

Charges

[redacted]

Bill date
09 Mar 2022

Billing period
From: 06 July 2020
To: 30 September 2020

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

11 Apr 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

[redacted]

Water

Period: 06 July 2020 to 30 September 2020

Variable Rate	[redacted]	x 64.20m³ =	[redacted]
Standing Charge		=	
Total Water	[redacted]		[redacted]

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1018 • M • Document 1 of 1 • 10032022 • 4033812 • 4033854

STA-SWF138-2-4220

Your account summary

Balance brought forward from your last bill	[redacted]
What you've been charged for From 06 July 2020 to 30 September 2020	[redacted]
Account Balance	[redacted]

Your water usage naturally changes throughout the year. Credit in your account prevents you falling into debt. To learn more please visit southernwater.co.uk/how-my-payment-plan-works.

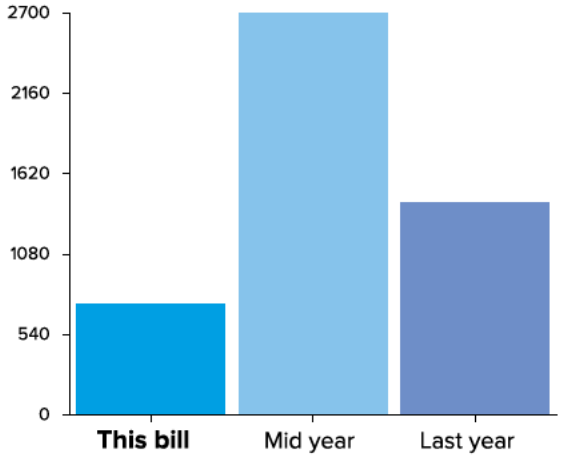
Your payments summary

Future monthly payments	
11 Apr 2022	[redacted]
10 May 2022	
10 Jun 2022	
11 Jul 2022	
10 Aug 2022	
Total	

Your water use

Over the last two months your household used an average of **738** litres a day

You're using [redacted] of water a day on average.



Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MRS SUSAN M HART
GRAININGFOLD FARM
STANE STREET
FIVE OAKS
BILLINGSHURST
RH14 9AT

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs SUSAN M HART,

Here's your latest bill based on the meter reading we estimated on 16 February 2021. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

100 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9110462

Latest reading: 16 Feb 2021

1 6 4 . 3 0

Previous reading: 30 Sep 2020

6 4 . 2 0

Your next meter reading is scheduled to take place by 29 Aug 2022

Previous bill's usage
64.20 m³

Charges

[redacted]

Bill date
09 Mar 2022

Billing period
From: 01 October 2020
To: 16 February 2021

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

11 Apr 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

[redacted]

Water

Period: 01 October 2020 to 16 February 2021

Variable Rate	[redacted] x	100.10m³ =	[redacted]
Standing Charge		=	[redacted]
Total Water	[redacted]		[redacted]

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1018 • M • Document 1 of 1 • 10032022 • 4033812 • 4033854

Your account summary

Balance brought forward from your last bill	[redacted]
What you've been charged for From 01 October 2020 to 16 February 2021	[redacted]
Outstanding Balance	[redacted]

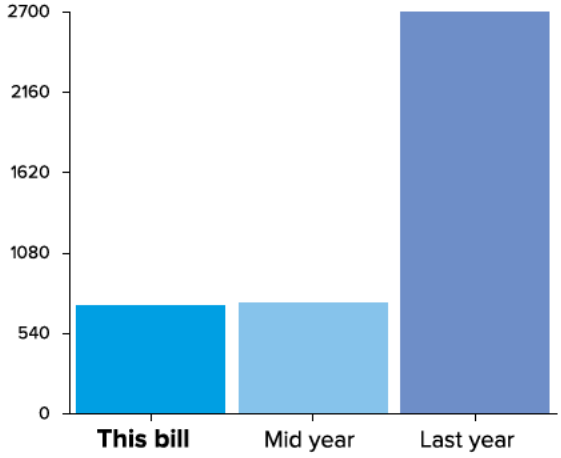
Your payments summary

Future monthly payments	
11 Apr 2022	[redacted]
10 May 2022	
10 Jun 2022	
11 Jul 2022	
10 Aug 2022	
Total	

Your water use

Over the last four months your household used an average of **720** litres a day

You're using [redacted] of water a day on average.



Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MRS SUSAN M HART
GRAININGFOLD FARM
STANE STREET
FIVE OAKS
BILLINGSHURST
RH14 9AT

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs SUSAN M HART,

Here's your latest bill. This bill replaces the bill issued on 14 Sep 2021. The bill was reissued due to an incorrect or estimated meter reading. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

145 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9110462

Latest reading: 31 Aug 2021

3 0 9 . 0 0

Previous reading: 16 Feb 2021

1 6 4 . 3 0

Your next meter reading is scheduled to take place by 29 Aug 2022

Previous bill's usage
100.10 m³

Charges

[redacted]

Bill date
09 Mar 2022

Billing period
From: 17 February 2021
To: 31 August 2021

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

11 Apr 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

[redacted]

Water

Period: 17 February 2021 to 31 March 2021

Variable Rate	[redacted]	x 31.70m³ =	[redacted]
Standing Charge		=	

Period: 01 April 2021 to 31 August 2021

Variable Rate	[redacted]	x 113.00m³ =	[redacted]
Standing Charge		=	
Total Water			[redacted]

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1018 • M • Document 1 of 1 • 10032022 • 4033812 • 4033854

STA-SWF138-2-4220

Your account summary

Balance brought forward from your last bill	[redacted]
What you've been charged for From 17 February 2021 to 31 August 2021	[redacted]
Outstanding Balance	[redacted]

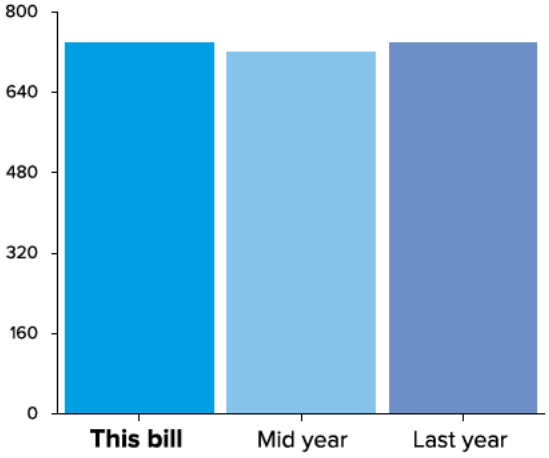
Your payments summary

Future monthly payments	
11 Apr 2022	[redacted]
10 May 2022	
10 Jun 2022	
11 Jul 2022	
10 Aug 2022	
Total	

Your water use

Over the last six months your household used an average of 738 litres a day

You're using [redacted] of water a day on average.



We noticed your water use has increased by 18 litres of water a day on average.

If you use less water, you'll save money on your bill. Find out how you could reduce your usage here:

southernwater.co.uk/save-water

Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MRS SUSAN M HART
GRAININGFOLD FARM
STANE STREET
FIVE OAKS
BILLINGSHURST
RH14 9AT

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs SUSAN M HART,

Here's your latest bill based on the meter reading we took on 07 March 2022. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

278 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9110462

Latest reading: 7 Mar 2022

			5	8	7	.	0	0

Previous reading: 31 Aug 2021

			3	0	9	.	0	0

Your next meter reading is scheduled to take place by 29 Aug 2022

Previous bill's usage
144.70 m³

Charges

[redacted]

Bill date
09 Mar 2022

Billing period
From: 01 September 2021
To: 07 March 2022

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

11 Apr 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

[redacted]

Water

Period: 01 September 2021 to 07 March 2022

Variable Rate	[redacted] x	278.00m³ =	[redacted]
Standing Charge		=	[redacted]
Total Water	[redacted]		[redacted]

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1018 • M • Document 1 of 1 • 10032022 • 4033812 • 4033854

Your account summary

Balance brought forward from your last bill	[redacted]
What you've been charged for From 01 September 2021 to 07 March 2022	[redacted]
Outstanding Balance	[redacted]

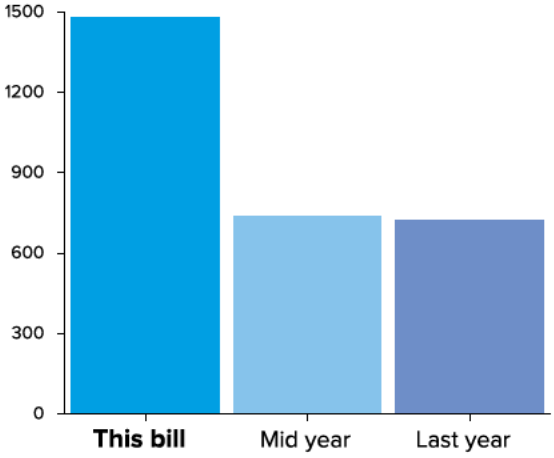
Your payments summary

Future monthly payments	
11 Apr 2022	[redacted]
10 May 2022	
10 Jun 2022	
11 Jul 2022	
10 Aug 2022	
Total	

Your water use

Over the last six months your household used an average of 1479 litres a day

You're using [redacted] of water a day on average.



Why is my bill higher than usual?

Your water use may have gone up for a number of reasons, for example:

- Are more people living in your home?
- Have you been spending more time at home than usual?
- Have you had problems such as a dripping tap or leaking washing machine?
- Have you carried out building work, repairs or home improvements?
- Have you used your washing machine more than usual?
- Have you regularly used a hosepipe or sprinkler?
- Have you regularly filled up a paddling pool?
- Have you installed appliances or equipment that uses a lot of water?

If none of the above explains why your water use has gone up, call us on **0330 303 0277**. We'll try to help you work out why your bill is higher than usual.

More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

WATER for LIFE from Southern Water

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 7pm
Saturday - 8.30am to 2pm

MRS SUSAN M HART
GRAININGFOLD FARM
STANE STREET
FIVE OAKS
BILLINGSHURST
RH14 9AT

Your customer number [redacted]

Your payment reference [redacted]

Dear Mrs SUSAN M HART,

Here's your latest bill based on the meter reading we took on 27 July 2022. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

119 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 9110462

Latest reading: 27 Jul 2022

7 0 6 . 0 0

Previous reading: 7 Mar 2022

5 8 7 . 0 0

Your next meter reading is scheduled to take place by 01 Mar 2023

Previous bill's usage
278.00 m³

Charges

[redacted]

Bill date
26 Aug 2022

Billing period
From: 08 March 2022
To: 27 July 2022

Bill type
Metered - Direct Debit

Previous bill's charges [redacted]

Future payments

Next monthly payment

[redacted]

12 Sep 2022

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments [redacted]

Water

Period: 08 March 2022 to 31 March 2022

Variable Rate	[redacted] x	20.10m³ =	[redacted]
Standing Charge		=	
Period: 01 April 2022 to 27 July 2022			
Variable Rate	[redacted] x	98.90m³ =	[redacted]
Standing Charge		=	
Total Water			[redacted]

Wastewater

Southern Water only supplies your water – we don't take wastewater away from your property.

So, you don't receive any wastewater charges from us.

Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

1190 • M • Document 1 of 1 • 29082022 • 4566929 • 4566971

STA-SWF138-2-4220

Your account summary

Balance brought forward from your last bill	[redacted]
What you've paid since your last bill	[redacted]
What you've been charged for From 08 March 2022 to 27 July 2022	[redacted]
Outstanding Balance	[redacted]

Your payments summary

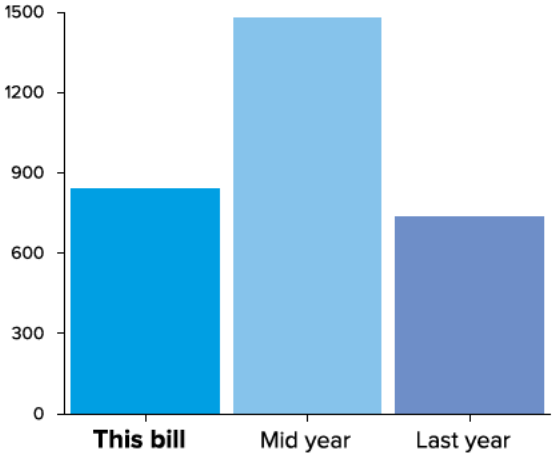
Past monthly payments	
11 Apr 2022	[redacted]
10 May 2022	
10 Jun 2022	
11 Jul 2022	
10 Aug 2022	
Total	

Future monthly payments	
12 Sep 2022	[redacted]
10 Oct 2022	
10 Nov 2022	
12 Dec 2022	
10 Jan 2023	
10 Feb 2023	
10 Mar 2023	
11 Apr 2023	
10 May 2023	
12 Jun 2023	
10 Jul 2023	
10 Aug 2023	
Total	

Your water use

Over the last four months your household used an average of 838 litres a day

You're using [redacted] of water a day on average.



Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

About your water supply
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Complaints

If you have a complaint or an ongoing problem with our service, we want to know so we can put things right. Please call:
0330 303 0277

CCW

If you've made a complaint to us and are still unhappy, you can get free independent advice from the **Consumer Council for Water** by calling **0300 034 2222** or visiting **ccwater.org.uk.**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56

from Southern Water | Introducing HomeServe

Plumbing & Drainage Plus
Marketing promotion from Southern Water

Sold, arranged and administered by HomeServe.
Underwritten by Aviva Insurance Limited.

Information about comprehensive plumbing protection for your home

- Did you know that as a homeowner you're generally responsible for the repair and maintenance of the plumbing and drainage system at your property*1?
- You rely on your internal plumbing to transport fresh water around your home to your bath, basins and appliances, while your drainage pipes keep life hygienic.
- Over time, problems caused by aging, blockages and corrosion are more likely to happen. But, if there was a leak, even underneath your property, it would be down to you to get it fixed.
- That's why Southern Water is introducing you to Plumbing & Drainage Plus - comprehensive plumbing protection through HomeServe – one of the UK's leading home assistance providers, who we've worked with for 22 years. They're inviting new customers to experience comprehensive cover for just [redacted]
- It takes care of a wide-range of problems, which is reassuring when you consider that it could cost [redacted] to unblock your private drains and [redacted] to replace a toilet flushing mechanism*2.

Trustpilot

To:
The Homeowner

Price:
[redacted]

Reference:
[redacted]

Take a look at the benefits of Plumbing & Drainage Plus and turn over for more information on what is and isn't covered:

Major and minor problems – from burst pipes and blocked toilets to leaking overflows, dripping or seized taps - you'd be covered.

An unlimited number of claims – each claim has a generous [redacted] cover limit. All you'd need to pay is the first [redacted] of each claim.

Access to HomeServe's expert, approved plumbers – available nationwide and ready to help, no matter how big or small the repair.

Help is just a phone call away – HomeServe's dedicated UK helpline is open 365 days a year.

Your price will increase at renewal, but you'll always receive a reminder. If you choose to continue into your second year, the expected price for customers who haven't made a claim is [redacted] See 'Important Information' for more details. To get your home covered against the unexpected with improved plumbing protection, simply visit **offer.homeserve.com/[redacted]** or call HomeServe on **0330 0247 240** quoting [redacted]

Yours sincerely

Donna Howden

Donna Howden
Head of Customer Service
Southern Water

Don't want to receive any more marketing from Southern Water? Ring us on 0330 303 0277. To find out how else Southern Water uses information about you, visit https://www.southernwater.co.uk/privacy.

*1 In some cases, the water supply pipe responsibility may be outside the property boundary or shared with neighbouring properties.
*2 BCIS Research, September 2021 (prices include labour, parts, call outs and VAT). *3 Price includes any applicable Insurance Premium Tax and is subject to any inflation and tax rate changes. • Southern Water Services Ltd, Registered Office: Southern House, Yeoman Road, Worthing, BN13 3NX. Registered in England No. 2366670 • Southern Water Services Limited is an appointed representative of HomeServe Membership Limited, which is authorised and regulated by the Financial Conduct Authority (FCA) for general insurance and credit broking activities under firm reference number 312518 • HomeServe Membership Limited, Registered Office: Cable Drive, Walsall, WS2 7BN. Registered in England and Wales number 2770612. • HomeServe reserves the right to withdraw this promotion at any time • Diagrams for illustrative purposes only • Information correct as of May 2022.

1753066 SOEBP23A (3)

Remove the stress and cost of unexpected plumbing and drainage problems...

Nobody wants the inconvenience associated with finding a plumber in a hurry, then paying out for parts, labour and VAT. The diagram below shows the typical repair costs for a range of problems covered by Plumbing & Drainage Plus. With this comprehensive cover all you'd need to pay is the first £30 excess of each claim and HomeServe would take care of the rest. So, let them fix your plumbing problems no matter how big or small.



Repair a leaking toilet seal or joint [redacted]



Drain down and isolate a leaking cold water tank [redacted]



Cut out and replace 2m of exposed copper pipework [redacted]



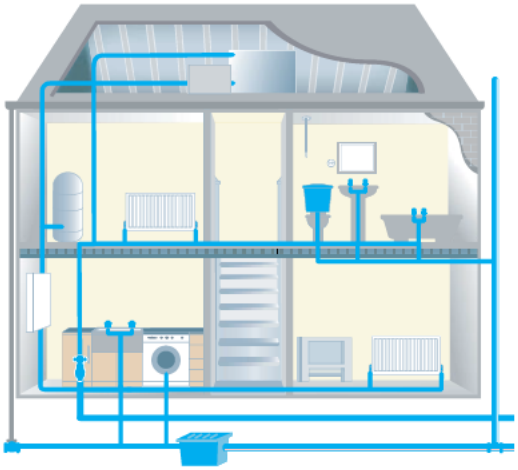
Unblock private drains [redacted]



Locate, excavate and repair a water supply pipe leak [redacted]



Replace a tap [redacted]



Covered areas

BCIS® Research, September 2021 (prices include labour, parts, call-out charges and VAT).

Questions & Answers

What am I responsible for?
Shared drains within property boundaries are usually Southern Water's responsibility. Water supply pipes are generally the owner's responsibility up to, and in some cases, beyond the property boundary.

What should I know about this cover?
What's covered: Plumbing & Drainage Plus includes cover for major problems such as water supply pipe leaks, burst pipes, blocked drains and a leaking or seized internal stop tap. Cover also includes minor problems, such as blocked toilets, leaking overflow pipes, blocked sinks and dripping or seized taps.

What's not covered: The main exclusions are a boiler breakdown that leaves you without heating or hot water, guttering, soakaways, shared drains or drains or pipes you're not responsible for, and mixer and digital showers.

What can I expect from a repair?
Your repair will be carried out by HomeServe's expert plumbers, with most repairs guaranteed for one year.

Who is HomeServe?
They're trusted Home Experts who are on hand in your local area, ready to help with a range of home emergencies and repairs, for plumbing, drainage, electrics, heating and much more.

About Southern Water's Leak Repair Service
We offer up to one hour's free leak detection where water is not obviously leaking above the ground. We cannot guarantee to find the source of the leak but we will ensure that we tell you the results of our detection work. We will offer assistance for customers who are on our social tariffs, on our special needs register or on certain means tested benefits. The exact help will be determined by the length and position of the supply pipe.
For full details visit: southernwater.co.uk/leaks-at-your-home

Important Information

If this cover meets your needs and you choose to take out cover:

- There is a 28-day exclusion period before you can make a claim, so you'll be covered for 11 months in the first year.
- If you cancel within the first 28 days, you'll receive a full refund. If you cancel after 28 days and have not made a claim you'll receive a refund less an amount for the number of days you have had cover. If you've made a claim, you'll be required to pay any remaining payments due for the term of the policy.
- Your cover will automatically renew next year but you'll receive a reminder with full details around four weeks before. If you choose not to renew, simply get in touch with HomeServe and your direct debit will be cancelled so no further payment will be taken.
- This first year price is only available to new HomeServe customers who haven't previously held cover for their plumbing, drainage or water supply pipe. But don't worry, if you have previously been a HomeServe customer you can learn more about offers for you by giving them a call on 0330 0247 240.
- **If you choose to continue into your second year, the expected price for customers who haven't made a claim is [redacted] month, which is [redacted] for the year.**
- Please note, any information you provide will be held by HomeServe.

To apply, visit **offer.homeserve.com/** [redacted] r call HomeServe on **0330 0247 240**, quoting

Please note, any information you provide will be held by HomeServe. Lines open weekdays: 8am – 8pm, Sat: 8am – 4pm and Sun: 10am – 4pm. Calls may be recorded for quality control and training purposes. Calls to 03 numbers will cost you no more than 01 or 02 numbers, charges may vary depending on your network provider. Calls to 03 numbers will be part of inclusive minute plans for landlines and mobiles.

This information can be supplied in large print, braille or audio on request.

Site: Grainingfold Farm, Five Oaks
Prepared by: Neil Jaques
Approved by: Neil Jaques
Date: 07 June 2024

84 North Street
Guildford
GU1 4AU

Tel: 01483 531300
www.motion.co.uk

1.0 Introduction

1.1 This Technical Note has been prepared to provide additional information in relation to the operation of the proposed rainwater harvesting systems at Grainingfold Farm in Five Oaks.

1.2 This report should be read in conjunction with the following reports:

- Melin – Design Stage Water Neutrality Report – Dated 17th February 2023
- Grainingfold Water Neutrality Strategy – Dated February 2023

1.3 Horsham District Council (HDC) has requested that the following information is provided:

- A roof plan to show which areas of roof would feed in to the RWH System;
- Locations of the livestock drinking troughs;
- Details of any necessary filtration; and
- Updated details of rainwater harvesting tank sizes.

1.4 It is proposed that rainwater harvesting will be utilised to supply rainwater for use in the existing and proposed houses for flushing toilets, washing machines, topping up the swimming pool and providing drinking water for the sheep.

2.0 Rainwater Harvesting Systems

2.1 It is proposed that rainwater harvesting will be utilised to supply rainwater for flushing toilets, in the washing machines, topping up the swimming pool and providing drinking water for the sheep.

2.2 It is proposed that the rainwater harvesting will be split into four systems, one for use in the existing house, a second for topping up the swimming pool water, a third for suppling drinking water for the sheep and a fourth for use in the proposed dwelling.

Existing House

2.3 Rainwater will be collected from the roof of the eastern wing of the existing house, and it will be stored in a below ground tank in the garden to the east of the house. Figure 2.1 shows the roof area that will be drained to the tanks in red and the proposed positions of the rainwater harvesting systems in green.

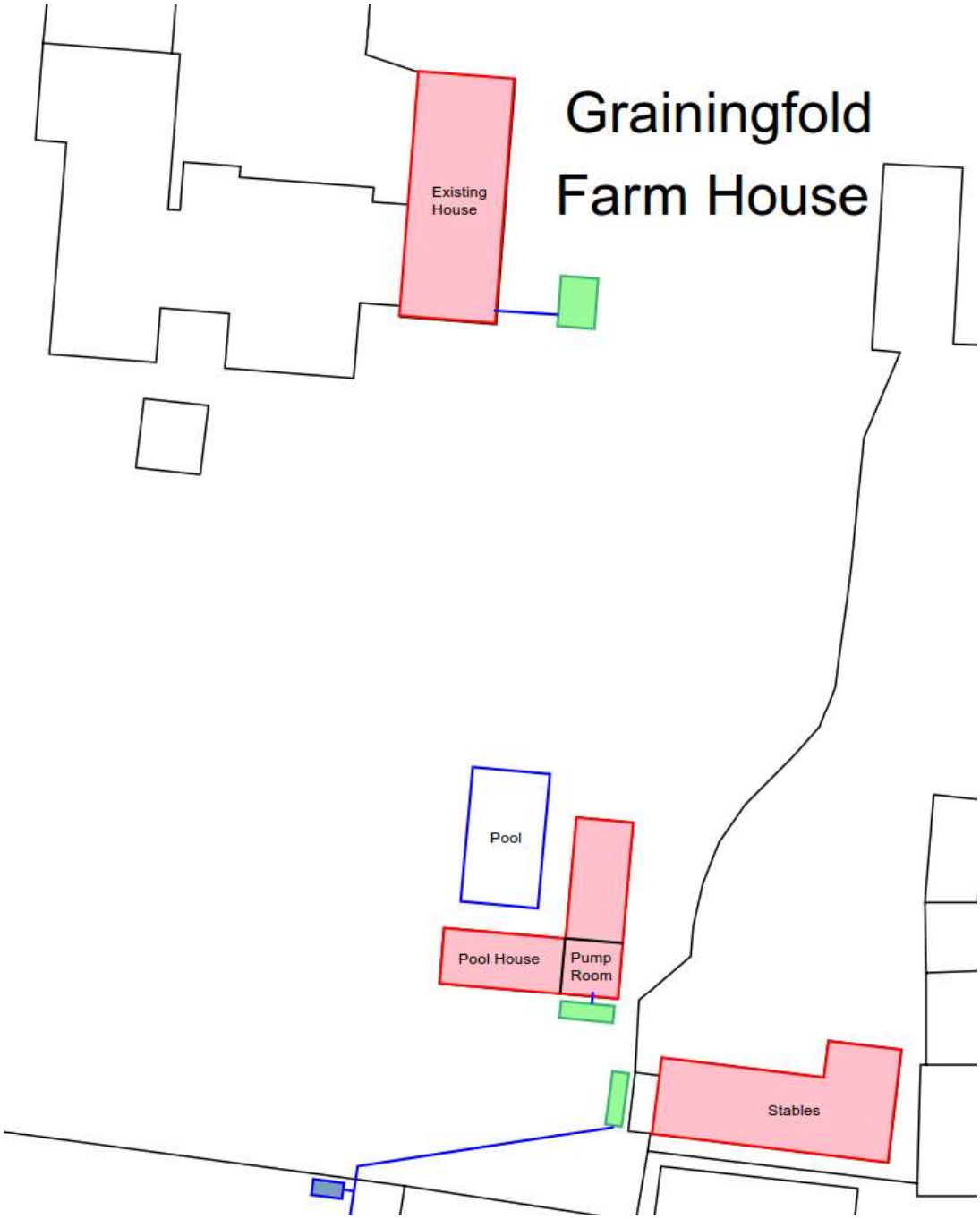


Figure 2.1 – Site Layout

2.4 The total roof area is 106m^2 and the estimated rainwater demand is 113 litres per day.

2.5 A rainwater harvesting calculation has been carried out in accordance with BS EN 16941-1:2018 to size the proposed tanks and allows for 35 days storage. A yield coefficient of 0.9 has been utilised because the existing roof has slate tiles. The calculation has been summarised below in Table 2.1 and can be found in full in **Appendix A**.

Unit	Number of Persons	Roof Area (m²)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Existing House	3	106	7,072.12	3,959.87	4,400

Table 2.1 – Existing House RWH System

2.6 The calculation confirms that the yield is sufficient to meet the demand and it is proposed to provide a tank of 4,400 litres. The proposed rainwater harvesting tank is included in **Appendix B**.

Swimming Pool

2.7 Runoff from the whole roof of the pool house, shown red in Figure 2.1 above, will be collected and stored in the adjacent rainwater harvesting tank, shown in green. A below ground tank will be provided to the rear of the pool house and water will be supplied to the pump room to enable the pool to be topped up following backwashing of the filters.

2.8 The total roof area is 75m² and the estimated rainwater demand is 96.16 litres per day.

2.9 A rainwater harvesting calculation has been carried out in accordance with BS EN 16941-1:2018 to size the proposed tanks and allows for 35 days storage. A yield coefficient of 0.8 has been utilised because the existing roof has clay tiles. The calculation has been summarised below in Table 2.2 and can be found in full in **Appendix A**.

	Water Use per Day (litres)	Roof Area (m²)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Swimming Pool	96.16	75	4,447.87	3,369.45	3,400

Table 2.2 – Swimming Pool RWH System

2.10 The calculation confirms that the yield is sufficient to meet the demand and it is proposed to provide a tank of 3,400 litres. The proposed rainwater harvesting tank is included in **Appendix B**.

Stables

2.11 It is proposed to collect water from the roof of the stables to provided drinking water for the existing sheep.

2.12 Runoff from the whole roof of the existing stables, shown red in Figure 2.1 above, will be collected and stored in the adjacent rainwater harvesting tank, shown in green. A below ground tank will be provided to the west of the existing stables.

2.13 Water is currently supplied to an existing trough approximately 90 metres south of the stables via a pipe which is connected to an outside tap adjacent to the stables. The trough is shown blue in figure 2.2 below and the route of the existing pipework is shown as a blue line. It is proposed that the pipe is connected the rainwater harvesting system to fill the troughs. Also, an existing moveable trough will be located closer to the stables as shown in figure 2.2 and this will also be connected to the rainwater harvesting system.

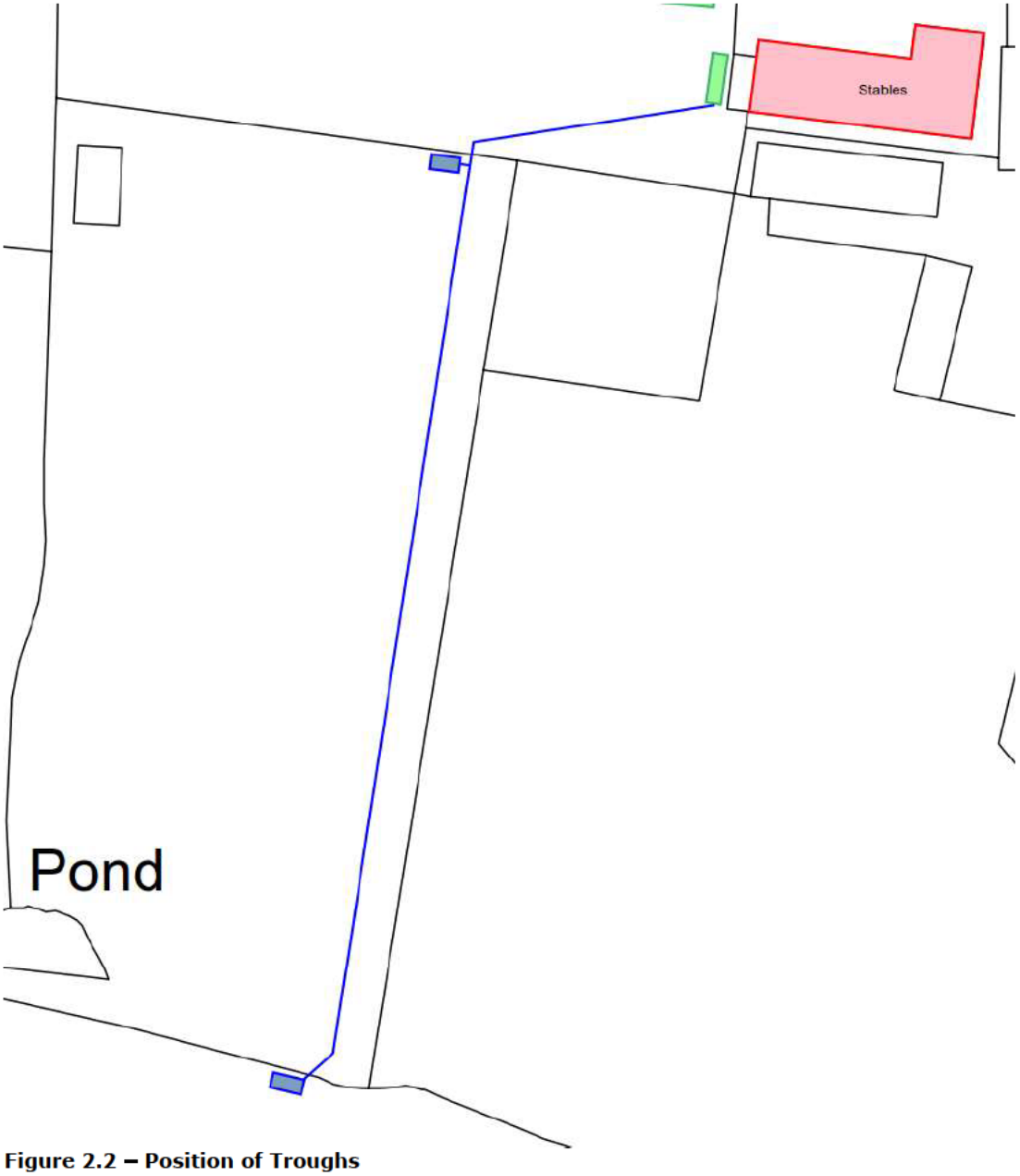


Figure 2.2 – Position of Troughs

2.14 The total roof area is 94m² and the estimated rainwater demand is 75.23 litres per day.

2.15 A rainwater harvesting calculation has been carried out in accordance with BS EN 16941-1:2018 to size the proposed tanks and allows for 35 days storage. A yield coefficient of 0.8 has been utilised because the existing roof has clay tiles. The calculation has been summarised below in Table 2.3 and can be found in full in **Appendix A**.

	Water Use per Day (litres)	Roof Area (m²)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Stables	75.23	94	5,574.67	2,636.06	3,400

Table 2.3 – Stables RWH System

2.16 The calculation confirms that the yield is sufficient to meet the demand and it is proposed to provide a tank of 3,400 litres. The proposed rainwater harvesting tank is included in **Appendix B**.

Proposed Dwellings

2.17 Rainwater will be collected from the roof of the proposed dwelling (not including the roof over the car port), and it will be stored in a below ground tank in the garden to the south of the house. Figure 2.4 shows the roof area that will be drained to the tanks in red and the proposed positions of the rainwater harvesting systems in green.



Figure 2.4 – Proposed Site Layout

2.18 The total roof area is 170m² and the estimated rainwater demand is 179.7 litres per day.

2.19 A rainwater harvesting calculation has been carried out in accordance with BS EN 16941-1:2018 to size the proposed tanks and allows for 35 days storage. A yield coefficient of 0.9 has been utilised because the building has a corrugated metal sheet roof. The calculation has been summarised below in Table 2.4 and can be found in full in **Appendix A**.

Unit	Number of Persons	Roof Area (m²)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Proposed Dwellings	4.94	170	11,342.07	6,295.56	6,800

Table 2.4 – Proposed Dwellings RWH System

2.20 The calculation confirms that the yield is sufficient to meet the demand and it is proposed to provide a tank of 6,800 litres. The proposed rainwater harvesting tank is included in **Appendix B**.

Operation of Rainwater Harvesting Systems

2.21 The rainwater harvesting systems will be maintained in accordance with a Management and Maintenance Plan and a copy has been included in **Appendix C**.

2.22 The Management and Maintenance Plan sets out the necessary filtration for the intended end use of the water and details the necessary maintenance activities for the lifetime of the development to maintain the water quality.

3.0 Summary

3.1 The above information confirms the proposed roofs areas which will be draining to each rainwater harvesting system.

3.2 Details of the trough locations are provided and show how water will be pumped to the locations shown.

3.3 A Management and Maintenance Plan has been provided which confirms what treatment will be in place to maintain the water quality of the systems.

3.4 Revised rainwater harvesting calculations have been provided detailing the required tanks sizes to meet the demand.

3.5 The proposed rainwater harvesting tanks will provide 18,000 litres of storage and will provide in excess of 35 days of drought tolerance.

Appendix A

Rainwater Harvesting Calculations

Rainwater Harvesting System (BS EN 16941-1:2018 - Intermediate Approach)

AAR	858	Average Annual Rainfall
e	0.9	Yield Coefficient
h	0.9	Hydraulic Filter Efficiency
P_d	62.80	Daily Requirement per Person

Unit	Type	No. Beds	No. Units	Census	Population	Roof Area (m^2)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Dwelling	House	5	1	3	3	106	7,072.12	6,601.54	6,800
		Totals	1		3		7,072.12	6,601.54	

Rainwater Harvesting System (BS EN 16941-1:2018 - Intermediate Approach)

AAR	858	Average Annual Rainfall
e	0.8	Yield Coefficient
h	0.9	Hydraulic Filter Efficiency
P_d	96.16	Daily Water Use

Unit	Type	Roof Area (m^2)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Pool	Pool	75	4,447.87	3,369.45	3,400
			4,447.87	3,369.45	

Rainwater Harvesting System (BS EN 16941-1:2018 - Intermediate Approach)

AAR	858	Average Annual Rainfall
e	0.8	Yield Coefficient
h	0.9	Hydraulic Filter Efficiency
P_d	75.23	Daily Water Use

Unit	Type	Roof Area (m^2)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Stables	Sheep	94	5,574.67	2,636.06	3,400
			5,574.67	2,636.06	

Rainwater Harvesting System (BS EN 16941-1:2018 - Intermediate Approach)

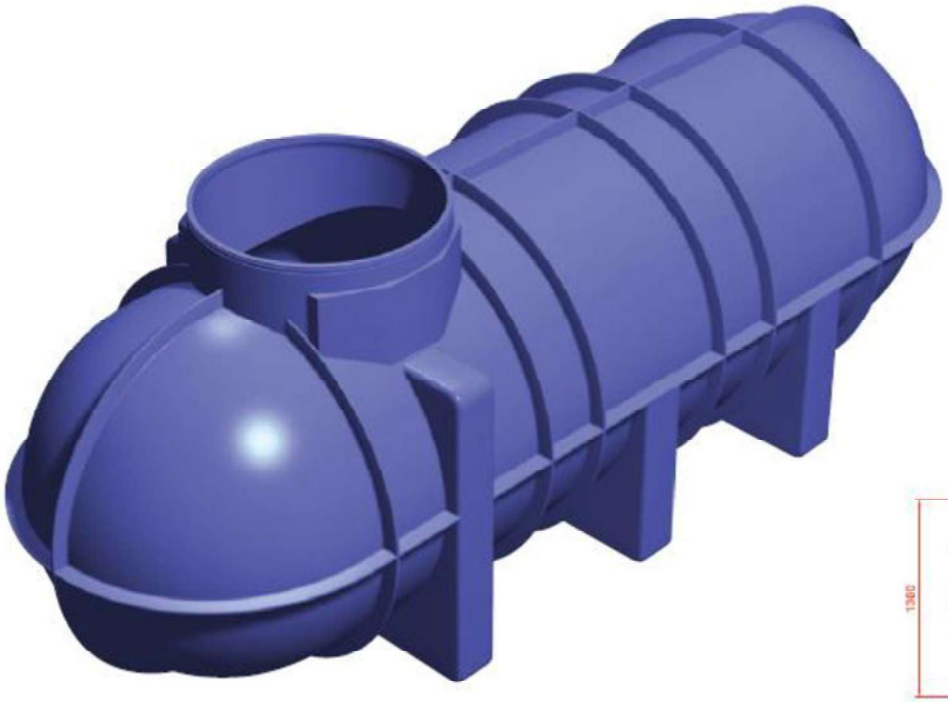
AAR	858	Average Annual Rainfall
e	0.9	Yield Coefficient
h	0.9	Hydraulic Filter Efficiency
P_d	36.37	Daily Requirement per Person

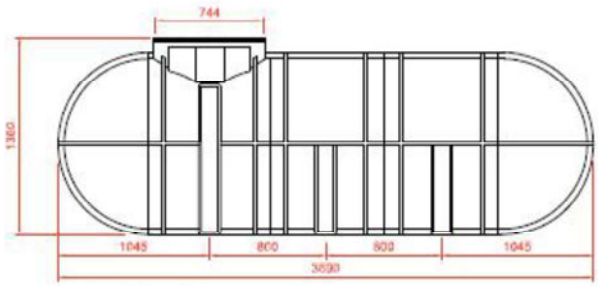
Unit	Type	No. Beds	No. Units	Census	Population	Roof Area (m^2)	9.6% Annual Rainwater Yield (litres)	9.6% Annual Water Demand (litres)	Tank Size (litres)
Dwelling	House	3	2	2.47	4.94	170	11,342.07	6,295.56	6,800
		Totals	2		4.94		11,342.07	6,295.56	

Appendix B

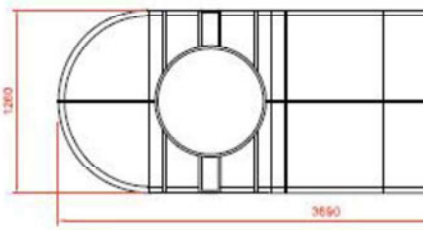
Rainwater Harvesting Tanks

SDS 3,400 Litre Rainwater Harvesting





SIDE ELEVATION



PLAN

Client	SDS	Details
Project Name	3,400 Litre Tank	
Type	Standard Detail	
Date	-	
Drawing no.	-	
Revision	A	

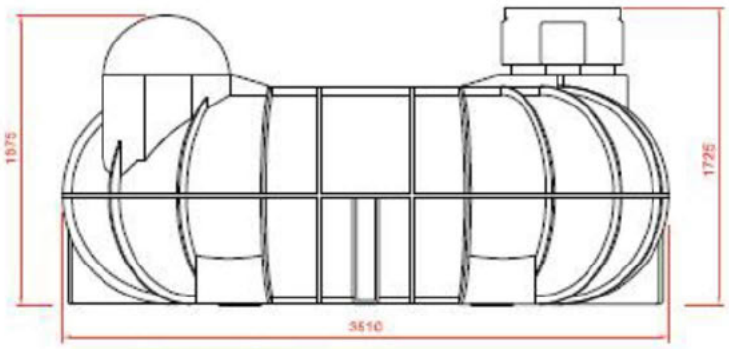
Notes:

This Drawing is to be read in conjunction with all rele
Specialists drawings and specifications.

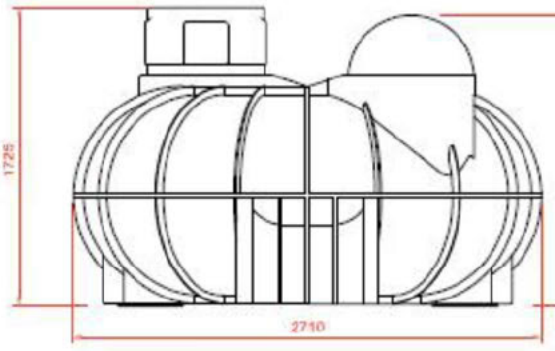
Do not scale from the drawing in either paper or digit

SDS 6,800 Litre Rainwater Harvesting Tank





SIDE ELEVATION



END ELEVATION

Client	SDS	Details
Project Name	6,800 Litre Tank	
Type	Standard Detail	
Date	-	
Drawing no.	-	
Revision	A	

Notes:

This Drawing is to be read in conjunction with all rele
Specialists drawings and specifications.

Do not scale from the drawing in either paper or digit

Appendix C

Management and Maintenance Plan

Grainingfold Farm
Five Oaks

Rainwater Harvesting Management and Maintenance Plan

For

Ms S Hart

motion

Document Control Sheet

Grainingfold Farm

Five Oaks

Ms S Hart

This document has been issued and amended as follows:

Date	Issue	Prepared by	Approved by
7th June 2024	FINAL	Laura Jagiela	Neil Jaques

Motion
84 North Street
Guildford
GU1 4AU
T 01483 531300
F 01483 531333
E info@motion.co.uk
W www.motion.co.uk

Contents

1.0 Introduction 1
2.0 Treatment 2
3.0 Water Quality Control 3
4.0 Continuity of Supply 4
5.0 Maintenance Categories 5
6.0 The Rainwater Harvesting System 6
7.0 General Maintenance Principles 7
8.0 Inspection and Maintenance Frequency of Components 8

1.0 Introduction

1.1 The report sets out the principles for the long-term management and maintenance of the rainwater harvesting systems at the proposed development.

1.2 The purpose of this report is to ensure that the client has a robust inspection and maintenance plan for the lifetime of the development. This will ensure the optimum operation of the rainwater harvesting systems and that they will be continually maintained. This will ensure that the proposed development will remain water neutral.

1.3 All those responsible for maintenance should follow relevant health and safety legislation for all activities listed within this report (including lone working, if relevant). Method statements and risk assessments should always be undertaken and made available, if requested.

1.4 This report has been produced by Motion to describe the typical management and maintenance tasks that are known at the design stage (such as maintenance frequencies and typical tasks). These have been drawn from industry guidance such as BS EN 16941-1:2018, The SuDS Manual (CIRIA 753) and the manufacturer's own guidance.

1.5 Maintenance is considered as a construction activity under the CDM Regulations 2015. Under the CDM Regulations, it is a requirement that a competent person be appointed to carry out a required role. CDM defines a competent person as an individual with sufficient knowledge of the specific tasks to be undertaken, as well as sufficient experience and ability to carry out their duties in relation to the task in a way that secures health and safety on site.

1.6 In recognition of the requirements of the CDM Regulations 2015, this rainwater harvesting management and maintenance plan expects that the maintenance work will be carried out by a competent person who must have prior knowledge of the rainwater harvesting systems onsite.

2.0 Treatment

2.1 The rainwater harvesting system shall incorporate suitable treatment in accordance with BS EN 16941-1:2018, to ensure that the water quality is suitable for its intended end use.

2.2 The treatment will cover the following:

- Removal of coarse particles, upstream of the storage;
- Retention of fine particles by sedimentation and flotation in the storage tank; and
- Filtration following the storage device, depending on the intended use.

2.3 Preliminary treatment will be provided in the form of filters and separators prior to the storage tank. This will include leaf guards on gutters and a leaf filter. A first flush diverter will be included to divert particles contained in rainwater away from the tank and to a suitable drain. These measures will prevent coarse solids and organic matter from entering the storage tank.

2.4 Any fine particles will then be separated either by sedimentation by settling out to the bottom of the tank, or flotation to the water surface.

2.5 A calmed inlet will be incorporated in the tank to prevent turbation of the sediment at the bottom of the tank by the inflow of water. Removal of the sediment will be carried out in accordance with Table 5.1 below.

2.6 Removal of floating particles will occur when the tank overflows, or when it is cleaned out in accordance with Table 5.1 below.

2.7 Water will be extracted from the tank via a floating pump, which will extract water from level that is above any sediment collected at the bottom of the tank and below any floating particles. This will help maintain the quality of harvested rainwater that is to be used in the property.

2.8 Where the water is being used for laundry, it is understood that the Council require an additional level of treatment. Therefore, it is proposed that a UV filter will be incorporated in advance of the washing machine and this will kill any microorganisms, prior to it being used in the washing machine.

2.9 A schematic showing the layout of the equipment used in a rainwater harvesting system is shown in Figure B.2 of BS EN 16941-1:2018.

3.0 Water Quality Control

3.1 It is understood that the system will be considered as a private water supply and, therefore, will be governed by the Private Water Supply Regulations 2016. These are regulated by the local council's Environmental Health Officer or Pollution Control Officer. However, the regulations in England and Wales do not require monitoring to be undertaken where the water supply is to a single domestic dwelling, unless the local authority is requested to do so by the owner or occupier of the dwelling, or if they are concerned that the supply presents a potential danger to human health.

3.2 NA.1 in BS EN 16941-1:2018 states that frequent testing should not normally be required for rainwater harvesting systems to ensure the water quality. It states that observations for water quality should be made during maintenance visits and testing should be carried out where the system is not operating satisfactorily. When sampling is required a sample should be taken and carried out in accordance with the guidance set out in NA.1 and Table NA.1 sets out the guideline values for bacteriological monitoring and Table NA.2 for non-bacteriological monitoring.

3.3 The water quality will need to be maintained at a suitable level commensurate with the end use and the treated water quality will have to meet those set out in the Private Water Supply Regulations.

4.0 Continuity of Supply

4.1 To ensure that sufficient water is available for re-use, the storage tank will be sized so that it can provide 35 days of storage, which will provide sufficient supply during periods of drought.

4.2 Where drought periods extend beyond 35 days, the rainwater harvesting system will include an automatic mains backup. This will ensure that water is available at all times, even during extended periods of drought.

5.0 Maintenance Categories

5.1 There are three categories of maintenance activities referred to in this report. These are:

Inspection and Monitoring

- Inspection and monitoring tasks should be carried out frequently, nominally once a month, and should include a visual inspection of all components including all inlets and outlets.

Regular Maintenance (Monthly)

- Regular maintenance consists of basic tasks done on a frequent and predictable schedule.

Seasonal Maintenance (Quarterly)

- Seasonal maintenance comprises tasks that are likely to be required periodically, but on a much less frequent and predictable basis than the routine tasks.

Remedial Maintenance

- Remedial maintenance comprises of intermittent tasks that may be required to rectify faults associated with the system that have been identified through visual inspections. The likelihood of faults can be minimised by correct installation, regular inspection and timely maintenance.

6.0 The Rainwater Harvesting System

6.1 The proposed rainwater harvesting system will receive rainwater passing through and over several structures and will store rainwater within several items of infrastructure. These include:

- Roofs
- Gutters
- Filters;
- Pumps;
- Overflows; and
- Storage tanks.

6.2 All components should be installed in accordance with the manufacturer's instructions and to the levels/arrangements as defined on the designer's drawings.

6.3 This report should be read in conjunction with the rainwater harvesting design, so that the location and type of each item of infrastructure can be recognised and understood.

6.4 Manufacturer's instructions are to be added to this document once specific products have been selected and installed as part of the detailed design. This document will subsequently form the basis for a maintenance regime for the rainwater harvesting system.

7.0 General Maintenance Principles

7.1 All rainwater harvesting systems require regular maintenance to keep them working at optimum efficiency and capacity. The maintenance of the rainwater harvesting systems should be carried out alongside other regular maintenance tasks within the property.

7.2 Timely and adequate maintenance will increase the lifespan of the rainwater harvesting system. Inadequate maintenance will do the reverse.

7.3 The property owners are responsible for the monitoring and maintenance of the rainwater harvesting system for the lifetime of the development.

8.0 Inspection and Maintenance Frequency of Components

8.1 Table 5.1 below lists each of the components used within the development's rainwater harvesting systems. It suggests an indicative maintenance frequency for each component and ascribes typical maintenance tasks to them.

8.2 In accordance with the Drinking Water Inspectorate's Private Water Supply regulations, it is the responsibility of the homeowner to ensure that all necessary maintenance activities are carried out in a timely manner and that the design performance of each drainage component is preserved. The homeowner may appoint a competent contractor to assist with the maintenance of their rainwater harvesting system. Additionally, the Council has a role to ensure the regulations are upheld by the homeowner.

8.3 If there is any uncertainty regarding the correct and safe methods of cleaning, or what equipment should be used, the manufacturer should be consulted.

Maintenance Schedule	Required Action	Frequency
Regular Maintenance	Inspection of the tank for debris and sediment build-up	Annually
	Inspection of inlets/outlets and withdrawal devices	Annually
	Inspection of filters	Annually
	Inspection of Pumps	Annually
	Inspection of overflow areas	Annually
	Inspection of gutters	Annually
	Cleaning of tank	Annually
	Cleaning of inlets and outlets and withdrawal devices	Annually
	Cleaning of gutters and roof drain filters	Annually
	Check pump operation	Annually
Occasional Maintenance	Cleaning and/or replacement of any filters	Quarterly
Remedial Actions	Repair of overflow erosion damage or damage to tank	As required
	Pump repairs	As required

Table 5.1 – Maintenance tasks and frequencies

8.4 Upon completion of maintenance activities, a record should be kept of the work carried out. This should be retained and an annual maintenance report should be compiled, which should include the following:

- Observations resulting from inspections;
- Maintenance and operation activities undertaken during the year; and

- Recommendations for inspections and maintenance programmes for the following year.

8.5 On the next page is a table with suggested information that should be recorded and included with the maintenance plan. As mentioned in the introduction to this document, this should be a living document and regularly updated, as required and should be kept for the lifetime of the development.

Date	Component requiring maintenance	Issues prompting maintenance	Scheduled maintenance (Y/N)	Maintenance carried out	Addition required (Y please

Schedule 4

The Owner's Covenants to the Council

With the intention of binding the Application Site, and for the purpose of allowing Development to be delivered and to remain Water Neutral in perpetuity, the Owner covenants with the Council as follows:

Monitoring Fee

1. To pay the Monitoring Fee to the Council on or prior to completion of this Agreement.

2. Not to commence the Development unless and until the Monitoring Fee has been paid in full to the Council.

Water Neutrality

3. Prior to Occupation of the Development, to submit evidence in writing to the Council that the Offsetting Measures and the Onsite Efficiency Measures in the approved Water Neutrality Supporting Documents have been implemented in full, the evidence to include the specifications and photographs of the installed measures and a Part G water calculator (or equivalent) detailing the resultant surveyed water consumption of the Application Site and the Offsetting Site;

4. Not to Occupy the Development until the Council has confirmed in writing that the Offsetting Measures in the approved Water Neutrality Supporting Documents have been implemented in full at the Application Site and the Offsetting Site;

5. To retain the Onsite Efficiency Measures in perpetuity and not to remove or replace the Onsite Efficiency Measures other than with replacement fixture(s) or fitting(s) which meet(s) an equivalent or more efficient water standard;

6. To maintain and keep in good repair the Onsite Efficiency Measures installed on the Application Site in accordance with the Maintenance and Management Plan set out in Appendix C of the Motion Technical Note dated 7th June 2024 which forms part of the Water Neutrality Supporting Documents at Schedule 3;

7. To allow the Council to enter the Application Site for the purpose of inspecting the Onsite Efficiency Measures and ensuring that the measures are retained as required provided that the Council gives not less than 24 (twenty-four) hours' notice in writing of its intention to inspect the Onsite Efficiency Measures;

8. That in the event that the Application Site is transferred, that the transfer of any part of the Application Site being transferred contains a direct covenant with the transferee:

    a. to comply with the restrictions and obligations set out in this Agreement;

    b. to maintain and keep in good repair the On-site Efficiency Measures installed on the Application Site in accordance with the Water Neutrality Supporting Documents and this Agreement;

    c. to consent to the entering of the following restriction on the transferee's title to the Application Site at HM Land Registry following the registration of the transfer and shall provide the transferor with all necessary assistance and/or documentation to permit entry of the restriction:

Schedule 5

The Owner's covenants to the Council in respect of the Offsetting Site

The Owner covenants with the Council so as to bind their interest in the Offsetting Site and for the purposes of ensuring that the Development can be delivered as Water Neutral as follows:

1. To implement the Offsetting Measures at the Offsetting Site in accordance with the Water Neutrality Strategy.
2. To retain the Offsetting Measures in perpetuity and not to remove or replace the Offsetting Measures other than with a replacement fixture or fitting which meets an equivalent or more efficient water standard.
3. To maintain and keep in good repair the Offsetting Measures installed on the Offsetting Site in accordance with the Maintenance and Management Plan set out in Appendix C of the Motion Technical Note dated 7th June 2024 which forms part of the Water Neutrality Supporting Documents at Schedule 3;
4. To allow the Council to enter the Offsetting Site for the purpose of inspecting the Offsetting Measures and ensuring that the measures are retained as required provided that the Council gives not less than 1 (one) Working Day's notice in writing of its intention to inspect the Offsetting Measures.
5. That, in the event that the Offsetting Site or any part of it is transferred, the Owner shall enter into a direct covenant with the transferee such that the transferee is obliged to:

    a. comply with the restrictions and obligations set out in this Agreement;

    b. maintain and keep in good repair the Offsetting Measures installed on the Offsetting Site in accordance with the Water Neutrality Supporting Documents and this Agreement;

    c. consent to the entering of the following restriction on the transferee's title to the Offsetting Land at HM Land Registry following the registration of the transfer and shall provide the transferor with all necessary assistance and/or documentation to permit entry of the restriction:

    "No disposition of the registered estate (other than a charge) by the proprietor of the registered estate, or by the proprietor of any registered charge, not being a charge registered before the entry of this restriction, is to be registered without a certificate signed by the proprietor for the time being of the estate registered under titled number [ ] or their conveyancer that the provisions of clause XX of [Details of the Transfer] have been complied with".