

LOCAL LAND CHARGES Newsletter



ARE YOU ACTING ON BEHALF OF A VENDOR?

If so, keep your Full Local Authority Search Results² up to date for £35 with our refresh service.

INTERACTIVE FORMS

Would you be interested in using interactive forms to submit requests for land searches and make payments online? Yes - then we want to hear from you. Email: land.charges@ashford.gov.uk

WE NEED YOUR HELP

Your suggestions and feedback is invaluable to us so please let us know your ideas, questions, queries or constructive criticisms. Email: land.charges@ashford.gov.uk

NEW LOOK WEBSITE

Things you need to know about our service? Watch this space for our revised web pages, designed to be more informative and easier to navigate.

Selling? Did you know.....

“ ..Some lenders/conveyancers will not accept anything other than an Official Search provided by the Local Authority

Why include anything less in your HIP pack with what we offer? ”



Service Improvements 2008

Electronic replies for everyone
Dedicated case officers
Search acknowledgement

Our promise for 2009

- ✓ Lower search fees
- ✓ Search Turnaround within 3-5 working days
- ✓ Same day acknowledgements
- ✓ Dedicated case officer
- ✓ Comprehensive replies
- ✓ Electronic delivery
- ✓ Copy documents
- ✓ Open accountable complaints procedure
- ✓ Comprehensive, informative webpages

Welcome to our new look newsletter, designed to keep you up to date with the latest news from your Local Land Charges team.

In this issue find out how our service has improved in 2008 and about the changes and improvements you can expect from us in the future.

We hope you find this newsletter helpful. If there is any information you would like us to include in future editions then please let us know.



Sue Lloyd
Land Charges Team
Leader
01233 330450

REQUEST YOUR LOCAL AUTHORITY SEARCH ONLINE



¹ We will endeavour to provide every document with the search response. However, if for any reason we feel this may delay results being returned to you, we will send them as soon as possible after the replies have been returned.

² Results must be less than six months old and applications must be made by the same solicitor's that carried out the original search.



OUR PROMISE TO YOU

“The downturn in the housing market, new regulations and government guidelines have provided many challenges for us over the past year, but this has not affected our aim to deliver clear, accurate searches in an efficient manner.”

Sue Lloyd
Land Charges Team Leader



ELECTRONIC REPLIES FOR EVERYONE!

We have standardised our reply format to ensure everyone receives the same.

When you submit a search request in hard copy, please provide us with an email address.

We will use the Email address to...

- Acknowledge safe receipt of the search
- Provide case officer details
- Give an estimated response date
- Send results immediately on completion

ADDED VALUE:

Now with every¹ full official Local Authority Search, you will receive **at no extra cost**, copy documents for all entries revealed on the Official Certificate of Search, (when the originating authority is Ashford Borough Council), such as:

- **Planning Decision Notices**
- **Enforcement Notices**
- **Tree Preservation Orders**
- **Planning Obligations**



LAND CHARGE REGISTER EMBRACES 21st CENTURY:

The big manual registers are gradually going! The task is huge and process slow but the end is in sight with an estimated completion of July 2009.

Since August 2008, the register has been available for inspection using the Personal Search Portal in the Customer Contact Centre. Appointments are necessary. Please visit www.ashford.gov.uk/locallandcharges for full details.

TYPICAL TURNAROUND FOR OUR LOCAL LAND SEARCHES: 24-48 hours

CON29 REPLIES:

We have revised our Con29 responses to be:

- Clearer
- Comprehensive
- Easy to read

STAFF DEVELOPMENT:

An NVQ scheme has been introduced to support and improve service knowledge of our staff



If you receive an email from land.charges@ashford.gov.uk



Please don't delete it before checking the contents. It may contain your Local Authority Search results.

If you would prefer not to receive your results by email, please contact a member of our team as soon as possible.

Email: land.charges@ashford.gov.uk
Phone: 01233 330284

FOR 2009

REDUCED FEES:

A full local authority search **£105**

Full details available www.ashford.gov.uk/locallandcharges

“NOT AVAILABLE FROM THE LOCAL AUTHORITY” A THING OF THE PAST!

On **6 April 2009**, private search companies will no longer be able to use an insurance provision to substitute any replies on the CON29 forms. We have ensured that **all** CON29 answers are obtainable. Full guidance can be found at www.ashford.gov.uk/locallandcharges.

Alternatively, for more information, please contact:

Sue Lloyd, Local Land Charges Team Leader:	01233 330450	sue.lloyd@ashford.gov.uk
Tim Parrett, Business Manager:	01233 330275	tim.parrett@ashford.gov.uk

PLANNING HISTORY CHANGE

Planning history revealed on a search will start from 1977, rather than 1974. Full planning history will be available free of charge on request. However if you have any concerns, please do not hesitate to contact us.