

WHAT OUR CUSTOMERS SAY

Just some of the positive feedback we've received recently:

“ This is all very efficient. Well done!! Thank you for the turnaround. This level of service will make it extremely difficult for private companies to compete ”
Bryan Cave

“ Thank you for your most impressive service given that the application was only posted to you last evening. ”
Swindon based solicitor

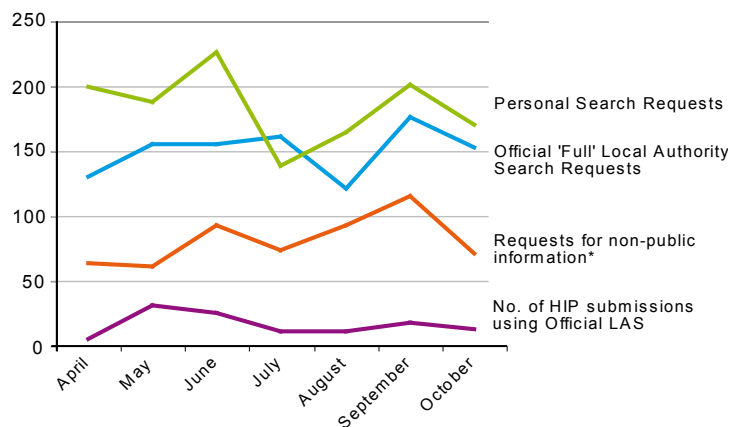
“ Thank you. I am really impressed by your efficient manner of dealing. Not only have you completed the search within 48hours but emailed it and provided copies of planning permissions revealed! What a difference you make other local authorities appear to be stuck in the dark ages ”
Brindles Solicitors

“ Thank you for your incredible service! ”
Rudlings Wakelam

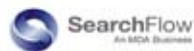
TURNAROUND TIMES

All Local Authority Services are turned around within 5 working days

Since September 2009 this has been down to just 2 working days



REQUEST YOUR LOCAL AUTHORITY SEARCH ONLINE



If you want to know about any of the above stories
Visit: www.ashford.gov.uk/locallandcharges

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



LOCAL LAND CHARGES Newsletter

Wishing you a Happy Christmas from everyone in the team

Inside this issue

Website facelift

Check out our new look website
www.ashford.gov.uk/locallandcharges

Meet the team

A quick guide and who's who in the Land Charges team

Local Authority Searches

Why go anywhere else?

Personal search fee increase

Welcome to the Christmas issue of our newsletter.

We're always looking for feedback on how we can improve our service to our customers and if you have any suggestions please email land.charges@ashford.gov.uk. Recent feedback has led to us emailing customers if a search is delayed.

We continue to monitor our costs to keep our fees fair and competitive and aim to offer value for money to all our customers.

Happy Christmas from everyone in the team

Sue Lloyd
Land Charges
Team Leader
01233 330450



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.

Local Land Charges Department
Email: land.charges@ashford.gov.uk | Phone: 01233 330284

Ashford
best placed in Britain

LOCAL AUTHORITY SEARCHES: WHY CHOOSE ANYONE ELSE?

Quality: Official Local Authority Search
Assurance: Accepted by ALL lenders and conveyancers
Speed: 24-48 hours
Value: Supporting documentation included with results
Price: £105*
Update: £35*
*visit the website for full details.

NEW LOOK WEBSITE

Our website has recently been refreshed, making it easier to navigate and find the information you need.



You can now find out about the latest legislation changes, up to the minute statistics on turnarounds and any special offers or promotions.

It even included details of how to submit online applications too. To see for yourself visit www.ashford.gov.uk/locallandcharges

PERSONAL SEARCH FEE INCREASE

In September 2009 the Government announced the statutory fee for a personal search of the Local Land Charges Register will increase to £22.00 from the 1 January 2010.

The increase is a result of the Ministry of Justice consultation. For more information visit www.justice.gov.uk/consultations/lacpss180108.htm

For a full list of our fees visit www.ashford.gov.uk/locallandcharges



Did you know.....

- Payments can now be made by telephone using debit/credit card.
- We do not accept multiple parcel searches of any type for HIP packs.
- Since the removal of the indemnity insurance provision in April 2009, we have made all 'non-public' records available for a fee of £24.70.

MEET THE TEAM



Sue Lloyd Team Leader

Sue joined ABC in 2000 and has worked in Land Charges for almost 8 years and been

Team Leader for the past 2 and a half years.

Tel: 01233 330450
Please email: sue.lloyd@ashford.gov.uk

Local Land Charges Officers

With almost 40 years experience between the team who better to provide you with a service you can trust.

Louise Thornby

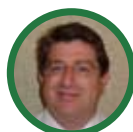
(Deputy in Team Leaders absence)

Tel: 01233 330619
Please email: louise.thornby@ashford.gov.uk

Lorna Ansette: 01233 330584

Julie Boorman: 01233 330693

Cindy Hopkins: 01233 330338



Tim Parrett Business Manager and Head of Building Control

Tim has worked for Ashford Borough Council for 24 years

and has been responsible for the Land Charges department for over 5 years.

Tel: 01233 330275
Please email: tim.parrett@ashford.gov.uk

COMPILING HIP PACKS? DID YOU KNOW WE CAN UPDATE RESULTS FOR JUST £35?

We understand that some lenders and conveyancers will not accept anything other than an Official Local Authority Search for the conveyancing process.

Ordering an Official Local Authority Search for your HIP means we can keep the results up to date.

The only limitation is they must be less than 6 months old. However, they can be updated by any conveyancer/solicitor when the Local Authority Search reference is quoted.

This service costs just £35 and can be typically turned around in 24-48 hours.



Christmas hours

Please note the offices will be closed on the following days:
Thursday 24, Friday 25 and Monday 28
December 2009 and Friday 1 January 2010.