

## CUSTOMER COMMENTS

Thank you to you and your team for getting this search result to me so quickly and efficiently. It was only sent in on Thursday, I had a call to acknowledge receipt Friday, and the results today - very impressive!

Lindsay Sharp - Solicitor

Thank you for your e-mail and attachment. May I particularly compliment you on your efficiency.

Tim G - WATSON NEVILL

What a wonderful service, thank you very much.

Louise Greer LL.B - SOLICITOR

## CAN WE DO MORE?

We're always looking for feedback on how we can improve our service, so if you have any suggestions please email [land.charges@ashford.gov.uk](mailto:land.charges@ashford.gov.uk)

## INTERPRETING BUILDING CONTROL HISTORY

There will be a half day course held at Ashford Borough Council on 10th March 2011. See LABC website for more details [www.labc.uk.com/labctraining/understandingbc](http://www.labc.uk.com/labctraining/understandingbc)

## CHRISTMAS HOURS

The office will be closed on the following days:

Friday 24th December  
Monday 27th December  
Tuesday 28th December  
Monday 3rd January 2010

The Local Land Charges Register can be viewed between the 29th and 31st December but the request to view must be received by e-mail before 3pm on Thursday 23rd December.

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

Email: [land.charges@ashford.gov.uk](mailto:land.charges@ashford.gov.uk)  
Phone: 01233 330284



## What do you get from our searches?

### Peace of mind

- A professional service from an experienced team with local knowledge.

### Value for money

- Full Local Authority searches from £75.00\* with supporting documents provided free of charge.
- A search update service for £25.00.\*

### Quick electronic response

- Between 24-48 hours turnaround for standard residential searches.
- E-mail responses for postal searches.
- Full electronic searches can be requested via NLIS\*.

### Personal contact

- A dedicated officer dealing with your search.

## Why go anywhere else?

\*visit website for details

## WELCOME TO THE CHRISTMAS EDITION OF OUR NEWSLETTER.

We have all experienced significant government changes this year with the suspension of HIPs, the scrapping of personal search fees and continuing budget restrictions.

Despite these challenging times we continue to adapt to ensure we provide a first class service for you.

We wish you all a very happy Christmas and a successful 2011.

Tim, Sue, Louise, Lorna, Cindy and Julie.

Local Land Charges Department  
Email: [land.charges@ashford.gov.uk](mailto:land.charges@ashford.gov.uk) | Phone: 01233 330284

**Ashford**  
best placed in Britain

## SERVICE IMPROVEMENTS SAVING YOU TIME

Good news. We have streamlined our service to ensure a quick response to your enquiries.

## MORE BY E-MAIL

If a postal search request is not valid we will alert you immediately by e-mail. This will help ensure your search is not delayed.

## SEARCH AREA CONFIRMATION

We now integrate a plan with the replies to show the exact area we have searched.

## HIGHWAYS

We can supply road adoption status for any roads specified on your search.

For more detailed information on the extent of adoption please refer to Kent County Council Tel. 01622 666508.



## TURNAROUND

We endeavour to get the information to you as quickly as we can and return most searches within 48 hours.

## OPTIONAL ENQUIRIES

Where additional information is required which is sourced from a third party (such as Common Land and Village Greens enquiries) the response may take three to four days.

## HELP US TO SAVE THE PLANET

Now that we send responses electronically we only need ONE copy of the LLCI, CON 29 and plan.

Please tell everyone in your office as it will save us all time and money.

## ELECTRONIC SEARCHES Via ABC

We will be providing our own complete online service in the near future. It will be on our website with card paying options available.

Search tracking will also be available so you will always know how the results are progressing.

You will receive an e-mail alert linked to our website when the search is complete.

This will save us all time and money in the future.

Once it is up and running we will be happy to offer a demonstration so you can see the benefits for yourself.

## Via NLIS

We already have an online service available via NLIS and this will continue. For details of this service please visit their website at [www.nlis.org.uk](http://www.nlis.org.uk)

