

## WHAT MORE CAN WE DO?

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](mailto:land.charges@ashford.gov.uk)

## SEARCH RESULTS VIA EMAIL

If you receive an email from [land.charges@ashford.gov.uk](mailto: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 in this way please contact a member of the team as soon as possible by email [land.charges@ashford.gov.uk](mailto:land.charges@ashford.gov.uk) or phone 01233 330284.

“ We would like to congratulate you on the excellent service you now provide for searches and planning permission. ”

Rekha Patel - Pindoria Solicitors

“ We recently requested local search from you by post on 23 February. By the morning of 24 February you had acknowledged receipt of request by email and by just after 2pm we had the full search result. In the post on the 26th we had a complete set of the planning and building regulations for the property. Fantastic, well done! ”

M.Ivor-Jones - Frederic Hall Solicitors

## FLEXIBLE PAYMENT OPTIONS

Did you know making a payment is now even quicker and easier? Payments can now be made by telephone using debit/credit card.

To make a payment  
email [land.charges@ashford.gov.uk](mailto:land.charges@ashford.gov.uk)  
or call 01233 330 284.

## JULIE MAKES THE GRADE

In February our newest member of the team Julie Boorman achieved her Land Charges NVQ Level 3. Well done Julie.

## COME AND MEET THE TEAM

If you would like to find out how the search process operates and discuss your needs we can arrange personal visits to meet the team. Let us know by emailing [land.charges@ashford.gov.uk](mailto:land.charges@ashford.gov.uk)

## REQUEST YOUR LOCAL AUTHORITY SEARCH ONLINE



For more information  
visit [www.nlis.org.uk](http://www.nlis.org.uk)

If you want further information on any of our services  
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

New fees for  
2010 inside



# LOCAL LAND CHARGES Newsletter

## Our promise to you

We guarantee:

### Peace of mind

A professional service from an experienced team

### Local knowledge

We know the area and the data vital to your search site

### Electronic responses

Replies e-mailed directly to you

### Supporting documents

Everything you need at your finger tips

### Rapid response times

Between 24-48 hours turnaround for standard residential searches

### Personal contact

A dedicated officer dealing with your search throughout

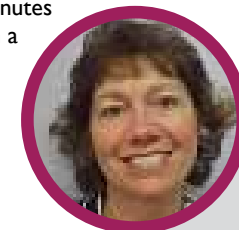
### Why go anywhere else?

Welcome to the March edition of our newsletter, keeping you up to date with the latest news and information from your local land charges team.

In response to your feedback we're dramatically dropping our standard search fees from the 1st April. See inside just how much we are reducing them. The new pricing structure has been revised to provide you with a competitive value for money service.

We're always looking for ways to improve our service and value your feedback. Help us to help you by filling in our survey. It will only take a few minutes and you could win a case of wine.

Sue Lloyd  
Land Charges  
Team Leader  
01233 330450



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

**Ashford**  
best placed in Britain

**YOUR LOCAL AUTHORITY NEEDS YOU!**

Last year we asked you how we could improve our service.

You told us our prices needed to be more competitive for inclusion in a HIP.

We listened and are making significant cuts to our search fees, including up to a 28% reduction on some full local authority searches.

**Now we've slashed our prices it's up to you to help us keep them there by requesting official searches for all of your clients.**



**NEW FEES FROM APRIL 2010**

<b>POSTAL</b>	
LLCI	£40.00
CON29R	£50.00
<b>Standard search</b>	<b>£85.00</b>
CON29O	£10.00
Commons request	£15.00
Additional enquiries	£30.00
Non residential searches	£190.00
Search refresh	£25.00

<b>NLIS</b>	
LLCI	£35.00
CON29R	£45.00
<b>Standard search</b>	<b>£75.00</b>
CON29O	£5.00
Commons request	£10.00
Additional enquiries	£25.00
non residential searches	£185.00
Search refresh	£20.00

Additional parcel fee all standard searches	£10.00
Personal Search	£22.00
Tailored report	£16.80
Tailored report with Building Regs pre 1994	£18.70

**HELP US TO HELP YOU**

Please help us to help you by taking a few minutes to tell us about this newsletter and the services we provide. Fill in your details and you could win a case of wine\*.

Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Tel \_\_\_\_\_  
 Email \_\_\_\_\_

**Newsletter**

Do you find this newsletter useful and informative?

Yes  No

How would you prefer to receive it?

Post  Email

How often would you like to receive it?

Every 6 months  
 Quarterly  
 Annually  
 When there are changes to the service

What information would you like to see included in future editions?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Our service**

How would you rate our service?

Excellent  Good  
 Average  Poor

What could we do to improve our service?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Do you use us for all your searches?

Yes  No

If not what changes could we make to secure your business?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Would you use an online form to request your search and pay online?

Yes  No

Would you be interested in using BACS/credit card/an account as a method of payment

BACS  Credit card  
 An account

You can also fill this survey out online at [www.ashford.gov.uk/locallandcharges](http://www.ashford.gov.uk/locallandcharges)



\* Surveys received by the 30th April will be entered into the free prize draw