



If you, or somebody you know, would like the information contained in this document in large print, Braille, tape/CD; or in another language please contact Wealden District Council on 01323 443322 or info@wealden.gov.uk

Land Charges Service Charter

Our service to you

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This Charter sets out the standards that we provide. It also contains details of how you can contact us and how we can help you get the best out of the service

Introduction

We take providing a good service very seriously. This Charter should help you get the best from our service. If you feel we do not meet our standards you should contact our Administration Officer (Land Charges). Contact details listed overleaf.

Searches of Wealden's Local Land Charges Register are usually carried out by solicitors or licensed conveyancers acting on behalf of property purchasers.

Our Local Land Charges Register contains a record of planning approvals, planning notices, general and specific financial charges, listed buildings and ancient monuments and special areas of planning conservation - all of which are important to a prospective purchaser.

A search on the Register discloses any matter which has been registered as a Local Land Charge .

We will:

- Process your Local Land Search efficiently and accurately.
- Return your search within five working days.
- Provide a courteous and helpful service.
- Assist those with special needs.

Our Services

1. Full LLC1 and Con 29 searches

- Can be submitted electronically via NLIS or DX or post.
- A standard search (LLC1 and Part 1 Con29 questions) will be completed and returned within five working days of receipt.
- Non-standard searches (LLC1 and Con 29 with Part 2) and/or additional questions will be completed and returned within five working days of receipt.

2. LLC1 Search only

Can be submitted electronically via NLIS or DX or post.

3. Personal Searches

To carry out a personal search please contact Land Charges on 01892 602430 to make an appointment. It is then necessary to email a plan showing the area to be searched. This plan is required a minimum of two days before the appointment to enable us to gather together any relevant information. Payment is required for this information.

We will also:

- Reply to letters within ten working days.
- Reply to emails within one working day.
- Return phone calls within one working day.
- Survey your views and publish performance details annually.

You can help us by:

- Supplying a plan of the area to be searched against.
- Giving us your views on the service and suggestions for improvements.
- Supplying copies of the LLC1 or Con29 forms

What we cannot do:

- Supply copies of Ordnance Survey maps, owing to copyright.
- We do not hold details of property ownership. Further information on this can be obtained from HM Land Registry, Portsmouth District.

Not happy with the service?

If you are not happy with the service please contact the Administration Officer (Land Charges) on 01892 602430 or email: landcharges@wealden.gov.uk Details of the Council's Formal Complaints procedure can be found on our website: www.wealden.gov.uk

Quality Checks

We will, from time to time, carry out customer satisfaction surveys and publish the results on our website www.wealden.gov.uk

Contact

Land Charges Office

Tel: 01892 602430

Email: landcharges@wealden.gov.uk

Administration & Technology Manager

01892 602472