

Local Land Charges Service

**Personal Searches of the local land charges register
and other Council records**

Guidance and Information Document

**Access to land and property information and
schedule of fees with effect from 1 January 2017
(Reviewed and updated April 2021)**

Torridge District Council
Local Land Charges Team
Riverbank House
Bideford
North Devon
EX39 2QG

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Introduction – Background information and Aim of the Guidance

This guidance and information document is intended to provide full details of Torridge District Council's arrangements for providing access to the Local Land Charges Register and property related data necessary to compile a property search. This document also provides details of the fees charged by the Council for responding to CON 29/CON 29O (2016 Edition) Enquiries.

In addition, this guidance sets out good practice for the Council and personal searchers on the conduct of a personal search of the Local land Charges Register and of other records required for inclusion in a property search.

Definitions

This guidance adopts the following definitions:

TDC (or 'the Council'): Torridge District Council

DCC (or 'County Council'): Devon County Council

PSC: Property Search Company

LLC: Local Land Charges

CON 29: CON 29 Enquiries of the local authority (2016)

CON 29O: CON 29O Optional Enquiries of the local authority (2016)

Local Land Charges Service Aims

The Council aims to:

- make available all of our unrefined information that is needed to compile a property search to all those who ask.
- act reasonably in fulfilling its duty to allow access to records open for public inspection.
- promote good practice and good working relationships between the Council and personal searchers in delivering property search services.
- consult with our customers and seek to develop improved services.

Good Practice

To ensure an efficient and best value service to the consumer there needs to be good local co-operation between Council staff and personal searchers. This is the key to securing smooth working relationships and a fair and even balance between

those who need access either for inspecting information and/or the maintenance of these records. It is good practice for the Council's officers and local personal search representatives to consult on and review working arrangements on a regular basis.

Appointments for Personal Searches of the Local Land Charges Register

Any person may make a personal search (i.e. an inspection) of the LLC Register.

Please note that the Council's LLC Service operates an appointment system. Applicants will be required to submit a written request providing the following information:

- The name and address of the person or company wishing to carry out the inspection of the LLC Register.
- The full and accurate address/description of the property or land against which the personal search is to be made (including the postcode if there is one).

Note: additional parcels of land can only be included if all parcels are to be included in one single transaction.

- An up to date licensed plan (preferably a 1:1250 or 1:2500 extract from an Ordnance Survey Map) upon which the exact boundaries of the property have been clearly indicated.

Note: email your plan (in portable document format i.e. .pdf) to the LLC Team (Email: land.charges@torridge.gov.uk)

An appointment will not be booked if poor quality plans have been supplied. PSCs are, therefore, asked to quality check plans before sending them with a request for an appointment

- The date and time that you would like to visit to conduct an inspection of the LLC Register

Requests for Personal Searches should be submitted to the LLC Team by email (land.charges@torridge.gov.uk).

Note: If you would like to inspect other public and non-statutory records held in other Council sections/departments during your visit you will need to make your own advance arrangements direct with the relevant sections/departments. Please see the enclosed departmental contact and address information (pages 9 – 15) for details of notice and appointment requirements.

If we cannot accommodate the appointment date and time requested for your inspection of the LLC Register we will offer you the next earliest date and time available. If the offered date/time is not suitable you can request another appointment that fits your schedule. All appointments will be mutually agreed in advance.

The Council will endeavour to effectively balance staff resources according to the demands and operational requirements placed on the service (i.e. demand for official

search applications and personal search appointments as well as LLC Register maintenance, System maintenance and all other administrative duties).

Requests to conduct a personal search will receive fair treatment. Appointments will generally be available on a "first come, first served" basis. Restrictions will not be placed unreasonably on the timing and number of personal searches to be conducted during a visit.

Please note that in certain cases it may be necessary to consult other public records maintained by the Council e.g. in instances where a LLC entry refers to an entry in another existing public record.

We will review our policies and procedures on a regular basis. Consultation with our customers will form an important part of this process and we welcome honest feedback. We will be happy to discuss our working practices, procedures or your requirements at any time. Simply either contact a member of the LLC Team, the Council's Legal Team or the Council's Performance Improvement Officer.

Periodically we will undertake a '10/10 Customer Satisfaction Survey'. Such surveys, usually conducted by telephone by Customer Service staff or non-LLC Team members, involve us asking you a number of questions about your experience of using our LLC Service. We will ask you to rate the service on a scale of 1 to 10 (with 1 being poor and 10 being excellent). We will ask you to explain what you like or dislike about the service provided and what, in your opinion, we can do to improve or enhance the level of service that we provide. These surveys should take no longer than 10 minutes to complete and provide valuable and important feedback. All feedback obtained goes direct to the Council's Performance Improvement Officer who produces a summary of the survey responses that are then shared with management and the LLC Team. All feedback is treated as confidential and is not attributed to any individual or organisation.

Conducting an inspection

All visitors to council offices will be required to sign in on arrival and to sign out on departure.

At the agreed appointment time a folder containing a print out of relevant entries on the Council's computerised LLC Register will be made available for inspection.

Once the LLC Register has been inspected the documentation should be put back into the folder and handed back to a member of the reception staff.

The taking of photographic images of Council records or documentation is not permitted.

The Council's Riverbank House offices are open to the public weekdays 09.00 a.m. to 4.30 p.m. The Council will make the LLC Register available for inspection by the public at all reasonable hours. In most instances the appointment to carry out a personal search will be between 10.00 a.m. and 4.00 p.m. However, we will endeavour to adopt a flexible and helpful approach to accommodate the requests of anyone wishing to inspect the LLC Register and other records.

As already stated, if you intend to visit other section/departments to inspect other Council records you are advised to make prior arrangements to do so taking into consideration any requirements for notice and appointments.

Please note that the office hours during which records can be inspected might differ from department to department. You are advised to contact the appropriate office in advance as this will help ensure that staff will be available to assist in the inspection of the records. This is particularly beneficial in cases where the public record is in a computerised format and cannot be inspected without officer assistance.

If for any reason the Council is unable to fulfil a scheduled appointment (for example, in cases of staff absence due to illness, computer downtime etc.) we will notify you giving as much notice as possible under the circumstances.

Copies of Local Land Charges Register Entries

On the written request of any person and on payment of the prescribed fee (10p per A4 page), the personal searcher shall be supplied with an office copy of any registration or any document, map or plan deposited with or filed by the Council in connection with a registration. Please note that the Council no longer takes cash payments. Payments will, therefore, need to be made in full by debit or credit card before leaving the offices.

Copies of other documents

Copies of original documents, plans, maps or other items deposited with the local authority may be obtained on payment of the required fee, subject to copyright. The fee will cover the authority's reasonable costs in providing the service. Where records are computerised, the copy may take the form of a printout. Where copies are not available at the time of the visit, they will be supplied as soon as is reasonably practicable.

Good Practice Guidance for Personal Searchers

Advance Notice

Personal searchers should, where required, notify the appropriate Council departments as soon as possible in advance of a proposed visit, and provide:

- The name and contact details of the person or company who will be carrying out the search
- The full and correct address/description of the property and any other details (including a plan where necessary) to enable accurate identification of the land/property to be searched
- An up to date and licensed plan (preferably a 1:1250 or 1:2500 extract from an Ordnance Survey Map) upon which the exact boundaries of the property have been clearly and accurately indicated. Plans should be checked for accuracy and quality by the applicant *prior* to the submission of a request.

Appointments

Personal searchers should:

- be prepared to make an appointment.
- check the property address/description and plan prior to submission of an appointment request
- acknowledge that appointment arrangements to inspect all the data required for a personal local search should be flexible.
- keep an appointment and notify the authority as soon as possible in the event that an appointment cannot be kept.
- observe any time restriction that is attached to the appointment.
- not take photographic images of Council records or documentation.

Plans

Any Ordnance Survey (OS) maps received from third parties must have been licensed by them to use for their business. This includes the requirement for the map extract to be correctly acknowledged and the map should not have been copied from another map such as a Land Registry Title Plan or a map which has a watermark. A properly licensed OS plan will display:

- the statement '© Crown copyright and database right 2017 Ordnance Survey';
- an OS licence number in the format 1000xxxxx; and
- OS or licensed partner branding.

The following factors may indicate an unlicensed OS plan:

- the absence of any of the above;
- any indication that the mapping was originally provided for another purpose (for example, 'education use', 'personal use' or 'research/reference use' markings, or the display of a university name or an address which is inconsistent with the applicant);
- indications that the plan is a photocopy or a 'screen shot' image of OS mapping, or has been traced from OS mapping;
- any indication that the map is a Land Registry® document; or
- any indication that correction fluid has been applied.

OS map extracts provided for use in connection with Personal Search requests should be suitably scaled, up to date and correctly licensed for this purpose

(including an appropriate copyright statement and licence number to show that it meets OS's licensing terms). The exact boundaries of the subject property should be clearly and accurately shown by a red outline without any additions to the plan. For further information please visit OS's licensing webpage - www.ordnancesurvey.co.uk/licensing.

OS's Printed Products – Partner contracts page provides a link to their Customer Service Centre. Here, if you wish, you can set up a contract to produce licensed maps. Alternatively, OS provides a list of Partners that provide mapping services (to access this list, please type 'printing maps for conveyancing' in the search box).

Assistance from Local Authority Staff

Personal searchers should be prepared and competent to carry out a search and inspection of our records without staff assistance.

While staff will provide access to the relevant records, it is the responsibility of the person carrying out the search to identify and record the relevant information from those records. Council staff may offer factual clarification of what is in the record open to public inspection but are under no obligation to answer any supplementary or additional enquiries when a personal search is made.

Attribution

Where a personal searcher carries out a search on behalf of a third party, for example a solicitor, conveyancer or their clients, it must be clear that:

- the search report has been compiled by the personal searcher in accordance with the industry's Search Code (monitored by the Property Codes Compliance Board)
- where the personal searcher obtains an official LLC1 search certificate from the local authority and supplies this to a third party client together with a Local Enquiries search as part of a personal local search, it should be clear to the client that only the LLC1 form comprises an official search carried out by the local authority. (The official LLC1 search form is prescribed by statute, and must not be altered in any way. Only local authorities are authorised to sign form LLC1).

Departmental address & contact information

(including appointment/advance notice requirements and details of CON 29/CON 29O information held)

Local Land Charges Team

Legal Services
Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)
Email: land.charges@torridge.gov.uk

Appointment required: Yes
Appointment times between: 10.00 a.m. – 4.00 p.m. Mon-Fri

Public Registers/Records:
Local Land Charges Register

Planning Support

Community Planning & Development Services
Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)
Email: planning.support@torridge.gov.uk

Appointment required : Yes
Appointment times between: 10.00 a.m. – 4.00 p.m. Mon-Fri

CON 29 Enquiries answered:

- 1.1 Planning and building decisions and pending applications
- 3.3 Drainage matters (SuDS)
- 3.4(d) Nearby road schemes
- 3.5 Nearby railway schemes
- 3.7(a) Outstanding notices
- 3.8 Contravention of building regulations
- 3.9 Notices, orders, directions and proceedings under Planning Acts
- 3.11 Conservation area

CON 290 Optional enquiries answered:

4. Road proposals by private bodies
5. Advertisements
6. Completion notices
8. Pipelines
15. Land maintenance notices
16. Mineral consultation and safeguarding areas
17. Hazardous substance consents
20. Hedgerow notices

Public Registers/Records:

Register of Planning Applications and Decisions

Planning Register and Register of Enforcement Notices, Stop Notices and Breach of Condition Notices (sections 69 and 118 of the Town and Country Planning Act 1990)

Hazardous Substances Consents Register (section 28 of the Planning (Hazardous Substances) Act 1990)

Tree Preservation Orders (Article 4(2) of the Model Order in the Town and Country Planning (Tree Preservation Order) Regulations 1969; Section 214 of the Town and Country Planning Act 1990; DOE Circular 36/78 "Trees and Forestry")

Community Planning Team

Community Planning & Development Services
Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)

Email: planning.policy@torridge.gov.uk

Appointment/Notice: Not necessary

Office opening hours: 9.00 a.m. – 4.30 p.m. Mon-Fri

CON 29 Enquiries answered:

- 1.2 Planning designations and proposals
- 3.1 Land required for public purposes
- 3.10 Community infrastructure levy (CIL)

CON 290 Optional enquiries answered:

11. Urban development areas
12. Enterprise zones, local development orders and BIDS
13. Inner urban improvement areas
14. Simplified planning zones

Public Registers/Records:
Conservation Areas (Town and Country Amenities Act 1974)

Building Control Team

Community Planning & Development Services
Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)
Email: bc.admin@torridge.gov.uk

Appointment required: Yes, minimum 24 hrs notice + plan required
Office opening hours: 9.00 a.m. – 4.30 p.m. Mon-Fri

Environmental Protection Team

Environmental Health & Public Protection
Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)
Email: environmental.protection@torridge.gov.uk

Appointment/Notice: Not required
Office opening hours: 9.00 a.m. - 12.30 p.m. and 1.30 p.m. - 4.00 p.m. Mon-Fri

CON 29 Enquiries answered:
3.7(b) Outstanding notices
3.13 Contaminated land

CON 29O Optional enquiries answered:
10. Noise abatement
18. Environmental and pollution notices

Public Registers/Records:

Registers of Litter Control Areas and Street Litter Control Notices (section 95 of the
Environmental Protection Act 1990)

Noise Abatement Zones Register (Control of Pollution Act 1974)

Food and Safety Team

Environmental Health & Public Protection
Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)
Email: foodandsafety@torridge.gov.uk

Appointment/Notice: Not required
Office opening hours: 9.00 a.m. - 12.30 p.m. and 1.30 p.m. - 4.00 p.m. Mon-Fri

CON 29 Enquiries answered:
3.7(c) and (f) Outstanding notices

CON 29O Optional enquiry answered:
19. Food safety notices

Housing Renewal Team

Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)
Email: housing.renewal@torridge.gov.uk

Appointment/Notice: Yes, minimum 24 hrs notice
Office opening hours: 9.00 a.m. - 12.30 p.m. and 1.30 p.m. - 4.00 p.m. Mon-Fri

CON 29 Enquiries answered:
3.7(d) Outstanding notices
3.12 Compulsory purchase

CON 29O Optional enquiry answered:
9. Houses in multiple occupation

Property Services Team

Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

Tel: 01237 428700 (main switchboard)

Email: property@torridge.gov.uk

Appointment/Notice: Not necessary

Office opening hours: 9.00 a.m. – 4.30 p.m. Mon-Fri

CON 29 Enquiry answered:

3.15 Assets of community value

Engineers Team

Property & Procurement

Torridge District Council

Riverbank House

Bideford

Devon

EX39 2QG

Tel: 01237 428700 (main switchboard)

Fax: 01237 428758

Appointment/Notice: Yes, minimum 24 hrs notice + plan required

Office opening hours: 9.00 a.m. – 4.30 p.m. Mon-Fri

Public Registers/Records:

Register of Public Sewer Maps (sections 199 and 200 of the Water Industry Act 1991)

Devon County Council

Land Charges Section

G15 County Hall

Topsham Road

Exeter

Devon, EX2 4QD

DX 744970 EXETER 31

Tel: 01392 382295/382937

Email: lcharges@devon.gov.uk

Appointment/Notice: Yes, minimum 24 hrs notice + plan required

Office opening hours: 2.00 p.m. - 5.00 p.m. Mon-Thur and 2.00 p.m. – 4.30 p.m. on Fri

CON 29 Enquiries answered:

1.2 Planning designations and proposals

2.1 Roadways, footways and footpaths

2.2 to 2.5 Public rights of way

- 3.2 Land to be acquired for road works
- 3.3 Drainage matters (SuDS)
- 3.4 Nearby road schemes
- 3.5 Nearby railway schemes
- 3.6 Traffic schemes
- 3.7(e) and (g) Outstanding notices
- 3.9 Notices, orders, directions and proceedings under Planning Acts
- 3.12 Compulsory purchase

CON 290 Optional enquiries answered:

- 6. Completion notices
- 7. Parks and countryside
- 16. Mineral consultation and safeguarding areas
- 21. Flood defence and land drainage consents
- 22. Common land and town or village green

Public Registers/Records:

Registration Schemes Register (Houses in Multiple Occupation) (section 3(1) and (2) of the Commons Registration Act 1965)

Public Rights of Way Register (section 57(5) of the Wildlife and Countryside Act 1981)

Register of Publicly Adopted Highways (section 36(7) of the Highways Act 1980)

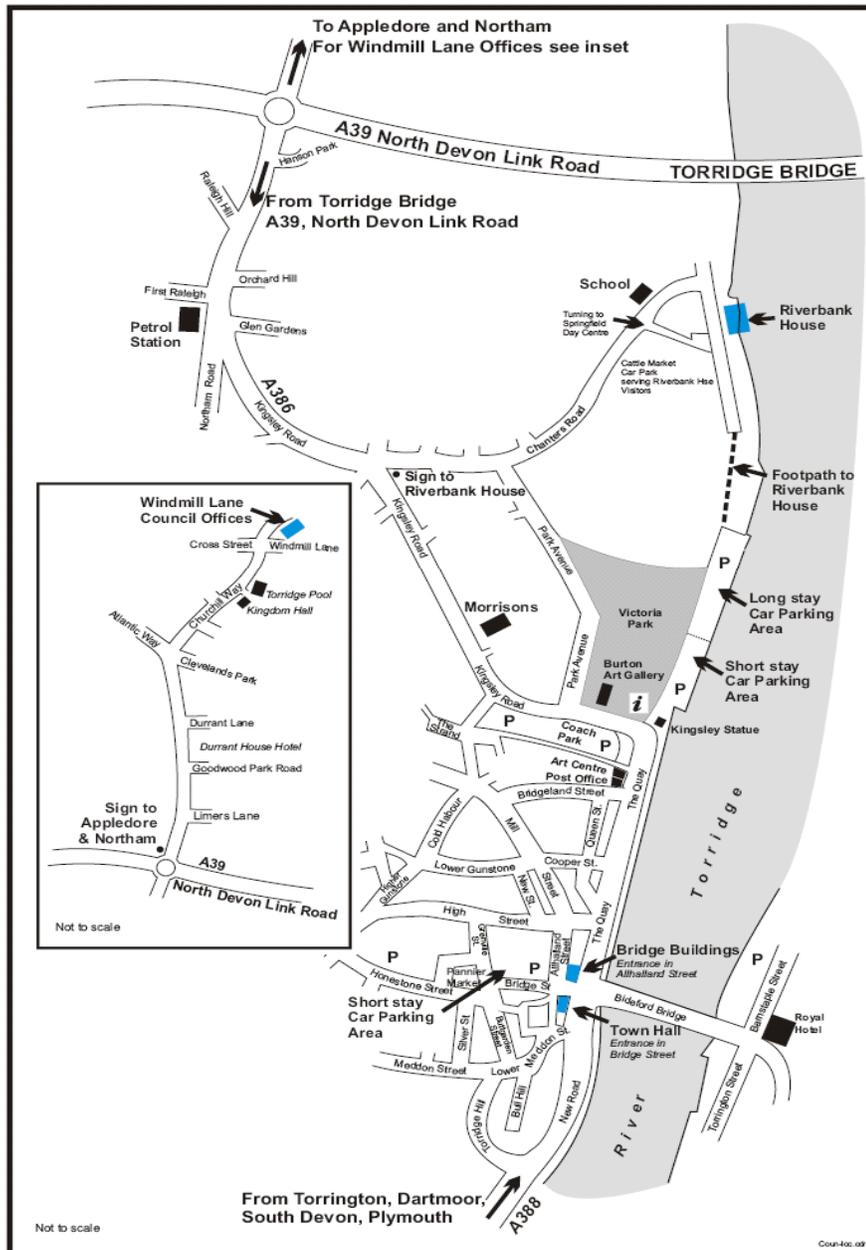
Local Common Land and Town and Village Greens (Section 3(1) and (2) of Commons Registration Act 1965)

Click on the link below to view Google Maps showing the location of Torrige District Council's **Riverbank House Offices**, Bideford, EX39 2GQ

The Council's Riverbank House offices are open to the public weekdays from 09.00 a.m. to 4.30 p.m.

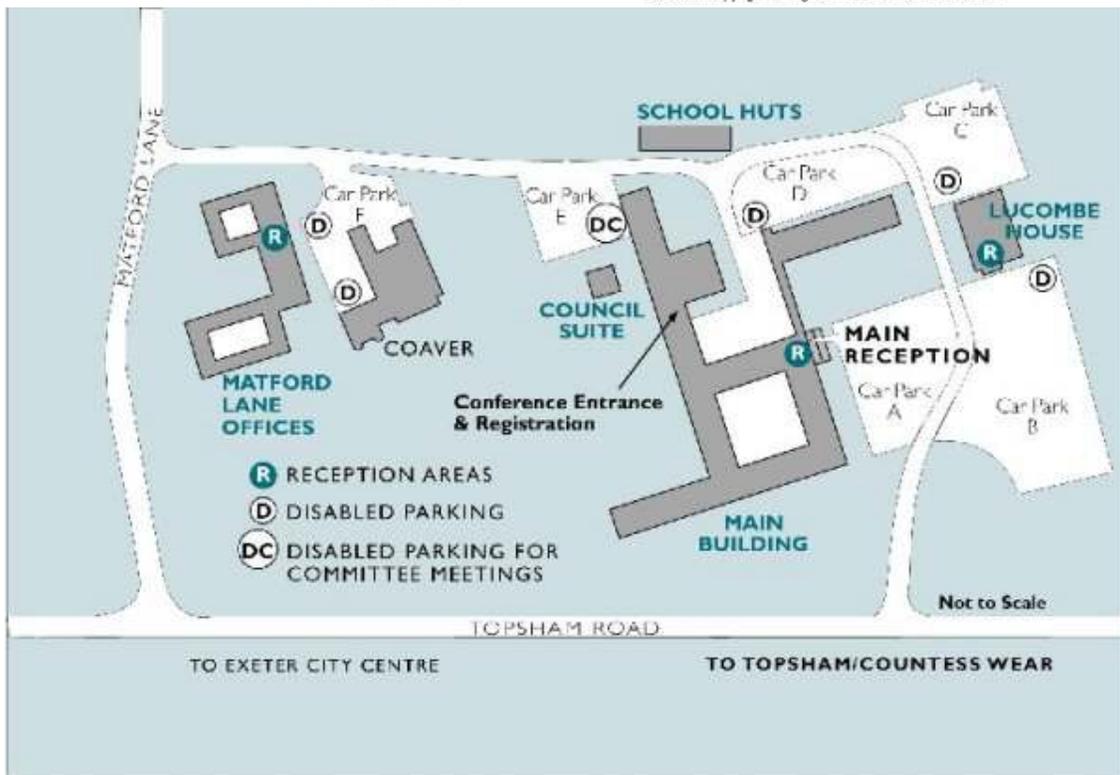
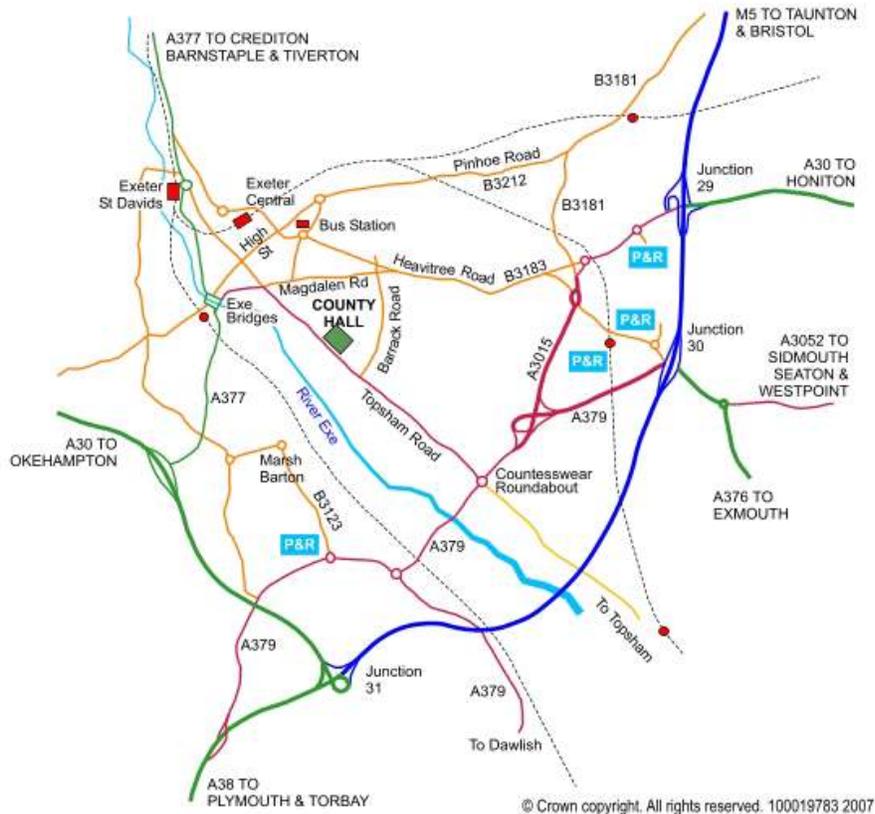
(1) www.google.co.uk/maps/place/Torrige+District+Council

Riverbank House, Town Hall and Bridge Buildings, Bideford Windmill Lane Offices, Northam



Click on the link below to view a Google Map showing the location of [Devon County Council's County Hall Offices, Topham Road, Exeter, EX2 4QU](http://www.devon.gov.uk)

www.google.co.uk/maps/place/County+Hall,+Topham+Rd,+Exeter,+Devon



CON 29 (2016) Enquiries of the Local Authority, informatives and enquiry charges with effect from 1 January 2017



The following tables include details of:

- List of CON 29 and CON 29O Optional enquiries
- Fees (inclusive of VAT) for answering CON 29 enquiries about a property (pages 17 – 21)
- Fees (inclusive of VAT) for answering CON 29O Optional enquiries about a property (pages 22 – 25)
- The name of the team(s)/section(s) holding the relevant records/data
- Informatives (①)

	Fee* (incl. 20% V.A.T) for answering CON 29 enquiries about a property
Access to search or inspect property records personally and in situ is 'Free of Charge'.	
<p>Admin fee</p> <p>(*Admin fee + the appropriate fee for each CON 29 enquiry raised = Total cost for providing a written response to CON 29 enquiries about a property).</p>	£18.07
<h3>CON 29 Enquiries of the Local Authority (2016)</h3>	
<p>1.1 Planning and building decisions and pending applications</p>	
<p>(a - i)</p> <p>(j - l)</p> <p>Planning Support Team, Riverbank House, Bideford</p> <p>① In respect of CON 29 Enquiries 1.1(a - i) please note that the Council's computerised records of applications under the Town and Country Planning Act only go back as far as 1st August, 1977 and our research and information provided to you covers only the period since that date. We will inform you if pre 1st August 1977 planning history exists in respect of the property and how further information can be obtained.</p> <p>① The Register of Planning Applications and Decisions can be inspected free of charge at Riverbank House, Bideford.</p> <p>Note: Most, but not all, Planning Applications from 1st August 1977 can also be viewed on-line using PublicAccess, a browser application, which is available on the Council's website (http://www.torridge.gov.uk/plans). A dedicated PC terminal is available for public use in the reception area at Riverbank House.</p> <p>① In respect of CON 29 Enquiries 1.1(j) and (k) please note that the information</p>	<p>£9.17</p> <p>£2.26</p>

	Fee* (incl. 20% V.A.T) for answering CON 29 enquiries about a property
<p>provided relates to Building Regulation Applications received from 1st July 2002 only. Details of approvals and completion certificates are not currently given in respect of earlier applications. If prior history is required please submit a written request for this information. However, due to the fact that additional research work will then be undertaken a further charge will be levied for the provision of this information. Requests should be made to Building Control, Torridge District Council, Riverbank House, Bideford, North Devon, EX39 2QG or email building.control@torridge.gov.uk. Please include the plot number and/or full postal address details together with an up to date location plan upon which you have clearly outlined the extent of the property concerned.</p> <p>① Please note that details of building regulations certificates or notices issued in respect of work carried out under all competent person self-certification schemes notified to the Council prior to 1st April 2013 are not shown. This is because the records are not in an accessible form.</p> <p>You are advised to ask the seller or developer to provide details and certificates in respect of any works carried out under the competent person self-certification scheme.</p>	
<p>1.2 Planning designations and proposals</p> <p>Community Planning Team, Riverbank House, Bideford and Devon County Council Land Charges Section, County Hall, Exeter</p> <p>① The Torridge District Local Plan and the North Devon and Torridge Local Plan can be viewed on the Council's website (http://www.torridge.gov.uk/planningpolicy)</p> <p>① Devon County Council plans are available to view at County Hall, Exeter or www.devon.gov.uk</p> <p>Information available from DCC by tailored report if required.</p>	£4.80
<p>2 Roads and public rights of way</p> <p>Devon County Council Land Charges Section, County Hall, Exeter</p> <p>① A list of highways maintainable at public expense is available from Devon County Council's Land Charges Section or online at www.devon.gov.uk</p> <p>Information available from DCC by tailored report if required</p>	£3.91
<p>3.1 Land required for public purposes</p> <p>Community Planning Team, Riverbank House, Bideford</p> <p>① This information is available by consulting public local plans. The Torridge</p>	£0.79

	Fee* (incl. 20% V.A.T) for answering CON 29 enquiries about a property
District Local Plan and the North Devon and Torridge Local Plan can be viewed on the Council's website http://www.torridge.gov.uk/planningpolicy	
<p>3.2 Land to be acquired for road works</p> <p>Devon County Council Land Charges Section, County Hall, Exeter</p> <p>① Information available from DCC by tailored report if required.</p>	£1.31
<p>3.3 Drainage matters</p> <p>Planning Support Team, Riverbank House, Bideford Devon County Council Land Charges Section, County Hall, Exeter</p>	£6.48
<p>3.4 Nearby road schemes</p> <p>Devon County Council Land Charges Section, County Hall, Exeter Q.3.4 (a - f) and Planning Support Team, Riverbank House, Bideford re Q.3.4 (d)</p> <p>① Information from DCC available by tailored report only.</p>	£5.17
<p>3.5 Nearby railway schemes</p> <p>Planning Support Team, Riverbank House, Bideford Devon County Council Land Charges Section, County Hall, Exeter</p> <p>① See informative to Enquiry 1.1 regarding the Register of Planning Applications and Decisions.</p>	£3.83
<p>3.6 Traffic schemes</p> <p>Devon County Council Land Charges Section, County Hall, Exeter</p> <p>① Information also available from DCC by tailored report if required.</p>	£9.34
<p>3.7 Outstanding notices</p> <p>Planning Support Team, Riverbank House, Bideford - Q.3.7 (a) Environmental Protection Team, Riverbank House, Bideford - Q.3.7 (b), (c) & (f) Food & Safety Team, Riverbank House, Bideford - Q.3.7 (c) & (f) Housing Renewal Team, Riverbank House, Bideford - Q. 3.7 (d) Devon County Council Land Charges Section, County Hall, Exeter - Q.3.7 (e) & (g)</p>	£2.83

	Fee* (incl. 20% V.A.T) for answering CON 29 enquiries about a property
① Information from DCC available by tailored report only.	
3.8 Contravention of building regulations Planning Support Team, Riverbank House, Bideford	£0.61
3.9 Notices, orders, directions and proceedings under Planning Acts Planning Support Team, Riverbank House, Bideford Devon County Council Land Charges Section, County Hall, Exeter re Q.3.9 ① 3.9. (a - d) and (m) for <i>notices already served</i> is publicly available by inspecting appropriate statutory registers at Riverbank House and County Hall. <i>Notices authorised but not yet served will not be recorded in these registers</i> but details of <i>pending notices</i> can be obtained by inspecting other records. ① Information from DCC available by tailored report only.	£3.86
3.10 Community infrastructure levy (CIL) Community Planning Team, Riverbank House, Bideford	£0.79
3.11 Conservation area Planning Support Team, Riverbank House, Bideford ① Information required to answer Enquiry 3.10 (a) can be obtained by viewing the Torridge District Local Plan (see informative under enquiry 2.1 for details about viewing the Local Plan).	£0.64
3.12 Compulsory purchase Housing Renewal Team, Riverbank House, Bideford and Devon County Council Land Charges Section, County Hall, Exeter ① Information from DCC available by tailored report only.	£4.16
3.13 Contaminated land Environmental Protection Team, Riverbank House, Bideford	£0.91
3.14 Radon gas ① The Indicative Atlas of Radon in England and Wales, published by Public Health England, indicates that most, but not all, of the Torridge District is within	£0.91

<p>a "Radon Affected Area".</p> <p>The Atlas is available to view or download from the Public Health England website (http://www.ukradon.org/).</p> <p>The estimated radon potential for an individual home can be obtained for a small charge through a website (http://www.ukradon.org/) The report will tell you the estimated probability that this particular property is above or below the Action Level for radon, but the only way to find out whether it is in fact above or below the Action Level is to carry out a radon measurement in an existing property.</p>	<p>Fee* (incl. 20% V.A.T) for answering CON 29 enquiries about a property</p>
<p>3.15 Assets of community value</p> <p>Property Services Team, Torridge District Council, Riverbank House, Bideford</p> <p>① Information published on the Council's website (http://www.torridge.gov.uk/article/14938/Community-Right-To-Bid)</p>	<p>£0.91</p>

	Fee* (incl. 20% V.A.T) for answering CON 290 Optional enquiries about a property
Access to search or inspect property records personally and in situ is 'Free of Charge'.	
(*Admin fee (i.e. £18.07) + the appropriate fee for each CON 290 Optional enquiry raised = Total cost for providing a written response to CON 290 Optional enquiries about a property). Note: The admin fee for CON 290 Optional enquiries is not payable if the optional enquiries are raised at the same time as any CON 29 enquiries	
CON 290 Optional enquiries of the Local Authority (2016)	
4 Road proposals by private bodies Planning Support Team, Riverbank House, Bideford ① See informative to Enquiry 1.1 regarding the Register of Planning Applications and Decisions.	£5.09
5 Advertisements Planning Support Team, Riverbank House, Bideford ① See informative to Enquiry 1.1 regarding the Register of Planning Applications and Decisions. ① Information from DCC available by tailored report only.	£1.69
6 Completion notices Planning Support Team, Riverbank House, Bideford Devon County Council Land Charges Section, County Hall, Exeter ① Information from DCC available by tailored report only.	£2.50

	Fee* (incl. 20% V.A.T) for answering CON 290 Optional enquiries about a property
<p>7 Parks and countryside</p> <p>Devon County Council Land Charges Section, County Hall, Exeter</p> <p>① Information from DCC available by tailored report only.</p>	£2.16
<p>8 Pipelines</p> <p>Planning Support Team, Riverbank House, Bideford</p> <p>You are advised to seek further information from http://www.linesearchbeforeudig.co.uk</p> <p>LinesearchbeforeUdig (LSBUD) is a free to use internet based enquiry service available 24/7. It provides a single point of contact for all enquiries relating to the apparatus owned and/or operated by the Asset Owners protected by LSBUD, including underground and overhead transmission/distribution electricity networks, transmission/distribution gas networks, oil pipelines, and fibre optic networks.</p>	£0.34
<p>9 Houses in multiple occupation</p> <p>Housing Renewal Team, Riverbank House, Bideford</p>	£1.40
<p>10 Noise abatement</p> <p>Environmental Protection Team, Riverbank House, Bideford</p>	£1.68
<p>11 Urban development areas</p> <p>Community Planning Team, Riverbank House, Bideford</p>	£0.00
<p>12 Enterprise zones, Local Development Orders and BIDS</p> <p>Community Planning Team, Riverbank House, Bideford</p>	£0.00
<p>13 Inner urban improvement areas</p> <p>Community Planning Team, Riverbank House, Bideford</p>	£0.00

	Fee* (incl. 20% V.A.T) for answering CON 290 Optional enquiries about a property
14 Simplified planning zones Community Planning Team, Riverbank House, Bideford	£0.00
15 Land maintenance notices Local Land Charges Team, Riverbank House, Bideford	£0.00
16 Mineral consultation areas Planning Support Team, Riverbank House, Bideford Devon County Council Land charges Section, County Hall, Exeter	£3.58
17 Hazardous substance consents Planning Support Team, Riverbank House, Bideford	£0.34
18 Environmental and pollution notices Environmental Protection Team, Riverbank House, Bideford	£2.68
19 Food safety notices Food and Safety Team, Riverbank House, Bideford	£1.68
20 Hedgerow notices Planning Support Team, Riverbank House, Bideford	£0.85
21 Flood defence and Land Drainage Consents Devon County Council Land Charges Section, County Hall, Exeter	£3.24
22 Common Land and Town & Village Greens Devon County Council Land Charges Section, County Hall, Exeter	£5.40

<p>Total charge for answering CON 290 Optional enquiries raised = Admin fee (i.e. £18.07) + the appropriate fee for each CON 290 Optional enquiry raised</p> <p>Note: The admin fee for CON 290 Optional enquiries is not payable if the optional enquiries are raised at the same time as any CON 29 enquiries</p>	<p>Fee* (incl. 20% V.A.T) for answering CON 290 Optional enquiries about a property</p>

Feedback, suggestions, comments or complaints

We hope that the information provided in this guidance document is comprehensive and of assistance. Torridge District Council is committed to providing a high quality local land charges service and welcomes your views and ideas. If you have any comments, complaints or compliments about our Service we will be pleased to receive them.

Complaints Procedure

From time to time there will be occasions when our service, or the way we respond to you, falls short of your expectations and when this happens we need you to tell us so we can try to put things right.

When we receive a complaint we promise to:

- take it seriously
- treat you with courtesy
- investigate fully and promptly
- provide you with a full explanation
- put matters right as far as we can
- respect your right to take your complaint further if you are not satisfied with the outcome.

The following explains how to complain and how we will deal with your complaint.

We have defined a complaint as:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council or its staff".

Stage 1 - Contact the Complaints Co-ordinator

We want to try and solve the problem as quickly as possible so in the first instance we will ask an officer from the relevant service, or the complaint co-ordinator, to reply to you.

You can visit, telephone, email or write to the complaints co-ordinator's: 01237 428700 (main switchboard) or email: Complaints@torridge.gov.uk

Stage 2 - Contact the Council's Senior Solicitor

If you feel your complaint has not been dealt with adequately at Stage 1 please ask for your complaint to be reviewed under stage 2.

Stage 3 - Appeal to the Head of Paid Service

If you remain dissatisfied with the written reply, you can have the matter reviewed by the Head of Paid Service.

Stage 4 - Local Government Ombudsman

If you are still not satisfied with the way your complaint has been dealt with you can contact the Local Government Ombudsman.

The Local Government Ombudsman investigates cases where injustice may have resulted from maladministration.

This is when you feel the Council :

- took too long to do something
- did not follow its own rules or the law
- broke its promises
- treated someone unfairly
- gave wrong information
- did not make a decision in the correct way
- did not provide a service or benefit that someone was entitled to or delayed providing this service

Contact the Local Government Ombudsman at:

PO Box 4771
Coventry CV4 0EH

Telephone : 0845 602 1983
Email: advice@lgo.org.uk
www.lgo.org.uk

The Ombudsman usually expects the complaint to have been investigated by the Council before intervening.

The Local Government Ombudsman has a leaflet called "Complaint about the Council?"

You can obtain a copy by telephoning or writing to the address above, or you can download it from the Ombudsman's web site (www.lgo.org.uk). Copies are also available from all Council offices

If you have an enquiry about the Local Government Ombudsman's service you can telephone their Advice line on 0845 6021983

The Council has adopted policies for dealing with unreasonable complainant behaviour and unreasonably persistent complainants.

Acknowledgement

Department for Communities and Local Government, January 2008, London,
Personal Searches of the local land charges register and other records held by local authorities: good practice guidance for local authorities and personal searchers.
Statutory Instruments 2008 No.3248 Housing England - The Local Authorities (England) (Charges for Property Searches) Regulations 2008