

# ASTLLCG

## Carry out Searches of the Local Land Charges Register and respond to official local land and property enquiries



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### Overview

This unit is about fulfilling the authority's statutory obligation of carrying out Searches of the Local Land Charges Register and responding to local land and property enquiries in a complete, accurate and timely way.

There are five performance standards:

1. Accept official applications for local land and property Searches
2. Collect process and evaluate responses from other departments and agencies
3. Search the Local Land Charges Register for relevant Charges
4. Produce completed Searches and return to applicants
5. Respond to subsequent queries from applicants

Who is it for?

This unit is for anyone who carries out official searches of the Local Land Charges Register and responds to local land and property enquiries.

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### Performance criteria

#### Accept official applications for local land and property Searches

*You must be able to:*

- P1 check that applications are valid, ie that:
  - P1.1 properly completed official documentation has been submitted
  - P1.2 search areas are identifiable and fall within the authority's area
  - P1.3 correct fees are paid in an acceptable form
- P2 if any information is ambiguous, ask the applicant promptly for clarification
- P3 if the Search falls partly in an adjacent authority's area, immediately advise applicants to submit a Search to the adjacent authority as well
- P4 if applications are invalid, return the applications in accordance with procedures
- P5 log the acceptance of valid applications in accordance with procedures

#### Collect, process and evaluate responses from other departments and agencies

*You must be able to:*

- P6 distribute requests for responses to local land and property enquiries to relevant departments and agencies in accordance with procedures
- P7 monitor the progress of requests for responses to local land and property enquiries and take **appropriate action so that responses are returned on time**
- P8 check that responses are
  - P8.1 complete
  - P8.2 legible
  - P8.3 consistent
- P9 if responses to local land and property enquiries are incomplete, illegible or inconsistent, query them with the relevant department or agency.

#### Search the Local Land Charges Register for relevant Charges

*You must be able to:*

- P10 identify the relevant search area and the Part(s) of the Register to be searched
- P11 identify all entries in the relevant Part(s) of the **Register** which are relevant to the Search area LLCG
- P12 check that entries on the Register are consistent with responses to local land and property enquiries received from other departments or agencies
- P13 if the entries on the **Register** are not consistent with responses received from other departments, take **appropriate action to remedy inconsistencies**
- P14 retrieve all the relevant information from the Register.

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### **Produce completed Searches and return to applicants**

- You must be able to:*
- P15 check that all relevant entries in the **Register** have been disclosed and all questions have been replied to
  - P16 check that the correct official documents have been fully completed, signed, dated and stamped with the name of the authority
  - P17 despatch all completed documents to applicants according to procedures
  - P18 log out completed Searches and file copies in accordance with local procedures.

### **Respond to subsequent queries from applicants**

- You must be able to:*
- P19 obtain sufficient information to correctly identify the applicant, Search area and Search enquiry
  - P20 confirm with applicants what information they are seeking
  - P21 provide applicants with the information they are seeking in accordance with procedures
  - P22 if applicants are seeking information to which they are not entitled, clearly, courteously and assertively explain that they are not entitled to this information
  - P23 if applicants are seeking additional information which is subject to an additional fee, explain the fee and procedure for obtaining the additional information
  - P24 if you cannot access the required information, pass subsequent queries on to the relevant persons, departments or agencies

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### Knowledge and understanding

*You need to know and understand:*

### Communication, information and advice

- K1 how to obtain clarification of ambiguous information from applicants
- K2 how to confirm with applicants what information they are seeking
- K3 information to which applicants are entitled as part of the official Search and land and property information enquiries
- K4 information to which applicants are not entitled or for which an additional fee is payable
- K5 how to explain clearly, courteously and assertively to applicants that they are not entitled to the information they are seeking
- K6 how to explain to applicants that there is an additional fee for the additional information they are seeking

### Local Land Charges and Property Information

- K7 the implications of the Local Land Charges Act 1975 and Local Land Charges Rules 1977 for those working in the local land and property information service
- K8 the purpose of the Local Land Charges Register
- K9 the Parts of the Local Land Charges Register
- K10 the nature of a Local Land Charge and the different types of Charges
- K11 how to check whether applications for official Searches are valid
- K12 the official documentation for official Searches and land and property information enquiries and how this should be completed
- K13 the different types of Search and land and property information enquiries
- K14 the role and functions of the National Land Information Service (NLIS) and how to access it
- K15 the fees for land and property information services and forms of payment which are acceptable

### Organisational context

- K16 local systems and procedures for maintaining and searching the Local Land Charges Register
- K17 the land which falls within the authority's area
- K18 the departments and agencies from which to request responses to land and property information enquiries

### Quality Assurance

- K19 how to monitor the progress of requests for responses to local land and

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property information enquiries and appropriate action to take so that responses are returned on time

- K20 the importance of evaluating the completeness, legibility and consistency of responses to local land and property information enquiries and how to do so
- K21 appropriate action to take to remedy inconsistencies in responses to local land and property information enquiries.

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### Additional Information

#### Scope/range related to performance criteria

1. **documentation**
  - 1.1. paper-based
  - 1.2. electronic
2. **fees**
  - 2.1. basic fees
  - 2.2. supplementary fees
3. **appropriate action so that responses are returned on time**
  - 3.1. reminding the relevant department or agency to return responses on time
  - 3.2. reporting the failure to return responses on time to your manager or a person in authority
4. **Register**
  - 4.1. held as a text record
  - 4.2. held in map form
  - 4.3. held in an electronic database
  - 4.4. held on a geographic information system (GIS)
5. **appropriate action to remedy inconsistencies**
  - 5.1. querying responses with other departments and agencies
  - 5.2. registering Charges or removing them from the Register
  - 5.3. obtaining advice from your manager or a person in authority.
  - 5.4. Register and respond to official local land and property

#### Links to other NOS

How does it relate to other units?

LLCG is one of a group of eight units which describe the specific Local Land Charges and property information functions.

Colleagues in other local authority departments, such as highways, planning, building control, environmental health and housing, will also be involved in responding to local land and property enquiries, as described in unit *LLCH Provide responses to official local land and property enquiries*.

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**Validity** Current

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**Status** Original

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**Originating organisation** Asset Skills

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**Original URN** LLCG

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**Relevant occupations** Administration and Secretarial Occupations; Government and Related Organisations; Business and Finance Associate Professionals; Managers and Proprietors in Hospitality and Leisure Services; Managers in Farming, Horticulture, Forestry and Fishing; Architects, Town Planners and Surveyors; Legal Professionals; Public Service Professionals

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**Suite** Local Land Charges and Property Information

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**Key words** applications, searches, charges, queries

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