

# ASTLLCH

## Provide responses to official local land and property enquiries



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### Overview

This unit describes the function carried out in local government departments, such as highways, planning, building control, environmental health and housing, of providing information to respond to official local land and property enquiries. It covers accepting the enquiries, researching information to respond to questions and responding to any subsequent queries.

There are three performance standards:

1. Accept official local land and property enquiries
2. Research and respond to official local land and property enquiries
3. Respond to subsequent queries

Who is it for?

This unit is for you if you:-

1. Are working in local government departments, such as highways, planning, building control, environmental health and housing and are involved in providing responses to official local land and property enquiries

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### Performance criteria

#### Accept official local land and property enquiries

*You must be able to:*

- P1 check that sufficient information has been submitted in a legible and agreed format to allow the search area to be identified and responses to required questions provided
- P2 if any information is ambiguous or missing, ask the local land charges department promptly to clarify or supply the information
- P3 log the acceptance of local land and property enquiries in accordance with your organisation's procedures

#### Research and respond to official local land and property enquiries

*You must be able to:*

- P4 consult records to find the information needed to reply to the questions
- P5 where the information in records is missing, incomplete, ambiguous or otherwise insufficient to answer a question authoritatively, consult other sources
- P6 where information in records, or from different sources, is inconsistent, consult appropriate people for advice
- P7 provide responses to all questions asked, and only those questions asked, using agreed standard forms of words, where appropriate
- P8 return completed local land and property enquiries to the local land charges department in a legible and agreed format
- P9 log out completed local land and property enquiries and file copies in accordance with your organisation's procedures

#### Respond to subsequent queries

*You must be able to:*

- P10 obtain sufficient information to correctly identify the search area and search enquiry
- P11 confirm with enquirers what information they are seeking
- P12 provide enquirers with the information they are seeking in accordance with procedures
- P13 if enquirers are seeking information to which they are not entitled, clearly, courteously and assertively explain that they are not entitled to this information
- P14 if enquirers are seeking additional information which is subject to an additional fee, explain the fee and procedure for obtaining the additional information
- P15 if you cannot access the required information, pass subsequent queries on to 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 missing information or clarification of ambiguous information
- K2 how to confirm with enquirers what information they are seeking
- K3 information to which enquirers are entitled as part of official local land and property enquiries
- K4 land and property information to which enquirers are not entitled or for which an additional fee is payable
- K5 how to explain clearly, courteously and assertively to enquirers that they are not entitled to the information they are seeking
- K6 how to explain to enquirers that there is an additional fee for the additional information they are seeking

### Equipment

*You need to know and understand:*

- K7 how to use any equipment involved in maintaining records of information referred to when responding to official local land and property enquiries

### Local Land Charges and Property Information

*You need to know and understand:*

- K8 the information required to be able to identify a search area
- K9 the range of records and sources to be consulted to find the information needed to reply to official local land and property enquiries, and how to access these records and sources
- K10 the role and functions of the National Land Information Service (NLIS) and how to access it

### Organisational Context

*You need to know and understand:*

- K11 agreed formats for receiving and returning completed local land and property enquiries
- K12 your organisation's procedures for logging local land and property enquiries in and out
- K13 your organisation's procedures for filing completed local land and property enquiries
- K14 fees for additional information and the forms of payment that are acceptable
- K15 the procedures for obtaining additional information
- K16 people to consult when information in records or from different sources is inconsistent

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K17 appropriate standard forms of words to be used when responding to local land and property enquiries

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## Additional Information

### Scope/range related to performance criteria

1. **Format**
  - 1.1. paper-based
  - 1.2. electronic
2. **Records**
  - 2.1. paper-based maps and plans
  - 2.2. paper-based registers, files and records
  - 2.3. micro-fiche/microfilm maps and plans
  - 2.4. electronic databases and records
  - 2.5. computerised geographic information systems (GIS)
3. **Sources**
  - 3.1. within your department
  - 3.2. in another department within the local authority
  - 3.3. within another organisation
4. **Appropriate people**
  - 4.1. providers of information required to respond to local land and property enquiries
  - 4.2. colleagues
  - 4.3. line manager

### Links to other NOS

How does it relate to other units?

LLCH is one of a group of eight units which describe the specific Local Land Charges and property information functions. Colleagues involved in maintaining the statutory Local Land Charges Register will be working to a similar unit, *LLCG Carry out Searches of the Local Land Charges Register*, and respond to official local land and property enquiries, which, amongst other things, describes their role in co-ordinating responses to official local land and property enquiries.

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**Developed by** Asset Skills

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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** LLCH

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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 2009

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**Key words** Official local land, property enquiries, planning, building control, highways, housing, environmental health, researching