



LAND & PROPERTY

s e a r c h e s

ASHFORD BOROUGH COUNCIL

TRUST US

to conduct your search!



Why get a search from Ashford Borough Council?

- Our responses are provided by officers who have the knowledge and experience to extract and interpret the relevant information
- An official local authority search is produced and certified by us
- We are the source of the majority of the information – so come straight to us, not a third party
- Our fees are competitive
- **91.28% of requests are turned around within two working days***
- **99.92% of requests are turned around within five working days***
- Our full, conclusive answers are what lenders and conveyancers require
- Various methods of submission allow you the flexibility
- There's no need to rely on insurance as the results are guaranteed (and insured) by us for years to come
- All copy documents to accompany your results as standard

*Based on figures between January-June 2014

Why would you choose anything else?

With so many different ways of requesting a search on your client's property, I bet you are wondering why you need another service! We have been dedicated to making a quicker and easier, more hassle-free way for you to conduct your conveyancing direct with us and now we have. It's easy, paperless and all the details and know-how is in detail within this document. What's more, our local authority search will not only provide accurate and trustworthy results, it will come with all supporting documents, (which I thought was a brilliant idea when I joined Ashford Borough Council - *see, Our Commitment to You*). Give it a go and judge for yourself!



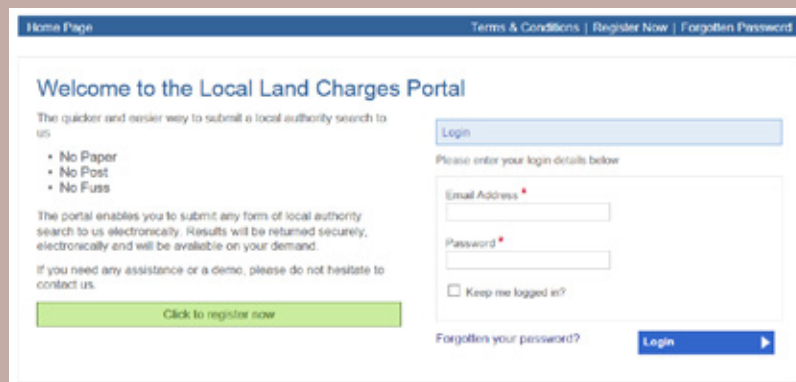
Karen Amos, Senior Local Land Charges Officer

OUR ONLINE ORDERING SYSTEM

developed with you in mind

Our local land charges portal is the quickest way to submit your local authority search to us.

We know how confusing technology can be and have therefore worked hard to ensure that our ordering system is SIMPLE. We've also put the system through its paces to ensure you get instant satisfaction and an immediate, noticeable difference in speeding up the request process.



S Sign In
I Identify property
M Make your search selection
P Upload Plan
L Lodge your request
E End

Your search in your hands!

- Submit online using your own account
- It's cheaper!
- The system guides you through the process with an easy step by step guide.
- Monitor and go back to searches
- Save your work at any stage to return to at a later time
- Get copies of search results via your account
- Register once for your office and everyone can use it
- No obligation or sign up cost
- 'Duplicate a search' function so that you don't have to enter all the same details every time; simply update the address and plan
- 'Your Searches' keeps a record of everything you have submitted
- Need to search results urgently? Submit through the portal and we'll start on it before payment is received*
- We'll happily come and guide you through the system to get you going



*Subject to full terms and conditions.

www.ashford.gov.uk/local-land-charges

www.ashford.gov.uk/local-land-charges

Prompts within the system guide you easily through the process

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Home Page | Terms & Conditions | My Searches | My Details | Log Out

1 Request Details | 2 Contact Details | 3 Address of Search | 4 Search Type | 5 Search Details | 6 Supporting Plans | 7 Summary Details | 8 Declaration & Payment | 9 Request Complete

Step 1. Request Details

In order to submit your search request online, please follow each stage. You can save your request at any stage and complete it at a later date. Please note that fields marked with an * are mandatory

Please enter the request details

Your Reference:

Priority:

Continue

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My Details

Contact Details

Address Details

Change Password

My Details

Here are the details we currently hold about you. If you wish to update any of your details, please use update buttons on the left side menu.

Contact Details

Title	Mrs
First Name	Louise
Last Name	Lambourn
Contact Number	
Email Address	louise.lambourn@ashford.gov.uk

Update Contact Details

Address Details

Company Name	
Address	The house

Register once for your office and then everyone can use it!

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Step 3. Address of Search

You currently have no addresses for your search. Please add at least one address.

Address Search: Use the address search to find the address for your search.

Add Manual Address: If you cannot find the address you are looking for, please click the button and enter the address manually.

Save & Exit

Previous

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Step 6. Supporting Plans

Upload Plan

Current Uploads

You currently have no plans uploaded for your request. A plan is required in order to continue.

Save & Exit

Previous

If you tend to ask the same details for every search, you can duplicate an existing search and just change the address and plan

Duplicate Request Details

Please use this feature to copy the request details from this search into a new request. All details will be copied except for the address, document and payment details which will need to be entered.

Please enter your reference below if required

Your Reference

TEST MAY 2014

Cancel

Duplicate

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1 Request Details | 2 Contact Details | 3 Address of search | 4 Search Type | 5 Search Criteria | 6 Supporting Plans | 7 Summary Details | 8 Declaration & Payment | 9 Request Complete

Step 7. Summary Details

Please find below details about the search you have requested. If the details are correct, please continue to the Declaration and Payment stage

Contact Details		Request Details	
Name	Mrs Louise Lambourn	Your Reference	TEST MAY 2014
Address	Ashford Borough Council Civic Centre Tannery Lane Ashford Kent TN23 5PL	Priority	Normal
Tel		Search Type	STD
Email	l.lambourn@ashford.gov.uk	Total Fees (£)	75.00
		Address Qty	1

Search Address Details		Property Type
Primary	Address	
Y	Ashford Borough Council, Civic Centre, Tannery Lane, Ashford, TN23 5PL	Residential

Save & Edit | Previous | Continue

You can monitor your submissions using the 'my searches' section

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Request Complete

Thank you for your request, your request has been successful

Request Details | Contact Details | Supporting Plans | Search Results

Request Details			
Your Reference	TEST MAY 2014	Our Reference	EK05-0000027
Priority	Normal	Search Type	STD
Payment Method	Cheque	Total Fees (£)	75.00
Payment Reference	AWAITING PAYMENT	Address Qty	1
Requested On	Fri 16 May 2014 10:09 AM		

Address of Search		Property Type
Primary	Address	
Y	Ashford Borough Council, Civic Centre, Tannery Lane, Ashford, TN23 5PL	Residential

Completed searches will be visible and stored in the 'my searches' section for you to return to at a later date

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My Searches

New Search

Below are the searches you have already submitted as well as those which are in progress. Please click on a Request Reference for more details about each search or click on the New Search button above:

Request Reference	Your Reference	Progress	Created On	Completed On		
EK05-0000027	TEST MAY 2014	Awaiting Cheque Payment	16 May 2014 10:02 AM	16/05/2014 10:09:35		



OUR COMMITMENT

to you

It's all part of the service... included with every search:

When you send a search submission to us, we will:

- Let you know by email we've received it safely
- Let you know straight away if it's invalid and tell you how to make it valid
- Let you know once it's been validated
- Send secure, electronic replies as soon as the search is completed
- Give you an estimated response date (over **91% were within two working days between January - June 2014**)
- Assign you a case officer – you'll have their direct phone number and their email address to ensure the quickest communication

We have recognised the importance of having all the information you need to hand.

We will provide all the appropriate documentation to support your results, without you having to ask for them!



- ✓ All planning decision notices (post 1977)
- ✓ Tree preservation orders
- ✓ Enforcement notices
- ✓ Listed buildings schedules
- ✓ Public right of way extracts
- ✓ Documentation relating to local land charges (where available)
- ✓ Copy building control completion certificates (applications post 1990)
- ✓ Copy approved inspector certificates (initial notice and final certificate)
- ✓ Documentation relating to competent persons scheme works registered with building control
- ✓ Copy Section 38 agreements (where available)

DON'T JUST TAKE our word for it!



“We cannot fault your turnaround time, search content or helpful staff. The best part of your service is that you supply all relevant planning documents with the search itself. I cannot understand why other solicitors/conveyancers go through these personal search companies who are slower and provide less information.”

Independent Property Lawyers Ltd

“I am very pleased with the service from Ashford BC. Many other councils do not provide copy planning documents and it is always helpful when you include them.”

Mowll & Mowll Solicitors

“We recently requested local search from you by post on 23rd February. By the morning of 24th 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 planning and building regulations for the property. Fantastic, well done!”

M.Ivor-Jones, Frederic Hall Solicitors

“Thank you for copying the Building Regulation Notices and sending the same to us. We are not aware of any other Local Authority that automatically does this at present and we felt we had to say we have found your service for Searches is second to none.”

Hudgell and Partners

We recognise the importance of accurate information delivered quickly and at a reasonable cost. The customer is therefore at the heart of everything we do and drives our service. Not only are our customers important to us but your customers are too. We hope to make a difference to everyone by providing the best service and product we can, contributing to a quicker and easier conveyancing process.



In the real world, sometimes mistakes happen. If you have any comments or suggestions for improvements or have not been 100% satisfied with our service, please don't hesitate to contact me and I will personally ensure your comments are dealt with quickly and appropriately.

Louise Lambourn, Property Search Manager

Submit by:



ASHFORD
BOROUGH COUNCIL

ABC Online Portal

www.ashford.gov.uk/local-land-charges

NLIS has been established for 14 years and as a fully electronic system, NLIS connects the essential data providers such as local authorities and water companies to a licenced NLIS channel.

Whilst our online system provides direct requests to us at a reduced price, NLIS can provide access to a multitude of searches all in one place. Both means speed up the conveyancing process and provide trusted and reliable services.

For more information visit, www.nlis.org.uk or the channels direct:
www.thameswater-propertysearches.co.uk
www.searchflow.co.uk



CONTACT US

01233 330284

land.charges@ashford.gov.uk

www.ashford.gov.uk/local-land-charges



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