

# Land Charges - our service commitment

Local Land Charges maintains the Council's statutory Local Land Charges register and provides a local search service about properties within Spelthorne.

## Our service to you

A local land charges search is required by the purchaser of a property (freehold and leasehold). The search enables the purchaser to have as clear a picture as possible as to the registration held by the Council against the property, which they wish to purchase.

We aim always to:

- Operate an efficient, effective, and economical local land charges service;
- Provide a quick, consistent and accurate service;
- Treat clients in a fair and courteous way;
- Process all standard searches accurately and return them to the originator within 10 working days;
- Liaise with other Council departments and Surrey County Council to obtain the required information for search completion;
- We will aim to reply to your letter or e-mail in full within seven working days of receiving it;
- If this is not possible we will acknowledge your correspondence within two working days of receipt and reply as soon as possible;
- Our reply will identify the person who is dealing with your enquiry;
- Actively seek ways of improving the quality of our service;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;