

NEW NOTICE FOR PERSONAL SEARCH AGENTS

From 1st March 2016, the new procedure for personal searches is as follows:-

- Normal opening hours for dealing with personal searches are 9.00am to 1.00pm, Monday to Friday.
- An appointment must be made, **BY TELEPHONE**, and agents will be accommodated as soon as possible depending on demand and staff availability.
- We will require notice of the address to be searched on at the time of booking, but we no longer require the plan in advance, as this should be brought with you to the appointment. We will replicate the outline of your plan on our system, and check with you that you are happy to proceed with the search. If you do not provide a suitable plan at your appointment, we will not be able to log the search, and the appointment must be re-scheduled for another time.
- The information from the Land Charges Register will then be made available to the agent for their perusal, although it is the responsibility of the agent to verify this against the information held by the Planning Department.
- CON29R information is **only** available from the originating departments – please contact them direct on 01279 655261 to make an appointment to inspect the data.
- Highways information is **only** available from Herts County Council – please contact the Highway Boundaries and Land Charges Section on 0300 123 4040.

If you have any enquiries regarding the above, please contact me either by email, telephone or letter.

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