



## Access to Property and Land information.

Conwy County Borough Council will facilitate access to Land Charges information via any one of the following three routes as listed below.

It is important to note that access to the information by whichever route chosen will be facilitated **free of charge**. Any charges made under the EIR route will be for the provision of hardcopies of the information if required, and will be reasonable and on a cost recovery basis only. Any charges made under Enhanced Route 1 or 2 will be for the enhanced service provided over and above the free access to the information.

### Access under the EIR's.

To access information utilising the EIR route please submit your request appertaining to the relevant service area as specified below;

- Planning – contact [regulatory.services@conwy.gov.uk](mailto:regulatory.services@conwy.gov.uk) Conwy County Borough Council, Civic Offices, Colwyn Bay.
- Building Control – contact [regulatory.services@conwy.gov.uk](mailto:regulatory.services@conwy.gov.uk) Conwy County Borough Council, Civic Offices, Colwyn Bay.
- Housing Enforcement – contact [regulatory.services@conwy.gov.uk](mailto:regulatory.services@conwy.gov.uk) Conwy County Borough Council, Civic Offices, Colwyn Bay.
- Environmental Health – contact [regulatory.services@conwy.gov.uk](mailto:regulatory.services@conwy.gov.uk) Conwy County Borough Council, Civic Offices, Colwyn Bay.
- Environment Roads & Facilities - [erf@conwy.gov.uk](mailto:erf@conwy.gov.uk) Conwy County Borough Council, Mochdre, Colwyn Bay

Alternatively you mail contact [info-gov.unit@conwy.gov.uk](mailto:info-gov.unit@conwy.gov.uk) and your enquiry will be passed directly to those service/s referred to above.

You will then be contacted by the particular service area and arrangements made for you to access the information by means of making the information available to you for inspection at a particular time, date and location.

Whilst every effort will be made to facilitate your access promptly, inspection/viewing times and dates cannot be predetermined and will be dependent on the volume of enquiries/work at that time.

Please note that the person/s facilitating your access will be unqualified in the area/s of the information you will be viewing and will therefore not be able to respond to any queries/questions. If you have any such queries/questions you will need to avail yourself of Enhanced Route 1 or 2 where a qualified person will be able to address them.

-	Date	Name	Service	Notes
V1	June 2010	DOC – IRU	CICS	File / V4 2016 - eng-access to property and land charges information.doc
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V4 - update	June 2016	DOC/CSL	REG	

If hardcopies of the information are required this will done for you and reasonable charges may apply as mentioned above.

**Access under Enhanced Route 1 or 2.**

To access information utilising either Enhanced Route 1 or 2 please fax your request to the Land Charges Unit, Conwy County Borough Council, Civic Offices, Colwyn Bay, fax number (01492) 576102 specifying whether it is access route 1 or 2 that you wish to avail yourself of.

	<b><i>Request under the provisions of the Environmental Information Regulations.</i></b>	<b><i>Request under Enhanced Route 1</i></b>	<b><i>Request under Enhanced Route 2</i></b>
<b>Access Route;</b>	<p>Request submitted directly to the individual services involved in holding the required information;</p> <p>Planning. Building Control. Housing Enforcement. Environmental Health. Environment Roads &amp; Facilities.</p> <p>Contact details as referred to above;</p> <p>Services will then contact you and arrangements will be made for you to access the information by making it available for inspection.</p> <p>Requests may be submitted direct to the central Information Governance Unit who will field out the request/s to the individual services involved in holding the required information who will then contact you and make the necessary arrangement as mentioned above.</p>	<p>Requests to be faxed to Land Charges Unit 01492 576102.</p> <p>Fax should include:</p> <p>A covering fax page with your business address and telephone number.</p> <p>Address of the property to be searched.</p> <p>Indicate type of search (<b>non-register or full access.</b>)</p> <p>NB - A clearly marked plan must be faxed, indicating the boundaries to proceed with the search.</p>	<p><b>Electronic CON29:</b> An electronic CON29 search (all questions answered) can be obtained via Conwy's Web-submission. This search can be submitted and returned electronically.</p> <p><b>Paper CON29:</b> A paper CON29 search (all questions answered) can be submitted and returned in the post/DX.</p> <p><b>Full LLC1 &amp; CON29 search:</b> This search is available in electronic format (all questions answered, plus LLC register produced).</p> <p><b>Full LLC1 &amp; CON29 search:</b> A paper CON29 search (all questions answered, plus LLC register produced).</p>

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	<b>Request under the provisions of the Environmental Information Regulations.</b>	<b>Request under Enhanced Route 1</b>	<b>Request under Enhanced Route 2</b>
<b>Information that will be made available;</b>	<p>Only the Information that is held at the date the request is made will be available to view.</p> <p>No new information subsequently received and held after the date the request is received will be made available.</p>	<p><b>Non-Register</b></p> <p><b>Access to Information CON29 Search (without Planning and Highways register):</b></p> <p>Question Q 1.1 (a) – (i) Planning, Q 2.1a and 2.2. Environment Roads &amp; Facilities, will not be answered.</p> <p>Remaining responses to the CON29 will be provided by the Local Land Charges Unit</p> <p><b>Full Register</b></p> <p><b>Full Access to Information CON29 Search:</b></p> <p>All responses to the CON29 will be provided by the Local Land Charges Unit</p> <p>All search reports will contain:</p> <ul style="list-style-type: none"> <li>• answers</li> <li>• plan showing search area</li> </ul>	<p>All search reports will contain:</p> <ul style="list-style-type: none"> <li>• Questions and answers.</li> <li>• Informatives.</li> <li>• Contact numbers of departments.</li> <li>• Other helpful information - printed off about relevant council departments i.e. libraries, leisure centres.</li> <li>• Plan showing search area.</li> </ul>

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	<b><i>Request under the provisions of the Environmental Information Regulations.</i></b>	<b><i>Request under Enhanced Route 1</i></b>	<b><i>Request under Enhanced Route 2</i></b>
<b>Form of access;</b>	<p>On-site inspection. (inspection/viewing dates and times cannot be predetermined and will be dependent on the volume of enquiries/works at that time.)</p> <p>Access facilitated via the viewing of electronic copies.</p> <p>Access facilitated via the viewing of hardcopies.</p>	<p>Both <b>non-register</b> and <b>full register</b> searches are made available in hardcopy and can be taken away.</p> <p>The Local Land Charges Unit will provide a printed handout of the CON29R information which may be collected from the reception area at the Civic Offices, Colwyn Bay.</p>	<p>Electronic CON29 and electronic LLC1 &amp; CON29 can be submitted and returned electronically click on <a href="http://www.conwy.gov.uk/locallandcharges">www.conwy.gov.uk/locallandcharges</a></p> <p>Paper Con29 and paper LLC1 &amp; CON29 will be submitted via post or handed in to reception. Completed searches will be hardcopy be either collected or posted.</p>
<b>Costs;</b>	<p>CCBC has adopted the Fees Regulations as per the FOIA, in relation to requests under the EIR. Assuming that the appropriate limit of 18 hours/£450 will not be exceeded, the fee's applicable will be;</p> <p>On-site hardcopy inspection – free of charge.</p> <p>On-site electronic copy inspection – free of charge.</p> <p>Requests for hardcopies of information at the time of inspection may incur a reasonable charge in line with the Fees</p>	<p><b>Non-Register £42.00</b> (£39 fee for searches within Snowdonia National Park)</p> <p><b>Full-register £49.00</b> (£62.75 fee for searches within Snowdonia National Park)</p> <p>Local Land Charges will produce a monthly invoice and breakdown of searches requested for both types of searches. Payment can be via cheque, BACS or credit/debit card</p>	<p><b>Electronic CON29:</b> £72.00  <b>Paper CON29:</b> £95.00  <b>Full LLC1 &amp; CON29 search:</b> £101.00 (paper)  <b>Full LLC1 &amp; CON29 search:</b> £76.00 (electronic)</p> <p>Paper searches are paid by cheque.</p> <p>Electronic searches – Local Land Charges will produce a monthly invoice and breakdown of searches requested for both types of searches. Payment can be via cheque, BACS or credit/debit card.</p>

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	<b>Request under the provisions of the Environmental Information Regulations.</b>	<b>Request under Enhanced Route 1</b>	<b>Request under Enhanced Route 2</b>
	Regulations. (i.e. disbursements costs associated with printing, copying and postage etc).		
<b>Timescale;</b>	<p>Prompt response but in any case within 20 working days.</p> <p>Although every effort will be made to facilitate prompt access please note that inspection/viewing dates and times involving information from more than one service area cannot be guaranteed to be arranged to run concurrently.</p> <p>No guaranteed specific access/response dates and times can be given – what constitutes a ‘prompt response’ will be determined by the volume of requests and other work commitments/priorities of the service/s concerned.</p>	<p><b>Non-register</b> – 3 working days guaranteed</p> <p><b>Full-register</b> – 3 working days guaranteed</p> <p>Requests for CON29 R Enquiries must be received by Local Land Charges by 10.30am information will then be made available for collection 3 working days from that date.</p> <p>(I.e. Request sent in at 10.30am on Monday will be processed and ready for collection by Wednesday.)</p> <p>(I.e. Request sent in 12pm on Monday will be processed and ready for collection by Thursday.)</p>	<p>All searches are processed and completed within 3-4 working days.</p> <p>If search is submitted electronically, the customer has the option when registering to have the search returned electronically. If so, once search is completed it will be returned that day.</p> <p>If the search has been submitted by post then it will be completed within 3-4 working days, and returned by post.</p>

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