

## 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, PO Box 1, CONWY, LL30 9GN.
- Building Control – contact [regulatory.services@conwy.gov.uk](mailto:regulatory.services@conwy.gov.uk) Conwy County Borough Council, PO Box 1, CONWY, LL30 9GN.
- Housing Enforcement – contact [regulatory.services@conwy.gov.uk](mailto:regulatory.services@conwy.gov.uk) Conwy County Borough Council, PO Box 1, CONWY, LL30 9GN.
- Environmental Health – contact [regulatory.services@conwy.gov.uk](mailto:regulatory.services@conwy.gov.uk) Conwy County Borough Council, PO Box 1, CONWY, LL30 9GN.
- 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 2023 - eng-access to property and land charges information.doc
V2	Sept 2010	DOC – IRU	CICS	
V3 – email details update	Oct 2011	DOC – IGU	CICS	
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 email your request to the Local Land Charges Unit – [locallandcharges@conwy.gov.uk](mailto:locallandcharges@conwy.gov.uk) or post to Conwy County Borough Council, PO Box 1, CONWY, LL30 9GN 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</p>	<p>Requests to be emailed to Local Land Charges Unit locallandcharges@conwy.gov.uk.</p> <p>Email should include:</p> <p>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 attached, 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>Full LLC1 &amp; CON29 search:</b> This search is available in electronic format (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>
	arrangement as mentioned above.		
<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>• Plan showing search area.</li> <li>• Plan showing public footpaths</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.</p> <p>(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 Coed Pella, Conway Road, Colwyn Bay LL29 7AZ</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>
<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 Regulations. (i.e. disbursements costs associated with printing, copying and</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 (inc. VAT):</b> £96.00</p> <p><b>Full electronic LLC1 &amp; CON29 search:</b> £100.00</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 BACS or credit/debit card.</p>

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	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>Once search is completed it will be returned electronically that day.</p>

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