

Conwy County Borough Council – Regulatory Services

Access to Information and Personal Search – Good Practice Guide

Following a review of access to information the Local Land Charges Unit at Conwy County Borough Council is pleased to announce that with effect from 6th April 2009 responses to all CON29 R Enquiries can be obtained from the Authority as indicated below.

The Local Land Charges Unit is providing a one stop shop for these enquiries offering 4 options to access the information.

Full Access to Information CON29 Search: The public register and responses to the CON29 will be provided by the Local Land Charges Unit at cost price (see fee table below & access to information procedure overleaf).

Access to Information CON29 Search (without Planning and Highways register): Alternatively, responses to public register information (Qu 1.1 (a) – (e) Planning, 2 (a) Highways, can be obtained free of charge direct from the department (see personal search procedure below). Remaining responses to the CON29 will be provided by the Local Land Charges Unit at cost price (see fee table below & personal search procedure).

Electronic CON29: An electronic CON29 search can be obtained via Conwy's Web-submission. This search can be submitted and returned electronically, click on www.conwy.gov.uk/locallandcharges

Full LLC1 & CON29 search: This search is available in electronic format and can be submitted and returned electronically, click on www.conwy.gov.uk/locallandcharges or submit paper forms.

Fee Table:

Type of Search	Fee for searches within Conwy boundary (not inc. Snowdonia National Park)	Fee for searches within Snowdonia National Park boundary
Full Access to Information CON29 Search (collection from Civic Offices, Colwyn Bay)	£49.00	£62.75
Access to Information CON29 Search (without Planning and Highways register) collection from Civic Offices, Colwyn Bay)	£42.00	£39.00
Electronic CON29 via Conwy's Web-submission www.conwy.gov.uk/locallandcharges	£72.00	£72.00
Full LLC1 & CON29 - electronic www.conwy.gov.uk/locallandcharges	£76.00	£76.00
Full LLC1 & CON29 - paper	£101.00	£101.00

Access to information procedure

The procedure for accessing this information is as follows:

1. Fax in your request to 01492 576102.
Fax should include:
 - a covering fax page with your business address and telephone number
 - address of the property to be searched
 - indicate type of search (full access or non-register)
 - a clearly marked plan must be faxed, indicating the boundaries to proceed with the search
2. Requests for CON29 R Enquiries must be received by Local Land Charges by 10.30am and will be made available 3 working days from that date.

i.e. Request sent in at 10.30am on Monday will be processed and ready for collection by Wednesday
i.e. Request sent in 12pm on Monday will be processed and ready for collection by Thursday
3. The Local Land Charges Unit will provide a printed handout of the CON29R information from the reception area at the Civic Offices, Colwyn Bay.
Please notify reception of your arrival.
4. Payment will be paid by monthly invoice. Please contact Local Land Charges on 01492 576095 to set up
5. If you only require access to information CON29 Search without Planning and Highways register, please contact the departments accordingly (see personal search procedure overleaf) and follow above procedure for remaining CON29R information.

Collection hours are Monday to Friday between 10.15 to 11.30am

Or

Submit your CON29 request via Conwy's Web-submission and the search will be returned electronically – **only** for full CON29 search. No pick up necessary, as sent back to your PC.

Click on www.conwy.gov.uk/locallandcharges

Personal search procedure

The procedure for personal search of the Local Land Charges Register is as follows:

1. Contact the Local Land Charges Unit on 01492 576094/6095/6098 to book your personal search appointment.

The Local Land Charges Register may be inspected on Monday to Friday and the first appointment starts at 10.15am. The last appointment of the morning is 11.30am. 3 appointments can be made per company, one property and one appointment. Appointments are booked on a first come, first served basis.

2. Fax in your request to 01492 576102.
Fax should include:
 - a covering fax page with your business address and telephone number
 - address of the property to be searched
 - a clearly marked plan must be faxed, indicating the boundaries
 - sent fax confirms appointment (if you wish, please contact Local Land Charges when sending fax, to confirm receipt)

3. Appointments for personal searches require 24 hours notice.

i.e. Booking made before 12pm on Monday will be given an appointment for Tuesday - if available

i.e. Booking made after 12pm on Monday will be given an appointment for Wednesday – if available

Confirmation of the appointment day will be made when the initial booking is made.

4. The Local Land Charges Unit will only provide the relevant registers and plans for appointment; searcher will have to compile their own search. Please notify reception of your arrival. Local Land Charges Unit and register is at Civic Offices, Colwyn Bay LL29 8AR

Should you have any comments regarding this service then please contact the Local Land Charges Unit on 01492 576095 or e-mail locallandcharges@conwy.gov.uk

The procedure for personal search of the Planning Register is as follows:

1. Electronic Planning Portal

You can obtain Conwy's Planning history on the Planning Portal

<http://www.conwy.gov.uk/Northgate/planningexplorerenglish/generalsearch.aspx>

This new facility gives you the option to search Conwy's Planning register from your own office.

This search portal will allow you to view planning applications made over the last 10 years.

Or

2. Full Planning history

You can obtain full history search of the Planning register

Fax in your request to Miss Victoria Jellyman on 01492 576102.

Fax should include:

- a covering fax page with your business address and telephone number
- address of the property to be searched
- a clearly marked plan must be faxed, indicating the boundaries

There is no fee for searching the Planning Register

The request will be processed and made available at the Civic Offices reception, Colwyn Bay no earlier than 48 hours after the search request is made.

The Planning Register is at Civic Offices, Colwyn Bay LL29 8AR

The procedure for personal search of the Highways Register is as follows:

1. Please contact Mr Graham Brown on 01492 575446 at least 24 hours before you wish to view the Highways Register in order to make an appointment.
2. Provide your name/name of your company and the time and date you wish to conduct a personal search.
3. Provide the address of the property or the name of the community in which the highway falls.
4. Arrive within 15 minutes of the appointment time to ensure no conflict of appointment.

There is no fee for searching the Highways Register and is available at Infrastructure Services, The Heath, Llanfairfechan LL33 0PF

Please note that parts of Conwy are situated within the Snowdonia National Park. For these areas, the Snowdonia National Park is the Local Planning Authority and thus holds the relevant planning information. At least 24 hours notice is required to undertake a personal search. This is to ensure that a Planning Technician is available to ensure that you have access to plotting sheets and planning files. Please note that personal searches can only be undertaken between the following hours Mondays to Thursdays 1000 – 1130 and 1300 to 1600. Fridays 1000 to 1130 and 1330 to 1530. No exceptions will be made.

To arrange a personal search please contact Paul Evans on 01766 772215.