



ROCHFORD DISTRICT COUNCIL

LOCAL LAND CHARGES SEARCHES

The Council strives to deliver a high standard of service and aims to complete standard local land charge searches within 10 working days of receipt. So far this year over 95% of searches have been returned within this target.

To further improve the service the Council through the National Land Information Service is working towards achieving a fully automated electronic search facility which it is hoped will be operational by the end of this year.

To enable us to determine how we are meeting your expectations we would appreciate you spending a few minutes to complete this questionnaire. Your response is important to us and is helpful in considering how we may improve the quality of service to you.

The enclosed pamphlet provides some additional information and contact details which you may find useful.

Head of Legal Services

QUESTIONNAIRE

1. Are you satisfied with the length of time your Search has taken?

YES NO

If the response is no please explain the reason for your dissatisfaction and indicate the length of time you consider acceptable.

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2. If you had cause to make an enquiry concerning your search, was this dealt with promptly and to your satisfaction?

YES NO

3. Would you be prepared to pay more for a speedier service?

YES NO

4. Do you currently have facilities to carry out local land charge searches electronically through the NLIS?

YES NO

5. Do you anticipate being in a position to undertake searches electronically when this facility becomes available?

YES NO

6. Have you any comments about the Land Charges Service provided by the Council or any suggestions you would like to make?

COMMENTS

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Name of Firm

Thank you for taking the time to complete this questionnaire.

Please return to: -

**LAND CHARGES SUPERVISOR
LEGAL DIVISION
ROCHFORD DISTRICT COUNCIL**

DX 39751

ROCHFORD.