Case study: How personal search companies will benefit from a centralised local land charges service in Tameside

Previously

Tameside local authority provided their local land charges data in various formats, ranging from digital, paper and microfiche. Conveyancing Data Services (CDS) is a leading provider of property search information with both fields and office based personal search agents. As part of the conveyancing process, Tameside CDS agents are required to collect land charges and highways data from the local authority. This process involved booking appointments, traveling to the Old Mill to access the records. This was both costly and time consuming, taking three days on average to complete searches.

The Solution

With offices nationwide, CDS needed a national digital register that is available to all their agents and accessible through various channels; Business Gateway, the portal and GOV.UK.

Having an instant 24/7 online access to local land charges data in a standardised and easy to read format without having to leave the office would improve CDS's conveyancing processes, making them faster and seamless.

The Benefits

Having access to a digital local land charges service from Tameside local authority has eliminated the need for appointments, travel to obtain LLC data, reducing fuel costs and carbon footprint.

CDS have reduced their search service to two working days on average, saving time and resource. Once Tameside local authority completes the digitisation of their highways data, CDS will be able to offer 'a same working day' service.

Instant data access has meant CDS no longer needs to refer to local authorities and can now offer instant answers to their customers, enhancing their customers experience.

Having the data in one place and in a standardised format has made it easier for CDS to train their new starters. Rather than having to navigate around different locations and interpret several different data sets, the new centralised LLC service is easy to use and understand.