



Local Land Charges – Handover Pack

Our ambition is to become the world's leading land registry for speed, simplicity and an open approach to data

The purpose of this handover pack is to provide information to local authorities about the transfer to the Chief Land Registrar (HM Land Registry) of the statutory local land charges function for their area and the support that will be available.

Contents:

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1. Notice period

HM Land Registry (HMLR) recognise the importance of a smooth transition between services and our Local Land Charges programme team will support the local authority throughout notice period and live service.

- During the notice period a formal discussion (known as the handover meeting) will take place between HMLR and the local authority to finalise the transfer of the service.
- Only in exceptional circumstances would the local authority be asked to continue to provide an LLC1 service after the notice period had expired.

2. Conditions of Use of the service

The Conditions of Use for the application programming interface (API) integration and the graphical user interface (GUI) can be found at this link [conditions of use](#). Please ensure that you distribute and notify these Conditions of Use to authorised users of the API and GUI within your organisation.

By accessing HMLR's Local Land Charges Register using the API or the GUI, you and your authorised users agree to be bound by these Conditions of Use.

We are entitled to modify or add further conditions to these Conditions of Use at any time by posting the updated Conditions of Use on our site without prior separate notification to you.

We recommend that you should review these Conditions of Use on our site regularly to keep informed of any updates. By using the API/ accessing the GUI, you are agreeing to the updated conditions. If you do not agree to the updated conditions, you should not continue to use the API/ access the GUI.

3a. Help pages – HMLR contact information

If you have a question about local land charges applications and services, your first point of contact at HMLR should be one of the following;

[Contact form](#)

Local land charges support number

0300 006 0444 (between 08:00 – 17:00 Mon to Fri)

Post

HMLR Local Land Charges Processing Team

PO Box 326

Mitcheldean

GL14 9BQ

3b. Help pages – IT support

In the first instance, please contact your own IT support services.

Any HMLR service related issues can be reported to our IT Service Desk;

Tel: 0300 0060400 (between 07:00 – 18:00 Mon - Fri)

Email: isservicedesk@landregistry.gov.uk

The service desk will record your incident with the necessary details, which will be escalated to the appropriate support team; this will include:

- Contact details
- Any error messages
- Symptoms/behaviour of the issue

The service desk will provide a target turn around time and keep you informed of progress.

3b. Help pages – IT support (cont'd)

HMLR will report issues or change activity to our customers

We will actively monitor the service and infrastructure. In the event of a failure with potential impact to customers we will notify you by email.

We will notify you by email of any planned IT change with potential impact to service.

Local authority to report changes to HMLR (see details on slide 3a. *HMLR contact information*)

You should notify HMLR of any change to the named contact in your organisation. This will ensure notifications from HMLR continue to be successfully received.

You should notify HMLR of any change to the 'white-listed' IP address of your named contact. The following information should be provided to HMLR ASAP;

- Name of user
- Email address of user
- Authority name
- Public IP address of authority
- Type of account

4a. Live service

- Ensure registration of charges is completed in a timely manner and that all feeder departments are aware of the new service and, where appropriate, the need to register charges in a timely manner.
- The named contact at the local authority should cascade any email about service outages or planned changes to all users within their organisation.
- HMLR cannot provide legal advice as to whether a charge is a local land charge.
- Guidance about the HM Land Registry local land charges service is available in [Practice Guide 79 - local land charges](#).

4b. Live service customer enquiries

Types of enquiries that should be handled by local authority

- Requests for source documents (other than Light Obstruction Notices)
- Search result clarification – for example, if a result is unclear or there is incomplete charge information
- ‘One-off’ errors in search results where the LA needs to amend or correct a charge entry
- CON29 enquiries
- Further information relating to specific charges – i.e. a financial charge
- Specific missing charges
- Where the customer is querying:
 - if the spatial extent of a charge is correct
 - if the textual data for a charge is correct
 - if a particular charge should have been revealed on a search result*

*If, after investigation, the local authority deems there to be a regular pattern of inaccuracies, they should consider contacting HMLR

Types of enquiries that should be directed to HMLR

- Any technical issues with the HMLR Search service (on Gov.uk, Business Gateway or the HMLR portal)
- Requests for source documents relating to Light Obstruction Notices
- Registration of Light Obstruction Notices (LON)
- Fee enquiries including fee refunds
- Assisted Digital search requests
- Environmental Information Regulation (EIR) 2004 search requests
- Searches revealing more than 250 charges
- Where the local authority has investigated the following queries and deem the issue to be a migration error:
 - charges that may be missing from the register
 - charges that may be duplicated on the register

5. Compensation protocols

Background:

- The Chief Land Registrar will be obliged to compensate a purchaser for loss suffered in consequence where a search (personal or official) was carried out at the relevant time (as defined in s.10(3) of the Local Land Charges Act 1975, as amended by the Infrastructure Act 2015) and that search failed to disclose a charge that was in existence at the time of the search.
- The four circumstances in which compensation paid may be recovered from the local authority are detailed in the protocol document.

The protocol:

- The Local Government Association and HMLR have previously agreed the need for a Protocol to deal with any claims for compensation under s.10 of the Local Land Charges Act 1975 that may be made to identify where liability lies and whether any entitlement arises for HMLR to recover any compensation paid by HMLR from the relevant Local Authority.
- The aim is to have a simple, fair, transparent and as far as is reasonably possible, non-litigious process for dealing with these claims expeditiously.
- The protocol document has been agreed between HMLR and the Local Government Association, following consultation with a number of local authorities.

5. Compensation protocols (cont'd)

Next steps for the local authority:

- You do not need to take any further action unless notified by HM Land Registry of a claim for compensation. In the event of a claim, following the process in the protocol will ensure that you have the opportunity to comment on any claim and HMLR's potential entitlement to recover compensation paid by HMLR from you before the claim is settled

Further information

[Compensation protocols](#)



gov.uk/land-registry

Our ambition: To become the world's leading land registry for speed, simplicity and an open approach to data

@HMLandRegistry

Our mission: Your land and property rights: guaranteed and protected

hmlandregistryblog.gov.uk

We give assurance

We have integrity

llcproject@landregistry.gov.uk

We drive innovation

We are professional