

Viewing of Personal Searches & Con29 Enquiries Procedures
from 6th April 2009 for South Norfolk Council Area

Booking Procedure for Personal Searches

- Bookings for appointments will only be accepted via telephone requests and appointments will be provided on a first come first served basis.
- **48 hours notice** will be needed when making bookings and these will be taken between the hours of 8:45am and 5pm Monday to Thursday and between 8:45 and 4pm Fridays.
- Appointment times will be:
Morning: 10:00, 10:30, 11:00, and 11:30
Afternoon: 14:00, 14:30, 15:00, and 15:30
- An Ordnance Survey location plan with the property clearly outlined and hatched **must** be provided at the time of the booking.
- No appointment slots can be held open provisionally.
- Companies cannot amend an address once submission has been received.
- Please ensure **all** contact details are included in the email that is sent.

Procedures for Con 29 R&O Enquiries

- These enquiries will be dealt with on a first come first served basis.
- We require requests to be submitted either by email or post/DX using the appropriate form – South Norfolk Council Con29R Enquiry Form, which has been attached – (please tick or cross each question you wish us to respond to remembering to add your contact details).
- When submitting enquiries an Ordnance Survey Plan **must** be supplied with the property clearly outlined and hatched.
- The results can either be picked up at the office or sent to you by post/DX or email.
- Due to audit requirements we will need payment by cheque (made payable to South Norfolk Council) prior to return of the information.
- We will endeavour to reply within 2-3 working days. When we have high volume of searches this turnaround time may be delayed.
- Please use the following contact information:
Land Charges Department
South Norfolk Council
Swan Lane
Long Stratton
Norwich
Norfolk
NR15 2XE
DX Number: 130080 Long Stratton 2
Email: personalsearches@s-norfolk.gov.uk
Tel No: 01508 533676, 01508 533958 or 01508 533655