

## Official vs Personal Searches: What's the difference?

# Council Search



<p><b>What is it?</b></p>	<p>A Council Search comprises of a search of the Local Land Charges Register, and CON29 Part 1 Enquiries held within their own records.</p>	<p>Our Regulated (Personal) Local Search consists of a search of the Local Land Charges Register, and Local Authority responses derived from our unique CON29 database.</p>
<p><b>Who processes this search?</b></p>	<p>A council search is completed by a member of staff at the Local Authority.</p>	<p>Our highly experienced Personal Search Agents will visit the council office and inspect the relevant records. Our long-serving Search Producers and Quality Checkers complete the search certificate in-house. We also check council websites when completing reports.</p>
<p><b>How much does it cost?</b></p>	<p>Price varies between council areas, up to £339.50*.</p> <p><small>*Price correct as of 9th July 2019 for London Borough of Hammersmith and Fulham</small></p>	<p>Fixed price of £78.00 inc VAT, nationwide: easy to integrate in your quote engines, as property location has no bearing on price.</p>
<p><b>How long will it take?</b></p>	<p>Varies between councils, with a current maximum of 45 working days *.</p> <p><small>Derby City Council turnaround as of 9th July 2019</small></p>	<p>Our average turnaround is around 6 working days, and we always accommodate urgent requests.</p>
<p><b>How am I protected?</b></p>	<p>While Local Authorities come with their own guarantee, it may require litigation to prove negligence, in claiming back loss.</p>	<p>Our searches are backed by £10 million Professional Indemnity Insurance. This indemnity also provides cover for errors and omissions in local authority records, which are used to compile our search reports.</p> <p>The search further benefits from 6 years run-off cover.</p>
<p><b>Will my lender accept this search?</b></p>	<p>Yes.</p>	<p>Our searches are accepted by all reputable lenders, as we subscribe to The Search Code, monitored by the Property Codes Compliance Board.</p>

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<b>Format</b>	Design and presentation of information varies by council.	Clean, uniform design with key information summarised on the front page.
<b>Can I obtain other conveyancing searches at the same time?</b>	No.	Yes. We provide a comprehensive range of products to cover all conveyancing requirements in your property transaction, such as Environmental Reports and Anti-Money Laundering checks.
<b>Can I get guidance on other searches required for my property?</b>	No.	Yes. Our free Search Advisor tool will identify all searches required, using postcode-specific intelligence.
<b>How do I place an order?</b>	The majority of Council searches can be ordered using an online form, or by telephone, however, the user experience (such as on-hold times) differs greatly between Local Authorities.	We have developed an intuitive ordering portal, which allows for a significantly faster experience. All you have to do is: <ol style="list-style-type: none"> <li>1 Enter your property's postcode, and select the automatic matching address</li> <li>2 Review our Search Advisor results, which recommends the appropriate searches required for your property (you can even add and delete products as you see fit)</li> <li>3 Place your order</li> </ol>
<b>What if I have any queries?</b>	Procedures vary between councils. While some offer additional contact methods, such as email, others are limited to telephone enquiries, and if there are staffing issues this can severely impact responsiveness.	Our people are our core strength, and are always happy to assist you. Over 50% of our employees exceed 10 years service, and are well versed in your requirements. We are open Monday to Friday, 8:30am to 5:00pm, and can be contacted on <b>0800 052 0117</b> or <b>cs@onesearchdirect.co.uk</b> .