



## **EIR Property Search Service**

### **EIR PROPERTY SEARCH REQUESTS POLICY**

<b>Policy Owner:</b>	Hartlepool Borough Council
<b>Commencement date:</b>	1 January 2011
<b>Next Review date:</b>	The policy will be periodically reviewed as deemed necessary to take account of any subsequent changes which may occur in either the law and/or Government Guidance issued to Local Authorities.

#### **Definitions and Acronyms**

<b>Local Land Charges Register</b>	The term “Local Land Charges Register” will be referred to as “the Register” within this document.
<b>Environmental Information Regulations 2004</b>	The term “Environmental Information Regulation” will be referred to as “EIR” within this document.

**EMAIL: [eirpropertysearch@hartlepool.gov.uk](mailto:eirpropertysearch@hartlepool.gov.uk)**



## **EIR Property Search Service**

### **POLICY STATEMENT**

#### **Introduction**

The policy outlines the Council's compliance to both maintain the Register and provide access to also view the Register as per the Environmental Information Regulations 2004 (EIR). In accordance with the changes introduced under:

#### **Statutory Instrument 2010 No. 1812 LAND CHARGES, ENGLAND The Local Land Charges (Amendment) Rules**

Hartlepool Borough Council has therefore created an EIR Property Search Service which will solely produce the Register information for Access/Viewing. This is where no charge can be made by the Council in relation to property information whether that is deemed under FOI/EIR or any other basis.

This policy and procedures may be revoked without prior notice, if further advice or guidance is issued by various parties in which it is considered that the Council needs to amend its policy and procedures to introduce any fees and charges.

The policy only relates to request for information which is deemed not to be already publicly available for viewing and interpretation and to which it has been confirmed that the data is deemed to be EIR by designated Government Departments.

#### **Aims**

The Council will provide an effective and fair service to all those persons who wish to submit either an FOI/EIR request for access to property search data or a request for this information whereby no charge can be made by the Council.

The Council will aim to comply within the EIR statutory time limit of 20 working days to provide such responses. If we are unable to meet the 20 days response time under EIR, the requestor will be duly notified in accordance with the FOI/Regulations.

**EMAIL: [eirpropertysearch@hartlepool.gov.uk](mailto:eirpropertysearch@hartlepool.gov.uk)**



## **Access to EIR Information**

The Council intends to provide access via extracts of the data which will be produced by a member of the Council staff.

Information will be provided by hard copy. This information will be available to be viewed and interpreted by the requestor.

All requests for access to EIR property data must be made to the EIR Property Search Service. An Ordnance Survey (OS) Map clearly outlining the boundary of the search area must be included. Requests made without a map will be returned and a formal request made by the Council for the map to be provided.

## **Venue and Times for Viewing EIR Property Data:**

**Venue:** Hartlepool Borough Council, Civic Centre, Hartlepool

The published viewing times will allow Council staff adequate time to prepare information for viewings and also adequate time for a requestor to review and interpret the information prior to the office closing down at the end of the day.

The Council cannot be held responsible for requestors electing to attend the office after the advised viewing times. This could result (dependant on the data to view) in the requestor being asked to vacate the building prior to completing the viewing because the offices are due to close.

## **Terms and Conditions**

The viewing is provided to allow a customer to view the data for the particular property that has been pre requested through the Property Search Service.

The appointment will be as stated a "viewing" and no copies can be taken by either camera, mobile phone or by the use of any electronic scanning equipment (pens). It is the responsibility of the person undertaking the viewing of the Register to interpret the information presented to them as to transfer any information they consider appropriate onto their own paperwork.

Any person/s found using scanning pens, cameras or other electronic means to extract information or copies of the Register shall be asked to leave the Council's premises. No further appointments will be accepted from this person until the Company/person has agreed to work within the agreed guidelines set out above.

**EMAIL:** [eirpropertysearch@hartlepool.gov.uk](mailto:eirpropertysearch@hartlepool.gov.uk)



## **Data Extraction and Viewings**

The Council will extract the data as and when they are able to do so. Notification will be provided to the requestor that their information is ready and available to view.

It is an extract of the data provided at that set point in time. As the Council continually updates its records and information throughout any working day on a “live system” there is no guarantee that between the extractions taking place and the continual loading of new data that all changes will be reflected in the data extract.

Information is for the interpretation by the requestor as this is provided under EIR “free of charge” no member of staff within the Council offices can interpret or provide advice as to the contents of the viewings. As they have no knowledge or understanding of the output so requestors should not seek such advice.

The information is deemed to be an extract of the data set to which any judgments or interpretations in its use must be made by the requestor.

The Council will not be held responsible for any misinterpretations being made by the requestors in respect of the data that they view. EIR data is intended for personal use only and not for any commercial re-use and is therefore provided on that basis by the Council.

## **Complaints or Queries**

If a requestor does not feel that they have been provided with the information they had requested, they have the right to contact the Property Search Service in writing or via email to clarify this point or make a further request as necessary. Alternatively they can also elect to refer a complaint to the Information Commissioner in accordance with the FOI/EIR regulations.

## **Unacceptable behaviour within Council Offices**

The Council will not tolerate any unacceptable behaviour during appointments to access the Register. All customers are expected to conduct themselves in an appropriate manner whilst visiting our Council offices.

**EMAIL: [eirpropertysearch@hartlepool.gov.uk](mailto:eirpropertysearch@hartlepool.gov.uk)**