



EIR Property Search Service

Property Search Requests made under the terms of the Environmental Information Regulations 2004

Background Information

In light of the Statutory Instrument 2010 No 1812 which was revoked on 17 August 2010 and the requirement to provide register viewing information upon request via Environmental Information Regulations 2004 (EIR) requirements, Hartlepool Borough Council, with effect from 1 January 2011, established a separate service area to manage EIR property search requests.

It is important that requestors note that this discrete service is operating separately to Local Land Charges department and that the Land Charges staff will NOT be corresponding with requestors relating to EIR enquiries, their sole remit will be to deal with their own search delivery service.

Policy and Procedures

EIR Property Search Requests should be submitted in accordance with the following policy, procedure and standards, which are available to download from the website:

- Procedure / Process for requesting a viewing of property information;
- Map Standard gives a guidance on the standard of maps required when submitting an EIR Property Search Request.

Right of Appeal

If you are unhappy with the service you have received in relation to your request and wish to make a complaint you should write to Hayley Martin, Legal Division, Hartlepool Borough Council, Civic Centre, Victoria Road, Hartlepool TS24 8AY or telephone 01429 523182.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at The Information Commissioner's Office, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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