

Isle of Wight Council Local Land Charges - CON29 Fees and Charges Terms and Conditions of Service

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Appendix 1 – Fees and Charges, pricing schedule and fee uplift process

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1 Introduction

- 1.1 These Terms and Conditions set out the conditions under which the Isle of Wight Council will accept requests for searches of the local authority via the CON29 form and are applicable from 1 April 2024.
- 1.2 The terms and conditions of service may be updated from time to time. The current version of the [local land charges terms and conditions](#) is available on the Isle of Wight Council website.

What are Local Land Charges CON29 searches and to what do they relate?

- 1.3 The CON29 supplies information relating to public highways, proposals for new roads, rail schemes or planning decisions that could affect the property, as well as outstanding statutory notices, breaches of planning or building regulations or the existence of a compulsory purchase order. Environmental factors, such as whether the house stands on contaminated land or in a Radon gas affected area are also covered.

- 1.4 Additional enquiries can be made via the CON29 (O) optional form which deals with applications on roads proposed by private bodies, completion notices, land maintenance notices and environmental and pollution notices.
- 1.5 The CON29 does not deal with Flood Risk, Public Sewers or Chancel Repairs.

2 Overview of the Isle of Wight Council Service/What customers can expect.

- 2.1 The Isle of Wight Council aim to turn CON29 searches around within an average period of ten working days.
- 2.2 Up to six Isle of Wight Council departments may be involved in answering the CON29, and occasionally a search may take longer than an average of ten days due to circumstances beyond the control of the Local Land Charges department.

3 Customers Responsibilities

- 3.1 The customer must submit the search through one of the established online portals such as the National Land Information Service (NLIS) or TM Search Choice. They can also be submitted via e-mail to llcgeneralenquiries@iow.gov.uk
- 3.2 Searches must be accompanied by full payment of the relevant fee, and be accompanied by a map of sufficient scale to clearly identify the boundary of the search area which must be shown in red.

4 Isle of Wight Council Responsibilities

- 4.1 The Isle of Wight Council will commence processing your search request no later than the first working day following receipt, and will, where possible endeavour to return your completed search via the method in which it was submitted with ten working days, subject to the caveat expressed at point 3.2 (above).
- 4.2 The Local Land Charges section is not responsible for the answers provided to any of the questions in the CON29, and further information, clarification or background documents can be obtained from the individual answering departments. See <https://www.iow.gov.uk/council-and-councillors/local-land-charges/useful-contacts/> for contact information.

5 Performance Monitoring

- 5.1 Statistics relating to the average turnaround of CON29 searches over a

given period of time are available on request via
llcgeneralenquiries@iow.gov.uk

6 Charges and Payment Methods

- 6.1 Full payment of all fees is to be made upon submission of the search; searches cannot be accepted until the relevant fee is paid to the Isle of Wight Council.
- 6.2 Fees may be paid by BACS to the following bank

account: Isle of Wight Council Receipts Account
Lloyds Bank
A/C number: 14867260
Sort Code: 30-80-12

Please include the first line of the property address as the payment reference.

- 6.3 Appendix 1 details the current scale of fees and charges.

7 Refund Policy

- 7.1 On the receipt of a request to cancel a search and a request for a refund, the cost is worked out by taking the amount paid and dividing it amongst the number of answering departments. All completed answers will then be charged for, alongside an additional fee of £11.00 Inc. VAT, to cover the costs of processing the refund.

8 Data Protection/GDPR

- 8.1 Please refer to the [Isle of Wight Council Privacy Notice](#).
- 8.2 The Local Land Charges department does not collect any sensitive personal data. Any personal and other data supplied in connection with a search application will be retained and deleted after a period of fifteen complete financial years has elapsed from the date that the search is returned.

9 Conflict Resolution

- 9.1 If you are unsatisfied with any aspect of the service provided in connection with your local authority CON29 search then please contact the Local Land Charges section in the first instance via llcgeneralenquiries@iow.gov.uk
- 9.2 If your contact cannot be satisfactorily resolved then you may initiate the Isle of Wight Council [Customer Complaint process](#).

ISLE OF WIGHT COUNCIL - LOCAL LAND CHARGES

COUNTY HALL, NEWPORT, ISLE OF WIGHT PO30 1UD

TEL: 821000 (general enquiries)

E-mail: LLCGeneralEnquiries@iow.gov.uk



June 2024

From April 2022 the Isle of Wight Council ceased to provide a local land charges search service. Our Local Land Charges Register has been migrated to HM Land Registry's national register. You are able to access the new digital service through the online Business Gateway Portal at <https://eservices.landregistry.gov.uk/> and on HM Land Registry's pages at <https://search-local-land-charges.service.gov.uk/>

The Isle of Wight Council will continue to provide replies to all CON29 enquiries.

For more information visit <https://www.gov.uk/government/publications/hm-land-registry-local-land-charges-programme/local-land-charges-programme>

SEARCH REQUISITION FEES from June 2024	TOTAL INCLUDING VAT	Fee	VAT
STANDARD CON 29 SEARCH	£151.20	£126.00	£25.20
Part 2 Questions (each) (Question 8 Pipelines - No fee as no details held by IOWC)	£ 13.80	£11.50	£2.30
Additional written questions (each)	£ 19.80	£16.50	£3.30
Additional properties/areas of land (each but 13 max.)	£ 17.40	£14.50	£2.90

VAT number GB 108 3668 65

Cancellation Policy

On the receipt of a request to cancel a search and a request for a refund, the cost is worked out by taking the amount paid and dividing it amongst the number of answering departments. All completed answers will then be charged for alongside a fee of £11.00 inc VAT, to cover the costs of processing the refund.

Annual Fee Uplift Process

On 1 April 2025, and on every subsequent 1 April thereafter, all Fees and Charges relating to Local Land Charges (excluding VAT) shall be uplifted by the percentage rate of the Consumer Price Index (CPI) as it stood at the previous September.

Appendix 2 – Contact details

Isle of Wight Council Local Land Charges Section

Email: llcgeneralenquiries@iow.gov.uk

Telephone: [01983 821000](tel:01983 821000)

County Hall
Newport
Isle of Wight
PO30 1UD

Monday to Thursday 8.30am to 5.00pm

Friday 8.30am to 4.30pm

Web address: <https://www.iow.gov.uk/council-and-councillors/local-land-charges/>