HM Land Registry
Local Land Charges

Working together for timely, accurate registrations

Background

Local authorities (LAs) are responsible for creating, administering, and enforcing local land charges (LLC). The LA LLC team should update the LLC Register on behalf of internal departments as per **Practice Guidance 79 section 2**.

LAs must update the LLC Register as soon as a new or amended registration is created. Registrations that are not added immediately can lead to incorrect or incomplete search results.

Why are searches important?

1



Helps customers to **make a completly informed decision** about a property they are purchasing

2



Protect you and your **customer's finances**

3



Faciliting **future enjoyment and alterations of property** for customers

What's important to our customers?

1 **Accuracy**



Maintaining standards (today/tomorrow/forever)

2 **Timeliness**



Charges added in the **shortest possible timeframes**

3 **Transparency**



Communicating with customers if something is wrong



Timeliness

— A charge that is registered **more than 28 days after it was created exceeds the customer service metric**. Your Relationship Manager can help you establish the root cause of any late registrations.

— Late registrations may result in **compensation claims from customers** and reduced performance ratings.

Best Practice

— To ensure search results are always accurate, LAs should register charges as soon as possible.

— Notify your Relationship Manager in advance of any upcoming registrations that may be delayed.

— Include all relevant information when registering a charge so that customers receive a complete and accurate search result.

— Always keep the customer in mind.

Key Resources

— The **LLC Programme page** has a list of live LAs, including those who are gold standard.

— **Practice guide 79** explains how to change the register, obtain searches and the compensation protocol for LAs in live service.

— In this **video** the LLC Live Service Manager explains how we support you through live service.