



Cheshire West and Chester

Property Search Service – EIR Property Search Requests

Environmental Information Regulations 2004 - Property Search Requests

Background Information

In light of the Statutory Instrument 2010 No. 1812 being revoked on 17 August 2010 and the requirement to provide register viewing information upon request via Environmental Information Regulations 2004 (EIR) requirements, Cheshire West and Chester Council can confirm that it is setting up a separate service area to manage EIR property search requests.

It is important that requestors note that this service does **not** sit within Local Land Charges.

At the present time work is currently being undertaken by software companies to produce an output report in line with it being an EIR search and not a Full Local Authority search report, ensuring that there is no confusion for customers regarding the correct service or fees charged.

Please note 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 standard, which are available to download from the website:

- Procedure / Process for requesting a viewing of property information
- Map Standard gives 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 The Solutions Team, Cheshire West and Chester Council, HQ, 58 Nicholas Street, Chester, CH1 2NP or Telephone 0300 123 8 123.

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, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

EMAIL: propertysearchserviceswest@cheshirewestandchester.gov.uk