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Local Land Charges and Property

Meet the team ▾

Meet the team



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Meet our Team

Our small but friendly team only consists of two members at the moment;

Jade - Manager

Jade joined Hertsmer following a gap year in 2005. With over ten years experience, she now oversees all three services.

Lisa - Senior Officer

Lisa began her journey at Hertsmer in 1994 - yes, 1994. She spent some time as the council's LLPG/GIS Officer in the early days before becoming a manager in the Planning Department and joining us in 2019. With her wealth of experience, she is an asset to our team.

What do we do?

We are responsible for providing the following three statutory council services:

 [The Local Land and Property Gazetteer \(LLPG\)](#)

The creation of addresses starts here; from planning permission, through construction, occupation and change of use to demolition and beyond. Address Custodians have to maintain the Local Land



Get in touch

We have separate email accounts for each of our services, so if you need to get in touch, please do so via one of the below:

Local Land Charges

Official searches - If you are chasing a search or have a query regarding the results of your search, please email [Local Land Charges](#)

Personal Searches - If you want to make an appointment to come into the offices, please email [Land Charges Appointments](#)

Street Naming and Numbering

If you have an address query or have a question about street naming and numbering, please email [Street Naming and Numbering](#)

Testimonial

and Property Gazetteer. They're usually the key points of contact for all addressing matters within and external to the authority, and they work alongside Street Naming Numbering Officers on a daily basis.

[Street Naming and Numbering \(SNN\)](#)

Once planning permission has been granted, any development whether it be one property or a whole street will need official street naming and numbering which involves marking up plot to postal plans, engaging local historians, obtaining postcodes from Royal Mail, before finally issuing the official addresses.

[Local Land Charges](#)

The properties will then be sold using the official addresses created above. We will then provide the local authority searches which will be requested via us as part of the home buying process.

Accolades

Having bought our own homes we know only too well how stressful the house buying process is which is why we always go above and beyond to provide a first class service to our customers .

- Winners of the Unsung Hero Award 2016
- Finalists for the Unsung Hero Award 2017
- Finalists for Best Customer Experience Award in 2018
- Finalists for the Unsung Hero Award 2021

**The annual Local Land Charges Awards for Excellence are the only national awards to celebrate the work and achievements of local authority Local Land Charges departments which carry out the land and property searches required for conveyancing transactions in England and Wales.*

"I have been an agent for 15 years and have deal with a number of councils and their search departments. I have also bought and sold a lot of property personally and have seen first-hand just how helpful your staff are. Hertsmere Borough Councils search department is by far the easiest to deal with as they will always take the time to answer any specific requirements we have. Jade Reynolds in particular is a real star and without her, we would have lost countless sales in the past amounting to tens of thousands of pounds in fees. First class service from a department that always seems to be busy! Thank you and keep up the good work - Phil Merrit, Village Estates"

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