

## Personal Search Guidance

### Submitting a request:

- Please email [LC.appointments@hertsmere.gov.uk](mailto:LC.appointments@hertsmere.gov.uk) and ask for the next available time slot.
- We will need the name of the person or company who will be undertaking the search.
- A correct and clear address of the property or land to be searched against.
- One copy of a plan (preferably an Ordnance Survey extract) showing the full extent of the area to be searched upon edged in red.  
Please ensure the plan clearly defines the boundaries of the area to be searched upon and any highways on which replies are sought.
- We will attempt to accommodate all requests made but we ask that you are aware that we may not always be able to provide you with your preferred appointment time.

### Collecting results:

You will be able to collect results during the allocated times and days below only:

- Tuesday: 10am to 11.30am and 2pm to 4pm
- Wednesday: 10am to 11.30am
- Thursday: 10am to 11.30am and 2pm to 4pm
- Friday: 10am to 11.30am

Please queue in reception to see a Customer Service Advisor during the time slot you have been allocated. I.e. Tuesday, anytime between 10am to 11.30am.

A Customer Service Advisor will then give you the information to view before handing back.

It is strictly prohibited for you to photograph or scan the information provided to you at an appointment. Further action may be taken should we discover information being copied without our permission.

Please ensure that you are on time for any appointment time allocated. Late arrival can result in us having to re-arrange the appointment. This is due to the impact on other personal search appointments and customers.

There is limit of three addresses per appointment; per agent.