



## **Public Access Land Charges (PALC) User Guide**

## Contents

Introduction .....	3
Registration .....	3
Logging in to PALC .....	4
The PALC interface .....	4
Section 1: Complete Form .....	5
Primary Address Search .....	5
Primary Address Property Type and Additional Parcels of Land .....	5
Section 2 - Attach additional documents .....	6
Section 3 – Pay for your submission .....	6
Section 4 – Submit (and pay) .....	6
Turnaround Time .....	6
Top Tips for Successful Submission .....	7
Primary Address Search .....	7
Primary Address Property Type .....	7
Additional Addresses/Parcels of Land – .....	7
Plans .....	8
Box C and other individual questions .....	8

## Introduction

PALC provides a totally electronic official search service, connecting users directly to land and property information held by Hertsmere Borough Council.

You can create an account and submit and receive your searches electronically direct from the Local Land Charges Team.

## Registration

Before you can submit searches you will need to [register](#) your details.



## Local Land Charges



Login



Register

### Registration

Fields marked with a \* must be completed.

#### Personal Details

Title *	<input type="text"/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>

#### Contact Details

Daytime Phone No.	<input type="text"/>
Address Line 1 *	<input type="text"/>
Address Line 2	<input type="text"/>
Address Line 3	<input type="text"/>
Address Line 4 *	<input type="text"/>
Postcode *	<input type="text"/>

#### Login Information

Email Address *	<input type="text"/>
Confirm Email Address *	<input type="text"/>
Password *	<input type="text"/>
Confirm Password *	<input type="text"/>

## Logging in to PALC

Once you have created an account click on the [login](#) icon. Enter your email address and password and click 'Login'

## The PALC interface

When you log in the PALC home page will be displayed.



### Local Land Charges

[New Search](#) [My Searches](#) [My Profile](#) [Logout](#) ( Jade Reynolds )

#### My Searches

##### Submitted Searches

Click on an Online Reference link to see more details.

Date Submitted ▼	Case Reference ◆	My Reference ◆	Address ◆	Status ◆	Delete
08 Apr 2020 12:59	<a href="#">EHBC00005228</a>	JADE TEST :)	108 Furzehill Road, Borehamwood, Hertfordshire, WD6 2EA,	Submitted	

##### Draft Searches

Click on an Online Reference link to see more details.

Date Created ▼	Online Reference ◆	My Reference ◆	Delete
08 Apr 2020 20:26	<a href="#">EHBC00005229</a>	Land Charges: Local Land Charges Search Request	
07 Apr 2020 13:09	<a href="#">EHBC00005225</a>	Land Charges: Local Land Charges Search Request	
07 Apr 2020 09:32	<a href="#">EHBC00005224</a>	Land Charges: jade test	
01 Apr 2020 20:11	<a href="#">EHBC00005211</a>	Land Charges: jade test	
01 Apr 2020 17:11	<a href="#">EHBC00005210</a>	Land Charges: jade test	
01 Apr 2020 17:11	<a href="#">EHBC00005209</a>	Land Charges: Local Land Charges Search Request	

**New Search** – Use this to create new searches.

**My Searches** – This is the same as the interface. You will see a list of submitted searches and draft searches. There is currently no section for rejected searches so please keep a note of these separately.

**My Profile** - Your personal details, contact details and login information are stored here. If you need to change / update anything this will be where to do it.

**Logout** – Once you have finished submitting searches you can logout. You will receive email updates to notify you of the status of your search ie Accepted, Rejected, Complete and Success. See below:

 landcharges@hertsmere.gov.uk	Search Request Submission Rejection
 landcharges@hertsmere.gov.uk	Search Request Submission Success
 landcharges@hertsmere.gov.uk	Search Request Submission Complete
 landcharges@hertsmere.gov.uk	Search Request Submission Complete
 landcharges@hertsmere.gov.uk	Search Request Submission Acceptance

## Section 1: Complete Form

Click 'Local Land Charges Search Request' and enter your reference number. This will appear on the search so please make sure it is correct.

### Primary Address Search

For houses enter the 'Street Name' and the 'Postcode' only. This should bring the address up first time. If not, complete the address fields gradually.

For flats, enter the 'Building Name' and 'Postcode' only.

If the address you want does not appear, there is a reason. See 'Top Tips for Successful Submission'

### Primary Address Property Type and Additional Parcels of Land

Sadly the PALC system does not pick this information up from our gazetteer, so you will need to check the status of the property, and whether there are any additional parcels of land, with your client. If you are not sure, please do not guess. Submitting the wrong property type could lead to the search being rejected. See 'Top Tips for Successful Submission'

If there are additional parcels click the 'next' button and go to 'Add Additional Address'. Repeat the same process for step 1.

Select which search information you require – LLC1, CON29, Personal Search etc, click 'Next' to enter Box C information and CON29 Optional Enquiries. Select any optional enquiries and click the 'Update Fee' icon. Next to it you will see a 'Fee Details' icon, please ensure this information is correct before continuing. When you are satisfied search details are correct click 'next'. The same process applies to component data. We do not accept additional enquiries, but you are welcome to email us with what you want and we will point you in the right direction.

**Review** – Please review your search and make sure all the details are correct.

**Declaration** - After you have ticked the declaration, please go to the next screen, click 'Complete'. You will then be taken back to the main screen now you can complete section 2. Attach additional documents (optional).

## Section 2 - Attach additional documents

Plans are **mandatory**, not optional. We require a clear up to date plan with the area you wish to search edged red. Go to browse and find the plan you want to upload, put a description in the description field ie OS plan, LR plan, Location Plan, and then click 'upload'. Once you have done this, click 'Back to Forms Dashboard' and you will be taken back to the complete payment.

## Section 3 – Pay for your submission

Unless you have made arrangements with us to pay by BACS, please select credit/debit card. If you select 'Pay Later' without prior consent, your search will be rejected.

## Section 4 – Submit (and pay)


Review your request and click the 'Next' button to go to the 'Submission Summary' page. If you are happy with the summary, click 'submit' and you will be taken to the payment screen. When you have made payment the process is complete. You will receive an email a few minutes later.

If you have selected the pay later option, click 'Next' and you will be taken to the 'Submission Summary' page. Click 'Submit' and should you should be presented with a 'Submission Successful' message. You will receive an email a few minutes later.

**Search Request Summary » Submission Success**

**Submission Successful**

Thank you for your submission.

 [Back to Submissions](#)

If for any reason your search is not submitted, or you get an error message, please contact us straight away and we will look into it.

## Turnaround Time

Our turnaround time will take effect once the search has been accepted.

## Top Tips for Successful Submission

Here are some steps you can take to prevent your search from being rejected.

**Primary Address Search** – If you cannot find the address using the look up tool, there could be a number of reasons why. We do not accept searches for the following:

- ✗ Plot numbers
- ✗ Marketing titles
- ✗ Unofficial addresses
- ✗ Addresses outside of Hertsmere

'Land at' addresses may also be harder to find, please contact us and we will provide you with the correct address or we will arrange to have one set up.

You can also search for addresses using the [Find My Official Address](#) tool located on the business pages of website. Postcodes are also listed.

**DO NOT ENTER MANUAL ADDRESSES. THESE WILL BE REJECTED.**

**Primary Address Property Type** - If your client doesn't know whether the property they want to search is residential or commercial, there are a couple of things you can do yourself to check. You can contact us, or you can check the VOA databases. For residential properties search [VOA Council Tax Valuation List](#) and for commercial properties search [Business Rates](#)

**Additional Addresses/Parcels of Land** – if you are not sure whether or not a property includes an additional parcel you can have a look at the maps on the [Find My Official Address](#) page. If the property has more than one red dot then you know it has an additional parcel of land.



\*Each red dot represents a UPRN (Unique Property Reference Number). The Unique Property Reference Number (UPRN) is the unique identifier for every addressable location in Great Britain.

An addressable location may be any kind of building, or it may be an object that might not have a 'normal' address – such as a bus shelter or an electricity substation for example. UPRNs provide every property (or object) with a consistent 12-digit identifier throughout its lifecycle, from planning through to demolition.

**Plans** - For the purpose of PALC, plans should not exceed 4MB (right click on the document, go to properties and the size of the document will be listed under details). If it does exceed 4MB and you are unable to make it smaller, please submit the plan via email rather than PALC. There is a glitch in the system and the search will be lost if submitted with a plan of this size.

Plans in general should be up to date and of sufficient quality to enable us to identify the site. The full extent of the area to be searched should be edged in red. We do not accept plot plans or floor plans. If the plan is so poor that we have to decide what's required, the search will be rejected. If it's clear the map has been photocopied, or used before, again, the search will be rejected with a note that to say that the plan has obviously been re-used, or photocopied and this is an infringement of OS copyright.

*NB: OS have been running campaigns on copyright infringements and Land Data support and have taken part in that campaign. If you have an issue with us refusing plans due to copyright infringement, we suggest you to contact one of the above organisations. If copyright infringements are breached in respect of Hertsmere plans then legal action will be taken.*

**Box C and other individual questions** – Please take care when selecting questions as the system is not set up to alert you that there is a discrepancy between the fee and the request.

If you have any other questions, or need any help or guidance navigating the Public Access System, please get in [touch](#)