

## Guidance for Personal Search Agents

- We will always offer you the next available appointment. Our appointments run on “first come basis”, due to the volume of appointments we have appointment days can be filled quite quickly.
- The viewing hours for a personal search are Monday to Friday, 9am-12noon.
- Upon booking your search, please email the plans relating to the personal searches to [landsearches@havering.gov.uk](mailto:landsearches@havering.gov.uk)
- If searches have not been inspected on the date and in between the opening times of the appointment and we have not been notified of any alternative arrangements, then we will assume the search is no longer required and the search information will no longer be available and the appointment will need to be rebooked.
- Personal Search appointments cannot be booked deliberately on dates where the company/agents know they cannot visit our offices (or will be late) as this is unfair to other agents who could attend our offices for those appointment slots.
- Should you wish to cancel an appointment, please could you notify us as soon as possible on 01708 432425.
- If you are sending another agent into our offices to view your information, please can you provide us with email confirmation of this before the appointment.
- We cannot accept “plot” addresses for searches on any new builds (this is for Personal Search bookings and Official Searches) we require the full postal address, plot number and floor layout plan for any searches booked in.
- Personal Searches are to be inspected in the Reception Area only of the Town Hall and returned to reception upon completion.
- Photographs of the information should not be taken.
- Please note you will need to inspect the Planning Register in order to view any approved planning consents with conditions from 01/08/1977. You will need to contact the Planning Department direct giving a minimum of 24 hours notice on 01708 433100 or [planning@havering.gov.uk](mailto:planning@havering.gov.uk) providing them with the relevant property details and what information you wish to inspect.  
Their opening hours are Monday to Friday 9am to 11am to view information. Please note that the Planning Reception is closed on the last Wednesday of each month in the morning for staff training. The Planning reception is based in the Public Advice and Service Centre, 20-26 The Liberty, Romford. RM1 3RL
- The Local Land Charges Team and Planning Team are here to help you, please remember to speak to them with politeness and courtesy