Frequently Asked Questions

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Why is it important to provide NLIS with changes to 1st April fees as soon as possible?

Because the 1st April catalogue fee changes are very complex and time consuming, we appreciate having confirmation of your fees as soon as it is known within your Local Authority. Even if you are not changing your fees NLIS would appreciate a confirmation email to that effect.

Why is it important to keep NLIS updated with your current turnaround times?

Published turnaround times are supplied by the Local Authority and listed in our catalogue. It is visible to the solicitor before they place a search request. They understand this time to mean the number of days the search will take to be completed and returned from when they order the search. This is similar to ordering goods from a retailer – if you are told that you will receive the goods within 5 working days, you will naturally understand this to mean from when you place your order, not from the day that the warehouse looks at the order.

The catalogue is also visible to our channels who will use this date to decide when to follow up a late search request.

I want to change the expected turnaround time for my local authority but I am unsure how to do this?

Send an e-mail to info@decisioninsighthub.co.uk, the relevant Account Manager will be able to help.

Why does NLIS encourage Local Authorities to provide their MarketShare figures?

It helps Land Data forecast the road ahead whilst championing official searches. Without an accurate picture of what’s happening across the country, trends which often start locally before developing nationally, can take hold before we can react. Your figures are key and they really do make a difference to the Local Land Charges community.

I would like a visit from my Account Manager but I am not sure who they are?

Ben Turnbull and Shirley Crook are the Account Managers, see overleaf for contact details.

Who issues VAT invoices / receipts for NLIS searches?

NLIS sends self billed invoices to Local Authorities and an invoice to the NLIS Channels. It is not necessary for Local Authorities to send NLIS a receipt for search requests from NLIS.

Are all searches submitted via the channels checked by the NLIS Hub prior to submission?

No, for liability reasons, the NLIS Hub does not check addresses, plans or parcels prior to submission. Search requests are generated by the customers of the NLIS channels. No search requests are generated by the NLIS Hub.

Negotiation requests or search rejections need to be accompanied by clear instructions from the Local Authority to enable the customer to make the relevant changes.

Why do we reject so many searches for incorrect parcel fees?

This is because Local Authorities calculate parcels in different ways which makes it extremely difficult for customers to get the number of parcels correct when submitting searches.

Service Status Update

If your turnaround time for an individual search request is likely to take longer than expected, did you know you can change the expected date on the NLIS Level 2 or 3 portal depending what is relevant to your LA? This will eliminate the need for the Hub to chase for an update.

What is the difference between NLIS Level 2 and NLIS Level 3?

Level 2 Local Authorities receive their search requests via the NLIS portal and return either electronically, by email or by post. Level 3 Local Authorities receive AND despatch their search requests electronically. Their systems are fully automated consequently saving time and money. Currently more NLIS Level 3 Local Authorities meet the MHCLG turnaround criteria – for more information about moving to level 3 please email info@nlis-hub.co.uk