



Frequently Asked Questions 2023





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.



How is NLIS different to other search providers?

NLIS is the only regulated portal connecting electronically to every LA in England and Wales. It can seamlessly integrate into LA systems and guarantees that LAs receive upfront timely payments.



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.



Who can I contact to discuss the NLIS Hub service?

You can contact the NLIS Hub Helpdesk or Hannah Goodall directly, see the back page for contact details.



What are the benefits of using a regulated portal?

NLIS is independently regulated to protect against the modification or re-use of data contained in LA search responses. The Regulator ensures the IT systems remain secure and compliant, whilst working on LA's behalf to raise the profile of official searches.



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.



Why is it important LAs communicate only with the NLIS Hub and not directly with NLIS channel clients?

Maintaining an audit trail exclusively via the NLIS Hub helpdesk greatly reduces the risk of error and miscommunication. Plus the Channels may represent their clients in certain areas. Direct contact circumvents this, causing additional work for the client, the Channel and the NLIS Hub Helpdesk.



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 DLUHC turnaround criteria – for more information about moving to level 3 please email info@nlis-hub.co.uk.

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