



Land &
Property
Services
Seirbhísí
Talún agus
Maoine



Department of
Finance
An Roinn
Airgeadais
www.finance-ni.gov.uk

LPS Customer Charter

Our commitments to you



Introduction

Land & Property Services (LPS) is dedicated to providing a consistently high standard of service across all our functions. We are part of the Department of Finance in Northern Ireland and deliver a wide range of public services in four key areas:

- Rating;
- Valuation;
- Land Registration; and
- Mapping.

You can access our services online via [A guide to rates | nidirect](#)

Our Commitments to You

When you deal with LPS, you can expect to be treated fairly, clearly and with respect.

At a minimum, you can expect us to **resolve routine or straightforward requests within 15 working days**.

If your query is more complex, it may take longer, but we'll let you know what to expect. This would include queries or requests that are dependent on external processes or sources of information.

You can find more details on our operational service standards including timescales of more complex cases and requests [here](#).

Our Standards

This Charter sets out the standards of service we commit to every time you contact us. These standards apply whether you contact us online, by phone, in writing or in person.



We Are Professional

We will:

- treat every customer with courtesy, care and empathy
- handle your personal information responsibly and securely
- base decisions on evidence and explain them clearly



We Explain Things Clearly

We will:

- explain what you need to do and what will happen next
- use plain language and avoid unnecessary jargon
- be open about timeframes, costs and outcomes



We Get Things Right First Time

We will:

- take ownership of your request or issue
- provide accurate information
- deal with routine matters promptly



We Help You Get Things Done

We will:

- aim to resolve issues at the first point of contact wherever possible
- reduce unnecessary hand-offs
- explain your options clearly where something cannot be resolved immediately



We Are Consistent and Reliable

We will:

- treat everyone impartially and apply the rules consistently
- provide the same standard of service whether you contact us online, by phone, in writing or in person
- ensure you receive accurate and consistent information across LPS



We Are Inclusive

We will:

- design services that are accessible for everyone
- offer access to help from our staff when you need it
- support customers who need extra help

Help shape our services

We are committed to making our services as easy to use as possible for everyone. We use feedback, complaints, and research to improve our services. Please let us know if you would be interested in:



providing feedback (this could be completing a survey or a short conversation) on the services you use; and/or



taking part in tests of our current and/or new services.

You can register your willingness to help us by sending your contact details to: customerservices@lpsni.gov.uk

If Things Go Wrong – Complaints and Redress

Despite our best efforts, we know there may be times when our service does not meet your expectations.

If you are not satisfied with the standard of service you have received, we have a clear and fair complaints procedure to put things right. We take all complaints seriously and handle them sensitively. You can find information on our complaints process works here: [Complaining to Land & Property Services | nidirect](#)





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