Land & Property Services
Seirbhísí Talún agus Maoine

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

LPS Operational Service Standards



Date April 2026

Our Commitments to You

When you deal with Land & Property Services (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 below:

LPS Operational Service Standards

Rates

- We are committed to responding to customer correspondence and enquiries within clear and reliable timeframes. We aim to:
    - respond to written correspondence within **15 working days**, this may include informing ratepayers that a fuller response may take longer;
    - answer telephone calls promptly and provide alternative contact options, particularly when our phone lines are busy
- Our new Rates Online service offers customers a convenient way to manage and submit queries about their rate accounts. As this is a new digital channel, we will be actively monitoring usage, performance and customer experience to ensure it continues to meet user needs. We will aim to acknowledge and respond to all Rates Online queries within **15 working days**.
- Applications for Rate Relief will be assessed promptly. Once all information required to determine entitlement has been received, we aim to issue a decision within **15 working days**. Please note that where additional information is required from third parties, this may result in a longer processing time.

Valuation

- Rating Valuation aim to respond to customer call back requests within **48 hours** of submission
- We aim to complete a requested rating valuation review from a member of the public within **90 days**. If this is not possible, we will contact you to explain the delay and will aim complete the valuation within **a further 90 days**.
- From the issue of Valuation Certificates, we aim to process all Certificates of Revision within **six weeks** of receipt. If a revised rates bill is required, Revenue and Benefits aim to issue this within **10 working days** of processing the certificate.
- Domestic Appeal cases (Article 51) will be determined within **28 days** of receipt, where possible.

Land Registration

Land Registration aims to complete:

- 90% of Registrable Applications within **25 working days**
- 90% of Priority Searches within **10 working days**
- 90% of Copy Documents issued within **15 working days** after the first order
- 95% of LIS map searches **10 working days** after first order

If you contact Land Registration, we aim to provide the following level of service:

- 85% of inbound calls will be answered within **40 seconds**
- Client correspondence will be responded to within **15 working days** (this relates to both e-mails and letters)

Mapping (OSNI)

The Ordnance Survey of Northern Ireland (OSNI) aim to:

- Complete map update requests of 10 survey units or more within **six months** of receiving them
- Complete agreements and contracts within **20 working days**.

If you contact OSNI and leave a voicemail on 0300 200 7804, this inbox is monitored, and all messages are responded to within 24 hours, provided the customer has supplied sufficient contact details.

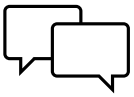
If you contact the OSNI Mapping Helpdesk email address (Mapping.Helpdesk@finance-ni.gov.uk) you will receive an acknowledgement **immediately**.

Contacting LPS

You can contact Land & Property Services about their services here

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.