

<b>Service Provided</b>	<b>Description of Service</b>	<b>Address</b>	<b>Phone Contact</b>
<b>Map Shop</b>	ACEMaps	Customer Information Centre 1 <sup>st</sup> Floor Lincoln Buildings 27-45 Great Victoria Street, MALONE LOWER Belfast BT2 7SL	Open Monday – Thursday 9:30 – 16:30 and Friday 10:00 – 16:30 Tel: 02890251515 Fax: 02890251659
<b>Land Registry, Registry Of Deeds and Statutory Charges Public Counter</b>	Land/Property searches in the 3 Registries Copy maps, folios, memorials or Statutory Charges OSNI ACE Maps  Requisition of documents	Customer Information Centre 1 <sup>st</sup> Floor Lincoln Buildings 27-45 Great Victoria Street, MALONE LOWER Belfast BT2 7SL	Open Monday – Thursday 9:30 – 16:30 and Friday 10:00 – 16:30 Tel: 02890251515 Fax: 02890251659 Email – customer.information@lrni.gov.uk
<b>Customer Information Unit Land Registry, Registry Of Deeds and Statutory Charges</b>	Business Helpline for customer queries for the 3 Registries – Land Registry NI, Registry Of Deeds and Statutory Charges	Customer Information Centre 1 <sup>st</sup> Floor Lincoln Buildings 27-45 Great Victoria Street, MALONE LOWER Belfast BT2 7SL	Tel: 02890251515  Fax: 02890251659 Email – customer.information@lrni.gov.uk
<b>Customer Correspondence Management Unit</b>	Manages correspondence, queries complaints and errors for all registrations	Customer Information Centre 1 <sup>st</sup> Floor Lincoln Buildings 27-45 Great Victoria Street, MALONE LOWER Belfast BT2 7SL	Tel: 02890251859 Fax: 02890251566 E-mail ccmu@lrni.gov.uk
<b>Customer Services Team</b>	Deal with complaints, MP /MLA and Private Office queries and AQs	Customer Information Centre 5 <sup>th</sup> Floor Lincoln Buildings 27-45 Great Victoria Street, MALONE LOWER Belfast BT2 7SL	Tel: 028 90251959 Fax: 028 90251566 E-mail : customerservices@lp.sni.gov.uk

<b>LandWeb Direct</b>	Business/Technical Helpline for Land Registry customers using the online searching facility and E-registration	Customer Information Centre 1 <sup>st</sup> Floor Lincoln Buildings 27-45 Great Victoria Street, MALONE LOWER Belfast BT2 7SL	Tel: 028 90 251700 Fax: 028 90 251659 LandWeb Direct email feedback@lrni.gov.uk E registration email enquiries@lrni.gov.uk
<b>Copy Documents Land Registry, Registry Of Deeds and Statutory Charges</b>	Ordering and issuing of Copy Documents Relating to Land Registration	Customer Information Centre 1 <sup>st</sup> Floor Lincoln Buildings 27-45 Great Victoria Street, MALONE LOWER Belfast BT2 7SL	Tel: 02890251563  Fax: 02890251659 Email customer.information@lrni.gov.uk
<b>Digital Supply of Mapping data</b>	Supply of Digital Data to Account Customers	Colby House Stranmillis Court, MALONE LOWER Belfast BT9 5BJ	Tel: 02890255723 Ext: 55723 Fax: 02890255700
<b>Wholesalers -supply of paper maps</b>	Supply of Paper Maps to Wholesalers / Retailers	Colby House Stranmillis Court, MALONE LOWER Belfast BT9 5BJ	Tel: 02890388495 Ext: 82695 Fax: 02890255700
<b>Channel Development Team – licence agreements re mapping data</b>	Licence Agreements with Commercial Customers	Colby House Stranmillis Court, MALONE LOWER Belfast BT9 5BJ	Tel: 02890388400 Ext: 82600 Fax: 02890255700
<b>Strategic Accounts – Re:Mapping</b>	Licence Agreements with Strategic Customers	Colby House Stranmillis Court, MALONE LOWER Belfast BT9 5BJ	Tel: 02890388428 Ext: 82628 Fax: 02890255700
<b>E-Services Online mapping</b>	Help with the OSNI Website and orders on our e-commerce site	Colby House Stranmillis Court, MALONE LOWER Belfast BT9 5BJ	Tel: 02890388488 Ext: 82688 Fax: 02890255700

District Offices dealing with all routine aspects of **rating** including: enquiries, correspondence, recovery action, vacancy inspection, issue of refunds and setting up direct debits.

Office	Council Areas	Address	Contact Details
<b>Belfast /Eastern</b>	Belfast, Castlereagh Newtownards, Carrickfergus, , Down, Lisburn, Newtownabbey, North Down	Londonderry House, 21-27 Chichester Street, TOWN PARKS Belfast BT1 4JB	Tel:0845 300 6360 Minicom:0845 300 6361 E-mail: <a href="mailto:belfast.rating@lpsni.gov.uk">belfast.rating@lpsni.gov.uk</a> <a href="mailto:eastern.rating@lpsni.gov.uk">eastern.rating@lpsni.gov.uk</a>
<b>Ballymena</b>	Antrim, Ballymena, Ballymoney, Larne, Magherafelt, Moyle	Academy House 121a Broughshane Street, TOWN PARKS Ballymena BT43 6HY	Tel:0845 300 6360 Minicom: 0845 300 6361 E-mail: <a href="mailto:northeastern.rating@lpsni.gov.uk">northeastern.rating@lpsni.gov.uk</a>
<b>Londonderry</b>	Coleraine, Derry, Limavady, Strabane	Orchard House 40 Foyle Street, LONDONDERRY Londonderry BT48 6AT	Tel: 0845 300 6360 Minicom:0845 300 6361 E-mail: <a href="mailto:northwestern.rating@lpsni.gov.uk">northwestern.rating@lpsni.gov.uk</a>
<b>Portadown</b>	Armagh, Banbridge, Craigavon, Newry & Mourne	16 West Street Portadown, CORCRAIN BT62 3PD	Tel: 0845 300 6360 Minicom:0845 300 6361 E-mail: <a href="mailto:southern.rating@lpsni.gov.uk">southern.rating@lpsni.gov.uk</a>
<b>Omagh</b>	Cookstown, Dungannon, Fermanagh, Omagh	Boaz House 15 Scarffe's Entry, DERGMONEY LOWER Omagh BT78 1JG	Tel:0845 300 6360 Minicom: 0845 300 6361 E-mail: <a href="mailto:southwesternrating@lpsni.gov.uk">southwesternrating@lpsni.gov.uk</a>

## LPS Rating Functions

Section Main	Functions	Address	Contact Details
Housing Benefit Central Unit	Administer the Housing Benefit and Rate Relief schemes	Londonderry House, 21-27 Chichester Street, TOWN PARKS, Belfast BT1 4JB	Tel: 0845 300 6360 Minicom: 0845 300 6361  e-mail: <a href="mailto:housingbenefit.rating@lpsni.gov.uk">housingbenefit.rating@lpsni.gov.uk</a>
Lone Pensioner Allowance	Administer the Lone Pensioner Allowance scheme	Londonderry House, 21-27 Chichester Street, TOWN PARKS, Belfast BT1 4JB	Tel: 0845 300 6360 Minicom: 0845 300 6361
Disabled Persons Allowance	Administer the Disabled Persons Allowance scheme	Londonderry House, 21-27 Chichester Street, TOWN PARKS, Belfast BT1 4JB	Tel: 0845 300 6360 Minicom: 0845 300 6361  e-mail: e-mail: <a href="mailto:housingbenefit.rating@lpsni.gov.uk">housingbenefit.rating@lpsni.gov.uk</a>
Central Collection	Administer the Direct Debit Scheme. Administer collection of rates from public bodies and private HB from NIHE	Londonderry House, 21-27 Chichester Street, TOWN PARKS, Belfast BT1 4JB	Tel: 0845 300 6360 Minicom: 0845 300 6361  e-mail: <a href="mailto:directdebit.rating@lpsni.gov.uk">directdebit.rating@lpsni.gov.uk</a>
Landlords Section	Administer landlord accounts and student relief	Londonderry House, 21-27 Chichester Street, TOWN PARKS, Belfast BT1 4JB	Tel: 0845 300 6360 Minicom: 0845 300 6361  e-mail: <a href="mailto:landlords.rating@lpsni.gov.uk">landlords.rating@lpsni.gov.uk</a>
None – Domestic Vacant Rating (NDVR)	Administer the NDVR scheme	Londonderry House, 21-27 Chichester Street, TOWN PARKS, Belfast BT1 4JB	Tel: 0845 300 6360 Minicom: 0845 300 6361  e-mail: <a href="mailto:vacant.rating@lpsni.gov.uk">vacant.rating@lpsni.gov.uk</a>
Further Legal Action Team	Progress recovery cases through insolvency procedures	Londonderry House, 21-27 Chichester Street, TOWN PARKS, Belfast BT1 4JB	Tel: 0845 300 6360 Minicom: 0845 300 6361  e-mail: <a href="mailto:FlacRating.LPSNI@dfpni.gov.uk">FlacRating.LPSNI@dfpni.gov.uk</a>

**Queries regarding valuation of properties should be directed to the district office which covers the Council in which the property is located.**

Valuing Domestic & Non Domestic properties, maintaining Valuation Lists and carrying out revaluations Valuation requests from HMRC negotiating price for purchase/sale of property by public bodies: Agreeing compensation where property or land is the subject of a compulsory purchase order.

Office	Council Areas	Address	Contact Details
<b>Ballymena</b>	Ballymena, Carrickfergus, Larne, Moyle, Newtownabbey:	Government Offices, George Street, TOWN PARKS Ballymena. BT43 5AP	Phone 028 25660700 Fax 028 25660711 <a href="mailto:Ballymena.valuation@lpsni.gov.uk">Ballymena.valuation@lpsni.gov.uk</a>
<b>Londonderry</b>	Coleraine, Derry, Limavady, Magherafelt, Strabane:	Waterside House, 75 Duke Street, GOBNASCALE Londonderry. BT47 1FP	Phone 028 71319000 Fax 028 71319087 <a href="mailto:Londonderry.valuation@lpsni.gov.uk">Londonderry.valuation@lpsni.gov.uk</a>
<b>Bangor</b>	Ards, Castlereagh, North Down:	Crown Buildings, Hamilton Road, CORPORATION Bangor. BT20 4LQ	Phone 028 91279111 Fax 028 91471644 <a href="mailto:Bangor.valuation@lpsni.gov.uk">Bangor.valuation@lpsni.gov.uk</a>
<b>Lisburn</b>	Antrim, Banbridge, Down, Lisburn:	1 The Sidings, Antrim Road, LISNASGARVEY Lisburn. BT28 3AJ	Phone 028 92623500 Fax 028 92623555 <a href="mailto:Lisburn.valuation@lpsni.gov.uk">Lisburn.valuation@lpsni.gov.uk</a>
<b>Belfast</b>	Belfast:	Queen's Court, 56-66 Upper Queen Street, TOWN PARKS Belfast. BT1 6FD	Phone 028 90250700 Fax 028 90543930 <a href="mailto:Belfast.valuation@lpsni.gov.uk">Belfast.valuation@lpsni.gov.uk</a>
<b>Craigavon</b>	Armagh, Craigavon, Newry & Mourne:	Marlborough House, Central Way, TAMNAFIGLASSAN Craigavon. BT64 1AD	Phone 028 38341144 Fax 028 38320177 <a href="mailto:Craigavon.valuation@lpsni.gov.uk">Craigavon.valuation@lpsni.gov.uk</a>
<b>Omagh</b>  All Offices open Monday – Thursday 9:30 – 16:30 and Friday 10:00 – 16:30	Cookstown, Dungannon, Fermanagh, Omagh:	Boaz House, 19 Scarffes Entry, DERGMONEY LOWER Omagh. BT78 1JE	Phone 028 82254888 Fax 028 82254880 <a href="mailto:Omagh.valuation@lpsni.gov.uk">Omagh.valuation@lpsni.gov.uk</a>

Office	Services	Address	Contact Details
<p><b>Valuation Functions:</b></p> <p>Open Monday – Thursday 9:30 – 16:30 and Friday 10:00 – 16:30</p>	<p>Appeals on District Valuers decision and Reviews of Rating legislation &amp; preparation for Rating Revaluations. General Estate management advice to NI public sector. Management of public sector property assets. Certified Extracts – Copy information from a Valuation List</p>	<p>Queen's Court, 56-66 Upper Queen Street, TOWN PARKS Belfast. BT1 6FD</p>	<p>Phone 028 90543774 Fax 028 90543770</p> <p>Phone 028 90543938 Fax 028 90543750 Phone 028 90543938 Fax 028 90543750 Phone 028 90543839 Fax 028 90543750</p>