

Dear Conveyancer / Solicitor,

I am writing to inform you that I intend to order my property searches directly through **Property Searches Direct Ltd**, rather than through a third party.

Property Searches Direct is an established personal search company operating in England and Wales and is fully compliant with the **Search Code**, as regulated and independently audited by the **Property Codes Compliance Board (PCCB)**. Compliance with the Search Code provides assurance that searches are produced to recognised industry standards, with transparency, accountability, and consumer protection at the forefront.

Property Searches Direct:

- Is **Search Code registered** and subject to independent audit by the PCCB
- Operates in accordance with all requirements of the **Search Code**, including complaints handling and redress
- Holds **appropriate Professional Indemnity Insurance** that meets Search Code and lender requirements
- Provides **regulated personal search products** suitable for use by buyers, sellers, and conveyancers

The Search Code is widely recognised across the conveyancing industry and confirms that regulated personal searches are acceptable where lenders permit regulated products. Many mainstream lenders accept regulated searches that comply with the Search Code and are supported by appropriate insurance and audit arrangements.

**In the event that my chosen lender does not accept regulated searches**, Property Searches Direct will instead provide me with a full set of **official searches obtained directly from the relevant local authority and water company**. Whichever type of search is required, all completed reports will be issued to both you and me as they become available.

The searches I intend to order will therefore be either regulated or official, as required by my lender, fully insured, and produced in line with the standards expected under the Search Code. They are designed to be relied upon by conveyancers in exactly the same way as any other compliant search product.

If you are unable or unwilling to act on the basis of client-ordered, Search Code-compliant searches, please confirm this to me as soon as possible. In that event, I would need to consider seeking alternative representation in order to avoid unnecessary delay or duplication of costs.

I trust this clarifies my position and provides reassurance as to the regulatory standing and suitability of Property Searches Direct and its search products. Should you require any further confirmation regarding compliance, audit status, or insurance, Property Searches Direct will be able to provide this directly upon request.

Yours faithfully,

## FAQ's

### 1. Who are Property Searches Direct?

Property Searches Direct Ltd is a UK-based property search provider operating in England and Wales. We supply both regulated personal searches and official searches and work directly with homebuyers, sellers, and conveyancers.

### 2. Are Property Searches Direct searches regulated?

Yes. Our regulated search products are fully compliant with the **Search Code**, which is independently audited and administered by the **Property Codes Compliance Board (PCCB)**.

### 3. What is the Search Code and why does it matter?

The Search Code is the industry standard for personal search companies. It sets mandatory requirements covering accuracy, transparency, consumer protection, complaints handling, and redress. Compliance confirms that search results can be relied upon within the conveyancing process.

### 4. Are your searches insured?

Yes. Property Searches Direct holds **appropriate Professional Indemnity Insurance** in line with Search Code requirements, providing protection for both consumers and conveyancers relying on our reports.

### 5. Are your searches acceptable to mortgage lenders?

Many mainstream lenders accept **regulated searches** that comply with the Search Code and are supported by appropriate insurance. Where a lender requires **official searches**, we will supply official local authority and water & drainage searches directly from the relevant providers.

### 6. What happens if a lender does not accept regulated searches?

If a lender requires official searches, Property Searches Direct will provide a full set of **official searches obtained directly from the local authority and water company**, ensuring lender requirements are met without delay.

### 7. Will the conveyancer receive the search results directly?

Yes. All completed search reports — whether regulated or official — are issued to **both the client and their appointed conveyancer** as they become available.

### 8. What if further information or verification is required?

If you require confirmation of Search Code registration, insurance details, or product specifications, Property Searches Direct will provide this promptly upon request.