

FREQUENTLY ASKED QUESTIONS

1. Can I receive invoice?

Doncaster Metropolitan Borough Council does not issue invoices in connection with DLRC business. All the necessary information is contained in the quotation letter.

2. Can I receive shapefile?

Due to constraints placed by our licensing agreement with Ordnance Survey, we are unable to supply shapefiles of designated sites boundaries and species distribution. An interactive map showing boundaries of statutory and non-statutory sites is available on our website <http://doncaster.opus3.co.uk/ldf/maps/Biodiversity>.

3. How long do I have to wait for the data?

There are two stages of receiving biological data from DLRC.

Stage 1: After receiving correctly completed request form we will issue quotation within 14 days. During in the last 2 years the quotation has been provided within 5 working days.

Stage 2: Once the quotation is accepted we prepare the data. The data will be sent within 14 days from receiving the payment confirmation from our finance department.

We would like to stress that processing complex requests in particularly busy time may cause longer turnaround times. In this situation you will be informed of the expected waiting time for the data.

4. Is there additional cost for faster service?

Due to the fact that DLRC does not prioritise one enquires over others we do not provide a faster service DLRC. However, we make the most effort to provide the data to our clients as soon as possible.

5. Can I use provided in the report maps as a supplement in my report?

Provided maps can be used as a supplement as long as they are no bigger than A4 and have the copyright statement on them.