

**PUBLIC RECORDS POLICY
FOR
REGISTER OF DEEDS OF
SHELBY COUNTY, TENNESSEE**

Pursuant to Tennessee Code Annotated §10-7-503(g), the following Public Records Policy for the Office of the Register of Deeds of Shelby County, Tennessee is hereby adopted to provide economical and efficient access to public records as provided under the Tennessee Public Records Act (“TPRA”) in Tennessee Code Annotated §10-7-501, *et seq.*

The TPRA provides that all state, county and municipal records shall, at all times during business hours, which for public inspection shall be during the business hours of their administrative offices, be open for personal inspection by any citizen of this State, and those in charge of the records shall not refuse such right of inspection to any citizen, unless provided by state law. *See* Tenn. Code Ann. §10-7-503(a)(2)(A). Accordingly, the public records of Shelby County Register of Deeds, Tennessee are presumed to be open for inspection unless otherwise provided by law.

Personnel of the Shelby County Register of Deeds shall timely and efficiently provide access and assistance to persons requesting to view or receive copies of public records. No provisions of this policy shall be used to hinder access to open public records. However, the integrity and organization of public records, as well as the efficient and safe operation of Shelby County Register of Deeds, Tennessee shall be protected as provided by current law. Concerns about this policy should be addressed to the Public Records Request Coordinator for Shelby County Register of Deeds, Tennessee or to the Tennessee Office of Open Records Counsel (“OORC”).

This policy is available for inspection and duplication in the office of the Shelby County Register of Deeds. This policy is posted online at:
<https://register.shelby.tn.us/media/forms/PublicRecordsPolicy.pdf>

I. Definitions:

- A. Records Custodian: The office, official or employee lawfully responsible for the direct custody and care of a public record. *See* Tenn. Code Ann. §10-7-503(a)(1)(C). The records custodian is not necessarily the original preparer or receiver of the record.
- B. Public Records: All documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, films, sound recordings, or other material, regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business by an governmental agency. *See* Tenn. Code Ann. §10-7-503(a)(1)(A).
- C. Public Records Request Coordinator: The individual, or individuals, designated in section III, A. 3 of this policy who has, or have, the responsibility to insure public records requests are routed to the appropriate records custodian and are fulfilled in accordance with the TPRA. *See* Tenn. Code Ann. §10-7-503(a)(1)(B). The Public Records Request Coordinator may also be a records custodian.
- D. Requestor: A person seeking access to a public record, whether it is for inspection or duplication.

II. Requesting Access to Public Records:

- A. Public record requests shall be made to the Public Records Request Coordinator (“PRRC”) or his/her designee in order to insure public records requests are routed to the appropriate records custodian and fulfilled in a timely manner.
- B. Requests for inspection only cannot be required to be made in writing. The PRRC should request a mailing address from the requestor for providing any written communication required under the TPRA.

Shelby County Register of Deeds

- 1. Requests for inspection of Shelby County Register records may be made orally or in writing at 1075 Mullins Station Rd, Bldg. W3, Suite W165 Memphis, TN 38134, or by phone at (901)222-8100. The request may also be submitted by email as follows: register@shelbycountyttn.gov.
- 2. Requests for copies, or requests for inspection and copies, shall be made orally or in writing at 1075 Mullins Station Rd, Bldg. W3, Suite W165 Memphis, TN 38134. The request may also be submitted by email as follows: register@shelbycountyttn.gov.

Shelby County Register of Deeds/Archives

- 3. Requests for inspection of Shelby County Register/Archives may be made orally or in writing at 980A Nixon Dr. Memphis, TN 38134, or by phone at (901)222-8175. The request may also be submitted by email as follows: archives2@shelbycountyttn.gov.
- 4. Requests for copies, or requests for inspection and copies, shall be made orally or in writing at 980A Nixon Dr. Memphis, TN 38134, or by phone at (901)222-8175. The request may also be submitted by email as follows: archives2@shelbycountyttn.gov.
- C. Shelby County Register of Deeds’ property records and some of Shelby County Register of Deeds/Archives records are available free of charge online at <https://register.shelby.tn.us>.

III. Responding to Public Records Requests:

- A. Public Records Request Coordinator (PRRC).
 - 1. The PRRC shall review public records request and make an initial determination of the following:
 - a. That the records requested are described with sufficient specificity to identify them; and
 - b. If the governmental entity is the custodian of the records.
 - 2. The PRRC shall acknowledge receipt of the request and take any of the following appropriate action(s):
 - a. Advise the requestor of this policy and the elections made regarding:
 - i. form(s) required for copies;
 - ii. fees (and labor threshold and waivers, if applicable);
 - iii. aggregation of multiple or frequent requests.
 - b. If appropriate, deny the request in writing, providing the appropriate ground, such as one of the following:
 - i. an exemption makes the record not subject to disclosure under the TPRA (provide the exemption in written denial);

- ii. the governmental entity is not the custodian of the requested records; or
 - iii. the records do not exist.
 - iv. This office does not provide title searches. We cannot, for example, search for all liens or restrictions on a property.
 - v. This office does not provide broad searches of all record series/types, for example a search of all available records for an individual.
 - c. If appropriate, contact the requestor to see if the request can be narrowed.
 - d. Forward the records request to the appropriate records custodian in the appropriate governmental department in order to obtain the appropriate records.
 - e. If requested records are in the custody of a different governmental entity, and the PRRC knows the correct governmental entity, advise the requestor of the correct governmental entity and PRRC for that entity if known.
3. The designated PRRC is (are):
- a. Buddy Plunk at
Shelby County Register of Deeds
1075 Mullins Station Rd, Bldg. W3, Suite W165 Memphis, TN 38134
901-222-8100 phone
901-222-8134 fax
register@shelbycountyttn.gov

and/or
 - b. Vincent L. Clark at
Shelby County Register of Deeds/Archives
980A Nixon Dr. Memphis, TN 38134
901-222-8175 phone
901-222-8177 fax
register@shelbycountyttn.gov
4. The PRRC shall report to the governing authority on an annual basis about the governmental entity's compliance with the TPRA pursuant to this policy and shall make recommendations, if any, for improvement or changes to this policy.
- B. Records Custodian.
- 1. Upon receiving a public records request, a records custodian shall promptly make requested public records available in connection with Tennessee Code Annotated §10-7-503. If the records custodian is uncertain that an applicable exemption applies, the custodian may consult with the PRRC, counsel, or the OORC.
 - 2. If not practicable to promptly provide requested records because additional time is necessary to determine whether the requested records exist; to search for, or retrieve, or otherwise gain access to records; to determine whether the records are open; to redact records; or for other similar reasons, then a records custodian shall, within seven (7) business days from the records custodian's receipt of the request, send the requestor a completed public records request response form which is attached as Form "2", based on the form developed by the OORC.

3. If a records custodian denies a public records request, he or she shall deny the request in writing as provided in section III.A.2.b. using the public records request response form.
4. If a records custodian reasonably determines production of records should be segmented because the records request is for a large volume of records, or additional time is necessary to prepare the records for access, the records custodian shall use the public records request response form to notify the requestor that production of the records will be in segments and that a records production schedule will be provided as expeditiously as practicable. If appropriate, the records custodian should contact the requestor to see if the request can be narrowed.
5. If a records custodian discovers records responsive to a records request were omitted, the records custodian should contact the requestor concerning the omission and produce the records as quickly as practicable.

C. Redaction:

1. If a record contains confidential information or information that is not open for public inspection, the records custodian, whenever possible, will prepare a redacted copy prior to providing access. If questions arise concerning redaction, the records custodian should coordinate with counsel or other appropriate parties regarding review and redaction of records. The records custodian and the PRRC may also consult with the OORC.
2. Whenever a redacted record is provided, a records custodian should provide the requestor with the basis for redaction. The basis given for redaction shall be general in nature and not disclose confidential information.

IV. Inspection of Records.

- A. There shall be no charge for the inspection (without copies) of open public records on site.
- B. The location for inspection of records within the offices of Shelby County, Tennessee Register of Deeds is:

1075 Mullins Station Rd, Bldg. W3, Suite W165 Memphis, TN 38134. Records are available for inspection during business hours which are Monday through Friday 8 am to 4:15 pm. Exceptions would be for all holidays on the Shelby County annual holiday schedule available on the Register's [website](#) and with prior notice of office closure. Documents placed of record are also available online free of charge at <https://register.shelby.tn.us>.

- C. The location for inspection of records within the offices of Shelby County, Tennessee Archives is:

980A Nixon Dr. Memphis, TN 38134. Records are available for inspection during business hours which are Monday through Friday 8 am to 4:30 pm. Exceptions would be for all holidays on the Shelby County annual holiday schedule available on the Register's [website](#) and with prior notice of office closure. Documents placed of record are also available online free of charge at <https://register.shelby.tn.us>.

- D. Under reasonable circumstances, the PRRC or a records custodian may require an appointment for inspection or may require inspection of records at an alternate location. If an appointment is needed, it must be during regular business hours.

V. Copies of Records.

- A. A records custodian shall promptly respond to a public records request for copies in the most economic and efficient manner practicable.
- B. Copies will be available for pickup at a location specified by the records custodian.
- C. Upon payment for postage, copies will be delivered to the requestor's home address by the United States Postal Service.

VI. Fees and Charges and Procedures for Billing and Payment.

- A. Fees and charges for copies of public records should not be used to hinder access to public records.
- B. Records custodians shall provide requestors with an itemized estimate of the charges prior to producing copies of records and may require prepayment of such charges before producing requested records.
- C. Fees and charges for copies are as follows:
 - 1. \$0.50 per page for letter – and legal-size black and white copies.
 - 2. \$1.50 per page for plat size black and white copies.
 - 3. \$1 per page for color copies (if the documents are in color and it is requested) for letter – and legal-size copies. Color copies of oversized materials is not available, though black and white photocopies or color scans are available.
 - 4. \$1.00 per page for certified copy of letter-and legal-size b/w copies.
 - 5. \$5.00 for certified plat size black and white copies.
 - 6. No charge for copies of DD-214 discharge documents.
 - 7. “Labor” when time exceeds one (1) hour. “Labor” is the time (in hours) reasonably necessary to produce requested records, including the time spent locating, retrieving, reviewing, redacting, and reproducing records. The labor rate is \$22 an hour after the first hour.
 - 8. If an outside vendor is used, the actual cost assessed by the vendor.
 - 9. For Tennessee Residents, retrieval and reproduction fees are \$5. That includes up to 5 photocopies/scans and \$0.50 thereafter for additional photocopies/scans.
 - 10. For Out of state residents, retrieval and reproduction fees are \$10 plus the standard photocopy/scan fee. After the first half hour, the hourly labor rate will apply.
- D. Payment is to be made in cash, business check, credit card or money order payable to Shelby County Register of Deeds.
- E. Payment in advance may be required.

VII. Aggregation of frequent and multiple requests.

- A. Shelby County, Tennessee may aggregate record requests in accordance with the frequent and multiple request policy promulgated by the OORC when more than four (4) requests are received within a calendar month (either from a single individual or a group of individuals deemed working in concert).
- B. If aggregating:

1. The level at which records requests will be aggregated is four (4) requests within a calendar month (whether by agency, entity, department, office or otherwise).
2. The PRRC is responsible for making the determination that a group of individuals are working in concert. The PRRC or the records custodian must inform the individuals that they have been deemed to be working in concert and that they have the right to appeal the decision to the OORC.
3. Some routinely released and readily accessible records may be excluded from aggregation.