

TIPS FOR SUCCESSFUL PUBLIC INFORMATION REQUESTS

1. The General Land Office suggests that you send your request for public information to their designated Public Information Officer, Hadassah Schloss. You may send your request via U.S. mail, e-mail, and fax or in person. Be sure to keep a copy of your original request and, if mailed, proof of its receipt by the General Land Office.
2. Your request for information must be in writing. The Public Information Act specifies that written requests trigger the General Land Office's obligation under the law.
3. Your request should be as clear and specific as possible. This will allow the General Land Office to identify precisely what information you are requesting. If the request is not clear, the General Land Office will ask for clarification or narrowing of the request which will further delay your receipt of the requested information. Please be sure to put your contact information in your request in case we need to contact you for the above purposes.
4. Your request should be for documents or other information that is already in existence. The Public Information Act does not require the General Land Office to create new documents or policies in response to a request for information. The General Land Office is not required to answer questions, perform legal research, or comply with a continuing request to supply information on a periodic basis as such information is prepared in the future.
5. If you believe that the General Land Office has not responded as required by the Public Information Act, we recommend that you contact the Attorney General's Office Open Records Division Hotline at (512) 478-6736 or toll-free (877) 673-6839, or contact your local District Attorney or County Attorney.