

Land Registry

Landnet

48

July 2015

In this issue

Land
Registry's
customer
magazine



Welcome to *Landnet* 48.

E-Despatch is another big step forward in providing fast, efficient and secure electronic land registration services.

Even when Business e-services customers send us paper applications we will now return the results online, unless they are first registrations or large, complex plans.

We always remember however that digital services are a means not an end. As our Local Land Registrars emphasise in our feature, the integrity of the register remains our top priority in everything we do.

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Landnet can be made available in other formats on request. If you require *Landnet* in another format, please contact Customer Support using our [online form](#) or on 0300 006 0411.

To receive a bulletin every time *Landnet* is published, please send your name, job title and email address to gavin.curry@landregistry.gsi.gov.uk

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Customers receive more application results online

More application results are being returned instantly and securely to customers' Land Registry portal accounts – even if the application was sent through the post.

The launch of our e-Despatch service on Monday 13 July means that if a customer has a portal account, nearly all of their application results will now be returned online.

The exceptions are first registration results and large, complex plans, which will continue to be sent by post.

Customers without portal accounts will also continue to receive application results through the post.

Retrieving results

Customers who have portal accounts can access their application results from the portal PDF Downloads area. The documents are available to view for 30 calendar days (inclusive of the application completion date).

Enhancements to the PDF Downloads area enable customers to choose whether they view all of

their organisation's downloads, any new downloads or previously viewed downloads.

They can filter results by:

- My downloads
- Business Unit downloads
- Postal applications downloads
- Another user's downloads.

Customers can also search by title number or their customer reference to find a specific application.

You can view the [step-by-step guidance](#) and [set up an RSS feed](#) to receive notifications when new application results arrive in their portal account.

Customers who don't have portal accounts can [sign up to the portal](#) for quicker, secure online transactions.

Whether customers have a portal account or not, all postal applications should be sent to our central PO Box/DX address to ensure they are received and [entered on the daylist as quickly as possible](#).

Local Land Charges plans in national spotlight

Land Registry's programme to create a single digital Local Land Charges register was presented to local authority officers from across the country at a national event.

The annual Local Government Association conference in Harrogate provided a chance to explain our plans to some of the most influential figures in the sector.

They also told us about how their councils operate their registers, information which will support the transfer of their records to our digital system.



“It was a great opportunity to meet delegates as we know there is a lot of interest in our proposals,” said Local Authority Stakeholder Manager Rhonda Griffiths.

Policy and Stakeholder Engagement Manager Jamie Winch said the local authority officers were keen to understand the level of planning and scrutiny in our programme.

“The Chief Executives we met were also pleased to receive feedback that their authorities had been assisting our team and were keen to help in future,” he said.

Work on our programme follows legislation given Royal Assent in February.

To learn more about the programme please [see our web pages](#) or email our team at llcproject@landregistry.gsi.gov.uk.

New Principal Judge for land registration tribunals

Judge Elizabeth Cooke is the new Principal Judge of the Land Registration division of the Property Chamber, First-tier Tribunal.

The Land Registration division was created in July 2013 to hear disputes referred by the Chief Land Registrar. It replaced the Office of the Adjudicator to HM Land Registry.

The division also has jurisdiction to hear disputes about network access agreements and a free-standing jurisdiction to rectify documents pursuant to section 108 of the Land Registration Act 2002.

Judge Cooke was appointed Principal Judge from 1 June this year, following the retirement of Edward Cousins in 2014.

A solicitor, her training at Withers in the 1980s instilled in her a love of complex property law. She left practice in 1991 and obtained an LLM (Master of Laws) in Property Law from the University of Reading in 1992, and was then appointed a lecturer in the Reading Law School and awarded a personal chair in 2003.

While at Reading she taught and published extensively on a wide range of property law issues; her books include *Estoppel* (2000), *The new law of land registration* (2002) and *Land Law* (in the Oxford Clarendon series, 2006 and 2012).

From 2008 to 2015 Judge Cooke served as a Law Commissioner for England and Wales. She was responsible for the commission's reports on property, family and trust law during that period, including *Easements, Covenants and Profits a Prendre* (2011), *Electronic Communications Code* (2013), *Conservation Covenants* (2014) and *Rights to Light* (2014).

She worked on the early stages of the commission's new project on land registration from its beginnings in 2014 and is continuing to assist the commission with that project, so as to maintain its momentum pending the appointment of a new commissioner.

Judge Cooke has been a criminal recorder since 2009 and a Deputy High Court Judge since 2013, sitting in the Administrative Court, and she will continue in these roles alongside her new position.

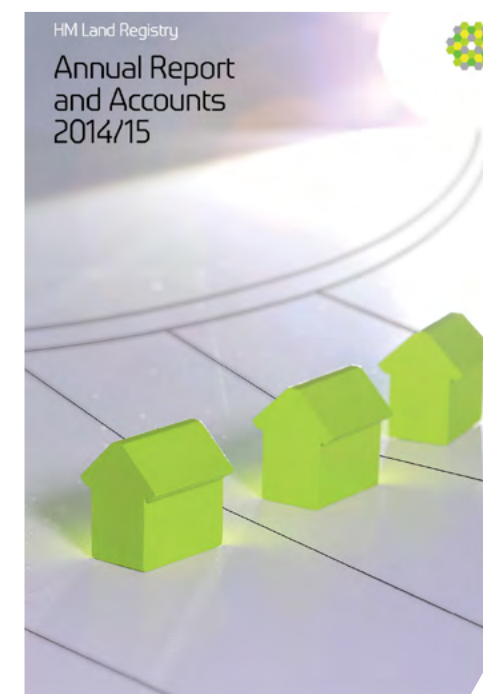
Her hobbies include rock climbing, baroque chamber music and, as she puts it, "watching the children take off in unexpected directions".



Judge Elizabeth Cooke
Photo by Vikki Ellis

Annual Report and Accounts 2014/15

Our [Annual Report and Accounts 2014/15](#) outline our main achievements over the year along with the risks and issues we faced.



Support for complaints project welcomed



Independent Complaints Reviewer
Elizabeth Derrington

Independent Complaints Reviewer Elizabeth Derrington has welcomed our involvement in a government project looking at ways to make it easier to complain about public sector services.

Land Registry is working with the Cabinet Office and the Department for Work and Pensions to pilot new approaches and ideas.

“I very much welcome Land Registry’s involvement in this important project,” said Ms Derrington in her [annual report for 2014/15](#).

“Its experience over many years of developing its own complaints process into a highly effective tool for learning the lessons of complaints will enable it to make a strong contribution.”

Anyone who has made a complaint to Land Registry and is dissatisfied with the outcome can ask the Independent Complaints Reviewer (ICR) to review the matter.

In 2014/15 Ms Derrington and her team accepted 42 complaints for investigation, up from 29 the previous year. They fully or partially upheld 32 per cent of the issues arising from the complaints, against 33 per cent in 2013/14.

As a result of her findings Ms Derrington made 28 recommendations to Land Registry, of which 36 per cent were for an apology and 32 per cent for a consolatory payment.

In others cases she recommended a review of procedures and/or guidance, a reminder to staff of existing procedures and/or guidance or a review of or improvements to public information.

“Land Registry has continued to respond positively and has given serious consideration to all my recommendations – even where, in the case of recommendations for systemic improvement, it has ultimately decided that the action proposed would be impracticable,” said Ms Derrington in her report.

“ICREST [Land Registry’s ICR Evaluation & Study Team] continues to facilitate and monitor the implementation of systemic recommendations. I have been impressed by its ability to draw lessons from all aspects of my reports, even regarding issues which had not formed part of the actual complaint.”

This has included improving our communication with customers in relation to boundaries, adverse possession, amendments to title

plans, identity requirements and searches of the index map.

Ms Derrington is supported by a small team of staff seconded from Land Registry but her office is not a part of Land Registry and she is not a civil servant.



Independent Complaints Reviewer
(ICR) for Land Registry
[Annual Report 2014/15](#)

Award-winning diversity drive 'benefits customers'

Land Registry's commitment to achieving a diverse and inclusive workplace – recognised by a national award – will help customers as well as staff, says our Head of Diversity.

Earlier this month we won the enei (Employers Network for Equality)

and Inclusion) Representative Workforce Award.

The award recognises our efforts to implement extensive internal diversity monitoring for staff which provides us with a more accurate picture of the profile of our workforce.

Understanding the composition of our workforce has enabled us to identify, tackle and prevent issues that would otherwise undermine

employee engagement and productivity.

Head of Diversity Julie Dennis said: "Land Registry is committed to creating an inclusive working environment to take advantage of the benefits that a diverse workforce offers. This in turn helps us to better serve our customers."

The [enei awards](#) nationally recognise and celebrate the achievements of organisations that

have taken a lead in challenging discrimination and are working inclusively to tap into their talented workforce



Head of Diversity Julie Dennis (centre) and Human Resources Director Caroline Anderson (second left) receive the award with colleagues

Transaction Data June 2015

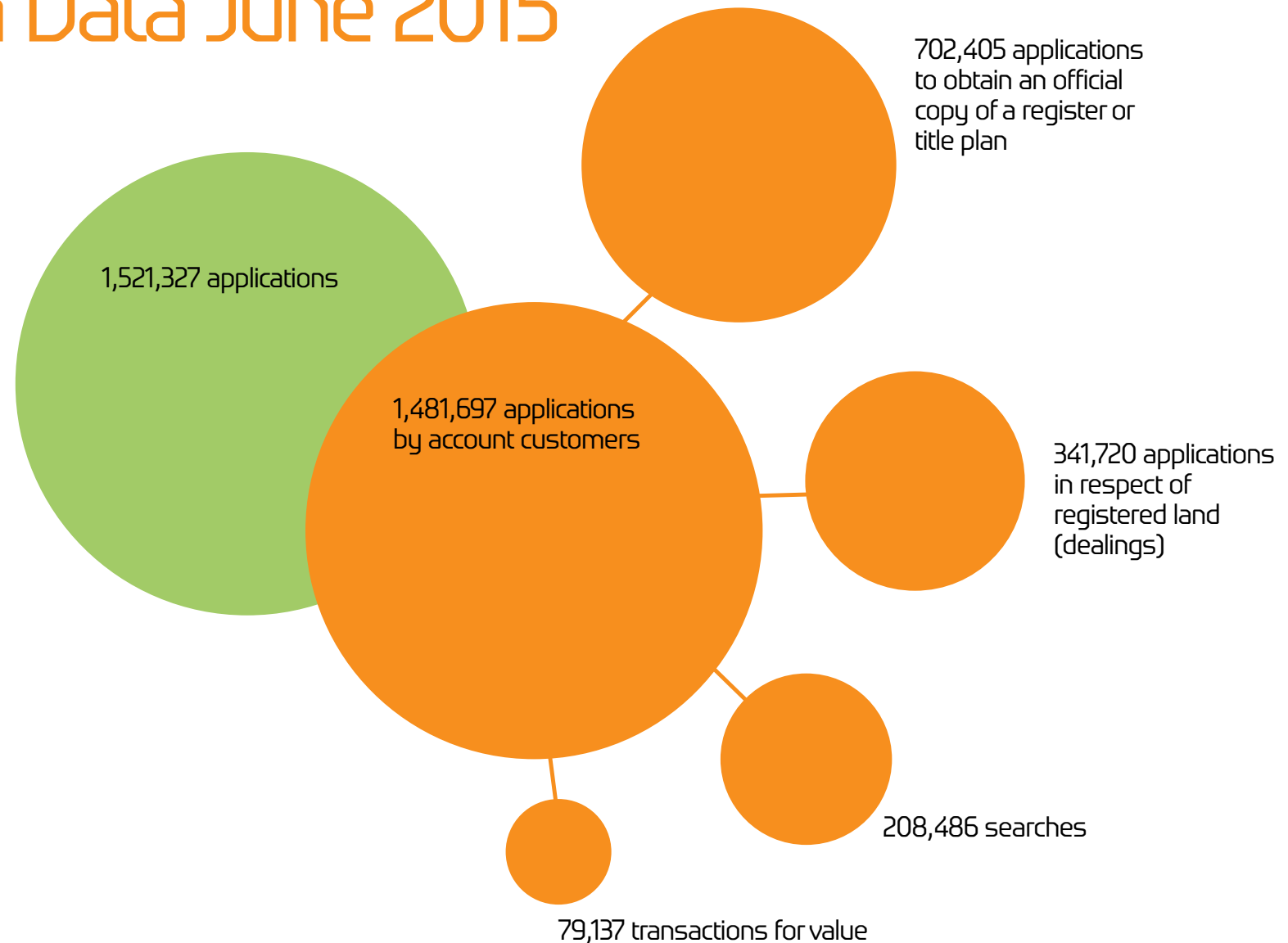
Our Transaction Data is a monthly guide to the applications we complete.

The latest set shows we completed 1,521,327 applications in June, including 1,481,697 by account customers.

Of the latter 341,720 were applications in respect of registered land (dealings), 702,405 were applications to obtain an official copy of a register or title plan, 208,486 were searches and 79,137 were transactions for value.

For the full June figures [see our website](#).

The July figures will be published on Friday 21 August.

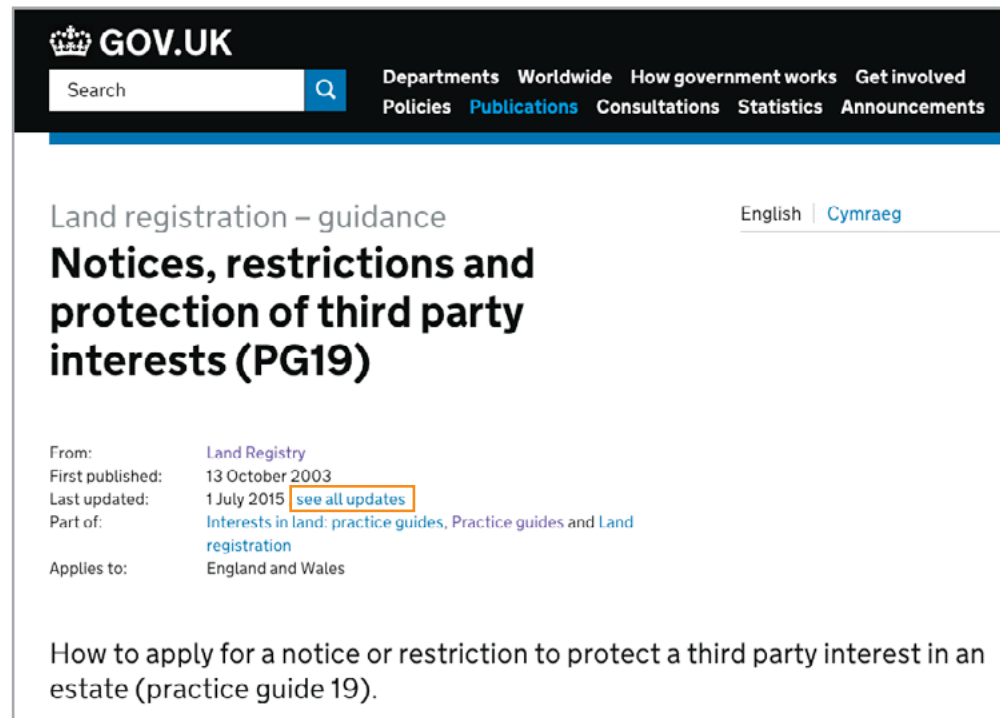


How to view practice guide change history on GOV.UK

Did you know you can see the details of any change we've made to a practice guide?

See the page history

On a practice guide summary information page, such as [Practice Guide 19](#), click on the 'see all updates' link. This will take you to the page history.



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Land registration – guidance English | Cymraeg

Notices, restrictions and protection of third party interests (PG19)

From: Land Registry
First published: 13 October 2003
Last updated: 1 July 2015 [see all updates](#)
Part of: [Interests in land: practice guides](#), [Practice guides](#) and [Land registration](#)
Applies to: England and Wales

How to apply for a notice or restriction to protect a third party interest in an estate (practice guide 19).

Click on '+ full page history'. This will reveal the date, time and detail of any updates.

Published:
13 October 2003

Updated:
1 July 2015
[+ full page history](#)

1 July 2015 11:53am
Link to the advice we offer added.

26 May 2015 6:00am
Section 2.7.2 has been amended to clarify how panel 12 of form UN1 should be completed.

13 October 2003 12:00am
Added translation

Keep up to date

To receive an email whenever we publish or update publications on GOV.UK (including practice guides) please [sign up for our alerts](#).

We need your feedback

If you have any thoughts about GOV.UK please [email us](#).

New form supports cancellation of restrictions


A new form has been introduced to support an application to cancel a Form A restriction.

Form ST5, [available in Word and PDF formats](#), acts as a statement of truth in such cases.

Before cancelling a restriction in Form A in the proprietorship register, we must be satisfied that the restriction is no longer required.

This will often be because the land is no longer subject to a trust. A trust of land exists when the formal ownership of the land is separated from the underlying ownership.

[Practice Guide 6 – Devolution on the death of a registered proprietor](#) and [Practice Guide 73 – Statements of truth](#) have been amended to take into account the introduction of the form.



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Form English | Cymraeg

Cancellation of restriction: statement of truth (ST5)


From: Land Registry
First published: 29 June 2015
Part of: Land Registry forms
Applies to: England and Wales

Form ST5: Statement of truth in support of an application to cancel a Form A restriction.

Documents



[Cancellation of restriction: statement of truth \(ST5\)](#)
MS Word Document, 35.4KB
This file may not be suitable for users of assistive technology.
[Request a different format.](#)



[Cancellation of restriction: statement of truth \(ST5\)](#)
PDF, 161KB, 2 pages
This file may not be suitable for users of assistive technology.
[Request a different format.](#)

Filling in our forms

Some of the information in forms sent to Land Registry, whether electronically via our electronic Document Registration Service or in paper format, is not always legible.

When completing forms please always use black ink and block capitals for any parts that are not typed.

From Monday 3 August all our forms will include a reminder about this.

Meet our Local Land Registrars

Land Registry's eight Local Land Registrars are our senior lawyers with day-to-day involvement in applications for registration.

It's their job to make final decisions in the more complex, sensitive and contentious land registration cases while leading their knowledgeable and experienced legal teams and working with their colleagues as a national team.

Some of the Local Land Registrars have worked for Land Registry for many years while others have joined very recently.

In the next few issues of *Landnet* we'll be introducing our Local Land Registrars, beginning with Emily d'Albuquerque and Geraint Davies.



Emily d'Albuquerque

Emily d'Albuquerque

Emily joined Land Registry this spring after six years working in agricultural law at solicitors Wilkin Chapman LLP.

Following a degree in English and Philosophy, Emily studied for two years at the College (now University) of Law in Birmingham before completing her training at the Lincolnshire and East Yorkshire firm.

At Wilkin Chapman her clients included individual farmers, partnerships and companies. Her work ranged from conveyancing of agricultural land, including registrable tenancies, to handling disputes and complex first registrations.

Joining Land Registry as a Local Land Registrar was "a chance to see behind the curtain and become more involved in the technical side of things", said

cont'd

Emily, a Fellow of the Agricultural Law Association.

“My intention is to approach my work as pragmatically as possible but all the time keeping in mind the integrity of the register. We are not here to cause difficulties for conveyancers but we have to focus on the overriding need to maintain the integrity of the register rather than the individual commercial transaction.

“We want to make life as easy as possible within the constraints that exist so it’s really important we design Land Registry systems with customer needs in mind and are aware of the particular concerns they are facing in the property market.”

Emily leads a team of lawyers at Durham Office.



Geraint Davies

Geraint Davies

Geraint has all-round experience of property law and transactions from working as a solicitor in private practice, for a licensed conveyancer and for a local authority.

He joined Land Registry this spring from Vale of Glamorgan Council, where he was a Senior Lawyer in the litigation team with responsibility for planning and highways matters.

Geraint qualified as a solicitor in 1998 following a first degree in Business Administration at Wake Forest University in North Carolina and two years’ study at Nottingham Law School. In between he worked at Equitable Life before pursuing his original vocation of the law.

For 12 years he worked in conveyancing and commercial property, mainly with Rees Wood Terry Solicitors in Cardiff and then Abbey Law in Bristol.

Before joining Vale of Glamorgan Council, Geraint worked for Countrywide Property Lawyers in Cardiff.

“I can draw on my experience of working in different types of

conveyancing practice, first of all with two more traditional private practices and then a volume conveyancer,” said Geraint. “I’ve seen the different needs of both and the differing dynamics between them and Land Registry.

“Our predominant focus here is on the integrity of the register but that goes hand in hand to a large degree with the customer focus I’ve seen Land Registry develop over the last 15 years.”

Geraint leads a team of lawyers at Leicester, Coventry and Telford offices.

Practice guides

You can find the latest versions of all our [practice guides](#) on our website.

[Practice Guide 6 – Devolution on the death of a registered proprietor](#) and [Practice Guide 73 – Statements of truth](#) have been amended to refer to new form ST5 created to support applications to cancel Form A restrictions.

Section 2.7 of [Practice Guide 9 – Powers of attorney and registered land](#) has been amended as a result of the coming into force of the Lasting Powers of Attorney, Enduring Powers of Attorney and Public Guardian (Amendment) Regulations 2015 on 1 July 2015.

Section 10.3 of [Practice Guide 11 – Inspection and application for official copies](#) has been added to give details of our refund policy.

Section 2.7.2 of [Practice Guide 19 – Notices, restrictions and the protection of third party interests in the register](#) has been amended to clarify how panel 12 of form UN1 should be completed.

Annual Report and Accounts 2014/15

Read our [2014/15 Annual Report and Accounts](#).

Independent Complaints Reviewer's annual report for 2014/15

Our Independent Complaints Reviewer's [annual report for 2014/15](#) describes how we responded to the issues upheld by our complaints reviewer.

Landnet archive

Read [past issues of Landnet](#).