

Land Registry

# Landnet

# 42

July 2014

In this issue

Land  
Registry's  
customer  
magazine



Welcome to *Landnet* 42.

Two of our recently created services continue to attract new users and fresh plaudits.

Property Alert and MapSearch have both proved extremely popular among customers in the months since they were launched. As we report, Property Alert has also won a national IT award for its innovation.

What's the common denominator? Aside from being free to their appropriate audiences, both Property Alert and MapSearch were developed strictly for customers and with customers.

Now both have been further enhanced following customer feedback.

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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 by email [customersupport@landregistry.gsi.gov.uk](mailto:customersupport@landregistry.gsi.gov.uk) or on 0844 892 1111.

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## Land Registry takes on Local Land Charges searches

Land Registry is to become the sole registering authority for Local Land Charges (LLC) in England and Wales and the sole provider of official search results.

We will hold and maintain a single digital LLC register and offer a standardised search service.

Under the existing local authority-based system fees vary between £3 and £96 and turnaround times can be anything between 1 and 20+ days.

Preparatory work on the new service will begin from April 2015 with a phased migration to Land Registry beginning later that year.

The go-ahead from the Government followed a public consultation from 16 January to 9 March on widening our powers and taking on the LLC service. The Government's response can be found [here](#).

We made a number of changes to our original proposals as a result of the consultation, such as dropping a 15-year limit on searches.

Land  
Registry



## Local Land Charges

Changes to the Land Registration Act 2002 and Local Land Charges Act 1975 necessary to offer the service will form part of the proposed Infrastructure Bill which is expected to complete its passage through Parliament by March 2015.

A pilot for CON29 searches will be developed with a number of local authorities and the private sector this year.

### **Local Land Charges professional Moira Livesey is advising Land Registry on the new service**

Moira Livesey has long experience of persuading local authority colleagues of the virtues of digitising Local Land Charges.

Her authority, Bolton Council, has been through two phases of computerising its service, putting it at the forefront of digital providers.

Now working as a part-time adviser on Land Registry's programme, Moira knows both individuals and their employers will have concerns about digitisation and centralisation.

"There was internal opposition at Bolton," Moira recalls. "I had people saying: 'You can't take my records away'."

"But once they had got over the initial shock of records leaving the building it was fine."

Bolton's second and more comprehensive computerisation project was funded by the Local Authority Modernisation Programme at a cost of £1.4 million.

"We have been operational with a live service since 2009," said Moira. "There is more modern technology

out there now but our system is still fairly robust.

"We wanted an end-to-end process where every customer has the same experience and that is what we now offer."

Bolton promises a same-day response for searches submitted before 3pm and makes a single terminal available for personal searches on weekdays and Saturdays. A full search of both the Local Land Charges register and CON29 costs £135.

"We wrote to the solicitors to tell them what was happening," said Moira. "They were reasonably happy with it. They can't believe it's a same-day service!"

Bolton doesn't check the searches but instead deals with queries by exception.

"You have to make sure there's a good quality assurance process before a system goes live," said Moira. "It's not about data cleansing. The term should be data preparation – ensuring it's accessible for customers."

"Staff must think of themselves as data custodians."

cont'd

Moira worked in Local Land Charges with Bury Council from 1979 and Bolton from 1985. In 2002 she became Local Land & Property Gazetteer Manager responsible for addressing, managing Local Land Charges as well from 2007.

Two years later Moria became Manager of the Spatial Data Team, which incorporated Local Land Charges into a much broader role of Geographic Information Systems (GIS) work.

“It’s all about information and making it fit for purpose,” she said.

Her advice to local authorities is to approach Land Registry’s plans in a positive frame of mind. “I would embrace the change,” said Moira. “It’s a phased approach and it’s going to improve things.”

Each council will provide updated entries to the Local Land Charges register to an agreed service level agreement and continue to provide CON29R and CON29O answers, working in partnership with Land Registry.

“There will still be plenty of work to do for local authorities.”

## Selected written guides removed

Some of our practice guides and a technical manual have been removed from our website thanks to the availability of alternative guidance.

Recently we have:

- developed our [YouTube channel](#) to offer a wealth of tutorials and guidance videos about our Business e-services
- provided a number of training modules in our [Customer training](#) section
- integrated guidance for our customers within the services themselves.

While introducing so much new online guidance, we have also looked at where some of our existing written guides are now copied elsewhere. That’s why we have decided to withdraw the following.

### Technical Manual Part 2

With more accessible, easy-to-follow visual demonstrations of how to use our services now available, we have decided to withdraw this manual. We have also made some small amendments to the Technical

Manual Part 1 to remove references to the Technical Manual Parts 1 and 2. This single manual will describe the technical aspects and requirements for using our Business e-services.

At the same time, we have removed the section in the Technical Manual Part 1 which refers to citizen accounts. We will restore this section when necessary.

We have also updated our Code of Practice to refer to the single technical manual. The code governs changes we make to the Network Access Agreement and to the Technical Manual. As we are not changing the substance of the code, we will not be consulting on the changes.

### Practice Guide 45 – *Receiving and replying to notices by email*

When you receive a notice from us by email, we include all the guidance you need to reply.

### Practice Guide 46 – *Land Registry forms*

You can find full details about our forms on our [forms page](#).

### Practice Guide 51 – *Where to send paper applications*

The details are available on our [office finder](#) page.

### Practice Guide 59 – *Receiving and replying to requisitions by email*

When you receive a requisition notice from us, we provide suitable guidance on how to respond.

### Practice Guide 71 – *Electronic services*

You can find full details about our electronic services on the [Business e-services](#) pages of our website.

### Further support

If you need any support when using our services, you can contact our [Customer Support](#).

## Property Alert enhanced after winning national award

Customers of **Property Alert** can now monitor up to 10 properties for free in a major enhancement that follows customer feedback.

The update comes after national recognition for the service in the annual **Real IT Awards**. It was awarded first prize in the Innovation in Business category against competition from firms including E.ON and Standard Life.

The Real IT Awards judges praised the counter-fraud service for its “clear focus on achieving benefits for [Land Registry’s] customers”.

Director of Information Systems Rowland Coombs said he and his colleagues were really pleased Property Alert had been recognised in this way.

“We have always aimed to create an easy-to-use service to help members of the public to detect any unexpected activity on their property which could be fraudulent,” said Rowland.

“More than 9,500 Property Alert accounts have been created to date,



Director of Information Systems Rowland Coombs (centre) and the Property Alert team after accepting the award, pictured with Corporate IT Forum Chairman Andy Willicot (left)

so we know there is a demand for the free service.”

There is an increased risk of property fraud when:

- a property is empty or has been bought to let
- an owner is spending time abroad or absent
- the owner is infirm or in a nursing or care home
- a relationship breaks down
- a property has no mortgage.

We would encourage you to recommend Property Alert to your clients as a further counter-fraud measure they can take.

For more information about property fraud, please see our [web pages](#).



## Positive response to complaint reviews

Land Registry responded positively to all the recommendations made by Independent Complaints Reviewer (ICR) Elizabeth Derrington in 2013/14, according to her [annual report](#).

The ICR team dealt with 127 complaints and carried out full reviews on 22. The remaining complainants were either given advice on taking forward their concerns or the complaint was resolved to their satisfaction following the team's intervention.

The complaints reported on encompassed 55 separate issues of which 18 (33 per cent) were upheld. The remainder were not upheld.

Ms Derrington made 26 recommendations to Land Registry as a result. Thirty-five per cent were for an apology and 23 per cent for a consolatory payment.

The others included a review of procedures and/or guidance, a reminder to staff of existing procedures and/or guidance, and a review of or improvements to public information.

“Land Registry responded positively, giving 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 and I pay tribute to its determination to ensure that lessons are learned and that service to customers is continuously improved.”

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

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.

## Website on the move to GOV.UK

Land Registry is one of more than 300 government agencies and public bodies whose corporate websites are moving to the single government website [GOV.UK](#).

The [Land Registry portal](#) for Business e-services customers and *Find a property* will however remain unchanged.

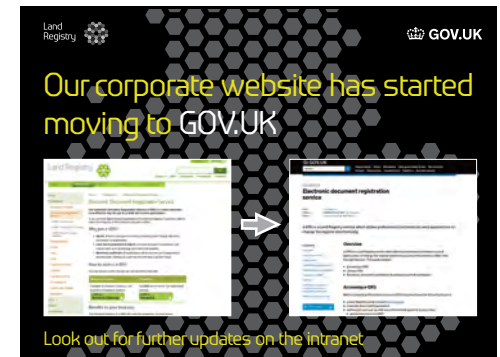
The creation of GOV.UK was initially recommended by UK Digital Champion Martha Lane Fox in her [2010 report](#).

It is designed to make online access to government services and information easier and more consistent.

Our digital team have been working with the Government Digital Service to analyse what visitors do on [www.landregistry.gov.uk](#) and how we can best provide our content on GOV.UK.

Similar pages will be merged and lengthy pages rewritten. Each surviving and new page will then have to be justified as meeting an identified 'user need'.

They will all be categorised and tagged to ensure they can be found within the wider GOV.UK site.



A step-by-step approach is being adopted to ensure there will always be a full site available.

Once our pages have been transferred, existing web addresses and bookmarks will take you to the right place on GOV.UK.

Our [regular blogs](#) will keep you up to date on progress.

# New feature enhances popular MapSearch service

A new feature has been added to our free-to-use web-based MapSearch service.

MapSearch allows Business e-services customers to quickly establish whether land and property in England or Wales is registered.

You can view the location of the registered land or property and obtain title numbers and details of freehold or leasehold tenure and other registered interests.

The new 'Snapshot' feature enables you to save an electronic Land Registry-branded copy of any result you have viewed in MapSearch.

The printable PDF file shows title numbers, tenure and the property address.

Launched in March, MapSearch

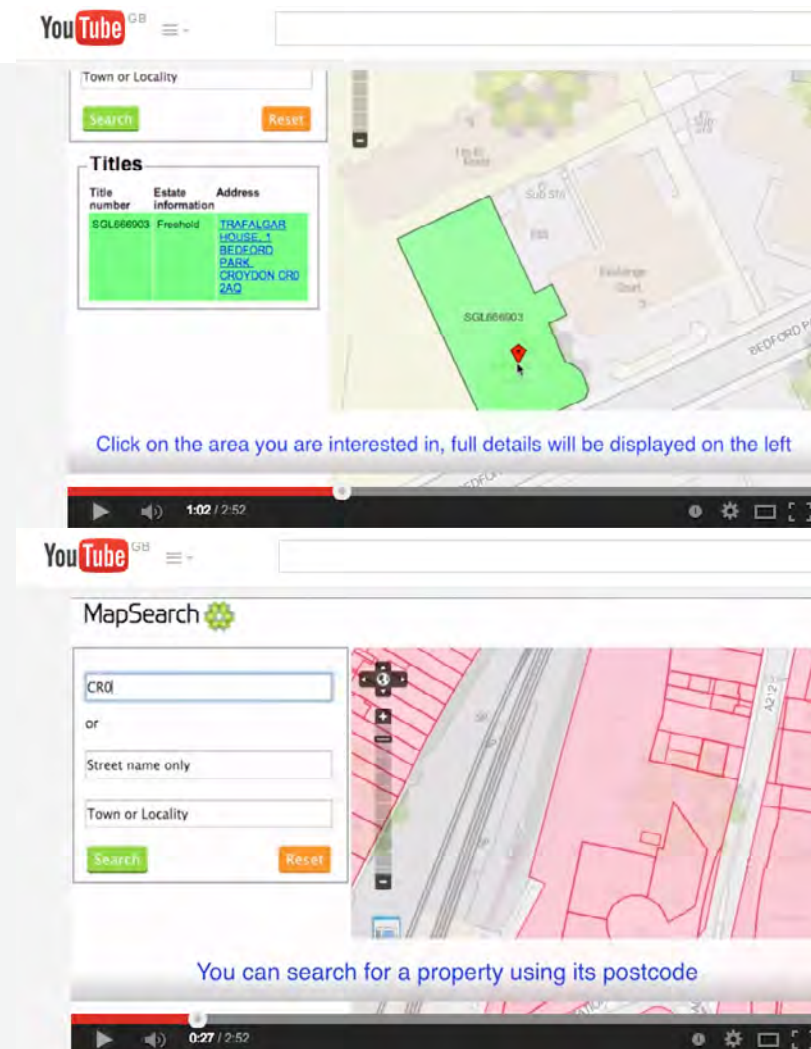
is already attracting more than 3,400 visits and more than 6,000 searches each day.

All you need to use MapSearch is an internet connection, a standard internet browser and a Land Registry portal account.

To access the service [log into the portal](#) and select MapSearch from the 'Information Services' menu on the left-hand side of the portal home page.

A [video on our YouTube channel](#) provides a simple 'how to use' guide.

MapSearch was created by working with customers to ensure it met your needs and we will continue to enhance it in response to your suggestions. Please look out for further announcements.



# Form RQ(Co) – a new counter-fraud initiative for companies

We have introduced an additional security measure for companies who own registered property.

Some of the fraud risks faced by private individuals also apply to companies.

To help to prevent and reduce the risk of identity and property fraud, we have launched form RQ(Co).

This new service is similar to the RQ service for private individuals. Companies can use this free service to make a request using [form RQ\(Co\)](#) to enter a counter-fraud restriction on up to three registered titles.

The restriction is designed to help safeguard against forgery. Once the restriction has been registered, it requires a solicitor or other

professional conveyancer to certify that they are satisfied the company transferring, leasing or mortgaging the property is the same company as the registered owner. Only then will any new sale, lease or mortgage be registered.

The solicitor or conveyancer must also certify that they have taken reasonable steps to establish that anyone who executed the deed on behalf of the company held the stated office (ie director, secretary or manager) at the time of execution.

If the restriction is required for any additional registered titles an application can be made for this using form RX1 with the relevant fee.

Further details about the form RQ(Co) process are available in our [Questions and answers](#).

To request the counter-fraud restriction simply complete form RQ(Co) and send it to us by either:

#### Email

[rq-request@landregistry.gsi.gov.uk](mailto:rq-request@landregistry.gsi.gov.uk)

#### Post

Citizen Centre – RQ(Co)  
Land Registry Wales Office  
Tŷ Cwm Tawe  
Phoenix Way  
Llansamlet  
Swansea  
SA7 9FQ

#### Document Exchange (DX) system

Citizen Centre – RQ(Co)  
Land Registry Wales Office  
DX No: 82800  
Swansea (2)

Please do not send form RQ(Co) to us with any other type of application.

Form OS1	registered title or a pending f
Form OS2	Application by purchaser for registered title or a pending f
Form OS3	Application for official search
Form PIC	Application for a personal ins 2002
Form PN1	Application for a search in th
Form PN1ID	IOPN search - evidence of id
Form PRD1	Request for the production o
Form RD1	Request for the return of orig
Form RQ	Request for a restriction by o
Form RQ(Co)	Request for a restriction by a
Form RX1	Application to enter a restrict
Form RX2	Application for an order that
Form RX3	Application to cancel a restrict
Form RX4	Application to withdraw a res
Form SC	Application for notice of the ove

cont'd



# Sending us supporting documents

You no longer need to send us any original documents when you apply by post to change the register of a registered property.

We will need only certified copies of deeds or documents you send to us with Land Registry application forms. You can still send originals of documents in the post but once we make a scanned copy these will be destroyed.

The update to our policy applies only to land and property that is already registered. It does not apply to first registrations. With first registrations we will still need to see original documents.

This guidance now applies both to when you send an application to us using one of our electronic channels and through the post. If you submit applications through our **electronic Document Registration Service (e-DRS)**, already only certified copies are accepted for registration.

For more information, please see our detailed **questions and answers**.

# New guidelines for customer certifications

We have amended a number of our **forms** to make it simpler for conveyancers to certify they hold evidence when submitting these applications by post.

This brings the certification guidance for postal applications in line with our guidance for electronic applications.

Conveyancers will be able to certify they hold evidence that supports the following application types, rather than sending us the physical evidence.

— Forms AS1, AS2, AS3, DJP, HR1, HR2, SEV, RX1, RX4, UN1, UN2, UN3, UN4 and WCT.

Project leader Dave Linn said: “These form amendments will make it easier for conveyancers to lodge their applications, helping us improve our service by reducing the number of unnecessary requisitions we need to raise. It should lead to less paper being used by both conveyancers and Land Registry.”

Details of the certification guidelines are included in the side notes of these forms.

The change in the guidance applies only to conveyancers. Customers who are not conveyancers will still need to submit physical evidence with their applications.

## Practice and public guides

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

Practice guides [1](#), [2](#), [3](#), [4](#), [5](#), [6](#), [8](#), [9](#), [12](#), [14](#), [14A](#), [16](#), [17](#), [19](#), [20](#), [21](#), [24](#), [25](#), [26](#), [27](#), [28](#), [29](#), [33](#), [34](#), [36](#), [41](#) (including supplements [1](#), [2](#), [3](#), [4](#) and [6](#)), [60](#), [62](#), [64](#), [65](#), [67](#), [68](#), [69](#), [72](#), [73](#), [75](#) and [76](#), and public guides [9](#), [10](#), [11](#) and [20](#), have been amended as a result of an update to our policy on sending us supporting documents.

[Practice Guide 6 – Devolution on the death of a registered proprietor](#), [Practice Guide 19 – Notices, restrictions and the protection of third party interests in the register](#), [Practice Guide 20 – Applications under the Family Law Act 1996](#), [Practice Guide 24 – Private trusts of land](#) and [Practice Guide 66 – Overriding interests losing automatic protection in 2013](#) have been amended to remind conveyancers they can certify certain facts rather than enclose physical evidence with their application.

Sections [4.5](#), [6.2.1](#), [7.3](#) and [7.8](#) of [Practice Guide 14 – Charities](#) have

been amended to confirm that the Charity Commission does not issue paper sealed orders. Land Registry will accept a certified copy of the Charity Commission's email with an embedded or attached order as evidence where this is required in support of an application.

[Practice Guide 17 – Souvenir land](#), [Practice Guide 20 – Applications under the Family Law Act 1996](#), [Practice Guide 22 – Manors](#), [Practice Guide 25 – Leases – when to register](#), [Practice Guide 27 – The leasehold reform legislation](#), [Practice Guide 40 – Land Registry plans – Supplement 6 – Other Land Registry plan related services and guides](#), [Practice Guide 43 – Applications in connection with court proceedings, insolvency and tax liability](#), [Practice Guide 56 – Formal apportionment and redemption of a rent or a rentcharge that affects a registered estate](#), [Practice Guide 60 – Commonhold](#) and [Practice Guide 66 – Overriding interests losing automatic protection in 2013](#) have been amended to refer to MapSearch.

Section [4.7.3](#) of [Practice Guide 19 – Notices, restrictions and the protection of third party interests in the register](#) has

been amended to clarify the requirements for an application to withdraw a restriction.

A new section [5](#) on charges by UK companies and limited liability partnerships has been added to [Practice Guide 29 – Registration of legal charges and deeds of variation of charge](#).

Section [2.2](#) of [Practice Guide 38 – Costs](#) has been amended to confirm that a request for costs can be made by fax or email.

Section [7.2](#) of [Practice Guide 40 – Land Registry plans – Supplement 4 – Boundary agreements and determined boundaries](#) has been amended in relation to the wording of the certificate given when a boundary is determined using National Grid co-ordinates.

Section [3.4.1](#) has been amended to [Public Guide 17 – How to safeguard against property fraud](#) to refer to a new counter-fraud restriction for companies.

## Annual Report and Management Plan

Read our [2012/13 Annual Report and Accounts](#) and our [2013/14 Annual Management Plan](#).

## ICR's annual report

Our [Independent Complaints Reviewer's annual report for 2013/14](#) describes how we responded to the issues upheld by our complaints reviewer.

## Landnet archive

Read [past issues of Landnet](#).