

June 2017

## Non-qualifying Regulatory Provisions Summary Reporting Template

Regulator: HM Land Registry

Business Impact Target Reporting Period Covered: 8 May 2015 – 8 June 2017

<b>Excluded Category</b>	<b>Summary of measure(s), including any impact data where available</b>
A – EU and International	None
B – Economic Regulation	None
C – Price Control	None
D - Civil Emergencies	None
E – Fines and Penalties	None
F – Pro-Competition	None
G – Large Infrastructure projects	None
H – Misuse of Drugs/National Minimum wage	None
I – Systemic Financial Risk	None
K – Industry Codes	None

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<p>L1 – Casework</p>	<p>During the period 1 April 2015-31 March 2016, HM Land Registry received approximately 30,020,012 applications for services including 4,721,574 substantive registration applications. There are 24.5 million registered titles.</p> <p>We have improved the wording of many registration notices, letters and requisitions relating to the handling of individual registrations. Many of these changes were accompanied by updates to internal and external educational guidance material.</p> <p>None of the changes represent a change in the burden of regulation except where they result from a qualifying regulatory provision which has been separately assessed.</p>
<p>L2 – Education, communications and promotion</p>	<p>We produce a range of around 70 Practice Guides and 12 supplements setting out requirements in relation to individual casework registrations to ensure compliance with relevant legislation. These are reviewed and updated as a result of changes in legislation and to clarify requirements as a result of customer feedback. Errors in the published material are also corrected.</p> <p>In addition, promotional material is produced through webinars, videos newsletters and via our website to promote correct submission of applications and reduce the need for re-lodgment of applications.</p> <p>Areas covered include:</p> <ul style="list-style-type: none"> <li>• Execution of deeds</li> <li>• Identity requirements</li> <li>• Addresses for service/contact addresses</li> <li>• Provision of copy deeds</li> <li>• Recording of boundary agreements</li> <li>• Transfers under power of sale</li> <li>• Transfers by attorneys</li> <li>• Recording of Corporate and personal insolvency entries</li> <li>• Disputed registration applications</li> <li>• Adverse possession</li> <li>• Prevention of property fraud</li> </ul>

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<p>L2 – Education, communications and promotion</p>	<p>Communicating to customers concerning the conduct of their accounts with HM Land Registry for example Variable Direct Debit payments.</p> <p>None of the changes represent a change in the burden of regulation but provide educational guidance for businesses and customers. Changes of this nature are made to HM Land Registry’s internal and external publications.</p>
<p>L3 – Activity related to policy development</p>	<p>We issued 2 consultations in the following areas:</p> <ul style="list-style-type: none"> <li>• Land Registration Rules amendments</li> <li>• Local Land Charges rules (RPC have expressed the view throughout informal discussions that the Local Land Charges legislation falls outside the scope of the Business Impact Target. This is because they are not changing the status quo and are not regulatory in nature.)</li> </ul> <p>We undertook policy reviews in relation to</p> <ul style="list-style-type: none"> <li>• review of forms to simplify and make more e-friendly</li> <li>• customer complaint forms to facilitate development of cross government complaints policy review</li> </ul> <p>We are undertaking a number of policy reviews (including conducting trials in dialogue with stakeholders and customers) in the following areas to support the Government’s commitments to (1) make the conveyancing process quicker, cheaper and more efficient, and (2) register all publicly owned land:</p> <ul style="list-style-type: none"> <li>• First registration to support register completion</li> <li>• Leasehold registrations</li> <li>• Digital register</li> <li>• Digital mortgage</li> <li>• Scanned copy deeds</li> </ul>
<p>L4 – Changes to management of regulator</p>	<p>HM Land Registry has relocated 1 office within Coventry and its Scanning Centre from Coventry to Gloucester as part of its estates strategy and to rationalise excess office space and increase efficiency in delivery.</p> <p>HM Land Registry also undertook internal some organisational reform which resulted in the change of name of the group responsible for dealing with indemnity claims. Some internal telephone numbers also changed, and incoming calls for customers seeking assistance centralised.</p> <p>PDF title documents: on completion of a registration application, a copy of the register and title plan are issued. Prior to the change, these were issued in paper format, but now they can be issued electronically in PDF format where the customer has an e-business account on HMLR’s portal system.</p>

## **Land Registry**

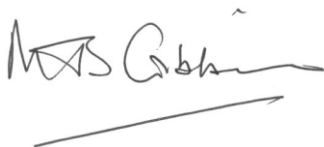
### **Department for Business, Energy & Industrial Strategy**

#### **Non-qualifying regulatory provision assurance statement: confirmed**

The Regulatory Policy Committee (RPC) is content that, on the basis of the summary information provided, none of the measures or activities covered in the summary document should be considered as qualifying regulatory provisions for the purposes of the business impact target. The RPC has not been asked to provide a detailed view on any specific activity in this statement or comment on any activities not covered in either this summary document or a separate assessment of a qualifying regulatory provision.

#### **Comments on the non-qualifying regulatory provision summary**

The summary would benefit from clarifying why the revisions to the Practice Guides should fall under the exclusion related to education, communications and promotion.



**Michael Gibbons CBE**, Chairman