



Proposals to amend the Land Registration Rules 2003 consultation response form

Information provided in response to this consultation, including personal information, may be subject to publication or release to other parties or to disclosure in accordance with the access to information regimes. Please see the section on confidentiality on page 6 of consultation document for further details.

The closing date for this consultation is **5 April 2017**.

Please return completed forms to: lrr2016@landregistry.gov.uk

1. **Name:** Mark Hayward
2. **Organisation (if applicable):** NAEA Propertymark (National Association of Estate Agents)
3. **Address:** Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, Warwickshire, CV34 6LG
4. **Are you responding as: an individual or representing the views of an organisation:**
Business representative organisation/trade body

Other: [Click here to enter text.](#)

5. **If you are responding on behalf of an organisation, please tell us who you represent:**
NAEA Propertymark (National Association of Estate Agents) is the UK's leading professional body for estate agency personnel; representing more than 10,000 offices from across the UK property sector. These include residential and commercial sales and lettings, property management, business transfer, auctioneering and land.

NAEA Propertymark is dedicated to the goal of professionalism and by appointing an NAEA Propertymark agent to represent them consumers will receive in return the highest level of integrity and service for all property matters. NAEA Propertymark agents are bound by a vigorously enforced Code of Practice and adhere to professional Rules of Conduct. Failure to do so can result in heavy financial penalties and possible expulsion from the organisation.

Proposal A - To allow for the introduction of fully digital conveyancing documents with e-signatures to be used for land transactions and land registration, and to revoke existing rules allowing only limited digital mortgages

Question A

Do you agree with the proposal to allow (but not require) all dispositions that must be registered to be carried out using digital documents with digital signatures, after the registrar has issued a notice that the service is available?

Yes, we agree with the proposal to allow all dispositions that must be registered to be carried out using digital documents with digital signatures, after the registrar has issued a notice that the service is available. We believe that this proposal will speed up the process for our members.

Proposal B - Revoke the Proper Office Order and make consequential amendments to the Land Registration Rules 2003

Question B

Do you agree that the Proper Office Order 2013 is superfluous and can be revoked?

NAEA PropertyMark agrees that the Proper Office Order 2013 is unnecessary and can be revoked. We acknowledge the Land Registry's intention to centralise information, which should ultimately make the checking process quicker and easier.

Proposal C - Allow for the introduction of new statutory services identified as beneficial to our users through user research

Question C

C1. Do you agree that the Rules should allow for an online service for inspection, copying and official copies of parts of the register and documents, as well as full copies?

Yes, we agree that the Rules should allow for an online service for inspection, copying and official copies of parts of the register and documents, as well as full copies. Allowing customers to look at particular parts of the register will be useful for our members who in a boundary dispute for instance will only want to see relevant information and not the full document.

C2. Do you agree that the Rules should allow for an online service for historic day list information and historic information about a registered title?

NAEA PropertyMark agrees that the Rules should allow for an online service for historic day list information and historic information about a registered title, which will provide a full service for historic editions.

Proposal D - Reflect the modernisation and simplification of our services through digital transformation

Question D

D1. Do you have any comments on the proposals to amend rules 203 – 205 and 214 (retention and return of documents), and rules 19 and 199 (use of fax) to reflect changes we have already made in our practice?

The proposals keep up with technological advances and reflect user needs.

D2. Do you agree with the proposal to revoke the provision for outline applications?

Yes, we agree with the proposal to revoke the provision for outline applications.

Proposal E - Allow for more flexibility as to when the Land Registry is open for business and open to the public**Question E**

E1. Do you have any comments on the proposals to clarify the definitions of business day and working day?

Greater clarity on whether the Land Registry is open for business through these proposals should complement the work carried out by our members, many of who work at weekends.

E2. Do you agree that Land Registry should have more flexibility about when it is open for personal visits?

NAEA Propertymark recognises that the opening hours and staffing of Land Registry offices must reflect customer needs and reduce costs. Therefore we agree that the Land Registry should have more flexibility about when it is open for personal visits, whilst still offering a face-to-face service where it is required.

Proposal F - Make minor improvements in the Rules**Question F**

Do you agree with the proposals—
F1. To add Form AN1 to rule 90?

Yes, we agree with the proposal to add Form AN1 to rule 90 as it will help to standardise the rules.

F2. To amend rule 140 and Schedule 5, and remove form CIT from the list of prescribed forms so it can be amended when necessary?

We also agree with the proposal to amend rule 140 and Schedule 5, and remove form CIT from the list of prescribed forms so it can be amended when necessary.

If not please say why.

[Click here to enter text.](#)

General Question

Question G

Do you have any other comments about the proposed Rule amendments?

NAEA Propertymark does not have any other comments about the proposed Rule amendments.

Thank you for taking the time to let us have your views on this consultation. We do not intend to acknowledge receipt of individual responses unless requested below.

Please acknowledge receipt