



Land Registry update – July 2008

Land Registry has recently appointed a new Commercial Director, Annette Davies-Govett, to coordinate promotion and roll-out of future developments. Annette was previously Marketing, Sales and Customer Service Director with National Express Trains Division. She has also previously held the role of Commercial Director for BAA and National Express for Heathrow, Gatwick and Stansted Express service.

Progress with e-conveyancing at Land Registry continues. We do not believe that e-conveyancing can successfully be introduced as a 'big bang', looking at the experiences of previous large-scale changes in public and private sectors. Instead, we aim to introduce new services in stages, twice a year, from 2008.

Further detailed investigations and planning are ongoing in relation to the chain matrix service and the electronic funds transfer solution. This is to ensure that we deliver services post 2008 which customers really want. The prototype testing of chain matrix showed us that a service of this kind would bring welcome improvements to the conveyancing experience, but that greater interaction with case management systems and larger numbers of users are prerequisites to a successful launch of such a service.

Later this year we will launch the Land Registry Portal and electronic charges (e-csf). In 2009 our focus will be on the development of electronic transfers (e-tr1). We are also working on the development of an XML Business Gateway that will enable a direct link to customer case management software. Currently this is in the initial stage and we have recently employed a new Product Manager who will be working on Land Registry's XML solutions.

We will have a managed rollout of these new services and ensure that they are carefully tested before we go on to add any additional functionality.

Land Registry's account management teams are now meeting with conveyancers, lenders and case management software providers to introduce them to the new range of e-services.

