



Visit our customer service page on our website:
www.landregistry.gov.uk

Our performance

Performance target

Achievement

2006-2007(%)

2007-2008 (%)

2008-2009 (%)

Year to date at 31/03/09

Our target is to process 80% of all registrations within 18 working days (*80% within 4 weeks)

88.10

89.30

93.30

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

99.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.94

99.07

99.07

We will reply to your correspondence within 5 working days.

98.00

99.00

99.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

95.45

97.60

86.36

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

100.00

81.10

94.40

The results for 2008/2009 will be updated every quarter with the year to date result.





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2006-2007(%)

2007-2008 (%)

2008-2009 (%)

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Our target is to process 80% of all registrations within 18 working days (*80% within 4 weeks)

89.50

88.00

92.10

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

97.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.75

98.75

98.76

We will reply to your correspondence within 5 working days.

100.00

100.00

100.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

100.00

94.70

90.57

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

98.10

81.10

88.90

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2006-2007 (%)

2007-2008 (%)

2008-2009 (%)

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87.40

86.60

91.40

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

97.00

97.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.65

98.79

98.89

We will reply to your correspondence within 5 working days.

95.00

94.00

100.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

88.89

100.00

93.33

We will see you within 10 minutes, with or without an appointment.

96.02

93.30

98.71

We will answer your call to our general telephone enquiry points within 30 seconds.

66.20

81.10

77.80

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90.30

88.70

90.10

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

97.00

97.00

Our target is to process 98.5% of registrations free of any error.

98.90

99.00

98.86

We will reply to your correspondence within 5 working days.

99.00

99.00

94.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

90.36

94.90

93.44

We will see you within 10 minutes, with or without an appointment.

97.30

87.20

93.84

We will answer your call to our general telephone enquiry points within 30 seconds.

88.30

81.10

83.30

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Achievement

2006-2007 (%)

2007-2008 (%)

2008-2009 (%)

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Our target is to process 80% of all registrations within 18 working days (*80% within 4 weeks)

90.40

90.40

92.40

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

99.00

99.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.92

98.84

98.65

We will reply to your correspondence within 5 working days.

100.00

100.00

90.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

93.68

82.80

93.65

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

97.72

We will answer your call to our general telephone enquiry points within 30 seconds.

98.20

81.10

33.30

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Achievement

2006-2007 (%)

2007-2008 (%)

2008-2009 (%)

Year to date at 31/03/09

Our target is to process 80% of all registrations within 4 weeks. (*80% within 5 weeks **75% within 4 weeks)

90.80

89.70

92.30

Our target is to process 98% of SIMs, official copy and official search applications within 2 working days. (*100% within 3 working days)

98.00

98.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.92

98.82

98.89

We will reply to your correspondence within 5 working days.

100.00

100.00

100.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

100.00

100.00

97.44

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

96.70

81.10

100.00

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2006–2007 (%)

2007–2008 (%)

2008–2009 (%)

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Our target is to process 80% of all registrations within 18 working days (*80% within 4 weeks)

86.50

87.60

92.10

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

97.00

98.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.85

98.79

98.80

We will reply to your correspondence within 5 working days.

96.00

93.00

95.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

96.61

99.90

98.08

We will see you within 10 minutes, with or without an appointment.

93.75

98.80

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

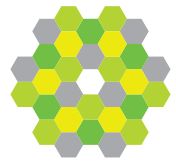
95.00

81.10

94.40

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88.90

86.80

91.00

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

99.00

Our target is to process 98.5% of registrations free of any error.

99.08

98.95

99.26

We will reply to your correspondence within 5 working days.

90.00

94.00

94.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

90.00

96.20

93.33

We will see you within 10 minutes, with or without an appointment.

99.90

99.30

97.89

We will answer your call to our general telephone enquiry points within 30 seconds.

100.00

81.10

100.00

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87.10

87.10

91.60

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.65

98.77

98.88

We will reply to your correspondence within 5 working days.

99.00

99.00

96.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

94.81

90.10

94.69

We will see you within 10 minutes, with or without an appointment.

99.85

99.60

99.21

We will answer your call to our general telephone enquiry points within 30 seconds.

94.70

81.10

100.00

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2007-2008 (%)

2008-2009 (%)

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88.60

88.50

91.80

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

97.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.81

98.85

98.77

We will reply to your correspondence within 5 working days.

98.00

95.00

98.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

95.40

97.00

89.19

We will see you within 10 minutes, with or without an appointment.

98.30

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

90.00

81.10

94.40

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2006-2007 (%)

2007-2008 (%)

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89.60

89.70

92.60

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.88

99.03

98.96

We will reply to your correspondence within 5 working days.

98.00

88.00

100.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

94.28

99.20

99.15

We will see you within 10 minutes, with or without an appointment.

100.00

98.50

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

91.40

81.10

83.30

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2006-2007 (%)

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2008-2009 (%)

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88.40

88.50

92.30

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

97.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.74

98.76

98.90

We will reply to your correspondence within 5 working days.

97.00

91.00

99.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

96.23

98.60

96.58

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

98.89

We will answer your call to our general telephone enquiry points within 30 seconds.

98.20

81.10

88.90

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89.40

89.90

92.00

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.75

98.82

98.71

We will reply to your correspondence within 5 working days.

95.00

99.00

99.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

88.00

91.00

96.55

We will see you within 10 minutes, with or without an appointment.

99.95

99.50

99.73

We will answer your call to our general telephone enquiry points within 30 seconds.

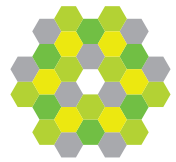
94.20

81.10

88.90

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87.30

87.60

91.20

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.68

98.76

98.63

We will reply to your correspondence within 5 working days.

96.00

94.00

96.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

92.70

100.00

100.00

We will see you within 10 minutes, with or without an appointment.

97.91

97.20

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

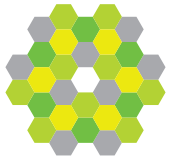
88.30

81.10

100.00

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Achievement

2006-2007 (%)

2007-2008 (%)

2008-2009 (%)

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Our target is to process 80% of all registrations within 18 working days (*80% within 4 weeks)

86.70

85.40

88.80

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

97.00

97.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.92

98.58

99.21

We will reply to your correspondence within 5 working days.

95.00

98.00

97.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

90.37

96.90

91.82

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

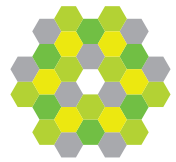
66.70

81.10

44.40

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2008-2009 (%)

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91.20

90.70

92.40

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

97.00

97.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.95

98.95

99.04

We will reply to your correspondence within 5 working days.

99.00

98.00

98.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

100.00

100.00

100.00

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

96.70

81.10

94.40

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2007-2008 (%)

2008-2009 (%)

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Our target is to process 80% of all registrations within 18 working days (*80% within 4 weeks)

85.40

85.10

89.90

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

97.00

96.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.82

98.99

98.96

We will reply to your correspondence within 5 working days.

99.00

99.00

100.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

96.82

95.50

93.43

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

100.00

81.10

100.00

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91.10

89.90

92.10

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

99.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.80

98.94

98.87

We will reply to your correspondence within 5 working days.

100.00

100.00

100.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

91.92

89.50

90.00

We will see you within 10 minutes, with or without an appointment.

99.43

100.00

98.64

We will answer your call to our general telephone enquiry points within 30 seconds.

96.70

81.10

100.00

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87.20

87.70

89.90

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

99.00

Our target is to process 98.5% of registrations free of any error.

98.71

98.70

98.59

We will reply to your correspondence within 5 working days.

94.00

91.00

96.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

87.00

91.50

97.14

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

96.55

We will answer your call to our general telephone enquiry points within 30 seconds.

93.30

81.10

94.40

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89.30

89.30

92.60

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.79

98.86

98.84

We will reply to your correspondence within 5 working days.

99.00

100.00

100.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

100.00

97.00

96.30

We will see you within 10 minutes, with or without an appointment.

100.00

100.00

100.00

We will answer your call to our general telephone enquiry points within 30 seconds.

83.30

81.10

88.90

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2007-2008 (%)

2008-2009 (%)

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88.60

88.15

91.70

Our target is to process all SIMs, Official Copy and Official Search applications within 2 working days.

98.00

98.00

98.00

Our target is to process 98.5% of registrations free of any error.

98.81

98.85

98.91

We will reply to your correspondence within 5 working days.

97.00

96.00

97.00

We will acknowledge your complaint on the day we receive it and give a full response within 5 working days.

97.83

100.00

94.46

We will see you within 10 minutes, with or without an appointment.

99.17

99.67

99.06

We will answer your call to our general telephone enquiry points within 30 seconds.

70.80

81.10

86.20

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