



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

Our performance

Performance target

Achievement

2007-2008(%)

2008-2009 (%)

2009-2010 (%)
Year to date at 30/09/09

Our target is to process 80% of all registrations within 15 working days. (*80% within 18 working days).

90.40*

92.40

89.39

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

99.00

99.00

98.70

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

98.84

98.65

98.85

We will reply to your correspondence within 5 working days.

100.00

90.00

94.98

We will give a full response to your complaint within 5 working days.

82.80

93.65

94.81

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

100.00

97.72

97.09

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

81.10

33.30

78.40

The results for 2009/2010 will be updated every quarter with the year to date result.

