



Consultation

Proposed changes to opening hours for Land Registry e-services on 25 January 2010

Summary

Customer feedback has highlighted confusion about the opening times of Land Registry electronic services. The different operating times have also highlighted potential inconsistencies in the ability of customers to make applications and gain priority on the day list. Land Registry has decided to rationalise its electronic services opening times and day list availability times to ensure clarity, consistency and fairness.

The proposed changes will result in changes to the Technical Manual and consequently we are consulting our customers in accordance with the Code of Practice for changes to the Network Access Agreement and Technical Manual.

Proposals

Land Registry proposes to:

- align the opening times of Land Registry e-services
- extend the availability of the day list for e-services to align with the new weekday e-services opening times
- ensure e-services confer the correct priority for applications made when the day list is closed.

To this end, Land Registry proposes that from 25 January 2010 its electronic services will be available as follows:

Service	Proposed hours	Change	Current hours
Information and Land Charges services	06.30 – 22.00 Monday – Friday and 07.00 – 17.00 on Saturday	Yes	07.00 – 22.00 Monday – Friday and 07.00 – 17.00. Saturday
Network services	06.30 – 22.00 Monday – Friday and 07.00 – 17.00 on Saturday	Yes	04.00 – 00.00 daily
Lender services	06.30 – 22.00 Monday – Friday and 07.00 – 17.00 on Saturday	Yes	04.00 – 00.00 daily
Business Gateway (processing)	06.30 – 22.00 Monday – Friday and 07.00 – 17.00 on Saturday	Yes	07.00 – 22.00 Monday – Friday and 07.00 – 17.00. Saturday
Day list e-services application capture (for queued applications)	06.00 – 22.00 Monday – Friday	Yes	Variable



The following services will also be aligned with the hours proposed for Information services listed above, but are not the subject of this consultation (as they are not the subject matter of the Technical Manual): NLIS, Connect Direct, the EDs service, and Land Registry Direct (until its closure).

Land Registry website and Find a Property are not affected and are not the subject of this consultation.

With the exception of the Land Registry website, all services will be available as specified in the table except on Christmas Day, Boxing Day, New Years Day, Good Friday, Easter Monday and any other public holiday in England and Wales.

In summary, the day list will open at 06.00 Monday - Friday to accept and process any applications that have been queued. The e-services system will ensure that queued applications from all e-services will be put on the day list in the order that they were added to the queue. All e-services will open for new applications at 06.30.

Customers using Business Gateway and EDs will be able to submit applications at any time permitted by their own software systems, but those applications will be queued until day list e-services application capture at 06.00.

Current availability issues

Currently Land Registry e-services are available at the varying hours displayed in the table above. However, the day list is open to capture Network services e-documents applications only between 04.00 -18.00 Monday - Friday excluding national holidays. The day list is open to capture Information services applications between 07.00 - 22.00. Business Gateway allows submission of applications at any time but are processed only during the operating hours for Information services or Network services as appropriate. Users of e-services that are open longer have more opportunity to lodge applications and gain priority, but the limitation on day list availability adds complexity.

Examples

At present an application to register an electronic charge might be submitted at 19.00 on a Friday evening, but because the day list is available only between 04.00 - 18.00 Monday - Friday for Network services, the application would not go on to the day list, but would be held in a queue until the day list next opens. In the meantime an official search with priority might be made against the same title at 21.00 on the same Friday evening, which would go straight on to the day list and gain priority.

Conversely, as Network services become available at 04.00, an application to register an electronic charge could be submitted at 06.00, while an application for an official search with priority could not be made until after the service opened at 07.00. Also under the current arrangements, on Saturday an official



search might be lodged through Information services or Land Registry Direct at 09.00, and an e-charge against the same title lodged for registration at 15.00. Both applications would be queued, but because the Network services queue opens at 04.00 on Monday it would gain priority to the search, as the Information services queue does not open until 07.00.

Land Registry is not aware of any problems having occurred to date due to the variations in opening hours. However, in anticipation of ever increasing use of our electronic services, Land Registry proposes to align electronic services and day list as far as possible. In addition, the day list will be opened to deal with the queued applications half an hour earlier, to ensure that they are given the correct priority in accordance with the time they were received.

Consultation

If you wish to respond or comment on our proposals, please do so in writing:

BY CLOSE OF BUSINESS ON MONDAY 30 NOVEMBER 2009

Please send your response using one of the following methods.

Email: openinghoursresponse@landregistry.gsi.gov.uk

Post: Kieran Walsh
Room 120
Land Registry
Coventry Office
Leigh Court
Torrington Ave
Coventry CV4 9XZ