

HM Land
Registry



Practice and Process

Newsletter

Issue 18

12 September 2024

* This is an amended version of the newsletter you received yesterday. We have replaced the words 'official copies' with 'applications' in the 'What does it mean for customers?' sections of the items about practice guides 8, 19A, 25, 26, 49 and 82. Our apologies for the errors.

Welcome to issue 18 of *Practice and Process*. We now have [an archive of past issues of Practice and Process](#) allowing you to search for articles and check on practice guide updates. We hope you find it useful.

Today we published our Annual Report and Accounts 2023-24. You can read [our news story](#) and [the report itself](#).

Thank you for being a valued reader of *Practice and Process*.

If you wish to keep receiving *Practice and Process*, please [confirm your subscription using our new form](#). You can also manage which other email newsletters and alerts you receive from HM Land Registry.

PG1



Which practice guide has changed?

[Practice guide 1: first registrations](#)

When did it change?

5 August 2024

What has changed?

We have amended section 4.3.7.

What does it mean for customers?

We will only acknowledge receipt of an application for first registration if you provide us with an email address. The address can be provided in panel 7 of form FR1.

PG8

We're going
digital

Which practice guide has changed?

[Practice guide 8: execution of deeds](#)

When did it change?

27 August 2024

What has changed?

We have amended multiple sections.

What does it mean for customers?

We have reformatted our guidance to ensure the digital routes for **applications** are explained before reference to paper-based applications, reflecting HM Land Registry's digital transformation.

No additional guidance has been added.

PG19

HM Land Registry
Restriction – consent or certificate

IMPORTANT – PLE

- Use Form RXC as part of an application to register a form.
- You can use the form in all situations where a restriction certificate to be provided – this includes a certificate
- For guidance as to how to use the form in respect of [Guide 19](#).

Which practice guide has changed?

[Practice guide 19: notices, restrictions and the protection of third-party interests in the register](#)

When did it change?

19 August 2024

What has changed?

We have amended sections 3.1.1 and 8.

What does it mean for customers?

We have amended our guidance following the publication of a new version of form RXC to reflect changes to the form and provide comprehensive guidance on its completion.

Further information about the changes made to form RXC are available in the update history at [Restriction: consent or certificate \(RXC\)](#) on GOV.UK.

PG19



Which practice guide has changed?

[Practice guide 19: notices, restrictions and the protection of third-party interests in the register](#)

When did it change?

27 August 2024

What has changed?

We have amended sections 3.1.1 and 3.7.1.

What does it mean for customers?

Section 3.1.1 has been amended to clarify that evidence of compliance with a restriction may be required even when the disposition to be registered is made pursuant to a court order.

Section 3.7.1 has been amended to clarify that a restriction may be removed pursuant to an order of the court directing the registrar to remove the restriction.

PG 19A



Which practice guide has changed?

[Practice guide 19A: restrictions and leasehold properties](#)

When did it change?

27 August 2024

What has changed?

We have amended multiple sections.

What does it mean for customers?

We have reformatted our guidance to ensure the digital routes for **applications** are explained before reference to paper-based applications, reflecting HM Land Registry's digital transformation.

No additional guidance has been added.

PG24



Which practice guide has changed?

[Practice guide 24: private trusts of land](#)

When did it change?

27 August 2024

What has changed?

We have amended section 6.2.

What does it mean for customers?

We have amended our guidance to clarify the circumstances under which a restriction will not be automatically cancelled on registration of a disposition made pursuant to a court order.

Where a court order does not require the registrar to cancel a restriction, we will not automatically cancel the restriction on registration of a disposition made pursuant to that order.

PG25



Which practice guide has changed?

[Practice guide 25: leases – when to register](#)

When did it change?

27 August 2024

What has changed?

We have amended multiple sections.

What does it mean for customers?

We have reformatted our guidance to ensure the digital routes for **applications** are explained before reference to paper-based applications, reflecting HM Land Registry's digital transformation.

No additional guidance has been added.

PG26



Which practice guide has changed?

[Practice guide 26: leases – determination](#)

When did it change?

27 August 2024

What has changed?

We have amended multiple sections.

What does it mean for customers?

We have reformatted our guidance to ensure the digital routes for **applications** are explained before reference to paper-based applications, reflecting HM Land Registry's digital transformation.

No additional guidance has been added.

PG49



Which practice guide has changed?

[Practice guide 49: return and rejection of applications for registration](#)

When did it change?

27 August 2024

What has changed?

We have amended multiple sections.

What does it mean for customers?

We have reformatted our guidance to ensure the digital routes for **applications** are explained before reference to paper-based applications, reflecting HM Land Registry's digital transformation.

In addition, section 4 has been amended to clarify that certified copy deeds and documents will only be accepted on an application for first registration application until October 2024.

PG67

D. The HM Land Registry facility letter exception

HM Land Registry has issued facility letters in respect of people who deal regularly with HM Land Registry, enclosed with any application in place of an ID form

'Facility letters' are issued to private individuals and deal with low value (under £100,000) land transactions and souvenir land. The £100,000 limit relates to the transaction.

Which practice guide has changed?

[Practice guide 67: evidence of identity](#)

When did it change?

12 August 2024

What has changed?

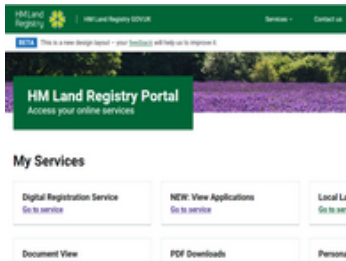
We have amended section 4.1.

What does it mean for customers?

Our guidance has been amended to explain how to obtain an identity facility letter.

HM Land Registry is currently accepting applications for facility letters in respect of identity which will be valid for a period of 12 months and details of how to apply are now contained in our guidance.

PG82



Which practice guide has changed?

[Practice guide 82: electronic signatures accepted by HM Land Registry](#)

When did it change?

27 August 2024

What has changed?

We have amended multiple sections..

What does it mean for customers?

We have reformatted our guidance to ensure the digital routes for **applications** are explained before reference to paper-based applications, reflecting HM Land Registry's digital transformation.

No additional guidance has been added.

Process changes



Changes to information services fees from December

- The fee for information services including Agricultural Credits and Land Charges – unchanged for more than 10 years – will increase by £4*.
- The increase will support an acceleration of service improvement, including through digital transformation.

From Monday 9 December, fees for HM Land Registry information services will increase for the first time in more than 10 years.

The fee will increase by £4*, for example:

- inspection of an individual register or plan (by electronic means) will increase from £3 to £7
- official copy of an individual register or plan (by electronic means) will increase from £3 to £7
- registration, cancellation or rectification of an entry per name (Agricultural Credits Service or application) will increase from £1 to £5

The increase reflects the increased costs of running and improving HM Land Registry's services, as well as plans to increase digitalisation and transformation of data. However, even with this increase, the majority of customers will still be paying less than they were in 1992.

Under section 102 of the Land Registration Act 2002, changes to HM Land Registry fees need to be set by means of a fee order (which is a statutory instrument). This was laid before Parliament on 10 September 2024. HM Land Registry customers with automated systems are advised to make the necessary changes to their systems ahead of the increased fees coming into effect on 9 December 2024.

This change does not affect a longer-term review of HM Land Registry's fees and charging model. We are continuing with a wider review to determine whether all fees are aligned to our strategic plans and how they can be made less complex and fair for customers while enabling better access to our data. As part of the review, we will explore pricing options to make information services as accessible as possible while ensuring we remain cost neutral to the taxpayer.

The response to the call for evidence, conducted in March to April this year, will be published in the coming weeks. The results will then form the basis of a proposal for a more substantial change to the structure of HM Land Registry fees, which will be shared in a full, public consultation.

*The increase is £4 per application with the exception of Land Charges applications submitted on paper. These will increase by £6 for searches and £5 for official copies and inspections to address an existing anomaly and also to align with the principle of higher fees for processing paper requests compared with digital requests.

Improvements to our phonelines

We are making some changes to our telephony options.

From 26 September 2024 there will be:

- a new "callback" service during periods with longer waiting times, allowing you to put the phone down and retain your position in the queue. We will call you back when you reach the front of the queue;
- shorter and clearer menu options, helping you get to someone who can help you more quickly; and
- improved accuracy of waiting time messages.

Between 26 September and 10 October (inclusive) the messaging options will play in full before selection is allowed. When the new



Ask Adam

What question have you always wanted to ask about our processes? Or what puzzling aspect of land registration have you just encountered in an application? Customer Policy Manager Adam Hookway is here to provide the answers. so [please send us your questions for him](#).

Anonymous: When a notice is issued during the processing of an application, why does HMLR not issue any correspondence to the lodging solicitor to advise them that this has been done? I only find this out in "View Applications", and it doesn't give an expiry date. I have to then go to "Application Enquiry" to find out the expiry date. I'm still none-the-wiser as to the reason for the notice though.

Adam: Among the precautions that HM Land Registry takes to prevent wrongful registration is the service of notices to inform the recipient we have received an application, or proposed alteration, that may adversely affect their interest. Specific notices are served in a wide range of circumstances and the reasons for doing so are often explained in our practice guides, for example practice guides 4 and 5 re adverse possession or practice guide 19 when applications are made to cancel restrictions and agreed/unilateral notices to name just three of the most common circumstances.

The Land Registration Act 2002 does not distinguish between different types of notice. However, in practice, we use notices in three distinct ways.

1. Information notices – no reply is required and no time period is allowed for receipt.
2. Objection notices – these allow a time period for objection but also invite the addressee to consent to the application in order to shorten the period of delay.
3. Notice B224 – used when we propose to alter the register without an application. The recipient is given a time period in which to oppose the alteration.

(The terms 'information notice' and 'objection notice' are used for convenience within HM Land Registry only.)

The question raised relates primarily to objection notices as the serving of information notices does not delay the completion of an application. There is no duty on the part of HM Land Registry to notify an applicant as and when an objection notice is served but in most cases you should be able to work out why by considering the application you have submitted.

Anonymous: Following on from the question in the *Practice and Process* August 2024 newsletter, Practice Guide 67 suggests in section 9 that a non-conveyancer can verify identity if it is not possible for identity to be verified by a conveyancer, but only if a non-conveyancer is submitting the accompanying application to the Land Registry. Is this not the case, ie can a conveyancer submit a non-conveyancer checked ID1 with an application?

Adam: Practice guide 67 section 9 provides guidance on how a non-conveyancer might verify a person's identity using form ID3, not ID1. A conveyancer can submit their application to include a form ID3 for identity verification purposes and complete for example panels 12 and 13 of form AP1 as appropriate.

Anonymous: If a registered proprietor has completed a 100% staircasing then should the Memorandum of Staircasing be registered against the proprietor's title and the Freeholder's title or is this not a requirement?

Adam: There is no HM Land Registry requirement to record details of the purchase of additional shares in the register including the final 100% purchase. Any application to note the final share purchase would be made against the tenant's title only.

If the purchase triggers, for example, the lease to be merged/determined or the landlord's title to be transferred, then the appropriate application should be made.

[Send us your questions for Adam](#)

HM Land Registry training hub

Our HM Land Registry training hub provides access to a wealth of easy-to-find and easy-to-follow guidance and training materials on hundreds of topics – all in one place – to help you prepare and submit high quality applications, and make the best use of HM Land Registry services.

Along with practice guides, you'll find links to guidance pages, webinars, videos, podcasts, checklists and flowcharts.

We're continuously growing and developing our training offering and will be adding new content as and when it becomes available.

HM Land Registry Essentials

Our self-service training package HM Land Registry Essentials will help you with the basics – whether you're new to conveyancing or just need a refresher. What does HM Land Registry do? How do we fit into the conveyancing process? And how do you avoid requisitions when submitting applications to us? Find out the answers to these questions and more.

New video guides available on YouTube

Our latest 'How to' video guides, designed for sharing with your clients and with colleagues new to conveyancing, have been published on YouTube, as part of our Public Guidance playlist.

- How to complete form TR1
- How to find information about land and property



Join our customer webinars



Are you using the Digital Registration Service?



Have you read our Strategy 2022+?

Your colleagues can subscribe to Practice and Process

[Manage your preferences](#)

[Unsubscribe](#)

This email was sent to gavin.curry@landregistry.gov.uk using GovDelivery Communications Cloud on behalf of: HM Land Registry, Trafalgar House, 1 Bedford Park, Croydon CR0 2AQ

