

HM Land Registry

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General Counsel, Deputy Chief Executive and Deputy Chief
Land Registrar

Our ambition is to become the world's leading land registry
for speed, simplicity and an open approach to data

Land registration is economic stability



- Land is our primary resource for life
- Buying and selling of land affects our social environment and prosperity
- Gives people control in their ownership of land
- Supports housing, mobility, business development and investment

Safeguarding property ownership since 1862

- We safeguard land and property ownership valued at £7 trillion
- We enable over £1 trillion of personal and commercial lending to be secured against property
- The Land Register contains more than 25 million titles
- Covers 87% of the land mass of England and Wales
- We record ownership changes, mortgages, leases and other land & property rights.



We exist to register land and property

- Our mission is:
**Your land and property rights:
guaranteed and protected**
- Our values are:
 - we give assurance
 - we have integrity
 - we drive innovation
 - we are professional



The scale of our operations

4 out of 5 HMLR staff are engaged in casework



120,000 service requests each day

100,000 guaranteed queries

- 85% automated
- **230 staff**
- 2 - 3 day service standard
- £58.9m revenue

20,000 applications to change the Land Register each day

18,000 register updates (dealings)

- **1600 staff**
- 5 day service standard
- £148.6m revenue

2,000 more complex register creation requests

- **1450 staff**
- 25 day service standard
- £81.9m revenue

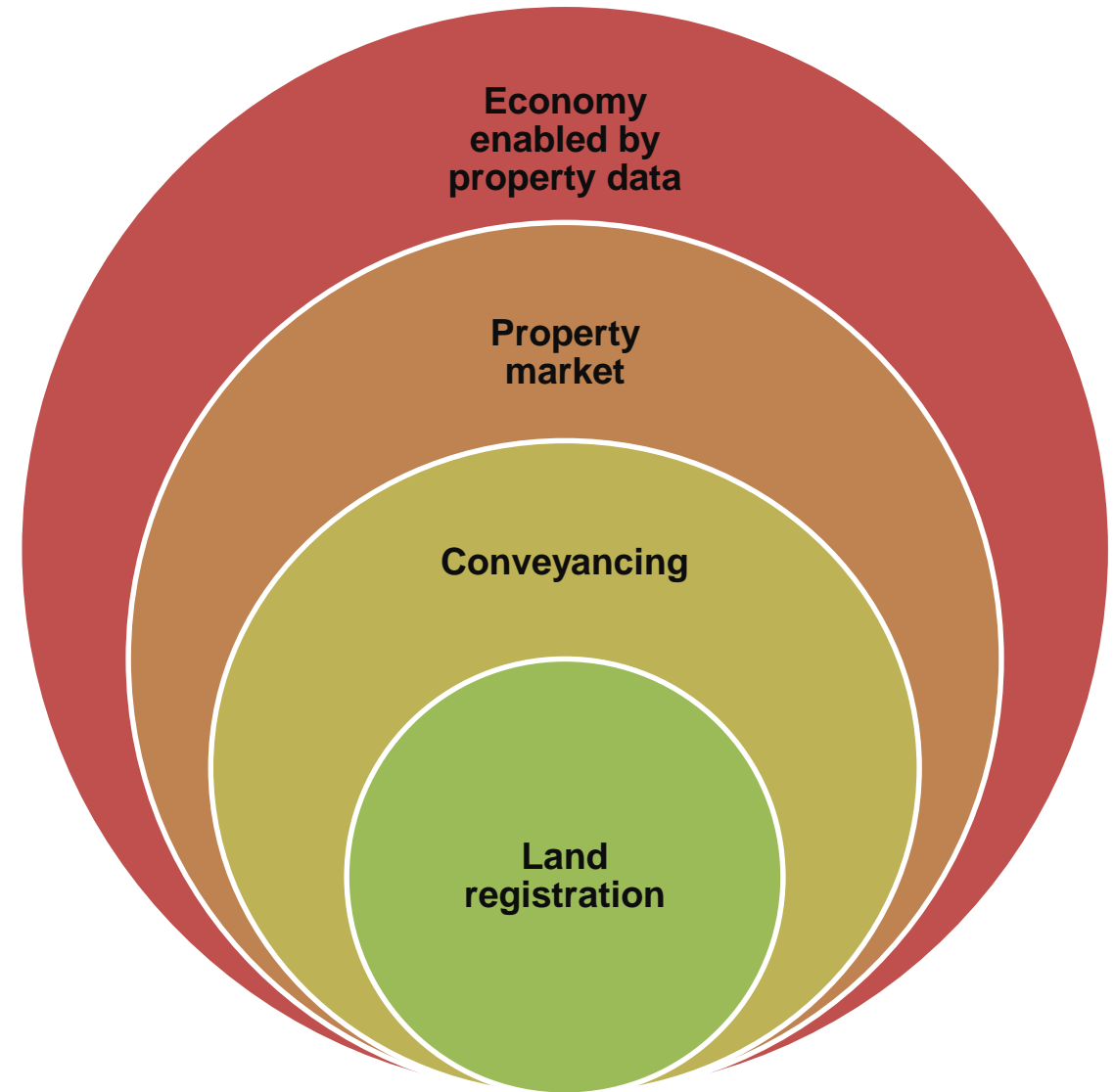


Our market

Great land registration = great property market



- Land registration is an integral part of the overall property market.
- Better land registration enables better conveyancing and a better property market overall.





Our strategy and transformation

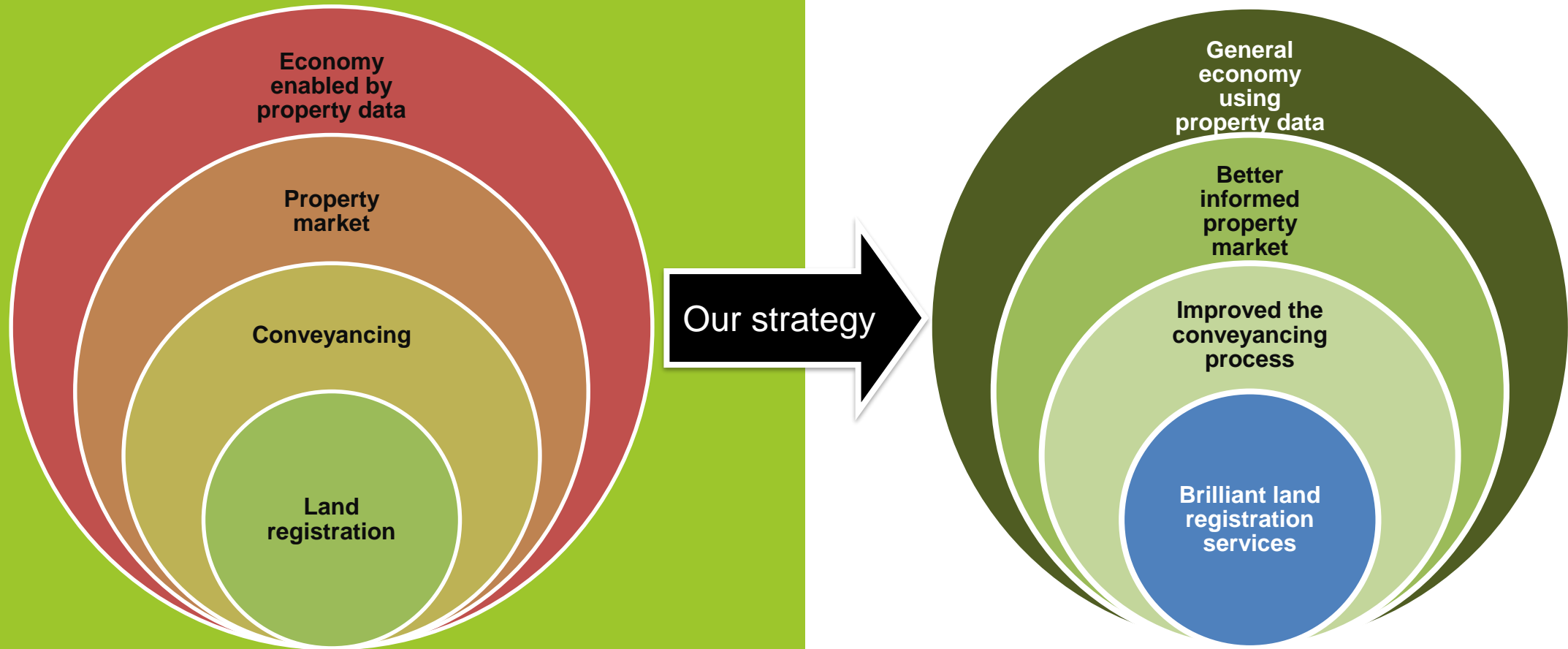
Set our ambition to become the world's leading land registry for speed, simplicity and an open approach to data.

Business Strategy

2017-2022

Preparing HM Land Registry to become the world's leading land registry for speed, simplicity and an open approach to data

A world leading land registry



Our strategy



1 Brilliant at the basics

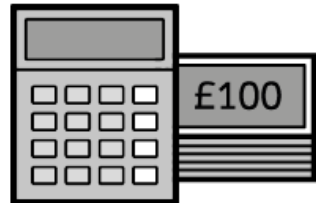


2 A comprehensive register



3 World-leading through Digital Street

Speed >>>>>> Simplicity >>>>>> Open data



6 Financially strong



5 Expert people



4 Opening our data



Digital and comprehensive register

Digital Registers

The essential groundwork for our digital transformation

Better structure

More consistent formatting

This will enable:

- faster services for our customers
- better systems for our staff



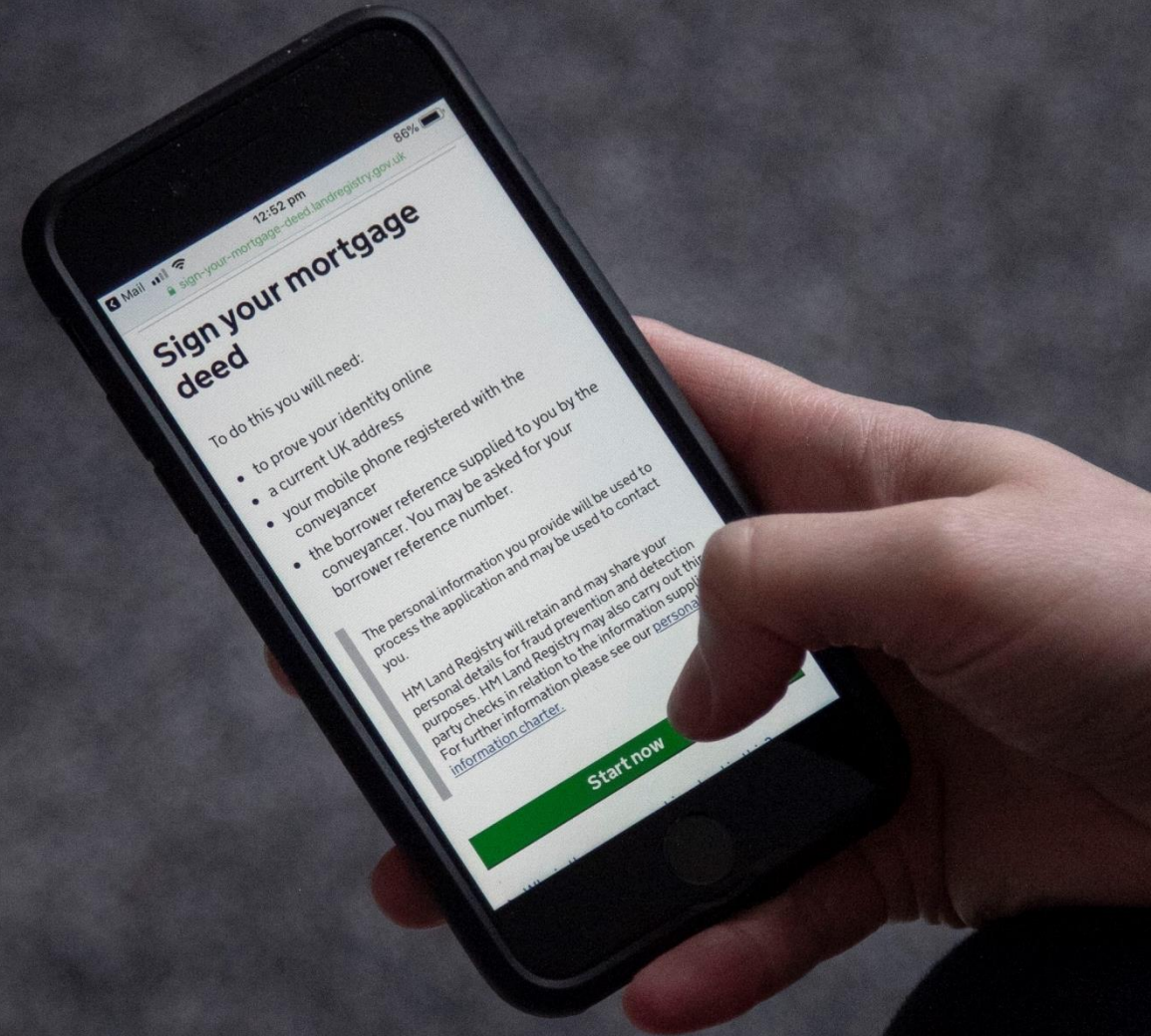
Digital Services

First digital mortgage signed April 2018

5,000 digital mortgages registered

Major high street banks are actively using the service including HSBC, Nationwide, NatWest and Santander

Currently available for remortgages on single registered titles





Local land charges

Scale of the change

316 English
local authorities



23 million
charges



LLC digital service



Local authorities with migrated LLC data



Warwick
11 July 2018



Liverpool
3 September 2018



City of London
8 October 2018



Blackpool
20 November 2018



Isles of Scilly
17 January 2019



Norwich
11 July 2019



Lambeth
1 October 2019



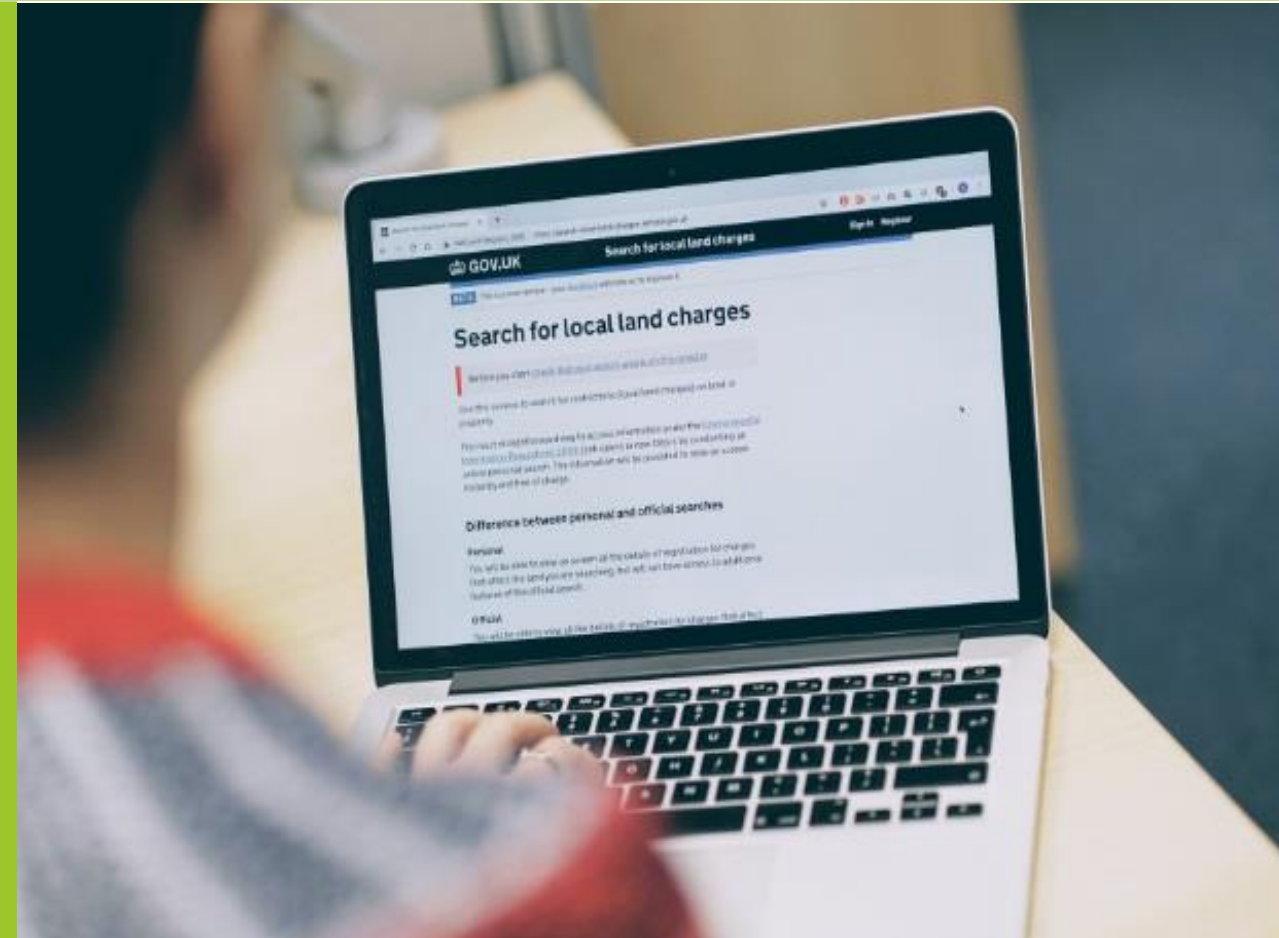
Peterborough
31 January 2020



Watford
6 February 2020

Wider benefits of the LLC Register

- Instant, cheaper information for a more efficient property market
- Wider use of LLC data helps drive innovation through PropTech, supporting the UK property market
- Could reduce time, cost and effort of planning and completing infrastructure and development projects
- Aligns with the aims of the government's Industrial and Housing Strategies



GOV.UK - search for Local Land Charges



Transforming together

Conditions for success:

1. HM Land Registry listens to everyone.
2. HM Land Registry enables innovation.
3. Throughout HM Land Registry maintains trust and confidence in ownership.
4. The profession acknowledges and performs its role.

[gov.uk/land-registry](https://www.gov.uk/land-registry)

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@HMLandRegistry

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hmlandregistry.blog.gov.uk

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