



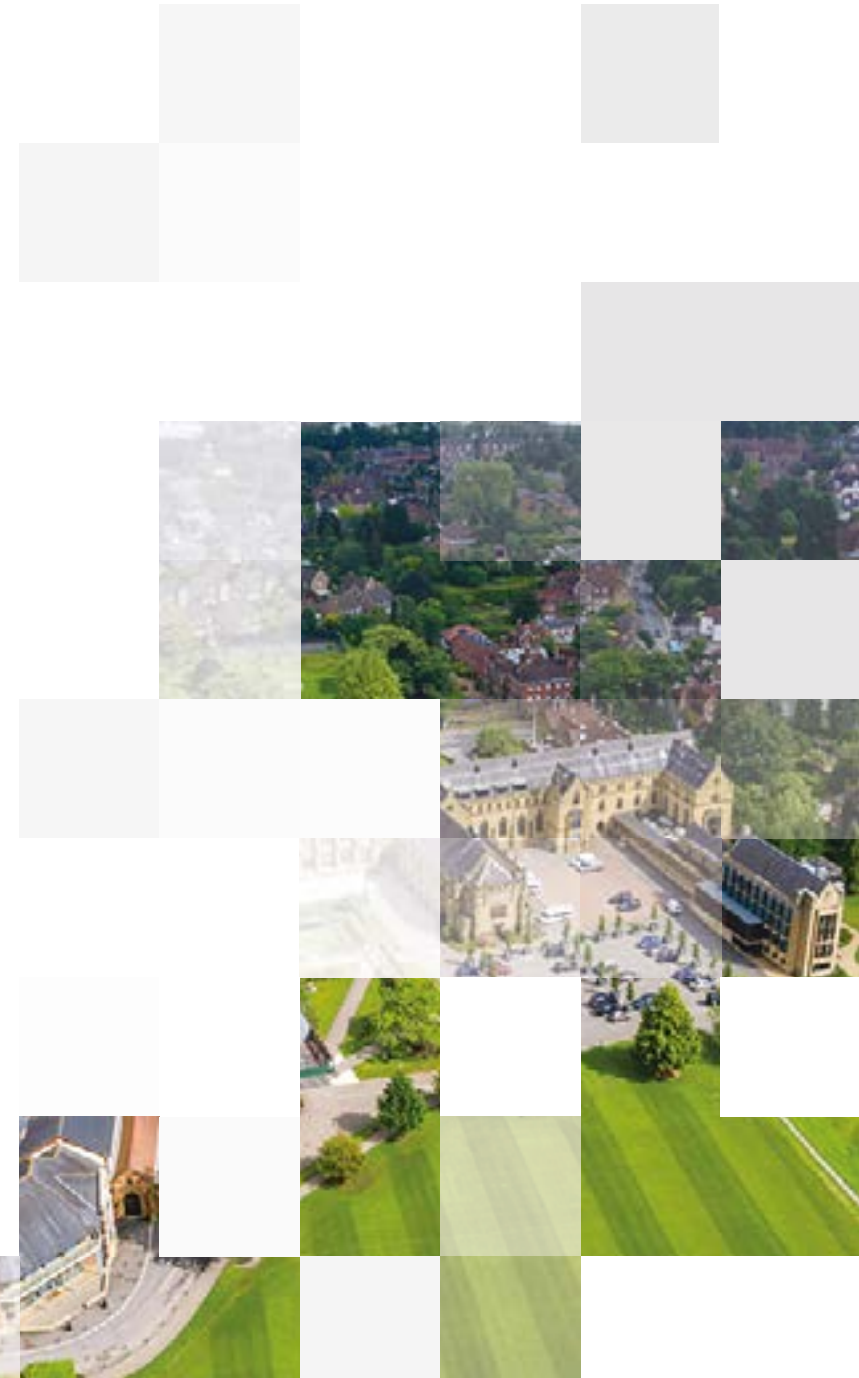
# Newsletter

# April 2024

**Get the latest information about the Local Land Charges (LLC) Programme and local authorities' data migration to the central LLC Register.**

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- National Trading Standards: material information guidance
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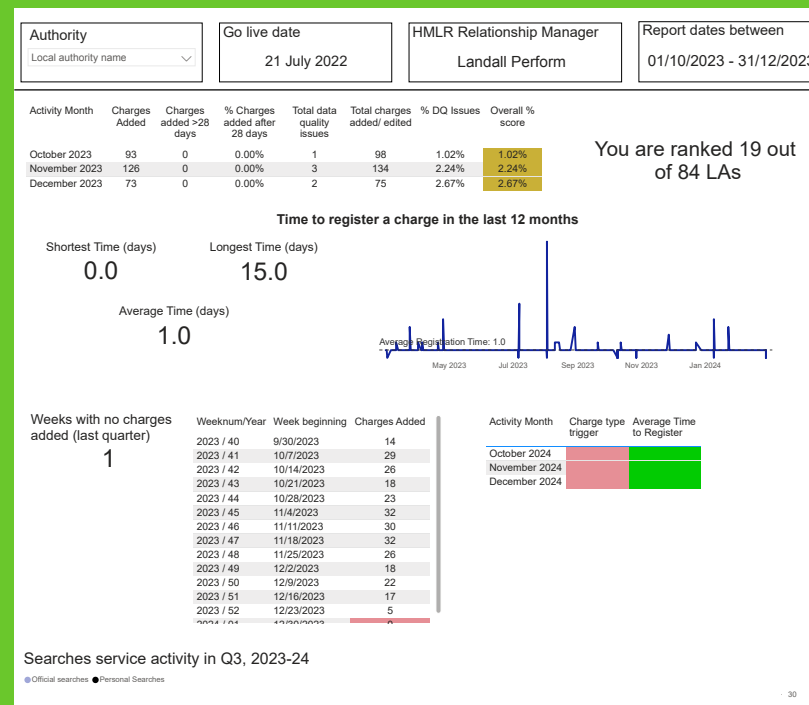
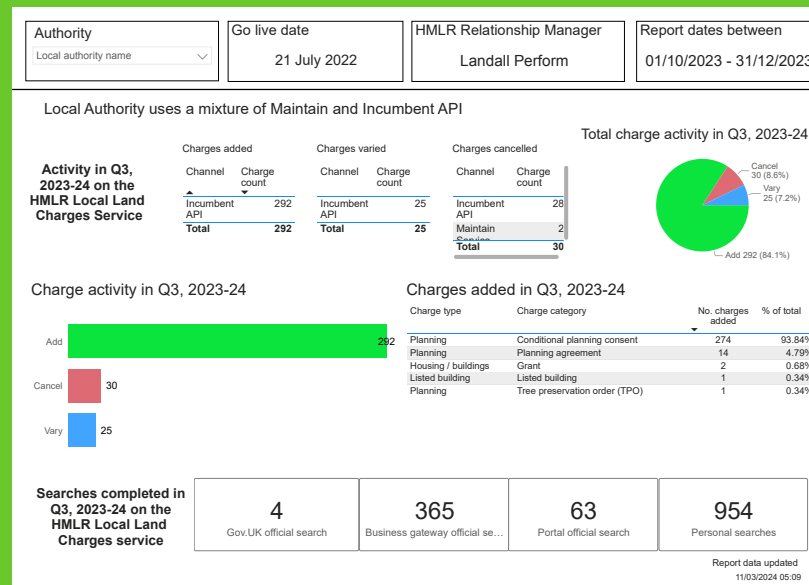


# Quarterly performance reports introduced

We are making it easier for local authorities who have migrated their LLC service to the national register to understand their registration patterns.

From 20 April 2024, our Relationship Managers will share **quarterly performance reports** with the nominated contact for each local authority. The reports provide a snapshot of all registration activity during the previous quarter and can be used for statistical analysis. Details of charge types that have been added, varied or cancelled will be available along with search information.

The introduction of these reports will allow departments reliant on the information to determine if any processes need to be improved to enhance their department's effectiveness. Furthermore, they will enable more informed discussions with our Relationship Managers.



Quarterly performance report example

# National Trading Standards: material information guidance

Under the Consumer Protection from Unfair Trading Regulations 2008 (CPRs), estate and letting agents have a legal obligation not to omit material information from property listings. The CPR defines material information as ‘information which the average consumer needs, according to the context, to make an informed transactional decision’.

Since the Regulations became law there has been considerable debate about what constitutes material information. In 2023, the National Trading Standards’ Estate and Lettings Agents Team (NTSELAT), published their guidance for property listings in the UK. The guidance was compiled in collaboration with cross-market stakeholders from the material

information steering group, and contains three sections:

- **Part A** – covers the most integral information for a property listing
- **Part B** – covers the physical characteristics of a property
- **Part C** – contains conditional information that may be relevant to the property.



## How are local land charges (LLC) affected?

Part C of NTSELAT's directly names four categories of data that listing agents should consider providing upfront to customers.

- Conservation areas
- Listed building status
- Restriction on permitted development (Article 4 Direction)
- Tree preservation orders

When a property is affected by one or more of these factors and is located within a migrated local authority, estate and letting agents will be able to get instant access to the data.

## Moving forward with LLC data

The LLC Programme's primary objective is the preparation and migration of all local authority LLC data onto the national register. As more local authorities complete their migration, we will consider the wider market benefits and potential applications of the digital dataset. Already tangible service and process benefits have emerged within local authority departments and across the property market.

[HM Land Registry's Business Strategy 2022+](#) sets out our commitment to [provide accessible digital register data](#), [near real-time property information](#) and [accelerate change with property market partners](#). Going forward we will be working with estate agents, the property market and anyone with a stake in material information to identify how our data can be used. Making information available right at the start of the property buying process will give buyers and sellers more certainty in their transactions.

## Be a part of the next step

We are at the beginning of a discovery journey. The proposals that are discussed and implemented will require market-wide collaboration, on any change to the way properties are listed for sale or rental. As data providers, it is our responsibility to remove barriers to the critical information that we hold where we can. Change must be implemented sensibly and sensitively, by listening to and working with those responsible for property listings. These plans put property buyers at the heart of the transaction, and gives them greater security and certainty, in what for many is the biggest investment of their lives.

If you want to get involved, or have any feedback about LLC's approach to material information, please email [Callum.Moffat@LandRegistry.gov.uk](mailto:Callum.Moffat@LandRegistry.gov.uk)



# Martello's LLC aspiration

**On 20 March 2024, the local land charges (LLC) team hosted Martello at Unity Square in Nottingham. Martello are an independent expert team with a background in geospatial engineering, environmental consultation and data design. They aim to make environmental searches that are part of the property buying process easier for all.**

**Henry Crosby** and several of his colleagues got to experience the complex and detailed LLC digitisation process first-hand when they joined **Donna Ridgway, Mark Edwards, Simon Purvis, Cazed Celliers** and **Jamie Winch**. The team were provided with an in-depth tour of the **Data Transformation team** and given an update on the programme, migration numbers and our new lender validation service, which is currently in BETA testing. It's fair to say Martello were impressed with the showcase and expressed a desire to collaborate with us going forward.

While Henry and his team are currently focused on providing environmental searches, they want to expand their market by promoting the use of LLC data in future products. We look forward to collaborating with them to see how our data can be incorporated into their propositions.



Martello showcase product and discuss LLC integration

**Martello**





# Top tips for migration

Al Alley, HM Land Registry Delivery Manager, shares his top migration tips.

- **Don't be afraid to tackle difficult conversations** early on in your migration journey. These are usually conversations around listed buildings, other originating authorities, or a random cupboard with reference material.
- **Make use of the weekly or bi-weekly catchup meetings** to track progress and collaborate on problems and blockers. These meetings will help to keep the momentum going on your migration journey.
- **Consider setting up 1-2-1 style catch-ups** with your Delivery Manager and project lead to address project admin and updates, which fall outside of the weekly progress-tracking and problem-solving sessions.
- **Be brave enough to keep things friendly**, most migration journeys will take time to complete.
- **We are here to help**, avoid blame and fault finding.
- **Get comfortable with change**, while plans flex and change the goal remains the same.
- **Get the Quality Team** in the loop early.
- **Lose the acronyms** early in your journey and don't be afraid to ask if you do not understand something. Migrations are a complicated job with lots of friendly experts supporting us.

**TOP  
TIPS**



## Quote of the month

**“ HM Land Registry’s LLC Programme coincided with our local authority’s move to transform our services. As such it has played a big part in enabling us to analyse and amend our data, which in turn enhanced and sped up our search results both for ourselves and our customers. It also helped us to develop and improve our working relationship with other departments within the local authority. ”**

**Clare Ockwell**

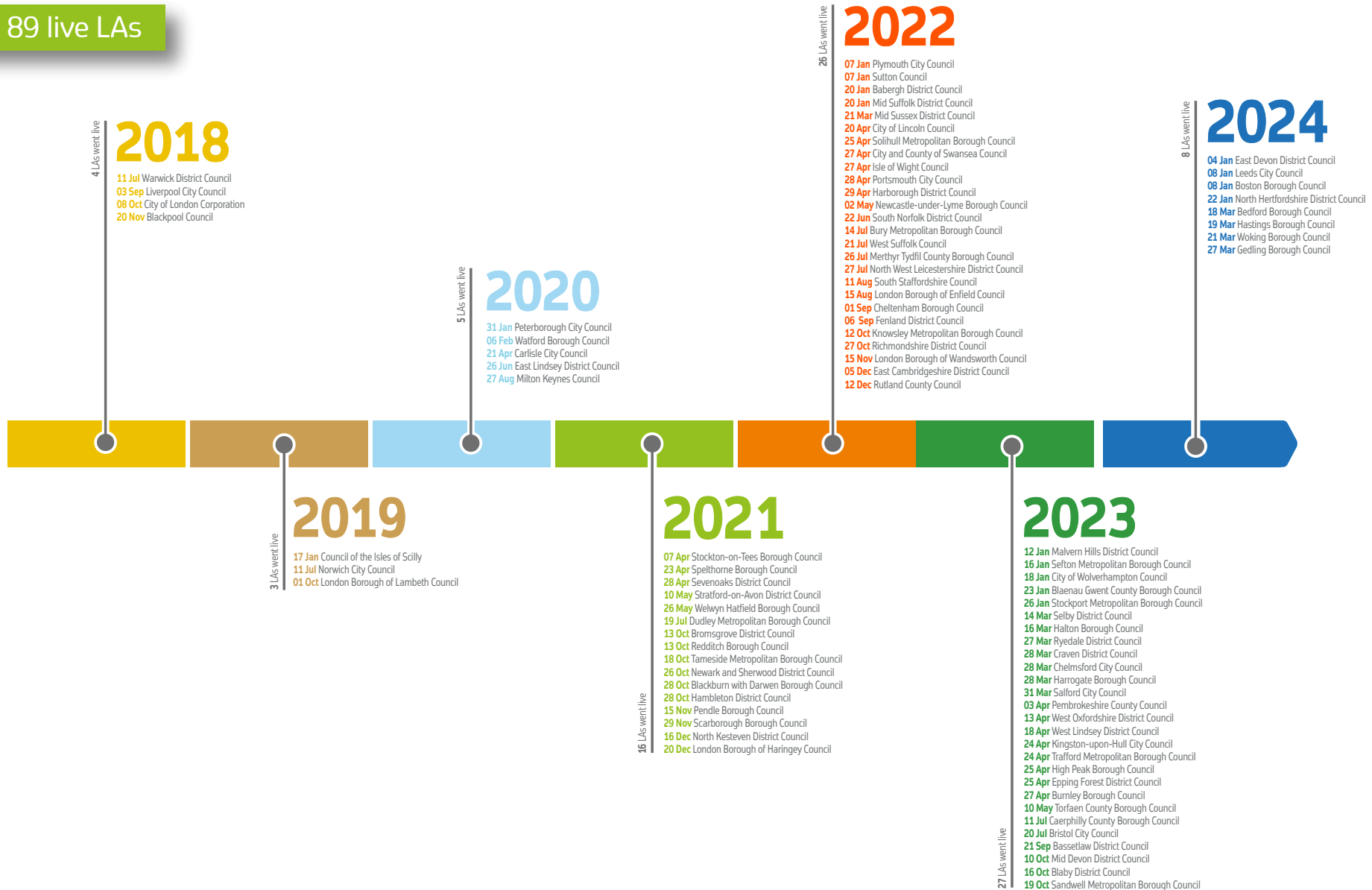
Electoral Services and Land Charges Manager  
at West Berkshire District Council



# Local authorities on the register by 31 March 2024

## HM Land Registry Local Land Charges Register

89 live LAs

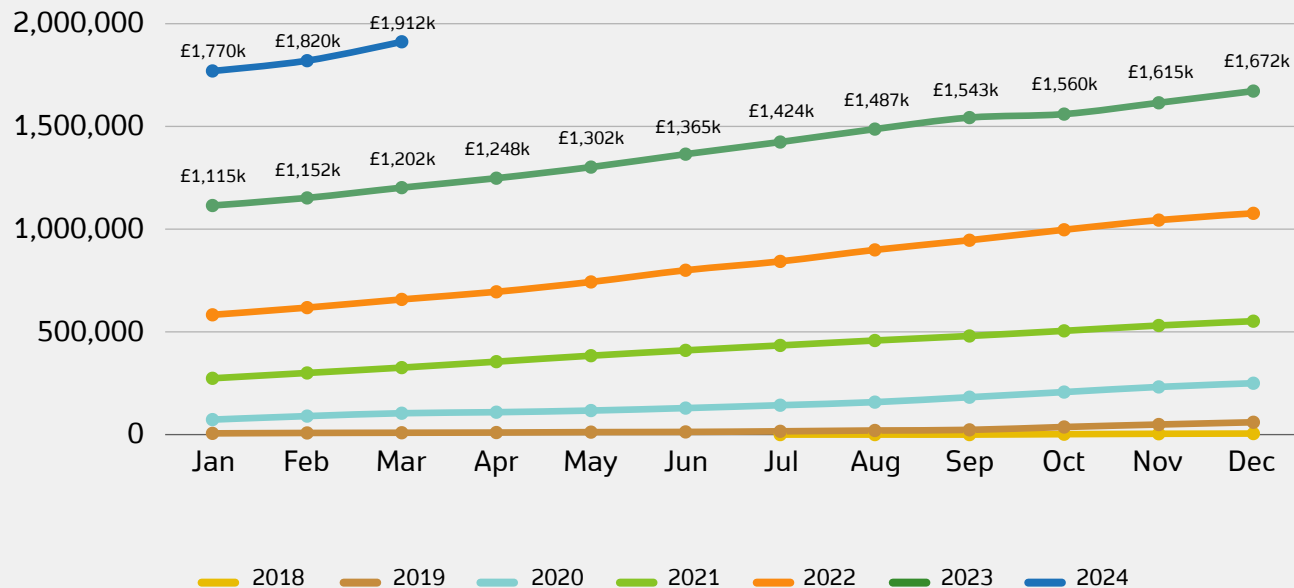




# The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£1.9 million** from searches with customers in migrated areas, saving an average of **13 days** to obtain an LLC search result. There are over **five million** charges from the **89 local authorities that have been migrated** to the register.

## Cost savings since service go-live



This graph illustrates the accumulative savings as more local authorities join the national LLC Register



# The national LLC Register - total number of searches

Since July 2018,  
we have recorded

914,812

searches on  
the register

Search figure accurate up to the end of the preceding month



Kind regards

*Allison Bradbury*

**Allison Bradbury**

Head of Local Land Charges  
Implementation

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