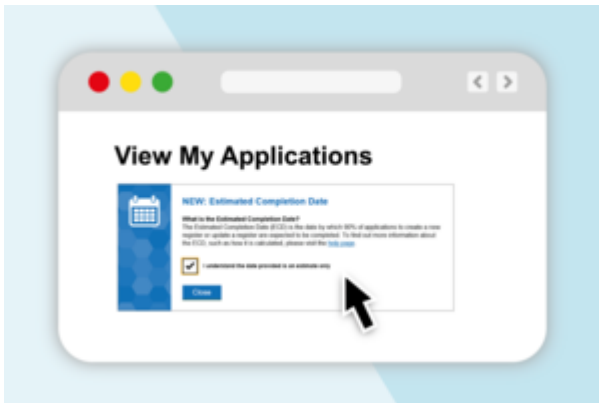


Conveyancers can quickly see estimated completion dates for their applications

News story

Our latest portal enhancement, Estimated Completion Date, is now available within View My Applications.



Estimated Completion Date is the latest enhancement to [View My Applications](#), which is available to all portal users. For the first time conveyancers can see a single calendar date by which they can reasonably expect their applications to be completed. The new feature allows them to monitor their applications by providing them with an instant view of their progress, enabling them to manage their clients' expectations better.

Nearly 60,000 users have logged onto View My Applications since the launch of Estimated Completion Date earlier this month. This is the latest feature to be added in response to customer feedback. This enhancement will reduce the time previously spent on seeking updates from our customer contact centre. Currently we receive more than 5,000 requests for status updates per week, which is almost 1 in every 5 times a customer contacts us.

Estimated Completion Date takes data from the previous 30 days to provide a projection of when the majority (90%) of that application type will be completed. It is calculated from the day each application is received by HM Land Registry. It will then be updated for each application, every 30 days from the date of receipt, to accurately reflect the latest data. As it is an estimate, most customers will receive their completed application before this date.

We tested this with conveyancing teams at Shoosmiths before rolling out for all portal users. Here is what some of our early users have said about Estimated Completion Date.

Residential Team user, Shoosmiths

The View My Applications feature is more useful now that there is an estimated completion date. We are often asked by clients for timescales and so the feature is used a number of times every week.

Commercial Real Estate Team user, Shoosmiths

The estimated completion date feature is useful as it helps us to manage client expectations and the impact on dependent transactions. It is used frequently to report to those managing the transactions on when we can expect an application to be completed.

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