

News story: Business customers now receive fewer online documents

From:

First published:

20 February 2017

We have changed how we confirm online applications for Land Registry portal and Business Gateway users.

To help customers process their work and save time, we have reduced the number of documents we send to confirm their application.

From today, customers who send an application to us online will receive fewer confirmation documents.

Customers who receive their completed applications through [the Land Registry portal](#) or via [Business Gateway](#) will now receive a single Register Completion Sheet. This will contain important information that used to be on the Title Information Document. The Title Information Document duplicated much of the information in the Register Completion Sheet and contained information that is no longer relevant.

We will send a bilingual Register Completion Sheet when we complete any application against a Welsh title.

In November 2016, [we introduced this change for customers who receive confirmation through the post](#).

We are currently testing an option for customers who use our online services, to choose whether they receive separate completion documents, or whether they receive a single combined PDF. We hope to introduce this option next month.