

[News story: More Application Enquiry updates for Business e-services customers](#)

We are improving the Contact Us form in Application Enquiry.

Used by thousands of Business e-services customers, Application Enquiry is a free, user-friendly way for customers to track the progress and status of any application. It is accessed via the [HM Land Registry portal](#).

The improvements to the Contact Us form build on the [updates we made on 14 August](#). We continue to prioritise updates according to customer needs and feedback, and prioritise those that help us become a digital and data-driven organisation.

During week commencing 21 August, the changes to the current contact us form will include the addition of:

*Customers will need to specify the reason they want an update, allowing us to handle their query as quickly as possible and better understand their needs.

We are also removing the option for customers to request a call-back when they are enquiring about the progress of their application. This option is rarely used and in most cases we can only give an indication of when a customer's application will be completed. This often mirrors the [average completion times](#) that are already shown as part of the service.

Business customers can find out: