

Lease Conferences



Audio for the webinar will be through your computer speakers

Audio also available by telephone:

Call

0800 051 3810

or

+44 20 3478 5289

Access code: 956 477 154

For technical assistance please call Webex:

- 0800 389 9772
- Option 3
- Quote site reference: lease-advice.webex.com

Submit questions via the chat box

Disclaimer



Whilst we make reasonable efforts to ensure our content is accurate and up-to-date, information and guidance in this webinar does not and is not intended to amount to legal advice in any particular case

No responsibility for any consequence of relying upon the webinar material or presentations of the webinar is assumed by LEASE or any of our advisers

The law is as at 8 December 2017

Improving the home buying and selling process

A guide to the call of evidence
Nicholas Kissen
8 December 2017

The call for evidence

- Issued by DCLG on 22 October 2017
- 25 questions
 - “We would like your views on:”



Department for
Communities and
Local Government

Who should respond?



Background

- Conservative Party Manifesto 2017
 - “A Conservative Government will reform and modernise the home-buying process so it is more efficient and less costly”





Estate Agents

- Steps to strengthen regulation?
 - Consumer awareness of raising a complaint?
 - Consumer benefit from referral fee arrangements?
 - Referral fees always being disclosed to consumers?
 - **Four questions**
-



Conveyancing

- Desire for consumers to make more informed decision when selecting conveyancer
 - Based on levels of service and customer satisfaction
 - Welcome views on how this can be made possible
 - Welcome views on how can deliver conveyancing process fit for 21 Century
-

Conveyancing

- Explore how competition could be improved
- Other ideas to address areas of concern
- **Three questions**

Digital technology

- Desire to make official search and legal conveyance stages more consumer friendly
- How can government support further innovation
 - Help industry harness improvements in technology and access to govt. data
 - Enable change to digital registration and e-conveyancing
- **Four questions**



Mortgages and Lenders' requirements



- Explore ways of
 - Speeding up mortgage application process
 - Giving greater certainty to consumers over whether application will be successful
- Welcome views on whether buyers should be encouraged to have initial discussions with lenders before house hunting starts
- **Two questions**

Educating buyers and sellers



- **One question**

Better information at point of sale



- Two questions
-

Sharing information about each other and increasing commitment



- Lack of trust between parties
 - Gazumping
 - Use of contractual agreements to ensure commitment
 - Three questions
-



Buying a leasehold property

- “We want to use this Call for Evidence to explore ways of making sure leasehold information is released to a more predictable timescale, more consistently and at a reasonable cost.”
 - **Three questions**
-



Buying a new build property

- Improving the experience
 - Arranging finance from lenders
 - **Two questions**
-



Additional suggestions for improvement

- Additional comments
- One question



Background information

- What do we already know about the process?
- What happens in other countries?



Deadline for responses



Complete the online survey

- <https://www.surveymonkey.co.uk/r/homebuyingandselling>



Other destinations for response

- homebuyingandselling@communities.gsi.gov.uk
 - OR
 - Home Ownership Division
 - 3rd Floor Fry Building
 - 2 Marsham Street
 - London
 - SW1P 4DF
-



And now over to you....

Questions?





Where you can find us?

The Leasehold Advisory Service

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www.lease-advice.org

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