

BUILDING THE FRAMEWORK FOR THE FUTURE

OVERARCHING STRATEGIC AIMS

To create a positive home moving experience through:-

- Swifter certainty
- Fraud protection
- Effective communication

8 WORKSTREAMS

- 1. Enhanced ID verification
- 2. E-Home Report upfront provision of information
- 3. Reservation Agreements
- 4. Completion Certainty
- 5. Leasehold Reform
- 6. Lending Process
- 7. Local Search Data
- 8. Secure Portal

1. ENHANCED ID VERIFICATION

- Develop a reliable product
- Reduce instances of verification but increase certainty
- Centralise the process

Step 1	Step 2	Step 3
Develop biometric ID verification to include: ID POR PEP Proximity	Work with HMLR on: Digital signatures HMLR anti fraud data	Lobby government for up front centralized verification at point of marketing/ viewing

2. E-HOME REPORT

- Comprehensive collection of information
- Digitally enabled
- Using artificial intelligence to reduce enquiries

Step 1	Step 2	Step 3	Step 4
Develop comprehensive forms including basic leasehold finance information	Seek regulator and stakeholder endorsement and commitment to include 'Form reviews' in inspections	Pilot with member firms and panels	Lobby government for mandation

3. RESERVATION AGREEMENT

- Provide a standardised agreement
- Reduce uncertainty
- Create choice for home movers

Step 1	Step 2	Step 3	Step 4
Draft agreement	Regulator and stakeholder endorsement	Pilot with CA firms	Lobby government for mandation

4. COMPLETION CERTAINTY

- Special condition enabling completion monies to be sent the day before completion
- Create certainty of time of move
- Reduce wasted resource over completion delays

Step 1	Step 2	Step 3
Draft Clauses and mechanism for validating ultimate fund holder	Seek endorsement from regulators, stakeholders and lenders	Pilot with member firms

5. LEASEHOLD REFORM

- Reduce the cost and delays associated with leasehold transactions
- Provide a form of redress
- Support fair terms in new leases
- Educate consumers on leasehold

Step 1	Step 2	Step 3	Step 3
Create gap analysis of RICS statutory and amend to reduce costs and delays, create and pilot redress scheme	Work with stakeholders to create a Leasehold Reform wish list and lobby government	Create CA leasehold video and 'disputing leasehold charges' information sheet	Lobby HMLR to remove leasehold restrictions

6. LENDING

- Create ability for buyers to obtain a conditional decision in principle
- Reduce post offer queries
- Improve communication with lenders

Step 1	Step 2	Step 3	Step 4
Establish CRA practices around hard footprint credit reports for DIP	Work with stakeholders to create standard valuation phrasing to reduce PVQ and pilot	Work with lenders BSA and CML on a review of the handbook to reduce queries	Work with software suppliers and lender panel managers to provide integrated systems

7. LOCAL SEARCH DATA

- Reduce cost and delays in search provision
- Create a version of CON 29 relevant for lender with optional borrower questions
- Digitise relevant data

Step 1	Step 2	Step 3	Step 4
Work with affiliates and stakeholders to identify CON29 questions relevant to lender	Seek endorsement by regulators and lenders	Pilot with member firm	Lobby for digitization of the relevant data

8. SECURE PORTAL

- Create a secure communications platform
- Reduce frauds such as fund redirection
- Create a platform for the 'Property Log Book'

	Chan 2	Step 3	Step 4	Step 5
Step 1	Step 2	Step 5		
Meet with affiliates to establish opportunities for integrations	Create proof of concept for middleware to translate variables from one system to another	Role out to the rest of the legal software industry for endorsement and uptake	Review blockchain technology to create a property log book	Create proof of concept for property log book and pilot



THE CA NEEDS YOU!

- 1. ID verification
 - Draft CA Verification Protocol
- 2. E-Home Report
 - E-home report pilot
- 3. Reservation Agreements
 - Approval of wording
 - Pilot
- 4. Completion Certainty
 - Approval of wording
 - Pilot
- 5. Leasehold Reform
 - Litigation Advice
 - Leasehold animation working party
- 6. Lending Process
 - Review CML Handbook
- 7. Local Search Data
 - Approval of Lender CON29
 - Pilot
- 8. Secure Portal
 - Pilot Integration Process