



Changing  
the way  
we convey



LEGAL MEMBER BENEFITS

# Changing the way we convey



The Conveyancing Association is the voice of the specialist UK Conveyancer and the leading trade body for the conveyancing industry.

Its membership is currently made up of 80 Solicitors and Licensed Conveyancers, who collectively conduct approximately 25% of all property transactions and 70% of all remortgage transactions in England and Wales. The Association is a not-for-profit organisation that works collectively and proactively to improve the conveyancing process for the consumer and to formulate and implement best practice throughout the industry. The Association

works collaboratively with industry stakeholders to campaign, influence and improve the conveyancing process for the consumer and conveyancers

Members have the opportunity to influence initiatives, campaigns, protocol and debate within the Association and the wider conveyancing community.

Membership of the Conveyancing Association will increase your profile within the Conveyancing industry and provide you with the opportunity to meet key stakeholders, new business contacts and friends.

**“ The CA provides an opportunity to be at the forefront of the conveyancing industry and to work collaboratively with conveyancers, stakeholders and other industry specialists to change the way we convey and run our businesses. ”**

**Nicky Heathcote**  
Chair, Conveyancing Association







# Parliamentary and Stakeholder Lobbying

As an Association our mission is to improve the home moving process for the consumer. We represent the needs of our members and the wider conveyancing community at the highest level, by actively engaging with government bodies and stakeholders to influence and lead the call for conveyancing reform and legislation. This includes maintaining a position on a variety of industry and public body committees and steering groups. Our interactions with these stakeholders allow our members access to points of influence which otherwise would be unattainable.

## The Committees and steering groups we are involved with include:

- HM Land Registry Advisory Council
- Digital Property Market Steering Group
- Department of Levelling Up Housing and Communities Building Safety Group
- Welsh Government Building Safety Act Strategic Group
- Conveyancing Task Force
- HBSG (Home Buying and Selling Group) and the following working groups:
  - > UFI (Upfront Information) Group
  - > Leasehold Group

- > Technology Group
- > PR Campaign Group
- > Reservation agreement Group
- > Property Logbook Group
- Content co-ordinator of Leasehold Property Enquiry Form (LPEI) and Freehold Management Enquiry Form (FMEI)
- Buying & Selling Property Information Dataset Content Co-ordinator
- Myidentity.org.uk Governance Team

## Digital Property Market Steering Group (DPMSG)

The Conveyancing Association is a proud member of the DPMSG, a new coalition of key property industry players designed to lead the drive towards digital conveyancing, with an aim to create a secure and modern home buying and selling market that is transparent, customer-friendly and business friendly at all stages. Supported by government bodies including HMLR, and trading standards, CA's membership of DPMSG, further aligns the Association as being at the forefront of change in the conveyancing market.

# Continued Competence, Continuing Compliance

In the fast-changing world of conveyancing, it has never been more important to keep your knowledge up to date. To help CA members remain at the forefront of their profession, they are provided with access to a wide range of insight, best practice, resources, events, webinars, training, and benefits to bolster their learning, so they are fully equipped to meet the challenges of today and tomorrow.

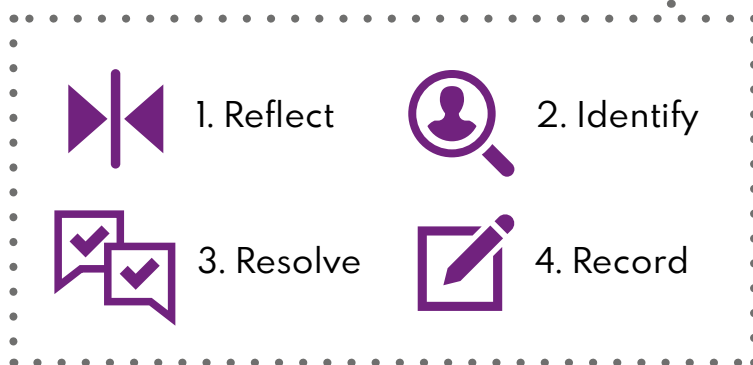
Continuing competence /continuing compliance is a career-long enhancement of knowledge, skill and judgement, and our members can fulfil their annual training requirement, simply by attending our various events and reading our guidance notes.

Instead of the rigid CPD structure, members are encouraged to:

1. Reflect on their own work and identify any gaps in their knowledge.
2. Make informed decisions on their individual learning needs.
3. Maintain an up-to-date understanding of relevant conveyancing policy and practice.
4. Maintain a record of activities undertaken to achieve and evidence continued competency.

## Continuing compliance/ continuing competence

HOW?



## Member Support



1. Diverse programme of events and industry workshops, including the CA annual conferences.
2. Online resources to improve compliance.
3. Video-based resources for staff and individual training.



# Our work

## **Informing Home Movers about the Conveyancing Process:**

Our BIG Question survey indicated that there was a real need to provide home movers with clear information on what happens during the home moving, how to prepare for it and how long it all takes. The Association have responded by commissioning two animated videos describing the process, both of which can be accessed on our website.

## **Leasehold Campaign:**

Our campaign to change negative leasehold management practices, to ensure a fair outcome for our clients and quicker transaction process, has been hugely successful.

## **Report on misselling in the Home Moving Process:**

The Conveyancing Association carried out a survey of home movers to understand how many were receiving all the facts prior to making an offer on a property. The survey showed that 98% of people received no information prior to viewing the property and only 8% received anything prior to making an offer. The impact of this should not be underestimated. In leasehold in particular it perpetuates the opportunities for the abuse of incoming leaseholders as our report demonstrates.

## **Lender Engagement:**

We are working with mortgage lenders, valuers and surveyors to address the delays in the process caused by post offer queries. Our round table meetings engage debate with the lending industry to create collaborative conveyancing practices.

**“ Conveyancing is an ever changing environment what with updates to law and regulations, and the customer expectations, which bring extra burdens to our members. The CA therefore aims to deliver timely common sense guidance on aspects such as BSA, leasehold traps and solutions, to help conveyancers keep up to date on change and educate their staff. ”**

**Beth Rudolf**  
CA Director of Delivery

## **Cyberfraud Protocol:**

We work with fraud experts and those with a view of the developing criminal behaviours to help provide insights into emerging threats and help identify working practices and technology solutions which can reduce these threats and keep you updated on emerging threats and how to guard against them.

## **The Technical Protocol:**

Some of the most successful Conveyancing practices in the UK have worked collectively with us to produce the Conveyancing Association Technical Protocol, which defines best Conveyancing practices and procedures, to which all of our Members are recommended to adhere but also to enable seasoned conveyancers to pass on their experience to all conveyancing teams.

Our Cyberfraud and Technical protocols are invaluable in helping you to train your staff and equip them with the knowledge they need to challenge their fellow conveyancers, when debating issues covered within the protocols.



# Our work



## **The Conveyancing Association Pledges:**

Our mutual commitment to excellent customer service formulated the Conveyancing Association Pledges - the first published customer service commitments in the conveyancing industry. Our Members are totally committed to improving their businesses and enhancing the client conveyancing experience.



## **BASPI and material information:**

Under current regulations estate agents are required to provide the material information and National Trading Standards are creating guidance on this. The CA, working with Home Buying & Selling Group, has identified what the Material Information is for the average consumer that will need to come from the seller at the point of marketing.



## **Customisable Resources**

CA members are allowed to customise our extensive library of video resources with their own branding, which they can then showcase on their website. An important asset when trying to establish and build relationships with estate agents.



# Our Affiliate Members



inCase



“ The CA is the best place to be able to shape key changes and developments in the conveyancing marketplace, meet the right people and develop your company to become one of the best players in the conveyancing industry. ”

Victoria Mortimer  
Knights Plc



# Adding value to your business



## Build Your Business Network

The Association Membership is made up of market leading Conveyancers who work together to provide support, advice and a plethora of business opportunities. Our quarterly meetings provide an opportunity to network with fellow Members and a forum for sharing collective expertise and industry knowledge. Every meeting is an experience, enhancing your conveyancing and business skills, whilst networking with the best that the industry has to offer.



## Engaging with Stakeholders

Our Members engage with a wide and varied range of industry stakeholders, including Government, Lender and Instruction Panel Managers, leading Estate Agents, Mortgage Lenders, the CLC and the SRA.



## Conveyancing Workshops

Our workshops provide a forum for members to share experiences and guidance on complex conveyancing issues, in a bespoke and intimate seminar environment. The workshops are run by industry experts who are specialists in their field of conveyancing and count towards CPD.



## Conveyancing Association Branding

Our Members use the coveted Conveyancing Association logo and branding on their company stationary and promotional material and media. Member company logos are promoted on the Association website, with a direct link to Member websites.



## Association Members in the News

The Association leads the debate on conveyancing in the trade media and increasingly in the national press. Our Members inspire and are often quoted in Association press releases and articles on topical conveyancing issues.



## Compliance & Benefits

Association membership comes with a complimentary Legal Eye review and discounted access to compliance auditing and support. Members benefit from discounts on a multitude of conveyancing products and services and are exposed to new business opportunities.

In addition, membership also gives access to:

- **Dedicated member area, keep up to date with news and developments**
- **Member directory**
- **Protocols**
- **Quarterly meetings and events**
- **CPD events**
- **Annual conference**
- **Find an Expert**

## The Conveyancing Association

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