

CASE STUDY

Charles Coleman LLP: Winning with digital AP1s



In the bid for continued digitalisation of the conveyancing process, HM Land Registry announced that from November 2022, AP1s would need to be submitted digitally. Charles Coleman LLP were prepared for the change, having already engaged InfoTrack's fully digital post-completion solution since 2017. The operational wins that followed exceeded the firm's expectations. **Nathan Kapoor, Managing Partner**, and **Jade Alison Saward, Head of Conveyancing**, share with us how InfoTrack's digital AP1 solution has transformed their conveyancing department's workflow.

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Productivity through digitalisation and expert support

Charles Coleman LLP's story will be familiar to a lot of UK law firms. They were managing their SDLT and AP1 process through separate websites, printing forms, getting them signed, manually completing the AP1, then scanning everything in to be sent over to HM Land Registry. It seemed this was just the way things had to be done. Hoping for a better way to manage their post-completion tasks, Nathan and Jade looked to InfoTrack to find a more productive solution for their firm.

"There's no double checking, printing, or scanning. You save so much time. InfoTrack manages the stamp duty return for us, they can be eSigned, and then the AP1 is completed digitally," says Nathan of the now entirely digital process the firm has employed.

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"We know nothing but digital now. Everything is managed electronically. Previously, we were picking and choosing, but with the entire conveyancing process done digitally, we're saving time and it's making our lives easier," comments Nathan.

It wasn't a matter of simply switching overnight though. Nathan adds that changes in existing habits were required to gain the full benefits of using InfoTrack for their post-completion. But, through the support of their account manager and the knowledgeable helpdesk team, they've been able to navigate the changes comfortably.

"InfoTrack's chat and the helpdesk line have been phenomenal for us. Being able to pick up the phone and have someone on the other side experienced enough to guide you through it is a huge benefit. It's so easy that if we're busy and stuck we'll just start a chat," notes Nathan.

Jade adds, "The helpdesk is so willing and knowledgeable. There was a little bit of nervousness about changing systems, but now our team are up and running and find it so much easier than before."

Saving time and reducing requisitions

Switching to digital AP1s with InfoTrack, Charles Coleman has seen the power of case management integration, using data from their LEAP matter to pre-populate their SDLT and AP1. The team now save on average 10 minutes per register application and have reduced the total time to complete their post-completion tasks by 30%. The back-end efficiency is making their entire process smoother and faster from end-to-end.



30%
faster
post-completion

“Our team have commented on how wonderful the pre-population is; it’s like a dream. You click on the matter, the systems have picked up the information and it’s already there. They’re very impressed with it,” notes Jade.

Charles Coleman’s conveyancing department aren’t only saving time completing the forms though, it’s revolutionised how they manage their requisitions – reducing the requisitions they receive in the process.

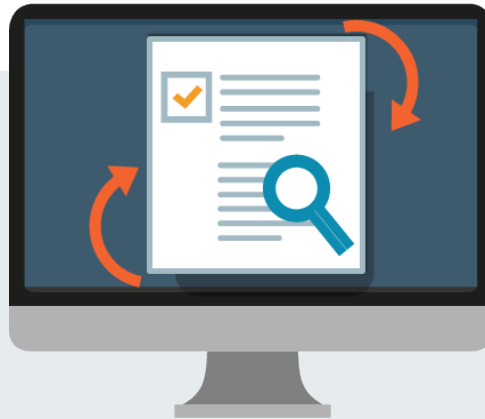
“Pre-population has vastly reduced the number of requisitions we receive, as well as the InfoTrack system guiding you through the digital AP1. Previously, people would try to speed things up to get through them, but now we’re guided through in a way that makes you stop, think, and ensure the information is correct. As a result, we’re spending less time on requisitions,” says Jade.

Nathan highlights how the InfoTrack AP1 dashboard not only supports all application submissions, but is especially valuable for complex transactions, such as when there is more than one title. By enabling staff to draft the digital AP1 for complex transactions, Nathan, Jade, and other fee earners can review the application and make any adjustments required before submission, enabling them to stay ahead of the game.

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Automated lender updates

When asked about how they're finding the LMS integration to manage their lender updates, Jade tells us it's yet another feature that makes the whole process seamless. Minimising emails and notifications to advise there's an outstanding update required, a box is checked, and the rest is taken care of through automation – a process that makes life much easier for Jade, Nathan, and their team.



Advice to those thinking of switching with InfoTrack?

On the matter of making the switch to digital AP1s, Nathan urges his peers not to leave it too late.

“Give yourself enough time to adapt, train, and gradually move over. I know it's tough to try and adapt to a different way, but I think it's more dangerous leaving it to the very last minute, especially with registrations,” he comments.

Jade echoes Nathan's advice adding, “you need time for your staff to get the training they need. You don't want any panic created by leaving it to the last minute when you're stuck with the change. Get training now, ease into it, and by November, you'll have no concerns.”

Make switching to digital AP1s easy.
Get in touch today.



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