

Residential conveyancing and home mover experience in 2022

*Back to pre-pandemic levels of
business, but not without challenges.*

We asked **103 senior residential property solicitors and conveyancers**, along with **501 home movers** who'd bought or sold a property in the UK over the last two years. Against the backdrop of a challenging economic climate, for conveyancers, we found that people-focused issues in particular loomed large. For home movers, concerns around delays and the desire for better communication were key.



CHALLENGES AND CONCERNS

After the attrition that hallmarked the pandemic years, people-focused issues and processes such as resourcing and caseload were high on the agenda in 2022.

Do you agree, it was hard to recruit and retain the right talent?



agreed

74%

disagreed

23%

aim to develop a plan in the next 2 years

4%



Do you agree, it was hard to process transactions at an optimal pace?

47%

agreed

50%

disagreed

2%

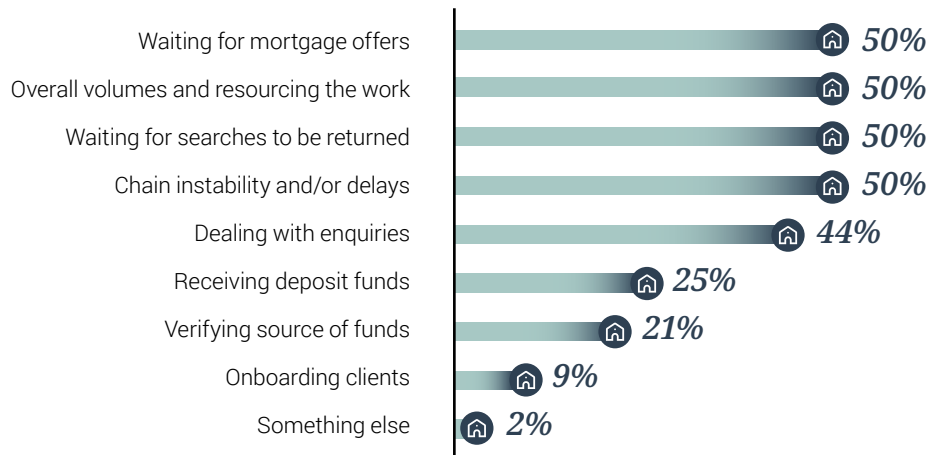
didn't know

As technology rapidly evolves, there are also challenges for firms in staying abreast of the latest AML, fraud, and cyber security updates (44%).

WHAT'S HOLDING UP THE CONVEYANCING PROCESS?

Overall, residential conveyancers perceived the **biggest causes of transaction delays** to be waiting for **mortgage offers, resourcing work, waiting for searches to be returned** and **chain instability**.

Over the past 12 months, which factors do you believe have contributed the most to delays in the conveyancing process?



Nevertheless, the relatively low number of property law professionals citing onboarding processes and verifying and receiving funds as roadblocks suggests that these **transaction milestones are working well**, likely **supported by the right processes and technology**. While some causes of delays are beyond conveyancers' control, resourcing and recruitment and more seamless connections with other conveyancers, lenders and estate agents could be areas for action in the year to come.

Want to know more?

What's next for Residential Property Solicitors & Conveyancers?

Read our latest Property Trends Report [here](#)

Explore Landmark's Legal and Conveyancing Service [here](#)

In September 2022, we canvassed the views of Estate Agents, Home Movers, Residential Property Solicitors & Conveyancers and Commercial Real Estate Lawyers right across the country, listening carefully to their opinions.

About Landmark

As part of the UK's largest property and land data business, Landmark Information Group supports the entire value chain of the property industry. With more than 25 years' experience, our data, technology and services power confident property and land decisions for architects, surveyors, estate agents, environmental consultants, mortgage lenders, real estate professionals, land developers, property lawyers and resellers to these markets.

THE CHANGING EXPERIENCE

We asked home movers for views on their last transaction, and how certain aspects of the process met or failed their expectations.



Expectations...

Which processes took longer than expected?

- 29% completion
- 23% exchange of contracts
- 22% drawing up contracts
- 20% finding a suitable home or buyer/seller



Common frustrations

Which parts of the process were most frustrating?

- 61% finding a suitable home or buyer/seller
- 61% waiting for searches to come back
- 60% exchange of contracts
- 57% completion



Vs. Reality

In fact, Landmark transaction data (year to Sept 2022) revealed that average wait times were considerably longer for mortgage offers and conveyancing query responses than for local searches:

Instruction to mortgage offer: **65 days**

Enquiries raised to replies received: **56 days**

Searches requested to searches returned: **14 days**

When you think about the future, do you think that your next transaction will be faster or slower?

While the biggest concerns for home movers were predictable – **sales falling through (46%)** or **completing on time (38%)** – it was interesting to note how many worried about **discovering a problem with a property, once the transaction was complete (36%)**. But most home movers said that the process was either improving in terms of transaction times – or was no worse than before.

About the same – I don't think it will change

37%



Quicker than it was last time – I think that the process is getting better all the time

37%

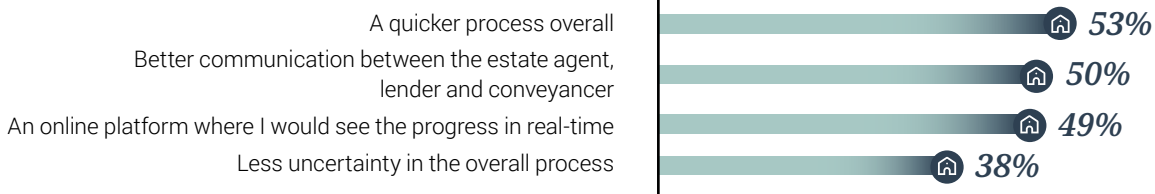
Slower than it was last time – I think the process is in need of an overhaul

26%

WHAT DO HOME MOVERS WANT?

In terms of how movers saw the process improving, speed and transparency were consistent themes. 34% wanted better communication from estate agents, and conveyancers; 28% wanted more communication from lenders; and 30% wanted more information about searches and what they mean.

Overall, what would have made your experience better?



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