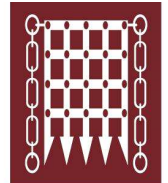


Westminster Legal Policy Forum Keynote Seminar: The future for the home buying process in England and Wales - transparency, efficiency and next steps for reform

Timing: Morning, Wednesday, 17th October 2018

Venue: Congress Centre, 28 Great Russell Street, London WC1B 3LS



**WESTMINSTER
LEGAL POLICY
FORUM**

Agenda subject to change

8.30 - 9.00 Registration and coffee

9.00 - 9.05 **Chair's opening remarks**
Liz Twist MP

9.05 - 9.35 **Moving forward in the home buying process - priorities for reform**
Matt Prior, Housing Directorate, Ministry of Housing, Communities and Local Government
Questions and comments from the floor

9.35 - 9.50 **What do consumers want from the market?**
Paula Higgins, Founder and Chief Executive Officer, HomeOwners Alliance

9.50 - 10.40 **Priorities for developing a faster, simpler and fairer home buying process**
What steps might be taken to improve confidence and trust between parties involved in the home buying process; for instance, would "lock-out" agreements or a better use of pre-approved mortgages discourage issues such as gazumping in the sector? To what extent would the creation of a single housing ombudsman improve the way that the market works for stakeholders, and what powers would be required to make such a regulator effective? How might the sector collaborate more effectively to simplify and accelerate the process? Given the policy focus on first time buyers, what more might be done to reduce the obstacles such as commission between estate agents and sellers and 'gazundering' facing those sellers who are participating in both sides of the transaction at the same time?
Beth Rudolf, Director of Delivery, Conveyancing Association
Alan Milstein, Chairman, Residential Property Surveyors Association
Gemma Young, Co-Founder and Chief Executive Officer, Settled
Matthew Jupp, Principal, Mortgage Policy, UK Finance
Questions and comments from the floor with **Paula Higgins**, Founder and Chief Executive Officer, HomeOwners Alliance

10.40 - 10.45 **Chair's closing remarks**
Liz Twist MP

10.45 - 11.10 Coffee

11.10 - 11.15 **Chair's opening remarks**
Matt Prior, Housing Directorate, Ministry of Housing, Communities and Local Government

11.15 - 11.45 **The future of online property buying**
John Abbott, Director of Digital, Data and Technology, HM Land Registry
Questions and comments from the floor

11.45 - 11.55 **New approaches to the home buying process**
Lee Wainwright, UK Chief Executive Officer, Purplebricks

11.55 - 12.50 **Transforming the home buying experience - innovation, transparency and consumer protection**
What difference would standardised IT services make in developing efficiency between actors across the home buying process, and how might stakeholders and software providers come together to create greater interoperability in the market? What can be learnt so far from consumers' experience with market developments such as online estate agency, comparison sites, digital mortgages and e-conveyancing? How might providers offer greater transparency for consumers at different stages in the home buying process, for example, would home information packs provide greater data and information on homes before an offer is made? With greater reliance on online conveyancing and concerns about fraud in the sector - and in light of warnings and advice given by the Solicitors Regulation Authority and the Law Society - how might the security of consumers' data and money be enhanced?
Stephen Ward, Director of Strategy & External Relations, Council for Licensed Conveyancers
Geoff Dunnett, Real Estate Director, International Growth, ShieldPay
Sohail Rashid, Founder and Chief Executive Officer, ViewMyChain
Questions and comments from the floor with **Lee Wainwright**, UK Chief Executive Officer, Purplebricks

12.50 - 13.00 **Chair's and Westminster Legal Policy Forum closing remarks**
Matt Prior, Housing Directorate, Ministry of Housing, Communities and Local Government
Roger Greer, Associate Producer, Westminster Legal Policy Forum