

## Registers Update - New Registers of Scotland Website

**REGISTERS OF SCOTLAND**  
Executive Agency  
Information about Scotland's land & property



UPDATE: 06

Market Research has highlighted an opportunity to enhance the Agency's website to provide a more effective and efficient method of communicating with customers. Consequently, a new website will be launched on Monday 31st March 2003.

The new website has been developed around a tailored approach to the provision of up-to-date information. Customers will now be streamed into dedicated areas, which have been designed to reflect their particular requirements when communicating and transacting with the Agency. Currently, there are four dedicated areas: General Guide, Citizen, Solicitors, and Business Customers.



The area dedicated to Solicitors contains many familiar features such as FAQs (Frequently Asked Questions), an improved registration fees calculator and information on Eforms Online and Registers Direct.

New features include:-

### • Contact Points

A drop-down selection menu enabling direct contact with managers responsible for the various stages of the registration process. Simply follow the prompts to find the relevant email, phone and fax numbers.

### • Turnaround Times

Up-to-date average turnaround times for the main types of application processed by the Agency. If your particular application is outwith the stated time and you wish to receive further information on its progress - link directly to our Customer Services Centres in either Edinburgh or Glasgow.

### • Closer Working Relations

Details on how to arrange a meeting about your particular registration requirements. Senior managers will be pleased to discuss the full range of products and services offered by the Agency to ensure that you are receiving the best possible service.

### • Registers Updates

Extra copies, back issues and an up-to-date list of contents can be printed directly from this section. We will also continue to send out Registers Updates to all customers who wish to receive them as part of a comprehensive communication strategy.

The aim is to create a website that meets the requirements of all our customers. Please keep us informed through the new electronic feedback form of your comments and anything else that you would like to see included in future.



*This is the latest in a series of updates to keep you informed on the various aspects of Registers of Scotland's services, policies and procedures. We request that you retain these for future reference - folders are available for this purpose if required. More details on these updates can be found at [www.ros.gov.uk](http://www.ros.gov.uk), or by contacting Customer Relations on 0131 200 3944*

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