

Intelliworks Workflow Updates

April 2022

New Core Practice Management Standards (CPMS) for CQS-accredited firms will be enforceable from 1 May 2022.

This month we have been focusing on reviewing and enhancing our conveyancing workflows in light of the new CPMS. As part of our ongoing commitment to ensuring that the workflows are CQS compliant, the conveyancing workflows have been updated with several enhancements to address the key areas of change in the new CPMS.

We have included further details about each of the updates below.



Contacting Ochresoft

If you have any questions or issues with this release, please email the Ochresoft support team at support@ochresoft.com or telephone support on 03300 366700.

5.7 - Handling Conflicts

Requirement 5.7 of the new CPMS provides that firms must have a policy for handling conflicts of interest, including steps to be taken when acting on both sides of a transaction.

We have enhanced the **Purchase** and **New Build Purchase** workflows to assist users in demonstrating compliance with this requirement:

- The Acting for Seller and Buyer Authority Form has been amended to include express client authority to disclose the arrangement to the buyer’s mortgage lender, if required.
- If acting on both sides of the transaction, the user will be prompted to notify the mortgage lender at the end of the Mortgage Offer Received process with the Letter to Lender – Acting for Buyer and Seller.
- Once the letter has been sent, follow-up tasks will be added to the Scheduled Task List to ensure that the lender’s approval to proceed has been obtained.

5.12 - AML Risk Assessments



In recent months we have enhanced the **Purchase**, **New Build Purchase**, **Sale** and **Remortgage** workflows to include a new, integrated process to allow users to carry out anti-money laundering risk assessments, at key stages throughout the transaction.

In response to customer feedback, and to assist users in demonstrating compliance with **Requirement 5.12**, we have added a new ‘status bar’ to the Scheduled Task List, to visually track the completed AML reviews.

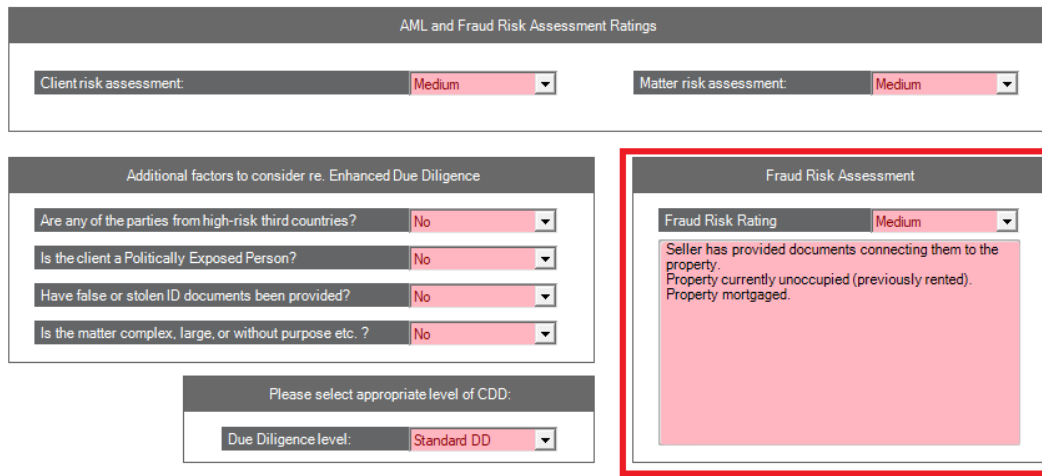
Priority	Task Description	Deadline	Type	Instanc	Task Ref
2	Has a Memo of Sale been Received?	25/04/2022	Query	0	MOS-01
1	AML and Fraud Risk Assessments - 2 of 6 Reviews Completed.	20/04/2022	Query	1	AML-09
2	Have Contracts been Exchanged?	08/06/2022	Query	0	XGE-01

5.13 - Fraud Risk Assessments

The AML processes within the **Purchase**, **New Build Purchase**, **Sale** and **Remortgage** workflows have been updated to include a documented fraud risk assessment, in accordance with **Requirement 5.13**:

- The Client Due Diligence screen within the AML process has been enhanced to allow users to assign a fraud risk rating and carry out a written fraud risk assessment if required.

- The AML and Fraud Risk Assessment Form has been expanded to incorporate the fraud risk rating and any written fraud risk assessment applicable to the matter.



- Where a medium or high risk of fraud is identified, the user will be prompted to notify the matter supervisor of the risk in accordance with the new CPMS requirements.



5.15 - Written SDLT and LTT Calculations

We have enhanced the **Purchase** and **New Build Purchase** workflows to assist users in complying with **Requirement 5.15**, which provides that firms must have a “a procedure for ensuring that the practice provides a clear written SDLT calculation to the client at the outset”:

- We have added a new Letter to Client – SDLT/LTT Calculation, which confirms the tax rate payable and sets out a breakdown of the land tax calculation for the client.
- The user will be prompted to generate the new letter following receipt of the client’s completed Land Tax Memo and Authority to Submit. The letter can also be generated from the Unscheduled Task List.

Priority	Task Description	Deadline	Type	Instanc	Task Ref
1	Virtual Messenger - Send Virtual Firm Client Usernames and Passwords	20/04/2022	Query	0	VFIRM-05
3	Prepare Written SDLT Calculation?	20/04/2022	Query	0	U-2532c
2	Prepare letters and documents for Exchange?	06/06/2022	Query	0	XP-01

- The Land Tax Audit Sheet has been enhanced to record the date on which the tax calculation is sent.

5.16 - Advice on Leasehold Property

Changes have been made to the **Purchase** and **New Build Purchase** workflows to address **Requirement 5.16**, which contains increased client reporting obligations for firms dealing with leasehold transactions. The new CPMS require that clients should be provided with “*clear and accessible written information [which] should be set out at the earliest possible opportunity in a single document*”:

- A new, combined Leasehold Property Summary Report has been added to the workflows in place of the existing Leasehold Property Summary Information document and Leasehold and Freehold Property Ownership Memorandum.
- The Leasehold and Freehold Property Ownership Memorandum will continue to be available to users as a standalone document from the Unscheduled Task List if required.
- The user will be prompted to generate the new Report when sending the existing Letter to Client – Confirm Contract Receipt. Links to the new Report have also been added to the Contract Documents Received process.



6.4 – UK Finance Part 2 Requirements

Improvements have been made to the **Purchase**, **New Build Purchase** and **Remortgage** workflows to assist users in demonstrating compliance with **Requirement 6.4**, which provides that firms must have a procedure to ensure that UK Finance Part 2 requirements are checked and satisfied:

- The Mortgage Offer Received processes have been enhanced to include a prompt for users to confirm that Part 2 requirements have been checked and that the requirements have been satisfied:

Final Questions	Client Details	Purchase Property	Lenders Handbook >>
Are the borrower(s) and the mortgagor one and the same person/people?			
<input checked="" type="radio"/> yes <input type="radio"/> no			
Have you received a copy of the valuation report?			
<input checked="" type="radio"/> yes <input type="radio"/> no			
Are you satisfied that there are no discrepancies between the description of the property in the lender's valuation and the title/other documents you have obtained?			
<input checked="" type="radio"/> yes <input type="radio"/> no			
Having taken reasonable steps, are you satisfied that the assumptions (if any) about the title set out in the valuation/mortgage offer are correct?			
<input checked="" type="radio"/> yes <input type="radio"/> no			
Is the purchase price the same as in the lender's instructions?			
<input checked="" type="radio"/> yes <input type="radio"/> no			
Have you checked the lender's requirements in Part 2 of the Lenders' Handbook and are you satisfied that all of those requirements have been met?			
<input checked="" type="radio"/> yes <input type="radio"/> no			

- New features have been added to the Assess Readiness for Exchange processes in the **Purchase** and **New Build Purchase** workflows, to check whether the Part 2 requirements have been checked and met:

EXP-001053 / OP-001053 - Conveyancing - Purchase-210

Assess Readiness for Exchange
Assess Readiness for Exchange (Part 1 of 2). Further investigation is required pre-exchange for items marked "Yes" :-

Status	Summary	Client(s)
Open	Purchase of 16 London Road, Reading	Phillip Harrison and Linda Harrison

All Properties | Leasehold Only | Mortgage Only

Mortgage Offer Not Received (Primary Lender)	No
New (Primary Lender) Mortgage Offer Expired	No
Primary Lender Handbook Requirements Not Satisfied	Yes
Check (Mortgagee) Occupiers Consents	No
Proposed Use / (Primary) Mortgage Offer Disparity	No
New (Second Lender) Mortgage Offer Expired	no
Second Lender Handbook Requirements Not Satisfied	No

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Ochresoft Technologies Ltd

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