

# Property Codes Compliance Board

CoPSO Conference  
2012

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# Overview

## **Property Codes Compliance Board (PCCB) –**

- What is it?
- What does it do?

## **PCCB Compliance Activity Plan –**

- What is it?
- How is it being delivered?

**Key messages going forward**



# PCCB

- **Role** – delivering a robust compliance regime to ensure that subscriber firms comply with the Search Code.
- **Composition of PCCB Board** – 5 Board members
  - 3 public interest directors (including Chairman)
  - 2 industry representatives
- Assisted by 3 Inspectors : David Woodward, Denis Purshouse, Dave Penney



# The Board

- Andrew McIlwraith – Chairman
- Kate Davies
- Kate Faulkner
- Alan Thorogood
- Mark Jarvis



# 2012 Code Compliance Activity Plan

- Key components include delivering:
- More rigorous pre-registration checks
- More extensive annual registration renewal checks
- Expanded programme of physical inspections



# Rigorous pre-registration checks

- Pre-registration documentation required similar to that for a full compliance inspection
- Raising the entry standards 'bar'
- Weeding out applicants whose standards fall short
- Only firms meeting the standards required by the Code and PCCB Registration Rules are allowed to register
- Full physical inspection shortly after registration



# More extensive annual renewal checks

- Since January firm's annual registration renewal forms must be accompanied by:
  - evidence of PI insurance and evidence of run-off insurance cover (or else an undertaking backed up by insurer's / broker's confirmation of availability);
  - evidence of specialist search insurance for LA information;
  - current product list and a recent sample of each type of search compiled;
  - firm's Compliance Officer's most recent internal audit report;
  - terms and conditions of business;
  - details of complaints received in the past 12 months;
  - evidence of appropriate licences / contracts for using OS intellectual property.



# Expanded programme of physical inspections

- Now 30 pa (up from 10)
- All firms inspected at least once every 3 – 4 years
- Inspections carried out on planned basis – and exceptionally where there is a particular risk or concern
- New entrants inspected in first year
- New Inspections informed by prior ‘mystery shopping’
- 3 Inspectors (up from 1)



# Half-term Report

Room for improvement – some lessons from compliance checks

- Very rare for firms to get a completely clean bill of health
- Often 'silly' slips – eg use of out of date templates
- Less frequently, more serious failings
- Takes too long to obtain documents / information
- Willingness to rectify failings quickly



# What next?

- Early inspections of newly registered firms
- More full inspections – with mystery shopping
- New procedure on renewals
- Tougher attitude towards compliance failings and timely supply of documents for compliance checking
- New Compliance Notes for drainage & water searches and environmental reports in the pipeline.



# Closing thoughts

- Extra resources provided by CoPSO means that PCCB is better equipped to provide a robust compliance regime
- CoPSO and PCCB need to work closely together
- Has PCCB got its priorities right? Are we missing anything? Make your views known via your Board representatives Alan Thorogood and Mark Jarvis
- PCCB Board welcomes your feedback

