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By Email

Claire Baker, MSP
Convener
Economy and Fair Work Committee
economyandfairwork.committee@parliament.scot

Your Ref: N/A
Our Ref: MC-117-2022

Reply to: Edinburgh Office
Department: Senior Management
Contact: Jennifer Henderson
Telephone: 0131 357 8199
Email: Jennifer.henderson@ros.gov.uk
Date: 14 December 2022

Dear Ms Baker

REGISTERS OF SCOTLAND – MONTHLY PROGRESS UPDATE

Performance Information

I am writing to provide the Committee with an update on the work of Registers of Scotland (RoS) as part of our agreed monthly reporting.

The three areas of RoS work that are now reported on our external website on a monthly basis, for which I am pleased to provide links to end of November 2022 position are; [the status of open casework](#), [casework turnaround times](#), and our [delivering the benefits of a complete land register figures](#).

Other Key RoS Activities

As the Committee will be aware, I publish a monthly newsletter for customers and stakeholders highlighting the key RoS developments. For ease, I attach a [link to the November newsletter](#) for information.

We are currently in the process of analysing our Autumn Customer Service Satisfaction survey results and look forward to sharing these with the Committee at the appropriate time.

If you require anything further in relation to the information provided in this update, please let me know.

Yours sincerely

JENNIFER HENDERSON
Keeper of the Registers of Scotland