

# News story: Customers can receive first registration application results online

From 23 October 2017, customers who use our portal will receive the results of their applications to register land for the first time (known as first registration applications) online when:

- all the supporting documents they lodged with their application were certified copies rather than originals. See our announcement about lodging certified copy deeds with [first registrations](#)
- the title plan that we send the customer when we complete their application can fit on an A3 (or smaller) piece of paper – as with all other application types
- their application was for [adverse possession](#) or lost deeds and they did not lodge any original deeds or documents with their application

We will also send cautions against first registration applications to customers online from this date.

When we return application results or documents online, customers retrieve them from their [PDF downloads area of the portal](#).

Business customers [can receive email alerts](#) when their application results are available online.

When we register land for the first time (a first registration), we give the plot of land a unique register title with a corresponding title number and a plan. The title register states who owns the land, whether there are any conditions to owning the land and whether there is any money lent against it (such as a mortgage). The title plan shows the indicative boundary of the land on a map.

When we complete a customer's application for a first registration, we can only send them the results (the title register, title plan, and a Register Completion Sheet) through the post. In contrast, customers who use [the portal](#), our online channel for transactions, get their results for most other types of application (such as updates to existing registers) online, via the portal, even when they send us their application through the post.

During recent research, customers asked us to send their first registration results to them online. We will be able to do this under the conditions listed above from 23 October.

We continue to offer customers more online options and services based on user need as part of [our digital transformation](#).