



TRIBUNALS JUDICIARY

PROPERTY CHAMBER (FIRST-TIER TRIBUNAL)

- **Residential Property**
- **Land Registration**
- **Agricultural Lands & Drainage**

HELP FOR USERS

1. During the Covid 19 pandemic, the Property Chamber has identified the following priorities:
 - (a) The health and safety of users, judiciary and staff;
 - (b) Adjudication in urgent cases;
 - (c) The orderly management of the remainder of the Chamber caseload; and
 - (d) The use of technology to support process, procedure and hearings.
2. All face to face hearings and mediations listed until the end of May 2020 have been postponed. Whether face to face cases listed beyond that date also require postponement will be considered during April 2020.
3. Two of the five Property Chamber offices are closed. Staff are to be provided with lap-tops. In about 90% of our cases, Residential Property staff will be able to access the Chamber CMS (Case Management System) and administer cases from home, albeit at a slower rate than from the office. Salaried judiciary are also being provided with access to the CMS and will be able to access case files remotely and without paper files. Although this does not apply to Land Registration cases, emails and case management continue to be dealt with. All users have been asked to communicate with the Tribunal by email. Post is not being opened in the London or Southern office.
4. Case management is being conducted on paper, by telephone and by video. Final determinations will be made on consideration of documents alone or following a telephone or video hearing. Some cases must be dealt with in face to face hearings and these will not be listed until it is safe to do so. Inevitably, it is taking longer than usual to deal with our work.

5. We receive very few urgent cases in the Property Chamber. These may include: urgent applications for the appointment of a manager; urgent applications for special interim management orders; appeals against emergency prohibition orders; appeals against emergency improvement notice and urgent applications for the dispensation of consultation. We have agreed procedures for the identification and determination of urgent matters.
6. New applications are being received by email and by post. Applications by post may be delayed. The number of applications we receive seems to have remained constant which may reflect the time-limited nature of many of our jurisdictions.
7. We believe that with the co-operation of the parties, we will be able to manage our caseload in good order and continue to provide a reasonable service even where offices are closed.

15 April 2020