

ELRA & European Land Registries

During and after the

COVID-19 pandemic



- How did ELRA manage?
 - Phases of the pandemic
 - 1st wave - total shock
 - 2d wave - this will be the new normal for at least some time
 - How to adapt?
 - Our core business is **CONTACT**



- From seminar to webinar
 - Solutions have improved quite quickly
 - We have adapted smoothly
 - We discovered advantages and disadvantages



- Pro
 - A lot less travelling
 - time & budget consuming
 - Attend partly to meetings
 - Effectiveness
- Contra
 - Networking
 - the vitality of the organisation



- At ELRA, it was almost business as usual
 - Board meetings
 - Network meetings
 - Projects
 - Imola III- a project on track
 - In close relation to the EC Land Registers Interconnection project
 - Training webinars for CP's
 - Forums



- Covid relaxed activity
 - Study: Special measures implemented in the LR in Europe
 - 4 questions - 4 areas
 - Organisational
 - Legal
 - Economic
 - Work load



- Findings of the ELRA/ Covid Study
 - Published in the E-Justice platform
 - <https://e-justice.europa.eu/sitenewsshow.do?plang=&newsId=234>
 - Differences between countries
 - The national counter - covid measures affect the operations of the LR (see Sweden)
 - More digitalised LR adapted better (see Estonia)
 - A decreased number of applications



- Lessons learnt
 - In the future we may face other pandemics
 - We have to be better prepared in all areas of society
 - For administration the answer is digitisation on a human scale
 - Society reacts
 - Proves to be quite resilient
 - Augmented interest in sustainable growth



- Trends

- In the real estate market

- Increased transferability

- Tokenisation

- Smart contracts

- In delivering legal security

- The digital twin /avatar takes shape

- Authenticity of deeds

- Electronic signatures

- Fundamental adjustment of legislations



- In operations/ administration
 - Interconnection
 - Standards
 - Co- operation
 - Digitisation and cyber security
 - The home office
 - Hybrid conferences
 - State intervention is expected



- EU as the motor for resilience
 - The recovery plan for Europe
 - The Recovery and Resilience facility
 - A Europe fit for the digital age
 - The European digital ID
 - Connectivity
 - Enhance digital skills
 - Open data Directive versus General Data Protection Regulation



- But
 - what about digital illiterates????
 - What about the helpdesk, just killing your ears with tin music and repeated messages for hours
 - What about the chatbot making you believe someone is there to help you and in the end leaving you with a meaningless answer?
 - What about administrations' websites enhancing efficiency by avoiding any possible direct human contact



- The answer
 - Digitisation at human scale
 - Every digitisation should serve the broader goal of administrations to provide a maximum of service to society, minimising the resources required
 - The citizens at the centre
 - Am I working for technology or vice - versa?





thank you!

jan.moerkerke@elra.eu

