Tailte Éireann

PaperCut

The development of a new operating system for Irish Land Registration

4th November 2026

Liz Pope, Chief Operations Officer, Registration

Tailte Éireann Strategic Plan

Established 1st March 2023

First Strategy coming to an end;
focus of new Strategy 2027-2030

Four Domains:

- Registration
- Valuation
- Surveying
- Archives and Records



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Our domain areas
Registration



Who we are and what we do

- We maintain the National Land Register for Ireland.
- Used to support property transactions, such as the sale of a house, a mortgage, or a right of way. When ownership of a property, or a right or burden on it changes, the register is updated.
- Solicitors, surveyors, and estate agents rely on our data to enter into and complete property transactions. This information is guaranteed by the State.

The 3 main functions of Registration are:

- Land Registry
- Registry of Deeds
- Ground rents

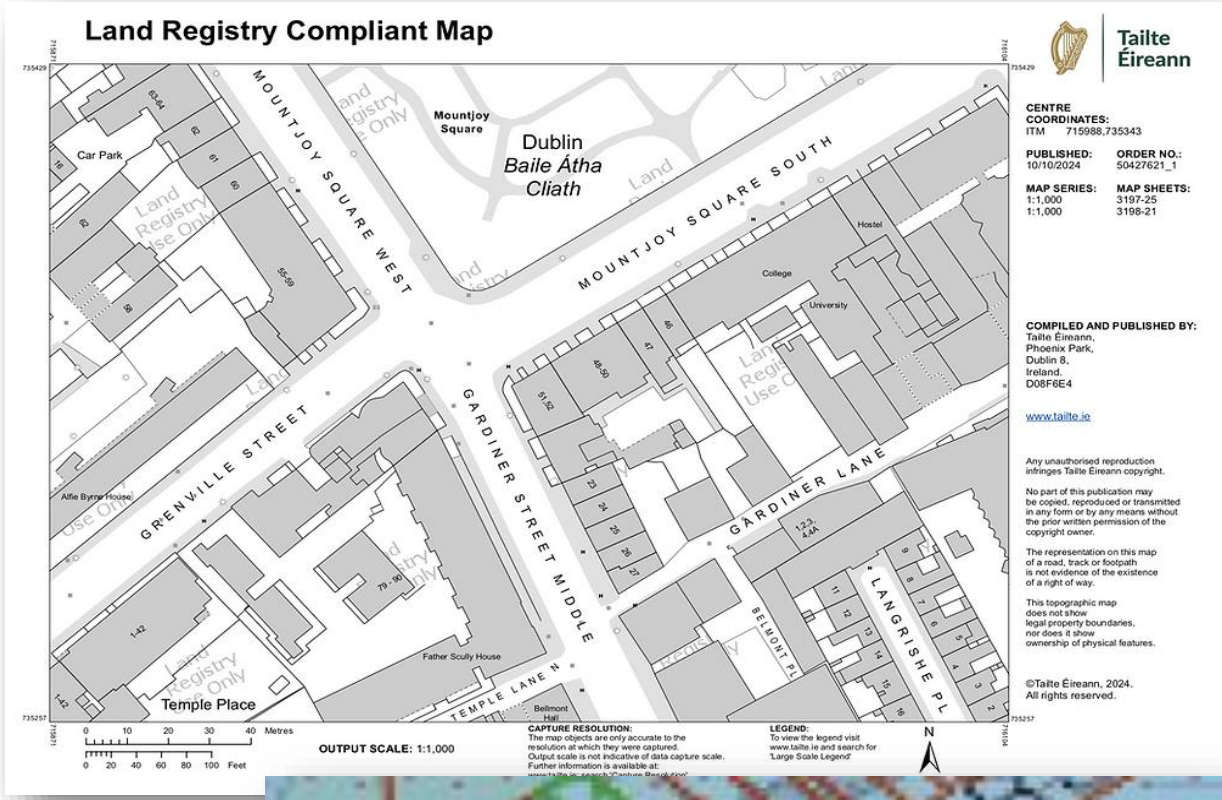


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National Land Register - Land Registry

Title system –*what does that mean?*

- Register of ownership
- Conclusive (subject to certain limitations)
- Guaranteed by the State
- What are the benefits of title registration?
- Is all of Ireland registered on the National Land Register
- Spatial data





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Registry of Deeds

We have recorded property information since 1707 in the Registry of Deeds!

What is recorded there?

It is a system of priority that records details of the grantor (e.g. seller). The deed itself is not retained

No spatial information

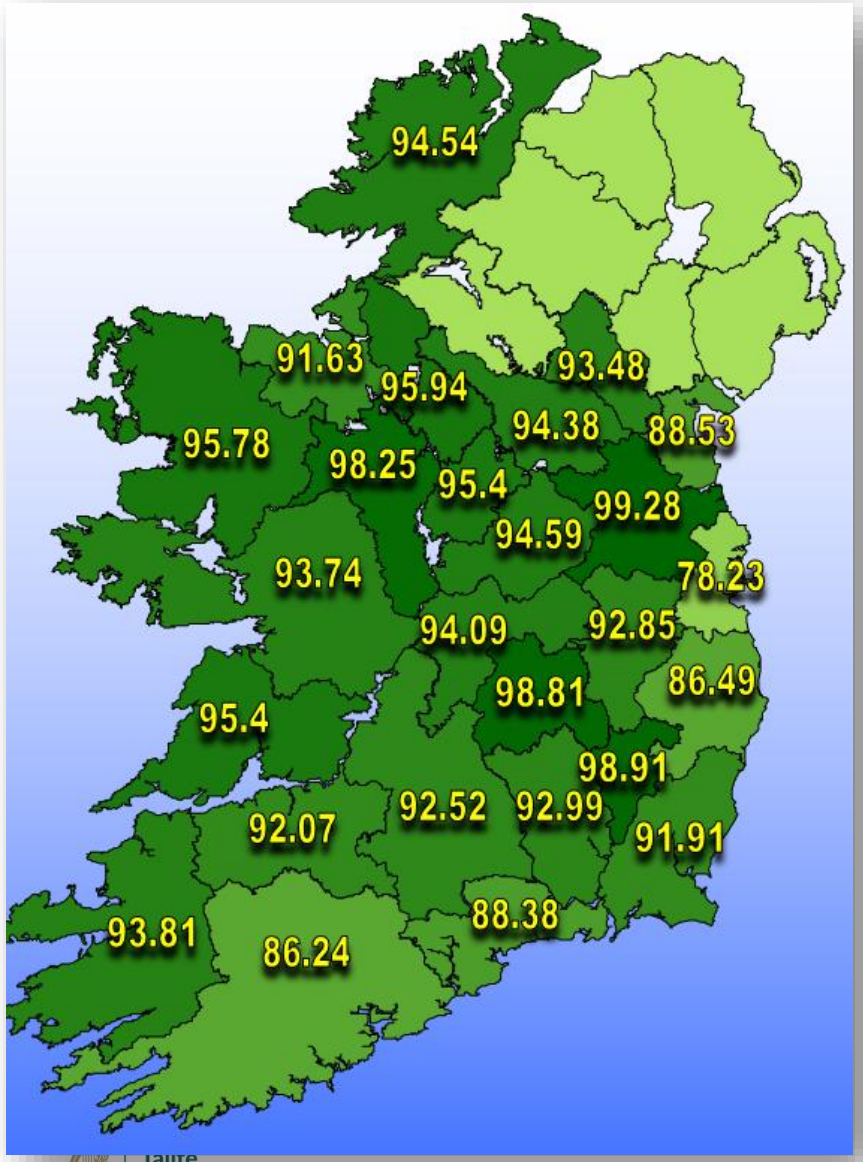
Limitations-Ireland moved to a title system in 1892

Once a property is sold in Ireland, it is compulsory to register in the Land Registry



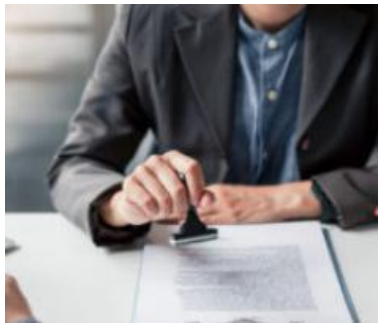
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Extension of Registration



- Compulsory on sale to register on the National Land Register
- 90% of titles now registered on National Land Register – this equates to c93% of the total land mass within the State
- National Land Register now consists of over 2.4 Million registered titles
- An estimated 300,000 titles remain to be registered

Registration Services











Registration	First Registrations	Inspections	Certified Copies	Bulk Transfers
c.300,000 application transactions processed per annum. This reflects activity in the property market	c.12,000 First Registrations are added annually to the National Land Register. Examiner cases require detailed investigation of title	Over 1 Million folios inspected online annually. c.30,000 copy instruments are issued for inspection each year	c. 135,000 certified copy folios and title plans	A dedicated Unit is in place to manage and process bulk transfer applications e.g. from Financial institutions

Registration Services









State Property Unit	Personal Applications Unit	Spatial Information	Public Counter	Registration ROD
A dedicated unit is established to serve the property registration requirements of all Government Departments, State Bodies and Local Authorities	Individuals may submit applications for registration directly. Such applications are processed in a dedicated unit and are subject to specific controls.	Spatial Data Unit provides ange of tailored property information services, particularly to State & Semi State sector to facilitate infrastructural projects	Members of the public attend our public offices in Dublin, Waterford and Roscommon on a daily basis to discuss property registration queries	Registry of Deeds records date back to 1707. 30,000 applications for registration are completed annually

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We are the custodians of the registration system, which is the foundational public service for property rights and transactions

Registration - Core responsibilities and customers

Our property registration responsibilities

1	**Own the Registers**	Maintain and update the official records of property ownership in the State.
2	**Record Transactions**	Ensure the secure registration of the legal effect of property transactions such as transfers and mortgages.
3	**Provide Assurance**	Offer a State-backed guarantee of title supported by trusted data and digital access that underpins trust in the property system.

Our key customer groups

Citizens / property owners	Property & legal professionals	The State
Register ownership and update the official record of property rights through digital services.	Enable the efficient registration of property transactions, transfers and charges.	Provide an authoritative, trusted, register and reliable digital property data.
Protects citizens rights and assets, providing security of home ownership and enabling access to trusted property data.	**Enables a functioning property market**, supporting lending, investment and economic activity.	**Supports public policy and national development,** enabling planning, taxation and infrastructure delivery.

PaperCut Project is a key initiative to replace the fragmented paper-dependent process, improve speed, resilience and future readiness

Digitisation of all core registration workflows: PaperCut Project deep-dive

The current registration process

Today's process is still heavily paper-based despite a fully digital register, creating inefficiency, manual handling risk and constraints on service delivery.

1. 200k Paper based transactions.
2. 50k electronic transfers.
3. 5% annual growth in volumes.
4. 9 million physical documents stored with 40-50k accessed annually.

The new registration system (PaperCut Project)

An end-to-end cloud-based registration solution covering the following functions:

1. Case and workflow management.
2. Document and image management.
3. Digital mapping.
4. Enhanced reporting.
5. Interface with digital register.
6. Refreshed customer portals.

Expected impact

The new solution will reduce paper-based inefficiencies and improve service transparency and future readiness.

Digitised end-to-end registration

- Reduce paper
- Automated workflows

Improved service performance

- Faster, flexible, more transparent case handling

Modernised and future-proofed platform

- Data sharing
- E-conveyancing ready

The new registration system will be a **multi-year project** requiring collaboration across the organisation and support from external vendors to **modernise the Registration function**

It represents a transformative, organisation-wide initiative, forming a core pillar of the strategy and delivering change at scale

Digitisation of all core registration workflows: PaperCut Project transformative impact

Key dimension	Current situation	Post Paper-Cut Project
Process digitisation	Registration remains heavily paper-based despite a digitised register, with c.200k paper transactions annually	End-to-end, fully digitised registration workflows enabling seamless digital submission and processing at scale
Workflow and case management	Manual and fragmented case handling, with continued reliance on physical documents and handling	Fully integrated case and workflow management, driving automated processing and real-time tracking
Document and data management	8m physical documents stored, requiring manual retrieval and handling	Centralised digital document and image management delivering instant access, automated storage and retrieval
Service performance	Turnaround times constrained by manual processes and handling inefficiencies	Significantly faster, more transparent and responsive case processing, unlocking materially improved turnaround times
Customer access and experience	Multiple access points, partial digitisation and limited transparency on case progress	Single, integrated digital access (LandDirect + APIs) providing enhanced visibility, accessibility and an improved customer experience
External / stakeholder interaction	Interactions remain partly manual, with reliance on paper-based submissions and queries	Fully digital, streamlined interaction with external parties (e.g. solicitors, lenders, public bodies), enabling faster more efficient engagement

The PaperCut project is expected to deliver a fully digitised case processing system designed to support eConveyancing

Description

The design, development and implementation of a new case management system capable of processing applications for land registration in electronic form.

Key drivers

1. Modernising case processing system and realising efficiencies
2. Improved service delivery – increased demand and importance of services
3. Ageing technology

Specific activities

1. Mobilisation & Planning

2. Data Cleansing & Migration

3. External Portals

4. Document & Image Management

5. System Design

6. UAT

7. Transition to BAU

Business Owner



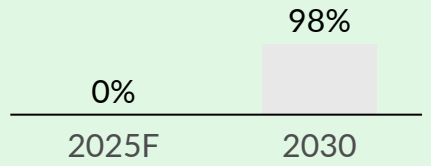
Liz Pope
COO Registration

Milestones

Description	Date
Kick-off	**Q4 26**
Implementation Plan Signoff	**Q1 27**
High Level Design	**Q2 28**
System Build Complete	**Q1 29**
Go Live & Cutover	**Q4 29**
BAU	**Q1 30**

What success looks like

% of applications internally processed end-to-end digitally



Other KPIs

- Phase 1 – Rollout of Registry of Deeds component
- Phase 2 –Rollout of Ground Rents & non mapping casework component
- Phase 3 – Rollout of mapping casework component

Dependencies

- Budgetary approval
- OGCIO approval
- SME involvement
- MB support
- Active stakeholder participation

The digitisation of instruments and services will improve digital access, modernise customer interactions and reduce reliance on physical records

Description

Digitise priority instruments and customer services to improve accessibility, reduce manual processing and deliver a more efficient customer experience.

Key drivers

1. Improve customer access to registration records and services.
2. Reduce reliance on physical records and manual processes.
3. Increase service efficiency through digitisation.
4. Support future digital registration services and customer channels

Specific activities

Physical instrument digitisation
1. Continue scanning and digitisation of historic instruments.
2. Improve access to digitised instruments.

Service digitisation
1. Convert priority customer services to digital channels.
2. Expand online access and self-service capability.

Process and customer experience enhancement
1. Simplify customer journeys and reduce manual interventions.
2. Integrate digitised records and services into future digital platforms.

Business Owner



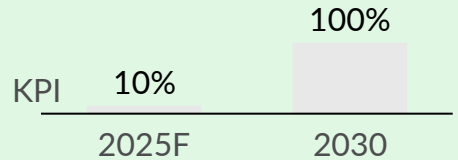
Liz Pope
COO Registration

Milestones

Description	Date
Scan and storage transition to BAU	**Q3 26**
Digital services roadmap developed and approved	**Q2 27**
Launch of expanded digitised services	**Q4 28**
LandDirect redevelopment completed	**Q4 28**
LandDirect APIs released	**Q4 28**

What success looks like

% of priority registration records and services accessible through digital channels.



Other KPIs

- % of physical instruments digitised
- % of priority services available digitally
- Customer adoption of digital services
- Reduction in manual customer transactions
- Customer satisfaction with digital services

Dependencies

- Budgetary approval
- Adequate resourcing
- MB support
- Active stakeholder participation
- ICT and digital platform support
- Customer adoption and change management

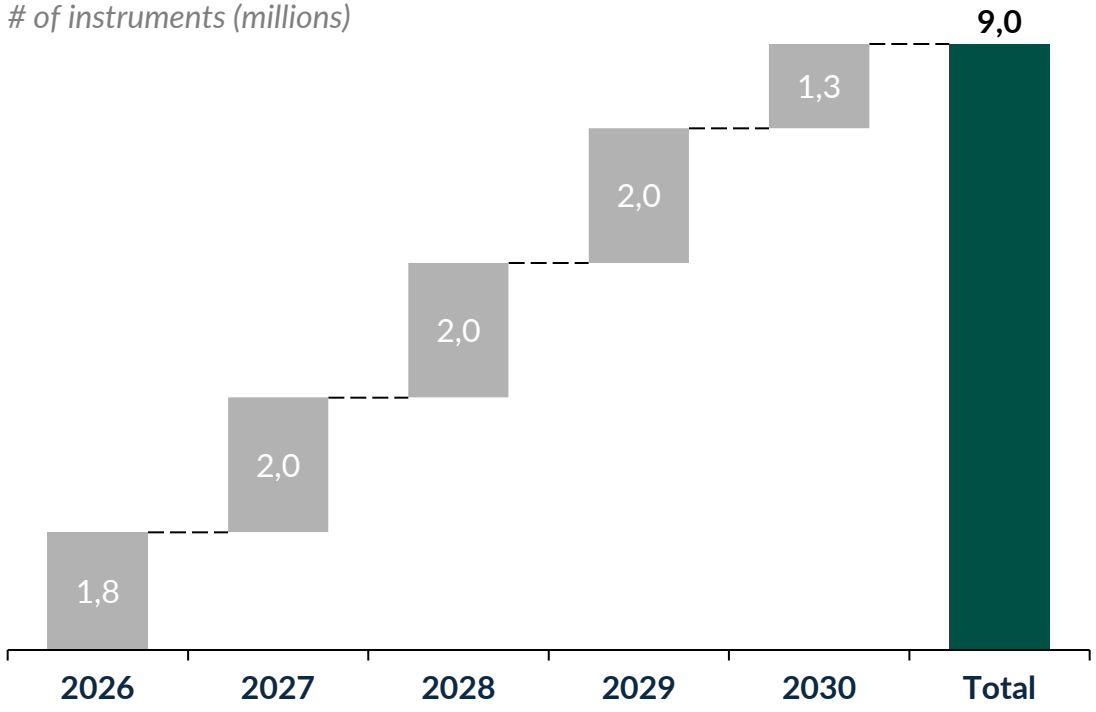
Scanning and storage of instruments, a multi-year programme to digitise c. 9 million physical instruments, will set the foundation for PaperCut

Digitisation of all core registration workflows: Scanning and storage

The aim is to digitise c. 2 million instruments annually…

Number of physical instruments to be scanned offsite and stored digitally

# of instruments (millions)



…through two main objectives

1. Establish a modern digital end to end system for scanning, storage and managing all Instruments.

2. Digitise all records with secure, searchable inventories, high-quality processes.

The scanning and storage of physical records is the first critical step on the journey to paperless processing, laying the foundation for PaperCut

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Valuation

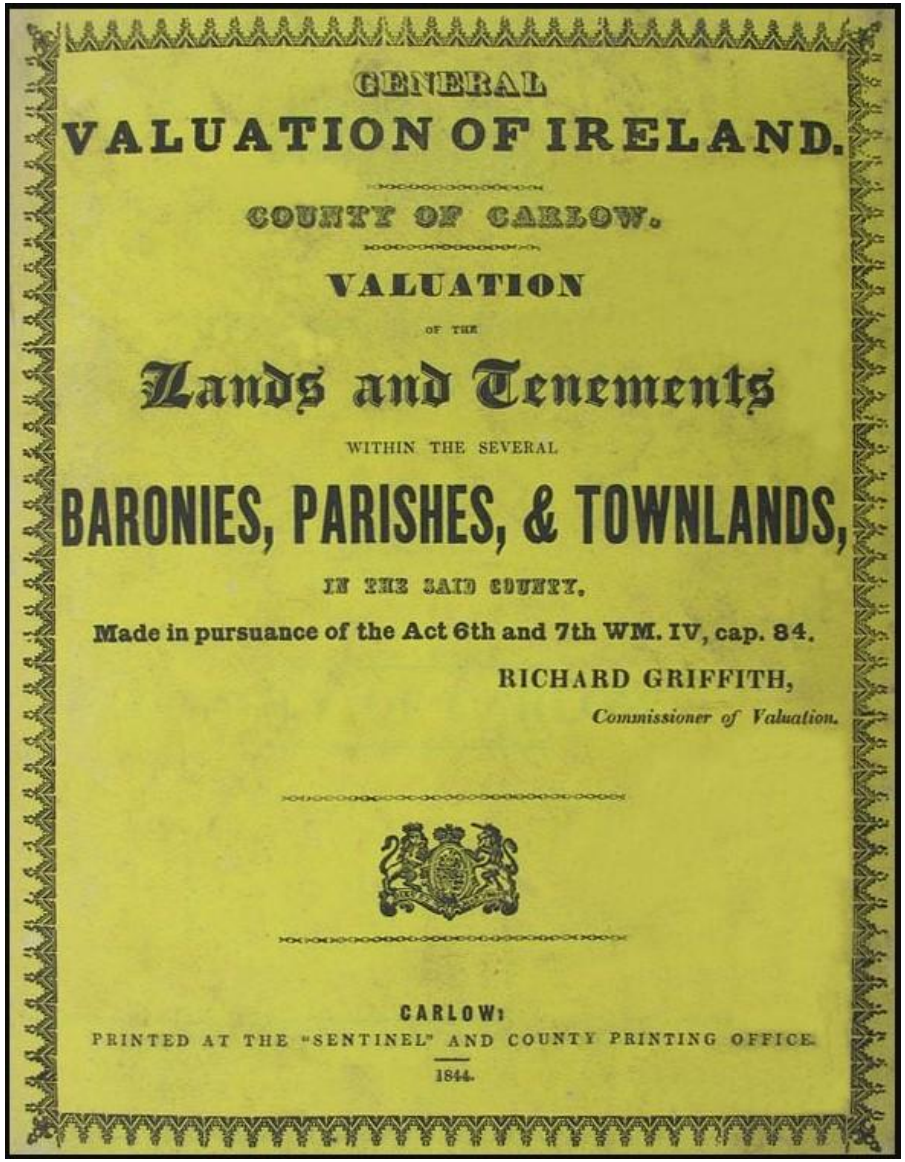
Don Donovan

Head of Service Delivery
Valuation



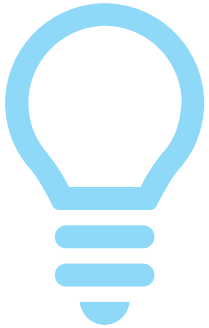
Valuation Introduction

- ✓ Largest Irish employer of valuers
- ✓ €1.7bn rates revenues to LAs
- ✓ Rating system - 200 years!
- ✓ State Property Valuations


GENERAL
VALUATION OF IRELAND.
COUNTY OF CARLOW.
VALUATION
OF THE
Lands and Tenements
WITHIN THE SEVERAL
BARONIES, PARISHES, & TOWNLANDS,
IN THE SAID COUNTY,
Made in pursuance of the Act 6th and 7th WM. IV, cap. 84.
RICHARD GRIFFITH,
Commissioner of Valuation.
CARLOW:
PRINTED AT THE "SENTINEL" AND COUNTY PRINTING OFFICE.
1844.

Rating Process







Revaluation → **Revision** → **Appeal**

State Property Valuations



Land Development Agency

Revenue cases

Asset valuation

Property acquisitions

Transfers between public bodies (C11/15)

Collection of Data



Innovations

- ✓ Enhanced AXIA operating system *(for internal users, occupiers, local authorities and wider stakeholders)*
- ✓ Further improvements to customer service *(such as shortened Revaluation cycles)*
- ✓ Enhance GIS Capabilities (integration of spatial data directly into the modelling process enabling automatic assignment of economic neighbourhoods)

- ✓ New statistical packages to support model validation and enhanced data analysis
- ✓ Enhanced visualisation of valuation models to support valuers in Tribunals
- ✓ Refinements to the mobile capabilities of Axia to enable case completion from the field