

# CUSTOMER INFORMATION

# BULLETIN



No. 29, 16th March, 1990

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**A. SELF HELP IN CUSTOMER SERVICE CENTRE**

In keeping with the policy of improving service to customers this Office will experiment with a self help computer terminal on the progress enquiries counter. This terminal will enable customers to access enquiry functions themselves. These functions are:-

1. Finds a register number
2. Finds a document number
3. Displays details of a case
4. Produced duplicate title enquiries

"Finds a register number" will be of benefit to those parties wishing to find if a dealing is currently in the Office against a certain title or crown lease. An example of this is where several parties attend settlement but only one lodging party is appointed. Has the dealing been lodged? It also shows the progress of the dealing once lodged.

"Finds a document number" shows the document type, the case to which it is attached and it's location or the date on which the document completed it's registration cycle.

"Displays details of a case" shows all the documents and titles affecting that case. It has the advantage of displaying all the new titles allocated to the case after examination and shows the progress of the case.

"Produced duplicate title enquiries" is the latest addition to the enquiry function on the computer. It supplies all the details required by the enquirer regarding titles produced for dealing by a third party.

Instruction in the use of the terminal will be provided.

This initiative was formulated during regular liaison meetings with representatives of the Settlement Agent's Association.

**B. AMENDMENT OF STAMP DUTY ON REGISTERED DOCUMENTS**

This Office is sometimes requested to make original Transfers and Mortgages available so that the Stamp Duty shown on them may be amended. While wishing to permit the correction of mistakes, which may be costly to the (usually junior) person who made them, the integrity of our registered documents must be maintained.

Certain amendments of stamp duty on registered documents may be made after written request to the Registrar of Titles. A statutory declaration by the transferee/mortgagee, or the solicitor, settlement agent or finance broker having conduct of the matter or in the case of a company, an officer authorised to make such declaration as to the proposed change, and the reasons for that change, is to be lodged in support of the request.

The request will be considered by an Advice Officer, Customer Service Centre who will decide if the documents may be altered.

To assist persons wishing to amend stamp duty details, the following guidelines are set out.

**CHANGES PERMITTED**

1. Changing the duty from Primary to Collateral with no change to consideration or amount secured.
2. Reduction of an amount secured by Primary Duty where the original amount secured was incorrectly stated in the first place.
3. Where full duty has been collected on both contract and Transfer.

**NOT PERMITTED**

1. Total cancellation of Duty (i.e. amount secured is nil.)
2. A reduction because the full amount was not advanced.
3. An increase in the amount secured.

Amendments to stamp duty on documents since the introduction of section 112V of the Stamp Act in 1980 means that a copy of such a document from microfiche would not provide a true copy. So that a correct certificate can be given in respect of such documents a new stamp is being prepared for certifying documents where the original has been microfilmed and destroyed, that notes that the certification is as to the document as it was microfilmed.

### C. CALCULATION OF REGISTRATION FEES FOR TRANSFERS

Registration fees for transfers are based on the value of the consideration, or the value as assessed under the Stamp Act 1921, whichever is greater.

**THIS AMOUNT DOES NOT INCLUDE CHATTELS.**

The Stamp Office notes stamp duty on documents in two ways:-

1. A Manually applied stamp with details completed in hand writing by an assessor - this only reflects the consideration claimed by the parties and is disregarded where the actual stamping shows a greater value.
2. Machine printed details - this shows the actual value assessed by the Stamp Office and includes any sum allowed for as chattels. Any chattels are shown separately in the imprint and must be deducted from the total figure to get a value by which Office of Titles fees can be calculated.

### D. COMPUTER DOWNTIME

The Land Titles Division System 38 computer has suffered a number of hardware failures in recent months, causing severe disruption to business.

To reduce the time taken to recover from any future failures, and therefore, minimise the impact on clients, file protection software has now been installed on the system.

The software will greatly reduce the risk of data loss during a power or program failure and enable recovery of the system to take place in less than 24 hours.

Customers are advised that utilisation of this software may have an impact on system response time for transactions, however this is expected to be minimal and will be closely monitored by our operations staff.

### E. STRATA AND VILLA TITLE LEGISLATION

The Government in 1989 announced plans to review the legislation associated with strata title unit development.

The legislative proposals aim to address concerns and problems about the Strata Titles Act and create a separate Act designed specifically for duplexes, triplexes and quadruplexes to reduce the burden of red tape on owners of such units.

The Office of Titles conducted a public seminar on October 16, 1989 to launch the proposals. Comments on the proposals were to be submitted to this Office by February 16, 1990. Many letters and some submissions have been received.

Kay Hallahan the Hon Minister for Lands, has accepted a Real Estate Industry request to extend the discussion period to April 15, 1990.

The time for consultation has been extended to satisfy everyone involved and allow any further concerns or comments to be submitted.

All letters, submissions or telephone enquiries on the legislation must be submitted to The Legislative Review Section at the Office of Titles, G.P.O. Box W2107, Perth, 6001, telephone 222 6847 - Daryl Anderson or Les Wilshusen.



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LAND TITLES