

CUSTOMER INFORMATION BULLETIN



No. 42 12th September, 1991

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A. CUSTOMER EDUCATION/OFFICE TOURS

The Customer Service Centre has for some time been conducting a Customer education programme. The programme is designed to help our customers gain a greater insight into the Office of Titles functions and its requirements to take advantage of the many services available.

The programme caters for:

- 1) Tours of the Office
- 2) Remote searching demonstrations
- 3) Informative talks within the customers organisations.

Tours of the Office

Tours of the office are restricted to groups of between 6 to 12 persons, depending on the particular interest. Tours cover areas behind the counters and a basic tour of approximately 1 hour will embrace:

- Flow of documents through the office
- Reproduction of records for search purposes
- Title security areas
- Historical Deeds Office
- Acceptance and rejection areas.

Other tours of a more in depth nature cover specific areas and last upwards of three hours. These tours may embrace:

- New Title production
- Survey examination procedures
- Survey production
- Registration procedures

Remote Searching Demonstrations

This Office has available many aids to enable the customer to conduct searching without leaving their office. These aids include:

- Microfiche products
- Facsimile service
- Dial up access to the Office of Titles database
- Large area searches through the Land Enquiry Centre providing maps and reports.

Demonstration of these aids and their effective uses can be arranged for individuals or groups.

Informative Talks

Senior staff are available to help your organisation in their dealings with this Office. Lunch time talks to a

massed gathering of the customers staff have proved an effective way of opening up communication channels between the parties. The sessions can cover:

- Titles Office procedures
- The main causes of stopped documents
- Answers to questions on problem areas
- Discussion on specific areas

A visit to your document processing section may result in suggestions to help both your organisation and ours to process the work more efficiently. Or we can help in your in-house training sessions.

Organisations which have already taken advantage of these services have warmly praised the venture.

Bring the Office of Titles to your organisation. Our aim is to help you to help us.

For further information relative to the education programme contact Arthur Towers, Customer Service Manager on 222 6807.

B. ADVERSE POSSESSION OF LAND SURVEY REQUIREMENTS

Office of Titles procedures related to Applications under Section 223 of the Transfer of Land Act have recently been reviewed. The lack of survey information to clearly establish the relative position of improvements and the boundaries of the land defined on the Certificate of Title was identified as one of the reasons for the delays in processing.

To reduce the processing time for these Applications the Commissioner of Titles has directed that a survey must be carried out by a licensed surveyor to identify the land the subject of the claim.

Where the Application is for a whole parcel of land, or the remaining balance of a Certificate of Title, a re-establishment survey of that parcel of land must be effected, field notes lodged and a sketch of the survey presented with the Application.

Where the Application is for a portion of an adjoining land parcel a survey of only that portion being claimed is required, with a sketch of the survey presented with the Application. If the claim is proven then a diagram of survey (with field notes) will need to be lodged amalgamating the claimed portion with the adjoining land.

The sketch to be presented with the Application for whole or part parcels must show the true legal land description, the boundary dimensions and positions of improvements and fencing (stating age and condition). Preferably the sketch should be on A4 size paper material.

These requirements are effective from the 1st of October, 1991. Any request for exemption from this policy must be presented in writing to the Commissioner of Titles. For example an exception might be where the land claimed is bounded on all sides by a public road or by other land owned by the applicant.

(Add to Practice Manual page 151 paragraph 178).

C. FREEHOLD DIAGRAM FORMS

New Freehold Diagram Forms are being introduced to the Land Titles Division. The new format will be on A3 sized Diagram forms which will gradually replace the old B4 sized forms during a transition period ending 1st February 1992.

The changes will allow for greater efficiencies in the production of photocopies for search purposes, and scanning for the Register 2000 Project.

Action is being taken towards amending the survey regulations to allow up to 25 lots on the new form in lieu of the 12 lot limit on the B4 format. This will allow Surveyors and Drafting firms greater flexibility in the preparation of Diagrams.

The information area in the new form has been re-arranged for easier searching. The north point, a fixture on the top of the old form will be shown in the sketch area.


Reproduced hereunder is a broken sample of the new diagram form.



D.L. Mulcahy
Director
LAND TITLES

LAND DESCRIPTION	ON	CERTIFICATE OF TITLE	FIELD BOOK	
	PLAN	VOLUME	FOLIO	
	DIAGRAM			
	INDEX			
	PUBLIC			TOTAL AREA

SKETCH AREA

<p>SURVEYOR'S CERTIFICATE</p> <p>REG 64: I hereby certify that:</p> <p>(a) this plan of survey is a correct and accurate representation of the survey carried out by me personally/ under my own personal supervision, inspection and field check, and recorded in field books lodged for the purposes of this plan of survey;</p> <p>(b) the measurements are in strict accordance with the Licensed Surveyors (Guidance of Surveyors) Regulations 1981 and in particular regulations 23 and 34 of those regulations; and</p> <p>(c) this survey and this plan of survey are in strict accordance with the requirements of the Licensed Surveyors (Guidance of Surveyors) Regulations 1981 and the relevant law in relation to which it is lodged.</p> <p>..... Licensed Surveyor Date</p>		<p>APPROVED BY STATE PLANNING COMMISSION</p> <p>FILE</p> <p>FOR CHAIRMAN</p> <p>DATE</p>		<p>LOGGED</p> <p>DATE</p> <p>FEE PAID</p> <p>ASSESSMENT NO</p> <p>EXAMINED</p> <p>DOCKET PLAN/DIAGRAM</p> <p>CERTIFIED CORRECT</p> <p>F.B.C. No.</p> <p></p>		<p>SCALE</p> <p>ALL DISTANCES ARE IN METRES</p> <p>IN ORDER FOR DEALINGS</p> <p>SUBJECT TO</p> <p>FOR INSPECTION OF PLANS & SURVEYS DATE</p> <p>APPROVED DATE</p> <p>..... INSPECTOR OF PLANS & SURVEYS</p> <p>OFFICE OF TITLES DIAGRAM</p>	
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