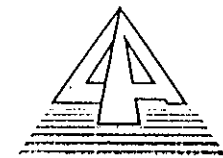


CUSTOMER INFORMATION



DOLA

OFFICE OF TITLES

Department of LAND ADMINISTRATION

BULLETIN

No. 48 3 July 1992

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A. SURVEY PLAN APPROVAL - DATE ADVICE

As a consequence of the lodgement of all survey documents direct with DOLA under the new Fast track System (Refer to Bulletin 46) from the 31st March 1992, opportunities for lodging parties to anticipate likely time frames have been reduced.

In response to a request from the surveying profession it is proposed to advise plan lodging parties by facsimile immediately (same day) plans/diagrams have been put "In Order for Dealings" or "Approved".

It is requested that you attach your facsimile number to the next plan/diagram that is lodged with the Survey Advice Officer.

Incorporating the facsimile number into your Business Trading Stamp (if any) is a convenient way to accommodate the service.

The service commenced on 1st July, 1992.

B. CUSTOMER ACCOUNTING - CUSTOMER REMOTE SEARCHING INTRODUCTION OF SYSTEM IMPROVEMENTS

In late September this year enhancements are to be implemented on DOLA's computer system to provide additional services to our clientele.

These changes will be introduced in conjunction with the conversion of the existing System 38 mini computer system to the Departmental HDS mainframe.

The following is a summary of the new services. Please note that where a service is described as "on-line", this means it is also available to Customer Remote Searchers.

PROPERTY STREET ADDRESS — The Property Street Address may be used to gain on-line access to the Tenure Enquiry System.

SALES EVIDENCE — Historical Sales Evidence will be available on-line.

DOCUMENTS & SURVEYS — Customer Remote Searching Clients will be able to order copies of Documents and Freehold Surveys on-line in a similar manner as they currently do for titles.

RESERVE INFORMATION — DOLA's Crown Reserve Register will be available for on-line enquiry.

POWERS OF ATTORNEY — An index and "qualified" precis of Powers of Attorney deposited in the Office of Titles subsequent to 1985 will be available for on-line enquiry.

ORDERING PROCEDURES — It will be possible to order Titles, Documents and Surveys simultaneously.

SURVEY REGISTRATION — Survey Registration Fees (including the DPUD Fee) will be able to be debited to CAS Accounts.

CROWN GRAPHIC BANK SEARCHING — CAS Clients will be able to debit Fees for searches conducted in the Crown Graphic Bank to their CAS Accounts.

LEC PRODUCTS — CAS Clients will be able to debit products supplied by the Land Enquiry Centre to their CAS Account.

MISCELLANEOUS — Searches of Crown Reserve Register, Certified Copies and Copy of Deeds searches can be debited to CAS Accounts.

PROCEDURAL CHANGES — Clients will appreciate that these enhancements will cause some procedural changes in the Customer Services Hall and for remote searchers and further information will be supplied closer to implementation.

TRAINING — An extensive training program is currently being prepared and all Remote Searching Clients will be contacted in the near future.

During this training any changes in screen layout etc. as a result of the conversion of the computer system will be highlighted.

SECURITY — The new computer environment has different access security arrangements to those that currently exist.

A separate approach will be made to all remote users to clarify these requirements.

POST IMPLEMENTATION SUPPORT — A Team of Land Titles staff will be assigned to assist any client with questions or difficulties with the new procedures.

C. A4 DOCUMENTS ACCEPTANCE — 1st JULY

Land Titles Division recently has received numerous enquiries and requests regarding the acceptance of Foolscap Size Forms after the June 30 Expiry Date. Although the majority of the Conveyancing Fraternity have changed to the A4 Format, enquiries indicate that there are still Foolscap Size Documents either pending in Settlements or Registration. All Documentation should now be prepared in the new A4 Format.

To finalise the introduction of the new A4 Format forms clients are advised that:-

Documentation of Foolscap Size, dated and stamped prior to June 30, 1992 will be accepted. Any Document not falling in this category may be submitted for consideration on an individual case basis supported by reasons in writing.

Further, the A4 Document Working Party is interested to hear of any problems in the use of the new forms and would appreciate any comments and suggestions that the conveyancing community wish to make. All correspondence to be directed to F. Calginari, A4 Document Working Party.

Organisations requiring form approvals of Printers specifications should also contact Mr F Calginari on Ph: 222 6890 for an appointment.

D. POWER OF SALE TRANSFERS

It has come to the attention of the Registrar of Titles that not all sales by a Mortgagee where the Mortgagor is in default are being conducted in strict accordance with the legislation.

The Registrar is particularly concerned to know that the Mortgagor (Registered Proprietor) has been given notice to remedy the default within the defined period, before the power to sell is exercised. To ensure this is the case, the declarations lodged with the transfers must clearly specify the date the notice was given, and how it was given.

If posted, the declaration should also show the address to which the notice was sent. Details of the manner of personal serving or affixing to a prominent feature of the property mortgaged should also be included depending on which manner of service was used.

The document examiner will also ensure that the date of any sale does not precede the expiry date of the notice period.

These notes are in further explanation of the instructions shown in the Office of Titles Practice Manual, not in substitution for them.



Geoff Sach
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Land Titles