

Bulletin No. 109
February 2000

Customer Information

Special Issue

Stopped Document Pilot – Payment of requisition fees and lodgment of evidence at Perth Branch Office

DOLA is to conduct a pilot project to investigate options for the payment of requisition fees and lodgment of evidence required to correct documents that are subject to stopped document requisitions.

Commencing from Monday 21 February 2000 for a period of three months, Perth Branch Office will accept the payment of requisition fees and lodgment of evidence to satisfy stopped requisitions.

The system will be reviewed continually during the pilot project and feedback from customers is vital to ensure customer requirements are met. An evaluation of the service will follow the trial period.

DOLA is also investigating the issuing of requisitions directly by the examiner who will also be the point of contact for any queries by customers. During the trial period stopped document requisitions may therefore be issued from the Stopped Document Section or from Registration of Interests Examination Group 2.

Requisitions issued from the Examination Group will require the parties to deal directly with the Examiner who has issued the requisition. The requisition notices will contain the Examiners name and a direct telephone contact number. Any evidence or letters to correct documents must be directed to the attention of the Examiner concerned.

Requisitions issued from the Stop Document Section will still require the parties to deal directly with that section.

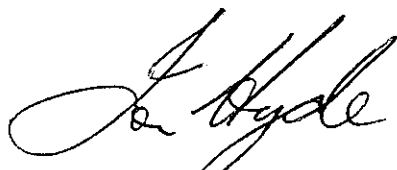
Perth Branch Office will accept the payment of requisition fees, lodgment of evidence and letters to correct documents. Signage in the Perth Branch Office will indicate a designated Acceptance officer available to receive evidence and requisition fees or alternatively evidence and requisition fees can be lodged at the Issuing counter.

Payment of requisition fees will be available between the hours of 8.00am to 4.30 p.m.

It is recommended that payments be made between the hours of 8.00 a.m. to 11.00 a.m. and 1.00 p.m. to 3.00 p.m. to avoid periods of peak business activity.

Documents that require uplifting, for amendment, will only be available from Stopped Documents Section in Midland. This service is not available through the Perth Branch Office.

Comment and further inquiries may be directed to Supervisor, Examination Group 2, Ken Hudson, phone 9273 7067, Fax 9273 7678 or E-mail ken_hudson@dola.wa.gov.au.



IAN HYDE
A/DIRECTOR, SERVICE DELIVERY

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