

CUSTOMER INFORMATION**BULLETIN**

DOLA

Department of LAND ADMINISTRATION

No. 70
28th April, 1995**IN THIS ISSUE:**

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A. Notice to Customer Remote Searching Users Re: User Manuals

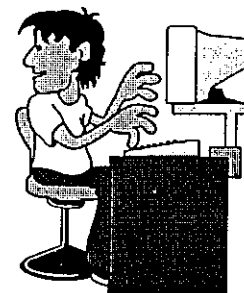
The new Customer Remote Searching (CRS) Manual was distributed to all CRS users in October 1994. These manuals were accompanied with a registration slip which was required to be completed and sent back to the Land Enquiry Centre. This confirmation of the receipt of the manuals would provide an address and any contact for any subsequent updates to the manuals. The registration and confirmation of receipt of the manuals would enable any update to be sent directly to the address and contact person registered for the CRS manual.

Unfortunately only 150 acknowledgements have been returned from the 350 sent.

As there have been changes made to the CRS system, the manual requires updating. All the CRS users who have registered their manual have been sent these manual updates.

Those CRS users who have not completed the registration form are urged to complete the form in order to keep up to date with the changes.

If you are unsure of any procedures or cannot locate the registration form please contact the Land Enquiry Centre, attention Patricia Salomon on telephone 273 7343.



B. Hours of Business - Acceptance of Documents

Currently, the Acceptance Counters in DOLA operate Monday to Friday between 8:00 a.m. and 4:00 p.m. with bulk lodgements accepted up until 3:30 p.m. and issuing being available in Perth and Midland till 5:00 p.m. and Bunbury till 4:30 p.m.

With the move of the Perth Branch Office to Central Park, expected during the September Quarter 1995 (premises shared with the State Taxation Department who stamp documents to 4:30 p.m.) the Acceptance Counter will extend its operational hours to 4:30 p.m. to coincide with the State Taxation Departments hours of business.

To ensure that customers are not disadvantaged with the relocation of the Perth Branch Office, the extended hours will commence prior to the relocation.

Changes that will occur are:

1. DOLA Acceptance Counters (Midland, Perth and Bunbury) Business hours will be 8:00 a.m. to 4:30 p.m. Monday to Friday.
2. DOLA continue to accept the lodgement of bulk documents only between 8:00 a.m. and 3:30 p.m.
3. The commencement day be Monday the 1st of May, 1995.

C. Lodgement of Strata Plans and Applications

Further to Bulletins No.s 67 and 69

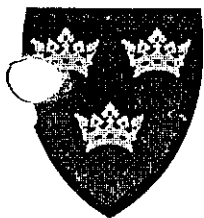
The Land Titles Division of DOLA is still experiencing problems with some dealings lodged resulting in time loss for Customers.

Problems encountered are still:

1. Applications and strata plans not lodged simultaneously (i.e. same day)
2. Documents lodged which follow the application (i.e. transfers, mortgages etc.)
3. Requests presented in applications instead of to the Survey Advice Officer with the Strata Plan.

No.3 above is causing the most problem. Presenting your request with the application causes unnecessary delays. The importance of the Survey Advice Officer receiving the request is paramount for the success of the service. The Survey Advice Officer instigates the fast track process, without this simple procedure the documents will not be given priority.

Help us to help you.



D. Proposed Introduction of Conveyancing Practices For Unconditional Crown Land Sales Similar to Freehold

A recent policy decision by DOLA to drop building conditions in many of its residential land releases will potentially enable introduction of streamlined practices in line with the recognised freehold conveyancing system. The following procedure is proposed to replace the current licence to occupy process for condition free sales:


1. At sale a 10% deposit is paid and a contract of sale signed by the purchaser using the Crown land Record number as the unique register identifier for the subject land. The contract of sale can be used by the purchaser to acquire finance if required.
2. A single payment of the balance of purchase monies plus fees by bank cheque is required within 60 days or as determined at DOLA, Midland. Where finance is involved a Crown Grant Application will be handed to the lending institution at settlement to be lodged with the accompanying mortgage at the Land Titles Division. A secured interest is provided for lending institutions unlike licences which may be subject to forfeiture. DOLA will lodge Crown Grant applications on behalf of the grantees in instances where finance is not applicable.
3. A duplicate Crown Grant will issue at the completion of the registration process to the grantee or lending institution as applicable.

POTENTIAL BENEFITS TO LENDING INSTITUTIONS

The following benefits to lending institutions have been identified:

- Licence process bypassed.
 - The security provided to lending institutions is impaired by the Crown's statutory powers of forfeiture, although DOLA does not forfeit without liaising with lending institutions.
 - Currently duplicate licences and mortgages where applicable are required to be produced by the grantee or lending institution to enable a Crown Grant to issue.
- 2. Crown Grant application instrument is available at settlement thereby providing freehold security upon registration.
- 3. Mortgages may be lodged without prior Ministerial approval.
- 4. Use of follower system is minimised as mortgages are lodged as a dealing with the Crown Grant application.
- 5. Crown Land Records which are Crown administrative versions of Certificates of Title provide a register number at time of auction or sale and may be searched at Land Titles Division upon plan approval.

Prior to further development of the above process for unconditional Crown land sales, feedback from interested parties is sought, particularly in regard to location of settlement. Enquiries should be directed to Russell Baulch, Project Officer, Land Operations Division on 273 7221.


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 REGISTRAR OF TITLES
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