

CUSTOMER INFORMATION

BULLETIN



DOLA

Department of LAND ADMINISTRATION

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A. Customer Remote Searching

Another area of searching land information is via the Customer Remote Searching (CRS) facility. There are currently 410 customers who use this facility to satisfy their land information and searching needs.

This facility allows DOLA customers, from the comfort and convenience of their office to:

- search a large range of land ownership information
- order copies of titles, surveys and documents
- perform instant check searches display them and print them if required
- conduct sales evidence enquiries
- perform searches on registered Power of Attorneys
- make Progress and Issuing enquiries
- conduct reserves enquiries
- lodge electronic advice of sale which will be available from 1 July 1997.
- utilise metric conversion tables

To join the CRS facility, customers must possess:

- CAS Account
- a Personal Computer
- a Modem (speed 9600 at least)
- Communications Software



Customers dial up the DOLA HDS computer through a phone line and are able to see the same screens which DOLA staff see at their work stations. Customers may then search the information that they require and are able to order copies of Certificates of Titles or other

The benefits and advantages of searching via the CRS facility include:

- faster return of requests, there is usually no human intervention as with manually faxed in search requests
- New fees introduced on 1 July 1996 will make it considerably cheaper to order searches via CRS. Fax requests that are processed manually will incur extra charges
- Customers do not have to attend DOLA to order searches and all charges are billed directly to the Customer Accounting System account on a monthly basis

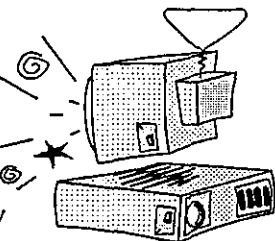
For further information with regards to the Customer Remote Searching, please contact our CRS Security Officer on (09)273 7343.

B. Customer Remote Searching - Memorandum of Provisions

There has been a change in the process for ordering copies of Memorandum of Provisions via the Customer Remote Searching System.

Previously Memorandums were microfilmed and had to be copied manually which resulted in a delay in the turn around time for faxing back. Memorandum of Provisions have now been scanned and copies are available through the Image System, enabling them to be faxed back by the Auto Fax system in the same manner as Titles, Surveys and other Documents which have also been scanned.

Memorandum of Provisions are now under the same Alpha-numeric series as Transfers, Mortgages etc. Memorandums will be given a letter prefix of the current series when they are lodged, for example G123456. The Memorandums which have previously been registered will still have a 'G' as a prefix and it's existing number, eg. Memorandum of Provision No.1 is now G000001 etc.



When ordering a copy of a Memorandum of Provision, the same process is used as for ordering documents. The Document type is to be **MP**. Customers should be aware that Memorandum of Provisions may contain many pages and should allow for extended fax back times as the system is defaulted to print out **ALL** pages.

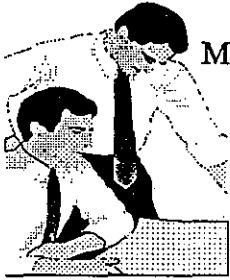
For any further queries please call any of the staff at the Land Enquiry Centre on (09) 273 7343.

C. Stopped Documents - Improved Services to Customers

DOLA customers who have difficulty in contacting Stopped Documents Section during peak times have now available to them a call back service.

A fax may be sent on 273 7658 detailing the stopped document number, the reason for the call, a contact name and number. The officers of the Stopped Document Section will endeavour to return your call as soon as possible to render assistance.

In the interest of equitable and effective use of this service customers are reminded that they should attend to the following before seeking advice on practice and procedure.



Make reference to:

1. The DOLA Land Titles Registration Practice Manual.
2. Refer to their licensed principal, practitioner, supervisor or experienced person in their organisation.

D. Customer Remote Searching - Strata Plans

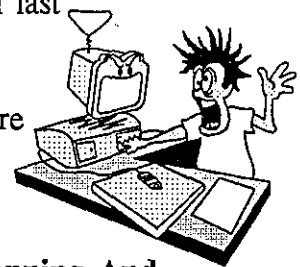
There have been enhancements to the No Charge Enquiries ("NCE") menu for the "Find a Register" ("QRG") function, that will enable users to enquire as to the progress of any dealings affecting Strata Plans. As with Certificates of Title, when a Strata Plan is marked to a case, certain details of the case and its progress will also be provided.

To enquire on a Strata Plan:

1. Type in "QRG" on the command line and press [Enter] to display the "Progress Enquiries" screen.
2. Type the Strata Plan prefix of "SP" then the Strata Plan number eg. SP31245 and press [Enter].
3. The location details of the Strata Plan will be displayed.

"REGISTER IS NOT MARKED OUT OF STORE" will appear if the Strata Plan has no dealing lodged against it. Where the Strata Plan has a dealing lodged against it, the location or case details (ie. case number, bundle number, location) and the date of last movement will be displayed.

For any further queried please contact the staff of the Land Enquiry Centre on (09) 273 7343 or 273 7344.



E. Easements Created On Surveys Under Section 27a Town Planning And Development Act

When an easement has been created on a survey and the encumbered lot is now subject to further subdivision, it has been the practice to prepare the latter survey to show the easement as if it were recreated as shown on the latter survey.



This practice has raised questions as to the source of the easement. In order to clarify the matter and to more accurately reflect the true state of the register, Surveyors have now been instructed to note, in these circumstances, on the survey that the easement shown was created on a previous plan or diagram.

Accordingly, the endorsement entered on the new titles will be amended from:

"Easement shown on Plan/Diagram....."

to:

"Easement *created* on Plan/Diagram:....."

When a superseding survey is lodged bringing forward an easement the new title will be endorsed as:

"Easement created on Plan/Diagram.....as shown on Plan/Diagram....."



GEOFF SACH
DIVISIONAL MANAGER
REGISTRAR OF TITLES

18 October 1996

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