

CUSTOMER INFORMATION



DOLA

Department of LAND ADMINISTRATION

BULLETIN

OFFICE OF TITLES

Special 5/8

PERTH BRANCH OFFICE TO BE ESTABLISHED

When DOLA's move to Midland was first announced, the conveyancing industry requested the Department maintain a presence in the Perth central business district. This was agreed to by the former Government, and has been confirmed by the present Government.

In confirming a Perth Branch Office (PBO) for DOLA's clients, the Government requested that the Department carefully review and scrutinize the costs and level of service to be provided, to ensure that only essential client needs were met.

After careful examination of the options provided by the Department it was determined that document lodgement was the most critical service required in the PBO by the conveyancing industry. As a consequence, the PBO will provide full document lodgement and issuing services. This will enable significant cost savings to be realised, while still offering the conveyancing industry access to essential services within the city area.

The PBO will be located on the first floor of the Central Government Buildings (current site of the Central Map Agency), and will open for business at 12 noon, Monday 23rd August, 1993.

Searching of Land Titles information will remain available through DOLA's computerised Customer Remote Search and facsimile facilities, and through personalised customer service at Midland.

- ◆ *Customer Remote Searching 'dial-up', using a personal computer or terminal in your office.* CRS enables clients to place requests for searches directly into the computer. Searches can be returned by automatic facsimile direct from the optical-disk Image system. The entire process occurs without any manual intervention by Land Titles staff.
- ◆ *Facsimile service.* Clients who hold a CAS Account may send requests for searches by fax machine. DOLA staff then enter the request into the computer. Searches can be returned by automatic facsimile direct from the optical-disk Image system, without any further manual intervention by Land Titles staff.
- ◆ *Customer service at Midland.* A comprehensive, improved service will be available at DOLA's new headquarters. All Divisions of the Department will continue to provide the services clients are accustomed to, but in one convenient location with the advantage of 'one stop shopping'. Original titles, documents and freehold surveys and strata plans, as well as crown surveys, field books, aerial photographs, standard survey marks and Central Map Agency StreetSmart products will be available at Midland in the Customer Services Hall, Centre Ground Floor of the DOLA building.

For more information about the various methods of searching, please contact the Land Enquiry Centre on 222 6800.

DOCUMENT LODGEMENT PROCEDURES

The PBO will provide full document lodgement facilities for land transactions, including the allocation of priority, payment of fees and issuing of receipts. In addition, the PBO will have facilities for:

- ◆ lodgement of new survey documents
- ◆ production of duplicate titles
- ◆ issuing of duplicates and documents, and
- ◆ return of evidence upon the completion of dealings.

Clients will have the choice of lodging dealings in Perth, Midland or Bunbury. Documents lodged in these locations will be processed identically, with priority allocated to all documents from a centralised computer. No clients will be disadvantaged through their choice of lodgement location.

Unless stated otherwise on the documents, any material that is to be returned to the specified party will be sent to the place of lodgement. Most clients will retain their current issuing box number and will have a lockable issuing box of the same number at both Perth and Midland if required. At Midland, search copies and issuing material will be placed in the same delivery box, accessed by a key. At Perth, a separate key can be used to open delivery boxes to retrieve issuing material. Copies of the keys, and information about any changes to your box numbers will be distributed just prior to the relocation to Midland.

NEW SERVICE — SETTLEMENT ROOM

The relocation to Midland means Land Titles is able to offer a new service to its clients. A Settlement Room, conveniently close to the searching areas, will be available for clients wishing to conduct settlements on site at Midland. Use of the Room will be arranged via a booking system.

CLOSURE OF LAND TITLES DURING THE RELOCATION TO MIDLAND

The relocation of Land Titles, the largest Division of DOLA, will take place over a single weekend. This will be an extremely complex operation, particularly in regard to relocating computer systems, and it will be necessary for customer service and document lodgement in Land Titles to cease at 12.00 noon the day before the move and not resume until 12.00 noon on the following Monday.

Although DOLA appreciates this will inconvenience clients, your cooperation is sought to successfully complete the relocation. It is hoped that this advance notice will enable business plans and activities, such as settlements, to be organised accordingly, and thus minimise any inconvenience or disruption.

The Land Titles Division is scheduled to move during the weekend of 21-22 August 1993, and all Divisional services will be unavailable from 12 noon Friday 20 August until 12 noon Monday 23 August.

Both the Midland Customer Services Hall and the new Perth Branch Office will open for business at 12 noon, Monday 23 August.

NEW ADDRESSES

Midland	Perth
<i>Street Address</i>	<i>Street Address</i>
Customer Services Hall DOLA Midland Square MIDLAND WA 6056	First Floor Central Government Buildings Cathedral Avenue PERTH WA 6000 (Use entrance nearest to Hay Street)
<i>Postal Address</i>	<i>Postal Address</i>
Land Titles Division PO Box 2222 MIDLAND WA 6056	Land Titles Division PO Box 2222 MIDLAND WA 6056


Geoff Sach
Divisional Manager
LAND TITLES

25 May, 1993