

# CUSTOMER INFORMATION

# BULLETIN



DOLA

Department of LAND ADMINISTRATION

**BULLETIN NO. 93**  
**10th November 1997**

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**A. New Initiative To Assist Searching A Registrar's Packet**

DOLA will implement a new searching procedure that some customers may appreciate when searching a Registrar's Packet. DOLA will introduce a "Status Report" for every Registrar's Packet with the intention of identifying and clarifying the issues affecting titles and documents contained in the Registrar's Packet (see attached form on next page).

A "Status Report on a Registrar's Packet" will be:

- prepared, by the Legal Section of this Division, on the creation of a Registrar's Packet and updated as required.
- provided, as a component, of a "Subject to Dealing" search of a Title issued by DOLA where documents are held in a Registrar's Packet.

Customers who inquire about the status of titles and/or documents held in Registrar's Packets are advised to request a "Subject to Dealing" search which will include a "Status Report of Registrar's Packet" together with any titles and "Follower Dealings" awaiting registration. The procedures will be the same as searching any other "Subject to Dealing" title or document.

Freedom of Information legislation limits access to information connected with any court action that is held in Registrar's Packets. The "Status Report on a Registrar's Packet" is the mechanism by which all clients can obtain identical information pertaining to the Registrar's Packet (i.e. The Action No., the parties, the solicitors acting for the parties, a general description of the orders sought or granted and

DOLA's requirements for disbanding the Packet). It will assist clients to make decisions pertaining to conducting of settlements in land.

It is proposed to implement this new "Subject to Dealing" searching service to clients from 10th November 1997. A fee of \$9.00 will be payable for a copy of each status report.

#### **B. Issue or Non-Issue of a Duplicate Title**

Customers are reminded to ensure that completion of forms requesting issue or non-issue of duplicate titles is given special consideration. DOLA had experienced problems when a non-issue had been requested inadvertently. Parties to the documents are signing this particular panel without due consideration, especially the T2 form.

Your assistance is sought in advising your clients clearly and then checking the documents upon their return. Help us to help your clients.

#### **C. Strata Titles Act 1985 (Amended) Regulation Forms**

Amendments to the Strata Titles General Regulations 1996 were in the Government Gazette on 17 January 1997.

When completing and lodging forms relevant to the Strata Titles Act 1985 (amended) please ensure you have the latest regulations (grey book) reprinted as at 11th February 1997. Existing forms have been modified and new forms have been created.

If you have not done so, please acquire the latest regulations ensuring the best service to your clients.

#### **D. Water Corporation Memorials**

Water Corporation Memorials may be created either on a survey or by document. To remove the Memorial for settlement, remember that there are two different procedures. If the Memorial is created on a survey then an application will have to be used for its removal. If the Memorial was created by a document, a withdrawal of Memorial Form must be used. The Application and the Withdrawal were created and are controlled by the Water Corporation and forms may be purchased at Sands and McDougall for \$2.70 each.

#### **E. Emergency Evacuation Exercise**

DOLA will be conducting an emergency evacuation exercise during the last week in November 1997. This may result in some delays or interruptions to services, however it is hoped they will be minimal.

Customer Remote Search should not be affected.

When the Customer Services Hall is evacuated, only Document Acceptance (D.A.S.) will be available. A very limited manual or personal attendance Client Service function may be available.

Document Acceptance in the Perth Business Office and Bunbury Regional Office should not be disrupted.

The exact timing of the evacuation exercise will not be disclosed, but it is envisaged that it will take approximately one hour to complete.

Bearing in mind DOLA's duty of care to its customers and staff, your patience, co-operation and understanding of this necessary exercise is appreciated.

**F. Software Upgrade To DOLA's Mainframe Computer**

In keeping with DOLA's commitment to continuous improvement through the utilisation of new technology, the current database and operating system software of DOLA's mainframe computer is to be upgraded, resulting in a faster and more efficient searching service for DOLA customers.

To ensure that the Land Titles business systems are not adversely impacted, extensive testing will be carried out over three weekends (25th October, 1st November and 15th November 1997). The upgraded software is scheduled to be permanently installed from the 17th November, 1997.

Whilst every effort is being made to ensure a smooth transition to the new environment, problems may be caused due to factors outside our control. We apologise in advance for any inconvenience that may be caused and thank you for your understanding.

Our Customer Services and Land Enquiry Centre staff will be available to answer any enquiries you may have and advise you if problems are experienced during this period.

For Customer Remote Search Enquiries please call our Land Enquiry Centre staff on (08) 9273 7343

For General Customer Enquiries please call our Customer Services staff on (08) 9273 7044



**IAN HYDE**  
**ACTING DIVISIONAL MANAGER**  
**LAND TITLES DIVISION**

10 November 1997



**STATUS REPORT ON REGISTRAR'S PACKET No 1034**

**CERTIFICATES OF TITLE / CROWN LEASES / DEALINGS HELD IN THIS PACKET**

**REASON FOR CREATION / CONTINUATION OF THIS PACKET**

**COURT ACTION No:**

**Parties to the Action:**

**Prepared By:**

**DOLA'S REQUIREMENTS FOR DISBANDING THIS PACKET**

There may be:

- i) Court orders or interlocutory proceedings and related documents affecting the land that have not been served on the Registrar of Titles; and/or
- ii) Follower documents that are not held in the Packet.

The creation of a Registrar's Packet does not, in itself prevent the lodgment or registration of any transactions relating to the certificates of title/crown leases contained therein.

A copy of any unregistered dealings affecting the above certificates of title/crown leases may be obtained "subject to dealing" from Client Services. However all other papers filed with regard to this Packet are not available to the public without due consideration of **DOLA FREEDOM OF INFORMATION POLICY**.

**SIGNED:** **DATED:**

Assistant Registrar of Titles