

# Customer Information

Bulletin No. 119  
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## 1. RESTRICTIVE COVENANT - EXPIRY DATES

The practice of showing expiry dates in restrictive covenants ceased in 1996 as explained in Customer Information Bulletin "78". When DOLA converts a paper Certificate of Title to a digital register, the practice of not showing expiry dates continues.

If a paper Certificate of Title has a restrictive covenant endorsement showing an expiry date, then when converted to a digital register, the restrictive covenant will be converted as an endorsement in the Limitations, Interests, Encumbrance and Notifications section (Second Schedule) without reference to the expiry date.

Restrictive covenants on paper Certificates of Title containing expiry dates that have expired, (eg. Restrictive Covenant expiring 30 May 2001) are being brought forward on digital registers as restrictive covenants, without reference to any expiry date.

All parties preparing documents should search the restrictive covenant and ascertain if the restrictive covenant has expired. If the document preparing party is of the opinion that the restrictive covenant has expired, then the restrictive covenant **should not** be shown in the Second Schedule of any documents being prepared.

If a restrictive covenant is not shown in documents that are lodged, then the DOLA examiner will research the restrictive covenant to ascertain the status of the covenant. If the examiner agrees that the restrictive covenant has expired, then the restrictive covenant will not be shown in the Second Schedule of the resultant new edition of the Certificate of Title.

If conveyancers show the restrictive covenant as an encumbrance (and it has expired) the resultant new edition of the Certificate of Title will also show the restrictive covenant.

All the documents lodged in a series must be consistent in the notation of the restrictive covenant. A stopped document requisition will be raised where documents in a series are inconsistent with restrictive covenant notations in the second schedule.

Each and every restrictive covenant should be searched to ascertain the legal status of the covenant.

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## 2. PAPER AND DIGITAL CERTIFICATES OF TITLES – DOCUMENT PREPARATION

The conversion to digital format of DOLA's Certificates of Title is progressing on schedule with approximately 200,000 titles now in the SmartRegister database.

During the conversion process customers will encounter increasing numbers of digital titles when ordering title searches.

There are a number of priorities that determine the conversion of a paper title to a digital register. A search of a title, the lodgement of a document or an advice of sale (EAS) enquiry will be given top priority for conversion to a digital register. This may result in customers receiving a copy of the paper title when first searched, however subsequent searches of the same title, will produce a copy of the Record of Certificate of Title (digital title), as a result of the priority conversion process.

### Document Preparation

Customers are advised to prepare documents in the same format, as the title search that has been obtained. As a result documents in a series, may be prepared in different formats.

#### For Example:

A document prepared from a search of a paper title with a part lot land description should recite the reference to the part lot in the land description.

The same document prepared from a digital title should show the whole lot in the land description and then recite the exclusion endorsement in the Limitations, Interests, Encumbrances and Notifications panel.

During the conversion period documents within a series, (prepared as per search obtained) in different formats, are acceptable for registration.

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### 3. EDITION 7 – LAND TITLES REGISTRATION PRACTICE MANUAL RELEASED

We advise the latest Practice Manual is NOW available for immediate download from DOLA's virtual shopfront at [www.landonline.com.au](http://www.landonline.com.au)

**Hard copies of the manuals and CD's are also available by contacting the Customer**

Services Helpline on (08) 9273 7555 or e-mail [sales@dola.wa.gov.au](mailto:sales@dola.wa.gov.au)

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### 4. STOPPED DOCUMENTS

Customers are advised that in future Registration Services will be strictly adhering to TLA and supporting Regulations regarding the issuance of Requisition Notices for imperfect dealings and payment of requisition fees.

In support of this action, a recent Registration Services initiative has been the introduction of a stopped document database. This database aims to collect information that may be helpful in improving the quality and consistency of stopped document requisitions and to provide valuable information to assist conveyancers in preparation of documents.

**The following are some important statistics collected from the stopped documents database**

- 7075 errors recorded over last 6 months over approx. 140,000 documents
- 5% of documents contain errors, which prevent registration (withdrawn or rejected documents)
- 10-12% of cases lodged are impacted and Requisitions issued.
- There have been 203 Error Types identified of which the Top 30 below represent approx. 60% of total errors

An analysis indicates the majority of errors are fundamental and sometimes careless mistakes that could be overcome with basic checks by preparing and lodging parties.

To reduce amount of lost productivity, expense and inconvenience involved to the Conveyancing Industry and DOLA, the 30 most common stopped document error types have been produced as a "Document Checklist" to help in the productive registration of documents. The checklist is arranged in numerical order indicating number 1 as the most common error. The checklist is attached as the last page on this bulletin.

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## 5. INTRODUCTION OF FREE ON LINE CAS ACCOUNT ENQUIRIES

As a result of many customers having difficulty reconciling their Customer Accounting System (CAS) accounts, DOLA has introduced a new free service, which will enable them to access their CAS account details on line.

The new service can be accessed by Customer Remote Search (CRS) via the No Charge Enquiry (NCE) screen. It will be available from 1 July and allows customers to obtain information about account:

- Address and contact details
- Transaction details
- Credit limits
- Statement information
- Balances and available credit.
- Status (CRS/EAS access enabled)

It also allows customers to search details of particular jobs to ascertain information including:

- Operator Id
- Customer reference
- Number of items searched and associated costs
- Date & time
- Listing of items

If you are not currently a CRS user and would like to take advantage of this service, please contact our **Remote Search Officer on 9273 7343** or by visiting DOLA's web site [www.dola.wa.gov.au](http://www.dola.wa.gov.au) CRS is also now available over the internet.

Other benefits of becoming a CRS user include:

- Faster searching service
- Cheaper searching service
- Access to searching and DOLA information weekdays from 7.00 a.m. to 6.00 p.m.
- Less paper work, such as completing fax requests etc.
- Less congestion on fax machines
- Access to the Electronic Advice of Sale (EAS) system
- On line access to certain DOLA information free of charge. This includes access to the Power of Attorney Index, dealing progress, issuing and duplicate title production information. These free services avoid the need to telephone to obtain information from the Progress Section.

## **Fee For Manual Service**

From 1 July, manual provision of account information will attract fees.

The fee for a reprint of a statement will be \$6.00 and invoices and other account information will attract a fee of \$2.50 per page. The fees will be charged to CAS accounts.

Manual account information is obtained by faxing requests to the Revenue Clerk on fax number 9273 7620.

## **How To Use The New Service**

The account enquiry menus are found under the No Charge Enquiry (NCE) menu in CRS as indicated below.

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**BRUCE ROBERTS  
A/MANAGER  
REGISTRATION SERVICES**

**6 JULY , 2001**

# APPENDIX 1 - INTRODUCTION OF FREE ON LINE CAS ACCOUNT ENQUIRIES

The following pages indicate the information available and where it can be found. If you have any enquiries or need further assistance, please call the Revenue Clerk on 9273 7335.

## NO CHARGE ENQUIRY MENU

### NEW FUNCTIONALITY

#### JOB ITEM ENQUIRY (QJE)

Select this option to obtain information such as:

- inward/outward order type
- master job number
- return fax number
- date and time request entered
- summary of number of items ordered and total costs
- details of printed or displayed requests
- displays individual items requested on a print job

**Note:** does not provide information on EAS or Master jobs

```

NCE ----- LAND INFORMATION ACCESS ----- CASCNCE0
                                NO CHARGE ENQUIRY                                07

COMMAND ==>
Master Job : 6728521

                                QDC  Find a Document
                                QRG  Find a Register
                                QBU  Find a Bundle
                                QCE  Display Details of a Case
                                QCR  CAL Reference File Enquiry
                                QCI  CAL CL/Permit Conversion Enquiry
                                QMA  Metric Area Conversion
                                QDT  Duplicate Title Enquiry
                                QSS  Survey Status Enquiry
                                QTE  Townsite Enquiry
                                QIT  Document Issuing - Item Enquiry
                                QUL  Document Issuing - Unverified Lists
                                QJE  Job Item Enquiry
                                QAE  Audit Enquiry
                                QAD  Account Details
                                EFT  Transfer Document Lodgement Fee Enquiry

PFKeys: 1 =Help 3 =End 4 =Main Menu 12 =Command Line
    
```

#### ACCOUNT DETAILS (QAD)

Select this option to obtain information on your CAS Account. The details displayed on this screen are not able to be updated. Information provided by this option includes:

- account balances
- daily transactions
- contact details
- account status
- statement summaries
- card details

#### AUDIT ENQUIRY (QAE)

Select this option to obtain information such as

- job and receipt details
- service type
- order type R, M or F, P or C (Remote, Fax, Post, Counter)
- operator Id RU=Remote LI=Fax
- date
- master job for remote orders
- adjustment and job reversal details
- receipt type and details

## Job Item Enquiry (QJE)

This function enables customers to display job item details for copy service jobs (ie. Title, Survey and Document and check search jobs). This includes:

- Job order details
- Items ordered
- Number of items ordered
- Number of copies ordered
- Print charges
- Search charges and where applicable surcharge
- Print type
- Check search results

Note: Customers will only be able to access job details for their account number. An error message will be displayed if the job number entered does not correspond to the account number.

### Job Item Enquiry Screen

```
QJE ----- CUSTOMER ACCOUNTING SYSTEM ----- CASCJIE0
15:52:19                JOB SEARCH/ENQUIRY                22 MAY 01
                        COMMAND ==>

Enter a job number to view a break down of its ordered items.

Job Number   : _____

OR

Please Enter a range for the Job Search

      Start   Start           End   End
      Date   Time           Date   Time
-----> 22 / 05 / 2001 - 08 : 00 -----> 22 / 05 / 2001 - 15 : 50
      dd mm yyyy hr min      dd mm yyyy hr min

PFKeys: 1 = Help 3 = End 4 = Main Menu 12 = Command Line
```

Enter Date/Time in these fields.  
Only use these fields if the job number is unknown

Enter Job Number in this field.  
If job number is unknown, enter Date and Time (time is optional)

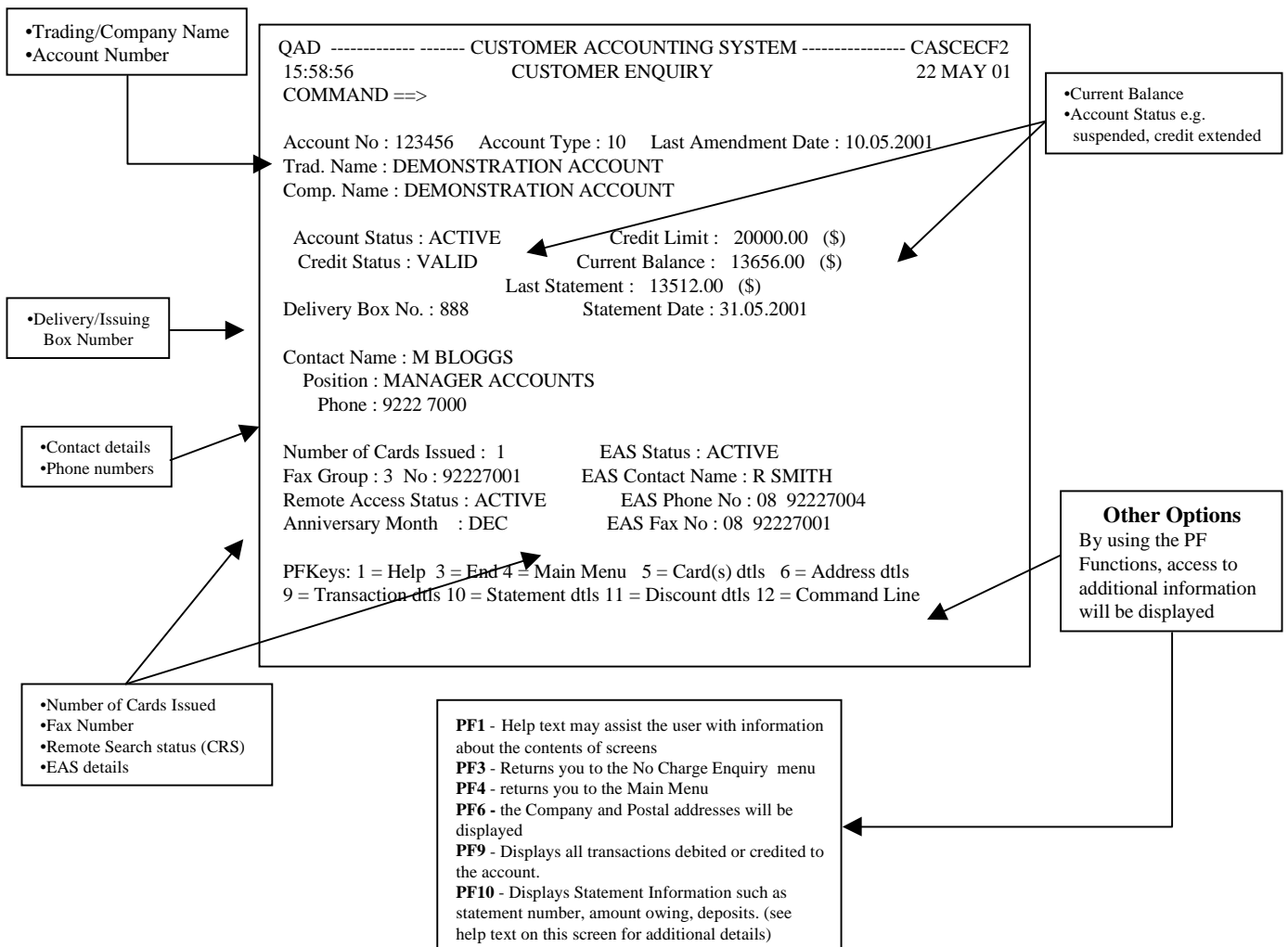
## Account Details (QAD)

Provides customers with details regarding their account. Information available includes:

- Address and contact details
- Transaction details
- Credit limits
- Statement information
- Account balances and
- Available credit
- Remote/EAS Status

Note: If customers wish to update the information on this screen, please contact the Revenue Clerk on 9273 7335.

## Account Details Enquiry Screen

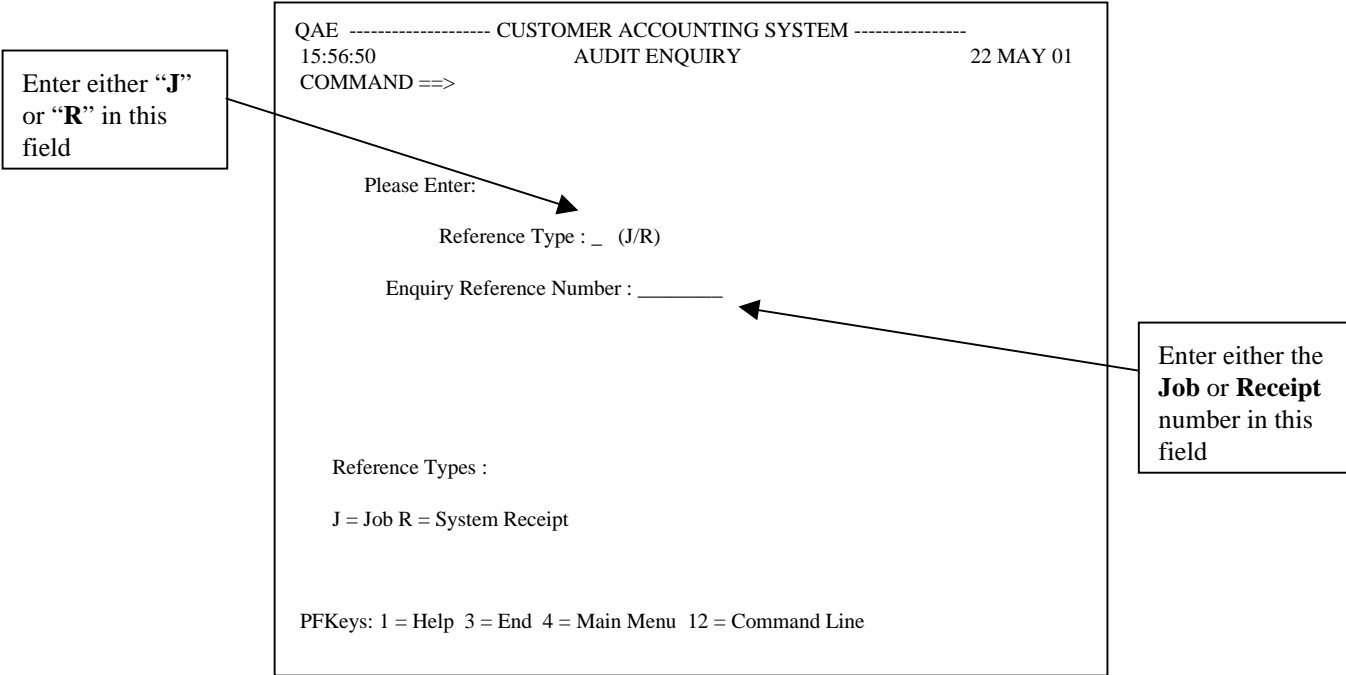


### CAS Audit Enquiry (QAE)

This function enables customers to access Audit Details on jobs and receipts. The information displayed will be:

- Job Order Details
- Receipt Details
- Adjustment Details
- Job Status
- Customer/user Id
- Date and time

### Audit Enquiry Screen (QAE)



## APPENDIX 2 - STOPPED DOCUMENT CHECKLIST

	Error Category	Error Type
1	Fees	Insufficient registration fee paid
2	Land Description	Land description wrong
3	Evidence	Duplicate C/T required
4	Tenancy	Tenancy to be shown
5	Correction	Request to amend document
6	Correction	Document requires dating.
7	Change of name	Name on title and document differ
8	Encumbrance	Mortgage encumbers C/T and this has not been shown on the document.
9	Encumbrance	Restrictive covenant encumbers C/T and this has not been shown on the document.
10	Evidence	Further evidence is required before registration can proceed.
11	Fees	Duplicate C/T Production fee is required.
12	Address	Transferee / Mortgagor's address differs. Advise which is correct.
13	Stamping	Document requires stamp duty to be paid at State Revenue Dept.
14	Address	Transferee's address for service of notices is to be shown in the Transferee panel.
15	Signatures	Not witnessed
16	Statutory declaration	New declaration required
17	Caveat	Stamped evidence to be produced
18	Power of attorney	Declaration of non-revocation required to demonstrate that P/A not revoked after 3 months
19	Fees	Refund of fees.
20	Encumbrance	Encumbrances displayed on C/T have been not shown on the document.
21	Encumbrance	Easement encumbers the C/T and this has not been shown on the document.
22	Witness	Occupation required
23	Signatures	Show names and designations of witnesses
24	Warrant / Writ	The Solicitor has not signed notice to Registrar on back of Warrant/ Writ.
25	Signatures	Parties to sign document.
26	Caveat	Estate and interest being claimed is not complete.
27	Warrant / Writ	Declaration of identity required identifying the debtor as one and same as shown on C/T
28	Encumbrance	Absolute caveat encumbers the land and must be removed to allow registration.
29	Witness	Address & occupation required
30	Caveat	Wrong proprietor shown in Registered Proprietors panel. Differs to that shown on C/T

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