

# Customer Information Bulletin

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## 1. CUSTOMER INFORMATION BULLETIN MOVES TO DIGITAL FORMAT

DOLA is committed to improving the land registration information available to customers by providing access to information in an electronic format. This will enable customers to have a fast, cost free service to DOLA's Customer Information Bulletins, Registration Practice Manuals, How to Brochures and a myriad of other land registration information, 24 hours a day via DOLA's virtual shop front at [www.landonline.com.au](http://www.landonline.com.au) and web site at [www.dola.wa.gov.au](http://www.dola.wa.gov.au)

To help to meet this commitment all future Customer Information Bulletins will only be available via the following delivery methods:

- E-mail
- Facsimile – from DOLA's Rightfax paperless facsimile system
- Internet access – from DOLA's web site

One of the major benefits to customers is that Customer Information Bulletins will now be able to be delivered to the computer or facsimile machine of any staff member in your organisation, who really needs to know.

In order to continue to receive future Customer Information Bulletins, customers will need to either:

- subscribe (free of charge) via [www.landonline.com.au](http://www.landonline.com.au) ,
- e-mail your details to [cib@dola.wa.gov.au](mailto:cib@dola.wa.gov.au) or
- complete the CIB subscriber information form below (Attachment 3) and return it to DOLA by facsimile to 92737692; depositing it at the Perth Branch Office, Land Registration Centre Midland, Bunbury Regional Office; or posting it to Shirley Courtney, Registration of Interests, DOLA, Post Office Box 2222, Midland WA 6936.

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## **2. PROGRESS AND ISSUING PRODUCTION ENQUIRES**

In an effort to improve the level of customer service and telephone response times, we would like to make you aware of the benefits of using DOLA's Customer Remote Searching System (CRS) for NON-CHARGE progress, issuing and production enquiries.

Did you know that you could access information about the progress, issuing or production of duplicate certificates of title, free through the CRS system?

CRS is now available through the Internet making it easier for customers to enquire on the progress of documents lodged for registration.

Help us to better service you, by taking advantage of the non-charge searching system, instead of holding for a Customer Service Officer at the end of a telephone line. Utilising the CRS via the Internet will enable Customer Service Officers to better service the more complex and difficult progress and issuing enquiries.

DOLA's Customer Remote Searching System has a number of non-charge enquiry functions available to all of its users. Attachment 1 below provides a list of the majority of Registration Examination internal Location Codes and the approximate time you can expect your document to be completed from the date marked to that certain Location. For example, if you were to conduct a case enquiry and your document was located in EXAM2D, you should expect your dealing to be issued in approximately 5 working days from the time of first marking. *(All the time frames given in the attachment are approximate turn around times only. Depending on the complexity of the document and on the condition that all documents within the particular case are correct and are not requisitioned.)*

Images of certain screens and a guide on how to read standard enquiries are also included at Attachment 2.

If you have any queries on how to use the non-charge enquiry functions of CRS, please contact either:

DOLA's Customer Remote Searching Training/Security Officer on: 9273 7341

or the Search Transmission and Support Centre on: 9273 7294  
9273 7158  
9273 7079.

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**BRUCE ROBERTS  
A/MANAGER  
REGISTRATION SERVICES**

23 August 2001

## **ATTACHMENT 1 – A GUIDE TO DOLA INTERNAL MARKING CODES FOR EXAMINATION OF DOCUMENTS**

DOLA's Registration of Interests Section consists of 6 examination teams:

- 1 Freehold Title Production team – SREX
- 3 Dealing Examination teams - EXAM2, EXAM3 and EXAM4
- 1 Legal Examination team LEG
- 1 Crown Title Creation examination team CTC

Depending on the nature of documents lodged with DOLA, they are distributed into these 6 teams. For example:

- **Freehold Title Production**

Deals with new title creation documents such as new strata and surveys, manual title creation, merger & conversion strata's and lost title replacements (Section 75).

- **Dealing Examination**

Deals with straightforward documents such as standard Discharge / Transfer / Mortgage, Powers of Attorney, Memorials etc

- **Legal Examination**

Deals with documents such as applications for removal and lapse of caveats under sections 141A and 138B and complex legal dealings, including lodgement and withdrawal of Registrar's Caveat and is the base for Registrar's Packets (Registration Warnings). The legal examination team also concentrates on incorrectly issued dealings and DOLA corrections.

- **Crown Title Creation Examination**

Deals with any documents lodged against crown land such as dealings on reserves and pastoral stations.

DOLA appreciates that in certain situations, customers need to speak to a registration officer in relation to a particular document. Unfortunately registration officers are unable to take incoming calls regarding particular documents, however if it is imperative for you to speak to a registration officer, please fax through a request with all your contact details and case references to the examination group (fax numbers stated on code guide). This enables the registration officers to have your document on hand when they call you.

Another frequently asked question by customers calling the Progress/Issuing area is how to have a document 'prioritised for urgent examination'. The only way for a document to be expedited through the examination process is for the lodging party to apply to the Manager Examinations, in writing, by either fax (08-92737593) or by mail. The Document/Case number must be quoted, together with an explanation of the urgency given. Any available evidence as to the need for urgency should also be included.

DOLA internal marking code	Approximate turn around time – from date of last marking
<p><b><i>Examination Team 1 (Freehold Title Production)</i></b>                      SREX1A                      SREX1N                      SREX 1B, 1C, 1D, 1E, 1F, 1G, 1H, 1J, 1K, 1L                      LEG75 (Application for lost Title)</p>	<p>3 weeks (15 working days)                      3 weeks (15 working days)                      Maximum of 5 working days                      Maximum of 3 weeks (15 working days)</p>
<p><b><i>Examination Team 2</i></b>                      EXAM2A                      EXAM 2B, 2C, 2D, 2E, 2F, 2H, 2I, 2J, 2K, 2L, 2M, 2N                      EXAM2G</p>	<p>3 weeks (15 working days)                      Maximum of 5 working days                      Maximum of 10 working days</p>
<p><b><i>Examination Team 3</i></b>                      EXAM3A                      EXAM3B, 3C, 3D, 3E, 3F, 3G, 3H, 3I, 3J, 3K,                      EXAM3L                      CAV137                      CAV192</p>	<p>3 weeks (15 working days)                      Maximum of 5 working days                      Maximum of 10 working days                      8 days                      15 days</p>
<p><b><i>Examination Team 4</i></b>                      EXAM4A                      EXAM4C, 4D, 4E, 4F, 4G, 4H, 4I, 4J, 4K                      EXAM4B</p>	<p>3 weeks (15 working days)                      Maximum of 5 working days                      Maximum of 10 working days</p>
<p><b><i>Legal Team</i></b>                      LEGAL CODES:                      LEGE                      Section 138B                      Section 141A                      LEGOC                      To bring land under the TLA                      Adverse possession</p>	<p>22 days                      15 days                      4 – 6 months                      8 – 12 months</p>
<p>STOP.....</p>	<p>Any location with a prefix of STOP means the dealing has been requisitioned. Turn around time depends on action taken by lodging party to fix docs. Maximum of 14 days.</p>

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**ATTACHMENT 2 – HOW TO USE DOLA'S CRS SYSTEM NON-CHARGE MENU**

**If you have a subject to dealing enquiry on a Certificate of Title, or where a particular dealing is located and approximate time of issuing of titles:**

Access DOLA's CRS system and at the main menu (as shown below) type code of NCE to access the no charge enquiry menu

```
MM ----- LAND INFORMATION ACCESS ----- CASCTES0
11:37:39          TENURE ENQUIRY SYSTEM          06 AUG 01
COMMAND ==>
Master Job : 7659121

CGE  General Enquiry          CLT  Title List Order
CEX  Nominal Index Enquiry    CRG  Title Known Order/Search Review
CES  Survey Lot Enquiry       CDO  Document Order/Search Review
CEN  Strata/Svy-Strata Enquiry CSV  Survey Order/Search Review
CEC  Crown Allotment Enquiry  CCK  Check Search Order
CSE  Sales Evidence Enquiry

CER  Crown Reserve Enquiry
CPA  Power of Attorney Enquiry

NCE  No Charge Enquiry Menu    EAS  Electronic Advice of Sale

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

This will take you to the no charge enquiry menu (as shown below)

```
NCE ----- LAND INFORMATION ACCESS ----- CASCNCE0
11:43:21          NO CHARGE ENQUIRY          06 AUG 01
COMMAND ==>
Master Job : 7659121

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
```

Type QRG on command line and hit enter which will take you to the progress enquiries screen (as shown below)

```
QRG ----- TITLES IN PROGRESS SYSTEM ----- TIPCREQ0
12:40:12                PROGRESS ENQUIRIES                06 AUG 01
COMMAND ==>

Register No: _

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

Enter certificate of title number and hit enter

Note the case number ie *824099* and press function key F3 (escape 3)

```
QRG ----- TITLES IN PROGRESS SYSTEM ----- TIPCREQ0
12:19:03                PROGRESS ENQUIRIES                06 AUG 01
COMMAND ==>

Register No: 1373 513

Case No: 824099

Location: EXAM2L " LEVEL 3 EXAMINER GROUP 2          "

Date of Last Movement: 06.08.2001

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

Type QCE on command line and hit enter which will enable you to access contents of a case (as shown below)

```
12:28:11          DISPLAY CONTENTS OF A CASE          06 AUG 01
COMMAND ==>
Operator I/D: RUAKY00
Case No: 824099

Press PF06 to review Location History Details
CASE IS LOCATED IN EXAM2L
LOCN TEXT: LEVEL 3 EXAMINER GROUP 2
DATE OF LAST MOVEMENT 06.08.2001
TITLES
1373/513          ACTIVE          VALIDATED
DOCUMENTS
H824099 M      BOX 438  MORTGAGE COMPANY (THE)

PFKeys: 1 = Help  3 = End  4 = Main Menu  7 = Bkwd  8 = Fwd  12 = Command Line
```

Type case number on command line and hit enter. This screen will inform you:

- a) what documents make up particular case *ie H824099 M (is a Mortgage doc)*
- b) who the lodging party was *ie Box 438 Mortgage Company (The)*
- c) the current location of case *ie EXAM2L*
- d) date case went to this location *ie 06.08.2001*

From the listing on previous page, you can refer to code EXAM1L and considering there is nothing wrong with your documents, you can expect your dealing to issue in approximately 5 working days.

**If you have an enquiry to see if a certificate of title has been produced:**

Type QDT on command line and hit enter

```
NCE ----- LAND INFORMATION ACCESS ----- CASCNCEO
11:43:21          NO CHARGE ENQUIRY          06 AUG 01
COMMAND ==> QDT
Master Job : 7659121

QDC Find a Document
QRC 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
```

This advises you that your CT has been produced, the date of production and reason

```
pen1 ----- DUPLICATE TITLE PRODUCTION ----- DTPCPEN1
12:31:50                      ENQUIRY                      06 AUG 01
COMMAND ==>

Register No   :   1903/345

Date Produced : 26 / 06 / 2001

Location      : PRODUCED          Location Indicator : LOCATION

Date Moved   : 26 / 06 / 2001

Purpose : TO ALLOW CHALLENGE BANK A DIVISION OF WESTPAC BANKING CORP TO
        LODGE A SECOND MORTGAGE

PRODUCED BY   : Code No.: 141
                Name : BANKWEST - SECURITIES DEPARTMENT

DELIVER TO    : Code No.: 141
                Name : BANKWEST - SECURITIES DEPARTMENT

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

NOTE: When a certificate of title is produced in DOLA's Perth Branch Office or in the Midland office, the production will be entered into DOLA's system within 5 to 10 minutes of the clerk receiving the production.

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