

# Customer Information Bulletin

BULLETIN No. 142  
NOVEMBER 2004

---

**CONTENTS:**

1. LODGING PARTIES AND CONTACT DETAILS .....	1
2. BUNBURY OFFICE CHANGES .....	1
3. EASIFORMS TRIAL COMMENCES.....	2
4. CUSTOMER REMOTE SEARCH SYSTEM TO GO ONLINE .....	3
5. REGION SCHEME CERTIFICATE SYSTEM – FACILITATING YOUR CLAUSE 42 & 47 ENQUIRIES ONLINE – COMING SOON TO LANDGATE.....	4

## 1. LODGING PARTIES AND CONTACT DETAILS

It is important that officers within DLI are able to contact the lodging party quickly in the event of minor discrepancies or issues needing clarification in documents. If there is a minor discrepancy on a document, DLI's practice is to contact the lodging party, obtain the correct information and then register the document.

If DLI is unable to contact you (the lodging party), it will have no option but to stop the document and issue a requisition notice.

Requisition fees and time can be saved by ensuring the reference details and direct phone numbers are shown on all documents. Please help us to help you.

## 2. BUNBURY OFFICE CHANGES

In the past, your business may have been ordering searches through the Department's Bunbury Regional Office. This article is to advise you of recent changes which have made it necessary to discontinue the remote and fax searching services currently provided. Please note that searching requests are now required to be forwarded to the Sales Operation section at DLI by using either of the following options:

- 1. Online via CRS. - This includes dial up or via the Internet.**  
Please call our Online Support Team for further details about how to connect
- 2. Fax.** **08 9250 3187**  
Please use the DLI standard ordering templates provided with this letter.

Sales Operation staff are also available to assist you with any enquiries you may have in regard to DLI's online and fax services.

Online support requests for CRS, Landgate and EAS2 should be made to the Online Support Team:

Telephone: 08 9273 7431  
Fax: 08 9274 6133  
Email: [onlinesupport@dli.wa.gov.au](mailto:onlinesupport@dli.wa.gov.au)

All other search enquiries should be made to the Customer Contact Centre on:

Telephone: 08 9273 7333  
Fax: 08 9250 3187

CAS customers will receive their statement with a brochure that provides information on the changes that DLI will soon be implementing to Landgate.

As part of a continuing process of improving the way land information is provided, DLI is keen to see as many of its customers as possible using the Customer Remote Searching system (CRS).

If you do not currently use CRS, now may be the ideal time to register and update to a more flexible and cost effective searching tool. DLI's Online Support Team is able to supply the necessary details on how you can register and receive training.

To assist existing CRS users in Bunbury who may need some refresher training, courses will be available in Bunbury in the near future. To register your interest for these courses please call the Online Support Team.

The Sales Operations Team looks forward to providing you with information and support on DLI products and services and developing a lasting relationship to cater for your business needs.

### 3. EASIFORMS TRIAL COMMENCES



**"I thought I saw an easiform, I did, I saw an easiform..."**

DLI's prepopulated forms- **easiforms** - are now in circulation and you may come across one soon.

This is because Bankwest and Bankwest Conveyancing are testing easiforms by producing small numbers of Discharges, Transfers and Mortgages to complete their settlements.

So if you come across a document with the easiforms logo in the bottom right-hand corner, please do not reject it. An example of the easiforms logo is shown below.

DLI will notify you again when testing of easiforms is complete and the forms are released for general use.

If you have any questions about easiforms please call the Land and Property section on 9273 7141 or read about easiforms in the 'Latest News' section on Landgate.

## easiforms

Template 7 (10/09/2003)  
Easiform 0 Version 1  
Page 1 of 3

#### 4. CUSTOMER REMOTE SEARCH SYSTEM TO GO ONLINE

In November 2004, as part of a two-stage transition, some of your land enquiry and search requests will be processed through Landgate.

Landgate delivers fast responses and a diverse range of land information to your desktop. A single registration will access multiple functions. Other advantages include uncluttered screens, easy-to-follow menus and the ability to toggle between screens.

Conveyancers began using Landgate last year to submit Electronic Advice of Sales (EAS2). DLI resolved some initial problems and are now installing a new platform to ensure a robust service. In the meantime, applications will continue to be transferred from the old system to Landgate.

In stage one in November 2004, Crown Allotments, Crown Reserves, Document Issuing Service, Duplicate Title Production and Power of Attorney will transfer to Landgate.

In stage two in March 2005, the remaining search applications are expected to transfer. These are Title Searches, Check Searches and Survey and Document ordering.

Once fully transferred, the old remote search system will be discontinued.

To take advantage of the Landgate facility, it may be necessary to upgrade your existing software and hardware equipment.

The minimum operating requirements for Landgate are:

- A PC with Windows 98 operating system or later versions;
- Internet connection, either a broadband (ADSL), or at minimum one 56k modem per user;
- A browser such as *Internet Explorer 6.0* or *Netscape 7.1*;
- *Adobe Acrobat Reader 6.0* to enable you to view PDFs on screen.

Unfortunately, Landgate is not compatible with Mac computers. For further assistance, contact your IT or Internet service provider.

You can update or download a browser, free of charge, by visiting the following web sites:

For Microsoft *Internet Explorer* <http://www.microsoft.com>

For *Netscape* <http://www.netscape.com>

For *Adobe Acrobat Reader* <http://www.adobe.com>

For information on Internet service providers and access speeds

<http://www.broadbandchoice.com.au/plan.cfm>

<http://www.cynosure.com.au/isp/wa/>

Existing DLI customers who have made the above preparations will transfer to Landgate automatically with no need to subscribe or re-register.

For anyone wishing to become a Landgate customer, there will be an update soon with advice on how to register.

If you have further queries please email [onlinesupport@dlj.wa.gov.au](mailto:onlinesupport@dlj.wa.gov.au)

## **WHEN YOU BEGIN USING LANDGATE...**

### **No Charges for Crown Allotment (CAL) Searches**

Your Crown Allotment (CAL) searches on Landgate will be free of charge from November 2004. This is because CAL information in the new Landgate system will no longer be updated. However, the usual charges will still apply for title copies of historic information.

### **Crown Reserve Search Charges Postponed for Landgate**

Crown Reserve searches in Landgate will be free of charge from November 2004 until March 2005.

During this time the old system will continue to operate and be temporarily accessible for your use, however the usual Crown Reserve charges will apply. Please note that data on the old system will not be updated. To access current information please make your enquiries via Landgate.

### **Improved Crown Reserve Data Quality**

The quality of data will improve for current Crown Reserves and be even further enhanced for reserves that have a digital title. This is because data is validated as DLI back-captures a digital Crown Title. Further, Landgate draws on information stored in the SmartRegister, SmartPlan and Geonoma databases, all of which have strict data entry rules.

As well as improved data quality, you will also find that the new Crown Reserve search applications will be easier to read because the use of codes will be minimised. For example in future, local authority, vesting/management body and land use details will be in full.

### **Crown Allotments – A Historic Database**

In case you're wondering why Crown Allotments have become a historic database, it's because they are now dual numbered to include the lot on plan identifier.

## **5. REGION SCHEME CERTIFICATE SYSTEM – FACILITATING YOUR CLAUSE 42 & 47 ENQUIRIES ONLINE – COMING SOON TO LANDGATE**

The Region Scheme Certificate System (RSCS) is a new feature planned to be available in Landgate's Conveyancing Channel by December 2004.

RSCS enables region scheme certificates to be requested and received electronically. It is the outcome of a cross government initiative involving the Department of Land Information (DLI) and the Department for Planning and Infrastructure (DPI).

In brief, a region scheme is a large town-planning scheme for land use. The change and growth in Western Australia's future housing, employment and transport needs must be planned and managed in an effective land use structure.

A region scheme defines this structure and the future use of land by dividing it into broad zones and reservations with associated planning rules. It requires local government town planning schemes to provide detailed plans, which must be consistent with the region scheme.

Currently there is the Metropolitan Region Scheme (MRS) stretching from south of Rockingham, to north of Yanchep, and east of Mundaring. There is also the Peel Region Scheme (PRS) stretching from Singleton and Keysbrook in the north, to Wagerup in the south and eastwards well beyond the Darling Scarp.

For more details on the MRS and PRS refer to the Planning Channel in Landgate.

Applications for the issue of a region scheme certificate can be made under Clause 42 of the MRS and under Clause 47 of the PRS. This is currently done by filling in the appropriate form and sending it to the Department for Planning and Infrastructure.

The new RSCS, designed specifically for Landgate, will provide the conveyancing industry with a vastly improved, time saving facility to electronically request certificates. This can be done by either of the following methods:

- (1) as part of an Electronic Advice of Sale (EAS2); or
- (2) through the new “Region Scheme Certificate Only” function (also located in the Conveyancing Channel).

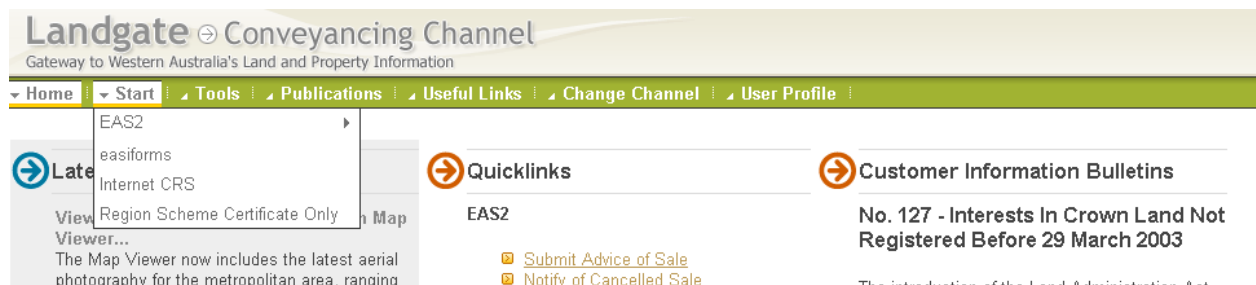
Requesting a region scheme certificate as part of an EAS2 will be as simple as ticking a new check box on the “Enter Agency Requirements” screen.

The sample screen layout below displays part of the “Enter Agency Requirements” screen with this enhancement.

<input checked="" type="checkbox"/> WATER CORPORATION			
<input checked="" type="checkbox"/> Charges, Sewer Plan and Normal Meter	<input type="text"/> / <input type="text"/> / <input type="text"/>	\$31.75	\$0.00 \$31.75
<input type="checkbox"/> Charges, Sewer Plan and Specific Meter	<input type="text"/> / <input type="text"/> / <input type="text"/>	\$60.00	\$0.00 \$60.00
<input type="checkbox"/> Charges, Sewer Plan and Urgent Meter		\$60.00	\$0.00 \$60.00
<hr/>			
<input checked="" type="checkbox"/> JOONDALUP, CITY OF			
<input checked="" type="checkbox"/> Rates, Orders and Requisitions		\$64.00	\$0.00 \$64.00
<input type="checkbox"/> Rates only		\$20.00	\$0.00 \$20.00
<hr/>			
<input checked="" type="checkbox"/> WA PLANNING COMMISSION			
<input checked="" type="checkbox"/> Region Scheme Certificate		\$25.00	\$0.00 \$25.00

A region scheme certificate can also be requested if there is no EAS2 to be carried out via the “Region Scheme Certificate Only” option.

The sample screen layout below displays the “Region Scheme Certificate Only” option available in the “Start” drop-down menu bar in Landgate’s Conveyancing Channel.



You will be required to enter details into a modified series of screens, similar to those shown when lodging an EAS2, but without the need to specify property sale, seller and buyer details. This means there are less screens to deal with than when lodging an EAS2 request. An online user manual will be available for guidance on how to use the system.

The standard DPI cost of \$25 for a region scheme certificate will still apply, plus a \$5 (+ GST) RSCS DLI fee. Only single titles and crown reserves with a certificate of title may be entered. If single titles with multiple lots are entered, the \$25 application will be charged only once for the title.

A request number will be generated each time a request is made for a region scheme certificate. As in an EAS2, this request number can be used to monitor the status of the request. Once the region scheme certificate is produced by DPI, it will be forwarded to you electronically in a PDF format, which can be viewed online.

The ability to electronically lodge and receive region scheme certificates will reduce turnaround times and costs by eliminating the need to:

- post requests to DPI;
- personally lodge requests at the DPI office;
- post region scheme certificates back out to customers by DPI; and
- make cheque payments for region scheme certificates.

Further enquiries can be directed to Saverio Piccioni on 9273 7267.

**BARRY CRIBB  
A/MANAGER  
REGISTRATION SERVICES BRANCH**

**30 November, 2004**