

Customer Information Bulletin

BULLETIN No. 145
FEBRUARY 2005

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CUSTOMER REMOTE SEARCHING (CRS)

The Department of Land Information has previously signaled that it will terminate Customer Remote Search (CRS) services from our CRS system and transfer them to Landgate. From 24 February the following services will be discontinued:

- Document Issuing Service;
- Power of Attorney Enquiry; and
- Duplicate Title Production Enquiry.

These services are now fully operational on Landgate's new Land Enquiries system.

I strongly recommend that you access the new Land Enquiries system on Landgate as soon as possible (if you haven't already done so) to trial the service that you would normally access using CRS. This should be done before 24 February while a dual service still exists and can act as a back-up should you experience difficulties in accessing Landgate's services for the first time.

There is still sufficient time to make any adjustments to your PC system should this be required and avoid potential disruptions to your business on 24 February 2005.

For step-by-step instructions on how to access the new Land Enquiries system on Landgate (includes password information), click [here](#).

For your convenience, the CRS screen can now be accessed through Landgate. Simply click *Internet CRS* found under *Quicklinks* on the homepage of your default channel.

We hope you enjoy using Landgate. If you have any queries about how to access the new Land Enquiries system on Landgate, please telephone online services support on (08) 9273 7341.

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9 February 2005