

Customer Information Bulletin

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1. FAST TRACK PROCESS OF DOCUMENTS.

Introduction

The following item is repeated to remind clients of the Fast Track Process.

The Department of Land Information (DLI) previously catered for urgent processing requests for documents lodged in the department where a client provided written proof of its urgency.

The Fast Track Process commenced on 4th of July 2005 and from that time urgent documents of the types listed below were processed on payment of a fee, without the requirement to provide written evidence of urgency.

Fee Payable, Document Types and Priority Restrictions

A fee of \$30.00 per case (A maximum of 4 documents per case) has been introduced into the TLA Regulations to provide for the Fast Tracking of documents. The Regulations provide for the priority of the following types of documents only:

- Transfer
- Mortgage
- Discharge of Mortgage
- Withdrawal of Caveat
- Survivorship Application
- Power of Attorney
- Enduring Power of Attorney

Clients **cannot** request priority processing for a document unless listed above and if:

- More than 4 of such documents are lodged simultaneously in a case;
- The document is connected to any land in relation to which there is a document lodged previously on which processing has not been completed;
- The document and any other lodged document connected with it relate to more than 5 lots;
- The document is lodged simultaneously with a document that is not referred to above, or;
- The document is lodged simultaneously with a Power of Attorney or Enduring Power of Attorney.

If a fee for priority processing is paid and a requisition is raised on a document within the case, the document/s then ceases to have priority unless a further fee for Fast Track priority is paid.

New Title Priority – Fast Track Not Applicable

Applications for the issue of new titles are excluded from the new priority processing fee being introduced. Priority processing of these applications is provided for within the planning and subdivision process and are identified as Special Area Subdivisions.

All other requests for the urgent processing of applications for new titles will require a written request detailing the urgency. Urgent requests must contain evidence supporting the need for urgency. In most instances the best evidence will be a contract of sale stipulating a definitive settlement date.

Contracts stipulating clauses such as within 14 days of issue of titles are not deemed to be sufficient evidence of urgency.

Requests for Fast Track

Customers are responsible to request and identify cases that require Fast Tracking at the document lodgment stage.

The Fast Track request can be requested at lodgment by payment of the fee only. The \$30.00 fee is to be paid on the first document, if in a series of 4 or less documents.

Fast Tracking documents are to be identified by placing a blue (Fast Track) sticker on the first document within a case. Identification stickers are available at all lodgment offices.

If the request to Fast Track is made after lodgment of the case, then a written request must be provided. If the request is from a business/company then it should be on the letter head of that organisation.

The written request must contain:

- A contact name and direct phone number – to allow the contact to be informed of the result of the request;
- The case number and any relevant details;
- Date of request;
- Separate credit card debit authorisation form – signed (see attached form)

Written requests, as detailed above, may be faxed to the Fast Track officer on facsimile (08) 92737593.

It is recommended that Fast Track requests be in writing when lodging the case. This will make DLI aware of the need for urgency, especially if the additional fee had not been paid at lodgment.

Registration Processing Time

The Fast Track service will provide urgent processing of the document/case and registration of the document/s where appropriate.

If the document/case is complex and requires legal advice or a requisition is raised then the service provided for the fee will be for “Fast Track to the examination stage” only.

For those Fast Track cases that can be completed, DLI will target completion of the case as soon as practical but no later than 2 business days following the request/receipt of payment day - i.e. a document becomes a Fast Track at any time of day, for instance 10:30am on 4 July, DLI would target registration by no later than 5:00pm 6 July.

2. REGISTRATION PRACTICE MANUALS.

The following manuals are available on DLI’s corporate website at <http://www.dli.wa.gov.au/corporate.nsf/web/publications> . They can be viewed online and/or downloaded free of charge to the desktop of a personal computer. A link to these manuals is also available from the Landgate Conveyancing and Survey Channels.

It is no longer necessary to become a subscriber via DLI’s Land-on-line website to download these practice manuals and as such, this subscription service is being discontinued. Please note that due to a lack of demand, it is also no longer possible to order hard copies and CD ROM versions of these manuals from DLI.

- **Land Titles Registration Practice Manual (Edition 7.2 – January 2006).** This new edition outlines today's best practice when preparing and lodging land related documents. It has been substantially amended and includes some practice and procedures with regard to Crown Land.

- **Strata Titles Manual (Edition 3.0 – March 2006).** This new edition outlines the latest information related to surveys and plans prepared for purposes of the Strata Titles Act 1985.
- **Survey and Plan Practice Manual (Edition 4.0 - January 2006).** This new edition outlines the latest information related to surveys and plans prepared under the Transfer of Land Act 1893 (TLA) and the Land Administration Act 1997 (LAA) and associated regulations.

3. LANDGATE INFORMATION.

View Requests - Keeping Tabs On Your Land Enquiry Requests

From May 2006 all pdfs older than 90 days that are assigned to your Land Enquiry print and check search requests will no longer appear on Landgate.

The pdfs appear on Landgate's *View Requests* screen beside your Land Enquiry request numbers. Landgate will hold these pdfs for a 90 day period to enable you to review your order and delivery instructions, and to reconcile your invoices.

If you need to refer to the pdfs after the 90 day holding period, you may wish to save them in your own directory to ensure that you have the information after that time.

In the meantime, you are able to view summarised financial information relating to any requests made on Landgate (including Land Enquiry requests) on Landgate's *Billed Information* screen.

You can locate *Billed Information* by clicking onto *My Details*, shown on your home channel tool bar and selecting *My Account*, followed by *Billed Information*.

For more details on *Billed Information*, please refer to our information guide '*Managing My DLI Account*' accessible from your home channel. To find it, select *Publications* on your toolbar followed by *Manuals*.

How to Access View Requests

Whenever you wish to review the orders you have placed on Landgate, you can find the information you need from your Landgate home channel.

Simply select *Tools* on the toolbar followed by *View Requests*. When you have completed the prompts in *View Requests* and have selected your request type, you will have access to full details of your orders using Land Enquiry, Electronic Advice of Sale (EAS2), Region Scheme Certificate System and easiforms.

Land Enquiry pdfs will remain on screen for 90 days; Electronic Advice of Sale (EAS2) agency response pdfs will remain on screen for 45 days.

Account Maintenance Ensures Uninterrupted Services

To ensure that you have uninterrupted access to all Landgate services, you will need to make sure that there are no overdue amounts owing in your DLI account. Landgate will automatically suspend services if overdue amounts exist.

In this event, when you attempt to access online services, your log in screen will inform you of your account's suspended status and also of the amount of credit available. This credit amount is the balance remaining within your credit limit and not an amount owing to your organisation by DLI.

As soon as the overdue amounts on your DLI account are submitted and cleared, Landgate will automatically reinstate services.

How to Check Your Account Status

You can view your account status on Landgate at any time by referring to the *Organisation Details* screen accessible from your home page. To access it, click on *My Details* shown on the tool bar followed by *My Account*.

Landgate's *Billed Information* service allows you to search the details of any invoice, payment or credit raised by DLI. You can access *Billed Information* from your home channel by clicking *My Details* shown on the tool bar and selecting *My Account*, followed by *Billed Information*.

Our information guide '*Managing My DLI Account*' fully explains your account and credit status. You can access the guide from your Landgate home channel. Simply select *Publications* on your toolbar followed by *Manuals*.

Should you wish further details about the amounts outstanding in your account, please call our Financial Services section on 9273 7600.

**MAX VAN WEERT
A/MANAGER
REGISTRATION SERVICES BRANCH**

21 April 2006