

# Customer Information Bulletin

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## **1. UPDATE OF DLI PRACTICE MANUALS**

Due to the introduction of the *Planning and Development Act 2005* on 9 April 2006; the *Town Planning and Development Act 1928* was repealed.

This has led to a lot of changes with regard to subdivision of freehold land. To reflect these changes, the DLI practice manuals have been updated.

The latest editions are as follows:

- Land Titles Registration Practice Manual Edition 7.3 (July 2006);
- Strata Titles Practice Manual Version 3.1 (August 2006); and
- Survey and Plan Practice Manual Edition 4.1 (August 2006).

The practice manuals can be viewed online and/or downloaded free of charge to the desktop of a personal computer from the DLI corporate website at:

<http://www.dli.wa.gov.au/corporate.nsf/web/publications> .

It is no longer necessary to become a subscriber via the DLI Land-on-line website to download these practice manuals and as such, this subscription service has been 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.

## 2. REFUND OF DOCUMENT LODGEMENT FEES.

The refund of fees for any Document lodgement will be accompanied with a DLI “With Compliments” slip containing the following details; the lodging party, parties or reference, document number/s, examination group, amount refunded and the **name and telephone number of the examiner who issued the requisition.**

**All enquiries in relation to the refund must now be made to the Examiner who issued the requisition on the telephone number provided on the DLI “With Compliments” slip.**

The new “With Compliments Slip” will be set out as follows:

### ATTENTION:

**Enclosed is your refund in relation to the documents noted below.  
This is important information do not destroy or dispose of.**

To: .....  
Your ref: .....  
Doc No: .....  
Exam Grp: .....  
Refund: \$.....

**For any enquiries relating to this refund please contact:  
..... on .....**

The customer enquiries DLI receives in relation to these refunds are mostly requests for more detailed information on the documents the refund is for. The inclusion of a reference by the lodging party on all documents will allow DLI to provide this important information on the DLI “With Compliments” slip with all refunds.

## 3. STOPPED DOCUMENTS - TOP 20 FOR AUGUST 2006

As part of an ongoing commitment to continuous improvement the Registration Services Branch Quality Control and Training team are dedicated to providing the best quality customer service and products available. We are also interested in helping you to complete your documents, error free, and with a minimum of effort and cost to you.

This article focuses on our “top 20 hits” in relation to stopping documents. The publishing of the list is designed to assist you in improving in-house quality control procedures and avoiding the traps that are most common to the industry when completing documents.

The following are the record of stopped documents for the month of August, together with the frequency of occurrence.

1. Insufficient registration fees paid. (277)
2. Transferee/ Mortgagor's address differed (185)
3. Request to amend document (i.e. - us requesting an amendment from you - 180)
4. Document requiring dating (167)
5. Encumbrances not shown (152)
6. Land description incorrect (142)
7. Names and Designations not shown (135)
8. Duplicate C/T required but not produced (131)
9. Mortgage encumbers (107)
10. Name of title and document differs (104)
11. Evidence which was required not produced (83)
12. Refund of fees (82)
13. New declaration required (79)
14. Address in document differs from title (67)
15. Occupation required (67)
16. Not stamped (66)
17. Statutory declaration under Section 16 now invalid (63)
18. Parties have not signed documents (60)
19. Tenancy not shown (57)
20. Proprietors address not shown (48)

Hopefully this list of top 20 problems will assist you and your firm to complete error free documents.

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

**12 OCTOBER 2006**