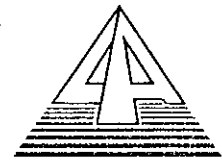


CUSTOMER INFORMATION BULLETIN



DOLA
OFFICE OF TITLES
Department of LAND ADMINISTRATION

No. 6, 7th JUNE 1988

1. MICROFILMING OF INDEX PLANS

Recently the Office of Titles commenced a three year project to microfilm survey documents. The first to be filmed were the O.O.T. Index Plans. Filming of these Index Plans has been completed and the microfiche are now available within the office.

This has enabled the following improvements in customer service:-

1.1 Self Serve Viewing

A set of microfiche is available in the Graphic Bank Freehold Surveys and the Graphic Bank Crown Surveys for customers to do their own Index Plan searching. A sketch, showing the location of the self serve area in the Graphic Bank Freehold Surveys is attached. For the moment, self serve is restricted to viewing only and customers will have to return to the counter to obtain prints. Self serve is an additional service and will not replace counter service.

1.2 Distribution of Microfiche

In addition to the Graphic Bank Freehold Surveys and the Graphic Bank Crown Surveys, customers will be able to search Index Plan microfiche in the Department's regional offices at Kununurra and Bunbury.

1.3 Types and Cost of Prints

The microfiche will be used to provide hard copies for customers and will replace the dyelines. A range of lenses and paper sizes allows a large variety of prints to be provided to cater for individual customer requirements. However, a full range will not be available at both counters. The Graphic bank Freehold Surveys can provide A4 and A3 prints and the Graphic Bank Crown Surveys can provide A3 and A2 prints. The cost of prints will remain at \$3.00 and is irrespective of lens or paper size requested.

1.4 Currency of Microfiche

Every original Index Plan that is amended will be refilmed prior to being returned to file. However, unlike Certificates of Title, when an original Index Plan is removed from file, the microfiche will remain available for searching and will not be flagged as "subject to dealing".

Customers should therefore, be aware that the microfiche may be out of date, though it is anticipated, by a maximum of only one day.

It is considered that, because Index Plans are only searching aids and are not guaranteed that this loss of currency is far outweighed by the benefits arising from being able to search for information even when the original Index Plan is out of file.

1.5 Availability of Original Index Plans for Searching

At times, colour and currency may be of importance. Therefore, original Index Plans will be made available for searching at the Graphic Bank Freehold Surveys when necessary.

2. Facsimile Search Lists for Survey Document Searches

Currently, when a customer desires to search six or more documents at the Graphic Bank Freehold Surveys Counter or a large number at the Graphic Bank Crown Surveys Counter, they are obliged to leave a list and return later to collect their searches.

Effective immediately, customers may now send these lists in by facsimile. The facsimile telephone number is (09) 3255042.

To avoid confusion as to whether the search required is a Crown Survey or a Freehold Survey, customers are requested to send separate lists for each of the graphic banks and to head each list "Graphic Bank Crown Surveys" or "Graphic Bank Freehold Surveys" as appropriate.

This is an additional service and all other practices currently in place regarding lists are unchanged.

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LAND TITLES

8 JUN 1988