

# Customer Information Bulletin

BULLETIN No. 200  
5 JULY 2010

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## Monday 2 August - Changes to Document Lodgement at Landgate Counters

On Monday 2 August 2010 we will introduce changes to the way documents are lodged at our counters.

These changes are an initiative of the iLand Program and the first in a long-term program of works that will improve our processes and prepare industry and Landgate, for the National Electronic Conveyancing System (NECS).

### 1. Full and correct payment of fees at lodgement

From 2 August Landgate's Acceptance Officers will no longer be able to accept lodgements where fees fall short or are overpaid. The fee payable for each lodgement will be calculated by Acceptance Officers when documents are presented for lodgement with Landgate. Should there be a discrepancy between the fees calculated by Landgate and the payment submitted by you, your lodgement cannot be accepted and it will be given back to you.

It is important therefore that you have the means to submit the exact amount to avoid delays with your lodgement. Fees may be paid in cash, or by cheque or credit card.

Bulk lodgement customers will receive a summary on the day of lodgement listing the fees payable. Payment must be made by 9.30am on the following day.

### 2. A lodgement acceptability check at lodgement

All documents presented for lodgement will undergo a lodgement acceptability check by Landgate's Acceptance Officers to ensure that information is complete and correct. This check will ensure that:

- Your lodging slip is complete and correct, *for Bulk Lodging parties this check will be performed on the Case Instruction Sheet*;
- Documents hold original signatures;
- Supporting evidence is complete and present;
- Duty has been paid, where applicable.

Should your lodgement not comply with this check, your documents will be deemed unacceptable for lodgement and given back to you with a non-compliance report. This report will show the reason why your lodgement has been rejected so that you know what needs to be done before you re-present your documents for lodgement. At that time your documents will undergo a further lodgement acceptability check.

Lodgements that have passed the acceptability check will be subject to the usual examination process. Although the acceptability check will help to significantly reduce requisitions on dealings, additional fees (i.e. advertising) and/or amendments may be required.

### **3. Case Instruction Sheet**

For Bulk Lodgement Customers only, a Case Instruction Sheet will replace the familiar Lodgement Slip. You will be required to complete the Case Instruction Sheet electronically using type font OCR A – Extended. Other fonts or hand written sheets cannot be accepted due to processing requirements. Please take care when completing the Case Instruction Sheet to avoid delays with your lodgement. Two copies of the Case Instruction Sheet must be presented with the relevant documents for lodgement.

During the next 12 months, the Case Instruction Sheet will be introduced to all our lodgement customers and the Lodgement Slip will become obsolete.

An electronic copy of the Case Instruction Sheet and a guide on how to complete it can be found online at [www.landgate.wa.gov.au/iland](http://www.landgate.wa.gov.au/iland).

Please direct any enquiries about iLand to [iland.feedback@landgate.wa.gov.au](mailto:iland.feedback@landgate.wa.gov.au) or call us on 9273 9393.



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