# Document Amendment Register

<table>
<thead>
<tr>
<th>Version</th>
<th>Version Date</th>
<th>Amendment Description</th>
<th>Author</th>
</tr>
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1. Introduction

Welcome to the online Land Enquiry service, accessible from Landgate’s website “Landgate”. Land Enquiry is a convenient, productive tool allowing Landgate subscribers to view and order land and property information online.

The functions contained within Land Enquiry include:
- a search facility to locate freehold and crown land information;
- an ability to order copies of registers (eg. Certificates of Title);
- an ability to perform “Check Searches”;
- an ability to request copies of registered documents and freehold surveys (collectively referred to as items); and
- a facility to view the results of orders requested.

Note: This complete User Guide replaces all previous issues of user manuals associated with the Customer Remote Search (CRS) System and is intended to be a comprehensive reference for all features of the new Land Enquiry service.

1.1. Require Some Assistance?

For assistance please contact the following appropriate section within Landgate Monday to Friday during office hours (8am – 5pm W.S.T.):

For General Enquiries related to Land Enquiry
Online Services Support.................................(08) 9273 7341...... (08) 9274 6133 (fax)  
or email: onlinesupport@Landgate.wa.gov.au

For Account Enquiries

IMPORTANT: Please refer to information related to “Tax Invoice” and “View Requests” on Landgate prior to contacting the Revenue Clerk.

Revenue Clerk.............................................(08) 9273 7335

For Progress and Issuing Enquiries .................(08) 9273 7314
1.2. Provide Feedback

Many of the features in the release of the Land Enquiry service are the result of suggestions from Landgate’s clients.

Customers are encouraged to provide feedback, in the form of constructive suggestions. Please do one of the following:

i) **Submit your suggestions electronically.** To do this, fill out the feedback form by selecting the “Feedback” link, located under "Quicklinks" on the Landgate homepage; or

ii) **Provide written feedback by post to:**
Manager Sales Support
Sales and Marketing Branch, Landgate
PO Box 2222
MIDLAND WA 6936
2. Making the Connection - Accessing ‘Land Enquiry’

In order to access *Land Enquiry*, you will need the following:

- access to the Internet; and
- have a ‘*My Landgate*’ Login (ie. a User ID and password that allows you to access Landgate’s property and land information on the internet ie. ‘*My Landgate*’). **NB:** This will mean that you will need to have a specific account set up with Landgate.

If you do not have a ‘*My Landgate*’ login, contact Online Services Support on (08) 9273 7341 or email onlinesupport@Landgate.wa.gov.au.

**NOTE:** For further details see Landgate’s Conditions of Use documentation. This document can be obtained by contacting Online Services Support. A brief outline has been provided below.

2.1. About User IDs and Passwords

Security of User IDs and passwords is the responsibility of the business and the individual.

2.1.1 User Security

User IDs should always be changed or cancelled if an authorised staff member is assigned to duties that no longer require use of *Land Enquiry* or if they leave the company.

When a person leaves the organisation you are obliged to notify Landgate and request removal of the User ID.

**IMPORTANT:** Landgate will not be held liable for unauthorised access to the service. Landgate will provide you with written confirmation of cancelled access.

**Details of Use:**

- User IDs must not be shared between users under any circumstances.
- User IDs suspended due to password violations can be reactivated by contacting Online Services Support on (08) 9273 7341 Monday to Friday 8am – 5pm.

2.1.2 Unauthorised Use

All User IDs and passwords for the *Land Enquiry* service are issued to users under conditions of strict confidentiality. Divulgence of passwords is at the risk of the user.

Where there is reason to suspect that an unauthorised person has obtained knowledge of your password we recommend that you change the password and inform Landgate immediately.
2.2. Logging into ‘Land Enquiry’

Prior to accessing Land Enquiry, you will need a User ID and password for ‘My Landgate’.

To access ‘Land Enquiry’:

1. From your internet browser, connect to ‘My Landgate’.
2. On the ‘My Landgate’ homepage, please enter your login details.
   Follow the steps below:
   i) Enter your User ID
      To do this, at the top right hand corner of the ‘My Landgate’ homepage, click in the “User ID” field. Then type in your 7 digit/character long ID provided to you.
   ii) Enter your password
      To do this, click in the “Password” field and type in your password.
      Note: If you are a new user of ‘My Landgate’ or are an existing user who has had your password reset, you will be required to change your password. Please follow the prompts.
3. Then click on the button, or press the Enter key to access ‘My Landgate’.
   Note: A login error message will appear if you are unsuccessful in connecting. Please check your User ID and password and then try again.
4. If you are successful in logging in, your default channel homepage will appear eg. Conveyancing channel.

**IMPORTANT:** The system will “time-out” after one hour of inactivity. This will require you to re-enter your login details to continue processing within Land Enquiry. Charges generated prior to the “time-out” will not have been lost.
5. To access *Land Enquiry*, move the mouse pointer over the “Start” menu on the navigation bar. Then select “Land Enquiry”, and then any of the menu options as shown below:

For further details on any of the above menu options, please refer to the section 4. Overview of 'Land Enquiry' Features of this User Guide.

6. Details of your account (such as account status and your credit balance) will be displayed (as shown in the example below) prior to entering *Land Enquiry*.

To gain an understanding of what charges will be debited to your account, and also for assistance in organising your account in *Land Enquiry*, refer to section 5. Managing Your Account in this User Guide.
7. Click **Continue** to proceed into *Land Enquiry*, otherwise click **Cancel** to return to your channel homepage.

**Note:** *Land Enquiry* will run in another internet browser “window” as shown below. This will allow you to **switch** between *Land Enquiry* and your channel homepage to access other Landgate products.

![Image](image_url)

**IMPORTANT:** Once you are in *Land Enquiry* by clicking the **Continue** button, you will be allocated a **Master Request Number**. All interactive charges will be recorded against this number. This number will appear on your tax invoice. (For more details refer to section 5.1 Charging within ‘Land Enquiry’ in this User Guide.)

Please note that each time you log into *Land Enquiry*, the system will check for any ‘active’ Master Requests prior to allocating a **new** Master Request Number.

You are able to assign your own reference (eg. ‘ABC Corp 123’) by typing the details in the “My Reference” field as shown below:

![Image](image_url)

**Figure 2.2: Assign Own Reference**

The reference you assign will appear together with the Master Request Number on the tax invoice.
2.3. Maintaining Your Individual Password

'My Landgate' allows you to create and manage your own password that can be kept for as long as you feel it is secure. If a password is changed, it must be kept for 7 days before you can change it again. For security reasons 'My Landgate' will remember your last 4 passwords and will not allow these to be re-used.

2.3.1 Changing Your Individual Password

To change your password:

1. From your default channel homepage, choose My Details, and then My Profile from the navigation bar as shown below:

![Figure 2.3: Change Password](image)

2. Then click on Change Password.
   Your User ID will be displayed and the following fields will also be shown:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old Password</td>
<td>Type in your old password then tab to the &quot;New Password&quot; field.</td>
</tr>
<tr>
<td>New Password</td>
<td>Enter your new password.</td>
</tr>
<tr>
<td>Re-Enter New Password</td>
<td>Re-enter your new password for verification.</td>
</tr>
</tbody>
</table>

3. Click Next to proceed with changing your password. Then follow the prompts.
   Otherwise, click Cancel to leave your password unchanged.
2.3.2 Your Password has been RESET by Landgate

For whatever reason, Landgate staff may be required to reset your password.

When this happens, Landgate staff will automatically display the Change Password page. You will be required to change your password before proceeding any further.
3. Logging off ‘Land Enquiry’

The correct logging off procedure allows the system to check for any ‘active’ print requests and also for you to view the cost of your interactive searches generated whilst you were in Land Enquiry.

**Note:** The system will prompt you if there are any ‘active’ print requests upon logging off.

**To log out of ‘Land Enquiry’:**

1. **At the top right of the page, click on the Close Window tab.** The system will now check for any ‘active’ print requests.

2. **The following “My Reference” page will appear if you have no ‘active’ print requests.** This page displays your charges incurred and your account credit balance. **This information will be forwarded to your account and appear on your tax invoice.**

**IMPORTANT:** If you have any ‘active’ print requests, an Order Review screen will appear requiring you to complete processing your orders. Please follow the instructions.

**NB:** Land Enquiry will prevent a Master Request from being closed until all current print requests have either been cancelled or submitted. These will have to be attended to prior to logging out of Land Enquiry.
3. To exit ‘Land Enquiry’, ensure the “Exit Land Enquiry…” option is selected (as shown above) and click the button.

For more information on the other options available on the ‘My Reference’ page, please refer to the section 5.3, Setting Up ‘My Reference’ in this User Guide.

4. If you no longer wish to access other products within ‘My Landgate’ you will also need to ‘Log Out’ of your channel homepage.

   To do this:

   i) Return to your channel homepage and click on the “Log Out” tab appearing at the top right of the page as shown in the example below:
4. Overview of ‘Land Enquiry’ Features

4.1. Features Available in ‘Land Enquiry’

The features in Land Enquiry are grouped into the following areas:

- **General Enquiry**
  This facility allows you to search for current ownership of parcels throughout W.A. and product information related to this.

- **Other Enquiry**
  This feature allows you to perform additional searches including information on issuing, dealing progress, etc.

- **Ordering Functionality**
  A facility is provided within the system that allows for items such as Certificate of Title, Surveys, etc. to be ordered without the need for searching to have occurred.

An overview of the features listed above is provided below:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Enquiry:</strong></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Owner Name can be used to access ownership information.</td>
</tr>
<tr>
<td>Street Address</td>
<td>A Street Address can be used to access land tenure information.</td>
</tr>
<tr>
<td>Parcel Identifier</td>
<td>A Plan/Deposited Plan or Diagram, together with a lot number can be used as a searching key to land tenure information.</td>
</tr>
<tr>
<td></td>
<td>A Strata/Survey Strata Plan number, a registered building name or its registered street address can be used to search Strata Plan information.</td>
</tr>
<tr>
<td>Certificate of Title</td>
<td>Current Crown Allotments can be searched for, using the original Crown Allotment description.</td>
</tr>
<tr>
<td>Reserve</td>
<td>Reserve Number/Name (if known) can be used to perform a search. Reserves have a direct link to parcel identifier details and also display the vesting of the land.</td>
</tr>
</tbody>
</table>
Links to “Map Viewer” are also provided on certain screens within the General Enquiry functionality. The “Map Viewer” system displays cadastral information and aerial photography of parcels throughout W.A. Only subscribers to “Map Viewer” will have access to this application from within Land Enquiry.

For more information on “Map Viewer”, please refer to section 6.1.6 Accessing “Map Viewer” from within this User Guide.

“Other” Enquiry:

The following items can be searched for:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Historical Crown Allotment</td>
<td>The original crown allotment description can be used to access historical information about crown allotments. These details were last updated 31/03/2004.</td>
</tr>
<tr>
<td>Crown Allotment Conversion</td>
<td>A lease number issued under the Land Act (1933 as amended) can be converted using this facility to the Crown Lease number allocated under the Transfer of Land Act (1893 as amended).</td>
</tr>
<tr>
<td>Crown Allotment Reference</td>
<td>The valid range of lot numbers for Districts and Townsites and their allotments can be displayed.</td>
</tr>
<tr>
<td>Productions</td>
<td>This facility will help determine whether a duplicate Certificate of Title or Document have been produced at Landgate. You are able to search by Certificate of Title or Document Number.</td>
</tr>
<tr>
<td>Issuing</td>
<td>This facility will assist in ascertaining the latest issuing details for a particular duplicate Certificate of Title or Document. You are able to search by Certificate of Title or Document Number.</td>
</tr>
<tr>
<td>Power of Attorney</td>
<td>Information on a registered Power of Attorney document using a number of different search criteria can be retrieved using this facility. You are able to search by Document Number, Donor Name or Attorney Name.</td>
</tr>
<tr>
<td>Dealing Progress</td>
<td>This facility provides the ability to determine the progress of dealings as they pass through Landgate. You are able to search by Dealing/Case Number, Document Number or Certificate of Title.</td>
</tr>
<tr>
<td>Legal Survey Status</td>
<td>The legal status of any given survey can be determined using this facility. You are able to perform searches for freehold Diagram, Plan/Deposited Plan and Strata/Survey Strata.</td>
</tr>
<tr>
<td>Conversion Charts</td>
<td>This facility allows you to convert imperial areas (acres, roods and perches) to metric areas. There are over 5,000 units and 50,000 conversions provided. (A link to an external website for conversion is provided).</td>
</tr>
</tbody>
</table>
Ordering Functionality:

Direct order entry facility

An Order Entry screen is provided to allow you to directly order an item using known item numbers. Item numbers include Certificate of Title Number, Survey Number or Document Number.

Items that can be ordered include:

- **Certificate of Title**
  These include copies of the record of Certificate of Title, Crown Leases, Land Records, and Memorial Books.

- **Survey**
  These include copies of Diagrams, Plans/Deposited Plans, or Strata Plans.

- **Document**
  These include Registered Documents (eg. Caveats, Transfers, Mortgages).

Review current order

This feature allows you to review a list of all items ordered under the current Print Request. You can choose to have your order printed at Landgate’s Midland office for collection, posted or faxed to you.

Check Search facility

This facility allows you to view Check Search results on your screen, print it in your office, or provided to you by facsimile.

**IMPORTANT:** For most of the features mentioned above, charges will be generated depending on what activity has been performed. It is suggested that the next section 4.2 Landgate, ‘Land Enquiry’ and Request Numbers is clearly understood prior to using Land Enquiry.

4.2. Landgate, ‘Land Enquiry’ and Request Numbers

Requests Numbers are allocated against any order or communication made to Landgate via ‘My Landgate’. Land Enquiry uses this system to assist in monitoring any requests you create within its session.

Land Enquiry has two types of requests that can be generated. These include:

- Master Requests and
- Print Requests

4.2.1 What is a Master Request Number?

A Master Request is allocated on launching Land Enquiry. Its purpose is to manage any interactive searching conducted during your time in Land Enquiry and advises you of any charges that have been accrued.

Master Request Numbers that have accrued charges will appear against your tax invoice. If you have not conducted any interactive searching when you’ve completed your session, the Master Request Number will not appear on your tax invoice.

4.2.2 What is a Print Request Number?

A Print Request Number can be allocated during an active session of Land Enquiry. Its purpose is to manage any requests placed for orders containing hard copy (ie. product) items. They will be generated on addition of your first hardcopy item being requested. This may occur via direct order entry (see section 7.1 Order Entry for more details) or on adding the first item during an interactive search (section 6.1 General Enquiry for more details).

There are two types of print requests that can be generated in Land Enquiry. Both of these types will be allocated a Print Request Number. These types include;

- Print requests
- Check Search requests

Generating these types of requests is explained further within this User Guide.

Print Request Numbers that have been submitted for processing will appear against your tax invoice. Cancelled Print Request will not appear on your tax invoice.

4.2.3 What Happens to Your Requests at the End of Day?

Each night, Land Enquiry will assess the status of each Master and Print Request Number that has been generated during the day. Land Enquiry will “clean up” any incomplete requests generated.

Any Master Requests with a ‘Pending’ status will be completed by the system and any accrued interactive actions will be charged to your account.

Any Print Requests with a ‘Pending’ status will be deleted by the system. No charges will be applied to your account as the orders were not completed by the user.
4.2.4 Finding the Status of a Request

Landgate has provided the facility *View Requests* to assist you in knowing the status of your requests.

Search View Requests to:

- Locate confirmation PDFs generated for Print and Check Search Requests.
- See the relationship between Print Requests and Master Requests.
- View any references created for Print and Master Requests.
- Search for Print and Master Requests submitted by others in your Organisation.
- See whether your Land Enquiry request was submitted, cancelled or deleted by the End of Day process.

Your *Land Enquiry* request may have one of six (6) status allocated. These include;

- **In Progress** Your Request Number is active and currently in use
- **Pending** Your Request Number is active and not currently being used
- **Completed** You completed your Request successfully
- **Deleted** You cancelled your Print Request prior to submitting
- **Cancelled** The system cancelled your Print Request during the End of Day process
- **Completed By System** The system completed your Master Request during the End of Day process

**IMPORTANT:** *View Requests* can not tell you whether your *Land Enquiry Print Requests* have been delivered to you. For further information on where your request is, please contact Online Support Services for assistance.

4.2.5 Relationships and Request Numbers

Your confirmation of orders (in PDF format) *(see sections 7.2 Review Current Order and 7.3 Check Search Entry for more details of confirmation of orders)* generated for each Print Request will reference a Master Request Number. This is to show you which session that Print Request was created.

*View Requests* displays this relationship for each Print and Master Request created. Should references be used for one but not the other it can assist in reconciliation of your *Land Enquiry* Request Numbers.

For further information on References please see section 5.3 References and Your Requests*. 

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*Overview of ‘Land Enquiry’ Features – Landgate/ ‘Land Enquiry’ and Request Numbers*
5. Managing Your Account

Most activities performed within Land Enquiry will incur charges. To help you understand these charges, and also how you can manage your account, this section has been broken up into several sub-sections:

- **Charging within ‘Land Enquiry’**
  This sub-section explains clearly how charges can be incurred within Land Enquiry.

- **View Your Credit Balance & Interactive Charges**
  This sub-section outlines how you can view your credit balance and interactive charges incurred at any stage within your current session of Land Enquiry.

- **Setup Your Own Reference**
  This sub-section instructs you on how to set up your own reference for the purpose of separating interactive charges for your clients.

The above are explained next.

5.1. Charging within ‘Land Enquiry’

Land Enquiry charges are broken down into two categories:

i) **interactive charges** (recorded against a Master Request Number); and

ii) **product charges** (recorded against Print Request Number(s)).

To view details of the fee schedule, on your default channel homepage choose the “Publications” menu from the navigation bar and then select Schedule of fees (as shown below):

![Figure 5.0: Display 'Schedule of Fees'.](image)
5.1.1 Interactive Charges

Interactive charges are those charges that are generated as a result of specific queries being performed in *Land Enquiry* eg. performing name and Certificate of Title searches. (For a current list of queries that generate interactive charges, please refer to the ‘Schedule of Fees’).

Interactive charges are recorded against a **Master Request Number**. This number is provided when you initially log into *Land Enquiry*, and is displayed at the top of the page (as shown below) and in various places throughout the system.

![General Enquiry - Microsoft Internet Explorer](image)

**My Reference**  **Master Request No.**

**General Enquiry**

**Enquiry Options**

Search By: $Name$  $Address$  $Parcel Identifier$  $Certificate of Title$  $Reserve$

**Figure 5.1:** Interactive charges will be recorded against a Master Request Number.

**IMPORTANT:**

- **Each time** you log into *Land Enquiry*, the system will check for any unprocessed (ie. ‘active’) Master Requests prior to allocating a **new** Master Request Number (refer to section 5.3 Setting Up ‘My Reference’ for more details). The **new** Master Request Number will appear on your tax invoice with charges recorded against it.

- **Any ‘active’ Master Requests** will be processed at the end of the day automatically by the system. These will be ‘completed’ and charges forwarded to your account.
5.1.2 **Product Charges**

Product charges are those charges that are generated as a result of any items ordered. These items include:

- Certificates of Title
- Documents
- Surveys
- Check Searches

The items ordered will be recorded against a **Print Request Number**. This number will appear on your tax invoice and charges related to this will be shown accordingly.

As you enter order screens in *Land Enquiry* (e.g., the Order Entry screen), a **Print Request Number** will appear at the top of the page, as shown below:

![Order Entry Screen](image)

From the example above, orders submitted from within the Order Entry screens will be recorded against the displayed **Print Request Number** ‘35080326’. The number of items ordered will also be displayed on the ordering screen and will be incremented. **This is a sign of validation to the user.**

**Note:** If no previous print request has been generated, then the system will create a new **Print Request Number**.

Confirmation of Your Order

The following is a sample of what is provided after an order is submitted:

![Order Confirmation](Image)

**Figure 5.3: Confirmation of Order.**

**Note:** Landgate suggests that a record of all print requests be kept by clicking on the “Click here to view order summary” link (as shown above). This link provides a summary of your items ordered and the associated print fees for each print request (in PDF format). These summaries can be used to assist with the monthly reconciliation of your tax invoice (ie. a check can be made to ensure that all requests ordered have been received).

**IMPORTANT:**

- A *Print Request Number* is generated on the first item added to orders either via interactive searching or direct order entry (ie. an order placed in the *Order Entry* screen).

- Check Searches cannot be added to a *Print Request Number* containing certificate of title, documents and survey items. An ‘active’ print request number containing these items must be completed prior to check searches being performed. The system will prompt you to complete the order by displaying an *Order Review* screen.

- Any unprocessed (ie. ‘active’) *Print Request Numbers* will be processed at the end of the day automatically by the system. These will be deleted and charges will not be posted to your account.
5.2. View Your Credit Balance & Interactive Charges

Your account details can be viewed at any stage within Land Enquiry. Details such as account number, available credit, and the total interactive charges incurred for your ‘active’ Master Request Number so far can be seen.

Note: To view details, such as what Print Requests where generated during any one Master Request Number, you need to access View Requests from your channel homepage.

To View Your Account Details within Land Enquiry:

1. At any stage, click on the “Change My Reference” tab at the top right of the page as shown below:

2. The following page will then appear:

   ![Image of account details](image.png)

   Figure 5.4: View Account Details.

   If you have insufficient credit (ie. amount less than zero), a debit symbol “DR” will be displayed against the amount shown in the Available Credit field.
5.3. References and Your Requests

As you enter Land Enquiry, a Master Request Number will be provided to you. All interactive charges incurred and print requests will then be recorded against this single number. See the previous section 5.1 Charging within ‘Land Enquiry’ section for further information.

Each Request number issued within Land Enquiry has the ability to have a reference allocated to it. For Master Requests this is a ‘My Reference’. For Print Requests this is an ‘Order Reference’.

Further to this, Land Enquiry also allows you to add a reference to each item within a Print Request. The following sections explain these further.

NOTE: ‘My Reference’ and ‘Order Reference’ entries will appear on your tax invoice to assist in reconciliation of your account.

5.3.1 Setting Up your ‘My Reference’

Depending on your business requirement, ‘My Reference’ can assist you in separating interactive charges for your clients. To do this change your ‘My Reference’ at anytime. This is explained further below.

NOTE: Changing a ‘My Reference’ will generate a new Master Request Number.

To Change Your ‘My Reference’:

1. At any stage within Land Enquiry, click on the “Change My Reference” tab at the top right of the page as shown below:

   ![Change My Reference](image)

   Figure 5.5: Setup your own Reference.

   Choose this option to start a new request number.

2. The following page will then appear:

   ![Land Enquiry 'My Reference' Options](image)

   Choose this option to start a new request number.

References and Your Requests – Setting Up Your ‘My Reference’
On the ‘My Reference’ page, your account details will be displayed showing your account number and available credit. The current Master Request Number will also be shown and any interactive charges recorded against it.

**Note:** Changing your ‘My Reference’ will change your Master Request Number and submit any currently accrued interactive charges.

Three options are available and these are explained below:

i) **“Finish My Reference (…) and start new ‘My Reference’”**
   
   Any interactive charges incurred and print requests from this point forward will be recorded against a new Master Request Number. Use this facility in separating interactive charges for your clients. This new number will be displayed on all subsequent pages.

   At the start of each NEW Master Request you can also enter a client reference in the ‘My Reference’ field (as shown below). Use this function to assist with your business and accounting needs by applying your own personal, file or staff reference.

   ![My Reference Screenshot](image)

   **Note:** Upon leaving the field, the reference field will be locked in (you can only change this field when you end a Master Request session and start a new one).

ii) **“Continue using the current My Reference and Master Request No.”**

   No changes are made. Charges will continue to be recorded against the shown Master Request Number/ My Reference.

iii) **“Exit Land Enquiry and finish the current My Reference”**

   Exit out of Land Enquiry and record all interactive charges against the Master Request Number/ My Reference. These details will be shown on your tax invoice.

   **Note:** Your ‘My Reference’ will appear on your tax invoice to assist in reconciliation of your interactive charges.

3. Once you have made your selection click the button.

**IMPORTANT:** Land Enquiry will prevent a Master Request Number from being closed until all current print requests have either been cancelled or submitted. These will have to be attended to prior to changing your ‘My Reference’ and hence Master Request Number.
5.3.2 Setting Up an ‘Order Reference’

Against each Print Request an Order Reference may be applied. This reference appears on any orders that are delivered to you by way of fax, post, collection or viewed online.

There are many benefits in applying references to your Order. When you receive your Order it can assist in determining:

- who the item was ordered for ie. ‘tom’ or ‘jenny’
- which client the item was for ie. ‘file 2516’ or ‘smithers account’
- which branch or section of your company ordered the item ie. ‘perth’ or ‘albany office’
- or a collection of the above ie. ‘tom-file 2516-perth’

Use this reference field to assist reconciliation of items returned to you.

To see how to apply a reference to your order, please see section 7.3 Review Current Order for further details.

NOTE: Land Enquiry will pre-populate the Order Reference field with your ‘My Reference’. This can be added, amended or deleted depending on your requirements. This reference will also appear on your tax invoice.
5.3.3 Setting Up ‘Item References’

Within each Print Request a reference to each item being ordered may be applied.

There are many benefits in applying references to your individual items. In orders that contain multiple items it can assist in determining:

- who the item was ordered for ie. ‘tom’ or ‘jenny’
- which client the item was for ie. ‘file 2516’ or ‘smithers account’
- which branch or section of your company ordered the item ie. ‘perth’ or ‘albany office’
- or a collection of the above ie. ‘tom-file 2516-perth’

Use this reference field to assist reconciliation of items returned to you.

These references are only stored against the Order Confirmation (PDF) document. Search ‘View Requests’ to see a copy of previously placed orders.

To see how to apply a reference to your item, please see sections 7.1 Order Entry and 7.2 Check Search Entry for further details.

NOTE: For items added to an order via an “interactive search”, Land Enquiry will pre-populate the Order Reference field with information relating to this search. This can be added, amended or deleted depending on your requirements.

Points to Remember...

- Create a new Master Request Number to separate interactive charges for clients.
- A Master Request Number cannot be closed until all print requests have been processed.

**NB:** Any unprocessed (ie. ‘active’) Master Requests will be processed at the end of the day automatically by the system. These will be ‘completed’ and charges forwarded to your account.

- Any unprocessed Print Request Numbers will be processed at the end of the day automatically by the system. These will be deleted and charges will not be posted to your account.
- ‘My Reference’ is:
  - i) a reference I can allocate to a search session to assist in tracking charges against client files;
  - ii) a reference field that cannot be amended unless I complete the Master Request currently in progress; and
  - iii) can only be entered at the start of any new Master Request.
- When placing orders, make use of the Order Reference and Item References fields to assist you in your business and accounting needs.
6. Enquiry Options

Within *Land Enquiry* two types of enquiries can be performed:

- **General Enquiry**
  This enquiry option is provided to you for locating current ownership of parcels throughout W.A. and product information related to this.

- **Other Enquiry**
  This option includes the ability to perform additional enquiries such as searching for information on historical crown allotments, duplicate Certificate of Title productions, etc.

**Note:** Appendices have been included in this User Guide to assist you in interpreting various codes that may appear in data fields throughout *Land Enquiry*.

**To access either of the above options at any time:**

1. At the top right of the page, move the mouse pointer over “Enquiry Options”, and choose either “General Enquiry” or “Other Enquiry” as shown below:

   ![Figure 6.0: Making an Enquiry in 'Land Enquiry'.](image)

2. Depending on your selection the appropriate page will then appear. These pages are further explained in the following sections.
6.1. General Enquiry

Within the ‘General Enquiry’ page, Certificate of Title numbers for a particular land parcel may be ascertained by performing searches based on the following indexes:

- Name
- Address
- Parcel Identifier
- Certificate of Title
- Reserve

These indexes appear under the heading of ‘Enquiry Options’ as shown in the diagram below:

![General Enquiry Page](image)

**Note:** You will be able to place orders for items retrieved after a search is performed within this option. However, if a Certificate of Title number, Survey number or Document number is known it can be entered into the system directly via ‘Order Entry’. *(Refer to section 7. Ordering Options for further details.)*

**IMPORTANT:** Charges may apply when conducting searches. In some cases such as performing an owner name search this is possible whether the search is successful or not. Therefore, you need to check your search criteria for accuracy prior to searching.

More details about each of the different types of searches that can be performed are explained in the next few sections.
6.1.1 Name Search

Certificates of Title can be searched by Individual or Company name.

To perform either an Individual or Company Name search:

1. Select Option.

On the ‘General Enquiry’ page, ensure the Enquiry Option: Name is selected. Once this is done, options available for searching by “Name” will appear in the Search Options area, as shown below:

![Figure 6.2: Performing a name search](image)

2. Enter Selection Criteria.

In the Name field, enter an individual or a company name. Names must be formatted correctly in order to return the nearest match to your search criteria entered.

How to Format Entries

When performing a name search, the enquiry will not be successful unless the name is entered in a specific format. This is explained below:

- Searching by Individual Name

Using an example, to search for information related to “Robert Smith”, you must enter the SURNAME first then INITIAL or GIVEN NAME(S).

For example:

Entering Name ▶ Smith, Robert or Name ▶ smith, robert will retrieve the same results.

(NB: The system is not case-sensitive; therefore you can use lowercase letters.)

Note: Use of a comma is to be encouraged in separating surname and initials/given names, however use of a space can also be accepted, eg: Name ▶ Smith Robert.

When searching for names containing an apostrophe, enter Name ▶ D’Angelo, John.

When searching for names containing a hyphenation, enter Name ▶ Smith-Jones, Robert.
• **Searching by Company Name**

Using an example, to search for information related to the “Smith Corporation” the following formats should be used:

*For example:*

Entering **Name › Smith Corporation** or **Name › smith corp** will retrieve the same results.

**Note:** Only use spaces between names unless you know that the company name includes special characters like commas, apostrophes, full stops, etc. in their names. The system will perform a nearest match to what is entered exactly.

**IMPORTANT:** Please check the details of your search criteria prior to conducting a search, as a charge will apply where a results list is displayed for successful and unsuccessful searches.

3. **Perform Search.**

Once all details are entered correctly, click the **Search** button to perform the search. The results of the search based on your search criteria will then be displayed on an Owner Name Listing page (shown below).

If your search was **successful**, results will appear in **alphabetical order** as shown in the examples below.

**Example 1 – Search for an Individual**

The figure below is an example of results retrieved for the individual “Smith, Aaron”:

![Figure 6.3: List Of Results Shown for: Smith, Aaron](image)

**Note:** Companies may also appear in the list when performing an individual name search if its name closely matches the search criteria.
Example 2 – Search for a Company

The figure below is an example of results retrieved for the company “Smith Corporation”:

**IMPORTANT:** If you are a subscriber to “Map Viewer”, you will be given access to this system as shown in Example 1 above.

*For more details on “Map Viewer”, refer to section 6.1.6 Accessing “Map Viewer” in this User Guide.*

**Note:** If no results are found, a message “No records found for entered name.” will appear advising you of this.

You need to either:

- check that the search criteria entered was correct and perform a new search by clicking on the **Search Again** button; or
- click on the **Access All Data** button to retrieve the nearest match to your search criteria.

**4. Obtain New Listing.**

If the first returned listing does not present you with the information you require:

i) verify the entered details for correct spelling/format and perform a new search to return a new listing. You will need to return back to the search page to specify your new criteria (to do this click on the **Back** button appearing at the top right of the page); or
ii) click on the Next button which will display a new Owner Name Listing page showing the next set of results.

**IMPORTANT:** In terms of charging, the first three Listing pages viewed will be covered by an initial charge. For every subsequently viewed Listing page further costs will be incurred.

Clicking on the Previous button will not incur a charge if it has been viewed before.

**How to Improve Your Searching Techniques to Help Reduce Charges Incurred:**

When performing a name search, interactive charges will apply. To help reduce these charges, you need to limit the amount of scrolling done on the Listing pages. To do this, you need to provide more (accurate) detail in your search criteria in order to return a reduced number of pages.

Using an example, the Certificate of Title for "Mr Robert Citizen Smith" is to be searched for. The effect of making different types of partial entries can be seen from the examples below:

- **Name** › Smith - this will retrieve titles related to **ALL individuals and ALL companies** (from ‘Smith A…’ to ‘Smith Z’).
  - More pages will be returned, therefore, more scrolling of pages will be required in order to locate item of nearest match.

- **Name** › Smith, R - this will retrieve titles related to any **individuals and any companies** (from ‘Smith R…’ to Smith…Z).
  - A reduced number of pages will be returned, therefore, less scrolling of pages will be required in order to locate item of nearest match.

- **Name** › Smith, Robert Citizen - it is likely that this will find the nearest match to your item quicker since more details have been provided in the search criteria. You should expect to perform less scrolling, thereby, reducing your interactive charges.
  - This is the **recommended** way of searching.
5. **Obtain More Certificate of Title Information.**

To see more details of a Certificate of Title (related to an Individual or a Company) on the Owner Name Listing page, highlight the Title and then click on it (see examples below):

<table>
<thead>
<tr>
<th>Add Item</th>
<th>Certificate of Title</th>
<th>Parcel Identifier</th>
<th>Suburb</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMITH, AARON DUDLEY</td>
<td>504-105A</td>
<td>LOT 514 ON PLAN 224727</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1067-450</td>
<td>LOT 1150 ON PLAN 245981</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1067-451</td>
<td>LOT 689 ON PLAN 245282</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1209-200</td>
<td>LOT 8 ON PLAN 1047</td>
<td></td>
</tr>
<tr>
<td>SMITH, AARON HENRY</td>
<td>2539-327</td>
<td>LOT 28 ON PLAN 34030</td>
<td>WINNENERO0</td>
</tr>
</tbody>
</table>

![Figure 6.5: Highlight item and then click to view more details.](image)

When item is selected, the following page is displayed showing details of the Certificate of Title:

![Figure 6.6: More details of selected item](image)

*For more information on the above page refer to section 6.1.4 Certificate of Title Search of this User Guide.*
6. **Place an Order.**

To order a Certificate of Title (related to an Individual or a Company) from the *Owner Name Listing* page, place a tick (✓) next to the selected Title and then click on the *Add To Order* button as shown from the example below:

![Image](image.png)

**Figure 6.7:** To order an item, place a tick against it and click the ‘Add to Order’ button.

By placing an order, the system will record it against the current **Print Request Number** which will be displayed at the top of the screen next to the Master Request Number (as shown below). **NB:** If no previous print request has been generated, then the system will create a new Print Request Number.

The number of items ordered will also be displayed and will be incremented. This is a sign of validation to the user.

![Image](image.png)

**Figure 6.8:** The system will track the number of items in your order.
For more details on Master Request and Print Request Numbers, refer to section 5.1 Charging within Land Enquiry in this User Guide.

**IMPORTANT:** Landgate recommends a **maximum number of 10 items** to be added to any single order (ie. print request). This will assist in timely delivery of your order.

**Points to Remember...**

- To help you **reduce** your interactive charges when performing name searches, provide as much information as possible in your search criteria.

- You will be able to place orders for items returned after doing a name search. However, if a Certificate of Title number, Survey number or Document number is known it is recommended that you go directly to the ‘Order Entry’ page. This will help reduce your interactive charges. 
  *Refer to section 7.1 Order Entry for more details.*
6.1.2 Address Search

Certificates of Title can be searched by specifying address details.

To perform an Address search:

1. **Select Option.**
   
   On the ‘General Enquiry’ page, ensure the Enquiry Option: Address is selected. Once this is done, options available for searching by “Address” will appear in the Search Options area, as shown below:

   ![Figure 6.9: Performing an Address Search](image)

2. **Enter Search Criteria.**
   
   Enter details for searching by Address.

   **Details include:**
   
   *(NB: The system is not case-sensitive; therefore you can use lowercase letters).*

   - **Number Type** (optional)
     
     Number type can be selected from a “drop-down list box” with the following alternatives:
     
     - <leave blank> *(this will return results of all types)*
     - House Number
     - Lot Number
     - Rural Number

   - **Start Number and End Number fields** (optional)
     
     The system allows you to search for numbers within a range, eg: start searching from “20” *(Start Number)* to “40” *(End Number)*. Results returned will include between 20 and 40 (inclusive).
     
     For an exact match, enter “20” in Start Number field only. Leave End Number field blank.
- **Street Name** *(mandatory)*
  This field is compulsory. Enter a valid name of a street, eg. “beaufort”.

- **Street Type** *(optional)*
  The Street Type can be selected from a “drop-down list box”.

  You can make partial entries in this field in order to locate the street type required quicker. For example, by typing “fr”, the list of street types will appear from “fr” onwards eg. “Freeway”, “Frontage”, etc.

- **Locality/Suburb** *(optional)*
  The Locality/Suburb can be selected from a “drop-down list box”. These appear in alphabetical order.

  You can make partial entries in this field in order to locate the locality/suburb required quicker. For example, by typing “mount”, the list of localities/suburbs will appear from “mount” onwards eg. “Mount Adams”, “Mount Anketelle”, etc.

- **Postcode** *(optional)*
  This function allows you to search the approximate area if you do not know the suburb name. eg. 6107.

Possible entry combinations can include any or all of the above, but must be entered in conjunction with the “Street Name” field. Examples of combinations include:

- Street Name only
- Street Name and Suburb
- Street Name and Postcode
- Start Number, End Number and Street Name
- Number Type, Start Number and Street Name
3. Perform Search.

Once all details are entered correctly, click the **Search** button to perform the search. If your search was successful, the results of the search based on your search criteria will then be displayed on an *Address Enquiry Listing* page (shown below).

**Note:** If no results are found, a message *No records found.* will appear. You should check the accuracy of your search criteria and perform another search.

4. Obtain New Listing.

If the first returned listing does not present you with the information you require:

i) click on the **Next** button which will display a new *Address Listing* page showing the next set of results.

ii) use “Viewing page” (appearing at the top right of list) to go to another page directly. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

iii) verify the entered details for correct spelling/ format and perform a new search by click on the link ‘ **Enquiry Page**’ (appearing above the results list), or click on the **Back** button appearing at the top right of the page.
5. **Obtain More Certificate of Title Information.**

To see more details of a Land Tenure on the *Address Enquiry Listing* page, highlight the Address and then click on it (see example below):

![Highlight item and then click to view more details](image)

The following page is displayed showing details of the parcel of land:

![Lot on Survey Details page](image)

For more information on the above page refer to section 6.1.3 *Parcel Identifier Search* of this User Guide.

### Points to Remember...

- Provide as much information as possible in your search criteria to limit the number of pages you may need to scroll through.
- Use the viewing page function to help reduce the amount of page scrolling.
- If a Certificate of Title number, Survey number or Document number is known it is recommended that you go directly to the 'Order Entry' page. This will help reduce your interactive charges. Refer to section 6.1 *Order Entry* for more details.
6.1.3 **Parcel Identifier Search**

Every Certificate of Title has a **Parcel Identifier**. A **Parcel Identifier** is a legal reference used to distinguish one property from another. There are two types of identifiers:

1. **Lot and Survey number** (Plan/Deposited Plan, Diagram and Strata Plan)
2. **Crown Allotment**

These are explained in further detail:

- **Plan/Deposited Plan or Diagram**
  The identification of land issued under the *Transfer of Land Act*.
  Freehold plans and diagrams show lots created by a survey. Plans normally show 16 or more land parcels and diagrams normally show 15 or less parcels of land.
  "Deposited Plans" now encompasses all Freehold plans, Crown plans and Crown diagrams.

- **Strata /Survey Strata**
  The identification of land issued under the *Strata Titles Act*.
  Strata and Survey Strata Plans are used for creating strata and survey strata schemes. These plans identify the lots in strata and survey strata schemes and define the lots in a strata scheme (areas owned individually) and common property (areas owned jointly by all lot owners in the strata scheme).

- **Crown Allotment**
  The identification of land issued under the *Land Act*. It is the original naming convention for parcels of land prior to the *Transfer of Land Act* being introduced. For any parcels identified in this format (eg. Avon Location 1234) this search option can be used.

Some Crown Allotments have been renamed to a Lot of Survey format. This is called a "dual number" (ie. Deposited Plan number) and can be searched for under Plan/Deposited Plan.

**Searching by Parcel Identifier**

The searching techniques used for Plan/ Deposited Plan, Diagram and Strata/ Survey Strata are the same when searching by survey number. Therefore, the instructions relating to this have been combined as shown next.

When searching by **Strata/ Survey Strata** you are also provided with two more options to search by: **Scheme Name** and **Address of Scheme**. This is outlined later in this section.

Crown Allotment has a different searching technique from either aforementioned parcel types and is outlined later in this section.
6.1.3.1 Searching by Plan/ Deposited Plan or Diagram or Strata/ Survey Strata (by Survey Number):

1. Select Option.

On the ‘General Enquiry’ page, ensure the Enquiry Option: Parcel Identifier is selected. Once this is done, a number of parcel types will appear in the Search Options area, as shown below:

![General Enquiry Page - Parcel Identifier Search](image)

Then choose to perform an enquiry on either:

- **Plan/ Deposited Plan**
  
  To perform this search, select “Plan/ Deposited Plan” in the Parcel Type field. The search criteria to be used will then appear (as shown below):

![Plan/ Deposited Plan](image)

- **Diagram**

  To perform this search, select “Diagram” in the Parcel Type field. The search criteria to be used will then appear (as shown below):

![Diagram](image)
To perform this search, choose “Strata/ Survey Strata” in the Parcel Type field, and then ensure “Strata/ Survey Strata Plan Number” is selected. The search criteria to be used will then appear (as shown below):

![Search Options Diagram](image)

2. **Enter Search Criteria.**

Enter values in the appropriate search criteria fields.

To search for:

- **all lot details**: enter a Plan or Diagram Number only;
- **a single lot**: enter a survey number (ie. Plan Number) or Diagram Number and Start Lot Number;
- **all lot ranges**: enter a survey number (ie. Plan Number) or Diagram Number, Start Lot Number and/or End Lot Number.

3. **Perform Search.**

Once all details for searching are entered correctly, click the **Search** button to perform the search.

**Note:** If no results are found, a message **No records found.** will appear. You should check the accuracy of your search criteria and perform another search.
If your search was **successful**, the results of the search based on your search criteria will then be displayed on a page (this page depends on the type of parcel being searched as shown in the examples below):

**Example 1: Search for a Plan or Diagram**

A Lot on Survey Details page will appear (as shown from the example below):

Figure 6.14: Lot on Survey Details – Deposited Plan (all lots listed)

<table>
<thead>
<tr>
<th>Add Item</th>
<th>Lot</th>
<th>Certificate of Title</th>
<th>Lot Status</th>
<th>Part Lot</th>
<th>Sheet</th>
<th>Date of Land Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>32</td>
<td>1381-403</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>33</td>
<td>1381-404</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>34</td>
<td>1381-405</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>35</td>
<td>1381-406</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>36</td>
<td>1381-407</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>37</td>
<td>1381-408</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>38</td>
<td>1381-409</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>39</td>
<td>1381-410</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>24/09/1981</td>
</tr>
<tr>
<td>40</td>
<td>8P1435</td>
<td>Strained</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>06/01/1987</td>
</tr>
<tr>
<td>41</td>
<td>1653-98</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>13/01/1983</td>
</tr>
<tr>
<td>42</td>
<td>8P6586</td>
<td>Strained</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>26/03/1981</td>
</tr>
<tr>
<td>43</td>
<td>1118-800</td>
<td>Registered</td>
<td>N</td>
<td>1</td>
<td>1</td>
<td>11/02/1985</td>
</tr>
</tbody>
</table>
Example 2: Search for Strata

A *Strata/ Survey Strata Details* page will appear (as shown from the example below). This page shows a summary of the strata details for verification. To view all lot details select the ‘Page Options’ menu and then the sub-menu option ‘Display Lot Details’.

In addition:

If you are a subscriber to “Map Viewer”, an additional column will appear on your pages listing the Certificate of Titles. This column will appear usually below “Viewing Page” as shown in the example below:

For more details on “Map Viewer”, refer to section 6.1.6 Accessing “Map Viewer” in this User Guide.
4. **Obtain New Listing.**

If the *first* returned listing *does not* present you with the information you require:

i) click on the *Next* button which will display a new *Details* page showing the next set of results.

ii) use “Viewing page” (appearing at the top right of list ie. [Viewing Page 1 2 3 4 5 6 7]) to go to another page *directly*. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

iii) verify the entered details for correct spelling/ format and perform a new search by clicking on the *Back* button appearing at the top right of the page.

5. **Obtain More Information on Certificate of Title.**

To see more details of a Certificate of Title on a *Details* page, highlight the title and then click on it (as shown in the example below on the *Lot on Survey Details* page):

![Image of Certificate of Title](image)

The following *General Enquiry Details* page will then appear:

![Image of General Enquiry Details](image)

*Figure 6.16: Highlight item and then click to view more details of Title.*

*Figure 6.17: Details of Certificate of Title.*

*For more information on the above page refer to section 6.1.4 Certificate of Title Search of this User Guide.*
6. Obtain Field Book Details.

To obtain references to Field Book details on the Lot on Survey Details or Strata Details page, click on Page options (at the top right of page) then select Field Book Details. The following page will appear:

![Field Book Details](image)

7. Place an Order.

To order a Certificate of Title on the Lot on Survey Details or Strata Details page, place a tick (✓) next to the selected Title and then click on the button as shown from the example below:

![Place an Order](image)

By placing an order, the system will record it against the current Print Request Number which will be displayed at the top of the screen next to the Master Request Number. The number of...
items ordered will also be displayed and will be incremented (as shown above). This is a sign of validation to the user.

**Note:** If no previous print request has been generated, then the system will create a new Print Request Number.

For more details on Master and Print Request Numbers, refer to section 5.1 Charging within Land Enquiry in this User Guide.

**IMPORTANT:** Landgate recommends a maximum number of 10 items to be added to any single order (ie. print request). This will assist in timely delivery of your order.

### 6.1.3.2 Other Searching Techniques for Strata/ Survey Strata

Other searching options are available when searching by Strata/ Survey Strata. These include:

- by Scheme Name; and
- by Address of Scheme.

These are explained in this sub-section.

**To Search for a Strata by Scheme Name:**

1. **Select Option.**

On the ‘General Enquiry’ page, ensure the *Enquiry Option: Parcel Identifier* is selected. Then select parcel type *Strata/ Survey Strata*, then *Scheme Name*, as shown below:

![General Enquiries page - Strata/ Survey Strata by Scheme Name](image)
2. **Enter Search Criteria.**

   Enter the *Scheme Name*. *(NB: The system is *not* case-sensitive; therefore you can use lowercase letters).*

   For example: “A.B.C. House”
   “Baybury Rise”
   “Acacia Court”,
   “Hill Top”, etc

   **Note:** Only scheme names are to be registered with Landgate will be recognised by the system.

3. **Perform Search.**

   Once the *Scheme Name* for the property has been entered correctly, click the *Search* button to perform the search. If your search was *successful*, the results of the search based on your search criteria will then be displayed on the *Strata/ Survey Strata Plan Listing* page (shown below):

   ![Search Results](image)

   **Figure 6.21:** Results of search appear on the “Strata Plan Listing” page.

   **In addition:** If you are a subscriber to “Map Viewer”, an additional column will appear on the *Listing* page above. This column will appear usually below “Viewing Page” as shown in the example below:

   ![Map Viewer Column](image)

   For more details on “Map Viewer”, refer to section 6.1.6 *Accessing “Map Viewer”* in this User Guide.
Note: If no results are found, a message ![No records found.](image) will appear. You should check the accuracy of your search criteria and perform another search.

4. Obtain New Listing.

If the first returned listing does not present you with the information you require:

i) click on the Next button which will display a new the Strata/ Survey Strata Plan Listing page showing the next set of results.

ii) use "Viewing page" (appearing at the top right of list) to go to another page directly. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

iii) verify the entered details for correct spelling/ format and perform a new search by clicking on the Back button appearing at the top right of the page.

5. Obtain more Strata Information.

To view more strata details on the Strata/ Survey Strata Plan Listing page, highlight the strata record and then click on it (as shown in the example below):

![Figure 6.22: Highlight to select item and then click to view more details of Strata.](image)

The following Strata Details page will then appear:

![Figure 6.23: Details of Strata/ Survey Strata](image)

For more information on the above page, please refer to step 3 in the previous sub-section “Searching by Plan/ Deposited or Diagram or Strata/ Survey Strata”.

General Enquiry – Parcel Identifier Search

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To Search for a Strata by Address of Scheme:

1. **Select Option.**
   
   On the ‘General Enquiry’ page, ensure the *Enquiry Option: Parcel Identifier* is selected. Then select parcel type *Strata/Survey Strata*, then *Address of Scheme*, as shown below:

   ![General Enquiry page - Strata/Survey Strata by Address of Scheme](image)

2. **Enter Search Criteria.**
   
   Enter *Street Name*, eg. “beaufort”.
   
   *(NB: The system is not case-sensitive, therefore you can use lowercase letters).*

3. **Perform Search.**
   
   Once the *Street Name* of the scheme has been entered correctly, click the **Search** button to perform the search.

   **Note:** If no results are found, the message **No records found.** will appear. You should check the accuracy of your search criteria and perform another search.
If your search was successful, the results of the search based on your search criteria will then be displayed on the Strata/ Survey Strata Plan Listing page (shown below):

**Figure 6.25: Lists of strata are displayed when searching by Address of Scheme**

In addition: If you are a subscriber to “Map Viewer”, an additional column will appear on the Listing page above. This column will appear usually below “Viewing Page” as shown in the example below:

Indicates more results found; click to go to another page.

For more details on “Map Viewer”, refer to section 6.1.6 Accessing “Map Viewer” in this User Guide.

**IMPORTANT:** Only the address on the Strata scheme will be shown, not the street addresses of the parcel as sometimes these addresses differ – eg: Strata complexes on corner blocks.

4. Obtain New Listing.

If the first returned listing does not present you with the information you require:

i) click on the Next button which will display a new the Strata/ Survey Strata Plan Listing page showing the next set of results.

ii) use “Viewing page” (appearing at the top right of list ie. Viewing Page 1 2 3 4 5 6 7) to go to another page directly. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

(iii) verify the entered details for correct spelling/ format and perform a new search by clicking on the Back button appearing at the top right of the page.
5. Obtain More Strata Information.

To obtain more strata details on the Strata/ Survey Strata Plan Listing page, highlight the strata record and then click on it (as shown in the example below):

**Figure 6.26: Highlight to select item and then click to view more details Strata Plan.**

The following page will then appear:

**Figure 6.27: Details of Strata/ Survey Strata.**

For more information on the above page, please refer to step 3 in the previous sub-section “Searching by Plan/ Deposited or Diagram or Strata/ Survey Strata”.
6.1.3.3 **Perform a Crown Allotment Search**

This search option will return details only for those parcels that have Certificates of Titles still known by the original crown allotment name.

**IMPORTANT:** Landgate is in the process of renumbering all Crown Allotments. Allotments will eventually be given a “dual number”. A “dual number” is where a parcel known as a Crown Allotment has been renamed in order to issue a digital title.

For instance, Avon Location 1234 may have been renamed and hence renumbered to be Lot 1234 on Deposited Plan 2499999.

The system will advise you, by displaying an error message *(as shown below)*, to search using this new **Plan number** in order to see current details of this land. You will be required to perform a **Parcel Identifier Plan Search**.

!!! This Crown Allotment has been dual numbered please search Lot K1 On Plan 231309 for further information.

*For more information on performing Parcel Identifier Plan searches, please refer to section 6.1.3.1 ‘Searching by Plan/ Deposited Plan…’ within this User Guide.*

Some parcels are still known by their original Crown Allotment Name (ie. Avon Location 1234) and are yet to be “Dual Numbered”. In this instance, any related tenures will be displayed.
To Search for a Crown Allotment:

1. **Select Option.**

   On the ‘General Enquiry’ page, ensure the *Enquiry Option: Parcel Identifier* is selected then choose *Crown Allotment*. Search options for this type of parcel such as district/town name, crown allotment type, etc. will appear, as shown below:

   ![General Enquiry - Microsoft Internet Explorer](image)

   **Figure 6.28: Crown Allotment searching my crown allotment number**

2. **Enter Search Criteria.**

   Enter details for searching by Crown Allotment.

   Details include:

   *(NB: The system is *not* case-sensitive; therefore you can use lowercase letters).*

   - **District/ Town Name** *(mandatory)*
     The *District/Town Name* can be selected from a “drop-down list box”. All District and Town Names will appear in alphabetical order.

   - **Crown Allotment Type** *(mandatory)*
     The types of Crown Allotments (eg. Estate Lot) can be selected from a “drop-down list box”. These appear in alphabetical order.

   - **Allotment Prefix** *(optional)*
     An *Allotment Prefix*, eg. A.A etc. can be entered.

   - **Allotment Number** *(mandatory)*
     An *Allotment Number*, eg. 11247 must be entered if no ‘Allotment Prefix’ or ‘Allotment Suffix’ has been specified. Otherwise, the number is not required (ie. not mandatory) when searching by prefix or suffix.
- **Allotment Suffix** (optional)
  
  An *Allotment Suffix*, eg. A. A etc. can be entered.

- **Allotment Fraction** (optional)
  
  An *Allotment Fraction* can be selected from a “drop-down list box where you can select “1/4”, “1/2” or “3/4”.

3. **Perform Search.**

   Once all details are entered correctly, click the **Search** button to perform the search. If your search was **successful**, the results of the search based on your search criteria will then be displayed on a *Current Crown Allotment Listing* page (shown below).

![Image of Current Crown Allotment Listing](image)

**Figure 6.29: Results appear on a “Crown Allotment Listing” page.**

**Note:** If **no results** are found, a message **Crown Allotment Not Found** will appear on the ‘General Enquiry’ page. You should check the accuracy of your search criteria and perform another search.

4. **Obtain New Listing.**

   If the *first* returned listing **does not** present you with the information you require:
   
   i) click on the **Next** button *(if available)* which will display a new *Current Crown Allotment Listing* page showing the next set of results.

   ii) use “Viewing page” *(appearing at the top right of list)* to go to another page **directly**. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

   iii) verify the entered details for correct spelling/ format and perform a new search by clicking on the **Back** button appearing at the top right of the page.

---

**General Enquiry – Parcel Identifier Search**

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5. **Obtain more Details of an Allotment.**

To view more details of an Allotment on the *Current Crown Allotment Listing* page, highlight the item and then click on it (see example below):

The following *Current Crown Allotment Details* page will then appear showing details such as relevant tenure information, any Certificate of Titles related to the Allotment, etc.:

**Note:** If no Title information can be viewed by selecting the Certificate of Title number, the following message will appear:

> ![No Details available. Contact DLI for further information](image)

**In addition:** If you are a subscriber to “Map Viewer”, an additional column will appear on the Details page above on the right most part of the table listing Certificate of Titles. This column will appear as shown in the example below:

> Indicates “Map Viewer” is available. Click on ✉ to launch it.

*For more details on “Map Viewer”, refer to section 6.1.6 Accessing “Map Viewer” in this User Guide.*
6. **Place an Order.**

To order a Certificate of Title on the *Current Crown Allotment Details* page, place a tick (✓) next to the selected title and then click on the **Add To Order** button as shown in the example below:

![Image of the order process]

**Figure 6.32:** To order an item, place a tick against it and click the ‘Add to Order’ button.

By placing an order, the system will record it against the current **Print Request Number** which will be displayed at the top of the screen next to the Master Request Number. The number of items ordered will also be displayed and will be incremented (as shown above). This is a sign of validation to the user.

**Note:** If no previous print request has been generated, then the system will create a new Print Request Number.

For more details on Master and Print Request Numbers, refer to section 5.1 *Charging within ‘Land Enquiry’* in this User Guide.

**IMPORTANT:** Landgate recommends a **maximum number of 10 items** to be added to any single order (i.e., print request). This will assist in timely delivery of your order.

**Points to Remember...**

- ✓ Provide as much information as possible in your search criteria to limit the number of pages you may need to scroll through.
- ✓ Use the **Viewing Page** function to help reduce the amount of page scrolling.
- ✓ If a Certificate of Title number, Survey number or Document number is known it is recommended that you go directly to the ‘Order Entry’ page. This will help reduce your interactive charges. **Refer to section 6.1 Order Entry for more details.**
6.1.4 Certificate of Title Search

Within Land Enquiry, details specifying the ownership of a defined land parcel, and the lodged or registered interests or claims (encumbrances) against that ownership can be viewed for Certificates of Title.

To perform a Title search:

1. **Select Option.**
   
   On the ‘General Enquiry’ page, ensure the **Enquiry Option**: Certificate of Title is selected. Once this is done, options available for searching by “Certificate of Title” will appear in the Search Options area, as shown below:

   ![General Enquiry - Microsoft Internet Explorer](image)

   **Figure 6.33: Performing a Certificate of Title Search**

2. **Enter Search Criteria.**
   
   Enter in a Volume/Folio number (ie. Register number), as shown in the examples below:

   **Prefix (if needed)** ⇒ This is used for registers such as Crown Leases, which have a prefix of "CL" or Land Records "LR".
   
   If the register is a Certificate of Title or Crown Grant leave this part out, it does not apply.

   **Volume** ⇒ For Crown Leases or Land Records, type the sequential number for the Volume.

   **Folio** ⇒ For Crown Leases enter the Year as the Folio Number (otherwise enter the known Folio number).

   **Suffix (if needed)** ⇒ Where there is no known suffix, leave this field blank.

   Valid formats separating Volume and Folio number include:

   - use of a slash ("/") – eg. “1159/79”, or
   - use of a space – eg. “1159 79”, or
   - use of hyphen – eg. “1159-79”.

---

**General Enquiry – Certificate of Title Search**
Examples of valid register entries:

<table>
<thead>
<tr>
<th>Prefix + Vol/Fol</th>
<th>Vol/Fol</th>
<th>Vol/Fol + Suffix</th>
</tr>
</thead>
<tbody>
<tr>
<td>LR3099/591</td>
<td>1159/79</td>
<td>277/197a</td>
</tr>
<tr>
<td>CL579 1992</td>
<td>1502 599</td>
<td>477 160a</td>
</tr>
<tr>
<td>LR3100-94</td>
<td>1799-99</td>
<td>4-328a</td>
</tr>
</tbody>
</table>

(NB: The system is not case-sensitive; therefore you can use lowercase letters.)

3. Perform Search.

Once all details are entered correctly, click the **Search** button to perform the search. If your search was **successful**, the results of the search based on your search criteria will then be displayed on a **General Enquiry Details** page (shown below):

![Figure 6.34: Details of Certificate of Title.](image)

**Note:** If no results are found, a message **No records found.** will appear. You should check the accuracy of your search criteria and perform another search.
4. Obtain Additional Information on Certificate of Title.

4.1 View Other Titles owned by a Proprietor.

From the General Enquiry Details page, highlight a proprietor and click to select. The following page will appear as shown in the example below:

For more information on the above page refer to section 6.1.1 Name Search of this User Guide.

Note: Viewing other Certificates of Title for the selected Proprietor may show Titles from OTHER Proprietors having the same name. Eg: using the above diagram as an example, the titles listed for “Aaron Dudley Smith” may be associated with FOUR different persons with the same name.

4.2 View Titles related to a Parcel.

For Titles that are related to a parcel the following link is provided on the General Enquiry Details page:

By clicking on the “View Titles” link, a list of related Titles will appear on a Title Listing page as shown below:
4.3 Obtain Land Use Details.

To view how the land is being used, from the General Enquiry Details page, click on Page Options then select Land Use. The following page should then appear:

![Figure 6.37: Details of “Land Use” for a property.]

4.4 View Purchasers Caveat Details.

From the General Enquiry Details page, a link will be provided if purchasers’ caveat details are available for a title, as shown below:

![Figure 6.38: Link provided to view Purchasers Caveat details]

To view caveat details, click on the link. The following page will then be displayed:

![Figure 6.39: Purchasers Caveat Details Page]
4.5 View “Other Interests” in the Land.

From the General Enquiry Details page, a link will be provided if there are “Other Interests” in the land, as shown below:

![General Enquiry Details](image)

To view “Other Interests”, click on the button.

The following page will then be displayed showing details such as sub leases, management orders, etc.:

![Other Interests](image)

**Figure 6.40: Link provided to view Other Interests**

**Figure 6.41: Other Interests’ page**
5. **Place an Order.**

To **order a Certificate of Title** from the *General Enquiry Details* page, click on the *Add To Order* button as shown from the example below:

![Figure 6.42: To order a Title, click the ‘Add to Order’ button.](image)

By placing an order, the system will record it against the current **Print Request Number** which will be displayed at the top of the screen next to the Master Request Number. The number of items ordered will also be displayed and will be incremented (as shown above). This is a sign of validation to the user.

**Note:** If no previous print request has been generated, then the system will create a new Print Request Number.

For more details on Master and Print Request Numbers, refer to section 5.1 Charging within ‘Land Enquiry’ in this User Guide.

**IMPORTANT:** Landgate recommends a maximum number of 10 items to be added to any single order (ie. print request). This will assist in timely delivery of your order.

**Points to Remember...**

- Provide as much information as possible in your search criteria to limit the number of pages you may need to scroll through.
- Use the **Viewing Page** function to help reduce the amount of page scrolling.
- If a Certificate of Title number, Survey number or Document number is known it is recommended that you go directly to the ‘Order Entry’ page. This will help reduce your interactive charges. Refer to section 6.1 **Order Entry** for more details.
6.1.5 Reserve Search

Certificates of Title or details (such as Government Agency responsible) for a Reserve can be searched and viewed by specifying a reserve number or reserve name.

To Search for a Reserve:

1. Select Option.

   On the ‘General Enquiry’ page, ensure the Enquiry Option: Reserve is selected. Once this is done, options available for searching by “Reserve” will appear in the Search Options area, as shown below:

   ![Figure 6.43: Performing a Reserve Search](image)

2. Enter Search Criteria.

   Reserve information can be retrieved by either entering a valid Reserve Number (eg. “45000”) or Reserve Name (eg. “black cockatoo”).

   To do this, choose an appropriate identifier from the Reserve Identifier field as shown below:

   ![Search Options](image)

   (NB: The system is not case-sensitive; therefore you can use lowercase letters when entering the Reserve Name.)
3. **Perform Search.**

Once all details are entered correctly, click the **Search** button to perform the search. If your search was **successful**, the results of the search based on your search criteria will then be displayed on a **General Enquiry Listing** page (shown below):

![Figure 6.44: Reserve Enquiry Listing](image)

**Note:** If **no results** are found, a message ![No records found.](image) will appear. You should check the accuracy of your search criteria and perform another search.

4. **Obtain New Listing.**

If the **first** returned listing **does not** present you with the information you require:

i) click on the **Next** button *(if available)* which will display a new **Listing** page showing the next set of results.

ii) use “Viewing page” (appearing at the top right of list ie. **Viewing Page 1 2 3 4 5 6 7**) to go to another page **directly**. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

iii) verify the entered details for correct spelling/ format and perform a new search by clicking on the **Back** button appearing at the top right of the page.
5. **Obtain More Information on Reserve.**

The following examples of information can be viewed for a Reserve:
- Government Agency responsible for the Reserve,
- Purpose of Reserve
- any Certificate of Titles associated with the Reserve, and
- historical information related to the Reserve.

To see more details of a Reserve, on the **Reserve Enquiry Listing** page, highlight the Reserve and then click on it (see example below):

- **Figure 6.45**: Highlight Reserve and then click to view more details.

The following page is displayed showing details of the Reserve:

- **Figure 6.46**: ‘Reserve Enquiry Detail’ page.

When selecting to view Certificate of Title information on the **Reserve Enquiry Detail** page (as shown above), the **General Enquiry Details** page will appear. For more details regarding the **General Enquiry Details** page, please refer to section 6.1.4 **Certificate of Title Search**.

When selecting to view Parcel information on the Reserve Enquiry Detail page (as shown above), the Lot on Survey Details page will appear. For more details regarding the Lot on Survey Details page, please refer to section 6.1.3 **Parcel Identifier Search**.

---

**General Enquiry – Reserve Search**

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5.1 View Historical Reserve Information.

Historical information related to Reserves can be viewed. This information includes: changes to a reserve that have been published in the “Government Gazette”, and an indication of which Crown Allotments have been previously represented.

To view historical information, from the Reserve Enquiry Details page, click on the Page options (at the top right of page) then select Additional Information.

The following page should then appear showing all historical information related to the Reserve:

![Figure 6.47: Additional Reserve Information Page.](image)
6. **Place an Order.**

To order a Certificate of Title on the *Reserve Enquiry Detail* page, place a tick (✓) next to the selected Title and then click on the *Add To Order* button as shown from the example below:

![Figure 6.48: To order Title, place a tick against it and click the ‘Add to Order’ button.](image)

**Points to Remember...**

- ✓ Provide as much information as possible in your search criteria to limit the number of pages you may need to scroll through.

- ✓ Use the *Viewing Page* function to help reduce the amount of page scrolling.

- ✓ If a Certificate of Title number, Survey number or Document number is known it is recommended that you go directly to the ‘Order Entry’ page. This will help reduce your interactive charges. *Refer to section 7.1 Order Entry* for more details.
6.1.6 Accessing “Map Viewer”

“Map Viewer” is a separate application to Land Enquiry. It enables you to view cadastral information and an aerial photograph of a parcel of land within Western Australia.

NB: Only customers who are subscribed to “Map Viewer” will have the ability to launch this external system from within Land Enquiry.

For more information on subscribing to MapViewer, please contact Online Support Services on (08) 9273 7341 or email onlinesupport@Landgate.wa.gov.au.

To Launch “Map Viewer” from within ‘Land Enquiry’:

1. Check if you are a Subscriber to “Map Viewer”.
   If you are a subscriber to “Map Viewer”, a Map Viewer column will be displayed on a page such as the Owner Name Listing page as shown below:

   ![Map Viewer column](image)

2. Launch “Map Viewer”.
   To display a cadastral image of a property, click on the button to launch “Map Viewer”.
   “Map Viewer” will appear in a separate web browser window displaying an image of the selected property, as shown in the example below:

   ![Map Viewer](image)

   Figure 6.49: Image of a Parcel of Land in “Map Viewer”

NOTE: You have now launched MapViewer. This is not part of Land Enquiry and must be used in accordance with Map Viewer Conditions of Use
6.2. Other Enquiry

Within Land Enquiry, the following options are available to you for enquiry:

- Historical Crown Allotment
- Productions
- Issuing
- Power or Attorney
- Dealing Progress
- Legal Survey Status
- Conversion Charts

**IMPORTANT:** When performing an enquiry on a Historical Crown Allotment, items added to an order (ie. Print Request) will incur charges.

**To perform any of the above enquiries at any time:**

1. On the navigation bar, appearing at the top right of the page, move the mouse pointer over “Enquiry Options”, and then choose the option “Other Enquiry” as shown below:

![Figure 6.50: Choose 'Other Enquiry'.]
2. The following enquiry options will then be displayed.

![Other Enquiry - Microsoft Internet Explorer](image)

**Other Enquiry** [6600L]

**Enquiry Options**

- Historical Crown Alienment
- Productions
- Issuing
- Power of Attorney
- Dealing Progress
- Legal Survey Status
- Conversion Charts

Figure 6.51: Perform other enquiries.

3. Depending on your selection the appropriate page will then appear. These pages are further explained in the following sections.
### 6.2.1 Historical Crown Allotment

Information displayed within this option is historical and is no longer maintained.

**IMPORTANT:** Updates to this information ceased on 31st March 2004. The system will notify you of this on the *Historical Crown Allotment Detail* page by displaying the following message:

Disclaimer: This is historical information and is no longer maintained. Updates to this information ceased on 31 March 2004.

**To perform a Historical Crown Allotment search:**

1. **Select Option.**

On the ‘Other Enquiry’ page, select the Enquiry Option: Historical Crown Allotment. Once this is done, options available for performing a historical crown allotment search will appear, as shown below:

As shown above, there are three different options to choose from when doing a historical crown allotment enquiry.

- **Crown Allotment**
- **Crown Allotment Conversion**
- **Crown Allotment Reference**

These are outlined in the next few sections.
6.2.1.1. **Crown Allotment**

This option is selected if the *Volume* and *Folio number* of a Certificate of Title is not known and you only have information such as the District Name, Allotment Type, and number of the Crown Land parcel available.

1. **Select Option.**

   On the ‘Historical Crown Allotment Enquiry’ page, ensure the **Enquiry Option: Crown Allotment** is selected. Once this is done, a number of search criteria will appear in the **Search Options** area, as shown below:

   ![Figure 6.53: Crown Allotment searching by crown allotment number](image)

2. **Enter Search Criteria.**

   Enter details for searching by crown allotment.

   **Details include:**
   
   *(NB: The system is *not* case-sensitive; therefore you can use lowercase letters).*

   - **District Name** *(mandatory)*
     
     This field is compulsory. Enter or select a valid name of a district, eg. “swan”.
     
     Names listed are in alphabetical order.

   - **Crown Allotment Type** *(mandatory)*
     
     This field is compulsory. Enter or select a valid type of allotment, eg. “Location, Town Lot”. Names listed are in alphabetical order.

   - **Allotment Prefix** *(optional)*
     
     The Prefix field is where you would enter any alpha allotment prefixes, ie. For Avon Location F1 you would enter “F” into this field.

   - **Allotment Number** *(mandatory)*
     
     The Allotment Number field is free text and you will need to type in the lot number to be searched. This number must be entered if no ‘Allotment Prefix’ or ‘Allotment Suffix’ is specified. Otherwise, the number is not required (ie. not mandatory) when searching by prefix or suffix.
- **Allotment Suffix** (optional)
  
The *Allotment Suffix* field is where you would enter the alpha allotment suffix, ie. For Avon Location 2N you would enter “N” into this field.

- **Allotment Fraction** (optional)
  
The *Allotment Fraction* field contains a “drop-down list box” where you can select “1/4”, “1/2” or “3/4”.

3. **Perform Search.**

   Once all details are entered correctly, click the **Search** button to perform the search. The results of the search based on your search criteria will then be displayed on a *Historical Crown Allotment Listing* page. If your search was **successful**, results will appear in **alphabetical order** as shown in the example below:

   ![Historical Crown Allotment Listing](image)

   **Note:** If **no results** are found, a message ![No records found.](image) will appear. You should check the accuracy of your search criteria and perform another search.
4. **Obtain New Listing.**

   If the *first* returned listing **does not** present you with the information you require:

   i) click on the **Next** button which will display a new *Historical Crown Allotment Listing* page showing the next set of results.

   ii) use “Viewing page” (appearing at the top right of list ie. ![Viewing Page](1 2 3 4 5 6 7)) to go to another page **directly**. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

   iii) verify the entered details for correct spelling/ format and perform a new search by clicking on the **Back** button appearing at the top right of the page.
5. **Obtain More Information.**

To see more details of an allotment on the *Historical Crown Allotment Listing* page, highlight the allotment and then click on it (see example below):

![Figure 6.55: Highlight item and then click to view more details.](image)

The following page is displayed showing details of the land:

![Figure 6.56: Details of Historical Crown Allotment.](image)
Note: All details on the Historical Crown Allotment Detail page were last updated 31 March 2004 and may have had subsequent changes made (ie. surveys registered, change in land status, etc.) For current details on a Crown Allotment see section 6.1.3.3 Perform a Crown Allotment Search within this User Guide.

6. Place an Order for Tenure Details.

To order Tenure details on the Historical Crown Allotment Details page, place a tick (✓) next to the selected Tenure and then click on the Add To Order button as shown from the example below:

By placing an order, the system will record it against the current Print Request Number which will be displayed at the top of the screen next to the Master Request Number. The number of items ordered will also be displayed and will be incremented (as shown above). This is a sign of validation to the user.

Note: If no previous print request has been generated, then the system will create a new Print Request Number.

For more details on Master and Print Request Numbers, refer to section 5.1 Charging within ‘Land Enquiry’ in this User Guide.

IMPORTANT: Landgate recommends a maximum number of 10 items to be added to any single order (ie. print request). This will assist in timely delivery of your order.
6.2.1.2. **Crown Allotment Conversion**

This option is available to you to convert a *Land Act Number* that you have into a *Crown Lease*. A conversion can be done either by entering a *Crown Lease number* or a *Land Act number*.

These details can be useful for historical searching or to obtain a reference number for searching of crown allotment details which are leased to proprietors.

1. **Select Option.**

On the ‘Historical Crown Allotment Enquiry’ page, ensure the *Enquiry Option: Crown Conversion* is selected. Once this is done, a number of search criteria will appear in the *Search Options* area, as shown below:

![Figure 6.58: Convert Crown Allotment](image)

Choose to search and convert by either *Crown Lease Number* or *Land Act Number*.

2. **Enter Search Criteria.**

Depending on which identifier you choose, the appropriate search criteria will appear: *(NB: The system is *not* case-sensitive, therefore you can use lowercase letters).*

i) to search by *Crown Lease Number*

   Enter a valid *Crown Lease Number* eg. “cl1128-1912”.

ii) to search by *Land Act Number*

   Enter a valid *Land Act Number* eg. “LA3114-654”.
3. **Perform Conversion.**

Once the search criteria have been entered correctly, click the **Search** button to perform the search.

If your search was **successful**, the conversion will then be performed and will display a *Crown Allotment Conversion Detail* page showing the new converted number as shown in the example below:

![Figure 6.59: Converted Land Act number 'LA31145 654' to a Crown Lease Number.](image)

**Note:** If no results are found, a message **No records found.** will appear. You should check the accuracy of your search criteria and perform another search.

### 6.2.1.3. Crown Allotment Reference

This option allows you to determine information relevant to any District or Town. That is, the Allotment types associated with the District/Town such as Location, Lot etc; the Type of Region such as T – Townsite or R – Rural; Lower and Upper Range of Allotment Numbers; and the Date of Last Change for each lot, if any.

**Example of Use**

Sometimes when you are given an allotment type it may not register as a valid number. The *Crown Allotment Reference* enquiry option allows you to check the details to validate the information supplied, eg. sublot, location, lot, etc.

1. **Select Option.**

On the 'Historical Crown Allotment Enquiry' page, ensure the **Enquiry Option: Crown Reference** is selected. Once this is done, the search option for selecting a district/ town name will appear in the **Search Options** area, as shown below:
2. Choose Search Option.
   The names of Districts/Towns will appear in alphabetical order in the District/Town Name field. Choose a name from this list.

3. Perform Search.
   Once a District/Town has been selected, click the button to perform the search. The results of the search based on your criteria will then be displayed on a Crown Allotment Reference Listing page.

   If your search was successful, results will appear in alphabetical order as shown in the example below:

From the example page above, the results listed shows information regarding the Type of Lots held in that district, the Type of Region the district is, such as a Townsite or Rural. The page will also display the date of last change for each lot, if any.

Note: If no results are found, a message will appear. You should check the accuracy of your search criteria and perform another search.
6.2.2 Productions

This option allows you to enquire if a duplicate Certificate of Title or Document has been produced at Landgate for another party to act upon or has supporting evidence for documents to be registered. It also allows you to view the purpose of its production and who has been given authority to lodge documents affecting a specific title.

You have the option to search by Certificate of Title or Document Number.

To perform a Production enquiry at any time:

1. **Select Option.**
   
   On the ‘Other Enquiry’ page, select the Enquiry Option: Production. Once this is done, options available for performing a search for a Certificate of Title or Document will appear, as shown below:

   ![Production Enquiry page](image)

   **Figure 6.62: “Production Enquiry” page**

   Choose to enquire by Certificate of Title or Document Number.

2. **Enter Search Criteria.**
   
   Depending on your enquiry type:

   i) to search by **Certificate of Title**
      
      Enter a valid volume and folio number of a Title eg. “2220-211”

   ii) to search by **Document Number**
      
      Enter a valid document number eg. “d123456”
3. **Perform Search.**

Once the search criteria has been entered correctly, click the **Search** button to perform the search. The results of the search based on your search criteria will then be displayed on a **Production Listing** page.

If your search was **successful**, results will appear in **Date of Production** order as shown in the example below:

![Production Listing](image)

**Note:**

i) If an **invalid** Certificate of Title was entered, a message **No records found.** will appear. You should check the accuracy of your search criteria and perform another search.

ii) If a **valid** Certificate of Title was entered and **no results** were found, a message **The COT was valid but there were no productions found** will appear. This means that the Title is yet to be delivered to Landgate.
4. **Obtain More Information.**

To see more details of a production on the *Production Listing* page, highlight the production item and then click on it (see example below):

![Figure 6.64: Highlight item and then click to view more details.](image)

The following page is displayed showing details of the production:

![Figure 6.65: Details of Production.](image)

From the above example, the Certificate of Title "2220-211" has been issued to "Box 430E – The Mortgage Co Pty Ltd" for the purpose of ANZ to lodge a subsequent mortgage.

**Note:** Where the status shows ‘Normal’, this indicates that the Title has been produced and documents registered. Where the Status shows ‘Produced’, documents have not yet to been lodged.
6.2.3 Issuing

This option informs you of when and where a duplicate Certificate of Title or Document was last issued, whether by post, or a delivery box located in Midland, Bunbury or Perth.

There are two options available when performing an Issuing Enquiry:

- Certificate of Title
- Document number

To perform an Issuing enquiry at any time:

1. **Select Option.**
   
   On the ‘Other Enquiry’ page, select the Enquiry Option: Issuing. Once this is done, options available for performing a search for a duplicate Certificate of Title or Document will appear, as shown below:

   ![Issuing Enquiry page](image)

   Figure 6.66: “Issuing Enquiry” page

   Choose to enquire by Certificate of Title or Document Number.

2. **Enter Search Criteria.**
   
   Depending on your enquiry type:
   
   i) to search by **Certificate of Title**
      
      Enter a valid volume and folio number of a Title eg. “2010-705”
   
   ii) to search by **Document Number**
      
      Enter a valid document number eg. “d123456”
3. **Perform Search.**

Once the search criteria has been entered correctly, click the **Search** button to perform the search. The results of the search based on your search criteria will then be displayed on an **Issuing Enquiry Listing** page.

If your search was **successful**, results will appear in **List Number** order as shown in the example below:

![Figure 6.67: Results will be displayed on an “Issuing Enquiry Listing” page](image)

*Displays any parties being issued with items*  
*Indicates more results found; click to go to another page*

**Note:** If **no results** are found, a message **![No records found.](image)** will appear. You should check the accuracy of your search criteria and perform another search.
4. **Obtain More Information.**

To see more details of what has been issued on the *Issuing Enquiry Listing* page, highlight the issuing item and then click on it (see example below):

![Issuing Enquiry Listing](image)

The following page is displayed showing Issuing details:

![Issuing Enquiry Detail](image)

Using the example above, the *Issuing Enquiry Detail* page will display a ‘Date Verified’. This date means that the item has been collected by the issuing party.

**Note:**
- No verification date will be displayed if the item was *posted*.
- Where a verification date is not displayed for an item that is to be issued to a customer’s delivery box or from a Landgate office; it means the item has *not yet been collected by the customer.*
6.2.4 Power of Attorney

This option informs you if a Power of Attorney has been deposited at Landgate and displays information contained in the Document.

How will I know if a Power of Attorney has been revoked?
A red coloured warning flag will appear stating that this Power of Attorney has been revoked and the number of the document that revoked the powers of the original document.

There are three different options to choose from when performing a Power of Attorney enquiry.

- Document Number
- Donor Name
- Attorney Name

To perform a Power of Attorney enquiry at any time:

1. Select Option.
   On the ‘Other Enquiry’ page, select the Enquiry Option: Power of Attorney. Once this is done, options available for performing a search for a Power of Attorney will appear, as shown below:

   ![Image of Power of Attorney search interface](image)

   Figure 6.70: Search for Power of Attorney details.

2. Choose Enquiry Option.
   Choose to enquire by Document Number or Donor Name or Attorney Name.
   Depending on your enquiry, the appropriate page will then be displayed.

Details for performing the above types of enquiry options are outlined in the next few sections.
6.2.4.1 Document Number Search

To perform a ‘Power of Attorney’ enquiry by Document Number:

1. Select Option.
   - On the ‘Power of Attorney’ page, ensure the **Enquiry Option: Document Number** is selected. Once this is done, the **Document Number** field will appear.

2. Enter Search Criteria.
   - Enter a valid **Document Number** eg. “d323416”.
     (NB: The system is not case-sensitive; therefore you can use lowercase letters).

3. Perform Search.
   - Once a **Document Number** has been entered correctly, click the **Search** button to perform the search.

   **Note:** If no results are found, a message **No records found.** will appear. You should check the accuracy of your search criteria and perform another search.

If your search was successful, then the results matching your search criteria will be displayed on a **Power of Attorney Enquiry Detail** page as shown in the example below:

![Power of Attorney Enquiry Detail screen](image)

**NOTE:** Landgate recommends obtaining a copy of the original Power of Attorney document to confirm details.
6.2.4.2 **Donor and Attorney Name Search**

To perform a ‘Power of Attorney’ enquiry by Donor Name or Attorney Name:

1. **Select Option.**
   
   On the ‘Power of Attorney’ page, ensure either the *Enquiry Option: Donor Name* or *Attorney Name* is selected. Once this is done, the appropriate search criteria will appear.

2. **Enter Search Criteria.**
   
   Depending on your selection, the appropriate search criteria will appear: *(NB: The system is *not* case-sensitive, therefore you can use lowercase letters).*
   
   i) to search by **Donor Name** *(ie. someone who is providing authority to act on their behalf)*
   
   Enter a valid *Donor Name* eg. “smith, citizen” (this will retrieve all persons whose name is “Citizen Smith”, or “Citizen Michael Smith”, etc.).
   
   ii) to search by **Attorney Name** *(ie. someone who has authority to act on the Donor’s behalf)*
   
   Enter a valid *Attorney Name* eg. “harris, p” (this will retrieve all persons whose name is “P Harris”, or “Polly Harris”, or “Peter C Harris”, etc.).

   **Note:** To enhance your search, provide as much information as possible in your search criteria to limit the number of pages you may need to scroll through in order to find the details you are after eg. “Bloggs, John H”, or “Caltex Oil”.

3. **Perform Search.**

   Once the appropriate search criteria has been entered correctly, click the button to perform the search. If your search was *successful*, then the results matching your search criteria will be displayed on a *Power of Attorney Listing* page as shown in the example below:

   ![Figure 6.72: Power of Attorney searching by Donor Name/Attorney Name](image)

   **Note:** If *no results* are found, a message will appear. You should check the accuracy of your search criteria and perform another search.
4. **Obtain New Listing.**

If the first returned listing does not present you with the information you require:

i) click on the Next button which will display a new Power of Attorney Listing page showing the next set of results.

ii) use “Viewing page” (appearing at the top right of list) to go to another page directly. This facility is used for faster scrolling through result pages and helps to identify how many pages have been scrolled; or

iii) verify the entered details for correct spelling/format and perform a new search by clicking on the button appearing at the top right of the page.

5. **Obtain More Information.**

To see more ‘Power of Attorney’ details on the Power of Attorney Listing page, highlight the item and then click on it (see example below):

![Power of Attorney Listing page by Donor Name/Attorney Name](image)

The following details page will then be displayed:

![Power of Attorney Enquiry Detail](image)
6.2.5 Dealing Progress

This option allows you to find out information on the progress of a document you may have registered with Landgate or to check on why a Certificate of Title is “Subject to Dealing”.

It allows you to keep a track of your dealing in Landgate and any other dealing you are enquiring about. For example, where the Dealing is in Landgate, how and what type of documents were registered in this dealing, which certificates of titles are being affected by this Dealing and/or whether this dealing has been completed and when.

Note: When lodging a number of documents, the case number of a dealing is the first document lodged for that particular transaction. Eg. if you lodged a Discharge of Mortgage, Transfer of Land and Mortgage the case or dealing number would be the allocated number of the Discharge of Mortgage.

There are three options to choose from when performing an enquiry on the progress of a dealing:

- Dealing / Case
- Document Number
- Certificate of Title

To perform a Dealing Progress enquiry at any time:

1. Select Option.

On the ‘Other Enquiry’ page, select the Enquiry Option: Dealing Progress. Once this is done, search options will appear, as shown below:

![Dealing Progress Enquiry - Microsoft Internet Explorer](image)

2. Choose Enquiry Option.

Choose to enquire by Dealing / Case or Document Number or Certificate of Title. Depending on your enquiry, the appropriate page will then be displayed.

Details for performing the above types of enquiry options are outlined in the next few sections.
6.2.5.1 Dealing / Case Search

To enquire on the progress of a dealing by Dealing/Case:

1. **Select Option.**
   
   On the ‘Dealing Progress Enquiry’ page, ensure the **Enquiry Option: Dealing/Case** is selected. Once this is done, the **Dealing/Case Enquiry** field will appear.

2. **Enter Search Criteria.**
   
   Enter a valid dealing/ case number in the **Dealing/Case Enquiry** field eg. “l685897”.
   
   **(NB: The system is not case-sensitive; therefore you can use lowercase letters).**

3. **Perform Search.**
   
   Once a **Dealing/Case** number has been entered correctly, click the **Search** button to perform the search. If your search was **successful**, then the results matching your search criteria will be displayed on a **Dealing Progress Case Detail** page as shown in the examples below:

**Example 1:** Shows a case dealing that is ‘in Progress’

![Dealing Progress Case Detail](Image)

The above page displays Certificates of Title that are flagged to the dealing.

The **Date of Last Movement** shown indicates when the dealing went to that section and can give you an indication of how much longer the dealing will take to issue.
Example 2: Shows a ‘completed’ case

![Screenshot of a completed case](image)

Figure 6.78: Details of a case has been completed.

**Note:** If no results are found for a valid Case Number, a message ![No records found.](image) will appear. You should check the accuracy of your search criteria and perform another search.

**What happens if you enter a Document Number instead of a Case Number?**

If you enter a Document Number that is not a Case Number in the Dealing/Case Enquiry field, the system will display the details of the case that the document is attached to.

For example, if you incorrectly enter a Document Number ‘I500000’ into the Dealing/Case Enquiry field used for searching by “Dealing/Case”, as shown below:

![Screenshot of a Document Number search](image)

...and then clicked on the ![Search](image) button.
The system will retrieve details of Case “I499999” which the document “I500000” is associated with, as shown below:

Figure 6.79: Details of a case associated with Document Number ‘I500000’.

If this is not what you require, then ensure that the Document Number enquiry search is selected (as explained in the next section) in order to view details of progress of the dealings associated with the document.

6.2.5.2 Document Number Search

To enquire on the progress of a dealing by Document Number:

1. Select Option.
   
   On the ‘Dealing Progress Enquiry’ page, ensure the Enquiry Option: Document Number is selected. Once this is done, the Document Enquiry field will then appear.

2. Enter Search Criteria.
   
   Enter a valid document number in the Document Enquiry field eg. “i685899”. (NB: The system is not case-sensitive; therefore you can use lowercase letters).

3. Perform Search.
   
   Once a document number has been entered correctly, click the Search button to perform the search. If your search was successful, then the results matching your search criteria will be displayed on a Document Enquiry Details page as shown in the examples below:
Example 1: Shows a dealing related to a document that is ‘in Progress’

<table>
<thead>
<tr>
<th>Document Enquiry Details</th>
<th>Indicates more details can be viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Document Number</strong></td>
<td>1685899</td>
</tr>
<tr>
<td><strong>Document Type</strong></td>
<td>Discharge of Mortgage</td>
</tr>
<tr>
<td><strong>Case Number</strong></td>
<td>1685897</td>
</tr>
<tr>
<td><strong>Location text</strong></td>
<td>EXAM1C</td>
</tr>
<tr>
<td><strong>Date of last movement</strong></td>
<td>14/01/2005</td>
</tr>
<tr>
<td><strong>Lodged By</strong></td>
<td>ILMA TESTING SETTLEMENTS</td>
</tr>
<tr>
<td><strong>Box Number</strong></td>
<td>181R</td>
</tr>
</tbody>
</table>

This product is for information purposes only. A search of the original document may be required.

Figure 6.80: Results of a dealing associated that is in progress.

Example 2: Shows a ‘completed’ Document

<table>
<thead>
<tr>
<th>Document Enquiry Details</th>
<th>Status of dealing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Document Number</strong></td>
<td>J104656</td>
</tr>
<tr>
<td><strong>Document Type</strong></td>
<td>Mortgage</td>
</tr>
<tr>
<td><strong>Date of last movement</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Lodged By</strong></td>
<td>BANKWEST</td>
</tr>
<tr>
<td><strong>Box Number</strong></td>
<td>141E</td>
</tr>
</tbody>
</table>

Document Completed on 19/09/2004

This product is for information purposes only. A search of the original documentation may be required.

Figure 6.81: Results of a completed document.

Note: If no results are found for a valid Document Number, a message ‘No records found.’ will appear. You should check the accuracy of your search criteria and perform another search.
4. **Obtain More Information on Dealing.**

To see more details of the dealing, relating to the document originally searched, on the *Document Enquiry Details* page click on the button, as shown below:

[Image]

**NOTE:** This is like conducting a Dealing/Case enquiry see the previous section 6.2.5.1 *Dealing/Case Search* for more details.

The following *Dealing Progress Case Detail* page will then appear as shown below:

![Image]

For more information on the above page, please refer to step 3 on the previous section 6.2.3.1 *Dealing/Case Search* within this User Guide.
6.2.5.3 Certificate of Title Search

To enquire on the progress of a dealing by Certificate of Title:

1. **Select Option.**
   
   On the 'Dealing Progress Enquiry' page, ensure the Enquiry Option: Certificate of Title is selected. Once this is done, the Certificate of Title Enquiry field will appear.

2. **Enter Search Criteria.**
   
   Enter a valid Certificate of Title volume and folio number in the Certificate of Title Enquiry field eg. “1409-931”.
   
   *(NB: The system is not case-sensitive; therefore you can use lowercase letters).*

3. **Perform Search.**
   
   Once a volume and folio number for a Title has been entered correctly, click the button to perform the search.
   
   **Note:** If no results are found for a valid Certificate of Title, a message will appear. You should check the accuracy of your search criteria and perform another search.

If your search was **successful**, then the results matching your search criteria will be displayed on a Certificate of Title Enquiry Details page as shown in the example below:

![Certificate of Title Enquiry Details](image)

**Note:** If there is a dealing on a Certificate of Title and a subsequent dealing is lodged, the first dealing is the leader and the second dealing is the follower.
4. **Obtain More Information on Dealing.**

To see more details of the dealing on the *Certificate of Title Enquiry Details* page, click on the "button as shown below:

![Leader Case Number: 1685887]

The following *Dealing Progress Case Detail* page will then appear as shown below:

![Image of Dealing Progress Case Detail page]

The above *Detail* page will show if there are any followers lodged against any of the titles. **Followers** exist if another dealing has been lodged for the Certificate of Title (a “Yes” will appear under the followers column; you can then click on the title to view the details of that case).

*For more information on the above page, please refer to step 3 on the previous section 6.2.3.1 Dealing/Case Search within this User Guide.*
6.2.6 **Legal Survey Status**

This option allows you the ability to search on any survey and find out its legal status.

**To find out the legal status of any survey at any time:**

1. **Select Option.**
   
   On the ‘Other Enquiry’ page, select the *Enquiry Option: Survey Status Enquiry*. Once this is done, search options will appear as shown below:

   ![Survey Status Enquiry](image)

   **Figure 6.85: Enquire on the legal status of surveys.**

2. **Choose Type of Search.**
   
   Choose type of survey you wish to search by: *Diagram*, or *Plan/ Deposited Plan*, or *Strata/ Survey Strata*.

3. **Enter Search Criteria.**
   
   Enter a valid survey number in the *Survey Number* field eg. ‘32514’.

4. **Perform Search.**
   
   Once a valid survey number has been entered correctly, click the *Search* button to perform the search.

   **Note:** If no results are found, a message ![No records found](image) will appear. You should check the accuracy of your search criteria and perform another search.
If your search was **successful**, then the results matching your search criteria will be displayed on the same *Survey Status Enquiry* page as shown in the example below:

![Survey Status Enquiry](image)

*Figure 6.86: Results show status of a diagram of a Survey.*

The results returned will provide you with the legal status of the survey and date of occurrence (ie. the date displayed in the *Date of Legal Status* field as shown above).

**IMPORTANT:** Where the *Date of Legal Status* appears as ‘01/01/0001’, this “status” date is not available.

Landgate always recommends obtaining a copy of the survey to verify details.

---

**Points to Remember...**

- When searching in ‘Other Enquiries’, provide as much information as possible in your search criteria to limit the number of pages you may need to scroll through.

- Use the **Viewing Page** function to help reduce the amount of page scrolling.
6.2.7 Conversion Charts

This option allows you to access (from within Land Enquiry) an external website called “Online Conversion.com”. This website allows you to convert from any type of measurement to another.

To convert a measurement:

1. Select Option.

On the ‘Other Enquiry’ page, click on the link Conversion Charts as shown below:

![Figure 6.87: Link to ‘Conversion Charts’ website.](image-url)
2. **Access website.**

When the “Conversion Charts” link is clicked, a new browser window will open taking you to the “Online Conversion.com” website. (ie. website: http://www.onlineconversion.com).

On the website, follow the links displayed and prompts to complete your measurement conversion.

The following website appears as follows:

![The “Online Conversion” website.](image)

**IMPORTANT:** Accessing this website will not incur any charges.
7. Order Options

Within Land Enquiry, orders can be placed online. There are a number of ordering options available to you:

- **Order Entry**
  This is a direct ordering facility whereby copies of Certificates of Title, Documents and Surveys can be ordered online.

- **Check Search Entry**
  This option will assist you in determining if there has been any action(s) associated with Certificates of Title over a specified period of time.

- **Review Current Order**
  This facility shows outstanding orders under the current Print Request. These items may have been added during interactive searching or via the Order Entry page. It allows you to delete and check any items you are intending to order.

**What charges are incurred when ordering Landgate products?**

Product and applicable surcharges will be incurred for items ordered containing images (such as Certificates of Title, Surveys, and Documents), and for check searches. These will be recorded against a Print Request Number.

No interactive charges will be incurred when ordering products by entering its item numbers within the Order Entry or Check Search Entry ordering options. NB: Item numbers pre-populated into an Order Entry page via an interactive search, may have accrued interactive charges. These interactive charges will have been applied to your Master Request Number.

**To access any of the ordering options at any time:**

1. At the top right of the page, move the mouse pointer over “Order Options”, and choose either “Review Current Order”, “Order Entry”, or “Check Search Entry” as shown below:

   ![Order Options](image)

   Figure 7.0: Ordering options available in 'Land Enquiry'.

   **Note:** The Review Current Order menu option will only appear when a print request has been created.

2. Depending on your selection the appropriate page will then appear. These pages are further explained in the following sections.
7.1. Order Entry

The Order Entry facility allows you to order copies of Certificates of Title, Documents and Surveys online. These may be ordered at the same time using one Print Request Number.

For more information on Print Request Number, please refer to section 5.1 Charging within ‘Land Enquiry’ within this User Guide.

To Place an Order:

1. Select Option.

On the navigation bar, move the mouse pointer over Order Options, and a list of menu options will appear. Then click to select option Order Entry. The following page will be displayed:

A new Print Request Number will be generated if no orders previously placed.

As shown in the figure above, orders can be placed for known Certificates of Title, Surveys and Documents. Each of these is explained next.
7.1.1 Certificate of Title Orders

To order a Certificate of Title:

1. Select Option.

On the Order Entry page, ensure the “Order Entry Details” option: Certificate of Title is selected. A number of entry fields will be displayed as shown below:

![Figure 7.2: Place a Certificate of Title order](image)

2. Place Orders.

Enter the following for each Certificate of Title order:

(NB: The system is not case-sensitive; therefore you can use lowercase letters.)

- **Certificate of Title** (mandatory)
  
  Enter a valid volume and folio number for a Certificate of Title, for example:

  ![Certificate of Title](image)

  “Help” button. Click to show correct Title No. format to enter

- **Sketch** (optional)

  By placing a tick in the Sketch checkbox ( ), you are confirming that one of the following items be provided to you with the current version of the Title:

  i) a “sketch” of the parcel that is in the form of a survey, or

  ii) a Certificate of Title which contains a “sketch” of the parcel.
Note: The system will provide you with a message if sketches are not available for selected Titles.

- Reference (optional)
  
The *Initiated From/ Reference* field can be used in a number of ways. For example, you may wish to indicate that the Title being ordered is for Client XYZ having a file reference no.1234. Therefore, using this example, the details entered may appear as:

<table>
<thead>
<tr>
<th>Initiated From / Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client XYZ (File Ref No. 1234)</td>
</tr>
</tbody>
</table>

Note: Reference details entered here will be displayed on the Order Review page and the Print Request Summary (PDF) document.

How will Interactive Searching Update the Reference Field?

If a Certificate of Title was added via an *interactive search* this field will be pre-populated with details advising where this information was obtained from. You may change or add to this reference as required.

IMPORTANT: Landgate recommends a maximum number of 10 items to be added to any single order (ie. print request). This will assist in timely delivery of your order.
3. Review Orders.

Once all details are entered correctly, click the **Proceed to Order Review** button to place order(s). The following *Order Review* page will appear as shown below:

![Order Review Page](image)

**Note:**

(i) The status of a Title may be shown as “Subject to Dealing”, “Cancelled”, “In Scanning”, etc. *(as shown above)*. To order these Titles you need to place a tick (✓) in the *Copy* checkbox, and then click on the **Update Order Details** button.

(ii) Orders will not be processed until the **Submit** button is clicked.

*For more details on the above *Order Review* page, please refer to section 7.3 *Review Current Order* within this User Guide.*


At this stage, you may not wish to submit any orders yet and may want to perform other functions in *Land Enquiry*, such as:

- make further enquiries, or
- order additional items.

**To do this:**

1. Whilst in the *Order Review* page, depending on what other function you may wish to perform next, either click on the menu *Order Options* or *Enquiry Options*. 
Products currently placed in the **Order Review** page will not be submitted and will remain “unprocessed”. Any orders not yet submitted are known as “outstanding orders” or “active print requests”.

**IMPORTANT:**
- Active print requests must be processed before performing check searches, changing Master Request Numbers or logging out of **Land Enquiry**. The system will notify you of any active requests.
- Any active Master Request Numbers or Print Request Numbers will be processed at the end of the day automatically by the system. **Master Request Numbers** will be completed and **any charges posted to your account**. **Print Request Numbers** will be deleted and **charges will not be posted to your account**.

### 7.1.2 Survey Orders

Surveys of parcels can be ordered from within **Land Enquiry**.

**To order a Survey:**

1. **Select Option.**

   On the **Order Entry** page, ensure the “Order Entry Details” option: **Survey** is selected. A number of search criteria will be displayed as shown below:

   ![Survey Order Entry Diagram]

   *Figure 7.4: Place a Survey order*

   Should more than 10 surveys be required, click to add more items.
2. Place Orders.

Enter the following for each Survey order:

(NB: The system is not case-sensitive; therefore you can use lowercase letters.)

- **Survey Number** **mandatory**

  Enter a valid Survey number, for example:

  ![Survey Number](image)

  Note: A prefix is required to denote Survey Type.

  eg:  P = Plan
  D = Diagram
  S = Strata/Survey Strata
  DP = Deposited Plan

- **Sheet Number** (default setting) or **All Sheets** (optional)

  As some plans have many sheets, it is recommended that the survey sheet number required (if known) is ordered to avoid large print requests.

  The system will default to “Sheet 1” unless specified. Alternatively you can choose to be provided with all sheets by selecting the “All Sheets” check box.

- **Reference** (optional)

  The Reference field can be used in a number of ways. For example, you may wish to indicate that the survey being ordered is for Client XYZ having a file reference no. 12345. Therefore, using this example, the details entered may appear as:

  ![Initiated From / Reference](image)

  Note: Reference details entered here will be displayed on the Order Review page and the Print Request Summary (PDF) document.

---

**IMPORTANT:** Landgate recommends a maximum number of 10 items to be added to any single order (ie. print request). This will assist in timely delivery of your order.
3. **Review Orders.**

To review your current order, click the **Proceed to Order Review** button. The **Order Review** page will appear as shown below:

![Order Review Page]

Fig. 7.5: Survey orders appended to current order

**Note:** Orders will not be processed until the **Submit** button is clicked.

*For more details on the above Order Review page, please refer to section 7.3 Review Current Order within this User Guide.*

4. **Continue Processing Orders.**

At this stage, you may not wish to submit any orders yet and may want to perform other functions in *Land Enquiry*, such as:

- make further enquiries, or
- order additional items.

**To do this:**

1. Whilst in the Order Review page, depending on what other function you may wish to perform next, either click on the menu Order Options or Enquiry Options.

   Products currently placed in the Order Review page will not be submitted and will remain ‘unprocessed’. Any orders not yet submitted are known as “outstanding orders” or “active print requests”. 
IMPORTANT:

Active print requests must be completed before performing check searches, changing Master Request Numbers or logging out of Land Enquiry. The system will notify you of any active requests.

Any active Master Request Numbers or Print Request Numbers will be processed at the end of the day automatically by the system. Master Request Numbers will be completed and any charges posted to your account. Print Request Numbers will be deleted and charges will not be posted to your account.
7.1.3 Document Orders

To order a Document:

1. Select Option.

   On the Order Entry page, ensure the “Order Entry Details” option: Document is selected. A number of entry fields will be displayed as shown below:

   ![Order Entry Page Screenshot]

   **Figure 7.6: Place a Document order**

2. Place Orders.

   Enter the following for each Document order:

   *(NB: The system is not case-sensitive; therefore you can use lowercase letters.)*

   - **Document Number** *(mandatory)*

     Enter a valid Document number, eg: A1234, J21542, 123/1945, etc.

     ![Document Number Entry]

     **Note:** Do not include any spaces when entering a document number.
## Document Type

The *Document Type* is mandatory for Year Documents (greater than 1875 or equal to Year 1969). For these documents you must select the type of document (e.g. Mortgage) from the “drop-down list” box.

For all other documents (e.g. D323416), the *Document Type* is not required. The *Document Type* for these documents will be automatically populated by the system and can be confirmed on the *Order Review* page.

**Note:** Document types are displayed on the *Review Order* page. Please confirm the document you have entered prior to submitting your order.

## Reference (optional)

The *Reference* field can be used in a number of ways. For example, you may wish to indicate that the document being ordered is for Client XYZ having a file reference no.12345. Therefore, using this example, the details entered may appear as:

```
Initiated From / Reference
Client XYZ (File Ref No: 1234)
```

**Note:** Reference details entered here will be displayed on the *Order Review* page and the *Print Request Summary* (PDF) document.

## Page Options / Page Range

The system provides you with the ability to order all or specific pages of a document. The page options available include:

i) **Default Pages**
   - Selecting this option will order a copy of the document with the standard first 4 and last 4 pages (depending on the type of document).

ii) **All Pages**
   - Selecting this option will order all pages of a document.

iii) **First Last**
   - When this option is selected, the *Page Range* field will appear. Then enter the *First* XX number of pages required and *Last* XX number of pages required of the document you wish to order.

iv) **From To**
   - When this option is selected the *Page Range* field will appear. Then enter the *From* and *To* page range numbers of the document you wish to order.

**Note:** The page numbers you use may not reflect the actual numbered page in the document you order, i.e. by ordering only page 8, the system may return a different page number than expected. This is because it is returning image 8 of a
document and cannot match exact pages that are numbered, with its location within the scanned image.

IMPORTANT: Landgate recommends a maximum number of 10 items to be added to any single order (ie. print request). This will assist in timely delivery of your order.

3. Review Orders.

Once all details are entered correctly, click the Proceed to Order Review button to place order(s). The following Order Review page will appear as shown below:

For more details on the above Order Review page, please refer to section 7.3 Review Current Order within this User Guide.


At this stage, you may not wish to submit any orders yet and may want to perform other functions in Land Enquiry, such as:

- make further enquiries, or
- order additional items.

**To do this:**

1. Whilst in the *Order Review* page, depending on what other function you may wish to perform next, either click on the menu *Order Options* or *Enquiry Options*.

Products currently placed in the *Order Review* page will not be submitted and will remain ‘unprocessed’. Any orders not yet submitted are known as “outstanding orders” or “active print requests”.

**IMPORTANT:** ➔ Active print requests must be processed before performing check searches, changing Master Request Numbers or logging out of *Land Enquiry*. The system will notify you of any active requests.

➔ Any active *Master Request Numbers* or *Print Request Numbers* will be processed at the end of the day automatically by the system. *Master Request Numbers* will be completed and **any charges posted to your account**. *Print Request Numbers* will be deleted and **charges will not be posted to your account**.

**Points to Remember...**

- Any active *Master Request* and *Print Request Numbers* will be processed at the end of the day;
  - *Master Request Numbers* will be **completed** and **any charges posted to your account**.
  - *Print Request Numbers* will be **deleted** and **charges will not be posted to your account**.

- Keep a record of your pending orders either by saving or printing the *Print Request Summary* (PDF) document. This is for reconciliation purposes when you receive your tax invoice.

- Make use of the *Reference* (incl. *Order Reference*) fields as this will assist you in determining the reason for placing orders for specific item(s).
7.2. Review Current Order

At any stage within *Land Enquiry*, you are able to review all products in the current ‘active’ order. This facility provides the ability to:

- delete any products that are no longer required;
- state how products are to be received eg. by fax, over the counter, etc.; and
- specify an *Order Reference* for your Company’s internal use.

**To Review Order:**

1. Select Option.

   On the navigation bar, move the mouse pointer over *Order Options*, and a list of menu options will appear. Then click to select option **Review Current Order**.
2. **Review the Order.**

When this option is selected, the following page will then be displayed:

![Image of Order Review page]

**How can I Check the ‘Status’ of a Certificate of Title on this Page?**

On the Order Review page, a ‘status’ column (appearing in the Certificates of Title section of the page) will advise the registration status of a Certificate of Title. These include Certificates of Titles that have been “Cancelled” or are “Subject To Dealing”.

There are three actions that may be taken:

i) select the ‘Copy’ check box to obtain a print of this item *(as shown in the example above)*; or

ii) delete the item from the order *(see the following sub-section 2.3 Delete an Item from Order)*; or

iii) leave the item in the order. The item will appear on your Search Summary sheet advising the status of the title. **No copy will be provided in your order.**

2.1 **Specify How an Order is to be Received.**

*Land Enquiry* provides you with the ability to specify how your current order is to be received. Choose one of the following options:

i) **Counter** 🚦 This will require you to pick up the items ordered from the counter/your business Landgate Delivery Box situated at:

   Landgate *(Head Office)*
1 Midland Square
MIDLAND  6056

ii) Fax  You may be required to specify a fax number (as shown below) and Landgate will fax the item(s) ordered through to this number.

Enter fax number if no number is displayed

iii) Post Within Australia  You will be required to enter the following details as shown in the example below:

You will be required to enter the following details as shown in the example below:

iv) Post Overseas  You will be required to enter the following details as shown in the example below:

2.2 Enter Your Own Order Reference.

Enter a reference unique to the order requested in the Order Reference field, eg. “The Smith Project”. This may have been pre-populated from your ‘My Reference’. It can be amended, deleted or added to.

Note: Order References will be printed on the Statement Summary that is provided with your request items.

2.3 Delete an Item from Order.

Place a tick (✓) in the checkbox next to the item to be deleted (as shown in the example below):

Figure 7.15: Delete an item ordered.
Upon selecting an item for deletion, the **Submit** button will change to display **Update Order Details**. You must then click on the **Update Order Details** button to delete the item.

### 2.4 Cancel Total Order.

To **cancel** the order, select the **Cancel Order** button. A message box will appear to confirm the cancellation of your entire order:

![Microsoft Internet Explorer message box](image)

Click **[Ok]** to cancel order and return to the General Enquiry page; otherwise click **[Cancel]** to return to the Order Review page.

**Note:** By cancelling an order, this does not cancel any interactive search fees which may have been incurred during the ordering process.

### 3. Continue Processing Orders.

At this stage, you may not wish to submit your current Print Request yet and may want to perform other functions in *Land Enquiry*, such as:

- make further enquiries, or
- order additional items.

**To do this:**

1. Whilst in the Order Review page, depending on what other function you may wish to perform next, either click on the menu **Ordering Options** or **Enquiry Options**.

Products currently placed in the Order Review page will not be submitted and will remain ‘unprocessed’. Any orders not yet submitted are known as “outstanding orders” or “active print requests”.

**IMPORTANT:**

- **Active print requests** must be processed before performing check searches, changing Master Request Numbers or logging out of *Land Enquiry*. The system will notify you of any active requests.
- Any active **Master Request Numbers** or **Print Request Numbers** will be processed at the end of the day automatically by the system. **Master Request Numbers** will be completed and **any charges posted to your account**. **Print Request Numbers** will be deleted and **charges will not be posted to your account**.
4. **Process Total Order.**

Once your order is complete, you can click on the [Submit] button to process the print request. Product charges will now be recorded against the *Print Request Number* and the *Master Request Number*.

The following page will then appear confirming your order:

![Order Confirmation page](image)

**Note:** To close the *Order Confirmation* page and return to the *General Enquiry* page for further searching, click on the [Continue] button, otherwise you may choose to exit *Land Enquiry*.

For information on how to correctly exit ‘Land Enquiry’, please refer to section 3. ‘Logging off ‘Land Enquiry’ within this User Guide.
4.1 Confirming Your Order

To view details of your pending order, on the Order Confirmation page click on the link as shown in the figure above. The following Print Request Summary (PDF) document will be generated (in a separate web browser) for you to save or for printing. It will reflect all information seen on your Order Review page.

This document should be kept as a record of your pending order.

![Print Request Summary](image)

Note: The Print Request Summary will also display:
- your Order Reference;
- any Item References; as well as
- the Master Request Number that was current at time of creating your Print Request.

Points to Remember...

- Keep a record of your pending orders either by saving or printing the Print Request Summary (PDF) document. This is for reconciliation purposes when you receive your consolidated billing statement.
- Make use of the Reference (incl. Order Reference) fields as this will assist you in determining the reason for placing orders for specific item(s).
7.3. Check Search Entry

Performing a check search will enable you to check for any action(s) associated with any Certificates of Title over a specified period of time.

Prior to entering this Check Search facility, all previous orders must have been processed.

**Note:** ALL existing print requests that are non-check search related must be completed prior to a check search being conducted.

**To perform a Check Search:**

1. **Select Option.**

   On the navigation bar, move the mouse pointer over Order Options, and a list of menu options will appear. Then click to select option Check Search Entry.

   ![Check Search Entry page]

   The following Check Search entry page will then appear:

   ![Print Request Number generated if no orders previously placed]

   A new Print Request Number will be generated if no orders previously placed.
2. **Enter Check Search Details.**

Enter the following for each Certificate of Title order:

*(NB: The system is *not* case-sensitive; therefore you can use lowercase letters.)*

- **Certificate of Title** *(mandatory)*
  
Enter the volume and folio number of the Title, for example:

  ![Certificate of Title](image)

- **Date Last Search**
  
The “Date Last Search” is defaulted to three months prior to the current date.

  **NOTE:** You can not use a date older than 3 months.

  However, should you need to change the date to be less than three months, select the calendar icon. The calendar will then be displayed, as shown below.

  ![Calendar](image)

  When the date has been selected the calendar will disappear and the Check Search Entry page will be displayed.

- **Reference** *(optional)*
  
The *Reference* field can be used in a number of ways. For example, you may wish to indicate that the Title being ordered is for Client XYZ having a file reference no.12345.

  **Note:** Reference details entered here will be displayed on the Check Search Review page and the Check Search Summary (PDF) document.

**IMPORTANT:** Landgate recommends a **maximum number of 10 items** to be added to any single order (ie. print request). This will assist in timely delivery of your order.
3. **Review the Order.**

Once all details have been entered correctly, on the Check Search entry page, click on the `Proceed to Order Review` button. The following `Review` page will then be displayed:

![Check Search Review](image)

**3.1 Specify How an Order is to be Received**

*Land Enquiry* provides you with the ability to specify how your current order is to be received. Choose one of the following options:

i) **View Results Online Only**

This will allow you to view the Check Search Summary (PDF) document online.

ii) **Fax and View Results Online**

This will allow you to view the Check Search Summary (PDF) document online as well as having the results faxed to a specific fax number. You may be required to specify a fax number in the appropriate field as shown below:

Enter fax number if no number is displayed

**Note:** If allocated, a fax number will be pre-populated by the system. Continue with this number or change it to suit your needs.

3.2 **Enter Your Own Order Reference.**

Enter a reference unique to the order requested in the *Order Reference* field, eg. “The Smith Project”. This may have been pre-populated from your ‘My Reference’. It can be amended, deleted or added to.

**Note:** This reference will appear on your check search results.
3.3 **Delete an Item from Order.**

Place a tick (✓) in the checkbox next to the item to be deleted (as shown in the example below):

Click to place a tick next to item to be deleted

**Figure 7.12: Deleting a check search item.**

Upon selecting an item for deletion, the **Submit** button will change to display **Update Order Details**. You must then click on the **Update Order Details** button to delete the item.

3.4 **Cancel Total Order.**

To **cancel** the order, select the **Cancel Order** button.

A message box will then appear to confirm cancellation of entire order:

Click **OK** to cancel order and return to the **General Enquiry** page; otherwise click **Cancel** to return to the **Check Search Review** page.

**IMPORTANT:** By cancelling an order, this does not cancel any interactive search fees which may have been incurred during the ordering process.
4. Process Total Order.

Once your order is complete, you can click on the **Submit** button to process the print request. Check search charges will now be recorded against the *Print Request Number* and the *Master Request Number*.

The following page will then appear confirming your order:

![Check Search Confirmation](image)

**Figure 7.13: Check Search Confirmation page**

**Note:** To close the *Check Search Confirmation* page and return to the *General Enquiry* page for further searching, click on the **Continue** button, otherwise you may choose to exit *Land Enquiry*.

*For information on how to correctly exit ‘Land Enquiry’, please refer to section 3. ‘Logging off’ ‘Land Enquiry’ within this User Guide.*
4.1 Confirming Your Order and Viewing the Results of Your Check Search

To view details of your check search request, on the Check Search Confirmation page click on the [here] link as shown in the figure above. The following Check Search Summary (PDF) document will be generated (in a separate web browser) for you to save or for printing. This document should be kept as a record of your pending order.

The document will contain two pages:

- The first page (as shown below) provides a summary of items ordered.

![Figure 7.14: First page of Check Search Summary](image)

- The second page (as shown below) provides the results of the check search performed on the Title(s) requested.

![Click to see details of check searches (appears on next page)](image)
From the example above, results of the check search can be seen below:

Order Options – Check Search Entry
Points to Remember...

- ALL existing print requests that are “non-check search” related must be completed prior to a check search being conducted.

- Keep a record of your pending orders either by saving or printing the Check Search Summary (PDF) document. This is for reconciliation purposes when you receive your tax invoice.

- Make use of the Reference (incl. Order Reference) fields as this will assist you in determining the reason for placing orders for specific item(s).
8. Appendices
Appendix A: Strata Lot Floor Codes

A .................. Attic
B .................. Basement
C .................. Cellar
G .................. Ground floor
LG ................. Lower ground
M .................. Mezzanine
UC ................. Undercroft
UF .................. Upper floor
UG ................. Upper ground
R .................. Roof
1 to 99 ............ 1st floor to 99th floor

Any combination of the following alpha characters A, B, C, and G, M, R followed by a numeric character is also valid, e.g. “M1” is “1st floor Mezzanine”.
## Appendix B: Strata / Survey Strata Plan Street Name Suffixes

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<th>SUFFIX</th>
<th>ABBREVIATION</th>
<th>SUFFIX</th>
<th>ABBREVIATION</th>
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Appendix C: Register Types

-- Crown grant or Certificate of title (no code is used)
EC .....................Country enrolment
ET .....................Town enrolment
GC .....................Country grant
GT .....................Town grant
LG .....................Lands copy grant
MB .....................Memorial book
PE .....................Permit
CL .....................Crown lease
RG .....................Railway grant
SP .....................Strata plan
SR .....................Surface right
LR .....................Crown land record
Appendix D: Freehold Survey Types

D ................. Diagram
P ................. Plan
S .................. Strata plan
DP ............... Deposited Plan
Appendix E: Valid Tenure Numbers I

The list of valid tenure numbers shows the lowest valid number for each tenure type and also indicates whether the tenure is an "Over" or "Under".

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Appendix F: Valid Tenure Numbers II

As a result of the Land Administration Act 1997 Crown tenures will be lodged as documents. The document number given at the time of lodgement for Registration under the Transfer of Land Act will be used to identify the tenures. Tenure type codes will be used to describe the purpose of the tenure. The tenure type will be used as a prefix to the document number when displayed in the Crown Allotment System (CAL).

Below is a listing of the new tenure type codes and a description

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An example of the format for Tenure numbers under the Land Administration Act:

“RL G123456” translates to “Reserve Lease G123456”
Appendix G: Reserve Warnings

The following warnings are used to indicate the status of a reserve:

- 20 A type
- Cancelled
- Easement
- Re-gazettal
- Caveat
- Cancelled by Crown Grant in Trust