

CUSTOMER INFORMATION



DOLA

Department of LAND ADMINISTRATION

BULLETIN

Bulletin No.75
16 February 1996

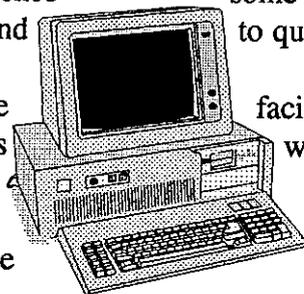
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A. Progress/Issuing Enquiries for Customer Remote Users

From time to time clients have expressed concerns with delays when making enquiries via the telephone to the Progress/Issuing Section. Due to the volume and sometimes difficult nature of enquiries, clients will at times experience some delays by being placed in a holding queue whilst officers from this area respond to queries.

As a Customer Remote User you have the Enquiry Menu to make basic enquiries the Progress/Issuing Section.



facility through your No Charge which would normally be directed to

The types of search enquiries you are able

to access include the following:

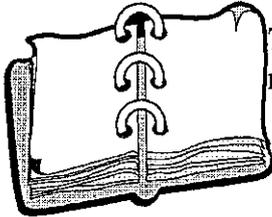
- | | |
|-----------------------------|---|
| Document Issuing | (Advise where duplicate titles, duplicate or triplicate documents and evidence has issued to) |
| Find a Document | (Display case number and location) |
| Find a Register | (Display case number and location) |
| Display Details and of Case | (Display details of the case and its location) |
| Duplicate Title Enquiry | (Advises if a duplicate title has been produced and the appropriate instructions) |
| Survey Status Enquiry | (Display the legal status of a survey) |

For further assistance refer to section 3 of your Customer Remote Searching User Manual or the officers from the Land Enquiry Centre who can advise you on how best to extract information. Contact telephone numbers for the Land Enquiry Centre are (09) 273 7343, (09) 273 7344 and (09) 273 7345.

B. Memorandum of Common Provisions

The practice and procedure involved in the lodgement, numbering and storing of a "Memorandum" was different to other documents lodged, notably the numbering system was not alphanumeric, ie No 1, No 2, etc.

As from the 2nd January 1996 the system changed "Memorandums" for mortgages and leases are now lodged, numbered and stored the same as any other document.



The "Memorandums" already lodged have been given a "G" prefix for easy reference, ie No 1 has become G1.

The "Memorandums" are examined by the Manager, Dealing Examination in Registration Branch, where they are either accepted or have a requisition raised and the lodging party is notified in the usual fashion if a requisition is raised.

This new procedure is in line with DOLA's moving to a single registration system where all documents are lodged and managed identically. The benefits for clients will be easier access to all documents within DOLA.

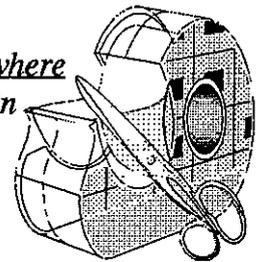
C. Survivorship Application Form (A2a)

Andy Kempton an Advice Officer of the Customer Education Centre saw a need for a new Survivorship Application to help streamline the process for customers.

Please Note:-

This form which incorporates a statutory declaration may only be used where there are only two proprietors and where there are no discrepancies in either the name of the deceased proprietor or the applicant.

In all other circumstances form A2 and B3 must be used



The form was developed to help private customers cope with form preparation, for many, it is their one and only contact with conveyancing.

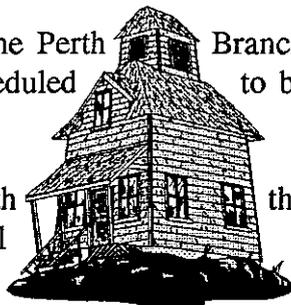
Initially, forms will be printed, within DOLA and will be available from Midland.

For further enquiries please ring the Customer Education Centre on (09) 273 7044 or fax (09) 273 7651.

D. Relocation of Perth Branch Office

The proposed relocation of the Perth Branch Office from Cathedral Avenue to Mount Newman House has been scheduled to be completed on the weekend of 24th and 25th February 1996.

The move is in conjunction with the State Taxation Department's move to accommodate their operational areas.

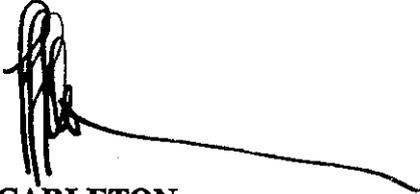


In keeping with DOLA's customer focus policy it was deemed essential for DOLA's document lodging area to be in close proximity to the Stamp Duty Section of the State Taxation Department which is situated on the Plaza Level, one level above the Perth Branch Office.

The Perth Branch Office will close for business in Cathedral Avenue at 5.00pm on Friday 23rd February 1996 and re-open for business at 8.00am at Mount Newman House on Monday 26th February 1996.

The address is Mount Newman House, Terrace Level, 200 St. Georges Terrace, Perth.

The entrance to the office is located on St. Georges Terrace, directly behind the Old Cloisters Building (currently occupied by Ansett Airlines).

A handwritten signature in black ink, appearing to be 'T Carleton', with a long horizontal line extending to the right.

T CARLETON
A/DIVISIONAL MANAGER
LAND TITLES DIVISION

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