

Bulletin No. 266 | 22 July 2015

Changes to lodgement services effective 1 September 2015

Landgate is currently undertaking a business improvement program to improve the customer experience. We are looking at operational efficiencies, modernising our systems, and reviewing our current range of products and services to deliver quicker turnaround times and greater transparency.

To leverage opportunities identified in our review, Landgate will make the following changes to our Lodgement Services effective from 1 September 2015.

Service	Before 1 September 2015	From 1 September 2015
FAST TRACK	<p>Fast Track is a 'user pays' service to expedite processing of a limited set of document types.</p> <p>With improved turnaround times for eligible documents types, customer use of the Fast Track service has diminished.</p>	<p>Landgate's modernised systems and processes are enabling improved processing times for this same set of documents as standard.</p> <p>The 'user pays' Fast Track service will no longer be required.</p>
EASIFORMS	<p>Easiforms is an online service providing electronic forms that are completed electronically, but printed for submission as a paper lodgement.</p> <p>Customer use of this service is minimal.</p>	<p>The Easiform service will no longer be available. As alternatives, Landgate customers can:</p> <ul style="list-style-type: none"> • Lodge documents online via electronic conveyancing (more information about use of the electronic platform is available on the PEXA website). • Download editable PDF Forms from the Landgate website for submission as a paper lodgement.
JOINT LODGEMENT	<p>Joint Lodgement occurs where multiple participating parties jointly present the components of a case (eg documents dealing on the same Certificate of Title), but request the components be lodged separately. It is used as a method to obtain the same date/time priority, while each party makes separate payments and receives separate receipts.</p> <p>Case management with multiple lodging parties for the same dealing results in processing complexity and extended timeframes.</p>	<p>Joint Lodgement will no longer be available. Components of a dealing presented jointly will be lodged together as a single case with one Lodging Party and payment.</p> <p>This approach will reduce the complexity of managing the case and improve the timeliness of the process for Landgate customers.</p>

Service	Before 1 September 2015	From 1 September 2015
CORRESPONDENCE	Where a case is withdrawn or rejected, case documentation is returned to the customer as a standard practice. Customers commonly do not require this documentation to be returned.	To minimise correspondence Landgate will no longer return case documentation as a standard practice.
SEAL ON REGISTERED DOCUMENTS	Documents lodged via Landgate's paper channel are stamped with a Government of Western Australia seal at the completion of processing.	A seal will no longer be applied to registered documents. Where provided to our customers, images of un-registered documents will be marked with 'Subject to Dealing', 'Withdrawn', or 'Rejected' in accordance with their status. A registered document will not have these markings. This approach is supported by legislation.
LODGEMENT ACCEPTABILITY CHECK (LAC)	Paper documents presented to Landgate undergo an acceptability check prior to lodgement. An improved LAC is being phased in from 20 July, to be fully implemented by 1 September 2015 (refer to CIB 265 published 17/06/2015). During this timeframe, the lodging party will be advised when a document does not pass the improved LAC, but may choose to continue with the lodgement despite the identified errors or omissions. Landgate will follow the normal requisition process which may delay processing of the document and will incur a requisition fee.	All paper documents presented to Landgate will undergo the improved acceptability check. Documents that do not meet the requirements of the improved LAC will <u>not</u> be accepted for lodgement. This approach is supported by legislation. By minimising documents lodged with errors, Landgate is improving processing timeframes and reducing the likelihood that our customers will incur requisition fees.

I am confident that you will see many benefits over the coming months associated with Landgate's business improvement program, including an overall better customer service experience.

For further information about our lodgement services, please contact Landgate's Customer Service Team on +61 (0)8 9273 7373 or email customerservice@landgate.wa.gov.au



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