

CUSTOMER INFORMATION



DOLA

BULLETIN

Department of LAND ADMINISTRATION

BULLETIN NO. 89
30th JUNE 1997**In this issue:**

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A. Self Assessment of Documents - (Lodging Fees)

The Self Assessment procedure has been in operation since 1988 and has many advantages for DOLA and customers alike. The procedure has relieved congestion at the acceptance counter and saved valuable time for customers. DOLA has just completed a survey of documents that are requisitioned and sent to stopped documents. A staggering 10% of those requisitions are lodging fee errors.

Not only is a stopped document a burden for you because of the \$30.00 requisition fee imposed but it necessitates a re-visit to a completed settlement. This is costly in terms of time and personal which would be better utilised arranging future settlements.

A little time and care in determining fees required for lodgement would benefit you and also ease the congestion in stopped documents, Help us to help you, please check your lodgement fees.

B. Searching Via Fax**"How to Help us Help you"**

Just a little reminder when you order searches ensure that the spelling of Streets and Proprietors Names are correct. In a busy environment it is very easy to transpose numbers or letters. Print the information in a *clear and concise way*. Your searches will be processed quicker.

C. Issuing Boxes

Customers are reminded that the purpose of Issuing Boxes is for the return of documents to the Issuing parties, by DOLA.

Recently Issuing Boxes have been found to contain items such as boxes of chocolates, envelopes containing items for settlements, cheques and cash etc. This action is slowing down delivery of service to customers.

Customers who have lost their Issuing Box Key can make arrangements to obtain a replacement by contacting the **Progress Section at DOLA, Midland on 9273 7314**.

DOLA requests that customers only use their Issuing Box for the return of documents. DOLA may authorise information pamphlets to be distributed, but a request to the Manager, Registration Branch must be made.

Your co-operation will be sincerely appreciated.

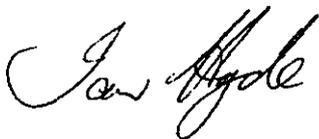
D. SEARCH FEE INCREASE.

New fees for DOLA services will apply from 4th August, 1997. The new fees are as a result of amendments to the Transfer of Land Act Regulations 1997, Land Regulations 1968 and Registration of Deeds Regulations 1974.

A review of the costs associated with providing the Land Titles Division's products and services has been conducted in line with the Government's Competitive Tendering and Contracting (CTC) guidelines. The costing model has been refined to reflect the full cost of service provision and has also incorporated the costs for the establishment and operation of the Strata Titles Advisory Service. As a result of this review it is necessary to increase the costs associated with searching.

SEARCHES

From the 4th of August, 1997 the fee for a basic search and/or copy of a Crown Lease, Certificate of Title, Plan, Diagram or other document has been *increased* from **\$8.00** to **\$9.00**.



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LAND TITLES DIVISIONAL