

CUSTOMER INFORMATION

BULLETIN

OFFICE OF TITLES



DOLA

Department of LAND ADMINISTRATION

REFERENCE ONLY. VALID AS AT PUBLICATION DATE SHOWN ON THIS DOCUMENT.

No. 61 25 October, 1993

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A. LODGEMENT OF WRITS ON FIERI FACIAS - CERTIFIED COPIES ONLY

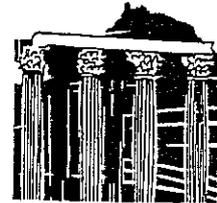
When a judgement is granted to a claimant by the District or Supreme Court a Writ is issued, to be lodged with the Sheriff or Bailiff.

The Writ is a command to the Sheriff or Bailiff to undertake certain actions. Only one copy of a Writ is issued (original) to be lodged with either the Sheriff or Bailiff who as custodian is empowered to issue certified copies.

Transfer of Land Act and Supreme Court Rules designate that a copy be served on the Registrar of Titles.

Section 133 of the Transfer of Land Act coupled with the direction in paragraph 113 of the practice manual states the practice and procedure of the Land Titles Division.

To avoid confusion with the District and Supreme Court who need the original Writ to comply with Court Rules **only** the certified copy will be accepted at the Office of Titles for Lodgement.



B. AUTO FAX BACK

For many years DOLA has been developing and implementing electronic facilities to allow our customers to benefit by not having to personally attend our office to carry out searches.

The value of those facilities has become obvious following DOLA's relocation to Midland. We estimated there would be a significant increase in the usage of remote ordering facilities and installed an additional 50% capacity to that system.

Demand, however, has been much greater than the increased capacity could satisfy and we are again endeavouring to provide more capacity to improve access and to respond more promptly.

To allow us to provide you with the efficient and effective service you require, could you please: -

1. Ensure your facsimile machine is compatible with DOLA's Netcomm Fax Modems. If you are experiencing technical difficulties receiving faxes from DOLA or about to purchase a new facsimile machine - call our business support group for advice on 273 7447.
2. Ensure your facsimile machine is prepared and ready. DOLA's autofax system will attempt to reach your facsimile machine three times over a period of several minutes. If your machine is busy or inoperative the transmission will fail and wait for operator intervention before returning to the end of the queue. Busy agencies using a single facsimile machine for search requests and general business will need to review their requirements.
3. Keep lists short - 10 items or less is ideal. It takes less time for the image system to satisfy a shorter list and less paper if it needs to be retransmitted.
4. Check your machine first if you receive unusual transmissions. In many instances reinitialising factory settings (by turning the machine off and after a short delay turning it back on again) resolves what are

considered data problems. If the problem still occurs then please contact our business support group for advice - 273 7447.

Some problems require more time to resolve. DOLA is committed to providing the best solution to your business requirements. Intermittent problems are difficult to locate and sometimes difficult to replicate when testing, but they will be resolved. If you are having any technical problems please contact our business support group for advice - 273 7447.



C. NOTICE TO SURVEYORS

The new fax number at the Midland Office for DPUD release letters on survey plans and diagrams in the Freehold Examinations section of New Titles Services Branch is 274 6258.

D. C.A.S. (Customer Accounting System)



To enable the payment of your monthly account to be processed quickly changes in DOLA's practice and procedure have taken place.

A fast tracking system has been implemented to ensure that CAS Accounts are not suspended if the cheques are being processed by DOLA a fast tracking system has be implemented.

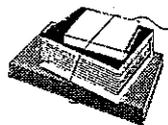
For this system to be efficient and effective it will be necessary for all CAS customers to address the envelope containing their CAS payment to:

DOLA
CAS Administrator
PO Box 2222
Midland WA 6056

or
AUSDOC
Users

DOLA
CAS Administrator
DX 97
Midland

Please help us to help you. Correct addressing of statement payments will benefit all.



E. D.A.S.

New Postal Address For Country Document Lodgements

As you will be aware there have been recent changes made to the procedures for lodgement of documents by post from country clients. The move by DOLA to Midland has resulted in some further reassessment of procedures relating to postal receipts in general.

In future all documents posted to DOLA by clients must be addressed to :

Officer in Charge
DAS (Document
Acceptance System)
DOLA
PO Box 2222
Midland WA 6056

or
AUSDOC
Users

Officer in Charge
DAS (Document
Acceptance System)
DOLA
DX 90
Midland

Addressing document mail directly to the document acceptance area will ensure that they bypass the general mail sort and be directed immediately to the appropriate section. This will ensure that documents received by mail or courier will get the highest possible timeclock priority.

New Postal Address for answering Stopped Requisitions and for Remittance of Stopped Requisition Fees

Any correspondence or additional fees posted to DOLA in relation to stopped requisitions must be addressed to:

Officer in Charge
Requisition Fees
DOLA
PO Box 2222
Midland WA 6056

or
AUSDOC
Users

Officer in Charge
Requisition Fees
DOLA
DX 88
Midland

Using the above address will ensure requisitions are satisfied as early as possible and reduce the chance of documents being rejected because documents or fees etc. have not reached the Stopped Documents Section within the allotted time.



F. SKETCHES ON DOCUMENTS

It has been the practice to have all sketches on documents initialled by the Survey Advice Officer before the document has been lodged for registration.

Liaison with all Sections of the Conveyancing Industry has indicated that client groups do not necessarily wish or need to have all sketches initialled.

In consultation with client groups a change in practice has occurred. If you are confident of your document then it can be lodged for registration without checking and initialling by the Survey Advice Officer.

To ensure that a stopped requisition does not issue the following points should be considered when dealing with a sketch on a document.

1. External boundaries to be identified in relation to surrounding parcels.
2. Dimensions on the sketch must be adequate to enable identify all boundaries (of the sketch) in relation to external boundaries.
3. If sketch is a portion of a building then :
 - floor number to be identified
 - Dimensions as in 2 above
 - Orientation: *i.e. street name, north point etc*

The basic criteria of a sketch is to enable any person searching the document to determine the exact parcel or the position within a parcel being dealt on.

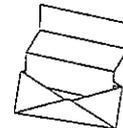
The service of pre-lodgement checking by the Survey Advice Officer is still offered at Midland.



G. FAX FOR ADVICE

Advice Officers will peruse a faxed copy of a document. They will accept that document if they feel the quality of the document allows them to.

If a document is accepted for lodgement then the faxed copy, which is returned to the client by way of fax, must be presented with the original when lodged. The fax number to use is 273 7651.



H. DOCUMENT MANAGEMENT

DOLA has become a member of AUSDOC and is in the process of refining internal practices and procedures that will enable more efficient processing of mail, particularly documents.

Five critical areas of DOLA which have been initiated for use of the AUSDOC system are:

DOLA Administration	DX 95
Customer Service Centre	DX 81
Customer Accounting System	DX 97
Document Acceptance System	DX 90
Stopped Documents Section	DX 88

Members of AUSDOC may address mail using the above codes to ensure that delivery is prompt.

DOLA wishes to advise clients that documents being uplifted from Stopped Documents Section will have the turn around time extended from 24 hours to 72 hours. This strategy will better utilise couriers and personal attendances when visiting the Midland Office.

The next Bulletin will have more information on this strategy which will be well placed to deliver Quality Customer Service.


 B. Cribb
 A/Divisional Manager
 LAND TITLES