

CUSTOMER INFORMATION

BULLETIN



DOLA

Department of LAND ADMINISTRATION

Bulletin No.73
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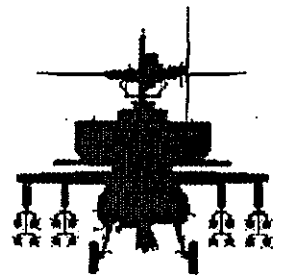
A. Emergency Evacuation Procedures.

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A. Emergency Evacuation Procedures

Customers please note, due to ongoing safety and security procedures DOLA Midland will be conducting emergency evacuation procedures on 28, 29 and 30 November 1995. This may result in some delays or interruptions to services, however it is hoped they will be minimal. Customer Remote Search services will not be affected. The Customer Services Hall will be evacuated on 29 November 1995. When the Customer Services Hall is evacuated, the Document Acceptance service will continue, no other manual or personal attendance client services functions will be available. Document acceptance in Perth Business Office and Bunbury Regional Office will not be disrupted.



The timing of the evacuation will not be disclosed, but it is envisaged that the procedure will take approximately one hour to complete.

Your co-operation and understanding of this necessary exercise is appreciated.

B. Issuing From New Title Services Branch

Customers will be aware that some documents are being placed in your issuing boxes wrapped in a cover sheet confirming the case details which have been processed in New Title Group 1, 2 or 3.

New Title Services Branch is striving to demonstrate their long held commitment to Quality Customer Service by giving you direct access to the operational staff responsible for the final processing of that case. If you feel there is a matter to be queried concerning the items returned, you should use the information sheet to make direct contact with the supervisor, and ultimately the staff member, that attended to your case.



It is expected that this new service will provide the following benefits to customers:

1. New Titles created from subdivisional plans or strata schemes are destined for early settlement and accordingly any queries can be quickly attended to by the final processing officer.
2. Many cases both complex and straight forward, have their final processing carried out in New Title Services Branch. What may have been expected by the lodging party to be a task for the Registration Branch actually is the responsibility of the New Title Services Branch. Accordingly, your enquiries are directed to the right person the first time.
3. It enables our staff to continue to focus on Quality Customer Service and with feedback from customers continue to improve service.

The use of the information wrapper is for you to decide. You may pass it and the duplicate title to your client as a reference guide for matters on title. It may be retained on your file. You may choose not to keep it once you are satisfied the items received are as expected.

C. Forms For Christmas Island and Cocos Kealing

A reminder to customers who may prepare documentation for either Christmas Island or Cocos Kealing that special forms are required. Commonwealth of Australia forms were printed to cater for conveyancing for these islands.

It has come to my attention that documents have been lodged using the regulation Transfer of Land Act forms. To ensure that documents proceed through the registration system without requisition customers should be aware that the correct forms are available from DOLA via the cashier in the Customer Services Hall.




GEOFF SACH
DIVISIONAL MANAGER
REGISTRAR OF TITLES