

CUSTOMER INFORMATION BULLETIN



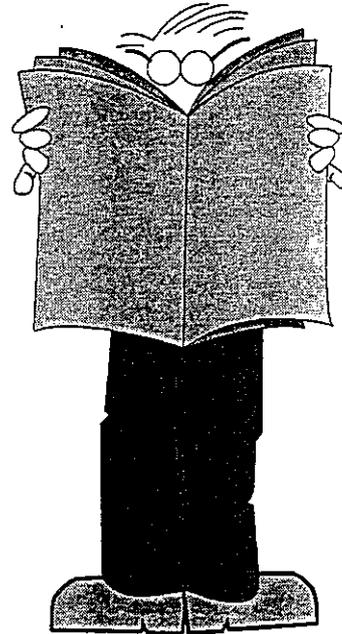
DOLA

Department of LAND ADMINISTRATION

Bulletin No. 72
15 September 1995

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A. Searching Procedures of the Deeds System Register

With the escalation of requests for Old Deed System searches it is important to remind customers of DOLA's procedures.

DOLA staff will show customers the relevant index books and render initial assistance by briefly explaining the workings of the Old Deed System, and the customer must draw their own conclusions as to the ownership of any particular piece of land. If further assistance is required then it is in the customer's best interest to seek help from a solicitor or relevant qualified conveyancer.

The information held on the Old Deeds System is not guaranteed by the state, accordingly it is the customers responsibility to ascertain conveyance status of the land. The system is merely a repository of documents lodged and qualified, professional searching assistance should be sought to confirm the correctness or otherwise of the chain of events. The Practice Manual Para10.70 page 10-4 sets out requirements for Deeds Office searching.

Customers may request a search of a memorial and must quote the memorial number to obtain a search either in person, by manual fax or autofax system.

B. Review of Legal Endorsing

A review of the endorsements for survivorship and transmission applications was completed to reduce superfluous detail in the extent of the endorsements that are placed on the title.

The detail not shown in the new endorsement is not generally required by the searching public or conveyancers. If required a search of the source document can provide the detail.

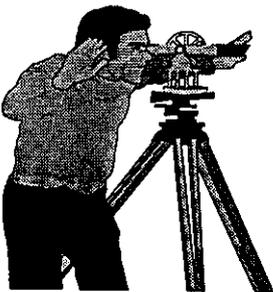


The principal details that have been omitted from the endorsement are:

- the date of death (survivorship applications only);
- the type and date of Grant of Probate or Letters of Administration;
- the recital of re-sealing by the Supreme Court; and,
- the recital of Executorship chains.

The new style of endorsement will begin on Tuesday 3 October 1995.

C. Notification of Survey Plans being Placed In Order For Dealing



For some time the New Titles Services Branch fax back service to surveyors has included a separate advice of the plan/diagram being placed "in order for dealings", following Western Australian Planning Commission approval. Although successful, it has become increasingly obvious that surveyors need to advise their clients of any legal restrictions to dealings. There has also been concerns by clients at the critical time lapse between survey plans being placed in order for dealings, and being able to obtain an up to date copy to determine those restrictions.

To improve that service, the system is being upgraded. In future, to eliminate the delay, an A4 size copy of survey plans and diagrams will be faxed to surveyors immediately (same day) upon being certified as "in order for dealings".

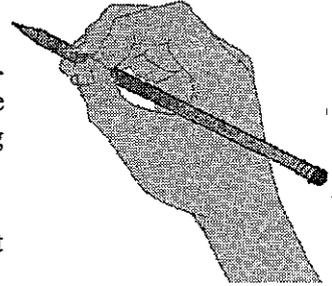
This will mean that any legal restriction identified on the plan/diagram during the audit process will be evident in the title block and surveyors can advise their client accordingly.

Surveyors should also liaise with their client's conveyancer and vice versa as soon as diagrams and plans are lodged, prior to them being placed in order for dealings. This will alert clients to any conditions to dealings that will cause delays such as closure and inclusion of roads, inclusion of crown land, dedication of roads for access, easements for access, modification or removal of restrictive covenants, two or more owners, dedication of private roads, part subject land to be bought under the Transfer of Land Act and the issue of a Crown Grant.

Communication at this level will provide improved awareness and customer service in the preparation of relevant documents.

D. Sketches in Documents

Customers are reminded that sketches in documents must be clear and concise. Faxed copies of sketches have found their way into documents and cannot be deciphered. This results in requisitions and documents are "stopped" causing inconvenience for all.



Please ensure all sketches are either originals or very good photocopies that are clear, crisp and legible.

E. Ordering Certified Copies.

There appears to be an occasional difficulty with some clients having their requests serviced for the provision of certified copies by the Certified Clerk. Clients are reminded to use the following procedures when ordering certified copies.

Ordering

All requests for certified copies must be in writing and should be posted to :

DOLA
ATTENTION CERTIFIED COPIES CLERK
CLIENT SERVICES BRANCH
PO BOX 2222
MIDLAND 6056

or for Ausdoc subscribers

DOLA
CLIENT SERVICES BRANCH
ATTENTION CERTIFIED COPIES CLERK
DX 95
MIDLAND

or faxed to:

ATTENTION CERTIFIED COPY CLERK
FAX 273 7334



Letters requesting certified copies may be presented personally at the Progress counter in Midland.

PAYMENT

Certified copies cost \$62.00 and payment may be facilitated by:

- Providing a CAS card number in the request for the certified copy.
- Providing a cheque for the appropriate amount with the request for the certified copy.
- Payment by CAS card, cash or cheque on receipt of the certified copy at Midland.

COLLECTION

The letter requesting the copy must state how the copy will be obtained.

The options for collection of Certified Copies are:

Collect the copy personally in Midland

- Have the copy placed in a Midland issuing box.
- Have the copy posted (additional \$6.50 administration fee applies).
- Have the copy posted via Ausdoc (additional \$6.50 administration fee applies)

NOTATION OF DOCUMENTS WHERE THE REGISTRATION PROCESS IS STILL TO BE COMPLETED

If a certified copy of a title is required to show the registration or lodgement of a particular document such as a warrant where the registration process is still to be completed, the request must state the dealing number or the document type, the parties and lodgement date of the document.

Clients are reminded that 48 hours notice is required to obtain a certified copy.

F. Urgent Requests For Dealings In New Title Services.



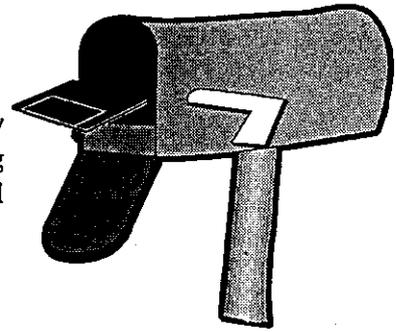
Urgent requests have been received from customers for issue of new titles after the dealing has been in Stopped Documents.

These requests, if acted upon, severely disadvantage the issue of new titles for those customers who have submitted correct documents. Stopped dealings, in the future, will not be given preferential service to the detriment of correctly prepared documents.

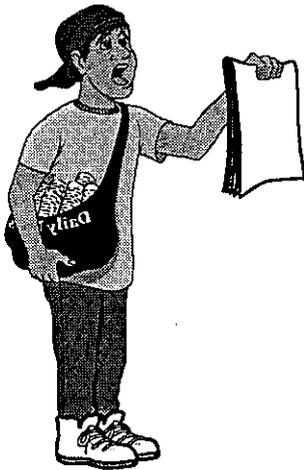
It is in the customers best interest to lodge documents that have been carefully vetted.

G. DOLA Land Title Registration Practice Manual Update.

The first amendments to the "Practice Manual" have been completed by DOLA and forwarded to The Document Company Pty Ltd for publishing and distribution. During September 1995 The Document Company will notify all "Manual" holders of the availability of the updates.



H. Stopped Document Procedure - 14 Days to Reply to Requisitions.



A stopped dealing may not only inconvenience DOLA and its customers, the conveyancing fraternity, but also the parties to that dealing. There may be two or more firms involved in a settlement and a requisition by DOLA to one of those firms causes unnecessary problems to the other interested parties.

DOLA regards all interested parties to a dealing, conveyancers, lending authorities and the individual parties, as its customers. DOLA has focused on the inconvenienced parties to a stopped dealing and has reviewed its procedures.

In reviewing the types of dealing stopped many were found to have minor defects and could be corrected in a few days. Sending and complying with requisitions is now rarely conducted by the postal system. The facsimile system now used ensures the customer (lodging party) receives a copy of the requisition on the same day as it is written.

DOLA therefore regards the reducing of the 21 day period to 14 days as being a positive act to assist those customers whose documents have not been requisitioned.

The reduction in time will ensure that the total number of documents "stopped" is reduced, thus enhancing the turnaround time for queries to be answered by phone. The new procedure will commence on Tuesday 3 October 1995.

A handwritten signature in black ink, appearing to read "Geoff Sach". The signature is stylized and cursive.

**GEOFF SACH
DIVISIONAL MANAGER
REGISTRAR OF TITLES**