

CUSTOMER INFORMATION**BULLETIN**

OFFICE OF TITLES



DOLA

Department of LAND ADMINISTRATION

No. 57 - 14th May, 1993

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CHECK SEARCHES

During the week commencing May 3, 1993, problems with the air-conditioning plant which cools the mainframe computer, caused DOLA to "switch off" the computer to avoid damage to the system.

Work proceeded on rectifying the air-conditioner during the week and the problem was rectified late on Thursday May 6, 1993. As a consequence DOLA staff worked overtime to clear the resulting backlog.

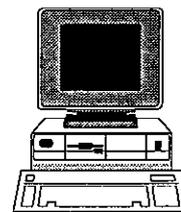
During this unstable situation, it became evident that customers were reluctant to obtain check searches and consequently called off settlements.

Two distinct but interlocking systems operate in DOLA. A mainframe computer and an Imaging System.

When either system is inoperative the other system will issue check searches. In the event of both systems being inoperative check searches will not be issued.

It must be stressed that DOLA guarantees the integrity of the check search as stipulated thereon. Settlements should not be cancelled, they can proceed with full confidence as DOLA has build in security systems to cater for such situations.

DOLA apologises for the inconvenience that you or your customers have experienced.

**AMENDMENTS TO MAILING PROCEDURES
AS OF MAY 3, 1993**

Further to the "Customer Flyer" concerning mailing procedures, distributed on May 3, 1993, via the issuing boxes. The flyer highlighted three main points.

1. No notices are to be sent advising registered proprietors that a writ or warrant has been lodged against their Certificate of Title.
2. Except in the case of a letter giving notice of the intention of the Registrar to remove a caveat after 14 days, the use of certified mail is to cease. This will no longer include using certified mail for caveat notices, duplicate titles or microfiche.
3. Land Titles will maintain computer records of the mail then is sent.

The primary reason for the change is one of cost, and the changes will save the Government between \$40,000 and \$50,000 per year.

Customers and DOLA were also experiencing some difficulty with certified mail. Certified mail is not delivered by Australia Post, a card is left at the address notifying householders of the fact that mail is to be collected.

Uncollected mail is returned to DOLA causing a financial and administrative problem. Customers invariably ring and request that documents be re-mailed. It is expected that these new arrangements will reduce difficulties for clients and improve customer service.

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