

Customer Information

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1. SECTION 75 – LOST C/T APPLICATIONS – CHANGE OF DOCUMENT FORM AND REDUCTION OF FEE PAYABLE

A recent review of DOLA practice regarding Applications for lost or destroyed duplicate Certificates of Title, has resulted in changes to the application form used and the fee payable.

Effective 1st May 2001, applications to replace lost or destroyed duplicate Certificates of Title are required to be completed on blank Application A5 forms, in lieu of applications for new Certificates of Title, form A6.

On the Application (A5) form, the **“applicant hereby applies”** panel should be completed by requesting; **“the issue of a new edition of the duplicate Certificate of Title as duplicate edition number..... has been lost or destroyed”**, for digital Certificates of Titles, or **“the issue of a replacement duplicate Certificate of Title as the current duplicate Certificate of Title has been lost or destroyed”**, for paper Certificates of Title.

All applications for replacement duplicate Certificates of Title are required to be completed on Application form A5, regardless of the format of the Certificate of Title (digital or paper).

There has been a change in the fee charged to \$140.00, effective 1st May 2001. This comprises a \$70.00 application fee and a \$70.00 advertising fee. A \$70.00 fee is no longer payable for the production of the new Certificate of Title. Additional advertising fees may still be payable after lodgment.

Evidence required to support the application remains unchanged.

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2. APPLICATIONS FOR BALANCE TITLE - NEW REQUIREMENTS

With the introduction of the SmartRegister digital Certificate of Title system and the removal of the sketch from that title, the land description is based on a parcel identifier that refers to a whole lot on a deposited plan (DP). As a result, new subdivisions must comprise all the land in the parent Certificate of Title and not leave any residue or "part" lots. (See Customer Information Bulletin 116 and Notice to Surveyors T4/2000).

There are many existing Certificates of Title in the register that do not refer directly to a whole lot on a plan, and as such DOLA is undertaking a progressive capture of the graphics (sketch) for those titles, to enable these Certificates of Title to be converted to a digital title.

The graphic of the land for these Certificates of Title will be reflected on a "Conversion" Deposited Plan. The land description will then reflect a parcel identifier that is a whole lot on a deposited plan (being the conversion plan).

Capture rates will be dependent on available resources, which is likely to be based on a systematic number approach. These cannot be "dealing driven", as turnaround times could be extensive and outside of the current performance indicators advised to customers.

Therefore should an owner apply for a balance title over land still held on an existing paper title and requires an early or urgent response from DOLA, it must be supported by:

- A conversion Deposited Plan certified by a licensed surveyor reflecting the balance of the land as a whole new lot.
- The interests brought forward onto the plan.
- A CSD file lodged with the Plan.

If the above supporting documentation is not provided, then the Application will be placed in DOLA's Conversion queue and no guarantees can be given as to the timeliness of a response.

It should be noted that there is no requirement for WAPC approval for this type of plan, and no DOLA plan fee will apply.

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3. DEPOSITED PLANS – CROWN PLANS

From 1st March 2001 all new Crown Plans lodged at DOLA are known as “Deposited Plans” (DP) and are numbered sequentially in the same numbering system as Freehold surveys.

Previously Crown Surveys were referred to as Crown Plans or Crown Diagrams and each Plan or Diagram had a completely separate numbering system. The new Crown DP can be identified by reference to the top right hand corner of the analogue plan where CROWN will be noted as the survey type.

New Crown DPs are lodged in the normal manner and the information copied to mainframe tenure enquiry system. The DP is scanned into DOLA’s Image System. As a result –

- Customers can obtain copies of new (post 1st March 2001) Crown Surveys through the customer remote searching system.
- Customers can use DOLA’s Survey Lot Enquiry (ENS) system for the status of new crown surveys and current Register numbers.

Customers will be able to search on either the Lot on Plan identifier, Register number or Crown Allotment number.

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4. CONTACT REFERENCE’S FOR LODGING PARTIES

It is important for officers of DOLA to be able to contact the lodging party quickly in the event of minor discrepancies in documents. If the document contains minor errors, DOLA’s practice is to contact the lodging party, obtain the information to correct the document, then register the document.

If we are unable to communicate with the lodging party, the examiner will have no option but to stop the document, and raise a requisition and a requisition fee on the document.

Customers are therefore encouraged to ensure lodging party details are fully completed.

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5. ISSUING BOX NUMBERS

A growing number of customers are failing to clearly indicate the correct issuing box number on the face of documents.

Failure to clearly indicate issuing box numbers (which includes the alphanumeric suffix eg.103T) and clear issuing instructions causes unnecessary inconvenience to other conveyancing customers resulting in delays in issuing to the correct party.

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REGISTRATION SERVICES
23 April 2001