

Self-lodgement FAQs – updated 9 November

1.1 What if I have a document that doesn't fit in the box?

If you are at our Perth office and your document doesn't fit in the drop box slot, use the phone on the lodgement desk to call Landgate staff. Once you have spoken to our staff, please step back two metres and Landgate staff will come out to collect the document(s).
If you are at our Midland office, please seek help at the information desk.

1.2 What do I need to timestamp?

From the [Amended Lodgement Process](#): It is only necessary to timestamp land registry documents (such as transfers of land, caveats, survivorship and other applications etc). Please do not timestamp supporting evidence and other documents (such as VOI statements, statutory declarations, certificates of duty etc.).
Further instructions are located next to the timestamping machine.

1.3 Will you continue to accept Landgate sighted copies?

Yes, we continue to accept Landgate and Australia Post sighted copies. Per [CIB 337](#), Landgate now also permits licensed settlement agents and legal practitioners to sight and certify copies of original supporting documents.

1.4 I have an original document that needs sighting, what do I do?

If you need an original document sighted, you have two options:

1. Attend an Australia Post outlet or Landgate; or
2. Include the original evidence in your self-lodgement envelope. Upon lodgement, Landgate staff will sight and lodge as normal. Landgate will create an issuing list and return the original evidence to your issuing box or 888V issuing for collection.

1.5 I have issuing to collect from my locked box. Can I still collect it?

Yes, you can go directly to your box in Perth. There is no need to wait in a queue, however please observe physical distancing.

1.6 I have 888V issuing to collect but I don't want to come to your office. What should I do?

To change issuing instructions for Duplicate Certificates of Title, return of client originals or evidence, you have two options:

1. If you would like your issuing returned via regular post, email the new instructions to customerservice@landgate.wa.gov.au and specify your preferred postal address; or
2. If you would like your issuing returned via registered post, post in a self-addressed registered post envelope enclosed in an envelope addressed to:

Landgate
PO BOX 2222
Perth, Western Australia, 6039

Please ensure a letter instructing what issuing you are changing is included with the self-addressed registered envelope.

1.7 I have 888V issuing to collect and I am at/want to come to your office. How do I do this?

A concierge is present in all offices to assist customers and will be able to provide assistance with issuing.

1.8 I am self-isolating; how can I lodge documents?

If you're self-isolating, please post your documents to:

Landgate
PO BOX 2222
Perth, Western Australia, 6039

Alternatively, you can nominate a representative to attend an office and complete self-lodgement on your behalf.

Please note original evidence provided via post will be returned via regular post unless self-addressed registered post envelopes and instructions are provided.

[Customer Information Bulletin 331](#) outlines the latest information from the Registrar regarding Verification of Identity and Witnessing Overseas. You may wish to contact an agent who will be able to advise if and how they are able to assist you.

1.9 How do I complete "joint lodgements"?

There are two options available for joint lodgements:

1. Place documents, self-lodgement forms and payments into separate envelopes for each lodging party. Ensure documents are timestamped in the order of lodgement.
2. Place all documents in one envelope with a self-lodgement form indicating the order they are to be lodged in. Ensure each document is timestamped in order and fees for all documents included.

Add that additional information is provided in [CIB 347](#) and the related [FAQs](#).

1.10 How do I know when my document has been lodged/what the number is?

The fastest way to check if a document has been lodged against a title is to use the Land Enquiry Service platform. The [Dealing Status Search guide](#) on our website takes you through how to check if a title has an active lodgement.

1.11 Is Lodgement Acceptability Check (LAC) still being applied to documents?

LAC was temporarily suspended and has since been re-introduced for some document types. More information is available in [CIB 347](#). As stated in the [Amended Lodgement Process](#), all documents will continue to be subject to appropriate examination.

Where errors or omissions are found requisition processes and associated fees will apply.

1.12 How can I access non-lodgement services at Landgate?

Landgate is continuing to monitor developments and advice from State Government. Further changes to our services will occur in line with advice given. Any changes will be communicated as quickly as we can with our customers.

If you're unsure if a service has changed, please [contact our Customer Service Team](#).