

CUSTOMER INFORMATION BULLETIN



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FACSIMILE SERVICES

The Office of Titles has recently undergone a restructure of its facsimile services. The Search Transmission Centre has systematically increased its range of service to the point where searches of titles, plans and documents will be faxed to any Customer Accounting System (CAS) client be they in Country area, Metropolitan Area or Central Business District.

With the demand for this service increasing, six new facsimile machines have now been installed. Where previously only one machine was used to receive requests there are now two available. This has necessitated a change in the fax number which works on a rotary system to direct incoming calls to the first available machine. Customers are requested to use the new number, 325 2622 for search requests.

The previous fax number, 325 5042 which is shown on existing correspondence and various printed pamphlets is still in existence and will be used in the Executive Support area. Requests for searches inadvertently using this number will still have their request attended to, but are likely to experience unacceptable delays in response time.

Customers are reminded that where there is no immediate urgency for return of search information, the workload can be spread across the day. The aim of this office is to process all requests within a two hour framework. Off peak periods see requests processed in as fast as 50 minutes or less. At the moment the period between 9:30am to 12:00 noon is subject to heavy demand with requests being received via fax, phone and CRS, the dial up computer access system.

It is apparent that this peak period is the "settlement" time and a time when fast returns are desirable. If clients can be aware of this and keep the non-immediate requests for the off peak periods our staff will be in a better position to help you take full advantage of this facsimile service. Generally requests for check searches are given high priority.

The facsimile machines are available to receive requests 24 hours a day. CRS requests can be received between 7:00 am to 7:30 pm. Phone requests are cleared from the recording machine between 7:30 am and 5:00 pm. Staff are available to process all requests between 7:30 am and 5:00 pm.

Listed below are the facsimile numbers now available throughout this office and their purpose.

Search Transmission Centre - Client Services	325 2622
<ul style="list-style-type: none"> For search requests for Certificates of Title, Legal and Survey documents. 	
Executive Support	325 5042
<ul style="list-style-type: none"> For official correspondence for Administration and Legal Sections. For correspondence for Legislative Review Group. 	
Land Enquiry Centre	325 1253
<ul style="list-style-type: none"> For correspondence relative <ol style="list-style-type: none"> Microfiche products. Digital information, reports and plots. Customer Remote Searching System. 	
New Title Services	221 2283
<ul style="list-style-type: none"> For correspondence for Inspector of Plans and Surveys. For correspondence relative to requests for further information by Examiners in the process of survey examination. 	
Crown Survey Examination	325 2837
<ul style="list-style-type: none"> For correspondence relative to Crown Survey Document preparation. 	

Land Parcel Services	325 2728
• For correspondence relative to Cadastral Plans including Valuation Maps.	
Stopped Document - Registration Branch	222 6830
• For correspondence relative to Stopped Documents.	
• For correspondence for Manager Registration.	
Dealing Examination - Registration Branch	325 9515
• For correspondence relative to requests for further information by Examiners in the process of document examination.	222 6129

REMOTE SEARCHING

As the word remote suggests any searching that can be done without attending the Office of Titles is remote searching. Staff relieved of this task can be usefully employed on other tasks.

In the process of maintaining its records of land ownership, the Office of titles has developed sophisticated indices to help locate reference to the required Certificate of title or Survey. At the same time a great deal of information is held on the DOLA Computer.

To make this information available to the searching public in a "remote" format the following products are available.

1. Dial up access to Office of Titles Information Data Base via computer link up.
2. Microfiche products containing details of all Office of Titles indices and other supporting Land Enquiry Centre (LEC products).
3. Area searches via LEC using the Land Information Access (LIA) system.
4. Ordering of title searches by computer access of title, document and survey searches by phone access or fax access for :
 - a) Pick up
 - b) Post back
 - c) Fax back.

Many of our customers already take advantage of these systems. For example almost 200 customers have enrolled in the Customer Remote Search (CRS) dial up access system and are taking advantage of its many benefits. Other customers use the microfiche products and order searches by phone or fax.

Searching of large areas is being utilised by Real Estate Agents, Property Developers, Mining Companies and Local Government bodies. They find the rapid supply of plots and reports and the wide range of information available, of immense benefit to them. As an example of the LIA product, it would be possible to nominate an area in Mosman Park bounded by Wellington Street, Solomon Street, Glyde Street and Stirling Highway. Within a few days the computer could produce a map of the area together with a report showing Certificates of Title number for every surveyed lot in that area, together with the name of the registered proprietors, the survey number, the street number and other relevant details. The cost for each certificate of title number and associated details on the report is approximately 30 cents.

Further information can be obtained by contacting the Manager, Land Enquiry Centre on 222 6895.

DEMONSTRATION OF REMOTE SEARCHING

To enable clients to see the benefits of our remote searching facilities, demonstration's are organised on a regular basis. While all aspects of searching are addressed, the main theme of these sessions is the Customer Remote Search system, the dial up access to the computer base. The session usually takes between 45 minutes and 1 hour.

If you would like to attend one of these sessions contact Arthur Towers, Customer Service Manager on 222 6807.



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LAND TITLES

