

CUSTOMER INFORMATION**BULLETIN****DOLA**

Department of LAND ADMINISTRATION

No. 60 July 27, 1993

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A. Discontinuance Of The Telephone Search Ordering System

When the Search Transmission Centre was created in 1988, the already existing telephone ordering service was included to service Clients without the availability of fax machines. The telephone ordering service continued to prove very popular with Clients and worked well within the copy service processes.

The introduction of Customer Remote Searching in 1987 initially gave notice that the telephone ordering service would one day be replaced by a more technically advanced ordering/servicing system. As faxing technology improved and became widespread there was a noticeable shift away from the telephone ordering service.

Fax machines are now widely used and accepted, the demand for the telephone ordering service has dwindled to such an extent that less than 2% of total requests are received by this method. Currently over 80% of searching requests are serviced through DOLA's computerised searching and facsimile facilities.

The telephone ordering service is a high cost service to provide and prone to errors. The cost and error rate makes the service uneconomical and cumbersome. Because of the minimal demand for this service and these problems the telephone ordering system service will be discontinued after DOLA's move to Midland. An individual notice has been given to the known users of this service, allowing them sufficient time to make alternative search arrangements.

All Clients are reminded of the benefits of the other services available. Firstly, the attractiveness of the fax machine's accuracy and its 24 hour fax request service availability. The number of fax machines will also be increased when DOLA moves to Midland to cater for this changeover and to improve the existing search transmission service. Secondly, the Customer Remote Searching Service (CRS) allows access to computer indices in the comfort of your office and provides the faster response time for search requests than manual faxed requests.

Should clients require additional information of the above services, please do not hesitate to contact the Land Enquiry Centre on 222 6800. (Midland 273 7045)



B. New Print and Issuing Delivery System to be Implemented

The Client Services Branch will be implementing the rationalised issuing and print delivery system to coincide with the opening of the Midland and Perth Branch Office on August 23, 1993.

The current system of separate print delivery and document evidence boxes is to be replaced by a single lockable box system at the Midland Office. Lockable boxes will be available at the Perth Branch Office for duplicate Certificates of Title and document evidence only.

DOLA have endeavoured to make as few changes as possible to the allocation of box numbers currently used by clients. All clients will receive a letter confirming the box number allocations and the requirements for the issuing of keys for the lockable boxes before the opening of the new offices.

The keys for the lockable boxes will be available from the Progress and Issuing Section as from August 18, 1993.

DOLA will require an authority from the Company Principal or Officer appointed by the Principal upon a Company Letterhead, giving the holder of the letter the power to sign for the issue of key or keys.

542 lockable boxes will be allocated in the Midland Office. 400 corresponding "document evidence only" lockable boxes will be in the Perth Branch Office. Clients allocated with Midland Office box No's 401 to 542 will have the option to collect their issuing from the Issuing Section at the Perth Branch Office.

Document evidence and duplicate Certificates of Title will be returned to the OFFICE OF LODGEMENT unless instructed otherwise by the lodging party. (Identification of the Office of Lodgement will be included in document barcode label).

Completed issuing still held, awaiting collection, in issuing section on August 20, 1993, (being the closing operational day in the Law Chambers Building) and documents registered before August 23, 1993 and still being processed will be issued from the Perth Branch Office.

Please note Lodging parties utilising the Midland Issuing Box only, may request the transfer of these documents to their Midland box. Please contact Progress/Issuing on 222 6806 (Midland 273 7313) to identify requirements.

Issuing procedures to change

The current manual LT1 yellow issuing receipt cards will be discontinued as a result of the above rationalisation of the issuing - print system. The security offered by the present system will now be catered for with the introduction of lockable boxes. Instead, evidence, Duplicate Certificates of Title will be deemed to be issued to the parties as per the issuing instructions on the document. To guarantee the success of this new "deemed" issuing process, it is requested that the lodging parties take particular care when completing and authorising issuing instructions. It is requested that separate issuing instructions be provided for ALL documents.

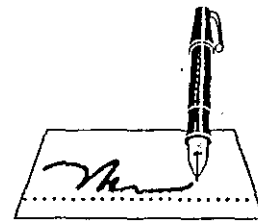
This action will ensure the issuing component of the document is dealt with accurately. To date it has been common practice for lodging parties not to provide issuing instructions for all documents. This practice is the cause of many issuing problems for clients, accordingly clients are urged to fully complete instructions to avoid inconvenience.

Please find attached some guidelines that clients may find helpful.

C. Practice Change Survivorship Application

The prerequisite of Joint Tenants to separately make application to change their name incorrectly shown on the Title is now not required.

Where the name of the application in a Survivorship application is different than that shown on the Register, the application may now include a request to the Registrar of Titles for this change in his/her name to be part of the application to be registered as the proprietor by survivorship.

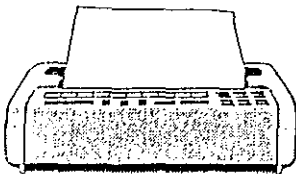


The request to change name should be added to the operative wording on the front page of the Survivorship application A2 form by the applicant using suitable words. The addition will not be required to be initialled by the applicant.

Sufficient evidence should also be provided by the applicant and detailed in the supporting statutory declaration to satisfy the Registrar as to his/her correct name.

Please see the attached information brochure for suggested format.

The fee for the change of name is included in the base charge for Survivorship applications.



D. Image 2000 Autofax Facility has been modified

Previous practice has been that if, at any time during a fax transmission there was an interruption or line fault, all the search requests were re-sent.

This has now been changed so that if any time during a fax transmission there is an interruption, the Autofax Facility will now resume the transmission (of the same request) from the last page successfully sent.

All clients using the facsimile service should be aware that it is essential that they maintain all the pages sent on each transmission so as to have complete records of the searches requested.

The change has been made at the request of clients to prevent wasting facsimile machine time (and paper) transmitting the same pages many times.

E. End of an Era

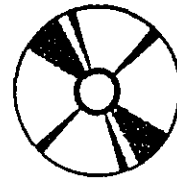


In 1968 the Land Titles Office introduced the Microfilming Program. It commenced with the capture of all existing Certificates of Title and the refilming of updated Titles at the completion of Registration. The 3M Quantimatic microfilm printer produced a hardcopy printout of the Certificate of Title from the microfilm aperture cards.

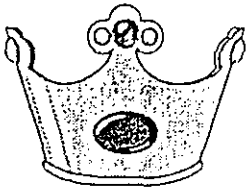
1971/72 saw this process expanded to include TLA Documents on microfilm roll film, improving customer service and providing a security back-up file to the stored original.

The project to capture all TLA Documents was extended during the 1980's, and in April 1993 some 25 years after commencing the project, microfilmed images exist for all TLA documents.

Since the commencement of the Register 2000 Project in October 1991, all TLA documents are scanned and stored on optical disks an integral component of DOLA's document image processing system. This now allows for complete document searching of the freehold tenure system by either medium, Microfilm or Document Image Technology.



F. Graphic Bank Crown Surveys



Land Title Customer Services will be closed from 12.00pm on August 6, 1993, the Graphic Bank Crown Surveys Repository will be open for searching purposes. Due to the relocation of the corporate mainframe in the afternoon of August 6, 1993, there will be no access to computerised records within the Graphic Bank Crown Surveys Repository so full service may not be able to be provided.

Graphic Bank Crown Surveys (GBCS) Faxed Requests for Survey Information

Commencing August 1993, faxed requests for GBCS Survey items will not be processed unless clients have a Customer Accounting System (CAS) Account - or are prepared to pay in cash at time of service.

DOLA has been moving towards streamlining accounting procedures. The current use of the "hand written" invoice will be abolished. Therefore, the fees for copies of GBCS items will be charged to clients CAS Account.

If clients do not have a CAS Account, applications may be obtained from the Revenue Clerk on 222 6897.

Clients requiring additional information should contact the Supervisor of Graphic Bank Crown Surveys on 323 1226.

G. Notice to Surveyors

The new Fax number at the Midland Office for release letters on survey plans and documents in the Freehold Examinations Section is 250 1388.

Geoff Sach
Divisional Manager
REGISTRAR OF TITLES

F 256325 A

22 Jul, 1993 08:09 Perth



REG. \$ 62.00

APPLICATION

TIME CLOCK

LOGGED BY *XYZ Settlements*

ADDRESS *890 First Street
Perth 6000*

IC No. *366 9767*

No. *366 9770*

REFERENCE No. *LM-141-ah 95*

ISSUING BOX No. *543*

PREPARED BY *L Mixer*

ADDRESS *10 Beck Ave Perth*

PHONE No. *366 9011* FAX No. *366 9110*

INSTRUCT IF ANY DOCUMENTS ARE TO ISSUE TO OTHER THAN LODGING PARTY.

- 1. Ct 1234-567 to XYZ Sells*
- 50 543 Perth*
- 2. "Post" Probate to A Hill*
- 66 Smart St, Woodlands.*

TITLES, LEASES, DECLARATIONS ETC. LODGED HERewith

1. *Ct 1234-567*

2. *Probate*

3. *Stat Dec*

4. _____

5. _____

6. _____

Received Items

Nos. *1-3*

Receiving Clerk *[Signature]*

Document No.
Registration Date and Time
Office of Lodgement.
This information affixed to the document at the time of Lodgement.

Lodging Party information should be completed to indicate who lodged the document with this office. Reference and Fax-Phone details will allow for easier contact if this office requires more information in regard to the dealing,

Document preparation details allows this office to contact the relevant parties if clarification of any intention of the document is required.

Details of whom evidence is to issue. Please complete this panel and include to which office (Perth or Midland) it is to issue.

Evidence lodgement within the document. This will be verified by the acceptance officer at the time of lodgement.

Registered pursuant to the provisions of the TRANSFER OF LAND ACT 1993 as amended on the day and time shown above and particulars entered in the Register Book.

FULL INSTRUCTIONS ON BACK OF DOCUMENT

FORM A2

WESTERN AUSTRALIA
TRANSFER OF LAND ACT 1983 AS AMENDED.

APPLICATION BY SURVIVOR
TO BE THE REGISTERED PROPRIETOR OF LAND

DESCRIPTION OF LAND (Note 1)

DESCRIPTION OF LAND (Note 1)	EXTENT	VOLUME	FOLIO
LOT 5 ON PLAN 1021.	WHOLE	1616	616

TO BE COPIED FROM TITLE

APPLICANT (Note 2)

Shirley Ann Smith of 166 Tuam Street, Victoria Park

Incorrectly shown on the above Title as Shirley Anne Gent

CORRECT NAME AND CURRENT ADDRESS OF THE SURVIVOR

The instructions in italics together with the requisite survivorship paragraphs to be followed if the name of the surviving Joint Tenant is incorrectly shown on the Title.

DECEASED PROPRIETOR (Note 3)

JOHN SMITH, OF 16 MARY STREET, HIGHGATE

NAME, ADDRESS OF DECEASED, AS SHOWN ON THE TITLE

DATE OF DEATH (Note 4)

31st June 1984

DATE OF DEATH STATED IN WORDS

THE APPLICANT as the surviving joint tenant HEREBY APPLIES to be registered as the proprietor by survivorship of the land above described by virtue of the death of the abovesaid deceased, and (if applicable) applies to have her/his correct name shown

Dated this 29th day of September 1984

SHOW DATE APPLICATION SIGNED

OR.

S. Smith

Signature of Applicant's (Note 5)

USUAL SIGNATURE NO WITNESS REQUIRED

FORM B3

WESTERN AUSTRALIA.
Transfer of Land Act 1983 as amended

STATUTORY DECLARATION

I Shirley Ann Smith of 166 Tuam Street Victoria Park

CORRECT NAME, ADDRESS AND OCCUPATION

do solemnly and sincerely declare that

- I am one of the Proprietors of the Land in Certificate of Title Volume 1616 Folio 616 where I am incorrectly described as Shirley Anne Gent on 18 John Street Midland.
- On the 6th Day on June 1981, I married John Smith. As appears in the Certified copy of my Marriage Certificate produced herewith and/or I did not notice that my second name had been incorrectly shown as Anne on the Transfer form when I signed it.
- On the 31st June 1984 my co-proprietor, John Smith died, and produced herewith is a Certified copy of his Death Certificate.
- The John Smith of 16 Mary Street, Highgate described on the said Certificate of Title is one and the same person as John Smith described on the Death Certificate.
- I am one and the same person as the Registered Proprietor of the land and now entitled to be registered as the Sole Proprietor.

SUBSTITUTE RELEVANT DETAILS AS REQUIRED

NOTE: IF NAME INCORRECT ON DEATH CERTIFICATE, SHOW NAME AS ON DEATH CERTIFICATE HERE

Note: Paragraphs 1, 3, 4 & 5 must be completed. (Plus the other paragraphs 2 & 3 if a change in name is required)

And I make this solemn declaration by virtue of Section 106 of the Evidence Act 1906.

SIGNATURE

Declared this 29th day of September 1984 before me

R.E. Blaggs
Shire Clerk
Shire of Gungahlin

USUAL SIGNATURE OF WITNESS FOLLOWED BY QUALIFICATION

- OTHER EXAMPLES ARE:
- POLICE CONSTABLE 3225 POLICE STATION PERTH
 - CLASSIFIED STATE SCHOOL TEACHER HOLLYWOOD HIGH SCHOOL
 - CLASSIFIED STATE PUBLIC SERVANT PUBLIC WORKS DEPT. PERTH

NOTE: WITNESS CANNOT PRINT SIGNATURE MUST BE SIGNED

For list of Competent Witnesses see back of printed statutory declaration forms.