

CUSTOMER INFORMATION

BULLETIN



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A. AMENDMENT OF NAME ON CERTIFICATE OF TITLE

When a proprietors name shown on a title has changed, documentation must be prepared to reflect that change. If a female proprietor has changed her name by marriage or deed poll it is important that following documentation is prepared in the "new" name.

Evidently it has been common practice throughout the conveyancing and real estate industry to use the former name as shown on the title because it is easier and "no one will ever know".

Duty of care to your customers should be the driving factor in providing the best possible service. Please remember if a previous name is used and it comes to the attention of a document examiner your documents will be sent to the stopped documents section. Preparing the necessary documents, finding the vendors for signatures, could be embarrassing and run the risk of losing priority which could be very expensive to the conveyancer.

B. CONTACT REFERENCE OF LODGING PARTY

It is important for officers of DOLA to be able to contact the lodging party quickly in the event of a minor discrepancy in documents. It is DOLA's practice to try to remedy a minor error by speaking to the lodging party and obtaining the necessary information, quickly, ensuring the documents are duly registered. If communication is a problem the examiner has no option but to send the dealing to the stopped documents section. This is not in your best interest or your customers. Please ensure a reference and direct numbers on your documents. Help us to help you.

C. EARLY ISSUE STICKERS

It is important for DOLA officers to identify early issue dealings immediately they are lodged, enabling new titles to issue within the time you expect. Stickers are provided at acceptance counters for you to use, to aid in the identification of such documents. Please use the stickers, to identify and expedite dealings.

D. FAX TO ADVICE OFFICERS

Faxing documents to the advice officers for acceptance, in the case of patent errors or corrections is an important part of the service that the Customer Information Centre provides.

A practice of "if you don't succeed the first time try, try again" has been noticed. The practice is in the hope that another advice officer may overlook the error or correction and accepts the document.

This practice must cease, as it consumes valuable time that is required by the advice officers to service other customers. The advice officers appreciate the fact that busy customers must have ready access. "Shopping" an imperfect document around to more than one advice officer has a negative impact on waiting customers. Advice officers try to help by accepting imperfect documents but the end responsibility remains with the conveyancer.

E. DOLA TOURS

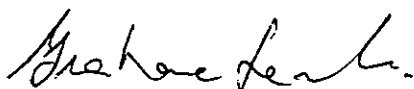
As an initiative to acquaint Customers with the various products and services DOLA provides, the Customer Services Branch will facilitate tours of DOLA similar to those conducted when DOLA relocated to Midland.

It is envisaged that tours of individual branches will be such that either a quick overview, or where required, a more detailed, in-depth instructional tour can be arranged, depending on the requirements of the particular Customer.

An overview tour of a Branch, depending on the size, and number and complexity of functions within it, will last approximately 30 minutes. More detailed tours running for longer periods (as required), will also be available where a more detailed knowledge is required. Numbers will be limited to approximately 10 per tour.

If you would like to take advantage of this offer, please contact the Administrative Officer, Customer Services Branch on telephone (08) 92737333 to make a booking.

For further information on the extent of these changes contact the Customer Information Centre, Email cic@dola.wa.gov.au or Tel (08) 9273 7044 or Fax (08) 9273 7651.



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