

REGISTRATION SERVICES

Customer Information Bulletin

BULLETIN No. 182
18 MARCH 2008

PERTH BUSINESS OFFICE RELOCATION MONDAY 31 MARCH 2008 TO 18 MOUNT STREET PERTH, LEVEL 2.

Landgate's Perth Business Office (located at 200 St. Georges Terrace, Perth) will soon get a makeover to provide customers with a more convenient and accessible shopfront.

The new office will provide customers with a one-stop-shop offering a broader range of services consistent with the strategic direction that Landgate is taking at all of its locations.

Before the upgrade, the Perth Business Office (PBO) provided a location for document lodgement, receipting and issuing for up to 1700 documents per day. By modernising the office, Landgate will be able to provide a more efficient service to its customers and offer a greater range of products from the one location.

The PBO upgrade is part of Landgate's long term customer service strategy that was developed around three key outcomes:

- Development of an integrated customer contact centre including the implementation of a voice over the internet protocol telephone system;
- Updated Customer Service Charter reflecting the agency's new service standards; and
- Provision of a one-stop-shop at all locations.

A number of new products and services will be available from the PBO once the work has been carried out. Property sales information and sales maps, off-the-shelf maps, titles, surveys, current tenure products, and registration advice will all be available from the refurbished PBO. This will allow the Mount Street public counter to be closed in order for the PBO to become a one-stop-shop at a central St Georges Terrace location.

The PBO upgrade will be carried out between **March 31 and mid June, 2008**. **During this time services will be provided at 2nd Floor, 18 Mount Street, Perth.** Customers will be formally advised when PBO is ready to re-open for business.

During the refurbishment period, Landgate will relocate the PBO lodgement and issuing processes to its Valuation Services offices at 18 Mount Street, Perth.



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18 MARCH 2008

