

CUSTOMER INFORMATION

BULLETIN



DOLA

OFFICE OF TITLES

Department of LAND ADMINISTRATION

No. 19, 11th April, 1989

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- A. TECHNOLOGY AWARD FOR DEPARTMENT OF LAND ADMINISTRATION (D.O.L.A.)

Each year in Canberra the Technology in Government Committee distribute awards to Federal, State and Local Government departments in relation to innovative technological developments. The number of awards issued are dependent on the quality of the entries rather than on a predetermined figure. The criteria for awarding gold and silver include: productivity gains; customer satisfaction; and the potential use by other government agencies.

In recent years society with its changing needs has been demanding more information quickly and efficiently. D.O.L.A. has been aware of these needs and has used technology to satisfy the demands placed on its resources.

In February in the Great Hall of Parliament House Canberra, D.O.L.A.'s efforts were recognised in the form of a Silver Award for its:

Customer Accounting System
Customer Remote Searching
Spatial Cadastral Data Base
Land Information Access System

D.O.L.A. is proud of its staff for the work undertaken to design and develop these systems, ensuring their efficient operation and to produce the results expected of them. It will continue to extend the boundaries of technology development in relation to land administration.

B. DEFENCE SERVICE HOMES AMENDMENT ACT 1988 (124 of 1988)

The effect of this Act is to vest the assets (which includes land sold under contract for sale and mortgages) of the Defence Service Homes Corporation in the Westpac Banking Corporation by virtue of the amended sections 6B and 6C.

Westpac will now administer the Defence Homes Scheme, dealing with both mortgages and land for housing for ex service personnel.

The West Australian assets of the Defence Service Homes Corporation are transferred to Westpac as from February 1 1989. The transfer is effected by the above amendment to the Defence Service Homes Corporation Act.

Westpac will not seek to have itself registered as mortgagee with respect to every mortgage held by the Corporation or its predecessors over W.A. land nor will it seek to have itself registered as registered proprietor in respect to the land holdings of the Corporation. However, Westpac may have to be registered in some instances. e.g. In the case of a Mortgagee's Power of Sale or Application for Foreclosure, Titles Office will require an application vesting the mortgage in Westpac.

Under the new arrangements Section 6C of the Amendment to the Defence Service Homes Act authorises Westpac to execute documents in the name of the corporation.

Titles Office procedures will be to accept discharges made and attested by Westpac under this section of the Act from 1.2.89. The discharge will be executed by Westpac or Westpac's attorneys on behalf of the Defence Homes Corporation.

In a discharge of Mortgage:-

The mortgagee will be

Westpac Banking Corporation,
109 Saint George's Terrace, PERTH

The Attestation clause will be:-

Executed by Westpac Banking Corporation of 109 Saint George's Terrace, Perth as the Corporation in which the above described land/mortgage vested under Section 6B of the Defence Service Homes Act 1918 by being signed in Western Australia by its Attorney(s)

under Power of Attorney No.

Who declare(s) that he/they hold the office in the Bank indicated under his/their signature(s) in the presence of

Where Westpac is transferring land in completion of a War Services contract of sale.

The Transferor will be:-

Westpac Banking Corporation of 109 Saint George's Terrace, Perth, the successor in Title to the Defence Service Homes Corporation by virtue of Section 6B of the Defence Service Homes Act.

The Attestation clause will be the same as for the discharge of mortgage.

Consents. The consents that were required under Section 32 of the previous Act have been repealed. *

** See update on Deedbook*

This Office will no longer ensure that instruments (Transfers, Mortgages etc.) dealing with land encumbered by a Defence Service Homes Mortgage are endorsed with the consent of the D.S.H. Corporation.

C. PRINTS OF FREEHOLD SURVEYS AND DOCUMENTS - NEW SERVICE

In response to customer requests, Customer Accounting System card holders will now be able to order Freehold Surveys and Document copies for delivery into their print copy box. This service will begin on the 17th April.

To take advantage of this service the customer must show their C.A.S. account number and their delivery box number on the priority ticket. Additionally, they must produce their C.A.S. card for sighting by the counter or cashier staff or the security officer, Gordon Grant who will mark the ticket in the appropriate manner. The customer can then place the priority ticket in the box on the appropriate counter.

Prints will be delivered into the collection boxes twice daily being 9am and 2pm.

Every possible effort will be made to ensure that the lead times detailed below will be strictly adhered to. These will assist customers who use couriers to clear their delivery boxes.

<u>No. of Searches</u>	<u>Time of Request</u>	<u>Searches Placed in Delivery Box</u>
6 or less	between 8am and 1pm	2pm that day
6 or less	between 1pm and 8am	9am that day
between 7 and 25	between 8am and 1pm	9am next day
between 7 and 25	between 1pm and 8am	2pm that day
more than 25	please consult respective Counter Supervisor.	

D. CROWN GRANT SECTION RELOCATED

The Office of Titles Crown Grant Section previously located on the first floor has now been relocated in the Customer Service Section on the lower ground floor. Crown Grant enquiries can be directed to the Issuing counter.

E. TITLES OFFICE FAXING SERVICE EXTENDED

On the 16th December 1988 the Titles Office extended it's service for the return of title known and check searches to include outer metropolitan area customers.

On the 12th January 1989 this service was further extended to include those customers with the telephone and facsimile number prefixes:-

246, 247, 249, 250, 252, 255, 274, 310, 314, 317, 330, 331, 332, 335, 336, 337, 339, 342, 343, 350, 351, 353, 354, 383, 384, 430, 431, 447, 448, 451, 453, 454, 455, 457, 458, 459, 488 and 493.

As from 17th April 1989 this service will be again extended to include those customers with the following telephone and facsimile number prefixes:-

244, 245, 275, 276, 277, 279, 316, 341, 344, 345, 349, 353, 364, 377, 378, 385, 440, 445, 446, 450, 477, 478 and 479.

Clients wishing to avail themselves of this facility are required to state their C.A.S. account number and card number on all requests.

Because of problems which have arisen in the past it would be appreciated if all requests by fax could be on the attached form.

Any enquiries may be directed to the Supervisor, Search Transmission Centre on 2226832 or the Manager, Tenure Search and Title Security Section on 2226814.




D.L. Mulcahy
DIRECTOR
LAND TITLES

FAX SEARCH REQUEST FORM

DATE:

NAME:

C.A.S. CARD NUMBER:

TICK APPLICABLE BOX:

TO BE FAXED FAX NO.:

TO BE POSTED ADDRESS:

TO BE COLLECTED BOX NO.:

PLEASE STATE WHETHER FULL SEARCHES OR CHECK SEARCHES ARE REQUIRED.