

# CUSTOMER INFORMATION BULLETIN



No. 27, 18th December, 1989

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## A. LAND ACT CONVEYANCING:

With the advent of the Single Recording System on the 28th August this year documents over Land Act tenures are now being lodged at the O.O.T. Acceptance counter. It must be noted however that the documents are still registered under the LAND ACT 1933 as amended and all Land Act tenures are of a Leasehold nature.

When preparing documentation for Land Act conveyancing the document must be headed "LAND ACT 1933 as amended". Whilst O.O.T. forms can be used any reference to the Transfer of Land Act must be deleted.

Land Act and Transfer of Land Act conveyancing must be prepared on separate documents even if the Lands have the same Lessee and Registered Proprietor. This is required as the documents are still Registered under separate Acts and by different authorities, i.e. Executive Director of DOLA or Registrar of Titles.

### LEASES

As a result of the above single Recording System there are now two types of leases filed at the O.O.T. These are:

**Crown Leases:**

which are for a term in excess of five years and are Registered under the Transfer of Land Act.

**Land Act Leases/Licences:**

which are for a term of less than five years (this includes leases renewable yearly) and are Registered under the Land Act.

Both these types of leases have a CL - number/year reference e.g. 1500/1989. Those that are Land Act leases (ie. less than five years) are clearly stamped "LAND ACT ONLY" on the first page of the lease.

## B. PRODUCED DUPLICATE OF TITLE ENQUIRIES

Duplicate titles, leases and licences that are deposited at the Customer Service counter for use by a third party (or for updating against the original) are now entered into the Duplicate Title System on the computer.

The automation of this process allows staff to make enquiries about the production date, purpose and issuing details for a deposited duplicate title, lease or licence.

To facilitate this an option called "Produced Duplicate Title Enquiry" has been added to the Titles in Progress (TIP) Enquiry Menu.

This enquiry function will soon be released as a "no-charge" option on the Customer Remote Searching System. Clients using this system will be given notice together with updates for the user manual when this function is available.

Any enquiries relating to this system should be directed to Arthur Towers on 222 6807.

## C. ADVICE OFFICERS - CHECKING OF DOCUMENTS

Advice Officers are constantly being asked to check documents for firms before acceptance, with the desire of avoiding receiving rejection notices. Lodging parties have at their disposal:-

1. Office of Titles Practice Manual
2. "Getting it Right" booklet
3. Regular Customer Information Bulletins
4. Senior experienced staff within their organisations.

Clients should use these sources before contacting the Customer Service Centre, whose Advice Officers will be ready to help on specific issues. Pre-examination of documents will not be considered.

Another common request is for an Advice Officer to initial a document as acceptable, because another party will not settle without those initials. Requests are normally associated with minor issues and will not be accommodate to suit the hesitant or inexperienced few.

The Advice Officers will always remain helpful to those in genuine need of assistance. Please ring 222 6807 for an appointment to avoid unnecessary delays.

## D. OFFICE OF TITLES FAXING SERVICE

In the last bulletin (No. 26) a trial period was announced to cover faxing title known searches and check searches to include the whole of the metropolitan area. After a successful trial, this service will remain as a continuing service for the benefit of Office of Titles customers.

## E. DIRECTOR'S MESSAGE

Although 1989 has not been as busy as the business activity boom experienced in 1988 in terms of search activity and document and survey lodgements, we have still endeavoured to improve the services available to clients through the introduction of such facilities as the computerisation of the Production of Duplicate Titles - which should be available on Customer Remote Searching in the near future and the pilot of the self-serve project in the Graphic Bank Crown area. Hopefully when all Land Titles Office staff occupy the one building early in the New Year, this will result in further improved efficiency for both internal office functions and the service of customers.

On behalf of myself and the management and staff of the Land Titles Office, I would like to wish you all the best for the festive season and the New Year.



D.L. Mulcahy  
Director  
LAND TITLES