

# CUSTOMER INFORMATION



DOLA

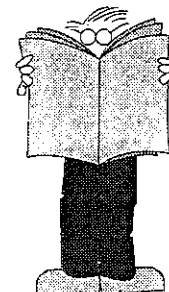
Department of LAND ADMINISTRATION

# BULLETIN

No. 71  
15th July, 1995

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## A. Notation on Search Copies

All prints of search information now have a different notation at the bottom of each copy. The notation states:

“DOLA COPY OF ORIGINAL NOT TO SCALE” together with the **Date, Time** and **DOLA Job Number**.

The DOLA Job Number is a useful reference when customers wish to refer any matter back to DOLA (e.g. a transmission failure) as it is a unique number referring only to one request. The Job Number will link to a CAS account for normal accounting information and appears on the invoice and on the monthly statement issued by DOLA.

Customers using the “Fax Back” facility will also note that the image size has been slightly reduced to ensure the notation is printed in full on all facsimile machines.

The change in service has arisen from customer requests for DOLA to ensure the information is complete. Prints have only been reduced by a very small margin from both the right hand and bottom edges to ensure the notation is not truncated.

Tests conducted by DOLA indicate that the quality of image copies will be sustained and DOLA hopes that the new service will assist customers.



## B. Issuing Boxes

Customers are reminded that the purpose of the issuing boxes is for DOLA to return documents to issuing parties.

Recently issuing boxes have been found full of notices mainly advertising, change of address or names of conveyancing firms. This action is slowing down the delivery of service to customers.

DOLA requests that customers not use the issuing boxes for any other purpose than to collect documents. DOLA may authorise information pamphlets to be distributed, but a request to the Manager, Registration Branch must be made prior.

Your cooperation will be sincerely appreciated.

## C. Lodging Details

For a efficient service to continue from DOLA especially issuing, lodging parties are reminded and requested to ensure that lodging instructions are clear and concise on documents and lodging slips.

Please help us to help you.



## D. Future Directions of Customer Remote Search

The Department of Land Administration is committed to providing you, our customer, with a quality service both today and into the future. We are continuously striving to improve our products and services through staff training, innovation, technological advancements and consultation with our customers. This is one of a series of articles in which we will endeavour to keep you informed of new technological developments which DOLA is planning for the next three years.



DOLA is aiming to provide higher quality and more accessible land information through the implementation of a number of service delivery projects. We also want to provide flexibility in the manner in which land information is received, processed and delivered. DOLA will provide more contemporary systems which will exploit the power and capability of personal computers which are now used in most businesses. This may, in the case of some projects, involve the utilisation of new hardware, communications and software by both DOLA and its customers.

To give a clearer indication of the future directions and requirements to meet your needs DOLA is planning to:

- Introduce new Customer Remote Searching (CRS) capabilities in January 1997 which will provide CRS customers with graphics capabilities to search survey and administrative boundaries and geographical features as well as the associated textual information such as ownership and document details. Images will be capable of being viewed on your PC before ordering copies.
- Provide an additional range of digital products accessible under spatial searching. The use of NORM (Normalised) files is likely to be reviewed with an aim of adopting a national industry standard such as SDTS (Spatial Data Transfer Standard). This will depend on your acceptance and capacity to move from NORM and the reliability and maturity of SDTS. It is also likely that digital data exchange could occur through proprietary formats used in the major commercial GIS packages.
- Utilise electronic means to transmit land conveyancing activity between DOLA and the conveyancing community. The feasibility of lodging Advice of Sale forms electronically at DOLA on behalf of the Water Authority and the State Taxation Office is currently being investigated.

Changes to search delivery systems will mean that some customers will have to upgrade or acquire new equipment. DOLA is recommending that to take full advantage of the new functionality, customers should consider:

- a minimum configuration of a 486 Personal Computer with 16mb memory and 250mb hard disk.
- DOLA recommends, however, a configuration of a Pentium (586) Personal Computer with 32mb memory and 540mb or greater hard disk.
- the latest version of Windows 95 or Windows NT software.
- a minimum 28.8kb ISDN dial-up facility to support the transfer of image data.
- and a Geographical Information System (GIS) package (a number of commercial packages are available and DOLA is seeking an arrangement which will minimise cost to clients).

Continuation of the current level of functionality to search land information and order copies will not incur any additional cost to customers in terms of software licenses or CRS fees.

DOLA understands and appreciates the difficulty some businesses will face in gearing up for the new facilities, however, we are endeavouring to provide you with as much notice as possible for you to plan for the future. The details provided are accurate today and we will continue to keep you informed as the projects progress.

DOLA is aware that State Taxation Department has advised the conveyancing industry of the future directions and requirements regarding stamp duty assessment hardware and software.

The computer configuration required by DOLA will more than facilitate the requirements of both DOLA and the State Taxation Department.

Should you have any enquiries on the above or wish to seek more information, please write to:

Manager, Land Enquiry Centre  
Department of Land Administration  
PO Box 2222  
MIDLAND WA 6056

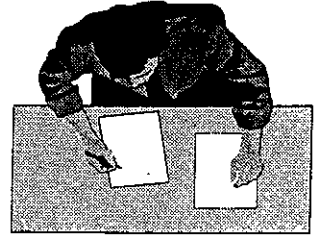
## E. Caveat Attestation

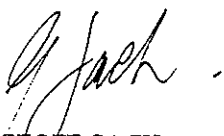
Requirements for the execution of caveats are dealt with in paragraph 4.160 of the Land Titles Registration Practice Manual.

Legal firms have adopted the practice of signing the firms name as the solicitor and agents for the caveator. This practice is a departure from the requirements of DOLA. If a firms name is to be used it must be accompanied by the name and signatures of an authorised person.

i.e. Smith and Bloggs  
per A R Smith  
(signature)

As from the 1st of August, 1995 no caveat executed by a solicitor on behalf of the caveator will be accepted with just the name of the firm.



  
GEOFF SACH  
REGISTRAR OF TITLES  
DIVISIONAL MANAGER  
LAND TITLE DIVISION