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# CUSTOMER INFORMATION BULLETIN

Bulletin No.75 16 February 1996

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Department of LAND ADMINISTRATION

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# A. Progress/Issuing Enquiries for Customer Remote Users

From time to time clients have expressed concerns with delays when making enquiries via the telephone to the Progress/Issuing Section. Due to the volume and sometimes difficult nature of enquiries, clients will at times experience some delays by being placed in a holding queue whilst officers from this area respond to queries.

As a Customer Remote User you have the Enquiry Menu to make basic enquiries the Progress/Issuing Section.

The types of search enquiries you are able

Document Issuing

Find a Document Find a Register Display Details and of Case Duplicate Title Enquiry

Survey Status Enquiry

(Advise where duplicate titles, duplicate or triplicate

facility through your No Charge which would normally be directed to

to access include the following:

documents and evidence has issued to) (Display case number and location)

(Display case number and location)

(Display details of the case and its location)

(Advises if a duplicate title has been produced and the

appropriate instructions)

(Display the legal status of a survey)

For further assistance refer to section 3 of your Customer Remote Searching User Manual or the officers from the Land Enquiry Centre who can advise you on how best to extract information. Contact telephone numbers for the Land Enquiry Centre are (09) 273 7343, (09) 273 7344 and (09) 273 7345.

### B. Memorandum of Common Provisions

The practice and procedure involved in the lodgement, numbering and storing of a "Memorandum" was different to other documents lodged, notably the numbering system was not alphanumeric, ie No 1, No 2, etc.

As from the 2nd January 1996 the system changed "Memorandums" for mortgages and leases are now lodged, numbered and stored the same as any other document.

The "Memorandums" already lodged have been given a "G" prefix for easy reference, ie No 1 has become G1.

The "Memorandums" are examined by the Manager, Dealing Examination in Registration Branch, where they are either accepted or have a requisition raised and the lodging party is notified in the usual fashion if a requisition is raised.

This new procedure is in line with DOLA's moving to a single registration system where all documents are lodged and managed identically. The benefits for clients will be easier access to all documents within DOLA.

#### C. Survivorship Application Form (A2a)

Andy Kempton an Advice Officer of the Customer Education Centre saw a need for a new Survivorship Application to help streamline the process for customers.

Please Note:-

This form which incorporates a statutory declaration <u>may only be used where</u> there are only two proprietors and where there are no discrepancies in either the name of the deceased proprietor or the applicant.

#### In all other circumstances form A2 and B3 must be used

The form was developed to help private customers cope with form preparation, for many, it is their one and only contact with conveyancing.

Initially, forms will be printed, within DOLA and will be available from Midland. For further enquiries please ring the Customer Education Centre on (09) 273 7044 or fax (09) 273 7651.

#### D. Relocation of Perth Branch Office

The proposed relocation of the Perth Newman House has been scheduled February 1996.

e has been scheduled to be completed on the weekend of 24th and 25th

The move is in conjunction with accommodate their operational

the State Taxation Department's move to areas.

Branch Office from Cathedral Avenue to Mount

In keeping with DOLA's customer focus policy it was deemed essential for DOLA's document lodging area to be in close proximity to the Stamp Duty Section of the State Taxation Department which is situated on the Plaza Level, one level above the Perth Branch Office.

The Perth Branch Office will close for business in Cathedral Avenue at 5.00pm on Friday 23rd February 1996 and re-open for business at 8.00am at Mount Newman House on Monday 26th February 1996.

The address is Mount Newman House, Terrace Level, 200 St. Georges Terrace, Perth.

The entrance to the office is located on St. Georges Terrace, directly behind the Old Cloisters Building (currently occupied by Ansett Airlines).

T CARLETON

A/DIVISIONAL MANAGER

LAND TITLES DIVISION

cib75.96/cib2/jo

FORM A2a

before me : (Note 5)

WESTERN AUSTRALIA TRANSFER OF LAND ACT 1893 AS AMENDED.

## APPLICATION BY SURVIVOR

TO BE THE REGISTERED PROPRIETOR OF LAND (INCORPORATING STATUTORY DECLARATION)

DESCRIPTION OF LAND (Note I)		EXTENT	VOLUME	FOLIO
	٠.			
			.	
				•
APPLICANT (Note 2)				
			,	
DECEASED PROPRIETOR (Note 3)			····	
•				
-				
DATE OF DEATH (Note 4)				
·				
THE APPLICANT as the surviving joint tenant HEREBY APPLIES to be regis of the death of the deceased proprietor and HEREBY DECLARES as follo	tered as the proprietor by	survivorship of the	land above descrit	bed by virtue
of the death of the deceased prophetor and merces is becomes as folio	ws			
. I am registered as one of the proprietors of the land above described.	ibed as a joint tenant with	the deceased pro	prietor.	
The deceased preprieter died as the data stated shows and pre-	duned because in a newlife	ed convertible dage	th contificate	
The deceased proprietor died on the date stated above and pro	auceu nerewiin is a certine	ed copy of the dea	ui ceniicate.	
. The deceased person described in the death certificate was one	and the same person as t	he deceased prop	rietor.	
and I make this solemn declaration by virtue of Section 106 of the Ev	dence Act 1906			
The state of the solution decidation by visite of decidin 100 of the Ev	action Aut 1900.			
igned and Declared at				
is day of	•			
10				