

# CUSTOMER INFORMATION

# BULLETIN



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No. 7, August 19, 1988

## NEW PROCEDURES FOR LODGING DOCUMENTS FOR REGISTRATION

The existing procedure has been reviewed by the Office of Titles with the view of stream lining the Registration of Documents, relieving congestion and saving valuable time for the lodging party.

Problems with the current procedures have been identified, and concern both the lodging parties and the Office of Titles. The problems identified are:

1. The time spent completing the lodging form by the lodging party.
2. The time spent completing the assessment form by the Office of Titles staff.
3. The time spent matching the lodging slip with the assessment.
4. Difficulties experienced in finding the lodging slip.
5. Rejected dealings.
6. Balancing the assessment fees with the cashier.

The above problems cost the lodging party valuable time in Registering documents. Time spent in the Office of Titles by the lodging party may be put to better use in their own office.

The new procedure should reduce the time delays. The assessment form and the lodging slip have been combined. This will alleviate the problem of finding and matching the two forms. The combined form should be completed by the lodging party, filling in the clients own reference code and lodging with each dealing. The dealing is to be time clocked in the normal fashion. The amount shown on the assessment must also be shown on the documents.

The Office of Titles undertakes to accept all documents lodged for registration. The additions for the total amount shown on the assessment must be correct to be accepted. If at the examination stage an error is found then the lodging party will be advised in the normal way.

The advantages of this system to the lodging party are:

1. A complete balance of the fees to be paid can be achieved before the documents are lodged for Registration.
2. Only one form is required. It incorporates Office of Titles receipt, client receipt and client reference.
3. The time spent in the Office of Titles will be reduced.
4. All documents will be accepted for Examination. No documents will be rejected at the Acceptance Counter.

The new self assessment form has been kept simple with a section for lodging party use. These standard forms will be available from the Office of Titles free of charge. Personalised forms may be printed by customers to suit their individual needs. It will be necessary to have these forms approved by the Office of Titles before printing.

The standard forms are now at the printers and will be available on the 25th August 1988. Attached is a sample form.

This procedure will relieve congestion in the Acceptance area and save valuable time for the customer. The staff of the Office of Titles will be ready to assist in the changeover. For further information regarding the new procedure, arrangements may be made by contacting the Advice Officers.



D.L. Mulcahy  
DIRECTOR,  
LAND TITLES

NAME OF Lodging Party .....

OFFICE OF TITLES, PERTH			DOCUMENT NUMBERS
LODGING PARTY REFERENCE ONLY	TYPE OF DOC.	AMOUNT \$ - c	FIRST AND LAST NUMBERS ONLY, MAY BE SHOWN
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
THE ONLY RECEIPT RECOGNIZED WILL BE PRINTED BY CASH REGISTER HEREON		TOTAL	

ACCOUNTANT, DEPARTMENT OF LAND ADMINISTRATION  
FEES

ASSUR. FUND

FEES

ASSUR. FUND

DOCUMENT NUMBERS

NAME OF  
LODGING PARTY

THIS SECTION TO BE RETAINED BY CASHIER.

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