

CUSTOMER INFORMATION

BULLETIN



DOLA

OFFICE OF TITLES

Department of LAND ADMINISTRATION

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A. THE LAND ENQUIRY CENTRE (LEC) EXPANDS

Since the introduction of the Land Information Access (LIA) System in July 1988 there has been a steady increase in demand for land information products. To meet the increased demand, additional staff and facilities have been allocated to the Land Enquiry Centre, Office of Titles, located on the Mezzanine floor of the Law Chambers Building.

LEC now has 7 staff available to help you with your particular needs for:

COMPUTER GENERATED REPORTS AND PLOTS

Reports:

Paper copies of Ownership and Sales reports which provide a range of tenure information including Certificates of Title, Proprietors, Sale price, Property Street Address and Parcel Identifiers. The reports can be tailored to your requirements by specifying a range of buying or selling dates, property values or size (area) of the properties.

Plots:

Plots are paper copies of the maps depicting the property boundaries and are annotated with the required tenure information.

DIGITAL DATA

LEC can provide the property boundary and tenure information in digital format. The information is provided in a "normalised" file structure in ASCII or EBCDIC formats on Magnetic Tape or floppy disks.

MICROFICHE

Nominal Index:

In name order to obtain Certificate of Title number, Parcel Identifier and consideration.

Certificate of Title Report:

In Certificate of Title number order to obtain Parcel Identifier, owner name and consideration.

Ex-Owners Index:

In ex-owners name order to obtain Certificate of Title Number, Parcel Identifier and buying and selling document, consideration and date.

Survey Lot Index:

In Plan/Diagram order to obtain Certificate of Title number.

Strata Plan Index:

In Strata Plan number order to obtain Strata Plan details.

Strata Plan - Building Name Index:

In building name order to obtain Strata Plan details.

Crown Allotment Index:

In Crown Allotment order to obtain a wide range of information including Certificate of Title number, AMG Map reference, region and Original Grant.

Crown Reserves Register:

In Reserve number order to obtain complete Reserve details.

Address To Parcel Identifier (P.I.) Index:

In street name order to obtain Parcel Identifier reference and Certificate of Title number.

Land Identifier To Map Sheet:

Centroid positions in survey lot reference to obtain map sheet and location.

Sales Evidence Index:

In Map Sheet order to obtain recent cumulative sales details.

Valuation Maps:

Microfilmed maps used to obtain Survey Lot details.

CUSTOMER REMOTE SEARCH

Clients, with a suitable Personal Computer and compatible software and modem, are able to connect to the Office of Titles Computer System. From the comfort of your own office, you are able to:

- Search the Nominal, Survey Lot, Crown Allotment and Strata Plan indices.
- Order Prints of Titles.
- Conduct (and print) a Check Search.
- Access to the no charge services, including enquiry on the progress of a dealing, or enquiry as to whether a duplicate Certificate of Title has been produced.

LEC is still located on the Mezzanine Floor in the Law Chambers Building and the staff welcome any enquiries on the range of products available. Please call in person, Telephone 222 6800 or Fax 325 1253.

B. CHANGES TO SEARCHING PROCEDURE

PLEASE COMMUNICATE THIS CHANGE TO ANY PERSONNEL IN YOUR ORGANISATION WHO CONDUCT TITLE SEARCHING AT THE OFFICE OF TITLES

From Monday, April 15, 1991, requests for Title and Check Searches, by CAS Account Card Holder, are now debited directly to the CAS account, without passing through a secondary cashier station.

Know as "up-front charging", this change to procedures recognises the fact that the sighting of the CAS card by the searchroom counter staff is the authority to create a transaction which will debit that account.

Customers will no longer receive a separate receipt with their photocopies. The receipt information has been incorporated into the search list, which details the items requested and a breakdown of the costs incurred. Because the search list is now also the receipt, it should be retained for reconciliation with the monthly statement issued by this Office. A sample of the revised search list and monthly statement was attached to each C.A.S. statement sent out on April 3, 1991.

The new procedures, are in fact, modelled on the method of charging currently employed for Clients enrolled in Customer Remote Searching.

The revised search request and payment procedure is described as follows:

1. Present your CAS Card with your search request to the counter staff.
2. The counter clerk will enter your account number, card number and any comments or identification for the search.
3. When the search is ready to be sent for processing, you will be asked to state your trading name, as supplied by you on your original account application form.
4. An authorised request will be processed by the Customer Accounting System and the total cost debited to your account.
5. The resulting photocopies or facsimile prints will be accompanied by a search list, which now also contains a summary of the transaction costs.
6. If you wish to reconcile this transaction against the monthly statement, or enquire about the transaction, use the JOB NUMBER printed on the search list as the reference number.

Note that this change applies only to request made by CAS account holders at the searchroom counter, or on their behalf by the Search Transmission (Facsimile) Centre. Searches may still be paid by cash, cheque or account at a cashier station if the CAS card is not sighted at the time of initiating the request. In this instance, a separate receipt will be issued.

The Office of Titles is committed to improving its service to the public. We welcome your feedback on our services and look forward to introducing further improvements for the benefit of our Clients. If you have any queries with respect to this change to procedures, please contact our Customer Services Section on 222 6807.

C. REGISTER 2000 UPDATE

Since the announcement of the commencement of the Register 2000 Project in Bulletin No. 34 (November 9, 1990) significant development has occurred. The purpose built system has been developed and assembled in Alameda, California, by the Project Contractor, Kodak (Australasia) Pty Ltd. Members of the Register 2000 Working Group have recently returned from Alameda where the system was tested before delivery to Australia.

Components of the project have since been transported to Perth from the USA and Kodak personnel are feverishly unpacking some 104 cartons of equipment including the Automated Optical Disk Library (ADL) or more commonly known as a "jukebox".

Clients may have already noticed some changes occurring to cater for installation of the new system.

- Barcodes appearing on title searches which are required to support automated indexing techniques within the scanning process. Some 1.6 million titles and graphic documents will have barcodes attached by members of the Labelling Project Team using two custom made devices built to Office of Titles specifications.
- Changes to the cashiering area on the lower ground floor.
- Installation of an automated billing procedure for searches ordered at the Land Titles Office by CAS account holders.

Further changes will occur as we near the expected implementation date in early July, such as the installation of "Sun" workstations on the Title Copy Service, Freehold Graphic Bank and Document Copy Service counters.

Behind the scenes, some accommodation changes have been completed to allow for installation of equipment in the Scanning and Quality Control areas.

The testing in the USA confirmed that the system will be able to produce a consistently superior quality of search print output than is currently being experienced. Testing of the autofax software was highly successful with searches being transmitted directly from the computer system to a standard fax machine within this Office. Most certainly significant benefits will accrue to Clients and we look forward to the system commencing production in the very near future.

Any project queries regarding the project can be directed to Mr Don Beer, Project Manager of the Register 2000 Working Group, 3rd floor, Law Chambers Building or by telephoning 222 6464.



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