

CUSTOMER INFORMATION

DOLA

BULLETIN

Department of LAND ADMINISTRATION

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No. 64
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REFERENCE ONLY. VALID AS AT PUBLICATION DATE SHOWN ON THIS DOCUMENT.

1. LETTERS REQUESTING REGISTRAR TO AMEND DOCUMENTS

Where requisitions are raised by the Land Titles Division, either by "Notice" or by phone call, on documents lodged for registration, and amendments are required to those documents, such amendments must be authorised. The most emphatic authorisation are the initials of the parties to that document and their witnesses.

However, it is customary for the Land Titles Division to accept letters authorising the Registrar of Titles to amend the document on behalf of the parties. Such letters come from either the party or parties to the document effected by the amendment, or in certain circumstances by the solicitor or settlement agent acting on behalf of and authorised by the party affected.

There has been a decline in the standard of letter being received requesting amendments and this article outlines the requirements sought by the Land Title Division for these amendments, They are: Letter requesting amendments must refer to:

- a. Details of the document to be amended.
- b. Clearly express the amendment to be made.
- c. The authority on which the request to be made.
- d. Where the letter is not signed by a solicitor, it should be signed by a partner or senior officer of the organisation making the request.

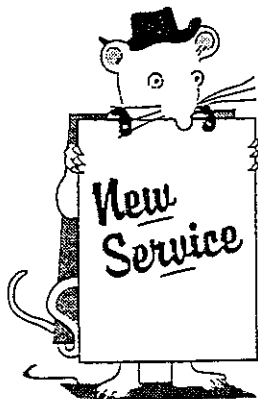
The following (or a letter substantially in this format) is suggest as a format for such a letter:

I(Full Name) am the (solicitor/settlement agent) for the (transferrer/transfer/etc). I authorise and request and I have the authority to authorise and request on behalf of such person(s) that the Registrar of Titles use his authority under the Transfer of Land Act 1893 to amend document F..... by

Date / /19

Letters requesting amendments will not be given effect to by either the Stopped Document Section or the Examination Sections unless the letters making the request are substantially made in the format above.

2. STATE TAXATION - LAND TAX CERTIFICATES OF LIABILITY



The State Taxation Department recently conducted a survey of agents to determine the most efficient method of issuing land tax certificates of liability.

The survey found broad support for a proposal to issue certificates through the issuing boxes at DOLA's Perth Branch Office (PBO).

Should clients wish to collect land tax certificates of liability from the PBO Issuing box please complete the form which was issued with your monthly CAS statements and return it to the State Taxation Department, corner Barrack street and St Georges Terrace Perth.

This facility is only available for DOLA clients who maintain a Issuing Box in the Perth Branch Office.

If you require further information please telephone the State Taxation Department (Land Tax) on 323 1411.

3. CUSTOMER ACCOUNTING SYSTEM (CAS) PAYMENTS

The Land Titles Division has been experiencing problems with receiving cheques for the payment of CAS accounts without the supporting statement of account.

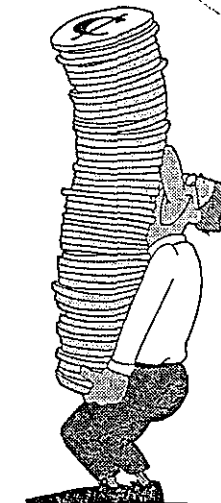
There are now approximately 2500 CAS accounts in operation. CAS account clients are reminded that enclosure of supporting statement of accounts will ensure that accounts are not inadvertently suspended.

To ensure that your account is not suspended, please submit the account statement tear off return slip together with your cheque by the due date.

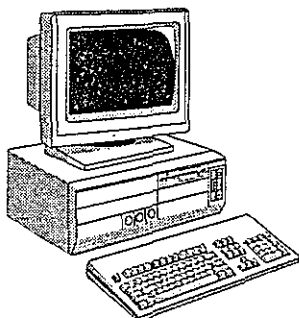
PAYMENT OF MULTIPLE SERVICE

Payment of document lodgement and CAS accounts are processed much quicker if two cheques are lodged for payment.

The Customer Accounting System (CAS) and the Document Acceptance System (DAS) are not inter-related or linked. Payment by two cheques will expedite the payment process. Your co-operation in this area will be appreciated.



4. CUSTOMER REMOTE SEARCH (CRS) OFF PEAK



When CRS was first developed the delivery screen included the option:

Off Peak?: __ (Y/N)

but the software behind the option had not been developed. This software has now been developed and offers a new service which is expected to assist in delivery of service to clients.

Now, when Off Peak - "Yes" is selected, the searches requested are held back and are not sent until after 6pm that same evening. If the prompted "No" option is selected the search requests will be faxed back as soon as possible, as is the case for all search requests now.

There are two significant benefits of using Off Peak:

1. Ordering searches off-peak will ease the load on client's fax machines during the day by having non-urgent searches faxed after hours. For example, clients may wish to order their check searches and full searches required for today's settlements as normal and the searches for preparation of documents as off-peak.
2. The more searches ordered as off-peak, the fewer the number of searches that will be in the "as-soon-as-possible" queue. Accordingly, urgent searches will be received sooner. If 10% of searches are ordered off-peak then the remaining 90% will be received 10% sooner. If 20% are ordered off-peak then the "as-soon-as-possible" searches will be received 20% sooner, and so on. In this regard, the more the off-peak option is used the more all clients will benefit.

Clients should note that (as in the case now with normal search requests) the status of the search (ie subject to dealing or otherwise) is as at the time of ordering - not at the time of delivery.

Off-peak will therefore not change this situation but only increase the time between order and delivery.

In the interests of improved service for urgent searches it is recommended that clients view their ordering patterns and use off-peak wherever possible.

Any enquiries on off-peak searching should be directed to the Land Enquiry Centre on 273 7343.

5. GROUP 4 FACSIMILE NOW AVAILABLE

REDUCE FAX TURN-AROUND TIME

Save up to 7.5c per Group 3 Transmission*

INCREASE FAX QUALITY

Following an extensive program of development and testing with the manufacturers of the new Group 4 Fax Machines, DOLA is now able to send Title, Document and Freehold Survey Searches to a range of Group 4 Fax devices that have been approved by Austel and have been released in Australia.



The available devices are listed in the table at Figure 1. The table also provides a contact representative for the manufacturers agent. These agents have actively participated in the extensive testing programme and are aware of the issues relating to DOLA search services.

Customers should be aware that there are variations in price and functionality amongst the G4 fax machines, just as there are variations in the level of after sales service and support that the suppliers can offer. However, all of the G4 fax machines provide a quantum leap in image quality and a substantial increase in transmission speed when compared to Group 3 fax machines. The main variation amongst the machines is apparent in the speed at which the machines can receive information from DOLA. Results of test transmissions to all G4 machines have been compiled by DOLA and given to each of the manufacturer's representatives. Extensive tests performed by DOLA concluded that Title searches can be received *at least 4 times as quickly* using G4 fax. In a real example, a list of nine Titles will require 18 minutes of fax time on a Group 3 fax machine, while a G4 fax machine will receive the same information in less than 5 minutes. This leaves the difference of 13 minutes free in which to send and receive other fax messages (note also that some G4 fax machines are able to send while they are receiving).

G4 faxes are *notably clearer* than the current G3 faxes because they support higher resolutions (ie better clarity) - higher even than the laser prints issued by the printers in DOLA's customer service area. When DOLA scans the original paper Certificate of Title or Survey, the scanner captures the image at 400 dots per inch - quite a high resolution when compared to other document image sites. When that image is printed on a Group 3 fax machine, only 196 dots per inch are printed. When that image is printed on a Group 4 fax machine, the full 400 dots per inch can be printed. This is better than the printers in DOLA's customer service area which print at only 300 dots per inch. Although the difference is sometimes marginal, some fine information, particularly in surveys and the sketches on titles, are substantially improved by G4 resolution.

Attractive tariffs for the use of the ISDN (Intergrated Services Digital Network) means that substantial savings can be made by organisations that send many short-duration faxes to local fax machines. It costs only 17.5c to send Group 3 fax, using a Group 4 fax machine over ISDN if the fax is sent to a local number and the duration of the call is less than 2 minutes.

To expand the viability of Group 4 Facsimile, DOLA and the manufacturers will continue to work towards further improvements in the area of efficiency of transmission, and in the development of new products that offer varying levels of functionality and price.

RECOMMENDATION

That DOLA customers wishing to improve the printing speed or quality of facsimile delivery, and save up to 7.5c per fax transmission, should consult the representatives of the manufactures of the Group 4 Facsimile machines. Customers are advised to examine all factors that relate to their own particular business needs and in the way that their business interacts with DOLA for Land Title Information. If you have any questions about DOLA's service delivery via Group 4 Facsimile, please contact John Townsend, Land Register Services Section on 273 7445. Details about each of the G4 Fax devices, including prices and cost of digital telephone lines, should be sought from the relevant product representative.

Figure 1

G4 Fax Device	Representative	Contact Details
Ricoh 7000L	Robert Butcher Inchcape Office Products	Ph: 481 4290 Fax: 481 4375
Canon L3300i	Sean Tiibrook Canon Australia Pty Ltd	Ph: 347 2222 Fax: 242 4120
Sagem Safax 990	Steve Baggaley Access Business Machines	Ph: 227 5333 Fax: 227 5444
Jtec 2050 Inca Gold Card for a Personal Computer	Alan Monsted Jtec Pty Ltd	Ph: (03) 263 0200 Fax: (03) 263 0215

* Group 3 Fax local call, of less then 2 minutes duration, cost 17.5c when transmitted over ISDN network.

6. ADDRESS FOR SERVICE OF NOTICES ON CAVEATS

Customers are advised that from the 1st of July, 1994 due to the provision of the City of Perth Restructuring Act 1993 the area of the City of Perth will be substantially reduced.

The precise description of the limits of the City of Perth is set out in Schedule 1 to the City of Perth Restructuring Act 1993.

Attached for easy reference, is a map showing the new boundaries of the City of Perth as at the 1st of July, 1994.

The change to the boundaries of the City of Perth must be noted by all Customers preparing caveats on or after the 1st of July, 1994.

Under section 137 of the Transfer of Land Act (TLA) customers lodging caveats must specify an address for service of notices on the caveator within the reduced boundaries of the City of Perth. The address within the reduced boundary must be used for notices from the 1st of July, 1994. If this is not done, the caveat will be rejected.

The caveats which have been lodged with DOLA before the 1st of July, 1994 and which specify an address for service of notices being within the larger area of the City of Perth will not be rejected. Any notices that relate to caveats that are sent by DOLA after the 1st of July, 1994 to addresses outside the reduced area of Perth (but at the time of lodgement of the caveat were addresses inside the limits of the City of Perth) will be sent to those addresses as they were correct at the time of lodgement.



Geoff Sach
Registrar of Titles
DIVISIONAL MANAGER

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