

CUSTOMER INFORMATION**BULLETIN****DOLA**

Department of LAND ADMINISTRATION

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A. ACCESS TO ADVICE OFFICERS GUIDELINES FOR 1994

In the interests of providing equitable effective and timely advice to all Clients it is requested that enquiries made by conveyancers be conducted in accordance with the following guidelines. It is expected that compliance with the following guidelines will improve service for all clients seeking procedural advice.

All enquiries made by conveyancers are to quote either the paragraph number and page number of the Practice Manual or the relevant Customer Information Bulletin number relating to the procedural matter on which they are seeking clarification.

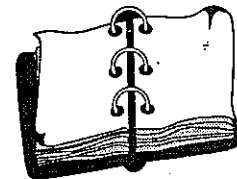
Customer enquiries in regards to seeking either an opinion or interpretation of the Transfer of Land Act will be advised to seek the assistance of a Legal Practitioner.

All telephone enquiries seeking adjudication on a dispute between the parties at settlement should follow the above procedures. When it is necessary for an Advice Officer to sight a document it may be sent by Fax - 273 7651 or by Ausdoc DX 81 Midland for vetting on the day before settlement.

The release of a new edition of the Practice Manual is being scheduled for the second half of 1994.

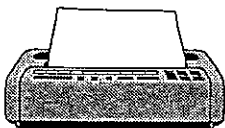
B. PRACTICE MANUAL UPDATE

With effect from 17 January 1994, Mr Ross McDonald, Assistant Registrar of Titles will manage the completion in total of a new edition of the Land Titles Practice Manual by 30 June 1994. He will be responsible for the full review of the text, production, distribution and marketing etc. of the manual.



The views and opinions of the conveyancing community regarding the structure and content of the Practice manual are sought, and all comments received by the end of February 1994 will be considered.

Comments should be addressed to Mr Ross McDonald, Assistant Registrar of Titles, DOLA PO Box 2222 Midland WA 6056.

**C. CUSTOMER ACCOUNTING SYSTEM ACCOUNTS
- FAX BACK SEARCHES**

Many complaints have been received from customers who do not receive their searches. DOLA's investigations have revealed that Customers who have changed address, fax and/or telephone numbers have not informed the Revenue Clerk to adjust their CAS file. Accordingly DOLA is not aware of any changes, which result in misdirected searches being sent to customers

It is requested that Customers advise the Revenue Clerk in advance of any changes to address or telephone numbers. Customers are also advised that a mobile fax number will not be recorded on the CAS file as the authorised fax address.

D. ISSUING

An issuing data base was established and became operative on Monday 15th November 1993. Any duplicate title placed in an Issuing Box now has a computer generated list with it.

The list shows:

- Issuing box number
- Date of Issuing
- Location of Issuing (Perth or Midland)
- Duplicate Title issuing

Customers collecting documents from their Issuing Box should check that the duplicate title(s) collected are shown on the list. If the listing shows that a duplicate title number is incorrect or is not present at time of collection then the customer should immediately refer this occurrence to the Supervisor of the Perth Branch Office or Supervisor Issuing Midland so that the problems can be rectified and the issuing records corrected immediately.

Staff of Land Titles Division have found many of these lists deposited in the bin in the issuing section at the Perth Branch Office. This may indicate that the lists are not being checked. The retention of the list, of course, is at the customers option. Customers may wish to consider what role these lists may play in their own inhouse recording system.

E. FAX BACK

Customers have complained about the receipt of blank pages when documents have been requested for searching. Mortgages especially have been identified as a problem document. Many have text on one side of the page and blank on the reverse. The imaging system scans both sides of the page and stores the images and when prints of the document are produced, a blank page, i.e., exact copy of the document, is printed.

The problems of blank pages being provided has been recognised and is currently being addressed.

The technical solution to overcome the problem has been identified and is being tested. The problem is expected to be resolved in the first quarter of this year.

F. PENSIONER REBATES - ADJUSTMENT OF RATES

Inserted in this Bulletin, as a Customer Service, on behalf of and by the request of the Settlements Agents Association, is a change of settlement procedure. The following is an extract from The West Australian Conveyancer dated December 1993. All enquiries regarding the following are to be made to Ms Christine Uphill Executive Officer, Settlements Agents Association.

In order to qualify for pensioner rebates registered proprietors (vendors) must:

- hold the relevant card at the commencement of the rating year.
- own the land at the commencement of the rating year.
- Occupy the land as their "ordinary place of residence" at the commencement of the rating year and
- be registered by the administrative authority by the registration date.



In the event of the property being sold the full rates are adjusted. To obtain the benefit of the rebate, however, the REBATED AMOUNT must be paid either prior to or immediately following settlement. Practitioners are asked, in response to a request from Treasury and several of the Local Authorities, to ensure that clients who are eligible for the rebate are aware of this requirement.

Where the vendor does not wish to pay the rebated amount direct to the Authority prior to settlement it is recommended that the apportioned amounts (based on the full rates account) are collected at settlement, the REBATED AMOUNT paid to the rating authority and the balance remitted to the vendor.

Where rates are not available it is recommended that the vendor be advised to obtain an estimate from the rating authority.

Several of the local authorities are also experiencing problems with general rates, due to the failure of Conveyors to pay rates immediately following settlement. Delayed payment often means that purchasers receive final notices and letters of demand for payment from the rating authority. Conveyancers are asked to ensure that, where rates are collected for payment at settlement, that they are paid as soon as possible after settlement is effected.

GEOFF SACK
REGISTRAR OF TITLES
DIVISIONAL MANAGER