

CUSTOMER INFORMATION



DOLA

Department of LAND ADMINISTRATION

BULLETIN

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A. INTRODUCTION OF A NEW A4 SIZE CERTIFICATE OF TITLE

Following extensive customer consultation and full endorsement by DOLA's Customer Service Council, DOLA will commence the progressive introduction of a new A4 size Certificate of Title.

The new design features a distinctive Kangaroo Paw motif on the duplicate title. The new titles will be issued in three colours, green for conventional titles, purple for share titles and orange/brown for strata titles. The green and purple colours will be used to emphasise the traditions associated with the land registry. The orange/brown will serve to distinguish that the title is part of a strata scheme.

Customers will find the new A4 size more convenient for storage purposes and the colour coded sheets will serve to further clarify the type of title. It will also provide for an improvement in DOLA's copy service as the title paper is now an industry standard size.

The move to replace the current B4 size title with the new A4 design is one of the first steps as we progress towards a digital Register. Australian paper has been selected for the new certificates to overcome supply difficulties and high costs of previously imported stock. The A4 size will enable DOLA to introduce more efficient production processes and support further ongoing refinements to the titling system.

It is proposed that the components and layout of the title format will be reviewed on a regular basis as DOLA seeks to continuously improve its service to customers.

If you have any queries in respect to this new initiative could you please contact Mr. Chris Mason, Manager, New Title Production on 9273 7369.

B. QUALITY OF SURVEY INFORMATION MICROFICHE

A number of concerns have been raised about the quality of the microfiche copies of field books and other survey information provided by DOLA. Unfortunately, a small number of microfilmed survey documents are difficult to view on the microfiche viewers and do not reproduce well from the microfilm. Often this is because the original was in poor condition when microfilmed, or because of past practices in preparation of fieldbooks. The microfiche themselves can also become scratched, or dirty with use and this can lead to difficulties in achieving acceptable views and prints.

DOLA has a number of procedures in place to optimise the clarity of the information on the microfiche. These include, archival restoration of the field books and where possible, "enhancing" information on the fieldbook prior to refilming. In cases of badly scratched, or blurred microfiche, simply re-microfilming it, may solve the problem.

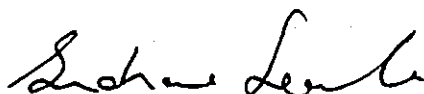
To ensure that these processes are implemented, it is important that users identify problem microfiche by completing the Survey Information Error Correction Forms available in the Surveyor's Searching Area and at the Tenure Search Counter. Ongoing attention to rectification of problems will ensure that over time, the microfiche are maintained at the highest possible standard. This will minimise inconvenience to users and reduce the need for DOLA staff to access original field books.

C. BENEFITS SHOWN IN LAND DESCRIPTIONS

Land often has particular rights, or benefits attached to it, that continue to run with the land, notwithstanding changes in the ownership. These benefits include rights to use ROWs and the benefits of height restrictive covenants, and they are shown in the land description of the certificate of title.

As they enhance a purchaser, or mortgagee's interest in the land, they are not required to be shown in land descriptions of documents, although it is not incorrect to do so. However if they are shown in the land description of a document, they must be stated fully and correctly, as any variance from what is shown on the title may compromise the understanding of the estate and interest in the land being dealt with.

For further information on land descriptions please refer to paragraph 1.590 of the Land Titles Registration Practice Manual.



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