

CUSTOMER INFORMATION

BULLETIN

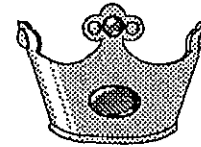


No. 47, May 7, 1992

IN THIS ISSUE

- A. Warren Hopkins Wins Inaugural Award
- B. Ex-Owners Microfiche
- C. Search Collection Box
- D. A4 Document Introduction
- E. Identification - Deceased Proprietor

DOLA's Warren Hopkins Wins Inaugural Award for Fast-track System



At the official press announcement of the new Fast-track Freehold Subdivisional Process on March 26, 1992, the man responsible for its inception and implementation was awarded the Institution of Surveyor's WA Division inaugural Certificate of Recognition for outstanding contribution to the surveying profession in Western Australia.

Warren Hopkins, DOLA's internal Consultant for Systems and Review, was enthusiastically praised by the Institution's President, Mr Paul Blackadder, for single handedly tackling the survey lodgement process which, for "traditional" survey documents, has remained unchanged for decades.

The extension of benefits obtained by the introduction of the Early Issue of Title process in 1987, to include traditional documents, had not previously been embraced because of the sheer size of the task, the political and industrial agendas to overcome and the extent of the liaison necessary.

However Warren's new position as DOLA's System Review Consultant has allowed him to

pursue his passionate desire to streamline many of the legal and land processing systems, both external and internal to DOLA.

His success in seeing the Fast-track system into fruition heralds the completion of just one of his proposals for rationalisation. The new system, which commenced on March 31, 1992, reduces the lag time from one month to one day for lots being rated to dealings.

This signals a number of significant benefits to the land development and survey industry, including savings to owners/developers on holding costs such as interest on mortgage and development, Shire and WAWA rates and charges and land tax.

During his announcement to the media the Lands Minister David Smith made special mention of Warren's contribution to the system's development.

"Warren should be commended for not only first identifying the potential for rationalisation, but also "fast-tracking" this idea through the complex web of procedures and key players to finally arrive at a workable and mutually acceptable process", Mr Smith said.



Ex-Owners Microfiche

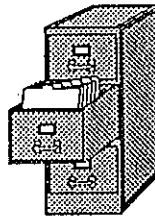
A customer brought to the attention of Client Services Branch that information for historical searches provided was not accurate. It was clear the customer was referring to the use of the Ex-owners microfiche to identify owners of properties.

A search of the Ex-owners index failed to show any record of the ex-owners in question. After investigation it was discovered that no updating occurred between approximately July 1987 and

early 1989. Unfortunately no ex-owner information is available for this period due to a failure of computer system software.

Customers please be aware of the time frame lapse when conducting searches in this area. Client Services Branch apologises for any inconvenience to Clients who have to conduct ex-owners searches for this period. Clients can still conduct ex-owner searches however, through chain searching of Certificate of Title.

Search Collection Boxes



Customers please note that as from Monday, May 11, 1992, the Search Collection Boxes will be relocated from the current site near the lifts to the Issuing/Progress area in the Customer Services Hall.

As the majority of searches are now produced from the Image System the collection boxes will be relocated near the Luna Printers.

Extensive counter modification will also take place on the weekend prior, to ensure customers are not inconvenienced.

The relocation of the collection boxes will assist in a more efficient delivery system for searches.



A4 Size Document Introduction July 1, 1992

The introduction of the A4 size documents into the Office and conveyancing system has been relatively smooth and without any apparent problems.

The Office is currently accepting both the new and old type of documentation and as previously advised this practice of double acceptance will cease on July 1, 1992. Please note, as from July 1, 1992 only documents in the A4 Format will be accepted, unless the document is dated and stamped prior to the January 31, 1992. Judging by the reaction of the conveyancing fraternity it would appear that the new forms have been accepted without any major concern. The enquires received on the forms are mainly directed on the

Notes Panel on the backs of the Forms. It would seem that more information is preferred on some forms. Some of the concerns raised will be dealt with on an ongoing basis as the forms require reprinting.

Form approval enquires have recently increased and certainly we would expect them to peak in the coming month. Your Form Approval enquiry should be directed to Messrs F. Calginari or D. Anderson on phone: 222 6890.

One of the outstanding features of the introduction of the new A4 forms is that you may seek approval to produce your own form by means of Word Process/Printing.

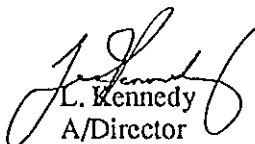
Identification - Deceased Proprietor on Probate and on Title

It has been the practice of this Office to request a declaration of identity in cases where the deceased on a Grant of Probate is described differently from the registered proprietor.

Where former and current addresses were shown on the probate, no further evidence was required as this Office was aware of the checking process undertaken in the probate division of the Supreme Court.

The Probate Division has changed its practices by refusing to issue grants showing former addresses of parties, but it still requires proof of identity. As a consequence of that change in practice the practices of this office will also change. Where the Registered Proprietor on the title can be identified with either (and therefore both) the deceased named in the grant, or the testator, then no further proof will be required.

Where a variation exists a declaration should be supplied.


L. Kennedy
A/Director
Land Titles Division