

CUSTOMER INFORMATION

BULLETIN



No. 30, 7th May, 1990

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A. STOPPED DOCUMENTS

Despite the introduction of the \$15.00 document requisition fee, an alarming number of documents lodged in this Office for registration are still subject to requisitions. This places severe strain on the resources of the Stopped Document Section and the Registration Branch.

Surveys conducted on these requisitions indicate that the same basic errors are being made. With a little care and a thorough examination of the certificate of title and relevant documents most requisitions could be eliminated. The high cost in dollars and staff time in meeting the requisitions must be a worry to the lodging parties and their clients.

This Office places a high value on getting the documents right before they are lodged. Mr Arthur Towers, the Customer Service Manager is available to talk to the staff of the various firms involved in document registration. If you feel these talks could benefit your staff contact Arthur on 2226807.

We prefer not to have to collect that requisition fee.

B. DOCUMENT SEARCHES

Searches of documents are in the main supplied from microfilm images and are immediately available in the normal course of business.

Occasionally after receiving a microfilmed copy it may be necessary to view the original document to clarify colours on sketches or to view subsequent endorsements. The original, once ordered, will be retrieved from secondary storage and held at the Document Repository Counter. This retrieval process is on the basis of request in by 8.30am, available by 11.00am. A copy can then be supplied if requested.

Documents in the range of A100,000 to A600,000 have not yet been microfilmed and also must be retrieved from secondary storage. Copies of this range ordered before 8.30am will be made from the original and be available from Document Copy Cashier from 11.00am daily.

C. TECHNOLOGY AWARD FOR D.O.L.A.

In Bulletin No. 19 of 11th April 1989 we reported that Department of Land Administration (D.O.L.A.) had been awarded "Silver" for its technological achievements. The criteria for awarding gold and silver include; productivity gains; customer satisfaction; and, the potential use by other government agencies.

This year D.O.L.A. has won awards again at the Technology in Government Event held in Canberra late in February. Two unique computer systems have together won the Government Technology award for productivity in the State Government category. They are:

1. Landraw - an automated Survey Drafting/document printing package which includes the capability of producing Crown Land Records and graphics for Crown Grants, Leases and Certificates of Title.
2. Digital Topographic System - a computerised contoured mapping system developed in conjunction with Adam Technology keeping D.O.L.A. abreast with world trends.

D. SKETCHES IN DOCUMENTS
REFERENCE ONLY. VALID AS AT PUBLICATION DATE SHOWN ON THIS DOCUMENT.
 Documents lodged in this Office containing a sketch must clearly define the extent of the encumbered land. To define the affected land a fully dimensional sketch may be necessary.

This sketch must clearly designate to what extent the land is being encumbered by use of angles and distances.

- all dimensions must be neat and legible.
- tie distances to corners and bends must be shown to enable positioning of affected land.
- all angles and distances must be shown.
- colours may be used to assist definition.
- stippled definition can be used provided it does not interfere with line work or dimensions.

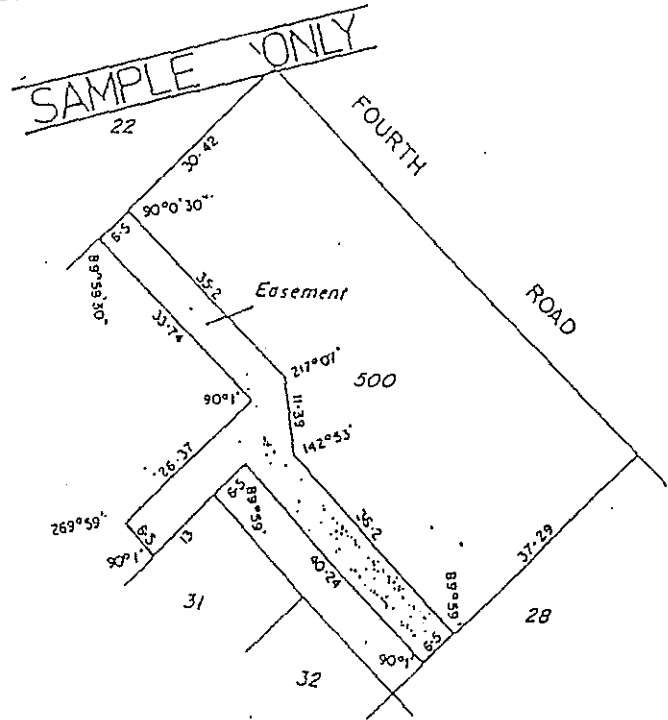
The following is unacceptable and documents will be rejected.

- insufficient dimensioning.
- minimum dimensioning which necessitates calculations.
- centre line dimensions and width only.
- insufficient tie distances.

The dimensions shown on these sketches are often shown on new titles, it is therefore in the best interests of the client to produce a satisfactory sketch and so eliminate delay in producing the titles. The "Practice Manual", pages 130 and 131, contains the necessary information to prepare documents containing sketches with the proviso the sketches are of sufficient standard. The Survey Advice Officer, Customer Service Centre Lower Ground Floor, is available to advise on sketches and to initial sketches as to their acceptability.

Hereunder is an acceptable sample sketch. Other samples are available from the Survey Advice Officer.

EASEMENT SKETCH
 LOT 500 OF PT CANNING
 LOC. 31 ON DIA 73424
 SCALE 1:750 DATE 22-7-88



D.L. Mulcahy

D.L. Mulcahy
 Director
 LAND TITLES