

Schedule of communications	Milestone/Key changes	Customers impacted	Key messages – high level
Ongoing	NSW LRS Information Technology (IT) Updates	All NSW LRS Clients	<p>There will be rolling outages to our systems during the next financial year as we make upgrades and changes. The long timeframe is because work will be limited to weekends where possible to minimise impacts to our customers.</p> <p>No discernible changes to systems for most clients.</p> <p>Where applicable we will independently contact clients who may need to change access.</p> <p>No impacts on turnaround times for plans or dealing processes.</p>
1 June 2024	Flagging new fees from 1 July 2024	All NSW LRS Clients	Updated fees for NSW LRS products and services will commence from 1 July 2024.
1 July 2024	Fees now changed 1 July 2024	All NSW LRS Clients	Updated fees for NSW LRS products and services is now in place.
October 2024	Request to complete Customer Survey	All NSW LRS Clients	Participate in NSW LRS annual customer survey
Ongoing	Digital Plans	All NSW LRS Clients	Digital plan project updates
Ongoing	NSW LRS Connect	All NSW LRS Clients	NSW LRS Connect project updates
Ongoing	eConveyancing	NSW LRS Subscribers	<p>Frequently Asked Questions regarding online lodgment with NSW LRS.</p> <p>We regularly update our Frequently Asked Questions to assist customers and clarify procedures for conducting online transactions with NSW LRS.</p>