

# NSW LRS annual service level report to Customers

The following report details NSW Land Registry Services (NSW LRS) performance against the service levels agreed with the Office of the Registrar General (ORG). This report covers the period 1 July 2019 to 29 June 2020 (publication date).

## NSW LRS service level by category

Timeliness	Service level detail	All service levels met <sup>(1)</sup>
Dealings actioned	<ul style="list-style-type: none"> <li>New documents: 70% within 2 business days</li> <li>New documents: 100% within 5 business days</li> </ul>	✓
Plans examined	<ul style="list-style-type: none"> <li>Deposited plans: 85% within 12 business days</li> <li>Deposited plans: 100% within 15 business days</li> <li>Strata plans: 90% within 10 business days</li> <li>Strata plans: 100% within 15 business days</li> </ul>	✓
Customer service	<ul style="list-style-type: none"> <li>Call waiting: 75% answered within 1 minute</li> <li>Call abandon: &lt;5%</li> <li>Call escalated as task: &lt;35%</li> <li>In-person answer: &lt;15Min average wait time</li> <li>Email answered: 100% within 3 business days</li> </ul>	✓

## NSW LRS service level performance

Availability	Service level detail	All service levels met <sup>(1)</sup>
Electronic	<ul style="list-style-type: none"> <li>DRS – Electronic channels: 99%</li> <li>TPS – Electronic channels: 99%</li> <li>Information for non-retail customers: 99%</li> <li>Core services for retail customers and the RG: 99%</li> <li>Core services for ELNOs: 99%</li> <li>Core services for the WAL register: 99%</li> <li>CRR Access: 99%</li> </ul>	✓
Physical	<ul style="list-style-type: none"> <li>Doors open between 8:30am – 4:30pm</li> </ul>	✓

(1) NSW LRS provides reports on actual performance against the agreed service levels to the ORG on a quarterly basis.