



No. 2012/05

www.lpi.nsw.gov.au

Date: November 2012

Land and Property Information, a division of the Department of Finance and Services is officially registered in the Australian Business Register and also registered for GST. Its ABN is 84 104 377 806.

Christmas/ New Year Service Delivery Arrangements

Queens Square Sydney and Bathurst Offices

LPI's Queens Square Sydney and Bathurst offices will remain open on business days throughout the Christmas/New Year holiday season. The Sydney and Bathurst offices will only be closed on public holidays on 25 December 2012, 26 December 2012 and 1 January 2013. However some services will be affected by reduced staff levels throughout the holiday period.

Land Title dealing lodgments

The personal lodgment service will not be available for use by regular clients from Monday 24 December to Monday 31 December 2012 inclusive. All regular clients will be asked to lodge documents through LPI's bulk lodgment service throughout this period.

These arrangements will not affect the lodgment of caveats, writs and orders of court which will continue to be accepted for immediate examination and processing. Requests for urgent processing of dealings will also be considered if supported by a letter demonstrating that the circumstances meet LPI's criteria for granting urgency.

Telephone and face to face inquiries

Clients and customers may experience longer call waiting times than usual if they telephone LPI's customer service centre on 1300 052 637 between 24 December and 31 December 2012. Customers visiting LPI in person may have to wait longer than usual to be served at customer service counters.

Normal service delivery arrangements will resume in LPI's Sydney and Bathurst offices on Wednesday 2 January 2013.

Regional and Metropolitan Offices

LPI's regional and metropolitan offices will generally be closed from 25 December 2012 until Friday 4 January 2013 inclusive. However there may be some local variations in closure dates. Specific details will be announced on LPI's website before the holiday season starts.

These arrangements are consistent with NSW government policy set out in the NSW Department of Premier and Cabinet Memorandum M2012-17 Christmas Closedown 2012-2013.

More information

The NSW Department of Premier and Cabinet Memorandum can be viewed at www.dpc.nsw.gov.au/announcements/ministerial_memoranda/2012/m2012-17_christmas_closedown_2012-2013.

LPI announcements can be viewed at www.lpi.nsw.gov.au/about_lpi/announcements.

General inquiries may be made by telephone to 1300 052 637 or by email to GeneralEnquiry@lpi.nsw.gov.au.