Circular

No. 2016/16   **December 2016**

Christmas/New Year service delivery arrangements

LPI's Queens Square Sydney office will remain open on business days throughout the Christmas/New Year holiday season. However some services will be affected by reduced staff levels throughout the holiday period.

LPI office will be closed on the public holidays on Monday 26 December 2016, Tuesday 27 December 2016 and Monday 2 January 2017.

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 28 December 2016 and 6 January 2017. Customers visiting LPI's Queens Square Sydney office in person may have to wait longer than usual to be served at customer service counters.

Land title plan and dealing lodgements

LPI account holders will be asked to lodge plan, dealings and other documents through LPI's bulk lodgment service from 28 December 2016 to 6 January 2017 inclusive.

Account holders will not be able to use the personal lodgment service during this period, except in relation to lodgment of caveats, writs and orders of court. LPI will accept requests from account holders for urgent processing of plans and dealings if they supply a letter demonstrating that the circumstances meet LPI's criteria for granting urgency.

We would like to thank you for your support over 2016. On behalf of everyone at LPI, we would like to wish you and your family happy holidays over the festive season.

More information

The NSW Department of Premier and Cabinet Memorandum can be viewed at
http://arp.nsw.gov.au/m2016-01-premiers-memorandum-christmas-closedown-2016-2018

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

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