

Circular

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Titling and Registry Services customer service changes

From Monday 2 February 2015, customer service arrangements will change at LPI's Sydney office at Queens Square for titling and registry services customers. The changes apply to over the counter lodgment of documents and plans, payment of fees and associated inquiry services after 4.00 pm.

The changes are:

- Between 4.00 pm and 4.15 pm only one service ticket will be issued to each customer.
- The ticket can be used for:
 - lodgment of a maximum of five dealings or
 - lodgment of one plan, or two related plans or
 - five uplifts/re-lodgments/ inquiries or
 - payment of invoices with a total of no more than five cheques.
- After 4.00 pm, tickets can only be transferred for service at the cashiers counter.
- Service tickets will not be issued to customers after 4.15 pm.

The changes **do not** apply to urgent matters such as lodgment of caveats, writs or orders of court. LPI will continue to issue service tickets for urgent matters until 4.30 pm.

These procedures are designed to manage demand for over the counter services and assist all clients and customers to complete their business by closing time. LPI's Queens Square Sydney office is open to customers from 8.30 am to 4.30 pm, Monday to Friday. LPI is seeking cooperation from clients and customers and asks that they plan their visits to LPI to allow enough time for their matters to be finalised by 4.30 pm.

LPI understands that time is important for our regular clients and offers a range of other service options with no waiting time including:

- Using our bulk lodgment facilities to lodge dealings, plans and payments
- Paying fees electronically through LPI's online MyInvoice channel or by direct debit
- Arranging for LPI to have dealings for uplift ready for collection at a specified time through prior notice to LPI.

Enquiries

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