

NSW LRS Service Level Report to Customers: FY19

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 2018 to 30 June 2019 (FY19).

Service level by category (1)

Timeliness	Service level detail	All service levels met (2)
Dealings actioned	<ul style="list-style-type: none"> New documents: 70% within 2 business days New documents: 100% within 5 business days 	✓
Plans examined	<ul style="list-style-type: none"> Deposited plans: 85% within 12 business days Deposited plans: 100% within 15 business days Strata plans: 90% within 10 business days Strata plans: 100% within 15 business days 	✓
Customer service	<ul style="list-style-type: none"> Call waiting: 75% answered within 1 minute Call abandon: <5% Call escalated as task: <35% In-person answer: <15Min average wait time Email answered: 100% within 3 business days Core data to govt. agencies 99% within timeframes 	✓

Service level performance

Availability	Service level detail	All service levels met (2)
Electronic	<ul style="list-style-type: none"> DRS – Electronic channels: 99% TPS – Electronic channels: 99% Information for non-retail customers: 99% Core services for retail customers and the RG: 99% Core services for ELNOs: 99% Core services for the WAL register: 99% CRR Access: 99% 	✓
Physical	<ul style="list-style-type: none"> Doors open between 8:30am – 4:30pm 	✓

(1) For FY19, NSW LRS reported to the ORG against 28 service level categories.

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

(3) FY19 volumes provided on an unaudited basis.