

# Circular

No. 2015/07

August 2015

## Our service offering - Land title lodgment

LPI's Queens Square Sydney office is open to customers from 8:30 am to 4:30 pm, Monday to Friday.

We encourage our regular lodgment clients to use our 'no waiting time' service options. These include:

- Our bulk lodgment facilities to lodge dealings, plans and payments. These can be dropped off at any time between 8:30 am to 4:30 pm without queuing for a service ticket.
- Paying fees electronically through LPI's online MyInvoice channel or by direct debit.
- Pre-arranging for LPI to have dealings for uplift ready for collection, at a specified time, by faxing through your list to 9233 4357.

You can contact LPI's call centre on 1300 052 637 from 8:30 am to 5:00 pm Monday to Friday. This service provides general support to land title lodgment services.

You can also email us on [internet.feedback@lpi.nsw.gov.au](mailto:internet.feedback@lpi.nsw.gov.au). We will respond to your inquiry within two business days.

### How you can help us

LPI is seeking cooperation from clients and customers to manage the continuing high levels of lodgments. We ask that visits to LPI are planned to allow enough time for your matters to be finalised.

Single tickets will be offered from 4:00 pm for the following matters to enable same day processing:

- lodgment of a maximum of five dealings and payment at cashiers or
- lodgment of one plan, or two related plans and payment at cashiers or
- five uplifts/ re-lodgments/ inquiries or
- payment of invoices with a total of no more than five cheques.

There may be instances beyond your control that require urgent attention that fall outside of the above guidance. In these instances see the Team Leader Customer Inquiry and Lodgment for further assistance.

These arrangements adjust procedures announced in LPI Circular 2015/01 'Titling and Registry Services customer service changes'. LPI will continue to periodically review procedures to ensure that we maintain appropriate service levels for customers and clients.