



**Dominic Perrottet**  
Minister for Finance, Services and Property

## **MEDIA STATEMENT**

Wednesday, 2 November 2016

### **UPDATE ON CENTRAL REGISTER OF RESTRICTIONS**

I can advise that as of today, door-knocking teams under the direction of the Customer Service Commissioner will begin visiting residents whose properties are affected by incorrect information certificates issued from the Central Register of Restrictions (CRR) between July and October this year.

Since being made aware of the issue last Thursday, our number one priority has been ensuring residents are provided with the correct information and necessary support.

The door-knocking teams will visit affected residents and encourage them to get in touch with their conveyancers or representatives as we work to resolve any issues arising from this error.

I have also personally contacted a number of residents by phone, and in the coming days I will be writing to all those we have identified to communicate the Government's apologies.

These steps are in addition to following actions that have been urgently undertaken:

- All solicitors and conveyancers who conducted CRR searches in the relevant period are being contacted and asked to urgently contact their clients.
- A team from DFSI, LPI and Roads and Maritime Service has worked with the Customer Service Commissioner to verify the data and identify affected properties and individuals.
- The LPI call-centre's hours were extended over the weekend and it continues to take calls from the public.
- A dedicated online resource has been established on the LPI website with further details and frequently asked questions.
- Terms of reference were drafted for an independent investigation to determine the cause of the incident, and the actions needed to prevent it happening again.

From the data review, we now know that:

- 309 enquiries to the CRR were given incorrect responses, relating to 205 unique properties.
  - For 1 property, the land beneath the property is required for a proposed tunnel as part of a current project.
  - The remaining 204 properties are within a broad area identified for a planned or potential project.

- Of the affected properties, at least 140 have been the subject of a transaction.
- No incorrect certificates were issued for the Werrington Arterial project.

I want to assure people that we are making every effort to ensure those affected are personally visited and assisted. We will continue to work to resolve any issues arising from this error on a case-by-case basis.

I again acknowledge and apologise for the uncertainty and inconvenience this incident may have caused affected landowners.

Anyone who thinks they may have been affected by the error should contact the LPI call-centre on 1300 052 637, email [generalenquiry@lpi.nsw.gov.au](mailto:generalenquiry@lpi.nsw.gov.au) or visit [www.lpi.nsw.gov.au](http://www.lpi.nsw.gov.au) for further information.

Alternatively, landowners can contact the solicitor or conveyancer who was engaged for the purchase of their property.

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