

NSW LRS annual service level report to Customers

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 2017 to 30 June 2018 (FY18).

NSW LRS 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 	✓

NSW LRS 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 FY18, NSW LRS reported to the ORG against 19 service level categories.

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