

Customer Communications Schedule 2019/2020

This document outlines the ways in which NSW Land Registry Services will provide relevant and timely communications to customers regarding our core services, industry information, and operational changes.

Service area	Customers interested	Purpose of communications	Method and frequency
Dealings <ul style="list-style-type: none"> Lodgment guidance Historical research information Reporting 	<ul style="list-style-type: none"> All NSW LRS customers 	<p>Ensure all NSW LRS customers are aware of current requirements, key changes, and other information about the preparation and lodgment of dealings and conducting historical research of NSW land and property information.</p>	<p>As required:</p> <ul style="list-style-type: none"> Website updates Forms, fact sheets, checklists Posters and displays Website announcements Email alerts, social media updates Industry events and seminars <p>Monthly:</p> <ul style="list-style-type: none"> Plan dealing statistics reporting <p>Daily:</p> <ul style="list-style-type: none"> Bulk lodgment and scanning timeframes
eConveyancing <ul style="list-style-type: none"> Supporting government mandates Regulatory changes ELNO system changes New authorised ELNOs 	<ul style="list-style-type: none"> Lawyers and conveyancers Lodging parties General public Professional bodies for lawyers and conveyancers 	<p>Ensure legal practitioners, lodging parties, and the general public are aware of the current requirements, key changes, and other information about eConveyancing and the eConveyancing market, including updates to ELNO platforms that enable electronic lodgment.</p>	<p>As required:</p> <ul style="list-style-type: none"> Website updates Forms, fact sheets, checklists Posters and displays Website announcements Email alerts, social media updates Industry events and seminars
Plans <ul style="list-style-type: none"> Lodgment guidance Reducing requisitions Digital plans Reporting 	<ul style="list-style-type: none"> Surveyors Lodging parties General public Professional bodies for surveyors 	<p>Ensure surveyors, lodging parties and the general public are aware of current requirements, key changes, and other information about plan examination and lodgment.</p>	<p>As required:</p> <ul style="list-style-type: none"> Website updates Forms, fact sheets, checklists Posters and displays Website announcements Email alerts, social media updates Industry events and seminars <p>Monthly:</p> <ul style="list-style-type: none"> Plan lodgment statistics reporting <p>Daily:</p> <ul style="list-style-type: none"> Plan examination timeframes

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Paid search providers and bulk data transfer recipients	<ul style="list-style-type: none"> • Information Brokers • Customers of Information Brokers • Government agencies • Utilities • Other bulk data recipients 	Ensure Information Brokers and their customers, government agencies, utilities, and other bulk data recipients are aware of current requirements, key changes, and other information about paid land and property information searches and NSW LRS bulk data services.	As required: <ul style="list-style-type: none"> • Website updates • Forms, fact sheets, checklists • Website announcements • Email alerts, social media updates • Industry events and seminars
NSW LRS online systems	<ul style="list-style-type: none"> • All NSW LRS customers 	Ensure all NSW LRS customers are aware of planned system outages to ensure they are not inconvenienced by systems updates and changes. Planned outages will be scheduled to minimise customer impacts whenever possible.	As required: <ul style="list-style-type: none"> • Systems Status webpage notice • Online Portal outage notice • Other communications for serious or extended outages
Administrative matters <ul style="list-style-type: none"> • NSW LRS fees • Terms and conditions • Operational changes impacting customers 	<ul style="list-style-type: none"> • All NSW LRS customers 	Ensure all NSW LRS customers are aware of administrative and operational updates about NSW LRS.	As required: <ul style="list-style-type: none"> • Website updates • Forms, fact sheets, checklists • Website announcements • Email alerts, social media updates