



No. 2013/10

www.lpi.nsw.gov.au

Date: November 2013

Land and Property Information, a division of the Department of Finance and Services is officially registered in the Australian Business Register and also registered for GST. Its ABN is 84 104 377 806.

Christmas/ New Year Service Delivery Arrangements

Queens Square Sydney and Bathurst Offices

LPI's Queens Square Sydney and Bathurst offices will remain open on business days throughout the Christmas/New Year holiday season. However some services will be affected by reduced staff levels throughout the holiday period.

Land Title dealing lodgments

The personal lodgment service will not be available for use by regular clients from Monday 23 December 2013 to Friday 3 January 2014 inclusive. All regular clients will be asked to lodge documents through LPI's bulk lodgment service during this period. These arrangements will not affect the lodgment of caveats, writs and orders of court which will continue to be accepted for immediate examination and processing. Requests for urgent processing of dealings will also be considered if supported by a letter demonstrating that the circumstances meet LPI's criteria for granting urgency.

Telephone and face to face inquiries

Clients and customers may experience longer call waiting times than usual if they telephone LPI's customer service centre on 1300 052 637 between 23 December 2013 and 3 January 2014. Customers visiting LPI's Queens Square Sydney or Bathurst Offices in person may have to wait longer than usual to be served at customer service counters that remain open.

The Office of State Revenue service counter at LPI's Queens Square office will be closed from Monday 23 December 2013 to Friday 3 January 2014 inclusive. Map Sales counters at LPI's Queens Square and Bathurst offices will be closed from Tuesday 24 December 2013 to Friday 3 January 2014 inclusive.

Normal service delivery arrangements will resume in LPI's Sydney and Bathurst offices on Monday 6 January 2014.

Regional and Metropolitan Offices

LPI's regional and metropolitan offices will generally be closed from 25 December 2013 until Friday 3 January 2014 inclusive. However there may be some local variations in closure dates. Specific details will be announced on LPI's website before the holiday season commences. These arrangements are consistent with NSW government policy set out in the NSW Department of Premier and Cabinet Memorandum M2013-10 Christmas Closedown 2013-2014.

All LPI offices will be closed on the public holidays of 25 December 2013, 26 December 2013 and 1 January 2014.

More information

The NSW Department of Premier and Cabinet Memorandum can be viewed at http://www.dpc.nsw.gov.au/announcements/ministerial_memoranda/2013/2013-10_christmas_closedown_2013-2014.

LPI announcements can be viewed at www.lpi.nsw.gov.au/about_lpi/announcements.

General inquiries may be made by telephone to 1300 052 637 or by email to GeneralEnquiry@lpi.nsw.gov.au