



Circular

No. 2015/11

November 2015

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 plan and dealing lodgments

LPI account holders will be asked to lodge plan, dealings and other documents through LPI's bulk lodgment service from Monday 21 December 2015 to Friday 1 January 2016 inclusive. Account holders will not be able to use the personal lodgment service during this period, except in relation to lodgment of caveats, writs and orders of court. LPI will accept requests from account holders for urgent processing of plans and dealings if they supply 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 21 December 2015 and 1 January 2016. Customers visiting LPI's Queens Square Sydney office in person may have to wait longer than usual to be served at customer service counters.

LPI's Map Sales counter at Bathurst and the Spatial Data Sales enquiry line will be closed from Thursday 24 December 2015 to Friday 1 January 2016 inclusive.

Regional and Metropolitan Offices

LPI's regional and metropolitan offices will generally be closed from 25 December 2015 until Friday 1 January 2016 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 M2015-10 Premier's Memorandum Christmas Closedown 2015-2016.

All LPI offices will be closed on the public holidays on Friday 25 December 2015, Monday 28 December 2015 and Friday 1 January 2016.

More information

The NSW Department of Premier and Cabinet Memorandum can be viewed at

<http://arp.nsw.gov.au/m2015-06-premier%E2%80%99s-memorandum-christmas-closedown-2015-2016>

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

Inquiries may be made by telephone to 1300 052 637 or by email to

GeneralEnquiry@lpi.nsw.gov.au.