

Circular



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Improvements to Lodgment and Registration Services at Queens Square

Recently, Land and Property Information (LPI) conducted a survey to find out how our customers rated LPI customer service. One of the key areas surveyed was Titling and Registry Services, including the ground floor and second floor customer service areas at LPI Queens Square.

Your responses to the survey highlighted a number of areas where you felt our service could be improved. LPI has now adopted many of your suggestions.

The first improvement we are making will see changes in dealing lodgment processes on the ground floor at LPI Queens Square. Changes will come into effect on 28 January 2003 and are being implemented on a trial basis. We will look forward to your feedback before making changes permanent.

What are the Changes?

- When you present your documents for lodgment at the reception counter you will be given a ticket which represents your place in the queue;
- The ticket will show date, time and a four digit number. The receptionist will call this number rather than your name or business name when it is your turn to be served by a Dealings Registration Officer;
- Express queues are being established for both dealing lodgments and cashiers to assist in a more even flow of customer traffic. The express lane will cater for customers with:
 - five or less dealings
 - payment of one invoice or purchase of one document copy ticket
 - old system transactions;
- We are implementing a new staff rostering system which will allow us to provide a more consistent level of service throughout the day;
- Changes are being made to the back office bulk lodgment system to achieve a quicker and more reliable turnaround of documents.

Please note that the current limit of 15 transactions per visit will continue to apply to all personal lodgments.

We thank you for your patience during this period of change and would welcome your feedback. Any comments can be directed to Ron Sale, A/Manager, Customer Services on 9228 6996 or Patricia McArdle, A/Manager, Document Registration Services on 9228 6654. Alternatively, you can use the Customer is Our Focus survey form available at counters, or send feedback via our web site www.lpi.nsw.gov.au.

Des Mooney
General Manager