

Circular



No: 2003/06
March 2003

Improvements to Lodgment and Inquiry Facilities at Queens Square

Building on recent improvements made to dealing lodgment processes in January 2003, Land and Property Information will introduce fully automated ticketing facilities for dealing lodgments and associated inquiries on Wednesday 2 April 2003.

The new ticketing system will:

- Provide ticket allocation through a touch screen monitor, where customers select from a variety of options
- Display ticket numbers, the next available examining officer's table number and a flashing arrow indicating the location of the table

We are introducing the new ticketing system to provide a fair and organised queuing system for all customers. We thank you for your patience during the implementation process and welcome your feedback.

Comments can be directed to Ron Sale, Manager, Customer Services on 9228 6996 or Patricia McArdle, Manager, Registration Services on 9228 6654. Alternatively, you can use the Customer Is Our Focus survey forms available at counters, or send feedback via our web site www.lpi.nsw.gov.au.

Des Mooney
General Manager