



No. 2014/10

www.lpi.nsw.gov.au

Date: December 2014

Land and Property Information, a division of the Office 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

LPI account holders will be asked to lodge documents through LPI's bulk lodgment service from Monday 22 December 2014 to Friday 2 January 2015 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 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 22 December 2014 and 2 January 2015. 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 Wednesday 24 December 2014 to Friday 2 January 2015 inclusive.

### Property Information Inquiry Service (PIIS)

The Property Information Inquiry Service (PIIS) will be closed from Wednesday 24 December 2014 to Friday 9 January 2015 inclusive. Customers can direct any property information inquiries to LPI authorised information brokers. Brokers are listed on LPI's website at [http://www.lpi.nsw.gov.au/land\\_titles/online\\_information/information\\_brokers](http://www.lpi.nsw.gov.au/land_titles/online_information/information_brokers).

### Regional and Metropolitan Offices

LPI's regional and metropolitan offices will generally be closed from 25 December 2014 until Friday 2 January 2015 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 M2014-10 Premier's Memorandum Christmas Closedown 2014-2015.

All LPI offices will be closed on the public holidays of 25 December 2014, 26 December 2014 and 1 January 2015.

### More information

The NSW Department of Premier and Cabinet Memorandum can be viewed at [http://www.dpc.nsw.gov.au/announcements/ministerial\\_memoranda/2014/m2014-10\\_premiers\\_memorandum\\_christmas\\_closedown\\_2014-2015](http://www.dpc.nsw.gov.au/announcements/ministerial_memoranda/2014/m2014-10_premiers_memorandum_christmas_closedown_2014-2015)

LPI announcements can be viewed at [www.lpi.nsw.gov.au/about\\_lpi/announcements](http://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](mailto:GeneralEnquiry@lpi.nsw.gov.au).