

# Circular



No. 2017/ 13

December 2017

## NSW LRS Business Arrangements for Christmas and New Year 2017/8

### Christmas / New Year service delivery arrangements

The following arrangements will be in place over the Christmas/New Year period.

NSW Land Registry Services (NSW LRS) will be open on normal business days throughout the Christmas / New Year holiday season. However some services will be affected by reduced staff levels throughout the holiday period.

The NSW LRS office will be closed on the public holidays of Monday 25 December 2017, Tuesday 26 December 2017 and Monday 1 January 2018.

### Telephone and face to face inquiries

Callers may experience longer than usual call waiting times when contacting NSW LRS' customer service centre on 1300 052 637 between 27 December 2017 and 5 January 2018. Customers visiting our office in person may have to wait longer than usual to be served at customer service counters.

### Account Holders Lodgment

Please lodge **dealings** and other documents through our bulk lodgment service from 18 December 2017 to 5 January 2018 inclusive.

Please lodge **plans** through our bulk lodgment service from 27 December 2017 to 5 January 2018 inclusive. Please ensure that plans lodged in bulk are acceptable for lodgment at the time of being presented.

**Please note:** 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.

We would like to thank you for your support over 2017. On behalf of everyone at NSW LRS, we wish you and your family a happy festive season.