

7 December 2017

Our ref WD: Property

Ms Elizabeth Dann
Executive Director – Titles Registry
Registrar of Titles and Registrar of Water Allocations
Department of Natural Resources and Mines

By email: Liz.Dann@dnrm.qld.gov.au

Dear Ms Dann



Request for process to assess urgent documents including urgent registration

I write on behalf of the Queensland Law Society's Property and Development Law Committee to ask that you give consideration to establishing a process for assessing urgent matters, including the urgent registration of dealings.

The Committee has been contacted by one of our members in relation to automated correspondence from the Titles Registry.

The member had contacted the general "Titlesinfo" email address to request a meeting with an examiner to seek advice on a complex matter.

The automated email response advised that anticipated response times to email correspondence are:

- For routine enquiries – approximately 10 business days.
- For complex matters – more than 10 business days

The Committee appreciates that this was an automated response.

However, there is a concern that these timeframes will place our members at risk of failing to serve the best interests of our clients, if our members and their clients are in need of assistance in a shorter timeframe due to approaching contractual deadlines.

Could you please give consideration to establishing a process whereby solicitors can seek assistance for genuinely urgent matters including the registration of dealings.

This could perhaps be by way of publishing guidelines, indicating a process by which the Titles Registry could assess the urgency of each matter and when the Registry would be willing to give priority to urgent matters. For example, where settlement is pending.

We can then give our members some guidance about when they can appropriately seek assistance in urgent matters.

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The Committee would be pleased to discuss this with you further and to work with the Titles Registry in discussing options for such a process.

I would be grateful if you could contact our Acting Principal Policy Solicitor, Wendy Devine on (07) 3842 5896 or w.devine@qls.com.au to discuss this letter.

Yours faithfully



Christine Smyth
President