Ho Ho Ho: Regs & Forms Update

Several regulations and forms amendments are being prepared for wrapping up. The list includes:

🎄 *Land Registration Administration Regulations*
These amendments will cover the elimination of certain forms and requirements given the termination of bundle submission. They will also clarify certain provisions including those related to condominiums and rectifications.

🎄 *Land Registration General Regulations and Costs and Fees Act regulations*
These amendments will clarify the document printing fee at the LRO (not just photocopies) and expand the list of fees exemptions.

🎄 *Registry Act* regulations
These regulations will enable electronic submission of traditional documents and Form 44E.

The Procedures Advisory Sub-committee will be asked to vet the changes as each set of draft regulations is completed.

We are hoping to introduce the regulations changes within four to eight weeks. Once finalized, a special edition of the Registrar General's Communiqué will be sent out to inform our users of the change details. ❄
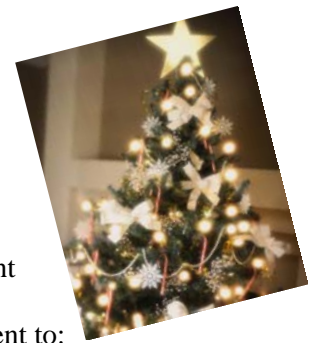
In this issue

Giving and Receiving:

Sending a Clear Question and Getting a Clear Answer

Over the past several months, Property Online (POL) has been tracking the number and types of calls received on the Help Line. The Department has found that all too often a question involving a complex situation and relayed over the phone is too vague or does not provide enough details, such as PID or e-submission/AFR number. To determine whether the question can be answered by the Help Line and to answer the question accurately, we need specific information.

Starting on January 2, 2007, Land Registry clients who require policy and procedure support from the Property Online Help Line will be encouraged to submit their questions online. The link will be available from the main page of Property Online.

The Submit Question to POL function will require the submitter to fill out certain information (i.e., PID number if applicable, complete name, address, phone number and email address) in order for Property Online to effectively answer the question. Please provide as much information as possible.

Property Online will track the documented questions from the client and the answers provided. The information will allow the Department to:

- clarify details to ensure POL is answering the question;
- have a record of what was asked and answered in the event of future issues arising;
- make a better decision on whether or not answering the question involves providing a legal opinion (the Department cannot provide a legal opinion);
- gather statistics on which issues are common among clients and the number of queries related to certain processes;
- improve and supplement client procedure materials on the website; and
- improve and streamline procedures.

POL will continue to encourage Help Line clients to use the materials on the web site such as sample forms and scenarios and detailed procedures for specific processes. A client procedures manual is currently being developed to make searching and finding material much easier. This will be available in January 2007.

Scanning Update

Historical plans will be scanned in these counties in 2006-07 and the remaining counties will be completed in 2007-08.

County	# of Plans
Annapolis	5,717
Antigonish	4,835
Cumberland	8,325
Digby	4,266
Guysborough	3,850
Queens	4,360
Richmond	1,700
Shelburne	6,375
Victoria	1,450
Yarmouth	4,504
Total Plans	**45,382**

Daily Scanning Province-wide: Start date is January/07
Historic Plan Scanning Province-wide: Start date is December 1/06
Historic Condo Scanning in Halifax: Start date was November 8/06

Checking the E-vault List (Twice)

Records and Indices:

Santa will still be working hard in late spring 2007, when all documents back to Book 1 used in the Halifax LRO will be scanned and available for viewing remotely through Property Online.

🎄   The historical plan index has been converted and is available online in a much more robust POL plan index. Reconciliation of all plans and the index continues as we complete the scanning of expropriation plans, book/page plans and all plans maintained in separate files at the Halifax LRO.

🎄   Most historic plans have been scanned and will be available in POL by late spring 2007.

🎄   Daily scanning of plans will be implemented province-wide in early winter 2007.

🎄   Historical condo plans are currently being scanned and will be available in POL by mid-2007.

The Grantor/Grantee index has been keyed back to 1749 and is currently undergoing quality control processes. This work will be completed by March 2007.

E-submission of Documents:

All Land Titles registration deeds, mortgages, and releases have been able to be e-submitted since April 2006 (over 75 per cent of all documents).

An additional 18 documents were added to this list in the summer of 2006, increasing the e-submission ability to 85 per cent.

E-submission functionality is being expanded to include judgments and all documents currently submitted to the traditional Registry of Deeds.

By January 2007, the ability to e-submit will apply to 97 per cent of all documents.

County	Books To Scan	Books Scanned	Historical Images in POL To Date	Documents Online	Books Remaining	Projected Completion Date	GGI Verified
Cape Breton	1576	1176	1,323,633	282981	400	Dec. 2007	*1967*
Colchester	865	865	999,803	243209	0	Complete	*1949*
Halifax	4056	2665	4,990,031	997403	1391	March 2007	*1951*
Legacy Bulk Loads	2599	1468			1131	Dec. 2007	*n/a*
Hants	866	223	145,620	25908	643	Jan. 2007	1879
Inverness	423	50	35,167	5913	373	Dec. 2006	1951
Kings	1210	210	186,962	30343	1000	Feb. 2007	1917
Lunenburg	911	174	168,577	25023	737	Feb. 2007	1759
Pictou	1238	554	486,603	99051	684	March 2007	1916
Provincial Totals	17,507	4,790	8,336,396	1,709,831	5,275		

To Be Completed in the 2007-2008 Fiscal Year

County	Books
Annapolis	*414*
Antigonish	*320*
Cumberland	*618*
Digby	*474*
Guysborough	*98*
Queens	*343*
Richmond	*291*
Shelburne	*398*
Victoria	*249*
Yarmouth	*558*

Land Registry Vision Renewal

Change initiatives on the scale of the Registry 2000 Project don't happen often, but when they do, it's important to not only assess the accomplishments, but to capture the feedback of the people most affected by the change. In 2001, the government made a significant commitment to citizens and professional stakeholders to reform the 250 year old Registry of Deeds system. With the seven-year project to implement the new land titles system nearing completion, the Land Programs team has been looking back to take stock of what was implemented and looking forward to establish priorities for the next three to five years to realize the full Land Registry Vision.

The assessment began with the creation of a Registry 2000 Project Report Card. Drawing on key documents from the late 1990s that outlined the vision for land

records reform, the Report Card presents an inventory of what was implemented as compared to what was originally planned. In early October, the Report Card was presented at workshops with staff and clients. After the first workshop, several clients expressed appreciation for the scope of the project and all that was accomplished.

Then the focus shifted to defining future Land Registry enhancements. To complement the workshops and gather input from a wider audience, both staff and clients were asked to complete a survey. Summaries of both surveys are provided below, followed by details of the results. It's interesting to note that both clients and staff selected "completion of document scanning and indices back to Book 1" as their top priority of the ten enhancements listed on the survey.

Project Report Card Summary – BAA Recommendations

■ Business Area Analysis (BAA) – 1997/98
  – Govt. & stakeholder reps analyzed all land registration processes
  – Made 27 management recommendations for Government

Original Priority	Total	% Fully Impl'd	% Partially Impl'd	% Not Impl'd
Very High	10	60%	40%	
High	10	40%	50%	10%
Medium	5	40%		60%
Low	2		50%	50%
Total	27	44%	37%	19%

Project Report Card Summary – Commitments made in Case for Change

■ Electronic Registry – Required Functionality
  ☑ View land titles information by parcel, including historical references and a map of the parcel configuration
  ☑ Electronically submit parcel descriptions and documents
  ☑ Billing and e-payment functionality for Property Online users
  ☑ View scanned images of relevant documents
  ☑ User administration and security functionality
  ☑ Support Electronic Data Exchange with Assessment
  ☑ Search the traditional Registry Grantor-Grantee indices
  ☑ All functions remotely accessible via the Internet

Project Report Card Summary –
Commitments made in Case for Change

- Electronic Registry – Secondary Functionality
  - "Ability to access external data sets"
    - ☑ Municipal Tax Interface – tax balances from 16 municipalities
    - ☑ Crown Lands map layer
    - ☑ NSCAF Interface – civic address data in Property Online
    - ☑ Assessment Interface
    - ☑ TPW road acquisition documents and plans (in progress)
    - ☑ Environmental Registry records (in progress)

Stakeholder Survey Results

	Very Dissatisfied 1	2	3	4	Very Satisfied 5
Overall satisfaction with Registry 2000 Project			3.4		
Overall improvement over the old systems			3.7		
Overall satisfaction with Property Online			4.0		
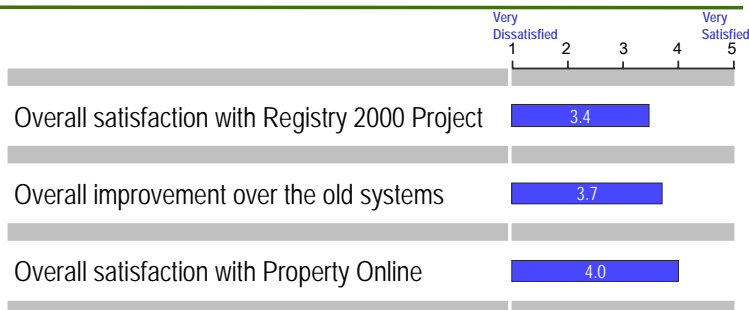
- 211 of 1175 surveys completed (18% response rate)

Staff Survey Results

	Very Dissatisfied 1	2	3	4	Very Satisfied 5
Overall satisfaction with Registry 2000 Project			3.6		
Overall improvement over the old systems			3.9		
Overall satisfaction with LIN-NS			4.0		
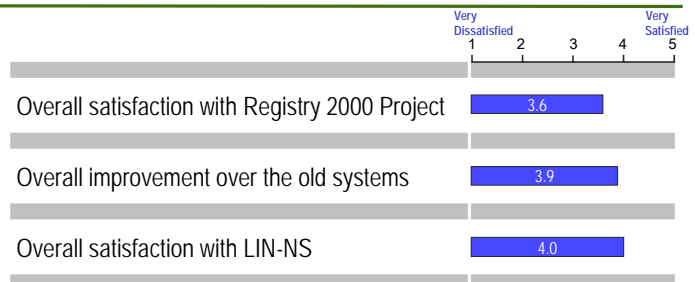
- 75 of 118 surveys completed (64% response rate)

Client Survey Results

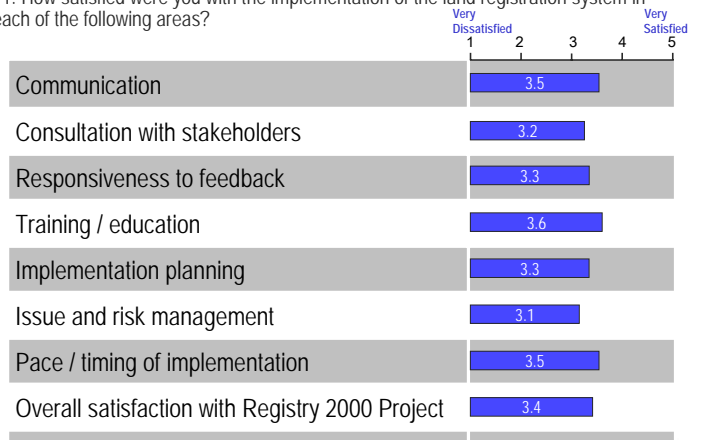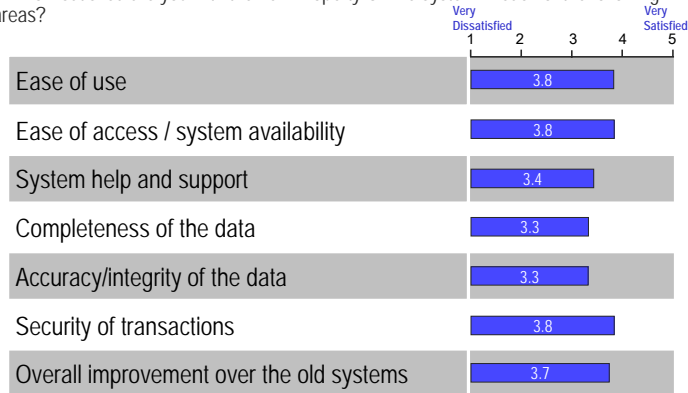#1. How satisfied were you with the implementation of the land registration system in each of the following areas?

Area	Rating (1 = Very Dissatisfied, 5 = Very Satisfied)
Communication	3.5
Consultation with stakeholders	3.2
Responsiveness to feedback	3.3
Training / education	3.6
Implementation planning	3.3
Issue and risk management	3.1
Pace / timing of implementation	3.5
Overall satisfaction with Registry 2000 Project	3.4

Client Survey Results

#2. How satisfied are you with the new Property Online system in each of the following areas?

Area	Rating (1 = Very Dissatisfied, 5 = Very Satisfied)
Ease of use	3.8
Ease of access / system availability	3.8
System help and support	3.4
Completeness of the data	3.3
Accuracy/integrity of the data	3.3
Security of transactions	3.8
Overall improvement over the old systems	3.7

Client Survey Results

#3. Which Property Online functions do you use and how satisfied are you with each function?

Function	Rating (1 = Very Dissatisfied, 5 = Very Satisfied)
Parcel & Assessment Query (incl. maps)	4.1
Registration Index Search (incl. GGI)	3.9
Plan Index Search	3.4
Documents in Process Search	4.0
Parcel Description Certification Application	4.0
Application for Registration	4.1
Electronic Submission	3.5

Client Survey Results

#3. Which Property Online functions do you use and how satisfied are you with each function? (cont'd)

| Very Dissatisfied 1 | 2 | 3 | 4 | Very Satisfied 5 |

Function	Rating
View Notification Reports	4.2
Accounting Functions (invoices, PAD notices)	3.7
Map Library (at Registry offices)	3.6
Overall satisfaction with Property Online	4.0

Client Priorities – Ranking from Survey

- 1 - Complete document scanning back to Book 1 (High)
- 2 - Data linkage to Probate records (Med-High)
- 2 - Data linkages to other sources of land info (Med-High)
- 2 - More streamlined LR processes/procedures (Med-High)
- 5 - E-submission of additional documents (Med-High)
- 6 - Amendments to the *LRA* or Regulations (Med-High)
- 6 - E-submission of plans (Med-High)
- 6 - Revisions to LR standard forms (Med-High)
- 9 - Stronger user access and security controls (Med)

Staff Survey Results

#1. How satisfied were you with the Registry 2000 Project in each of the following areas?

| Very Dissatisfied 1 | 2 | 3 | 4 | Very Satisfied 5 |

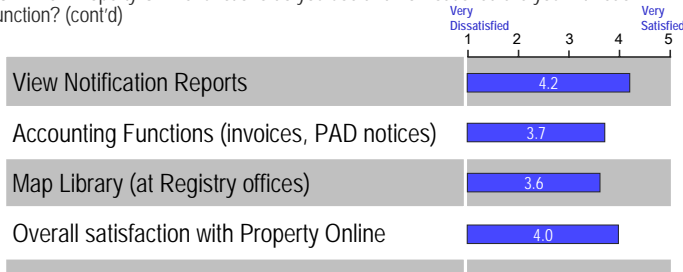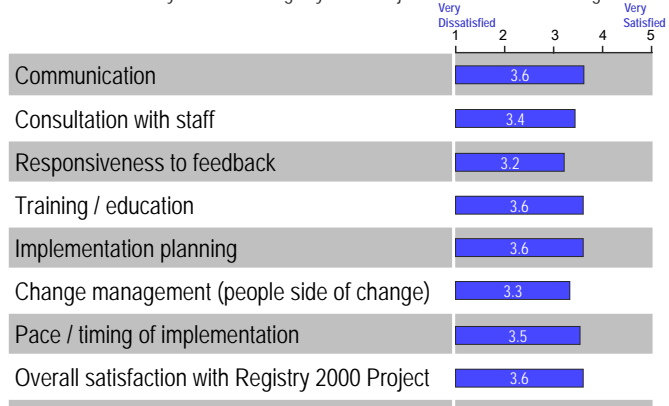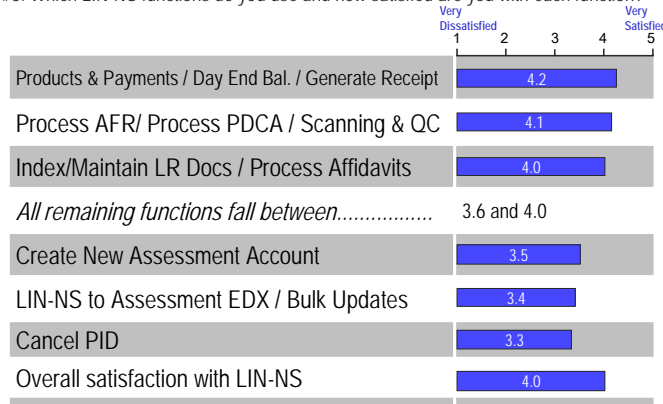| Area	Rating
Communication	3.6
Consultation with staff	3.4
Responsiveness to feedback	3.2
Training / education	3.6
Implementation planning	3.6
Change management (people side of change)	3.3
Pace / timing of implementation	3.5
Overall satisfaction with Registry 2000 Project	3.6

Staff Survey Results

#2. How satisfied are you with the LIN-NS/Property Online system in each of the following areas?

	Very Dissatisfied 1 2	3 4	Very Satisfied 5
Ease of use		4.0	
Ease of access / system availability		4.0	
System help and support		3.8	
Completeness of the data		3.8	
Accuracy/integrity of the data		3.6	
Security of transactions		3.9	
Overall improvement over the old systems		3.9	
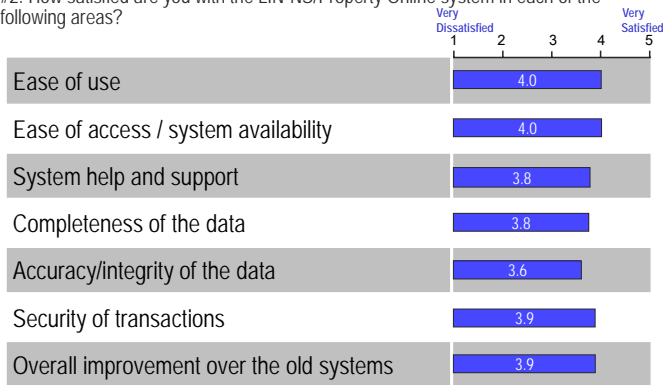
Staff Survey Results

#3. Which LIN-NS functions do you use and how satisfied are you with each function?

	Very Dissatisfied 1 2	3 4	Very Satisfied 5
Products & Payments / Day End Bal. / Generate Receipt		4.2	
Process AFR/ Process PDCA / Scanning & QC		4.1	
Index/Maintain LR Docs / Process Affidavits		4.0	
All remaining functions fall between.................	3.6 and 4.0		
Create New Assessment Account		3.5	
LIN-NS to Assessment EDX / Bulk Updates		3.4	
Cancel PID		3.3	
Overall satisfaction with LIN-NS		4.0	

Staff Priorities – Ranking from Survey

1 - Complete document scanning back to Book 1 (High+)
2 - More streamlined LR processes/procedures (Med-High)
2 - E-submission of additional documents (Med-High)
4 - Revisions to LR standard forms (Med-High)
4 - Data linkage to Probate records from POL (Med-High)
4 - Data linkages to other sources of land info (Med-High)
4 - Electronic submission of plans (Med-High)
4 - Amendments to the LRA and/or Regulations (Med-High)
4 - Implement mandatory e-submission (Med-High)
4 - Stronger user access and security controls (Med-High)

The preparation of recommendations to senior management, as well as the business planning process for Corporate Registries Division, will utilize the survey and workshop feedback from staff and clients. While the Registry 2000 Project may be winding down, the vision of a fully electronic land registry has not changed and this exercise has helped to identify the next steps on that path. ❄