



Building Conveyancing Enquiries

Requesting building conveyancing searches

Lessees/owners about to sell their properties are able to request building conveyancing information on the Internet, by fax or by attending the ACT Planning and Land Authority's Mitchell Customer Service Centre.

The most convenient way to arrange access to this documentation is through the Internet, simply by going to Canberra Connect's website www.canberraconnect.act.gov.au. Alternatively, you can follow the links from the Authority's website at www.actpla.act.gov.au.

To download a faxable form, go to http://www.actpla.act.gov.au/publications_forms/forms. Complete either the building *conveyancing enquiry form - residential building* or the *building conveyancing enquiry form - non-residential building* and fax it to our Mitchell Customer Service Centre on 02 6207 6258.

You will need to have details of your suburb, section and block (and unit number, if applicable). You can use ACTMAPi to find these details, go to www.actmapi.act.gov.au

The Internet conveyancing request system can be accessed 24 hours a day and allows the required fee to be paid by credit card using secure SSL encryption of the information dispatched.

Canberra Connect sends details of the inquiry, including suburb, block, section, street address, name and delivery details to the Authority, where staff will collate the documentation during business hours.

Normally it takes four business days to provide information in response to a request. However, applications for fast track searches may be considered at an additional fee, subject to staff availability.

Who can access this information?

Only lessees/owners who provide proof of their identity or their agents acting on a lessee's written instructions, are able to access building plans and details of certifications.

To assist customers who regularly access this information on behalf of lessees, the Authority has created a list of 'professional users'. These are clients who:

- are members of a professional body with a code of practice, and
- will sign a statutory declaration about their need to access this information on lessees' behalf.

We will use this as the basis for ensuring these users have an owner/lessee's permission to access building plans. 'Professional users' will be able to have documentation delivered by secure courier or post.



Clients who are not 'professional users' can make their request over the Internet. However, they will still need to attend our Mitchell Customer Service Centre and provide proof of identity to collect the documentation. If you wish to become a professional user, please contact Customer Service Centre staff for further information.

Using the Internet reduces your waiting times as our staff can have documentation ready for you when you visit our Customer Service Centre and reduce waiting time.

Can I get an answer 24 hours a day?

A conveyancing request can be submitted and paid for on-line 24 hours a day. Our Customer Service Centre staff will gather the information during business hours and forward documentation according to your instructions if you are a 'professional user' or hold it ready for your collection during business hours.

How do I pay for this?

You can use your credit card, and submit the card number and expiry date as part of the request using a secure encryption system. Provided the transaction is accepted by your card provider, you will not receive another account from us.

Are my credit card details safe?

The Canberra Connect Internet booking request service uses SSL encryption, an international standard X.509 encryption technology that protects user and credit card information in transit. SSL encryption means that your details are as safe as possible.

What can I do if the enquiry reveals any matters requiring attention?

The Authority has a free on-line booking service for people wanting to clarify or discuss issues arising from building conveyancing searches with one of our technical officers. To help us assist you in an informed manner, we recommend you use our free on-line appointment service to arrange an appointment with a technical officer.

You can do this through Canberra Connect at www.bookings.act.gov.au or by following the links from the ACT Planning and Land Authority website www.actpla.act.gov.au.

The follow up appointment to discuss these issues is free, as is the on-line booking service.

For further information:

Visit: The ACT Planning and Land Authority
Mitchell Customer Service Centre,
cnr Lysaght and Hoskins St, Mitchell:

Tel: (02) 6207 1923

Fax: (02) 6207 6258

On-line technical advice bookings: www.bookings.act.gov.au