

COVID-19 – paper instruments can be lodged electronically at the Victorian land registry from 14 April 2020

Source: [Land Use Victoria](#)

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Further to our [update](#) on 31 March 2020 regarding the social distancing measures being implemented at land registries to minimise the transmission of COVID-19, Land Use Victoria (LUV) has advised the following:

Office closed to the public

LUV's office at 2 Lonsdale Street, Melbourne has been closed to the public from 20 April 2020 (to limit the spread of COVID-19 among staff, customers and visitors), i.e. it is no longer possible to lodge paper instruments over the counter, but LUV still remains fully operational.

Subscribers to PEXA can now lodge paper instruments electronically

Most instruments can already be lodged electronically at LUV by lawyers and conveyancers using an Electronic Lodgment Network Operator (ELNO), e.g. PEXA, but there are still some instruments which can only be lodged in paper format; however, LUV, Victorian Land Registry Services (VLRS) and PEXA have now collaborated to develop a new document type called **Generic Residual Document "Record – Notice – Transfer of Land Act – Section 104"** which permits PEXA subscribers, from 14 April 2020, to lodge those paper instruments electronically at LUV at any time. This new document type has been designed specifically to allow the electronic lodgment of instruments which, until 14 April, could only be lodged in paper format during office hours. The paper instrument is included as an attachment (in the form of a scanned PDF).

To assist PEXA subscribers in electronically lodging paper instruments using this new document type:

- LUV sets out in its [Customer Information Bulletin 200](#) the eligibility criteria that a PEXA subscriber must satisfy in order for a paper instrument to be accepted for lodgment electronically, e.g. a subscriber must have an LUV customer code which is direct debit enabled (and select "Direct Debit" as the payment option) and attach a [lodging summary form](#);
- PEXA has a [step-by-step guide](#) on its website;
- LUV has provided answers to [frequently asked questions](#) on the new document type and procedure on its website, e.g. client authorisation and VOI are still required and a generic residual document is a stand-alone dealing type and cannot be lodged in the same workspace with other PEXA dealings; and
- LUV provides an [example](#) of a registered paper instrument using the **Generic Residual Document "Record – Notice – Transfer of Land Act – Section 104"**.

The lodgment processing time for this new document type corresponds to the current processing time for a paper lodgment.

Private customers not represented by an ELNO subscriber

If a dealing is urgent or complex, private customers (who cannot be ELNO subscribers) are advised to consult a lawyer or a conveyancer who will be able to lodge instruments electronically at LUV on their behalf. Otherwise, private customers are advised to:

- post their paper lodgments to VLRS; and
- provide a telephone number so that they can be subsequently contacted to formalise the lodgment and to pay the relevant lodgment fee.

Reducing the number of paper certificates of title (pCTs)

In order to facilitate remote working (by its staff) and electronic lodgment (by its customers), LUV is also endeavouring to reduce the number of pCTs being printed, by removing the “printing” option in the PEXA workspace for PEXA subscribers from 20 April 2020. Instead, PEXA subscribers will be required to retain the default eCT format.

For more information, see the [LUV website](#).