

### Product Set-Up Enquiries:

#### WHAT IS PROPFOLIO MONITOR?

PropFolio Monitor is a subscription service that monitors activity against a selected certificate of title. When activity is detected, a subscriber will automatically, in real time, receive an email and an optional SMS alert. There is no limit to the titles which can be flagged, and a bulk upload service is available.

Whether it is to offer piece of mind against fraud, being informed during a property dispute, providing an opportunity to keep in touch with your customers or to keep tabs on any property you are interested in – to purchase, develop or just to satisfy your curiosity.

The possibilities are endless. Any title can be monitored: residential, commercial, industrial. Whichever titles you have an interest in, you can be notified in real time.

PropFolio Monitor is an excellent value add service for anyone in the property industry.

#### HOW CAN I ACCESS PROPFOLIO MONITOR?

There are a couple steps you need to complete so that you are ready to use the PropFolio Monitor:

##### Step 1: Activate your LSSA account:

Customers must have a Land Services SA account to subscribe to the PropFolio Monitor:

- download and complete the SAILIS [Account Application Form](#) at Section 1 & 3 (if you are not a current SAILIS account holder but would like to be, complete from Section 2 onward)
- read the [Terms and Conditions](#) and Land Services SA account [FAQ](#)
- sign and return via email to [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au). If you have any questions, contact us on (08) 8423 5000.

##### Step 2: Set up your PropFolio Monitor Subscription Email Preferences:

Once you have a Land Services SA Account, you will need to set up your PropFolio Monitor email preferences in SAILIS. This must be done by your organisation's Account Administrator prior to creating a subscription by:

- Select the 'Update Organisation Details' in the My SAILIS menu

- On the “Update Organisation Details” page, scroll down until you see “PropFolio Monitor Notification Preference” and click “Edit”

PropFolio Monitor Notification Preference

Preferred Email

Preferred Phone

Edit

- In the ‘Preferred Email’ field, enter the email address where all PropFolio Monitor notifications will be sent for the organisation. This is a mandatory field. Should you wish to receive an optional SMS alerting you of a PropFolio email notification, please insert the relevant mobile number in the “Preferred Phone” field.
- Once completed, click the “Save Preference” and you will receive an on-screen confirmation that your details have been updated.
- You will then receive a Confirmation Notification email (and SMS if selected) for you to confirm your details. Congratulations, now that your Email Preferences are set up, you can proceed with creating a PropFolio Monitor Subscription.

## General Product Enquiries

### HOW MUCH DOES A PROPFOLIO MONITOR SUBSCRIPTION COST?

PropFolio Monitor costs \$6.00 (including GST) per annum per title subscribed. By default, your Land Services SA account will be set up to auto-renew this 12-month subscription and your account will be charged accordingly. You can manage your subscriptions and turn off this auto-renew feature at any time.

### HOW MUCH DOES THE NOTICE OF COMPLETION CERTIFICATE COST?

The Notice of Completion certificate costs \$6.00 (including GST) per title. This certificate is only available for purchase with the PropFolio Monitor subscription service. If a title has been subscribed, once a dealing has been registered and completed an alert will be sent which will include a link to purchase this certificate. This certificate can be kept against the file or provided to your customer to confirm the details and that the matter has been completed. This certificate is not available for purchase if a title has been cancelled.

### WHAT PROPFOLIO MONITOR NOTIFICATIONS WILL I RECEIVE?

There are three different PropFolio Monitor Notifications you will receive:

- Confirmation Notification:** This is a notification to confirm the email address and phone number you have assigned to your PropFolio Monitor Subscription. You will receive this notification at the time of setting up your PropFolio Monitor Subscription Email Preferences.
- Subscription Confirmation Notification:** This notification will provide a summary of the PropFolio Monitor Subscription details and selected titles. You will receive this notification at the time of finalising each of your PropFolio Monitor Subscriptions.
- Alert Notification:** This notification will provide a description of the activity that triggered the notification against the selected title. You will receive this notification whenever an activity trigger is initiated.

## WHAT ACTIVITIES TRIGGER AN ALERT NOTIFICATION?

The following activities will trigger an Alert Notification for any title subscribed to PropFolio Monitor:

### Lodgement of a Dealing

Types of documents lodged with the Land Services SA include transfers, mortgages, leases, and caveats. Subscribers will be directed to SAILIS to view the details of any documents lodged over an affected title.

### Lodgement of a Priority Notice

A Priority Notice is a notice lodged against a certificate of title or crown lease which reserves priority for an upcoming land transaction. A Priority Notice is generally lodged by the purchaser's conveyancer or solicitor up to 60 days prior to the date scheduled for settlement. Subscribers will be directed to SAILIS to view the details of any Priority Notices lodged over the title they selected.

### Purchase of a Property Interest Report or Form 1 product

These are typically ordered by a real estate agent when a property is being listed for sale. The products provide information about government agency interests in a property for inclusion with the Form 1 contract.

### Cancellation of a Title

Titles may be cancelled because of a land subdivision, amalgamation, or where a transaction may require Land Services SA to issue a new certificate of title. Where a title is cancelled, subscribers will be directed to SAILIS to view the new title reference that has been issued.

A subscription will cease once a title is cancelled. If you would like a PropFolio Monitor subscription for the created title(s) you will need to subscribe by going into SAILIS and creating a new subscription.

### When a Title is Rezoned

Zonings are determined by local governments. It is not uncommon for government officials to rezone whole sections of land due to growing population and environmental considerations. Subscribers who would like to know what the zoning changed to, can click on the link within the notification and will be directed to SAILIS to purchase a Valuation Details product.

### Purchase of the Property Research Report product

These are typically ordered by a real estate agent when a property is to be listed for sale and can be an early indication that a property will be coming up for sale. These can also be ordered when there is interest in that particular property. When a Property Research Report product has been ordered, a notification will be sent for that title.

### Purchase of the Title and Valuation Details product

A purchase of a Title and Valuation Details product can be an early indication that a property will be coming up for sale, it is usually ordered by the incoming bank or party acting on their behalf, as part of the loan application process. When a Title and Valuation Details product has been ordered, a notification will be sent for that title.

## Submission of an LGA Development Application received by Land Services SA

When a Development Application is submitted to the council on the title, the council advises Land Services SA. When an application has been noted by Land Services SA, a notification that a Development Application was received will be sent for that title.

## Lodgement of Plan where new allotments will be created

When a plan is lodged on a title and new allotments will be created, you will be notified and subscribers who would like to know more information can click on the link and will be directed to SAILIS to view the Plan Details product.

## When a dealing has been registered and completed against the Certificate of Title

When a dealing has been registered and completed against the Certificate of Title, you will be notified and subscribers can click on the link to be directed to SAILIS to purchase either a Notice of Completion certificate, a Title Details or a Register Search product. These can be kept on file or provided to the client for their records. When a title has been cancelled, subscribers will be notified that the Title has been cancelled and directed to SAILIS to view the new title reference(s) that have been issued. A Notice of Completion will not be triggered, and the associated Notice of Completion certificate will not be available to purchase.

To view a sample of the Notice of Completion certificate please click [here](#).

## Annual Site and Capital Value effective 1 July\*

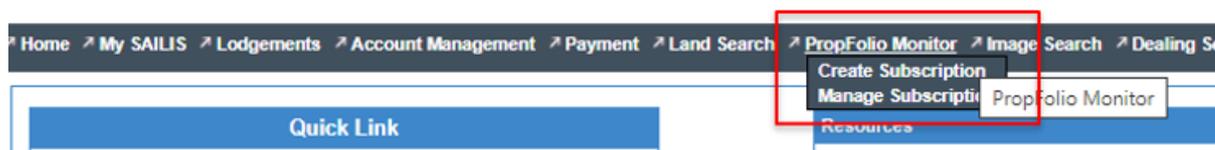
In the first week of July, you will receive a secure link to a file listing the Site Value and Capital Value for each title you have a PropFolio Monitor subscription for, all contained within one email. This link will be accessible for 365 days from the date sent.

*\*Whilst Land Services SA uses commercially reasonable efforts to ensure the Site and Capital values as of 1 July are current, these values may be subject to change.*

## HOW DO I CREATE A PROPFOLIO MONITOR SUBSCRIPTION?

A PropFolio Monitor Subscription can only be applied to properties in South Australia which have a computerised Certificate of Title (i.e have a Volume and Folio greater than 5000). Before creating a Subscription your Email Preferences must be established (see “How can I access PropFolio Monitor”) and know the details of the property (i.e property address, certificate of title reference, plan and parcel reference or valuation assessment number)

- Select the ‘PropFolio Monitor’ in the My SAILIS menu and click “create Subscription”



- Search the property you wish to create a PropFolio Subscription for. This search function operates the same manner as all SAILIS Products. If you are unfamiliar with searching and navigating SAILIS, please view our [SAILIS Video Tutorials](#)
- Once you have found the property you wish to create a PropFolio Subscription for, you will be taken to the Order Confirmation Screen where you have the option to enter a Customer Reference (of up to 20 Characters).

[Home](#) [My SAILIS](#) [Lodgements](#) [Account Management](#) [Payment](#) [Land Search](#) [PropFolio Monitor](#) [Property Research Report](#) [Image Search](#) [D](#)

### Order Confirmation - Propfolio Monitor

CR 9999 / 999      Crown Record - CURRENT  
 Lot 123 EXAMPLE STREET, ADELAIDE, SA 5000

<b>Propfolio Monitor</b>	Includes alerts for Dealing Lodged, Priority Notice Lodged, Title Cancelled, PIR/Form1 ordered, Property Re-zoned, LGA Development Application Lodged, Property Research Report Ordered, Title & Valuation Package Ordered, Community or Deposited Plan Lodged, Dealings registered and complete and Site and Capital value as of 1 July	\$6.00
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Customer Reference  ⓘ  
 Order Total \$6.00  
 Inclusive of GST \$0.55

**SAILIS Help**

Your Customer Reference cannot be greater than 20 characters  
 When entered the Customer Reference will appear against the transaction in the Transaction Enquiry Search.

- Once you have entered your Customer Reference and checked the property details on the order confirmation page, click "Confirm Order". You will then receive a Subscription Confirmation Notification to your selected email (and SMS if you selected this option).

[Home](#) [My SAILIS](#) [Lodgements](#) [Account Management](#) [Payment](#) [Land Search](#) [PropFolio Monitor](#)

### Propfolio Subscription Order Confirmation

<b>Order Confirmation Details</b>	
Order Id	123456789
Order Date	01/01/2000
Customer Reference	ABC 123
Order Total	\$6.00

Note: SAILIS does not allow:

- an organisation to have more than one PropFolio Monitor Subscription over the same Certificate of Title
- the creation of a PropFolio Monitor Subscription over a cancelled Certificate of Title
- the creation of a PropFolio Monitor Subscription where the volume is less than 5000

In such cases, you will receive the below error message.

[Home](#) [My SAILIS](#) [Lodgements](#) [Account Management](#) [Payment](#) [Land Search](#) [PropFolio Monitor](#)

ⓘ There are no matching current titles for the supplied search criteria.

### PropFolio - Create Subscription

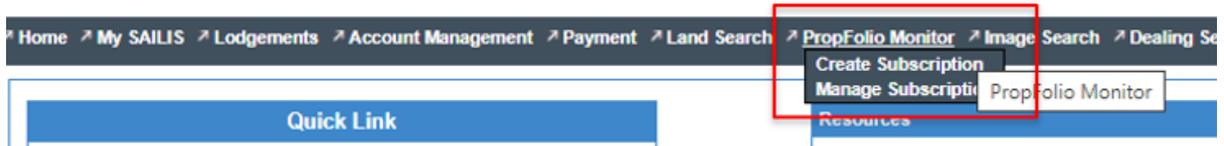
## CAN I MAKE CHANGES TO A PROPFOLIO MONITOR SUBSCRIPTION ONCE I HAVE CREATED IT?

Yes, SAILIS allows you to Manage your PropFolio Monitor subscription. Every PropFolio Monitor Notification contains a link which allows you to manage your subscription. You can:

- ✓ Update your subscription notification details (i.e email address or mobile number)
- ✓ Create a new subscription
- ✓ Cancel a subscription
- ✓ Deselect titles from automatically renewing at the 12 month auto-renew period
- ✓ Amend your customer reference.

To make a change to a 'PropFolio Monitor' Subscription:

- Select the 'PropFolio Monitor' in the My SAILIS menu and click "Create Subscription"



- Your 10 most recent subscriptions will be displayed on screen and you can select them from here. Alternatively, you can search for a specific Subscription by: Title Reference, Customer Reference, renewal date and expiry date.

The screenshot shows the 'Search Subscription' form and the resulting table of subscription results. The form includes fields for Register, Customer Reference, Renewal From, Renewal To, Auto Renew, Expiry From, Expiry To, Notification(On/Off), Sort Field, and Sort Direction. The table displays 31 results, with the first three rows shown. Each row has a 'Select' button in the first column.

	Title Reference	Property Location	Customer Reference	Renewal Date	Auto Renew(Y/N)	Expiry Date	Notification(On/Off)
Select	CT 9999/999	123 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 001	01/01/2000	Y	01/01/2000	Y
Select	CT 8888/888	456 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 002	01/01/2000	Y	01/01/2000	Y
Select	CT 7777/777	789 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 003	01/01/2000	Y	01/01/2000	Y

- Once you have selected the Title against which you have a Subscription, you will be able to view the Subscription Details and Notification History. From this screen, you can:
  - Click "View Email" to view a copy of the email notification that was historically sent
  - Click "Edit Subscription Details" to edit the Customer Reference and turn on or off the auto-renew feature and notification preferences.

Home > My SAJIS > Lodgements > Account Management > Payment > Land Search > PropFolio Monitor > Property Research Report > Image Search > Dealing Search > General Search > Report Log Out

### Subscription Details

Title Reference: CR 9999/999  
 Property Location: Lot 1 EXAMPLE STREET, ADELAIDE, SA 5000  
 Customer Reference: ABC 123  
 Renewal Date: 06/10/2020 16:03  
 Auto Renew: Y  
 Notification: Y

[Edit Subscription Details](#)

### Notification History 1 to 2 of 2

[Previous](#) [Next](#)

Notification Date	Notification Type	
06/10/2020 23:36	Form1 Ordered	<a href="#">View Email</a>
06/10/2020 20:38	Title And Valuation Details Product Ordered	<a href="#">View Email</a>

[Manage Subscriptions](#)

General > Contact Details > FAQs > Glossary > LISA Website > Terms of Use > Privacy Statement

- To return to the list of your Subscriptions, click “Manage Subscription” button. From this screen, you can also export the details of all your Subscriptions to a CSV file to allow you to filter, sort and manage as desired.

### Search Subscription

Register:  Volume:  Folio:   
 Customer Reference:   
 Renewal From:    
 Renewal To:    
 Auto Renew:   
 Expiry From:    
 Expiry To:    
 Notification(On/Off):   
 Sort Field:   
 Sort Direction:

[Search](#)

### Results 11 to 20 of 31

[Previous](#) [Next](#)

	Title Reference	Property Location	Customer Reference	Renewal Date	Auto Renew(Y/N)	Expiry Date	Notification(On/Off)
<a href="#">Select</a>	CT 9999/999	123 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 123	30/09/2020 07:47	N	30/09/2020 07:47	Y
<a href="#">Select</a>	CT 8888/888	124 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 124	30/09/2020 09:59	Y	30/09/2021 09:59	Y
<a href="#">Select</a>	CT 7777/777	125 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 125	30/09/2020 07:47	Y	30/09/2021 07:47	Y
<a href="#">Select</a>	CT 6666/666	126 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 126	30/09/2020 07:45	Y	30/09/2021 07:45	Y
<a href="#">Select</a>	CT 5555/555	127 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 127	28/09/2020 16:36	Y	28/09/2021 16:36	N
<a href="#">Select</a>	CT 4444/444	128 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 128	25/09/2020 11:09	Y	25/09/2021 11:09	Y
<a href="#">Select</a>	CT 3333/333	129 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 129	24/09/2020 22:53	Y	24/09/2021 22:53	Y
<a href="#">Select</a>	CT 2222/222	130 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 130	24/09/2020 17:33	N	24/09/2021 17:32	Y
<a href="#">Select</a>	CT 1111/111	131 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 131	22/09/2020 14:55	Y	22/09/2021 14:55	Y
<a href="#">Select</a>	CT 1234/567	132 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 132	22/09/2020 14:50	Y	22/09/2021 14:50	Y

[Previous](#) [Next](#)

[Export To Csv](#)

## WHAT CAN I DO IF I DO NOT WANT MY PROPFOLIO MONITOR SUBSCRIPTIONS TO AUTOMATICALLY RENEW IN 12 MONTHS?

Your PropFolio Monitor Subscriptions will automatically renew every 12 months. If you do not wish for your PropFolio Monitor Subscriptions to automatically renew, you can make changes to your Subscription to deselect the auto-renew feature. See "Can I make changes a PropFolio Monitor Subscription once I have created it?"

## WILL THE PURCHASE OF A PROPFOLIO MONITOR SUBSCRIPTION BE DEDUCTED FROM MY EXISTING LSG CREDIT BALANCE?

The PropFolio Monitor is a new Land Services SA product and will be charged to your new Land Services SA Account, for which you receive a monthly invoice via SAILIS.

If your LSSA account has insufficient funds to complete a PropFolio Monitor subscription order, you will receive the following notification.

Home > My SAILIS > Lodgements > Account Management > Payment > Land Search > PropFolio Monitor > Property Research Report > Image Search > Dealing Search > General Search > Report Log Out

 The Total Cost of this Order exceeds the current Available Credit for your account. Please amend your order or contact Land Services SA on 8423 5000.

### Order Confirmation - Propfolio Monitor

CT 9999/999      Certificate of Title - CURRENT  
123 EXAMPLE STREET, ADELAIDE, SA 5000

<b>Propfolio Monitor</b>	Includes alerts for Dealing Lodged, Priority Notice Lodged, Title Cancelled, PIR/Form1 Ordered, Property Re-zoned, LGA Development Application Lodged, Property Research Report Ordered, Title & Valuation Package Ordered, Community or Deposited Plan lodged and Site and Capital value as of 1 July.	\$6.00
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Customer Reference:  

Order Total: \$6.00  
Inclusive of GST: \$0.55



Land Services SA ACN 618 229 815

PHONE 8423 5000 FAX 8423 5090 EMAIL [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au)

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[landservices.com.au](http://landservices.com.au)