

Customer Information Bulletin

18 November 2020 Issue 352

Land Services SA Office Closure

In response to the recent COVID-19 outbreak, South Australia will be undergoing a lockdown period of restrictions for the next 6 days. As Land Services SA, are at this time, not considered an essential service they will be required to close their office from 9am Thursday 19 November 2020.

We will issue notification about when the 101 Grenfell Street office can reopen, subject to further SA Government directives.

Land Services SA remain committed to delivering trusted services to the industry and broader community, and therefore bring your attention to the following temporary changes to their services as a result of this office closure:

- **Drop & Go** activities and **Face-to-Face** Lodgement services will not be available.
- Electronic lodgements of dealings and plans remain available and will continue to be accepted in the usual course.
- Dealings which cannot be lodged electronically can be posted to Land Services SA, GPO 543 Adelaide SA 5000. However these will not receive priority until they are physically accepted and processed by Land Services SA. Due to the restrictions in place this will not occur until lockdown has concluded. To overcome this I strongly suggest that industry use Priority Notices to reserve the priority of lodgement on the specified Certificates of Title.
- **Client advice** (in person) will cease but will continue to be delivered by telephone on 08 8423 5000 (country callers 1800 648 176).
- Online applications such as SAILIS, EPL and website remain available, with the Land Services SA Customer Support team continuing to be ready to assist you via phone or email.

The Office of the Registrar-General and Land Services SA will continue to monitor the situation, and keep you updated on any changes to service delivery in response to COVID-19.

Thank you for your cooperation and understanding.



Jenny Cottnam
REGISTRAR-GENERAL