



Customer Announcement

COVID-19 Update – Closure of the Settlements Room

Date: 20/03/2020

As you would be aware, with the current COVID-19 situation the Registrar-General has announced that the allocation for a Settlements Room located at 101 Grenfell Street will not be available as at close of business **Friday 20 March 2020**.

To enable settlements to occur for today only, the Settlements Room and the Overflow Settlements Room on Level 3 at 101 Grenfell Street will remain open until 5pm. SAI Global have indicated that they will split their settlements across both locations in an effort to reduce the number of people gathering in a single area.

At this time, there are no changes in regards to the services we provide, with dealing lodgement channels remaining unchanged. Land Services SA will continue to receive lodgements via:

- Drop & Go on the Ground Floor at 101 Grenfell Street Adelaide
- Face-to-Face on the Ground Floor at 101 Grenfell Street Adelaide (we ask that this service only be utilised when absolutely necessary)
- Postal Lodgement at GPO Box 543, Adelaide SA 5001
- Electronically via an Electronic Lodgement Network Operator (PEXA or Sympli)

We appreciate that there are many concerns around COVID-19 and we wish to reassure you that the maintenance of a healthy and safe environment and the protection of our employees and customers remain our priority. To maintain the safety of our staff, other customers and tenants of 101 Grenfell Street, we ask clients not to congregate in large groups in our foyer or other common areas of the 101 Grenfell Street tenancy.

For your own health and safety, we highly recommend that you settle and lodge electronically where possible and reconsider attending in person if you are feeling unwell.

Both PEXA and Sympli have indicated they are resourced to expedite the registration of new clients. If you have not yet registered to lodge through PEXA or Sympli, you can contact them (see details below) with information available at:

- PEXA – visit <https://www.pexa.com.au/> or contact them via registration@pexa.com.au or on 1300 084 515
- Sympli – visit <https://www.sympli.com.au/> or contact them via help@sympli.com.au or on 1300 796 754

With multiple electronic and paper channels existing and no certainty in regards to settlements occurring as scheduled, I believe more than ever the standard use and lodgement of the Priority Notice is essential to protect the integrity of the Register and your client's interests. For more information on Priority Notices, please visit our website landservices.com.au.

Land Services SA have a comprehensive Business Continuity Plan which allows us to continue to deliver key services to the industry and community. In the coming days and weeks we will be sharing with you some of our business continuity plans based on the potential scenarios of COVID-19 impacting our business (for example if there is a need to close 101 Grenfell Street either temporarily to allow for cleaning and investigation as a result of a COVID-19 threat or on a longer term basis).

Land Services SA continues to monitor the quickly evolving circumstances and will notify you of any changes to our services in response to COVID-19.



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Land Services SA



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