

Ministry of Government and
Consumer Services

Ministère des
Services gouvernementaux
et des Services aux consommateurs

ServiceOntario

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Regulatory Services Branch

Direction de la réglementation

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Via email to: blain@aols.org

January 9, 2017

Blain Martin, OLS , Executive Director
Association of Ontario Land Surveyors
1043 McNicoll Avenue
Toronto ON M1W 3W6

Dear Blain:

Re: New Plan Copy Service at LRO's

As the Examiner of Surveys for the Province of Ontario, I am writing to inform your Association of the implementation of a new plan copy service for customers using over-the-counter services at Land Registry Offices.

While an overwhelming majority of plans are delivered digitally through electronic service delivery options, some customers still attend at the Land Registry Office to obtain hard copies of plans for their records. Currently, such customers must find the relevant plan in the Land Registry Office, photocopy it themselves and then refile it.

A pilot of a new copy service process was recently completed at the Kenora (LRO #23), Chatham (LRO #24) and Brantford (LRO #2) Land Registry Offices. The pilot was successful and has prompted the adoption of this new service in additional selected Land Registry Offices.

Effective January 16, 2017, customers at designated Land Registry Offices wishing a hard copy of the plan will, instead, purchase the actual floor copy of plan (rather than photocopying and refile it). Staff at the Land Registry Office will then re-stock any plans purchased by customers. We are hoping that this new protocol will materially expedite the start-to-finish time that it takes for a customer to get a hardcopy of a plan from the Land Registry Office.

Customers will continue to have the option of requesting that digital copies of all such plans be sent to them electronically. This new service only applies to hardcopies of plans from the Land Registry Office. This new plan copy service will be introduced to Land Registry Offices in stages throughout the province. Notice of the availability of the new plan copy service will be posted in the selected offices one week prior to introduction and I will keep your Association updated on the progress and availability of this new service.

We are committed to delivering the best services possible to our customers while achieving operational efficiencies that make sense for the Province of Ontario.

Yours truly,

(original signed by)

Ken Wilkinson OLS
Examiner of Surveys