

Central Services Division Regulatory Services Branch

Land Registry Office Changes:

September 24, 2020

Land Registration Summary

Ontarians are doing more online these days, and this government is working hard to keep its promise of delivering simpler, faster and better services to all Ontarians.

Land registration is a segment of government services where customers have already adopted the digital channel as its preference. Our data shows that 99% of documents are registered online, 87% of searches are conducted online and 98% of surveyors submit plans for pre-approval via email.

This shift has happened organically as a result of the specialized user group (i.e., lawyers, clerks and surveyors) visiting less in-person as they prefer to conduct their business online. We have already made great progress and the time is right to continue this momentum.

Moving 100% of land registration services online and updating our back-end processes to support the digital shift is a win for our business and the customers we serve.

In-person Service Delivery Change:

- As of October 13, 2020 land registry offices will discontinue counter and in-person services at 53 locations.
- There are 32 co-located sites and 21 standalone land offices across the province. Co-located sites will continue to deliver retail services to the public.
- For almost all locations there will be land staff in the back-office performing critical production and verification work.
- OnLand will become our “centerpiece” and the main service delivery channel for land. All remaining channels including mail/courier and the telephone channel will remain active.
- Customer service will remain a top priority. The Ministry will work with surveyors to ensure timely processing of survey plans.
- Some access to LROs will also be granted for specific situations (e.g., Surveyors with multiple time sensitive expropriation plan for registration; plan corrections; and access to oversized plans that can’t be transmitted electronically or by mail e.g. airport zoning and some structural plans)

Update: Pre-approval & Filing of Reference Plans

Overview:

- There are two main steps to filing a survey plan: pre-approval and filing.
- Plan Pre-approval by Email is very successful, over 98% sign up
- Most plans will continue to be filed in hard copy format after October 13, 2020

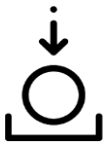
What to expect post-October:



- ❖ Mandatory Plans Pre-approval by Email (with some exceptions for very complex plan types)



- ❖ ePlans



RED

- ❖ RED (Remote Expedited Deposit of Reference Plans) for 20 small LROs



- ❖ Mail/courier for delivery and return of plans



- ❖ LRO Plan Processing Centre improvements

Viewing & Accessing Land Records

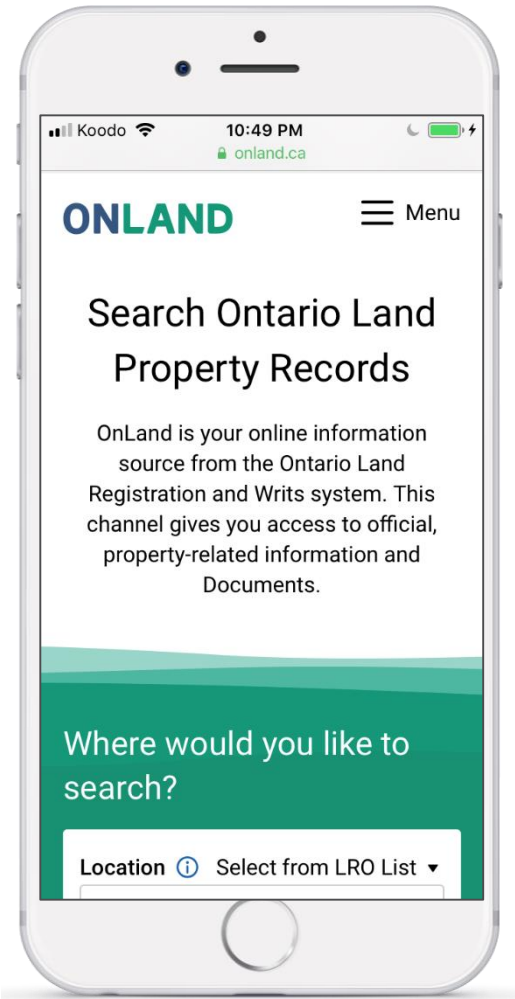
- OnLand provides access to records traditionally found in land registry offices. As of June 2020, historical books can be saved/downloaded for free instead of paying \$0.50/copy at an LRO.
- Major digitized efforts underway to scan records and build online repository (e.g., Mounted Board Plans, Highway Plans). Plans will be scanned in colour where possible.
- Functionality has been built in OnLand to request missing records and Teranet will upload them into the system within 24 hours to 48 hours depending on record type. (sometimes faster)
- Customers should send query through [General Questions feature](#) in OnLand OR contact their local LRO. At some LROs land staff will manage records requests on a case by case basis depending on the record type or customer need/urgency.

OnLand – The Virtual Land Registry Office

- ❑ The OnLand application acts as a “virtual Land Registry Office”, it was fully introduced in 2018 and provides global remote access to the majority of digitized land registration records including properties, documents, plans and historical books.
- ❑ Since January 2018, there have been approximately 1M visits to OnLand.
- ❑ Searching in OnLand is available during business hours (EST):
 - Monday through Thursday – 4 a.m. to 12 a.m.
 - Friday – 4 a.m. to 9 p.m.
 - Saturday – 9 a.m. to 6 p.m.
 - Sunday – 9 a.m. to 9 p.m.
- ❑ OnLand book images are the same microfilm images from the LROs today. Future enhancements underway.

OnLand Design

OnLand provides professional and casual land registry users with remote access to registration records in Ontario available on a mobile-enabled digital first web service.



Compliant

Available in
English and
French.
Complies
with AODA.



Digital First

Meets
ServiceOntario's
strategy for a
digital and
mobile first
service



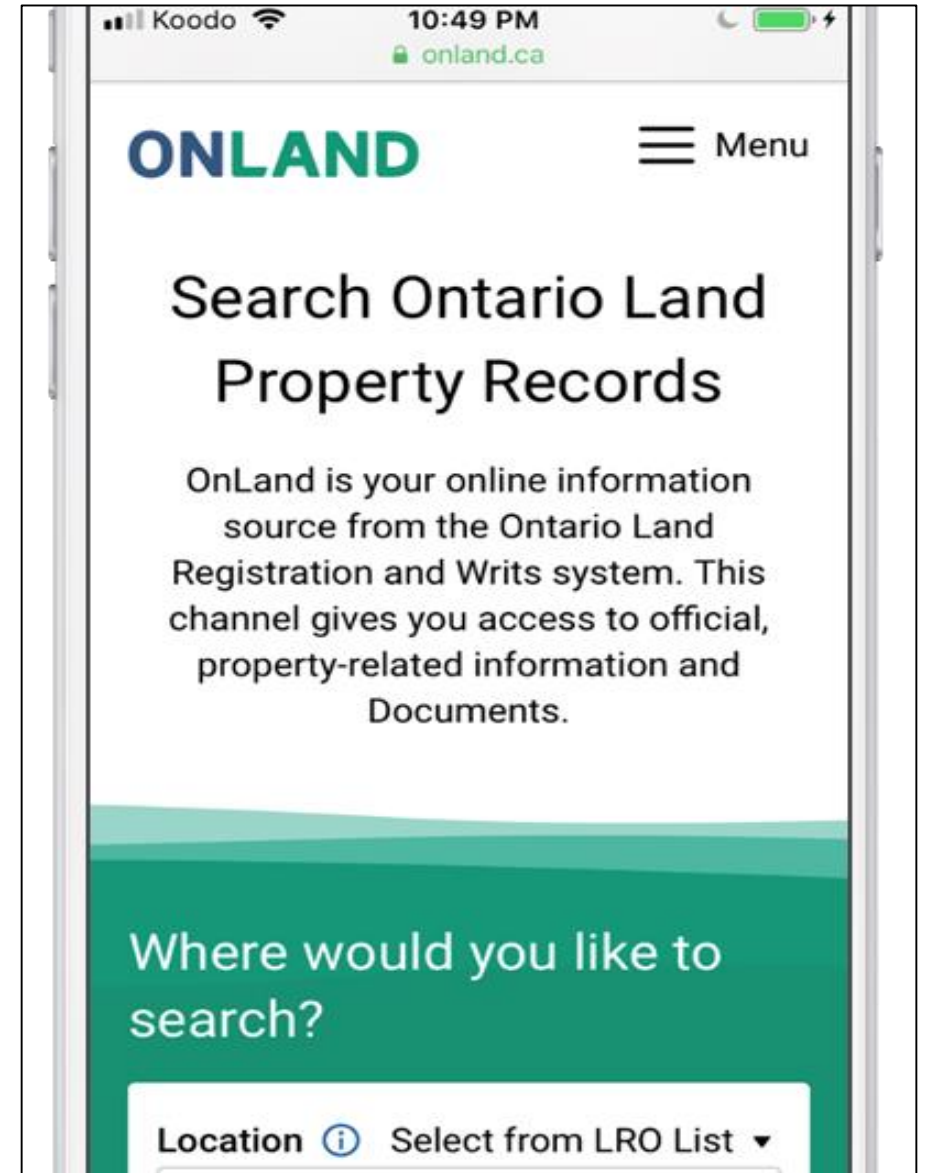
Efficient

Clients can
submit Land
transactions
online to Land
Registry Offices

Demo: Customer Scenarios

Customers will use a range of the functionality in OnLand to complete their work:

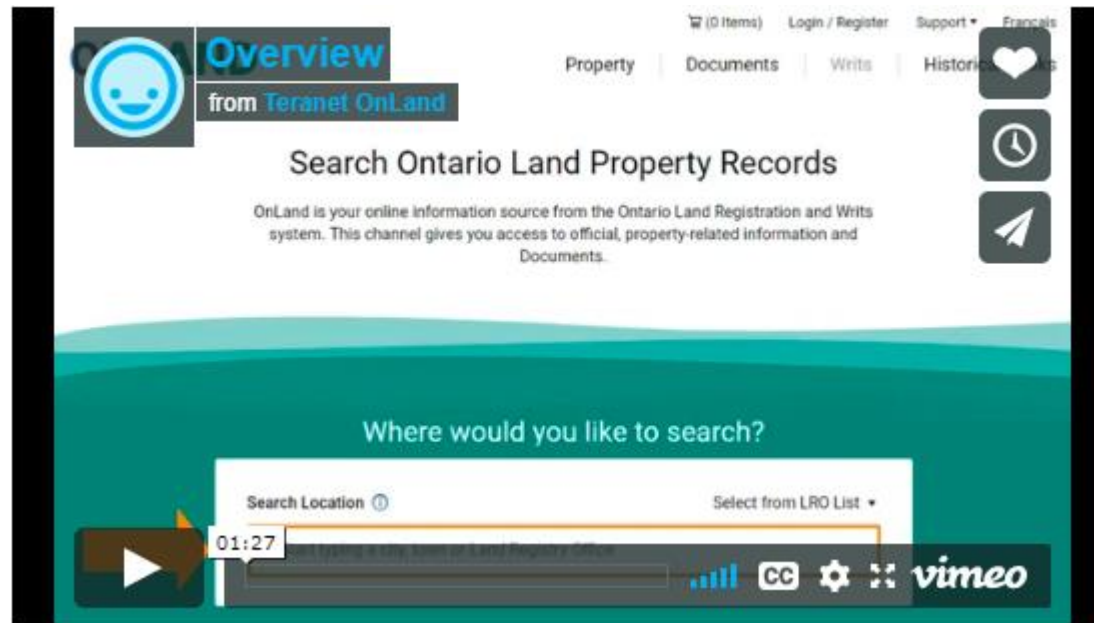
1. Property Search
2. Documents Search
3. Historical Books
4. Change / Correction Request, Support Pages and Contact Us features



OnLand User Guide Resources

There are [videos and guides for OnLand](#) users to help them use the system.

- [OnLand Overview](#)
- [Property Search](#)
- [Documents Search](#)
- [Historical Books](#)
- [Glossary of terms](#)



There is also a [Help Centre](#) that is available to users.

Who to Contact?



- General questions – [online webform](#)

Contact OnLand Customer Service at 1-844-9-ONLAND
or 1-844-966-5263

Available: Monday to Friday 8:30 a.m. to 5:00 p.m. EST
(Excluding statutory holidays)

- [Frequently asked questions for users is located on OnLand.](#)