

New Administrative notices

Frequently Asked Questions

|  |  |
| --- | --- |
| Subscriber Questions | Answer |
| Where an electronic certificate of title (eCT) is in the Registrar of Titles’ control, can any Subscriber request to take control of it? | No, only a Subscriber who is entitled to receive control of the eCT – that Subscriber must confirm they are entitled to receive control of that eCT in the Administrative Notice ‘Request to take control of electronic certificate(s) of title from the Registrar’. |
| I’m a Subscriber and I don’t want to retain eCT Control after registration of an instrument. How do I give control of the eCT to the Registrar of Titles? | You can choose ‘Registrar of Titles’ under ‘CT Issued to’ in Lodgment Instructions (where available). |
| I’m a Subscriber and I want to lodge an instrument which requires the nomination of an eCT which is in the Registrar of Titles’ control. What do I do? | The Subscriber who is entitled to receive control of the eCT will need to use the Administrative Notice ‘Request to take control of electronic certificate(s) of title from the Registrar’ to request control and then nominate the eCT. |
| I’m a Subscriber but I will be retiring OR will no longer be providing conveyancing services OR am selling my business. What do I do about the eCTs I control? | Before being deactivated as a Subscriber, you will need to transfer control either to another Subscriber who is entitled to take control of them using Administrative Notice ‘Transfer Control of eCT’ or the Registrar using the Administrative Notice ‘Request to transfer control of electronic certificate(s) of title to the Registrar’. |
| I’m a Subscriber and a client has requested their eCT be in the control of the Registrar. How will I do that? | You will need to use the Administrative Notice ‘Request to transfer control of electronic certificate(s) of title to the Registrar’ or, if you are lodging an instrument, choose ‘Registrar of Titles’ under ‘CT Issued to’ in Lodgment Instructions (where available). |
| I’m a Subscriber and a client has asked me to act for them which means I will need to take eCT Control. The Registrar of Titles currently has control. How will I do that? | You will need to use the Administrative Notice ‘Request to take control of electronic certificate(s) of title from the Registrar’. |

|  |  |
| --- | --- |
| Land Owner Questions | Answer |
| What does it mean for the Registrar of Titles to hold control of electronic certificate of title (eCT)? | It means that the certificate of title is held in electronic form under the control of the Registrar of Titles. eCTs are held in a secure electronic system and are carefully safeguarded. The Registrar will not do anything with your eCT. A conveyancer or lawyer acting for you can request control of the eCT, allowing you to deal with your land electronically. The Register of land is the official record showing your proprietorship of your land. For further information visit [Land registration](https://www.land.vic.gov.au/land-registration). |
| I own a property and want the Registrar of Titles to have control of the certificate of title. The certificate of title is currently paper. What should I do? | Go to [Contact Us - SERV (servictoria.com.au)](https://servictoria.com.au/contact/) for assistance in completing this process. |
| I own a property and my conveyancer or lawyer has control of the electronic certificate of title (eCT). I want the Registrar of Titles to have control of the eCT. What should I do? | You can ask your conveyancer or lawyer to transfer control of the eCT to the Registrar of Titles. |
| My conveyancer or lawyer has refused to transfer control of the electronic certificate of title (eCT) to the Registrar of Titles. What should I do? | The Registrar cannot assist in this situation. You will need to contact your conveyancer’s overseeing body (Consumer Affairs Victoria) or your lawyer’s overseeing body (the Legal Services Board and Commissioner). |
| I own a property and the Registrar of Titles has control of the electronic certificate of title (eCT). I’d like to have a paper certificate of title. What should I do? | If you are planning to deal with your property, there is no need for the eCT to be converted to a paper certificate of title.  If you still need a paper certificate of title, please visit [Contact Us - SERV (servictoria.com.au)](https://servictoria.com.au/contact/) for assistance.  Please note that if the paper certificate is lost or destroyed, it will be costly to replace. It is not possible to lose or destroy an eCT. |
| I own a property and the Registrar of Titles has control of the electronic certificate of title (eCT). I want my conveyancer or lawyer to have control of the eCT. What should I do? | You can ask your conveyancer or lawyer to take control of the eCT from the Registrar of Titles. |
| I own a property and the Registrar of Titles has control of the electronic certificate of title (eCT). I do not have a conveyancer or lawyer and would like to lodge a paper instrument. What should I do? | Please refer to our website for more information:  <https://www.land.vic.gov.au/land-registration/for-individuals> |
| I own a property and my conveyancer or lawyer has control of the electronic certificate of title (eCT). My conveyancer or lawyer is no longer operating. What do I do? | If you have a new conveyancer or lawyer acting for you, they will request control of the eCT to be transferred to them.  If you do not have a new conveyancer or lawyer acting for you, you can contact SERV for assistance by visiting [Contact Us - SERV (servictoria.com.au)](https://servictoria.com.au/contact/) |
| Can I have control of my own electronic certificate of title (eCT)? | Not unless you are a registered Subscriber (for example, conveyancers, lawyers and financial institutions). Only registered Subscribers can hold eCT Control. |