

Training the Future

Last fall, the LTSA welcomed the latest group of Examiner Trainees to the LTSA’s Examiner of Title Training program. In total 10 new trainees commenced the program with five in the New Westminister Land Title Office, two in the Kamloops Land Title Office and three in the Victoria Land Title Office.

The Examiner of Title Training Program is a challenging two-year program that consists of at-home study, group classes with a Deputy Registrar, hands-on training with guidance from a mentor and Team Leads, plus intense studying in preparation for the tests. Trainees learn to use the *Land Title Practice Manual*, statutes, regulations and other ‘real life’ materials to problem-solve on their own. Trainees are given the opportunity to understand not just what the rules of examining and registering title are, but why, and where those rules come from.

In 2006, the internally developed program was launched to ensure a corporate-wide structured program of knowledge sharing and consistent practice. The Examiner of Title Training Program provides Examiner Trainees in-depth understanding of land title policies, procedures, and legislation to aid decision-making and enable Examiners of Title to take on more challenging tasks. Maintaining and supporting a more knowledgeable workforce is central to the LTSA’s business modernization activities and benefits LTSA stakeholders as it facilitates more expert and consistent service delivery. With a strong knowledge-rich workforce and satisfied customers, it can only mean good news for the land title and survey systems in BC. ■



New Examiner Trainee, Neal Chandra, marks up documents at the New Westminister Land Title Office

Some comments from Examiner Trainees about the LTSA’s Examiner of Title Training Program:

Valerie Cole
(New Westminister Land Title Office)
“Much time was spent studying and learning the course material, but it is ultimately beneficial and personally rewarding when you can answer a question with certainty and knowledge of how land title practice applies.”

Paulette Vandervelde
(Kamloops Land Title Office)
“It’s been a fast and furious pace, but the amount of information that I have learnt in the last year has been phenomenal. What an awesome opportunity this Trainee program has been for me.”

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This quarterly newsletter focuses on and addresses issues of mutual interest and concern to the Land Title and Survey Authority of BC (LTSA) and our stakeholders. We hope you enjoy reading the *LTSA Update* and we look forward to receiving your suggestions and comments. You can always reach us at update@ltsa.ca.

Electronic Filing System (EFS) and Third-party Products

We continue our series on third-party products that support EFS with a profile on Brief Convey.

Brief Convey is a web-based conveyancing application. Developed with BC legal professionals in mind, Brief Convey enables the generation of documents required to close real estate transactions.

Since launching in 2006, Brief Convey has grown and evolved, with new features and expanded functionality added with each software update. Through its integration with BC OnLine, Brief Convey provides electronic filing, adhering to all EFS requirements.

Brief Convey provides BC legal professionals with the ability to import title searches from BC OnLine directly into the application to complete electronic registrations and retrieve property tax certificates. Manufactured Home Searches can also be downloaded through the Manufactured Home Registry and imported directly into Brief Convey.

Other valuable functions built-in to Brief Convey allow for:

- **Easy file management** using the unique Workflow Management Tool.
- **Automatic calculation** of accounts and statements, GST and GST rebates, Property Transfer Taxes (PTT) and exemptions.
- **Simple management of closings and bring forward items** with the click of a button using the “Real Time Closing” and “Bring Forward” calendars.

- **Creation and management of contact lists.**
- **Management of documents** such as emails and other file formats.
- **The creation of multiple files using common data** through the unique Projects feature.
- **Extensive report generation** allows you to quickly view all aspects of your conveyancing practice (i.e., referrals, closings, client lists, etc.)
- **Viewing of current lender schedules and mortgage product information.**
- **Automatic generation of mortgage (Form B)** with lender’s mortgage information and schedules.

Recently, a Brief Convey certification course was integrated into the paralegal program curriculum at North Vancouver’s Capilano University. Successful completion of this course provides students with comprehensive training on the application, equipping them with relevant knowledge needed to enter today’s paralegal profession.

For more information regarding the Brief Convey application, please visit www.stewart.ca/briefconvey. ■

The LTSA has no affiliation with the products profiled here and articles are intended for information only.

Electronic Filing: Preferred Method of Filing by Legal Professionals

EFS is widely used across BC and continues to be the preferred method of filing Land Title Applications. Statistics from January 2010 show that 51.6 percent of all Land Title Document Applications were electronically submitted.

Still need to learn EFS? No cost training in the convenience of your office can be arranged by calling the BC OnLine Helpdesk at 800.663.6102 or 250.953.8200. ■

EFS and ESP uptake summary (January 1 to 31, 2010)

EFS and ESP uptake summary			
	EFS	Paper	EFS %
Fee Simple	6,514	3,787	63.2%
Charges	9,175	8,356	52.3%
Releases	9,897	11,158	47.0%
Miscellaneous Applications	696	1,337	34.2%
All Application Types	26,282	24,638	51.6%

Business Modernization Underway at the LTSA: Customer Consultation Is Central

The LTSA's business modernization activities will enhance service delivery and provide customers with consistency and reliability of information, enabled by modern technology, integrated processes and expert staff. Ultimately, the result of the modernization initiative will be improved services that better meet the evolving needs of our customers.

Modernizing our business is essential to our ability to meet future service level commitments and to ensure that we are sustainable from an economic, human resource, and technology perspective.

To assist the LTSA in the undertaking of our significant business modernization initiative, MacDonald, Dettwiler and Associates Ltd. (MDA) was contracted in late 2009 to support activities to modernize our existing information systems, upgrade associated business processes and enhance land title and survey search and filing functionality. MDA was the successful vendor resulting from the open procurement process that began in June 2009. MDA will be assisted by a consulting firm that is a leader in organizational change management and a specialist in web portal development.

In tandem with our modernization activities, the LTSA continues to focus on improving electronic services by offering new functionality as part of our Electronic Filing System, which now is the preferred method for submitting applications to the Land Title Offices.

The LTSA is also currently engaging external stakeholder groups and third parties to obtain their feedback, and stakeholder involvement will continue to define many new business modernization activities and improved services. The EFS Committee, struck about a decade ago to consider how an electronic filing scheme would work, including all legal, legislative, and practice issues, has been given a new mandate as the Business Transformation Initiative Advisory Taskforce.

In addition, taskforce meetings have been held with land surveyors and legal professionals around British Columbia to solicit feedback on new business processes that incorporate a greater use of technology and further improve services to support the modernization of land title registration in British Columbia.

Stakeholder input will ensure that business modernization will support to stakeholders' professional roles in preparing and submitting land title and survey transactions for registration with the LTSA. ■

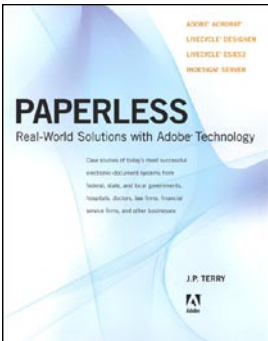
EFS Tip: Did You Know?



The LTSA sometimes releases new versions of electronic forms. It is recommended that users check the "Download Form Template" screen on BC OnLine from time to time, to ensure that forms are up-to-date (see [Downloading Forms](#)). On the screen, note the version number, effective date, and expiry date of each form. Forms can also be downloaded from the LTSA website on the [Electronic Form Templates](#) page.

Please note that if you submit an outdated form, the system will warn you that some earlier versions might not be accepted for electronic submission. The *Land Title Forms Guidebook* (the "Green Book") which can be purchased from the [Continuing Legal Education Society of BC](#) contains detailed instructions for most of the forms. See also [Downloading Form Templates](#). ■

Vancouver Law Firm Reaps Significant Savings Using EFS According to New Book, *Paperless*



The new book – *Paperless: Real-World Solutions with Adobe Technology* published by AdobePress – provides real-world case studies of people and companies who have brought paperless change to their organizations. One of its case studies features Vancouver-based real estate law firm, Bell Alliance, which has garnered significant benefits from going paperless by leveraging Adobe Technology, including the LTSA's Electronic Filing System. According to *Paperless*, Bell Alliance employees have over 330,000 searchable PDF files at their fingertips and what previously took days to complete is “now finalized in mere hours”. Ron Usher, Senior Counsel at Bell Alliance, “estimates that Bell Alliance is saving a minimum of one to two hours per LTSA transaction with the new system of interactive forms and digital savings. This amounts to a total savings of 200 to 400 staff hours per month.”

From the Bell Alliance customer testimonial:

“Having an electronic process for managing documents is important for the firm, especially because most work comes in through referrals from mortgage brokers and realtors. Today, if a broker calls for a copy of a document, Bell Alliance can provide it within seconds. According to Usher, this level of responsiveness has created a significant competitive advantage for the firm.”

Read the [full customer testimonial about Bell Alliance](#). ■

Making BC's Historic Records a Priority

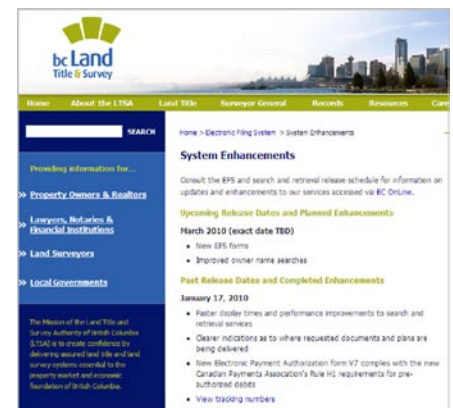
In the late summer of 2010, the LTSA will move our Victoria facilities into our new premise at 1321 Blanshard Street in Victoria. The move has been planned for a number of years and will, among other benefits, improve the working environment for those who access BC's hardcopy land title and survey records. Key features of the new LTSA premises include a new state-of-the-art, climate-controlled records vault, enhanced document storage, and a document conservation laboratory for ongoing preservation and protection of historic records. The development of the vault reflects input from various representative groups, including the BC Historical Federation, and support by the [LTSA's Stakeholder Advisory Committee](#) and the province. Funding of \$1.5 million for the development of the new modern vault facility and conservation lab has been established through the LTSA's operating revenue and prudent fiscal management.

Read more about the [LTSA's Management of Archival Collections](#). ■

System Enhancements

Consult our System Enhancements page to view the upcoming [EFS and Search and Retrieval release schedule](#). The page also features a record of past and upcoming changes to the EFS and title search and retrieval services accessed on BC OnLine. Specific information on past changes can be found by clicking on “View tracking numbers”.

This page can also be accessed by clicking on the Resources button located on the LTSA welcome page on BC OnLine (scroll to the bottom of the page). ■



Focus On: British Columbia Real Estate Association

It is probably the British Columbia Real Estate Association (BCREA) that last informed your opinion on the current state and future condition of BC's real estate market. In British Columbia, BCREA is a key source for economic research and analysis on the provincial real estate market. It draws its analysis from an extensive provincial membership base comprised of 12 member real estate boards representing about 17,500 REALTORS®.

We are pleased to have LTSA Stakeholder Advisory Committee member and **BCREA Chief Executive Officer, Robert Laing** to share his thoughts with the *LTSA Update*.

1. A July 2009 survey sponsored by the BCREA revealed that four-in-ten British Columbians plan or hope to purchase homes or properties within the next five years, with about half of these potential buyers expecting to do so in the next two years. BCREA members have a significant reach into many British Columbians daily lives assisting with one of life's most significant decisions. With that in mind what is the most important aspect of what the BCREA does to support British Columbians and BC's economic prosperity?

Our goal as an organization is to ensure the continued relevance of REALTORS®. That means we help REALTORS® be trusted advisors in helping consumers make their dream of home ownership a reality. We do that in a number of ways, but most importantly, we are a source of relevant and current information on market dynamics.

2. What do you think REALTORS® and property owners should know about the LTSA that they may not already know?

I think everyone should know more about the type of information captured by the land title system and what is not reflected on title (i.e. zoning). There needs to be a better general understanding with respect to matters that affect the use and value of land or land value that do not show up via a title search and where REALTORS® and property owners need to go to find out that information.

3. BC's land title and survey systems are among the best in Canada – why is this important to members of the BCREA (e.g. both as a property owner and representing REALTOR® interests)?

It ensures that a REALTOR®'s client receives a secure and safe title for their property which is crucial. Confidence in title ownership and property rights are key foundations of a democratic society. Ensuring title security is the number one role of the LTSA.

4. Low mortgage interest rates, pent-up demand and improving economic conditions means that your members continue to be very busy. What does the LTSA do to support your members' needs in an often very busy BC real estate market?

The LTSA provides access to timely information about titles which is crucial for REALTORS®. Ideally, it would be great to have 24/7 access to that information as well as links to all matters that affect the use and enjoyment of a title.

5. What role does the BCREA perform for LTSA?

As a designated nominating entity for the LTSA board director nomination process, BCREA has a statutory role in supporting the governance of the LTSA. As well, BCREA is a member of the LTSA's Stakeholder Advisory Committee, a forum that encourages information-sharing about title security and real property market issues and trends. Our role ensures that we can provide real estate activity statistics and forecasts to the LTSA that will assist with its budgeting cycles and workload management. We are also able to effectively disseminate important updates and information from the LTSA to our members.



For almost 30 years, Robert Laing has served the real estate profession in the roles of lawyer, educator and liaison to all levels of government, Crown corporations and regulatory bodies. He joined the British Columbia Real Estate Association (BCREA) team in March 2000 as the Director of Government Relations, and since 2002 has served as the Association's Chief Executive Officer. ■