

**Ministry of Government and
Consumer Services**

ServiceOntario

Regulatory Services Branch

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**Ministère des Services gouvernementaux et
des Services aux consommateurs**

ServiceOntario

Direction de la réglementation

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By email to William Woodward – WWoodward@dyerbrownlaw.com

July 6, 2020

Mr. William Woodward
Chair of 2020-2021 Executive Committee
Federation of Ontario Law Associations (FOLA)
<https://fola.ca/>

Dear Mr. Woodward,

I am pleased to share information about how land registration services will be delivered effective October 13, 2020.

It's been a few decades since the province started the journey of providing customers with more digital service offerings in the land registration program. The government has come a long way—from the days of automation, to electronic filings and to the launch of OnLand, plus many more achievements throughout the years. The government has worked hard to address customers' needs for increased digital access to land registration services. Today, I'm pleased to share that we've reached another milestone along that journey.

Land registration is a segment of government services where many of our customers have already adopted the digital channel as their preference. 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 lawyers, law clerks and surveyors visiting the LROs less frequently because of preference to conduct business online. Government has already made great progress in offering digital services and the time is right to continue this evolution in the way we deliver services.

While most customers already complete their land registration transactions online, the government is shifting to a more digital-focused service model. Effective October 13, 2020, the Ontario government will be discontinuing land registration counter services at all 54 Land Registry Offices (LROs). This means that October 9, 2020 is the last day

LROs will be open to the public. Land Registry staff will continue to provide customer service support, document certification and processing work across the province.

Moving toward a more digital-focused service model will benefit all customers. For most services, it will no longer be necessary to visit a local LRO which means that most transactions will be completed online. In some cases, where customers need to submit hard copies of plans and some paper documents, ServiceOntario will have exception-handling processes that will be in place until longer term solutions are launched. These processes will be communicated and shared in advance of October 9, 2020.

Also, we remain committed to ensuring our service remain accessible to the public. Clients can continue to use the “Contact Us” page on the OnLand.Ca website or call the OnLand contact # 1-888-278-0001 and Thunder Bay Contact # 1-844-209-3741. The government is also working with Teranet to enhance OnLand’s functionality to allow for increased online transactions to further save customers’ time and money.

Our goal is to ensure that we maintain a modern and efficient organization, focused on the needs and expectations of our staff and customers, while ensuring the integrity of the land registration system. We value your business and welcome your input as we begin this journey.

Please feel free to contact me at Jeffrey.Lem@ontario.ca should you have any questions regarding this communication.

Sincerely,

A handwritten signature in black ink that reads "Jeffrey W. Lem". The signature is written in a cursive, flowing style.

Jeffrey W. Lem
Director of Titles for the Province of Ontario