

# Initiatives

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*The Property Registry  
is committed to the  
successful implementation  
and continuous  
improvement to Agency  
services...*

### RECORDS PRESERVATION

The Property Registry's Land Titles Office has records dating back to the 1880s.

Records in the Land Titles Office are being reviewed and appropriate methods of preserving them are being implemented. The primary methods of preservation include ongoing photocopying and creating security duplicate copies of certain records, such as "Old" System books. The Land Titles Office is microfilming all current registered documents as soon as feasible after they are registered, with security copies of these microfilms being sent to the Provincial Archives for security storage.

The major challenge facing the Agency is the preservation of the wide variety of vital records in existence. These include the title books and daily journals of registration of various types of instruments, as well as the various forms of index books that are required in order to find much of this information.

It is vital to the maintenance of a modern, efficient registry that Agency documents be preserved on a more regular basis using a well-established method such as microfilming.

As in the past, the Agency worked in partnership with Novus Imaging Solutions with regard to the microfilming of records and their indexing to the automated retrieval system. Novus is filming the historical documents while the Land Titles Office's records' staff maintains the filming and indexing of all current records for the six Land Titles Offices.

The Agency has centralized the microfilming and indexing of the records for all six Land Titles Offices and has established a quality-control program to ensure the records are being preserved and the needs of clients are being met.

The Agency has, to date, microfilmed all certificates of title (2,295,425) and transferred these vital records to the Provincial Archives for proper storage. All abstract books of the Land Titles Office (696) have been photocopied with the originals transferred to the Records Centre for secure preservation. All Real Property Applications and all deeds have been completed. Over 1,544,000 instruments, 123,000 Real Property Applications and 700,000 deeds have been microfilmed. In Fiscal Year 2005/2006, over 271,800 documents were microfilmed centrally.

## TECHNOLOGY

The Property Registry has completed a 'Proof of Concept' project to create an updated Land Titles printing solution utilizing the new TCP/IP protocol. Now that it has been established that the Land Titles Office printed output and reports can be routed to the existing Xerox printers via TCP/IP, this new print technology will be incorporated into the Land Titles application. The goal is to be able to function using both the existing and the new communication network.

In conjunction with Manitoba Information and Communication Technologies (MICT), The Property Registry engaged consultants to provide an in-depth analysis of The Property Registry's data and imaging systems in Fiscal Year 2004/2005. The results of the analysis form the direction for further development of The Property Registry information systems.

During the first quarter of the current year, The Property Registry, in consultation with Manitoba Information and Communication Technologies (MICT) requested permission from government to pursue the next step in this process, the development of a complete Business Plan with specific requirements, timelines, costs and benefits.

On September 13, 2005, the Province authorized The Property Registry "to issue a Request for Proposal (RFP) to engage consultants to determine its detailed business requirements as the first stage of a potential systems redevelopment analysis." As a result, the Agency has forwarded a draft Request for Proposal and project plan to Manitoba Information and Communications Technologies for their review and analysis.

During the last quarter, The Property Registry tendered a contract to assist the Agency in developing the detailed business requirements necessary to develop a formal business case. The contract is expected to be awarded in April 2006, with work to commence in May 2006.

## **SURVEY OUTLINE MONUMENT RESTORATION FUND**

The Property Registry has established an annual fund of \$180,000 to assist municipalities, including the City of Winnipeg, with the cost of restoring survey outline monuments on a 50/50 cost-share basis. Guidelines were agreed upon by The Property Registry, the City of Winnipeg, the Union of Manitoba Municipalities, the Manitoba Association of Urban Municipalities and the Professional Land Surveyors Business Group.

Program expenses for monument restoration are disclosed in the financial statements of The Property Registry. Payments to program applicants (municipalities) are issued upon receipt of documentary evidence sufficient to identify eligible costs, subject to the maximum program funds available for the fiscal year.

At the end of each fiscal year, the Program is reviewed with the City of Winnipeg, the Association of Manitoba Municipalities (AMM) and the Professional Land Surveyors' Business Group.

- Survey monuments re-established in fiscal year: 670.
- Based on payments approved:
  - \$45,005 has been paid for survey monuments in the City of Winnipeg.
  - \$114,284 has been paid for survey monuments in municipalities outside the City of Winnipeg. Funds not used by the City of Winnipeg were transferred to the municipalities.

## OTHER MATTERS

### Land Titles Assurance Fund

A person deprived of land due to the operation of *The Real Property Act* or who suffers loss or damage as a result of an omission or error of the Land Titles Office is entitled to be reimbursed from the Land Titles Assurance Fund.

When an application is filed to bring property under the operation of *The Real Property Act* from the registry system, a fee is collected for examination of that application. Since its inception in 1885, \$2.4 million has been paid into the Assurance Fund. Additional revenue collected for the Assurance Fund in Fiscal Year 2004/2005, in the amount of \$23,190, was transferred to the Assurance Fund during the Fiscal Year 2005/2006. The Fund maintains a balance of \$125,000. Amounts in excess of \$125,000 are transferred to the Consolidated Fund annually. Since 1885, there have been 117 payments from the Fund, totalling \$211,829. There were no payments out of the Land Titles Assurance Fund for the year. Values of land and mortgages secured equalled \$23.5 billion for the 2005/2006 Fiscal Year.

### Special Surveys

Survey monuments form the foundation for the land titles system in that title to land describes what is owned by referring to boundaries. The effectiveness of the title is questionable if the land boundaries cannot be properly ascertained.

Under *The Special Survey Act*, special surveys are conducted to correct errors respecting an existing survey or plan, or to establish boundaries where their location is questionable. Where problems occur as a result of errors in titles or plans, the Land Titles Office may request that a special survey be conducted. Requests are received annually by The Property Registry, reviewed, and contracts to conduct the special survey tendered out.

During the year, seven special surveys were initiated, with five contracted out, at a total cost to the Registry of \$29,955. Outstanding amounts for the balance of the special surveys is \$15,181.

In addition to the general special surveys, the Agency, under a five-year program, commenced tendering of special surveys for the correction of legal descriptions and plans relating to railways. Up to \$50,000 annually has been committed to this project. In Fiscal Year 2005/2006, two further special surveys were commissioned.

## ESP – Employee Succession Project

### Position Profiling

The Property Registry has commenced position profiling for a series of positions within the organization. Early in 2005, Senior Management, Winnipeg Managers and Administration staff developed their position profiles in sync with the competency profiling process launched with the Agency's critical positions. The goal is to complete the position profile for all The Property Registry positions over the next year. Efforts are underway for the regional office managers and staff of the Agency to complete their position profiles.

## 18 INITIATIVES

### **Employee Orientation Program**

Employee orientation is the organized and planned introduction of a new employee to their job, their peers and the organization. This is the first form of training which a new employee should receive. The overall goal is to provide the necessary information, facilities and motivation to assist the employee in adjusting to the work environment. A positive orientation experience can speed integration and productivity and improve employee retention.

During the first quarter, the development of a new employee orientation program commenced with research and information gathering for the (custom) design of an Agency Employee Orientation Program.

During the fourth quarter of Fiscal Year 2005/2006, a final review of the *Employee Orientation Guide* and *Guidelines for Orientation* (checklists for supervisors and managers with new staff) commenced. Work on the launch of the Agency Employee Orientation Program will begin in the first quarter of Fiscal Year 2006/2007.

### **TPR Cross-Training Initiative**

With relocation of the Winnipeg Offices of The Property Registry, staff now located on separate floors of the Woodsworth Building will be housed together in one building. As a result of relocation, better client service can be provided from both registries from one central location on the main level.

Physical location of staff providing direct services to the public will lead to a new staff training opportunity and potential career development. During the fourth quarter of Fiscal Year 2005/2006, the Personal Property Registry outlined a course specifically for the purpose of training Winnipeg Land Titles Office staff. Existing Land Titles courses and materials will be used to provide introductory training for Personal Property Registry staff. Delivery of cross-training begins the first quarter of Fiscal Year 2006/2007.

### **Real Estate Volumes**

The volume of registrations in the Winnipeg Land Titles Office continues to show growth due to a booming real estate market in the City of Winnipeg. The City has experienced record-shattering sales for each of the months of 2005 and through the first three months of 2006. The Winnipeg Real Estate Board's multiple listing services has indicated that each month has set the record for that month in terms of dollar value and listings.

The real estate market has set historic highs for both unit sales and dollar volumes. Housing starts in Winnipeg hit a 16-year high with a fifth consecutive year of growth. Condominium and multi-family housing starts were the highest since the 1980s and increased 31% over last year. The average price of homes in Winnipeg and surrounding bedroom communities increased 18.3% over last year, the fourth consecutive year of double-digit price increases.

Agency statistics show an increase of 10.5% in volumes for registration in the Land Titles Office, consistent with the experience noted by the Winnipeg Real Estate Board. As of fourth quarter end, the turnaround time for document registrations has met the target performance time, standing at 3.4 days in the Winnipeg Land Titles Office and 1.3 for the regional offices. Turnaround time for the year stood at 4.4 days and 1.5 days respectively.

### **Neepawa Land Titles Anniversary**

Celebrations in honour of the 100th anniversary of the Neepawa Land Titles Office building took place on Friday, July 22, 2005. A number of dignitaries brought greetings and there was a formal unveiling of the commemorative plaque outside the building followed by refreshments, a tour of the office and a chance to look at a number of scrapbooks and displays tracing the history of the office. Approximately 100 people attended and signed the guest book.