



Land Services Property Watch Frequently Asked Questions

GET HELP

For support, please call us on (08) 8423 5000 or send us an email to customersupport@landservices.com.au

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WHAT IS LAND SERVICES PROPERTY WATCH?

Land Services Property Watch is a subscription service that allows you to monitor activity against a Certificate of Title. When an event happens on a Title, you will automatically be sent an alert in real-time via your chosen channel (email and/or SMS). There's no limit to the Titles you can watch, and a bulk service is available if you need to subscribe to more than one Title at a time.

Whether it's to gather market information, monitor your assets, or to keep tabs on a property you're interested in - Land Services Property Watch is the ideal service for anyone in the property industry.

What are some of the reasons for using Property Watch?

Land Services Property Watch can help you with:

- Market research: Monitor activity on properties where you are gathering market insights to provide you with the most current information.
- Monitoring your assets: Leverage the alerts to monitor properties where you have an interest to track any activity against the Title. This will assist you to manage your assets and gain early visibility of any title that requires further investigation.
- Identifying development opportunities: Use Land Services Property Watch when waiting on a zoning change, managing a transaction that would benefit from notification of the lodgement of Plan, or leveraging early sale indicator notifications to assist your business and optimise how you engage with your customers.

HOW CAN I ACCESS PROPERTY WATCH?

There's two ways to access Land Services Property Watch; you can create a subscription yourself in SAILIS, or get in touch with us to create a bulk subscription (e.g. for a geographical area, or by providing us with a list of Titles or addresses).

All customers must have a Land Services SA account to subscribe to Property Watch.

- Download the complete the [SAILIS Account Application Form](#).
- Read the [Terms and Conditions](#) and Land Services SA account [FAQs](#).
- Sign and return the form via email to customersupport@landservices.com.au

Instructions on how to create a subscription are in the following sections.

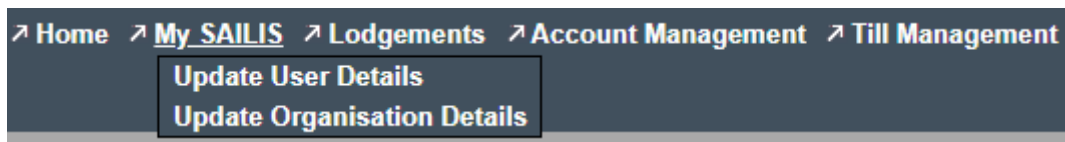
CREATING SUBSCRIPTIONS IN SAILIS

This functionality is ideal for people who are creating a subscription at a time.

Setting notification preferences

Once you have a Land Services SA Account, you will need to set your Land Services Property Watch email preferences in SAILIS. This must be done by your organisations's Account Administrator prior to creating a subscription.

1. Select the **Update Organisation Details** item in the **My SAILIS** menu



2. On the **Update Organisation Details** page, scroll down until you see **Land Services Property Watch Notification Preference** and click *edit*.

Land Services Property Watch Notification Preference

Preferred Email

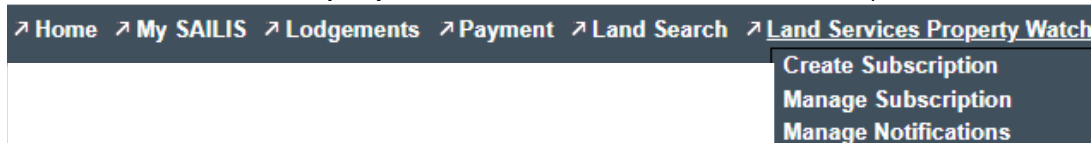
Preferred Phone

3. In the **Preferred Email** field, enter the email address where you want Property Watch notifications to be sent for the organisation. This is a mandatory field. Should you wish to receive optional SMS notifications, please insert the relevant mobile number into the **Preferred Phone** field.
4. Once completed, select *save preference* and you will receive an on-screen confirmation that your details have been updated.
5. You will then receive a confirmation email (and SMS if a mobile number has been entered).
6. Now that your notification preferences are set up, you can proceed with creating a Property Watch subscription.

Search for a property and create a subscription

A Property Watch subscription can be created on Titles in South Australia which have a computerised Certificate of Title (i.e. have a Volume and Folio greater than 5000). Before creating a subscription, you must have your email (and optionally SMS) notifications set (see previous section). You must also know the details of the property, such as the street address, Certificate of Title references, Plan and Parcel reference, or Valuation number.

1. Hover over **Land Services Property Watch** in the menu and select *create subscription*.



2. Search for the property you want to create a subscription for. The search function operates the same as for other SAILIS products. If you need support searching and navigating SAILIS, please view our [SAILIS Video Tutorial](#).
3. Once you have found the property you want, you will be taken to the **Order Confirmation Screen** where you have the option to enter a *customer reference* (up to 20 characters). This reference will be included in any notifications we send you, to help you reconcile the notification with your own records.

CT 9999/999 Certificate of Title - CURRENT
Lot 123 Example Street, Adelaide SA 5000

Land Services Property Watch	Includes alerts for Dealing Lodged, Priority Notice Lodged, Title Cancelled, PIR/Form1 ordered, Property Re-zoned, LGA Development Application Lodged, Property Research Report Ordered, Title & Valuation Package Ordered, Community or Deposited Plan Lodgement, Dealings registered and complete and Site and Capital value as of 1 July	\$6.00
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Customer Reference [i](#)

Order Total \$6.00

Inclusive of GST \$0.55

4. Once you have entered your *customer reference number* and checked the property details, select *Confirm Order*. You will then receive a subscription confirmation notification to your selected email (and SMS if you have selected this option).

Note: SAILIS does not allow:

- An organisation to have more than one Property Watch subscription over the same Certificate of Title

- The creation of a Property Watch subscription over a cancelled Certificate of Title
- The creation of a Property Watch subscription where the volume is less than 5000.

CREATING A BULK SUBSCRIPTION

Some customers prefer to create a subscription for many Titles at once. This might suit you if you're looking to monitor an entire suburb, monitor properties with specific attributes, or if you have a list of Titles or addresses you want to watch.

Land Services can create a subscription in bulk on your behalf. Please contact dataaccess@landservices.com.au to enquire.

MAKING CHANGES TO A PROPERTY WATCH SUBSCRIPTION

You can update your subscription if it's one you have created in SAILIS. If you have utilised the bulk subscription service, you will need to contact us to make changes at dataaccess@landservices.com.au

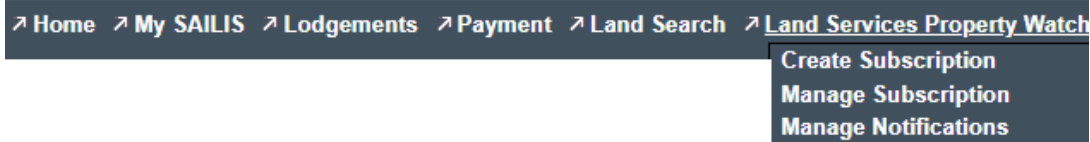
Updating a subscription

SAILIS allows you to manage your subscription yourself. You can:

- Update your subscription email or mobile number
- Stop receiving notifications
- Turn off the auto-renew feature
- Change your customer reference

To make changes to your subscription:

1. Select **Manage Subscription** from the **Land Services Property Watch** menu



2. Your 10 most recent subscriptions are shown on screen. You can select them from here, alternatively you can search for a specific subscription by Title Reference, Customer Reference, Renewal Date, and Expiry Date.

The screenshot shows the 'Search Subscription' interface. It includes a search bar with fields for Register, Volume, and Folio. Below the search bar are several filters: Customer Reference, Renewal From, Renewal To, Auto Renew, Expiry From, Expiry To, Notification(On/Off), Sort Field, and Sort Direction. A 'Search' button is located at the bottom left of the search area.

Below the search area, there is a section titled 'Results 1 to 10 of 31'. It includes 'Previous' and 'Next' navigation buttons. The results are displayed in a table with the following columns: Title Reference, Property Location, Customer Reference, Renewal Date, Auto Renew(Y/N), Expiry Date, and Notification(On/Off). Each row has a 'Select' button to its left.

	Title Reference	Property Location	Customer Reference	Renewal Date	Auto Renew(Y/N)	Expiry Date	Notification(On/Off)
Select	CT 9999/999	123 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 001	01/01/2000	Y	01/01/2000	Y
Select	CT 8888/888	456 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 002	01/01/2000	Y	01/01/2000	Y
Select	CT 7777/777	789 EXAMPLE STREET, ADELAIDE, SA 5000	ABC 003	01/01/2000	Y	01/01/2000	Y

3. Once you have located the right property you can view the subscription details and notification history for that property by clicking *Select*. From this screen, you can
 - a. Click *View Email* to view a copy of the notification that was sent
 - b. Click *Edit Subscription Details* to edit the customer reference, turn the auto-renew feature on or off, and turn notifications on or off.

Subscription Details

Title Reference	CR 9999/999
Property Location	Lot 1 EXAMPLE STREET, ADELAIDE, SA 5000
Customer Reference	ABC 123
Renewal Date	06/10/2020 16:03
Auto Renew	Y
Notification	Y

[Edit Subscription Details](#)

Notification History 1 to 2 of 2

[Previous](#) [Next](#)

Notification Date	Notification Type	
06/10/2020 23:38	Form1 Ordered	View Email
06/10/2020 20:38	Title And Valuation Details Product Ordered	View Email

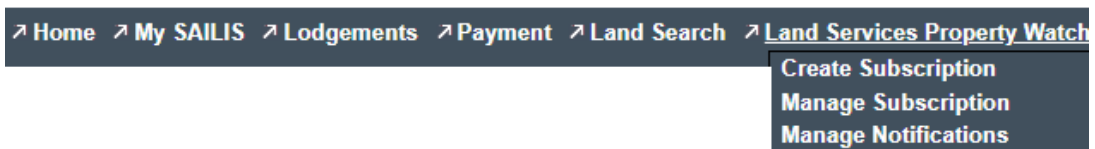
[Manage Subscriptions](#)

4. To return to your list of subscriptions, click *Manage Subscriptions*. From this screen, you can also export all your subscriptions to a CSV file to allow you to filter, sort, and manage as you need.

ACCESSING NOTIFICATIONS

When an event happens on a Title you're subscribed to, you will receive an email (and SMS if you have selected that), with details about the event, and a link to view more information or buy a relevant product, if more information is available. At any time, you can view a history of notifications sent you via the **Manage Notifications** screen in SAILIS.

1. Select **Manage Notifications** from the **Land Services Property Watch** menu



2. You can click *search* to view all, or search for a specific notification using the subscription number (for bulk subscriptions only), the Volume and Folio, your customer reference, date notification sent from/to, notification type, and the email or mobile.

Subscription no.	<input type="text"/>
Volume	<input type="text"/>
Folio	<input type="text"/>
Customer Reference	<input type="text"/> ?
Date Sent From	<input type="text"/> calendar
Date Sent To	<input type="text"/> calendar
Notification Type	<input type="text" value="EMAIL"/> ▼
Notification Email Address	<input type="text"/>
Notification Mobile Number	<input type="text"/>

Search
Clear Search
Download Results

3. You can click each result individually to view the details, or download a CSV of the search results.

WHAT EVENTS WILL TRIGGER AN ALERT?

The following activities will trigger a notification for any Title you have subscribed to:


Activity type	Explanation of activity	Further information available
Title activity		
Dealing has been lodged	Types of documents lodged with Land Services SA include Transfers, Mortgages, Leases, and Caveats. This alert means a Dealing has been Lodged against a Title, but is not yet registered and Completed.	When you receive the alert, you'll be given a link to view the details of the Dealing in SAILIS, noting you must be logged in to SAILIS to access this.
Priority Notice has been lodged	A Priority Notice is a notice lodged against a Certificate of Title or Crown Lease which reserves priority for an upcoming land transaction. A Priority Notice is generally lodged by the purchaser's conveyancer or solicitor up to 60 days prior to the date scheduled for settlement.	When you receive the alert, you'll be given a SAILIS link to view the details of any Priority Notices lodged over the Title. You will need to be logged in to SAILIS to access this.
Dealing has been Registered and Completed	A document lodged on the Title has now been Registered and Completed, which means the change to the Title has been finalised.	<p>When you receive the alert, you'll be sent a few links, depending on the type of Dealing.</p> <ul style="list-style-type: none"> • Purchase a Notice of Completion, which can be given to clients for peace of mine (view a sample here) • Purchase a copy of the Title • Purchase a Register Search <p>When a Title has been cancelled, you'll be notified of this, and directed to SAILIS to view the new Title reference(s) that have been issued.</p> <p>You will need to be logged in to SAILIS to access these.</p>
Title has been Cancelled	Titles can be cancelled because the land has been subdivided, amalgamated, or where Land Services SA is required to issue a new Title.	<p>When you receive the alert, you'll be sent a link to view the new Title reference(s) in SAILIS. You will need to be logged in to view this.</p> <p>Your Property Watch subscription will be cancelled when the Title is cancelled. If you would like a new subscription for the new Title(s) you will need to subscribe by going to SAILIS and creating a new subscription.</p>
Valuation record activity		
Zone has been changed	Zonings are determined by local governments. It is not uncommon for LGAs to rezone whole sections of land due to growing population and environmental considerations.	When you receive an alert, you'll be sent a link to view the new zoning information in SAILIS. You will need to be logged in to SAILIS to view this.

Annual Site and Capital Values	<p>In the first week of July, new Site and Capital Values will be made available. These values are typically used by customers to update their records, calculate rental yield, understand land tax implications, and more.</p> <p><i>While Land Services SA uses commercially reasonable efforts to ensure the Site and Capital values as of 1 July are current, these values may be subject to change.</i></p>	<p>In the first week of July, you will be sent a link to access a secure file in SAILIS. You will need to be logged in to access it. You'll be prompted to download a .csv file that contains all Titles you are subscribed to, along with the new Site and Capital values for each Title.</p> <p>The link will be accessible for 365 days from when it was sent.</p>
Plan activity		
LGA development application received by LSSA	<p>When a Development Application is submitted to the council, the council advises Land Services SA. This typically means the owner is planning property changes that require council approval due to planning laws.</p>	<p>You will be advised in the email what the specific development type is.</p>
Lodgement of a Plan where new allotments are being created	<p>When a Plan is lodged and new allotments are being created, this needs to be processed and approved by Land Services SA. This typically means a land parcel is being subdivided.</p>	<p>When you receive an alert, you'll be sent a link to view further information about the Plan in SAILIS.</p>
Products purchased		
Form 1 purchased	<p>These are typically ordered by a Real Estate agent or Conveyancer when a property is being sold.</p>	<p>No further information will be provided in the notification</p>
Property Interest Report ordered	<p>These are typically ordered by a Real Estate agent or Conveyancer when a property is being sold.</p>	<p>No further information will be provided in the notification</p>
Property Research Report purchased	<p>These are typically ordered when a property is being appraised and can be an early indication that a property may be coming on to the market.</p>	<p>No further information will be provided in the notification</p>
Title and Valuation Details purchased	<p>These are typically ordered when a property is being appraised and can be an early indication that a property may be coming on to the market.</p>	<p>No further information will be provided in the notification</p>

HOW WILL I BE CHARGED?

When you purchase a Land Services Property Watch product, your Land Services SA account will be charged. You will receive a monthly invoice via SAILIS.

If your account has insufficient credit to complete a subscription order, you will receive the following notification in SAILIS:

 The Total Cost of this Order exceeds the current Available Credit for your account. Please amend your order or contact Land Services SA on 8423 5000.

You will need to contact us on (08) 8423 5000 or email customersupport@landservices.com.au to increase your account limit.



Land Services SA ACN 618 229 815

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