

**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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Email to all Municipalities of Ontario

Date: July 6, 2020

To: All Municipalities of Ontario

From: Jeffrey W. Lem, Director of Titles for the Province of Ontario

Subject: Moving Towards a More digital-focused Service Model for Land Registration Services

I am pleased to share information about how ServiceOntario's land registration services will be delivered effective October 13, 2020, in keeping with our government's approach to move towards digital online services for Ontarians. Effective October 13, 2020, the Ontario government will be discontinuing land registration counter services currently delivered at all 54 Land Registry Offices (LROs).

Land registration is a segment of government services where many of our customers have already adopted the digital channel as its preference. Our data shows that 99% of land registration documents are registered online, 87% of searches are conducted online and 98% of surveyors submit plans for pre-approval via email. Ontario's land registration system was established in 1795 and has undergone several transformations in its 225 years of existence.

Moving toward a more digital-focused service model is part of the evolution of this sector, which is timely and will benefit all customers. For most services, it will no longer be necessary to visit a local LRO. In some cases, where customers need hard copies, ServiceOntario will have processes in place until longer term solutions are developed. 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.

For many Municipalities this will be a seamless change, as Teraview is already being used to both file documents and search title. For those Municipalities that file

documents in paper, both Teraview and OnLand will be improved to accept digital versions of paper documents.

Please feel free to contact me at director_of_titles@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