April 13, 2015

Dear [Redacted],

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File SNL-009-2015]:

On February 9, 2015 Service NL received your request for access to the following records/information:

“Correspondence - in any and all formats, including paper and electronic - sent to and from the department regarding the issues of timelines in registering deeds at the provincial registry and the impact of delays. Request also includes any information notes, background papers or internal correspondence. Time frame of request is Sept. 1, 2014 to the present.”

On March 13, 2015, you were advised that the 30 day time limit for responding to your request was extended to April 13, 2015. This extension was in accordance with your request to extend the response time lines until April 13, 2015, as per paragraph 16(2)(c) of the Access to Information and Protection of Privacy Act (the Act), and was approved by the Information and Privacy Commissioner on March 12, 2015.

I am pleased to inform you that your request for access to these records has been granted in part. Access to pages 117-121 of the records has been refused in accordance with the following exceptions to disclosure, as specified in the Act:

Section 18 (1)(a)(ix): “In this section "cabinet record" means that portion of a record which contains information about the contents of a record within a class of information referred to in subparagraphs (i) to (viii).”

Section 18 (2)(a): “The head of a public body shall refuse to disclose to an applicant a Cabinet record, including an official Cabinet record.”

In addition to the above, access to specific lines of text contained within the records, has been refused in accordance with the following exceptions to disclosure, as specified in the Act:

Section 20(1)(c): “The head of a public body may refuse to disclose to an applicant information that would reveal (c) consultations or deliberations involving officers or employees of a public body, a minister or the staff of a minister.”

Section 30 (1): “The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party’s personal privacy.”
As required by subsection 7(2) of the Act, we have severed information that is exempted from disclosure and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Section 43 of the Act provides that you may ask the Information and Privacy Commissioner to review this partial refusal of access or you may appeal the refusal to the Supreme Court Trial Division. A request to the Information and Privacy Commissioner shall be made in writing within 60 days of the date of this letter or within a longer period that may be allowed by the Commissioner.

Records that are refused on the basis of section 21 (legal advice) or section 18(2)(a) (official cabinet record), you must appeal directly to the Supreme Court Trial Division within 30 days after you receive the decision of the public body, pursuant to section 60. You may also contact the Office of the Information and Privacy Commissioner who may decide to initiate an appeal pursuant to subsection 60(1.1).

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John’s, NL A1B 3V8

Telephone: (709) 729-6309
Facsimile: (709) 729-6500

In the event that you choose to appeal to the Trial Division, you must do so within 30 days of the date of this letter. Section 60 of the Act sets out the process to be followed when filing such an appeal.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Office of Public Engagement’s website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact the ATIPP Coordinator at 709-729-7437 or ellenhaskell@gov.nl.ca.

Sincerely,

LEIGH PUDGESTER
Deputy Minister
Service NL
Good Morning!

The updated Deeds Status Report is attached. For some reason there was no ‘Last Day Mailed’ column under Correspondence so I created a new one. If either of you has that column in your saved version, would you be able to send it to me, please?

Thanks,

Sheena B. Evans

Administrative Officer
Commercial Registrations Division
Service Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700 St. John’s, NL A1B 4J6
sheena.evans@gov.nl.ca
T: 709.729.4170 F: 709.729.0232
www.service.nl.gov.nl.ca
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Good Morning!

The updated Deeds Status Report is attached.

Sheena B. Evans

Administrative Officer
Commercial Registrations Division
Service Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700 St. John’s, NL A1B 4J6
sheenabevans@gov.nl.ca
T: 709.729.4170 | F: 709.729.0232
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Oh man... how often do I do that!

Sheena B. Evans
Administrative Officer
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Service Newfoundland and Labrador
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sheenab.evans@gov.nl.ca
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www.servicenl.gov.nl.ca

No report!

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.gsl.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

Good Morning!

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Thanks,
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Sheena B. Evans

Administrative Officer
Commercial Registrations Division
Service Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700 St. John’s, NL A1B 4J6
sheenabevans@gov.nf.ca
T: 709.729.4170 | F: 709.729.0232
www.service.nf.gov.nf.ca
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Hi everyone,

Today’s updated Deeds Status Report is attached.

Thanks,

Sheena B. Evans

Administrative Officer
Commercial Registrations Division
Service Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700 St. John’s, NL A1B 4J6
sheenab.evans@.gov.nl.ca
T: 709.729.4170 | F: 709.729.0232
www.gov.gov.nl.ca
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Hi Trudy,

I sent a document over to get registered back in August for Apollo Housing Co-operative, and I am still waiting to get it back from the registry. I keep checking online to see if it has been approved so I can print off the registration confirmation, and it just says pending approval with August 22 as its registered date.

I have a client who is waiting on the document so I thought I would check with you to see if there is a reason that the document hasn't been approved yet.

Thank you

Natalie Payne
Records Clerk
Administration Department

Newfoundland Labrador Housing

Telephone #(709)724-3264
Fax #(709)724-3250

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Any client data contained herein is intended for the sole purpose of carrying out required service work for Newfoundland Labrador Housing. This information is not to be collected, used or disclosed with any other parties beyond what is necessary to provide the client with the service required.
Thanks Trudy, the banks are not very patient. Hoping your staffing situation improves for you.

Regards,

[Name]

---

Hi [Name],

Please note: this "not" is a typo of "now".

We are not approving August 20, 2014 and your documents were registered August 25, 2014. Hopefully it won't be too much longer.

If you want to touch base with me the end of the week I can check on them again.

Thanks,

Trudy Jordan

Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

---

From: Doyle, Dean
Sent: Tuesday, September 30, 2014 9:38 AM
To: Jordan, Trudy
Subject: FW: Registered Documents
Importance: High

Hi Trudy,

Can you check into this one and respond?

Thanks,
Good morning Dean,

We note that these are still not scanned on CADO – can we please get an estimate when these will be available to provide the banks (we have now received a Fourth Request for [redacted] mortgage).

Thank you,

---

Thanks Trudy – we will notify the banks accordingly.
Are you able to provide an estimate as to when these might be scanned?

Regards,

---

I am sorry but I cannot scan those documents yet because they are not at that state. I am sorry we are behind but we were short staffed.

Regards,
Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John’s, NL A1B 4J6
trudyjordan@gov.nl.ca
T: 709.729.3300 | F: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADD: https://cado.eservices.gov.nl.ca

From: 
Sent: Monday, September 15, 2014 10:20 AM
To: Jordan, Trudy; Doyle, Dean
Subject: Registered Documents
Importance: High

Good morning Dean & Trudy,

We have a few documents we are waiting on the Originals, where the Document and Data Entry status still shows as 'Pending' on CADO (documents dated end July/early Aug but registration on August 25, 2014). Are we able to expedite scanning of the following so we can respond to the banks requests for final reporting:

Reg # [redacted] - Mortgage [redacted]
Reg # [redacted] - Deed [redacted]
Reg # [redacted] - Mortgage [redacted]

Please confirm.

Thank you,

Miller & Hearn
450 Avalon Drive
PO Box 129
Labrador City, NL
A2V 2K3

Tel: 709-944-3666
Fax: 709-944-5494

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Jordan, Trudy

From: Jordan, Trudy
Sent: Wednesday, October 01, 2014 9:22 AM
To: [Redacted]
Subject: RE: Registration # [Redacted]

Hi,

We were short staffed and we just had 3 new people start in the past week.

Sorry,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [Redacted]
Sent: Wednesday, October 01, 2014 9:16 AM
To: Jordan, Trudy
Subject: Registration # [Redacted]

Hi Trudy,

The status of the above document seems to have been "pending approval" for an extreme length of time (since Sept 5). Is there a problem?

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Ce courriel (y compris les pièces jointes) est confidentiel et peut être privé. La distribution...
Hi

I was out of the office last week away to a conference. We are behind with deeds so it must have gotten processed but it is not on the system yet.

If you want to discuss please give me a call.

Thanks,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
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Hi Trudy,

Further to below, we had resubmitted this document a week or so ago and put it to your attention, but I noticed that it is still not registered. Did you receive it?

Thanks!!
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Please consider the environment before printing this e-mail

From: [redacted]  
Sent: September-17-14 11:25 AM  
To: 'Jordan, Trudy'  
Subject: RE:  

Thanks Trudy!

Will do.

Gittens and Associates  
The Stonehouse  
8 Kenna's Hill  
St. John's, NL A1A 1H9  
Phone: (709) 579-8424  
Fax: (709) 738-1339

www.gittenslaw.com

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Please consider the environment before printing this e-mail

From: Jordan, Trudy [mailto:TrudyJordan@gov.nl.ca]  
Sent: September-17-14 11:12 AM  
To: [redacted]  
Subject: RE:

Hi [redacted]  

Please return the document to my attention for registration.

Thanks,
Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [Redacted]
Sent: Wednesday, September 17, 2014 10:49 AM
To: Jordan, Trudy
Subject: 

Hi Trudy,

Further to our telephone conversation, please see the attached.

Thanks!!

Gittens and Associates
The Stonehouse
B Kenna’s Hill
St. John's, NL A1A 1H9
Phone: (709) 579-8424 Ext. [Redacted]
Fax: (709) 738-1339

www.gittenslaw.com

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Yes

**Trudy Jordan**

Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
tudyjordan@gov.nl.ca
(t: 709.729.3300 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

---

From: Lewis, Day Law Firm (mailto:admin@lewisday.ca)
Sent: Monday, October 06, 2014 2:18 PM
To: Trudy Jordan
Subject: RE: DEEDS

Even though it was received 27 August 2014?

---

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From: Jordan, Trudy (mailto:Trudyjordan@gov.nl.ca)
Sent: October 6, 2014 12:10 PM
To: 'admin@lewisday.ca'
Subject: DEEDS
Hi

We are behind processing deeds due to staff shortages.

Sorry,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
truvdjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
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Hi Trudy,

I have a client that is waiting on a registration # for a bank. Apparently the Registry is really backed up. I have been trying to get an idea of when I would get a registration # (though it would still be pending approval) so that I can inform our client. I called over to the registry and they advise that the data entry dates on paper submissions (which is what this was) is September 17th, 2014 and that on electronic submissions it is September 19th. When I go on CADO and enter the date September 30th I do get registration #’s (pending approval). How is that possible when the Registry is at September 19 for electronic submissions? Can you please advise if the data entry date of September 17th is correct? If not, what date is the Registry currently entering? All that my client needs is a registration # so that they can inform the bank. Any help would be greatly appreciated. Thanks so much!

MacNab, Vavasour, Byrne, & Fagan

70 Portugal Cove Road, P.O. Box
St. John’s, NL A1C 5M5
Phone: (709) 726-8044
Facsimile: (709) 726-5704
E-Mail: [redacted]

This email transmission is SOLICITOR-CLIENT PRIVILEGED and is intended for the addressee only. If you have received this in error, please notify the sender and delete the document and all attachments immediately from your system.
Good morning!

The updated status report is attached. It’s updated as of today, rather than yesterday, because I was off yesterday (FYI).

Sheena B. Evans
Administrative Officer
Commercial Registrations Division
Service Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700 St. John’s, NL A1B 4J6
sheenaevans@nov.nl.ca
T: 709.729.4170 | F: 709.729.0232
www.serv@nl.gov.nl.ca
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Good morning Trudy,

We have been waiting for our registered documents to show on CADO and nothing shows past the 3rd week in September. Not even in Pending which I thought was strange. Can you please check into this and let us know if there is a problem with our documents?
JORDAN, Trudy

From: Jordan, Trudy
Sent: Thursday, October 09, 2014 11:05 AM
To: RE: Registrations

Sorry but we are behind and we have some staff working overtime on the weekend.

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
T: 709.729.3300 F: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [redacted]
Sent: Thursday, October 09, 2014 10:30 AM
To: Jordan, Trudy
Subject: Registrations

Hi Trudy,

Any idea on when we will start getting our online registrations approved? I haven't got any back in a while, we have 70 pending in our queue right now.

I know things are probably super busy, I just have some of the lawyers wondering when documents will be registered.

Thanks,

Cox & Palmer

Direct: [redacted] Fax 709 738 7999 Web coxandpalmerlaw.com
Address Suite 1000 Scotia Centre 235 Water Street St. John's NL A1C 1B6
Please see attached.

Sheena B. Evans
Administrative Officer
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69 Elizabeth Avenue
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Hi Trudy,

I apologize for pester you on these, however the banks are insisting on an update and have sent us a Final Notice for registered documents. Would like to provide them with an update if possible.

Thank you,

Hi Trudy,

I note that the Data Entry Status on these registrations now shows 'Approved', however the document status is still 'Pending'. It's been an additional two weeks since I last checked with you. Can we please get an update as to when we can expect these to be viewable?

Thank you,

Hi Debbie,

We are not approving August 20, 2014 and your documents were registered August 25, 2014. Hopefully it won't be too much longer.

If you want to touch base with me the end of the week I can check on them again.
Thanks,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyiordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: Doyle, Dean
Sent: Tuesday, September 30, 2014 9:38 AM
To: Jordan, Trudy
Subject: FW: Registered Documents
Importance: High

Hi Trudy,

Can you check into this one and respond?

Thanks,

Dean

---

Dean Doyle
Director, Commercial Registrations Division

Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
dean.doyle@gov.nl.ca
t: 709.729.4043 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [Redacted]
Sent: Tuesday, September 30, 2014 9:36 AM
To: Doyle, Dean
Subject: FW: Registered Documents
Importance: High

Good morning Dean,

We note that these are still not scanned on CADO – can we please get an estimate when these will be available to provide the banks (we have now received a Fourth Request for [Redacted] mortgage).

Thank you,
From: [Redacted]
Sent: September 16-14 10:34 AM
To: 'Jordan, Trudy'
CC: doyled@gov.nl.ca
Subject: RE: Registered Documents

Thanks Trudy – we will notify the banks accordingly. Are you able to provide an estimate as to when these might be scanned?

Regrets,

From: Jordan, Trudy
Sent: September 16-14 10:26 AM
To: [Redacted]
Subject: RE: Registered Documents

Hi

I am sorry but I cannot scan those documents yet because they are not at that state. I am sorry we are behind but we were short staffed.

Regrets,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 f: 709.729.0232
Web Site: www.st.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [Redacted]
Sent: Monday, September 15, 2014 10:20 AM
To: Jordan, Trudy; Doyle, Dean
Subject: Registered Documents
Importance: High

Good morning Dean & Trudy,

We have a few documents we are waiting on the Originals, where the Document and Data Entry status still shows as ‘Pending’ on CADO (documents dated end July/early Aug but registration on August 25, 2014). Are we able to expedite scanning of the following so we can respond to the banks requests for final reporting:

Reg #[Redacted] - Mortgage
Thank you,

Miller & Hearn
450 Avalon Drive
PO Box 129
Labrador City, NL
A2V 2K3

Tel: 709-944-3666
Fax: 709-944-5494

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Please see attached.

Sheena B. Evans

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<td>Sept 22/14</td>
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33
Good afternoon

Deeds registration # is pending document scanning and mailback to the submitter. It is a registered instrument (with registration date/time of 2014-08-27 12:15 PM) that has passed compliance, been receipted, been data entered and had its data entry verified/approved in the CADO system.

Regards,

Dean

Dean Doyle
Director, Commercial Registrations Division

Service NL
Government of Newfoundland and Labrador
56 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
dean.doyle@gov.nl.ca
t: 709.729.4043 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [Redacted]
Sent: Wednesday, October 29, 2014 3:26 PM
To: Doyle, Dean
Subject: [Redacted] reg#

is there any problem with getting a doc back. it is showing as registered aug 27, 2014 but its still pending BATCH#3 client was looking for it.

Murphy & Watton
Barristers, Solicitors, Notaries
P.O. Box 815
17 West Street
Corner Brook, NL
A2H 6H9

Tel: 709.634.3231
Fax 709.634.8889
Jordan, Trudy

From: Jordan, Trudy
Sent: Tuesday, November 04, 2014 1:09 PM
To: [Redacted]
Subject: RE: Property Registration

Hi,

The last date that we have sent deeds back for was August 15, 2014 and as your document was registered September 10, 2014 it is still in our office waiting to be scanned.

Your document is still registered even though you haven't received it yet and I do apologize for the delay.

Thanks,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.es.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [Redacted]
Sent: Tuesday, November 04, 2014 12:45 PM
To: Jordan, Trudy
Subject: Re: Property Registration

Hello Ms Jordan, just checking with you again on the final registration paper for my property in [Redacted] Bonavista Bay as I have still received anything from your department on this. If you could inform of any update on this it would be greatly appreciated, Thank you in advance,

From: Jordan, Trudy
Sent: Thursday, October 02, 2014 11:42 AM
To: [Redacted]
Subject: RE: Property Registration

I am sorry but we are behind because of staff shortages so I have no idea.

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
SNL-009-2015

From: [Redacted]
Sent: Thursday, October 02, 2014 11:33 AM
To: Jordan, Trudy
Subject: Re: Property Registration

Yes, that is the property that I am the owner of and registering. Ok, I will check with you periodically on this. Do you have any time frame to give me to expect this process to be complete?

From: Jordan, Trudy
Sent: Thursday, October 02, 2014 10:59 AM
To: [Redacted]
Subject: RE: Property Registration

Hi,

If the property is in [Redacted] was registered September 10, 2014 but we are behind so [Redacted] may be a while getting back the documents.

Thanks,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: [Redacted]
Sent: Thursday, October 02, 2014 9:33 AM
To: Jordan, Trudy
Subject: Re: Property Registration

Everything is in my name [Redacted] and it was September 11th that everything was submitted. Thank you

From: Jordan, Trudy
Sent: Thursday, October 02, 2014 8:00 AM
To: [Redacted]
Subject: RE: Property Registration

Hi,
When did you send them in and what name are they in. When you send me that information I will check for you.

Regards,

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John’s, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300 | f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.gservices.gov.nl.ca

From: [Redacted] Sent: Wednesday, October 01, 2014 4:32 PM
To: Jordan, Trudy
Subject: Re: Property Registration

Hi Ms Jordan, I just wanted to touch base with you on my finalization paper work of registration for my property in Knight’s Cove. I have not received any my documents back from your office yet. Is there a time frame for this to be processed and if so when should I expect them? I appreciated your assistance with this and look forward to hearing from you,

From: Jordan, Trudy
Sent: Monday, August 04, 2014 8:21 AM
To: [Redacted]
Subject: RE: Property Registration

Yes we would need the original documents.

Trudy Jordan
Deputy Registrar
Commercial Registrations Division
(709) 729-3300
trudyjordan@gov.nl.ca

From: [Redacted] Sent: Friday, August 01, 2014 4:22 PM
To: Jordan, Trudy
Subject: RE: Property Registration

Thank you, what else do you need me to do? A signed hard copy in the mail?

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Good morning,

Deeds registration # is pending data entry approval, document scanning and mailback to the submitter. It is a registered instrument that will not be rejected back (with registration date/time of 2014-09-23 02:55 PM) that has passed compliance, been receipted and been data entered in the CADO system.

Regards,

Dean

---

Dean Doyle
Director, Commercial Registrations Division

Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
dean.doyle@gov.nl.ca
t: 709.729.4043 f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

Good morning, Dean

We are contacting you regarding registration # (Registration dated 2014-09-23 / Batch 4) which as of today's date is still pending approval.

If you could advise of the reason for the delay it would be greatly appreciated. We are required to provide this Registered Partial Release before our transaction can be concluded and wish to ensure there are no issues with the registration.

Thank you for your assistance.
Haskell, Ellen

From: Jordan, Trudy  
Sent: Wednesday, November 19, 2014 12:43 PM  
To: Colman-Sadd, Vanessa  
Subject: RE: Return of documents from the Registry of Deeds

Hi Vanessa

I will get the dates of the backlog and forward you an email shortly.

Thanks,

Trudy Jordan  
Service NL  
Government of Newfoundland and Labrador  
59 Elizabeth Avenue  
P.O. Box 8700, St. John’s, NL A1B 4J6  
trudyjordan@gov.nl.ca  
t: 709.729.3300 | f: 709.729.0232  
Web Site: www.gs.gov.nl.ca/cr  
CADO: https://cado.eservices.gov.nl.ca

From: Colman-Sadd, Vanessa  
Sent: Wednesday, November 19, 2014 12:10 PM  
To: Jordan, Trudy  
Subject: FW: Return of documents from the Registry of Deeds  
Importance: High

Hi Trudy,  
Is it possible to get more information on this backlog?

Thanks Vanessa

From: Puddester, Leigh  
Sent: Wednesday, November 19, 2014 11:49 AM  
To: Colman-Sadd, Vanessa; Hynes, Anita (EA to Minister)  
Subject: FW: Return of documents from the Registry of Deeds  
Importance: High

From: Doyle, Dean  
Sent: Wednesday, November 19, 2014 10:24 AM  
To: McCarthy, Julian; Puddester, Leigh  
Cc: Jordan, Trudy  
Subject: Fw: Return of documents from the Registry of Deeds  
Importance: High
FYI - complaint from a lawyer below on our current backlog in processing.

I anticipate our backlog will be around for a while yet given the recent loss of staff accepting other positions and pending retirements.

As I'm out of the office Trudy can get you specific details on our current backlog if required.

Dean

Section 30(1)

From: [REDACTED]
Sent: Wednesday, November 19, 2014 10:16 AM Newfoundland Standard Time
To: Doyle, Dean
Subject: Return of documents from the Registry of Deeds

Hello Dean,

I am writing to you to express my concern and frustration at the delay in having documents returned to me from the Registry of Deeds. All mortgage lenders require submission of a final report, including a Certificate of Registration for their mortgage, within 30 days of closing. Once that point is passed, I begin receiving reminders which eventually evolve into threats of being blacklisted by lenders and reported to the Law Society for professional misconduct for failure to honour my undertaking to the lender to submit reports in a timely fashion. I am receiving these threats on an almost daily basis. It is currently taking more than four months for documents to be returned and as a result, my livelihood is being threatened because I cannot provide that to which I do not have access. I have also tried accessing documents online while awaiting return of the hard copy documents and most of the time still cannot obtain a certificate of registration as it is not yet available. This situation is intolerable and if it is not rectified, I will be calling on my MHA, the appropriate minister and any other authority I can reach to do something about this.

Annette Scott Law Office
Barrister, Solicitor and Notary Public
16A Chanterelle Drive
Conception Bay South, NL
A1W 4E8

T: 709-834-2424
F: 709-834-2492
C: [REDACTED]
E: [REDACTED]

Section 30(1)

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FYI

Trudy Jordan
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John’s, NL A1B 4J6
trudyjordan@gov.nl.ca
t: 709.729.3300  |  f: 709.729.0232
Web Site: www.gs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: Jordan, Trudy
Sent: Wednesday, November 19, 2014 12:55 PM
To: Colman-Sadd, Vanessa
Subject: RE: Return of documents from the Registry of Deeds

Hi Vanessa,

I have listed below the areas of work and I have included the date we are processed up to for each area.

Paper Compliance  October 22, 2014
Electronic Compliance  October 23, 2014
Data Entry  October 22, 2014
Paper Approvals  October 22, 2014
Scanning  September 8, 2014
Letters  November 6, 2014

The reason we are behind is because it has been a really busy fall and combined with staff shortages, staff turnover and training it has put us behind.

We are currently working overtime to try and catch up with this backlog but because we are receiving new registrations daily it is a full time job just processing current documents.

If you need any more information please let me know.
From: Colman-Sedd, Vanessa  
Sent: Wednesday, November 19, 2014 12:10 PM  
To: Jordan, Trudy  
Subject: FW: Return of documents from the Registry of Deeds  
Importance: High

Hi Trudy,  
Is it possible to get more information on this backlog?  

Thanks Vanessa

From: Puddester, Leigh  
Sent: Wednesday, November 19, 2014 11:49 AM  
To: Colman-Sedd, Vanessa; Hynes, Anita (EA to Minister)  
Subject: FW: Return of documents from the Registry of Deeds  
Importance: High

FYI - complaint from a lawyer below on our current backlog in processing.

I anticipate our backlog will be around for a while yet given the recent loss of staff accepting other positions and pending retirements.

As I'm out of the office Trudy can get you specific details on our current backlog if required.

Dean

Section 30(1)

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Sent: Wednesday, November 19, 2014 10:16 AM Newfoundland Standard Time  
To: Doyle, Dean  
Subject: Return of documents from the Registry of Deeds

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Annette Scott Law Office
Barrister, Solicitor and Notary Public
16A Chanterelle Drive
Conception Bay South, NL
A1W 4E8

T: 709-834-2424
F: 709-834-2492
E: [Redacted]

Section 30(1)

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From: Doyle, Dean
Sent: Monday, November 24, 2014 4:05 PM
To: McCarthy, Julian
Cc: Jordan, Trudy; Bradbury, Jennifer
Subject: FW: Letter from [redacted]
Attachments: 20141124134152069.pdf

FYI - The attached was sent from title searcher [redacted] to Cox & Palmer. I'm assuming that Justice received it from the Law Society.

There is a backlog in processing of paper documents but I disagree with the statement that the batches are disorganized.

We can discuss further at your convenience or prior to or after our meeting tomorrow.

Dean

-----Original Message-----
From: Stokes, Raylene V. M.
Sent: Monday, November 24, 2014 3:32 PM
To: Doyle, Dean
Subject: FW: Letter from [redacted]

-----Original Message-----
From: Stanley, Todd
Sent: Monday, November 24, 2014 3:31 PM
To: Stokes, Raylene V. M.
Subject: Letter from [redacted]

Todd Stanley
Assistant Deputy Minister - Courts and Legal Services Department of Justice and Public Safety Government of Newfoundland and Labrador
1.709.729.2880 1.709.729.2129
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-----Original Message-----
From: MP6500CIVIL@gov.nl.ca
Sent: Monday, November 24, 2014 1:42 PM
To: Stanley, Todd
2014 11 21

Cox & Palmer

Attention

Section 30(1)

Ret: The Daily "Loose Deeds" Process

Dear

Section 30(1)

We want to bring our concerns regarding the daily Loose Deeds process to your attention.

At best, when the Registry of Deeds is pretty much up to date, this is a very time-consuming process and we always do our very best to ensure that we are not missing anything relevant to your particular property/properties at that time and that you can rely on our service.

As of yesterday, November 20th, the CADO Index was current to 4:30 p.m., October 21st, 2014, which is a full month behind. There were 95 Batches of loose deeds which we were required to go through, one by one, in our efforts to determine whether or not either any of them were relevant to the particular property your office would be concerned with.

It now takes one of our searchers a full afternoon to work through the loose deeds - i.e., first of all compiling a list of all requests from each law firm and the particulars to be mindful of for each, before even going into the vault to begin the task of going through the now 95 Batches. We do not expect this to improve anytime soon and in fact, it may get more backlogged before it starts to get better.

Another problem is the disorganization and condition of those loose deeds which are not in any particular order and which makes this a very confusing and frustrating process, to say the least.

However, our main concern with this matter is the fact that with the CADO Index so far behind and with the sheer volume/disorganization of the loose deeds, our experience with this process leads us to believe that we/our clients cannot rely on it with confidence, and as such, it is no longer a service we will be providing, effective on Monday, November 24th, 2014.
Hi [NAME]

Sorry for this late reply as I was out of the office last week.

We are currently working through a backlog in processing of paper-submitted registrations especially the steps of scanning and mailing registered instruments and notice of instruments back to the submitter. I fully understand the concerns and frustration expressed in your e-mail.

The generated certificate of registration is not displayed in CADO until after the instrument or notice of instrument has been scanned.

If helpful, for a registration that you have been waiting a significant period of time for confirmation of registration I can supply you with a letter under my signature as Registrar of Deeds confirming that a specific registration is considered registered as of a specific registration date and time and will not be rejected back. I would require the registration number of the particular registration if you would like such a letter.

Feel free to give me a call to discuss.

Regards,

Dean

---

Dean Doyle
Director, Commercial Registrations Division

Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John’s, NL A1B 4J6
dean.doyle@gov.nl.ca
T: 709.729.4043 | F: 709.729.0232
Web Site: www.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

---

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From: Evans, Sheena B  
Sent: Monday, November 24, 2014 9:15 AM  
To: Doyle, Dean; Jordan, Trudy  
Subject: Status Report

Good Morning!

The Deeds status report is attached. Sean is off sick today, so I'll get the information for the Verification Unit report tomorrow and send that.

Sheena B. Evans

Administrative Officer
Commercial Registrations Division
Service Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700 St. John's, NL A1B 4J6
sheenabevans@gov.nl.ca
T: 709.729.4170 F: 709.729.0232
www.servicenl.gov.nl.ca
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Hi Paul and Todd,

I am again following up regarding my email below and letters previously sent. I have received a number of messages from members expressing serious concern about the impact that the current issue with the Registry of Deeds is going to have on the public – both in terms of potential delays in closing transactions, the inability of lawyers to act because they may no longer be able to certify title and the consequent additional costs that the public may have to bear.

The Executive Committee met today and discussed this issue. This is a very serious matter that warrants immediate attention. We feel it is imperative that we be given an opportunity to meet with the appropriate individuals to discuss this.

We ask you to respond by the end of the week, otherwise we’ll have to consider what other steps we can take to effect a resolution.

We look forward to hearing from you.

Brenda

Brenda B. Grimes
Executive Director
Law Society of Newfoundland & Labrador
PO Box 1028
St. John’s, NL A1C 5M3
Tel: (709) 722-4795
Fax: (709) 722-4841
Email: brenda.grimes@lawsociety.nl.ca

From: Brenda Grimes
Sent: Friday, November 21, 2014 3:38 PM
To: Stanley, Todd; paulm@gov.nl.ca
Hi Todd and Paul,

I am in the process of drafting another letter outlining additional issues that members have recently raised regarding the Registry of Deeds. I wrote to Minister King on 25 February 2012 identifying a number of issues and was advised by letter dated 21 March 2013 that Justice intended to meet with the Registrar to discuss the issues. I was advised subsequent to that letter that a meeting would be arranged with us. That has not happened despite follow up letters dated 29 January 2014 and 6 March 2014 and various other email exchanges.

Real estate practitioners have today been notified by Enda Davis Searching, one of the primary searching services, that, as of Monday, they can no longer search loose deeds because of the extreme backlog (95 batches – over 1 month behind at least). This is a significant problem which will negatively impact the public interest.

We are again asking for your assistance in the resolution of these problems, whether through direct intervention with the Registry of Deeds and its responsible department or by facilitating a meeting.

I look forward to hearing from you.

Regards,

Brenda

Brenda B. Grimes
Executive Director
Law Society of Newfoundland & Labrador
PO Box 1028
St. John's, NL A1C 5M3
Tel: (709) 722-4795
Fax: (709) 722-4841
Email: brenda.grimes@lawsociety.nf.ca
Hi Julian,

If there is a scheduled meeting with the Law Society did you want to attend? Todd is proposing Dec. 2, 3-5 pm. HOA will likely be in session then.

Also, while the complaint and meeting request went to Justice, Service NL is the responsible Department.

Dean

-----Original Appointment-----
From: Stanley, Todd
Sent: Monday, November 24, 2014 4:32 PM
To: Stanley, Todd; Stokes, Raylene V. M.; Doyle, Dean
Subject: Meeting with Law Society to Discuss Registry Issues
When: Tuesday, December 02, 2014 3:00 PM-5:00 PM (UTC-03:30) Newfoundland.
Where:

Dean, Raylene, if this time works for you I will try to confirm with the Law Society.
Will do. The Admin Officer updates this spreadsheet each Monday morning.

Dean

--- Original Message ---
From: Puddester, Leigh
Sent: Friday, November 28, 2014 8:48 AM
To: Doyle, Dean
Cc: McCarthy, Julian
Subject: Re: Commercial Registrations - Reclassification Requests

Dean, can I please get sent the updated stats on our throughput each time they are updated please? I'd like to monitor how things are progressing. Thanks.

Kind Regards,

Leigh

> On Nov 26, 2014, at 5:30 PM, Doyle, Dean <doyle@gov.nl.ca> wrote:
> 
> Hi Leigh & Julian,
> 
> Attached is the first page of the PD for the 16 positions (1 Clerk II, 2 Clerk Stenographer III; 12 Clerk Typist III; 1 Department Program Coordinator) we have put forward for reclassification. Apart from the Department Program Coordinator position we have experienced high turnover in the other position classifications.
> 
> Thanks,
> 
> Dean
> 
> <DOC.PDF>
Doyle, Dean

From: Doyle, Dean
Sent: Monday, December 01, 2014 9:51 AM
To: Riddlester, Leigh; McCarthy, Julian
Subject: Registry of Deeds Status Report
Attachments: Deeds Status Report-Dec1-2014.xls

Please see attached for an updated status report as of this morning.

I've reordered the columns and colour coded to distinguish paper from electronic processing as well to place the paper processing in sequential order.

Let me know if you have any questions or require further information.

Regards,

Dean
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Hi Julian,

Some edits for your review.

Dean

From: McCarthy, Julian  
Sent: Monday, December 01, 2014 11:28 AM  
To: Doyle, Dean  
Cc: Colman-Sadd, Vanessa  
Subject: Key Messages Registry of Deeds.docx

Dean,

For your review.

Thanks

Julian
Key Messages
Increase in Processing Times – Registry of Deeds

- Typically in the summer and fall, the Registry of Deeds has longer than normal processing times. This is due to the summer being the busiest time for real estate transactions.

- This year, we are a little further delayed than normal while processing of registrations during the summer was faster when compared to last summer. The processing this fall is a little further delayed than normal. This is due to staff turnover and new staff requiring training.

- The period of time for full processing times varies on the type of document which needs to be processed and how it was filed, for instance, if it was electronic or paper.

- We are taking steps to address the increase in processing times including working overtime and speeding up recruitment where possible.

- We are also meeting with representatives of the law society to address stakeholder concerns and work on solutions.

- The Department is well aware of the importance of having those documents registered and processed on a timely basis, is taking the concerns very seriously and taking appropriate steps to decrease the processing times.
Attached is a nicer version of my hand drawn process flow diagram from last week.

Dean
From: Doyle, Dean
To: McCarthy, Julian
Subject: Fw: Letter fro Law Society
Attachments: 20141202124836015.pdf
Importance: High

--- Original Message ---
From: Stanley, Todd
Sent: Tuesday, December 02, 2014 02:36 PM Newfoundland Standard Time
To: Stokes, Raylene V. M.; Doyle, Dean; Chippett, Jamie
Subject: Letter fro Law Society

We received this late last week - apologies in delay in getting it sent around. Have not had a chance to review myself yet.

Todd Stanley
Assistant Deputy Minister – Courts and Legal Services Department of Justice and Public Safety Government of Newfoundland and Labrador
t.709.729.2880 f.709.729.2129
This e-mail (including any attachments) is confidential and is intended only for the use of the addressee(s). The contents of this e-mail may contain personal information and / or be covered by various forms of privilege, including solicitor/client privilege. Any unauthorized copying, distribution, publication or disclosure is prohibited. Receipt of this e-mail by anyone other than the intended recipient does not constitute waiver of privilege. If you have received this e-mail in error, please notify the sender or the Department of Justice and Public Safety, Government of Newfoundland and Labrador and delete all versions of same. Thank you.

--- Original Message ---
From: MP6500CIVIL@gov.nl.ca [mailto:MP6500CIVIL@gov.nl.ca]
Sent: Tuesday, December 02, 2014 12:49 PM
To: Stanley, Todd
Subject:

This E-mail was sent from "MP6500-CIVIL" (Afinco MP 6500).

Scan Date: 12.02.2014 12:48:35 (-0330)
Queries to: MP6500CIVIL@gov.nl.ca
27 November 2014

Deputy Minister Paul Noble, QC
Assistant Deputy Minister Todd Stanley
Department of Justice and Public Safety
Office of the Deputy Minister
4th Floor, East Block
Confederation Building
P.O. Box 8700
St. John’s, NL A1B 4J6

Dear Mr. Noble and Mr. Stanley:

Re: Issues with Registry of Deeds

Further to my discussion with Mr. Stanley on 25 November and, in anticipation of a meeting, I am enclosing copies of the letters sent to Minister King on 25 February 2012, and Mr. Noble on 29 January 2014 and 6 March 2014 for ease of reference.

In addition, since my letter of 6 March 2014, members of our bar have brought to my attention a number of other issues with the Registry of Deeds:

a) Concerns have been raised about the delays in the registration of deeds and mortgages. One of our members recently received a letter from Enda Searching Service Limited stating that this search company will no longer search loose deeds, effective 24 November 2014, due to the CADO index being as much as a full month behind. We have been told that there are as many as 95 batches of loose deeds which are not only backlogged, but also disorganized. These issues have caused a lack of confidence in the process of registration and expose the general public to unnecessary harm.

Courier Address: 196-198 Water Street, St. John’s, NL A1C 1A9
Administrative Offices: Telephone: (709) 722-4740 Fax: (709) 722-8502
Law Library: Telephone: (709) 753-7770 Fax: (709) 753-0054
Website: www.lawsociety.nf.ca
The Law Society of Newfoundland and Labrador

b) Concerns have been raised by members with regards to applications for Crown grants/quit claim deeds applications. We have been told that there may be no communication upon the submission of an application for more than a year at which time the applicant may only be advised that the application is in the system or that they are looking for support documentation. There is no way to communicate to a client how long the process might take or what the ultimate cost might be. Members suggest that the process for these applications needs to be formalized;

c) Concerns have been raised by members regarding the issue of what constitutes a good root of title and whether it should be necessary to have to go back to the early 1900's in order to ground possessory title. Apparently, there was draft legislation prepared a number of years ago on this issue but it did not progress beyond that stage; and

d) Concerns have been raised by members with regards to errors in registering a release of mortgage. When registering partial or full releases, errors can and have been made resulting in a full release of a mortgage being released when it should only have been partially released. The concern with this is that, since no document is required to be attached to a full release, Registry staff, or anyone searching, would not notice the error. A reasonable solution might be to require that the documents be attached whether registering either a full or partial release.

As indicated, these and the problems indicated before are significant issues which can and will negatively impact the public interest. Thank you in advance for giving us the opportunity to discuss these issues.

Sincerely,

Section 30(1)

Brenda B. Grimes, QC
Executive Director

cc Kenneth L. Baggs, QC
President

Founded 1826
February 25th, 2012

The Honourable Darin King
Minister of Justice
Department of Justice
PO Box 8700
St. John’s, NL
A1B 4J6

Dear Minister King:

Re: Issues with Registry of Deeds

Thank you for taking the time to meet with us on 11 December 2012 to discuss issues of mutual concern. As you may recall, we pointed out a number of issues that members have identified with their interactions with the Registry of Deeds and agreed to provide you with a letter summarizing them. While we appreciate that the issues do not engage your department directly, we are hopeful that you might be able to facilitate a meeting. The issues follow:

a) Concerns have been raised about delays in the review of documents filed with the Registry and further delays in notifying lawyers of problems. Rejection (sometimes for minor issues which don’t ultimately result in changes) may not come until days or weeks after filing. This could lead to a loss in priority and could have significant financial consequences for a client;

b) Concerns have been raised by members and the searchers they retain about the limited ability to search documents at the Registry after 3 p.m. The following qualification now appears at the end of one search firm’s search report (dated 29 October 2012):

"According to posting at the Registry of Deeds, this search is current up to 4:30 p.m. on October 24, 2012. This is a posting by the Registry of the last day for which they believe all entries have been indexed. Some of these entries are pending approval and are subject to change without notification. The Registry refuses to provide a date prior to which they will stand behind their records.... The Mechanic’s Lien search is current to 3:40 p.m. on October 25, 2012 which is the

Courier Address: 195-198 Water Street, St. John’s, NL A1C 1A9
Administrative Office: Telephone: (709) 723-4740 Fax: (709) 725-8902
Law Library: Telephone: (709) 733-7770 Fax: (709) 733-0054
Website: www.lawsoociety.nl.ca
The Law Society of Newfoundland and Labrador

date and time of the last approved lien document. Once again, the Registry will not post a date and time we can rely on..."This also goes to the issue raised in a);

c) The online registration system allows Releases to be filed using a form that is not signed by a member and without the originals being filed. This could allow for fictitious releases to be filed;

d) The Registry of Deeds Act gives the Registrar the right to question affidavits of value and request municipal assessments, appraisals or estimates of value from a realtor.

This has been raised as a concern in situations where there is transfer of a spousal interest in accordance with a separation agreement or upon dissolution and the actual transfer does not take place until months (perhaps years) later. In such circumstances, the interest may have been transferred in exchange for other consideration such as, no claim for spousal support, no claim on pension benefits or RRSPs, etc with no money exchanging hands.

This has also been raised this concern in circumstances where elderly parents wish to transfer their property to a child while retaining a life interest. In such a case, there is no exchange of cash at the time and the child is acting as trustee for his or her siblings and not living home. If registration costs are paid based on the value of the property, the child holding property and deriving no benefit from it is being penalized. Upon the parents’ passing, the property would likely be sold to a non-relative and registration fees based on the value of the property would be paid.

Finally, this has been raised as a concern in a situation where the last surviving parent died in 1997 and one child, with the agreement of siblings, began occupying the parents’ former residence. The child now wishes to sell and the Registry of Deeds refused to register a Deed of Confirmation from the deceased parents’ estate confirming the conveyance to the child who had been occupying the property since 1997 using an affidavit of value stating that the value of the property conveyed was $500. It also would not accept an estimate of the value in 1997 (if one was even available) but rather required the current appraisal of the property. The member raising this indicated that, in the past, a Deed of Confirmation would normally have confirmed the value at the time the property was conveyed and the current policy is penalizing those who did not register a conveyance immediately. It was noted that this may be very unfair to longtime occupiers who may have made improvements to the property and increased its value.

It has been suggested that the Registry’s policy should be clarified and that all practitioners be advised if it is the policy that no affidavits of value less than proven market value will be accepted for registration of conveyances.
The Law Society of Newfoundland and Labrador

The issues raised have the potential to negatively impact the public and, therefore, should be addressed. Any assistance you can provide with respect to resolution of these issues would be appreciated.

We look forward to hearing from you.

Sincerely,

Brenda B. Grimes
Executive Director

cc: Paul Noble
Deputy Minister

Section 30(1)
29 January 2014

Deputy Minister Paul Noble
Department of Justice
Office of the Deputy Minister
4th Floor, East Block
Confederation Building
P.O. Box 8700
St. John's, NL A1B 4J6

Dear Mr. Noble:

Re: Issues with Registry of Deeds

I am writing further to your letter of March 21, 2013, at which time you indicated that Justice intended to meet with the Registrar, Mr. Doyle, and discuss the issues that were raised in my previous letter regarding the Registry of Deeds. Are you able to advise me as to the status or outcome of this meeting and provide your advice on the next course of action?

I am continuing to receive complaints from lawyers regarding the issues previously raised; therefore, resolution is of the utmost importance. I would appreciate any assistance or direction that you may offer.

Sincerely,

Brenda B Grimes
Executive Director

Section 30(1)
6 March 2014

Deputy Minister Paul Noble
Department of Justice
Office of the Deputy Minister
4th Floor, East Block
Confederation Building
P.O. Box 8700
St. John's, NL A1B 4J6

Dear Mr. Noble:

Re: Issues with Registry of Deeds

I am writing to follow-up on a letter that I sent to you on 29 January 2014 (copy attached), requesting the status of a meeting between Justice and the Registrar, Mr. Doyle to discuss the issues that were raised in my letter of 25 February 2012 (copy attached), regarding the Registry of Deeds. Have you had any confirmation of when this meeting will occur?

I received another complaint on 28 February 2014 from a lawyer regarding some of the issues previously raised; therefore, resolution is of the utmost importance. I would appreciate any assistance or direction that you may offer.

Sincerely,

Brenda H Grimes
Executive Director

cc  Todd Stanley
Assistant Deputy Minister

Courier Address: 196-198 Water Street, St. John's, NL A1C 1A9
Administrative Offices: Telephone: (709) 722-4740  Fax: (709) 722-8902
Law Library: Telephone: (709) 753-7770  Fax: (709) 753-0054
Website: www.lawsociety.nl.ca
Dear Law Society Members:

We wish you inform you that President, Kenneth Baggs, QC and Executive Director, Brenda Grimes, QC met with senior staff at Service NL on 2 December 2014 to discuss concerns raised by our members regarding multiple issues with the Registry of Deeds.

Mr. Baggs, QC and Ms. Grimes, QC were advised that Service NL is fully aware of the seriousness of the problems and are working diligently to correct them. Service NL is understaffed at the moment but they are actively recruiting and training to fill the vacancies and, current staff are working overtime; the recent freeze on hiring and spending is not a concern with respect to this issue. Service NL has committed to advising Ms. Grimes, QC, on a weekly basis, on their progress and will advise her in advance if there is going to be a backlog in the process of registering deeds and mortgages.

Senior staff at Service NL did express to Mr. Baggs, QC and Ms. Grimes, QC that they feel some of the issues with the Registry of Deeds could be alleviated in the long term if more lawyers chose the online system.

Thank you to those who sent us messages regarding this issue. Please feel free to inform the Law Society of Newfoundland and Labrador of any further issues relating to this topic which may arise.

Thank you.
Law Society of Newfoundland and Labrador
Haskell, Ellen

From: Hynes, Anita (EA to Minister)
Sent: Monday, February 16, 2015 2:47 PM
To: Haskell, Ellen
Subject: FW: Issues with Registry of Deeds

Anita Hynes
Executive Assistant
Hon. Tony Connett
M.H.A. Port au Port
Minister of Service NL
Minister Responsible for Francophone Affairs

From: Colman-Sadd, Vanessa
Sent: Thursday, December 04, 2014 11:25 AM
To: McCarthy, Julian; Puddester, Leigh; Hynes, Anita (EA to Minister); Connett, Tony
Subject: FW: Issues with Registry of Deeds

FYI

From: Guest, Kevin J
Sent: Thursday, December 04, 2014 11:11 AM
To: Colman-Sadd, Vanessa
Subject: FW: Issues with Registry of Deeds

Just sending as an FYI. This is you.

Kevin Guest
Director of Communications

Department of Municipal and Intergovernmental Affairs
Government of Newfoundland and Labrador
e: keviniguest@gov.nl.ca
http://www.miga.gov.nl.ca | @MA_GovNL

From: Janes, Colleen G.
Sent: Thursday, December 04, 2014 11:09 AM
To: Guest, Kevin J
Cc: Howe, Peter
Subject: FW: Issues with Registry of Deeds

Kevin - I assume if anything arises on this that SNL will take the questions?
From: Howe, Peter  
Sent: Thursday, December 04, 2014 10:48 AM  
To: Janes, Colleen G.  
Subject: FW: Issues with Registry of Deeds  

FYI.

Peter Howe  
Assistant Deputy Minister – Lands Branch  
Department of Municipal and Intergovernmental Affairs  
Confederation Complex, West Block  
P.O. Box 8700  
St. John’s, NL, A1B 4J6  

t: 709-729-3236  
e: phowe@gov.nl.ca  

From: Edwards, Herb  
Sent: December 4, 2014 10:27 AM  
To: Howe, Peter; Moore, Darren E.; Pike, Andrew D.; Barnable, Steve  
Subject: FW: Issues with Registry of Deeds  

FYI  

From: thelawsoociety@lawsoociety.nf.ca [mailto:thelawsoociety@lawsoociety.nf.ca]  
Sent: Thursday, December 04, 2014 10:08 AM  
To: Edwards, Herb  
Subject: Issues with Registry of Deeds  

Dear Law Society Members:  

We wish you inform you that President, Kenneth Baggs, QC and Executive Director, Brenda Grimes, QC met with senior staff at Service NL on 2 December 2014 to discuss concerns raised by our members regarding multiple issues with the Registry of Deeds.

Mr. Baggs, QC and Ms. Grimes, QC were advised that Service NL is fully aware of the seriousness of the problems and are working diligently to correct them. Service NL is understaffed at the moment but they are actively recruiting and training to fill the vacancies and, current staff are working overtime; the recent freeze on hiring and spending is not a concern with respect to this issue. Service NL has committed to advising Ms. Grimes, QC, on a weekly basis, as to their progress and will advise her in advance if there is going to be a backlog in the process of registering deeds and mortgages.

Senior staff at Service NL did express to Mr. Baggs, QC and Ms. Grimes, QC that they feel some of the issues with the Registry of Deeds could be alleviated in the long term if more lawyers chose the online system.

Thank you to those who sent us messages regarding this issue. Please feel free to inform the Law Society of Newfoundland and Labrador of any further issues relating to this topic which may arise.

Thank you.  
Law Society of Newfoundland and Labrador
FYI - looks like we have a fair few that can work OT this Saturday.

I also have Sean pulled off the verification project for the next little while to perform some deeds data entry.

Dean
Hi Julian/Leigh,

Attached is an updated status report for deeds processing.

We have resorted and colour-coded the columns to place paper processing in its sequential steps and to differentiate paper-processing from electronic. We also added a definitions worksheet to explain the column headers.

Let me know if you have any questions or concerns.

Dean
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Doyle, Dean

From: Doyle, Dean  
Sent: Tuesday, December 09, 2014 10:30 AM  
To: McCarthy, Julian; Puddester, Leigh  
Subject: RE: Information Note - Deeds Paper Processing - Dec 2014.doc  
Attachments: Information Note - Deeds Paper Processing - Dec 2014.doc

Updated as discussed. Please see attached.

Dean

From: McCarthy, Julian  
Sent: Monday, December 08, 2014 4:14 PM  
To: Doyle, Dean  
Subject: FW: Information Note - Deeds Paper Processing - Dec 2014.doc

FYI, for your review. Please advise any concerns. The word "little" is shaded but Leigh wants this removed and I agree.

Thanks  
Julian

From: Greeley, Barb  
Sent: Monday, December 08, 2014 3:52 PM  
To: McCarthy, Julian  
Subject: Information Note - Deeds Paper Processing - Dec 2014.doc
Title: Registry of Deeds Processing Delays

Issue: To provide information on the current processing backlog of paper-based registrations.

Background:

**Complaint**

- On November 21, 2014 and November 25, 2014 Paul Noble, Deputy Minister, and Todd Stanley, Assistant Deputy Minister at the Department of Justice received e-mail complaints from Brenda B. Grimes, Executive Director of the Law Society of Newfoundland & Labrador.
- The nature of the complaints primarily focused on the current processing backlog at the Registry of Deeds and the impact that this will have on the public interest.
- Of specific concern in the complaint is that real estate practitioners were notified by Enda Davis Searches on November 21, 2014, one of the primary searching services, that, as of November 20, 2014, they can no longer search loose deeds because of the extreme backlog.
- A loose deed is a document submitted to the Registry of Deeds and is in the process of being registered.
- Ms. Grimes indicates that she has received a number of messages from members expressing serious concern about the impact that the current issue with the Registry of Deeds is going to have on the public – both in terms of potential delays in closing transactions, the inability of lawyers to act because they may no longer be able to certify title and the consequent additional costs that the public may have to bear.
- Ms. Grimes requested a meeting with the appropriate individuals to discuss her concerns.

**Assessment**

- Typically in the summer and fall, the Registry of Deeds has longer than normal processing times. This is due to this time period being the busiest time for real estate transactions.
- This year, while processing of registrations during the summer was faster when compared to the previous summer the processing this fall is a further delayed than normal. This is due to retirements, unexpected staff turnover, recruitment timelines and new staff requiring training.
- The period of time for full processing times varies on how it was filed (e.g. electronic or paper). Electronic submissions are able to be fully processed quicker given that the steps of data entry and scanning are completed by the authorized online filer (law firm). Typical months see approximately 55% of deeds registrations being submitted online.
Next Steps/Action Being Taken:

- A meeting was held on Tuesday afternoon, December 2, 2014 with Ms. Grimes, Kenneth Baggs (President of Law Society), Julian McCarthy (ADM – Service NL), Raylene Stokes (Justice - solicitor for Service NL) and Dean Doyle (Director, Commercial Registrations) to address stakeholder concerns and work on solutions.
  - Service NL indicated to the meeting participants that it is taking steps to address the increase in processing times including working overtime and speeding up recruitment where possible.
  - Service NL further communicated during the meeting that it is aware of the importance of having documents registered and processed on a timely basis, is taking the concerns very seriously and taking appropriate steps to decrease the processing times.
  - Service NL urged the Law Society to encourage its members to utilize the online deeds filing route as a way to achieve higher processing efficiencies. SNL will follow up with additional information to the Law Society to encourage and facilitate the use of electronic filing by law firms.
  - Service NL advised that they would communicate updates to the Law Society on its progress addressing the current backlog.

- A Key element to eliminate backlog is filling positions.
  - Service NL will continue its efforts to expeditiously resolve the paper-processing backlog.
  - Seek approval of a 13-week position to address immediate backlog.
  - Seek approval to fill positions now vacant through competition to prevent future backlogs.

Prepared by:            Dean Doyle
Approved by:           Julian McCarthy
Date:                  December 5, 2014
Information Note
Service NL

Title: Registry of Deeds Processing Delays

Issue: To provide information on the current processing backlog of paper-based registrations.

Background:

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  - Service NL will continue its efforts to expeditiously resolve the paper-processing backlog.
  - Seek approval of a 13-week position to address immediate backlog.
  - Seek approval to fill positions now vacant through competition to prevent future backlogs.

Prepared by: Dean Doyle
Approved by: Julian McCarthy
Date: December 8, 2014
Information Note
Service NL

Title: Registry of Deeds Processing Delays

Issue: To provide information on the current processing backlog of paper-based registrations.

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Complaint

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- This year, while processing of registrations during the summer was faster when compared to the previous summer the processing this fall is delayed more than normal. This is due to retirements, unexpected staff turnover, recruitment timelines and new staff requiring training.
- The period of time for full processing times varies on how it was filed (e.g. electronic or paper). Electronic submissions are able to be fully processed much more quickly given that the steps of data entry and scanning are completed by the authorized online filer (primarily law firms.) Typical months see approximately 55% of deeds registrations being submitted online.
Next Steps/Action Being Taken:

- A meeting was held on Tuesday afternoon, December 2, 2014 with Ms. Grimes, Kenneth Baggs (President of Law Society), Julian McCarthy (ADM – Service NL), Raylene Stokes (Justice - solicitor for Service NL) and Dean Doyle (Director, Commercial Registrations) to address stakeholder concerns and work on solutions.
  - Service NL communicated during the meeting that it is aware of the importance of having documents registered and processed on a timely basis; is taking the concerns very seriously; and is taking appropriate steps to decrease the processing times.
  - Service NL indicated to the meeting participants that it is addressing the increase in processing times by working overtime and speeding up recruitment where possible.
  - Service NL urged the Law Society to encourage its members to utilize the online deeds filing route as a way to accelerate processing timelines and to help reduce the backlog. Unfortunately, in a memo to its members to follow up on the meeting held, the emphasis put on this point by the Law Society could have been much stronger. Service NL will be following up with additional information to the Law Society to pass on to its members with the goal of encouraging and facilitating the use of electronic filing by law firms.
  - Service NL advised that they would communicate updates to the Law Society on its progress addressing the current backlog.

- A Key element to eliminate backlog is filling current and future vacant positions:
  - ServiceNL has temporarily filled an existing vacancy with an internal resource.
  - Service NL is also seeking immediate approval of a new 13-week position to provide temporary capacity to help address the current backlog. It is understood that such new hires now need Treasury Board approval.
  - Service NL has also identified its Clerk II and Clerk III positions as being critical to front-line service delivery and have requested that these positions not be subjected to additional hiring review through the new Treasury Board process. The status of this request is not yet known.

Prepared/Reviewed by: Dean Doyle, Registrar of Deeds/ Julian McCarthy, ADM

Approved by: Leigh Puddester, DM

Ministerial Approval: 

Date: December 8, 2014
Key Messages
Increase in Processing Times – Registry of Deeds

- Typically in the summer and fall, the Registry of Deeds has longer than normal processing times. This is due to this time period being the busiest time for real estate transactions.

- This year, while processing of registrations during the summer was faster when compared to last summer, the processing this fall is a little further delayed than normal. This is due to staff turnover and new staff requiring training.

- The period of time for full processing times varies on how it was filed for instance if it was electronic or paper.

- We are taking steps to address the increase in processing times including working overtime redeployment of staff and working with the Law Society to encourage them to use the electronic filing system which is much faster.

- We are also meeting with representatives of the law society to address stakeholder concerns and work on solutions.

- The Department is well aware of the importance of having those documents registered and processed on a timely basis, is taking the concerns very seriously and taking appropriate steps to decrease the processing times.
Haskell, Ellen

To: Doyle, Dean
Subject: RE: informal update

From: Evans, Sheena B
Sent: Wednesday, December 10, 2014 4:35 PM
To: Doyle, Dean; Jordan, Trudy
Subject: informal update

Just for curiosity sake – here’s an update for today. I included today in the count of days.

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Sheena B. Evans

Administrative Officer
Commercial Registrations Division
Service Newfoundland and Labrador
59 Elizabeth Avenue
FYI – Updated deeds processing report is attached. Further improvements on addressing the backlog has been achieved this past week.

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85
Doyle, Dean

From: Puddester, Leigh
Sent: Monday, December 22, 2014 12:45 PM
To: Doyle, Dean; McCarthy, Julian
Subject: Re: Deeds Status Report

Thanks Dean. This is good progress. Hopefully we don't back up much over Christmas.

Leigh

From: Doyle, Dean
Sent: Monday, December 22, 2014 10:17 AM
To: McCarthy, Julian; Puddester, Leigh
Subject: Deeds Status Report

FYI – Updated deeds processing status report attached.

Further improvements were realized last week. I anticipate this week and next we will see status quo or slight increase in backlog due to law firms clearing their desks and Registry staff vacation days.

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</table>
Thank you, Dean. It is good to see progress is being made. I appreciate the update.

* Brenda B. Grimes, QC  
  Executive Director  
  Law Society of Newfoundland & Labrador  
  PO Box 1028  
  St. John's, NL A1C 5M3  
  Tel: (709) 722-4795  
  Fax: (709) 722-4841  
  Email: brenda.grimes@lawsociety.nf.ca

---

Hi Brenda,

Below is a further update on our deeds processing as of this morning:

- Compliance (paper) is now 9 business days behind (compared to 12 business days reported last week) & Compliance (electronic) is now 8 business days behind (compared to 11 business days reported last week).
- Data entry of paper submissions is now 11 business days behind compared to 12 reported last week.

Regards,

Dean

---

Hi Brenda,

Below is an update on our deeds processing as of this morning:

- Compliance (paper) is now 9 business days behind (compared to 12 business days reported last week) & Compliance (electronic) is now 8 business days behind (compared to 11 business days reported last week).
- Data entry of paper submissions is now 11 business days behind compared to 12 reported last week.

Regards,

Dean
- Compliance (paper) is now 12 business days behind & Compliance (electronic) is now 11 business days behind compared to 14 (paper & electronic) reported last week.
- Data entry of paper submissions is now 12 business days behind compared to 15 reported last week.

Regards,

Dean

From: Doyle, Dean
Sent: Monday, December 08, 2014 4:06 PM
To: 'brenda.grimes@lawsociety.nf.ca'
Cc: McCarthy, Julian
Subject: Registry of Deeds Update

Hi Brenda,

As promised last week here is an update on our deeds processing as of this morning:

- Compliance (paper & electronic) is now 14 business days behind compared to 17 (paper) and 16 (electronic) reported last week.
- Data entry of paper submissions is now 15 business days behind compared to 19 reported last week.

Further to your e-mail to your members re: encouraging usage of the online deeds registration filing method I will provide some information on the benefits of online filing that I hope you will be able to share with your members.

Please let me know if you have any questions.

Regards,

Dean

Dean Doyle
Director, Commercial Registrations Division
Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
dean.doyle@gov.nl.ca
I: 709.729.4043 J: 709.729.0232
Web Site: www.on.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

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FYI - Updated deeds processing status report is attached.

Dean
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Further to my e-mail. The electronic compliance has gotten out of sync with the paper compliance (typically they are within a day of one another). I’ve discussed with the Deeds supervisor and staffing assignments will be adjusted to bring this back in line.

Dean

FYI – Updated deeds processing status report is attached.

Dean
Doyle, Dean

From: Doyle, Dean
Sent: Monday, January 05, 2015 10:01 AM
To: McCarthy, Julian; Puddester, Leigh
Subject: Deeds Status Report
Attachments: Deeds Status Report.xls

Updated deeds processing status report is attached.

As anticipated there was a slight increase in the backlog through Christmas holidays.

A new [name redacted] (Bryan Marsh) started with us today.

Dean
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Thanks, Dean. I appreciate the prompt response.

Brenda B. Grimes, QC  
Executive Director  
Law Society of Newfoundland & Labrador  
PO Box 1028  
St. John's, NL  A1C 5M3  
Tel: (709) 722-4795  
Fax: (709) 722-4891  
Email: brenda.grimes@lawociety.nf.ca

From: Doyle, Dean [mailto:doyle@gov.nl.ca]
Sent: Tuesday, January 06, 2015 6:12 PM
To: Brenda Grimes
Cc: McCarthy, Julian
Subject: RE: Registry

Hi Brenda,

Happy New Year. Coming out of Christmas holidays we lost a couple of days processing but I anticipate a return to a reduction in the processing times this week.

Below is an update on our deeds processing as of yesterday morning:

- Compliance (paper) is now 11 business days & Compliance (electronic) is now 12 business days
- Data entry of paper submissions is now 13 business days

Regards,

Dean

Dean Doyle  
Director, Commercial Registrations Division  
Service NL  
Government of Newfoundland and Labrador  
59 Elizabeth Avenue  
P.O. Box 6700, St. John’s, NL A1B 4J6  
dean.doyle@gov.nl.ca  
t: 709.729.4043 | f: 709.729.0232
From: Brenda Grimes [mailto:Brenda.Grimes@lawsociety.nl.ca]
Sent: Tuesday, January 06, 2015 5:52 PM
To: Doyle, Dean
Subject: Registry

Hi Dean,

Happy New Year. I hope you had a good break over the holidays. I am just checking in to see if any further progress has been made in clearing the backlog.

Regards,

Brenda

Brenda B. Grimes, QC
Executive Director
Law Society of Newfoundland & Labrador
PO Box 1028
St. John's, NL A1C 5M3
Tel: (709) 722-4795
Fax: (709) 722-4841
Email: brenda.grimes@lawsociety.nl.ca

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Yes – the processing backlog has been improving with progress being achieved each week.

If you wanted to discuss what is involved in online deeds registration I would be happy to discuss.

Regards,

Dean

---

Annette Scott Law Office
Barrister, Solicitor and Notary Public
16A Chanterelle Drive
Conception Bay South, NL
A1W 4E8

T: 709-834-2424
F: 709-834-2492
C: [REDACTED]
E: [REDACTED]

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Hi Dean,

I am having trouble, again, getting a Certificate of Registration from CADO. I have paid the $10, but can’t get the certificate for [REDACTED]. Are you able to provide me with a copy? On the subject of issues with the Registry, has there been any headway made in clearing up the backlog? I appreciate the offer of providing a letter, however, the lender will still ultimately want the certificate and I will still continue to get letters requesting it. The letters may not be as aggressive, but it still means more time and work on our end.
Annette Scott Law Office
Barrister, Solicitor and Notary Public
16A Chantrelle Drive
Conception Bay South, NL
A1W 4E8

T: 709-834-2424
F: 709-834-2462
C: 
E: 

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From: Doyle, Dean [mailto:doyled@gov.nl.ca]
Sent: November-25-14 8:50 AM
To: [redacted]
Subject: RE: Return of documents from the Registry of Deeds

Sorry for this late reply as I was out of the office last week.

We are currently working through a backlog in processing of paper-submitted registrations especially the steps of scanning and mailing registered instruments and notice of instruments back to the submitter. I fully understand the concerns and frustration expressed in your e-mail.

The generated certificate of registration is not displayed in CADO until after the instrument or notice of instrument has been scanned.

If helpful, for a registration that you have been waiting a significant period of time for confirmation of registration I can supply you with a letter under my signature as Registrar of Deeds confirming that a specific registration is considered registered as of a specific registration date and time and will not be rejected back. I would require the registration number of the particular registration if you would like such a letter.

Feel free to give me a call to discuss.

Regards,

Dean

Dean Doyle
Director, Commercial Registrations Division

Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
dean.doyle@gov.nl.ca
t: 709.729.4043 | f: 709.729.0232
Hello Dean,

I am writing to you to express my concern and frustration at the delay in having documents returned to me from the Registry of Deeds. All mortgage lenders require submission of a final report, including a Certificate of Registration for their mortgage, within 30 days of closing. Once that point is passed, I begin receiving reminders which eventually evolve into threats of being blacklisted by lenders and reported to the Law Society for professional misconduct for failure to honour my undertaking to the lender to submit reports in a timely fashion. I am receiving these threats on an almost daily basis. It is currently taking more than four months for documents to be returned and as a result, my livelihood is being threatened because I cannot provide that to which I do not have access. I have also tried accessing documents online while awaiting return of the hard copy documents and most of the time still cannot obtain a certificate of registration as it is not yet available. This situation is intolerable and if it is not rectified, I will be calling on my MHA, the appropriate minister and any other authority I can reach to do something about this.

Annette Scott Law Office  
Barrister, Solicitor and Notary Public  
16A Chantrellie Drive  
Conception Bay South, NL  
A1W 4E8

T: 709-834-2424  
F: 709-834-2492  
E: [Redacted]

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Please see attached for deeds processing status report.

Pretty much status quo from last week. We had a number of staff out sick last week that impacted operations.

Dean
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SNL-009-2015

106
The conveyance instrument — with deeds registration # delivered to the Newfoundland and Labrador Registry of Deeds on November 26, 2014 at 2:50 pm is a valid registration in the Registry that will not be rejected back to the submittor unprocessed.

This registration has had the registration fees receipted, been reviewed for legislative compliance, been data entered into our Companies and Deeds Online (CADO) system and had that data entry verified and approved.

This registered conveyance document is awaiting scanning into the CADO system at which time the system will display the certificate of registration.

I apologize for the resulting delay in having this registered conveyance scanned into our system and returned back to the submittor.

Should you have any questions or concerns please don’t hesitate in contacting me.

Best Regards,

Dean Doyle
Registrar of Deeds - NL

---

Dean Doyle
Director, Commercial Registrations Division

Service NL
Government of Newfoundland and Labrador
59 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
dean.doyle@gov.nl.ca
t: 709.729.4043 | f: 709.729.0232
Web Site: www.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca
Doyle, Dean

From: Puddester, Leigh
Sent: Tuesday, January 20, 2015 6:47 AM
To: Doyle, Dean; McCarthy, Julian
Subject: RE: Deeds Status Report

Dean, that's great progress for one week - thanks for your continued focus on getting things back on track.

Leigh

-----

From: Doyle, Dean
Sent: Monday, January 19, 2015 2:07 PM
To: McCarthy, Julian; Puddester, Leigh
Subject: Deeds Status Report

FYI – Attached is an updated deeds processing status report. As you can see there has been a significant improvement from the previous week. One of the main contributing factors is that law firms were virtually shut down from December 24th to January 5th resulting in fewer documents to process for those dates.

Let me know if you have any questions.

Dean
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Thanks, Dean. That's great progress.

Regards,

Brenda

Brenda B. Grimes, QC
Executive Director
Law Society of Newfoundland & Labrador
PO Box 1028
St. John's, NL A1C 5M3
Tel: (709) 722-4795
Fax: (709) 722-4841
Email: brenda.grimes@lawsocty.nl.ca

Hi Brenda,

Below is an update on our deeds processing as of yesterday morning:

- Compliance (paper) is now 6 business days & Compliance (electronic) is now 6 business days
- Data entry of paper submissions is now 6 business days

Regards,

Dean

Hi Brenda,

Happy New Year. Coming out of Christmas holidays we lost a couple of days processing but I anticipate a return to a reduction in the processing times this week.
Below is an update on our deeds processing as of yesterday morning:

- Compliance (paper) is now 11 business days & Compliance (electronic) is now 12 business days
- Data entry of paper submissions is now 13 business days

Regards,

Dean

Dean Doyle
Director, Commercial Registrations Division
Service NL
Government of Newfoundland and Labrador
68 Elizabeth Avenue
P.O. Box 8700, St. John's, NL A1B 4J6
dean.doyle@gov.nl.ca
T: 709.729.4043 | F: 709.729.0232
Web Site: www.cs.gov.nl.ca/cr
CADO: https://cado.eservices.gov.nl.ca

From: Brenda Grimes [mailto:Brenda.Grimes@lawsociety.nf.ca]
Sent: Tuesday, January 06, 2015 5:52 PM
To: Doyle, Dean
Subject: Registry

Hi Dean,

Happy New Year. I hope you had a good break over the holidays. I am just checking in to see if any further progress has been made in clearing the backlog.

Regards,

Brenda

Brenda B. Grimes, QC
Executive Director
Law Society of Newfoundland & Labrador
PO Box 1028
St. John's, NL A1C 5M3
Tel: (709) 722-4785
Fax: (709) 722-4841
Email: brenda.grimes@lawsociety.nf.ca

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Ok - sounds good. Thanks.

Dean

We still have not gotten an answer so we sent them just in case. If we get an exemption we will pull them.

Sent from my BlackBerry 10 smartphone on the Bell network.

Hi Julian,

Did we receive exemption from having to go through TB to have our Clerk Typist III positions posted for competition?

The signed RSAs (see Brenda James e-mails attached) were sent to Executive Council - Human Resource Secretariat.

Thanks,

Dean
Haskell, Ellen

From: James, Brenda
Sent: Wednesday, January 28, 2015 3:40 PM
To: Action, R
Cc: Doyle, Dean
Subject: SNL - 5 RSA's - Priority 3 for TB Approval for posting

Brenda
Brenda James
Administrative Support
Strategic Human Resource Management
Social Sector
Executive Council - Human Resource Secretariat 2nd Floor, West Block - Confederation Building
P. O. Box 8700 St. John's, NL A1B 4J6
brendajames@gov.nl.ca
t: 709-729-2457 | f: 709-729-6661

-----< HP TRIM Record Information >-----
Record Number: RSA-2015-0100
Title : POSITION - CLERK IV - PCN - 00005274

-----< HP TRIM Record Information >-----
Record Number: RSA-2015-0085
Title : POSITION - CLERK TYPIST III - PCN - 00005269

-----< HP TRIM Record Information >-----
Record Number: RSA-2015-0097
Title : POSITION - CLERK TYPIST III - PCN - 00005270

-----< HP TRIM Record Information >-----
Record Number: RSA-2015-0087
Title: POSITION - DATA ENTRY OPERATOR - PCN - 00095037

-----< HP TRIM Record Information >-----

Record Number: RSA-2015-0098
Title: POSITION - CLERK TYPIST III - PCN - 00096001
# Request for Staffing Action

This form must be completed by the hiring department and submitted to the appropriate SHRM Division.

## I. Position Data

<table>
<thead>
<tr>
<th>Classification Title:</th>
<th>Clerk IV</th>
<th>PCN:</th>
<th>00005274</th>
<th>Salary Plan/Grade:</th>
<th>GS-27</th>
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<tbody>
<tr>
<td>Position Type:</td>
<td>Bargaining</td>
<td>Union:</td>
<td>NAPE - GS</td>
<td>Position Status:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Division:</td>
<td>Commercial Registrations</td>
<td>Department:</td>
<td>Service NL</td>
<td></td>
<td></td>
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<tr>
<td>Location:</td>
<td>St. John’s</td>
<td>Building:</td>
<td>59 Elizabeth Ave.</td>
<td></td>
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</tr>
<tr>
<td>Reason for Staffing:</td>
<td>Former incumbent:</td>
<td>Request Date:</td>
<td>Jan 15, 2015</td>
<td></td>
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<tr>
<td>Management Contact:</td>
<td>Dean Doyle</td>
<td>Telephone Number:</td>
<td>729-4043</td>
<td></td>
<td></td>
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<tr>
<td>Comments:</td>
<td>Angela Harding</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

## II. Rationale for Staffing (Please select only one)

- [ ] Regulatory Requirement and/or Health & Safety
- [ ] Unanticipated Operational Need
- [x] Immediate & Direct Front-line Service
- [ ] Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

Angela Harding is required to action an internal competition for this permanent position. This position is the sole position in the Commercial Registrations Division that has responsibility for purchasing, accounts payable and leave management. This position is responsible for using Oracle FMS to create purchase orders, issuing releases against SOAs and purchase orders and setting up individual standing offers. The position is responsible for obtaining vendor quotes, tracking accounts payable status for vendors and working with GPA for issuing tenders. The position utilizes PeopleSoft to maintain leave management records of Divisional staff. The position provides supervision of staff in the public research area. This is a direct front-line position servicing external clients that will negatively impact service delivery if left unfilled.

Department strategic plan vision is providing people in NL with efficient and responsive programs & services. This position is front line with the Registry and is vital to the timely registration of legal documents for the real estate industry. Functions of the position are required and cannot be reassigned, assumed or absorbed by another resource - it is an operational necessity to have this position filled in the shortest time frame possible. There are no anticipated reorganization activities or organizational changes planned.

## III. Type of Action (Please select only one action per RSA)

- [x] Recruitment Action

<table>
<thead>
<tr>
<th>Recruitment Type:</th>
<th>New Competition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Posting Type:</td>
<td>[x] Internal</td>
</tr>
</tbody>
</table>
Explain Reason for Posting Type: This classification is typically advertised as an internal competition.

Is position description and list of qualifications attached?  ☐ Yes  ☒ No

Is relocation available for this position?  ☐ Yes  ☒ No  If yes, DM initials: __________

Explain: ____________________________________________

Position End Date: ________________________________ ☐ N/A (i.e. Permanent Position)

Is this position currently vacant?  ☐ Yes  ☐ No  If yes, date vacated: ________________  ☐ New Position

If temporarily filled, what is the status of the current incumbent? ________________________________________

If temporarily filled, when did the current incumbent start in the position? ____________________________

Name of Current or Previous Incumbent: __________________________ Angela Harding  ☐ N/A

☐ Payroll Action

☐ Student Hire

IV. Funding Information

Source of Funding: _____________________________ Departmental Salary Plan 100%  _____________________________ Dept. Controller Initials: ____________

This position is: ☐ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)

☐ Budget Flex (funding source derived from vacancy of a budgeted position)

Accounting Flex Field:

<table>
<thead>
<tr>
<th>Company</th>
<th>RC</th>
<th>Appropriation</th>
<th>Activity</th>
<th>Line</th>
<th>Tracking</th>
<th>Future</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

V. HRS Verification (SHRM Director or Designate)

I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.

_________________________  ___________________________  ________
Colleen Power  Colleen Power  Jan 16, 2015

(Name - Please Print)  (Signature)  (Date)

VI. Authorization

Assistant Deputy Minister:  ☐ Recommended  ☐ Not Recommended

_________________________  ___________________________  ________
Julian McFarlin  Julian McFarlin  Jan 22, 2015

(Name - Please Print)  (Signature)  (Date)

Deputy Minister:  ☐ Recommended  ☐ Not Recommended  ☐ Approved (Per Delegated Authority)

_________________________  ___________________________  ________
[Signature]  [Signature]  Jan 27, 2015

Minister:  ☐ Recommended  ☐ Not Recommended  ☐ Approved (Per TB Authority)

_________________________  ___________________________  ________
Tony Nortc  Tony Nortc  Jan 27, 2015

(Name - Please Print)  (Signature)  (Date)

VII. Treasury Board Authority

Treasury Board Authority is:  ☐ Not Required

Classification Title: Clerk IV

Form Last Updated: 12/04/14

PCN: 00005274

123
FOR SHRM USE ONLY

This request is now recommended for:  ☐ Recruitment Action  ☐ Payroll Action  ☐ Student Hire

Date Logged in SHRM: ________________  SHRM Tracking Code: ________________

Date Submitted to SSD: ________________  Successful Candidate: ________________

Date Submitted to C&B: ________________
# Request for Staffing Action

This form must be completed by the hiring department and submitted to the appropriate SHRM Division.

## I. Position Data

<table>
<thead>
<tr>
<th>Classification Title:</th>
<th>Clerk Typist III</th>
<th>PCN:</th>
<th>00005270</th>
<th>Salary Plan/Grade:</th>
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<tbody>
<tr>
<td>Position Type:</td>
<td>Bargaining</td>
<td>Union:</td>
<td>NAPE - GS</td>
<td>Position Status:</td>
<td>Permanent</td>
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<tr>
<td>Division:</td>
<td>Commercial Registrations</td>
<td>Department:</td>
<td>Service NL</td>
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<tr>
<td>Location:</td>
<td>St. John's Building: 59 Elizabeth Ave.</td>
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<tr>
<td>Reason for Staffing:</td>
<td>Former incumbent</td>
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<td></td>
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<tr>
<td>Management Contact:</td>
<td>Dean Doyle</td>
<td></td>
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<tr>
<td>Telephone Number:</td>
<td>729-4043</td>
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<td>Comments:</td>
<td>Previous incumbent Penny Tucker</td>
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## II. Rationale for Staffing

(Please select only one)

- [ ] Regulatory Requirement and/or Health & Safety
- [ ] Unanticipated Operational Need
- [x] Immediate & Direct Front-line Service
- [ ] Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

Filling of this vacant position is required to assist in addressing an unanticipated backlog in processing of documents submitted for registration to the Registrars of Deeds and Companies. This backlog is causing difficulties in the real estate and commercial markets and is negatively impacting closing dates of real property and commercial transactions. The NL Law Society and its members have voiced their concerns to the Departments of Service NL and Justice on this matter. This is a direct front-line position servicing external clients that will negatively impact service delivery if left unfilled. In addition to the important legislative purpose that this position fills the revenue associated with the registration transactions account for significant revenue. The revenue for the Commercial Registrations Division for the Fiscal Year 2013-14 was over $35 million.

Department strategic plan vision is providing people in NL with efficient and responsive programs & services. This position is front line with the Registry and is vital to the timely registration of legal documents for the real estate industry. Functions of the position are required and cannot be reassigned, assumed or absorbed by another resource - it is an operational necessity to have this position filled in the shortest time frame possible. There are no anticipated reorganization activities or organizational changes planned.

## III. Type of Action

(Please select only one action per RSA)

- [x] Recruitment Action

**Recruitment Type:** New Competition

**Posting Type:**

- [x] Internal
- [ ] Public

**Explain Reason for Posting Type:** This classification is typically advertised as an internal competition.

---

Form Last Updated: 1204/14

Classification Title: Clerk Typist III

PCN: 00005270
Is position description and list of qualifications attached? ☐ Yes ☑ No

Is relocation available for this position? ☐ Yes ☑ No If yes, DMI Initials: ______________

Explain: ____________________________________________

Position End Date: ________________________________ ☑ N/A (i.e. Permanent Position)
Is this position currently vacant? No If yes, date vacated: ________________ ☐ New Position

If temporarily filled, what is the status of the current incumbent? Temporary Employed (Public Hire, No Competition)
If temporarily filled, when did the current incumbent start in the position? Jan 5, 2015

Name of Current or Previous Incumbent: Bryan Marsh (13 week) ☐ N/A

☐ Payroll Action
☐ Student Hire

IV. Funding Information

Source of Funding: Departmental Salary Plan 100% Dept. Controller Initials: ________________

This position is: ☑ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)
☐ Budget Flex (funding source derived from vacancy of a budgeted position)

Accounting Flex Field:

<table>
<thead>
<tr>
<th>Company</th>
<th>RC</th>
<th>Appropriation</th>
<th>Activity</th>
<th>Line</th>
<th>Tracking</th>
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</table>

V. HRS Verification (SHRM Director or Designate)

I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.

Colleen Power

Signature: ______________________ Date: Jan 16, 2015

VI. Authorization

Assistant Deputy Minister: ☑ Recommended ☐ Not Recommended
Julia McCaffrey
Signature: ______________________ Date: Jan 22, 2015

Deputy Minister: ☑ Recommended ☐ Not Recommended ☐ Approved (Per Delegated Authority)
Lauren Brobstar
Signature: ______________________ Date: Jan 27, 2015

Minister: ☑ Recommended ☐ Not Recommended ☐ Approved (Per TB Authority:)
Tony Costant
Signature: ______________________ Date: Jan 27, 2015

VII. Treasury Board Authority

Treasury Board Authority: ☐ Not Required ☑ Required TB #: ____________________________

Form Last Updated: 12/04/14
Classification Title: Clerk Typist III
PCN: BC0083270
Government of Newfoundland and Labrador
Human Resource Secretariat

Request for Staffing Action

This form must be completed by the hiring department and submitted to the appropriate SHRM Division.

I. Position Data

Classification Title: Clerk Typist III

Position Type: Bargaining

Division: Commercial Registrations

Location: St. John's Building: 59 Elizabeth Ave.

Request for Staffing: Former incumbent

Management Contact: Dean Doyle

Comments: Stephanie Collins

PCN: 96001

Salary Plan/Grade: GS-24

Union: NAPE-GS

Position Status: Temporary

Department: Service NL

Request Date: Jan 12, 2015

Section 30(1)

II. Rationale for Staffing (Please select only one)

☐ Regulatory Requirement and/or Health & Safety

☐ Unanticipated Operational Need

☒ Immediate & Direct Front-line Service

☐ Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

Filling of this vacant position is required to assist in addressing an unanticipated backlog in processing of documents submitted for registration to the Registers of Deeds and Companies. This backlog is causing difficulties in the real estate and commercial markets and is negatively impacting closing dates of real property and commercial transactions. The NL Law Society and its members have voiced their concerns to the Departments of Service NL and Justice on this matter. Registers related revenue for FY 2013-14 was over $35 million.

Department strategic plan vision is providing people in NL with efficient and responsive programs & services. This position is front line with the Registry and is vital to the timely registration of legal documents for the real estate industry. Functions of the position are required and cannot be reassigned, assumed or absorbed by another resource - it is an operational necessity to have this position filled in the shortest time frame possible. There are no anticipated reorganization activities or organizational changes planned.

III. Type of Action (Please select only one action per RSA)

☒ Recruitment Action

Recruitment Type: New Competition

Employment Type: Temporary

Posting Type: ☒ Internal ☐ Public

Explain Reason for Posting Type: This classification is typically advertised as an internal competition.

Is position description and list of qualifications attached? ☒ Yes ☐ No

Classification Title: Clerk Typist III

PCN: 96001
is relocation available for this position? ☒ Yes ☐ No If yes, DM initials: ____________________

Explain: ____________________

Position End Date: Mar 31, 2015 ☐ N/A (i.e. Permanent Position)

Is this position currently vacant? ☐ No If yes, date vacated: ____________________ ☐ New Position

If temporarily filled, what is the status of the current incumbent? ☒ Temporary Employed (Public Hire, No Competition)

If temporarily filled, when did the current incumbent start in the position? Oct 22, 2014

Name of Current or Previous incumbent: Sarah Kirby (13-week) ☐ N/A

☐ Payroll Action
☐ Student Hire

IV. Funding Information

Source of Funding: ☒ Departmental Salary Plan 100% Dept. Controller Initials: ____________________

This position is: ☒ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)

☐ Budget Flex (funding source derived from vacancy of a budgeted position)

Accounting Flex Field:

<table>
<thead>
<tr>
<th>Company</th>
<th>RC</th>
<th>Appropriation</th>
<th>Activity</th>
<th>Line</th>
<th>Tracking</th>
<th>Future</th>
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</tbody>
</table>

V. HRS Verification (SHRM Director or Designate)

I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.

(Names - Please Print)  
(Callie Hanrahan)  
(November 2015)

Signature: ____________________

Date: ____________________

VI. Authorization

Assistant Deputy Minister: ☒ Recommended ☐ Not Recommended

(Names - Please Print)  
(Tony Connors)  
(January 2015)

Signature: ____________________

Date: ____________________

Deputy Minister: ☐ Recommended ☒ Not Recommended ☐ Approved (Per Delegated Authority)

(Names - Please Print)  
(January 2015)

Signature: ____________________

Date: ____________________

Minister: ☐ Recommended ☐ Not Recommended ☒ Approved (Per TB Authority)

(Names - Please Print)  
(January 2015)

Signature: ____________________

Date: ____________________

VII. Treasury Board Authority

Treasury Board Authority is: ☐ Not Required ☐ Required TB #: ____________________

(Date)
FOR SHRM USE ONLY

This request is now recommended for: [ ] Recruitment Action [ ] Payroll Action [ ] Student Hire

Data Logged in SHRM: _____________ SHRM Tracking Code: _____________

Data Submitted to SSD: _____________ Successful Candidate: _____________

Data Submitted to C&B: _____________
### Request for Staffing Action

*This form must be completed by the hiring department and submitted to the appropriate SHRM Division.*

## I. Position Data

<table>
<thead>
<tr>
<th>Classification Title:</th>
<th>Clerk Typist III</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Type:</td>
<td>Bargaining</td>
</tr>
<tr>
<td>Division:</td>
<td>Commercial Registrations</td>
</tr>
<tr>
<td>Location:</td>
<td>St. John's</td>
</tr>
<tr>
<td>Reason for Staffing:</td>
<td>Former incumbent</td>
</tr>
<tr>
<td>Management Contact:</td>
<td>Dean Doyle</td>
</tr>
<tr>
<td>Comments:</td>
<td>Tonya Childs</td>
</tr>
</tbody>
</table>

| PCN:                   | 00005269         |
| Salary Plan/Grade:     | GS-24            |
| Union:                 | NAPE - GS        |
| Position Status:       | Permanent        |
| Department:            | Service NL       |
| Building:              | 59 Elizabeth Ave.|
| Request Date:          | Jan 12, 2015     |
| Telephone Number:      | 729-4043         |

## II. Rationale for Staffing (Please select only one)

- [ ] Regulatory Requirement and/or Health & Safety
- [ ] Unanticipated Operational Need
- [x] Immediate & Direct Front-line Service
- [ ] Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

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## III. Type of Action (Please select only one action per RSA)

- [x] Recruitment Action

<table>
<thead>
<tr>
<th>Recruitment Type:</th>
<th>New Competition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Posting Type:</td>
<td>[x] Internal</td>
</tr>
</tbody>
</table>

**Explain Reason for Posting Type:** This classification is typically advertised as an internal competition.

---

*Form Last Updated: 12/04/14*

| Classification Title: Clerk Typist III | PCN: 00005269 |

---

*Section 30(1)*
Is position description and list of qualifications attached?  □ Yes  □ No
Is relocation available for this position? □ Yes  □ No  If yes, DM Initialed:

Explain:

Position End Date: ___________________________  □ N/A (i.e. Permanent Position)
Is this position currently vacant?  Yes  If yes, date vacated: Nov 14, 2014  □ New Position
If temporarily filled, what is the status of the current incumbent?
If temporarily filled, when did the current incumbent start in the position?
Name of Current or Previous Incumbent: Tonya Childs  □ N/A

□ Payroll Action  □ Student Hire

IV. Funding Information

Source of Funding:  □ Departmental Salary Plan 100%  Dept. Controller Initialed:
This position is: □ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)
□ Budget Flex (funding source derived from vacancy of a budgeted position)

Accounting Flex Field:

<table>
<thead>
<tr>
<th>Company</th>
<th>RC</th>
<th>Appropriation</th>
<th>Activity</th>
<th>Line</th>
<th>Tracking</th>
<th>Future</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
<td>1</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>

V. HRS Verification (SHRM Director or Designate)
I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.

[Signature]  [Date]

VI. Authorization

Assistant Deputy Minister: □ Recommended  □ Not Recommended
[Signature]  [Date]

Deputy Minister: □ Recommended  □ Not Recommended  □ Approved (Per Delegated Authority)
[Signature]  [Date]

Minister: □ Recommended  □ Not Recommended  □ Approved (Per TB Authority)
[Signature]  [Date]

VII. Treasury Board Authority

Treasury Board Authority is: □ Not Required  □ Required  TB #:

[Classification Title: Clerk Typist III]

[PCN: 00005209]
Government of Newfoundland and Labrador
Human Resource Secretariat

Request for Staffing Action RSA-2015-0087

This form must be completed by the hiring department and submitted to the appropriate SHRM Division.

I. Position Data

Classification Title: Data Entry Operator  
Position Type: Bargaining

PCN: 00095037  
Salary Plan/Grade: GS-20

Union: NAPE - GS  
Position Status: Temporary

Division: Commercial Registrations  
Department: Service NL

Location: St. John's  
Building: 59 Elizabeth Ave.

Reason for Staffing: Incumbent temporarily unavailable

Management Contact: Dean Doyle  
Telephone Number: 729-4043

Comments: Daryl Bennett

II. Rationale for Staffing (Please select only one)

☐ Regulatory Requirement and/or Health & Safety

☐ Unanticipated Operational Need

☒ Immediate & Direct Front-line Service

☐ Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

Filling of this vacant position is required as part of the ongoing deeds digitization and verification project. Registry of Deeds records from 1962 back to 1825 exist in paper format only. These records are sole source records with no alternative backup. As these critical records are accessed on a daily basis by external stakeholders (law firms, title searchers, general public, etc.) in establishing property title ownership there is a heightened requirement from a record integrity and preservation standpoint to create digital backups and make them easily accessible through the Companies and Deeds Online (CADO) system.

Department strategic plan is providing people in NL with efficient and responsive programs & services. Functions of the position are required and cannot be reassigned, assumed or absorbed by another resource - it is an operational necessity to have this position filled in the shortest time frame possible. There are no anticipated reorganization activities or organizational changes planned.

III. Type of Action (Please select only one action per RSA)

☒ Recruitment Action

Recruitment Type: New Competition  
Employment Type: Temporary

Posting Type: ☒ Internal  ☐ Public

Explain Reason for Posting Type: This classification is typically advertised as an internal competition.

Is position description and list of qualifications attached? ☐ Yes  ☒ No

Is relocation available for this position? ☐ Yes  ☒ No  If yes, DM initials: __________________________

Form Last Updated 12/22/14
Position End Date: Mar 31, 2015  □ N/A (i.e. Permanent Position)
Is this position currently vacant?  Yes  If yes, date vacated: Nov 14, 2014  □ New Position
If temporarily filled, what is the status of the current incumbent?  □ N/A
If temporarily filled, when did the current incumbent start in the position?  □ N/A
Name of Current or Previous Incumbent: Daryl Bennett  □ N/A

□ Payroll Action
□ Student Hire

IV. Funding Information
Source of Funding: Departmental Salary Plan 100%
Dept. Controller initials:  □
This position is:  □ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)
□ Budget Flex (funding source derived from vacancy of a budgeted position)

Accounting Flex Field:

<table>
<thead>
<tr>
<th>Company</th>
<th>RC</th>
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<th>Line</th>
<th>Tracking</th>
<th>Future</th>
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</tbody>
</table>

V. HRS Verification (SHRM Director or Designate)

I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.

[Signature]  □ [Date]

VI. Authorization

Assistant Deputy Minister: □ Recommended  □ Not Recommended
[Signature]  □ [Date]

Deputy Minister: □ Recommended  □ Not Recommended  □ Approved (Per Delegated Authority)
[Signature]  □ [Date]

Minister: □ Recommended  □ Not Recommended  □ Approved (Per TB Authority)
[Signature]  □ [Date]

VII. Treasury Board Authority

Treasury Board Authority is: □ Not Required  □ Required
TB #:  □ [Date]

[Signature]  □ [Date]
FOR SHRM USE ONLY

This request is now recommended for: [ ] Recruitment Action [ ] Payroll Action [ ] Student Hire

Date Logged in SHRM: ________________  SHRM Tracking Code: ________________
Date Submitted to BSO: ________________  Successful Candidate: ________________
Date Submitted to C&B: ________________
Haskell, Ellen

From: James, Brenda
Sent: Friday, January 23, 2015 11:46 AM
To: Action, R
Cc: Doyle, Dean
Subject: SNL - Priority 3 - for TB approval - 3 RSA's for Clerk Typist III

Brenda

Brenda James
Administrative Support
Strategic Human Resource Management
Social Sector

Executive Council - Human Resource Secretariat 2nd Floor, West Block - Confederation Building
P. O. Box 8700 St. John's, NL A1B 4J6
brendajames@gov.nl.ca
t: 709-729-2457 | f: 709-729-6661

------< HP TRIM Record Information >------

Record Number: RSA-2015-0086
Title: POSITION - CLERK TYPIST III - PCN - 00005280

------< HP TRIM Record Information >------

Record Number: RSA-2015-0084
Title: POSITION - CLERK TYPIST III - PCN - 00005278

------< HP TRIM Record Information >------

Record Number: RSA-2015-0083
Title: POSITION - CLERK TYPIST III - PCN - 00005528
Request for Staffing Action

This form must be endorsed by the hiring department and submitted to the appropriate HRM Division.

### I. Position Data

<table>
<thead>
<tr>
<th>Classification Title:</th>
<th>Clerk Typist III</th>
<th>PCN:</th>
<th>000005280</th>
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<tbody>
<tr>
<td>Position Type:</td>
<td>Bargaining</td>
<td>Union:</td>
<td>NAPE - GS</td>
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<tr>
<td>Division:</td>
<td>Commercial Registrations</td>
<td>Department:</td>
<td>Service NL</td>
</tr>
<tr>
<td>Location:</td>
<td>St. John's</td>
<td>Building:</td>
<td>69 Elizabeth Ave.</td>
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<tr>
<td>Reason for Staffing:</td>
<td>Former incumbent</td>
<td>Request Date:</td>
<td>Jan 12, 2015</td>
</tr>
<tr>
<td>Management Contact:</td>
<td>Deen Doyle</td>
<td>Telephone Number:</td>
<td>729-4043</td>
</tr>
</tbody>
</table>

**Comments:** Position was vacant during reclassification. Reclassified in Dec 2014 from Clerk Steno III to Clerk Typist III.

### II. Rationale for Staffing (Please select only one)

- [ ] Regulatory Requirement and/or Health & Safety
- [ ] Unanticipated Operational Need
- [x] Immediate & Direct Front-line Service
- [ ] Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

Filling of this vacant position is required to assist in addressing an unanticipated backlog in processing of documents submitted for registration to the Registries of Deeds and Companies. This backlog is causing difficulties in the real estate and commercial markets and is negatively impacting closing dates of real property and commercial transactions. The NL Law Society and its members have voiced their concerns to the Departments of Service NL and Justice on this matter. This is a direct front-line position servicing external clients that will negatively impact service delivery if left unfilled. In addition to the important legislative purpose that this position fills the revenue associated with the registration transactions account for significant revenue. The revenue for the Commercial Registrations Division for the Fiscal Year 2013-14 was over $35 million.

Department strategic plan vision is providing people in NL with efficient and responsive programs & services. This position is front line with the Registry and is vital to the timely registration of legal documents for the real estate industry. Functions of the position are required and cannot be reassigned, assumed or absorbed by another resource - it is an operational necessity to have this position filled in the shortest time frame possible. There are no anticipated reorganization activities or organizational changes planned.

### III. Type of Action (Please select only one action per RSA)

- [x] Recruitment Action

<table>
<thead>
<tr>
<th>Recruitment Type:</th>
<th>New Competition</th>
<th>Employment Type:</th>
<th>Permanent</th>
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<tbody>
<tr>
<td>Posting Type:</td>
<td>[ ] Internal</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>[ ] Public</td>
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</table>

**Explain Reason for Posting Type:** This classification is typically advertised as an internal competition.
Is position description and list of qualifications attached?  □ Yes  □ No
Is relocation available for this position?  □ Yes  □ No  If yes, DM initials:  
Explain:  

Position End Date:  
□ N/A (i.e. Permanent Position)
Is this position currently vacant?  Yes  If yes, date vacated:  Sep 10, 2013  □ New Position
If temporarily filled, what is the status of the current incumbent?  
If temporarily filled, when did the current incumbent start in the position?  
Name of Current or Previous Incumbent:  Jennifer Pike  □ N/A

□ Payroll Action
□ Student Hire

IV. Funding Information

Source of Funding:  Departmental Salary Plan 100%  Dept. Controller Initials:  
This position is:  □ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)
□ Budget Flex (funding source derived from vacancy of a budgeted position)

Accounting Flex Field:

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<tr>
<th>Company</th>
<th>RC</th>
<th>Appropriation</th>
<th>Activity</th>
<th>Line</th>
<th>Tracking</th>
<th>Future</th>
<th>% of Total</th>
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V. HRS Verification (SHRM Director or Designate)
I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.

[Signature]  Jan 13/15

VI. Authorization

Assistant Deputy Minister:  □ Recommended  □ Not Recommended

[Signature]  Jan 13/15

Deputy Minister:  □ Recommended  □ Not Recommended  □ Approved (Per Delegated Authority)

[Signature]  Jan 13/15

Minister:  □ Recommended  □ Not Recommended  □ Approved (Per TB Authority:  

[Signature]  Jan 21/15

VII. Treasury Board Authority

Treasury Board Authority is:  □ Not Required  □ Required  TB #:  

Classification Title:  Clerk Typist III
PCH:  00003380

Form Last Updated: 13/01/14

139
Request for Staffing Action

This form must be completed by the hiring department and submitted to the appropriate SHRM Division.

I. Position Data

Classification Title: Clerk Typist III  PCN: 00005278  Salary Plan/Grade: GS-24
Position Type: Bargaining  Union: NAPE - GS  Position Status: Permanent
Division: Commercial Registrations  Department: Service NL
Location: St. John's  Building: 59 Elizabeth Ave.
Reason for Staffing: Former incumbent  Request Date: Jan 12, 2015
Management Contact: Dean Doyle  Telephone Number: 729-4043
Comments: Amanda Penney

II. Rationale for Staffing (Please select only one)

☐ Regulatory Requirement and/or Health & Safety
☐ Unanticipated Operational Need
☒ Immediate & Direct Front-line Service
☐ Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

Filling of this vacant position is required to assist in addressing an unanticipated backlog in processing of documents submitted for registration to the Registrars of Deeds and Companies. This backlog is causing difficulties in the real estate and commercial markets and is negatively impacting closing dates of real property and commercial transactions. The NL Law Society and its members have voiced their concerns to the Departments of Service NL and Justice on this matter. This is a direct front-line position servicing external clients that will negatively impact service delivery if left unfilled. In addition to the important legislative purpose that this position fills the revenue associated with the registration transactions account for significant revenue. The revenue for the Commercial Registrations Division for the Fiscal Year 2013-14 was over $35 million.

Department strategic plan vision is providing people in NL with efficient and responsive programs & services. This position is front line with the Registry and is vital to the timely registration of legal documents for the real estate industry. Functions of the position are required and cannot be reassigned, assumed or absorbed by another resource - it is an operational necessity to have this position filled in the shortest time frame possible. There are no anticipated reorganization activities or organizational changes planned.

III. Type of Action (Please select only one action per RSA)

☒ Recruitment Action

Recruitment Type: New Competition  Employment Type: Permanent
Posting Type: ☒ Internal  ☐ Public
Explain Reason for Posting Type: This classification is typically advertised as an internal competition.
Is position description and list of qualifications attached?  □ Yes  ✗ No

Is relocation available for this position?  □ Yes  ✗ No  If yes, DM initials:  

Explain:  

Position End Date:  

□ N/A (i.e. Permanent Position)  

Is this position currently vacant?  Yes  If yes, date vacated:  Dec 2, 2014  □ New Position  

If temporarily filled, what is the status of the current incumbent?  

If temporarily filled, when did the current incumbent start in the position?  

Name of Current or Previous Incumbent:  Amanda Penney  

□ Payroll Action  

□ Student Hire  

IV. Funding Information  

Source of Funding:  Departmental Salary Plan 100%  Dept. Controller Initials:  

This position is:  □ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)  

□ Budget Flex (funding source derived from vacancy of a budgeted position)  

Accounting Flex Field:  

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<th>Company</th>
<th>RC</th>
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</tr>
</tbody>
</table>

V. HRS Verification (SHRM Director or Designate)  

I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.  

[Signature]  Jan 13/15  

VI. Authorization  

Assistant Deputy Minister:  □ Recommended  □ Not Recommended  

[Signature]  Jan 13/15  

Deputy Minister:  □ Recommended  □ Not Recommended  □ Approved (Per Delegated Authority)  

[Signature]  Jan 19/15  

Minister:  □ Recommended  □ Not Recommended  □ Approved (Per TB Authority:  

[Signature]  Jan 21/15  

VII. Treasury Board Authority  

Treasury Board Authority Is:  □ Not Required  

□ Required  TB #:  

Form Last Updated: 12/09/14  

Classification Title: Clerk Typist III  

PCN: 00005275  

142
### Request for Staffing Action

This form must be completed by the hiring department and submitted to the appropriate SHRM Division.

#### I. Position Data

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<th>Classification Title:</th>
<th>Clerk Typist III</th>
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<td>Division:</td>
<td>Commercial Registrations</td>
<td>Department: Service NL</td>
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<td>Location:</td>
<td>St. John's Building: 59 Elizabeth Ave.</td>
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<tr>
<td>Reason for Staffing:</td>
<td>Incumbent temporarily</td>
<td>Request Date: Jan 12, 2015</td>
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<tr>
<td>Management Contact:</td>
<td>Dean Doyle</td>
<td>Telephone Number: 729-4043</td>
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</tr>
<tr>
<td>Comments:</td>
<td>Wileen Kennedy,</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### II. Rationale for Staffing (Please select only one)

- [x] Regulatory Requirement and/or Health & Safety
- [ ] Unanticipated Operational Need
- [x] Immediate & Direct Front-line Service
- [ ] Other

Please provide a detailed explanation which includes rationale for the above selection; how a short- or long-term vacancy will impact operations and why this position needs to be filled at this time; whether hard-to-fill (list the examples); and if there are no other similar positions or no ability to redistribute duties of this vacancy elsewhere (include any supporting metrics or transaction data):

Filling of this vacant position is required to address the unanticipated backlog in processing of documents submitted for registration to the Registrars of Deeds and Companies. This backlog is causing difficulties in the real estate and commercial markets and is negatively impacting closing dates of real property and commercial transactions. The NL Law Society and its members have voiced their concern to the Departments of Service NL and Justice on this matter. This is a direct front-line position servicing external clients that will negatively impact service delivery if left unfilled. In addition to the important legislative purpose that this position fills the revenue associated with the registration transactions account for significant revenue. The revenue for the Commercial Registrations Division for the Fiscal Year 2013-14 was over $35 million.

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#### III. Type of Action (Please select only one action per RSA)

- [x] Recruitment Action

<table>
<thead>
<tr>
<th>Recruitment Type:</th>
<th>New Competition</th>
<th>Employment Type:</th>
<th>Temporary</th>
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</thead>
<tbody>
<tr>
<td>Posting Type:</td>
<td>Internal</td>
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</tbody>
</table>

Explain Reason for Posting Type: This classification is typically advertised as an internal competition.
is position description and list of qualifications attached? □ Yes  ☑ No
Is relocation available for this position? □ Yes  ☑ No  If yes, DM initials: ______________________
Explain: ________________________________________________________________
Position End Date: _______________  ☑ Mar 31, 2015  ☑ N/A (i.e. Permanent Position)
Is this position currently vacant? ☑ Yes  If yes, date vacated: _______________  Sep 22, 2014  □ New Position
If temporarily filled, what is the status of the current incumbent? ______________________________
If temporarily filled, when did the current incumbent start in the position? __________________________
Name of Current or Previous Incumbent: __________________________  ☑ N/A

☐ Payroll Action
☐ Student Hire

IV. Funding Information

Source of Funding: ________________________________________________________________
□ Departmental Salary Plan 100%  Dept. Controller Initials: ____________________________
This position is: ☑ Budgeted (funding allocated through budget process, vetted through estimates and listed in salary details)
□ Budget Flex (funding source derived from vacancy of a budgeted position)

Accounting Flex Field: ____________________________________________________________

<table>
<thead>
<tr>
<th>Company</th>
<th>RC</th>
<th>Appropriation</th>
<th>Activity</th>
<th>Line</th>
<th>Tracking</th>
<th>Future</th>
<th>% of Total</th>
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</tbody>
</table>

V. HRS Verification (SHRM Director or Designate)

I have reviewed this Request for Staffing Action and have verified that all required information is included and accurate.
Stephanie Druffel [Signature]  Jan 13, 2015

VI. Authorization

Assistant Deputy Minister: ☑ Recommended  ☑ Not Recommended
Julia McNulty [Signature]  Jan 13, 2015

Deputy Minister: ☑ Recommended  ☑ Not Recommended  ☑ Approved (Per Delegated Authority)
Leigh Druffel [Signature]  Jan 13, 2015

Minister: ☑ Recommended  ☑ Not Recommended  ☑ Approved (Per TB Authority: ___)
Tony Cucchi [Signature]  Jan 21, 2015

VII. Treasury Board Authority

Treasury Board Authority is: ☑ Not Required  ☑ Required  TB #: ______________________________
FOR SHRM USE ONLY

This request is now recommended for:  □ Recruitment Action  □ Payroll Action  □ Student Hire

Date Logged in SHRM:  ___________________________  SHRM Tracking Code:  ___________________________

Date Submitted to SSD:  ___________________________  Successful Candidate:  ___________________________

Date Submitted to C&I:  ___________________________
F.Y.I. – Attached is the updated deeds processing status report.

Pretty much status quo compared to last week.

Dean
<table>
<thead>
<tr>
<th>REPORT DATE</th>
<th>PAPER COMPLIANCE</th>
<th>DATA ENTRY</th>
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Thanks Leigh.

Since I last reported on online deeds training for law firms we have trained one of the larger deeds filers on the West coast (Brothers & Associates). We have training scheduled next week (Feb. 10) with James Goudie Law Office and three other firms that have expressed an interest but a confirmed training date has not been established.

I have a draft letter of correspondence just about ready promoting the benefits of online deeds filing. I will be vetting this through Vanessa and Julian before it is sent out to those targeted law firms that are not yet filing online.

As electronic compliance/registration approval occurs in one efficient step (one of the benefits of online filing) the confirmation certificate of registration is obtainable much sooner for online filers than those that file in paper format where the certificate of registration is not available until the document has been scanned. Thus, for example, from the latest status report a certificate of registration is currently available after two business days if filed online whereas the confirmation certificate of registration for paper filing is 32 business days behind (as this is the current lag in the scanning step).

As we currently place priority on the compliance review step for both electronic and paper-based submissions the electronic filers are realizing the added benefit of confirmed registration (through the certificate of registration) sooner.

Thanks,

Dean

---

From: Puddester, Leigh
Sent: Wednesday, February 04, 2015 12:22 PM
To: Doyle, Dean; McCarthy, Julian
Subject: RE: Deeds Status Report

Dean, thanks for this. It’s great to see the gains on the compliance steps. Well done.

We will work to deal with the hiring challenges as best we can and I have asked our SHRM unit to ensure this is a priority.

However, as we have discussed, I think it is critically important that we push to move all law firms and other frequent filers to 100% electronic submission over the next 2 months, so we are better able to handle the ramp-up anticipated in the spring/summer.

Can you please provide us with a status report on where things are on that front, and a plan to get this switch completed? I’m happy to have our comms folks assigned to help you design and implement the communications aspects around this if you would like or find you some administrative assistance to assist in making contact and with setting up training sessions.
Let me know how long you need to finalize your thoughts on a strategy, and when we can arrange to sit down for a discussion on it.

Thanks.

Leigh

---

From: Doyle, Dean  
Sent: Wednesday, February 04, 2015 11:29 AM  
To: Puddester, Leigh; McCarthy, Julian  
Subject: Deeds Status Report

Hi Leigh and Julian,

Please see attached for an updated deeds processing status report from Monday.

While we have had gains on paper and electronic compliance you will notice that data entry, paper approval and scanning has had slight slippage.

I anticipate that with overtime continued to be worked we will not see significant week over week reductions in future reports.

The current silver lining is that the winter months tend to have the lower monthly registration volumes. Commencing in March we will start to see the volumes increase once again.

Anything that can be done to expedite the TB approval process to get our 7 positions approved and over to the PSC to advertise would be helpful. Given the hiring time frame (posting period, applicant screening, interviews, reference checks and notice period by successful applicants) as well as the learning curve to adequately train and bring new hires up to speed we will be challenged to not have the backlog grow once more.

Thanks,

Dean

---

Dean Doyle  
Director, Commercial Registrations Division

Service NL  
Government of Newfoundland and Labrador  
59 Elizabeth Avenue  
P.O. Box 8700, St. John's, NL A1B 4J6  
dean.doyle@gov.nl.ca  
t: 709.729.4043 | f: 709.729.0232  
Web Site: www.qp.gov.nl.ca/er  
CADO: https://cado.eservices.gov.nl.ca
From: Evans, Sheena B
Sent: Thursday, February 05, 2015 2:59 PM
To: Doyle, Dean
Subject: Updated Report
Attachments: Deeds Status Report.xls

Sheena B. Evans
Administrative Officer
Commercial Registrations Division
Service NL
59 Elizabeth Avenue
P.O. Box 8700 St. John's, NL A1B 4J6
T: 709.729.4170 | F: 709.729.0232
www.servicenl.gov.nl.ca
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<td>Dec 14/14</td>
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<td>20</td>
<td>Nov 6/14</td>
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155
| Dec 8/14 | Nov 17/14 | 14 | Nov 14/14 | 15 | Nov 4/14 | 22 | Sept 30/14 | 46 | Sept 25/14 | 49 | Nov 17/14 | 14 | Nov 25/14 | 8 | Dec 4/14 | 1 |  
| Dec 22/14 | Dec 8/14 | 9 | Dec 4/14 | 11 | Nov 24/14 | 19 | Oct 23/14 | 40 | Oct 17/14 | 44 | Dec 9/14 | 8 | Dec 2/14 | 13 | Dec 19/14 | 0  
| Dec 30/14 | Dec 15/14 | 8 | Dec 9/14 | 12 | Nov 25/14 | 22 | Oct 30/14 | 39 | Oct 28/14 | 41 | Dec 10/14 | 12 | Dec 3/14 | 16 | Dec 29/14 | 0  
| Jan 19/15 | Jan 8/15 | 6 | Jan 8/15 | 6 | Jan 2/15 | 10 | Nov 25/14 | 35 | Nov 20/14 | 38 | Jan 8/15 | 6 | Dec 24/14 | 14 | Jan 19/15 | 0  
| Jan 26/15 | Jan 16/15 | 5 | Jan 15/15 | 6 | Jan 9/15 | 10 | Dec 8/14 | 31 | Dec 5/14 | 32 | Jan 15/15 | 6 | Jan 6/15 | 13 | Jan 26/15 | 0  
| Feb 5/15 | Jan 30/15 | 3 | Jan 28/15 | 5 | Jan 28/15 | 5 | Dec 18/14 | 31 | Dec 17/14 | 32 | Jan 29/15 | 5 | Jan 22/15 | 10 | Feb 5/15 | 0  

156
<table>
<thead>
<tr>
<th>Column Name</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Report Date</td>
<td>This is the first step in paper processing. The physical document &amp; Registration Application Form (RAF) are checked for legislative and policy requirements. For example: ensuring the document is an original or the notice of instrument RAF has been signed, that the document has been properly witnessed, that a written description describing the property has been attached, that the correct fees have been included, etc. If it passes compliance it is considered a registered document and will not be rejected back to the submitter. The Registry places priority on both paper and electronic compliance so that it is reviewed in the shortest time frame possible. If a document has passed compliance, from this point forward it is considered a paper loose deed (one that is in the process of being recorded in the Registry records). If it fails compliance it is pulled from the batch and sent to a staff member who will write a letter explaining why the document is being returned unprocessed. When rejected the registration priority (date/time) is lost.</td>
</tr>
<tr>
<td>Data Entry</td>
<td>This step entails recording the index information (document type, party names, consideration, location, community, etc.) into the CADO system associated with the document being registered. Upon completion of this step the system generates a registration number which is recorded on the hard copy. Once the index information has been keyed it is searchable in the CADO system.</td>
</tr>
<tr>
<td>Paper Approvals</td>
<td>This step involves having a second staff member perform data entry validation on the keyed index information. As the index information is what clients will perform searches against it is important that the data entry be accurate.</td>
</tr>
<tr>
<td>Scanning</td>
<td>This stage involves a staff member taking each document from the batch that the scanner operator is working on: unstapling the document, scanning the document to the associated approved data entry, performing a quality assurance on the scanned pages, uploading them into CADO and restapling the document. Once the document is scanned the system automatically displays the document as well as the certificate of and mailing the document. Batches of documents that have been scanned will be sorted by submitter law firm and placed in envelopes where they are either placed in mailboxes at St. John's based law firms or are mailed out via postal mail.</td>
</tr>
<tr>
<td>Mailback</td>
<td>Authorized users (e.g. law firms) have the ability to submit deeds registrations directly online to the Registry of Deeds 24/7. Authorized users perform the data entry and scan/upload the associated document. When a submission is made online the electronic loose deed (data entry and scanned image with a &quot;Not An Official Document&quot; watermark) is immediately searchable. The report date indicates the last full day where staff have completed our compliance review and approval of keyed index information and scanned document. The Registry places priority on both paper and electronic compliance so that it is reviewed in the shortest time frame possible. If an online registration is approved it is considered registered and the system automatically generates a certificate of registration.</td>
</tr>
<tr>
<td>Electronic Compliance / Approvals</td>
<td>This report field indicates the last business day completed for outstanding letters to be written to clients. For example, when a paper registration is rejected an associated letter of explanation is required to accompany the unprocessed document being returned.</td>
</tr>
<tr>
<td>Correspondence</td>
<td>Under the Personal Property Registration Act, the Registry is required to notify secured parties when their registrations have been amended or discharged. This report tracks our last business date for notifications.</td>
</tr>
<tr>
<td>PPR SP Notices</td>
<td></td>
</tr>
</tbody>
</table>
13 February 2015

Dean Doyle
Director of Commercial Registrations
Dept. of Government Services & Lands
59 Elizabeth Avenue
PO Box 8700
St. John's, NL A1B 4J6

Dear Mr. Doyle,

Further to our meeting on 2 December 2014 and your subsequent email exchanges with Ms. Grimes, QC, I would like to take this opportunity to formally thank you for your quick response to the issues that arose with respect to loose deeds just prior to Christmas. The progress you and your staff made in such a short time shows your awareness of the gravity of the issue and your responsiveness to the concerns expressed by us on behalf of the public that our members represent.

We look forward to continuing to work with and communicate with you regarding other concerns raised by our membership.

Yours truly,

Kenneth L. Baggs, QC
President

Cc: Deputy Minister and Deputy Attorney General, Paul Noble
Assistant Deputy Minister/Courts and Legal Services, Todd Stanley