



## A LOT FROM THE DOT

### TERAVIEW EXPERIENCING RECORD VOLUMES

**June 8th, 2021**

Ontario's all-electronic Teraview® land registration system is experiencing astonishing record-breaking volumes. The last fiscal year for the Land Registry Office was the busiest since 2017; our last fiscal quarter was the busiest single three-month period in the history of land registration in the province; and we just recently achieved a registration record of almost 20,000 registrations in a single day! Furthermore, these registration volumes are not subsiding as we anticipate another record-breaking quarter by the end of June.

These record-breaking volumes have implications. As practitioners already know, electronic conveyancing requires a fairly steep learning curve before proficiency can be achieved. The same learning curve exists for land registry office staff. Accordingly, it is not easy to quickly add more staffing to the Land Registry Office to accommodate exploding volumes. Although, we are proud to welcome a host of new staff to the land registration family, their impact on volumes will not be felt for some time. As such, certification times (especially the certification of complex documents like “splits”), plan approvals of all sorts, general queries, escalations, pre-approvals, and PIN corrections are all commensurately delayed. If your transaction requires or involves any of the foregoing services, every effort should be made on your part to submit your overrides, documents, plans, escalations, pre-approvals and PIN corrections well in advance of closing dates, and contingency plans should be prepared to provide for escrows, holdbacks, undertakings, title insurance, etc. in the event that such plans might be needed if your closing date comes about before the relevant Land Registry Office service can be completed.

Furthermore, the Land Registry Office will not be prioritizing these services according to closing dates. All certifications, plan approvals, general queries, escalations, pre-approvals, and PIN corrections etc. will be dealt with in queue, on a first come, first served basis, and depending upon the complexity of the issue, and the available expertise and scheduling of Land Registry Office staff. The Land Registry Office will not entertain any requests for fast-tracking or expedited service.

Finally, while the Land Registry Office does not provide legal advice, if, as part of your transaction, you need to rely on a definitive position from the Land Registry Office on a registration issue, then please get that Land Registry Office position in writing. Too often, we have heard that a particular registration that was subsequently deemed inappropriate was made because “somebody at the Land Registry Office said so”, either in casual conversation or over the phone. While staff are always helpful, their role is typically to provide guidance on where, in the Electronic Registration Procedures Guide, a solution to your registration query may lie. If you need to rely on something specific that the Land Registry Office is telling you, please get it in writing so that, after you close, we can understand what was said and in what factual matrix it was determined. This will help support certification of your registration and is a necessary best practice. Remember that queries are best submitted to the Land Registry Office staff through the [Contact us feature in OnLand](#).