



October 31, 2017  
**Revised: October 2021**

**REVISED - NOTICE REGARDING THE  
RETURN OF DOCUMENTS UNACCEPTABLE FOR REGISTRATION**

The Land Titles Office hereby notifies the profession and submitters that as of December 20, 2017, the Land Titles Office will no longer return documents unacceptable for registration at public expense.

Documents submitted for registration should be completed correctly. A review of procedures found that between January and September 2017, the Land Titles Office received 1,013 packages or documents, at an average of 112.56 documents per month, that were unacceptable for registration due to oversights or errors. In its past practice, the Land Titles Office returned documents unacceptable for registration to the submitter via pick up at the office counter, or by registered mail at public expense. Returning these documents at public expense will cease for the following reasons:

- The administration required to return the high volume of documents unacceptable for registration has diverted limited staff resources, and it results in delays in the review and registration of properly completed submissions.
- The cost to return documents unacceptable for registration is not captured by registration fees. Returning a submission by registered mail incurs a cost of \$10 - \$20.
- Methods of communication other than registered mail are available to instantaneously notify submitters of an error, allowing correct documents to be resubmitted as soon as possible.
- The practice of returning documents that were unacceptable for registration was undertaken as a courtesy. There is no statutory obligation to return documents unacceptable for registration.

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- A review conducted by the Canadian Council of Land Titles Officials shows that most jurisdictions do not return documents unacceptable for registration free of charge by registered mail.
- We are concerned that organizations are increasingly relying upon persons without legal training, located outside of the Northwest Territories, to prepare and submit documents, and then relying upon the Land Titles Office to identify errors.
- Shifting the financial obligation of returning documents unacceptable for registration onto those responsible for their preparation will encourage submitters to check their work more closely. This will result in a reduction of submissions which are unacceptable for registration, and will benefit clients of the Land Titles Office by allowing for faster registration of submissions completed correctly.

As a result, effective **December 20, 2017**, when the Land Titles Office receives documents unacceptable for registration it will:

1. Notify the submitter, using an automated email to the submitter's email address provided on the submission cover sheet, that the document is unacceptable for registration and that it is available for pick up at the office, or requires a pre-paid registered mail envelope to return the documents to the submitter. If no email is provided, staff will phone if a number was provided. Where a phone number is also not provided, the staff will make their best efforts to attempt to inform the submitter.
2. Contact the submitter a second time the following week and via phone and/or email if the first notification had no response.
3. After a month of no response, send a notice by regular mail that the document is unacceptable for registration and available for pick up at the office. The Notice will be sent to the return address on the submission sheet.
4. Staff will record all notification attempts on the submission cover sheet for documentation. If the submission is not retrieved within 60 days after the first attempt, it will be destroyed.

Submitters should provide a pre-paid courier or registered mail envelope if they wish to receive duplicate registered copies of documents or certified copies of titles. If an envelope is included for the purpose of returning a certified copy of the registered documents, that envelope will instead be used to return documents unacceptable for registration to the submitter.

For greater clarity under this Policy:

	<b>Land Titles staff will</b>	<b>Land Titles staff will not</b>
1.	Use the phone number and email address provided to notify the submitter that the document is unacceptable for registration and is available for pick up, and will record that notice on the submission cover sheet.	Contact the submitter by other means of communication other than phone or email unless neither are provided. In that case, a letter notifying the submitter that the document was unacceptable for registration will be sent by regular mail.
2.	Return the submission with a review slip and a letter of explanation stating the reasons why the submission was unacceptable, using the pre-paid courier envelope provided with the submission.	Return the documents, then invoice or charge the submitter for the return postage costs. Return documents by regular mail if the submitter fails to provide a courier or registered mail envelope. Scan and email the submission back to the submitter.

This notice will be available through display at the Land Titles Office website.

Any questions can be directed to the Land Titles Office at (867) 767-9302.

Sincerely,



Matthew F. Yap  
Registrar of Land Titles