

Ministry of Government and  
Consumer Services

Ministère des  
Services gouvernementaux  
et des Services aux consommateurs



ServiceOntario

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Regulatory Services Branch

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VIA EMAIL

January 8, 2018

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The Middlesex Law Association  
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Dear Donald H. Crawford

**Re: New Centralized Email Access Point for LRO No. 33 (Middlesex London) (the "Land Registry Office")**

I am the Director of Titles for the Province of Ontario. I am writing to you today to invite your association to participate in an exciting new project that we are initiating for the regular users of the Land Registry Office. Effective January 15, 2018, we would invite your members to access certain services at the Land Registry Office via a new centralized email address: [LROclientSubmit@ontario.ca](mailto:LROclientSubmit@ontario.ca)

At this new email address, we will be accepting all of your: (i) PIN corrections; (ii) pre-approvals of complex documents; and (iii) general inquiries that you would otherwise have put to Land Registry Office staff by directly calling or visiting the Land Registry Office. The concept is that you can now send to the Land Registry Office, by email, these types of service requests, together with scanned copies of all supporting documents, to be addressed promptly by a team of specialists drawn from across the entire province. We will ensure that this will be quick, efficient, helpful, and ultimately a seamless new procedure for you and your staff.

Attached hereto are a few tips regarding your submissions, together with a copy of EM 199705 setting out the types of documents that we typically pre-approve. Kindly share this information, including our new email address, with your entire association. This project is already running successfully in most of the rest of the Province, and is expected to be rolled-out province-wide by the end of the year.

Please note that, once up and running, this new centralized email access point will replace historic means of contacting the Land Registry Office, including any former email addresses that you may have had for the Land Registry Office or for individual staff within the Land Registry Office.

We are looking forward to working with you in the coming months regarding this exciting opportunity for the Land Registry Office.

Signed on behalf of Jeffrey Lem

Yours very truly,

Tracy LeMoine