



**ServiceOntario**

## **Questions and Answers**

### **ServiceOntario Land Registry Office Consolidation**

#### **Q1. What is being announced?**

A: We are announcing that during a four month period from October 2016 to February 2017, nine public ServiceOntario centres will be closed and land registration staff and services that are delivered at four of these offices will be consolidated to the closest land registry office.

#### **Q2. Which offices are being consolidated?**

A: The offices that will be closing and their last day of operations are as follows:

##### **October 28, 2016**

- Mississauga
- Milton (Retail & LRO)
- Guelph (Retail & LRO)
- Terrace Bay

##### **November 25, 2016**

- Morrisburg (Retail & LRO)
- Embrun (Retail & LRO)
- Minden

##### **February 24, 2017**

- Kemptville
- Blind River



The list of ServiceOntario land registry office consolidations and effective dates are as follows:

<b>Effective October 31, 2016:</b>
<b>Milton</b> (2800 Highpoint Drive) moves to <b>Brampton</b> (1 Gateway Blvd)
<b>Guelph</b> (1 Stone Road West) moves to <b>Kitchener</b> (30 Duke St. W)

<b>Effective November 28, 2016:</b>
<b>Embrun</b> (717 Notre Dame Street) moves to <b>Ottawa</b> (161 Elign St. Ottawa)
<b>Morrisburg</b> (85th Street West) moves to <b>Prescott</b> (499 Centre St. Prescott)

**Q3. Why is ServiceOntario closing offices, and why on different dates?**

A: ServiceOntario is committed to preserving cost-effective access to valued services in communities across the province. We are continually challenged to uphold a sustainable in-person network as we look at better ways to provide modern, efficient land registration services with increased electronic service delivery options that match customer needs to our available resources. The consolidations have been planned in stages to allow all the necessary time to address each individual consolidation with a focus on effective transition with minimal impact to clients.

**Q4. How were the sites selected?**

A: We've developed specific criteria in choosing which locations will be closed. A careful analysis showed that the identified sites could close while minimizing the impact to customers due to e-service delivery and the proximity of other retail and land registry office locations in the area.

**Q5. How will the services I receive be impacted?**

A: There will be minimal impact. We will continue to uphold our services standards and services will remain the same as the records and staff will be relocated to the existing office locations. We will continue to improve the way we deliver service through our electronic service delivery options.

**Q6. Where can I continue to access land registry services?**

A: Our customers will still be able to search land registration records at a self-serve computer at the nearest land registry office or by using our convenient electronic service delivery options.