

## Paper Documents

Effective January 1, 2022 all paper registrations must be submitted for registration through Teraview (for Teraview® licensees) or OnLand (for non Teraview® users). We will no longer be receiving them via courier to the land registry offices

“Paper documents” to which this process applies includes:

- (1) Documents where the affected property is under the *Registry Act*;
- (2) Documents where the affected property is under the *Land Titles Act* but the data in the document is over the electronic registration system limits (e.g. number of PINs) and therefore cannot be registered electronically;
- (3) The document type is considered one of the exception document types that the Director of Titles has permitted or required to be registered in paper.

There are only a few limited paper documents that may continue to be delivered in hard copy to the Land Registry Office. If a document exceeds the file size of 23.5 MB, we ask that you please contact ServiceOntario at (519) 971-9980 to arrange for registration of your document. As well, all Plans, Applications for Absolute Title, Applications for First Registration, Condominium Declarations and Descriptions, as well as related amendments and ancillary documents (regardless of file size) remain excluded from the electronic portals process for the time being.

### Submission

If you have more than 20 documents to submit in a day, please contact ServiceOntario at (519) 971-9980 to make arrangements prior to submission

All paper documents in pdf format must be submitted by way of OnLand for users not authorized to submit documents via Teraview. Documents that can be submitted electronically in Teraview may not be submitted in paper pdf format.

**Note: Selecting the wrong document type will lead to the document being cancelled and the need to resubmit the correct type. Please see Appendix A below for more information on selecting the correct document type.**

### Evidence

Evidence in pdf format can also be submitted for indexing via OnLand by selecting the Evidence type document.

### OnLand

Select “Submit a Paper Document to ServiceOntario for Registration” and complete the applicable fields. Users can submit 5 documents along with supporting materials within one request. For complete instructions on how to upload your documents and supporting materials for registration please review the instructions in the [OnLand.ca](https://www.onland.ca) Help Centre.

**Note:** If a paper document contains 800 or more PINs, it must be submitted in a single request. Also, a request with multiple documents must contain less than 800 PINs in total.

If you have a large dealing with multiple documents over 800 pins please contact ServiceOntario at (519) 971-9980 to make arrangements prior to submission.

### **Corrections**

If a document requires corrections, LRO staff will contact the customer using the contact information provided on the Document Submission Request and return the document via email.

Corrections to the document must be made by the customer. **Under no circumstances will LRO staff be making any amendments to the documents.**

Once the amendments to the document have been made, the amended document will be returned to the LRO staff via email.

### **Registration**

If documents need to be registered together ensure they are included as attachments in a single OnLand submission. Each submission in OnLand is to be considered as a "folder" in which all documents that need to be concurrently registered are to be included as attachments. So, for example, if you have a Transfer/Deed of Land, a Charge/Mortgage of Land, and a Discharge of Charge all being submitted together for concurrent registration in sequence, then they should be registered as three attachments in one single OnLand submission (folder).

Although, it is perhaps intuitive to want to submit one discrete OnLand registration for each document being registered, doing so may result in unintended consequences if one of the documents is registrable and another is not.

Staff will confirm the last registration number if identified in the Paper Document Submission. If the number on the PIN(s) does not match the last number provided in the submission, staff will contact the customer prior to registration.

**If required, execution certificates provided must be current at the date of submission.** Staff will confirm the results and contact the customer prior to registration if they do not match.

Upon successful registration of the document(s), scanned copies of the stamped registration(s), along with the receipt will be emailed to the customer using the email address provided on the Paper Document Submission. If the document is too large to be sent via email, a confirmation of registration email will be sent to the customer and stamped duplicate returned via courier at the LRO's expense.

If a registration number of a submitted document needs to be inserted into a subsequent document, the subsequent document must not be submitted until the user has received the registration number of the prior document and inserted the number into the subsequent document. LRO staff will not insert this number for the user and will not return such documents as a correction.

### **Payment/Refund**

Credit card payment using either Visa or Mastercard is available and collection will only be initiated if LRO staff deem the document(s) acceptable for registration.

Refunds, if warranted, will follow the existing refund process.

### **Confirmation of Submission**

Upon a successful submission, the submitter will receive a request number with the prefix QQ. For reference purposes we recommend you take note of the request number.

**Note: This number IS NOT the registration number of the paper document.**

## **Paper Documents: Requirements, Tips and Best Practices**

Below are some requirements, tips and best practices for submitting paper documents through OnLand. In almost all respects, the submission of paper documents through OnLand is identical to submitting paper documents to the Land Registry office by courier, save and except that the submission of paper documents through OnLand requires scanning and digital submission instead of the delivery of paper hard copies. Many of these requirements, tips and best practices apply equally to paper documents submitted by courier to the Land Registry Office. For instance:

- **Remove the instruction pages from the land transfer tax affidavit** before submission. These instruction pages are included for your information but are not to form part of the registered instrument.
- **Do not include the acknowledgement and direction forms** in your submission. Acknowledgements and directions are for your files only and never form part of the registered instrument.
- Ensure that you are **selecting the correct POLARIS form** (e.g. Transfer/Deed of Land, Charge/Mortgage of Land, Discharge of Charge, or Document General).
- Ensure that the **POLARIS form is completed in full**, both in substance and in form, including, without limitation: numbering all of the pages; checking all of the appropriate boxes; inserting a proper legal description; and signing the POLARIS form in pen. The POLARIS form must have “wet signatures” and may not be signed by any electronic signature technology.
- If a paper document required pre-approval, **provide the pre-approval number** in the additional information section of the submission form.
- **Double check the Land Transfer Tax amount** before submission.
- **Ensure that you select the correct property system (i.e. Registry or Land Titles).** Although almost all paper documents being submitted through OnLand are Registry documents, there are some limited Land Titles documents that can still be submitted in paper, and these paper Land Titles documents can also be submitted through OnLand. There is a different fee depending on which property system the document is being registered in.
- **Ensure that you are readily available** to discuss and update your documents following your submission. You will be contacted if there are any problems with your submission, and you must be available to discuss these problems when contacted.

Some of these requirements, tips and best practices are, however, quite unique to the new scanning and digital submission process in OnLand. For instance:

- Print the POLARIS form in legal-size paper, sign it, then scan it as a legal-size document. Scanning a letter-sized (or other size) paper document and saving it digitally as a legal-size image may distort the image.
- Ensure that the PDF scan of your document and all supporting material (as required) is completely clear and legible. We have received several “bad scans”.
- Reminder that licensed Teraview users must use Teraview for paper submissions not OnLand.

**Electronic Registration Procedures Guide  
Paper Documents in OnLand**

---

- Remember that instruments that are otherwise registrable electronically in Teraview cannot be registered as paper documents by using this functionality in OnLand. Just because paper documents can be scanned in PDF and submitted through a portal in OnLand does not mean that there is now an option to register what otherwise would have been an electronic registration in Teraview using this paper submission functionality. The overwhelming majority of documents in the land registration system are in Land Titles and electronic registration is mandatory in Teraview.

The failure to follow these requirements, tips and best practices may delay the processing of your OnLand submission and may result in the rejection of your OnLand submission altogether.

**Appendix A**

<b>Document Type</b>	<b>Registry (R) Land Titles (LT) Both (B)</b>	<b>Notes</b>
Acknowledgement	R	Document General
Agreement	R	Document General
Agreement To Lease	R	Document General
Agreement Of Purchase And Sale	R	Document General
Agreement Re Right Of Way	R	Document General
Amalgamation Of Corporation	R	Document General
Application (General)	LT	Document General
Application First Registration	R	Document General
Application For Absolute Title	LT	Submit through Complex Plans Submission
Application To Amend Based On Court Order	LT	Document General
Application To Annex Restrictive Covenants S.119	LT	Document General
Application To Change Name-Owners	LT	Document General
Application To Change Name-Instrument	LT	Document General
Application To Register Court Order	LT	Document General
Application Consolidation Parcels	LT	Document General
Application to Delete Construction Lien	LT	Document General
Application Delete Execution	LT	Document General
Transmission Devisee/Heir At Law-Land	LT	Document General
Application For Inhibiting Order-Charge	LT	Document General
Application For Inhibiting Order-Land	LT	Document General
Application (General) (No Pin Land Titles)	LT	Document General
Application To Register Government Order	LT	Document General
Application For Leasehold Parcel	LT	Document General
Application For Restrictions Based On Court Order	LT	Document General

**Electronic Registration Procedures Guide  
Paper Documents in OnLand**

Survivorship Application -Land	LT	Document General
Survivorship Application -Charge	LT	Document General
Application Trustee In Bankruptcy-Owner	LT	Document General
Application Trustee In Bankruptcy-Instrument	LT	Document General
Application For Vesting Order	LT	
Articles Of Dissolution (GR)	R	No PIN document
Assignment-General	B	
Transfer Of Charge	B	
Assignment For General Benefit Of Creditors	R	
Assignment Of Lease	R	
Application To Register Bylaw	B	
Application Bylaw Deeming Plan Not A Plan	LT	
Application Bylaw To Establish Public Highways	LT	
Bylaw To Exempt From Part Lot Control	B	
Bylaw (No Pin)	R	
Caution-Land	LT	
Caution Of Agreement Of Purchase And Sale	LT	
Caution-Land (Bankruptcy & Insolvency Act)	LT	
Caution-Charge (Bankruptcy & Insolvency Act)	LT	
Caution-Charge	LT	
Caution-Land (Estates Administration Act)	B	
Caution-Notice	LT	
Cancellation Of Designation Of Matrimonial Home	B	
Charge/Mortgage	B	
Charge Of Lease (Mortgage)	R	
Charge By Partnership	LT	
Change Of Name (General Register)	R	
Charge By Religious Organization	LT	
Construction Lien	B	
Crown Lease	B	
Condominium Bylaw (Condominium Act 1998)	B	If multiple bylaws over 800 PINs - see bullet 9 for instructions
Change Of Name Of Corporation	R	
Change Of Name Of Corporation (GR)	R	
Condominium Lien (Condominium Act 1998)	B	
Court Order	R	e.g. Vesting Order
Condominium Amendment	B	
Confirmation By Resealing Of Appointment	R	
Crown Patent	B	
Certificate	B	

**Electronic Registration Procedures Guide  
Paper Documents in OnLand**

Certificate Of Appointment	R	
Certificate First Registration Land Titles	R	Submit through Complex Plans Submission
Certificate Of Lien-Housing Development Act	B	
Certificate Withdrawal Of Lands From Land Titles	R	
Certificate Tax Arrears	B	
Certificate Tax Arrears Cancellation	B	
Debenture	B	
Declaration S.25	R	
Application To Delete Inhibiting Order	LT	
Application To Delete Restrictions	LT	
Deposit	R	e.g. Declarations, Death Certificate, Non-Converts & Power of Sale
Document (General) (No Pin Land Titles)	LT	e.g. Application to be entered as owner No PIN document
Document (General) (No Pin Registry)	R	e.g. Application to be entered as owner No PIN document
Discharge Of An Interest	LT	
Discharge	R	
Disclaimer	R	
Discharge Of Common Elements Condominium Interest	LT	
Designation Matrimonial Home	B	
Deed Poll	B	
Discharge Of Charge	B	
Discharge Of Debenture	B	
Discharge Of Condominium Lien	B	
Application Delete Housing Development Lien	B	
Deed Of Trust And Mortgage	B	
Court Order (GR)	R	e.g. Court order - No PIN
Certificate (GR)	R	e.g. Certificate of Appointment with or without a Will- No PIN
Application Foreclosure Order	LT	
Lease	R	
Lodgement Of Title	B	
Letters Patent (GR)	R	
License Of Occupation	R	
Lien	B	
Notice	B	e.g. Notice of Claim

**Electronic Registration Procedures Guide  
Paper Documents in OnLand**

Notice Of Application For Absolute Title	LT	Can be submitted electronically or in paper via courier to the appropriate LRO (at this time)
Notice Of Agreement	B	
Notice Of Agreement Of Purchase And Sale	R	
Notice Of Assignment Of Rents-General	LT	
Notice Of Assignment Of Rents-Specific	LT	
Notice Of Assignment Of Lessee Interest In Lease	B	
Notice Of Assignment Of Lessor Interest In Lease	LT	
Notice Of Change Of Address For Service-Instrument	LT	
Notice Of Change Of Address For Service-Condo	LT	
Notice Of Change Of Address For Service-Owners	LT	
Notice Of Charge Of Lease	LT	
Compliance Of Subdivision Agreement	LT	
Notice Of Oil And Gas Leases	LT	
Notice Of Lease	B	
Notice Lien Municipal & School Tax Credit Act	B	
Notice Of Option To Lease	R	
Notice Of Option To Purchase	B	
Partial Compliance Of Subdivision Agreement	LT	
Notice Of Security Interest	B	
Notice Of Determination/Surrender Of Lease	LT	
Notice Of Subdivision Agreement	LT	
Notice Of Sublease	B	
Notice Of Vendors Lien	LT	
Order	B	e.g. Government Order
Order In Council	B	
Order In Council (GR)	R	No PIN document
Option To Purchase	R	
Power Of Attorney Registry	R	
Power Of Attorney	LT	
Plan Document	LT	
Postponement Of Interest	B	
Quit Claim-Transfer	R	
Quit Claim-Non Transfer	R	Document General type
Restrictive Covenants Application To Annex	B	
Release	B	
Renew-Caution	LT	
Application To Annex Restrictive Covenants S.118	LT	
Annex Restrictive Covenants S.118-Charge	LT	

**Electronic Registration Procedures Guide  
Paper Documents in OnLand**

Revocation Power Of Attorney Registry	R	
Revocation Of Power Of Attorney	LT	
Supplemental Deed Of Trust And Mortgage	B	
Seizure Of Charge (Mortgage)	B	
Sublease	R	
Supplementary Letters Patent (GR)	R	
Surrender	R	
Transfer	B	
Transfer Easement	B	
Transfer By Partnership	LT	
Transfer By Personal Representative	LT	
Transfer: Power Of Sale	B	
Transmission By Personal Representative-Land	LT	
Transmission By Personal Representative-Charge	LT	
Transfer Release & Abandonment	B	
Transfer By Religious Organization	B	
Transfer By Trustee In Bankruptcy	B	
Withdrawal Of Caution	LT	
Withdrawal Of Caution (R)	R	
Will	R	
Will (GR)	R	No PIN document
Evidence	LT	For Indexing evidence