

Important Notice: Requesting Image Replacements

Dear Property Online Users:

Please remember to use “Ask POL a Question” to report image quality issues and be sure to distinguish between urgent requests, indicating, for example, **where the original document or plan is not available on site at the LRO and where the image is unreadable and not usable to complete the title work.**

Reminder: when sending a request, please include the county, any referenced plan numbers, book and page numbers, drawer numbers, as well as the level of urgency of your request.

We are finding that many image replacement requests are really requests to read a particular area of the plan and by zooming in it can be read, or the area of the plan that is not readable is the area we need to focus on and the request does not indicate what that area is. Specifics as to the unreadable text or lot information are very helpful to support staff so they may concentrate on making the requested info readable even if other portions of a document plan are not so. In many cases the condition/age of originals determine the overall readability of the online scanned image. It is possible in some cases, however, to enhance portions of documents and plans while other sections remain unreadable based on original condition.

Images which are reported as poor quality only will not be replaced. Please indicate why the plan is not readable or usable, specifically where the issue is.

In the future, all images of plans and documents deemed to be the best image attainable based on the condition of the original document or plan will be indicated as such in the form of a document association in POL. This will prevent a duplicate and unnecessary request from a user to replace the image.

Note: The process for urgent image replacement requests **does not** apply to situations where the original plans and documents are still on site at the Land Registration Office and accessible for clients. Halifax County is the only LRO where all records have been converted to electronic. For many LROs, a portion of the records have been converted to electronic (i.e. 60 years of documents), but paper or microfilm records are still on site and available for access. We are in the process of loading the images for the historic books in Pictou County and will provide updates as those images become available.