

The Property Registry 

*Office d'enregistrement des titres
et des instruments* 



Annual Report
2010/2011
Rapport annuel

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**MINISTER OF
FAMILY SERVICES AND CONSUMER AFFAIRS**

Room 357
Legislative Building
Winnipeg, Manitoba CANADA
R3C 0V8

His Honour the Honourable Philip Lee, CM, OM.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg (Manitoba)
R3C 0V8

May It Please Your Honour,

I have the privilege of presenting the Annual Report of The Property Registry
Agency for the fiscal year ending March 31, 2011.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Gord Mackintosh".

Honourable Gord Mackintosh
Minister
Family Services and Consumer Affairs



Manitoba



Deputy Minister of Family Services and Consumer Affairs
Winnipeg, Manitoba, Canada R3C 0V8

Honourable Gord Mackintosh
Minister
Family Services and Consumer Affairs

Minister:

I have the honour of submitting the Annual Report of The Property Registry for your consideration. This report summarizes Agency activity for the fiscal year ended March 31, 2011, the Agency's fourteenth year of operation as a Special Operating Agency.

The Property Registry continues to meet their performance targets.

I would like to thank the Advisory Board for their valuable advice throughout the year and the Agency's staff and management for their continued dedication and commitment to client service.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Grant Doak", is written over the typed name.

Grant Doak
Deputy Minister
Family Services and Consumer Affairs

Manitoba
spirited energy



CHIEF OPERATING OFFICER'S MESSAGE



I am pleased to present the fourteenth Annual Report of The Property Registry Special Operating Agency for the 2010/2011 Fiscal Year.

This report provides an overview of the Agency and outlines the accomplishments during this fourteenth year of operations as a Special Operating Agency.

Registration and search activity declined slightly compared to last year but remained close to the five year average which includes three high volume years. Succession planning and training initiatives continue to be vital to our long-term success.

Highlighting certain matters contained in this Annual Report:

Registration turn-around targets and search service standards were maintained in the Land Titles Offices and the Personal Property Registry during a period of staff turn-over due to retirements and the need to delegate staff to a number of projects;

The Client Service Improvement Initiative (CSI) is a multi-year initiative of The Property Registry to allow customers to increase the number of services they may access on-line. Simply put, we want our clients to have the most accurate and most convenient property registry service in the country. We want to make sure that the Agency operates in the most cost effective way. We want our staff to be able to enjoy the satisfaction, opportunities and pride that comes from working in an exceptional organization.

One additional Deputy Examiner of Surveys position was created and staffed to improve processing times in the examination of survey plans submitted for registration;

Certain fee changes were implemented on June 13, 2010 for Land Titles and the Personal Property Registry;

Senior management and legal staff of the agency were heavily involved in the development of new legislation, including significant changes to *The Real Property Act* and *The Condominium Act*;

This report is available in alternate forms on request.

I wish to express my appreciation to the staff of The Property Registry for their professionalism and dedication during this period of intense activity and change. I thank the Advisory Board and its Chair, M. Alexandra Morton Q.C., for their input and advice.

A handwritten signature in dark ink, appearing to read 'Barry C. Effler'.

Barry C. Effler
Acting Registrar-General
& Chief Operating Officer

MESSAGE DU CHEF DE L'EXPLOITATION



Je suis heureux de présenter le quatorzième rapport annuel de l'Office d'enregistrement des titres et des instruments pour l'exercice 2010-2011.

Le rapport donne un aperçu de l'Office et de ses réalisations au cours de sa quatorzième année de fonctionnement à titre d'organisme de service spécial.

Les activités d'enregistrement et de recherche ont diminué légèrement par rapport à l'an dernier. Toutefois, leur nombre est resté près de la moyenne calculée sur les cinq dernières années, dont trois au cours desquelles l'activité s'est montrée élevée.

Voici quelques-uns des points saillants du rapport annuel :

- Le Bureau des titres fonciers et le Bureau des sûretés relatives aux biens personnels ont maintenu leurs normes de service relatives aux recherches, et ont atteint leurs objectifs en ce qui concerne le temps de traitement des demandes d'enregistrement, au cours d'une période marquée par le roulement de personnel en raison de départs à la retraite et de l'affectation de personnel à divers projets.
- Notre initiative pluriannuelle d'amélioration des services aux clients a pour but de leur offrir un plus grand nombre

de services en ligne. Notre dessein est simple : nous voulons que nos clients bénéficient du service d'enregistrement le plus exact et le plus pratique de tout le pays, que notre fonctionnement soit le plus efficient sur le plan des coûts, et que notre personnel jouisse de la satisfaction et de la fierté de travailler au sein d'un organisme exceptionnel tout en profitant des différentes possibilités qui lui sont offertes.

- Diverses mesures majeures requises pour mener à bien ladite initiative ont été prises au cours de l'exercice, dont la création d'une structure de gouvernance générale et l'élaboration d'outils de communication qui assurent la participation des membres du personnel et l'expression de leurs opinions.
- Nous avons ajouté un poste de vérificateur adjoint des levés – et nous l'avons comblé – dans le but d'écourter le temps de traitement exigé par l'examen des plans d'arpentage soumis à des fins d'enregistrement.
- Le 13 juin 2010, nous avons changé le montant de certains droits à payer, tant pour le Bureau des titres fonciers que pour le Bureau des sûretés relatives aux biens personnels.
- La haute direction et le personnel juridique de l'Office ont largement participé à l'élaboration de nouvelles mesures législatives, y compris d'importants changements à la *Loi sur les biens réels* et à la *Loi sur les condominiums*.
- On peut se procurer le présent rapport en média substitut, sur demande.

Je tiens à remercier le personnel de l'Office d'enregistrement des titres et des instruments de son professionnalisme et de son dévouement au cours de l'exercice 2010-2011, une période d'intense activité et de grands changements. Je remercie également les membres du conseil consultatif et leur présidente, M^{me} M. Alexandra Morton, de leur collaboration et de leurs précieux conseils.

A handwritten signature in dark ink, appearing to read 'Barry C. Effler'.

Barry C. Effler
Acting Registrar-General
& Chief Operating Officer

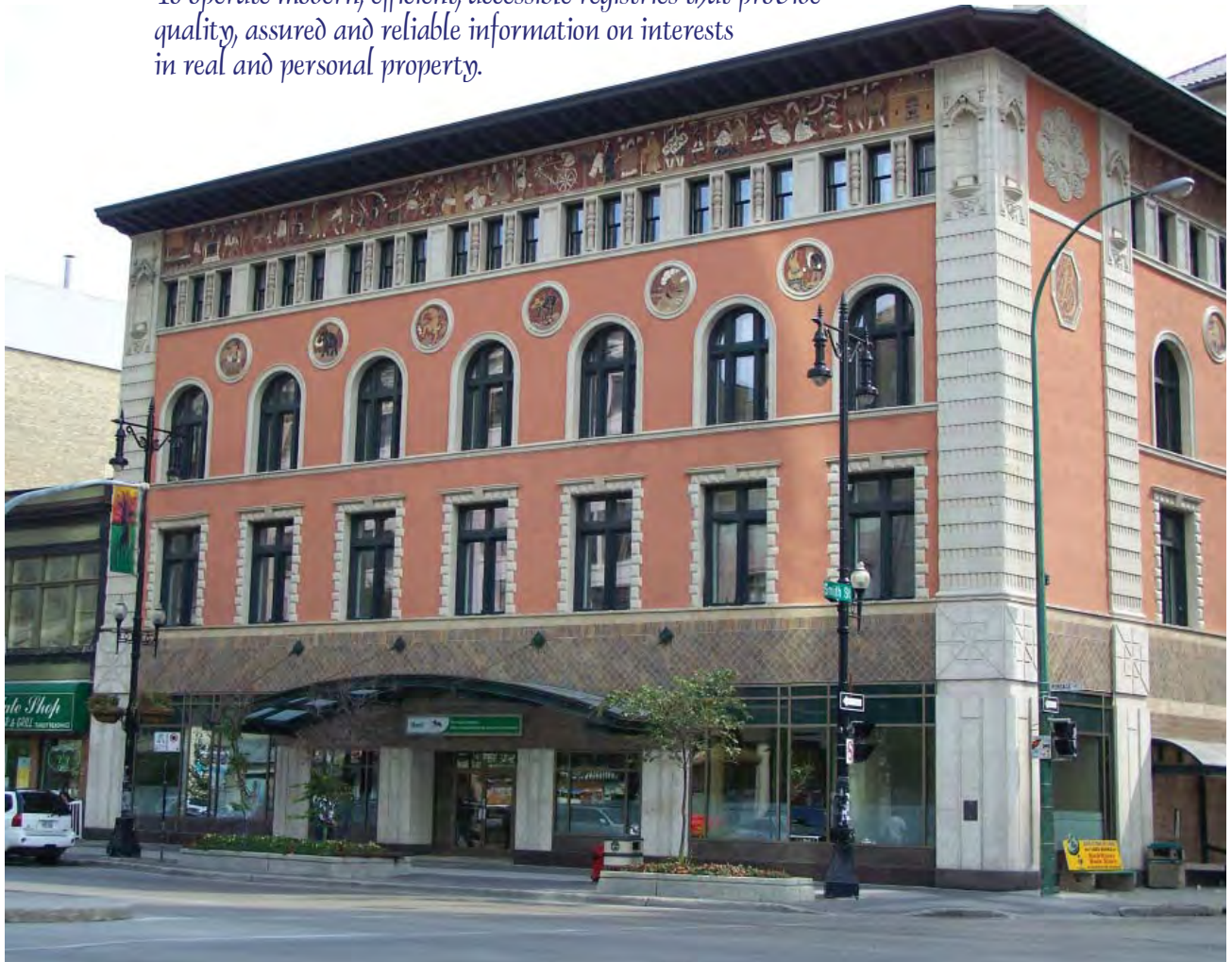
Agency Profile

Mandate:

The Agency's main function is to provide certification of titles to land, maintain land records and provide reliable information of financial interests in personal property to the public.

Mission Statement:

To operate modern, efficient, accessible registries that provide quality, assured and reliable information on interests in real and personal property.



The Property Registry/Winnipeg Land Titles Office, Winnipeg, Manitoba

10 AGENCY PROFILE

AGENCY STRUCTURE

The Property Registry consists of two registries, the Land Titles Office and the Personal Property Registry. The Land Titles Office has six offices, one located in Winnipeg and five regional offices located in Brandon, Portage la Prairie, Morden, Dauphin and Neepawa. The Land Titles Office includes a Surveys Branch and Administration Office, both located in Winnipeg. The District Registrars are responsible for their respective districts and the Examiner of Surveys is responsible for the Surveys Branch.



Old Neepawa Land Titles Office

The Chief Operating Officer, known as the Registrar-General for statutory purposes, reports to the Assistant Deputy Minister of Consumer and Corporate Affairs Division,

Family Services and Consumer Affairs. The Director, Finance and Systems, Registrar of Personal Property Registry, Examiner of Surveys and the District Registrars report to the Registrar-General and Chief Operating Officer. The Director, Finance and Systems is responsible for the financial and systems areas of the Registry. The Personal Property Registry is a central registry with one office in Winnipeg. The Registrar of Personal Property Security is responsible for that office. There are currently 151 staff years within the Registry, plus 8 term staff years.

The Registry's management team consists of the Registrar-General as Chief Operating Officer, the Deputy Registrar-General and the District Registrar for the Winnipeg Land Titles Office, the Director, Finance and Systems, the Examiner of Surveys and the Registrar of Personal Property Registry.

The Registry's Advisory Board provides advice on the Agency's strategic operations, mandate, structure, business priorities and finances. The Board will also comment on the Agency's performance through review of business plans and reports.

MARKETS

The most significant clients of the Agency are the residents of Manitoba.

The Land Titles Office provides not only a record of land ownership within the Province, but also a registry that facilitates commercial transactions securing billions of dollars each year. Land Titles Offices also provide professional services to financial institutions, surveyors, the legal profession and the real estate industry. The Personal Property Registry clients include the legal profession,

banks, credit unions, other financial institutions, wholesalers, retailers, and vehicle dealers. Many departments of all levels of government, including municipalities, are frequent users of information held by the Agency's registry systems.

The public and other government agencies rely heavily on the veracity of the Land Titles Office and the Personal Property Registry to form a fundamental source for their own databases, systems and business processes.

AGENCY STATUS

The Property Registry was formed April 1, 1997 by merging the Land Titles Office and The Personal Property Registry. In 2001, The Property Registry received an Official mark for our logo.



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ADVISORY BOARD

The Advisory Board is appointed by the Minister of Family Services and Consumer Affairs and comprises:

- the Assistant Deputy Minister of Family Services and Consumer Affairs, Consumer and Corporate Affairs Division, who acts as Chair;
- one member representing internal government clients;
- one practising lawyer;
- two members external to government, knowledgeable in business practices

and/or familiar with the Agency's lines of business;

- one Agency staff representative.

The Chief Operating Officer of the Agency is an ex-officio member of the Board. Other external resources or Agency staff may be invited to attend meetings at the request of the Chair. The composition of the Board may change over time as circumstances warrant.

Chair

M. Alexandra Morton, Q.C.
Assistant Deputy Minister, Consumer and Corporate Affairs
Family Services & Consumer Affairs

Members

Bruce King
Lawyer
Pitblado LLP

Les McLaughlin
Manitoba Land Surveyor
Pollock & Wright

Mark Boreskie
Provincial Municipal Assessor
Department of Intergovernmental Affairs

Dan Biles, April 1, 2010 to December 16, 2010
Manager, Systems Credit Department
Credit Union Central of Manitoba

Georgina Phillips
Survey Client Services Supervisor
Winnipeg Land Titles Office

Barry C. Effler
A/Registrar-General and Chief Operating Officer
The Property Registry

Initiatives

The Property Registry is committed to the successful implementation and continuous improvement of Agency services.

14 INITIATIVES

CLIENT SERVICE IMPROVEMENT INITIATIVE

The Client Service Improvement Initiative (CSI) is a multi-year initiative of The Property Registry to allow customers to increase the number of services they may access on-line. Simply put, we want our clients to have the most accurate and most convenient property registry service in the country. We want to make sure that the Agency operates in the most cost effective way. We want our staff to be able to enjoy the satisfaction, opportunities and pride that comes from working in an exceptional organization.

This year saw major necessary steps for this Initiative being completed including the creation of the overall governance structure and the development of communication tools to ensure staff participation and feedback. Details are set out below in the Internal and External Communications section.

INFORMATION TECHNOLOGY

The Property Registry Client Service Improvement Initiative continues to develop as a necessary and important step toward achieving the following goals:

1. Determine and implement IT enhancements by leveraging existing IT investments, to deliver short term incremental organizational and service improvements. This will bring value to The Property Registry in the short term while necessary ground work to plan and complete Online Registration is being performed.
2. Continue to update The Property Registry roadmap for architecting future systems for the Land Titles, Personal Property Registry, and Surveys operating divisions to ensure that the IT solutions continue to be aligned with new business processes and business needs.
3. Continue to conduct gap analysis between The Property Registry Business Needs and potential components to determine best option that meets The Property Registry requirements. The grouping of all IT components that will be either acquired, enhanced or developed over the duration of the Client Service Initiative Project will form the integrated IT solution for The Property Registry at the end of 5 years.
4. Assess opportunities to integrate suitable components in other jurisdictions as they become available and if appropriate.
5. Continue to participate in Manitoba Corporate Projects

STATUS UPDATE

1. Continue to leverage existing IT investments to introduce Single Window Access (one user-id to access Personal Property Registry, Survey Plans Online, Online Document Search and Online Title Search).
2. Business Process Optimization:

Purpose: Detailed review of The Property Registry service delivery operations to ensure that future investments in process automation achieved by new IT systems enables The Property Registry's desired business outcomes as articulated in its vision for the future. This review identifies and documents opportunities for process improvement (manual and IT-enabled).

This will impact the organization, processes, people, and opportunities for technology enablers.

Completed:

Business Process Optimization Review. This included the following deliverables:

1. Current state "As Is" business processes documentation.
2. List of Opportunities and Recommendations for business processes, systems and performance improvements.
3. Creation of a High Level Solution Model.

INTERNAL AND EXTERNAL COMMUNICATIONS

The Property Registry has taken several tangible steps to improve internal communication (with staff and between Land Title Offices) and external communication (with clients and key stakeholders).

Internal Communication

In January, 2011, the Agency held a meeting in which all staff, from all six offices, participated in-person or by teleconference. The purpose of the meeting was to brief the staff on the current and future status of the Client Service Improvement (CSI) Initiative. This was the first time in the Agency's history that all staff were together for the same meeting. Feedback was very positive and the Agency has and will continue to use this method to communicate important messages and information.

The Agency sends out regular email messages to all staff (approximately one per month) to up-date them on CSI activity. Work is close to complete on a SharePoint, accessible to all staff, that will also provide them with information on the CSI.

Videoconferencing equipment was recently installed in all six TPR offices. Not only will this technology save money as it uses the Internet rather than telephone lines, it has proven invaluable in improving the level of communication between all offices. Meetings, seminars, presentations that use videoconferencing have resulted in a higher level of discussion between staff in different offices.

External Communication

A critical component in the CSI is the need to fully and regularly engage clients and stakeholders in the planning and development of various projects. Three "Voice of the Customer" sessions (two in Winnipeg and one in Brandon, each with approximately 20 clients) were held in February to make sure the Solution Model for the CSI properly understood client needs and contained the key features to deliver better service. Several additional and more targeted client sessions have occurred to gather feedback on specific projects. Additionally, a master email distribution list, currently containing approximately 800 clients, has been created for fast and effective dissemination of information.

SURVEYS

One additional Deputy Examiner of Surveys position was created and staffed to improve processing times in the examination of survey plans submitted for registration. The addition of the Deputy Examiner position did not have the intended effect of reducing the turnaround time. It did however allow us to maintain the turnaround time in light of an 18% increase in the number of deposit plans.

SPECIAL SURVEYS

The Property Registry is responsible for *The Special Surveys Act*. The Property Registry may contract out special surveys to Manitoba Land Surveyors for the purpose of correcting errors and maintaining the survey fabric that supports the issuance of titles.

For this year, seven special surveys were authorized. Five of those special surveys are still pending completion. Partial payments are made upon completion of the survey work and final payment is made upon the completion and registration of the Special Survey.

SURVEY OUTLINE MONUMENT RESTORATION FUND

Outline monuments are the monuments which indicate on the ground the location of key elements of the survey fabric of Manitoba. These monuments are the foundation of the Land Titles system. One review indicated that in any given area thirty (30%) per cent or more of these monuments were missing. This loss was having a negative impact on development and the integrity of titles issued by The Property Registry. Municipalities are responsible for maintaining outline monuments.

Because of the importance of the outline monuments to the Land Titles system, The Property Registry established an annual fund to assist municipalities with the cost of restoring survey outline monuments. The municipality pays the entire cost of the monument restoration. Upon approval of the monument restoration by The Property Registry, the municipalities are reimbursed for half of the cost in accordance with the guidelines and fee schedule agreed on by the City of Winnipeg, the Association of Manitoba Municipalities (AMM) and the Professional Land Surveyors Business Group.

For the fiscal year 2010/2011, 405 outline monuments were restored at a cost of \$179,825.34.

18 INITIATIVES

THE PUBLIC INTEREST DISCLOSURE (WHISTLEBLOWER PROTECTION) ACT

Any disclosures of wrongdoing received by The Property Registry pursuant to *The Public Interest Disclosure (Whistleblower Protection) Act* will be reported in the Annual Report of the Department of Family Services and Consumer Affairs. For further information, please refer to the 2010/2011 Annual Report of the Manitoba Department of Family Services and Consumer Affairs.

SUSTAINABLE DEVELOPMENT

The Province of Manitoba has introduced a sustainable development policy, which establishes guidelines and principles to ensure that sustainable development objectives are considered in all government initiatives.

The Agency continues to participate in current programs and any educational programs which will assist in integrating sustainable development principles into procurement practices.

The Property Registry continues to recycle paper products and uses recycled paper products and uses recycled photocopy paper.

The Agency purchases only remanufactured printer cartridges where permitted under existing leases and warranty provisions, and considers environmentally preferable products on Agency purchases.

As part of the development of the rooftop plaza at 276 Portage Avenue, both recycled roof tiles and tables were acquired through Canadian vendors.

The Property Registry's Client Service Initiative involves additional searches and printed output. The Agency has reviewed and will use 30% recycled post consumer goods for these printed services.

The Property Registry now scans documents and sends internal notices by email rather than using regular mail.

FRAUD

In light of concerns regarding possible fraud-related land claims where consumers are induced to sign transfers of their property without fully appreciating that the transaction effectively transfers ownership, The Property Registry continues to distribute the Consumer Alert. The Alert warns consumers of potential fraudulent transactions that may occur and advises them to contact their lawyer and/or financial advisor before entering into any arrangement with parties, other than the municipality, who may contact them. Both the City of Winnipeg and rural municipalities have been given copies of the Consumer Alert (shown below) to include with their notices of tax arrears.

Consumer Alert

TAX SALE AND MORTGAGE SALE SCAMS

Losing your home or real estate through a mortgage sale, foreclosure or tax sale is frightening. Manitoba property owners are falling victim to con artists who offer to help you save your property, but will only make things worse.

The offer may sound good, but it is probably a scam.

- The con artist may urge you to sign a paper that gives your property to the con artist in exchange for low or no payments.
- The con artist may promise to give your property back to you after you meet certain conditions, such as making payments in very tight time limits.
- The con artist may tell you this is just another way to secure a loan.

The reality is the land now belongs to the con artist and you may not be able to get your property back. If the property is returned, it may have no equity (value) left because the con artist could have mortgaged all equity and taken the money.

If you are contacted by somebody who says they will “help you save your property”:

- Contact your lender. They may be able to work out an agreement with you that is within your budget.
- Get advice from a trusted lawyer or accountant.
- Don't sign anything until you talk to a trusted advisor.
- Don't trust any offer to lease back your property so you can buy it back over time. The offer may sound good but the conditions often make it impossible to buy back the property.
- Don't sign any papers in blank or with blank parts; information can be added later without you knowing. Demand copies of all documents you sign.

If you feel you have been the victim of fraud, call the police.

MANITOBA POLICY ON ACCESS TO GOVERNMENT: PUBLICATIONS, EVENTS AND CUSTOMER SERVICE (MPAG)

The Manitoba Policy on Access to Government: Publications, Events and Customer Service (MPAG) puts an obligation on the Government of Manitoba to offer citizens reasonable access to public information, events and services. MPAG includes equal access to public information (in print and on-line), public events (meetings, hearings, and community consultations), and customer service. It is a shared responsibility among all government departments to inform the public that access to services may be improved by reasonably accommodating individual needs in a respectful and timely way.

The Property Registry, as part of Family Services and Consumer Affairs, is committed to meeting the needs of people with disabilities when providing information, conducting events and serving the public. More information on this Government Initiative may be read in the Family Services and Consumer Affairs Annual Report.

Performance Measures

Each year, The Property Registry will identify key objectives.

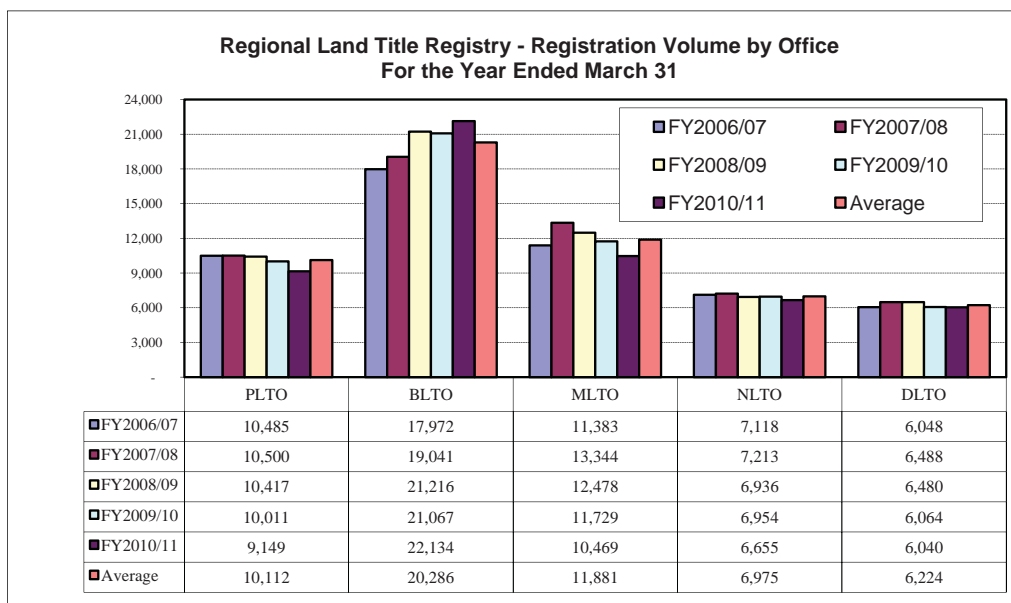
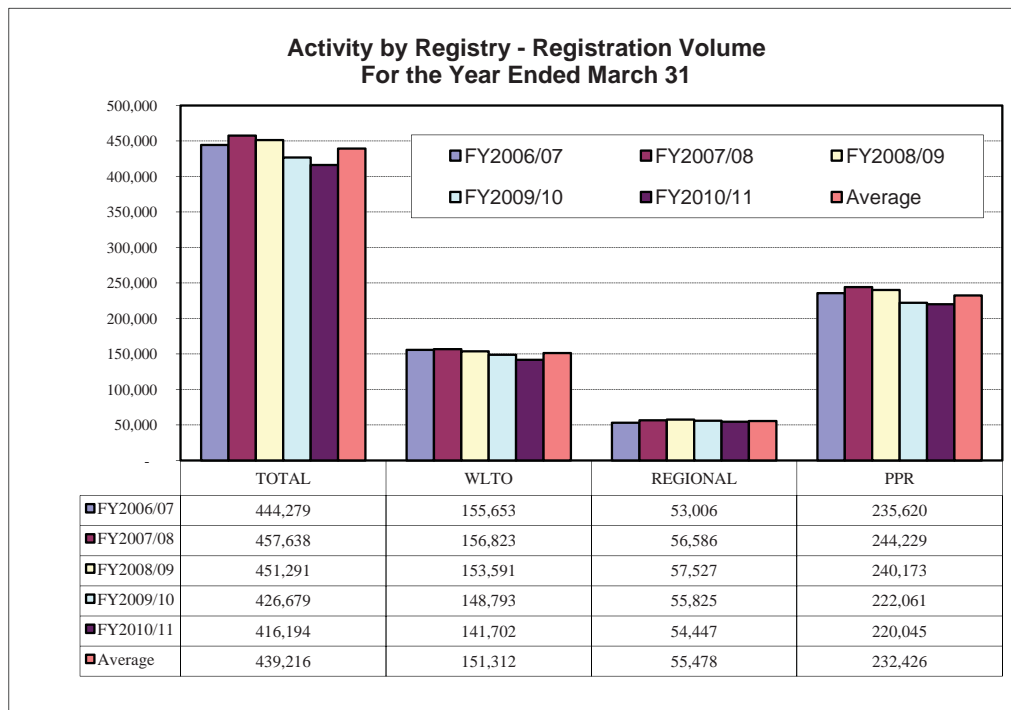
The objectives set out the important success factors that help us assess the extent to which objectives have been met.

22 PERFORMANCE MEASURES

PERFORMANCE REVIEW

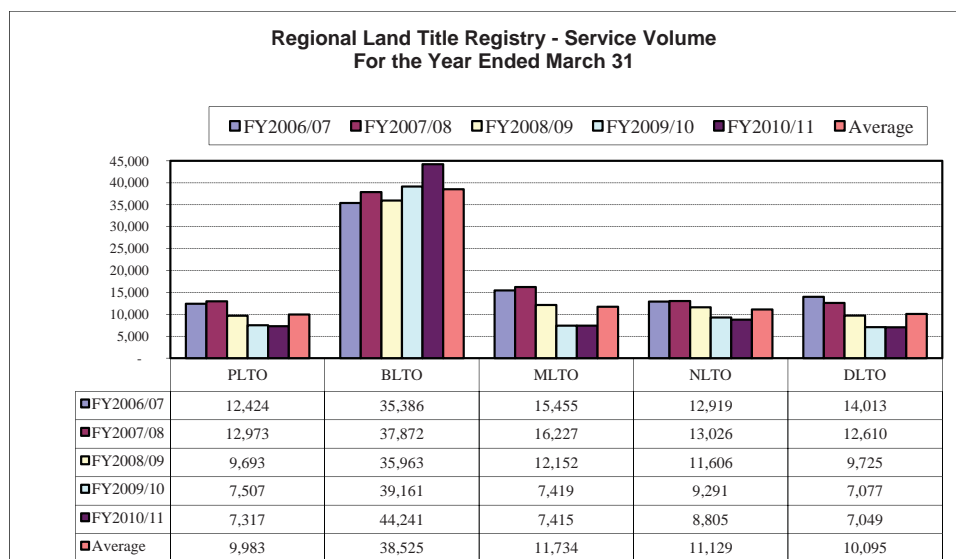
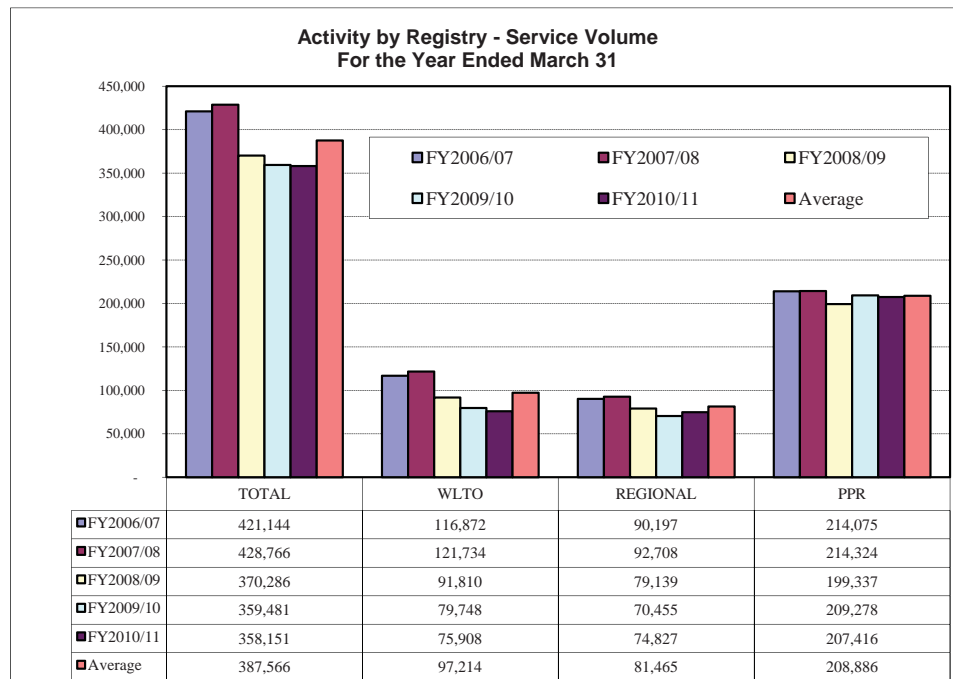
Activity volumes, Registrations

Registration volumes declined over last year in the Winnipeg Land Titles Office, Personal Property Registry, and the Regional Land Titles Offices with the exception of Brandon Land Titles Office where registration volumes increased.



Activity volumes, Services

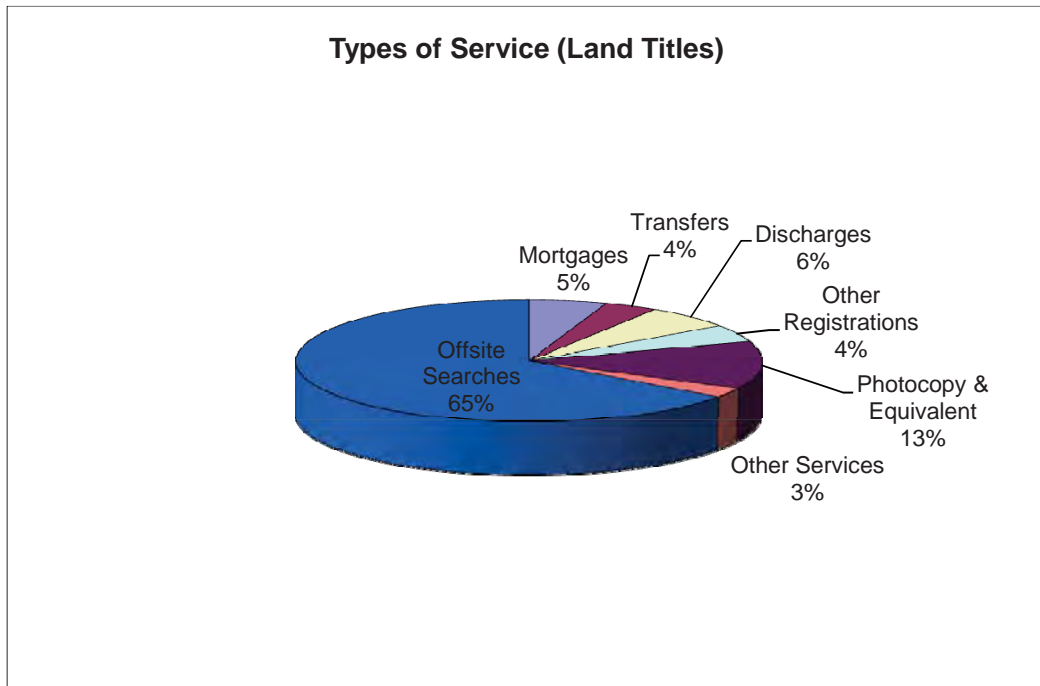
The document processing time in the Winnipeg Land Titles Office averaged 2.6 calendar days with 98% of those documents affecting the electronic title. The Regional Land Titles Offices averaged a turnaround time of 1.7 days with the rate (in brackets) of documents registered affecting an electronic title in the Brandon (95%), Portage La Prairie, (100%), Morden (97%), Dauphin (91%), and Neepawa (94%) Land Titles Offices. Personal Property Registry completed registrations within one day.



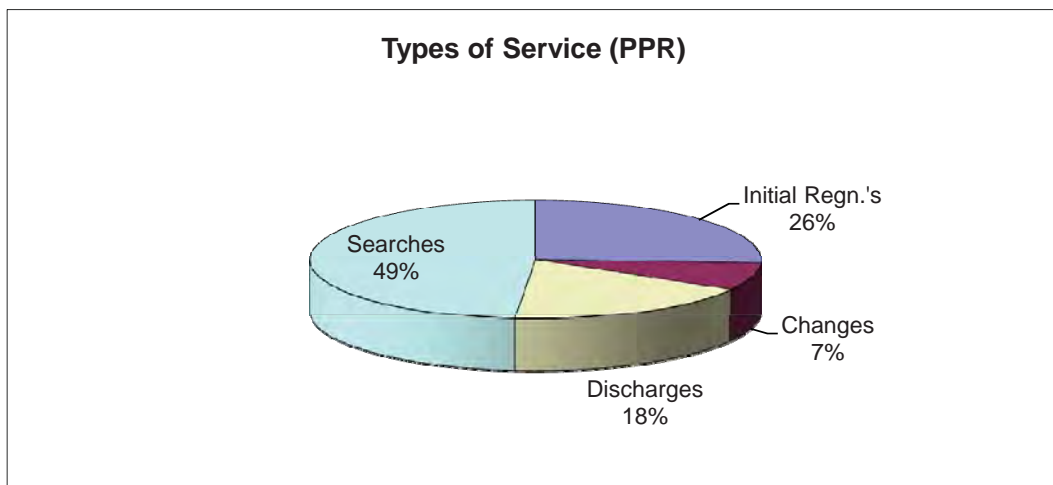
24 PERFORMANCE MEASURES

Performance Measures

The following pie chart indicates the percentage of volume breakdown for Land Titles and Personal Property Registry service and registration activity for the year ended March 31, 2011.



Note: Offsite searches were estimated using total number of transactions (screens) divided by an estimate of the number of screens viewed in a typical title or instrument search.



Financial Report

Management's discussion and analysis is presented in three sections. The first section discusses the results of operations for the Agency. The second section analyses the Agency's financial condition, including cash flow and capital expenditures.

The discussion and analysis are based on the financial statements, which are presented following this section of the annual report.

26 FINANCIAL REPORT

RESULT OF OPERATIONS

Overview

Overall revenue levels increased 9.2% which is mainly attributable to firstly, increased Land Transfer Tax collected due to an increase in the average sale prices of homes and secondly, to increased fee revenue collected due to a fee increase effective June 13, 2010.

The Registry's retained earnings stood at \$8.3 million on March 31, 2011 representing a decrease of \$1.5 million from the previous year.

Revenues - Fees and Land Transfer Tax

The Property Registry posted a total revenue of \$82.0 million for the year ending March 31, 2011, rising by 9.2% from Fiscal Year 2009/2010 revenues of \$75.1 million. Total fee revenues of \$23.3 were up \$1.9 million from the previous year. Land transfer tax revenues increased by 9.4% to \$58.7 million (2010, \$53.7 million) compared with prior year results. Registration volumes in the Personal Property Registry system decreased by 0.9% while registrations in Land Titles decreased 4.1% resulting in an overall decrease in registrations of 2.5%. Interest of \$61.9 (2010, \$25.9) was earned through investments.

Land Titles Office fee revenues increased by 0.4% to \$15.6 million compared with 15.6 million in the previous fiscal year. The Land Titles Office revenue consisted of \$2.6 million from transfer fees, \$3.7 million in mortgage fees, \$4.3 million in other registration fees, and \$5.0 million in service fees. Cost recoveries were \$544.2 consisting of \$510.8 in fee recoveries, and \$33.4 in secondment salary recoveries.

Personal Property Registry revenue increased to \$7.0 million (2010, \$5.3 million) compared with the previous fiscal year. Personal Property registration fees consisted of \$5.4 million in registration fees and \$1.6 million in service fees.

The Property Registry is responsible for collecting and administering the Land Transfer Tax on behalf of the Province. Revenue collected is regularly transferred to the Consolidated Revenue Fund. Refunds for overpayment within the fiscal year are made from the Registry. Refunds of Land Transfer Tax paid after the tax has been transferred to the Consolidated Revenue Fund are disbursed directly from the Fund.

SALARIES AND BENEFITS EXPENSE

Salaries and benefits for Fiscal Year 2010/2011 were \$8.9 million (2010, \$8.7 million), an increase of \$153,000. This increase is as a result of salary increments negotiated under the Collective Agreement and STEP increments.

Effective April 1, 1998, the Agency began recording accumulated severance pay benefits for its employees. The amount of severance pay obligations is based on actuarial calculations. The periodic actuarial valuations of these liabilities may determine that adjustments are needed to the actuarial calculations when actual experience is different from the expected and/or because of changes in actuarial assumptions used. The resulting actuarial gains or losses are amortized over the expected average remaining service life of the employee group. An actuarial report was completed for the severance pay liability as of March 31, 2008. The report provides a formula to update the liability on an annual basis. The Property Registry's actuarially determined net liability for accounting purposes as at March 31, 2011 was \$1,540.3 (2010- \$1,509.4).

Employees of The Property Registry are eligible for pension benefits in accordance with the provisions of *The Civil Service Superannuation Act* (CSSA), administered by the Civil Service Superannuation Board (CSSB). The CSSA established a defined benefit plan to provide benefits to employees of the Manitoba Civil Service and to participating agencies of the Government, including The Property Registry, through the Civil Service Superannuation Fund (CSSF).

Effective March 31, 2001, pursuant to an agreement with the Province of Manitoba, The Property Registry transferred to the Province the pension liability for its employees. Commencing April 1, 2001, The Property Registry was required to pay to the Province an amount equal to its employees' current pension contributions. The amount paid for 2011 was \$443.3 (2010 - \$432.2). Under this agreement, The Property Registry has no further pension liability.

Operating Expenses

Overall operating expenses (excluding Amortization expense) of \$4.1 million were below budget by \$293.0 primarily as a result of lower than expected costs for Application Maintenance charges (\$65.2), Training & Development (\$77.0), Repairs and Maintenance -Equipment (57.3) and Interest and Bank charges (76.3).

All of the Agency's offices are located in government-owned or leased facilities in accordance with a memorandum of understanding document. Accordingly, \$856.3 (2010, \$858.2 in occupancy costs, plus \$126.9 (2010, \$127.8) for vacated premises was paid entirely to the Department of Transportation and Government Services.

Computer processing expenses of \$456.0 (2010, \$446.0) were paid to IBM for the outsourced computer host system that carries the Agency's automated Land Titles and Personal Property systems.

Amortization

Amortization expenses of \$334.2 were higher than the previous fiscal year (2010, \$282.9) due to increased capital costs in the current year related to the Client Service Improvement Initiative.

FINANCIAL CONDITION

Financial Position

The Property Registry's financial condition declined at the end of its fourteenth year as a Special Operating Agency, with total cash and short-term investments of \$11.0 million as of March 31, 2011 (2010, \$11.4 million). As of March 31, 2011, the Agency held \$8.1 million (2010, \$9.1 million) in working capital.

Interest income of \$61.9 (2010, \$25.9) was generated from investments made during the year with the Treasury Division of the Department of Finance. These investments consist of short-term notes (90 days to one-year terms) at prevailing market rates, and are considered close to risk-free as they are guaranteed by the Department of Finance.

Capital Expenditures

Capital asset acquisitions amounted to \$725.3 (2010, \$153.6) during the year, primarily for research and development work related to the Client Service Improvement Initiative.

The Property Registry
Special Operating Agency of the Province of Manitoba



**Office d'enregistrement
des titres et des instruments**
Un Organisme de service spécial de la province du Manitoba

**Office of the Registrar-General
and Chief Operating Officer**
**du registraire général et Chef de
l'exploitation**
276 avenue Portage Avenue
Winnipeg, MB R3C 0B6

July 17, 2011

Land Titles Offices
Bureaux de titres fonciers
Brandon Land Titles
Titres fonciers - Brandon
705 avenue Princess Avenue
Brandon, MB R7A 0P4

Management's report

Dauphin Land Titles
Titres fonciers - Dauphin
308 rue Main Street S.
Dauphin, MB R7N 1K7

To the Special Operating Agencies Financing Authority

Morden Land Titles
Titres fonciers - Morden
351 rue Stephen Street
Morden, MB R6M 1V1

The accompanying financial statements and the information in the Annual Report are the responsibility of the management of The Property Registry. The financial statements have been prepared in accordance with generally accepted accounting principles and include amounts that are based on management's best estimates and judgments.

Neepawa Land Titles
Titres fonciers - Neepawa
329 rue Hamilton Street
Neepawa, MB RQJ 1H0

In support of its responsibility, management has developed and maintains a system of internal controls designed to provide reasonable assurance that transactions are authorized, financial reporting is reliable, and that assets are safeguarded.

Portage Land Titles
Titres fonciers - Portage
25 rue Tupper Street N.
Portage la Prairie, MB R1N 3K1

The financial statements have been audited by our external auditors, BDO Canada, who report to the Special Operating Agencies Financing Authority.

Winnipeg Land Titles
Titres fonciers - Winnipeg
276 avenue Portage Avenue
Winnipeg, MB R3C 0B6

On behalf of Management,

Surveys Branch
Arpentage
276 avenue Portage Avenue
Winnipeg, MB R3C 0B6

Personal Property Registry
**Bureau d'enregistrement
relatif aux biens personnels**
276 avenue Portage Avenue
Winnipeg, MB R3C 0B6

Barry C. Effler, LL.B, C.ARB.(Fellow)
A/Registrar-General and
Chief Operating Officer

Grant Kernersted
A/Director, Finance

ite Web site : www.gov.mb.ca/tpr

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba

Financial Statements
For the year ended March 31, 2011

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Tel: 204 956 7200
 Fax: 204 926 7201
 Toll-free: 800 268 3337
 www.bdo.ca

BDO Canada LLP/s.r.l.
 700 - 700 Graham Avenue
 Winnipeg MB R3C 4L5 Canada

Independent Auditor's Report

To the Special Operating Agencies Financing Authority

We have audited the accompanying financial statements of **THE PROPERTY REGISTRY**, an Agency of the Special Operating Agencies Financing Authority, Province of Manitoba, which comprise the balance sheet as at March 31, 2011 and the statements of income, comprehensive income and retained earnings and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of **THE PROPERTY REGISTRY** as at March 31, 2011 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

BDO Canada LLP

Chartered Accountants

Winnipeg, Manitoba
 May 27, 2011

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THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Balance Sheet
(in thousands)

| | | |
|-----------------|-------------|-------------|
| March 31 | 2011 | 2010 |
|-----------------|-------------|-------------|

Assets

Current Assets

| | | |
|---------------------------------|----------|----------|
| Cash and short-term investments | \$ 9,401 | \$ 9,803 |
| Customer deposits | 1,558 | 1,422 |
| Accounts receivable (Note 5) | 329 | 571 |
| Prepaid expense | 76 | 53 |
| | 11,364 | 11,849 |

| | | |
|-------------------------------|-------|-------|
| Long-term investment (Note 6) | 1,602 | 1,602 |
|-------------------------------|-------|-------|

| | | |
|-------------------------|-----|-----|
| Capital assets (Note 7) | 962 | 569 |
|-------------------------|-----|-----|

| | | |
|--|-----------|-----------|
| | \$ 13,928 | \$ 14,020 |
|--|-----------|-----------|

Liabilities and Equity

Current Liabilities

| | | |
|--|----------|----------|
| Accounts payable and accrued expenses | \$ 1,604 | \$ 1,268 |
| Deferred revenue | 1,558 | 1,422 |
| Land titles assurance fund (Note 8) | 27 | 23 |
| Current portion of long-term debt (Note 9) | 60 | - |
| | 3,249 | 2,713 |

| | | |
|-------------------------|-----|---|
| Long-term debt (Note 9) | 840 | - |
|-------------------------|-----|---|

| | | |
|-----------------------------------|-------|-------|
| Severance pay liability (Note 10) | 1,540 | 1,509 |
|-----------------------------------|-------|-------|

| | | |
|--|-------|-------|
| | 5,629 | 4,222 |
|--|-------|-------|

| | | |
|-----------------------|--|--|
| Commitments (Note 12) | | |
|-----------------------|--|--|

| | | |
|-------------------|-------|-------|
| Retained earnings | 8,299 | 9,798 |
|-------------------|-------|-------|

| | | |
|--|-----------|-----------|
| | \$ 13,928 | \$ 14,020 |
|--|-----------|-----------|

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Statement of Income, Comprehensive Income and Retained Earnings
(in thousands)

| For the year ended March 31 | 2011 | 2010 |
|---|-----------------|-----------------|
| Revenue | | |
| Land transfer tax (Note 11) | \$ 58,702 | \$ 53,676 |
| Fee revenue - Land Titles | 15,626 | 15,560 |
| - Personal Property Registry | 7,025 | 5,284 |
| Cost recoveries and fee waiver (Note 3) | 544 | 541 |
| Interest income | 62 | 26 |
| | <u>81,959</u> | <u>75,087</u> |
| Less: Tax revenues transferred to Province | (58,702) | (53,676) |
| | <u>23,257</u> | <u>21,411</u> |
| Expenses | | |
| Salaries and employee benefits | 8,871 | 8,717 |
| Operating expenses (per schedule) | 4,125 | 4,020 |
| Amortization | 334 | 283 |
| Contributed services | 259 | 260 |
| Government system fee | 167 | - |
| | <u>13,756</u> | <u>13,280</u> |
| Net income and comprehensive income for the year | <u>\$ 9,501</u> | <u>\$ 8,131</u> |
| Retained earnings, beginning of year | \$ 9,798 | \$ 12,667 |
| Net income and comprehensive income for the year | 9,501 | 8,131 |
| Net earnings paid to the Province of Manitoba | <u>(11,000)</u> | <u>(11,000)</u> |
| Retained earnings, end of year | <u>\$ 8,299</u> | <u>\$ 9,798</u> |

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Statement of Cash Flows
(in thousands)

| For the year ended March 31 | 2011 | 2010 |
|---|------------------|------------------|
| Cash Flows from Operating Activities | | |
| Net income and comprehensive income for the year | \$ 9,501 | \$ 8,131 |
| Adjustment for amortization | 334 | 283 |
| | <u>9,835</u> | <u>8,414</u> |
| Changes in non-cash working capital | | |
| Customer deposits | (136) | 25 |
| Accounts receivable | 242 | (94) |
| Prepaid expenses | (23) | 24 |
| Accounts payable | 334 | 103 |
| Deferred revenue | 136 | (25) |
| Land titles assurance fund deposits | 4 | (38) |
| Severance payable | 31 | 40 |
| | <u>588</u> | <u>35</u> |
| | <u>10,423</u> | <u>8,449</u> |
| Cash Flows from Investing Activities | | |
| Capital assets | (725) | (153) |
| Cash Flows from Financing Activities | | |
| Proceeds from long-term debt | 900 | - |
| Net earnings paid to the Province of Manitoba | (11,000) | (11,000) |
| | <u>(10,100)</u> | <u>(11,000)</u> |
| Net decrease in cash and cash equivalents | (402) | (2,704) |
| Cash and cash equivalents, beginning of year | 11,405 | 14,109 |
| Cash and cash equivalents, end of year | \$ 11,003 | \$ 11,405 |
| Represented by | | |
| Cash and short-term investments | \$ 9,401 | \$ 9,803 |
| Long term investment | 1,602 | 1,602 |
| | <u>\$ 11,003</u> | <u>\$ 11,405</u> |

The accompanying notes are an integral part of these financial statements.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Notes to Financial Statements
(in thousands)

For the year ended March 31, 2011

1. Nature of Organization

Effective April 1, 1997, the Lieutenant Governor in Council designated The Property Registry as a Special Operating Agency under The Special Operating Agencies Financing Authority Act. The order also directed the Special Operating Agencies Financing Authority (SOAFA) and the Minister of Consumer and Corporate Affairs, being the Minister responsible for the Agency at that time, to enter into a management agreement with respect to The Property Registry. The Property Registry was established to operate the Land Titles and Personal Property Registry 7 offices on a self-sustaining financial basis while providing a standard of service that will meet the needs of its clients.

The Property Registry is part of the Department of Family Services and Consumer Affairs under the general direction of the Assistant Deputy Minister for Consumer and Corporate Affairs, who is also Chairperson of The Property Registry's Advisory Board. The Property Registry remains bound by relevant legislation, regulation and administrative policy as specified in its operating charter.

The Property Registry's financial contribution to the Province of Manitoba is included in the Manitoba Estimates of Revenue and Expenditure – Special Operating Agencies.

2. Change in Accounting Policies

Significant Accounting Changes

No significant accounting changes were effective for the Agency in the 2010/11 year.

Future Accounting Changes

The Agency will adopt Public Sector Accounting Standards issued by the Public Sector Accounting Board effective April 1, 2011. The Agency is currently in the process of assessing the impact these changes will have on its financial statements.

3. Significant Accounting Policies

Basis of Reporting

The financial statements of the Agency have been prepared in accordance with Canadian generally accepted accounting principles.

Cash and Cash Equivalents

Cash and cash equivalents included cash on hand, balances with banks and short-term deposits with original maturities of three months or less.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Summary of Significant Accounting Policies

For the year ended March 31, 2011

3. Significant Accounting Policies (continued)

Capital Assets

Capital assets are recorded at cost and amortization is computed using the straight-line method based on remaining estimated useful lives, after allowance for salvage value, where applicable as follows:

| | |
|-------------------------------|-----|
| Computer system | 20% |
| Office equipment | 20% |
| Leasehold improvements | 10% |
| Equipment under capital lease | 20% |

In the year of acquisition, amortization is calculated at one-half the rate indicated.

Revenue Recognition

Revenue is recognized when the services have been performed. Investment income is recognized in the year it is received or receivable.

Cost Recoveries and Fee Waiver

Included in revenues are recoveries of costs or fees for services provided to other provincial government offices where no statutory provision precludes cost recovery.

Use of Estimates

The preparation of financial statements in accordance with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from these estimates as additional information becomes available in the future.

Capital Disclosures

The Agency's capital consists of retained earnings provided from operations.

The Agency's capital management policy is to maintain sufficient capital to meet its objectives through its retained earnings by managing transfers of surplus funds to the Province of Manitoba; meet short-term capital needs with working capital advances from the Province of Manitoba; and meet long-term capital needs through long-term debt with the Province of Manitoba. There were no changes in the Agency's approach to capital management during the period.

The Agency is not subject to externally imposed capital requirements.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Summary of Significant Accounting Policies

For the year ended March 31, 2011

4. Financial Instruments and Financial Risk Management

Financial assets and liabilities are initially recorded at fair value. Measurement in subsequent periods depends on the financial instrument's classification. Financial instruments are classified into one of the following five categories: held for trading; available for sale; held to maturity; loans and receivables; and other financial liabilities. All financial instruments classified as held for trading or available for sale are subsequently measured at fair value with any change in fair value recorded in net earnings and other comprehensive income, respectively. All other financial instruments are subsequently measured at amortized cost.

The financial assets and liabilities of the Agency are classified and measured as follows:

| <u>Financial Asset/Liability</u> | <u>Category</u> | <u>Subsequent Measurement</u> |
|--|-----------------------------|-------------------------------|
| Cash, short-term investments, customer deposits and long-term investment | Held for trading | Fair value |
| Accounts receivable | Loans and receivables | Amortized cost |
| Accounts payable and accrued expenses | Other financial liabilities | Amortized cost |
| Long-term debt | Other financial liabilities | Amortized cost |

Amortized cost is determined using the effective interest rate method.

Gains and losses on financial instruments subsequently measured at amortized cost are recognized in the statement of earnings and retained earnings in the period the gain or loss occurs. Changes in fair value on financial instruments classified as held for trading are recognized in the statement of earnings and retained earnings for the current period. Changes in fair value on financial instruments classified as available for sale would be recorded in other comprehensive income until realized, at which time they recorded in the statement of earnings and retained earnings.

Fair Value of Financial Instruments

The fair values of accounts receivable, accounts payable and accrued expenses approximate their carrying values due to their short-term maturity. The fair value of the Agency's financial instruments has been determined based on quoted prices from active markets.

Financial Risk Management - Overview

The Agency has exposure to the following risks from its use of financial instruments: credit risk; liquidity risk; market risk; interest risk; and foreign currency risk.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Summary of Significant Accounting Policies

For the year ended March 31, 2011

4. Financial Instruments and Financial Risk Management (continued)

Credit Risk

Credit risk is the risk that one party to a financial instrument fails to discharge an obligation and causes financial loss to another party. Financial instruments which potentially subject the Agency to credit risk consist principally of cash and term deposits and accounts receivable.

The maximum exposure of the Agency to credit risk at March 31, 2011 is:

| | |
|---------------------------------|-----------|
| Cash and short-term investments | \$ 9,401 |
| Customer deposits | 1,558 |
| Accounts receivable | 329 |
| Long-term investment | 1,602 |
| | <hr/> |
| | \$ 12,890 |

Cash and short-term investments, customer deposits and long-term investment: The Agency is not exposed to significant credit risk as the cash and short-term investments, customer deposits and the long-term investment are primarily held by the Minister of Finance.

Customer deposits: The Agency is not exposed to significant credit risk as the cash is held by a Chartered Bank.

Accounts receivable: The Agency is not exposed to significant credit risk as the majority of accounts receivable are due from customers which the Agency has experience with and payments from these customers are typically made in full and collected when they are due. The Agency establishes an allowance for doubtful accounts that represents its estimate of potential credit losses. The allowance for doubtful accounts is based on management's estimates and assumptions regarding current market conditions, customer analysis and historical payment trends. These factors are considered when determining whether past due accounts are allowed for or written off.

Management has determined that no allowance for doubtful accounts is required as at March 31, 2011.

Liquidity Risk

Liquidity risk is the risk that the Agency will not be able to meet its financial obligations as they come due.

The Agency manages liquidity risk by maintaining adequate cash balances and by review from the Province of Manitoba to ensure adequate funding will be received to meet the obligations.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Summary of Significant Accounting Policies

For the year ended March 31, 2011

4. Financial Instruments and Financial Risk Management (continued)

Market Risk

Market risk is the risk that changes in market prices, such as interest rates and foreign exchange rates, will affect the Agency's income or the fair values of its financial instruments. The significant market risks the Agency is exposed to are interest rate risk and foreign currency risk.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The interest rate exposure relates to short-term investments, long-term investments and long-term debt.

The interest rate risk on short-term and long-term investments is considered to be low because of their short-term nature. The interest rate risk on long-term debt is considered to be low because the debt is at a fixed interest rate.

Foreign Currency Risk

Foreign currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates. The Agency is not exposed to significant foreign currency risk as it does not have any financial instruments denominated in foreign currency.

5. Accounts Receivable

| | 2011 | 2010 |
|--|---------------|---------------|
| Trade receivables | \$ 274 | \$ 451 |
| Receivable from government and departments | 55 | 120 |
| | \$ 329 | \$ 571 |

6. Long-term Investment

The Province of Manitoba accepted responsibility for the vacation entitlements earned by the employees of the Agency prior to its designation as a Special Operating Agency, and the severance pay benefits accumulated to March 31, 1998 for certain of the Agency's employees. Accordingly, the Agency recorded a receivable of \$1,602 from the Province of Manitoba for these accumulated benefits. Effective March 31, 2009 the Province of Manitoba paid the receivable balances related to the funding for these liabilities and has placed the amount of \$1,602 into an interest bearing trust account to be held on the Agency's behalf until the cash is required to discharge the related liabilities.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Summary of Significant Accounting Policies

For the year ended March 31, 2011

7. Capital Assets

| | 2011 | | 2010 | |
|------------------------------------|-----------------|-----------------------------|-----------------|-----------------------------|
| | Cost | Accumulated Amortization | Cost | Accumulated Amortization |
| Computer system | \$ 1,390 | \$ 682 | \$ 724 | \$ 533 |
| Office equipment | 1,434 | 1,313 | 1,377 | 1,168 |
| Leasehold improvements | 589 | 456 | 585 | 416 |
| Equipment under capital lease | 70 | 70 | 70 | 70 |
| | <u>\$ 3,483</u> | <u>\$ 2,521</u> | <u>\$ 2,756</u> | <u>\$ 2,187</u> |
| Cost less accumulated amortization | | <u>\$ 962</u> | | <u>\$ 569</u> |

8. Land Titles Assurance Fund

Claims for loss as provided for in *The Real Property Act* are paid from this fund. The Agency's Land Titles Branch is responsible for the collection of deposits and the defence against claims on this fund. Claims in excess of the fund balance are paid out of the Consolidated Revenue Fund of the Province of Manitoba.

9. Long-term Debt

During the fiscal year, as part of the Agency's long term business plans, there were additions to the computer systems. As part of the Loans Act, the Agency is required to obtain financing from the Government of Manitoba. At the end of the year, financing for \$900 with an interest rate of 4.2% and maturity of March 31, 2026 was obtained, out of an available facility of \$5,000.

Repayments of the debt are expected to occur as follows:

| Year | Amount |
|------------|------------|
| 2012 | \$ 60 |
| 2013 | 60 |
| 2014 | 60 |
| 2015 | 60 |
| 2016 | 60 |
| Thereafter | <u>600</u> |
| Total | <u>900</u> |

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Summary of Significant Accounting Policies

For the year ended March 31, 2011

10. Severance Pay Liability

Effective April 1, 1998, the Agency began recording accumulated severance pay benefits for its employees. The amount of severance pay obligations is based on actuarial calculations. The periodic actuarial valuations of these liabilities may determine that adjustments are needed to the actuarial calculations when actual experience is different from that expected and/or because of changes in actuarial assumptions used.

An actuarial report was completed for the severance pay liability as of March 31, 2008. The report provides a formula to update the liability on an annual basis. The Agency's actuarially determined net liability for accounting purposes as at March 31, 2011 was \$1,540 (\$1,509 in 2010) with the actuarial gain or loss being amortized over the 15 year expected average remaining service life of the employee group.

Significant long-term actuarial assumptions used in the March 31, 2008 valuation, and in the determination of the March 31, 2011 present value of the accrued severance benefit obligation were:

| | |
|--------------------------------|--------------|
| Annual rate of return | |
| Inflation component | 2.50% |
| Real rate of return | <u>4.00%</u> |
| | <u>6.50%</u> |
| Annual salary increase rates | |
| annual productivity increase | 0.75% |
| annual general salary increase | <u>3.50%</u> |
| | <u>4.25%</u> |

11. Land Transfer Tax

Land transfer tax is administered and collected by The Property Registry. Tax collected less refunds issued is remitted to the Consolidated Revenue Fund of the Province of Manitoba. Adjustments and refunds of land transfer tax are paid out of the Department of Finance under the advice of the Registrar General.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Summary of Significant Accounting Policies

For the year ended March 31, 2011

12. Commitments

The Agency has entered into a Memorandum of Understanding with Manitoba Infrastructure and Transportation (MIT) to lease its premises. The accommodation charges are established annually by MIT, and are based on its approved budget.

The Agency has also entered into agreements to lease equipment. These agreements carry various terms and conditions.

The estimated minimum lease payments for the premises and equipment in aggregate for each of the next five years are as follows:

| | Premises | Equipment | Total |
|------------------------------|----------|-----------|----------|
| 2011 | \$ 980 | \$ 64 | \$ 1,044 |
| 2012 | 1,009 | 64 | 1,073 |
| 2013 | 1,039 | 64 | 1,103 |
| 2014 | 1,070 | 64 | 1,134 |
| 2015 | 1,102 | 64 | 1,166 |
| Total minimum lease payments | \$ 5,200 | \$ 320 | \$ 5,520 |

13. Pension Benefits

Employees of The Property Registry are eligible for pension benefits in accordance with the provisions of the Civil Service Superannuation Act (CSSA), administered by the Civil Service Superannuation Board (CSSB). The CSSA established a defined benefit plan to provide benefits to employees of the Manitoba Civil Service and to participating agencies of the Government, including The Property Registry, through the Civil Service Superannuation Fund (CSSF).

Effective March 31, 2001, pursuant to an agreement with the Province of Manitoba, The Property Registry transferred to the Province the pension liability for its employees.

Commencing April 1, 2001, The Property Registry was required to pay to the Province an amount equal to its employees' current pension contributions. The amount paid for 2011 was \$443 (\$432 in 2010). Under this agreement, the Agency has no further pension liability.

14. Contingencies

The Property Registry has been named in five lawsuits for which the likelihood of damages being awarded and the amount to be awarded is not reasonably estimable. Should any loss result from the resolution of these claims, such loss will be charged to the Assurance Fund of Manitoba in the year of resolution.

THE PROPERTY REGISTRY
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Schedule of Operating Expenses
(in thousands)

| For the year ended March 31 | 2011 | 2010 |
|------------------------------------|-----------------|-----------------|
| Better Systems Initiative | \$ 1,003 | \$ 1,044 |
| Computer processing | 456 | 446 |
| Department services | 68 | 68 |
| Desktop services | 617 | 502 |
| Equipment lease | 73 | 84 |
| Interest and bank charges | 55 | 49 |
| Occupancy cost | 855 | 855 |
| Office supplies | 168 | 198 |
| Postage and delivery | 123 | 127 |
| Professional fees | 49 | 24 |
| Publications and subscriptions | 25 | 24 |
| Records preservation project | 64 | 63 |
| Repairs and maintenance | 30 | 32 |
| Software licensing | 13 | 28 |
| Special surveys | 48 | 96 |
| Sundry | 11 | 10 |
| Survey remonumentation program | 299 | 234 |
| Telephone | 90 | 82 |
| Training and staff development | 50 | 41 |
| Travel | 28 | 13 |
| | \$ 4,125 | \$ 4,020 |

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Tel: 204 976 7200
Fax: 204 976 7201
Toll-free: 800 268 3337
www.bdo.ca

BDO Canada LLP
700 - 300 Graham Avenue
Winnipeg MB R3C 4L5 Canada

Independent Auditor's Report

To the Special Operating Agencies Financing Authority

We have audited the accompanying Schedule of Compensation ("Schedule") of **The Property Registry**, an Agency of the Special Operating Agencies Financing Authority, Province of Manitoba and a summary of significant accounting policies and other explanatory information for the year ended March 31, 2011. This Schedule has been prepared by management based on The Public Sector Compensation Disclosure Act.

Management's Responsibility for the Schedule

Management is responsible for the preparation of the Schedule in accordance with The Public Sector Compensation Disclosure Act and for such internal control as management determines necessary to enable the preparation of the Schedule that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the Schedule based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Schedule is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Schedule. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the Schedule, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the Schedule in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, if any, made by management, as well as evaluating the overall presentation of the Schedule.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial information in the Schedule of Compensation of **The Property Registry**, an Agency of the Special Operating Agencies Financing Authority, Province of Manitoba for the year ended March 31, 2011 is prepared, in all material respects, in accordance with The Public Sector Compensation Disclosure Act.

Basis of Accounting and Restriction on Distribution and Use

Without modifying our opinion, we draw attention to Note 1 to the Schedule, which describes the basis of accounting. The schedule is prepared to assist **The Property Registry**, an Agency of the Special Operating Agencies Financing Authority, Province of Manitoba to meet the requirements of Section 2 of The Public Sector Compensation Disclosure Act. As a result, the Schedule may not be suitable for another purpose. Our report is intended solely for the Special Operating Agencies Financing Authority and should not be distributed to or used by parties other than the Special Operating Agencies Financing Authority.

BDO Canada LLP
Chartered Accountants

Winnipeg, Manitoba
May 27, 2011

BDO Canada LLP is a Canadian limited liability partnership, a member of BDO Global Limited Liability Partnership, a Swiss entity, and a member of the BDO network of independent member firms affiliated with the BDO network of independent member firms.

BDO Canada LLP is a member of the BDO network of independent member firms affiliated with the BDO network of independent member firms. BDO is a global organization of independent member firms affiliated with the BDO network of independent member firms. BDO is a global organization of independent member firms affiliated with the BDO network of independent member firms.

The Property Registry
An Agency of the Special Operating Agencies Financing Authority
Province of Manitoba
Schedule of Compensation

(In Thousands)

For the year ended March 31, 2011

Pursuant to the disclosure required by The Public Sector Compensation Disclosure Act, the following information is reported:

a) Aggregate compensation of all Board Members Nil

b) Compensation of Officers and Employees over \$50,000:

| <i>Employee</i> | <i>Title</i> | <i>Compensation</i> |
|-----------------|---|---------------------|
| Abbott D.J. | Acting Senior Assistant District Registrar | 55 |
| Anderson N | A/Deputy Registrar General and A/District Registrar | 57 |
| Antonio C. | Acting Director of Information Technology | 87 |
| Ayotte R. | Supervisor Plan Registration | 60 |
| Barrault K. | Programmer/Business Analyst | 76 |
| Berg C.N. | Document Examiner | 53 |
| Bilodeau G. | Assistant District Registrar | 53 |
| Brown W G | Assistant District Registrar | 55 |
| Burtnick P. | Acting Client Services Supervisor | 69 |
| Cass A.B | Supervisor of Plan Examinations/Imaging | 60 |
| Chartier C | Clerk Typist | 53 |
| David R. | Information Specialist | 53 |
| Davidson R.E. | Senior Deputy District Registrar | 127 |
| Dryden C. | Assistant District Registrar | 53 |
| Dubell D. | Revenue Supervisor | 55 |
| Durnin J.W. | Survey Examiner | 52 |
| Effler B.C. | A/ Registrar General and Chief Operating Officer | 136 |
| Foster D. | Acting Financial Officer | 52 |
| Fraser G.R.S. | Examiner of Surveys | 103 |
| Frost B | Senior Business Analyst | 68 |
| Gilchrist R,D | Land Titles Clerk 4 | 62 |
| Gilleta R.C. | Acting Manager of Examinations | 62 |
| Grainger K. B. | Assistant District Registrar | 54 |
| Greengrass F.G. | Document Examiner | 53 |
| Griffin C. | Survey Examiner | 52 |
| Gwizon A. | Assistant District Registrar | 53 |
| Harper M. | Assistant District Registrar | 54 |
| Hlady D. | Survey Examiner | 53 |
| Hornby C.L. | Manager of Public Services | 61 |
| Hutch R.W. | Acting Communications & Training Co-ordinator | 62 |
| Imbrogo J. | Deputy District Registrar | 96 |
| Jenkyns C.R. | Survey Examiner | 52 |

46 FINANCIAL REPORT

| | | | |
|------------|------|---------------------------------------|-----|
| Johnston | B.G | District Registrar | 126 |
| Kernested | G | Acting Director of Finance | 65 |
| Kushniruk | J | District Registrar | 164 |
| Lillie | G | Deputy District Registrar | 125 |
| Manitowich | C. | Deputy Examiner of Surveys | 89 |
| Mceachern | B C | Assistant District Registrar | 53 |
| Mitchell | T.O. | Survey Examiner | 52 |
| Olsen | B.E. | Survey Examiner | 52 |
| Pauls | I. | Database Administrator | 76 |
| Phillips | G. | Client Services Supervisor | 58 |
| Plunkett | G. | Assistant District Registrar | 55 |
| Russell | C. | District Registrar | 127 |
| Scott | G D | Para Legal | 58 |
| Scott | J R | Assistant District Registrar | 53 |
| Shaw | B.G. | Survey Examiner | 52 |
| Sims | E. | District Registrar | 125 |
| Simmonds | IRV | Deputy District Registrar | 124 |
| Stupack | D. | Network Administrator | 69 |
| Terra | M. | District Registrar | 94 |
| Wilken | D J | Paralegal | 57 |
| Woroniak | D. | Registrar, Personal Property Registry | 59 |

The Property Registry Note to Schedule of Compensation

1. Basis of Accounting

Pursuant to Section 2 of The Public Sector Compensation Disclosure Act, the entity shall disclose to the public in accordance with the Act the amount of compensation that it pays or provides in the year directly or indirectly. Compensation means compensation pursuant to any arrangement, including an employment contract, calculated to include the total value of all cash and non-cash salary or payments, allowances, bonuses, commissions and perquisites.

AGENCY GOVERNANCE 47

Gord Mackintosh, Minister, Family Services and Consumer Affairs

Grant Doak, Deputy Minister, Family Services and Consumer Affairs

M. Alexandra Morton, QC, Assistant Deputy Minister, Consumer and Corporate Affairs

The Property Registry Advisory Board

Barry C. Effler, Acting Registrar-General and Chief Operating Officer

AGENCY SENIOR MANAGEMENT COMMITTEE

| | |
|------------------|---|
| Barry C. Effler | Acting Registrar-General and Chief Operating Officer |
| Nancy Anderson | Acting Deputy Registrar-General and District Registrar, Winnipeg Land Titles Office |
| Gary R. Fraser | Examiner of Surveys |
| Donna Woroniak | Registrar, Personal Property Registry |
| Grant Kernersted | Acting Director, Finance |
| Cecilia Antonio | Acting Director, Information Technology |

DISTRICT REGISTRARS

| | |
|----------------|---------------------------------------|
| Craig Russell | Brandon Land Titles Office |
| Maureen Terra | Morden Land Titles Office |
| Elizabeth Sims | Neepawa Land Titles Office |
| Blair Johnston | Dauphin Land Titles Office |
| | Portage la Prairie Land Titles Office |

AGENCY OFFICES

The Property Registry Administration
276 Portage Ave.
Winnipeg, Manitoba R3C 0B6
Telephone: (204)945-3803
Fax: (204)948-3276
web site: <http://www.gov.mb.ca/tpa>

Winnipeg Land Titles Office
276 Portage Ave.
Winnipeg, Manitoba R3C 0B6
Telephone: (204)945-2042
Fax: (204)948-2140

Surveys Branch
276 Portage Ave.
Winnipeg, Manitoba R3C 0B6
Telephone: (204)945-2285
Fax: (204)948-2823

Personal Property Registry
276 Portage Ave.
Winnipeg, Manitoba R3C 0B6
Telephone: (204)945-3123
Fax: (204)948-2492

Brandon Land Titles Office
705 Princess Avenue
Brandon, Manitoba R7A 0P4
Telephone: (204)726-6279
Fax: (204)726-6553

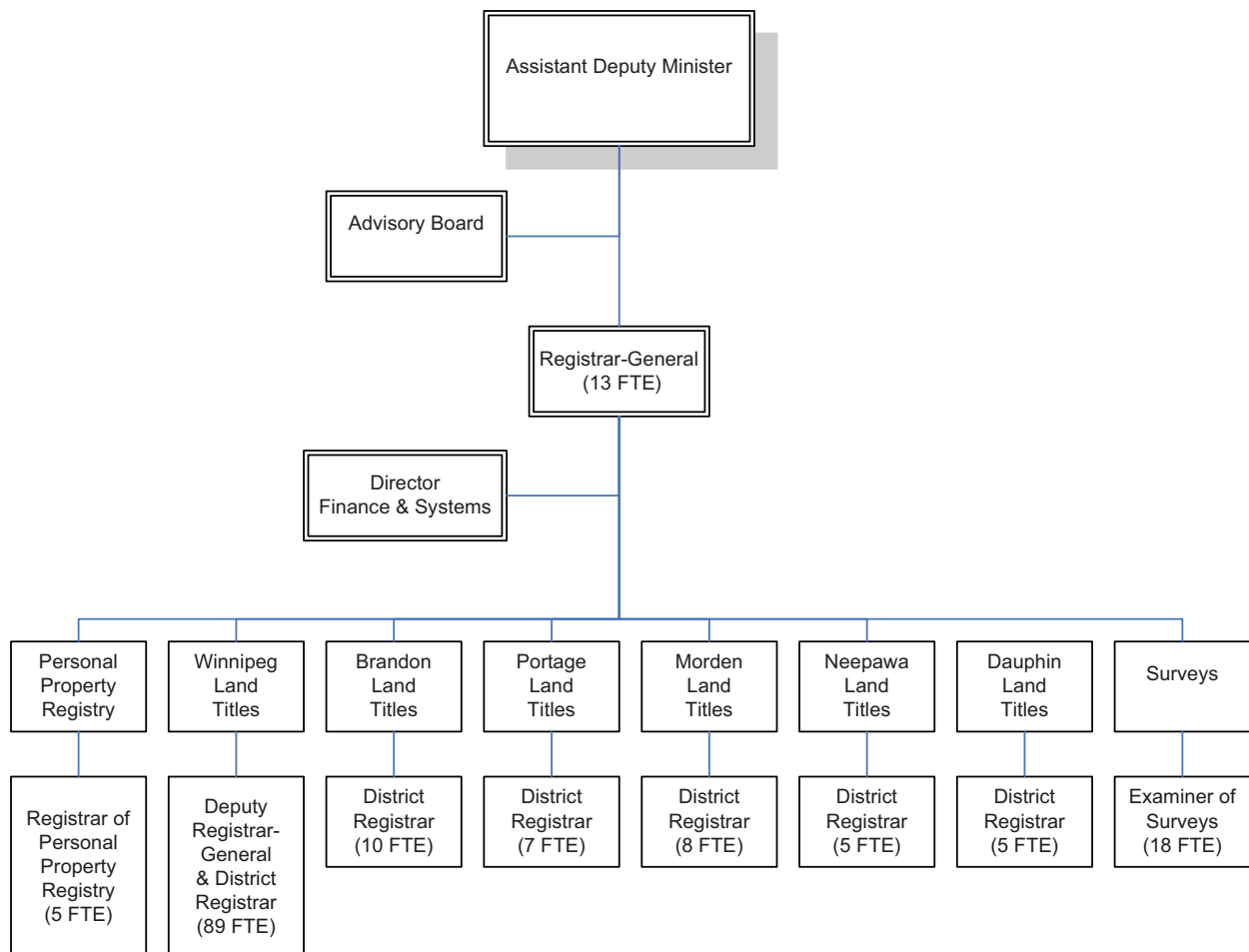
Dauphin Land Titles Office
308 Main Street South
Dauphin, Manitoba R7N 1K7
Telephone: (204)622-2084
Fax: (204)622-2454

Morden Land Titles Office
351 Stephen Street
Morden, Manitoba R6M 1V1
Telephone: (204)822-2920
Fax: (204)822-2928

Portage la Prairie Land Titles Office
25 Tupper Street North
Portage la Prairie, Manitoba R1N 3K1
Telephone: (204)239-3306
Fax: (204)239-3615

Neepawa Land Titles Office
329 Hamilton Street
Neepawa, Manitoba R0J 1H0
Telephone: (204)476-7040
Fax: (204)476-7049

THE PROPERTY REGISTRY
Manitoba Family Services and Consumer Affairs
The Property Registry
Organization Chart



* Includes all term FTE's