



HUGH NGUYEN
CLERK-RECORDER

PRESS RELEASE

PROPERTY RECORDS
BIRTH AND DEATH RECORDS
MARRIAGE LICENSES/RECORDS
PASSPORTS
FICTITIOUS BUSINESS NAMES
NOTARY REGISTRATION
ORANGE COUNTY ARCHIVES

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CLERK-RECORDER TO STREAMLINE REAL PROPERTY RECORDING SERVICES AT DEPARTMENT'S BRANCH OFFICES

(Santa Ana, CA) --- Clerk-Recorder Hugh Nguyen is pleased to announce the implementation of a pilot program, which aims to streamline real property recording services at his department's branch office in Fullerton. The main feature of this pilot program is the stationing of a recordable document examiner at the branch office during regular business hours. The document examiner will examine walk-in customers' documents on the spot. This will drastically reduce the time it takes to record a document at the branch office.

In the past, customers who walked in their real property documents to the branch offices submitted their original documents to a clerk at the counter. The clerk would then scan and electronically submit those documents to be reviewed for recording requirements by a document examiner at the department's main office in Santa Ana. This process could take up to 20 minutes depending on how many documents are submitted for review. Having an examiner on location at the branch office will decrease wait time for all customers, since frontline clerks will now be able to assist those looking for other services.

“We are always looking for ways to enhance our customers’ experience within our office,” Clerk-Recorder Nguyen said. “This pilot program provides another level of customer service and a more efficient approach.”

Real property recording services will be available at the Fullerton branch office from 9 a.m. to 12:30 p.m. and 1 p.m. to 4 p.m. only. Real property recording services at the branch offices are available to customers who have no more than five documents to record per day. Attorney services and title companies must still submit their documents to the department's main office in Santa Ana. Clerk-Recorder Nguyen looks to implement this pilot program at the department's South County location as soon as possible, depending on the success of the program at the Fullerton branch office.

To learn more about real property recording and other services offered by the Clerk-Recorder Department, please visit: www.ocrecorder.com

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NORTH COUNTY BRANCH OFFICE
HISTORIC DOWNTOWN FULLERTON
201 N. HARBOR BOULEVARD
FULLERTON, CALIFORNIA 92832

ORANGE COUNTY
HALL OF RECORDS
12 CIVIC CENTER PLAZA, ROOM 101
SANTA ANA, CALIFORNIA 92701

SOUTH COUNTY BRANCH OFFICE
LAGUNA HILLS CIVIC CENTER
24031 EL TORO ROAD
LAGUNA HILLS, CALIFORNIA 92653