

Spring/Summer 2019

THE RECORDER



FROM THE RECORDER, Michael E. Kozikowski, Sr.

MISSION STATEMENT

Our mission is to always "Put the Customer First" and to strive for continuous improvement by providing the types of services that meet the needs of our customers.

Message from the Recorder

Dear Citizens of New Castle County,

I would like to bring to your attention a couple of continuous improvements items that have been launched and almost completed in the New Castle County Recorder of Deeds Office. Part of our FY19 goals was to update our technological hardware and modernize our office with innovative improvements.

I am glad to announce on October 15, 2018, the Recorder of Deeds launched the new TrakRecord Recording and image retrieval system; as well as, started our office regentrification and modernization project to update the performance, appearance and atmosphere in our office. Because of the TrakRecord integration all recording windows are now able to do all transfer tax recordings as well. This has been a great continuous improvement for our external customers because they can be completely serviced at one window.

Our TrakRecord Recording and Imaging retrieval system has been live for six and a half months since implementation. We have scheduled a zoom meeting with our vendor to review the upgrades and features from our legacy system that our everyday users would like to see added in addition to the new features of the TrakRecord system. In attendance were title searchers and attorneys and they each had a chance to give their input to the upgrades that may be implemented soon. This upgrade provided internal and external customers with improvements for navigating through our database.

In the fourth quarter of 2018 we started our modernization project. We installed new carpet tiles throughout the office, lobby, library, conference room and break room. Also, we painted our office after the staff had a chance to select the paint color and choose the quotes they would like to see around the ROD office. We added new chocolate boarders along the wall as well as new furniture in the lobby for our external customers while they're being serviced.



OFFICE OFFICIALS:

Michael E. Kozikowski, Recorder
Thomas G. Ferrier, Chief Deputy
Edward Dale, Office Administrator
Lisa Shellem, Office Administrator
Sharee Cole, Confidential Secretary

MAILING ADDRESS:

Recorder of Deeds
Louis L. Redding
City/County Building
800 N. French St., 4th Floor
Wilmington, DE 19801
Phone: (302) 395-7749
Fax: (302) 395-7732

WEBSITE INFORMATION:

Nccde.org/deeds
deedsearch.nccde.org—for on-line records search

HOURS OF OPERATION:

Monday through Friday
8:00 a.m. to 3:45 p.m.

HOLIDAY CLOSINGS:

MEMORIAL DAY, Monday, May 27, 2019
INDEPENDENCE DAY, Thrus., July 4, 2019
LABOR DAY, Monday, Sept. 2, 2019

FEE SCHEDULE:

Please visit our website for a detailed fee schedule at:
www.nccde.org/deeds

FY2019 & FY2020 Continuous Improvement Progress Report

In June 2019, the inspirational quotes and words will be added throughout our office to inspire our internal and external customers to always strive for a positive attitude. There will also be new signage over the recording stations and information booth.

On February 6, 2019, the Recorder of Deeds received new cisco phone systems for the administrative staff and the external customers in our library. The hardware upgrades implemented by NCC Information Systems departments will provide the staff and external customers with technological advancements that allows staff to be more mobile but still able to serve the customer efficiently.

We have been moving forward in the process of implementing the Homeowner's association portal and will begin working with the Office of Information Systems to build the HOA portal with a launch pending for the second quarter of FY2020. When the Portal is launched it will allow Common Interest Communities (CIC's) to view designated governing documents free of charge. This will be an added benefit to the other upgrades we have implemented here at the Recorder of Deeds Office.

Finally, one of our goals in FY2020 was to add deeds and the remaining documents types to our e-recording process so our external customers could utilize this paperless service. On May 1, 2019 we launched a list of documents. Please visit our website to review the list of documents that are now available for e-recording. We are currently working to be able to process deeds for e-recording and our goal is to launch that document type in the third quarter of 2020.

I am looking forward to your response regarding any of the goals and objectives outlined above and implemented by my team.

Your humble elected servant,
Michael E. Kozikowski
New Castle County
Recorder of Deeds
Office: 302-395-7749
Fax: 302-395-7732
Michael.Kozikowski@newcastlede.gov

State legislation SB 243 Restrictive Covenant Legislation

On September 4, 2018, Governor John Carney signed Senate Bill 243. This important legislation sponsored by Senator Henry, Senator McDowell and Representatives Hensley and Potter is an act to amend the Restrictive Covenant Legislation. This legislation is the process for a property owner to request the redacting/striking of unlawful language from their governing documents.

The following link <https://www.nccde.org/136/Recorder-of-Deeds> will take you to New Castle County Recorder of Deeds website. If you look under Documents you will find more information about Senate Bill 243 as well as be able to download the Restrictive Covenant Redaction Form.

Once you complete the form, bring or mail the form along with a copy of the instrument highlighting the provision that needs to be redacted.

3rd Annual ROD Empowerment Continuous Improvement & 2018 Recognition Awards Meeting

On April 10, 2019 The Recorder of Deeds held it's 3rd Annual Empowerment Continuous Improvement and 2018 Recognition Awards Meeting and Luncheon. Every year we like to come together to recognize all the great customer service the staff provides on a daily basis. During the awards we recognized a few individuals that left such an impact on the customer that they wrote our recorder to let him know about excellent service they received. Our Chief Deputy Thomas Ferrier, recognized Edward Dale, Lisa Shellem and Sharon Roberts during the ceremony and presented awards for the great service that we strive to give everyday to our internal and external customers.



This year we had our County Council President Karen Hartly-Nagle join our awards. She presented a great speech empowering the staff and explaining what it means to serve the citizens of New Castle County. President Hartly-Nagle gave us insight on how she serves our county in her role, as well as, encouragement to keep the staff eager to serve by giving examples of how our service truly helps the citizens in our county everyday.

Michael E. Kozikowski Sr. followed up with a powerful speech to motivate the staff and to inform them about his action plan for focusing on four areas of business concentration that will help us excel our great customer service. Here's an excerpt from his speech: "Each concentration focuses on the area that demonstrates the intent of the Recorder of Deeds office and its ability to deliver impeccable service to the Real Estate Industry and the citizens of NCC. First and most important of my concentrations are: Customer Service, 2. Continuous Improvement 3. Fiscal Responsibility & 4. Educational Opportunity. When a business or non-profit implements these four concentrations they will be successful" – Michael E. Kozikowski Sr. After the ceremony we ended the program with a lovely luncheon provided by the Recorder of Deeds.



Recorder of Deeds Civic Presentations

On behalf of the New Castle County Recorder of Deeds Office I would like to describe to you our Understanding Land Records PowerPoint/Web Video presentation. The presentation is designed to inform the citizens of New Castle County and the primary business organizations about the Recorder of Deeds office and its various functions as well as the importance of recording your CIC (Common Interest Community) governing documents.

My staff and I will speak to your organization about the importance of the office and how it relates to them, show them how their tax dollars are being spent to provide efficient and effective customer service, and most importantly, provide an understanding of how to better utilize our office when needed. The presentation can be formatted to meet any time restraints. If your request is for a 1/2 hour to 1 1/2 hour presentation, we can accommodate it. The flexibility of the PowerPoint presentation focuses on who the audience is, and what specific interest or questions need to be addressed regarding the Recorder of Deeds Office.

Whether it is learning to use our operating imaging system or searching our NCC-Deeds.com web site, we will provide the citizens with information that will help them successfully complete their research.

If interested in the PowerPoint/Web Video presentation, please contact my Confidential Secretary, Sharee Cole at 395-7721 or Sharee.Cole@newcastlede.gov to establish the date and time. I look forward to meeting you in the near future.

Sincerely,

Michael E. Kozikowski

Michael E. Kozikowski, Sr.

Common Interest Community Ombudsman

Contact Information:

Christopher J. Curtin
Deputy Attorney General
Common Interest Community Ombudsperson
820 N. French Street
Wilmington, DE 19801

Tel: 302-577-8600
Outside New Castle County: 800-220-5424
Fax: 302-577-6499
email: CIC.OmbudsmanDOJ@state.de.us

Web site: <http://attorneygeneral.delaware.gov/fraud/cpu/ombudsman.shtml>

Source: <http://attorneygeneral.delaware.gov/fraud/cpu/ombudsman.shtml>

RECORDER OF DEEDS PRIMARY CONTACTS:

If you have any specific questions related to this office, please contact the following:

Lisa Shellem, Office Administrator
NCC Recorders of Deeds
Phone: (302) 395-7792
Email: Lisa.Shellem@newcastlede.gov
Deeds, Mortgages, Satisfactions
and other Recorded Documents

Edward Dale, Office Administrator
NCC Recorder of Deeds
Phone: (302) 395-7739
Email: Edward.Dale@newcastlede.gov
Transfer Tax, Maps and Microfilm

Sharee Cole
NCC Recorder of Deeds
Phone: (302) 395-7721
Sharee.Cole@newcastlede.gov
Office Confidential Secretary

Office Hours :

Mon. - Fri. 8:00 a.m. - 3:45 p.m.

Location:

800 North French Street |4th Floor
Wilmington, DE 19801

Contact Us:

Main Number :
(302) 395-7700

Important Numbers:

Register of Wills - (302) 395-7800
Clerk of the Peace - (302) 395-7780
Assessment- (302) 395-5520
Land Use - (302) 395-5400
Code Enforcement - (302) 395-5555