

Fall/Winter 21/22

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,

During the pandemic our office was forced to adopt new ways of working to create a safe and productive environment for our staff, internal and external customers. While we were closed to the public, we still continued to process work by coming up with solutions to make sure real estate transactions were still being recorded daily. During the pandemic we launched the Deed document type to our TrakRecord system to give our external customers another option to get their transactions recorded. The Deed document type has been live for over a year now and has become a great option for our customers.

I would like to bring to your attention a couple of continuous improvements items that have been launched and completed in the New Castle County Recorder of Deeds Office. We worked hard on the modernization of our office to bring innovative improvements so we can serve you better. During the pandemic we updated our recording windows, office cubicles, added a kitchenette, completed our breakroom and added a tv monitor in our lobby to bring you up to date news from New Castle County and the Recorder of Deeds office. These improvements will allow our employees to better serve our customers.

I am glad to announce, the Recorder of Deeds will be launching a new addition to our TrakRecord Recording and image retrieval system called AlertMe. AlertMe is a voluntary alert system to notify you when a document containing your name has been recorded or has been recently corrected through the Office of the Recorder of Deeds. Once a user registers with AlertMe, they will be sent a confirmation email to complete the registration process. This ensures they are a "real" user and will prevent malicious use of the tool. AlertMe allows users to define the names of people or businesses of interest that they want to keep an eye on for any suspicious activity. AlertMe will examine all new filings and corrections made to old documents by looking for matches on the user specified criteria and will send out an email detailing the relevant information. We are excited about adding the addition to our TrakRecord Recording and image retrieval system this will be a great continuous improvement for our external customers.

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:

MLK Day, Monday, Jan. 17, 2022

LINCOLN'S BIRTHDAY, Mon., Feb. 7, 2022

WASHINGTON'S BIRTHDAY Mon., Feb. 21, 2022

FEE SCHEDULE:

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



5th Annual ROD Empowerment Continuous Improvement & 2020 Recognition Awards Meeting

On October 13, 2021 The Recorder of Deeds held it's 5th Annual Empowerment Continuous Improvement and 2020 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, Thomasina Jones, Sharee Cole and Priscilla Chandler during the ceremony and presented awards for the great service that we strive to give everyday to our internal and external customers.



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This year we had New Castle County's Sheriff Scott Phillips join our awards ceremony. He presented a great speech informing us on the duties of the sheriff's office and how his office goes above and beyond to serve the citizens in New Castle County. Although, some parts of their jobs are difficult and dangerous they try their best to help citizens out when they can. Scott enlightened us on how he became New Castle

County's Sheriff and the things he has implemented during his time in office. He's also the co-founder and board member of PAL of Delaware. The Police Athletic League of Delaware's mission is to prevent youth crime in Delaware by providing children between the ages of 8 to 18 with supervised athletic, educational, and social development activities. Scott has also written two books "The Dark Side of Death" and "The Dark Side of Honor". It was with great pleasure that we had a chance to get to know Scott better and to learn more about how his office serves 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: "With Continuous improvements brings about positive change for the betterment of the internal and external customer. It really doesn't matter what industry you are involved in so long as you are putting people first and striving for continuous improvement you are going to be successful" - Michael E. Kozikowski Sr. After the ceremony we ended the program with a lovely luncheon spread from Chic-Fil-A 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 you, show you how your 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

Email: 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

FY2021 & FY2022 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.