

9 August 2018

Rebecca Strang
President
Survey & Spatial New Zealand

Wellington Office
Radio New Zealand House
155 The Terrace
PO Box 5501
Wellington 6145
New Zealand
T 04 460 0110
E info@linz.govt.nz
www.linz.govt.nz

via email: rebecca.strang@surveyors.org.nz

Dear Rebecca

Plan Processing / Approval Delays

I am writing to let you know about how Land Information New Zealand (LINZ) is managing the current high lodgement volumes and how this has affected approval times.

This is traditionally a period of high volume for lodgements, which this year is exacerbated by the added complication of managing a number of vacancies. Unfortunately this has resulted in delays for some customers.

During July the average processing time of compliant datasets was 9.4 working days with 90% completed in 13 and outliers reaching 15 working days. To reduce the processing times of datasets to the target timeframes, we have taken a number of actions, which included:

- diverting some of our Cadastral Surveyors and other suitably qualified people to approve datasets temporarily; and
- supporting our people to work overtime over this period to clear any backlog.

We don't expect approval times to lengthen and to assist communication we have updated the current processing times on our Landonline website landing page.

We expect the approval times to return to the target levels by the end of the week. I will contact you if there is any change to this, so you can update your members.

We will continue to consider urgency requests on a case by case basis for any datasets not processed within 10 working days. Requests will be considered against the evidence provided to support the request and current work volumes. We do however encourage customers to use this option

sparingly, as receiving multiple urgency requests could compound the delays we are currently experiencing.

If you have further questions about this matter, please get in touch with me.

Yours sincerely,



Mike Morris
Principal Cadastral Surveyor
Property Rights

E mmorris@linz.govt.nz | **DDI** 04 830 3826 | **Mobile** 027 446 3429

Wellington Office, Level 10, Radio New Zealand House, 155 The Terrace
PO Box 5501, Wellington 6145, New Zealand | T 04 460 0110
W www.linz.govt.nz | data.linz.govt.nz

