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Kat Salm
Survey and Spatial New Zealand
president@surveyspatialnz.org

Dear Kat

Re: Update on survey and title service delays

I would like to update you on delays with survey and title transactions.

There has been an ongoing increase in demand from the property sector following Covid-19, creating a backlog of survey and title transactions.

We put steps in place to address this last November but there was a significant increase in demand in December and January, ahead of the new survey rules and survey and title fee increases.

We saw a 30 to 40 percent average increase in survey transactions for this period. The average number of title transactions also increased up to 15 percent on past years.

This has caused further delays. Processing times for survey lodgements have risen to an average of 25.7 days this quarter. For title lodgements the turnaround is currently averaged at 16.8 days.

I appreciate that customers and clients are frustrated by these delays. I want to reassure you that our priority is to reduce transaction wait times. We have recruited staff and simplified processes, and we will continue to reprioritise staff and extend work hours for as long as it takes to address the backlog.

This will take some time. It may take up to three months before transaction timeframes return to normal. In the meantime, we will continue to offer our urgency and fast track processes where needed. I am grateful to you and your members for your patience and support. I would appreciate you sharing my thanks with your members.

I will keep you updated on our progress, and we will keep our website updated with expected transaction waiting times.

Ngā mihi nui

Karen Farrell
Head of Property Rights