

21/11/2022

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Dear Kat,

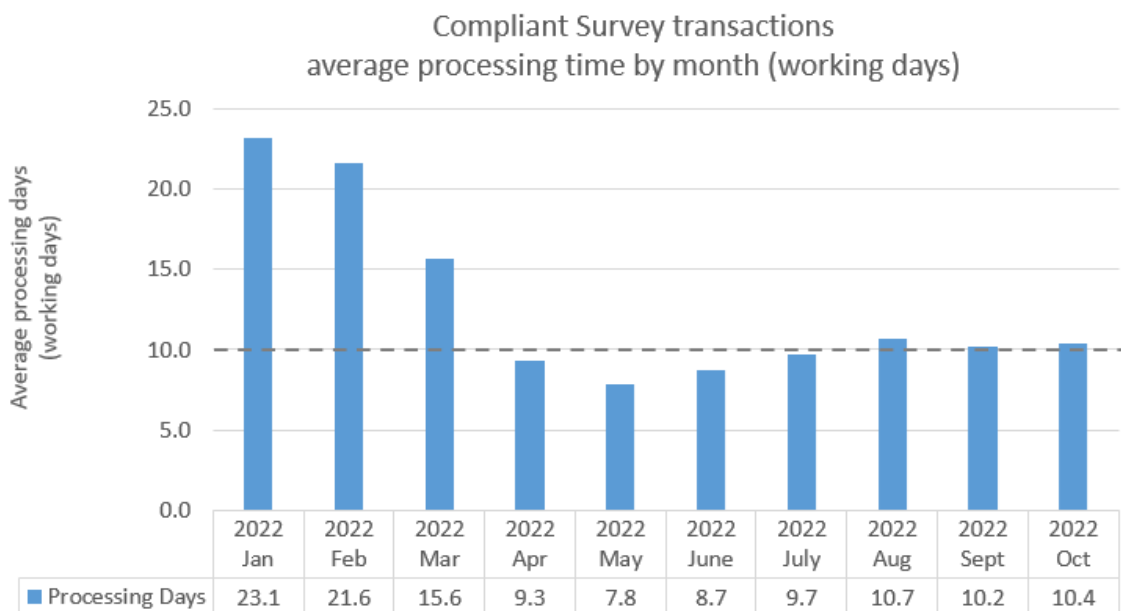
**Re: Survey and Title processing times update**

As we head towards the end of the year, it's timely to update you again on our processing times and overall performance.

Earlier in the year there were issues with processing timeframes, and as outlined in previous correspondence, these were brought back within performance expectations through increasing work hours, additional staff, and triaging transactions. Most issues with processing times were resolved by mid-year with some ongoing issues for more complex transactions.

**Progress Update: September and October**

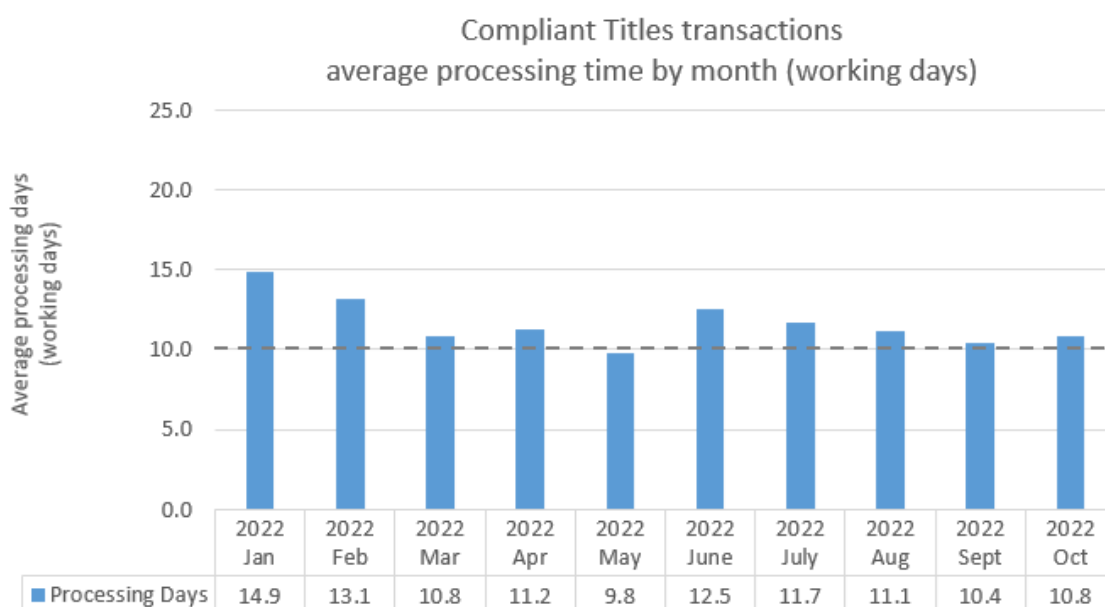
Survey processing times for September and October have remained relatively steady at about the level of performance expectations over this period.



While the average processing time by month shows a good picture of progress, there is merit in breaking down key transaction types into 'Standard' and 'Complex'

- Standard cadastral survey datasets (CSDs) are typically taking 8-10 working days to validate. These CSDs include: land transfer subdivisions, easement only, survey information, land covenant, diagram on transfer, boundary marking, legalisation, and CSDs with recalculated boundaries.
- Complex CSDs are typically taking 16-18 working days. Common examples of these CSDs include: those with a water boundary, limited as to parcels, units, flats, and earthquake affected.

There is a similar picture for titles transactions over the same period. Processing times are just above performance expectations, but these remain steady.



We can also break down the titles processing times into 'standard' and 'complex' to provide a better picture of processing times

- Standard dealings are estimated between 8-10 working days. These include: transfers, transfer power of sales, transmissions, mortgages, caveats, notice of claim and withdrawals, easements, compensation certificates, charging orders.
- Complex dealings are estimated between 11-19 working days. These include: fee simple subdivisions, leases, surrender of easement, gazette notices, proclamations, unit titles.

Other applications: These timeframes do not apply to applications such as adverse possession, accretion, extinguishment of easement, and other applications of this nature. Current timeframes for this work are usually notified to parties after lodgement.

### Capability and additional measures

Throughout 2022 we have made great progress building capability to ensure we can be flexible and respond more effectively to demand. In March roughly 60% of Titles Analysts

were capable of processing new title work, with this figure now being 100% (noting this will not be 100% competent in all new title work, as there are still complex areas for staff to learn).

In Survey there has been a focus on improving performance via refined checklists and additional hours, along with continuing to build capability.

### **Message for the end of the year period**

Every year we see an increase in lodgements of both Survey and Title transactions as we head into the Christmas period. We also see a significant increase in urgency requests on the back of this. It's important this is recognised, and expectations with customers are managed. While we will work to process transactions in a timely manner, we anticipate having to make difficult decisions to decline requests for urgency particularly for transactions that are large or complex. We ask that you carefully consider your transactions in this context, to avoid the need to rely on urgency request outcomes wherever possible.

If you could please pass this message on to your members. We will also be doing further communications to members on this in early December.

I look forward to hearing from you. As always, if you have any questions or concerns, please don't hesitate to contact me at [KFarrell@linz.govt.nz](mailto:KFarrell@linz.govt.nz)

Ngā mihi nui



Karen Farrell

Head of Property Rights