



Landscan

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A news update for Land Information New Zealand clients

in this issue

6 Crown Property: from pine forests to rail bridges

The LINZ Crown Property Contracts Group is responsible for 5000 Crown properties covering 3.2 million hectares and worth up to \$800 million. We look at some of the projects handled by the group during 1999.



The ocean floor southwest of White Island, Bay of Plenty. Photo: NIWA

2 Continental Shelf Project: mapping the final frontier

- From 2006, the map of the area under New Zealand's jurisdiction will look vastly different.
- LINZ is managing the \$44 million project to map the shelf's outer limits and present the evidence to the United Nations.

Y2K Trouble Free for LINZ

LINZ's Year 2000 (Y2K) testing of systems and buildings went smoothly over the New Year break, says programme manager Ann Foster. "Our extensive preparation paid off and there should be no Y2K problems for customers," she says. LINZ will also monitor its systems carefully from 29 February 2000.

Toitu te
Land whenua
Information
New Zealand



3 Digital topographic database copyright fees abolished

Fees and charges for the topographic database and aerial photography were substantially reduced from 10 December last year.

6 Turning on the waterworks

Everything you wanted to know about nautical charts, tides, lights and much more is on tap through the LINZ Hydrographic web site: www.hydro.linz.govt.nz

7 Crown Property Standards & Guidelines launched on internet

The standards and guidelines used by accredited agents, government departments and Crown agencies can now be accessed via the LINZ web site. Enter www.linz.govt.nz then click "Publications" and "Crown Property Standards and Guidelines".

9 Paper records: deciding on storage solutions

- LINZ has issued a non-binding request for proposal (RFP) from commercial suppliers and community groups to house and manage certain LINZ paper records.
- The RFP follows an extensive consultation process about the future management of paper records that won't be scanned electronically for **Landonline**.

10 Service delivery seen from both sides

The Service Delivery Manager (Wellington Region) is Dominic Foote. He's had plenty of experience on both sides of the service counter in housing and property.



4 Customer perspective on Landonline

Two new faces from outside LINZ joined the **Landonline** programme team recently. Jeff Needham and Duncan Terris bring a customer's perspective.

CONTINENTAL SHELF PROJECT: MAPPING THE FINAL FRONTIER



The Tangaroa has been involved in much of the survey work. Photo: NIWA.

From 2006, a map of the area under New Zealand's jurisdiction will look vastly different from the usual bent-banana outline we're used to. By 2006, New Zealand will have completed a project to define the edges of the continental shelf, a huge area encompassing hundreds of thousands of square kilometres of ocean floor. New Zealand has sovereign rights to explore and exploit the living and non-living resources of the seabed of the continental shelf.

At a glance

- New Zealand has sovereign rights over the resources of the continental shelf surrounding New Zealand.
- New Zealand is required to define the limits of the continental shelf by 2006.
- LINZ has the task of coordinating this project and contracting out work such as deepwater seismic surveying and data processing.
- The National Institute of Water and Atmospheric Research (NIWA) and the Institute of Geological and Nuclear Sciences (GNS) are contracted to help with the Continental Shelf Project.
- Deepwater seismic work will be tendered out to the industry and the work will take about two years.
- The evidence on the limits of our continental shelf will be presented to the UN in 2006.

The sovereign rights don't extend to the water column above the seabed – those rights are still delimited by the 200 nautical mile Exclusive Economic Zone.

Under the UN Convention on the Law of the Sea, New Zealand is required to survey and map its continental shelf and present this evidence to the United Nations by 2006.

The Government has voted \$44 million for this project and the task of managing it has fallen to Land Information New Zealand (LINZ).

Project leader is Jerome Sheppard, who was appointed to the task in November last year.

LINZ's management role is very much one of co-ordination, he explains. "Our job is to identify the skills and processes required, provide a project framework, manage the contracts and reporting, and make sure it happens," Jerome says. "We won't be getting our feet wet on this job!"

The picture of New Zealand's continental shelf will be built up from a variety of sources. In 1998 a desktop study was completed and reviewed by an international panel of experts. All existing data was reviewed, gaps in knowledge identified and recommendations made for future work.

Then there is the ocean bed survey work. Shallow and deep water seismic and bathymetry surveys are supplemented by geological sampling, which supports the evidence provided by the shape of the ocean floor.

Much of the survey work has already been carried out and a key provider has been the National Institute of Water and Atmospheric Research (NIWA) with its research vessel, the "Tangaroa". The vessel was used to carry out a highly successful survey in the Colville Ridge and Three Kings Ridge area north of New Zealand last September/October.

"We had a fantastic spell of weather and virtually all available days were used for survey work," Jerome says. "The Tangaroa is an excellent asset. It's ideal for the work and because it is already up and running, it is very cost effective."

The work to date has helped confirm the desktop studies and several other regions are progressing to survey.

Both NIWA and the Institute of Geological and Nuclear Sciences (GNS) are contracted to help with the Continental Shelf Project. LINZ is represented on board the survey vessels by representatives recommended by each organisation. "I'm impressed with the knowledge and professionalism of the NIWA and GNS staff," Jerome says. "They're the soul of this project."

Other key players include the hydrographic surveying industry and the Royal New Zealand Navy, the Ministry of Commerce (data co-ordination) and the Ministry of Foreign Affairs and Trade. LINZ's own Contract Management team, headed by Geoff Howard, is providing the templates and systems for managing individual contracts with suppliers.

Jerome says the project is now going through a benchmarking exercise which will be followed by a request for information from possible suppliers.

Seachange

Plumbing the depths off New Zealand's coastline is about as far as you could get from property valuation and for Continental Shelf Project Leader Jerome Sheppard, the move has been an exciting one.

Before joining LINZ Jerome was in management positions in the former Valuation New Zealand (VNZ). During this time he took a study break to complete a Master of Public Policy.

When VNZ was split into separate commercial and standard-setting organisations Jerome moved over to LINZ as part of the establishment unit for the Office of the Valuer General. Here he helped develop the legislation that enabled the deregulation of rating valuations and the devolution to local authorities of the National Property Database.

Project management was a big part of his job and when the position of Project Leader for the Continental Shelf came up, Jerome was keen to take on the challenge.

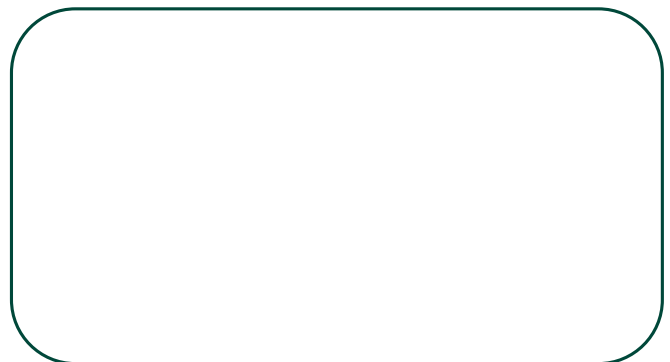
"The property valuation reforms were all pretty much in place, so the timing was right," Jerome explains.

"We will use local suppliers wherever possible, but the deepwater seismic work will be carried out by specialised vessels we don't have in New Zealand.

"These vessels are very expensive to run. Just getting them into our waters can take 10 days, so we'll need to exercise very stringent risk management for this part of the project. We may be able to 'piggyback' some of this work onto an oil industry vessel doing other seismic work in our waters."

Once suppliers for deepwater work have been identified the project will go to open tender during mid-2000. The survey work, once awarded is expected to take up to two years.

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Jerome Sheppard, Project Leader

For a multi-million dollar project the LINZ team is surprisingly small: himself, Programme Director Robin Pickering and a small admin group. That's a reflection, says Jerome, of the co-ordinating and management role undertaken by LINZ. "This is a large and immensely exciting project that will capture the imagination of the New Zealand public as the work develops.

"We're really exploring New Zealand's last frontier. For many of the scientists, oceanographers, map-makers and others, this is a once-in-a-lifetime project."

DIGITAL TOPOGRAPHIC DATABASE COPYRIGHT FEES ABOLISHED

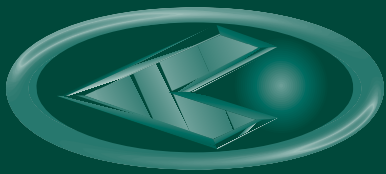
As foreshadowed in the September 1999 issue of Landscan, the fees and charges for the topographic database and aerial photography were substantially reduced from December 10 last year. The raw data for the 1:50,000 and 1:250,000 digital topographic databases is now available to users for the cost of dissemination only – set at \$1500 including GST.

Within one week five data distributors had signed up with LINZ to receive the digital data. Distributors can be contacted through a link with the LINZ web site. You can get straight there by going to:

www.linz.govt.nz/services/topomapping/buyingmaps
Dave Mole, Manager Data Compliance with the Topo Hydro group in LINZ says he expects other distributors will also join up.

He says the 12 gigabyte digital database is supplied on a series of CDs, with updated extracts to be supplied three times a year. "We're expecting many users to take advantage of the availability of this data through distributors," Dave says. "It will be a tremendous boost for people and businesses wanting to use accurate topographic data in their publications. For organisations like local authorities and Crown Research Institutes, the data will greatly enhance their mapping-related work."

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Landonline
survey and title automation

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The **Landonline** Programme team has two new recruits with the addition of representatives from the New Zealand Law Society and New Zealand Institute of Surveyors.

Orewa surveyor, Jeff Needham, and Christchurch solicitor, Duncan Terris, joined **Landonline** in November as representatives of the Institute and Society.

Their roles in **Landonline** are to act as advocates for customer concerns and issues, and to be a contact point between **Landonline** and their representative groups throughout the length of the programme. They will also assist with application user acceptance

testing from a practitioner's perspective, and help develop and put into practice strategies to educate customers.

Jeff Needham previously worked for Bolam &

Associates Ltd. in Orewa, where he was survey manager for the past three years.

He sees that a strong emphasis for him is the liaison with other surveyors and the Institute.

He has found that surveyors are more comfortable knowing that there is someone in the

Landonline team from outside LINZ who identifies with the profession.

"Internal LINZ practises are very different to customers' practises," Jeff says. "The implementation area is the one where

we are having the greatest effect in terms of giving some 'realism' to LINZ. We are able to tell them how people want to access information, which will help to make sure the service is what customers want."

Duncan Terris is still in private practice in Christchurch. He believes this gives him a vested interest in what happens.

"This puts me in a good position to ensure that what ultimately comes out is usable and gives value to day-to-day practise. Part of that role is balancing what is technically possible with what is needed by solicitors."

"Having someone who is in practice as part of the **Landonline** team gives an external user foundation to the assumptions LINZ makes. In a way, it is a reality check in verifying the assumptions of what will happen when the system is in place."

Like Jeff, Duncan sees a vital part of his work with **Landonline** is liaising with the Law Society to reassure them about progress, and to identify issues and deal with them before they get too big.

Jeff and Duncan realise that they do not have much opportunity to have a great deal of influence over phase one of **Landonline** as so much planning had already been done before they joined the Programme.

However, they see that the planning for phase two, which will have more benefits for customers, is a good opportunity to further bring the customer's perspective to bear. LINZ is about to begin a requirements study as a lead in to the design of the second phase of **Landonline**, which Jeff and Duncan will be closely involved with.

For instance, Duncan has been working with the Registrar General of Lands group to bring some ground level input into reviews that will simplify processes, such as reviewing legal forms and the legislative review that precedes phase two.

"We need to focus on simplicity. For instance, we should have as few forms as possible and they should be as simple as we can make them."

Both Duncan and Jeff are anticipating the possibilities of **Landonline**, especially phase two, which will open more opportunities for customers.

Jeff believes there can be huge benefits from shortening the time it takes to carry out land transactions.

"If practitioners can have assurances about the time it will take to get transactions processed, know how much it will cost, and have quality-based, comprehensive data on hand, they will be able to give their clients greater faith in the surveyor and the profession."

"The strict business rules will mean that if professionals do it right then their surveys should go through easily. Customers might not see the difference, but professionals will have less stress once we get to the stage of having a 24 hour turnaround."

"Data will be in a form that makes it easier to interpret because the historical 'clutter' won't be recorded digitally. Areas of uncertainty will be identified by the system. A lot of the re-work will be eliminated because the foundation information will be in the system for surveyors to use without having to recreate it."

"While I appreciate the search services the department currently provides, I also know the value of instant information, and I'm eagerly anticipating a useful, cost-effective alternative to the existing services."

Duncan believes that the potential **Landonline** has to eventually compress the timeframe for transactions will give solicitors more certainty.

"Real-time registration, which becomes a possibility in phase two, can give greater security by reducing the time between settlement and registration."

Duncan says he also feels more confident about the proposed security of the **Landonline** system.



Surveyor Jeff Needham (left) and solicitor Duncan Terris (right) bring a customer's perspective to the **Landonline** Programme.

"I initially had some reservations about security with the planned introduction of digital transactions. However, the more I learn about it, the more confidence I have. The electronic audit trail and encryption of digital transactions will mean that **Landonline** will have greater integrity and security and reduce the potential for fraud."

Both Jeff and Duncan are enthusiastic about the potential of **Landonline**, and are determined to ensure that the needs of customers continue to be taken into account during planning for further stages of the Programme.

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CROWN PROPERTY: FROM PINE FORESTS TO RAIL BRIDGES

At a glance

- Crown Property Contracts (CPC) is part of LINZ.
- It manages contracts for the acquisition, disposal and management of Crown property.
- These include LINZ properties and those left over from other government organisations.
- Its focus is on managing the Crown's risk as a property owner.
- CPC is responsible for some 5000 Crown properties occupying 3.2 million hectares and with a total value of up to \$800 million.
- In the 1998/99 financial year, CPC almost exactly matched its property sales target.

When Paul Jackson gets asked what he does – what his responsibilities are within LINZ – he takes a very deep breath before he starts. Undaunted by this, Landscan asked Paul and his colleagues to tell us anyway. What, we asked, is the role of the Crown Property Contracts (CPC) group and their achievements during 1999?

“When you boil it down, we're here to protect the public interest because we're here to protect the Crown's interest – to manage its risk as a property owner,” Paul begins.

“We manage an incredibly diverse property portfolio on the Crown's behalf. Individual properties can be worth millions of dollars and they often have long and complex histories. Their sale is covered by a range of statutes; much is at stake when the future ownership or use of Crown property is up for discussion.”

Because the stakes are high, Paul says, litigation is a fact of life with the management, acquisition and disposal of Crown property – just part of the business. And it's a sizeable business. CPC is responsible for some 5000 Crown properties occupying 3.2 million hectares and with a value of up to \$800 million.

All this is done with a staff of just 22 in Hamilton, Wellington and Christchurch. Outsourcing of property transaction and management work to accredited agents and other specialists is the reason why such a modestly sized team can manage such a large portfolio.

In the 1998/99 financial year, CPC and its network of agents matched almost exactly their \$23 million target for Crown property sales. The year was crowned by the \$7 million sale of the Addington Railyards to Ngai Tahu.

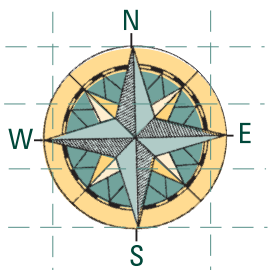
But that was just one of many, many property transactions under CPC's care. “The best way to tell our story is to let the stories tell themselves,” Paul says.

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“People tend to focus on the property disposal side of our business, and the litigation that can arise from it. But that's really only part of the story.

TURNING ON THE WATERWORKS



Just about everything you wanted to know about nautical charts, tides, lights and much more is now on tap from the LINZ Hydrographic web site.

We say “just about” advisedly. Although the site is a comprehensive one, the information on it does not meet the full legislative requirements of the Shipping (Nautical Publications) Regulations 1988.

These are met in publications such as the Nautical Almanac, which include additional material such as coastal radio stations, weather forecasts and tide calculation tables.

That said, the site is a superb information resource for boaties. It is structured into eight easily navigated sections with tables and listings downloadable as pdf files. The sections are updated weekly and include:

- 1 **Notices to Mariners:** The myriad of regular changes such as alterations to radio signals or lists of lights is published as a current list with archives also available to pinpoint earlier notices.
- 2 **Tidal Predictions:** Times and heights of tide for standard ports with corrections for secondary ports; also the background on the mechanisms of tidal flows.
- 3 **Charts:** The full list of chart agents – the only one available

– from which the public can buy charts and nautical publications. Web browsers can also use a series of map-based pages to identify the charts they need.

- 4 **List of Lights:** A complete catalogue of New Zealand navigational lights.
- 5 **Site Search:** A powerful search tool to quickly identify the information required.
- 6 **Feedback:** An interactive feedback form that can be emailed to LINZ with suggestions for additions and improvements to the site.
- 7 **Hydrographic links:** Links to related sites such as the UK and Australian Hydrographic Offices.
- 8 **General Notices:** Everything from America's Cup news to information about disposal of waste from ships.

LINZ Nautical Information Adviser Bruce Wallen says the site is “of greatest interest to recreational boaties, but commercial maritime interests also find it an excellent resource for planning purposes”.

The site can be found at: www.hydro.linz.govt.nz

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TROUBLED BRIDGE OVER SOUTHERN WATERS

One of the more unusual property management challenges handed to the Crown Property Contracts group has been the Riverton rail bridge. The 800 metre structure comprises a series of causeways and spans across the Riverton River Estuary.

Since its closure in the late 1970s, the bridge has been a focus for debate between local factions that see the bridge respectively as a dangerous eyesore or an historic site for preservation. The bridge's fate was finally decided in late 1998, when a permit for demolition was issued subject to a number of conditions.

As owner of the bridge on behalf of the Crown, LINZ has the task of managing its demolition and removal.

It's not a simple task. While the central causeway will be removed, the northwestern causeway will be repaired and preserved as it provides some protection from the tide. At the same time the pylons under the spans, well sunk into the estuary bed, must be completely removed.

It's not the sort of job normally tackled by any property owner, and LINZ is currently seeking a contractor to project manage the entire job on its behalf.



Manager Crown Property Contracts Paul Jackson gets a first-hand look at the enormity of the task ahead demolishing and removing the Riverton Rail Bridge.

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CROWN PROPERTY STANDARDS & GUIDELINES LAUNCHED ON INTERNET

The Internet is an excellent medium for complex or rapidly changing information, and Land Information New Zealand (LINZ) has taken full advantage. On November 26 LINZ launched the Crown Property Standards and Guidelines on its web site, making them accessible to anyone with an interest in Crown property.

At a glance

- Crown Property Standards and Guidelines were launched on the LINZ web site on 26 November last year.
- They are written for accredited agents doing Crown property work for LINZ, and for government departments and Crown agencies which use the Public Works Act.
- Using a simple index, the standards can be downloaded as pdf files.
- A primary objective is to minimise the risk of litigation to the Crown arising from Crown property transactions.
- The standards and guidelines provide for consistency of application for the statutes covering Crown property.
- To access the standards and guidelines, enter www.linz.govt.nz then click "Publications" and "Crown Property Standards and Guidelines".

summarises the 19 separate files available. It is easy to see if there have been any updates, and downloading the files is a very straightforward process.

With the widely used pdf file format, large volumes of data can be quickly downloaded and either read on screen or printed out using Adobe Reader. (Users who don't have Adobe Reader

can download it free from the Internet via a link on the LINZ site.)

Chief Crown Property Officer Sam Brown says publishing the standards and guidelines on the Internet makes the processes used in Crown property transactions totally transparent.

"The standards are not only important to the accredited agents who use them," he says. "They're also a useful reference for local authorities, other Crown agencies and legal professionals that are involved in similar Public Works Act transactions of their own.

"A primary objective of the standards and guidelines is to minimise the risk of litigation to the Crown arising from Crown property transactions," Sam says. "They're a statement of departmental position on relevant legislation for which LINZ has statutory responsibility, such as the Public Works Act, Land Act and the New Zealand Railways Corporation Restructuring Act.

"Parts of the standards are mandatory. Despite that they are outcome focused. This reflects the exacting nature of Acts concerned and their focus on protecting the public interest. Nevertheless, the guidelines provide users with some flexibility in the way the standards are applied," Sam says. "Most importantly though, the standards provide the consistency of application and that is very important in what can frequently be long and complex transactions."

The Crown Property Standards and guidelines can be accessed on the Internet by:

- entering the LINZ web site, www.linz.govt.nz then clicking "Publications" and "Crown Property Standards and Guidelines".

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CROWN FORESTRY LICENCES

With a total annual rental yield of around \$50 million, it's not surprising that rent reviews would involve some hard bargaining. So it is with Crown Forest Licences.

“We’ve just embarked on six hui sponsored by the Crown Forestry Rental Trust around New Zealand to update Maori on the review process.”

These are the mechanisms by which private interests can grow and harvest forests on Crown land, while Maori interest in the land itself is protected. There are some 98 separate Crown Forest Licences, held by 13 licensees – companies such as Fletcher Challenge Forests and Carter Holt Harvey.

The rental for this land is paid into the Crown Forestry Rental

Trust. The capital held in this Trust is held for the settlement of Treaty of Waitangi claims, while the income it generates is used to fund research into treaty claims.

The land itself is held by the Crown for the settlement of treaty claims. For example, the land covered by 27 separate licences is part of the Ngai Tahu treaty settlement.

The rents are reviewed using a two-tiered system. A nine-yearly general review focuses on the basis on which rents are set. (At present this is 7% of the land value.) A three-yearly periodic review assesses the actual annual licence fee using the basis established by the nine-year general review.

Hamish McDonald is contracted by LINZ to manage the challenging task of co-ordinating the general and periodic reviews with licensees. The process is well under way with seven of the 13 licensees having reached agreement with the Crown on the latest general review.

“If we can’t reach agreement through negotiation, then there is an arbitration process available,” Hamish explains. “Inevitably



Crown forests yield millions of dollars in annual rental.



some of these end up in court because there is so much at stake – nonetheless we’re making good progress.”

As well as its negotiations with the licensees, the Crown is obliged to keep Maori interests informed of progress. “We routinely share information through the New Zealand Maori Council and the Federation of Maori Authorities, but we also get out into the regions,” Hamish explains. “We’ve just embarked on six hui sponsored by the Crown Forestry Rental Trust around New Zealand to update Maori on the review process.

“We’ve taken steps to streamline the review process as much as possible, and to minimise the level of dispute at the three-yearly review.”

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NGAI TAHU PROPERTY GROUP

“As part of the Ngai Tahu Claims Settlement Act, the South Island iwi has right of first refusal on all Crown property that is being sold.

The process is now well tested. First point of contact is the Ngai Tahu Property Group Ltd, which holds most of Ngai Tahu’s property assets – a portfolio already worth \$50 million. Project Manager with the company is Ian McNabb.

Ian says the partnership between his company, LINZ and the accredited agents handling the Crown property sales is a productive one.

“Our last major purchase was the Addington rail yards. It took several years, but in terms of the Act it actually ran quite smoothly. The agents have picked up the work from LINZ very well. Some have developed quite a lot of expertise in this area – some less so.”

Ian says Ngai Tahu are regularly sent a schedule of Crown properties being sold. “We also send this on to the Runanga in the area, although if a property is commercially significant we will usually be interested ourselves. In fact we take a serious look at all Crown properties on offer.”



Paper Records: deciding on storage solutions

Landonline is drawing nearer. With it comes the impending closure of branch offices and relocation of the tonnes of paper records that won't be electronically captured.

At a glance

- Internal and external research into types of paper records needed by clients and LINZ staff and their access requirements has been completed.
- LINZ and National Archives have developed a retention policy and schedules.
- Record keeping standards have been developed and are on the LINZ website.
- LINZ is issuing a Request for Proposal from commercial providers and community groups interested in managing LINZ paper records.

What records does LINZ have, how should they be stored, where and by whom? These issues have been addressed by questioning client groups and through internal research analysing records inventories and working with National Archives.

For the external research, an initial phone survey of 401 LINZ clients was followed by a discussion paper in mid-October last year. The paper outlined three options for comment. These

ranged from regional/national centralisation of records (heavily accessed records held at LINZ regional offices), to a "diverse locations" option. This also allowed for some records to be retained and managed in local communities where a LINZ office may have closed.

The discussion paper yielded 133 written submissions, representing a wide range of interest groups and points of view. Of those who expressed a preference, most said the "diverse locations" option for storage would suit them best. Mortgages and encumbrances, non-live documents, deeds and old block sheets were picked as the most urgently required (<24 hour access).

A series of regional meetings followed at the end of October. LINZ Information Services Manager Jenny McDonald says these public meetings provided excellent feedback and were well attended.

The internal research has involved workshops with LINZ regional and branch staff representatives. It has resulted in the identification of essential record sets, the processes they're used for, and needs for access.

last year the LINZ Executive Committee accepted a recommendation that a non-binding Request for Proposal (RFP) from LINZ will go out to the market this month. It opened on 10 January 2000, will close on 3 March, and seeks detailed proposals from commercial suppliers and community groups to house and manage certain LINZ paper records. The RFP is based on the records categories documented in the paper records inventory database and in the Retention and Disposal policy developed by LINZ and National Archives.

Jenny says the next steps will be shaped partly by the results of this RFP, but a priority will be to ensure consistency of access and timeliness of information retrieval throughout New Zealand. Future strategic priorities for LINZ will also play a part.

"We now have documented information on what records we have and where, associated retention information, principles and standards, and those are important steps forward in our records management," she says.

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Setting standards for storage and access

The proposals from commercial suppliers and community groups to house and manage LINZ paper records will be required to meet the LINZ Core Paper Records Standards that were drawn up last month.

"LINZ will also be required to meet these standards. They're more stringent than current practices," explains Jenny McDonald, "but it's timely that we draw a line in the sand stating how our records should be kept."

The standards cover:

- **Access:** allows for appropriate access; sets standards for readability, identification and classification systems, and physical handling.
- **Timeliness:** delivery must conform to LINZ operational standards.
- **Storage environment:** must be accessible but safe with appropriate risk management in place.
- **Handling and transport:** must minimise risk of damage.
- **Security:** access must be controlled to ensure sensitive information is protected and unauthorised access to or tampering with records is prevented.



Service delivery seen from both sides

Service Delivery Manager for the Wellington region of LINZ is Dominic Foote. Before moving to New Zealand from England in early 1998, Dominic gained plenty of experience on both sides of the service counter in housing and property.

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“There’s been a big increase in the use of the Land Title Link service in our region,” he says. “I believe this change will enable our customers to appreciate the advantages that Landonline will offer when it comes on stream.”

He has worked as a housing developer in the UK, and also in the social housing field in both England and New Zealand. “With my background I’m very aware of the importance of accurate, quality land information records,” Dominic says. “Quality covers a whole range of criteria, from the ability to correctly interpret survey and title information to ensuring that searched information is accurately provided. The other side of the service delivery equation is timeliness. By focusing on the quality of the service delivery, the timeliness of delivery will naturally follow.”

Dominic says all of his teams work to exacting standards; these standards cover the regulatory and operational aspects of LINZ from the issuing/re-issuing titles to approving survey plans and providing customer service. Part of his check on service standards is talking with his regular customers. They are an important barometer as they

can provide instant feedback on the quality of the work produced.

Watching trends in customer needs and behaviours is another important part of the job. “There’s been a big increase in the use of the Land Title Link service in our region,” he says. “This indicates that clients are becoming more aware of the savings in time and money possible through online services. It also means that they are becoming more aware of the opportunities of online access for title and survey records. I believe this change will enable our customers to appreciate the advantages that **Landonline** will offer when it comes on stream.”

Dominic spends plenty of time out in the region, building relationships with clients and listening to what they have to say. “Groups such as search agents are an important litmus test for what our customers need. It’s important to get their perspective on service.

“My aim is to ensure that our staff are in tune and can marry the needs of the LINZ business with the needs of our customers. They are trained to be proactive with client enquiries, and to think ahead about all their needs.”

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