

FACT SHEET

PUBLIC COUNTER CLOSURES ON 23 FEBRUARY 2009



WHAT'S HAPPENED

On 23 February 2009, LINZ closed the public counters in three of its five regional centres – Auckland, Wellington and Dunedin. With the move to electronic lodgement, there was a significant decrease in manual processing work and the need for over-the-counter services.

Limited counter services will remain available in the Hamilton and Christchurch Processing Centres for a small number of exceptions to electronic lodgement.

PUBLIC ACCESS TO RECORDS

LINZ is committed to maintaining public access to core records.

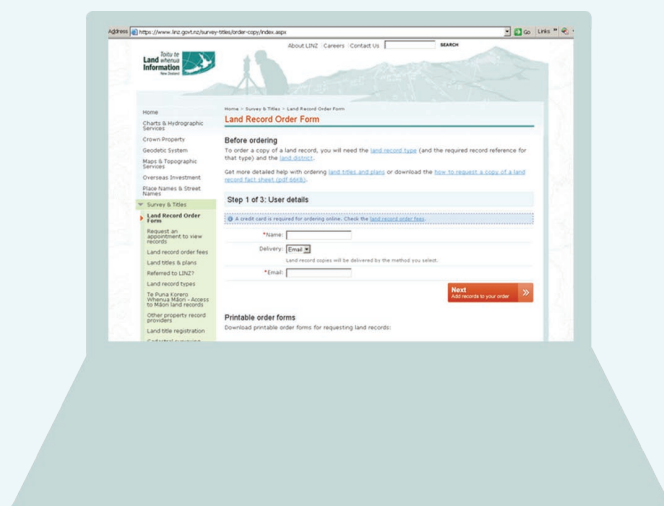
The closure of counters results in some changes in how records are accessed and we have tried to ensure that any impacts on customers are minimal.

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HOW TO OBTAIN A COPY OF A LAND RECORD

Customers can order copies of land records such as a title (computer register) or a survey plan from LINZ:

- **Order online** using the Land Record Order Service on the LINZ website: (www.linz.govt.nz) and complete the online form
- **Fax or post** the completed Land Record Order Form to the LINZ Processing Centre that handles requests for the land district where the property is located (listed on the form)
- **Call 0800 ONLINE** (0800 665 463)
- **Email** info@linz.govt.nz to request a copy of the form.



HOW TO VIEW SURVEY, TITLE AND CROWN PROPERTY RECORDS

Reading Rooms in Processing Centres are available to customers wishing to view Survey, Title and Crown property records. To do so, however, you will need to make an appointment. To request an appointment, you need to complete an appointment form by doing one of the following:

- **Call 0800 ONLINE** (0800 665 463)
- **Email** info@linz.govt.nz providing the record reference number, land district, record type and (if known) date of the record
- **Order online** via the LINZ website: (www.linz.govt.nz) using the Land Record Order service and select 'Viewing Original Land Records Appointment Request form'
- **Post or fax** a completed 'Viewing Original Land Records Appointment Request form' to the Processing Centre that handles requests for the land district where the property is located (listed on the form).

WHERE TO GET ASSISTANCE WITH SEARCHING LAND RECORDS

LINZ does not provide search services.

There are many New Zealand land professionals who offer public search services such as search agents.

You will find search agents in your area in the Yellow Pages under Land information, document services, legal agents, lawyers, surveyors – land, real estate agents, and property management.

PAPER LODGEMENTS FOR REGISTRATION

Paper documents lodged for registration are now accepted only at Hamilton and Christchurch offices.

These can be **delivered in person**, or **posted** or **couriered** to LINZ.

If you have any questions, please call 0800 ONLINE (0800 665 463) or email info@linz.govt.nz