

# Land Information

## National Production Report 2009

No 381

01 November 2009

### *In this Issue:*

- *Monitoring our Performance*
- *New performance standards*
- *The latest statistics on title issue and survey processing times*

### Welcome

Welcome to this edition of the National Production Report for the 2009/2010 reporting year. The purpose of this newsletter is to let you know progress on survey and title processing times on a national basis.

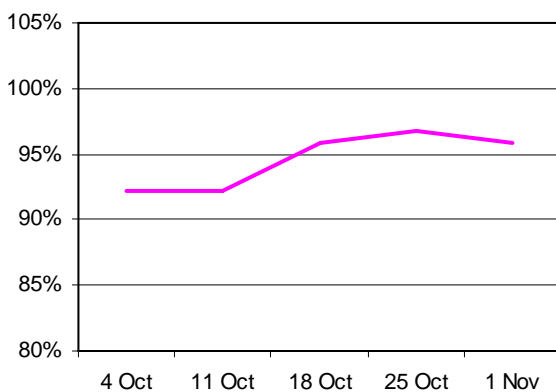
**Survey standards** – 90% of surveys processed from *eSurvey* lodgement or returned from requisition within 10 working days.

**Title standards** – 90% of title documents processed from paper and auto lodgements or returned from requisition within 10 working days. (*Note: Electronic Registration dealings don't require a processing time standard as the register is instantaneously updated upon submission.*)

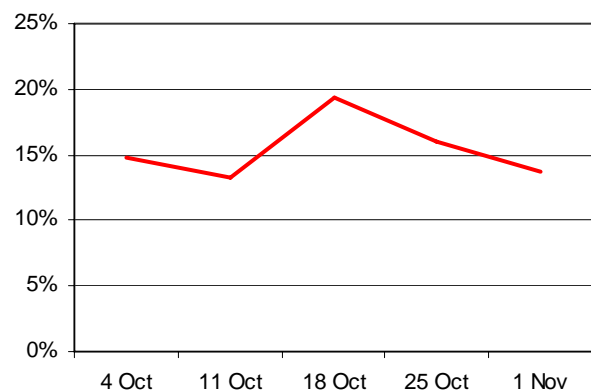
**Jan Pierce**  
General Manager Customer Services

### Title processing performance

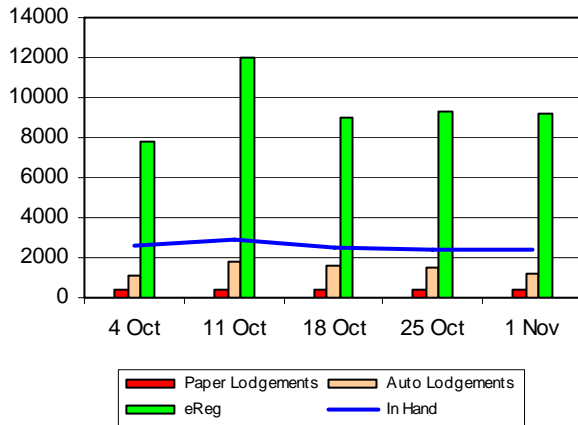
*Title documents processed within performance standard*



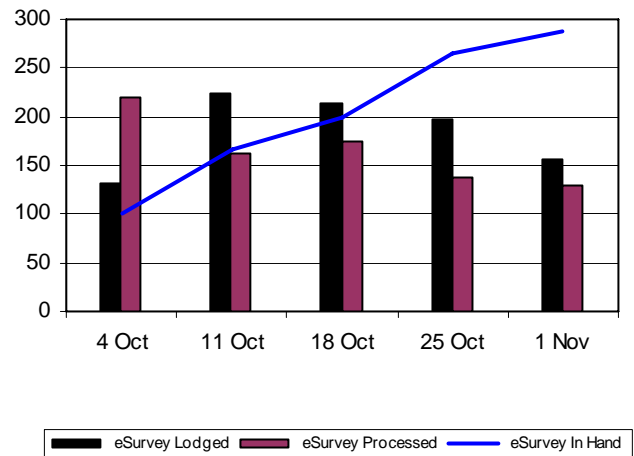
### Title transaction rejection rate



## Title transactions lodged and in hand



## Surveys lodged, processed and in hand



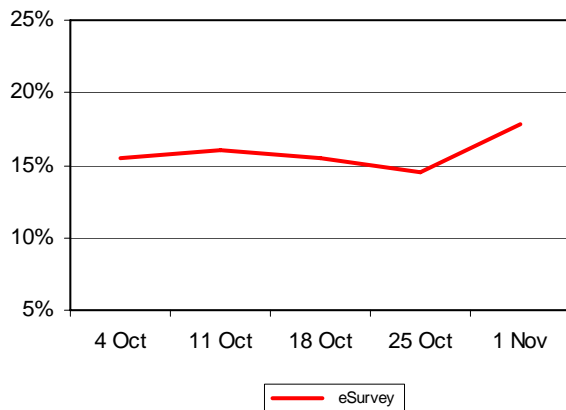
## Current title issue times (working days)

Average Title issue times	Routine titles	New titles
<b>For w/e 01 November 2009</b>	<b>1</b>	<b>1</b>

## Survey Processing times (working days)

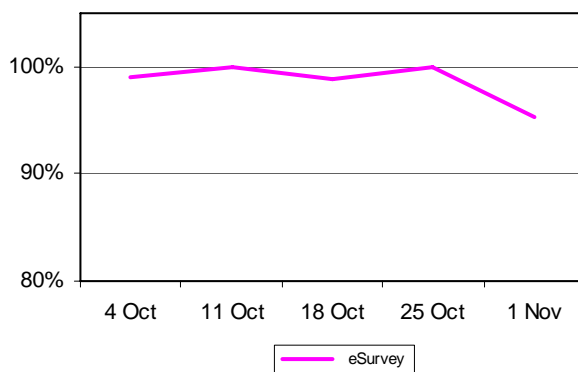
Average Survey Processing times	eSurvey
<b>For w/e 01 November 2009</b>	<b>5</b>

## Survey requisition rate



## Survey processing performance

*Surveys processed within performance standard*



## Definitions

**Lodged**—Title transactions and surveys received by LINZ

**Relodged**—Title transactions re-presented following rejection

**Processed**—Title transactions registered or rejected and surveys that have reached the point of first requisition or approval without requisition

**In Hand**—Title transactions pre-registration and surveys pre-approval with LINZ for action as work-in-progress.

## Urgency

Processing Centres will continue to offer urgency for any transactions that are **outside the performance standard timeframes** shown above. Urgency will not normally be approved for transactions that are within the current target timeframes. Granting urgency for “current” work would unfairly disadvantage other work that was lodged earlier.

If you wish to apply for urgency, please apply in writing to your local LINZ Area Manager, setting out the reasons for your request.

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## Contacts

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Visit the LINZ and **Landonline** websites at:

[www.landonline.govt.nz](http://www.landonline.govt.nz)

[www.linz.govt.nz](http://www.linz.govt.nz)