

Land Information

National Production
Report 2011

No 492

29 January 2012

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 2011/2012 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.

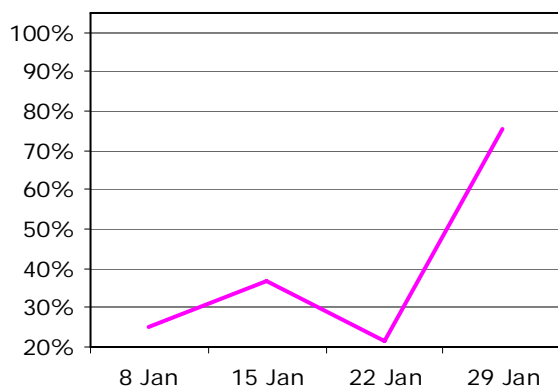
Title standards – 90% of title documents processed from paper and auto lodgements or returned from requisition within 10 working days. (**Note:** Electronic Registration dealings don't require a processing time standard as the register is instantaneously updated upon submission.)

Jan Pierce

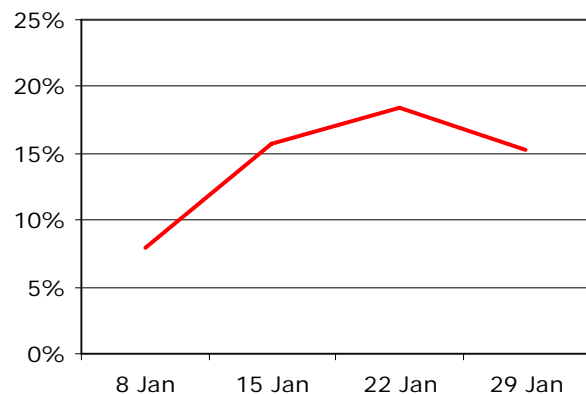
General Manager Customer Services

Title processing performance

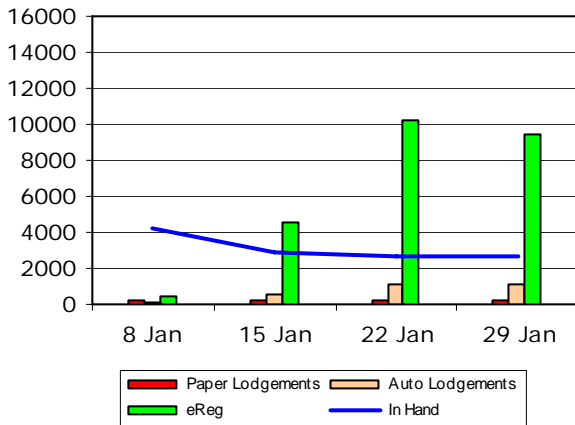
Title documents processed within performance standard



Title transaction rejection rate



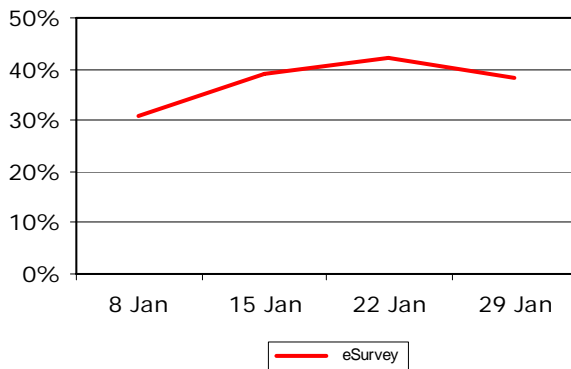
Title transactions lodged and in hand



Current title issue times (working days)

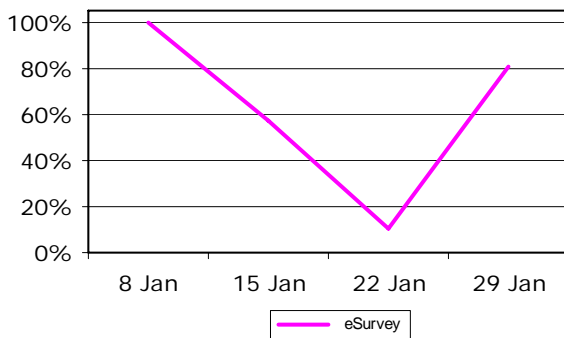
Average Title issue times	Routine titles	New titles
For w/e 29 Jan 2012	9	9

Survey requisition rate

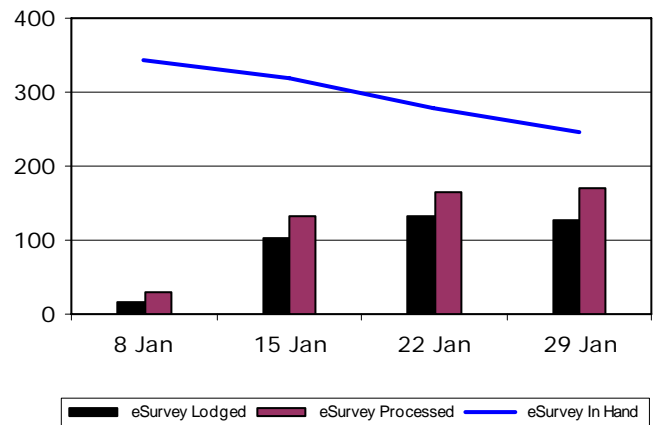


Survey processing performance

Surveys processed within performance standard



Surveys lodged, processed and in hand



Survey Processing times (working days)

Average Survey Processing times	eSurvey
For w/e 29 Jan 2012	10

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.

Contacts

0800 ONLINE

0800 665 463

Info@linz.govt.nz

HAMILTON OFFICE

Cnr Victoria & Rostrevor Streets

Private Bag 3028

Hamilton

fax: 07 858 5488

Contact:

Peter McLellan

National Manager Survey and Titles - Operations

CHRISTCHURCH OFFICE

112 Tuam Street

Private Bag 4721

Christchurch

fax: 03 366 6422

Contact:

Lichelle Guyan

National Manager Survey and Titles – Business
Strategy

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

www.landonline.govt.nz

www.linz.govt.nz