

## Introduction

Toitū Te Whenua LINZ seeks your feedback on our compliance strategy for the survey and title systems. The strategy sets out the framework and direction for our approach to compliance for the period 2024-2027. Following finalisation of the strategy, we will continue to engage with stakeholders to identify and prioritise business initiatives to improve compliance outcomes.

This note provides an overview of the strategy. A more detailed version of this strategy is available on the consultation page on our website:

[Feedback sought on the Draft Survey & Title Compliance Strategy](#)

The purpose of this strategy is to deliver an updated approach to compliance that-

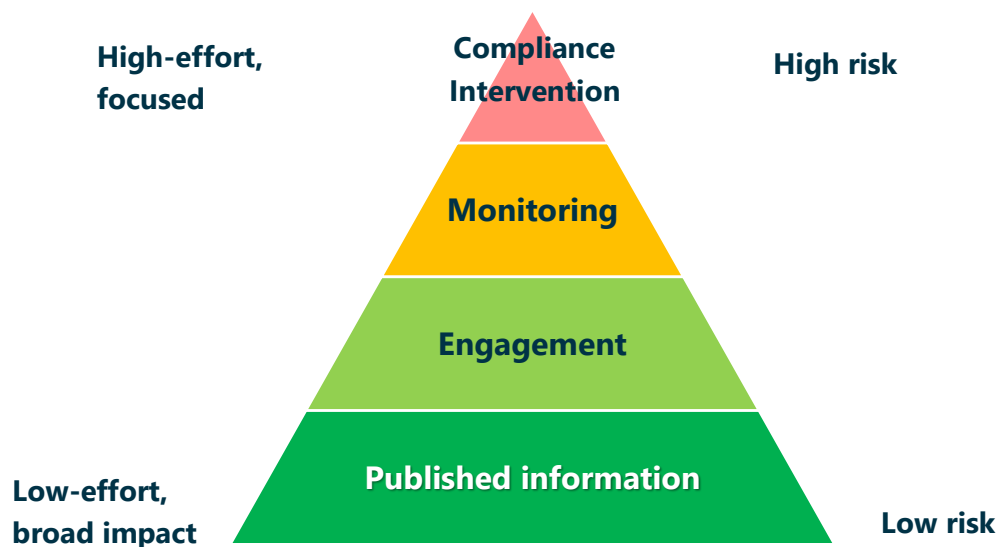
- Aligns with our Strategic Intentions
- Focuses on using the right balance of tools to support compliance
- Incorporates “customer-centricity” in the design of compliance processes and service channels
- Emphasises providing great customer support “to help get it right the first time”
- Digital enablement - leveraging off the ongoing rebuild of Landonline.

We are seeking feedback in order to inform our final strategy and the focus of our future compliance work programme. We value your insights into the principal barriers to compliance and how they may be overcome, and look forward to continuing collaborative engagements with stakeholders to improve our support for those interacting with the survey and title functions.

To understand the wider regulatory system context in which the strategy is being developed, the strategy provides background information about the regulatory system, including the objectives of the survey and title systems, the key actors involved in delivering the regulatory system objectives, and the risks we seek to manage through our compliance processes. (This information is set out in pages 7 to 13.)

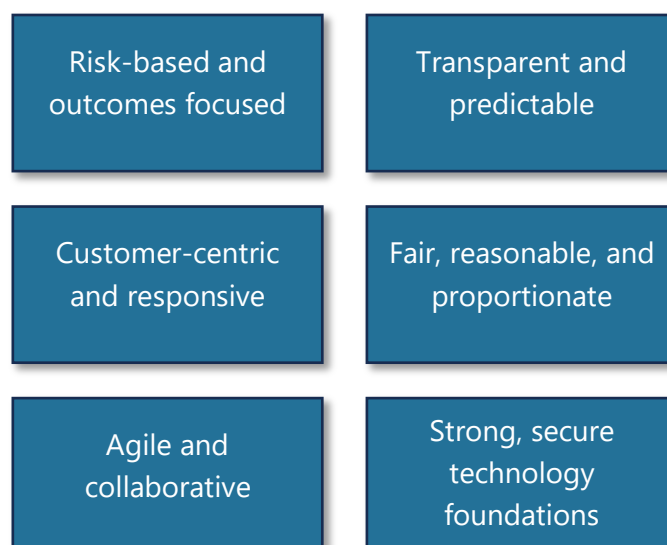
## What's in the strategy?

In this draft strategy, we have set out for the first time how we are looking to prioritise the exercise of our various regulatory compliance tools with reference to risk, effort, and reach...



.... and the principles that will guide us in our compliance activities. (These are described at pages 14-20 of the strategy.)

### Compliance Principles



## Shifts in our approach to compliance

We have used the compliance principles to identify our compliance objectives, including the changes we want to make as an organisation in our approach compliance.

A core objective of our draft strategy is to better support lawyers, conveyancers, and surveyors to comply with relevant rules and standards. The strategy describes a number of “shifts” in our approach to compliance that we consider are necessary to deliver on this objective.

From	To
Focus on identifying where customer have made errors	We emphasise helping our customers get it right the first time
Legacy systems and processes not always user-friendly or intuitive	We extend our collaborative and customer-centric approach to service design
Extensive use of manual verification processes for non-automated transactions	We design our business rules to support automation and the use of digital validation tools to speed up the approval and registration process
Our processes do not incentivise first time compliance	We design our processes to incentivise first-time compliance
Our risk tolerance is inflexible and does not always recognise the professional responsibilities of lawyers and surveyors	We adjust our approach to risk based on the nature of the transaction, likelihood and consequence of error, and compliance history of the customer
Limited use of data to understand risk and target compliance activities and opportunities for improvement	We use business intelligence to understand risks, target intervention, and inform service design that supports first-time compliance

Delivering on these shifts will be our priority during the period covered by this strategy. On-going engagement will be used to identify and inform our compliance activities.

## Providing feedback

Feedback on the strategy may be provided by emailing [engagement@linz.govt.nz](mailto:engagement@linz.govt.nz)

In providing your feedback, we are particularly interested in your views on the following questions:

- Has the regulatory compliance strategy overlooked any crucial elements?
- Are there specific areas – including any compliance risks or opportunities to improve compliance – that should be prioritised within the strategy?
- Are there any challenges or pain points which should be taken into account when we consider activities to progress the strategy?

On behalf of:

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