

# Modernising New Zealand's land record system

## Ensuring customers can easily supply and access land records

Information for lawyers and conveyancers

Toitū Te Whenua Land Information New Zealand (LINZ) holds data about our land and land transactions – completed by lawyers and surveyors – in a single system: Landonline.

We're modernising Landonline to ensure information about land in Aotearoa continues to be trusted and becomes more accessible.

### Landonline stats

### Annual activity (for 2019/20)

**13,000**

registered users

**3.4 million**

search products delivered

**2.3 million**

property titles

**220,000**

titles issued/re-issued

**2.6 million**

surveyed parcels of land  
(including road and water)

**550,000**

property transactions submitted

**35,000**

dealings lodged, requiring manual processing

### Daily activity

**5,500**

land title users access Landonline

### Background

New Zealand has been collecting and managing land information for 180 years. Landonline is world-class but, at 20 years old, needs to be modernised to ensure it integrates with modern software and is future proofed.

New Zealand's landscape is constantly changing due to activities that are out of our control, including earthquakes, land movement, erosion and changing river boundaries.

It also changes due to land being developed, eg properties being sub divided, and apartments built. People also make changes to their property that are reflected in Landonline, eg discharging a mortgage.

To ensure Landonline is built and managed sustainably, we're developing our in-house capability. This will enable us to quickly respond to the needs of our customers and deliver continuous improvement.

This is one of New Zealand's largest government transformation programmes and was approved by Cabinet in 2018.

LINZ received funding approval of \$128.2m to modernise Landonline through Budget 2018.

Title and Survey services are fully funded by user fees. The cost of the modernisation work will be repaid through these fees over the next 10 years.

### Why this is important

Lawyers and conveyancers play a crucial role by registering property transactions in Landonline. They need certainty about:

- property ownership
- boundaries
- registered instruments.

Our role is to maintain and keep these records up-to-date. We're improving the Landonline platform to help make your work quicker, easier and more joined up through our Notices products.

LINZ, in partnership with property lawyers and conveyancers, will maintain the integrity of the register.

### What we're doing for lawyers and conveyancers

- Making the title registration process easier and faster.
- Creating a more secure and robust system.
- Increasing automation and connections between property lawyers, councils and financial institutions through our Notices products.
- Updating our processing system, creating efficiencies in the way dealings are managed.

## What we're delivering, when

LINZ has delivered web-based search and Notices products, which can help streamline conveyancing processes. These products save time and increase accuracy (by automatically populating data), reducing the need for manual data entry.

We're incrementally building basic e-dealing functionality for lawyers and conveyancers in a new web-based platform. Our effort is concentrated on building the right foundation to underpin the cool stuff we want to offer lawyers and conveyancers in the future.

Over the next two years we'll continue to add functionality into new Landonline, reducing the amount of time lawyers and conveyancers need to spend in Legacy Landonline.

While new functionality is being incrementally released on the new platform, lawyers and conveyancers will likely switch backwards and forwards across Legacy and new Landonline.

When all the functionality is fully transitioned, Legacy Landonline will be switched off. It's at this point when we'll start adding some of the more future-thinking functionality customers have asked for.

## How we're doing this

We're modernising how our customers can supply and access information about land in Aotearoa.

We're working with our customers to deliver what they need. Our research, idea testing, design and refining processes are all led by customers. This helps us to innovate and anticipate what our customers' future requirements will be.

Underpinning this work is legislation, refreshed business rules, updated processes and modern technology to ensure the best results are achieved for our customers.

## Benefits

- Modern and future proofed land record system that integrates with modern software.
- Web Search enables customers to log-in from any device, anywhere using their Landonline credentials.
- Faster, easier, and cheaper access to property titles for the general public via the Land Record Search.
- Joined up property information between property lawyers, surveyors, conveyancers, councils, and banks.
- Time-savings and efficiencies for LINZ customers and staff.
- In-house capability developed to build Landonline and maintain it in the future.
- A system that can quickly and easily respond to changing customer needs, future technology trends and changes in law.

## Challenges

- Understanding the best way to support customers to transition from a system they're familiar with to a new way of working.
- Ensuring we're working with our customer groups to design and deliver what they need.
- Adding easier and simpler processes for customers without compromising Landonline's current high levels of security.

## Lawyers and conveyancers | the role of Landonline

To register instruments or search titles in Landonline, lawyers and conveyancers need to be registered users and prove their identity through an authentication process. They:

-  search and analyse land records
-  prepare instruments and any necessary consents
-  liaise with councils and rights holders, eg financial institutions
-  submit dealings for registration

Lawyers and conveyancers can use their Landonline credentials to log-in to the Web Search tool from any device.

## Timeline

The new Landonline will be continually enhanced and updated.

### 2020/22 Foundational

- Web Search launched
- Notice of Change and Notice to Mortgagee launched - now onboarding councils and financial institutions
- Creating web-based e-dealing platform
- Building high volume instruments, eg: DM, T and M

### 2022/23 Transition (iterative)

- Incrementally building all remaining instrument types and functionality
- Reducing the time lawyers and conveyancers spend in Legacy Landonline
- Transition to new Landonline

### 2023/25 Ongoing enhancement

- Investigate templating some instrument types that are currently image only
- Explore opportunities to better connect with third party software suppliers
- Switch off Legacy Landonline



## Contact us

If you'd like to know more about the Landonline modernisation programme, please email: [modernisinglandonline@linz.govt.nz](mailto:modernisinglandonline@linz.govt.nz).

## Find out more

For more information, resources and news, visit:

Modernising Landonline, including plain English resources:  
[linz.govt.nz/about-us/what-were-doing/projects/modernising-landonline](https://linz.govt.nz/about-us/what-were-doing/projects/modernising-landonline)

Landonline:  
[linz.govt.nz/land/landonline](https://linz.govt.nz/land/landonline)

Web Search:  
[search.landonline.govt.nz/search/newlogin](https://search.landonline.govt.nz/search/newlogin).