

# Modernising New Zealand's land record system

## Ensuring customers can easily supply and access land records

### Information for surveyors

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

**10,500**

survey plans approved

**2.6 million**

surveyed parcels of land  
(including road and water)

**10,678**

cadastral survey data  
sets received

**5,500**

users access the system daily

**700**

licensed cadastral surveyors

**1,800**

survey users

#### 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 new subdivisions created, properties being sub-divided, and apartments built. People also make changes to their property that are reflected in Landonline, eg subdividing, taking out or discharging a mortgage.

To ensure Landonline is built and managed sustainably, we're developing our in-house capability. This will ensure Landonline is future proofed, enabling 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.

Survey and Title 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

Surveyors play a crucial role in land development processes the New Zealand economy relies on.

When you subdivide a property, you need to be certain about details, such as boundaries. Our role is to maintain and keep up-to-date records of the cadastre.

We're modernising Landonline to make it easier and faster for surveyors to search, and lodge survey plans, electronically. When lodged plans meet the legal requirements, LINZ approves the plan, which then becomes an official record within the cadastre.

#### What we're doing for surveyors

- Delivering a simpler process to get correct survey data into Landonline.
- Connecting the work surveyors and solicitors do when sub-dividing land and making it easier to comply with the rules and get approvals from LINZ.
- Simplifying and improving the spatial view of a survey to meet the different needs of users.

## What we're delivering, when

Modernising Landonline means we're incrementally building basic functionality for surveyors in a new platform. The concentrated effort is on getting the basics right. We're building the right foundation to underpin the cool stuff we want to offer surveyors in the future.

To ensure continuity for surveyors, we're gradually building the tools to replace existing Landonline functionality and tools – making improvements where we can – until eventually everything is transitioned to the new Landonline platform.

As functionality is introduced, surveyors will be able to use it but will switch backwards and forwards across the Legacy and new systems.

Over the next 18 months we'll continue to add functionality into the new system, reducing the amount of time surveyors need to spend in Legacy 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 surveyors 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 surveyors, solicitors, 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.

### Surveyors and the role of Landonline

To input data or use Landonline, surveyors need to be registered users and prove their identity via an authentication process. Surveyors play a critical role in the land development process. They:

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download Landonline data about a subject property
- 

complete fieldwork on the property
- 

work with council on the consents and approvals
- 

lodge the completed survey plan with LINZ

Surveyors can use their Landonline credentials to log-in to the Web Search tool from any device, anywhere.

## Timeline

The new Landonline will be continually enhanced and updated.

### 2020/22 Foundational

- Cadastral Survey Rules 2021
- 3D Cadastral Data Model project – identifying how to store and exchange cadastral data between survey software and all Australasian jurisdictions

### 2022/23 Transition (iterative)

- Land Transfer surveys – improved user experience, improvement to pre-validation
- Redeveloped survey capture tools
- Reducing the time surveyors spend in Legacy Landonline
- Transition to new Landonline

### 2023/25 Ongoing enhancement

- Investigate alternatives to drafting plans and implementing the chosen option
- Switch off Legacy Landonline
- Increase the amount of survey data that can be entered from survey software – allow surveyors to prepare a complete survey in their software
- Implementing 3D cadastre



### 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 and plain English fact sheets:  
[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)

Land Record Search:  
[lrs.linz.govt.nz/search/](https://lrs.linz.govt.nz/search/)

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