

# Modernising New Zealand's land record system

## Ensuring customers can easily supply and access land records

Information for New Zealanders

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

**13,000**

registered users

**2.3 million**

property titles

**Annual activity** (for 2019/20)

**3.4 million**

search products delivered

**220,000**

property titles issued/re-issued

**550,000**

property transactions

### 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 adding an extension, taking out or discharging a mortgage.

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

When you buy, sell, or alter property you want to be certain about details such as location, size, or boundaries, and that you are buying from the current owner.

You might be buying a property or be a small business owner using your house or other property to finance your business.

In New Zealand, this information is recorded in the 'title' for each property and kept by LINZ in an online system called Landonline.

The information held in our land record system informs the financial and banking systems the New Zealand economy relies on.

### Who uses Landonline?



#### Surveyors

Supplying data to Landonline for the land they've surveyed (for example, a parcel of land in preparation for building an apartment block).



#### Solicitors and conveyancing professionals

Acting on behalf of New Zealanders buying, selling, or changing property details—ensuring property and ownership details are correct.



#### Real estate agents

Sourcing title information on properties they're selling.

To input data or use Landonline, customers need to be registered users and prove their identity via an authentication process.



#### Banks

Assigning mortgages against property titles with confidence they're lending to the owner of the property.

Ensuring their mortgage is recorded against the Title, so they have security over their lending.



#### Councils

Issuing certificates or consents based on the Resource Management Act.

Ensuring they have the correct details about the property owner for rating purposes.

However, we offer the public in New Zealand and Australia the ability to search for titles to New Zealand properties using Land Record Search (launched in February 2021).

## 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.

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.

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

## What we're doing

The programme focuses on our two major products: property titles and surveys.

Property titles	Surveys
<p>We're:</p> <ul style="list-style-type: none"><li>making property sale and purchase processes faster, easier and more joined up</li><li>automating notifications to councils and banks</li><li>enhancing processes and procedures for LINZ.</li></ul>	<p>We're:</p> <ul style="list-style-type: none"><li>delivering simpler process to enter and confirm survey data</li><li>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</li><li>simplifying and improving the graphical parts of a survey to meet the different needs of users</li><li>making it easier to add survey data into Landonline.</li></ul>

## Benefits

- Modern and future proofed land record system that integrates with modern software.
- Faster, easier, and cheaper access to property titles 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.

## Timeline

The new Landonline will be continually enhanced and updated.

2020/21	2021/22	2022/23	2023/24	2024/25
<ul style="list-style-type: none"><li>Land Record Search</li><li>Notice of Change</li><li>Notice to Mortgagee</li></ul>	<ul style="list-style-type: none"><li>New technology to record refinancing and a simple house sale</li><li>Redeveloped survey creation tools</li></ul>	<p>Delivering a new technology platform that is:</p> <ul style="list-style-type: none"><li>fit for purpose and future-proofed</li><li>accessible to customers and the public</li><li>easy to use</li><li>designed to reduce costs, remove duplication and improve information accuracy</li><li>standardised and consistent (through rules and processes)</li><li>continuously improving.</li></ul>		



## 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 [www.linz.govt.nz/about-linz/what-were-doing/projects/modernising-landonline](http://www.linz.govt.nz/about-linz/what-were-doing/projects/modernising-landonline)

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