

Our Ref 22-012

9 August 2021

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Dear Mr [s 9(2)(a)]

Response to your official information request

Thank you for your official information request received on 12 July 2021 for "...information provided to your CEO on average waiting times for issuance of titles post CCCs" or, in the absence of these, the "... average wait time from application to title granted for new developments, per month, for the last 24 months".

Toitū Te Whenua Land Information New Zealand does not capture data on code compliance certificates (CCC) and is therefore not able to measure from this point. However, we can measure from the point at which a title dealing and/or a survey plan is lodged with us for processing and the data released uses this starting point.

In the 2020/21 financial year approximately 88 percent of all submitted title dealings were able to be automatically registered or rejected when submitted in the Landonline application. This means no time elapses from when the dealing is lodged.

The remaining 12 percent of title dealings require manual processing by Toitū Te Whenua Land Information New Zealand officials and so will have a longer processing time. This group typically includes the issuance of new titles.

As new developments will usually require processing of both survey plans and title dealings we have included data on processing times for both of these. All survey plans submitted require manual processing by Toitū Te Whenua Land Information New Zealand staff.

Our available reporting (and base data) does not isolate new developments as per your request. Therefore the data presented is for *all* title dealings and survey plans that required manual processing.

Please find included with this letter:

- A summary dashboard which shows the average time taken for all registered title dealings that were unable to be automatically processed and required manual processing - depicted by month for the period 1 July 2019 to 30 June 2021.

- A summary dashboard which shows the average time taken for all approved survey plans - depicted by month for the period 1 July 2019 to 30 June 2021.
- Supporting information which further explains the content of the dashboards.

Processing times are categorised into compliant and non-compliant title dealings and survey plans. Compliant dealings are those that do not need to be returned to the submitter and then resubmitted before we can complete the process.

Non-compliant dealings and survey plans will therefore include a portion of the time when the dealing (or plan) is with back with the original submitter to be remediated. Toitū Te Whenua Land Information New Zealand is unable to directly control the length of this period.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact Ministerialsupport@linz.govt.nz

Yours sincerely



Karen Farrell
Head of Property Rights

Proactive Release