

9 August 2018

Pat Sole
President
Institute of Cadastral Surveying (Inc)

via email: president@ics.org.nz

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Dear Pat

Plan Processing / Approval Delays

Thank you for your letter outlining your concerns over Land Information New Zealand's (LINZ) current plan processing and approval times.

I apologise for the delays you and some of your members are experiencing, however I can assure you this is an area we are actively managing.

Your observation that processing times are slower at this time of the year is correct. This is primarily due to it traditionally being a period of higher lodgements but exacerbated by the complication of managing a number of vacancies.

During July the average processing time of compliant datasets was 9.4 working days with 90% completed in 13 and outliers reaching 15 working days. To reduce the processing times of datasets to the target timeframes, we have taken a number of actions, which included:

- diverting some of our Cadastral Surveyors and other suitably qualified people to approve datasets temporarily; and
- supporting our people to work overtime over this period to clear any backlog.

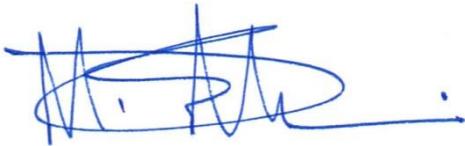
We don't expect approval times to lengthen and to assist communication we have updated the current processing times on our Landonline website landing page.

We expect the approval times to return to the target levels by the end of the week. I will contact you if there is any change to this, so you can update your members.

We will continue to consider urgency requests on a case by case basis for any datasets not processed within 10 working days. Requests will be considered against the evidence provided to support the request and current work volumes. We do however encourage customers to use this option sparingly, as receiving multiple urgency requests could compound the delays we are currently experiencing.

I trust this reassures you and your members that we have recognised the issues and are taking steps to remedy them. If you have further questions about this matter, please get in touch with me.

Yours sincerely,



Mike Morris
Principal Cadastral Surveyor
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