

# Survey and title transaction services and COVID-19 response

## An update from Toitū Te Whenua LINZ

Toitū Te Whenua LINZ would like to thank you for your support as we deliver services within the current COVID-19 Alert Level restrictions. We hope that your members and their families are keeping well and safe during this challenging time. Our website has updated information about our [services during Alert Levels](#).

### COVID-19 response

The impact of COVID-19 on our services has meant there are likely to be some delays in processing survey and title transactions. Our staff are working as quickly and as safely as possible within the Government's guidelines and we ask for your patience and understanding.

The number of title transactions we continue to receive during Alert Level restrictions has reduced to around 400 lodgements or 44 per cent below the weekly average. We have made a significant reduction in our service delivery for fast-track transactions reducing this from as high as 15 days in early August, down to a current average of nine days.

However, we are expecting fluctuations in our workload as Alert Levels change along with changes in where our staff are working from which may contribute to existing delays. We'll continue to monitor and respond to the situation over forthcoming weeks.

### Transaction waiting times prior to COVID-19 restrictions

Prior to the current COVID-19 Alert Level restrictions we were aware our customers were experiencing longer than expected waiting times to have title and survey transactions processed. We want to reassure you that we understand the effect delays can have on customers and their clients. The buoyant property market has prompted significantly higher transaction levels which means an increased demand for our services. In the three months to end of July 2021 we saw a 9.4 percent increase in the number of title transactions and a 15 percent rise for survey transactions.

In response, our staff were working extra hours to help process more transactions. We have employed 14 new people into title registration and survey approvals and two more centre support officers to help with manual copy work. These new staff are due to start with us shortly. We are focused on our ongoing recruitment levels to ensure that over time we have enough staff to cope with the peaks in transaction volumes. We are also building the capability of our staff with ongoing training.

### Regular updates

We will continue to provide you with regular updates and hope that you will share them with your members. We will also share our news and updates through our [Landwrap monthly newsletter](#) and [Landonline website](#).

Ngā mihi nui

Karen Farrell, Head of Property Rights