



27 February 2026

Ref: DOIA-REQ-0027185

Privacy of natural persons

Thank you for your email of 7 February 2026 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982, the following information:

Please provide information about the materiality of 'infrastructure' queries 2 as a proportion of the Unit Titles web enquiry forms that are processed by MBIE's Unit Titles Services team.

Of the approximately 171 Unit Title (UT) webforms submitted from 1 January 2025 through to 27 February 2026, six have either used, or been responded to with, the term 'infrastructure'.

We've provided some important context for this information below.

Total number of unit title webforms

This data is retrieved from a reporting tool that has not yet completed all its testing and therefore is still a work-in-progress. While testing to date has shown it to be accurate, there is a chance this figure may be incorrect.

The tool reports 171 unique conversations that match the specific characteristics of a UT webform since 1 January 2025.

Infrastructure queries

Since 1 January 2025, we have received six webforms where the client has used the term 'infrastructure', or where our response uses the term 'infrastructure'.

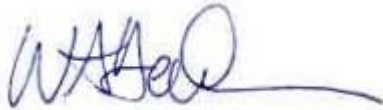
There are a couple of caveats to this data:

- An enquiry could be related to infrastructure, but the client may not use the word. This could be due to the person referring to a specific type of infrastructure within their development (for example, pipes, wires, or drainage) or even due to a spelling error.
- It is common practice for our CSA (Client Service Advisors) to call in response to a webform. Infrastructure could be discussed during the phone conversation, but not written into the original enquiry, therefore this data will not have been recorded.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

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.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Wendy Devlin', with a long horizontal flourish extending to the right.

Wendy Devlin

Head of Service Centre

Customer Service Delivery