



adaster: Doing business in the Netherlands

October 2008

Rik Wouters Manager Kadaster International

kadaster
feitelijk verrassend

Agenda

- Introduction Kadaster
- Duties of Kadaster
- Type of business
- Lessons learned: tips

Wat does Kadaster do?

Statutory duties:

1. Property registry and information for legal security purposes
2. Cadastral registration and survey
3. Land development activities
4. Topographic mapping
5. National Triangulation Network



Facts:

1. Turnover 220 M€
2. Staff members 2050
3. Number of transaction >1.000.000

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Not only statutory duties

- Kadaster has based upon the Kadaster organisation act
 - Statutory duties
 - Market or business activities
- Business activities on non-profit basis (cost recovery)
- Business activities
 - In the Netherlands various departments
 - Outside Netherlands: Kadaster International
 - 0,5% of turn over subsidy

Primary business

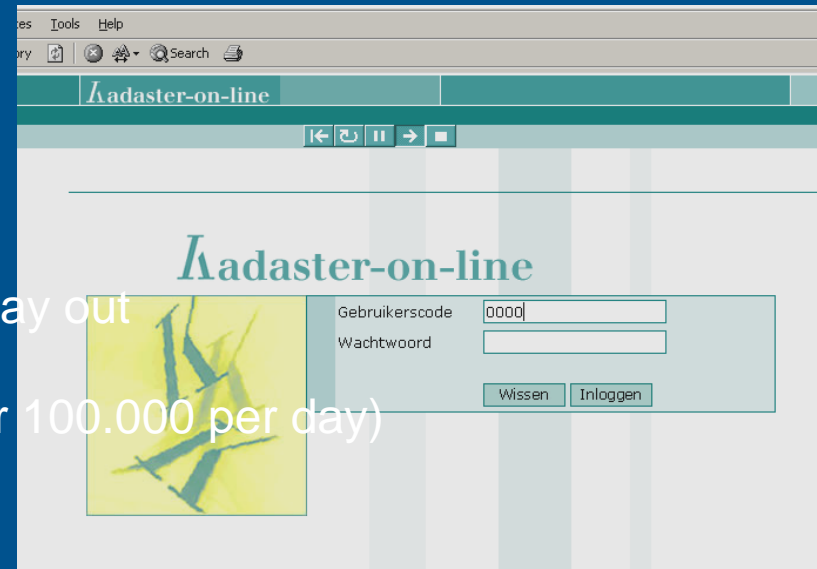
- In 1994 Kadaster independent public agency
- Most important element: self sufficient
- Kadaster is run like private business: not for profit
- Not for profit: optimal services to customer
- Instruments for measuring performance
 - Benchmarking (Kadaster is monopolist)
 - Key performance indicators
 - Customer field survey

Extension of business

- From passive to active
- Waiting for the client
- Introduction of marketing and CRM-system 1998
 - Streamline sales process
 - Set up marketing process = customer care
 - Complaint and appeals
- Active sales of legal information:
 - More customers
 - More products
 - More client groups
- Positive effect on unit price

Legal information: Kadaster on Line

- new service based on internet technology
- replaced old Kadaster network in 2002
- 9,112 subscribers (Dec 2003)
- mainly professional clients
- payments by invoices (paper)
- much attention to client-friendly lay out
- 21.000.000 inquiries (peaks over 100.000 per day)



Combination of legal and “market” information (paid)

Kadata - Microsoft Internet Explorer

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Address <https://kadata.kadaster.nl/frame.asp>

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autodesk

Plaats
beuningen
zoeken
BEUNINGEN GLD
kies periode
2002 t/m 2007
selecteer

Ander informatieproduct

Agrarische transacties

- Boerderijen
- Bos
- Akkerbouw
- Grasland
- Tuinbouw
- Tuinbouw onder glas
- Boomgaard
- Bloembollen grond
- Boomkwekerijen
- Overig
- Kadastrale bijbladen

Agrarische transacties

Overzicht bestelling

Aantal geselecteerde percelen	1
Tarief per perceel	EUR 0,45
Totaal: 1 x 0,45 =	EUR 0,45

Indien u de resultaten wilt bekijken is het tarief EUR 0,45

Ik ga akkoord met het in rekening brengen van EUR 0,45

Naar transactie selectie

Market information based on available information for free

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https://www.vindjeeigenhuis.nl/vindjeeigenhuis/

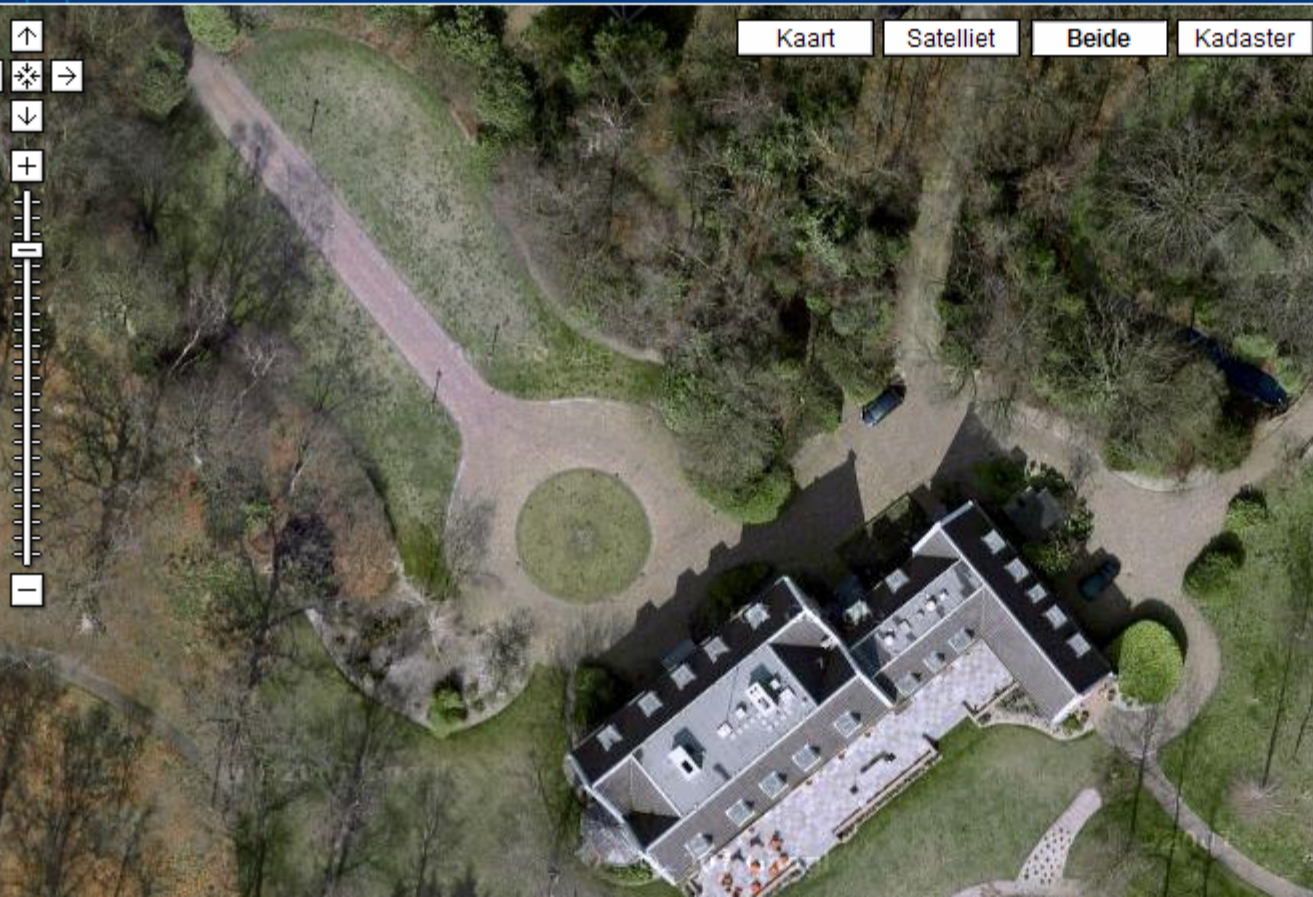
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HELP



Woonplaats

Straatnaam

Postcode

Huisnummer



U kunt de koopsomzoeker verslepen en weer loslaten. U ververs dan de koopsomgegevens.

Gemiddelde koopsom (aantal) van de buurt 2245 in 2007

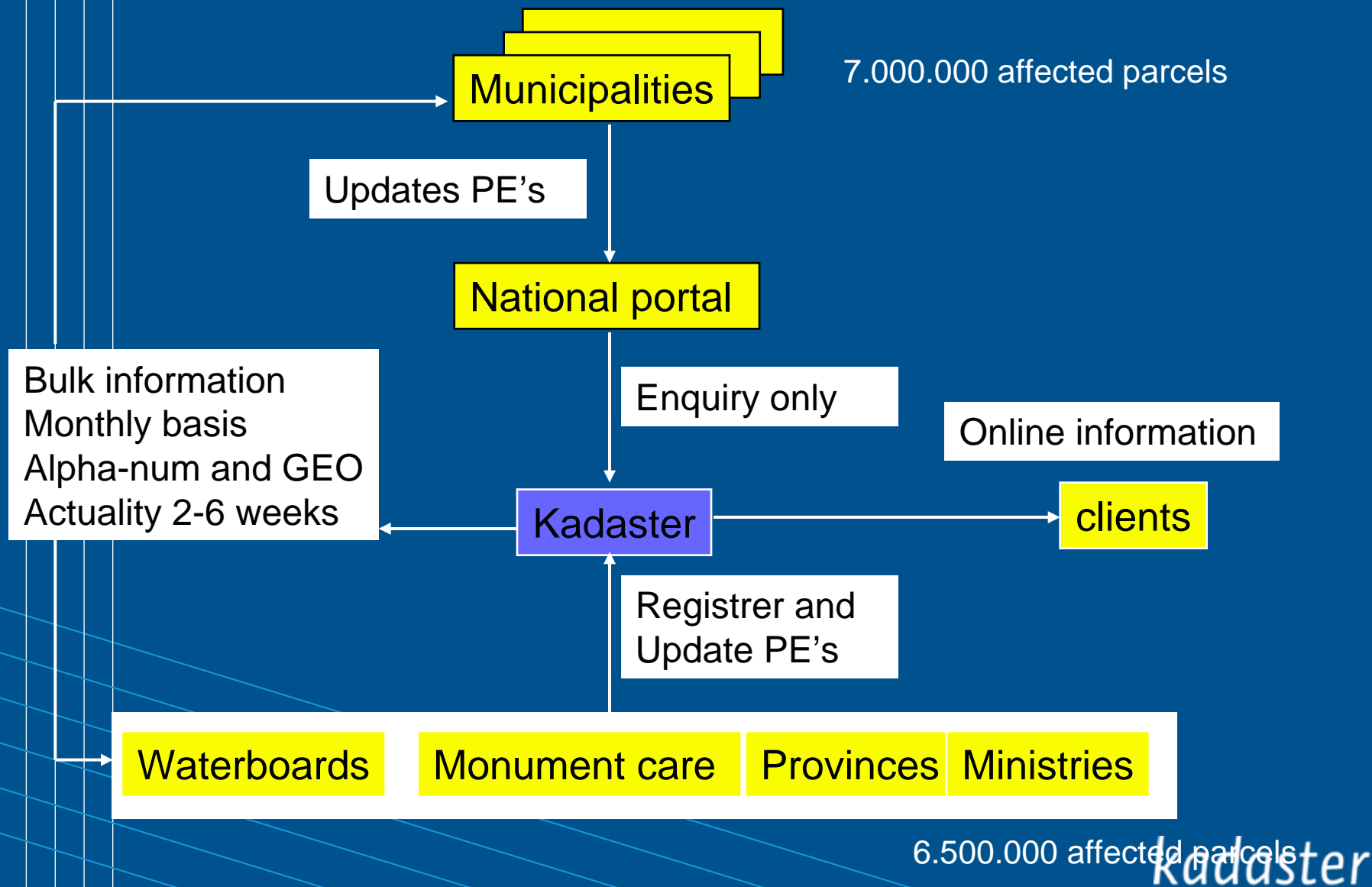
Vrijstaand	€ 1.201.250 (4)
2 onder 1 kap	€ 710.833 (6)
Hoekwoning	€ 411.800 (2)
Tussenwoning	€ 181.500 (4)
Appartement	€ 720.000 (2)



Services for third parties

- Kadaster attracts new clients
- Because of
 - Reliability
 - IT Infrastructure: IT
 - Known ambition: Speeches of Dorine Burmanje
 - Proven performance

Registration of public encumbrances



3D-view of position cables and pipes



Registration of Energy Label

ZEG ZOETJE, ONZE MATRASSEN ZIJN PLOTS VERDWEENEN!



ERGEET JE HUIS NIET TE ISOLEREN...

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New fields of services:

- Policy of Kadaster is to find new opportunities
 - Expansion: going concern needs less staff
 - Combination of services/products/data
 - Diversification makes less dependent
 - Income now is almost 1 to 1 coupled to house market
- Examples
 - Physical planning
 - (sub) urban development
 - Land market

New fields of services:

- Less activity in traditional activities: land reallocation
- Policy of Kadaster is to find new opportunities
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Consultancy: new roads, waterway's, water reservoirs

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kadaster *Vaste punten, nauwkeurige gegevens*
Meer weten over de Rijksdriehoeksmeting

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Wat doen we
onze activiteiten
registratie van vastgoed
registratie van schepen en
luchtvaartuigen
rijksdriehoeksmeting
topografische dienst
verstrekken van informatie
ruimte en advies
kadaster international
gbkn
publicatie vastgoedcijfers
prijsindex
onderwijs
▶ **Hoe werken we**
Brochures
Historie

Bladwijzers
Handtekeningen
Lagen
Pagina's

Infrastructuur | RUIMTE EN ADVIES



Infrastructuur

Woonwijken schieten als paddenstoelen uit de grond en het aantal auto's per huishouden stijgt nog steeds. De roep om meer asfalt klinkt harder dan ooit. Daarnaast is er de vraag naar nieuwe spoortracés en waterbergingsmogelijkheden. Het creëren van nieuwe wegen, spoorlijnen en waterlopen vraagt echter tijd, geld en vooral inzicht. Ruimte en Advies biedt dat inzicht, en bespaart daarmee tijd en geld.

zoek contact

What are the challenges?

- Not to come into unfair competition with the market
 - Dialogue market parties/collaboration/tuning Minister
- Not into to risky operations
 - Investments only if outcome is secured
- Not to lose focus on primary task
 - Division in PPI and PPM
- Not neglecting internal services
 - Mainly IT is under heavy pressure
-

Question is not if...but how to collaborate



What is the next step?

- Real estate agent in Florida



Dutch Kadaster your Real Estate Agent in bad times

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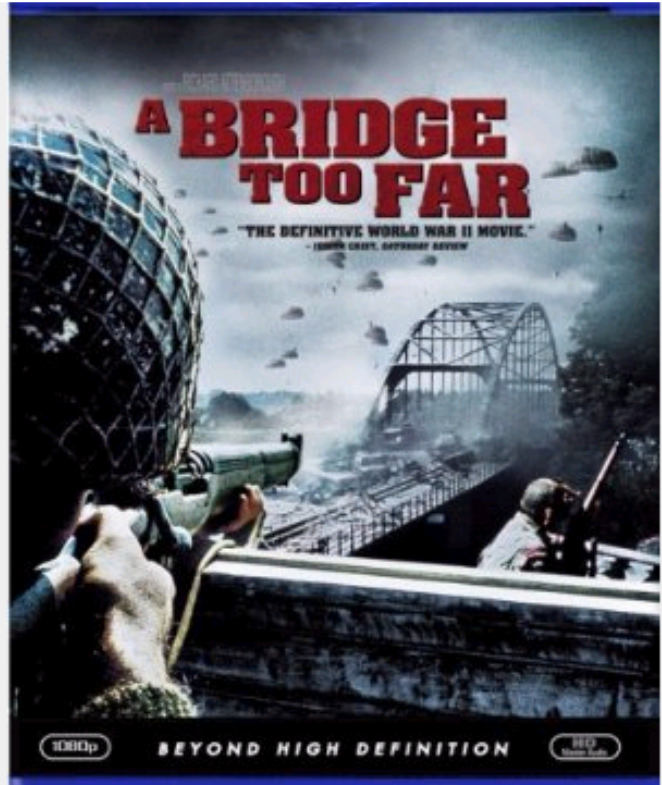
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Conclusions

Business development is positive:

- Interesting for staff
- Diversification: less dependent on primary task
- Booster of chain-integration (NSDI)
- Internal competition: who brings the best ideas

But:

- Internal competition: there are losers
- Beware for hobbyists:
- Burden own organization: never a dull moment!
- Avoid headlines in the News like the Tax Authorities

Thank you!

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