



GCCRS Advisory Committee

SUBJECT	Meeting Minutes – 04 May 2021
PRESENT	Ingrid Bayliss (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Lucy D’Aeth (Chair, Wellbeing Advisory Group), Helen McDonald (Treasury)
IN ATTENDANCE	Darren Wright (Director, GCCRS), Elsa Marshall (Administrator, GCCRS), Casey Hurren (Chief Executive, Southern Response), Jane Bryden (EQC), Kate Tod (EQC), Sid Miller (Chief Executive, EQC), Alexandra Jackson (Principal Advisor, MBIE)
APOLOGIES	Edward Butler (Solicitor, MBIE),

1. Meeting Administration

1.1 Conflicts of Interest

1. No new conflicts of interest arose.

1.2 Actions

1. Actions from the previous meeting were reviewed and progress noted on the actions register.

2. Operational Update

2.1 GCCRS Operational Update

1. The GCCRS April 2021 Director’s Report was taken as read and discussed with members.
2. It was noted demand for the service remains steady. During the previous month of April the GCCRS closed 65 cases and opened 65 cases.
3. Gathering Information from EQC and Homeowners has seen continued growth since September 2020. This may be a reflection of the on-sold programme and data in this area will be investigated further to provide clarity.
4. The GCCRS Satisfaction Survey remains strong, with an overall satisfaction level of 89%. The current response rate is 24%; changes to the survey process will be implemented with the aim of increasing this rate.
5. The spread of cases across the GCCRS case managers will be a focus in the next period.
6. An update on the National Reference Group was provided by EQC.

3. Dispute Resolution

3.1 Ongoing Dispute Resolution

1. A discussion was had on the response to the recommendation from the inquiry into The EQC for a standing dispute resolution mechanism.
2. Advice on the mechanism is to be provided to Ministers by December 2021.
3. It is noted that on-going relationships with key entities is crucial.

4. Treasury Update

4.1 Treasury Update

1. An update on the number of unsettled over-cap claims with private insurers and Southern Response was provided to the group for the quarter ending March 2021.
3. The review of the EQC Act is now in the Cabinet decision making stage.

5. Advisory Group Update

5.1 Wellbeing Advisory Group

1. The Group has provided feedback on the GCCRS Satisfaction Survey; this feedback has resulted in changes to the survey process.
2. The Group is working on an on-going conversation on privacy of customers. This is an important issue the GCCRS is facing in relation to vulnerable customers.

5.2 Homeowner Advisory Group

1. Ali Jones has resigned from the Group. Her last meeting was Wednesday 21 April 2021. The Advisory Committee recognized Ali's contribution to the Homeowner Advisory Group.
2. The Group met with Minister Woods.
3. The Group will present to the Select Committee on the review of the EQC Act.
4. It is noted the Group supports the regulation of advocates.

5.3 Legal Advisory Group

1. The ongoing success of the IDRS was noted.
2. Changes to the IDRS Confidentiality agreement have been completed. The GCCRS website will be updated to include the changes.

5.4 Engineering Advisory Group

1. It was noted the Group is progressing smoothly.

6. Next Meeting

6.1 Next Meeting

1. The next Advisory Committee Meeting date was confirmed for **Tuesday 06 July 2021**.

The meeting closed at 2.40pm