



# Greater Christchurch Claims Resolution Service

## GCCRS Engineering Advisory Group An independent committee convened by Engineering New Zealand to support the GCCRS

<b>SUBJECT</b>	<b>Meeting Minutes – 10am 16 October 2020</b>
<b>PRESENT</b>	Tania Williams (Co-Chair ENZ), Barry Brown (SESOC), Helen Davidson (Co-Chair ENZ), Tony Fairclough (NZGS)
<b>IN ATTENDANCE</b>	Dave Brunson (Consultant ENZ), Stacey Campbell (Legal Manager), Gemma Natoli (Project Advisor), Kirsty Hamilton (GCCRS), Tracy Gray (Project Advisor), Elsa Marshall (GCCRS administration) Darren Wright (Director GCCRS) Tom McBrearty (HOAG representative), and David Townshend (HOAG representative)
<b>APOLOGIES</b>	David Whittaker (NZSEE)

### 1. Welcome

#### 1.1 Conflicts of Interest

There were no conflicts of interest recorded.

#### 1.2 Minutes and Actions

The previous minutes of the Engineering Advisory Group from 15 May 2020 were circulated to members for electronic confirmation and it was noted that publication on the GCCRS website had been done within 20 working days of the meeting date. Actions from the previous meeting were reviewed.

### 2. Update of Panel Services

- 2.1 There have been 225 completed cases through the GCCRS, with 24 in progress, and 7 awaiting assignment. In the Canterbury Earthquake Insurance Tribunal (CEIT) there have been 27 completed cases, 13 are in progress, and 1 is on hold; it was noted there are several properties with multiple referrals.
- 2.2 The pilot reinstatement methodology has 4 referrals; with the first completion expected in late October.
- 2.3 It was noted that due to engineers' current capacity, post Covid-19 lockdown, cases are taking approximately one month to be assigned; this is unlikely to be an ongoing issue.
- 2.4 Previous decisions from the CEIT were discussed and it was noted that it would be useful to share the lessons from these decisions through a future engineers' Technical Forum.
- 2.5 An EQC change in policy has seen an increase in initial appraisals and a decrease in peer reviews.

### **3. Exemplar review discussion**

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- 3.1** Exemplar reports have been sent to the Engineering Advisory Group for comment.
- 3.2** Overall the changes to the templates have been effective in providing more clarity.
- 3.3** The need to plan for a future event was discussed; and to use this an opportunity for future resilience planning.

### **4. Welcome Guests to Meeting**

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- 4.1** Representatives from the Homeowners Advisory Group were welcomed to the meeting and introduced to the members.

### **5. GCCRS Update**

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- 5.1** A GCCRS case update was provided. Demand for the service remains very strong with 172 cases into the service in September, and 101 to date in October.
- 5.2** The EQC on-sold programme closed on Wednesday 14 October. It was noted that majority of incoming cases into the service are on-sold.
- 5.3** The GCCRS Satisfaction Survey remains consistently strong; 87% would recommend the GCCRS.
- 5.4** A staff update was provided.
- 5.5** At the beginning of the month there were 8 Engineering NZ referrals awaiting assignment and 23 ongoing. It was noted the GCCRS are not seeing any delays at the Engineering NZ end.
- 5.6** It was noted there has been an increase in initial appraisals, and it would be helpful if floor level surveys were provided as a matter of course for all initial appraisals.
- 5.6** The recent announcement from Southern Response regarding the Dodds case was discussed.

### **6. Homeowner Advisory Group representative discussion**

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- 6.1** Representatives from the Homeowners Advisory Group discussed with the Engineering Advisory Group concerns they were hearing from homeowners. Specifically, the use of MBIE guidelines, Section 17 of the Building Act, and quality monitoring.
- 6.2** A discussion was held on how panel members could improve their reporting through considering the context of previous repairs to a property, stating assumptions and providing alternatives and ways forward.
- 6.3** It was noted the wellbeing of homeowners must be considered during an engagement with panel engineers.
- 6.4** The involvement of panel engineers in the CEIT process was discussed.

### **7. Schedule 6 proposal**

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- 7.1** The addition of Schedule 6 to the Engineering NZ Engagement Letter was discussed, as was the process for engaging stakeholders to any proposed changes to the document.

### **8. Next meeting**

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- 8.1** The next EAG meeting date of 19 February 2021 was discussed and confirmed.

**The meeting ended at 12.30pm.**