



# 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 21 March 2022</b>
<b>PRESENT</b>	Tania Williams (Co-Chair, ENZ), Stacey Campbell (Co-Chair, ENZ), Christine Anderson (Legal Manager), Barry Brown (SESOC), Tony Fairclough (NZGS), Dave Brunson (Consultant, ENZ), David Whittaker (NZSEE), and Siobhan Lilley (ENZ, Panel Advisor)
<b>IN ATTENDANCE</b>	Elsa Marshall (GCCRS), Darren Wright (Director, GCCRS), and Tom McBrearty (HOAG, Chair)
<b>APOLOGIES</b>	

### 1. Welcome

- 1.1 There were no conflicts of interest recorded.
- 1.2 Actions from the previous meeting were reviewed and progress noted.

### 2. Panel Services Update

- 2.1 An update of panel services was provided to the group.
- 2.2 A data update was provided to the group. ENZ currently has completed 22 engagements for the year and currently has 12 open engagements with the GCCRS. There are no cases awaiting assignment.
- 2.3 It was noted that there are very low numbers of engagements coming from the GCCRS in the last period, but an increase had been noted from EQC.
- 2.4 The panel has seen an increase in demand for reinstatement recommendation engagements in the last period.

### 3. GCCRS Update

- 3.1 A data update was provided to the group. There were 730 open cases at the end of the period, 15 out of the previous 16 months have had more cases closed than opened.
- 3.2 Case closures remains steady with an approximate net closure of 40 cases per month.
- 3.3 The GCCRS has noted that there was an increase in homeowners opting for a managed repair instead of a cash settlement during the last period. This may be due to the increase in house pricing and building materials.
- 3.4 The satisfaction survey remained strong for the last period; however, it was noted that some questions dipped below average in the last period.
- 3.5 17% of incoming cases over the last period came from recommendation to homeowners by EQC. This shows the importance of the relationship between the GCCRS and EQC.
- 3.6 It was noted IDRS Facilitations remain at a settlement rate of 100%.

- 3.7** An update on the future model was provided to the group. The group was asked for feedback on several aspects of the proposal. It is noted that all GCRRS customers will see not change to the service they are receiving if a new service was to be established.

**4. Legacy Material for Future Events**

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- 4.1** A discussion was had on materials that will be required when a large-scale natural disaster occurs in the future. This included information on how to instruct and engineer, through to what a homeowner can expect a completed report to include.

**5. Quality Assurance Proposal and Pilot**

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- 5.1** An update on the quality assurance proposal from ENZ was discussed with the group. This is still a work in progress and final materials will be provided to the group when finalized.

**6. Discussion led by HOAG representatives**

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- 6.1** Representatives from the Homeowners Advisory Group led a discussion on various concerns they had noted.

**7. General Business**

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- 5.1** The next EAG meeting is scheduled for **20 June 2022**, this is subject to confirmation.

**The meeting was closed at 12.00pm**