



Greater Christchurch Claims Resolution Service

GCCRS Homeowners Advisory Group

SUBJECT

PRESENT

IN ATTENDANCE

APOLOGIES

Meeting Minutes – 16 March 2022

Tom McBrearty (Chair), Phillipa Moore, Dean Lester, Linda Ngata

Darren Wright (Director, GCCRS), Elsa Marshall (Administration, GCCRS), Pip Andrews (EQC), and Jane Bryden (EQC), Bernadette McDougall (EQC)

Lucy D'Aeth

1. Meeting Administration

1.1 Conflicts & Actions

1. No new conflicts of interest were noted.
2. Actions from the previous meeting were reviewed and progress noted.

2. EQC

2.1 Canterbury Claims Update

1. An update on Canterbury claims was provided to the group. As at the end of February 2022 there were 844 open cases, this is significantly lower than the approximately 1900 open 12 months ago. There are approximately 20 cases in litigation.
2. Aged claims have seen an increase to 97 open cases. Some of these cases have come from the on-sold team.
3. A staffing update was provided to the group.
4. Re-opened cases remain steady with between 300-350 cases re-opened per month. Overall, there continues to be a net reduction of open cases per month.

2.2 On-sold Update

1. An update on on-sold claims was provided to the group. As at the end of February 2022: 1150 claims have been resolved, of these 253 have had repairs completed, the rest are in construction. 119 Settlements are waiting on signing by homeowners.
2. 3370 claims are ineligible for the programme, and 1060 are in progress.
3. A price review is now able to be completed within 12 months of settlement to ensure pricing is still accurate.
4. A review for claims who were ineligible for the Treasury on-sold programme is currently underway; a settlement pathway for these cases is being developed.
5. The scarcity of some construction materials is creating delays for on-sold cases. Some cases have suspended starting repairs until these materials are available.

3. GCCRS

3.1 GCCRS Operational Update

1. The GCCRS Directors Report was taken as read.
2. A case numbers update was provided to the group. There were 730 open cases at the end of February 2022, with more cases being closed than opened for 15 out of the previous 16 months this downwards trend is expected to continue.
3. The satisfaction survey remains strong with 82% of respondents stating they would recommend the service. The members noted that 3 of the survey questions relating to GCCRS Case Managers was at 100% for the last period. The satisfaction survey results are expected to decrease towards the end of the service.
4. The GCCRS has seen a decrease in homeowners choosing a cash settlement and an increase in managed repairs. The price of housing is having an affect on the choice homeowners are making.

5. Forecasting for the closure of cases with the GCCRS is proving difficult, a current estimate is that there will be 200-300 open Canterbury cases at the end of 2022.
6. Majority of incoming cases into the service are with EQC/ SRES, together making up 98% of cases. A new MoU between EQC & SRES has been created.
7. A covid-19 update was provided to the group. Minimal staff have been impacted to date.
8. The response to the Westport flooding events was discussed with the group. More land damage has been noted with the most recent event with approximately 20 houses being flooded for the second time. The GCCRS has noted they are starting to see insurers withdrawing from Westport and are actively working with insurers who are willing to continue in the region to ensure all homes are insured.

3.2 Update on Future Model

1. An update on the Future Model was provided to the group. If a new service was created, it would be based on the GCCRS / RAS and would provide services for all future natural disasters.
2. It was noted that if a new service was launched, current customers of the GCCRS would see no change to the service they are currently receiving, aside from a change of brand.

4. HOAG

4.1 New Advisory Group Members

1. An update on the recruitment of two new advisory group members was provided.

3. Next Meeting

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1. The next HOAG meeting will be mid-June 2022.