



Greater Christchurch Claims Resolution Service

GCCRS Homeowners Advisory Group

SUBJECT	Meeting Minutes – 22 March 2021
PRESENT	Tom McBrearty (Chair), Ali Jones, Phillipa Moore, David Townshend, Dean Lester, Jo Petrie
IN ATTENDANCE	Darren Wright (Director, GCCRS), Elsa Marshall (Administration, GCCRS), John Hardie (IDRS Advisor, GCCRS)
APOLOGIES	Lucy D'Aeth, John Paterson, Linda Ngata

1. Meeting Administration

1.1 Conflicts of Interest

1. No new conflicts of interest arose.

1.2 Minutes and Actions

1. The Chair welcomed the attendees.
2. It is noted that previous minutes of the Homeowner Advisory Group of 26 February 2020 were circulated to members for electronic confirmation and that publication on the GCCRS website had been done within 20 working days of the meeting date.

2. GCCRS Update

2.1 ENZ Facilitations

1. An ENZ data update was provided to the group: there has been 303 referrals to date, 64 of these have been facilitations. The number of facilitation referrals are decreasing.
2. The ENZ referral form & outcome statement was last updated late 2019. The ENZ Facilitation background document was updated December 2020.
3. It was noted that 4 ENZ Reinstatement Methodology Recommendation Reports have been completed.

2.2 Schedule 6

1. A discussion was had on schedule 6 of the ENZ engagement agreement. Members will review the document and provide feedback to ENZ.

2.3 IDRS Update

1. A data update was provided on IDRS: there have been 46 Facilitations completed with 10 currently open, and 31 Determinations completed with 5 currently open.
2. It was noted the only cost to homeowners is their experts' time.
3. The process for facilitations and determinations was discussed with the group.
4. Members asked questions to Mr Hardie in regards to IDRS.

2.4 Complex Case Data

1. Data was provided to the group prior to the meeting on the case categorised as 'complex' in the GCCRS case management system. Members were encouraged to ask further questions if they arose.

2.5 Cases with Southern Response Liability

1. A discussion on the cases with Southern Response Liability was had with the group. Data was provided prior to the meeting and no additional questions on the cases were posed by the members.

3. Review of Agenda

3.1 General Business

1. A meeting has been arranged with Minister Woods for 08 April 2021; providing her leave is granted by the House of Parliament on that day.
2. Ali Jones resigned from her position on the Homeowners Advisory Group, her last meeting will be on 08 April 2021.

3.2 Proposed Agenda Items

1. The next HOAG meeting date of Tuesday 27 April 2021 was confirmed.

The meeting closed at 3.50pm