



# Greater Christchurch Claims Resolution Service

## GCCRS Homeowners Advisory Group

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**SUBJECT**

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**PRESENT**

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**IN ATTENDANCE**

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**APOLOGIES**

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**Meeting Minutes – 22 October 2021**

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

Darren Wright (Director, GCCRS), Elsa Marshall  
(Administration, GCCRS)

Lucy D'Aeth, John Paterson

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### 1. Meeting Administration

#### 1.1 Conflicts & Actions

1. A new conflict of interest was noted on the conflicts of interest register.
2. Actions from the previous meeting were reviewed.

### 2. Homeowners Advisory Group

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#### 2.1 Repairs & Building Quality

1. The quality of repairs completed in the EQC on-sold programme. The group note the programme is producing good outcomes from repairs.
2. An OIA was provided to HOAG that indicated that around 30% of all EQC repairs were not done correctly or have required re-repair. This OIA is attached below.

#### 2.2 Engineering Advisory Group Meetings

1. Representatives from the HOAG attended the last Engineering Advisory Group Meeting (EAG), and presented some issues they had noted.
2. The EAG are supportive of the HOAGs concern to implement quality assurance processes in future events.

#### 2.3 Southern Response Class Action

1. The HOAG committed to contacting Southern Response about regular updates.
2. It was noted the group recommends all affected homeowners to seek independent legal advice.

#### 2.4 EQC Quality Control

1. A discussion was had on the new quality assurance systems implemented in EQC with their new claim resolution model, it is noted EQC will be seeking certification of ISO 9001.

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### 3. Next Meeting

#### 3.1 Next Meeting

1. The next HOAG meeting is scheduled for 15 December 2021. This meeting date is subject to change.