



Greater Christchurch Claims Resolution Service

GCCRS Homeowners Advisory Group

SUBJECT	Meeting Minutes – 25 September 2020
PRESENT	Tom McBrearty (Chair), Jo Petrie, Linda Ngata, Ali Jones, Phillipa Moore, David Townshend, Dean Lester
IN ATTENDANCE	Darren Wright (Director, GCCRS), Elsa Marshall (Administration, GCCRS), Pip Andrews (EQC, Head of On-solds), John Hardie (GCCRS, IDRS Advisor)
APOLOGIES	Lucy D’Aeth, John Paterson

1. Meeting Administration

1.1 Conflicts of Interest

1. No conflicts of interest arose.

1.2 Minutes and Actions

1. The Chair welcomed the attendees and introductions were made.
2. It was noted that previous minutes of the Homeowner Advisory Group of 01 July 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.
3. Previous minutes and actions were reviewed and progress noted.

2. EQC On-sold

2.1 Questions & Answers

1. An update on the EQC on-sold programme was provided to members.
2. Members were invited to pose questions relating to the programme.

3. IDRS

3.1 Questions & Answers

1. An update on the IDRS was provided to the members.
2. A discussion was had regarding the procedures for facilitations and determinations.
3. Members were invited to pose question relating to IDRS.

4. Review of Agenda

4.1 Review of Agenda Items

1. Members reviewed the agenda items.

The meeting closed at 11.00am

The GCCRS Service Directory was discussed and resolved post meeting.