



GCCRS Homeowners Advisory Group

SUBJECT	Meeting Minutes – 07 December 2021
PRESENT	Tom McBrearty (Chair), Phillipa Moore, David Townshend, Dean Lester, Linda Ngata
IN ATTENDANCE	Darren Wright (Director, GCCRS), Elsa Marshall (Administration, GCCRS)
APOLOGIES	Lucy D’Aeth, John Paterson, Kate Tod (EQC), Pip Andrews (EQC), and Jane Bryden (EQC)

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. EQC

2.1 Canterbury Claims Update

1. The Canterbury Claims update was provided in writing to the group and was taken as read.
2. The group will reply in writing with questions arising from the update.

2.2 On-sold Update

1. The on-sold update will be provided in writing post meeting to the group once available.

3. GCCRS

1. The GCCRS Directors Report was not available at the time of this meeting and will be provided to the group once available. This is expected to be Friday 10 December 2021.
2. A data update was provided to the group. There was 810 open cases at the end of November, 12 out of the previous 13 months had more cases closed than opened.
3. GCCRS has created a data breakdown of on-sold cases they hold. There are 199 cases in the on-sold programme and a further 199, on-sold cases that are not in the programme. Of these cases not in the programme, 151 cases are currently under-cap, and 48 are over-cap. Options for those who are over-cap and not in the programme are limited, GCCRS are advising homeowners to wait before joining any class action or filing legal proceedings.
4. Of all incoming cases into the GCCRS 97.4% are EQC/ SRES. In the last period more on-sold cases than BAU cases registered with the service.
5. Cases in the statuses ‘review and prepare’ and ‘gathering information’ have decreased in the reporting period due to a focus on older cases by GCCRS and EQC.
6. The GCCRS exit survey results were very good in the last period, 89% of respondents would recommend GCCRS to others. It was also noted 100% of respondents said their broker acted in a professional manner, and that their broker understood their situation.
7. A GCCRS staff update was provided to the group. Two staff members are no longer working for the GCCRS.
8. An update on Westport was provided to the group, approximately 300 homes have been affected and GCCRS is supporting 96 cases. Most cases are at the scoping stage, with the majority of assistance being provided on build contracts and legal advice.

4. HOAG

4.1 Refreshing Advisory Group Members

1. It was announced that John Paterson is resigning from the Homeowners Advisory Group. Tom thanked John for his work and contributions to the group, as well as the claimants he has assisted.
2. The future of HOAG was discussed and members brainstormed where potential new members could be sourced from.

4.2 General Business

1. The group questioned if GCCRS was circulating lists of preferred suppliers to homeowners. GCCRS advised they do not have preferred suppliers.
2. David Townshend announced that he is resigning from his position on the HOAG. David thanked everyone for their work and extended a personal thank you to the group and to GCCRS.
3. Darren Wright thanked David for his contribution to HOAG, and Tom thanked David for his work with Engineering New Zealand.

3. Next Meeting

3.1 Next Meeting

1. The next HOAG meeting will be arranged for early February to meet with the new Chair of the Canterbury Earthquake Insurance Tribunal, Chris Boys.