



Greater Christchurch Claims Resolution Service

GCCRS Homeowners Advisory Group

SUBJECT

PRESENT

IN ATTENDANCE

APOLOGIES

Meeting Minutes – 12 December 2022

Tom McBrearty (Chair), Dean Lester, Phillipa Moore, Daniel Langford

Darren Wright (Director, GCCRS), Kirsty Hamilton (GCCRS),
Joanna Carr (Toka Tū Ake EQC), Bernadette McDougall (Toka
Tū Ake EQC), Pip Andrews (Toka Tū Ake EQC)

Linda Ngata

1. Meeting Administration

1.1 Conflicts & Actions

1. No new conflicts of interest were noted for existing members. Any personal claim needs to be registered.
2. The actions register was reviewed, and progress was noted.

2. Toka Tū Ake EQC

2.1 Canterbury Claims Update

1. A staffing update was provided to the group.
2. An update on Canterbury claims was provided. Approximately 818 claims are open. In November 285 of 400 enquiries resulted in being assigned to a settlement team. 102 aged claims (over 12 months old) remain.
3. The main issues were discussed. Over 50% of claims coming into Toka Tū Ake EQC have drainage issues.

2.2 On-Sold Update

1. An update on on-sold claims was provided to the group. 1,068 claims are in progress. 633 of these claims are in the pre-settlement phase and 453 are in post settlement. 403 claims are resolved and closed.
2. A confidential update on the class action was provided.

3. GCCRS

3.1 GCCRS Operational Update

1. The GCCRS Directors Report was discussed and would be provided in the coming weeks.
2. A general discussion on the case transfer survey was held.
3. A staffing update was provided to the group. Nik Behrens has been appointed Manager Case Resolution.
4. Aged claims were discussed and update on a review was provided. All cases that came into the service before 2021 have been reviewed by the Director and Manager Case Resolution and are on an appropriate pathway to resolution.
5. A discussion on the satisfaction survey was held.

3.2 NZCRS Update

1. A confidential update on the proposed New Zealand Claims Resolution Service (NZCRS) was provided.

4. HOAG Update

4.1 General Update

1. A discussion on Project Structure's meeting with Toka Tū Ake EQC's internal engineering team was held.
2. A general discussion on internal engineering reviews at Toka Tū Ake EQC was held.

5. Next Meeting

5.1 Next Meeting

1. The next HOAG meeting will be scheduled for the **xxx February 2023**.