



# 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 – 16 June 2022**

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Tom McBrearty (Chair), Phillipa Moore, Dean Lester

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Darren Wright (Director, GCCRS), Elsa Marshall  
(Administration, GCCRS), Pip Andrews (EQC), and Jane Bryden  
(EQC), Anne Yau (MBIE)

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Lucy D'Aeth, Linda Ngata

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**1. Meeting Administration**

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**1.1 Conflicts & Actions**

1. No new conflicts of interest were noted.
2. The actions register was reviewed, and progress noted.

**2. EQC****2.1 Canterbury Claims Update**

1. An update on Canterbury claims was provided in writing to the group. Questions and comments on the paper will be taken electronically.

**2.2 On-sold Update**

1. An update on on-sold claims was provided to the group. The discussion focused on on-sold claims that fall outside of the Treasury on-sold programme.
2. A staffing update was provided to the group.

**3. GCCRS**

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**3.1 GCCRS Operational Update**

1. The GCCRS Directors Report was not available for this meeting. Once complete it will be distributed to the members; questions or comments will be taken electronically.
2. It was noted in the last period the GCCRS have surpassed the significant milestone of 3000 closed cases and reaching under 700 open cases at the end of May.
3. A staffing update was provided to the group; the GCCRS will decrease to 10 managers at the end of June 2022. This decrease in case managers is expected to impact closure rates as remaining case managers work to get up to speed on the cases handed over to them.
4. It was noted that for all questions in the GCCRS Satisfaction survey, 100% was scored in all sections. This means respondents either 'agreed' or 'strongly agreed' with each of the survey questions.

**3.2 NZCRS Update**

1. A confidential update on the proposed New Zealand Claims Resolution Service was provided. This update included items on the advisory committees, the Natural Hazards Commission, and the scope of the service.

**3.3 Terms of Reference**

1. It was noted the Terms of Reference for the Homeowners Advisory Group will be updated in the next period; a draft will be circulated electronically to members for feedback.

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**4. HOAG**

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#### **4.1 Civil Defence (NEMA)**

1. A brief discussion was had on future collaboration with Civil Defence (NEMA) for future natural disaster events in regard to the proposed New Zealand Claims Resolution Service.

#### **4.2 KPMG Report**

1. The report was circulated during May; this will be re-circulated electronically for members to provide comment on.

#### **4.3 CEIT**

1. The group noted it's support for the work of the Canterbury Earthquake Insurance Tribunal. The Chair will write a letter of support to send onto MBIE.

#### **4.4 General Business**

1. It was noted the group continues to search for new members. It was suggested that the group consider seconding a member of the EQC National Reference Group.

### **3. Next Meeting**

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#### **3.1 Next Meeting**

1. The next HOAG meeting will be scheduled for September 2022; it was noted this will most likely be brought forward.