



# Greater Christchurch Claims Resolution Service

## GCCRS Homeowners Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 20 October 2022</b>
<b>PRESENT</b>	Tom McBrearty (Chair), Dean Lester, Phillipa Moore, Linda Ngata, Daniel Langford
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Kirsty Hamilton (GCCRS)
<b>APOLOGIES</b>	nil

### 1. GCCRS

#### 1.1 GCCRS Operational Update

1. The GCCRS Directors Report was discussed in detail.
2. An update on the case transfer survey was provided and the group were advised the results would be circulated in the coming weeks.
3. The use of 'cost incurred' terminology was discussed, and clarity was provided in terms of the various insurers' policy response.
4. A confidential discussion relating to GCCRS assistance being provided in response to events other than the CES was held.
5. A discussion around experts, their engagement and area of expertise was held. The Director of GCCRS provided clarity around staff recommendation of experts.
6. The importance of knowing and understanding the insurers' process was discussed.
7. The group discussed the Engineering Advisory Group's Unreinforced foundation report and progress on this.

#### 1.2 NZCRS Update

1. A confidential briefing on the proposed New Zealand Claims Resolution Service (NZCRS) was presented.
2. A confidential discussion around the disputes resolution function and potential services was held.

### 2. Next Meeting

#### 2.1 Next Meeting

1. The next HOAG meeting will be scheduled for the 12<sup>th</sup> of December 2022.