



# Greater Christchurch Claims Resolution Service

## GCCRS Homeowners Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 21 September 2022</b>
<b>PRESENT</b>	Tom McBrearty (Chair), Dean Lester, Phillipa Moore, Lucy D’Aeth, Linda Ngata, Daniel Langford
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Jane Bryden (Toka Tū Ake EQC), Bernadette McDougall (Toka Tū Ake EQC), Pip Andrews (Toka Tū Ake EQC), Beata Dvorakova (MBIE)
<b>APOLOGIES</b>	nil

### 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. Daniel Langford noted a general conflict that he and his company has previously been engaged by homeowners, insurers and EQC. Daniel is not currently working on behalf of any insurer or EQC. Should Daniel be engaged by EQC or an Insurer whilst a member of HOAG he will note the addresses concerned to the Chair of HOAG and Director, GCCRS.
3. The actions register was reviewed, and progress was noted.

### 2. EQC

#### 2.1 Canterbury Claims Update

1. A staffing update was provided to the group.
2. An update on Canterbury claims was provided. Approximately 850 claims are open. In the last six months, 75% of claims have been resolved.
3. Discussed what are the main challenges and how they impact homeowners.
4. Nelson flooding events were discussed with the group.

#### 2.2 On-sold Update

1. An update on on-sold claims was provided to the group. 1200 claims have been resolved.
2. The scarcity of some construction materials, inflation and Covid-19 are creating delays for on-sold cases.

#### 2.3 Out of on-sold programme claims

1. A data update was provided to the group.

### 3. GCCRS

#### 3.1 GCCRS Operational Update

1. The GCCRS Directors Report was briefly discussed and will be looked at next meeting. A confidential update on the proposed New Zealand Claims Resolution Service was provided.

#### 3.2 NZCRS Update

1. A confidential presentation was given to the group on the proposed New Zealand Claims Resolution Service (NZCRS) which will assist with natural disasters.

#### 3.3 Terms of Reference

1. No feedback has been received yet. To be resent seeking urgent feedback, if any.

#### **4. Homeowners Advisory Group Update**

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##### **4.1 NRG Update**

1. A brief discussion was had on future collaboration with city councils thanks to MBIE's connections.

#### **5. Next Meeting**

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##### **5.1 Next Meeting**

1. The next HOAG meeting will be scheduled for the 20<sup>th</sup> of October 2022.