



Greater Christchurch Claims Resolution Service

GCCRS Homeowners Advisory Group

SUBJECT	Meeting Minutes – 26 February 2021
PRESENT	Tom McBrearty (Chair), Ali Jones, Phillipa Moore, David Townshend, Dean Lester, Jo Petrie
IN ATTENDANCE	Darren Wright (Director, GCCRS), Elsa Marshall (Administration, GCCRS), Pip Andrews (EQC, Head of On-solds), Jane Bryden (EQC), Kate Tod (EQC, Head of Canterbury Claims)
APOLOGIES	Lucy D’Aeth, John Paterson, Linda Ngata

1. Meeting Administration

1.1 Conflicts of Interest

1. No new conflicts of interest arose.

1.2 Minutes and Actions

1. The Chair welcomed the attendees and introductions were made.
2. It was noted that previous minutes of the Homeowner Advisory Group of 07 December 2020 were circulated to members for electronic confirmation and that publication on the GCCRS website had been done within 20 working days of the meeting date.
3. Previous minutes and actions were reviewed and progress noted.

2. GCCRS Update

2.1 GCCRS Operational Update

1. A GCCRS case update was provided to the group. Closure rates remain strong with December seeing the highest case closures since the beginning of the service with 135 cases closed.
2. Case inflow is going through an expected seasonal dip. There are currently 1045 open cases. Caseloads for each case manager are dropping with an additional case manager starting work in late January 2021.
3. It is noted net cases with Southern Response and other private insurers are trending downwards with cases with EQC liability making up the majority of incoming cases.
4. The GCCRS Satisfaction Survey remains strong with 88% of respondents would recommend the GCCRS to someone else. It was noted the survey question on my wellbeing improved as a result of using GCCRS was trending upwards again at 87%; this will continue to be monitored closely.
5. It was noted IDRS Facilitations have achieved a 100% settlement rate, before and during facilitations for the previous two quarters.
6. It was noted word of mouth made up 73% of all ways customers hear about the GCCRS.

3. EQC Update

3.1 Canterbury Claims

1. A data update was provided to the group. There are currently 1678 open claims. In January 404 settled with an inflow of 336. In February to date, 520 claims have settled with an inflow of 455.
2. It was noted EQC continues to focus on aged claims that have been open for more than 12 months. There are currently 160 open aged claims; of these open aged claims it is noted engineering disputes is a trend.

3. A fact sheet for buying homes in Canterbury is live on the EQC website and has been well received by stakeholders. EQC will continue to make fact sheets to assist homeowners and prospective homeowners.
4. Members posed questions to Kate Tod in regards to engineer engagements; members expressed concerns over the use of the ENZ Panel being the only option presented to homeowners.
5. It was noted EQC are undertaking a training programme to focus on constancy of claim handling.

3.2 On-Sold

1. A data update was provided to the group. 741 cases have been declined as ineligible, of these over half were ineligible due to the claim being over-cap at the time of purchase. 471 claims have returned to the Canterbury Claims space and 98 claims have been withdrawn.
2. A staff update was provided to the group.
3. Members posed questions to Pip Andrews in regards to process within the on-sold programme.

4. Review of Agenda

4.1 Review of Agenda Items

1. Members reviewed the agenda items. It is noted not all items on the agenda were addressed, and additional meeting will be scheduled to cover these.

4.2 Proposed Agenda Items

1. The next meeting date of Tuesday 27 April 2021 was confirmed.

The meeting closed at 12.20pm