



# 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 – 27 April 2021**

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Tom McBrearty (Chair), Phillipa Moore, David Townshend,  
Dean Lester, Jo Petrie, John Paterson, Linda Ngata

Darren Wright (Director, GCCRS), Elsa Marshall  
(Administration, GCCRS), Jane Bryden (Senior Communications  
Advisor, EQC), Kate Tod (Head of Canterbury Claims, EQC), Pip  
Andrews (Head of on-solds, EQC), Oliva Payne, Darrel Hansen

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Lucy D'Aeth

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### 1. Meeting Administration

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#### 1.1 Conflicts of Interest

1. No new conflicts of interest arose.

#### 1.2 Minutes and Actions

1. The Chair welcomed the attendees.
2. It is noted that previous minutes of the Homeowner Advisory Group of 22 March 2021 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.

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### 2. GCCRS Update

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#### 2.1 GCCRS Operational Update

1. A data update was provided to the group: In March the GCCRS opened 59 claims, compared to 101 in March 2020, and 120 in March 2019.

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### 3. Southern Response

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#### 3.1 SRES/ EQC Agency Agreement

1. The agency agreement between Southern Response and the EQC was discussed. The agreement came into effect on 21 October 2019.

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### 4. EQC

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#### 4.1 Canterbury Claims Update

1. An update on the Canterbury Claims was provided to the group. There are currently 1479 open claims, in March 665 were resolved and 500 opened.
2. It is noted majority of incoming cases are being closed within 6 months.
3. Aged claims continue to be a focus; 151 aged claims are currently open. In October 2020 there was 391 open aged claims, of these claims 113 remain open.
4. Information Sheets for customers and customer facing staff continue to be produced. The next sheet will be on damage caused by disaster in comparison to deferred maintenance; this sheet will be released at the end of May.
5. Staff training is ongoing with fortnightly sessions being available in real time and stored on an information hub. Monthly learning and development is also a key focus for the Canterbury Claims teams.

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#### 4.2 On-sold Programme Update

1. A data update was provided to the group: The On-sold Programme has resolved 3124 applications, of these 682 payments have been made, 815 applications where ineligible, and 184 have withdrawn.
2. 1083 applications have been closed due to the homeowner not engaging at all, 3 letters/ emails have been sent and no reply has been received.
3. There have been 360 claims transferred to the Canterbury Claims Teams.
4. A staff update was provided to the group. An additional team has been created, and the Head of On-solds, Pip Andrews now has a Principle Advisor.

#### **4.3 National Reference Group Update**

1. An update on the National Reference Group was provided. There will be 10 to 12 members from government and non-government backgrounds, with an independent Chair appointed. A shortlist of membership has been created and the NRG aims to have their first meeting in early June.

#### **4.4 EQC Cash Settlement Study**

1. A brief update was provided to the group as the study is not complete yet. Once the study is complete there will be another detailed discussion with the group.

#### **4.5 Full & Final Settlements**

1. The group discussed EQC full & final settlements. Clarification from EQC was provided on their use.

#### **4.6 EQC & SRES Election to Undertake Repairs**

1. EQC & Southern Response discussed their processes for making an election.

### **5. Review of Agenda**

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#### **5.1 General Business**

1. A meeting will be arranged with Kate Tod in late May to discuss the EQC flow chart on re-opening claims.

#### **5.2 Proposed Agenda Items for Next Meeting**

1. The next HOAG meeting date is confirmed for Tuesday 29 June 2021.