



Greater Christchurch Claims Resolution Service

GCCRS Homeowners Advisory Group

SUBJECT

PRESENT

IN ATTENDANCE

APOLOGIES

Meeting Minutes – 29 June 2021

Tom McBrearty (Chair), Phillipa Moore, David Townshend,
Dean Lester, John Paterson,

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), Josh Lindsay (Chief
Readiness Officer, EQC)

Lucy D’Aeth, 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.
2. It is noted that previous minutes of the Homeowner Advisory Group of 27 April 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.

2. EQC

2.1 Canterbury Claims Update

1. A data update for Canterbury Claims was provided to the group. At the end of June there are just over 1300 open claims; the target for aged claims has been met with 94 aged claims remaining open at the end of the month.
2. EQC are currently investigating roadblocks and common issues which lead to holding up claims resolution, and can result in claims becoming aged. An aged claim is one that has been open for over 12 months.
3. A new brochure on Maintaining your Home, detailing common maintenance issues that can be mistaken for natural disaster damage, has been added to the EQC website and is available in printed form.
4. An engineering review has been undertaken from an internal quality assurance team. The next step will be for an independent firm to complete an audit.

2.2 On-Sold Update

1. A data update was provided for the on-sold programme. There are currently 1732 open cases, with 832 cases resolved, and 898 are ineligible. 275 have withdrawn from the programme; this is due to a variety of reasons including: homeowners only wanting cash, not owning the property anymore, or applying for on-sold instead of Canterbury Claims. 1359 cases have been closed due to no engagement from the homeowner.
2. It was noted only 2 requests have been received since the close off date of the programme.

2.3 IRM Update

1. A discussion on the new model between EQC and private insurers was discussed with the group. This model will come into action on 30 June 2021, with the aim to provide simplicity and certainty sooner. There are currently 8 insurers involved, with intention to extend to the insurers who are not currently involved.
2. Claims entered on or before 30 June 2021 will continue to be managed through EQC directly.

3. Information on the model is on the websites of EQC, and all insurers involved.

2.4 National Reference Group Update

1. The membership of the National Reference Group was announced to the group. The chair will be Robyn Wallace, members are: Tom McBrearty, Linda Ngata, Jon Duffy, Simon Templeton, Jenna Rogers, Mojo Mathers, Sharron Davie-Martin, Toleafoa Ray Tuala, and Shaun Robinson.
2. The first meeting of the group will be 15 July 2021.

2.5 Claimants Reference Group

1. Outstanding items were discussed with the group. These items will be considered if they are suitable to transfer to the HOAG.

3. GCCRS Update

3.1 GCCRS Operational Update

1. An update on GCCRS operations was provided to the group. Incoming cases have been consistently lower than closed cases in the previous months captured in the June 2021 Directors Report. 87 cases have been opened to date this month.
2. Contracts for GCCRS staff have been extended to June 2022.
3. The GCCRS exit survey was discussed with the group. 94% of respondents would recommend GCCRS to others.
4. It is noted Word of Mouth referrals made up 78% of how customers heard about GCCRS in the last period.

4. HOAG Membership

4.1 Membership Review

1. The members began a review of the membership of the homeowners advisory group. The members started discussions on considering if there was any missing skills, community sectors, and what areas would influence their work over the next year.

5. Review of Agenda

5.1 General Business

1. Members of HOAG will be meeting Minister Clark on Thursday 01 July 2021.

5.2 Proposed Agenda Items for Next Meeting

1. The HOAG meeting dates until June 2022 have been scheduled; the next meeting will be Thursday 23 September 2021.