



# Greater Christchurch Claims Resolution Service

## GCCRS Homeowners Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 25 November 2019</b>
<b>PRESENT</b>	Tom McBrearty (Chair), Jo Petrie, Linda Ngata, John Paterson, Ali Jones,
<b>IN ATTENDANCE</b>	Darren Wright, (Director, GCCRS)
<b>APOLOGIES</b>	Lucy D'Aeth, Phillipa Moore

### 1. Meeting Administration

#### 1.1 Conflicts of Interest

No conflicts of interest arose.

#### 1.2 Minutes and Actions

It was noted that previous minutes of the Homeowner Advisory Group of 2 September 2019 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.

Previous minutes and actions were reviewed and progress noted.

### 2. Operational Update

#### 2.1 GCCRS Operational Update

The GCCRS Monthly Report taken as read, was discussed and the following points were noted:

1. Referrals coming in to the service continue to be high. The number of opened claims during September has been largely driven by the number of on-sold referrals.
2. The number of walk-in enquiries and registrations confirms that the GCCRS front counter is critical to the service.
3. GCCRS and EQC are currently working closely together on forecasts for 2020. The projected number of EQC case closures by the end of 2019 is tracking positively. Members discussed how EQC is focusing on reducing the number of days a case is in the service which indicates the level of progress being made.
4. It was suggested that additional questions in the GCCRS Exit Survey would assist the homeowner to address their reasons for accepting settlement. Additional data will be added to the outcome chart to track monthly cash settlement figures.
5. A discussion was held regarding the on-sold settlement process. Additional tracking of on-sold properties is continuing and cash settlements for on-sold properties will only be available in extreme circumstances.

6. Internal Disputes Resolution Service (IDRS) case numbers have increased with 20 scheduled facilitations and one determination. Positive feedback is being received from homeowners.
7. The enhanced GCCRS operational processes were outlined, covering the number of claims being managed by case managers and the claim tracking systems which have been implemented to ensure that nothing is missed.
8. Members raised the question about the potential long term impact on the housing market resulting from the quality of home repairs and post-repair inspections being carried out today. A discussion was held about recording “as is where is” properties. Members supported that these issues be considered and that the Chair represent this issue to the overall GCCRS Advisory Committee on behalf of the Homeowner Advisory Group (HOAG).

## **2.2 Membership and Chair of HOAG**

1. Members discussed the HOAG’s membership needs going forward as per the Terms of Reference and what changes might be considered to maintain a supportive membership.
2. Members resolved to review the membership in early 2020 and to approach David Townshend as a member or as a seconded member for engineering issues.

## **2.3 Engineering New Zealand (ENZ) Panel**

1. Members reviewed the percentage of referrals to the Engineering New Zealand (ENZ) Panel and the structural reasons for referrals.
2. It was noted that a further breakdown of the ENZ referral data is required to understand the complexity of the foundation issues and how these relate to ENZ referrals.
3. The ENZ instruction and facilitation processes were mentioned and what was available to homeowners on the ENZ website was questioned.
4. Members requested that ENZ panel selection procedures be clarified and how panel participants are reviewed and retained. The Chair to communicate these requests to ENZ.

## **2.4 Wellbeing**

1. The wellbeing referral process was made clear and it was confirmed that services are available to HOAG members.

## **2.5 General Business**

1. Community feedback issues were discussed with reference to maintaining homeowner confidentiality.

# **3. Review of Agenda**

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- 3.1 Members reviewed the next agenda items and meeting confirmed on **Monday 10 February 2020.**

**The meeting closed at 12.30pm**