



NZCRS Canterbury Homeowner Advisory Group

SUBJECT	Meeting Minutes – 15 August 2023
PRESENT	Tom McBrearty (Chair), Daniel Langford, Dean Lester, Phillipa Moore, Linda Ngata
IN ATTENDANCE	Darren Wright (Director, NZCRS), Kirsty Hamilton (Principal Advisor, NZCRS)
APOLOGIES	Pip Andrews (Toka Tū Ake EQC), Bernadette McDougall (Toka Tū Ake EQC)

1. Meeting Administration

1.1 Conflicts & Actions

1. No new conflicts of interest were noted.
2. The actions register was reviewed, and progress noted.

3. NZCRS

3.1 NZCRS Operational Update

1. The Director spoke to his July 2023 NZCRS Director's Report. Discussion followed.
2. A staffing update was provided to the group; two staff have relocated, three additional Case Managers based in Christchurch and further recruitment underway for four additional Case Managers and a Team Leader Support role.
3. Progression of Toka Tū Ake EQC claims was discussed with the group noting the success of the monthly claims clinic meetings. Toka Tū Ake EQC data in the Director's Report was recorded as an action to be clarified.
4. The importance of homeowners engaging their own builders to cost and review insurer scopes was highlighted and discussed.
5. Marketing of the NZCRS was discussed with the group noting an increase in the service's presence in media interviews.
6. The Principal Advisor Insurance Claims' role was clarified to the group.
7. An overview was provided of the NZCRS work underway in their commitment to being true Te Tiriti partners.

4. CHOAG

4.3 General Business

1. The services available for NZCRS through Engineering New Zealand were discussed and clarified.
2. Ethnic engagement principals appointed by insurers were discussed.
3. An update on the summary of the East Coast engagement process to Toka Tū Ake EQC was provided with the group discussing current and ongoing Māori engagement strategy.

5. Next Meeting

5.1 Next Meeting

1. The next CHOAG meeting is scheduled for 17 October 2023.

Meeting closed: 4.14pm