



NZCRS Canterbury Homeowner Advisory Group

SUBJECT

PRESENT

IN ATTENDANCE

APOLOGIES

Meeting Minutes – 26 June 2023

Tom McBrearty (Chair), Daniel Langford, Dean Lester, Phillipa Moore

Darren Wright (Director, NZCRS), Nik Behrens (Manager Case Resolution, NZCRS), Kirsty Hamilton (Principal Advisor, NZCRS), Pip Andrews (Toka Tū Ake EQC)

Linda Ngata, 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.

2. Toka Tū Ake EQC

2.1 Canterbury Claims Update

1. A written update was provided to the group 20 June 2023 due to an apology from Bernadette McDougall.
2. The group requested a quality assurance update be provided at the next meeting.

2.2 On-sold Update

1. An update on Treasury on-sold claims was provided to the group. 949 claims are currently active and 531 are complete.
2. An update on the Class Action was provided. 2,300 notices have been sent to homeowners regarding this.

2.3 General Update

1. The Shared Statement of Expectations were discussed and subsequently provided following the meeting.
2. Toka Tū Ake EQC's communications plan was discussed, and a meeting was proposed for the week commencing 17 July.
3. Members of the group shared their concerns regarding the timeliness of Toka Tū Ake EQC's settlement process and anecdotal evidence of increased delays. The group cited feedback from Engineers, Builders and Project Managers who were all expressing similar concerns. Toka Tū Ake EQC noted there have not been any changes in process although Toka Tū Ake EQC believes some claims are being delayed by the complexity of the claims and the desire by some homeowners to co-fund repairs.

3. NZCRS

3.1 NZCRS Operational Update

1. A staffing update was provided to the group; three new Case Managers have come on board – two based in Christchurch and one in Napier.
2. Quality assurance was discussed with this being under the remit of the Manager Case Resolution's role.
3. An update on the dispute resolution stakeholder engagement was provided.
4. The ISO 9001 Certification was discussed with NZCRS' intention of obtaining said certification.

4. CHOAG

4.1 Terms of Reference

1. The Terms of Reference were discussed and confirmed.

4.2 Letters of Instruction

1. Following email correspondence from CHOAG, Letters of Instruction for professionals was discussed.

4.3 General Business

1. Bracing requirements were discussed and the NZCRS Director provided an update on MBIE's involvement.

5. Next Meeting

5.1 Next Meeting

1. The next CHOAG meeting is scheduled for 15 August 2023.

Meeting closed: 4.05pm