



NZCRS Canterbury Homeowner Advisory Group

SUBJECT	Meeting Minutes – 3 April 2023
PRESENT	Tom McBrearty (Chair), Daniel Langford, Dean Lester, Linda Ngata
IN ATTENDANCE	Darren Wright (Director, NZCRS), Nik Behrens (Manager Case Resolution, NZCRS), Kirsty Hamilton (Principal Advisor, NZCRS), Pip Andrews (Toka Tū Ake EQC), Bernadette McDougall (Toka Tū Ake EQC), Joanna Carr (Toka Tū Ake EQC)
APOLOGIES	Phillipa Moore

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. An update on Canterbury claims was provided to the group. As at the end of March, there are 789 open claims with 99 of these being over 12 months old.
2. A staffing update was provided to the group.
3. Toka Tū Ake EQC are awaiting a CEIT decision that may have an impact on claims.

2.2 On-sold Update

1. An update on Treasury on-sold claims was provided to the group. 995 claims are currently active.
2. Toka Tū Ake EQC are focussing on their staff wellbeing and making sure staff are supported.
3. On-sold claims not eligible for the Treasury On-sold programme are being reviewed on a case by case basis.

2.3 General Update

1. The sale of 'as is where is' properties was discussed. Toka Tū Ake EQC requested CHOAG provide specific concerns and also contact Real Estate Authority to ensure potential purchasers are informed about the risks.
2. The group were advised that Toka Tū Ake would not be invoking the statute of limitations in relation to the re-opening of Canterbury Earthquake claims.

3. NZCRS

3.1 NZCRS Operational Update

1. The April Directors Report was not available for this meeting. Once complete it will be distributed to the members; questions or comments will be taken electronically.
2. Significant pressure on staff was highlighted. Staff had been seconded from other areas to assist with demand following the launch of NZCRS.
3. A staffing update was provided to the group; the NZCRS intend on advertising for staff in three key areas – Christchurch Auckland/Northland and Hawkes's Bay. This recruitment is subject to funding.
4. An update on the determination service outside of Canterbury was provided. The intention is for this to be finalised and agreed upon by December 2023.

5. Website material is in progress on to assist homeowners who are reviewing scopes of works produced by builders or their insurance companies.
6. An update on the wellbeing programme for NZCRS staff was provided. This includes support when travelling.

4. CHOAG

4.1 NRG

1. An update was provided on the recent NRG meeting, with the common theme for discussion being homeowners struggling to reach their insurance companies.

4.2 Engineering

1. The draft Engineering New Zealand Letter of Engagement for other events was discussed and further written feedback is to be provided.
2. A further meeting with Toka Tū Ake EQC's internal engineering team is scheduled for April. Daniel and Tom will then summarise and report back to CHOAG.
3. The Engineering New Zealand Legacy Project was discussed. It was confirmed that CHOAG would be consulted as part of the stakeholder engagement of this project.
4. Funding for the Engineering Advisory Group 'Perimeter Concrete Foundation Guidance' was discussed. It was confirmed that Toka Tū Ake EQC would not be funding this.

4.3 General Business

1. Managing community expectations was discussed when responding to events in the North Island, particularly when it comes to insured versus uninsured. CHOAG advised NZCRS need to be clear on boundaries.
2. CHOAG recognised the importance of support staff with their wellbeing for both NZCRS and Toka Tū Ake EQC.

5. Next Meeting

5.1 Next Meeting

1. The next CHOAG meeting is to be confirmed as the group requested more frequent meetings.

Meeting closed: 12.08pm