



## GCCRS Advisory Committee

<b>SUBJECT</b>	Meeting Minutes – 14 December 2021
<b>PRESENT</b>	Ingrid Bayliss (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Lucy D'Aeth (Chair, Wellbeing Advisory Group), James Beard (Treasury), Edward Butler (Solicitor, MBIE)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Elsa Marshall (Administrator, GCCRS), Casey Hurren (Chief Executive, Southern Response), Sid Miller (Chief Executive, EQC), Jane Bryden (Senior Communications Advisor, EQC)
<b>APOLOGIES</b>	

### 1. Meeting Administration

#### 1.1 Conflicts of Interest

1. Jane Bryden noted she was temporarily working for MBIE on a project that is unrelated to GCCRS. It was not considered to be a conflict of interest by the Advisory Group.

#### 1.2 Actions

1. Actions from the previous meeting were reviewed and progress noted on the actions register.

### 2. Operational Update

#### 2.1 GCCRS Operational Update

1. The GCCRS December 2021 Director's Report was taken as read and discussed with members.
2. A data update was provided to the group. There was 810 open cases at the end of November, 12 out of the previous 13 months had more cases closed than opened.
3. Private Insurers are making up a very small portion of incoming cases to the GCCRS with just over 97% of incoming cases having EQC or SRES liability.
4. A focus on aged claims from EQC and GCCRS has decreased the time cases are in the service during the last period.
5. Cases with Community Law have had an increase in the last period, this number is still significantly lower than the peak last year. This is due to the increasing complexity of the cases being referred to Community Law; this will be closely monitored in the next period.
6. GCCRS has created a data breakdown of on-sold cases they hold. There are 199 cases in the on-sold programme and a further 199 on-sold cases that are not in the programme. Of these cases not in the programme, 151 cases are currently under-cap, and 48 are over-cap.
7. The GCCRS exit survey results were very good in the last period, 92% of respondents would recommend GCCRS to others. It was also noted 100% of respondents said their broker acted in a professional manor, and that their broker understood their situation.
8. It was noted facilitations continued to have a 100% settlement rate in the last period.

9. A reduction in referral for ENZ services has been noted in the last period. Changes in EQC have had a direct impact on the number of referrals to ENZ. It is expected that there will be an

increase in demand for the reinstatement recommendation service in the New Year.

10. A GCCRS staff update was provided to the group. The team size has reduced by two; one case manager and one administrator.
11. An update on the response to the Westport floods was provided. Approximately 300 homes have been affected and the Residential Advisory Service is supporting around 100 cases. Most cases are at the scoping stage, with the majority of assistance being provided on build contracts and legal advice.

## **2.2 Response to Public Inquiry**

1. Advice has been provided to Ministers after stakeholder engagement was completed earlier in the year.
2. There was a strong response that an Advisory Service is required for future natural disasters and that the Service will need a dispute resolution mechanism. There was also strong feedback for a determinative mechanism, but its form was not as clear. Further work is being undertaken on this aspect.

## **3. Treasury Update**

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### **3.1 Treasury Update**

1. The main focus for Treasury in the last period has been the EQC Act review and providing advice to Ministers.
2. Legislation has been drafted for discussion in 2022. The policy papers are available online.

## **4. Advisory Group Update**

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### **4.1 Wellbeing Advisory Group**

1. The Wellbeing Advisory group have been focused recently on capturing evidence from the wellbeing side of the service.
2. The group noted that a priority for the next period would be supporting homeowners and GCCRS staff with the wind-down of the GCCRS.

### **4.2 Homeowner Advisory Group**

1. The group has had two more resignations in the last period and are actively considering future options for the group.

### **4.3 Legal Advisory Group**

1. There has been an impact on IDRS facilitations and determinations from Covid-19 restrictions with a small number having to be postponed until early 2022.
2. The group had discussed the build contracts being used in Westport and raised their concerns to the Advisory Committee.

### **4.4 Engineering Advisory Group**

1. The group had noted that there was a decline in referrals to ENZ, this is due to changes in EQC processes creating less engineering based disputes.
2. A quality assurance system pilot has started.
3. The group will be investigating options for wellbeing training for ENZ panel members.

## **5. General Business & Next Meeting**

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### **5.1 General Business**

1. The Chair thanked the members for their work on the Committee this year.
2. Chairs of all Advisory Groups thanked the Advisory Committee, the GCCRS, and each other for their hard work during a challenging year.

### **5.2 Next Meeting**

1. The Chair of the Canterbury Earthquake Insurance Tribunal, Chris Boys, will be attending the

next meeting to discuss the Tribunal.

2. The next Advisory Committee Meeting date was confirmed for **Tuesday 22 March 2022**.

**The meeting closed at 2.15pm**

