



GCCRS Advisory Committee

SUBJECT	Meeting Minutes – 21 September 2021
PRESENT	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)
IN ATTENDANCE	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), Gemma Wiig (Principal Advisor, MBIE), James Caldwell (Principal Advisor, MBIE)
APOLOGIES	

1. Meeting Administration

1.1 Conflicts of Interest

1. No new conflicts of interest arose.

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 September 2021 Director's Report was taken as read and discussed with members.
2. The GCCRS currently has under 900 open cases with closure rates remaining higher than opening for 8 out of the last 9 months.
3. Covid-19 lockdowns and restrictions have affected the data from the months of August and September; this has also had an impact on forecasting.
4. A reduction in cash settlements has been noted, with an increase in homeowners choosing a cost incurred process. This may be a reflection of increasing cost of building supplies and the competitive housing market in Christchurch.
5. EQC continues to dominate incoming cases, with an even split of on-sold and business as usual cases. The cases in GCCRS with private insurers continue to decrease.
6. Case numbers in the review and prepare category have decreased over the last period. This decrease may be due to Covid-19 restrictions not allowing site visits. There has also been an increase in case numbers in the category gathering information, this may also stem from Covid-19 restrictions.
7. The GCCRS exit survey results remain strong with a slight degradation this period. This was also noted in previous lockdowns and will continue to be closely monitored.
8. Many GCCRS staff have been seconded into other roles within government to assist with the covid-19 response; some staff are still in these roles.
9. The Residential Advisory Service has been deployed to Westport. They note the demand for

the service is strong as there is a high need for support from the homeowners who have been affected.

3. Future Insurance Claims Resolution Consultation

3.1 Consultation

1. In response to the EQC Inquiry Recommendation, MBIE will be calling for feedback on a paper entitled 'Developing a Standing Dispute Resolution Mechanism'. An overview of the paper was provided to the group; the paper will be provided to members of the group next week to review and submit feedback on.
2. Submissions on the paper are to be provided by 5.00pm Friday 15 October 2021.

4. Treasury Update

4.1 Treasury Update

1. The main focus for Treasury in the last period has been the EQC review and providing advice to Minister Clark. A draft of this report is expected to be ready before Christmas.
2. Treasury continues to work with EQC on queries arising from the on-sold programme.

5. Advisory Group Update

5.1 Wellbeing Advisory Group

1. The Regional psycho-social committee meeting was held recently.
2. A focus for the group is the wellbeing of GCCRS staff and the wellbeing of customers who have had major delays resulting from covid-19 restrictions.

5.2 Homeowner Advisory Group

1. The group has had two resignations in the last period and are actively considering future options for the group.
2. Representatives from the group attended a meeting with EQC to review their quality system for their future model. HOAG were encouraged to note that EQC is working towards ISO900 accreditation for their future operating model.

5.3 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.
2. The first 3rd party insurer has entered into a determination.

5.4 Engineering Advisory Group

1. ENZ panel services have been impacted by covid-19 restrictions as engineers have been unable to visit sites during level 3 and 4.

6. Next Meeting

6.1 Next Meeting

1. The next Advisory Committee Meeting date was confirmed for **Tuesday 14 December 2021**.

The meeting closed at 2.30pm

