



## Greater Christchurch Claims Resolution Service

### GCCRS Advisory Committee

<b>SUBJECT</b>	Meeting Minutes – 22 March 2022
<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), Craig Fookes (Treasury)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Elsa Marshall (Administrator, GCCRS), Casey Hurren (Chief Executive, Southern Response), Tina Mitchell (Chief Executive, EQC), Jane Bryden (Senior Communications Advisor, EQC)
<b>APOLOGIES</b>	James Beard (Treasury)

#### 1. Meeting Administration

1.1 The Chair welcomed Tina Mitchell who has recently been appointed as Chief Executive of EQC.

#### 1.2 Conflicts of Interest

1. No new conflicts of interest were noted.

#### 1.3 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 February 2022 Director's Report was taken as read and discussed with members.
2. A data update was provided to the group. There were 730 open cases at the end of November, 15 out of the previous 16 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 98% of incoming cases having EQC or SRES liability.
4. The GCCRS has noted that there was an increase in homeowners opting for a managed repair instead of a cash settlement. This may be due to the on-sold programme requiring the repair work being completed and increase in house pricing.
5. The GCCRS exit survey results remained strong in the last period, 82% of respondents would recommend GCCRS to others. It was noted that there was a slight decrease in some questions in the survey during the last period, this is expected as the service winds down and remaining cases are the most complex.
6. It was noted that 70% of incoming customers had heard about the GCCRS service through word-of-mouth referrals. 17% of incoming cases were recommended by the EQC, this shows the importance of the relationship between the two entities.
7. A GCCRS Staff update was provided to the group. There have been two resignations in the last period and the staff are not intended to be replaced.

8. An update on the response to the Westport flood events was provided. The Residential Advisory Service is supporting approximately 160 cases.
9. A covid-19 update was provided to the group. There have been some impacts to the workstream with in person site visits being the most affected by isolation requirements and illness.

## **2.2 Response to Public Inquiry**

1. An update on the work on a future advisory service for natural disasters was provided to the group. More advice will be provided to Ministers in the coming months.
2. It was noted that if a new service was to be created that the people in the Canterbury Claims space would see no change to the services they are currently receiving other than potentially a change of name.

## **3. Treasury Update**

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### **3.1 Treasury Update**

1. The Review of the EQC Act is now complete. A new Bill has been introduced to the House and all Treasury advice has been released. This information is available online.
2. The EQC will have a new name to Toka Tū Ake - The Natural Hazards Commission to coincide with the Bill. Toka Tū Ake translates as the foundation from which we stand strong together

## **4. Advisory Group Update**

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### **4.1 Wellbeing Advisory Group**

1. The Wellbeing Advisory group update was provided by the Chair of the Homeowners advisory group by request from the Chair of the Wellbeing Advisory Group.

### **4.2 Homeowner Advisory Group**

1. The group is actively recruiting new members to replace the two that resigned in the last period. It was noted the Homeowners Advisory Group will continue until the wind-down of the Canterbury Claims.
2. The groups focus for the next period will be on how they can support the GCCRS with the remaining Canterbury Cases in the service.

### **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.
2. Work is being completed to ensure aged cases are able to be reviewed by the IDRS Advisor or Community Law to consider a settlement pathway through IDRS or legal advice.

### **4.4 Engineering Advisory Group**

1. The ENZ 2022 Gold President's Award was awarded to the Christchurch Earthquake Expert Engineering Panel
2. Work is being completed by the group to prepare engagement and report templates for future use.

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

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### **5.2 Next Meeting**

1. The next Advisory Committee Meeting date was confirmed for **Tuesday 21 June 2022.**

**The meeting closed at 2.20pm**