



## GCCRS Advisory Committee

<b>SUBJECT</b>	Meeting Minutes – 06 July 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), Helen McDonald (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. 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 June 2021 Director's Report was taken as read and discussed with members.
2. The net number of cases have seen a steady reduction for the previous 7 months. However, a spike of incoming cases has been noted during May and June.
3. EQC continue to dominate the incoming cases, making up 91% of incoming cases in June.
4. Case closure numbers remain high, with on-sold deadlines and a focus from EQC on aged claims driving a solid portion of these closures. The case load per case manager is now 50-60.
5. There has been a focus in the last period on the time cases are in review and preparation with GCCRS case managers. This has seen a significant reduction since the previous report.
6. The GCCRS Satisfaction Survey results remain strong, with an overall satisfaction rate of 89%.
7. It is noted IDRS facilitations have continued a 100% settlement rate for the last period.

### 3. Treasury Update

#### 3.1 Treasury Update

1. An update on the review of the EQC Act was provided to the group. The policy work is now complete and has been provided to the minister.

## **4. Advisory Group Update**

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### **4.1 Wellbeing Advisory Group**

1. EQC attended the last Wellbeing Advisory Group meeting to discuss, and share learnings from their staff wellbeing programme. Both groups found the conversation very useful, and intend to continue an ongoing discussion.
2. The next GCCRS wellbeing workshop has been arranged on the challenge of change. An invite has also been extended to EQC to attend.

### **4.2 Homeowner Advisory Group**

1. The Homeowners advisory group recently met with Minister Clark to discuss EQC and Southern Response.
2. The conversations were useful for both parties. Minister Clark thanked the Homeowners advisory group for their work with the GCCRS.

### **4.3 Legal Advisory Group**

1. The class action, Ross v Southern Response, was discussed with the group.
2. Claimants who did not qualify for, or missed timeframes for the on-sold programme was discussed. EQC intend to make their position on these cases clear to GCCRS so they are able to communicate advice to their customers. The Legal advisory group note that the GCCRS will have limited options with their customers, other than referring them to external legal entities.
3. It is noted two more private insurers have now engaged in the IDRS Determination process.

### **4.4 Engineering Advisory Group**

1. The Engineering Advisory Group are working on Quality Assurance processes.
2. A proposal to provide guidance on rubble foundations is currently being considered by the engineering advisory group.

## **5. Next Meeting**

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### **5.1 Next Meeting**

1. An agenda item of future planning for GCCRS is suggested for the next meeting.
2. The next Advisory Committee Meeting date was confirmed for **Tuesday 21 September 2021**.

**The meeting closed at 2.20pm**