



Greater Christchurch Claims Resolution Service

GCCRS Legal Advisory Group

SUBJECT	Meeting Minutes – 27 February 2020
PRESENT	Miriam Dean (Chair), Nicola Wills, (Lawyer, Crown Law), Helen Davidson, (General Manager, Legal & Policy, Engineering NZ), Hugh Matthews, (Independent Lawyer)
IN ATTENDANCE	Darren Wright (Director, GCCRS), John Hardie (Advisor, Internal Disputes Resolution), Paul O’Neill (Community Law), Aiden Prebble (Community Law), Elsa Marshall (Administrator, GCCRS)
APOLOGIES	

1. Meeting Administration

1. Conflicts of Interest

1. Chair Miriam Dean noted an update on her interests register.

2. Minutes and Actions Arising

1. It was noted that previous minutes of the Homeowner Advisory Group of 06 December 2019 were circulated to members for electronic confirmation and that publication on the GCCRS website had been done within 20 working days of the meeting date.
2. Key points from the previous meeting were reviewed and acknowledged.

2. Updates

2.1 GCCRS Operational

1. The GCCRS Directors February Report as attached to the Agenda, was taken as read and discussed with the members. Members noted how helpful the report was to them.
2. It was noted that a tipping point has been reached with a continued downwards trajectory of overall referrals to the service. Many claims are being resolved. However there is still growth in on-sold cases.
3. Time spent in the gathering of information from third parties has been highlighted as a slow point in the claims timeline. The GCCRS 5-point plan has been implemented to identify challenging stages and ensure there is a consistent pathway forward.

4. The members complemented the team on the positive feedback from homeowners that had been received by the service and requested it to be posted on the GCCRS Website.

2.2 IDRS Updates

1. Stakeholders have been very complementary of the Internal Disputes Resolution Service (IDRS) offerings and are in favour of continuing providing determination as a resolution pathway.
2. There have been 23 cases through IDRS.
3. A meeting will be scheduled with all IDRS decision makers to discuss the determination process.

2.3 ENZ Update

1. New templates have been implemented at the end of 2019 and have received positive feedback from engineers, homeowners, and GCCRS case managers.
2. Engineering New Zealand (ENZ) is overall very pleased with how things are going.

3. Review of Agenda

3.1 Next Steps

1. Engineering New Zealand (ENZ) is investigating an opinion piece as a form of expert determination; this opinion may not be binding but will be discoverable.
2. The Legal Advisory Group is to review if enough is being done to meet treaty obligations.

3.2 Any other items

1. There is a pending issue with a firm of lawyers who want to put claims into the GCRRS determination process but for the parties to decide who is appointed from the panel, not GCRRS as required. John Hardie will discuss the matter with the lawyers concerned.
2. A discussion was held about the Canterbury Earthquake Insurance Tribunal (CEIT) engagement with the GCCRS.
3. Members were concerned about homeowners who have no legal representation at the CEIT and the resulting power in-balance. Issues around providing advocacy services for these unrepresentative claimants were discussed.
4. Members discussed their concern at the legal fees incurred by some claimants who have come into the GCCRS service. Community Law will be able to assist homeowners to review legal fees to determine if they are reasonable and ensure homeowners know the process available to have legal fees reviewed by the NZ Law Society costs revision process
5. The next Legal Advisory Group meeting date was agreed to be held on **Thursday 23rd April 2020**.

Meeting closed: 12.02pm