



## GCCRS Legal Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 9 August 2019</b>
<b>PRESENT</b>	Miriam Dean (Chair), Helen Davidson (General Manager, Legal & Policy, Engineering NZ), Hugh Mathews (Independent lawyer), Nicola Wills (Crown Law)
<b>IN ATTENDANCE</b>	Darren Wright (Director GCCRS), John Hardie (IDRS Advisor), Sophie Slater (MBIE Solicitor)
<b>APOLOGIES</b>	Victoria Wood (Lawyer, Community Law)

### 1. Administration

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#### 1.1 Conflicts of Interest

There were no conflicts of interest.

#### 1.2 Minutes and Actions

Members approved the previous minutes from the 7 June 2019 electronically and these were published on the GCCRS website within 20 working days of the meeting.

Key points from the previous meeting were reviewed and acknowledged.

### 2. Updates

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#### 2.1 GCCRS Operational Update

The GCCRS Monthly Operational Report as attached to the Agenda, taken as read, was presented and discussed with members.

The following points were raised:

1. It was noted that the comprehensive GCCRS Monthly Report for July 2019 has provided a deeper coverage of GCCRS operations.
2. Members discussed how to apply an earlier built-in facilitation session for assessment of the best pathway to resolution including obtaining pertinent expert input where useful.
3. Additional reporting is being done to forecast significant predictions including the number of closure rates by the end of 2019.
4. The on-line homeowner registration process was launched in July and additional enhancements to the GCCRS website will be going live in September.
5. Word of mouth referrals to the service are increasing and post settlement surveys are showing a high percentage of participants' satisfaction with the service.

6. The GCCRS team is looking into older case referrals and next actions required for each case category especially those in the categories of a) awaiting information b) determination of best pathway for homeowner and c) review of documents.

## **2.2 Internal Disputes Resolution Service (IDRS) Update**

1. Members discussed that the referrals made from lawyers needs to be streamlined, in the form of a templated mandatory information request.
3. It was suggested that a pilot project be considered to encourage collaboration between all parties to reach a collective approach to case management.
4. Pre-determination and pre-facilitation settlements are to be recorded to demonstrate the IDRS role in prompting resolutions.
5. Tracking of case resolutions and current challenges were discussed and it was noted that weekly sessions between GCCRS, EQC and S/RES are taking place to look at portfolios and the group is engaging with each claim and taking the next steps.
6. It was noted that timing markers be set up to monitor all ENZ facilitations recorded including those that have reached agreements and those that haven't reached agreements, so that further steps can be triggered and the next options considered.
7. The complexities of current IDRS referrals are being analyzed to apply effective collective case management.
8. Members discussed the use of combining facilitation and determination processes and will consider future utilization.

## **2.3 Engineering New Zealand (ENZ) Update**

1. It was noted that the next Monthly Report will include a time line for ENZ peer reviews and facilitations.
2. Engineering expert panel member numbers have been increased by seven new engineers.
3. Members discussed the back-dated referrals submitted to ENZ and it was noted that outcomes from engineering peer reviews will be recorded.
4. It was noted that the LAG would like more information about the outcome of engineering facilitations.
5. ENZ's meetings with members of the GCCRS Homeowner Advisory Group (HOAG) reviewed the ENZ letter of engagement and its utilization.
6. EQC feedback and feedback from other insurers will be discussed at the next ENZ panel meeting on 28 August.

## **3. Review of Agenda**

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The next meeting date and time for the GCCRS Legal Advisory Group are rescheduled from 18 October to 22 October at 11.00am subject to confirmation from the members.

**Meeting closed at 3.00pm**