



## Legal Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 22 March 2022</b>
<b>PRESENT</b>	Miriam Dean (Chair), John Hardie (Advisor, Internal Disputes Resolution), Hugh Matthews (Independent Lawyer), Nicola Wills (Lawyer, Crown Law)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Aidan Prebble (Community Law), Elsa Marshall (Administrator, GCCRS), Edward Butler (Solicitor, MBIE),
<b>APOLOGIES</b>	Stacey Campbell (General Manager, ENZ)

### 1. Meeting Administration

#### 1. Conflicts of Interest

1. No new conflicts of interest were declared.

#### 2. Actions Register

1. The Actions Register was reviewed, and progress noted.

### 2. Canterbury Earthquake Insurance Tribunal

#### 2.1 CEIT

1. An update on the CEIT was provided to the group.
2. The CEIT continues to support a small volume of claims, with a small number of incoming cases per month.
3. An update on the changes to the CEIT was discussed with the group. The intention is to make the process more homeowner friendly and less lawyer driven; these changes include channeling towards earlier settlement conferences and more frequent reviews of cases.

### 3. Items

#### 3.1 GCCRS Operational

1. The February 2022 GCCRS Directors Report was discussed with the members.
2. A data update was provided to the group. There were 730 open cases at the end of the period and, 15 out of the previous 16 months had more cases closed than opened.
3. Of the incoming cases to the GCCRS in the previous period, 98% of them were with EQC or Southern Response. Private insurers continue to decrease in open case numbers.
4. It was noted that the time for review and prepare was continuing to decrease in time spent over the previous 2 periods. This will continue to be monitored closely.

5. The GCCRS has noted that there was an increase in homeowners opting for a managed repair instead of a cash settlement during the last period. This may be due to the Treasury on-sold programme requiring repairs being completed, and the increase in house pricing.
6. The GCCRS exit survey results remained strong last period. It was noted that there was a slight decline in some questions, this decline has always been expected as the end of the service approaches.
7. It was noted that there was an increase in demand for the ENZ reinstatement recommendation services and decrease in other panel services.
8. An update on the future service model was provided to the group, this work is a result of the Inquiry into the EQC. It was noted that all GCCRS customers would see no change to the services they are receiving if a new national service was established.

### **3.2 IDRS Updates**

1. Ongoing covid-19 restrictions have had an impact on the cases progressing through IDRS, causing some facilitations to be delayed.
2. A meeting was held as part of the stakeholder engagement process for the future service model to discuss determinative processes.

## **4. Review of Agenda**

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### **4.1 Next Steps**

1. The next Legal Advisory Group meeting date is confirmed for **Tuesday 21 June 2022**.

**Meeting closed: 11.15am**