



GCCRS Advisory Committee

SUBJECT	Meeting Minutes – 22 October 2019
PRESENT	Mike West (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Lucy D’Aeth (Chair, Wellbeing Advisory Group), James Beard (Treasury)
IN ATTENDANCE	Darren Wright (Director, GCCRS), Renee Walker (Deputy Chief Executive, EQC), Ingrid Bayliss (General Manager, Housing and Tenancy Services) Darrell Hansen (Southern Response)
APOLOGIES	Anthony Honeybone (Chief Executive, Southern Response)

1. Meeting Administration

1.1 Conflicts of Interest

No conflicts of interest were raised.

1.2 Minutes and Actions

Committee members reviewed and accepted the minutes of 9 August 2019 electronically. The confirmed minutes were updated and published on the GCCRS web site.

Key points from the previous meeting actions were reviewed.

2. Operational Update

2.1 GCCRS Operational Update

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

The following points were raised:

1. It was noted that claims are being re-categorized to show how specific claim data progresses over time from the onset of the GCCRS service. Members acknowledged the GCCRS team for the quality of data provided.
2. In particular, data of the on-sold properties referred to the service is being tracked.

3. GCCRS staff numbers have been adjusted to manage increased demand specifically from on-sold referrals.
4. Actual demand versus forecasted demand for the service in the monthly report was discussed.
5. The GCCRS Exit Survey has been updated to capture statistics over the 12 operational months. A continued increase in word-of-mouth referrals was noted.
6. A marked change was noted in the referrals made to Engineering New Zealand, with assigned engineers having cleared over 30 back-dated referrals.
7. A five-point process plan was reviewed with members. The plan will ensure that referral processes are monitored within key time frames in order to finalize outcomes. The process will be reviewed by the Advisory Committee at the next meeting.
8. A collaborative review of wellbeing support is being developed by Community Law, Canterbury District Health Board and GCCRS to add more expertise to the service.
9. The Chair discussed the evolution of the GCCRS and Residential Advisory Service (RAS) working collaboratively towards the potential establishment of a nationwide model.

2.2 Treasury Update

1. The Treasury Quarterly Report was discussed, noting positive trends from both insurers and EQC, with insurer resolution rates over 20% since March.

3. Strategic Work Plan – Risk Register

1. Members reviewed the updated GCCRS Risk Register and noted key targets were being met and that security testing continued to prove successful.
2. Members discussed the potential need for advocacy regulation.

4. Advisory Group Updates

4.1. Wellbeing Group Update

1. Homeowners are being referred to Pathways without delays.
2. Wellbeing post settlement support for homeowners will continue for a period of 6 months.
3. The Wellbeing Advisory Group is reviewing the wellbeing services supplied to GCCRS team and homeowners to develop a fit for purpose support framework.

4.2. Homeowner Group Update

1. The Homeowner Advisory Group (HOAG) membership and Terms of Reference will be reviewed and discussed with members at the next HOAG meeting in November.

4.3. Legal Group Update

1. A total of 28 cases have been settled with IDRS with a number of significantly challenging issues.
It was suggested that further GCCRS data be provided to identify IDRS cases by insurer.
2. It was noted that the proposed changes in legislation relevant to the insurance industry would be reviewed by the Legal Advisory Group to ensure appropriate and timely application within GCCRS operations.

4.4. Engineering Group Update

1. It was noted that the appointment of the additional panel members with Engineering New Zealand (ENZ) has significantly reduced the backlog of assignment of engineers to cases.
2. ENZ referral forms have been updated after consultation with stakeholders to align with the ENZ instructions to engineers.

5. Review of Agenda

1. The next meeting date for the GCCRS Advisory Committee is confirmed for Friday 6 December 2019 with an agreed start time of 1.00pm
2. It was recommended that members review operational process changes noted at this meeting
at the next Advisory Committee meeting.
3. The GCCRS Work plan for 2020 will include a review of IDRS in April 2020.

The meeting closed at 2.55pm