



## GCCRS Homeowners Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 10 February 2020</b>
<b>PRESENT</b>	Tom McBrearty (Chair), Jo Petrie, Linda Ngata, John Paterson, Ali Jones, Lucy D’Aeth, Phillipa Moore
<b>IN ATTENDANCE</b>	Darren Wright, (Director, GCCRS), Joss Buttriss (Pathways), Melissa Webb (Pathways)
<b>APOLOGIES</b>	

### 1. Meeting Administration

#### 1.1 Conflicts of Interest

No conflicts of interest arose.

#### 1.2 Minutes and Actions

It was noted that previous minutes of the Homeowner Advisory Group of 25 November 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.

Previous minutes and actions were reviewed and progress noted.

The Chair welcomed the attendees and introductions were made.

### 2. Operational Update

#### 2.1 GCCRS Operational Update

1. It was noted that 62 new claims were received by GCCRS during January 2020, significantly more than anticipated by comparison to January 2019. Further data breakdown for December and January will be available in the coming weeks.
2. The GCCRS Exit Survey is being progressed and members will be advised of the completion date.
3. Members raised the issue of ‘as is where is’ sales. The potential impact of these properties on the long term housing market was discussed and the Chair is to bring this question to the next GCCR Advisory Committee Meeting.
4. Recommendations are being considered by HOAG members regarding the recording of earthquake damaged properties on the LINZ data base.
5. The GCCRS IDRS determination process was mentioned including the number of pre-determination settlements reached and how this impacts on CEIT referrals. Members of HOAG to look at the GCCRS – IDRS Determination review paper being prepared by the Ministry of Business, Innovation and Employment (MBIE).
6. Guidelines set out by Treasury regarding on-sold settlement policy were discussed. Further information is expected from Treasury to clarify specific processes for homeowners, including cut off dates for 2020 and variations to fixed price building contracting.
7. HOAG members will be reviewing specific scenarios to present to Treasury.

## **2.2 Engineering New Zealand (ENZ) Panel**

1. Members reviewed a question raised about Engineering New Zealand (ENZ) Letter of Instruction at the previous GCCRS HOAG meeting. It was decided to take this matter further with ENZ.

## **2.3 Wellbeing**

1. Pathways presented the range of services available to GCCRS and reviewed the overall referral processes with members, including their direct expertise and capacity to cover individual and acute needs.
2. GCCRS provides options to use the service on registration of a claim and progressing to other levels of support. A wellbeing process is being developed by the Wellbeing Advisory Group (WEAG) to look more closely at the wellbeing obstacles to claims resolution and appropriate referrals to other agencies.
3. The focus for WEAG and Pathways is to reduce the risk of re-traumatization. The post claim settlement support available from GCCRS Case Managers and Pathways were discussed as a key step.
4. Members acknowledged that there were several aspects to reaching successful homeowner settlement and it was suggested that further data be considered about the impact of the insurance process on individuals.

## **2.4 General Business**

1. Members raised the point about making HOAG's issues, timeframes, and priorities publically available.

## **3. Review of Agenda**

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- 3.1 Members reviewed the next agenda items and meeting subject to confirmation on **Monday 24 February 2020**.

**The meeting closed at 12.15pm**