



GCCRS Homeowners Advisory Group

SUBJECT

Meeting Minutes – 27 May 2019

PRESENT

Tom McBrearty (Chair), Jo Petrie, Melanie Bourke, Linda Ngata,
Phillipa Moore, Dean Lester, Lucy D’Aeth, Ali Jones

IN ATTENDANCE

Darren Wright, (Director, GCCRS), Nele Stender
(Business Administrator, GCCRS)

APOLOGIES

John Paterson

1. Meeting Administration

1.1 Conflicts of Interest

No conflicts of interest arose.

1.2 Minutes and Actions

Previous minutes and actions were reviewed including the following:

1. It was agreed that the GCCRS wellbeing survey is to be reflective of a cross section of statistically relevant cases in order to support and enable future planning outcomes.
2. Members are to compile key statistically relevant points to review with Minister Woods.
3. It was suggested that MBIE engagement be sought to develop the wellbeing survey to next stage.

2. Operational Update

2.1 Terms of Reference

1. The GCCRS Terms of Reference (ToR) were discussed and reviewed and it was agreed that new project work undertaken by the members would be considered by the Chair and the GCCRS Director.

2.2 GCCRS Operational Update

1. 1005 cases are currently with GCCRS with 242 cases closed, the majority of which are remedial repairs.
2. Policy standards relating to Engineering New Zealand (ENZ) code of conduct and instruction was discussed to address insurance response and impartiality. Key points are to be drawn up, including recommendations and solutions.
3. The following points relating to the ENZ role within GCCRS were raised in order to maintain impartiality regarding the proportion of GCCRS claims using ENZ services (10%):
 - Qualifications and re-training opportunities
 - Report production, repair standards and damage identification

- Accountability and code of conduct
4. Members discussed and reviewed how points of difference are defined in the GCCRS determination process and the importance of QA instruction.
 5. It was noted that GCCRS has a clear agreement with ENZ to ensure there is understanding about insurance processes.

2.3 GCCRS Customer Satisfaction Survey

1. Background to the GCCRS Customer Satisfaction Survey was presented to the members, including the range of surveys currently being considered for use on the GCCRS portal.
2. The survey milestones, feedback categories and post-settlement outlines proposed were supported by the members. The following topics were of particular interest to the members :
 - Timely information to homeowners about insurance definitions, repair management issues and liability.
 - For members to preview and assist with the full list of draft survey questions.
 - That GCCRS places a continued emphasis on fair closure of claims.
 - That GCCRS provide a post-settlement check list to homeowners covering on-going insurability and related implications.

2.4 General Business

1. The HOAG members' bios are being finalized and ready for publishing on the GCCRS website currently undergoing design enhancements.

3. Review of Agenda

3.1 Meeting Schedule

1. Dates of the 2019 GCCRS Homeowners Advisory Group were reviewed and it was proposed that the next meeting on **Monday 29 July 2019** be subject to confirmation.

The meeting closed at 11.20 am.