



## GCCRS Advisory Committee

<b>SUBJECT</b>	<b>Meeting Minutes – 07 July 2020</b>
<b>PRESENT</b>	Ingrid Bayliss (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Helen McDonald (Treasury)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Elsa Marshall (Administrator, GCCRS), Sid Miller (Chief Executive, EQC), Casey Hurren (Chief Executive, Southern Response), Leanne Curtis (GCCRS)
<b>APOLOGIES</b>	James Beard (Treasury), Lucy D’Aeth (Chair, Wellbeing Advisory Group)

### 1. Meeting Administration

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#### 1.1 Conflicts of Interest

1. No new conflicts of interest arose.

#### 1.2 Minutes and Actions

1. It was noted that previous minutes of the Advisory Committee of 27 February 2020 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.
2. Key points and actions from the previous meeting were reviewed and acknowledged.

### 2. Operational Update

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#### 2.1 GCCRS Operational Update

1. The GCCRS June 2020 Director’s Report as attached to the agenda was taken as read and discussed.
2. A discussion was had about the impact Covid-19 had on incoming cases into the service. Demand has increased again for the service with 91 cases opened in June.
3. The implementation of case support managers to assist the case managers with administration and operational tasks has been successful.
4. The members commended the GCCRS team on their work and thanked the Director for his thorough report.

#### 2.2 Canterbury Earthquake Insurance Tribunal (CEIT)

1. The engagement letter for homeowners requesting assistance from the GCCRS in the CEIT is nearing completion.

#### 2.3 Engineering New Zealand (ENZ) Opinion Pilot

1. There are 2 GCCRS cases currently being undertaken as a pilot for the proposed additional service by ENZ, Reinstatement Recommendation. The expected completion time is 3 months.
2. It was noted that all parties must agree on the engineer chosen and if the outcome will be binding or not. All outcomes will be discoverable.

#### **2.4 GCCRS Wellbeing Update**

1. The GCCRS wellbeing package has been launched. The first workshop on Trauma Informed Practice took place in June.

#### **2.5 GCCRS 5-Point Plan Update**

1. The GCCRS 5-point plan is currently under review; changes are expected to create greater overview of disputed cases and ensure continued progression of cases.
2. There was a discussion on the different pathways that a case takes while in the service, and how these pathways are reported on in the 5-point plan.

### **3. Treasury Update**

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#### **3.1 Treasury Update**

1. Treasury provided an update. It was noted there was a slight drop in settlement rates for EQC.
2. The Treasury quarterly report will be available end of July.

### **4. Advisory Group Updates**

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#### **4.1. Homeowner Advisory Group Update**

1. The consistency of the letter of instruction for engineers by ENZ and EQC was discussed.
2. A concern was raised about the depth of information that real estate agents are providing to potential home buyers about earthquake damage and repair work completed on a property.
3. The storage of records of repair work & process documentation of properties for public access was discussed.

#### **4.2. Legal Advisory Group Update**

1. There is an increase in determinations entering into the service. To date all determinations have settled before hearing.
2. A discussion was had about the Public Enquiry into the EQC recommendations about determinations and how they will affect the service. It was requested that MBIE work to ensure the ongoing provision of determinations as an alternative dispute resolution service.
3. It was noted that 80% of facilitations in the service are settling.
4. The Legal Advisory Group requested more detail about IDRS to be included in the GCCRS Directors Report.

#### **4.3. Engineering Advisory Group Update**

1. An update on GCCRS cases ENZ are involved with was provided: completed 200 cases, with 20 currently in progress, and 7 waiting to be assigned.
2. The new templates are continuing to create greater quality and consistency in reports.
3. It was noted there was a consistent flow of cases into the service during the lockdown period.
4. An update on the cases ENZ are assisting with in the CEIT was provided. There have been 6 completed, 20 in progress, and 2 waiting for assignment.

## 5. Meeting wrap up

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### 5.1 Review of Agenda

1. The 2 year anniversary of the GCCRS will be in October 2020. There was discussion on creating a future media piece to recognize the accomplishments of the service.
2. The next Advisory Committee Meeting date was agreed for **Tuesday 8 September 2020**.

**The meeting closed at 2.31pm**