



Greater Christchurch Claims Resolution Service

GCCRS Engineering Advisory Group An independent committee convened by Engineering New Zealand to support the GCCRS

SUBJECT	Meeting Minutes – 10am 13 December 2021
PRESENT	Tania Williams (Co-Chair, ENZ), Stacey Campbell (Co-Chair, ENZ), Christine Anderson (Legal Manager), Barry Brown (SESOC), Tony Fairclough (NZGS), Dave Brunson (Consultant, ENZ), David Whittaker (NZSEE), and Siobhan Lilley (ENZ, Panel Advisor)
IN ATTENDANCE	Elsa Marshall (GCCRS), Kirsty Hamilton (GCCRS), Darren Wright (Director, GCCRS), Tom McBrearty (HOAG, Chair), and David Townshend (HOAG)
APOLOGIES	

1. Welcome

- 1.1 There were no conflicts of interest recorded.
- 1.2 Actions from the previous meeting were reviewed and progress noted.

2. Update of Panel Services

- 2.1 An update of panel services was provided to the group.
- 2.2 Two panel members have resigned from their position on the ENZ panel.
- 2.3 A data update was provided to the group. ENZ currently has 11 open engagements; 3 from the Canterbury Earthquake Insurance Tribunal, 1 from EQC, 7 from GCCRS. There are no cases awaiting assignment.
- 2.4 It was noted that there are very low numbers coming from the GCCRS in the last period.

3. GCCRS Update

- 3.1 A data update was provided to the group. There was 810 open cases at the end of November, 12 out of the previous 13 months have had more cases closed than opened.
- 3.2 Incoming case to the service remains steady with approximately 50 cases per month.
- 3.3 A decline in referrals to ENZ was noted in the last period, this is from the change in operations from EQC. The new 'end to end' process is eliminating many disputes.
- 3.4 The GCCRS has trialed a couple of engineering disputes completing a facilitation with John Hardie, this has been very successful.
- 3.5 The GCCRS exit survey results were very good in the last period, 89% of respondents would recommend GCCRS to others. It was also noted 100% of respondents said their broker acted in a professional manor, and that their broker understood their situation.
- 3.6 GCCRS are expecting higher demand for reinstatement recommendation services next year.

4. Perimeter Concrete Foundation Guidance proposal

- 4.1** A proposal for the assessment of unreinforced concrete perimeter foundations was discussed with the group.

5. Quality Assurance Proposal and Pilot

- 5.1** The quality assurance proposal from ENZ was discussed with the group. A pilot is underway.
- 5.2** The GCCRS raised some concerns over homeowner privacy in the pilot, these concerns will be addressed by ENZ.

6. Discussion led by HOAG representatives

- 6.1** Representatives from the Homeowners Advisory Group led a discussion on a concern they had with the different interpretations and application of the Building Act that are applied by experts in an insurance response.

7. Next meeting

- 5.1** The next EAG meeting is scheduled for **14 March 2022**, this is subject to confirmation.

The meeting was closed at 12.20pm