



# Greater Christchurch Claims Resolution Service

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

<b>SUBJECT</b>	<b>Meeting Minutes – 10am 27 September 2021</b>
<b>PRESENT</b>	Tania Williams (Co-Chair ENZ), Barry Brown (SESOC), Tony Fairclough (NZGS), Dave Brunson (Consultant ENZ), and David Whittaker (NZSEE)
<b>IN ATTENDANCE</b>	Elsa Marshall (GCCRS), Darren Wright (Director, GCCRS), Tom McBrearty (HOAG Chair), and David Townshend (HOAG representative)
<b>APOLOGIES</b>	Stacey Campbell (Co-Chair ENZ), Kirsty Hamilton (GCCRS), Cindy Jemmett (ENZ Panel Advisor), and Christine Anderson (Legal Manager)

### 1. Welcome

- 1.1 There were no conflicts of interest recorded.
- 1.2 The previous minutes of the Engineering Advisory Group from 21 May 2021 were circulated to members for electronic confirmation and it was noted that publication on the GCCRS website had been done within 20 working days of the meeting date.
- 1.3 Actions from the previous meeting were reviewed.

### 2. Update of Panel Services

- 2.1 An update of panel services was provided to the group.
- 2.2 A delay has been caused by covid-19 restrictions not allowing engineers to attend site visits. ENZ hopes to work through the backlog very quickly.

### 3. GCCRS Update

- 3.1 Number of open cases in the GCCRS are below 900. The data from August and September will be affected by the alert level changes and restrictions; however the overall trend of open cases is continuing to trend downwards.
- 3.2 The Residential Advisory Service has been deployed to Westport. They note the demand for the service is strong as there is a high need for support from the homeowners who have been affected.
- 3.3 A reduction in cash settlements has been noted, with an increase in homeowners choosing a cost incurred process. This may be a reflection of increasing cost of building supplies and the competitive housing market in Christchurch.
- 3.4 EQC continues to dominate incoming cases, with an even split of on-sold and business as usual cases. The cases in GCCRS with private insurers continue to decrease; cases with Tower have seen a significant decrease in the last period.
- 3.5 A new graph has been included in this report on the average incoming cases per month; this helps to highlight the decrease in incoming cases.

- 3.6 The number of cases in the review and prepare category continues to decrease, this may be due to case managers and other 3rd parties have not been able to get on site during Alert Level 4 & 3. There has been an increase noted in gathering information which may also stem from Covid-19 restrictions.
- 3.7 The GCCRS exit survey results remain strong with a slight degradation this period. This was also noted in previous lockdowns and will continue to be closely monitored.
- 3.8 IDRS has had the first private insurer sign up for a determination. This hearing was scheduled during lockdown but has now been postponed.

#### **4. Homeowner Advisory Group Representatives Discussion**

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- 4.1 Representative from the Homeowners Advisory group discussed with the group some concerns that they had noted.
- 4.2 The EAG are supportive of the HOAGs concern to implement quality assurance processes in future events.

#### **5. Next meeting**

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- 5.1 The next EAG meeting is confirmed for **Monday 13 December 2021.**

**The meeting was closed at 11.50am**