



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 19 February 2021
PRESENT	Tania Williams (Co-Chair ENZ), Barry Brown (SESOC), Helen Davidson (Co-Chair ENZ), Tony Fairclough (NZGS), Dave Brunsdon (Consultant ENZ), and David Whittaker (NZSEE)
IN ATTENDANCE	Kirsty Hamilton (GCCRS), Elsa Marshall (GCCRS), Darren Wright (Director GCCRS), Tom McBrearty (HOAG Chair), and David Townshend (HOAG representative), Cindy Jemmett (ENZ Panel Advisor)
APOLOGIES	Stacey Campbell (Legal Manager)

1. Welcome

- 1.1 There were no conflicts of interest recorded.
- 1.2 The previous minutes of the Engineering Advisory Group from 16 October 2020 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 A new Engineering Panel Advisor has been appointed: Cindy Jemmett.
- 2.2 Helen Davidson will be resigning as co-chair of the GCCRS Engineering Advisory Group. Stacey Campbell will now be co-chair.
- 2.3 An increase in requests for initial appraisals have been noted. This may be due to the on-sold process which requires homeowners to provide evidence of damage.
- 2.4 Feedback on the pilot ENZ Opinion piece is very positive; four cases have now been completed.
- 2.5 The assignment of engineers is currently up to date.

3. GCCRS Update

- 3.1 A very high closure rate was noted in December 2020.
- 3.2 Cash settlements are continuing to make up a large portion of case closures.
- 3.3 Net cases in the GCCRS for Southern Response and other private insurers are beginning to strongly trend downwards.
- 3.4 The GCCRS Satisfaction Survey remains very strong, 97% would recommend the GCCRS Service to others. Wellbeing improvement due to using the GCCRS service is back up to 87% and will continue to be closely monitored.

- 3.5 Word of mouth referrals for the service made up 73% of all ways homeowners are hearing about the GCCRS.
- 3.6 It was noted demand for IDRS is increasing. There was 100% settlement rate in facilitations in the last quarter; either before or during the facilitation.
- 3.7 There was a discussion about foundations as the dominant issue highlighted by homeowners, and opportunities to talk with the Panel and local engineers about this.

4. Homeowners Advisory Group Representatives Discussion

- 4.1 Representatives from the Homeowners Advisory Group were welcomed to the meeting and introduced to the members.
- 4.2 The Representatives discussed various concerns homeowners had raised through the Homeowners Advisory group. Specifically; understanding of Section 17 & 112 of the Building Act, and quality assurance systems in place at ENZ.
- 4.3 The process for creating additional schedules for the ENZ Letter of Engagement was discussed with the group. HOAG representatives raised concerns about process not being followed during the creation of Schedule 6.
- 4.4 It was noted ENZ are now engaging on the use of Schedule 6 with stakeholders.

5. General Business

- 5.1 The panel thanked Helen for her work with the GCCRS and wished her luck in her new ventures. Darren Wright thanked Helen for her tireless work in helping to establish the ENZ panel and for her ongoing support of the service. Darren noted that Helen has always been open to the development of the service despite the challenging situations she was often in. Darren wished Helen well in her future endeavours on behalf of GCCRS.

6. Next meeting

- 6.1 Proposed items for the next GCCRS Engineering Advisory Group Meeting are: ENZ Facilitations, ENZ Letter of Engagement, ENZ Peer Review briefs, quality assurance process, Technical Forums, Section 17 & 112 of the Building Act, and preparation for the next event.

The meeting was closed at 12.00pm.