

Governance Group - Meeting Minutes

Purpose	RAS Governance Meeting		
Date / Time	26 th June 2013 : 1.00pm – 3.00pm		
Location	CERA offices		
Attendees	<ul style="list-style-type: none"> Michelle Mitchell - CERA (Chair) Darren Wright – Community Representative Bruce Emson – EQC Terry Jordan – ICNZ Ken Pope - RAS Project Manager Michael O’Dea – Acting RAS Project Manager Vanessa McDonald – RAS Administration 		
Apologies	None		
Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> No apologies recorded 	Presented by: Michelle Mitchell
2	Conflicts of Interest	<ul style="list-style-type: none"> Conflicts of interest have been previously declared by all members. No additional conflicts were noted. 	Presented by: Michelle Mitchell
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 24 May 2013</p> <p>Moved by: Darren Wright Seconded by: Bruce Emson</p> <p>THAT the RAS Governance Group:</p> <p>(a) Confirms the minutes of the RAS Governance Group meeting held on 24 May 2013, having been circulated as a true and correct record.</p> <p>(b) Receives the minutes of the RAS Governance Group meeting held on 24 May 2013, to be released onto the RAS website.</p>	Presented by: Michelle Mitchell
4	Previous Action Points	<p>RAS Business Case for Christchurch City Council</p> <p>The business case has been completed and is due to be presented to Christchurch City Council next week.</p>	Presented by: Michelle Mitchell

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		<p>Philanthropic Funding Avenues Noting Paper The Philanthropic Funding Avenues Noting Paper was tabled to the RAS Governance Group for discussion.</p> <p>THAT the RAS Governance Group:</p> <ul style="list-style-type: none"> (a) Receives the Philanthropic Funding Avenues Noting paper. (b) Approved the sourcing of additional funding and possible sources were discussed. (c) Deferred discussion regarding the long term funding of RAS until after the 6 month review of the Service. <p>Action Point: The Chair, in collaboration with the Insurance Council of New Zealand (ICNZ), will approach the New Zealand Bankers Association regarding additional funding for RAS.</p> <p>Technical Information Noting Paper The Technical Information Noting Paper was tabled to the RAS Governance Group for discussion.</p> <p>THAT the RAS Governance Group:</p> <ul style="list-style-type: none"> (a) Receives the Technical Information Noting Paper. (b) Declined the addition of an interior designer to the Technical Expert Panel. (c) Instructs the RAS Project Team to investigate other external opportunities within this field. <p>Action Point: RAS are to investigate Christchurch Polytechnic Institute of Technology's education programme with the aim of collaboration.</p> <p>Action Point: To identify core reasons driving the property owner to enter RAS and the type of action/resolution required.</p> <p>Action Point: A strategy is to be developed with appropriate resourcing and triggers to indicate when other organisations are required to be part of the Governance Group.</p> <p>Action Point: The Chair, in collaboration with EQC, will approach the Institution of Professional Engineers New Zealand (IPENZ) regarding the provision of an engineering pool that can provide independent advice at an agreed hourly rate to property owners. If vulnerability is identified, then this service to be discussed on a pro-bono basis.</p> <p>Discussion:</p> <ul style="list-style-type: none"> • Governance Group was informed of property owners' inability to access appropriately qualified technical experts. Many property owners were stuck at the design and construction phase. 	<p>Action by: Michelle Mitchell Terry Jordan</p> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: Michelle Mitchell Bruce Emson</p>

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		<ul style="list-style-type: none"> It was noted that Christchurch Polytechnic Institute of Technology are developing a Community Based Education Series to assist property owners with the Rebuild. This could potentially be where the provision of an interior designer could offer information helpful to the decision making process. Discussion occurred regarding the complexities of multi-title properties. It was noted that these properties involve a high number of vulnerable people in relation to other property types. <p>Christchurch City Council Participation Request for Christchurch City Council participation in the RAS Governance Group was discussed.</p> <p>THAT the RAS Governance Group:</p> <p>(a) Acknowledges that two requests for participation of the Christchurch City Council in the RAS Governance Group had been sent with no formal reply received.</p> <p>(b) Instructs that these requests are followed up.</p> <p>Action Point: The Chair to follow up with Christchurch City Council regarding participation on RAS Governance Group.</p> <p>Monthly Financial Update</p> <ul style="list-style-type: none"> Discussed in detail during RAS Service Update. <p>KPI Monitoring</p> <ul style="list-style-type: none"> Discussed in detail during RAS Service Update. <p>Vulnerability Vulnerability criteria and their incorporation into RAS processes were discussed briefly.</p> <p>THAT the RAS Governance Group:</p> <p>(a) Acknowledges that the RAS Independent Advisors all under-go vulnerability training.</p> <p>(b) Noted that the RAS Project Management Team are currently investigating options for further training in this area for the Independent Advisors.</p> <p>In-kind contributions</p> <ul style="list-style-type: none"> To be carried forward to next meeting. 	<p>Action by: Michelle Mitchell</p>

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5	Terms of Reference	<p>Terms of Reference for the RAS Governance Group</p> <p>Moved by: Darren Wright Seconded by: Terry Jordan</p> <p>THAT the RAS Governance Group:</p> <p>(a) Approves the Terms of Reference for the RAS Governance Group, having been circulated for feedback.</p> <p>(b) Receives the Terms of Reference for the RAS Governance Group, to be released onto the RAS website.</p>	<p>Presented by: Michelle Mitchell</p>
6	Residential Advisory Service (RAS) Update	<p>RAS Monthly Project Status Report for June 2013</p> <p>The RAS Monthly Project Status Report for June 2013 was presented to the Governance Group, providing an overview of the Service along with key statistics and budgetary information.</p> <p>THAT the RAS Governance Group:</p> <p>(a) Receives the RAS Monthly Project Status Report for June 2013.</p> <p>(b) Approves the RAS Monthly Project Status Report for June 2013, to be released onto the RAS website.</p> <p>Action Point: Investigation is to be undertaken on the property owners who do not initially qualify for progression through RAS to an Independent Advisor.</p> <p>Action Point: Insurance Council of New Zealand (ICNZ) to follow-up with individual insurers regarding RAS contribution payment. A payment date is to be provided to the Governance Group.</p> <p>Action Point: The reporting and monitoring framework milestone is to be divided into smaller components for reporting purposes.</p> <p>Action Point: Vulnerability is to be captured and included in the monthly RAS reporting.</p> <p>Discussion:</p> <ul style="list-style-type: none"> It was noted that there are significant numbers of property owners presenting to RAS who do not initially qualify for progression to an Independent Advisor. It was noted that post meetings with an Independent Advisor, follow-up calls are being made by the RAS Contact Centre to ensure that property owners are achieving progress with their issues. 	<p>Presented by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: ICNZ</p> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p>

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7	Communications	<p>Draft RAS Media Strategy</p> <p>The Draft RAS Media Strategy was presented to the Governance Group for discussion</p> <p>THAT the RAS Governance Group:</p> <p>(a) Rejects the Draft RAS Media Strategy.</p> <p>(b) Requests the Draft RAS Media Strategy be rewritten and distributed for comment.</p> <p>Action Point: The Draft RAS Media Strategy is to be rewritten and distributed for comment prior to the next Governance meeting.</p> <p>Action Point: The RAS Communications Plan is to be reinstated and tabled at the next Governance Group meeting for approval.</p> <p>Action Point: Profiling of RAS clients is to be undertaken.</p> <p>Action Point: Analysis is to be undertaken to define demand for translations of print materials.</p> <p>Discussion:</p> <ul style="list-style-type: none"> • Changes to the Media Strategy were discussed and agreed. Clear direction was provided in regards to the incorporation of a community level engagement strategy. • The promotional message was determined. Key focus is to be on the independence of the service and the provision of a service offering to assist property owners' find resolution to their issues. • Property owners who have language barriers was discussed. It was agreed that Google Translate would be sufficient for online materials until further analysis could be determined. 	<p>Presented by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p>
8	Next meeting	18 th July 2013, 1pm till 3pm	

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Action Point Summary:

	Action Points	Action by	Timeframe
1	Carried Forward: RAS to track in-kind contributions	Ken Pope	Before next meeting
2	Carried Forward: EQC and Insurers to engage staff to provide specific information required by IAs for those in the RAS process. RAS to define information needs clearly.	Ken Pope Bruce Emson Terry Jordan	Before next meeting
3	The Chair, in collaboration with the Insurance Council of New Zealand (ICNZ), will approach the New Zealand Bankers Association regarding additional funding for RAS.	Michelle Mitchell Terry Jordan	Before next meeting
4	RAS are to investigate Christchurch Polytechnic Institute of Technology's education programme with the aim of collaboration.	Ken Pope	July 2013
5	To identify core reasons driving the property owner to enter RAS and the type of action/resolution required.	Ken Pope	Before next meeting
6	A strategy is to be developed with appropriate resourcing and triggers to indicate when other organisations are required to be part of the Governance Group.	Ken Pope	Before next meeting
7	The Chair, in collaboration with EQC, will approach the Institution of Professional Engineers New Zealand (IPENZ) regarding the provision of an engineering pool that can provide independent advice at an agreed hourly rate to property owners. If vulnerability is identified, then this service to be discussed on a pro-bono basis.	Michelle Mitchell Bruce Emson	Before next meeting
8	The Chair to follow up with Christchurch City Council regarding participation on RAS Governance Group.	Michelle Mitchell	Before next meeting
9	Investigation is to be undertaken on the property owners who do not initially qualify for progression through RAS to an Independent Advisor.	Ken Pope	Before next meeting
10	Insurance Council of New Zealand (ICNZ) to follow-up with individual insurers regarding RAS contribution payment. A payment date is to be provided to the Governance Group.	Terry Jordan	Before next meeting
11	The reporting and monitoring framework milestone is to be divided into smaller components for reporting purposes.	Ken Pope	Before next meeting
12	Vulnerability is to be captured and included in the monthly RAS reporting.	Ken Pope	July 2013
13	The Draft RAS Media Strategy is to be rewritten and distributed for comment prior to the next Governance meeting.	Ken Pope	Before next meeting
14	The RAS Communications Plan is to be reinstated and tabled at the next Governance Group meeting for approval.	Ken Pope	Before next meeting
15	Profiling of RAS clients is to be undertaken.	Ken Pope	Before next meeting
16	Analysis is to be undertaken to define demand for translations of print materials.	Ken Pope	Before next meeting

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