

Purpose	RAS Governance Meeting		
Date / Time	22 August 2013 : 1.00pm – 3.00pm		
Location	CERA offices		
Attendees	<ul style="list-style-type: none"> Michelle Mitchell - CERA (Chair) Darren Wright – Community Representative Clive Lilley – EQC Terry Jordan – ICNZ Michael Aitken – CCC Ken Pope - RAS Project Manager Kirsten Forrest – RAS Administration 		
Apologies	<ul style="list-style-type: none"> Bruce Emson 		
Invitees	<ul style="list-style-type: none"> Tim Wilson 		
Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> Apologies and Welcome 	Presented by: Michelle Mitchell
2	Conflicts of Interest	<ul style="list-style-type: none"> No conflicts of interest were noted 	Presented by: Michelle Mitchell
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 18 July 2013</p> <p>Moved by: Terry Jordan Seconded by: Darren Wright</p> <p>THAT the RAS Governance Group:</p> <p>(a) Confirms the minutes of the RAS Governance Group meeting held on 18 July 2013, having been circulated as a true and correct record.</p> <p>(b) Receives the minutes of the RAS Governance Group meeting held on 18 July 2013, to be released onto the RAS website.</p>	Presented by: Michelle Mitchell
4	Previous Action Points	<p>Action Point: 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.</p> <ul style="list-style-type: none"> Complete 	Actioned by Ken Pope

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		<p>Action Point: To Identify core reasons driving the property owner to enter RAS and the type of action/resolution required.</p> <ul style="list-style-type: none"> • Being built up as SCM refined • Can be closed <p>Action Point: The Chair, in collaboration with EQC, will approach the Institute 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> <ul style="list-style-type: none"> • No reply has been received as yet from letters sent out • The Chair to follow up with a phone call • Face to Face meeting potential with the Chair <p>Action Point: Darryn Wright to contact a local company he knows to test support for providing technical assistance to property owners</p> <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> <ul style="list-style-type: none"> • No reply has been received as yet from letters sent out • The Chair to follow up with a phone call <p>Action Point: Understanding of RAS clients is to be undertaken</p> <ul style="list-style-type: none"> • Complete - integrated with monthly report <p>Action Point: Investigation is to be undertaken on the property owners who do not initially qualify for the progression through RAS to an Independent Advisor</p> <ul style="list-style-type: none"> • Complete <p>Action Point: Analysis is to be undertaken to define demand for translations of print materials</p> <ul style="list-style-type: none"> • Not a high demand • RAS does have access to the Language Line if need be • Decided and agreed upon by Governance Group that if needed, it may be a one of cost and no further action required. Independent Advisors are to be made aware of this <p>Action Point: Discussion with MBIE around involvement of them providing training courses for Property Owners around the repair/rebuild process</p> <ul style="list-style-type: none"> • Support is being developed for Property Owners who are dealing with EQC, EQR and PMOs and creating guidelines for those in the repair/rebuild process. • It was suggested that some forums for property owners would be beneficial 	<p>Action by: Ken Pope</p> <p>Action by: Michelle Mitchell Bruce Emson</p> <p>Action by: Darryn Wright</p> <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: Ken Pope</p>

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		<p>Action Point: Discuss with Ministry of Education regarding venue availability</p> <ul style="list-style-type: none"> • Still to be actioned <p>Action Point: Final draft of SOPs to be brought to Governance Meeting</p> <ul style="list-style-type: none"> • Complete <p>Action Point: Explore options with RED Cross as to whether they could provide translation services.</p> <ul style="list-style-type: none"> • Not available • Complete <p>Action Point: Draw up good new stories for presentations</p> <ul style="list-style-type: none"> • On-going • To be removed from action points <p>Action Point: Create Forecast for end of year budget</p> <ul style="list-style-type: none"> • Complete <p>Action Point: Reporting for a community forum presentation</p> <ul style="list-style-type: none"> • Complete <p>Action Point: Advise Governance Group as to what action has been put in place regarding Community Law's Manager's extended leave</p> <ul style="list-style-type: none"> • Manager is now working part time and holds RAS as a priority 	<p>Action by: Michelle Mitchell</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> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p>
5	Residential repair/rebuild Program Survey	<ul style="list-style-type: none"> • A preliminary analysis and overview of findings from the survey was presented to the Governance Group • Survey highlights new issues arising as we move through the repair/rebuild and this creates new 'players' and new 'issues' that may influence RAS in the future <p>Action Point: Create a timeline to define the changing environment the rebuild/repair process will have over the following months/ years. This should indicate the changing makeup of the RAS Governance Group as the community moves through the recovery</p>	<p>Presented by: Tim Wilson</p> <p>Action by: Ken Pope Tim Wilson</p>
6	RAS Update	<p>RAS Monthly Project Status Report for August 2013 The RAS Monthly Project Status Report for August 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> <ol style="list-style-type: none"> Receives the RAS Monthly Project Status Report for August 2013. Approves the RAS Monthly Project Status Report for August 2013 	<p>Presented by: Ken Pope</p>

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		<p>Emerging Issues</p> <p>Action Point: ICNZ to check with Insurers' GMs group to obtain their view on the Settlement Election Form being binding on all parties</p> <p>Action Point: RAS in collaboration with EQC to explore opportunity to progress some cases currently engaged in the EQC complaints process</p>	<p>Action by: Terry Jordan</p> <p>Action by: Ken Pope</p>
7	Communications	<ul style="list-style-type: none"> Confirmation that the Chair is the Spokesperson for RAS when dealing with media enquiries The draft exit surveys were tabled for discussion and approved <p>THAT the RAS Governance Group: (a) Receives the RAS Exit Surveys (b) Approves the RAS Exit Surveys</p> <p>Action Point: Ensure good news stories are visible and in the public via social media, news etc.</p>	<p>Presented by: Ken Pope</p> <p>Action by: Ken Pope</p>
8	Other	<p>Action Point: The Business Case for funding to CCC is to be released</p> <p>Shared Property</p> <ul style="list-style-type: none"> The Shared Property Group have asked for RAS' to consider whether it can aid the process for Property Owners in multi-unit dwellings On-going discussions are occurring <p>To be noted that RAS has been included in the upcoming Well Being Survey</p>	<p>Action by: Michelle Mitchell</p> <p>Presented by: Ken Pope</p>
9	Next meeting	25th September 2013, 1pm till 3pm	

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Action Point Summary:

	Action Points	Action by	Timeframe
1	Carried Forward: 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
2	Darryn Wright to contact a local company he knows to test support for providing technical assistance to property owners	Darryn Wright	
3	Carried Forward: 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	Carried Forward: Discuss with MBIE , the inclusion of training courses for Property Owners around the repair/rebuild process	Ken Pope	
5	Carried Forward: Discuss with Ministry of Education regarding venue availability	Michelle Mitchell	
6	Carried Forward: Engage EQC to present to Independent Advisors around their processes	Ken Pope	
7	Create a timeline to define the changing environment the rebuild/repair process will have over the following months/ years. This should indicate the changing makeup of the RAS Governance Group as the community moves through the recovery	Ken Pope Tim Wilson	
8	ICNZ to raise with insurers at GM meeting over the bindingness of a Settlement Election Form	Terry Jordan	
9	RAS in collaboration with EQC to explore opportunity to progress some cases currently engaged in the EQC complaints process	Ken Pope	
10	Ensure good new stories are made public	Ken Pope	
11	The Business Case for funding to CCC is to be released	Michelle Mitchell	

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