

Purpose	RAS Governance Meeting
Date / Time	29 May 2014: 1.00pm – 3.00pm
Location	CERA Offices, Level 8 Board Room
Attendees	<ul style="list-style-type: none"> Michelle Mitchell - CERA (Chair) Ken Pope - RAS Project Manager Terry Jordan – ICNZ Hugh Cowan - EQC Darren Wright – Community Representative Glenys Thornhill – RAS Administration
Invitees	<ul style="list-style-type: none"> Nil
Apologies	<ul style="list-style-type: none"> Michael Aitken - CCC

Ion	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> Apology of Michael Aitken noted Hugh Cowan (EQC) was introduced as the replacement for Bruce Emson. 	Presented by: Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> No conflicts of interest were noted 	Presented by: Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 9 April 2014</p> <p>Moved by: Darren Wright Seconded by: Terry Jordan</p> <p>THAT the RAS Governance Group:</p> <p>(a) Confirms the minutes of the RAS Governance Group meeting held on 9 April 2014, having been circulated as a true and correct record.</p> <p>(b) Receives the minutes of the RAS Governance Group meeting held on 9 April 2014, to be released onto the RAS website.</p>	Presented by: Chair
4	Previous Action Points	<ul style="list-style-type: none"> Ken to follow up with BNZ contact to arrange a meeting for the Chair to discuss possible funding opportunities. 	Action by: Ken Pope

- Residential property owners are assisted to make progress in their individual repair, rebuild, resettlement process in greater Christchurch.
 - The service will provide independent assistance to residential property owners.
 - It will help them understand and progress the repair and rebuild process.

Ion	Issue / Topic	Descriptor	Who
5	RAS Update	<p>RAS Monthly Project Status Report for 16 May 2014 The RAS Monthly Project Status Report for 16 May 2014 was presented to the Governance Group, providing an overview of the Service along with key statistics and budgetary information.</p> <p>The Report was previously circulated and taken as read. Moved by: Ken Pope Seconded by: Terry Jordan</p> <p>THAT the RAS Governance Group:</p> <ul style="list-style-type: none"> • Receives the RAS Monthly Project Status Report for 19 May 2014. • Approves the RAS Monthly Project Status Report for 19 May 2014 <p>Discussion</p> <ul style="list-style-type: none"> • Deepen the review of issues from Top 3 to Top 5 • Review presentation of weekly review graph • Error in addition for Communication expenses had not been corrected in accordance with request from previous meeting. To be updated. 	<p>Presented by: Ken Pope</p> <p>Action by: Ken Pope</p>
6	RAS Budget	<p>Funding</p> <ul style="list-style-type: none"> • NZIC confirmed funding for 2014/2015 • Raised concerns in relation to the equity between NZIC financial support in comparison to EQC given the trend of cases entering the Service. • Resolved that the Chair would write to EQC seeking an increase in their financial support of RAS in the forthcoming year in line with that of NZIC. <p>Action Point: Letter to be sent to Ian Simpson, EQC.</p>	<p>Action by: Chair</p>
7	Communications & Marketing	<p>Discussion:</p> <ul style="list-style-type: none"> • The proposed messaging and rebranding was presented. It was generally accepted that the message and tactics were appropriate. However more relevant visuals and photos should be incorporated. • Governance supported the direction and approach presented. • Press Release – discussion held regarding who should be quoted in the proposed article acknowledging the first year of RAS existence. It was resolved that Darren Wright would be appropriate. <p>Action Point: Ken and Darren to liaise regarding the article</p>	

- Residential property owners are assisted to make progress in their individual repair, rebuild, resettlement process in greater Christchurch.
 - The service will provide independent assistance to residential property owners.
 - It will help them understand and progress the repair and rebuild process.

Ion	Issue / Topic	Descriptor	Who
8	Southern Response 'stuck' claims	<ul style="list-style-type: none"> The Chair raised an emerging issue in respect of the more vulnerable and incapable property owners who are unable to progress their insurance matters. This was raised at a recent meeting in respect of Southern Response concerning their specific clients but has application to the wider EQC and private insurers. <p>Action Point</p> <ul style="list-style-type: none"> Terry to discuss with Insurers and Peter Rose (SR) in regard to ensuring the vulnerable were connected with the appropriate support agency. 	
9	General Business	<ul style="list-style-type: none"> No Meeting Schedule available 	
10	Next meeting	Wednesday 18 June, 1.00pm till 2.30pm	

Action Point Summary:

	Action Points	Action by	Timeframe
1	Follow up with BNZ contact	Ken Pope	
2	Letter to be sent to Ian Simpson, EQC.	Chair	
3	Ken and Darren should liaise regarding the proposed Press article	Ken Pope and Darren Wright	
4	Terry to discuss with Insurers and Peter Rose (SR) in regard to ensuring the vulnerable were connected with the appropriate support agency	Terry Jordan	
5	Expansion of the review of Top 5 cases	Ken Pope	
6	Weekly contacts stats graph to be up-dated	Ken Pope	

- Residential property owners are assisted to make progress in their individual repair, rebuild, resettlement process in greater Christchurch.
 - The service will provide independent assistance to residential property owners.
 - It will help them understand and progress the repair and rebuild process.