

| Purpose | RAS Governance Meeting | | |
|--------------------|--|--|---|
| Date / Time | 28 August 2014: 1.00pm – 2.30pm | | |
| 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 Michael Aitken - CCC Glenys Thornhill – RAS Administration | | |
| Invitees | <ul style="list-style-type: none"> Nil | | |
| Apologies | <ul style="list-style-type: none"> Nil | | |
| Item | Issue / Topic | Descriptor | Who |
| 1 | Apologies and Welcome | <ul style="list-style-type: none"> Apologies and Welcome <ul style="list-style-type: none"> No apologies noted | Presented by: Chair |
| 2 | Conflicts of Interest | <ul style="list-style-type: none"> No conflicts noted | Presented by: Chair |
| 3 | Previous Minutes | <p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 1 August 2014</p> <p>Moved by: Michael Aitken Seconded by: Darren Wright</p> <p>THAT the RAS Governance Group</p> <ol style="list-style-type: none"> Confirms the minutes of the RAS Governance Meeting held on 1 August 2014, having been circulated, as a true and correct record Receives the minutes of the RAS Governance Meeting held on 1 August 2014 to be released onto the RAS website. | Presented by: Chair |
| 4 | Previous Action Points | <ul style="list-style-type: none"> Chair and Project Manager have met with BNZ, who are of the view that they are providing sufficient support through their BNZ Hub and other initiatives. As a consequence, they have declined the offer to provide financial assistance to RAS. 15 working day target has been discussed with CLC and will be progressively worked towards. Presentation regarding the Technical Panel has been provided to the Insurers General Managers group as requested. | Action by: Completed On-going Completed |

- 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.

| Item | Issue / Topic | Descriptor | Who |
|------|---------------------------|--|--|
| 5 | RAS Update | <p>RAS Monthly Project Status Report for August 2014 The RAS Monthly Project Status Report for August 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: Michael Aitken Seconded by: Darren Wright</p> <p>THAT the RAS Governance Group:</p> <ul style="list-style-type: none"> • Receives the RAS Monthly Project Status Report for August 2014. • Approves the RAS Monthly Project Status Report for August 2014 <p>Discussion</p> <ul style="list-style-type: none"> • EQC has indicated that their payment to RAS had been made. Project Manager to follow up. • It was noted that the Emerging Trends section reflected more a list of issues rather than trends. A request was made to review this section for future reports. | <p>Presented by: Ken Pope</p> <p>Action by: Ken Pope Ken Pope</p> |
| 6 | Property Pathways Review | <p>The report on the Property Pathways review of the pilot was presented for noting.</p> <p>Discussion:</p> <ul style="list-style-type: none"> • It was agreed that the current pilot be extended for a period of time (to be determined) to maintain continuity whilst the open procurement process is undertaken <p>Action Points:</p> <ul style="list-style-type: none"> • Project Manager to extend the Pilot with property pathways for an appropriate time frame to ensure continuity whilst the procurement process is undertaken | <p>Action by: Ken Pope</p> |
| 7 | Promotional opportunities | <p>There have been several advertising opportunities that have arisen where confirmation of participation was being sought.</p> <p>Discussion</p> <ul style="list-style-type: none"> • There is an opportunity to participate in IAG's regular customer tips section. This can be solely RAS focussed or part of a "Support Services" promotion. It was agreed that the sole RAS focus was not appropriate but approved participation as part of the "Support Services" promotion. • A verbal request for RAS support at an upcoming "Claimants for Claimants" forum has been made. There was uncertainty around this forum going ahead as there | |

- 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.

| Item | Issue / Topic | Descriptor | Who |
|------|------------------|---|--|
| | | <p>had been talk of a Campbell Live programme taking over from its original focus. Once a formal request is received The Project Manager and Chair will discuss and determine appropriateness of attendance.</p> <ul style="list-style-type: none"> • CanCERN's "Break Through" initiative in conjunction with Southern Response was discussed. It ws agreed that it would be beneficial for CanCERN to attend the next meeting to provide some context and an update on this initiative at the next governance meeting. • It was also suggested that it would be good to receive an update from the Earthquake Support Coordination Service regarding their recent review and current focus. <p>Action Point:</p> <ul style="list-style-type: none"> • Project Manager to advise IAG of the Governance group decision and liaise with them regarding their promotion of RAS • Project Manager to arrange with both CanCERN and ESC to attend future Governance meetings to update on current initiatives. | <p>Action by:</p> <p>Ken Pope</p> <p>Ken Pope</p> |
| 8 | General Business | <p>Discussion</p> <ul style="list-style-type: none"> • EQC proposal on the future engagement with RAS was tabled at the meeting for approval and endorsement. Chair acknowledged the positive steps taken to date. <p>Action Point:</p> <ul style="list-style-type: none"> • Project Manager and EQC to continue working on the proposal at an operational level. | <p>Action by:</p> <p>Ken Pope</p> |
| 9 | Next meeting | Thursday 23 September 2014, 1.00pm till 2.30pm | |

Action Point Summary:

| | Action Points | Action by | Timeframe |
|---|---|-----------|-----------|
| 1 | Project manager to follow up with EQC regarding their payment | Completed | |
| 2 | Project Manager to ensure emerging trends section reflect trends rather than a list of issues | Completed | |
| 3 | Property Pathways pilot to be extended to cover the procurement process | Completed | |
| 4 | IAG to be informed of decision to participate in "Support Services" promotion only | Completed | |
| 5 | CanCERN and Earthquake Support Coordination service are to be | On-going | |

- 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.

| | | | |
|---|--|----------|--|
| | invited to meet with the Governance group. | | |
| 6 | RAS and EQC to work collaboratively in progressing the initiatives identified in the EQC paper | On-going | |
| | | | |

-
- 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.