

Governance Group - Meeting Minutes

Purpose	RAS Governance Meeting		
Date / Time	25 November 2015: 3.00pm – 4.30pm		
Location	Level 8 Boardroom, CERA Offices		
Attendees	<ul style="list-style-type: none"> Michelle Mitchell - CERA (Chair) Ken Pope - RAS Project Manager Darren Wright – Community Representative Hugh Cowan (EQC) Tim Grafton (ICNZ) Mary Richardson (CCC) Glenys Thornhill (CERA – Minutes) Ross van der Schyff (MBIE) Joel Browne (MBIE) 		
Invitees	<ul style="list-style-type: none"> William Whewell (MBIE) 		
Apologies	<ul style="list-style-type: none"> Mike West (MBIE) 		
Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> Apologies and Welcome <ul style="list-style-type: none"> Both Joel and Mary were welcomed to the meeting Mike West’s apology was noted 	Presented by: Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> Darren declared his conflict with his involvement in the transition Board. Noted 	Presented by: Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 8 October 2015</p> <p style="text-align: right;">Moved by: Darren Wright Seconded by: Hugh Cowan</p> <p>THAT the RAS Governance Group</p> <ol style="list-style-type: none"> Confirms the minutes of the RAS Governance Meeting held on 8 October 2015, having been circulated, are a true and correct record Approves the minutes of the RAS Governance Meeting held on 8 October 2015 to be released onto the RAS website 	Presented by: Chair
4	Previous Action Points	<p>Project Manager to work with Community Law Canterbury and CERA to consider an approach to the District Law Society relating to vulnerable homeowners engaged with earthquake litigators</p> <ul style="list-style-type: none"> Currently awaiting CERA’s opinion which should be to hand in time for the next meeting. Any opinion will be shared with the Governance group. 	Action by: On-going

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		<ul style="list-style-type: none"> ○ Assurance was sought that home owners approaching RAS who are engaged with advocates and who wish to seek support in extracting themselves from contracts will be assisted by RAS <p>Action Point</p> <ul style="list-style-type: none"> ● Project Manager to provide assurances regarding service offering to home owners presenting who are engaged with advocates. <p>Chair to write to CCC to seek on-going funding for 2016 year</p> <ul style="list-style-type: none"> ○ Letter has been sent and the request is scheduled to be heard by the Councillors at their meeting being held on 26 November 2015 <p>EQC to provide an indication of on-going funding for 2016 prior to the next meeting</p> <ul style="list-style-type: none"> ○ Hugh has notified the chair that EQC is willing to support the continuation of RAS and is committed to meeting its proposed share of the funding <p>Project Manager to inform the CMO to note Community representation post cessation of the Community Forum appointment period</p> <ul style="list-style-type: none"> ○ Completed 	
5	Change in Chair	<p>Discussion Darren Wright formally acknowledged the contribution of Michelle Mitchell as the outgoing chair. Specifically he noted the huge impact she has made on the progression of home owners and their psychosocial wellbeing along with the positive way she has led the RAS governance group from the outset.</p> <p>Darren Wright was nominated to be appointed the chair to replace Michelle Mitchell for a period up to April 2016 to enable the new members of the governance group to become familiar with the group.</p> <p style="text-align: right;">Moved: Hugh Cowan Seconded: Tim Grafton</p>	<p>Darren Wright</p> <p>Chair</p>
6	RAS Technical Panel	<p>Discussion A report of some key themes from a recent review of the Technical panel findings up until May 2015 was tabled for discussion.</p> <p>It was agreed that it would be helpful to update the report with the cases since May and that this should be an ongoing review and piece of work.</p> <p>It was recommended that the Technical panel and the Insurers/EQC should facilitate discussions to move issues forward.</p>	William Whewell

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		<p>Tim/Hugh will raise at the next Insurers meeting and invite William to attend to discuss the key themes.</p> <p>Action Point</p> <ul style="list-style-type: none"> William to update the report with cases post May 2015 and continue to build the report moving forward. Tim Grafton and Hugh Cowan to raise the key themes from the Technical panel review at the next Insurers Meeting 	<p>William Whewell</p> <p>Tim Grafton/Hugh Cowan</p>
7	Memorandum of Understanding	<p>Discussion</p> <ul style="list-style-type: none"> Proposed changes to the MOU were tabled to reflect the transition from CERA to MBIE and the intention to extend the service to December 2016. Minor changes were agreed and each funder undertook to take it back to their respective organisations to review in time for the next meeting. Discussion regarding current funding being exhausted earlier than anticipated and this resulted in the new proposed budget from 1 February 2016 that had been agreed to subject to funders confirming their contributions. <p>Action Point:</p> <ul style="list-style-type: none"> Project Manager to amend the draft MOU and reissue with agreed amendments. Funders to confirm agreement with the MOU in time for the next meeting 	<p>Ken Pope</p> <p>ICNZ/EQC/CCC and MBIE</p>
8	RAS Project Update	<p>RAS Monthly Project Status Report for October 2015</p> <p>The RAS Monthly Project Status Report for October 2015 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.</p> <p style="text-align: right;">Moved by: Ken Pope Seconded by: Hugh Cowan</p> <p>THAT the RAS Governance Group:</p> <ul style="list-style-type: none"> Receives the RAS Monthly Project Status Report for October 2015. Approves the RAS Monthly Project Status Report for October 2015 <p>Discussion</p> <ul style="list-style-type: none"> Transitional arrangements and preparation have consumed an enormous amount of time The In The Know Hub will close from 17 December 2015 which means a loss of customer facing facilities for RAS. The support agencies are working together to see how joined up services can occur post December. Substantial increase in Multi party meetings this period and this is proving to be beneficial to achieving 	

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		<p>resolution.</p> <ul style="list-style-type: none"> • Undertaking a pilot with Southern Response to investigate how to better support those in Multi units who are uninsured or underinsured. 2 Cases are currently being worked and there are positive signs that an outcome will be achieved. • Time taken in the RAS process is creating some tension with Insurers as it is perceived to be delaying outcomes. The advisors need to have a duty of care which does mean that there will inevitably be delays. Project Manager is working with Insurers and EQC to manage this situation. 	
9	Brokering Role	<p>Discussion</p> <ul style="list-style-type: none"> • Darren presented a paper to the meeting detailing his thoughts regarding the possibility of developing a brokering role as part of RAS. This resulted from conversations held at the recent Transition Board and CE/Stakeholder day. • Governance members had not had time to adequately inform themselves of the content and context and it was agreed that it would be considered at the next meeting. • Concern raised that it may cut across the case management process that Insurers are currently rolling out. • The difficulty is to identify those that are not in the service and how to bring them in. It was seen that this would complement the work of the door knockers and Earthquake support Coordinators • It was agreed that the Project Manager would consider options and present some broad thinking to the next meeting to enable further consideration of the idea. <p>Action Point</p> <ul style="list-style-type: none"> • Project Manager to compile a "One Pager" to present at the next meeting about how it might be able to operate and be funded. 	Ken Pope
9	General Business	<p>Discussion</p> <p>Concern raised by an Insurer that RAS was advising home owners not to sign Deeds of Assignments. This issue is contentious with one insurer and we have agreed to meet to try and achieve an agreed position.</p>	
10	Board only time	There was no Board only time	
11	Next meeting	Thursday 17 December 2015 at 1.00pm	

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Action Point Summary:

	Action Points	Action by	Timeframe
1	Project Manager to work with Community Law Canterbury and CERA to consider an approach to the District Law Society relating to vulnerable homeowners engaged with earthquake litigators <ul style="list-style-type: none"> Review continuing with CERA legal and not yet to hand. Will continue to follow-up	Project Manager	On-going
2	Project Manager to provide assurances regarding service offering to home owners presenting who are engaged with advocates.	Project Manager	
3	William to update the report with cases post May 2015 and continue to build the report moving forward.	William Whewell	
4	Tim Grafton and Hugh Cowan to raise the key themes from the Technical panel review at the next Insurers Meeting	Tim/Grafton/Hugh Cowan	
5	Project Manager to amend the draft MOU and reissue with agreed amendments.	Project Manager	
6	Funders to confirm agreement with the MOU in time for the next meeting	Governance members	
7	Project Manager to compile a "One Pager" to present at the next meeting about how it might be able to operate and funded.	Project Manager	

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