

Purpose	RAS Governance Meeting		
Date / Time	17 December 2015: 1.00pm – 2.30pm		
Location	Level 8 Boardroom, CERA Offices		
Attendees	<ul style="list-style-type: none"> • Darren Wright – Community Representative (Chair) • Hugh Cowan (EQC) • Tim Grafton (ICNZ) • Ross van der Schyff (MBIE) • Ken Pope RAS Project Manager 		
Invitees	<ul style="list-style-type: none"> • 		
Apologies	<ul style="list-style-type: none"> • Mary Richardson (CCC) 		
Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> • Apologies and Welcome <ul style="list-style-type: none"> ○ Mary Richardson was noted as an apology in her absence 	Presented by: Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> • No conflicts were declared - Noted 	Presented by: Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 25 November 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 25 November 2015, having been circulated, are a true and correct record Approves the minutes of the RAS Governance Meeting held on 25 November 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"> ○ Opinion received from CERA legal which confirmed that there were sufficient rules in place within the legal profession to safeguard perceived inappropriate actions. ○ Consideration will be given to an informal approach to the District law Society to raise our concerns <p>Project Manager to provide assurances regarding service offering to home owners presenting who are engaged with advocates.</p>	Action by: Completed

• MBIE-MAKO-45061621

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		<ul style="list-style-type: none"> ○ Assurances were provided to governance that RAS has and will continue to provide support and advice to Home Owners who wish to extract themselves out of advocate contracts and or legal proceedings. ○ The Advisors will not “act” for them but will guide them as to what is required and once they have terminated their retainer they will be able to enter the RAS service. 	Completed
		<p>William Whewell to update his report with cases post May 2015 and continue to build the report moving forward.</p> <ul style="list-style-type: none"> ○ The updated report has not been compiled at the date of the meeting. ○ William has now completed discussions with the majority of insurers/EQC in regards to the initial findings and will have the draft report available for the next governance meeting in January 2016. 	On-going
		<p>Action Point:</p> <ul style="list-style-type: none"> ○ An updated draft Technical Outcomes Review report is to be tabled at the next Governance meeting. 	Completed
		<p>Tim Grafton and Hugh Cowan to raise key themes from the Technical Panel review at the next Insurers GM meeting</p> <ul style="list-style-type: none"> ○ This was completed at the November 2015 meeting 	Completed
		<p>Project Manager to amend the draft MOU and reissue with agreed amendments:</p> <ul style="list-style-type: none"> ○ The updated MOU has been distributed to Governance members 	
		<p>Funders to confirm agreement with the MOU in time for the next meeting:</p> <ul style="list-style-type: none"> ○ CCC are unable at this point to confirm ongoing funding and therefore they have indicated that they will not be able to execute the MOU in its current format as it commits them to be a funder. In the interim CCC are currently looking for alternative funding streams. ○ Given that the CCC representative was not at the meeting the Chair will make contact to discuss the situation. ○ MBIE raised concerns that the RAS Terms of Reference (ToR) should be consistent and updated alongside the MOU. 	
		<p>Action Point:</p> <ul style="list-style-type: none"> ○ The Project manager to update the ToR and issue the draft to the Governance group ahead of the next meeting ○ The chair is to contact the CCC representative to have a discussion regarding the funding and the MOU 	On-going

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		<p>The Project Manager to compile a “One Pager” to present at the next meeting about how the Brokering Role pilot might be able to operate and be funded</p> <ul style="list-style-type: none"> ○ A paper was drafted and circulated ahead of the meeting and is on the current agenda for discussion. 	Completed
5	Memorandum of Understanding	<p>Discussion</p> <ul style="list-style-type: none"> • Discussion regarding the MOU was conducted under the previous action points 	
6	RAS Update	<p>RAS Monthly Project Status Report for November 2015</p> <p>The RAS Monthly Project Status Report for November 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>Discussion</p> <ul style="list-style-type: none"> • It has been a relatively short time since the last report so little further updates • Current appointments date now into New Year with the advisors closing down for the Xmas break. They resume again on 11 January 2016. • Current demand still strong for our service • Met with IAG and their solicitor to work on the variance of opinions on the DOA. This was a positive meeting with a number of actions coming out of it. • The In the Know Hub officially closed on 17 December and the Associate Minister made reference in her speech of the great work that RAS does and she relies very heavily upon our service to assist her constituents. • A number of teething issues with the transition of the service however these are being worked through. • Current pilot with SR looking at assisting Uninsured or Underinsured homeowners is achieving positive results. The disappointing aspect is that it was thought they had around 12 cases to work on however it has only turned out to be 2. A review of the pilot will be undertaken and the lessons learned. This may have appeal to other insurers. • CERA wellbeing data on awareness and opinion of support services has just been shared with RAS. It shows that 37% of people surveyed were aware of the service – this is down 3% since September 2014. Of those that have used the service 74% were favourable or very favourable which is up by 6% on the previous year but down 6% on the last 6 months. Of those that 	

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		<p>haven't used the service 42% had a favourable view of it which was up slightly on the previous year. These figures line up nicely with our own exit survey data.</p> <p>Action Point</p> <ul style="list-style-type: none"> Requested to remove the closed data from both the EQC and General cases by stage graphics 	
7	Brokering Role	<p>Discussion</p> <ul style="list-style-type: none"> The discussion paper, as previously circulated, was discussed fully in regard the merits of undertaking a pilot There had been a little bit of confusion around the intent and purpose of the role and it was felt that a workshop with all the RAS stakeholders contributing may be the best way to determine a way forward. The role is seen as a continuation of the evolution of RAS. The project Manager has provided assurances that a pilot for 3 months could be funded out of current baseline funding as there had been some small savings across a number of line items. <p>Action Point:</p> <ul style="list-style-type: none"> The Project Manager is to organise a workshop as soon as practicable with all RAS Stakeholders to canvass the idea and provide an update at the next Governance meeting 	
8	General Business	<p>Discussion</p> <ul style="list-style-type: none"> Meeting dates were set for the first 2 meetings in 2016. It was agreed that the first would be held on Wednesday 27 January 2016 and the 2nd on 3 March 2016 which was a bit later given the Project Manager was on extended leave during February 2016. 	
10	Board only time	There was no Board only time requested	
11	Next meeting	<p>Wednesday 27 January 2016 1.30pm to 3.00pm 10 Nelson Street, Riccarton, Christchurch</p>	

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Action Point Summary:

	Action Points	Action by	Timeframe
1	An updated draft Technical Outcomes Review report is to be tabled at the next Governance meeting	William Whewell	
2	The Project Manager is to update the existing RAS Governance Terms of Reference document and circulate to the members for consideration	Project Manager	
3	The chair is to contact the CCC representative to have a discussion regarding the funding and the MOU	Chair	
4	Project Manager to amend current reporting graphs in regard to cases by stage to remove the closed cases.	Project Manager	
5	Project Manager to organise a workshop as soon as practicable with all RAS stakeholders to canvass the idea. An update is to be provided at the next meeting.	Project Manager	

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