

Purpose	RAS Governance Meeting		
Date / Time	27 January 2016: 1.30pm – 3.00pm		
Location	Room 4, Level 2, 210 Nelson Street, Riccarton, Christchurch		
Attendees	<ul style="list-style-type: none"> • Darren Wright – Community Representative (Chair) • Hugh Cowan (EQC) • Tim Grafton (ICNZ) • Jenny Hughey (CCC) • Ken Pope RAS Project Manager 		
Invitees	<ul style="list-style-type: none"> • 		
Apologies	<ul style="list-style-type: none"> • Mary Richardson (CCC) • Ross Van Der Schyff (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"> ◦ Jenny Hughey was welcomed to the meeting. Jenny will replace Mary Richardson who was a temporary member whilst the CCC worked through their recent restructuring. 	Presented by: Chair
2	Bereavement	<ul style="list-style-type: none"> • The RAS governance group acknowledged and paid their respects to Michelle Mitchell, the former Chair of RAS who tragically and unexpectedly passed away last week. • It was resolved that flowers would be sent on behalf of the group and a message acknowledging her immense contribution in helping the people of Christchurch be sent by the chair to the family. <p>Action Point:</p> <ul style="list-style-type: none"> • The Project Manager to arrange for Flowers to be sent and coordinate with the Chair regarding the message. 	
2	Conflicts of Interest	<ul style="list-style-type: none"> • Darren Wright's involvement with the Transition Board has ceased and therefore is no further conflict. No other conflicts were advised. 	Presented by: Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 17 December 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 17 December 2015, having been circulated, are a true and correct record Approves the minutes of the RAS Governance Meeting held on 17 December 2015 to be released onto the RAS website 	Presented by: Chair

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4	Previous Action Points	<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"> ○ A preliminary draft report on an additional 150 cases that have been reviewed was tabled at the meeting. Given that the Governance members had not had an opportunity to read the paper it will be placed on the agenda for the next meeting. ○ It was agreed that William should proceed and engage with Insurers and EQC on the findings and discuss the trends and specifics. The findings of this review are to be incorporated into the original report for completeness. ○ It was agreed that these reviews should be a regular feature on the quality review cycle and that updates be provided to the Governance Group at least Bi Monthly. <p>Action Point:</p> <ul style="list-style-type: none"> ○ Governance members to become conversant with the findings of the draft report ○ Project Manager to engage with William to set up regular reporting ○ William to engage with Insurers and EQC in respect of cases and trends <p>Project Manager to update the existing Terms of Reference document:</p> <ul style="list-style-type: none"> ○ The updated draft Terms of Reference has been distributed to Governance members for consideration <p>The Chair is to contact the CCC representative to have discussion regarding funding and the MoU.</p> <ul style="list-style-type: none"> ○ The Chair met with the CCC representative ahead of the current meeting. With the current restructuring of CCC it has resulted in a change to the CCC representative. Mary Richardson was a temporary representative pending the finalisation of the structural changes. Jenny Hughey has been confirmed as the new representative moving forward. ○ CCC has advised that they are currently reviewing their avenues of funding to see if they can meet the RAS request. It is hoped that they will be in a position to confirm by the next meeting ○ The continuing involvement of CCC in the MoU is contingent upon this funding being provided and therefore the finalisation of that will be held off until the funding question has been resolved. 	<p>Action by:</p> <p>On-going</p> <p>Completed</p> <p>Completed</p>

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		<p>Action Point:</p> <ul style="list-style-type: none"> The CCC representative is to confirm at, or before the next Governance meeting if funding has been approved by the Council. <p>The Project Manager is to amend the current reporting graphs in regard to cases by stage by removing the closed cases.</p> <ul style="list-style-type: none"> This has been done and is reflected in the latest project status report. <p>Project Manager to organise a workshop as soon as practicable with all RAS stakeholders to canvass the idea of adopting a brokering role.</p> <ul style="list-style-type: none"> A workshop was held on 26 January 2016 and a verbal update will be presented to the Governance group at the meeting 	<p>On-going</p> <p>Completed</p> <p>Completed</p>
5	RAS Governance Group Terms of Reference	<p>The draft updated Terms of Reference (ToR), as previously circulated was tabled for discussion.</p> <p>Discussion</p> <ul style="list-style-type: none"> The ToR had been updated to reflect the change in Governance make up with the transition to MBIE from CERA and reflect the recent changes in the MoU. A number of changes were suggested and adopted by the group. These changes are to updated along with any that cut across the MoU and a further copy of both documents be reissued ahead of the next meeting with a view that they will be ratified and executed accordingly. <p>Action Point:</p> <ul style="list-style-type: none"> Project manager to update the ToR and MoU and recirculate ahead of the next Governance Meeting 	
6	RAS Update	<p>RAS Monthly Project Status Report for December 2015</p> <p>The RAS Monthly Project Status Report for December 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 Demand increasing post the Christmas break Concern at the key accountability measures being developed with MBIE in isolation of the RAS governance group Need to follow up with MBIE to confirm that Invoices 	

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		<p>have been issued for their contributions</p> <ul style="list-style-type: none"> • Deeds of Novation for the existing suppliers have been completed (with the exception of Fairway which is in play). • Pleasing results from the exit survey with some key indications being very strong such as being listened to and understood, well-being and overall satisfaction. • Need to prepare for the presentation to the people in disasters conference in conjunction with CERA. This will be less figures and more about the collaboration and joint up response etc. • Governance group wanted to “shine the light” on the old cases and report on these • A late item has come to light around the ongoing future use of the data base for RAS – this transitioned from CERA to LINZ however LINZ are considering whether they need this or not. This will need to be worked through over the coming months. <p>Action Point</p> <ul style="list-style-type: none"> • Project Manager to confirm that invoices have been issued to both ICNZ and EQC for their respective contributions to RAS • Project Manager to share with the Governance group the RAS presentation ahead of the conference in late February 2016. • Provide an update on the oldest cases in the next report • Project manager to facilitate a meeting with MBIE and the chair to discuss the key accountability measures 	
7	Brokering Role	<p>Discussion</p> <ul style="list-style-type: none"> • The Project Manager provided a verbal update on the workshop that occurred the previous day. The outcome was that it was prudent to undertake something in this space although the service gap was not as pronounced as perhaps originally thought. Both Insures/EQC and RAS are changing their services and accommodating different approaches in response to the final claims. • The Governance group acknowledged that while the focus was on introducing home owners not currently accessing services/support there was a role for those cases that are aged and not progressing. • It was approved that RAS should pilot this type of service and while the Insurers are keen to see a model they want it up and running post the Project Managers return from leave at the end of February <p>Action Point:</p> <ul style="list-style-type: none"> • The Project Manager to provide a brief overview of the service offering to enable Insurers and EQC to understand how it will operate • Project Manager to engage suitably qualified personnel through an expression of interest to undertake the role. 	

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8	General Business	<ul style="list-style-type: none"> The chair wanted to acknowledge the Project Managers efforts in maintaining the delivery of the service through the transition period. 	
10	Board only time	There was no Board only time requested	
11	Next meeting	Thursday 3 March 2016 1.00pm to 2.30pm 10 Nelson Street, Riccarton, Christchurch	

Action Point Summary:

	Action Points	Action by	Timeframe
1	The Project Manager to arrange for Flowers to be sent and coordinate with the Chair regarding the message	Project Manager/Chair	
2	Governance members to become conversant with the findings of the draft technical outcomes report	Governance Members	
3	Project Manager to engage with William Whewell (MBIE) to set up regular reporting	Project Manager	
4	William Whewell (MBIE) to engage with Insurers and EQC in respect of cases and trends	William Whewell (MBIE)	
5	The CCC representative is to confirm at, or before the next Governance meeting if funding has been approved by the Council.	Jenny Hughey	
6	Project manager to update the ToR and MoU and recirculate ahead of the next Governance Meeting	Project Manager	
7	Project Manager to confirm that invoices have been issued to both ICNZ and EQC for their respective contributions to RAS.	Project Manager	
8	Project Manager to share with the Governance group the RAS presentation ahead of the conference in late February 2016	Project Manager	
9	Project manager to provide an update on the oldest cases in the next monthly status report	Project Manager	
10	Project manager to facilitate a meeting with MBIE and the chair to discuss the key accountability measures	Project Manager	
11	The Project Manager to provide a brief overview of the brokering service offering to enable Insurers and EQC to understand how it will operate	Project Manager	
12	Project Manager to engage suitably qualified personnel through an expression of interest to undertake the role	Project Manager	

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