

# Governance Group - Meeting Minutes

<b>Purpose</b>	RAS Governance Meeting		
<b>Date / Time</b>	25 September 2013 : 1.00pm – 3.00pm		
<b>Location</b>	CERA offices		
<b>Attendees</b>	<ul style="list-style-type: none"> <li>Ivan lafeta - CERA (Chair)</li> <li>Ken Pope - RAS Project Manager</li> <li>Darren Wright – Community Representative</li> <li>Clive Lilley – EQC</li> <li>Kirsten Forrest – RAS Administration</li> </ul>		
<b>Apologies</b>	<ul style="list-style-type: none"> <li>Michelle Mitchell</li> <li>Terry Jordan – ICNZ</li> <li>Michael Aitken – CCC</li> <li>Bruce Emson - EQC</li> </ul>		
Item	Issue / Topic	Descriptor	Who
1	<b>Apologies and Welcome</b>	<ul style="list-style-type: none"> <li>Apologies and Welcome</li> </ul>	<b>Presented by:</b> Ivan lafeta
2	<b>Conflicts of Interest</b>	<ul style="list-style-type: none"> <li>No conflicts of interest were noted</li> </ul>	<b>Presented by:</b> Ivan lafeta
3	<b>Previous Minutes</b>	<p><b>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 22 August 2013</b></p> <p><b>Moved by:</b> Clive Lilley <b>Seconded by:</b> Darren Wright</p> <p>THAT the RAS Governance Group:</p> <p>(a) <b>Confirms</b> the minutes of the RAS Governance Group meeting held on 22 August 2013, having been circulated as a true and correct record.</p> <p>(b) <b>Receives</b> the minutes of the RAS Governance Group meeting held on 22 August 2013, to be released onto the RAS website.</p>	<b>Presented by:</b> Ivan lafeta
4	<b>Previous Action Points</b>	<p>All Action Points were closed or carried forward with following items to be noted</p> <p><b>Action Point:</b> Contact to be made with a local company to test support for providing technical assistance to property owners</p> <ul style="list-style-type: none"> <li>Contact made with 3 companies and positive feedback provided</li> <li>A formal letter to be sent to the Companies to discuss the implementation and their involvement</li> </ul>	<p><b>Actioned by</b> Darren Wright</p> <p><b>Action by</b> Ken Pope</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.

Item	Issue / Topic	Descriptor	Who
		<p><b>Action Point:</b> The Chair, in collaboration with the Insurance Council of New Zealand (ICNZ), will approach the New Zealand Bankers Association regarding additional funding for RAS.</p> <ul style="list-style-type: none"> <li>No reply has been received as yet from letters sent out</li> <li>The Chair to follow up with a phone call</li> <li>To be carried forward</li> </ul> <p><b>Action Point:</b> Discuss with Ministry of Education regarding venue availability</p> <ul style="list-style-type: none"> <li>Complete</li> </ul> <p><b>Action Point:</b> Create a timeline to define the changing environment the rebuild/repair process will have over the following months/ years. This should indicate the changing makeup of the RAS Governance Group as the community moves through the recovery</p> <ul style="list-style-type: none"> <li>To be tabled for discussion at next meeting</li> <li>Complete</li> </ul> <p><b>Action Point:</b> ICNZ to raise with insurers at GM meeting the issues regarding the application of the Settlement Election Form</p> <ul style="list-style-type: none"> <li>Complete</li> </ul> <p><b>Action Point:</b> RAS in collaboration with EQC to explore opportunity to progress some cases currently engaged in the EQC complaints process</p> <ul style="list-style-type: none"> <li>This suggestion cannot be accommodated and is not supported by EQC. EQC will remain solely responsible for handling and settling the complaints they receive</li> </ul>	<p><b>Action by:</b> Michelle Mitchell Bruce Emson</p> <p><b>Actioned by:</b> Michelle Mitchell</p> <p><b>Actioned by:</b> Ken Pope Tim Wilson</p> <p><b>Action by:</b> Terry Jordan</p> <p><b>Action by:</b> Ken Pope</p>
5	RAS Update	<p><b>RAS Monthly Project Status Report for September 2013</b> The RAS Monthly Project Status Report for September 2013 was presented to the Governance Group, providing an overview of the Service along with key statistics and budgetary information.</p> <p>THAT the RAS Governance Group:</p> <p>(a) <b>Receives</b> the RAS Monthly Project Status Report for September 2013.</p> <p>(b) <b>Approves</b> the RAS Monthly Project Status Report for September 2013</p> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>Work in action for multi-unit properties and the Conflict of Interest around 2 property owners entering the service</li> </ul> <p><b>Emerging Issues</b></p> <ul style="list-style-type: none"> <li>IA capacity and availability for more meetings</li> </ul> <p><b>Action Point:</b> Profile the oldest cases (top 5); to be presented at</p>	<p><b>Presented by:</b> Ken Pope</p> <p><b>Action by:</b></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.

Item	Issue / Topic	Descriptor	Who
		the next meeting and look at where progression is being halted	Ken Pope
6	Communications	<p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>Consideration given to revisiting the use of radio in the marketing of the Service. Options to be obtained for further consideration</li> </ul> <p><b>Action Point:</b> To address other marketing and advertising opportunities through Radio</p>	<p><b>Presented by:</b> Ivan lafeta</p> <p><b>Action by:</b> Ken Pope</p>
7	Evaluation Paper	<p>THAT the RAS Governance Group:</p> <p>(a) <b>Receives</b> the RAS Evaluation Paper</p> <p>(b) <b>Approves</b> the RAS Evaluation paper be carried forward for discussion at next meeting</p>	<b>Presented by:</b> Ivan lafeta
8	Governance Make Up	<p>THAT the RAS Governance Group:</p> <p>(a) <b>Receives</b> the RAS Moving Forward Paper</p> <p>(b) <b>Approves</b> the RAS Moving paper be carried forward for discussion at next meeting</p>	<b>Presented by:</b> Ivan lafeta
8	Next meeting	24 <sup>th</sup> October 2013, 1pm till 3pm	

### Action Point Summary:

	Action Points	Action by	Timeframe
1	<b>Carried Forward:</b> The Chair, in collaboration with the <b>Insurance Council of New Zealand (ICNZ)</b> , will approach the New Zealand Bankers Association regarding additional funding for RAS.	Michelle Mitchell Terry Jordan	Before next meeting
2	ICNZ to raise with insurers at GM meeting the issues regarding the application of the Settlement Election Form	Terry Jordan	Complete
3	A formal letter to be sent to the 3 Companies identified to progress their involvement in RAS	Ken Pope	
4	Profile of oldest cases (top 5) to be presented at the next meeting and look at where progression is being halted	Ken Pope	
5	To consider additional marketing through the radio. Opportunities to be detailed for future consideration	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.