

Governance Group - Meeting Minutes

Purpose	RAS Governance Meeting
Date / Time	9 April 2014: 1.00pm – 3.00pm
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 Bruce Emson - EQC Darren Wright – Community Representative Glenys Thornhill – RAS Administration
Invitees	<ul style="list-style-type: none"> Nil
Apologies	<ul style="list-style-type: none"> Michael Aitken - CCC

Ion	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> Apologies and Welcome 	Presented by: Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> No conflicts of interest were noted 	Presented by: Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 6 March 2014</p> <p>Moved by: Darren Wright Seconded by: Terry Jordan</p> <p>THAT the RAS Governance Group:</p> <p>(a) Confirms the minutes of the RAS Governance Group meeting held on 6 March 2014, having been circulated as a true and correct record.</p> <p>(b) Receives the minutes of the RAS Governance Group meeting held on 6 March 2014, to be released onto the RAS website.</p>	Presented by: Chair
4	Previous Action Points	<ul style="list-style-type: none"> Clarification of the cases listed as 'Other' under 'Cases by Insurer' graph has now been incorporated into this month's operational report. However will be removed from future reports along with 'Cases by Insurer' graph as requested by ICNZ. The engagement of Technical Services has now been incorporated into the DPMC response to the Minister due by 30 April 2014. Approach to be made to Westpac to discuss potential 	<p>Action by: Ken Pope</p> <p>Ken Pope</p> <p>Action by: Bruce Emson</p>

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 - It will help them understand and progress the repair and rebuild process.

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		funding	
5	RAS Update	<p>RAS Monthly Project Status Report for March 2014 The RAS Monthly Project Status Report for March 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: Ken Pope 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 March 2014. • Approves the RAS Monthly Project Status Report for March 2014 <p>Action Point: To measure capacity issues, a request was made to incorporate a graph depicting the 'Time to first available Initial Appointment' be incorporated into future reports.</p> <p>Action Point: A request for more specific data in respect of the 'Top 3' spread of issues</p> <p>Action Point: EQC's response to the Community Forum letter in regard to RAS involvement in assisting cases in the EQC Complaints Process was tabled. Instructions given to RAS to allow Property Owners currently in EQC Complaints Process to enter RAS and advise those parties that need to be informed of the change.</p>	<p>Presented by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: Ken Pope</p> <p>Action by: Chair</p>
6	RAS Budget	<p>2014/15 Budget was tabled and accepted as modified. Moved by: Bruce Emson Seconded by: Darren Wright</p> <p>Discussion</p> <ul style="list-style-type: none"> • CERA has confirmed interim funding of the programme until the 30 June 2014 to allow time for funding to be committed by partners. • Given the tight time frames, urgent decisions to be requested <p>Action Point: Funding from Canterbury Earthquake Appeal Trust to be shown in the budget which will alter the % split</p> <p>Action Point: Write to formally request increased contribution from current funding partners</p>	<p>Action by: Ken Pope</p> <p>Action by: Ken Pope/Chair</p>

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7	Communications & Marketing Plan	<p>Discussion:</p> <ul style="list-style-type: none"> The Communication and Marketing Plan was endorsed and approved. <p style="text-align: right;">Moved by: Terry Jordan Seconded by: Darren Wright</p> <ul style="list-style-type: none"> Consideration to be given to a possible opinion piece in the Press, along with other networks such as Probus, Aged Concern and Golf Clubs 	
8	RAS capability	<ul style="list-style-type: none"> Taken as read, noted and endorsed 	
9	General Business	<ul style="list-style-type: none"> Bruce Emson was thanked for his contribution and participation in Governance of RAS. Gail Kettle will replace Bruce on RAS Governance as EQC's representative MOU provides for the election of the Chairperson every six months. In accordance with the MOU, Michelle Mitchell was nominated and re-elected to the position of Chairperson of the RAS Governance. <p style="text-align: right;">Moved by: Terry Jordan Seconded by: Darren Wright</p>	
10	Next meeting	Thursday 29 May, 1.30pm till 3.00pm	

Action Point Summary:

	Action Points	Action by	Timeframe
1	Incorporate a graph depicting the 'Time to first available Initial Appointment' in future reports.	Ken Pope	May 2014
2	Provide specific data in respect of the top 3 spread of issues	Ken Pope	May 2014
3	Instructions given to RAS to allow Property Owners currently in EQC Complaints Process to enter RAS.	Michelle Mitchell	9 April
4	To progress engagement of a provider of Technical Services and an appropriate fee structure.	Ken Pope	Ongoing
5	Funding from Canterbury Earthquake Appeal Trust to be shown in the budget which will alter the % split	Ken Pope	April 2014
6	Write to formally request increased contribution from current funding partners	Chair	April 2014

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