

Governance Group - Meeting Minutes

Purpose	RAS Governance Meeting
Date / Time	5 May 2016: 1.00pm – 2.30pm
Location	Haast Room, Level 1, 10 Nelson Street, Riccarton, Christchurch
Attendees	<ul style="list-style-type: none"> • Darren Wright – Community Representative (Chair) • Terry Jordan (ICNZ) • Mike West (MBIE) • Hugh Cowan (EQC) • Jenny Hughey (CCC) • Ken Pope (RAS Project Manager)
Invitees	•
Apologies	• Tim Grafton (ICNZ)

Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> • Apologies were received from Tim Grafton and Terry Jordan was welcomed as the ICNZ representative. 	Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> • No conflicts of interest were advised. 	Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 7 April 2016</p> <p style="text-align: center;">Moved by: Mike West Seconded by: Darren Wright</p> <p>THAT the RAS Governance Group</p> <p>a) Confirms the minutes of the RAS Governance Meeting held on 7 April 2016, having been circulated, are a true and correct record</p> <p>b) Approves the minutes of the RAS Governance Meeting held on 7 April 2016 to be released onto the RAS website</p> <p>Previous Action Points</p> <p>Project Manager to ensure an increased level of Health and Safety reporting is incorporated into the monthly status reports.</p> <ul style="list-style-type: none"> ○ Increased levels incorporated into this month's report and on-going initiatives and actions to be captured - completed <p>CCC to confirm the outcome of the funding request prior to the next governance meeting scheduled for April 2016</p>	Chair

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		<ul style="list-style-type: none"> ○ CCC has confirmed intent to fund in accordance with our request although they are keen to also understand the future and how it may be able to contribute to this as well. ○ It was resolved that RAS would raise an invoice for the CCC contribution and forward this to them for payment. <p>Action point:</p> <ul style="list-style-type: none"> ● Project Manager to raise an invoice and forward this to CCC for payment <p>MBIE to consider how to pull together and structure the historic information for the lessons learned project:</p> <ul style="list-style-type: none"> ● Project Manager is liaising with the Researcher to identify the records and base documents she needs to inform her work. This will be on-going but an established process is in place. <p>Project Manager to provide confirmation to the Governance group when the contract renewals have been completed</p> <ul style="list-style-type: none"> ● The variations for contracts with Fairway, Property Pathways and Community Law Canterbury have all been executed securing services through to 23 December 2016. ● The funding deed from the Christchurch Earthquake Appeal Trust has also been executed and a request to release the first tranche of payments has been sent to the Trust. <p>ICNZ & EQC to raise at their GM's meeting the issue of providing basic information to customers around protocol 1</p> <ul style="list-style-type: none"> ● This was discussed at the GMs meeting held at the end of April – Completed. <p>Project Manager to provide forecasting on the volume of open cases through to the end of the year</p> <ul style="list-style-type: none"> ● Projections have been included in the monthly update and will be updated each month to track variances - completed <p>Project Manager to prepare an article to appear in the Christchurch Future update</p> <ul style="list-style-type: none"> ● An article has been prepared and approved by the chair. This has been included in the Governance papers for this month for reference - completed 	
4	Election of Community Representative and Chairperson	<p>It was agreed unanimously that Darren Wright should remain on the Governance group and he was subsequently appointed to the role of Community Representative through until the service cease to continue.</p> <p>Nominations were called for the position of Chairperson. Darren Wright was duly elected (unanimously) to the position of Chairperson.</p>	

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		<p>Moved: Terry Jordan Seconded: Hugh Cowan</p>	
5	RAS governance – Lessons Learned project	<p>Dr Beaven had previously circulated her Research Project Proposal for review and acceptance from the Governance group.</p> <p>The Governance group endorsed the proposal subject to some amendments:</p> <ul style="list-style-type: none"> • The reference to funders should be expanded to identify who they are individually • The time line for the project should be condensed <p>EQC confirmed that they would fund the project and that this would be outside of the current RAS budget.</p> <p>Action point: Project Manager to provide the feedback to Dr Beaven to incorporate into her proposal</p>	
5	RAS Update	<p>RAS Monthly Project Status Report for April 2016</p> <p>The RAS Monthly Project Status Report for April 2016 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>Discussion</p> <ul style="list-style-type: none"> • The initial findings from the work that the Broker has undertaken to-date has been noted. The Governance group are keen to ensure that the momentum created is maintained by CLC post the Broker role finishing and they will be interested in the final review due to be presented at the next meeting • Project Manager was asked to get alongside the Insurers to better understand the “pool” of likely cases that RAS might be able to assist with. <p>Action Points</p> <ul style="list-style-type: none"> • Project Manager to invite the Broker and Paul O’Neil (Community Law) to the next meeting to discuss the findings. • Project Manager to meet with Insurers ahead of the next meeting to better understand the unsettled claims. 	
6	Future of RAS	<p>The Chair updated the meeting on recent developments where the funders are intending to meet to determine their future involvement in the wider support service(s).</p>	

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		<p>This will hopefully provide some clarity around what services are needed to address the remaining cases. This meeting should occur ahead of the next Governance meeting where a further update will be provided.</p> <p>If this is going to impact upon the finish date for RAS it was agreed that a decision needs to be made at the earliest possible date.</p>	
7	Future Meeting dates	<p>A request was made to move the next meeting date from 9 June out until 23 June to accommodate absences of some Governance members. It was agreed.</p> <p>Action point: Project Manager to re-schedule the June 2016 meeting and to schedule future meeting dates into members diaries.</p>	
8	General Business	<p>The Project Manager suggested that it may be of interest to prepare a press release or article on the existing Free Services available to home owners who have yet to settle their claims. This would be timely with the release of the Q3 insurance data.</p> <p>This would encompass CIAS, ESC, Breakthrough and RAS. It would signal a more joined up view and may encourage people to engage under a “no wrong door” approach.</p> <p>RAS/MBIE would take the lead in this and seek support from the other organisations.</p> <p>The Governance group were supportive of the idea and EQC and ICNZ asked if their respective communications people could be involved.</p> <p>Action point: Project Manager to engage with other support agencies and in conjunction with the relevant people develop a draft article for release to the public</p>	
7	Board only time	There was no Board only time requested	
8	Next meeting	Thursday 23 June 2016 1.00pm to 2.30pm 10 Nelson Street, Riccarton, Christchurch	

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