

# Governance Group - Meeting Minutes

<b>Purpose</b>	<b>RAS Governance Meeting</b>
<b>Date / Time</b>	23 June 2016: 1.00pm – 3.00pm
<b>Location</b>	Haast Room, Level 1, 10 Nelson Street, Riccarton, Christchurch
<b>Attendees</b>	<ul style="list-style-type: none"> <li>• Darren Wright – Community Representative (Chair)</li> <li>• Mike West (MBIE)</li> <li>• Hugh Cowan (EQC)</li> <li>• Jenny Hughey (CCC)</li> <li>• Ken Pope (RAS Project Manager)</li> <li>• Tim Grafton (ICNZ)</li> <li>• Kimberley Baker (MBIE – Minutes)</li> </ul>
<b>Invitees</b>	<ul style="list-style-type: none"> <li>• Paul O’Neil – Community Law Canterbury</li> <li>• Jules Dorian – RAS Contractor</li> <li>• Brian Lester – Programme Manager Canterbury Repair/Rebuild</li> </ul>
<b>Apologies</b>	•

Item	Issue / Topic	Descriptor	Who
1	<b>Apologies, Welcome and Conflicts of Interest</b>	<ul style="list-style-type: none"> <li>• No apologies were received</li> <li>• Darren Wright advised that he has recently been appointed as a Director of DCL - Noted</li> <li>• Jenny Hughey advised that she is a board member of Community Law Canterbury – Noted</li> </ul>	Chair
2	<b>Previous Minutes</b>	<p><b>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 5 May 2016</b></p> <p><b>Moved by:</b> Ken Pope <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 Meeting held on 5 May 2016, having been circulated, are a true and correct record</p> <p>b) <b>Approves</b> the minutes of the RAS Governance Meeting held on 5 May 2016 to be released onto the RAS website</p> <p><b>Previous Action Points</b></p> <ul style="list-style-type: none"> <li>• Project Manager to raise an invoice and forward this to CCC for payment of their contribution <ul style="list-style-type: none"> <li>○ An invoice has been raised and been issued to the CCC in accordance with governance request - completed</li> </ul> </li> <li>• Project Manager to provide the feedback to Dr Beaven to incorporate into her proposal <ul style="list-style-type: none"> <li>○ Completed</li> </ul> </li> <li>• Project Manager to invite the Broker and Community</li> </ul>	Chair

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		<p>Law (Paul O’Neil) to the next meeting to discuss the findings from the Project.</p> <ul style="list-style-type: none"> <li>○ This has been arranged and they are on this month’s agenda - Completed</li> <li>● Project Manager to meet with Insurers ahead of the next meeting to better understand the unsettled claims. <ul style="list-style-type: none"> <li>○ This is on-going with a meeting already held with IAG and one planned with Southern Response next week – Ongoing</li> </ul> </li> <li>● Project Manager to re-schedule the June 2016 meeting and to schedule future meeting dates into members diaries <ul style="list-style-type: none"> <li>○ Completed</li> </ul> </li> <li>● Project Manager to engage with other support agencies and in conjunction with the relevant people develop a draft article for release to the public <ul style="list-style-type: none"> <li>○ A draft article has been prepared with input from the relevant support agencies. The recent notification regarding CIAS will impact on the structure of the article. It is hoped that the article will be published in the next few weeks. – Ongoing</li> </ul> </li> </ul>	
3	<b>MOU and Terms of Reference</b>	<p>The merits of publishing the RAS Memorandum of Understanding and Terms of Reference on the RAS website were discussed.</p> <p>It was agreed that both documents would made available to the public via the website subject to individual email addresses and contact details being redacted.</p> <p><b>Action Point:</b> Project manager to arrange for the documents to be placed on the website</p>	
4	<b>RAS governance – Lessons Learned project</b>	<p>The progress report from Dr Beaven, as previously circulated was accepted as read and noted.</p> <p>The governance group wanted to ensure the project was undertaken in an appropriate timeframe. Currently there is uncertainty as to timelines and therefore governance would like some written confirmation of key milestone dates and expected timeframes.</p> <p><b>Action Point:</b> Project Manager to seek timeline from Dr Beaven and circulate ahead of the next meeting.</p>	
5	<b>Review of Independent Advisor cases</b>	<p>Paul O’Neil and Jules Dorrian were welcomed to the meeting.</p> <p>The final report on the external review of the existing older cases, as previously circulated, was formerly presented to the meeting.</p>	

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		<p>There was general discussion on the findings and recommendations.</p> <p>The results of this intervention has resulted in positive outcomes, better alignment of services and great engagement between the advisors and private insurers and the governance group are wanting to maintain the momentum and impetus as result of this intervention.</p> <p>The governance group have requested that they receive fortnightly reporting on the cases that are in excess of 120 days by advisor.</p> <p>The chair would like to meet again with the advisors to outline expectations.</p> <p><b>Action Point:</b> Project Manager to arrange fortnightly reporting to governance members on the over 120 day cases.</p> <p>Project Manager to arrange a suitable time for the Chair to meet and engage with the advisors.</p>	
6	<b>MBIE Canterbury Repair/Rebuild update</b>	The Programme Manager for the MBIE Canterbury Repair and Rebuild team joined the meeting and provided an overview of their current work schedule as it related to insurance settlements.	
7	<b>Technical paper</b>	<p>The draft report from MBIE on the RAS technical Panel was received and noted.</p> <p>There was general discussion on the contents of the draft report and further clarification on several points is being sought ahead of the report being accepted.</p> <p><b>Action point:</b> Project Manager to seek clarification on these points from MBIE.</p>	
8	<b>RAS Update</b>	<p><b>RAS Monthly Project Status Report for May 2016</b></p> <p>The RAS Monthly Project Status Report for May 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. <b>Moved by:</b> Ken Pope <b>Seconded by:</b> Darren Wright</p> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>Currently piloting a different way to engage with multi-unit complexes to avoid issues of conflict of interest and inconsistency. This pilot will run for 11 weeks and will be complimentary to the Shared Property Programme and insurers own MUB programmes.</li> </ul>	

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		<ul style="list-style-type: none"> <li>Currently testing with insurers and EQC a standard form for use by homeowners when seeking assurances around the application of the Limitations Act to their claim(s). The draft form is currently being socialised with insurers and it is hoped that this will be available via the RAS website shortly.</li> <li>It was agreed on the recommendation of the Project Manager that the funding for Property Pathways should be extended through to September 2016.</li> <li>With the recent announcement that CIAS was to cease it was felt appropriate that RAS establish contact with them and formally offer to take on any customers that may need our assistance or help.</li> </ul> <p><b>Action Point:</b></p> <ul style="list-style-type: none"> <li>Project Manager to provide an update on the MUB pilot in the next governance report.</li> <li>Project Manager to make available as quickly as possible the waiver form through the website.</li> <li>Project Manager contact CIAS to formally offer our support to their customers as they wind up their service.</li> </ul>	
9	<b>Future Meeting dates</b>	<p>Discussion held on the possibility of moving the next governance meeting from 28 July 2016 due to the absence of the MBIE representative.</p> <p>It was agreed that the meeting would not be altered and MBIE would need to find a delegate to attend.</p> <p><b>Action point:</b> MBIE to arrange a delegate to attend the next meeting on 28 July 2016</p>	
10	<b>General Business</b>	The CCC representative provided verbal confirmation to the meeting that the Councillors had approved earlier that day the RAS request for funding in the amount of \$50,000. RAS should receive formal confirmation in the near future.	
11	<b>Board only time</b>	There was no Board only time requested	
12	<b>Next meeting</b>	Thursday 28 July 2016	

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