

Claimant Reference Group Minutes

Date: 25 November 2019

Time: 1pm -4pm (Lunch 1.20pm actual meeting start)

Location: Ministry of Business, Innovation and Employment, 161 Cashel Street, Christchurch

Attendees

CRG Members:
Tom McBrearty
Dean Lester
David Townshend
Jo Petrie
Ali Jones
Linda Ngata

Minute Taker: Renee Dooley

Apologies:

Phillipa Moore

Agenda Items

#	Item	Time	Notes
	Lunch	1.15pm	Lunch for CRG members following HOAG
1.	Confirm agenda	1.45pm	
2.	Review October minutes	2.15pm	
3.	Inwards communication from Melanie Bourke – for discussion	3pm	
4.	CRG Achievements List	3.15pm	
	Meeting closure	4pm	

Minutes 25 November 2019

1. Confirm today's agenda

- It was suggested that the survey process be added to the list of questions for Renee on 28 November.
- Concerns raised that members of CRG are being contacted by EQC on public holidays. The group agreed this was not appropriate, has been communicated in the past but should be communicated again. Canterbury Anniversary Day is regional only and not official NZ public holiday which may have caused some confusion for staff outside of Canterbury.
- Add poor and deficient EQC assessments, some of which are from 6-7 years ago and the desire to hastily settle claims to the agenda. There was discussion within the group on this

matter and examples provided by Dean and Linda. Ali asked if this should be a point to raise with Renee at meeting on 28 November?

2. <i>Review October Minutes</i>

Corrections to October minutes are shown in tracked form on a copy of the October minutes (attached)

Minutes of 24 October

- *Page 3, para 2, bullet point 3:* change from “information needs to given” to “information needs to **be** given”
- *Page 3, para 2, bullet point 4:* - There was discussion amongst the group around this point. The issue was raised that the statement in this bullet point “find better ways to operate” was never communicated. The discussion was that we could bring other people into CRG as and when required and about extending nationally, to provide a national perspective and sharing our experiences going forward.
Amend sentence to “Could bring other people into the CRG **on an as needed basis**”
- *Page 3, para 2, bullet point 8:* Amend “this can information can be found...” to “for all properties this information **may** be found...”.

There was general discussion in the group about whether this point relates to only on-sold or has wider application.

- *Page 4, para 4, bullet point 3* – delete “will be”. Change “EQC will be challenging any decisions made that will affect their brand poorly and ~~will be~~ they will be reviewing...” to “EQC will be challenging any decisions made that will affect their brand poorly and they will be reviewing...”
- *Page 4 – para 4, new bullet point 4 - **Include as new bullet 4*** “The representation within CRG that EQC should consider not employing possibly any SR staff for the benefit of having fresh eyes looking at claims and removing any entrenched positions”. The CRG agreed that this was discussed at the previous meeting but not included in the minutes.
- *Page 5, bullet point 4* – delete “is”
- *Page 5, bullet point 5* - change to “cultural changes”
- *Page 5, bullet point 6* – amend to “how they worked”. Add “real estate agents”

There was general discussion that:

- there is no support from real estate agents on this point. Issues regarding house sales and the use and reliance on EQC scopes have been discussed with lawyers but real estate agents and banks not willing to engage.
 - John Patterson presented on this particular subject to the HOAG today. The CRG are supporting what John described, being that we are addressing it as a problem and asking for help as to buyers beware.
 - Legal guidance addressed by Bou but not correctly noted in minutes. Relates to August 2015 legal guidance and if there will be an opportunity for this to be updated or to be incorporated.
 - A question has arisen of assessment or review from page 108 of manual, what are costs? Does this include engineer costs. EQC incurred expenses not contrary to court guidance but contrary to page 108 of manual.
- *Page 5, bullet point 8 - delete "some on the"*

Minutes of 25 October

Page 8, bullet point 13, Item 106: typographical error - change to "EQC" not "ECQ"

Page 9, bullet point 16, Item 130: the addition to the minutes of Mel Burke's resignation acknowledged by the group

Page 10, para 4, bullet point 2: CRG notes the suggested addition to the minutes under correspondence and the group agrees to reject the suggested addition as this was not presented at the meeting. CRG appreciates the suggestion. The Chair is taking this under careful consideration. The meeting resolved that the feedback is not considered correspondence.

Ali Jones moved and Tom McBrearty seconded the minutes of October 2019 with the above changes were a true and correct record.

3. Inwards communication from Melanie Bourke

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|---|
| 3.1 Member of public has interest in becoming member |
| 3.2 When will protocol on how to register interest and how to become member be available? |
| 3.3 What is tenure for the CRG? |
| 3.4 What is selection process for securing members? |

The Chair thanks Mel Bourke for her correspondence and has referred questions 1-4 to EQC for a response.

4. CRG achievements list

CRG actions log review –

- General discussion amongst group as to a way forward with the CRG actions list. The group resolved as follows:
 - one week before CRG monthly meetings – follow up to have received recommendations and allocate time on the agenda for discussion;
 - type recommendations up at meeting;
 - distribute to group at or shortly after meeting – live or new actions only;
 - in the week following meeting, the new action points are raised with the appropriate parties responsible for those action points;
 - one week after meeting, diary catch up with those who should have completed actions.

Action items:

- 106: Pat Bowler contributed a great deal to the CRG when he attend a meeting about 6 months ago and we would like to reconnect with him in his role as we believe he could facilitate the dissemination of correct info to help consistency of policy being applied and claims being progressed.
Action: Tom to email Renee Walker

- 108: Invite Martin and Baden to January 2020 meeting. Request to be sent by Tom as a chair to Baden and Martin who will confirm their availability for January’s meeting (27th Jan). If they can’t do 27th, Baden and Martin to advise alternative option for late Jan meeting. Questions from CRG members to be sent to Tom for Baden and Martin, by Dec 15, and forwarded to Martin and Baden. And topics that Baden and Martin wish to raise to be sent to Tom by mid Jan to inform Jan’s agenda.
Action: All CRG Members and Tom as chair

- 116: John Goddard to talk to CRG. Ali to follow up by Thursday 28th Nov.
Action: Ali

- 133: EQC legal guidance note
Action: Tom to include as part of 106; Pat Bowler invited to respond on this as per 106.

- 142: August minutes to be uploaded to the EQC website.
Action: Pou to do.
Result: Tom has confirmed they are online

- 145 & 146:
145: CRG have observed behaviours we believe aligns with what we have been concerned about as a group for a while. There has been no welcoming and encompassing of the new EQC , it appears to be because people haven’t had the necessary training. This has been

seen in widespread behaviour of EQC, mainly in terms of the Human Resources Department because some of the behaviour have been in pockets not uniformly across the organisation therefore there need to be a commitment from the CRG's point of view that needs to be a full company approach to change and delivery of service. EQC's focus should be on the amount of resources and everyone having the same weight in the waka. CRG have collectively seen enough to say that EQC needs to make a change.

- 146: EQC and CRG to work together to develop, confirm and implement a quality / review system. EQC to make a meeting time with 2-3 CRG members to meet the appropriate EQC manager(s) to workshop the way forward (suggest Tuesday, 19 or Wednesday, 20 November) meet before the CRG November meeting to provide meaningful update to the CRG in November(tbc 24th and 28th November)
Action: Tom to email 145, 146 and 148 to Renee DONE 25/11 Requested a response from Renee by 28th Nov (next CRG meeting).
- 147: CRG requests written confirmation by ~~25 November~~ 28 November from EQC regarding clarification on how inconsistencies between SR and EQC (including, but not limited to, use of the BMC report) will be managed.
Action: Tom to email Renee Walker
- NEW 148: In what circumstances can EQC use full and final, and how does that relate to the Fair Trading Act?
Action: Tom to email 145, 146 and 148 to Renee DONE 25/11 Requested a response from Renee by 28th Nov (next CRG meeting).
- NEW 149: Request access to the large digital screen by the minute taker, to update action list during meeting.
Action: To email request to Renee / Pou. DONE: 25 November.

The meeting closed at 4pm