



30 May 2025

Ref: DOIA-REQ-0013632

Privacy of natural persons

Tēnā koe Privacy of natural persons

Thank you for your email of 4 May 2025 to New Zealand Claims Resolution Service (NZCRS) within the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

I was wondering if you could supply me with copies of any/all Director's reports issued under GCCRS and NZCRS?

We have found 16 Directors Reports in scope of your request. Please find them enclosed.

Please note some information has been withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons, including that of deceased natural persons.

I do not consider that the withholding of this information is outweighed by public interest considerations in making the information available.

Please note that this response and enclosed documents, with your personal details removed, may be published on the MBIE website: www.mbie.govt.nz/about/open-government-and-official-information/published-official-information-act-requests.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

Stephanie Greathead
Head of Accommodation Response
Building & Tenancy



Greater Christchurch
Claims Resolution Service

Director's Report

February 2021

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2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
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 - c) Portal Usage
 - d) Website
 - e) Health and Safety
 - f) Funding
 - g) Treaty of Waitangi
 - h) EQC Update
 - i) HOAG and CRG

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Greater Christchurch
Claims Resolution Service

Website: www.gccrs.govt.nz

Executive Summary

In the period 1 October 2020 to 31 January 2021 GCCRS achieved the highest monthly closure rate since the launch of the service and had a very well earned break over the Xmas period. December 2020 showed 142 cases closed which represented approximately 12% of all open claims whilst at the same time achieving some of our best satisfaction survey data.

During this period GCCRS hit a new high of 1,144 open claims in October 2020 but as expected this number reduced significantly due to the seasonally lower rate of incoming claims closing January 2021 with 1,047 claims.

We continue to see a reduction in the proportion of claims being settled as a cash settlement and perhaps surprisingly, we have seen a large increase in the number of On Sold cases closing for GCCRS. The EQC On Sold Programme is now well underway and in our view is setting new standards for both customer engagement and the operation of a "Cost Incurred" model of insurance.

EQC continues to dominate the number of cases coming into the service with SRES recording zero new claims for the first time across three consecutive months. As stated above the satisfaction survey data continues to be very positive and there has been a noted increase in ratings of GCCRS and its staff. Word of mouth referrals have increased as a proportion of incoming claims reinforcing the view that GCCRS continues to provide excellent services to homeowners.

GCCRS is funded up until part way through next financial year. We are engaging with Ministers, and government funding processes, and are recommending an extension of this funding. We have a present focus on managing outstanding claims should this be unsuccessful. GCCRS has sufficient funding in place to allow only existing claims to be managed.

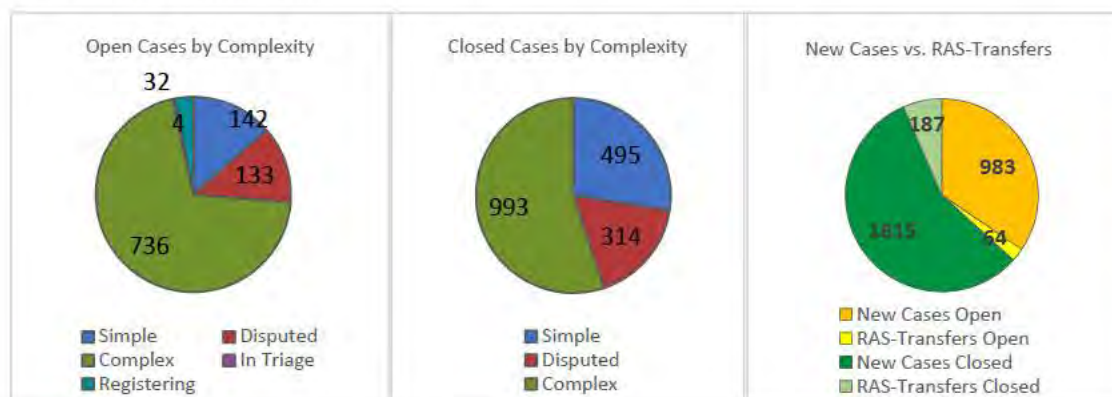
All GCCRS staff took the opportunity for holidays over the Xmas period with many enjoying 2-3 weeks holiday.

Darren Wright

A handwritten signature in black ink, appearing to be 'D. Wright', enclosed within a large, loopy oval shape.

Director, GCCRS

1. GCCRS Numbers

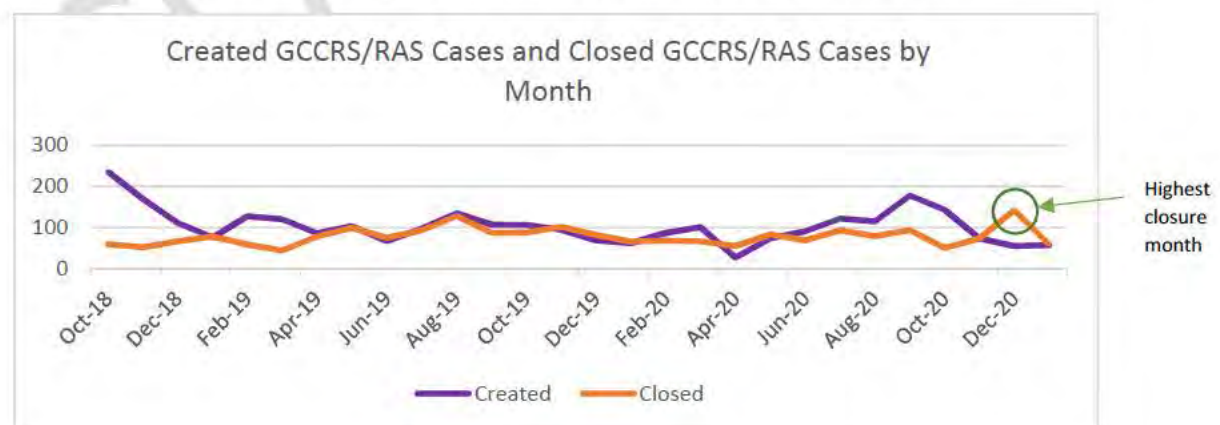


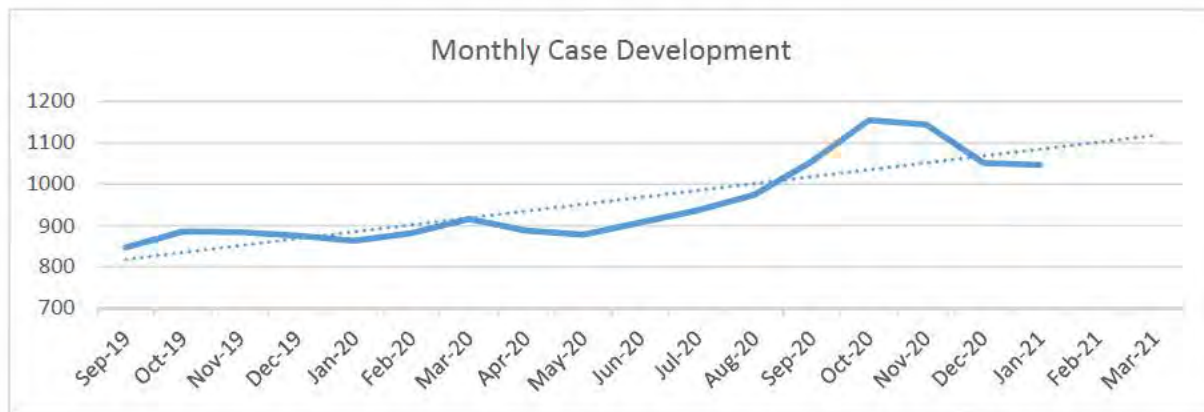
As at the 1st of February 2021 the Greater Christchurch Claims Resolution Service (GCCRS) has received 2,849 cases into the service and has closed 1,802 cases. GCCRS is currently managing 1,047 cases across the 14 Case Managers, slightly down on the 1,054 open cases in the previous period at the end of September 2020. This period also showed significant closures for RAS in the non-Canterbury space (33) meaning that the total number of earthquake claims closed by GCCRS/RAS staff since the launch of GCCRS in October 2018 passed 2,192 cases.

This report covers the extended period of 1 October 2020 to 31 January 2021 where case closures have been higher than expected with 326 cases closed in the four months. This result was supported by the highest closure month since GCCRS was established with 142 cases closed in December 2020. GCCRS has maintained its policy of the homeowner at the centre of everything we do and of contacting all new customers within 3 working days.

The large number of cases in triage at the start of October (53 cases) have been managed over the period with only 4 cases in triage at the start of February 2021. This reduction is in line with expectations and shows the impact of the lower demand numbers in December and January.

Whilst "Complex" cases remain the largest category of open claims at 70.03%, we have seen an increase of 14.1% in the number of "Simple" cases in the service, mostly due to the On Sold cases and many of those just needing support to register. It is worth noting the reduction in the proportion of disputed cases coming into the service down 6.33% over the period.





Monthly case development has taken an encouraging turn over the period with November, December and January all recording higher closure rates than opening rates. It is great to see the worm turning in the graph above, GCCRS has a goal of attaining under 1,000 open claims by the end of Q1 2021.



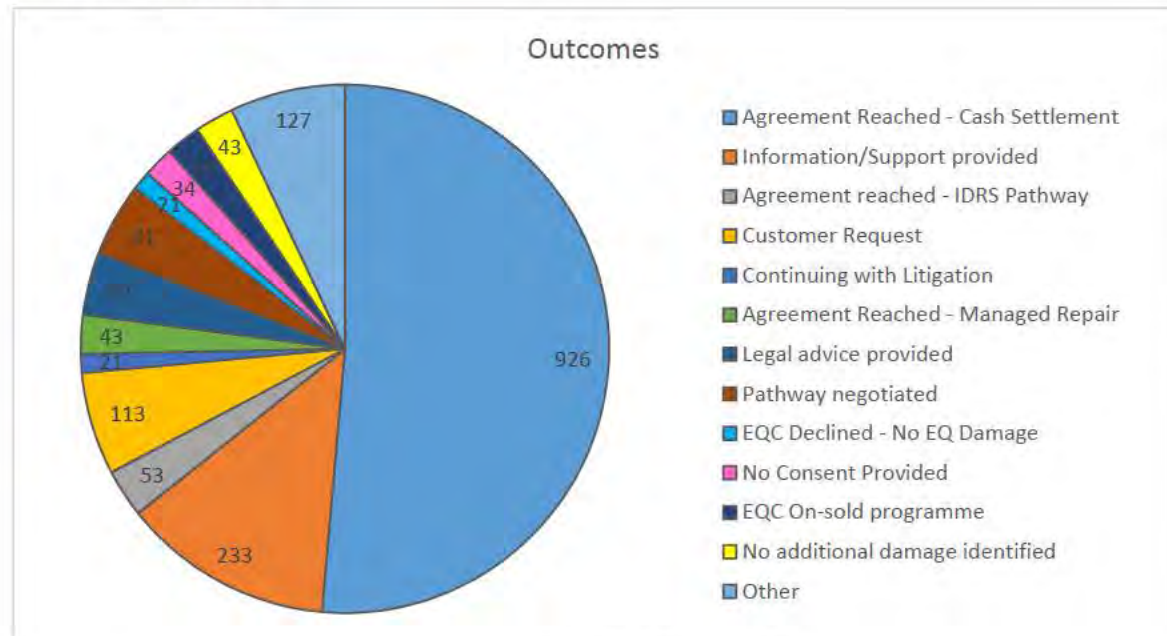
There have now been 6,579 contacts with the service with an overall increase of 15% across contacting mechanisms for the period. The largest increase is in Website/Email and on-line registrations with a 21.9% increase across the period. Walk-in contacts remain slower than other sources, most likely due to COVID-19.

Outcomes

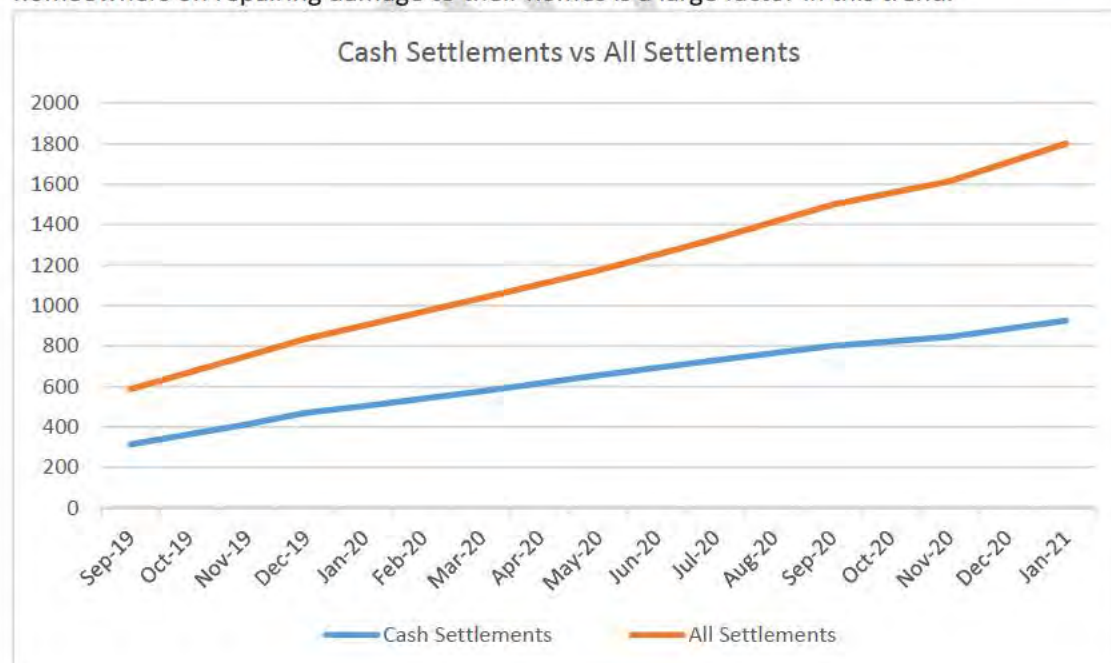
Of the 326 cases closed during this period, 125 cases were for *"Agreement Reached Cash Settlement"* (38% of all claims down from 42% last period), 40 cases were *"Information/Support Provided"* (up 20.7% across this period). The largest proportional increase in cases came from *"EQC On Sold Programme"* up from 11 cases in September to 38. This is where GCCRS have supported the homeowner to get registered with the programme and in some instances supported them through engineering and pricing but where the homeowner no longer requires assistance. It is not surprising that this number should start to increase significantly both as a result of these claims progressing and the fact that the EQC On Sold Programme provides clarity and certainty to the homeowner. EQC's application of the cost incurred model for repair should be acknowledged for how it is being managed.

Over this period 89 cases or 27.1% of cases coming into the service were closed without the Insurer or EQC needing to open a claim. This represents an increasing trend where the GCCRS triage process is identifying cases that either do not have earthquake damage or the damage has previously been assessed and settled. This contrasts with the EQC closed cases where of the number of cases *"EQC Declined – No EQ Damage"* was 3 for the period, or 0.9% of all EQC cases. Of those 3, one was declined because the damage related to a builders repair where the homeowner had signed a full

and final settlement, one was declined and the homeowner tasked with providing further information and the other was where GCCRS identified no further damage but the homeowner wanted EQC to review it anyway for peace of mind. What this shows is the efficacy of the GCCRS triage process where GCCRS register a claim with EQC and the Insurer; 99.1% of them result in the claim being accepted.

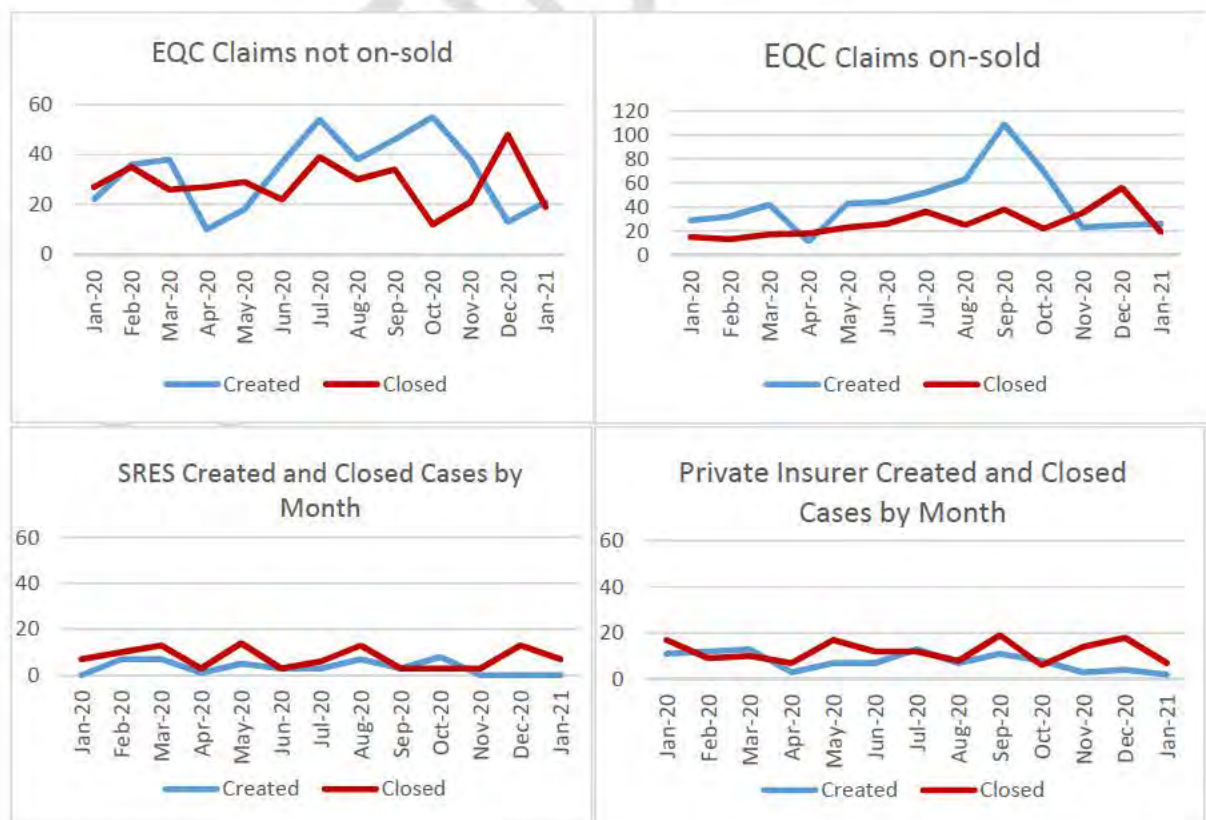
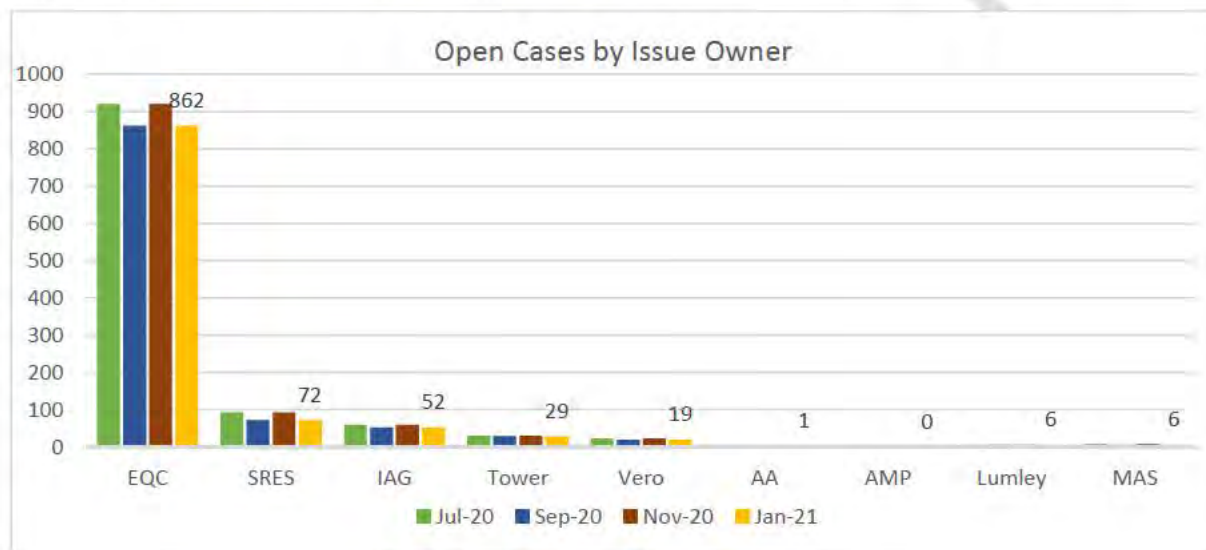


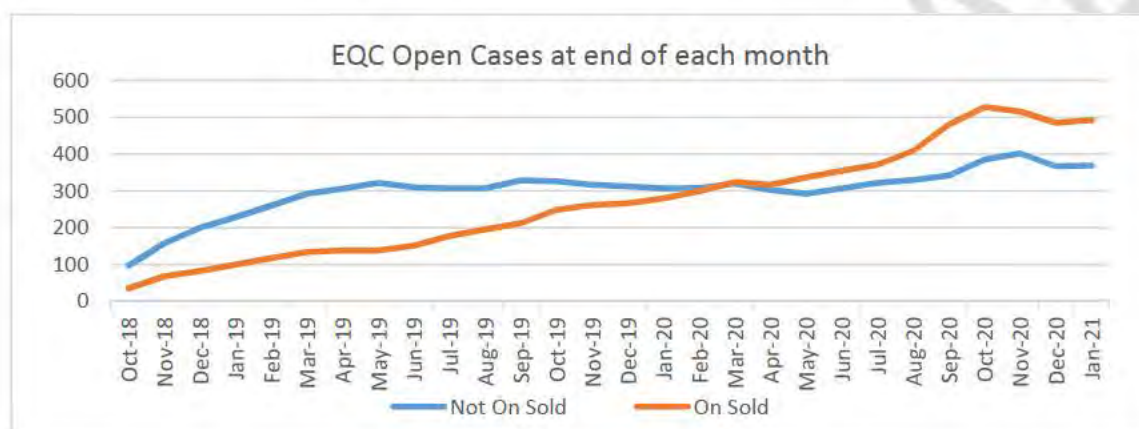
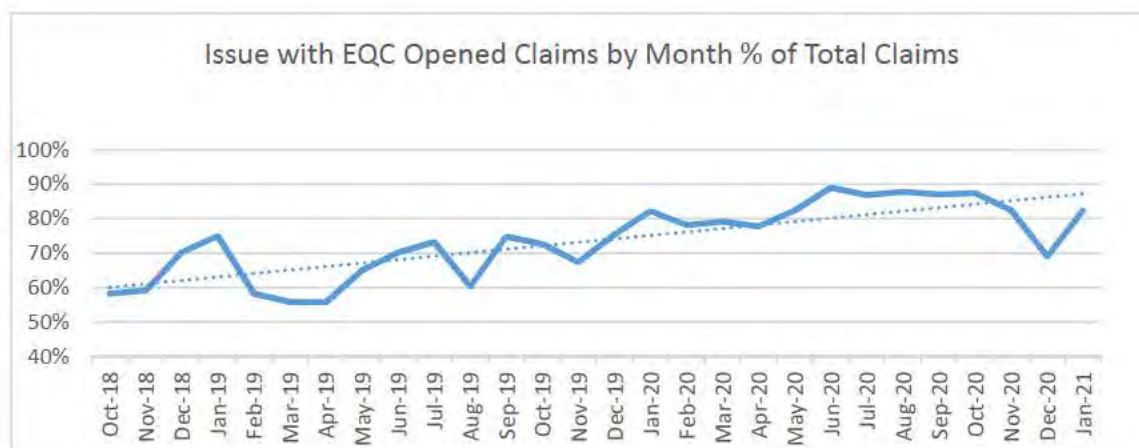
GCCRS continues to see a reduction in the proportion of cash settlements for our claims, as can be identified in the graph below. The impact of the On Sold Programme and the increasing focus by homeowners on repairing damage to their homes is a large factor in this trend.



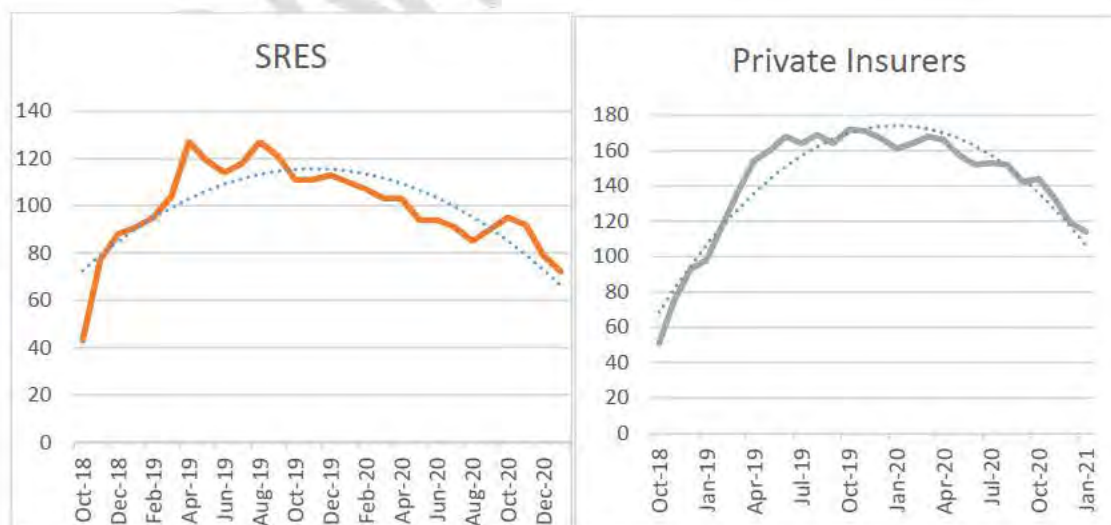
Case Inflow

EQC continues to dominate the cases coming into the service although the seasonal reduction in new cases was across all Insurers and EQC. For the period in question EQC is the Issue Owner of 286 of the 326 cases or 87.7%. What is perhaps most interesting in the case inflow data is the fact that no SRES cases were registered with the service in either November, December or January, despite closing 23 SRES cases for the same period. This is the first time since the launch of GCCRS where we have had three consecutive months of no SRES claims being registered with the service and only the second time a month has registered zero for SRES since the service was launched. Whilst it is too early to extrapolate this it is very encouraging to see the very low SRES and Insurer numbers suggesting that claims are being resolved in a fair and enduring manner.



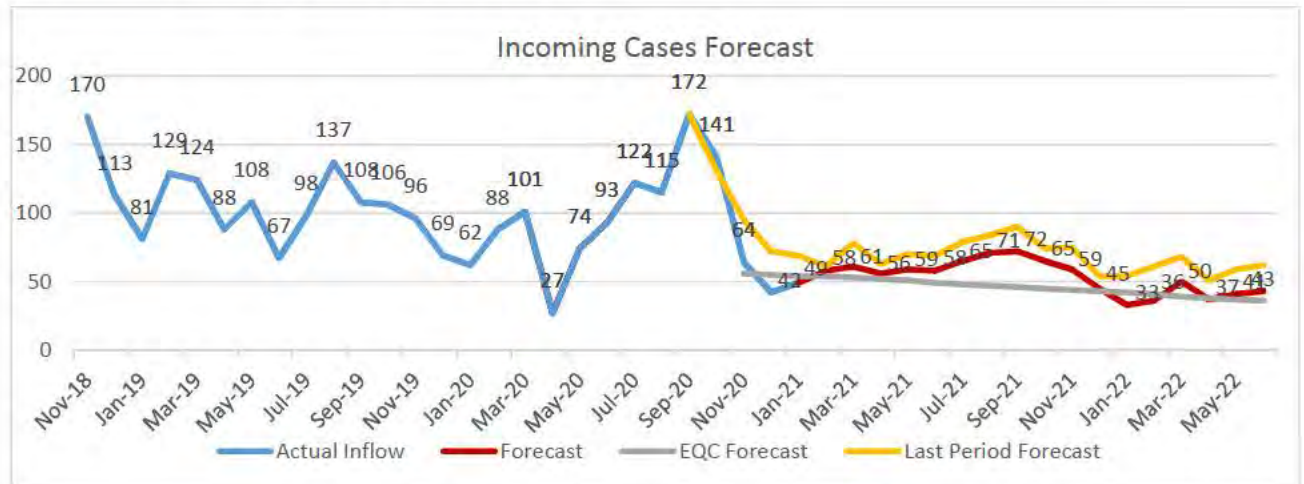


It is worth comparing the demand growth in EQC cases above with those of SRES and Private Insurers. It is clear that the trend in settlement of all non EQC cases are progressing broadly as predicted at the establishment of GCCRS. Over The past twelve months the case opening rate for SRES has been 3.38/month with a closing rate of 7.58/month. Insurers have opened 7.5/month and closed 11.58/month.



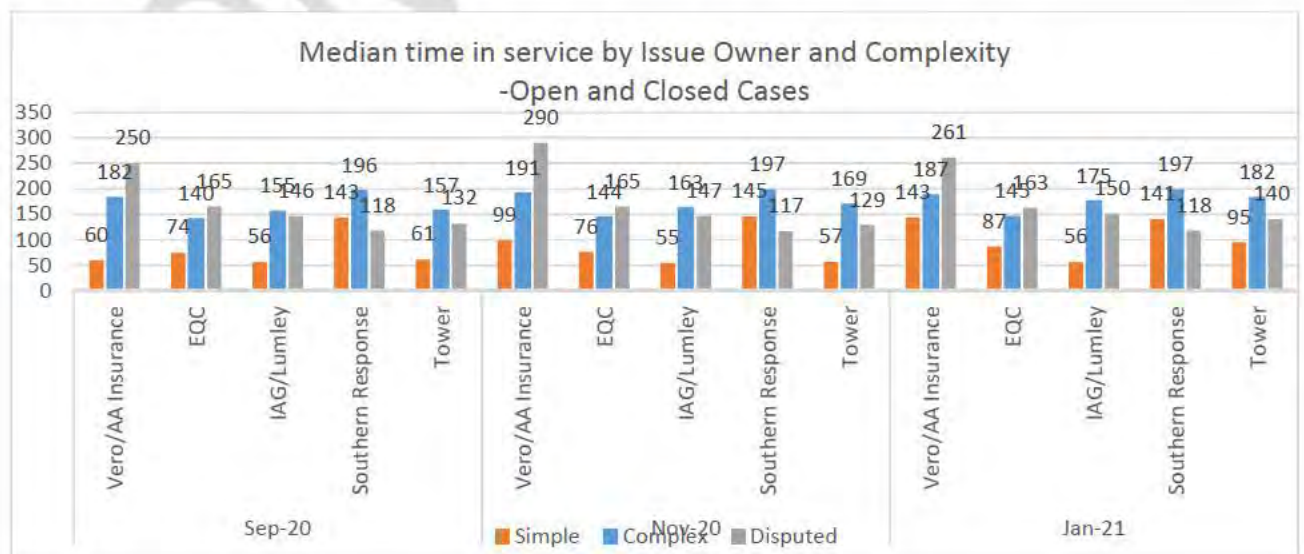
Forecasting

When included in the standard GCCRS forecasting, as set out below in the *Incoming Cases Forecast* graph, the seasonal effect becomes clear. Demand for the first week of February has been strong but it is expected that a clear view of ongoing demand will not be available until mid to late March 2021. As discussed in the last report we are yet to see the impact of the Dodds case and the Crown's response to that case. At the time of writing this report SRES has applied to the High Court for a determination on how to move this case forward.



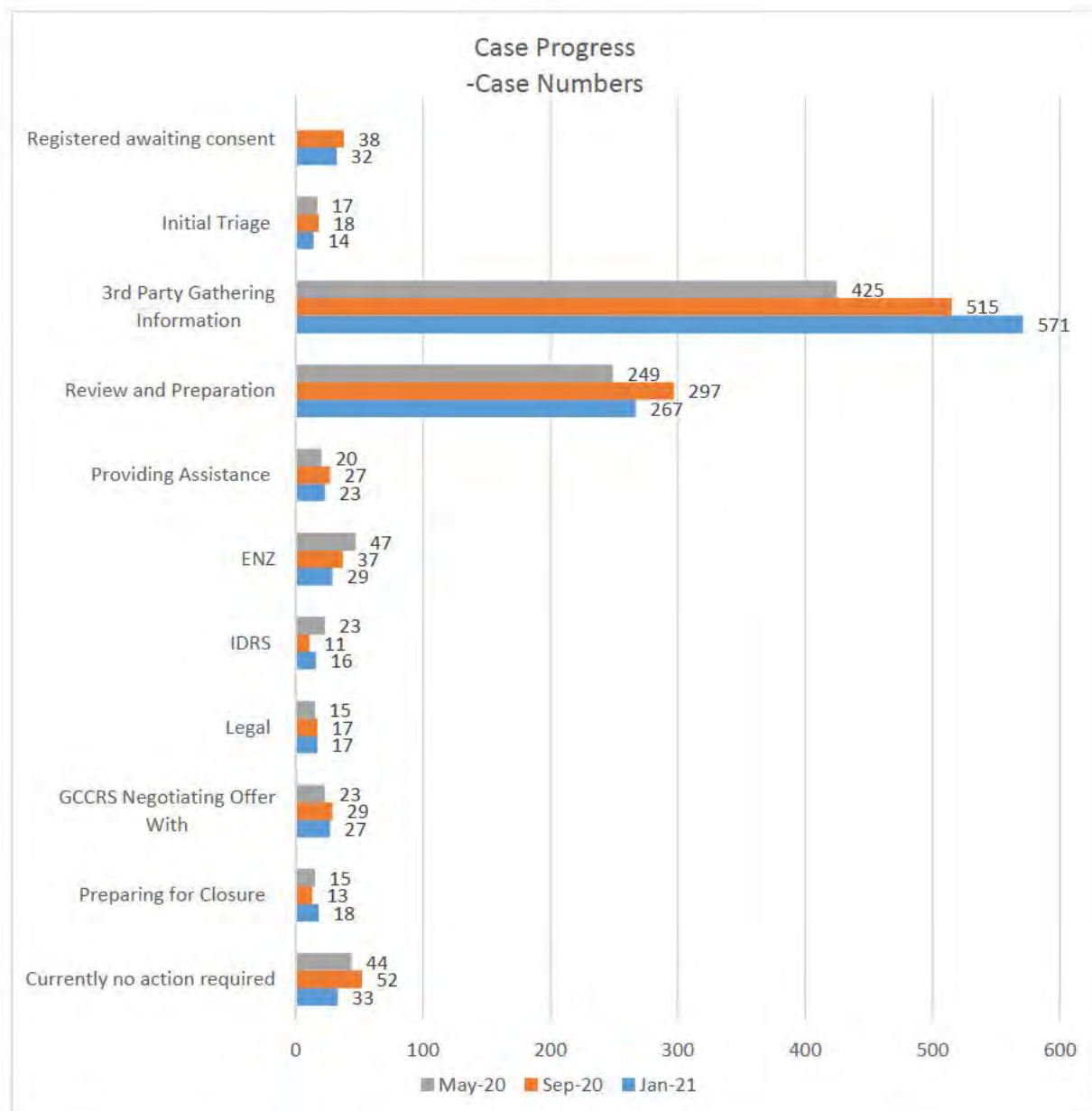
Time In Service

The following data looks at the time cases have been in the GCCRS service and is presented as the median number of days a case has been with GCCRS. Care needs to be taken with the Vero and Tower numbers due to the small number of cases but the data does show a fairly consistent median number of days across the three different periods. It is worth noting that even though EQC has by far the largest number of cases in the service the time they are spending in GCCRS is consistent with other Insurers. The time spent for EQC cases has remained consistent also across the period suggesting that the focus on older cases being taken by EQC is having a direct effect and moving cases through GCCRS.



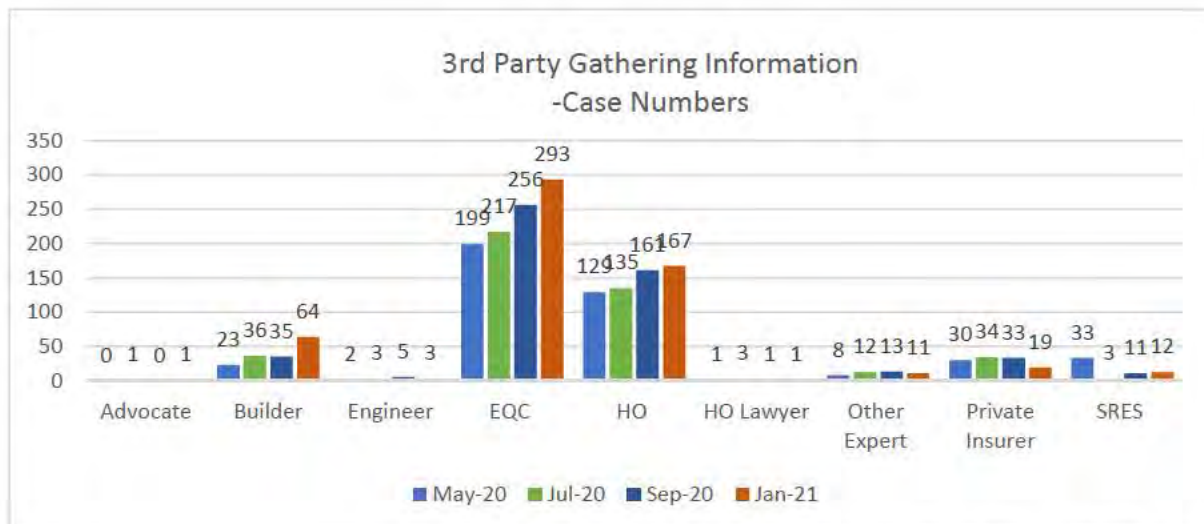
Case Progress Analysis

Case progress data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.

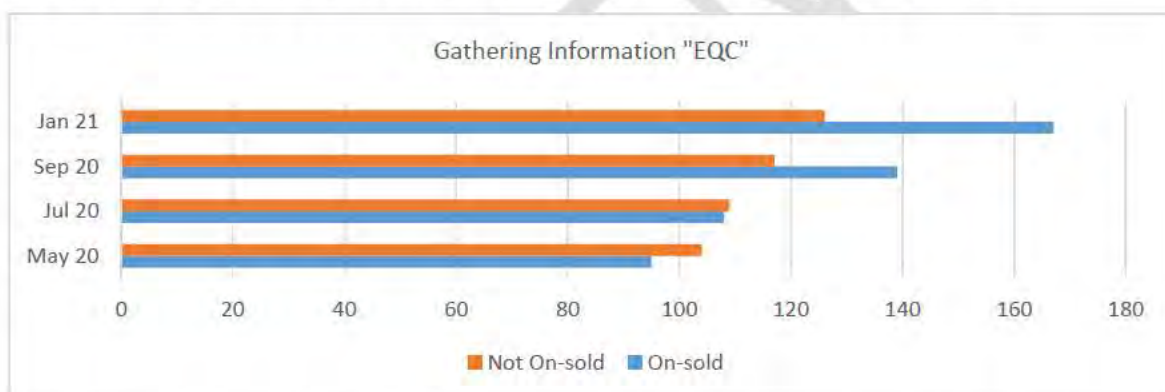


Note that in September 2020 GCCRS created a new category of *“Registered Awaiting Consent”*. These are cases that have come into GCCRS but are yet to provide a signed consent form or some other documentation required to lodge their case. An example would be an On Sold case that has not yet provided a copy of their Deed of Assignment or Sale and Purchase Agreement. This category has been created to allow the Call Centre to focus on these cases rather than the case sitting with the Case Manager to obtain the data. This change to our Triage process is taking pressure off the Case Managers allowing them to focus on registered claims.

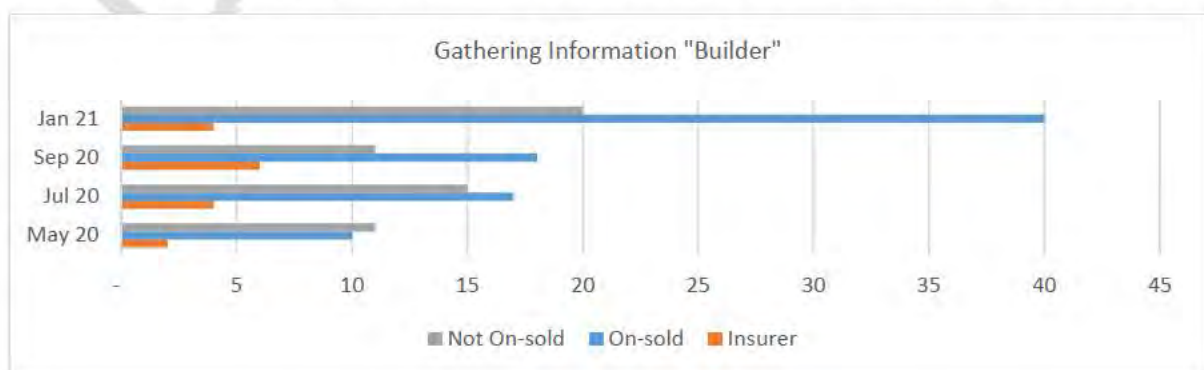
To look into this data further it is necessary to break the data down:



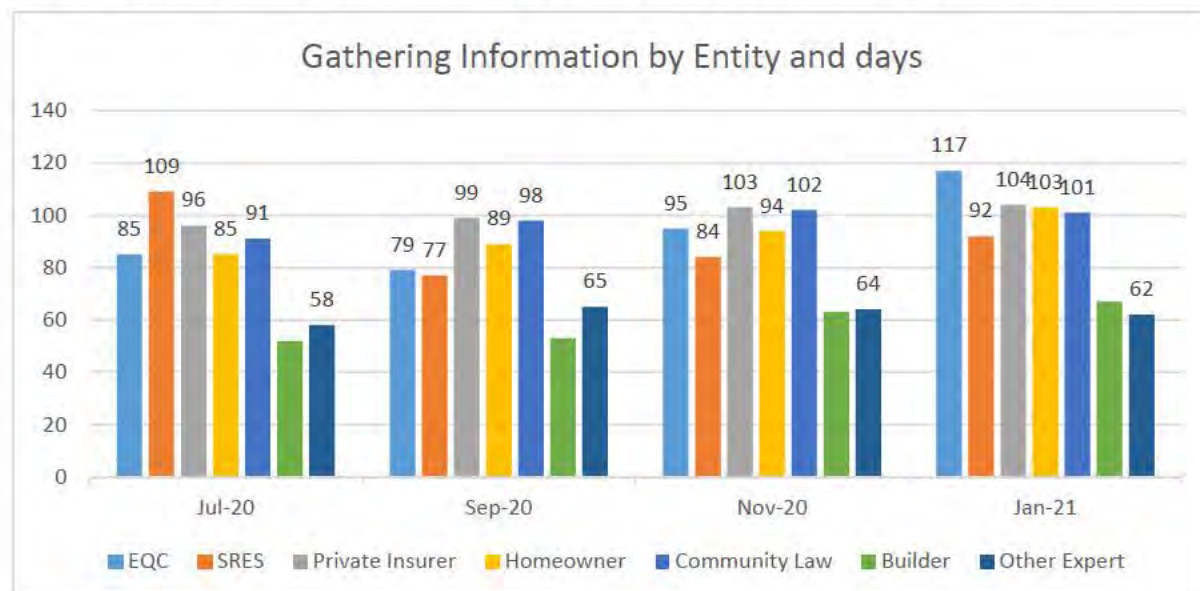
Whilst we see the continuing trend of more homeowners in the category “*Gathering Information*” (up from 161 cases to 167 cases) the key increase is in EQC from 256 cases in September to 293 cases in January. Below this has been broken down into On Sold and Not On Sold showing a surprising increase in the number of claims with the On Sold team where EQC is gathering information. It is possible that this is directly related to the sheer number of claims going through the On Sold programme but this is something to keep a watch on in coming months.



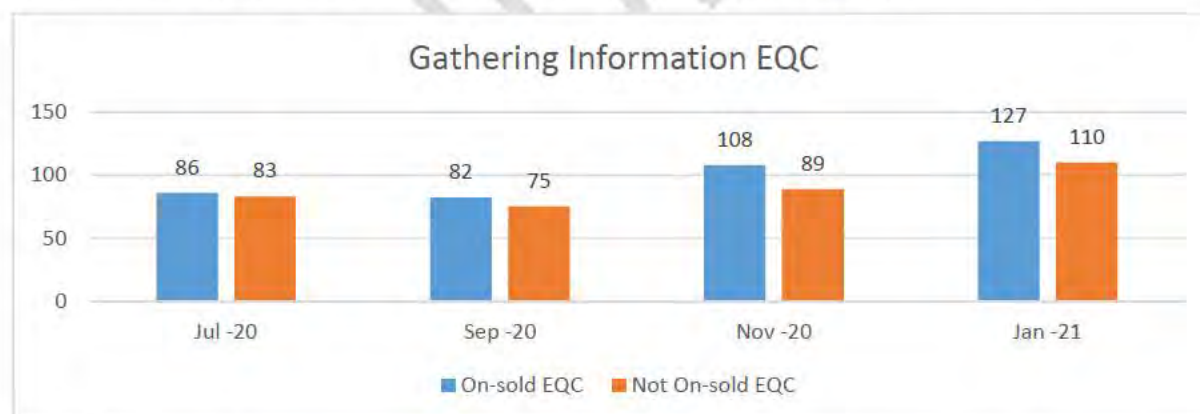
What is perhaps far more logical is the breakdown of those cases where the claim is waiting on a builder. This has shown the largest proportional increase over the period up from 35 in September to 64 in January (up 82%). See below the breakdown of this data for those with EQC clearly showing the impact of the On Sold Programme. Demands on the small number of builders providing services to homeowners in the On Sold Programme is a concern that has been raised by GCCRS with EQC.



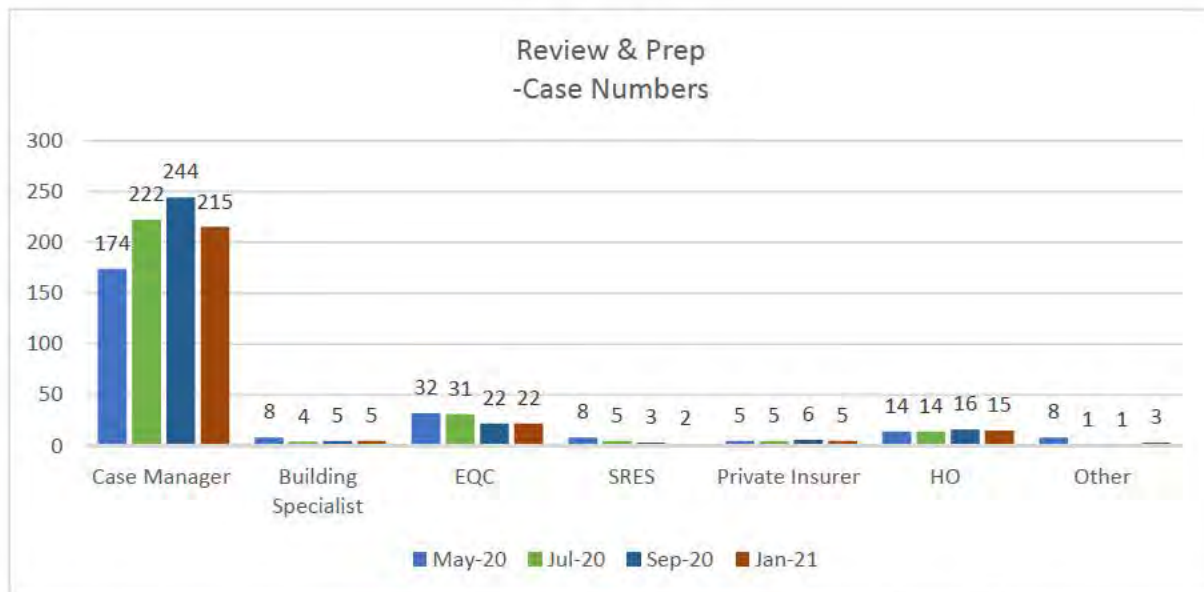
To understand the impact of these case numbers however we also need to look at the time cases are taking in this category. What is evident is the increase in EQC case numbers in this category is also being reflected in an increased time for EQC cases in this category. There has been a steady increase from 89 days in September 2020 to 117 days in January 2021. The EQC shutdown over the Xmas break is a logical reason for this increase but this will need to be monitored in coming months.



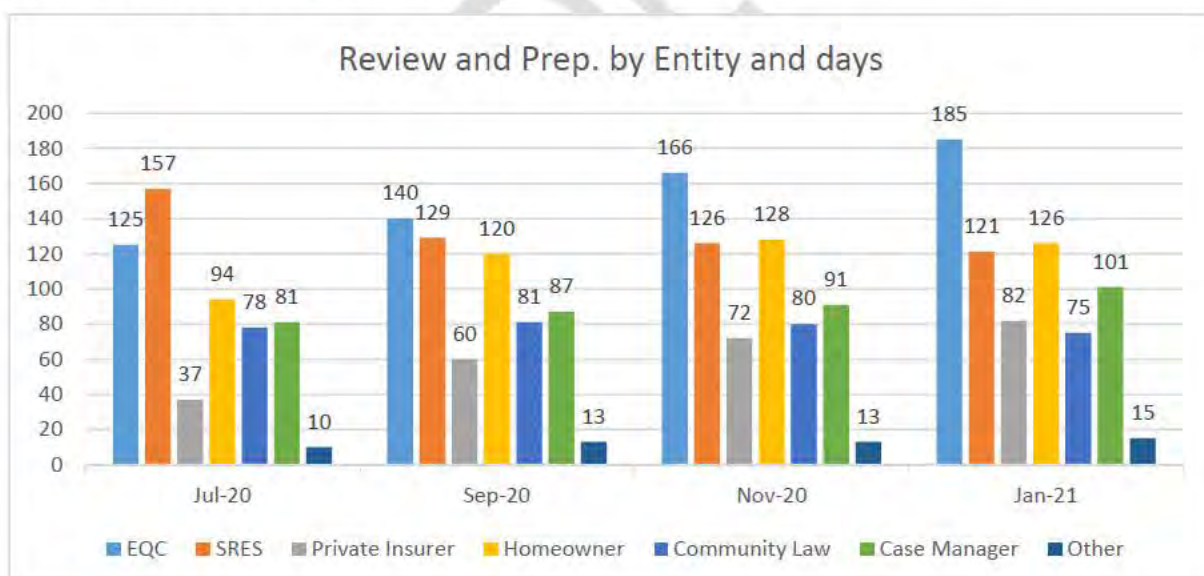
Below is the EQC data broken down by “Not On Sold” and “On Sold”. The increasing time in this category is affecting both divisions of EQC although to a greater extent in the On Sold programme. Again this is likely a result of the high demand working its way through EQC.



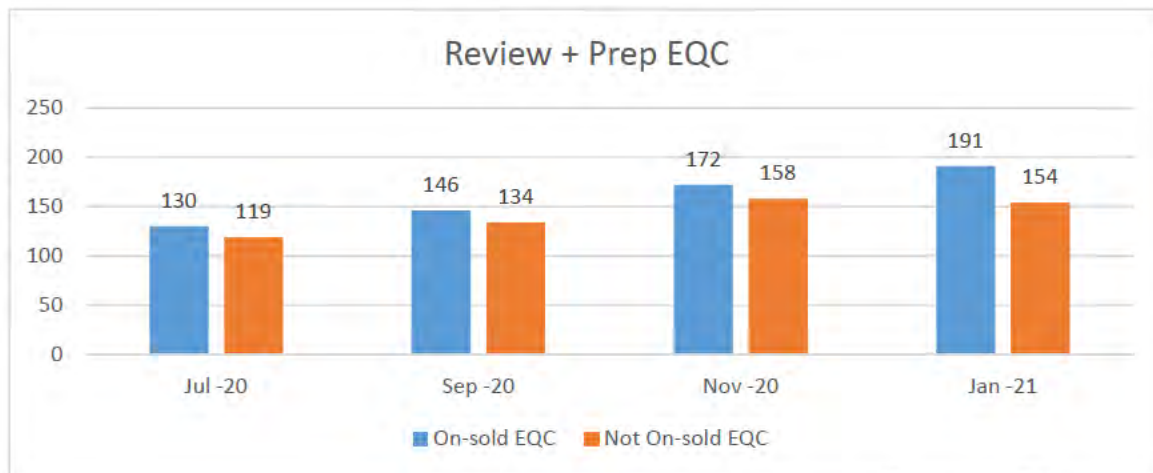
The other critical category monitored by GCCRS are the cases in the “*Review and Prep*” category. It is pleasing to see the reversal of the increasing trend over previous reports for the number of cases in this category with GCCRS Case Managers reducing from 244 in September 2020 to 215 in January 2021. GCCRS staff have focussed on getting these claims settled.



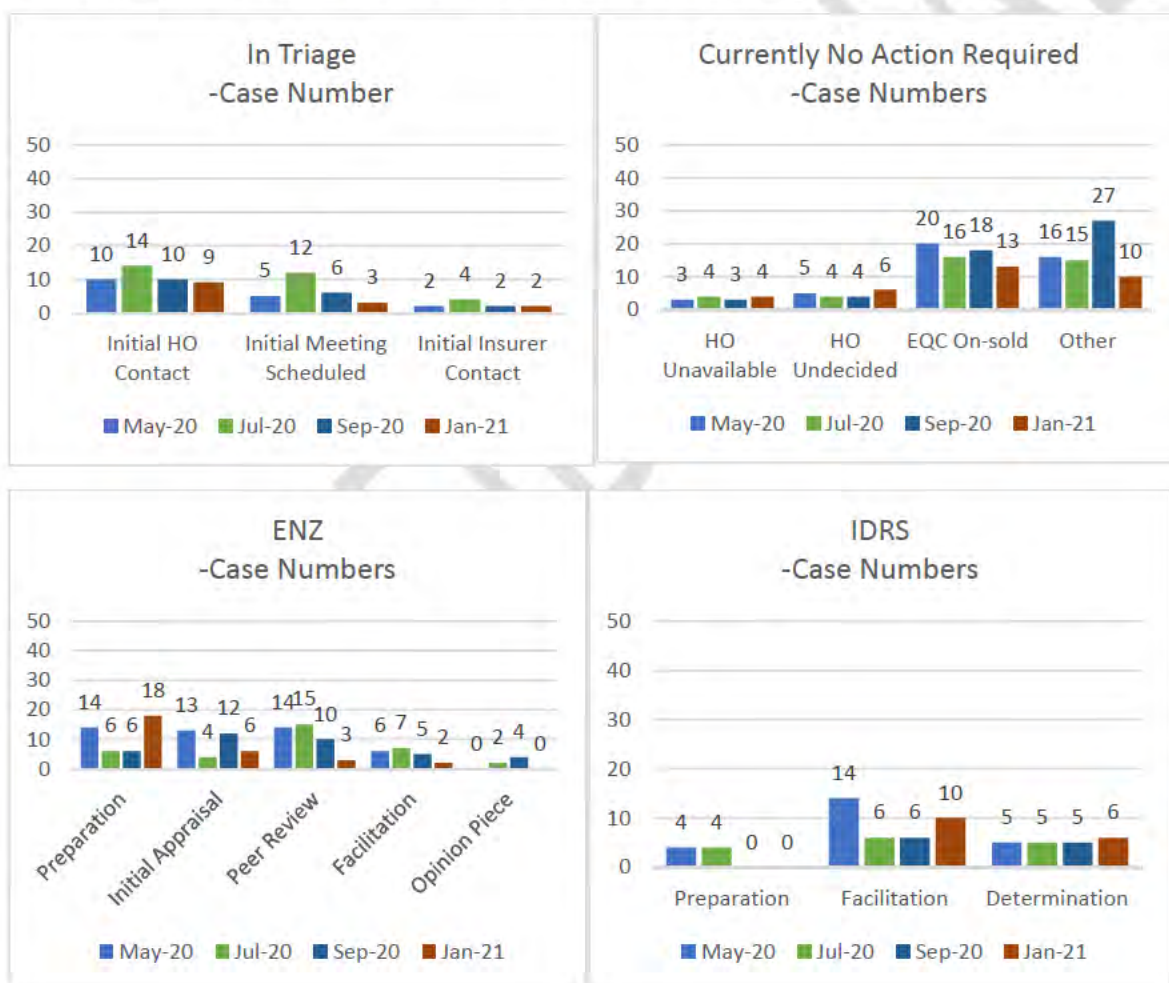
Again the most important factor is the time taken in each category. Again we see an increase in the time being taken by EQC in the “Review and prep” up from 140 days in September 2020 to 185 days in January 2021. This figure has increased consistently since July 2020 where homeowners were spending 125 days awaiting EQC to review and prepare documents. This is an overall increase of 48% in the six month period. A similar increase can be noted in the Private Insurer space up from 37 days in July 2020 to 82 days in January 2021. GCCRS have shown an increase from 81 days in September 2020 to 101 days in January 2021.

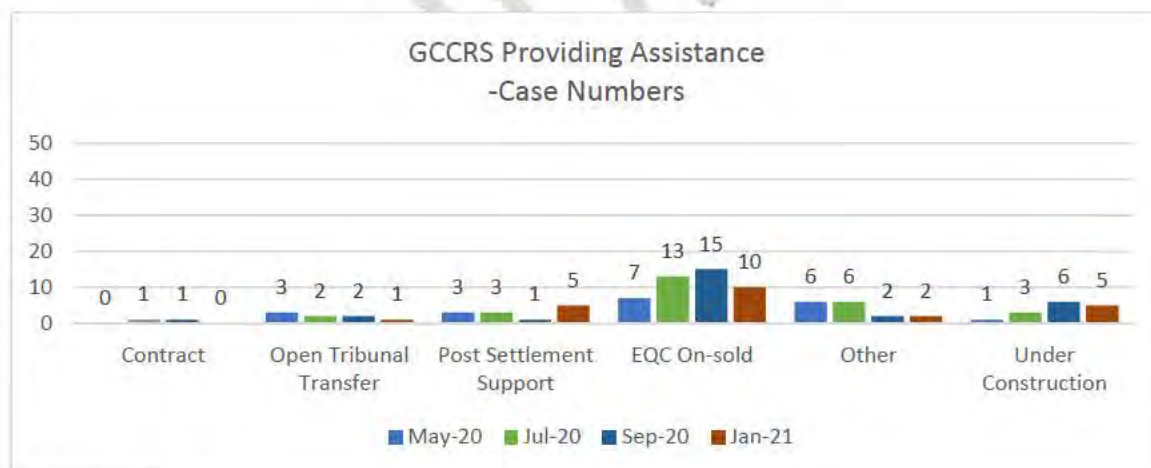
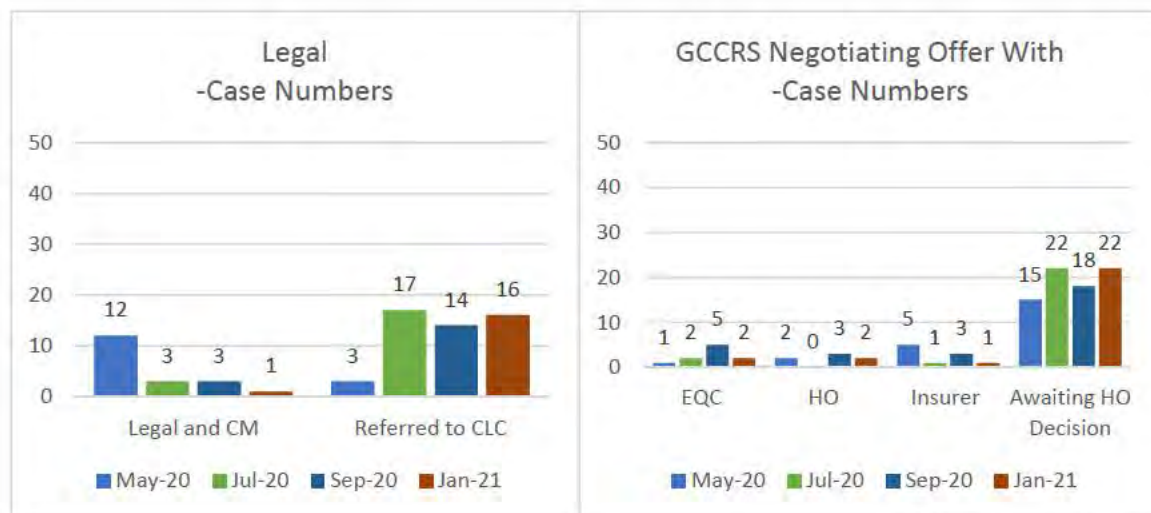


As can be seen below, the increased number of days for EQC is broadly split between On Sold and Not On Sold with a logical increase in the On Sold Programme. This is likely due to the large number of homeowners presenting repair strategies and Engineering to EQC for review.



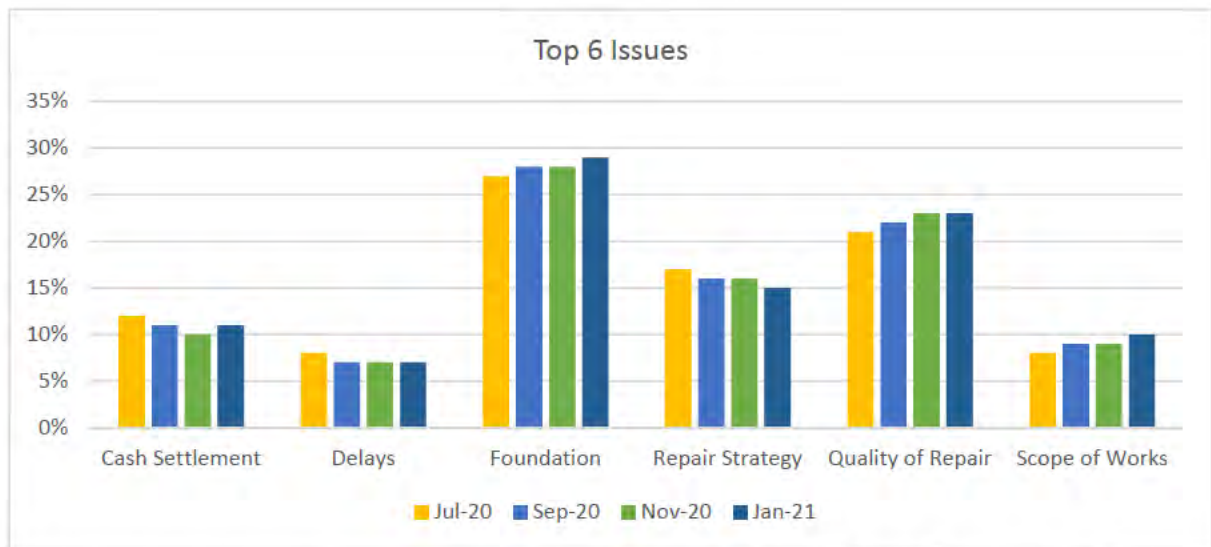
Other categories monitored for the number of cases in the category are:



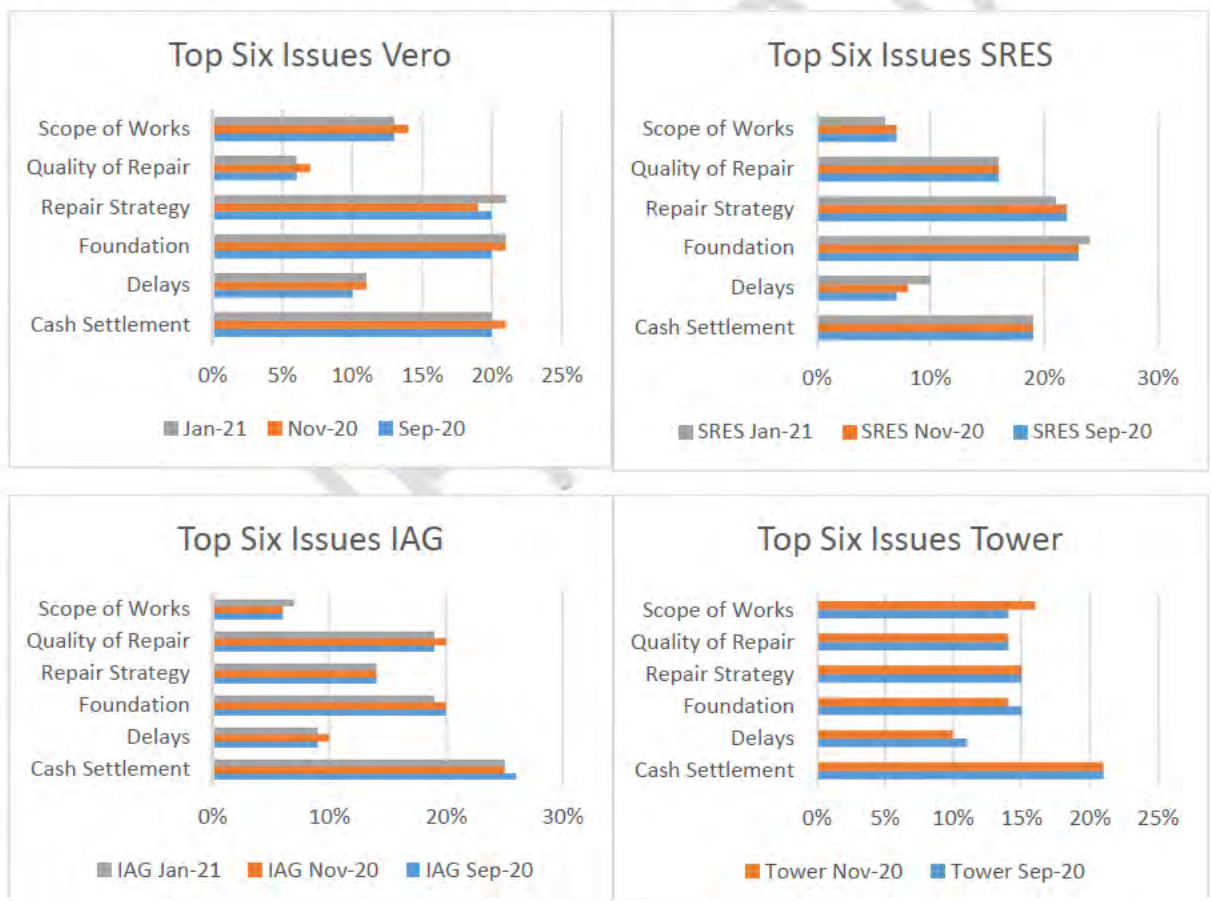


Property Issues

The January period showed a small increase in the level of people presenting with “*Cash Settlement*” issues although as stated earlier in this report that did not relay to settlements where cash continued its downward trend. In the past 12 months people presenting with cash settlement issues have reduced from 19% in January 2020 to 11% in January 2021. Likewise, “*Quality of Repair*” has increased from 16% to 23% over the same period, as has “*Foundation*” from 20% to 29%. It is not surprising that “*Quality of Repair*” increased in the service as the On Sold programme with EQC is fundamentally one of how well the repair was completed in the first instance.



The top six issues by issues owner show the breadth of issues across Insurers and EQC.





GCCRS Exit Survey

Questions	Last Period	This Period	Average
1. Through GCCRS I was able to receive assistance with my claim.	85%	97%	86%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	88%	97%	84%
3. The guidance I was given by GCCRS was appropriate to my situation.	88%	94%	86%
4. I was kept informed of the progress of my case.	85%	94%	85%
5. My Broker acted in a professional manner.	87%	97%	90%
6. I felt my broker understood my situation.	87%	94%	87%
7. My wellbeing has improved as a result of using GCCRS.	79%	87%	76%
8. I would recommend GCCRS to others.	88%	97%	88%



Satisfaction Level-88%

As can be seen above the satisfaction of our homeowner's remains very strong. In the period October 2020 to January 2021 97% of homeowner stated that they would recommend GCCRS to others. Interestingly the rating for *"My wellbeing has improved as a result of using GCCRS"* showed a strong increase from 79% in the previous period to 87% this period. At the last report I indicated that this would need to be monitored due to its downward trajectory over the mid part of 2020. I am pleased that this is now trending in a far better direction as is *"I was kept informed of the progress of my claim"* increasing from 77% in the September report to 94% in this report. Case Managers have been focussing on ensuring that the high demand for the service is not impacting on service quality so it is very pleasing to see this result bounce back.

Homeowner Feedback

A sample of the feedback from homeowner's during October 2020 to January 2021 included:

"Our Case Manager was amazing. I trusted her and feel like she had our best interests at heart. I am very thankful for the process and feel like our resolution has been a great one."

"I cannot speak more highly of GCCRS. For the first time in 9 years I feel that my property has been a priority to EQC and there has been a thorough assessment and follow through of the work needed to bring it back up to its former quality to the earthquakes. I have found my Case Manager to be incredibly knowledgeable of the property and insurance industry, always accurate, timely in response and a pleasure to work with. Thank you."

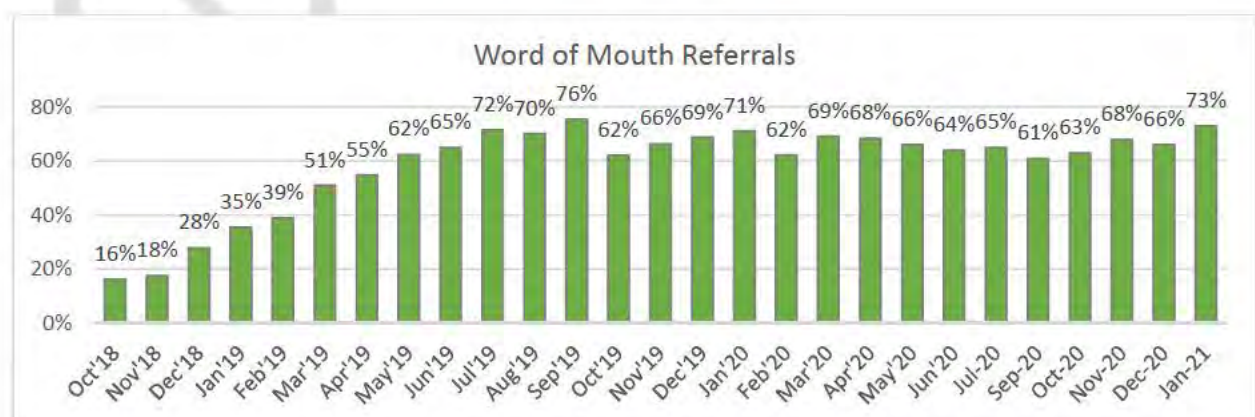
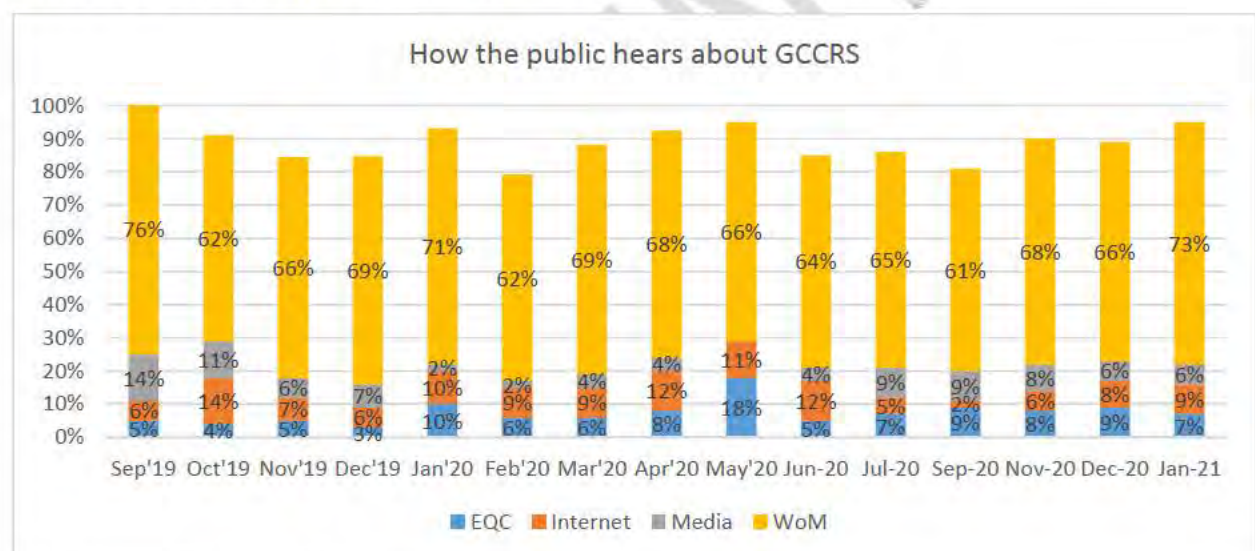
"I was struggling to get any movement from EQC/Insurance on fixing the EQC repairs. After meeting with my Case Manager and him looking into our case things actually started happening. I am not

sure our house would have been repaired as quickly as it has been had it not been for this service. I have already recommended a couple of other people I know who have since discovered earthquake damage to you as this streamlined service is AMAZING. Thank you so much!"

"It was just such a relief to have someone who understood my concerns, was able to keep it all in perspective and had the knowledge and ability to explain each step we had to take and give me the full picture so I could understand the procedure and also the repair methodology. I'm eternally grateful to my Case Manager as I was a mess when she was appointed to me and now I am pleased to say although not fully recovered I'm on the right road."

How the public hears about us

GCCRS tracks how people come into our service so that we can understand both the marketing and perhaps more importantly the performance measures of our service. There has been a significant increase in the *Word of Mouth* referrals into GCCRS up from 61% in September 2020 to 73% in January 2021. *Internet* referrals have continued to rise from 2% in September 2020 to 9% in January 2021 reinforcing the work carried out last year to bring the sign up and consenting process onto our website platform. It is important that GCCRS maintains its focus on providing excellent service to ensure the referrals continue to come from our customers.

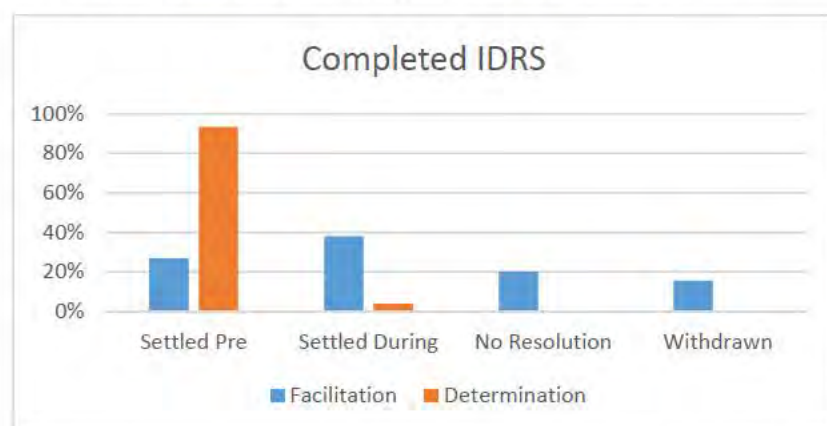


1. IDRS Update

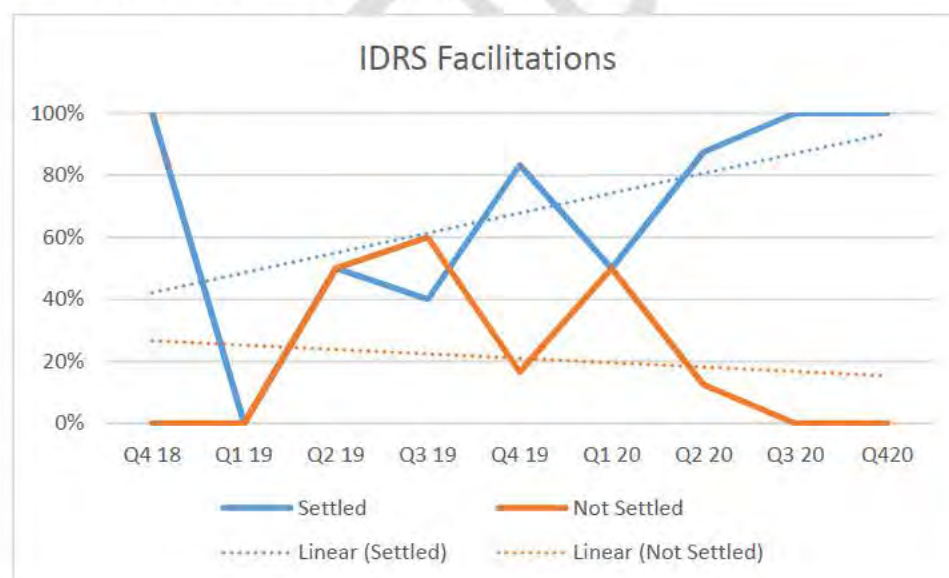
As at the end of January 2021 the GCCRS has four cases booked for facilitation with dates confirmed, and six cases for facilitations that GCCRS are actively working on to confirm dates and members.

Currently there are six determinations being worked on; of these, two have confirmed dates for hearings.

Of the eleven cases set down for facilitation or determination during this report period: three settled during the facilitation, two settled before the facilitation, three determination settled before a hearing, and one determination went through to a hearing. Two cases set down for facilitations were withdrawn due to disengagement of the homeowner.

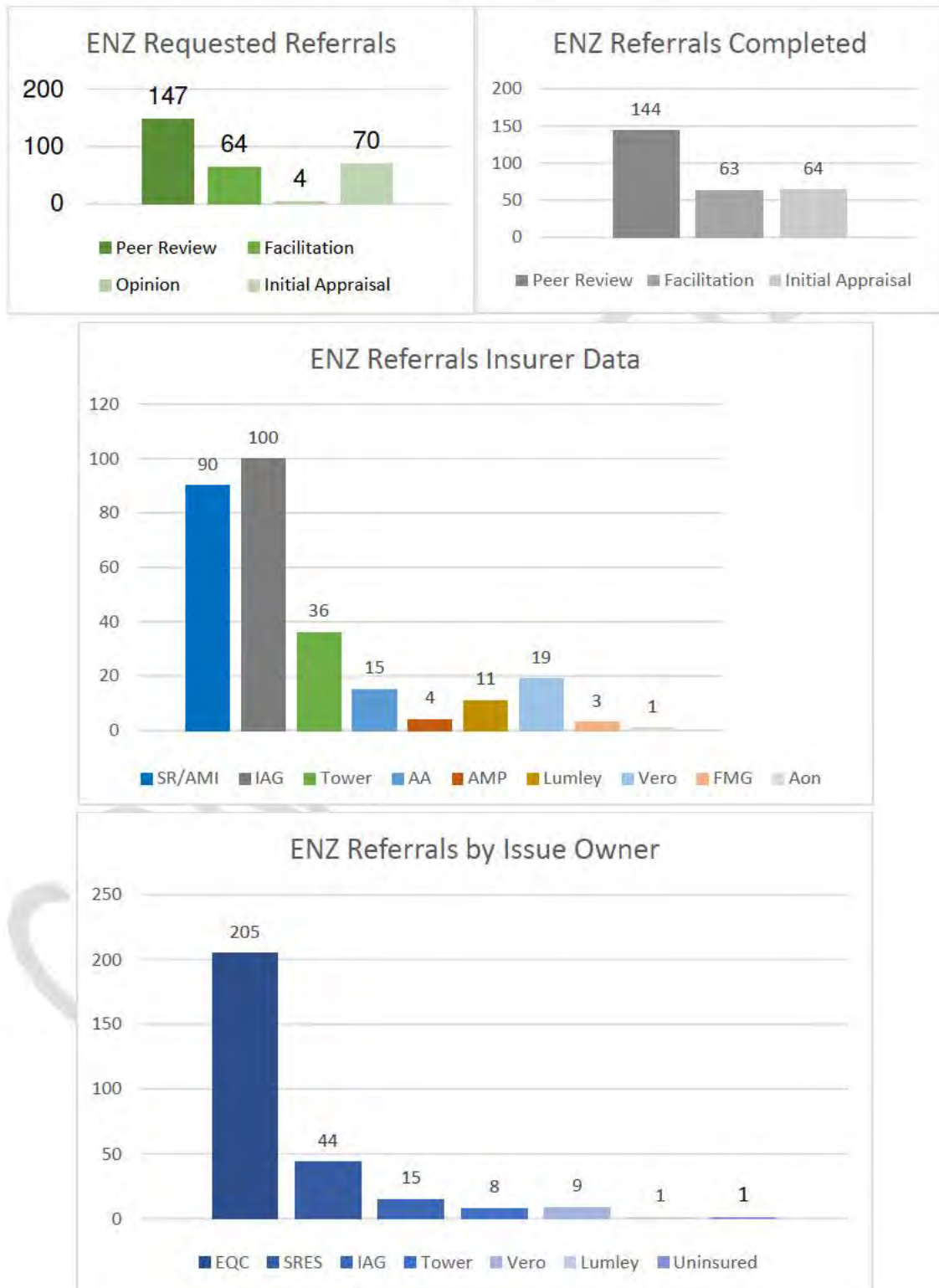


IDRS continued its strong run during October 2020 to January 2021 with 100% of all cases settling either prior to or at the Facilitation. Feedback from Insurers and homeowners on the Facilitation process remains extremely strong.



2. Engineering Update

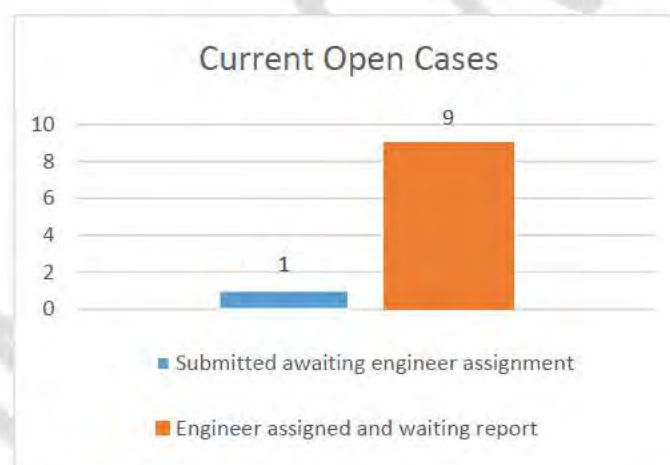
As at the 31st of January 2021 there were 10 open/active cases that have been **submitted** to Engineering New Zealand, awaiting completion. Overall there have been 285 cases submitted and of these, 275 have been completed.



Peer reviews continue to be the most common type of referral with 147 cases of the 285 total submitted requesting this service. The demand for Initial Appraisals however has increased following EQC's requirement for the homeowner to prove their loss. Since our last report in September, there have been 20 Initial Appraisals requested and completed. Only 7 peer review requests were received in this period. As with many of the Insurers GCCRS has now confirmed with EQC that reimbursement will be made to GCCRS for Initial Assessments where they change the position of EQC. Where an Initial Assessment does not result in a change of position that cost will continue to be borne by GCCRS. Of the 54 Initial Assessments carried out to date 44% have resulted in a change of position by EQC, 33% were to provide reassurance to the homeowner and did not result in a change and 23% are currently pending an EQC review.

The Reinstatement Recommendation (Opinion) service has now seen four cases have reports completed. Feedback has been positive from both the homeowner and EQC/insurers, especially when the parties had agreed to be bound by the outcome.

The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 19.81 working days down from the previous report of 25.41 working days. The average time taken from the date of assignment to provision of the report is 32.43 working days up from the previous report of 30.32 working days.



The above graph shows that of the 10 open cases submitted to ENZ, one is awaiting assignment to an engineer on the panel.

3. Wellbeing Update

Pathways Report Update, see attached Appendix A.

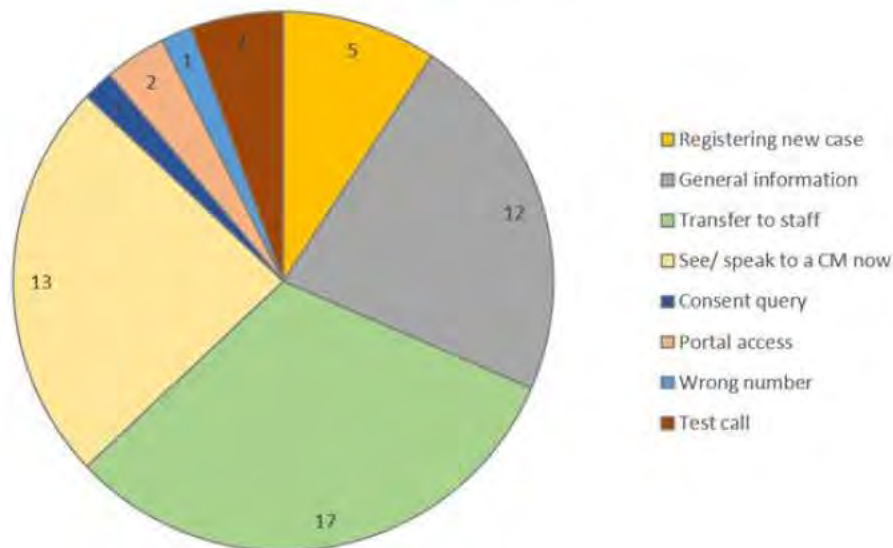
In addition to the Pathways programme for homeowner's GCCRS continues to run its staff wellbeing support package. This service has now been renewed through to June 2021 and continues to provide one on one, group and targeted support sessions.

4. Operational Update

a. Call Centre Update

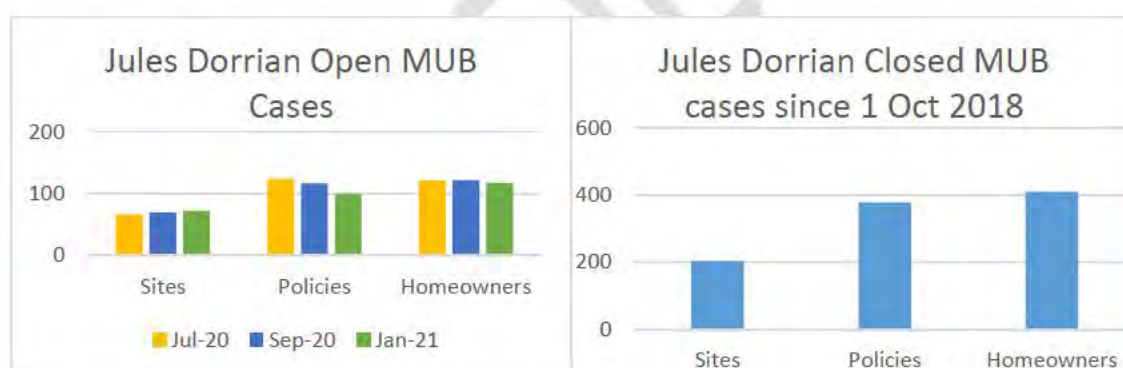
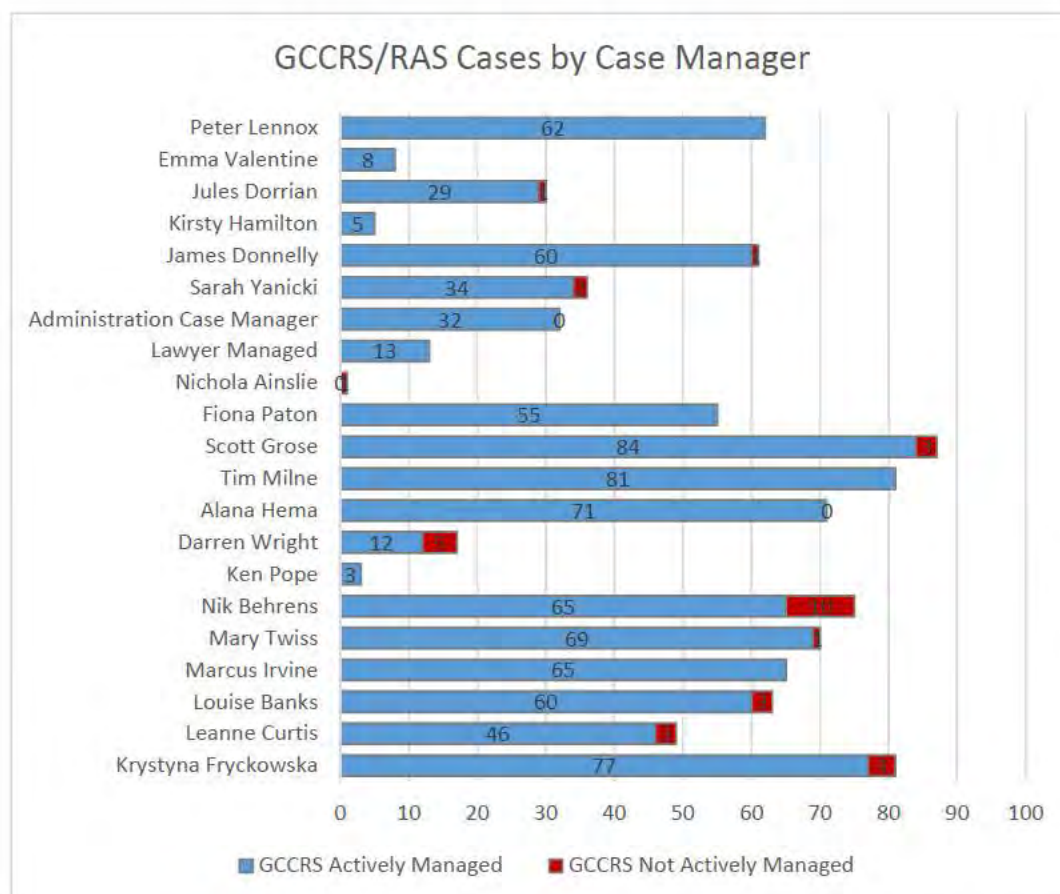
During January 2021 the GCCRS Call Centre answered 96% of calls within 30 seconds (18 seconds average wait time). No calls overflowed to the main MBIE Service Centre.

GCCRS 0508 Service - January 2021



b. Case Manager Update

Since the last reporting period GCCRS now has both Emma Valentine (Case Manager) and Michael McCormick (Building Specialist) on board and operating. At present Emma is taking by far the greater share of new cases into the service allowing Case Managers to focus on their existing claims. The low demand in December 2020 and very high closure rate has allowed some case loads to reduce significantly over this period.



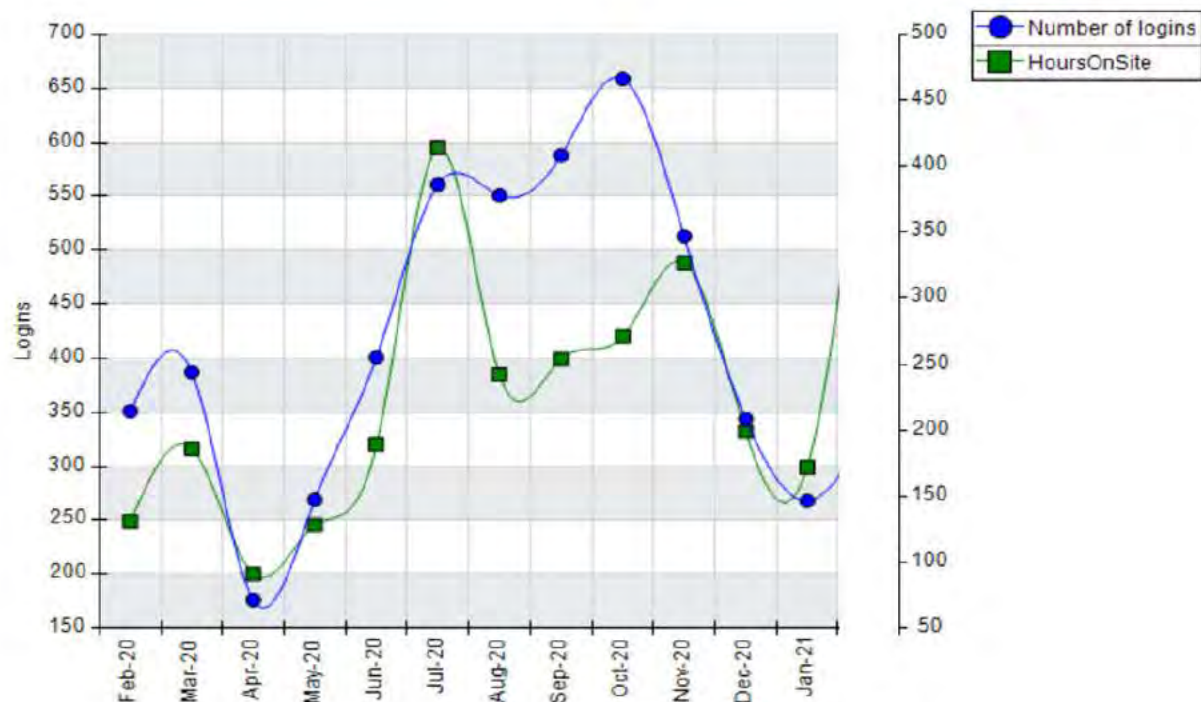
c. Portal Usage

There were 93 individual users of the portal in January compared to 95 last month.

January has recorded 268 logins to the portal compared with 344 in December.

Perhaps unsurprising given the holiday period combined hours of portal activity was down to 172 hours for the month compared to 199 last month.

Our data shows an average session time of 38 minutes per user for January 2021, compared to 35 minutes for December.



d. Website

The GCCRS website has now been updated to include the Support Group Directory. This directory has been developed by GCCRS in conjunction with the Home Owner Advisory Group to provide a single point of information for people seeking further support. Information includes contact details for entities such as food banks, budgeting advice, migrant and refugee information etc.

e. Health and Safety

There were no Health and Safety incidents between the 1st of October 2020 and the 31st of January 2021.

f. Funding

GCCRS is currently funded up until part way through the next financial year. We are engaging with Ministers, and government funding processes, and are recommending an extension of this funding. We have sufficient funding in place to allow existing cases to be managed until December 2021, depending on demand and case closure rates. If funding is not extended, GCCRS will need to determine when we would stop taking on new clients, likely to be around April/May 2021.

g. Treaty of Waitangi

GCCRS continues to engage in the process of ensuring that we meet our obligations under the Treaty of Waitangi. As part of this process all GCCRS staff attended an afternoon session at Nga Hau E Wha National Marae. The session focussed on marae etiquette and the position of the marae in Maori culture. Staff were encouraged to discuss issues and challenges followed by a sharing of kai. Thanks goes to Linda Ngata of the GCCRS HOAG for her support in making this visit happen.

The next phase of training for staff will focus on what the Treaty means for GCCRS and how we should be applying the principles in our day to day operations.

h. EQC Update

GCCRS has noted an improvement in communication and initial claim handling from the EQC Claims Assurance team.

After a slight backlog of claims at the beginning of the implementation of the Claims Assurance team, all BAU claims are now being processed within the provided timeframes of ten working days and the Claims Assurance team is quick to provide GCCRS with updates and additional claim information.

The EQC Claims Assurance team stands by their approach of not going to site when assessing claims which can cause slight delays during the assessment.

Due to the high numbers of registrations for the On Sold Programme and a large number of GCCRS homeowners registering as "Registration only", claims can get stuck as the On Sold team will only release these claims to BAU once they have assessed them as remaining below cap.

GCCRS continues to meet with the Claims Assurance team on a fortnightly basis to further improve the process and discuss any claims necessary.

Some EQC BAU Settlement Specialists continue to not have access to iViis despite being assigned to GCCRS Cases. This can present difficulties when uploading documents or setting tasks, especially when we have to find different, less secure ways of transferring documents to EQC. This also has a direct impact on the homeowner who cannot see all information for the claim in their portal access.

GCCRS is now operating an interim model with the On Sold team to support them in the use of iViis. This will continue, as agreed with EQC, until the On Sold demand is more manageable.

i. HOAG and CRG

EQC has now wound up its Claims Reference Group with the focus moving to the National Reference Group recommended in the EQC Enquiry by Dame Silvia Cartwright. The GCCRS Home Owner Advisory Group (HOAG) has a commitment from EQC to attend any meetings as required to deal with ongoing Canterbury Earthquake Sequence issue. At the time of this report several Agenda items have been added to the next HOAG meeting both from HOAG members and from EQC so as to question and update each other on progress being made.

Appendix A: Wellbeing Report (the following report is Produced by Pathways)

Greater Christchurch Claims Resolution Service Report

1st October to 30th November 2020

Social Work Report:

Our team have been reflecting on themes we come across when supporting our whaiora. This report will explore in more detail one of the themes identified, 'older persons support'. Over fifty percent of our current caseload are over sixty years of age, we see uniquely different challenges that are faced by older people whilst going through their claims and some of these are detailed below.

Whanau and Social Support

Many of our older people have limited support from family, friends, and the wider community. We are seeing situations in which family/whanau are present but struggle to help or provide support or are not present at all. We have had instances where there are concerns about the influence whanau might have over the claim process. These situations require our service to work closely with GCCRS to ensure our whaiora make decisions that are theirs and are not unduly influenced, fortunately these are rare. We see that social supports (friends, social clubs etc.) available for our older persons can be limited, as many friends are unable to contribute or understand the claims process. There can be a sense of embarrassment or shame for our whaiora if they were to ask for support from their friends or whanau.

Our team act as a surrogate for whanau by providing practical and emotional support to whaiora if needed. We liaise with family members, often trying to link them to the process or listen to their concerns for older family members. This can be a pivotal part of our service in helping a whanau connect and engage better, to grow the understanding of processes and how to support. Our service encourages and refers to supports, such as social groups at Age Concern, church connections and / or other community services.

Grief and Isolation

We encounter grief frequently, understanding the impact it has on whaiora is important to acknowledge. We have people who have lost a spouse, child, sibling, or friend whilst going through their claim. A concern of our team is that people can feel they are unable to grieve appropriately, impacting the decision making needed for their claim to progress. For some people, grief is compounded by the fact that the person who passed was a significant support to them. This situation leaves people feeling isolated and alone. These feelings appear magnified for older persons especially if it was a spouse who passed.

A common theme for some of our older people is that they tend to isolate themselves easily and will say no to social opportunities. We are noticing that the emotional toll and stress can lead to complete emotional shutdown due to overwhelm and trauma. We hear often that the expected retirement people worked their entire lives for has been 'stolen' and 'ruined', not only emotionally but financially. There is a lot of grief and trauma around the expectations of what the last years of life should have looked like.

Our service has linked several people to counselling, supported them to access their GP, and on occasion supported re-engagement with whanau. We often are involved with practical decision making and tasks around repairs and claim options as this is where we see people really miss having organic support systems.

Physical Challenges

We are concerned some of our whaiora have declined medical care due to the pressure of resolving their claim, feeling like they must prioritise decision making and processes. We have people needing surgery, physio and general medical check-ups who are adamant their claim must come first. We observe that both physically and cognitively some older persons are struggling and starting to slow down. We see a decline in resiliency to cope with physical and medical challenges.

Our team are working with our people to understand the importance of maintaining physical wellness and overcoming barriers to engaging with the appropriate medical support. Our team do have concerns that some of our people will pass away before their claim is resolved and that their quality of life at this stage of life has suffered.

Stories:

We have been supporting an older lady who retired earlier in the year however is experiencing a lot of grief and sadness that her retirement has so far consisted of a third attempt at repairs. We are working alongside her around how to create moments of joy and relaxation while she is in the home and how to reclaim this space for herself. Given her limited social and whanau support, our service has been the emotional outlet for her and given her the space to grieve openly.

We have been supporting an older person who finds that exercise has been a crucial aspect to her wellbeing, however they are incredibly isolated. Our service has helped to connect her to a tramping group which she absolutely loves. Not only does she get the exercise and social connection, but she has been able to have a break from the home.

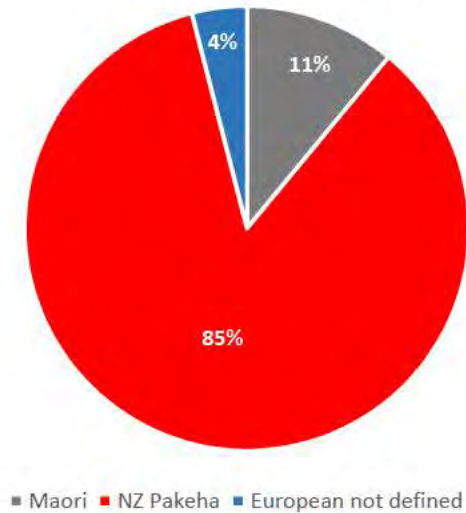
Our service supports an older person who is in pain daily and in need of surgery, however, has taken themselves off the surgery list more than once, in order to repair their home. As repairs were coming to completion, we have been able to get this person back on the waiting list for this operation and have had several discussions around the importance of physical wellness and the positive impact surgery will have.

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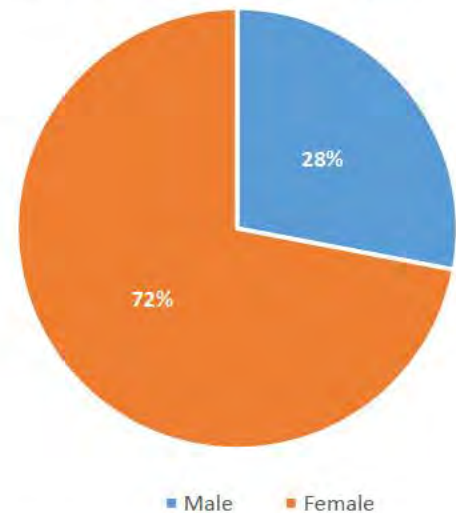
Greater Christchurch Claims Resolution Service Report

1st December to 31st January 2021

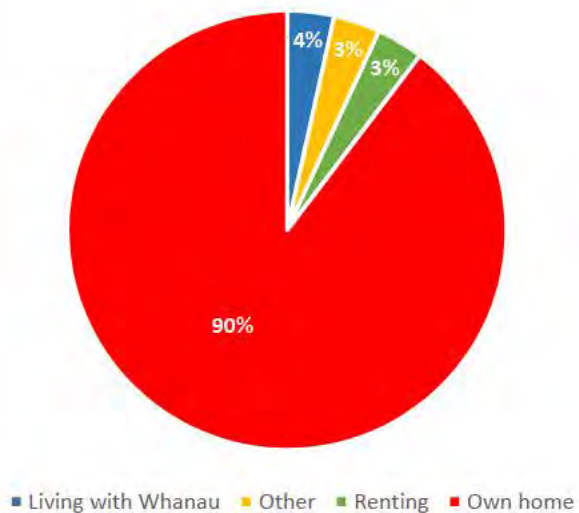
Ethnicity of Whaiora in Service



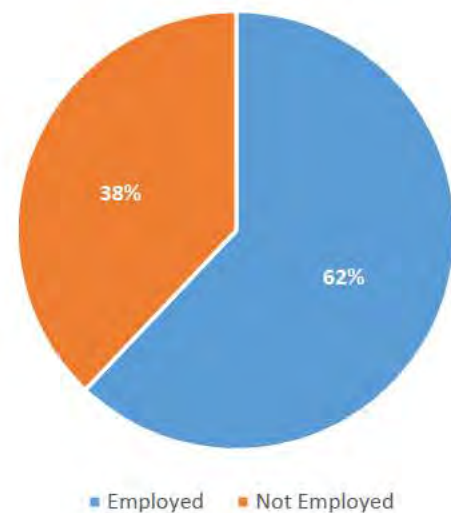
Gender of Whaiora Supported

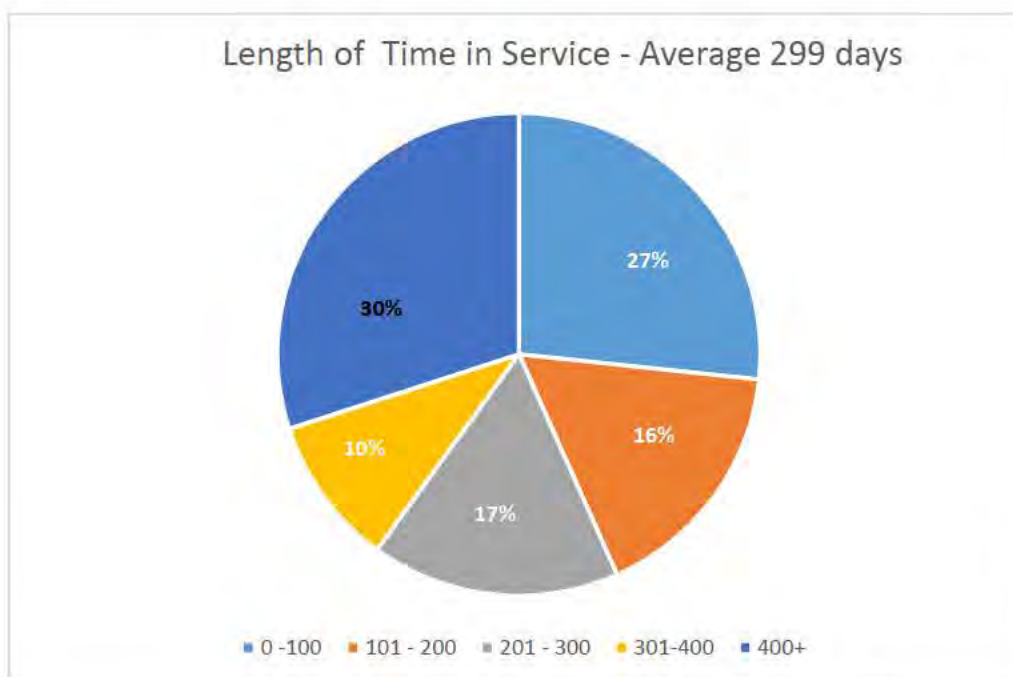


Living Situations of Whaiora Supported



Employment Status of Whaiora Supported





Social Work Report:

Social Work Report; Collaboration

Our main collaboration is with the Greater Christchurch Claims Resolution Service (GCCRS) case managers. This collaboration starts at the point of referral and continues throughout both services' involvement. We work closely with the case managers and often will attend meetings and site visits alongside them offering wellbeing support to the homeowner. We work on a collaborative approach and as such we have an open and transparent relationship with the wider GCCRS service for the benefit of the homeowners.

Externally we have recently referred out to several organizations including BAS (beneficiary advisory service), Family Works and Right Service Right Time. Networking and community activation is a key component of our support, being able to quickly identify any ongoing issues and refer on to the right service for further support is vital for our homeowner's recovery. One successful instance of this recently was our ability to help a whanau secure a \$8000 scholarship for their son, in doing this we were able to help relieve some of the financial and emotional pressure they were facing.

Story

We have been supporting a mother and daughter who have had to move out and rent while decisions are made about their property. Their accommodation allowance was due to run out after Christmas, leaving them with no funds to pay for the rent and incoming bills, with no return to their home possible. Our team connected them to BAS (beneficiary advisory service) who have communicated with Work and Income New Zealand (WINZ) to secure a benefit for both the mother and daughter and even a pair of new glasses for the elderly mother. The ability to refer to BAS and have someone else take over communication has been an enormous relief for both mother and daughter as they move forward with decisions on their home.

KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

April 2021

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Call Centre Update
 - b) Case Manager Update
 - c) Portal Usage
 - d) Health and Safety
 - e) Funding
 - f) HOAG and CRG
 - g) Media Release
6. Key

GCCRS, Level 2, Grand Central Building, 161 Cashel Street, Christchurch 8140
Private Bag 4714, Christchurch 8140

Email: contact@gccrs.govt.nz Website: www.gccrs.govt.nz Phone: 0508 624 327



Greater Christchurch
Claims Resolution Service

Executive Summary

Without a doubt the most exciting news of the period January to March 2021 was the movement back to less than 1,000 open claims in the service. This is the first time that GCCRS has had less than 1,000 open claims since the launch of the On Sold Programme and the first time since August 2020. Open case numbers have now fallen for five consecutive months from 1,155 cases in October 2020 to 990 in March 2021.

Case closure rates remain very strong with the March closure rate of 112 cases well above the 12 month average of 77. What is also very encouraging is the year on year decrease in demand for January, February and March all showing consistent decreases across 2019, 2020 and 2021. Difficulties will exist in monitoring this trend over the coming months due to the impact of COVID 19 on the 2020 case numbers.

EQC continues to dominate the cases coming into the service with the On Sold cases now making up 49.5% of all GCCRS cases. It will be critical to monitor the development of the On Sold Programme and its impact on the future of GCCRS. Third party insurers continue to close more claims than are opened each month with SRES now making up only 6.46% of all cases and other insurers 10.7%.

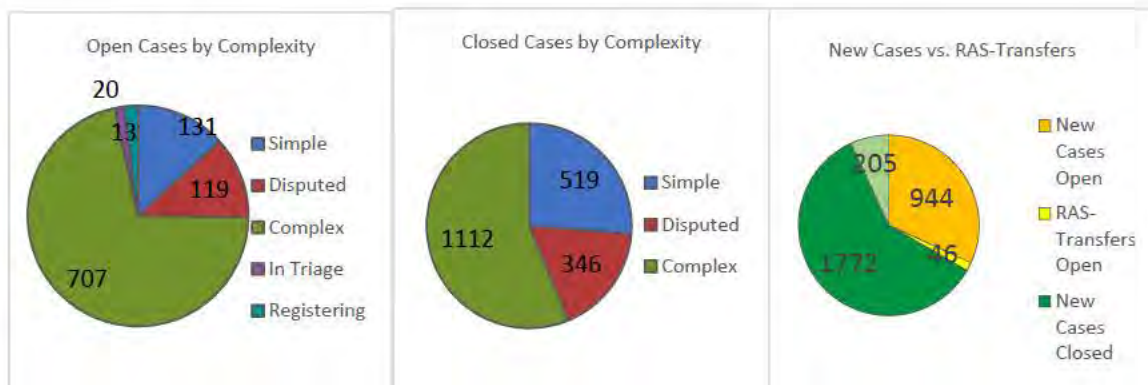
The satisfaction survey data remains very strong for GCCRS with 92% of all homeowners who responded to our survey stating that they *"would recommend GCCRS to others"* and 70% of all new GCCRS registrations coming from our word of mouth referrals.

Funding remains a focus for GCCRS with the budget announcement expected on the 20th of May 2021.

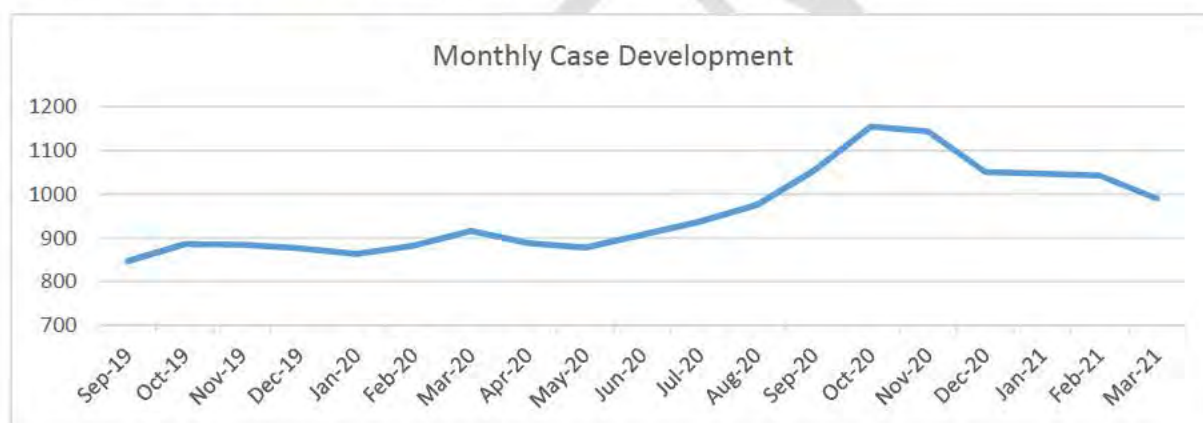


Darren Wright
Director, GCCRS

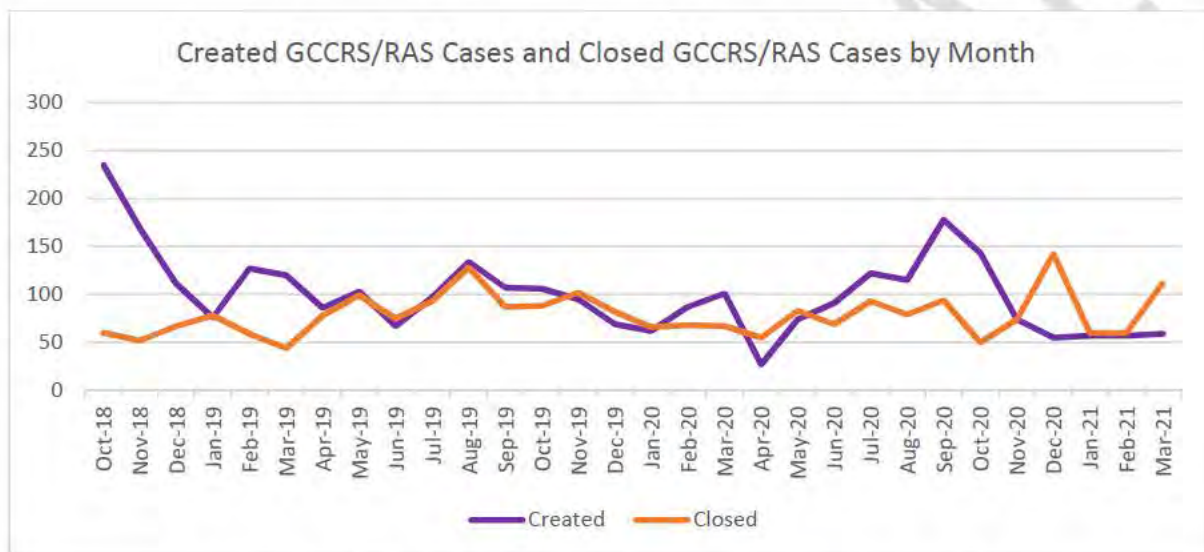
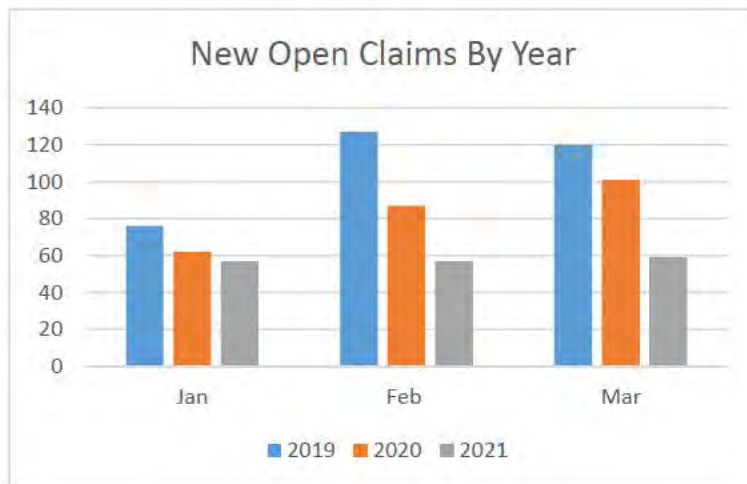
1. GCCRS Numbers



As at the 1st of April 2021 the Greater Christchurch Claims Resolution Service (GCCRS) has received 2,967 cases into the service and has closed 1,977 cases. GCCRS is currently managing 990 open cases across the 15 Case Managers. It is encouraging to see the number of open cases falling below 1,000 for the first time since August 2020 with 175 cases closed for the period and a net reduction of 57. The March closure rate of 112 cases is well above the previous 12 month average of 77 closures per month but what is perhaps most encouraging is the opening rate for the month of 59 new cases which is below the 12 month average of 91 new cases.



The monthly case development has now fallen for five consecutive months from the peak of 1,155 open cases in October 2020 to the new case load of 990. This downward trend is significant and is evident across the years since the service was launched (see graph on the next page).



There have now been 6,978 contacts with the service with an overall increase of 6.1% across all contact methods for the period. The walk in service remains lower than its pre COVID-19 levels although it is up 1.8% across the period.

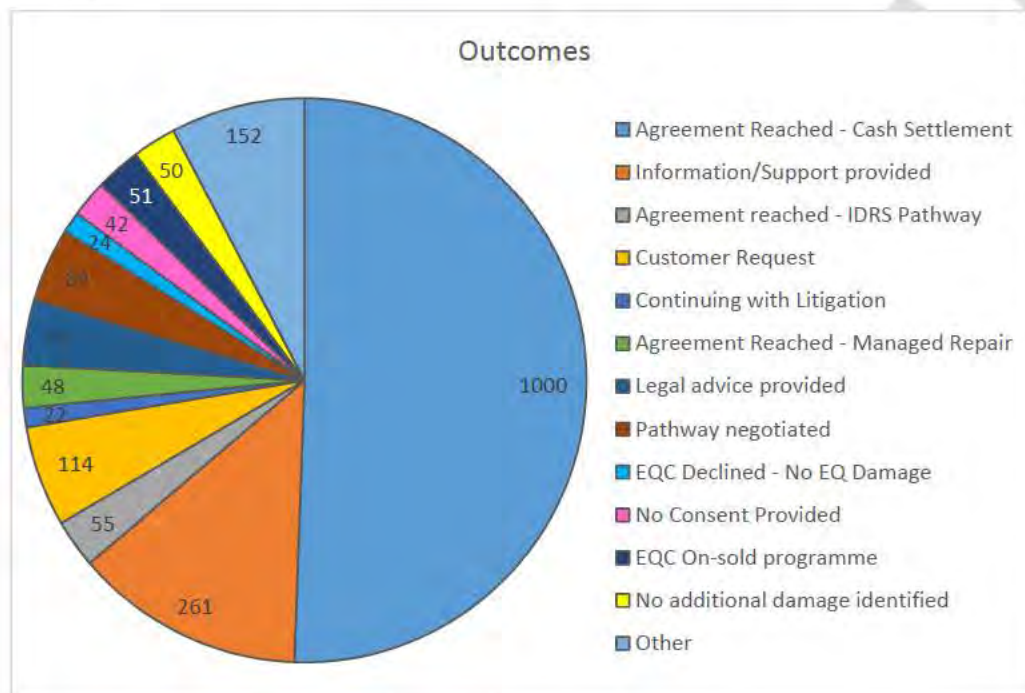


Outcomes

Of the 175 cases closed during this period, 74 cases were for *“Agreement Reached Cash Settlement”* (42% of all claims slightly up from 38% last period), 28 cases were *“Information/Support Provided”* (up 12% across this period).

The largest proportional increase in cases again came from *“EQC On Sold Programme”* with new cases into the service up from 38 cases in February 2021 to 51 (up 34%) in March 2021. The finalisation of the On Sold Programme as it gathers momentum will have a significant impact on GCCRS case load as On Sold cases currently make up 49% of all GCCRS claims.

There were no cases declined by EQC for the period showing GCCRS’s strong focus on Triage* is working.

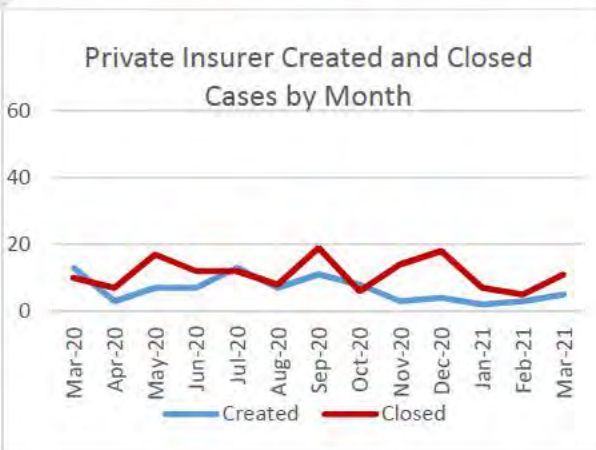
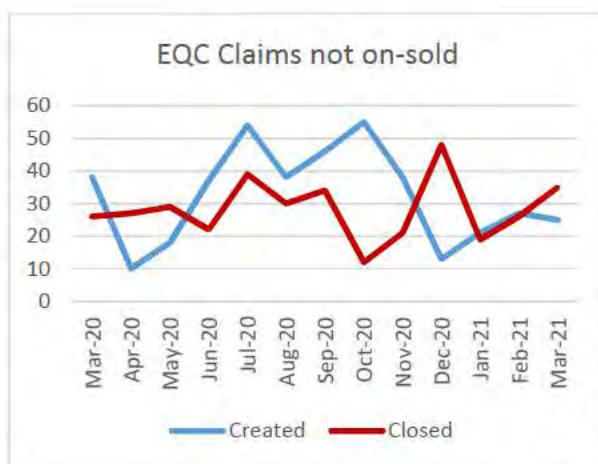
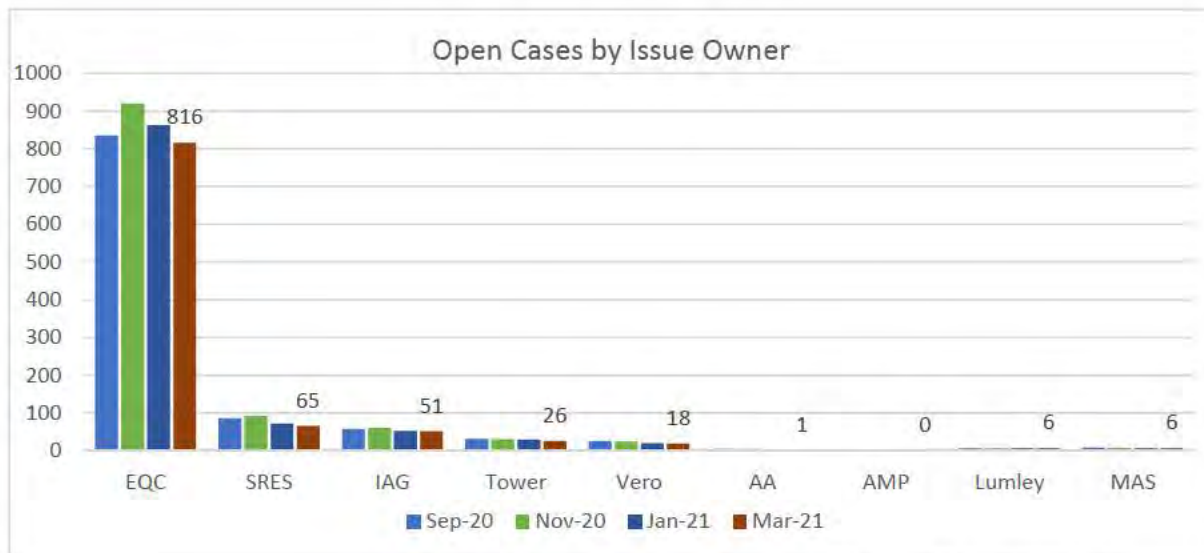


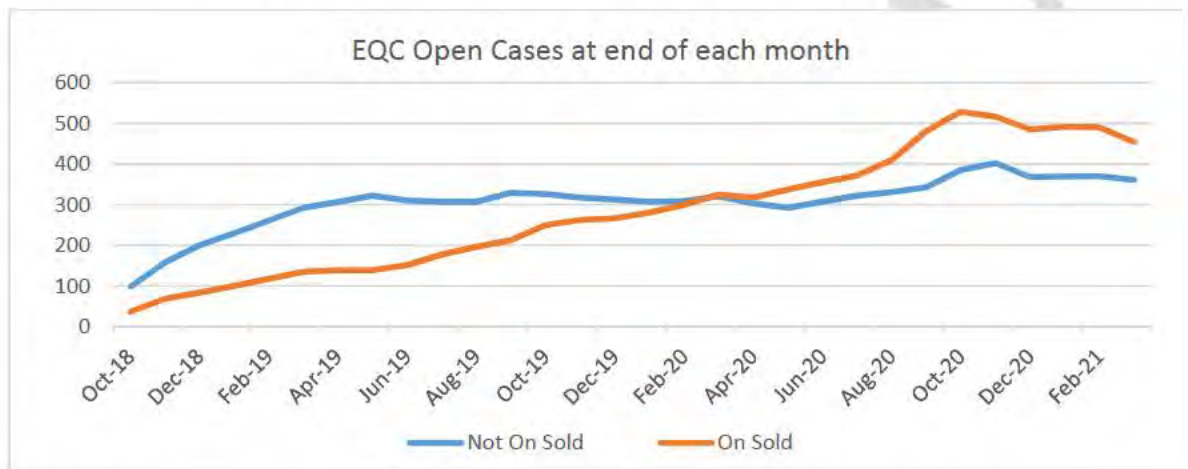
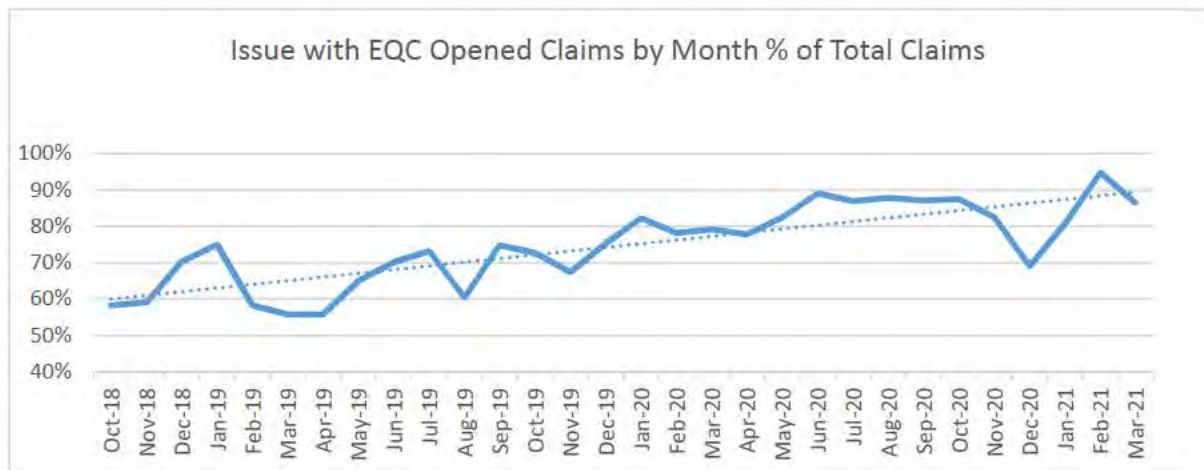
Case Inflow

EQC continues to dominate the cases coming into the service with 105 of the 116 new cases presenting with EQC issues. Private Insurers registered 8 new cases and SRES 3. Of the total 116 cases registered 55 were in the Canterbury Business as Usual (BAU) space with 61 the in On Sold space. As at the 31st of March 2021 EQC On Sold cases made up 49.5% of all GCCRS cases.

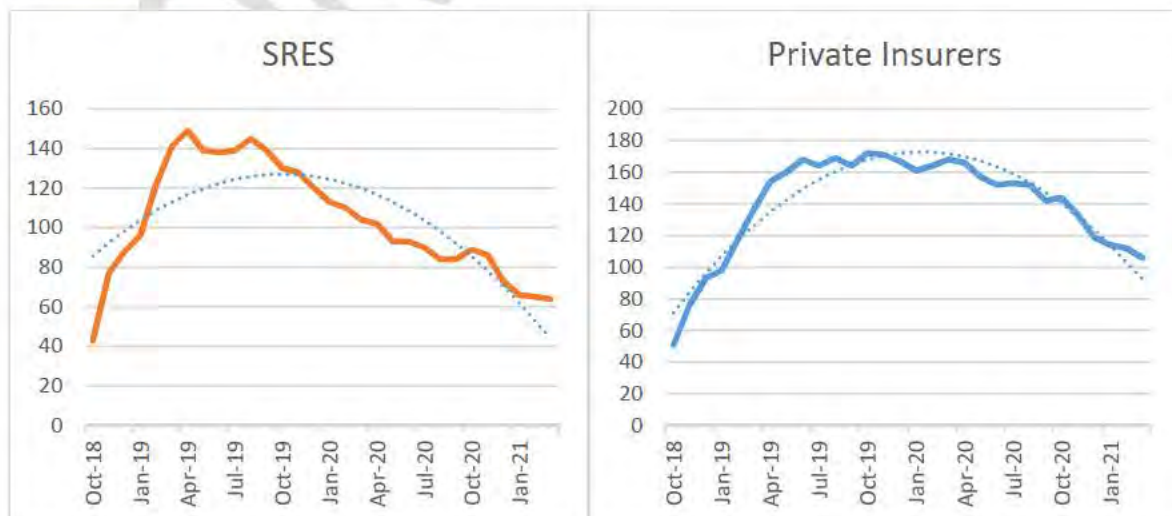
Overall cases where the liability is with EQC now makes up 82.4% of all GCCRS cases (On sold and BAU).

*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.



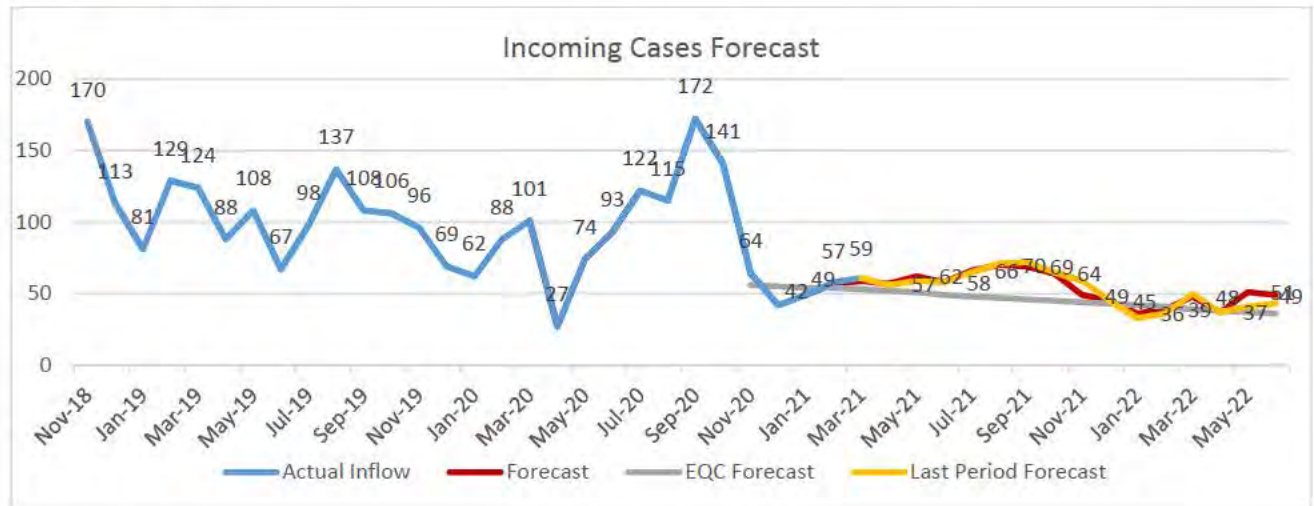


It is worth comparing the demand growth in EQC cases above with those of SRES and Private Insurers. It is clear that the trend in settlement of all non EQC cases are progressing broadly as predicted at the establishment of GCCRS. Over the past twelve months the case opening rate for SRES has been 2.75/month with a closing rate of 6.08/month. Private insurers have opened 6.08/month and closed 11.33/month. This is compared to EQC who have opened 37.4 cases/month on average and closed 29.3 cases/month.



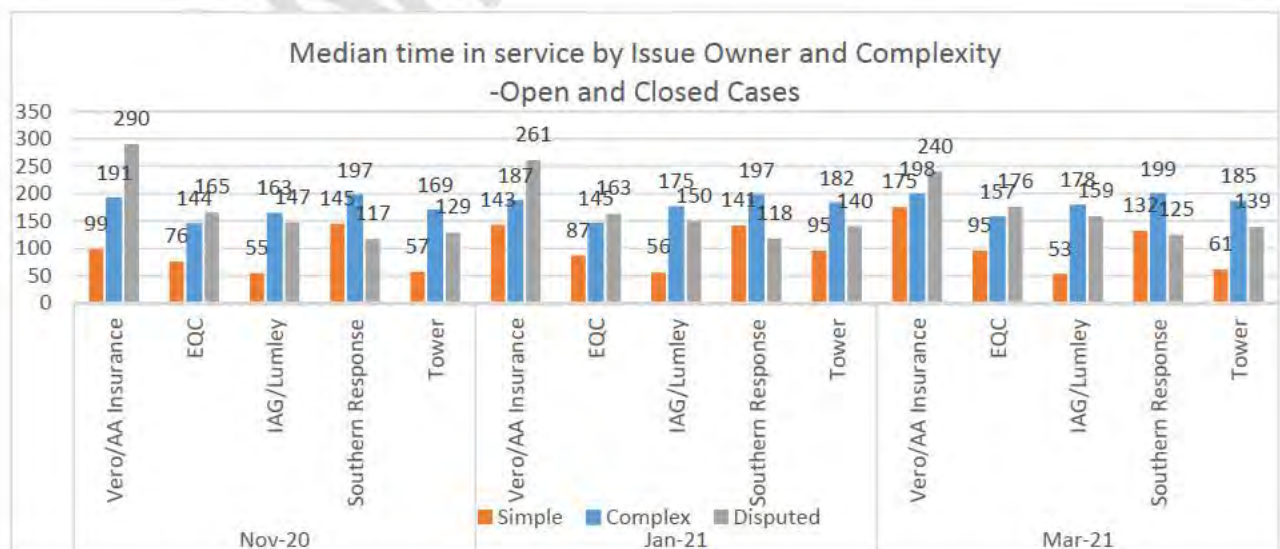
Forecasting

Forecasting demand remains extremely complex for GCCRS although as set out on page 8 it now appears clear that demand is declining. Whilst demand has climbed above the EQC forecast from October 2020 (see below) it does appear on a clear downward trajectory. It is anticipated that the EQC On Sold programme will continue to gather momentum bringing the final claims within the 2022 calendar year.



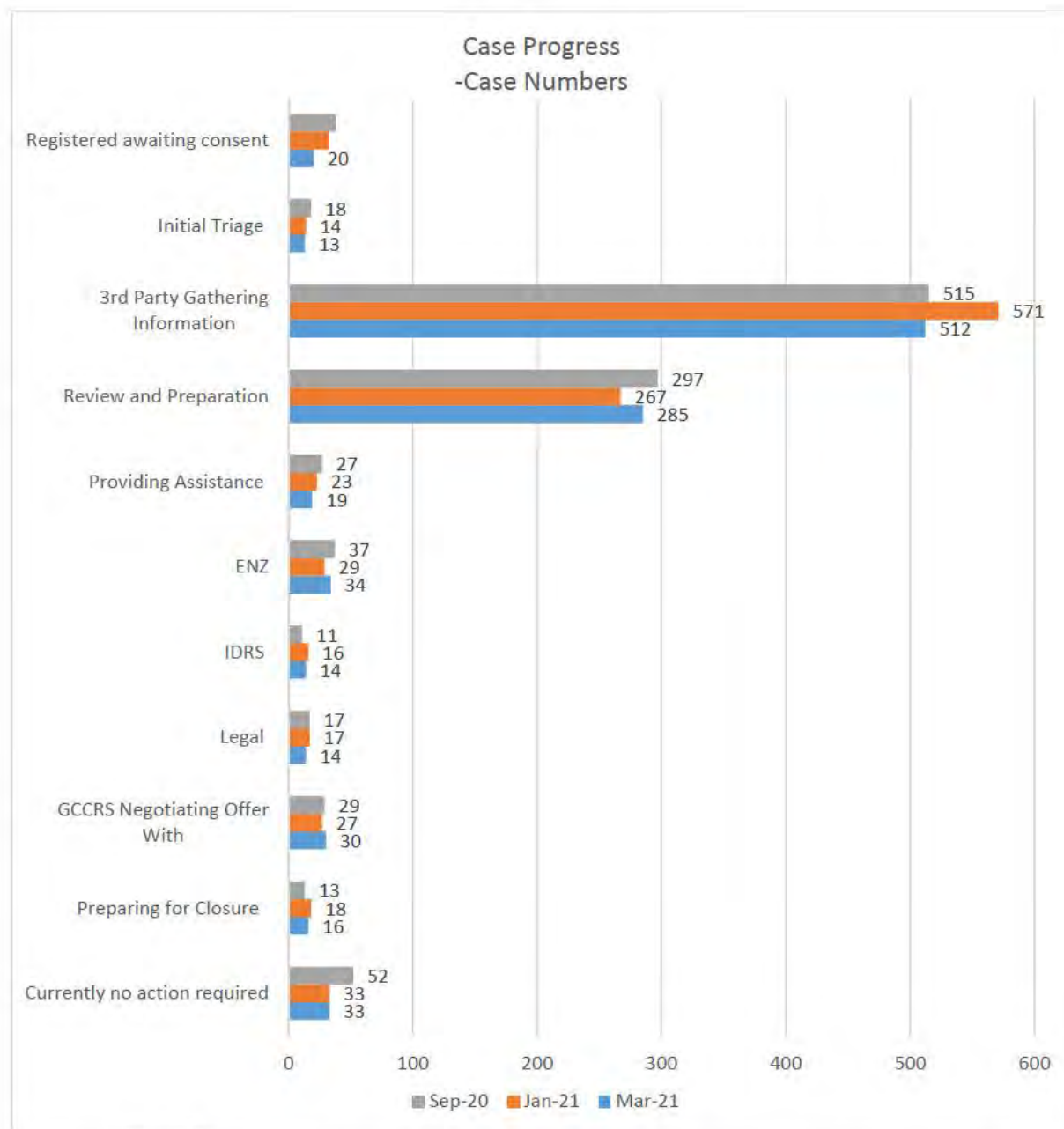
Time In Service

The following data looks at the time cases have been in the GCCRS service and is presented as the median number of days a case has been with GCCRS. Care needs to be taken with the Vero and Tower numbers due to the small number of cases but the data does show a fairly consistent median number of days across the three different periods. It is worth noting that even though EQC has by far the largest number of cases in the service, the time they are spending in GCCRS is consistent with other Insurers, albeit slightly higher than the previous period.



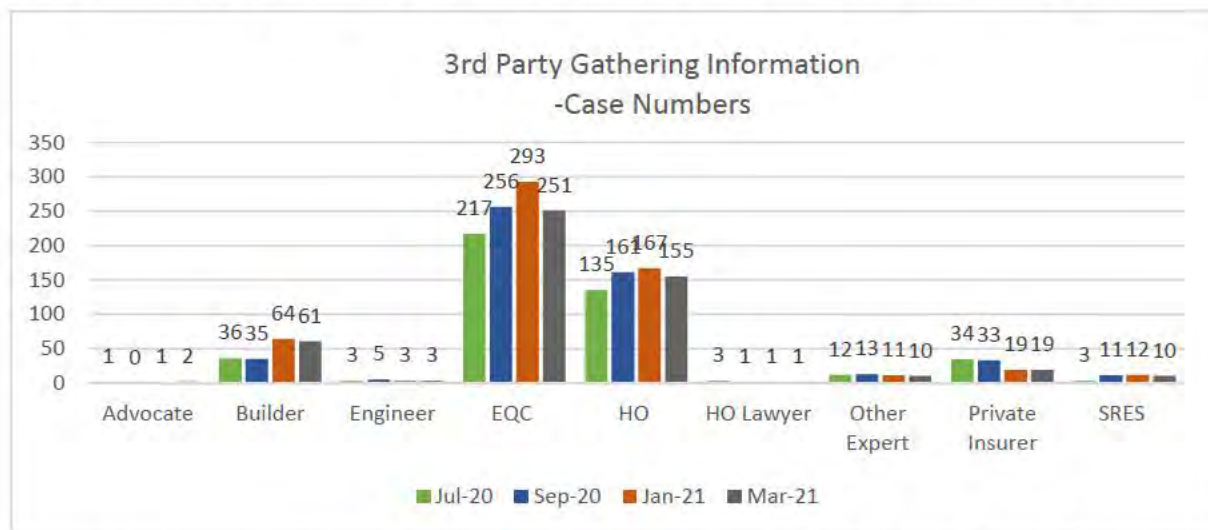
Case Progress Analysis

Case progress data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.



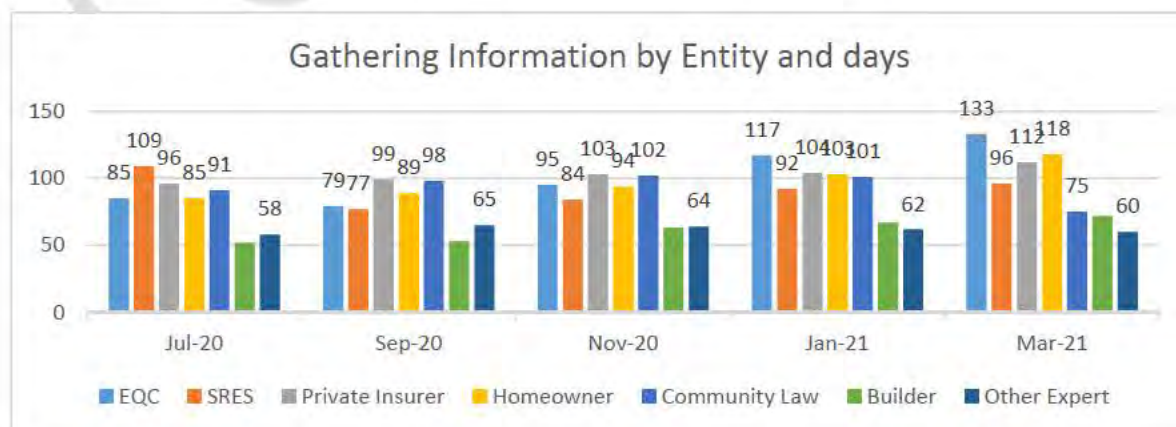
Note that in September 2020 GCCRS created a new category of *“Registered Awaiting Consent”*. These are cases that have come into GCCRS but are yet to provide a signed consent form or some other documentation required to lodge their case. An example would be an On Sold case that has not yet provided a copy of their Deed of Assignment or Sale and Purchase Agreement. This category has been created to allow the Call Centre to focus on these cases rather than the case sitting with the Case Manager to obtain the data. This change to our Primary Triage process is taking pressure off the Case Managers allowing them to focus on registered claims that have consent and a valid entitlement. Notable is the significant decrease in the number of cases in the *“3rd Party Gathering Information”* category down from 571 last period to 512 this period (down 10%).

To look into this data further it is necessary to break the data down into its constituent parts:

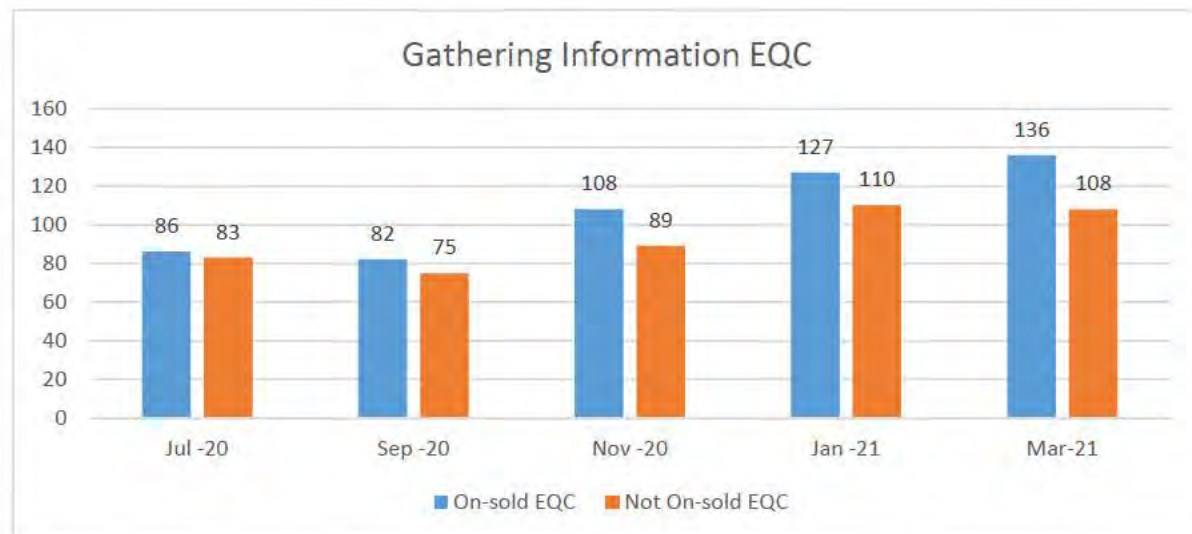


Whilst there has been a small drop in the number of homeowners in the category “*Gathering Information*” (down from 167 cases to 155 cases) we also see a significant decrease in EQC from 293 cases in January 2021 to 251 cases in March (down 14.3%). This result would indicate that the claims in GCCRS are moving through the settlement process. In the On Sold Programme HO’s are required to provide all information relating to the settlement so to see this number dropping is a significant result.

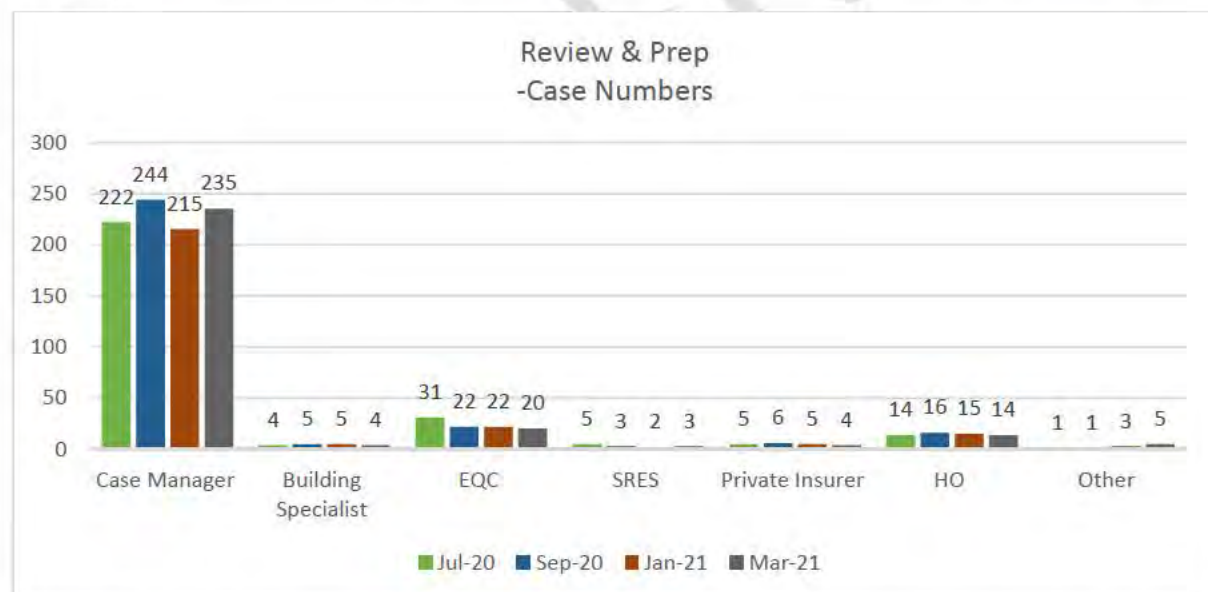
To understand the impact of these case numbers however we also need to look at the time cases are taking in this category. What is evident (see below) is that whilst we have noted a decrease in the number of EQC case numbers in this category there has been an increase in the time the cases are staying in the category. There has now been a steady increase since September 2020 where cases were spending 79 days in March 2021 whereas cases are now spending 133 days. Likewise whilst the number of cases sitting with the homeowner in March 2021 (155) has fallen from the peak of 167 in January 2021 the number of days homeowners are taking to gather information has also increased steadily since September 2020 (89 days) to March 2021 (118 days). GCCRS will need to focus attention on what is slowing these homeowners down and ascertain if any further support is needed in the coming months. It is pleasing to see the number of days Community Law spend gathering information fall from 101 days in January 2021 to 75 days in March 2021. This is the lowest time taken in this category for Community Law since January 2020 where cases were taking 109 days.



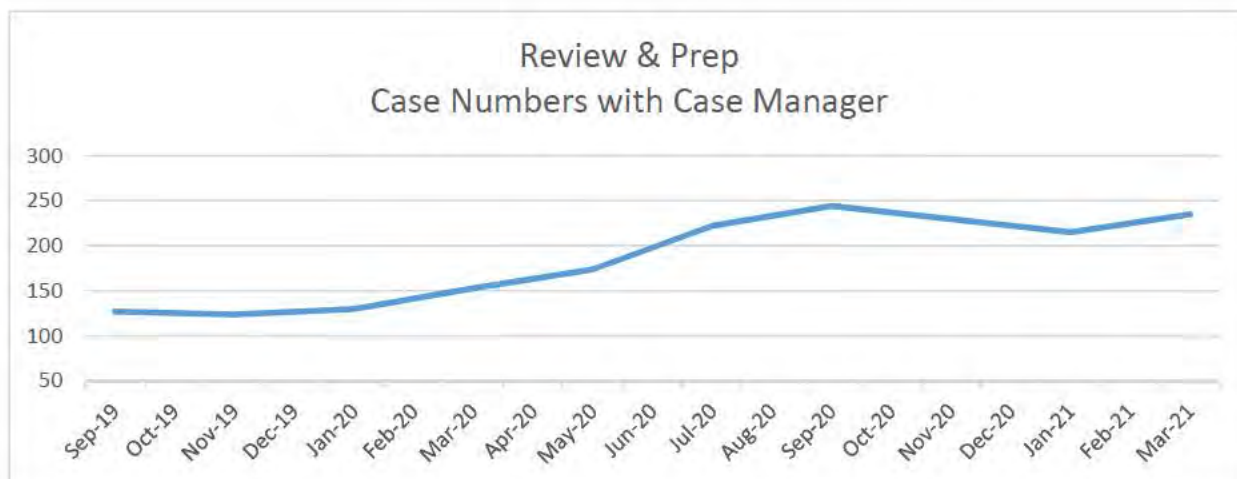
Below is the same data broken down by EQC as “Not On Sold” and “On Sold”. Whilst we seeing are an across the board increase in time the greatest proportional increase is clearly from the On Sold Programme up from 82 days in September 2020 to 136 days in March 2021. The increasing time in this category is a concern that will need to be monitored.



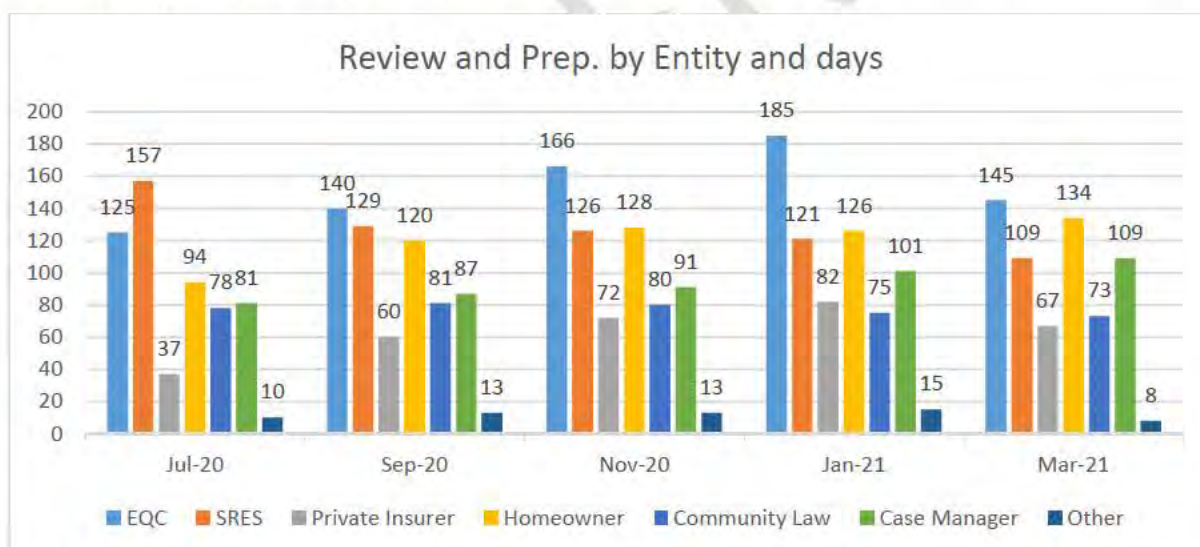
The other critical category monitored by GCCRS are the cases in the “Review and Preparation” category.



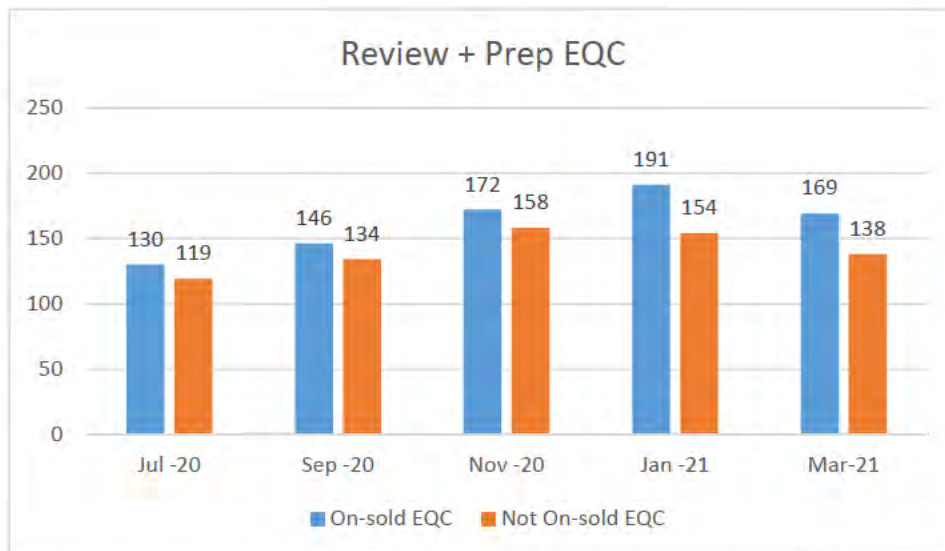
It is notable that the number of cases with GCCRS Case Managers has now increased back to 235 cases from the low of 215 cases in January 2021. This needs to be an area of focus for GCCRS Case Managers as we have had a steady increase since September 2019.



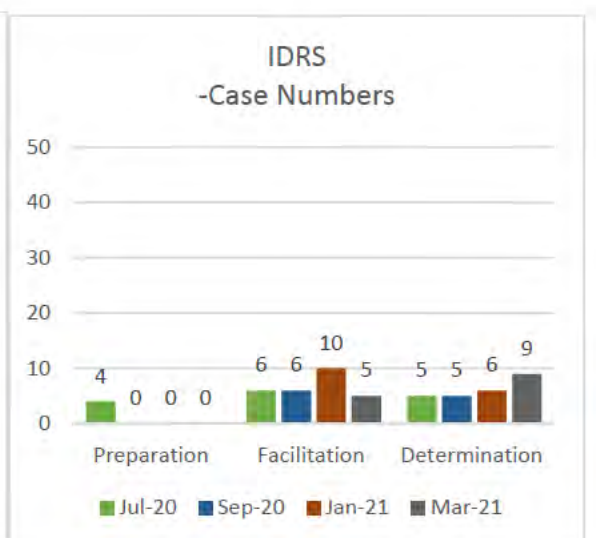
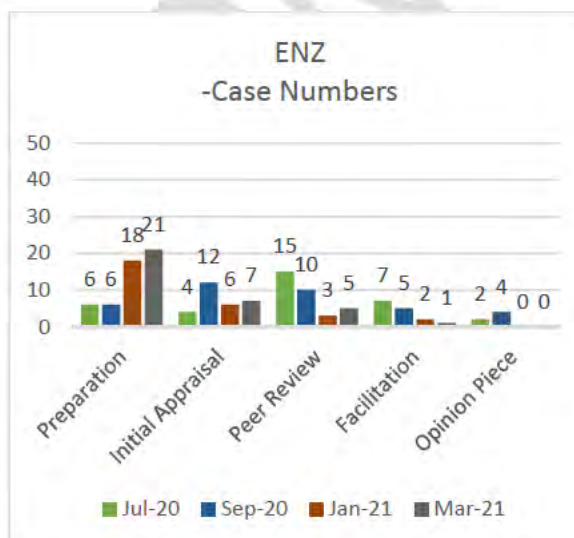
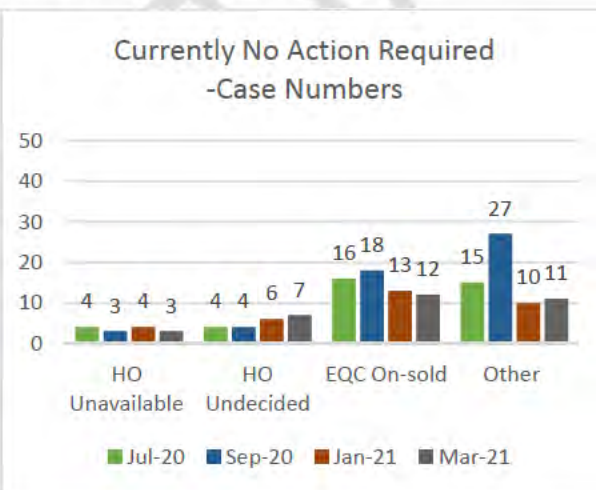
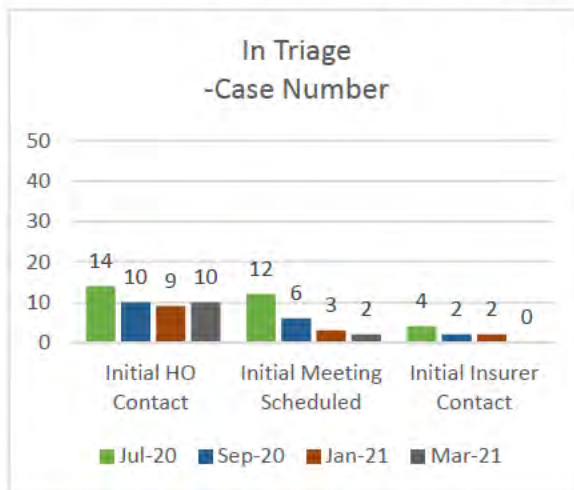
Again, the most important factor is the time taken in each category. It is encouraging to see a reversal in the time taken by EQC to “*Review and Prepare documents*” down from 185 days in January 2021 to 145 days in March 2021. SRES continues its steady decline, as do Community Law. Perhaps most concerning is the steady increase for homeowners up from 94 days in July 2020 to 134 days in March 2021 (42% increase). Further work is required to identify what is driving this delay and what, if anything, GCCRS could do further to support these homeowners. Whilst there has been a steady increase in the number of cases with Case Managers it is evident that the number of days has only marginally increased from 81 in July 2020 to 109 in March 2020.

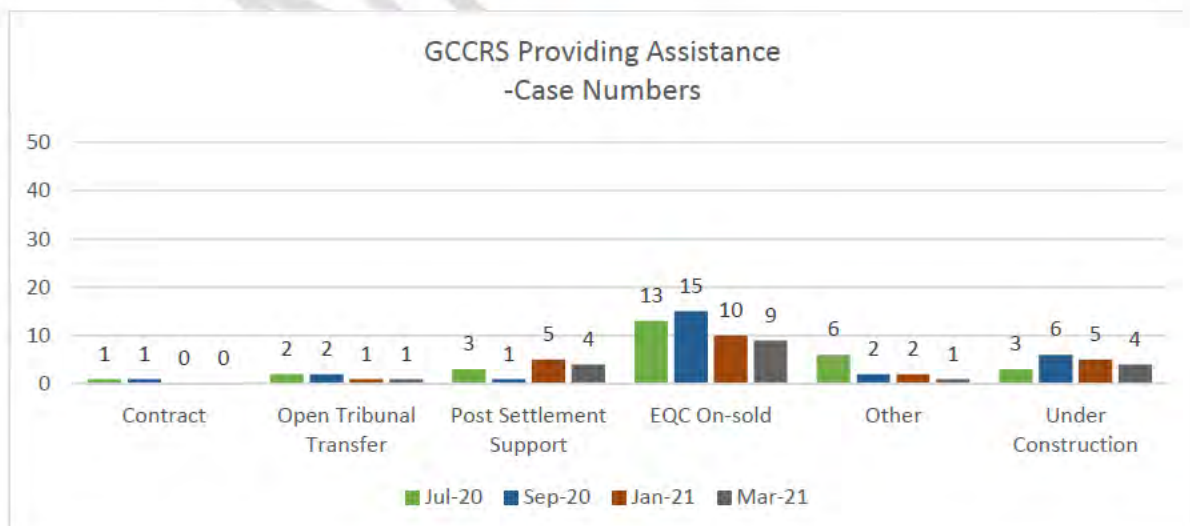
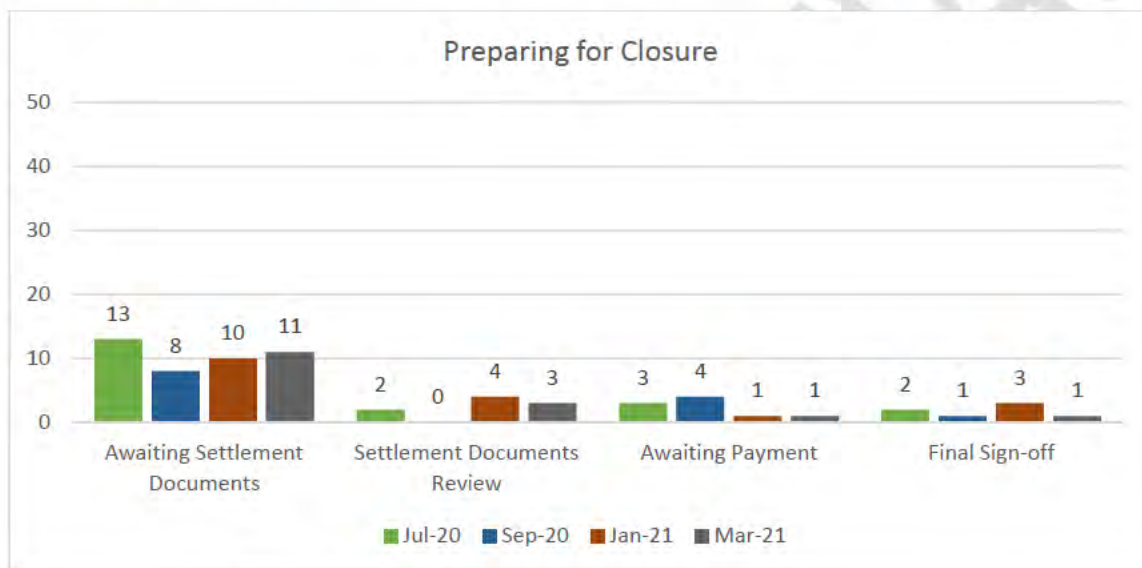
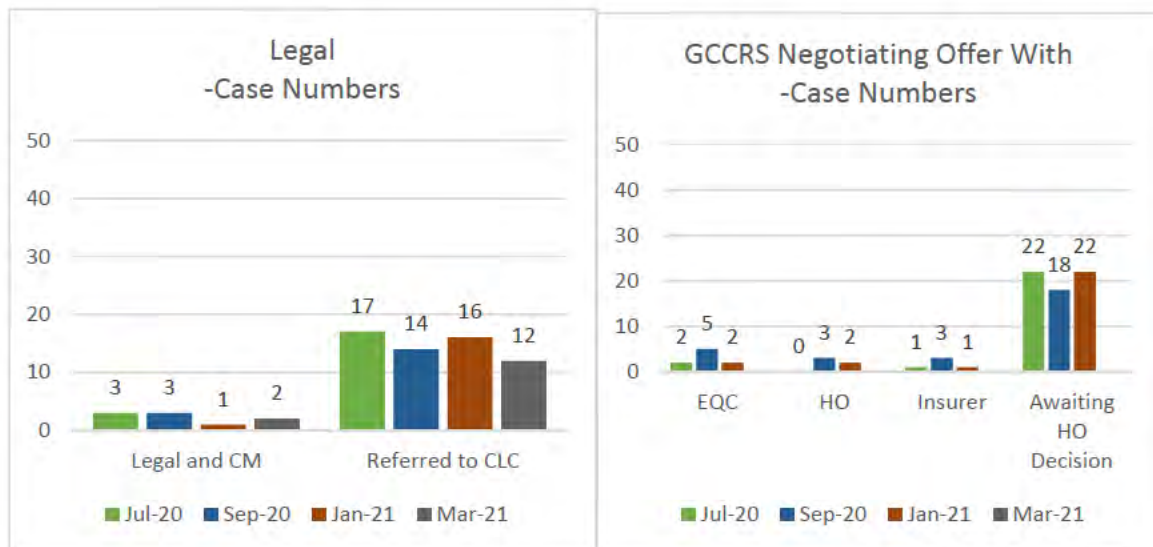


As can be seen below, the increased number of days for EQC is broadly split between On Sold and Not On Sold with a slightly higher rate in the On Sold Programme. This is likely due to the large number of homeowners presenting repair strategies and Engineering reports to EQC for review.



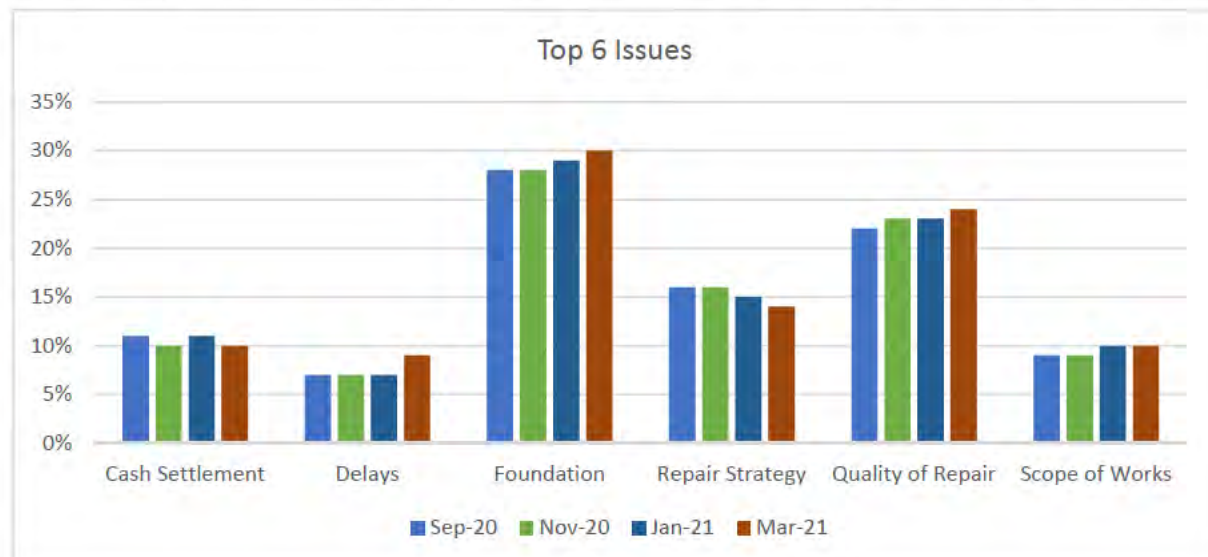
Other categories monitored for the number of cases in the category are:



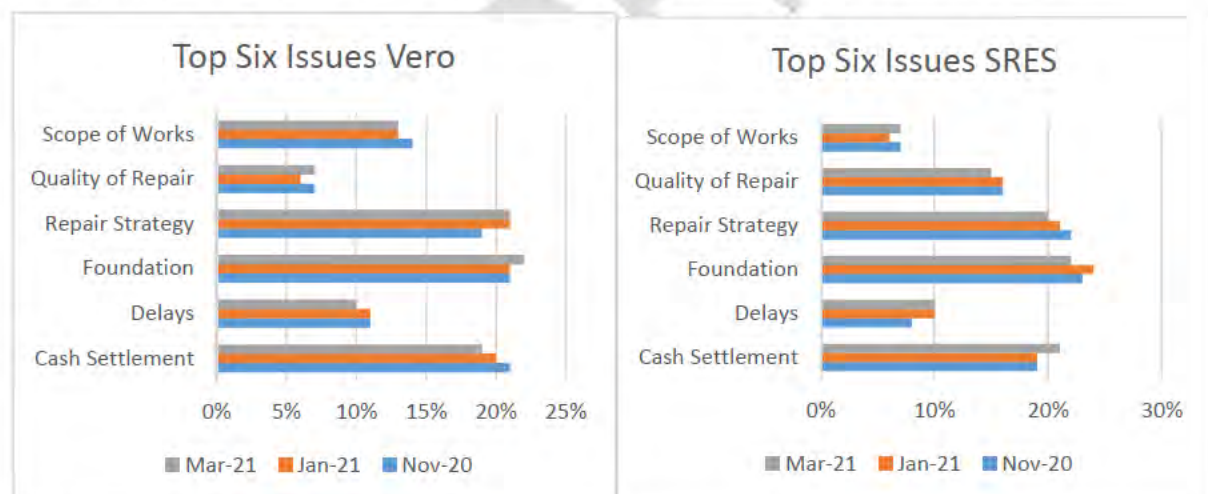


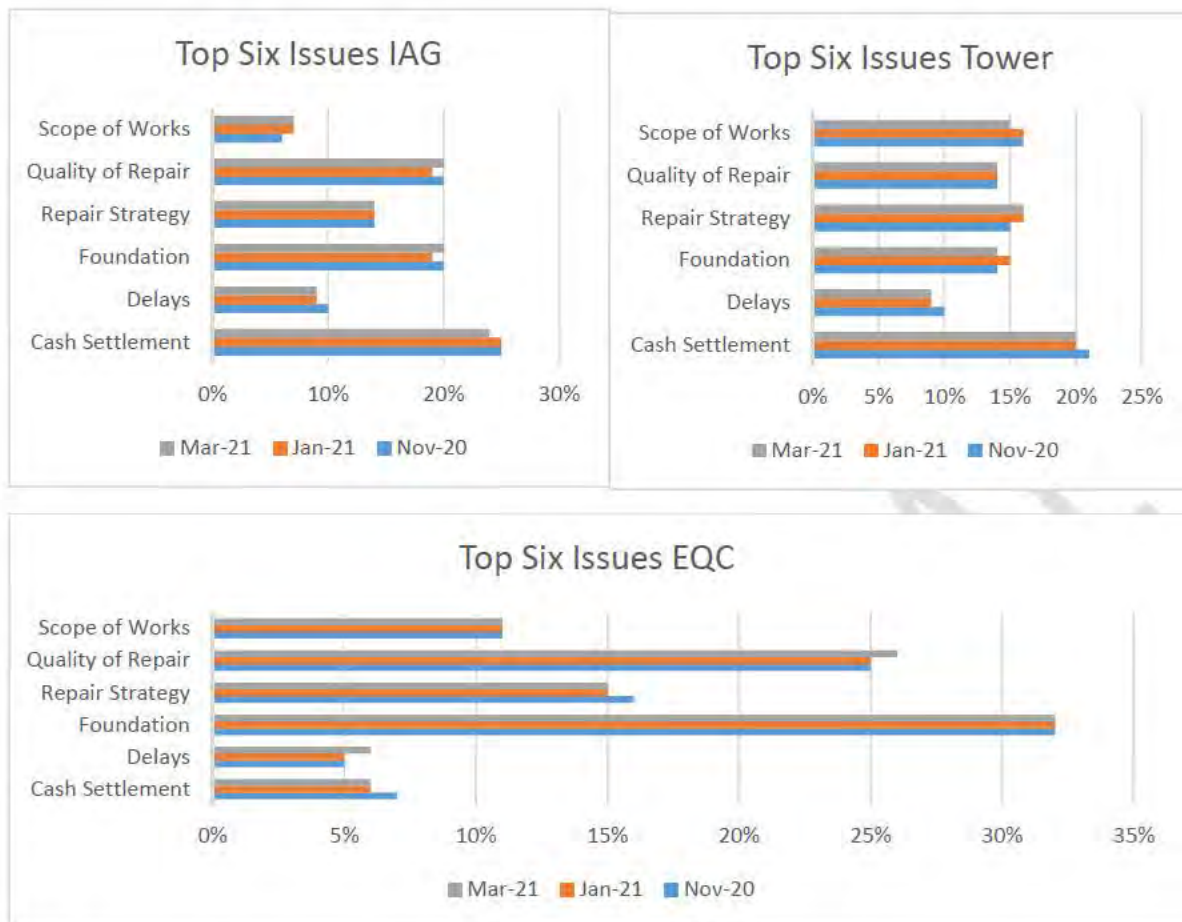
Property Issues

The March 2021 period showed a small increase in the level of people presenting with “*Foundation*” issues along with “*Quality of Repair*” and “*Delays*”. Proportional decreases were in “*Cash Settlements*” and “*Repair Strategies*”. Work is currently underway in the Engineering Advisory Panel to better understand the issues with Foundations and the Repair Strategies that have been used.



The top six issues by issues owner show the breadth of issues across Insurers and EQC.





GCCRS Exit Survey

Questions	Last Period	This Period	Average
1. Through GCCRS I was able to receive assistance with my claim.	97%	96%	86%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	97%	88%	84%
3. The guidance I was given by GCCRS was appropriate to my situation.	94%	88%	87%
4. I was kept informed of the progress of my case.	94%	92%	85%
5. My Broker acted in a professional	97%	96%	91%
6. I felt my broker understood my situation.	94%	92%	87%
7. My wellbeing has improved as a result of using GCCRS.	87%	73%	75%
8. I would recommend GCCRS to others.	97%	92%	89%



Satisfaction Level - 89%

As can be seen above from the sample of homeowners who responded to our satisfaction survey their satisfaction remains very strong. In the period February to March 2021 92% of homeowner's who responded stated that they would recommend GCCRS to others slightly down from the high of 97% in January 2021. GCCRS notes that the rating for "My wellbeing has improved as a result of using GCCRS" has reverted back to near its long run average at 73% down from 87% in the last period. Again this will need to be a focus going forward.

Homeowner Feedback

A sample of the feedback from homeowner's during October 2020 to January 2021 included:

"The GCCRS has lifted a huge weight off my shoulders and managed to get results I could only dream of!

Thank you so much."

"I don't understand why everyone that needs to isn't using this service. It is a wrap-around service and I am really grateful that the Government set it up. - thank you!!"

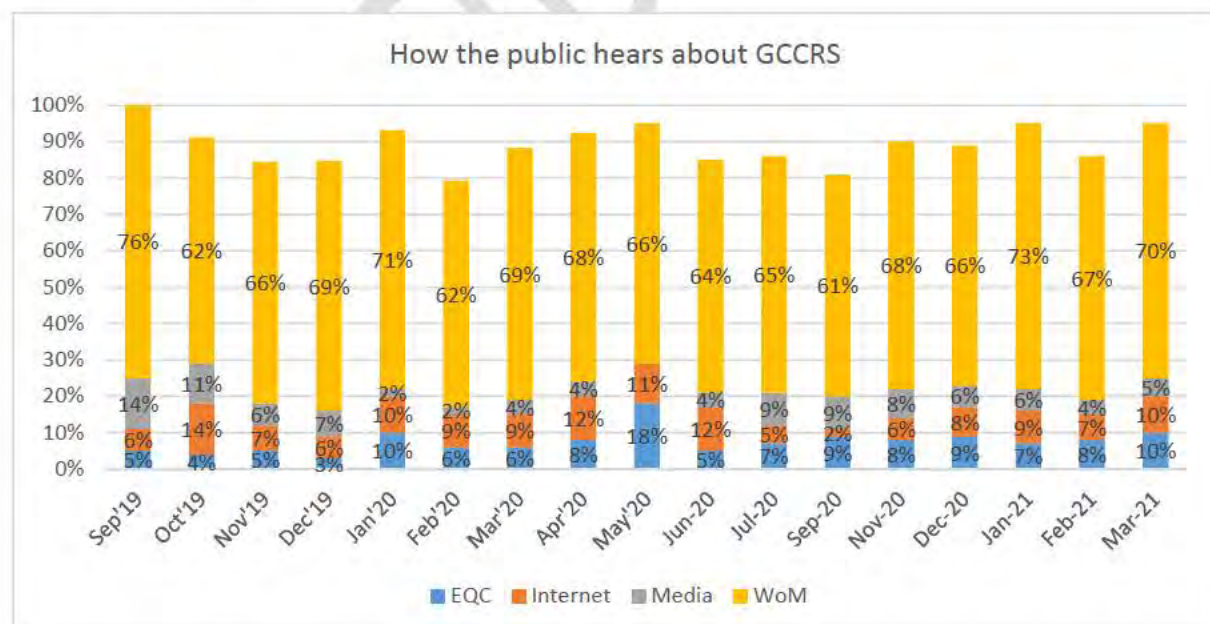
"I have dealt with my Case Manager on both my parent's house and more recently my own. My Case Manager has been extremely helpful in getting the relevant parties together and progressing my claim.

I'm sure without the input we would still be discussing next steps.

I can't recommend the process or my Case Manager highly enough."

How the public hears about us

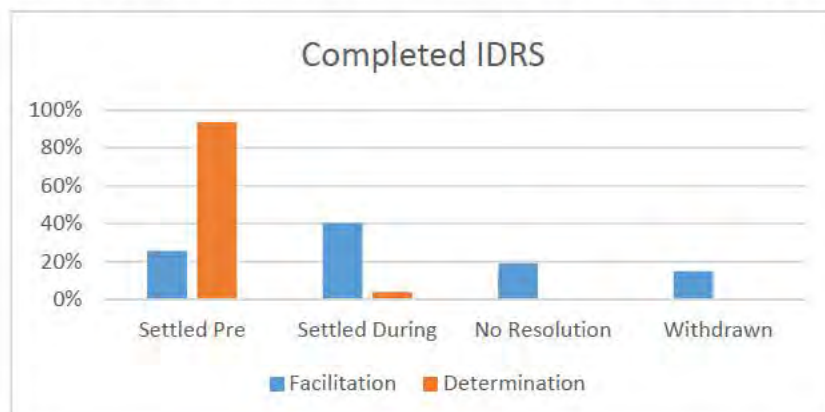
GCCRS tracks how people come into our service so that we can understand both the marketing and perhaps more importantly the performance of our service. "Word of Mouth" referrals into GCCRS remain very strong with 70% of homeowners coming to us from others. "Internet" referrals have continued to rise from 2% in September 2020 to 10% in March 2021 reinforcing the work carried out last year to bring the sign up and consenting process onto our website platform. It is important that GCCRS maintains its focus on providing excellent service to ensure the referrals continue to come from our customers.



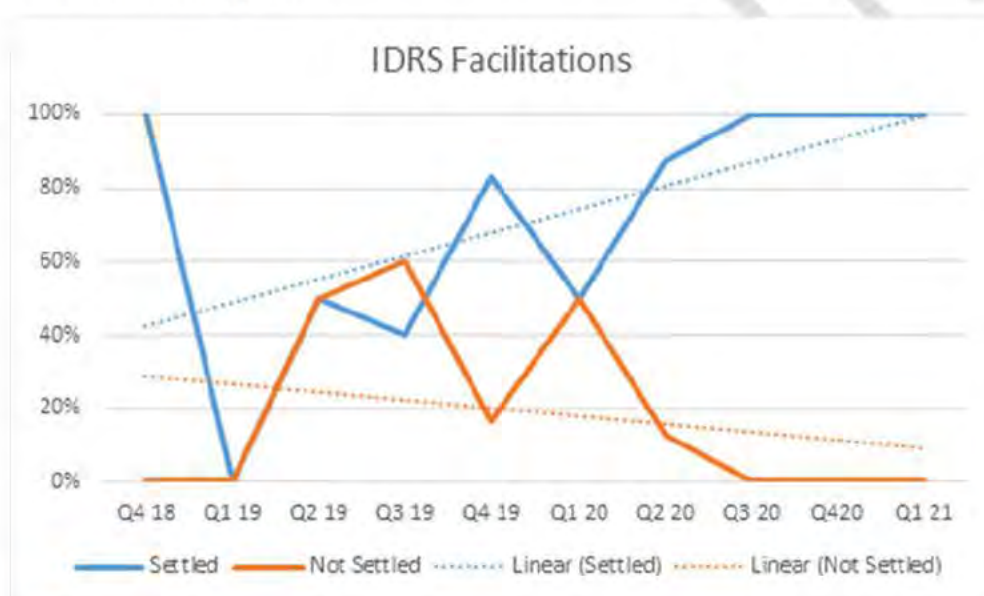
2. IDRS Update

As at the end of March 2021 the GCCRS has two cases booked for facilitation with dates confirmed, and seven cases for facilitations that GCCRS are actively working on to confirm dates and members.

Currently there are five determinations being worked on; of these, two have confirmed dates for hearings. Of the three cases set down for facilitation or determination during this report period: two settled during the facilitation, and one determination settled before a Hearing.



IDRS continued its strong run during February & March 2021 with 100% of all cases settling either prior to or at the Facilitation. Feedback from Insurers and homeowners on the Facilitation process remains extremely positive.

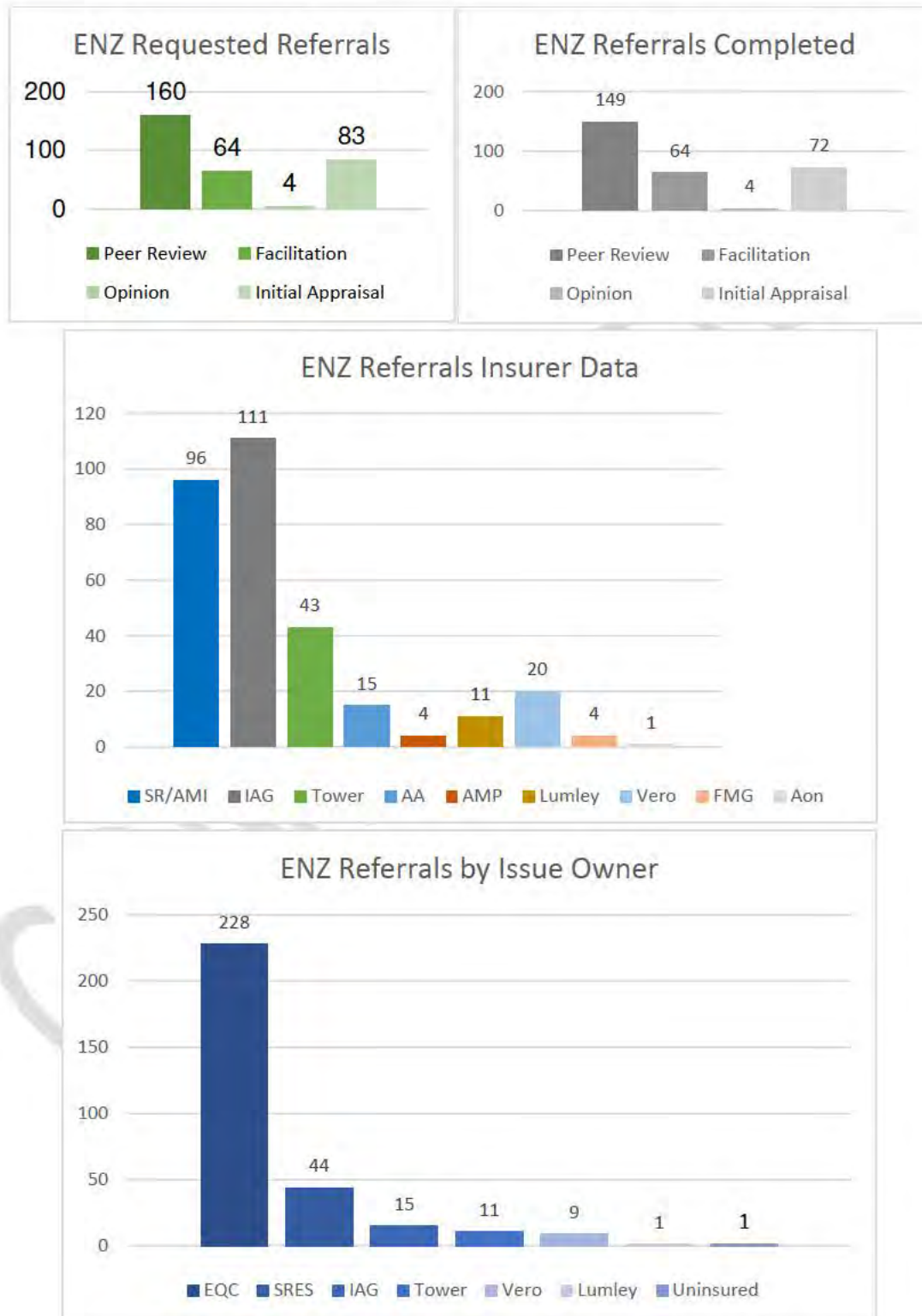


GCCRS has now completed 48 Facilitations and 31 Determinations.

GCCRS has completed a high level review of the IDRS service with several changes being made to the service. Homeowners who now register with IDRS for more than one property and wish to undertake a Determination will be given the same Determiner across all their properties. This is to ensure consistency across decisions for the homeowner. In addition to this, GCCRS has now clarified that Determinations will not be available by right for homeowners in the On Sold Programme. This is due to the acknowledgement that the programme is a discretionary programme and not covered by the EQC Act or an Insurance Policy. GCCRS is currently making some alterations to the confidentiality agreement to ensure that confidentiality is kept front and centre for all participants and to allow the IDRS Manager to review specific decisions should a party to that decision request it. Finally GCCRS will now allow a party to the Determination to request a site visit by the Determiner should they wish to. It is expected that site visits would occur when such requests are made.

3. Engineering Update

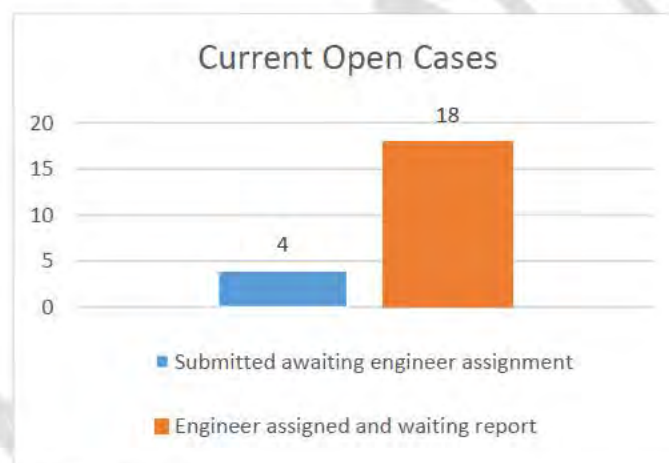
As at the 31st of March 2021 there were 10 open/active cases that have been **submitted** to Engineering New Zealand, awaiting completion. Overall there have been 311 cases submitted and of these, 289 have been completed.



Peer reviews continue to be the most common type of referral with 160 of the 311 total submitted requesting this service. The demand for Initial Appraisals and Peer Reviews continue to increase. For February and March 2021 the GCCRS submitted 13 requests for Initial Appraisals and 12 requests for Peer Reviews. This is almost double the number submitted in 2020 for the same two months – seven Initial Appraisals and seven Peer Reviews. The increase in Initial Assessments is likely linked to the recent changes in EQC where the burden of proof is more heavily placed on the homeowner.

The GCCRS have been working on a survey with ENZ to send to homeowners who have accessed this service. The survey focuses on the homeowners questions being answered, clear outcomes, easy to understand language and impact on the claim progression. We are looking to roll this survey out over the coming months.

The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 19.20 working days down from the previous report of 19.81 working days. The average time taken from the date of assignment to provision of the report is 36.32 working days up from the previous report of 32.43 working days. ENZ has experienced some personnel changes recently that may be impacting on this timeframe.



The above graph shows that of the 22 open cases submitted to ENZ, four are awaiting assignment to an engineer on the panel.

4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

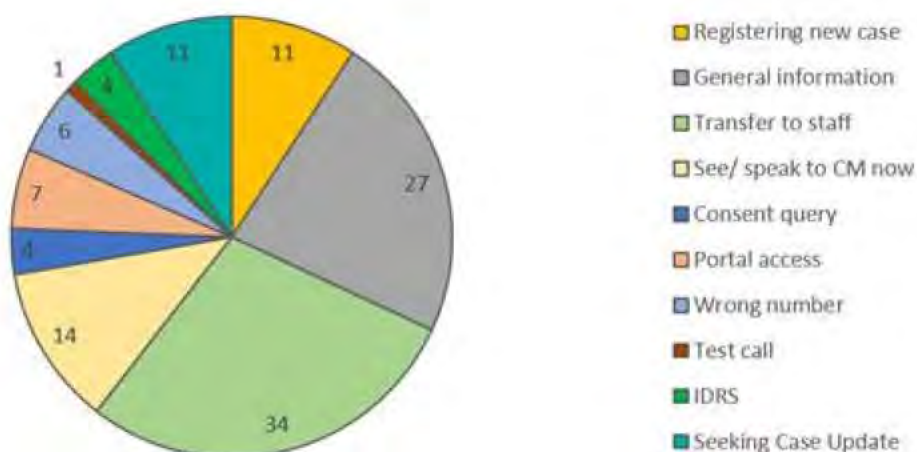
In addition to the Pathways programme for homeowner's GCCRS continues to run its staff wellbeing support package. This service has now been renewed through to June 2021 and continues to provide one on one, group and targeted support sessions.

5. Operational Update

a. Call Centre Update

During March 2021 the GCCRS Call Centre answered 96% of calls within 30 seconds (5 seconds average wait time). No calls overflowed to the main MBIE Service Centre. The abandonment rate was very low at 3.97%.

GCCRS 0508 Service - March 2021

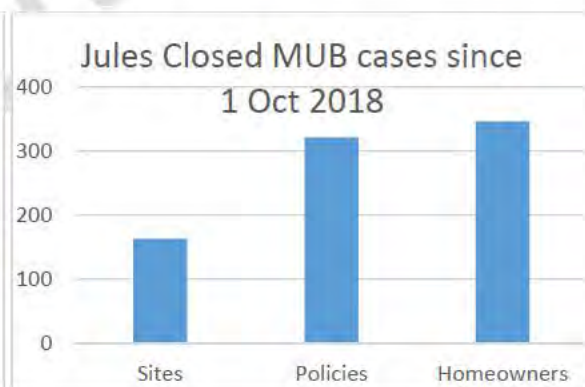
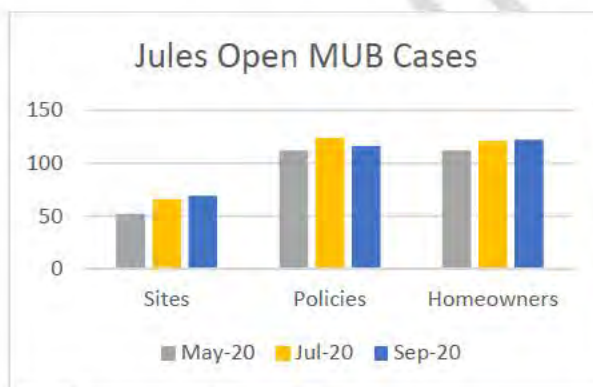
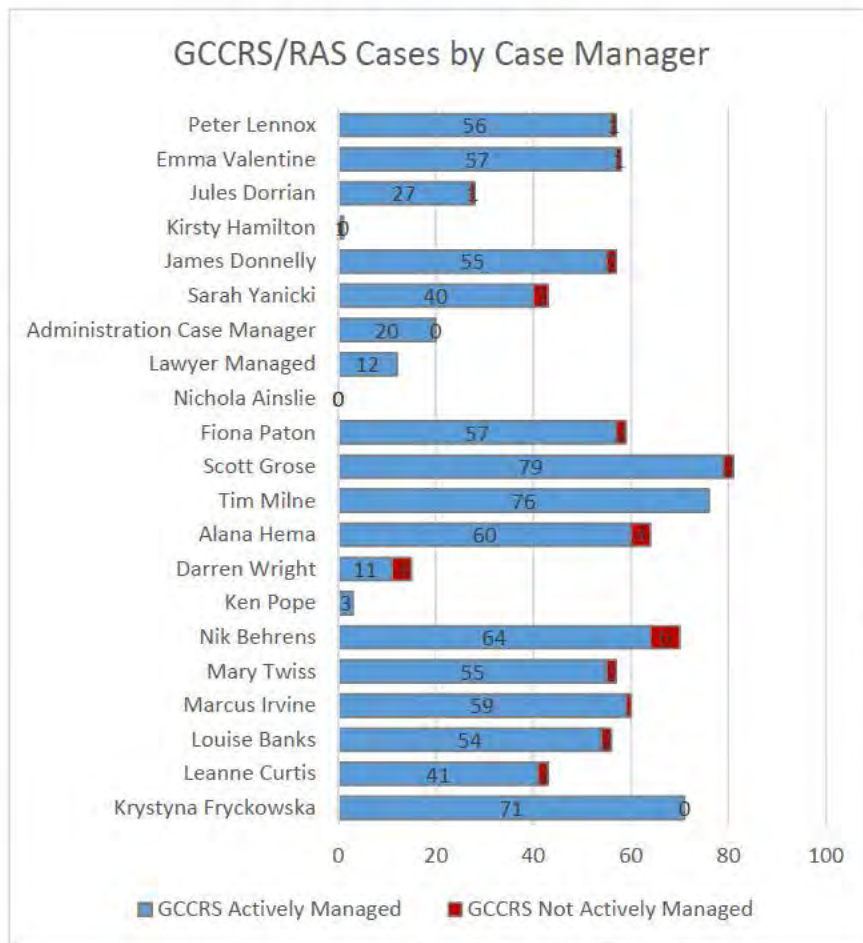


We have added two new categories to our call recording “IDRS” (where a homeowner or in many cases a lawyer contacts GCCRS specifically related to the IDRS) and “Seeking Case Update” (allowing us to track how many homeowners are specifically requesting updates on their claims through the call centre). As can be noted a large proportion (28.6%) of calls remains a request to transfer to staff likely linked to the older homeowners in the service not wishing to incur the costs of contacting mobile phones.

b. Case Manager Update

As can be noted from the graph below some level of disparity is growing in the case numbers of Case Managers. It should be noted that Sarah, Fiona and Marcus are all less than full time Case Manager’s and further that Peter and Emma are being allocated claims after their recruitment.

Despite this there is disparity between Scott/Tim in the high 70’s to other Case Manager’s in the mid 50’s. Work is underway to rebalance this although it remains a challenge that many homeowners come into GCCRS from word of mouth and that often entails a request for a specific Case Manager. Whilst we do not allow homeowners to choose their Case Manager it is often the case that family relationships or multiple dwellings means there are wellbeing and trust issues to be taken into account. This imbalance will be a focus of Leanne and Ken (in their Case Manager Advisor capacity) over the coming months.



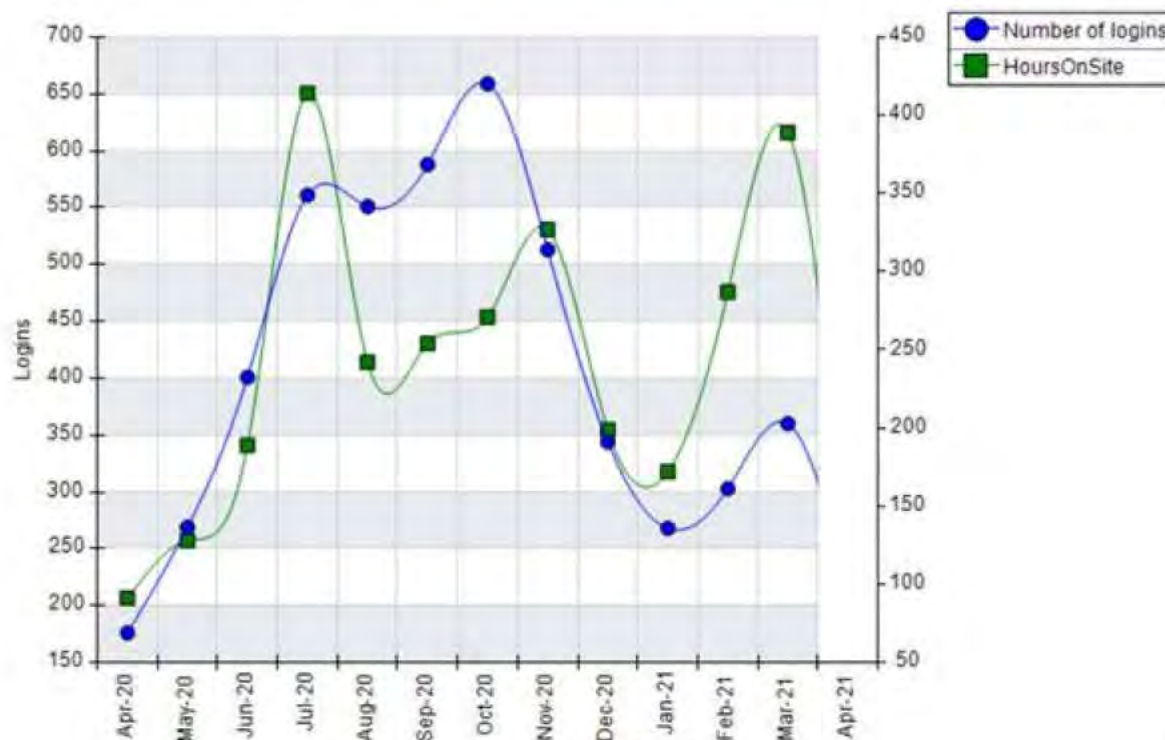
c. Portal Usage

There were 116 individual users of the portal in March compared to 96 last month.

March has recorded 360 logins to the portal compared with 303 in February 2021.

Combined hours of portal activity was up to 389 hours for the month compared to 287 last month.

Our data shows an average session time of 65 minutes per user for March 2021, compared to 57 minutes for February.



d. Health and Safety

There was one Health and Safety issue during the period where a staff member attended a property that was considered dangerous. The Case Manager followed all MBIE protocols, including using the Get Home Safe application and attended with Pathways Staff. It was evident during the site visit that gang and drug related incidents were likely at the property. GCCRS has informed MBIE and EQC of the risks with the property and upgraded iViis so that properties can now be more easily identified for these risks. GCCRS staff will not attend site again, all meetings will be at MBIE offices going forward.

e. Funding

As noted in the last report GCCRS currently has sufficient funding up until December 2021. GCCRS has requested an extension of funding and expects to hear through budget announcements on the 20th of May 2021. GCCRS's current focus is on preparing extensions to all contracts, including staff, third parties and contractors subject to budget announcement.

f. HOAG and CRG

EQC has now wound up its Claims Reference Group with the focus moving to the National Reference Group recommended in the EQC Enquiry by Dame Silvia Cartwright. The GCCRS Home Owner Advisory Group (HOAG) has a commitment from EQC to attend any meetings as required to deal with ongoing Canterbury Earthquake Sequence issue. The first meetings of the new HOAG has now been completed with several EQC and SRES staff attending to provide briefings and respond to agenda items.

GCCRS would like to acknowledge the resignation of Ali Jones from the HOAG. Ali has been a member of the group since the launch of GCCRS and has been a very valued member of the team. Ali brings an enormous amount of passion for homeowners and knowledge to the table and will be sorely missed by GCCRS at the HOAG meetings. We wish Ali well in her future endeavours and look

forward to continuing to work with her to support the many homeowners she has introduced to the GCCRS.

Following a request from HOAG the Minister for GCCRS met with the HOAG in mid April. The meeting was not attended by GCCRS staff to ensure independence and impartiality of the feedback.

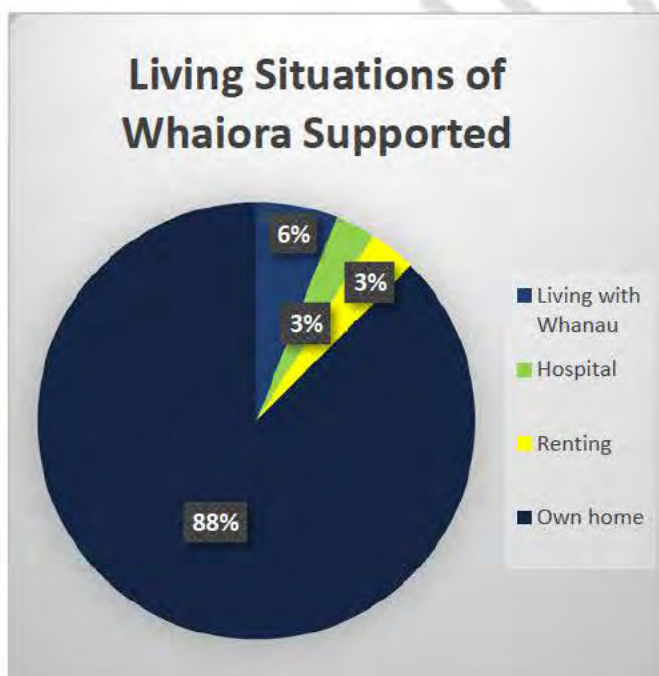
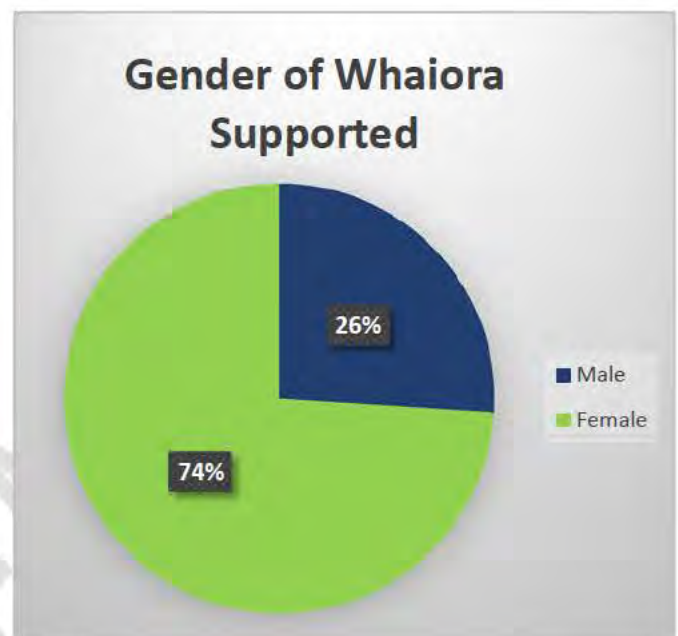
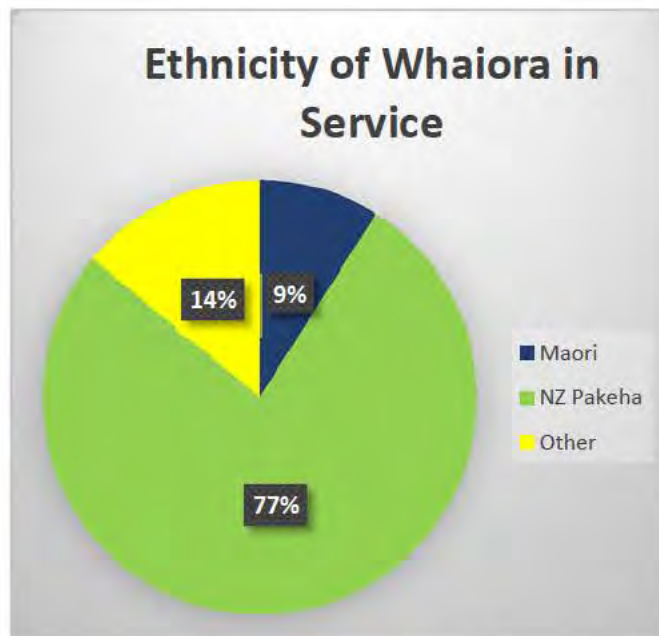
g. Media Release

GCRS is currently preparing a media release to celebrate our recent successes and remind homeowners of the services offered by GCCRS.

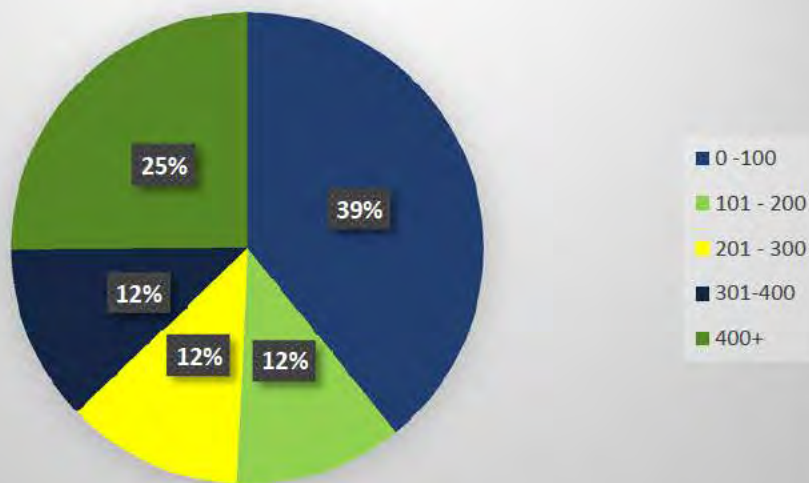
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Greater Christchurch Claims Resolution Service Report

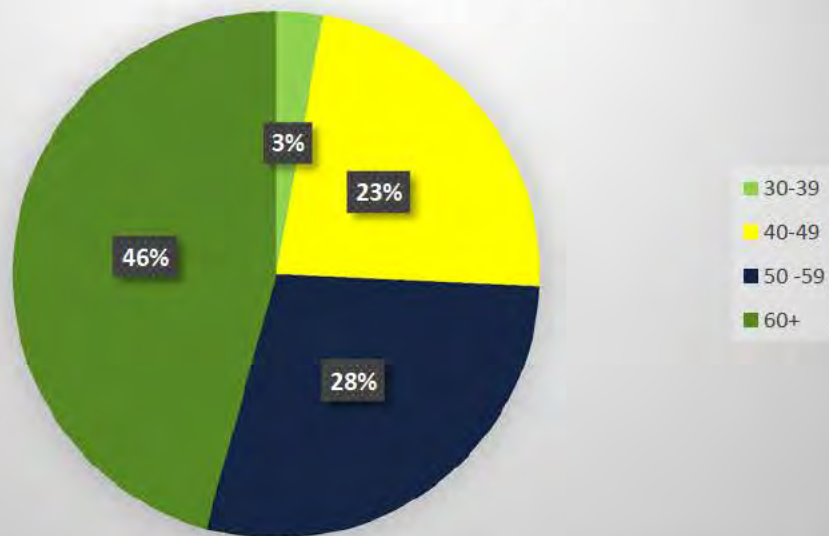
1st February to 31st March 2021



Length of Time in Service - Average 251 days



Age of Whaiora Supported



Greater Christchurch Claims Resolution Service Report

1st February - 31st March 2021

Social Work Report:

Social Work Report; Connectedness

One of the key themes that we have had a focus on recently is connectedness. This has many forms within the whaiora that we support.

Relationships:

Personal relationships with whanau and friends are a key part to someone's overall wellbeing. Being able to express the genuine self to others reinforces to people that they are loved, cared for and accepted. Sadly, prolonged stress can have exceptionally negative impacts on relationships with others. Our focus is supporting people to either manage their current relationships or build new ones that are going to be sustainable long term.

Professional relationships are also part of the puzzle, if people feel that they can approach the person that they are working with on their claim, they will be more responsive if something negative or unexpected happens. Our team work hard to ensure that people are feeling heard and supported. We build a relationship with the people we support and try and be that collaborative person between the people that we support and the case managers. Creating enough time to listen to the persons concerns and worries is an important part in relationship building.

Being Connected in the Community:

Stress can cause people to isolate themselves in the community. We see this in our people through them avoiding people that they care about or by pushing them away. This looks different for everyone such as obsessive behaviours (only thinking about the claim), not taking phone calls from loved ones, and some inability to cope with situations that previously would be manageable. Our team have been supporting people to make phone calls, schedule intentional time with people and referring to other agencies that specialise in relationships.

One of the key parts of our support when working with homeowners is to ensure that they have the right support systems around them. Our team helps them achieve things such as having time away from their children, having a regular coffee date with a friend or joining a community group, it may give them the breathing space to rest their brain from the constant need to deal with the claim.

Stories:

A man that we currently support had completely disengaged from all support systems (friends, whanau and medical). We spent time building an honest and trusting connection with him, hearing his story, and empathizing with his circumstances. We have managed to re-connect him to his case manager, we supported him to the GP, we have encouraged connections and reaching out to friends to discuss his mental health and he recently phoned to say he was having “the happiest day I have had in years”.

We recently held an event commemorating the 10th anniversary of the Christchurch Earthquake, during this we saw a lot of the people we support asking for each other’s contact information as they wanted to connect with each other. Our intention is to build on this, based on feedback, to facilitate catch up. Three of our over 75s are regularly asking after one another and wanting to catch up.

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6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

June 2021

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Call Centre Update
 - b) Case Manager Update
 - c) Portal Usage
 - d) Health and Safety
 - e) Funding
6. Key

GCCRS, Level 2, Grand Central Building, 161 Cashel Street, Christchurch 8140
Private Bag 4714, Christchurch 8140

Email: contact@gccrs.govt.nz Website: www.gccrs.govt.nz Phone: 0508 624 327



Greater Christchurch
Claims Resolution Service

Executive Summary

Key to the period in question has been both the renewal of funding for GCCRS in the May Budget announcements and the ongoing downward trend in case registrations. GCCRS has continued to settle more claims than have been opened with a net reduction of 57 cases closed in the April and May 2021 period.

Whilst demand has continued to trend downward the May 2021 case registrations of 77 is higher than our forecast of 62 new cases. This higher demand appears to be flowing into June with 46 new cases by the 16th of the month already.

The focus by GCCRS staff on claims sitting with us over the past two months has paid significant dividends with the number of cases sitting with GCCRS for *"Review and Preparation"* down from 235 in March 2021 to 136 in May 2021. This is the lowest number since February 2020 and will remain a focus.

EQC's focus on aged claims and the push from the On Sold Programme to move cases forward has also had an impact with both the number of cases and the time taken reducing across the categories measured by GCCRS for EQC cases.

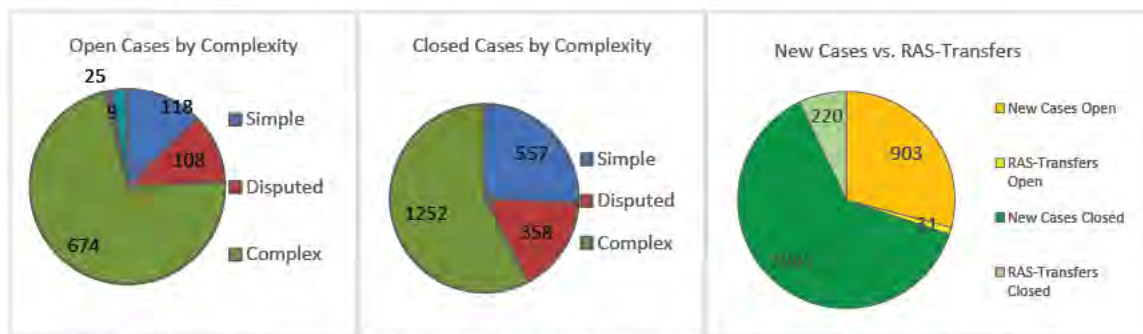
Satisfaction survey results remain very strong with 94% of people who responded to our exit survey stating that they would recommend GCCRS to others and 78% of all new GCCRS cases coming from word of mouth.

Staff retention has been a key focus following budget announcements. All staff are now contracted through until June 2022. Third party contracts are also near renewal completion with all expected to be completed by the end of June.



Darren Wright
Director, GCCRS

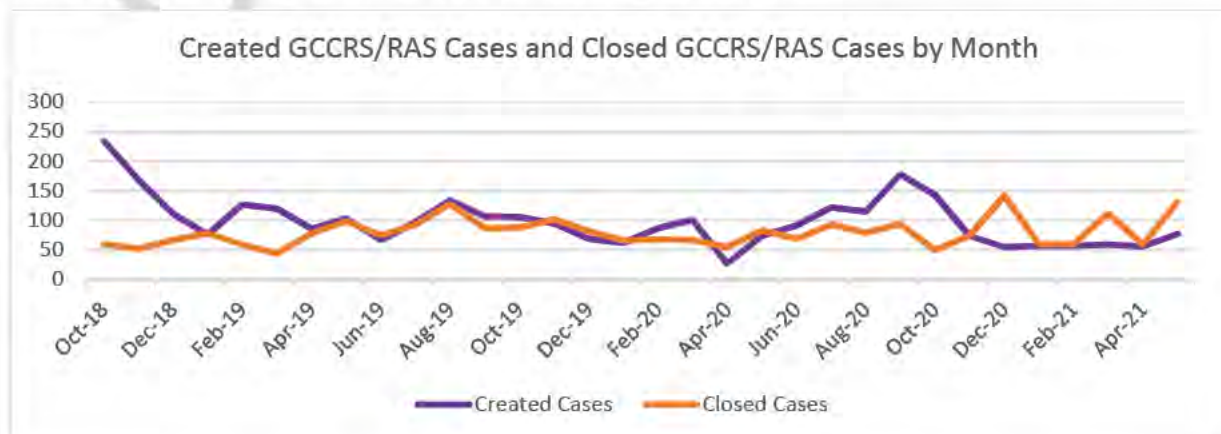
1. GCCRS Numbers



As at the 1st of June 2021 the Greater Christchurch Claims Resolution Service (GCCRS) has received 3,101 cases into the service and has closed 2,167 cases. GCCRS is currently managing 934 cases across 16 Case Managers, down from 990 in the previous period. The overall trend in cases is continuing downwards with 133 cases created for the period and 190 closed. The May closure rate of 131 cases is well above the previous 12 month average of 85 closures per month. May 2021 also bucked the recent trend with 77 new cases opened compared to the average for the previous 5 months of 57 new cases.



The monthly case development has now fallen for seven consecutive months from the peak of 1,155 open cases in October 2020 to the new case load of 934. This downward trend is significant although it is difficult to compare April and May to previous years due to the impact of COVID-19 on the 2020 calendar year. As can be noted the closure rate for April 2021 is low at 59 cases and lower than the previous 12 month average of 81 cases. This is likely a timing issue which is reflected in the higher rate of 131 for May with the average of the two months at 95 cases closed. It is also possible that this reflects the higher annual leave taken during April 2021.



There have now been 7,314 contacts with the service with an overall increase of 4.8% across all contact methods. The walk in service remains lower than its pre COVID-19 levels although it is up 1.8% across this period.

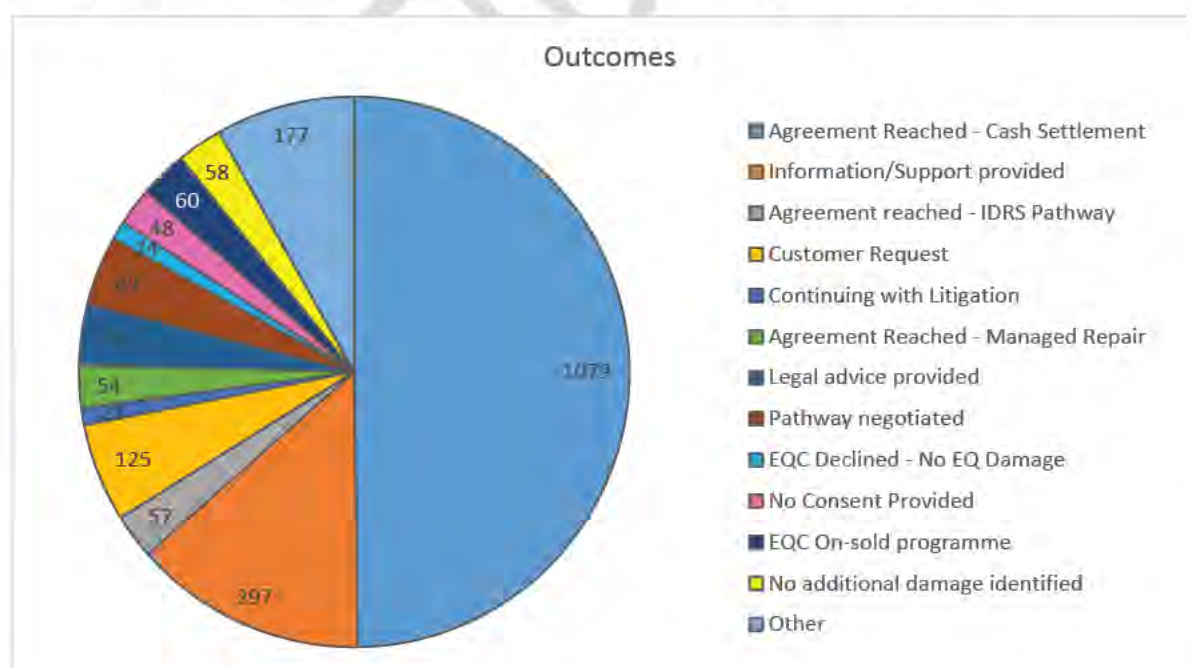


Outcomes

Of the 190 cases closed during this period, 79 cases were categorised as *“Agreement Reached Cash Settlement”* (49% of all claims slightly up from 42% last period), 36 cases were *“Information/Support Provided”* (up 14% across this period).

The largest proportional increase in cases again came from *“EQC On Sold Programme”* with new cases into the GCCRS service up from 51 cases in March 2021 to 60 (up 17.65%) in May 2021. This is largely made up of homeowners who are already registered with the programme and are seeking assistance.

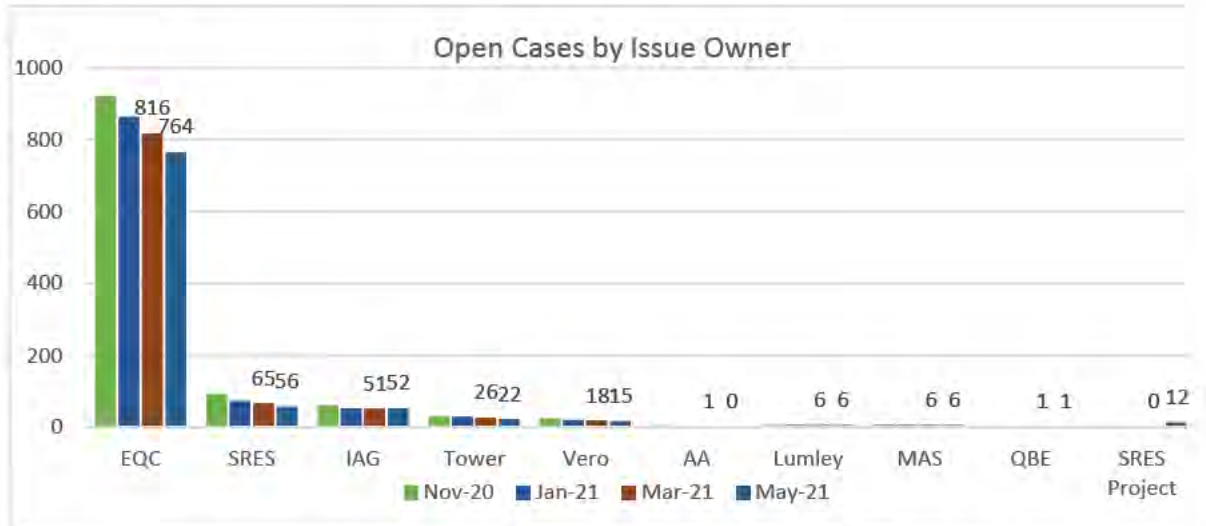
Again there were no cases declined by EQC for the period showing GCCRS’s strong focus on Triage* is working. Also significant is the *“No additional damage identified”* up 16% for the period showing an ongoing focus on only sending cases through to Insurers and EQC that have merit.



*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.

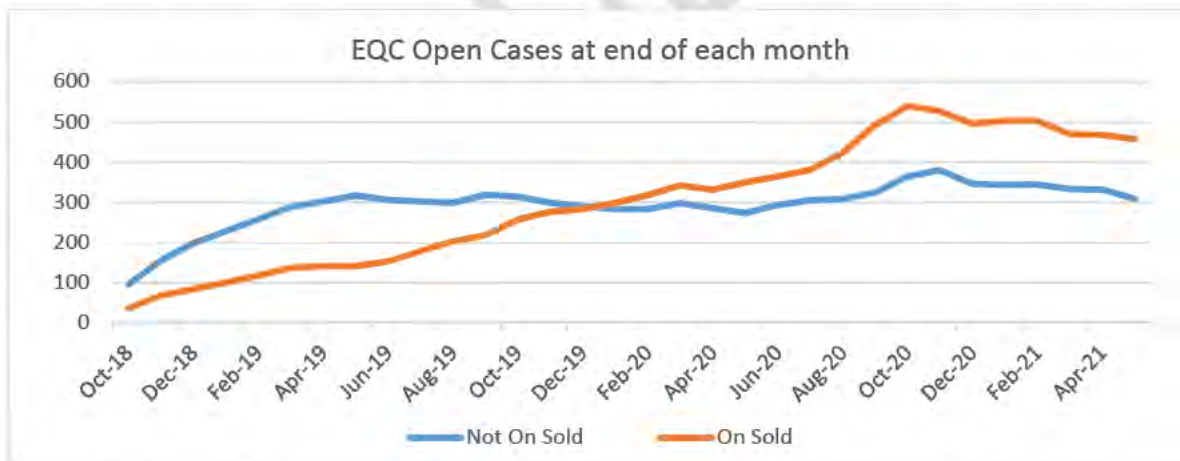
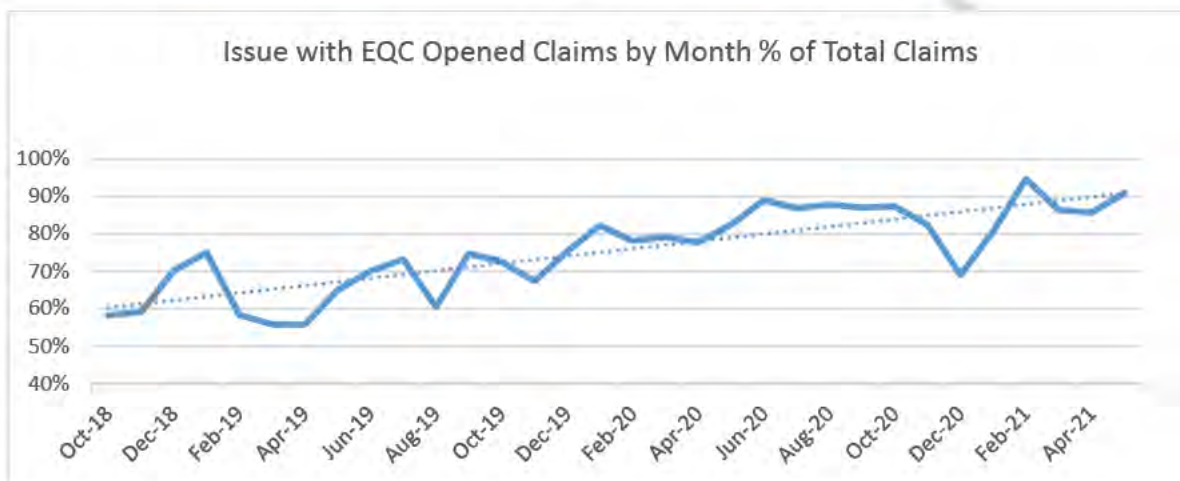
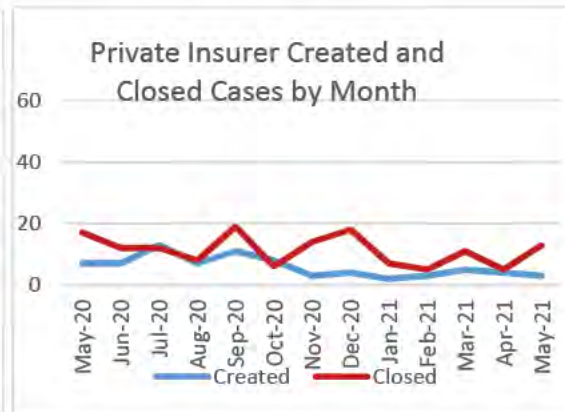
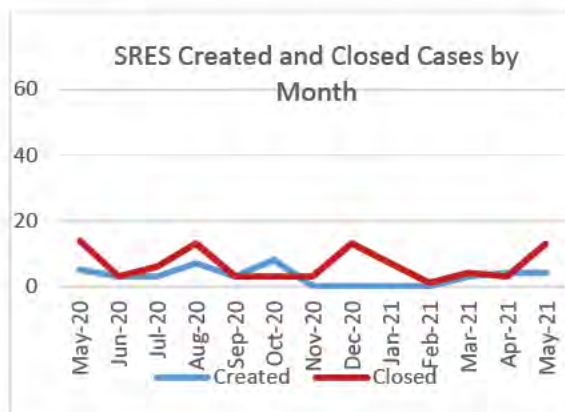
Case Inflow

EQC continues to dominate the cases coming into the service with 118 of the 133 new cases presenting with EQC issues. For May 2021 EQC cases alone made up 91% of all new cases coming into the service.



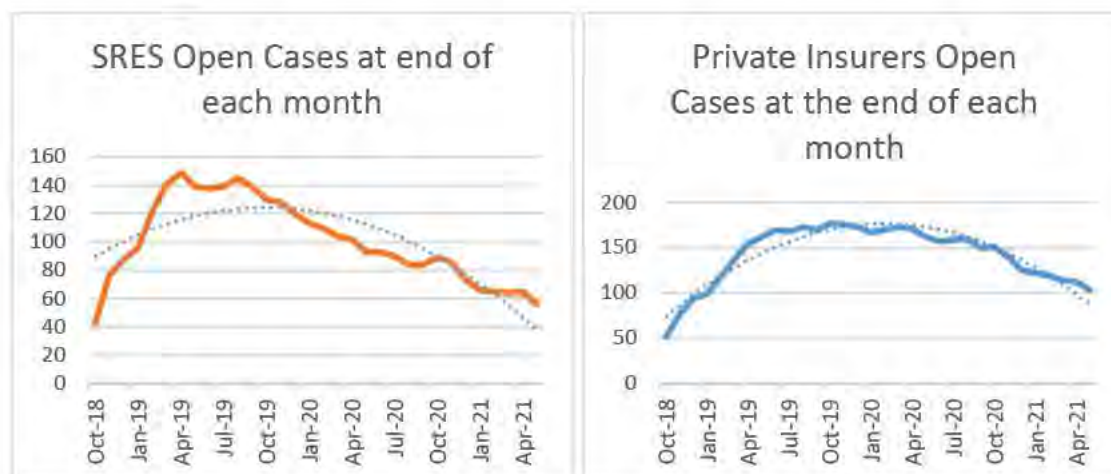
Overall EQC claims dropped only 6.4% compared to SRES dropping 13.8%, Tower 15.4% and Vero 16.7%. It is worth noting that GCCRS have now created a new Insurer category of SRES Project. These are the claims that relate to the Dodds case and the Crown offer of settlement (see Appendix B). GCCRS are keeping these separate from BAU SRES cases due to the fact that they will be managed by SRES staff rather than EQC as their Agent. GCCRS have now allocated a specific Case Manager to deal with all SRES Project cases and have asked Community Law to engage directly with SRES to start moving these claims to resolution.





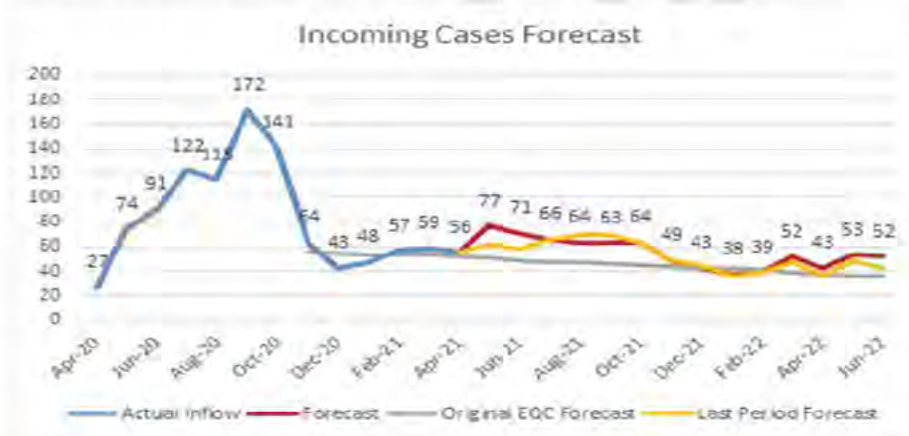
It is worth comparing the demand growth in EQC cases above with those of SRES and Private Insurers.

It is clear that the trend in settlement of all non EQC cases are progressing broadly as predicted at the establishment of GCCRS. Over the past twelve months the case opening rate for SRES has been 2.91/month with a closing rate of 6.00/month. Private insurers have opened 5.83/month and closed 10.8/month.



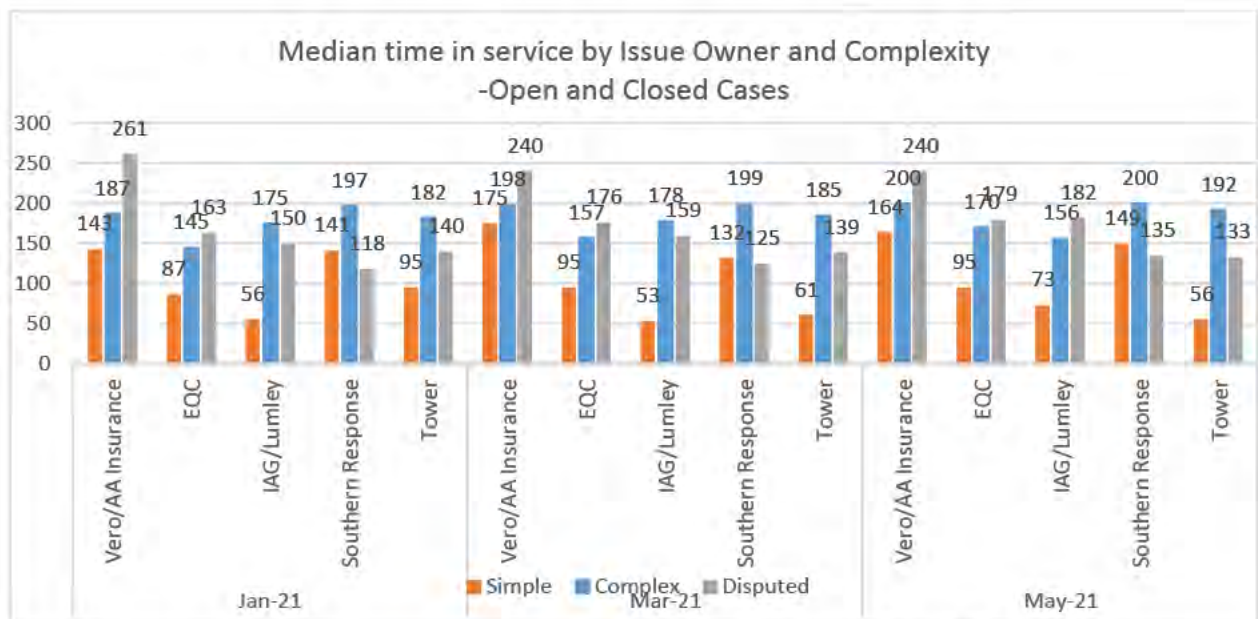
Forecasting

Forecasting demand remains extremely complex for GCCRS. Whilst overall demand is declining May 2021 stands out as higher (77) than the both the GCCRS (62) and the EQC actuary (51) forecasts. This is difficult to explain and seems to be a result of higher demand from EQC claims than forecast. 29 EQC BAU cases were opened for May 2021 compared to the 6 month average of 22.3 cases/month. 41 EQC On Sold opened cases were opened this month compared to the 6 month average of 26.5 cases/month. The most likely cause however is the increased focus of the EQC On Sold Programme in writing to homeowners reminding them of the time requirements for progressing their claims. It is likely that this has prompted homeowners who are struggling with their paperwork to contact GCCRS for support.



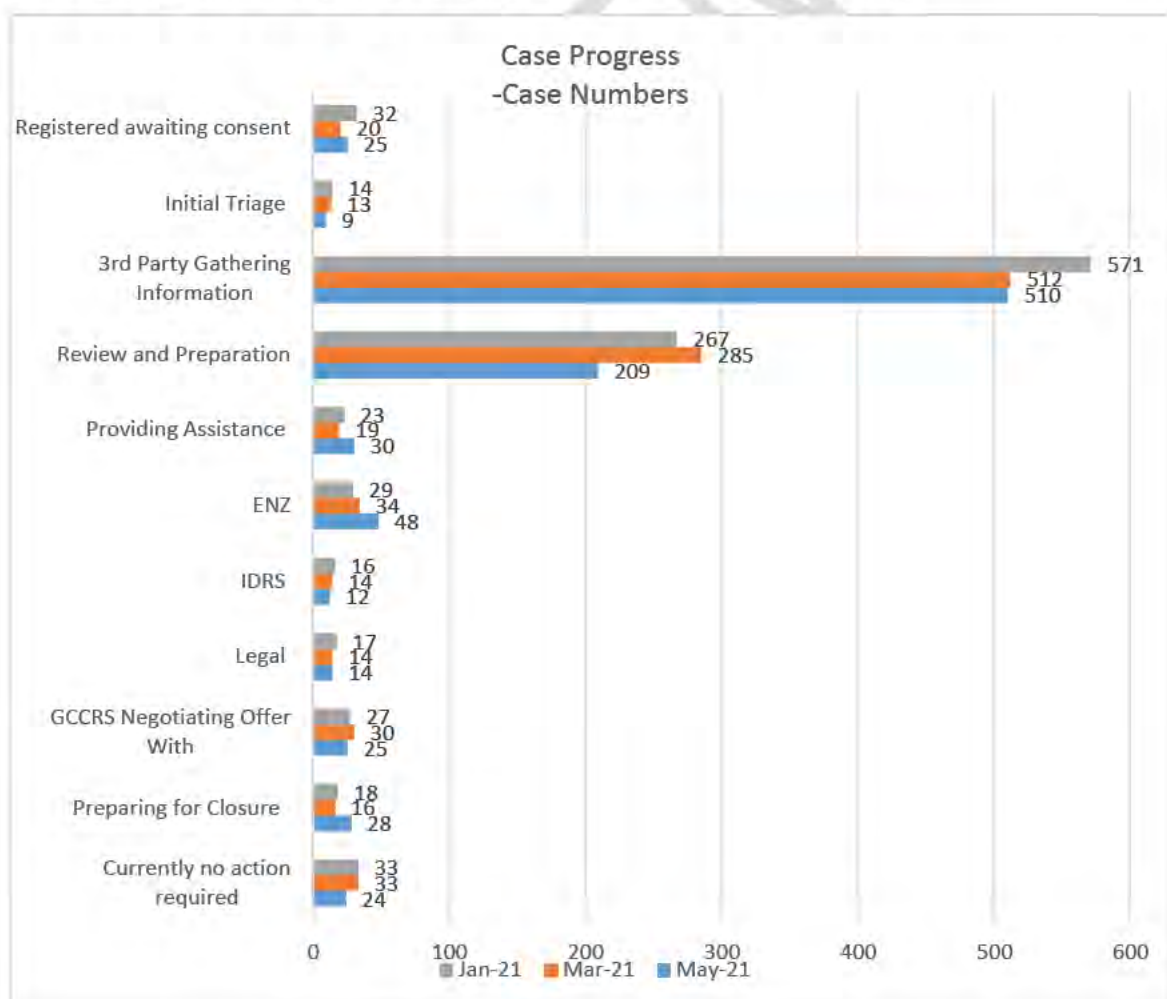
Time In Service

The following data looks at the time cases have been in the GCCRS service and is presented as the median number of days a case has been with GCCRS. Care needs to be taken with the Vero and Tower numbers due to the small number of cases but the data does show a fairly consistent median number of days across the three different periods. It is worth noting that even though EQC has the largest number of cases in the service, the time they are spending in GCCRS is consistent with other Insurers (EQC average across complexities 148 days compared to average across all insurers of 156 days). When this is broken down into its complexities it is notable that EQC open claims have been open for Simple claims for 95 days compared to the Insurer average of 110, Complex claims are with EQC for 170 days compared to 187 for Insurers and Disputed claims 179 days with EQC compared to 172 for Insurers.



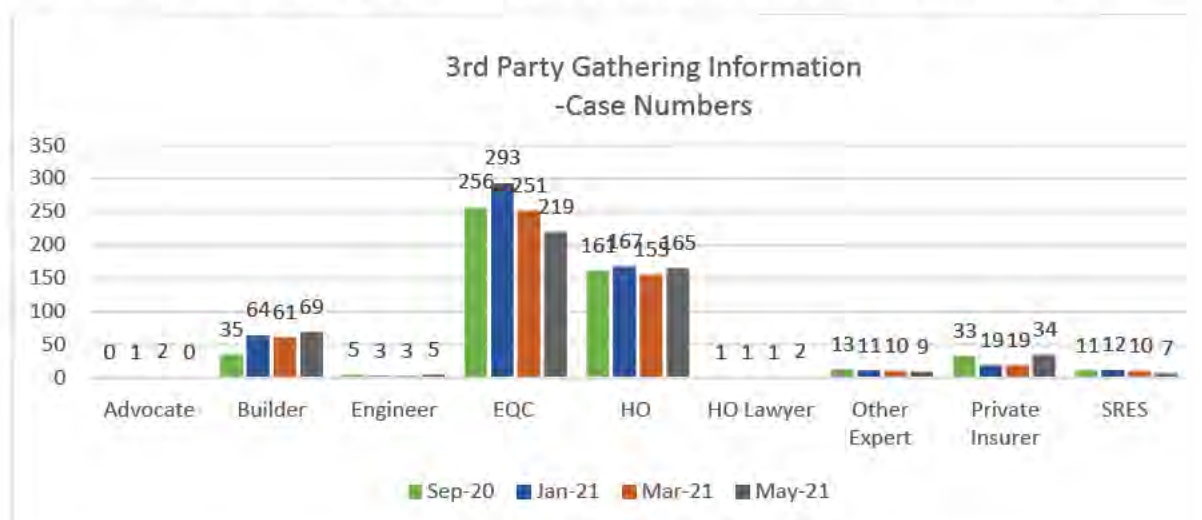
Case Progress Analysis

Case progress data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.



Notable is the significant decrease in the number of cases in the “*Review and Preparation*” category down from 285 last period to 209 this period (down 26.6%). It is also evident that there is an increase in the time taken with Engineering New Zealand up from 34 days last period to 48 days this period (up 41% - dealt with further in this report). Also notable is the time taken “*Preparing for Closure*” 28, up from 16 last period. This category will be monitored over the coming months to identify what, if any, barriers exist in this space.

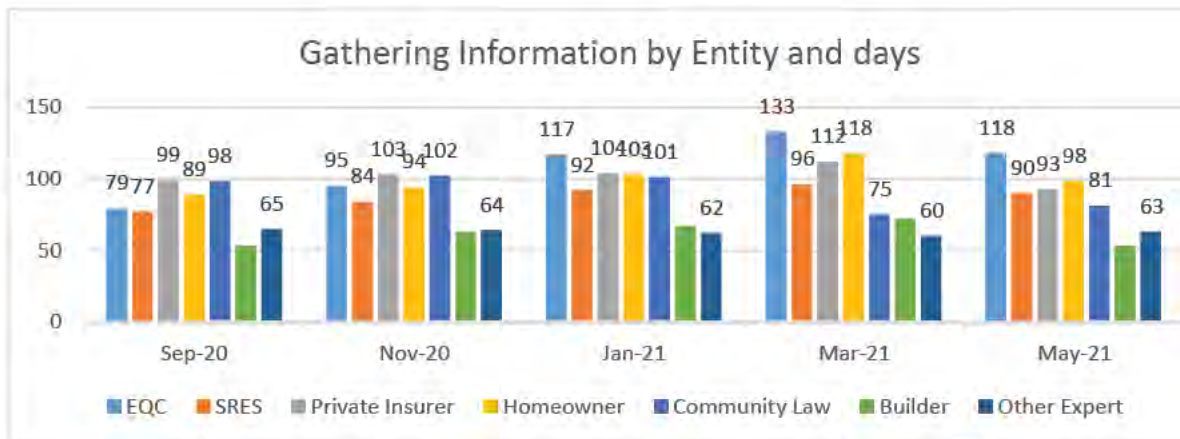
To look into this data further it is necessary to break the data down into its constituent parts:



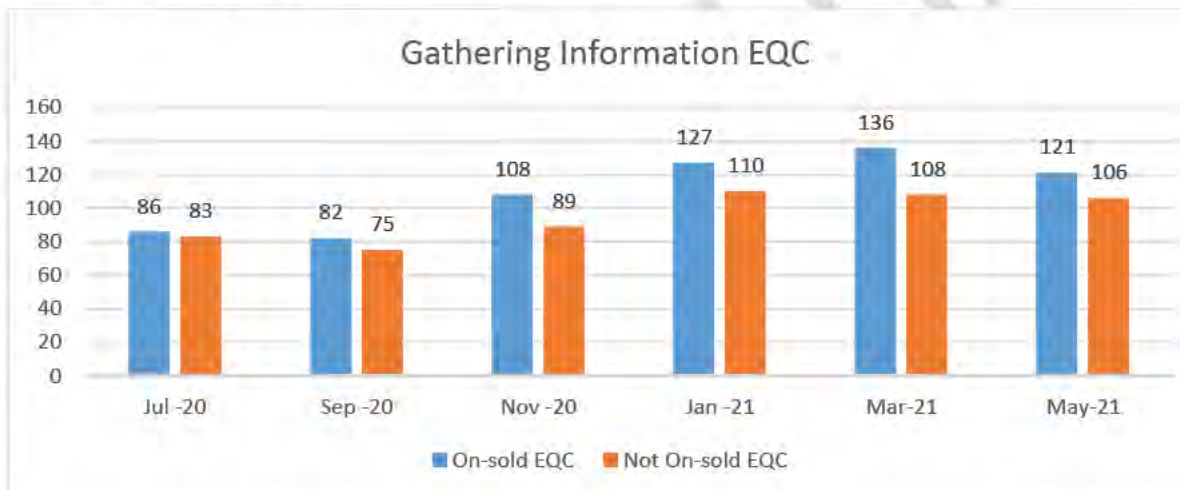
There has been a drop in the number of cases sitting with EQC in the category “*Gathering Information*” (down from 251 cases to 219 cases). This is even more significant when acknowledging that from January 2021 (293 cases) to May 2021 (219) cases there has been a decrease of 25%. This result would indicate that the claims in GCCRS are moving through the settlement process. In the On Sold Programme HO’s are required to provide all information relating to the settlement so to see this number dropping is a significant result.

To understand the impact of these case numbers however we also need to look at the time cases are taking in this category. What is evident (see below) is that the decrease in the number of EQC case numbers in this category is also reflected in a decrease in the time the cases are staying in the category. This reverses a steady increase since September 2020 to March 2021 which is excellent.

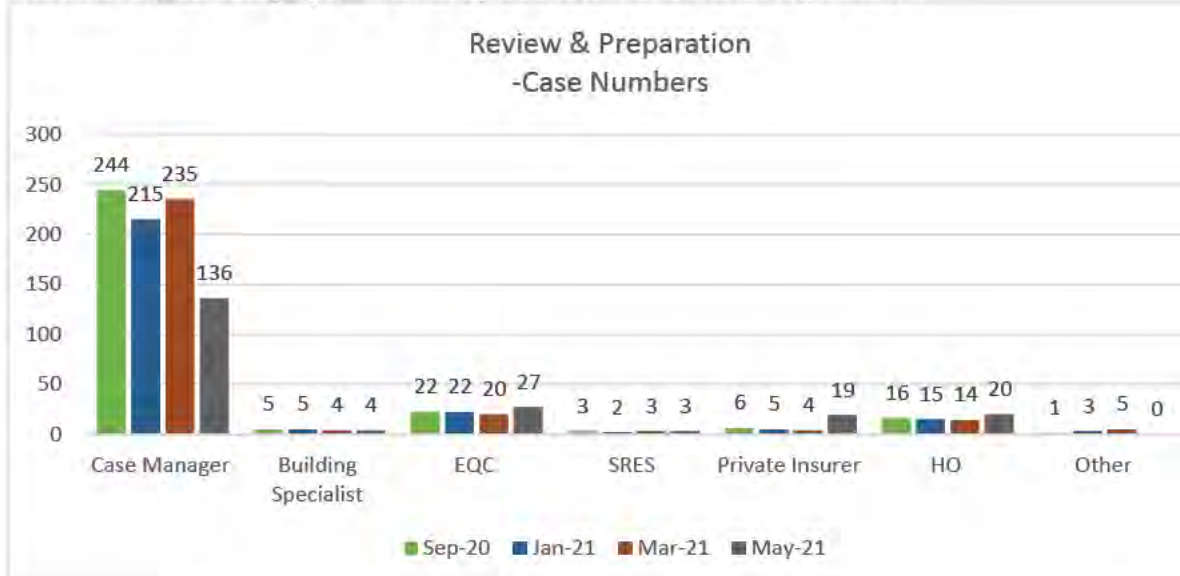
This trend is also reflected in the number of cases sitting with the homeowner where the number of days have reduced (May 2021- 98) from March 2021 (118), also turning around an increasing trend since September 2020 (89 days).



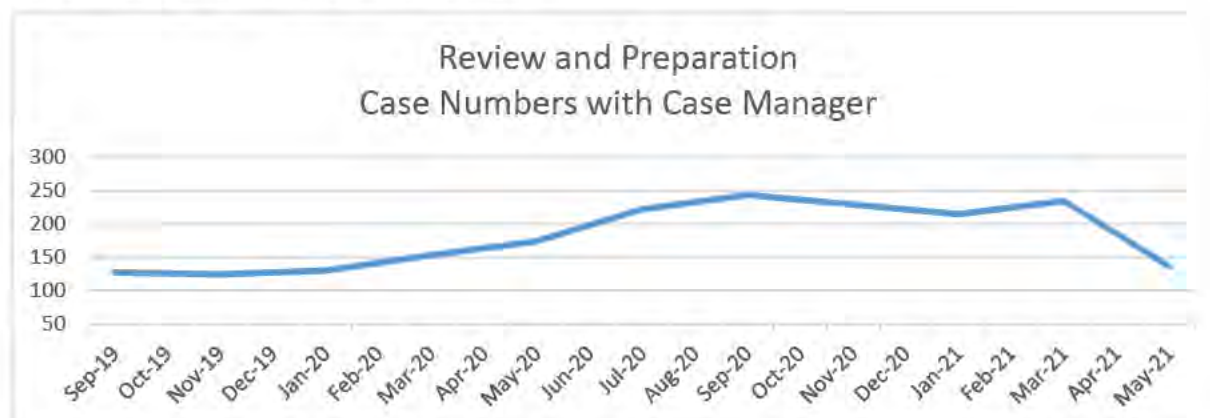
Below is the same data broken down by EQC as “Not On Sold” and “On Sold”. It is evident that the EQC decline in number of days is across both BAU and the On Sold Programme with the On Sold Programme showing the largest proportional decrease (down 11%). This decrease is most likely a result of the focus on aged claims by the BAU team and the recent mail out by the On Sold Programme asking people to provide their information.



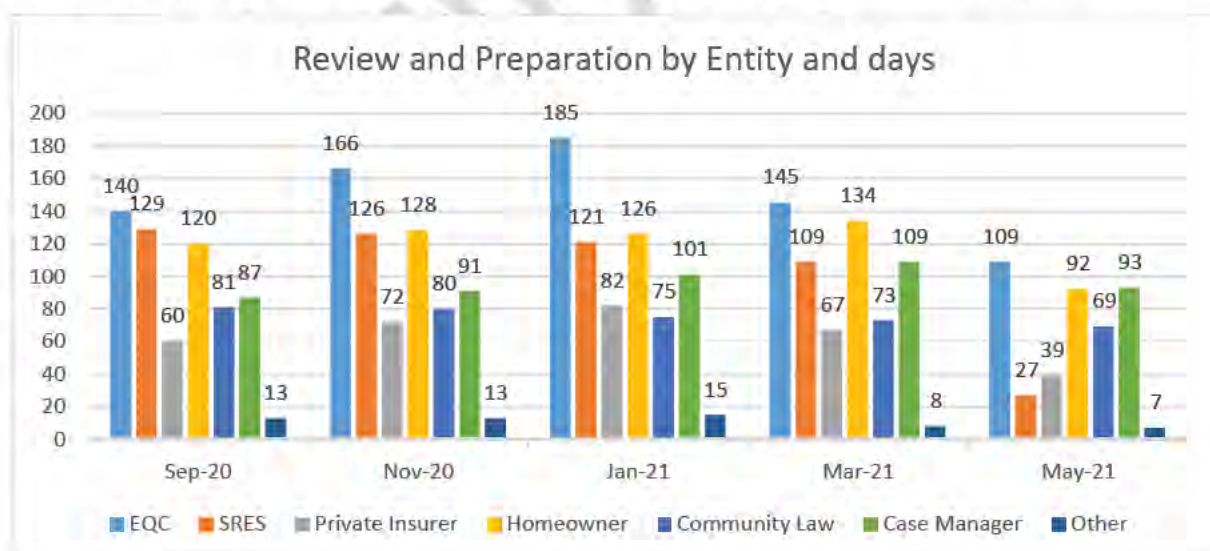
The other critical category monitored by GCCRS is “Review and Preparation”.



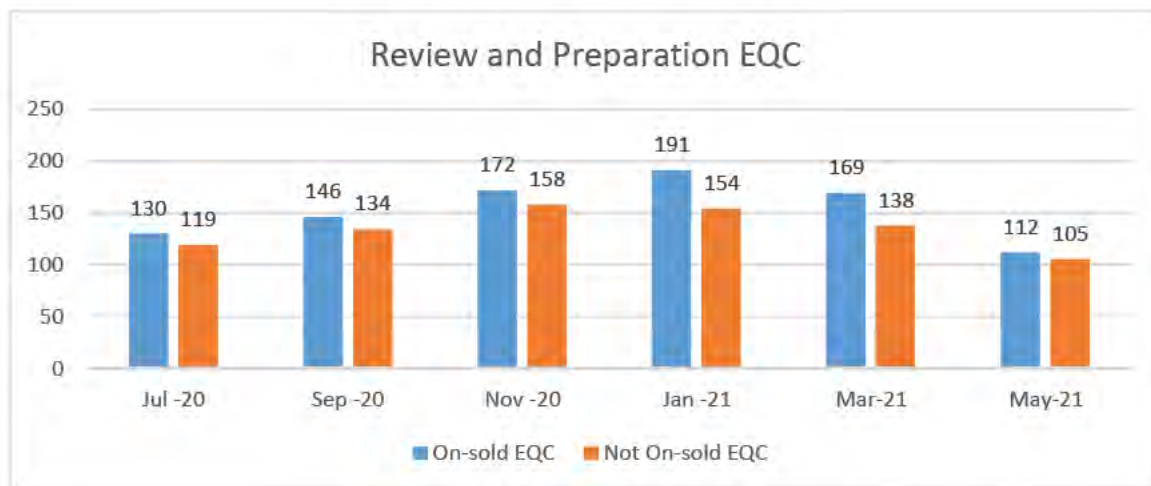
In the last reporting period it was noted that the number of cases sitting with GCCRS had consistently increased over recent reporting periods making this a key focus over the past two months. It is encouraging to see a significant decrease in these numbers from 235 cases in March 2021 to 136 cases in May 2021 (down 42%). This work will continue in the coming months to ensure that cases are not sitting with GCCRS staff.



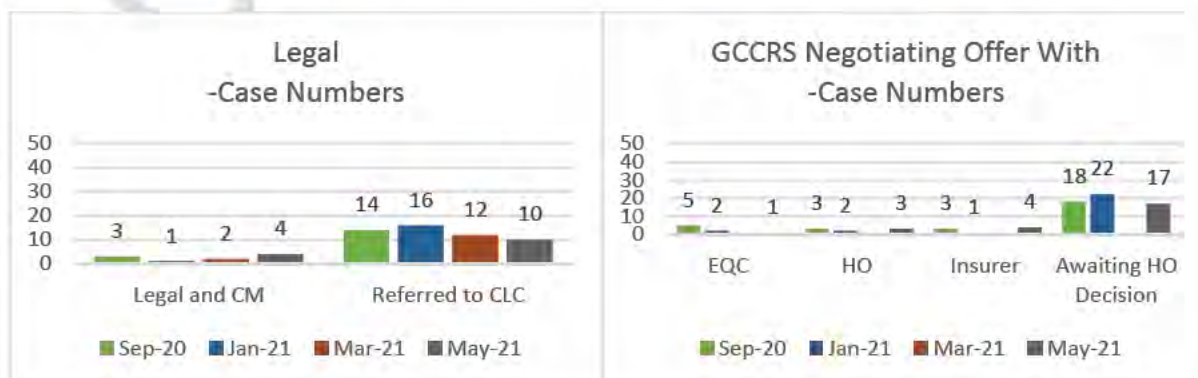
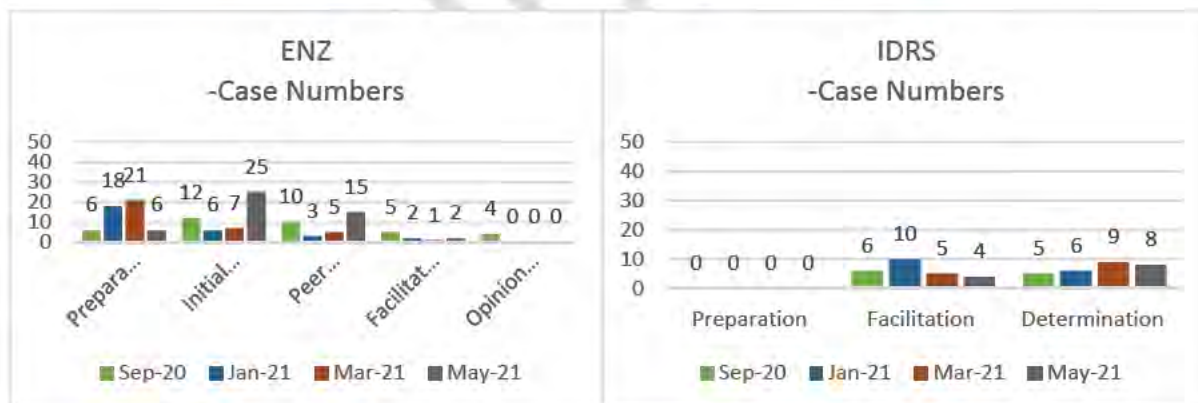
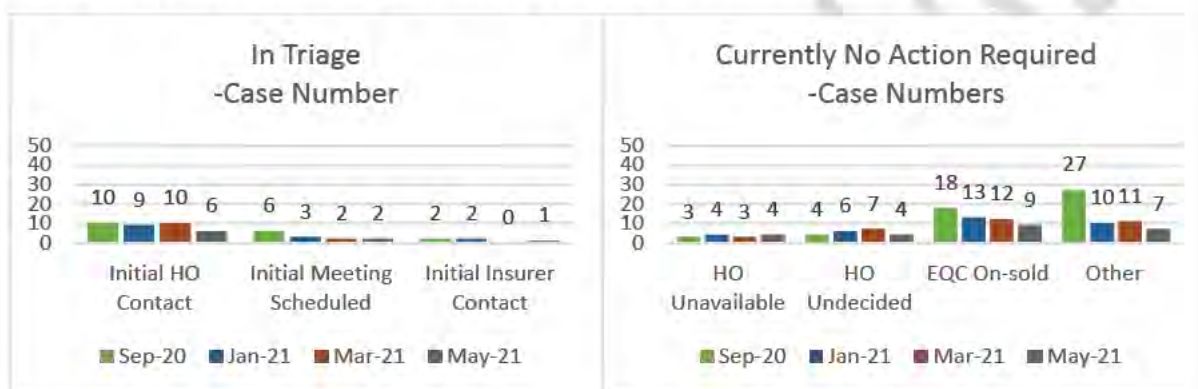
Again, the most important factor is the time taken in each category. May 2021 has shown an across the board decline in the number of days entities are "*Reviewing and Preparation*". Again we see a reversal in the time taken by EQC down from 145 days in March 2021 to 109 days in May 2021. SRES have shown a significant decline down from 109 days in March 2021 to just 27 days in May 2021. Private Insurers down from 67 days in March to 39 days in May 2021 and likewise homeowners, Community Law and GCCRS Case Mangers' have all reduced the number of days claims are sitting with them. Again this reduction is likely due to the focus of EQC BAU team on their aged claims and the pressure coming from the On Sold team for homeowners to progress their claims.

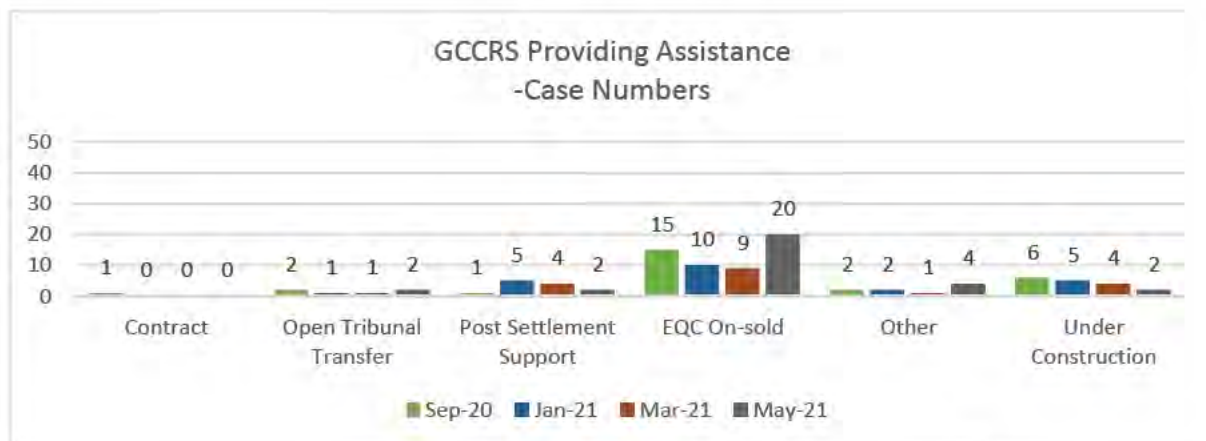


As can be seen below, the decreased number of days for EQC is equally split between On Sold (down 34%) and Not On Sold (down 24%) with both now the lowest since GCCRS started measuring this in Jul 2020.



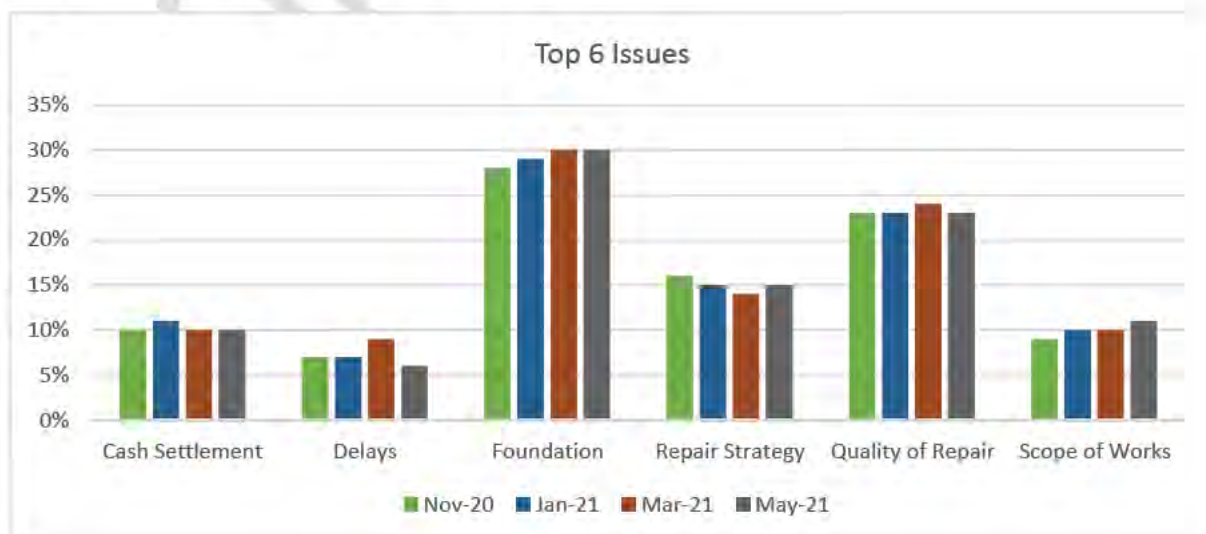
Other categories monitored for the number of cases are:



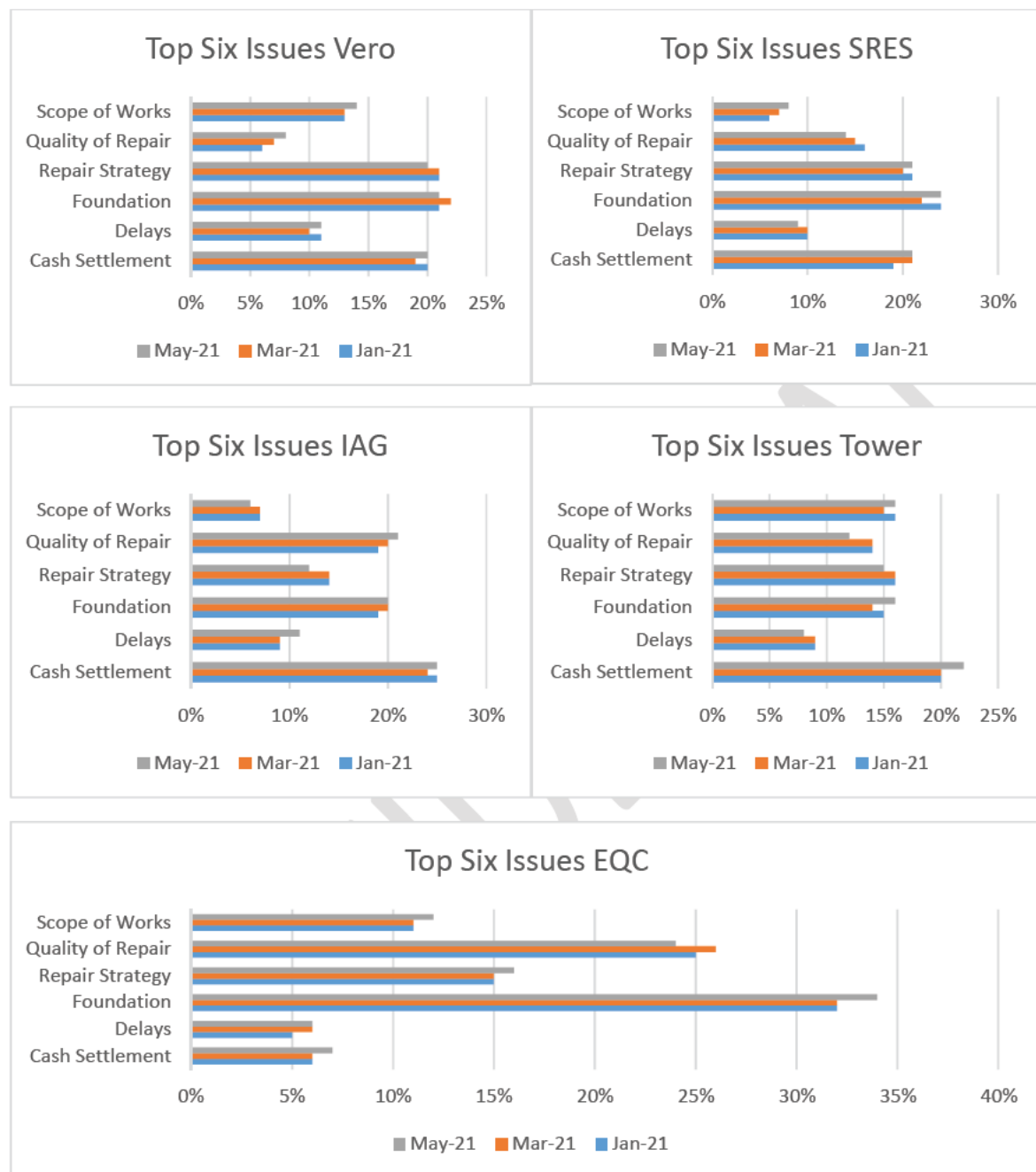


Property Issues

The May 2021 period showed another small increase in the level of people presenting with “*Foundation*” issues along with “*Scope of Works*” and “*Repair Strategy*”. Proportional decreases were in “*Delays*” and “*Quality of Repair*”. Work is currently underway in the Engineering Advisory Group to better understand the issues with Foundations and the Repair Strategies that have been used.



The top six issues by issues owner show the breadth of issues across Insurers and EQC.



GCCRS Exit Survey

Questions	Last Period	This Period	Average
1. Through GCCRS I was able to receive assistance with my claim.	96%	94%	87%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	88%	97%	85%
3. The guidance I was given by GCCRS was appropriate to my situation.	88%	94%	87%
4. I was kept informed of the progress of my case.	92%	90%	85%
5. My Broker acted in a professional manner.	96%	100%	92%
6. I felt my broker understood my situation.	92%	100%	88%
7. My wellbeing has improved as a result of using GCCRS.	73%	90%	76%
8. I would recommend GCCRS to others.	92%	94%	89%



Satisfaction Level - 89%

As can be seen above from the sample of homeowners who responded to our satisfaction survey their satisfaction remains very strong. In the period April and May 2021 94% of homeowner's who responded stated that they would recommend GCCRS to others, slightly up from the previous period of 92% in March 2021. GCCRS notes that the rating for "My wellbeing has improved as a result of using GCCRS" continues to swing around and is now back to 90% from its rating of 73% in the previous period. Again this is a very pleasing result for GCCRS and continues to show the value of the work being carried out by staff. GCCRS are also working on new functionality to allow homeowners to anonymously complete the survey. It is hoped that this will increase the proportion of respondents for those that do not wish to be identified.

Homeowner Feedback

A sample of the feedback from homeowner's during April and May 2021 included:

"I have nothing but kind words for the GCCRS programme and wish the wonderful team all the best in helping future desperate homeowners get the closure and repairs completed on their homes that should have been done properly way back in the early stages of the EQ recovery."

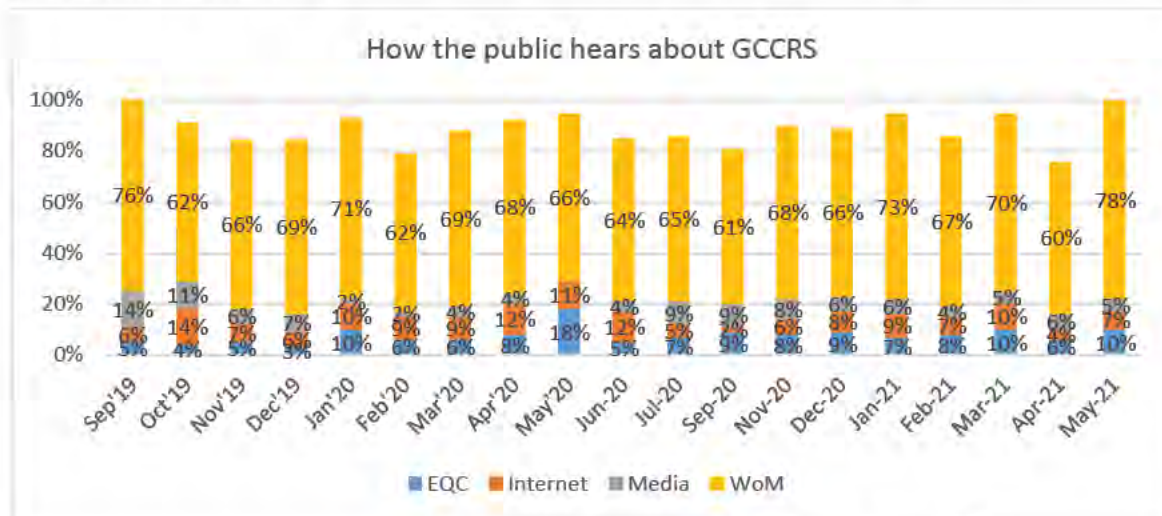
"Finding a solution to our earthquake damaged home was made so much easier thanks to the assistance of the GCCRS. Our Case Manager had our best interest in mind throughout the whole process and kept us well informed. I really appreciated having a go-to person for all our questions and concerns. This hasn't been an easy process and has affected us all in different ways but without our Case Managers help I know it would have been significantly more stressful. Thanks again for providing this service."

"The service we received was excellent. All aspects of our dealings with GCCRS were carried out with the highest levels of consultation and efficiency. The service provided has been essential with achieving acceptance from EQC of our claim. We greatly appreciate the assistance given by GCCRS."

How the public hears about us

GCCRS tracks how people come into our service so that we can understand both the marketing and perhaps more importantly the performance of our service. "Word of Mouth" referrals into GCCRS remain very strong with 78% of homeowners coming to us from others recommendations. It is likely that this has also had an impact on the number of new cases coming into the service for May 2021. This is the highest word of mouth recommendation since September 2019 and likely led to a higher number of overall applications. "Internet" referrals have decreased slightly to 7% in May 2021 with a pleasing increase in referrals from EQC back up to 10% of all claims into the service. It is important

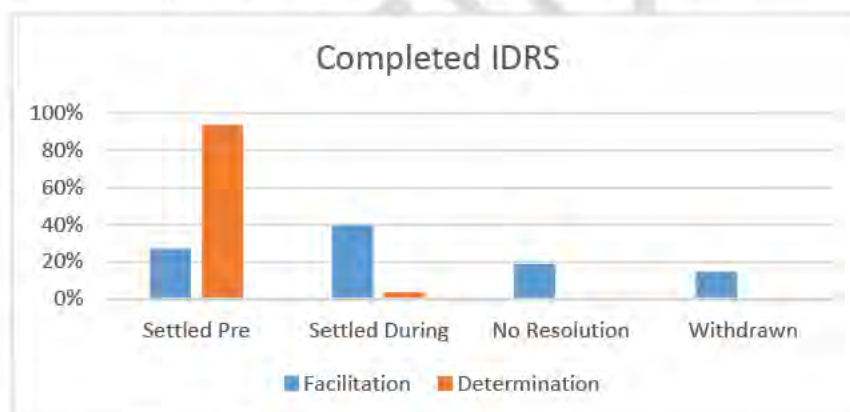
that GCCRS maintains its focus on providing excellent service to ensure the referrals continue to come from our customers.



2. IDRS Update

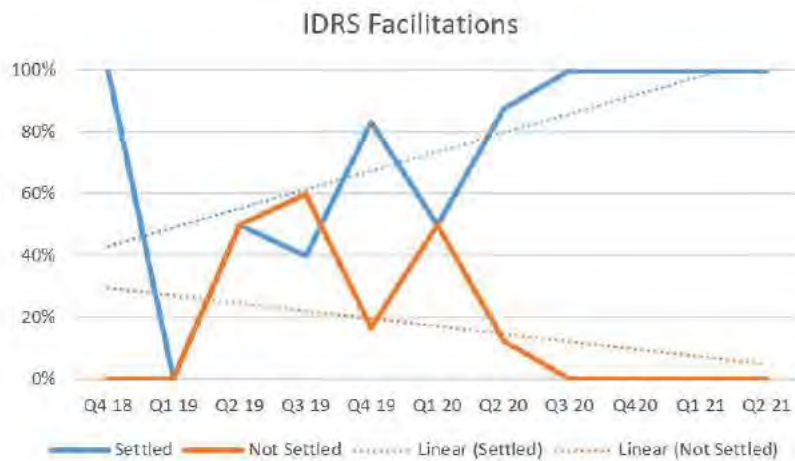
As at the end of May 2021 the GCCRS has three cases booked for facilitation with dates confirmed, and five cases for facilitation that GCCRS are actively working on to confirm dates and members.

Currently there are four determinations being worked on; of these, two have confirmed dates for hearings. At the time of writing this report GCCRS is aware of two cases being prepared for Determination, both with 3rd party insurers.



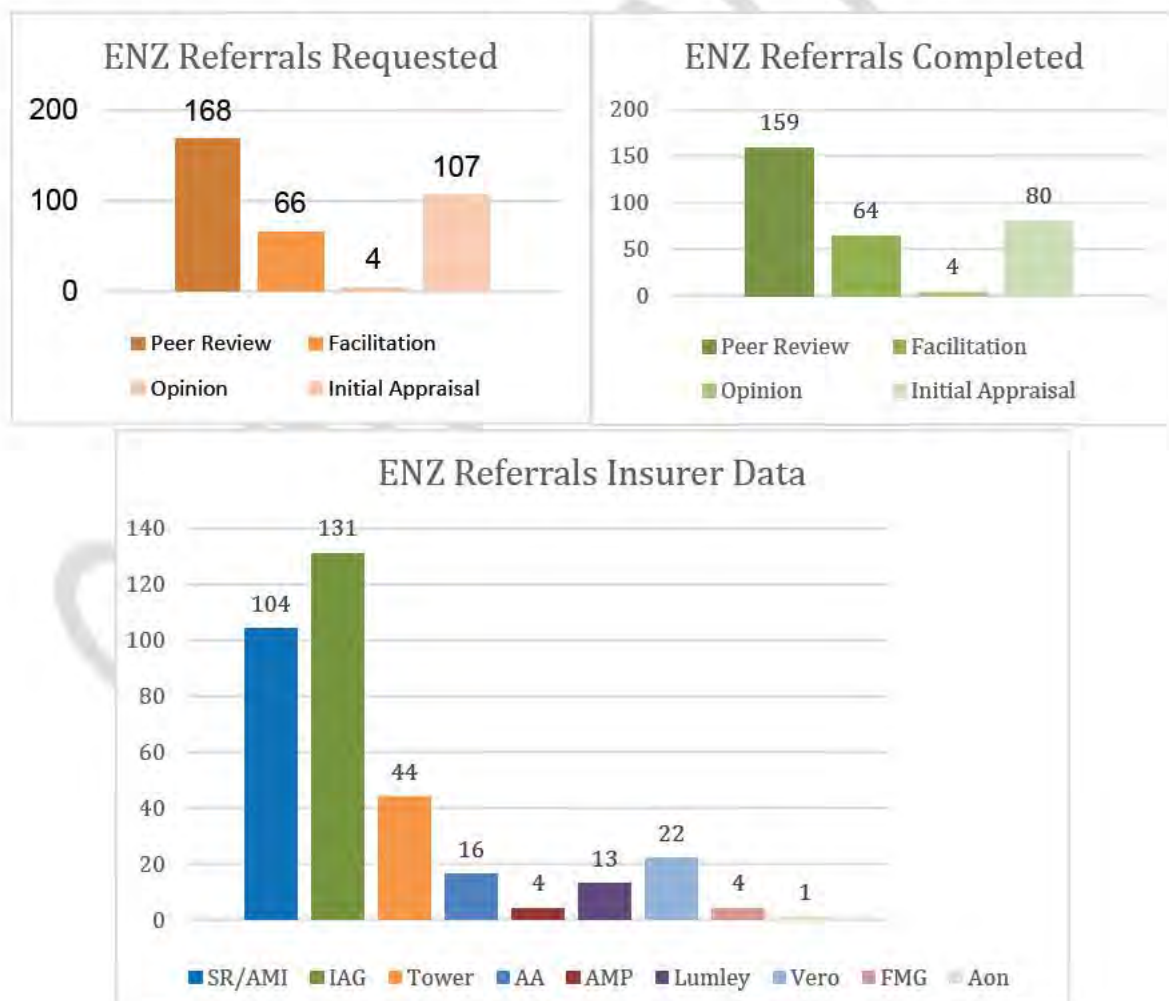
Of the two cases set down for facilitation or determination during this report period: one settled before the facilitation, and one determination settled before a hearing.

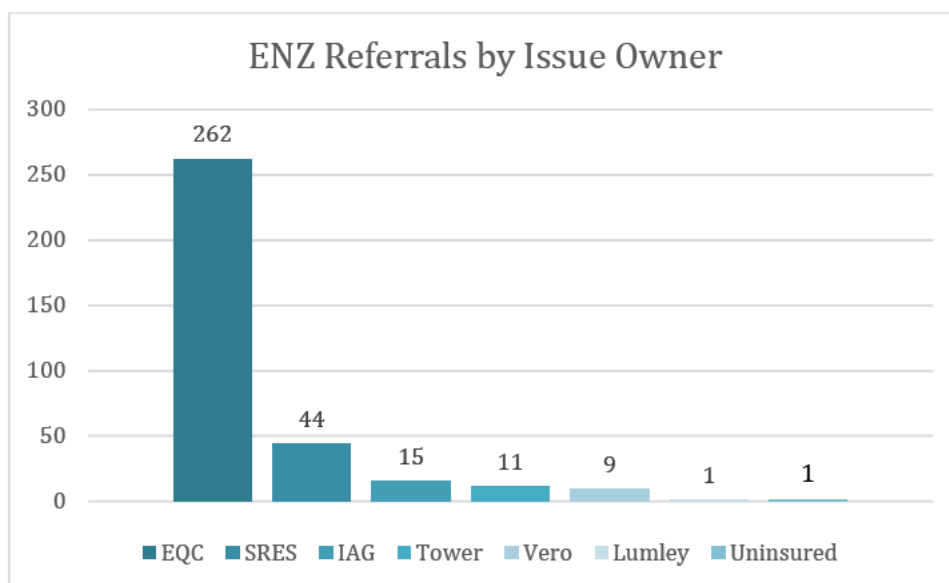
Facilitations continue to run at 100% success as they have done now since the 3rd quarter of 2020. This is an amazing achievement and is a credit to the facilitators and the GCCRS Manager IDRS for his management of the process in the service.



3. Engineering Update

As at the 31st of May 2021 there were 38 active cases that have been submitted to Engineering New Zealand, awaiting completion. Overall there have been 345 cases submitted and of these, 311 have been completed.



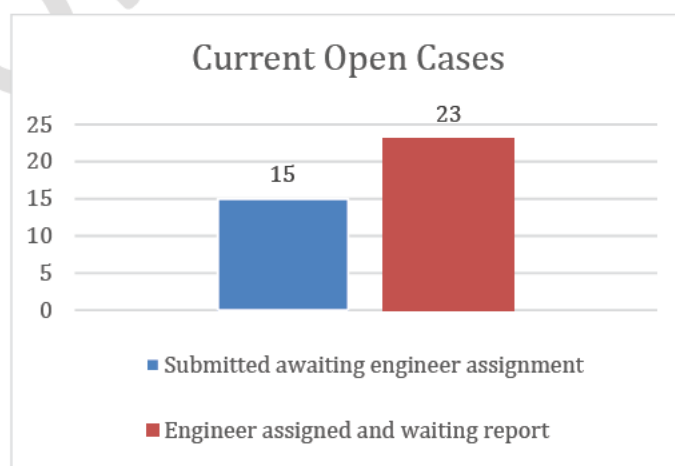


Peer reviews continue to be the most common type of referral with 159 of the 345 total submitted requesting this service.

GCCRS have now begun sending homeowners who accessed the ENZ services a short survey to complete following the receipt of the ENZ report. GCCRS will look to include this survey information in future reports.

The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 17.59 working days down from the previous report of 19.20 working days. The average time taken from the date of assignment to provision of the report is 38.91 working days up from the previous report of 36.32 working days.

GCCRS has expressed concern to ENZ on the average time taken to receive reports but note that the delay seems to stem from the ENZ review process not the engineer providing their reports. GCCRS is working with ENZ to monitor this over the coming months.



The above graph shows that of the 38 open cases submitted to ENZ, 15 are awaiting assignment to an engineer on the panel.

4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

In addition to the Pathways programme for homeowner's, GCCRS continues to run its staff wellbeing support package. This service has now been renewed through to June 2022 and continues to provide one on one, group and targeted support sessions.

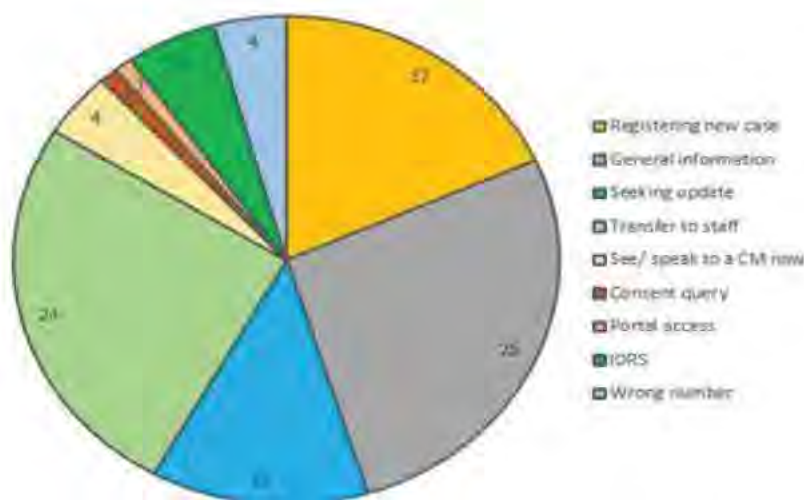
All GCCRS staff will participate in a Change Workshop being run by our external wellbeing provider in late June early July. This course will focus on managing change and encouraging staff to start to think about life after GCCRS. Senior management have discussed opportunities with staff in other MBIE sectors such as Immigration, Employment and Mediation and will continue to progress these conversations.

5. Operational Update

a. Call Centre Update

During May 2021 the GCCRS Call Centre answered 100% of calls within 30 seconds (7 seconds average wait time). No calls overflowed to the main MBIE Service Centre. The abandonment rate was very low at 2.02%.

GCCRS 0508 Service – May 2021



Online registrations during May were 23 up slightly from April at 20. As can be noted a large proportion (24%) of calls remains a request to transfer to staff likely linked to the older homeowners in the service not wishing to incur the costs of contacting mobile phones.

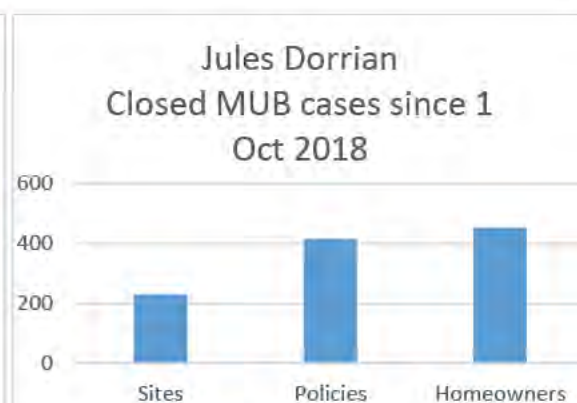
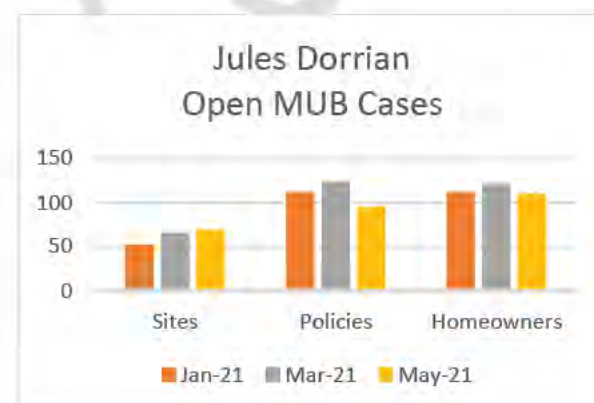
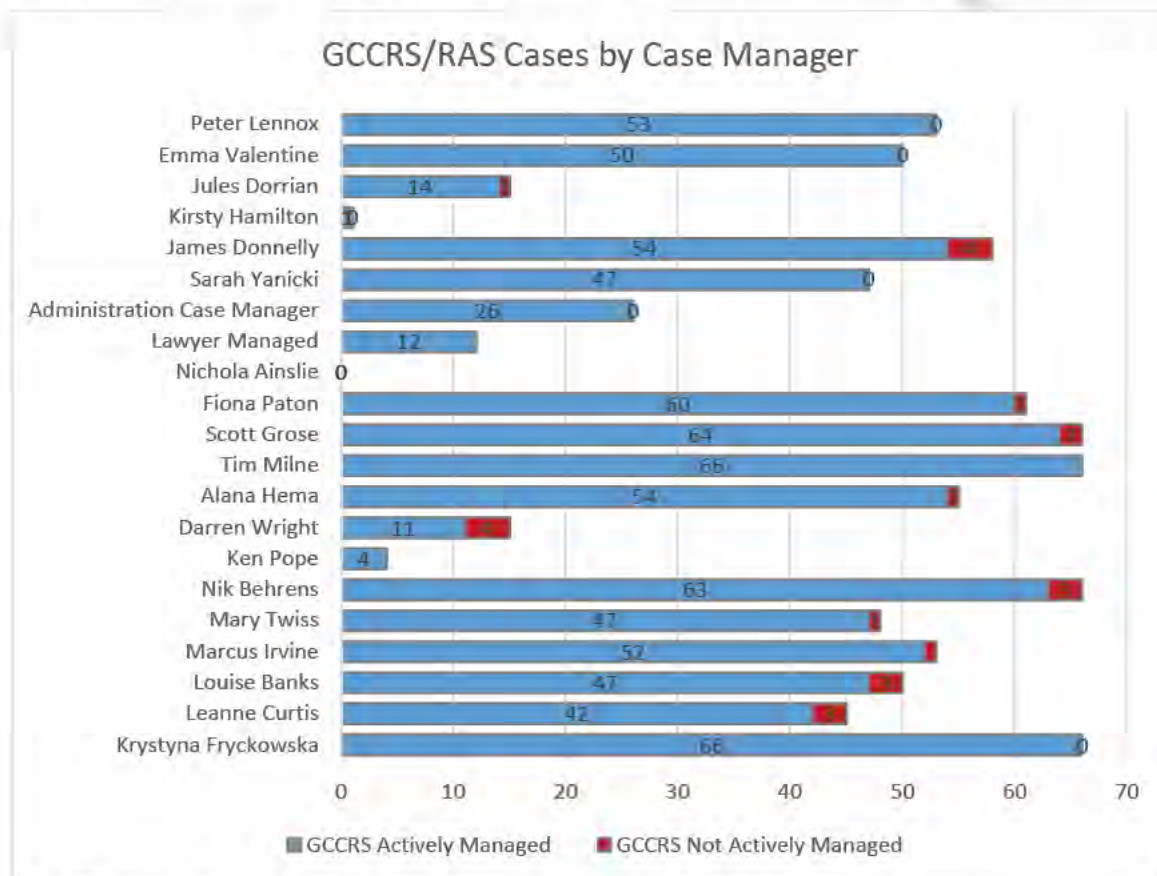
b. Case Manager Update

Work over the past couple of months has helped to realign the previous disparity between case management loads of staff. All Case Manager's now have caseloads in the mid 50s / 60's, far more

manageable than previous loads that peaked in the high 80's late in 2020. The focus remains on spreading the load of new cases as evenly as possible between CM's.

As previously discussed in this report an individual Case Manager has now been allocated to deal specifically with the SRES Project cases as they start to roll in to GCCRS. Initial indications show these cases will be very high in complexity and require specific knowledge hence the concentration of the work into one CM.

All staff are currently planning refresher training in the MBIE run "Situational Safety and Tactical Communication" course. This mandatory course is designed for all Front Facing staff and is updated every two years. In addition to this staff will be completing the MBIE Module Training on Security Breaches and keeping them and the organisation safe.



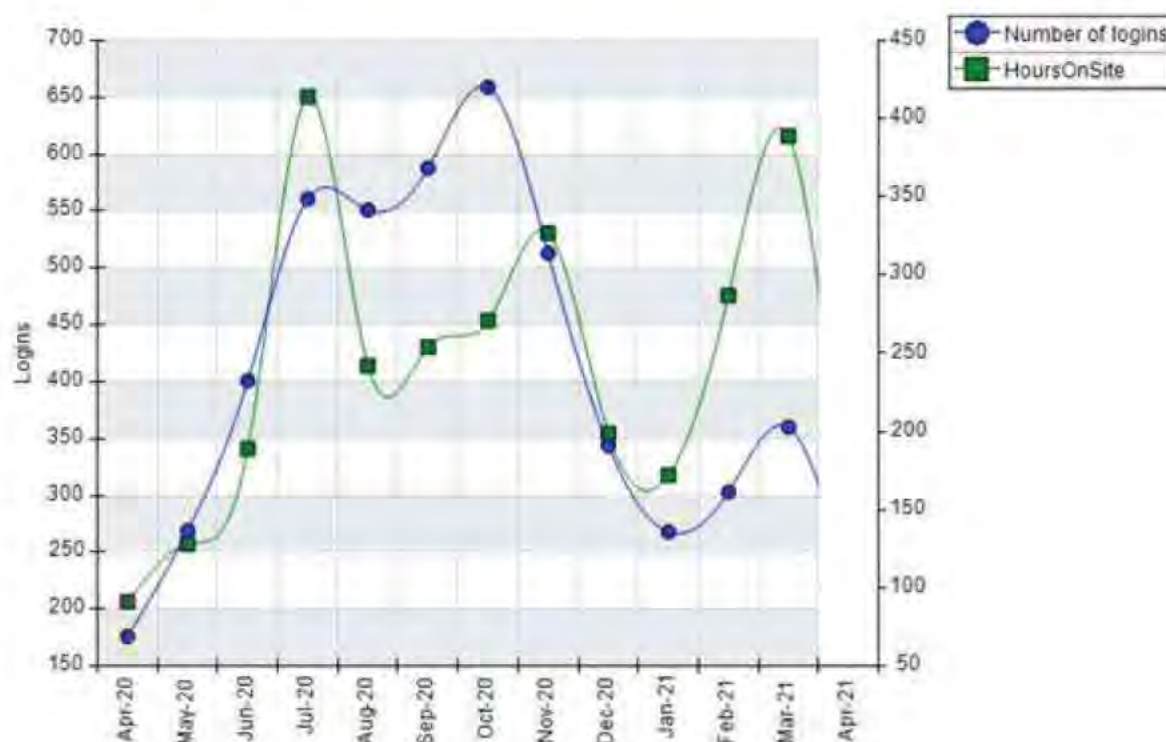
c. Portal Usage

There were 93 individual users of the portal in May compared to 100 last month.

May has recorded 340 logins to the portal compared with 294 in April 2021.

Combined hours of portal activity was up to 196 hours for the month compared to 203 last month.

Our data shows an average session time of 35 minutes per user for May 2021, compared to 57 minutes for April.



d. Health and Safety

There were no Health and Safety issues during the period. All staff continue to use the MBIE "Get Home Safe" application and iAuditor.

e. Funding

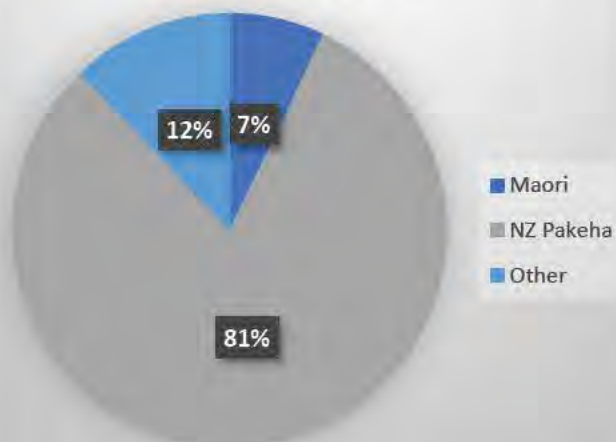
In May 2021 the government announced their ongoing commitment to GCCRS with additional funding through to June 2022. This funding will allow GCCRS to maintain its current functionality through to June 2022. Given the recent trend downward in demand and the increasing closure trend it is expected that this funding should be sufficient, subject to no other additional changes such as the SRES Project etc.

GCCRS Management have been focussed on renewing all staff and 3rd party contracts since the budget announcement to enable continuity of the service and are pleased to advise that this work is largely completed. All staff and contractors are now committed to June 2022 with only a couple of 3rd party contracts to finalise between now and the end of June 2021.

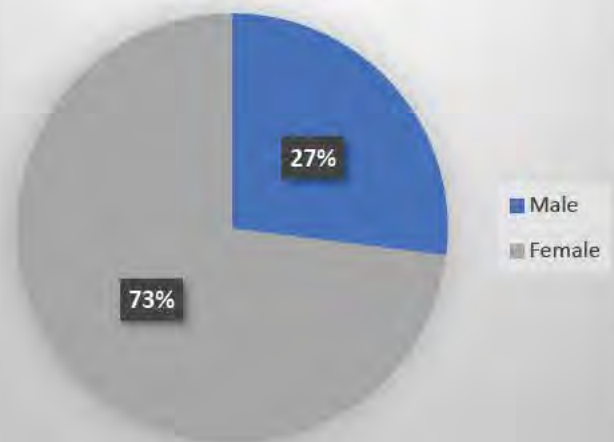
Greater Christchurch Claims Resolution Service Report

1st April to 31st May 2021

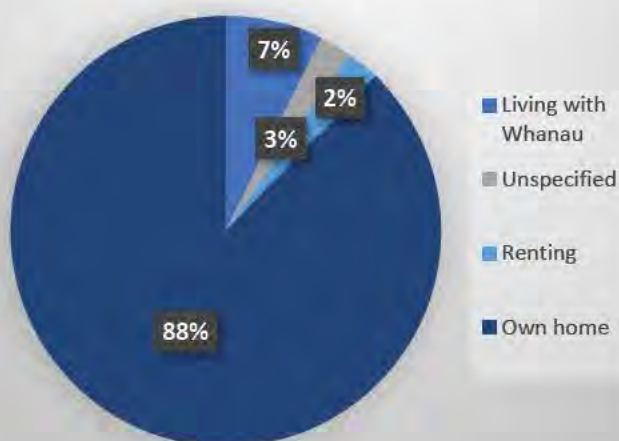
Ethnicity of Whaiora in Service



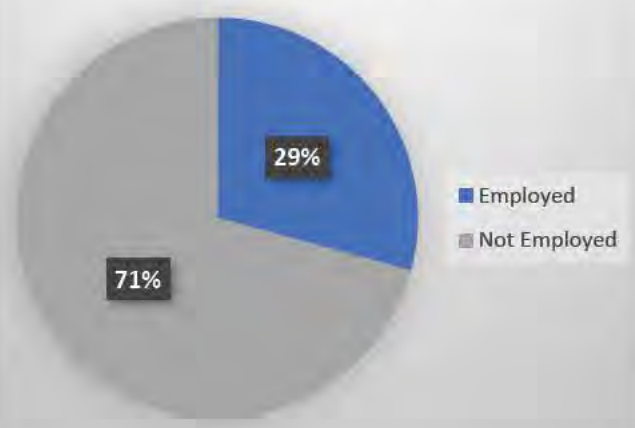
Gender of Whaiora Supported



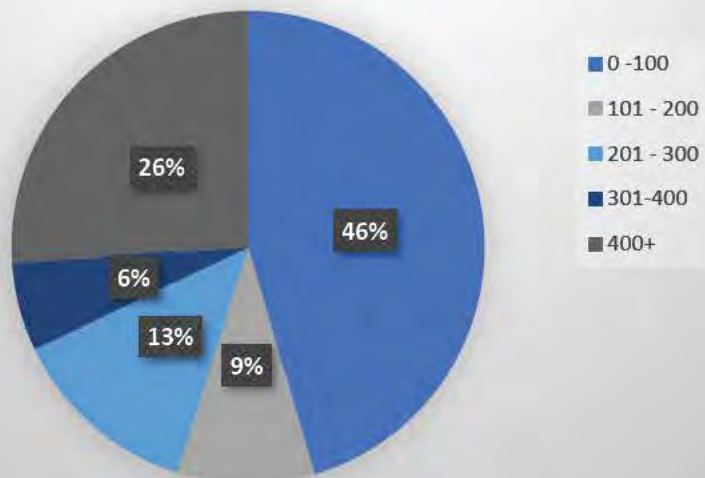
Living Situations of Whaiora Supported



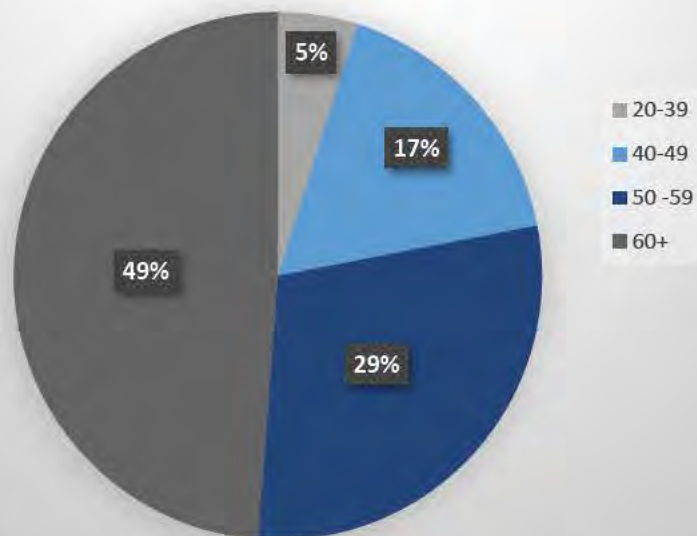
Employment Status of Whaiora Supported



Length of Time in Service - Average 245 days



Age of Whaiora Supported



Social Work Report:

Social Work Report; Being Active.

One of the key themes we have focused on recently for being well is being active. This is different for all the people that we support.

Daily bodily movement increases endorphins and being outside in the sunshine increase serotonin. This is essential to being balanced. A trend with the people we support is isolating within their own bubble. The person then struggles to maintain important outside connections. Supporting people to create habits such as physically leaving their house to do something other than food shopping, work, or meetings to do with the claim is important. We have noticed that when people develop movement or are out in nature helps them find positive things to focus on and to breathe.

We promote building routines around being active and having the support of other people as essential components. This could be people they know, or it could be connecting into a group for that routine.

Story:

A woman that we support often asks to be taken to the beach during our sessions. She finds this helps her breathe better. It alleviates her stress and allows her to focus on what is important to keep her well throughout this process. During this walk along the beach, she talks about how this enables her to feel centred and to feel her stress 'wash away.' This small amount of time during her week really helps her focus on her wellbeing.

A person we support joined 'Meet ups' a locally connecting forum. This space is for people to connect and share similar interests. The person we support joined a local tramping group and went on her first ever day walk in North Canterbury. This improved her mental wellbeing, reduced her isolation, and allowed her to connect with others who pushed her outside her comfort zone. This person is looking forward to the next meet up next month.

Appendix B: SRES Project - Dodds Case

The Dodds v Southern Response decision:

1. In the Dodds decision, the Court of Appeal upheld the High Court's earlier finding that Southern Response had engaged in misleading and deceptive conduct and had misrepresented the Dodds' insurance claim entitlements.
2. The case concerned Southern Response's practice of preparing two DRA'S (detailed repair/rebuild assessments) when determining the cost of rebuilding homeowners' homes. The first, abridged DRA, was the copy provided to homeowners. This showed a lower rebuild cost to rebuild on a different site, compared to the second, unabridged DRA, which provided for a number of additional costs that would be incurred if the house was rebuilt on the existing site. The unabridged DRA was not provided to homeowners as they were thought to be confusing.
3. The High Court and Court of Appeal held that Southern Response, by only providing the Dodds the abridged DRA, had misrepresented the total rebuild cost of their house. The Dodds were awarded damages calculated at the difference between the abridged DRA and their full claim entitlement, plus interest.

The Ross v Southern Response class action:

4. Separate to the Dodds decision, a class action has been brought by the Rosses for homeowners in a position materially the same as the Dodds ("the class action").
5. The policy of Southern Response to not provide homeowners with the unabridged DRA began around May 2011. Previous to this, both DRA's were provided to homeowners. Southern Response reversed its position following the Supreme Court decision in Avonside Holdings v Southern Response, and backdated this approach to 1 October 2014 (being the date of the earlier Court of Appeal judgment in Avonside Holdings).
6. However, Southern Response did not backdate this approach to homeowners who had settled before 1 October 2014 - including the Dodds and the Rosses
7. It has been estimated that more than 3,000 homeowners settled with Southern Response based on their abridged DRA.

6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

September 2021

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Call Centre Update
 - b) Case Manager Update
 - c) Portal Usage
 - d) Health and Safety
 - e) COVID-19
 - f) Westport
6. Key

GCCRS, Level 2, Grand Central Building, 161 Cashel Street, Christchurch 8140
Private Bag 4714, Christchurch 8140

Email: contact@gccrs.govt.nz

Phone: 0508 624 327



Greater Christchurch
Claims Resolution Service

Website: www.gccrs.govt.nz

Executive Summary

GCCRS over the past three months has been a story of business as usual with a focus on closing claims and supporting homeowners to move on with their lives. The spike in demand during May 2020 continued into June with 91 new cases created for that month alone. Whilst the overall trend of GCCRS closing consistently more claims than it has opened in the past 9 months has continued, July was an aberration with 11 more cases opened than were closed. In this current environment it is extremely difficult to predict the ongoing demand as is evidenced by COVID-19 impacting on the August demand numbers.

GCCRS staff have continued to focus on reducing the time cases are spent with us in the “reviewing and preparing documentation” phase and we are seeing the number of cases in this category continuing to decline, down 50% since its peak in March 2021.

It is clear that the EQC focus on Aged Claims has had a direct effect on GCCRS homeowners with a reduction in the number of cases in this category down 19.5% since March 2021. The time cases are spending in some of these categories has been affected by the impacts of the COVID-19 lockdown with the inability to hold site visits and receive the related experts reports increasing some time in these categories.

The GCCRS satisfaction survey remains very strong although recent results are lower than the long term averages for some categories. This was also noted during the last lockdown in 2020 but satisfaction will be a focus for the coming months.

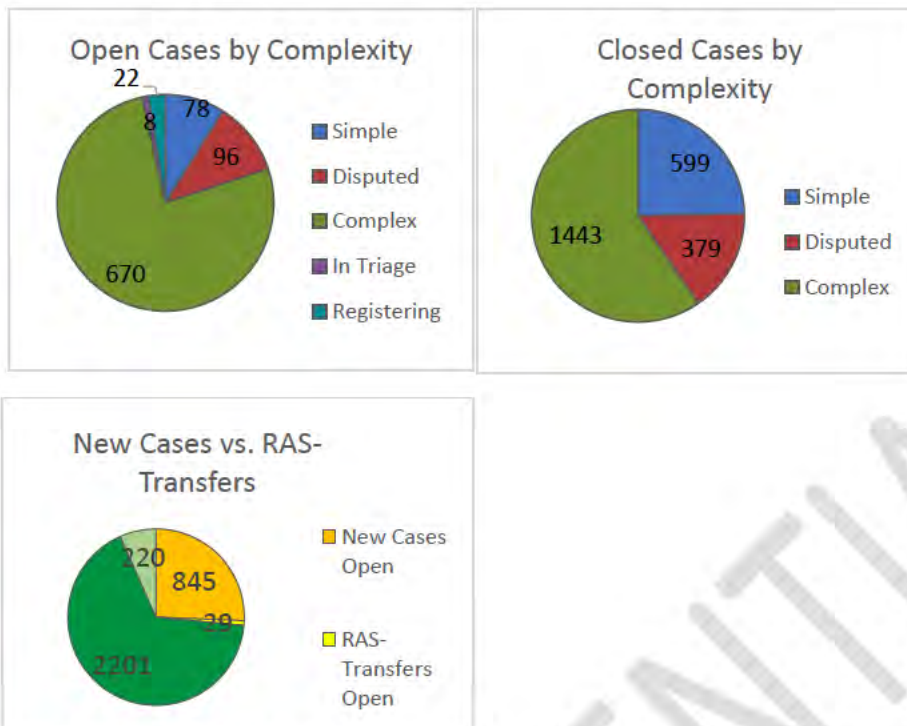
The impact of the COVID-19 lockdown has been high across the business unit with a number of staff redeployed to supporting essential services such as Travel Documentation, Police and the Ministry of Health Contact tracing activity. Staff are now largely back in the office on a 50:50 split and site visits restarted under strict protocols, however a number of staff remain in support of the outbreak response.

This report has been shortened in some aspects due to the timing of Advisory Panel meetings and the requirement to work from home under COVID-19 restrictions.

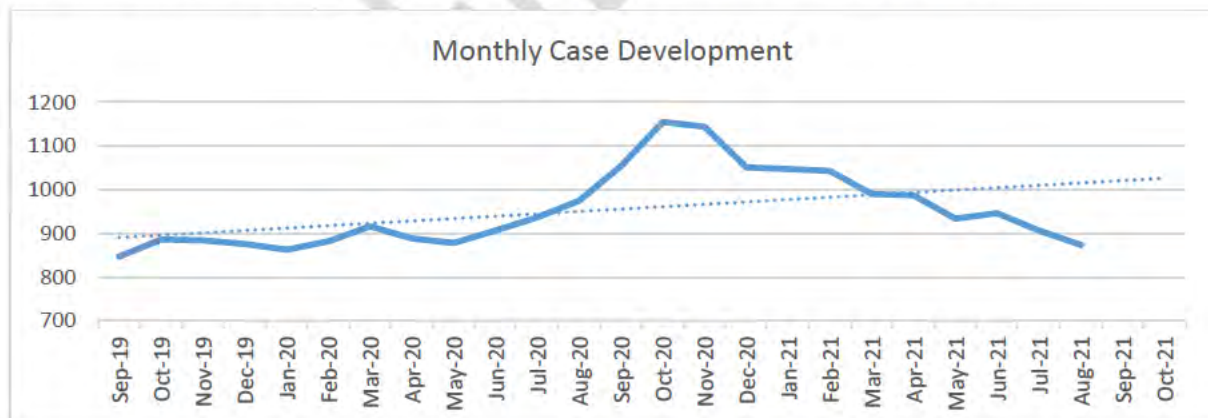


Darren Wright
Director, GCCRS

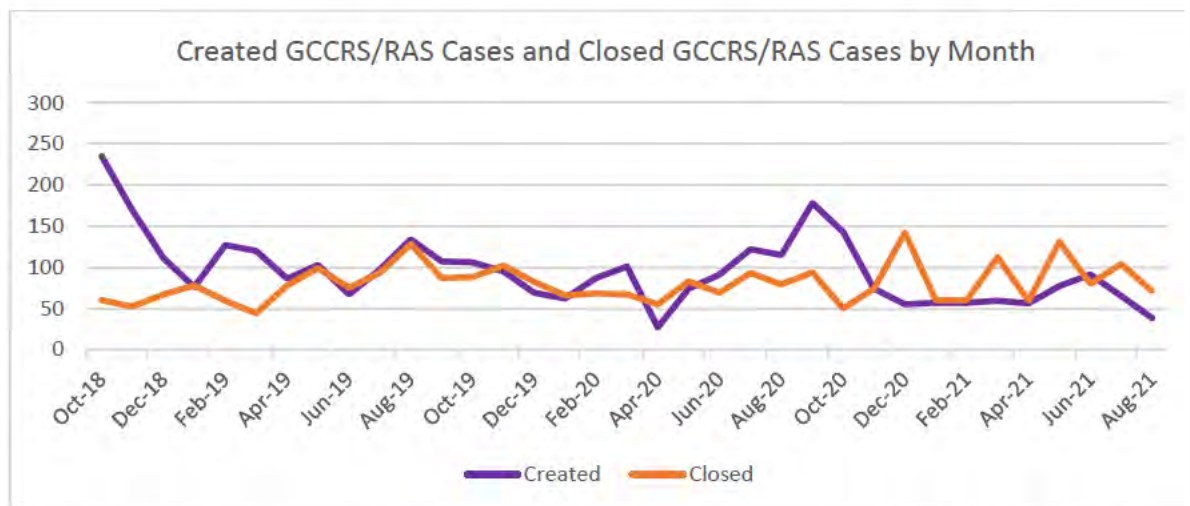
1. GCCRS Numbers



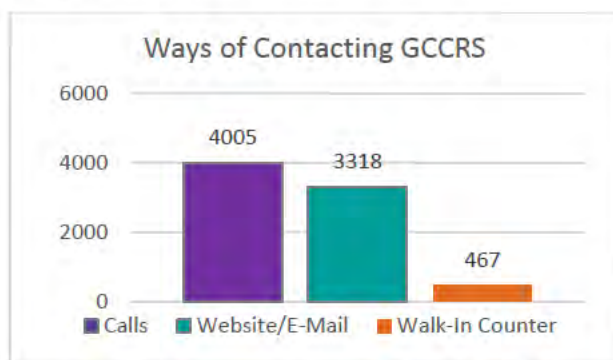
As at September 2021 the Greater Christchurch Claims Resolution Service (GCCRS) has received 3,295 cases into the service and has closed 2,421 cases. GCCRS is currently managing 874 cases across 16 Case Managers, down from 934 in the previous period. Whilst the overall trend in cases is continuing downwards with 194 cases created for the period and 255 closed, a significant spike in demand for June 2021 with 91 cases created for the month has slowed progress. The June opening rate of 91 compares to the 9 month average of 61.67, a 49% increase for that month.



The monthly case development has now fallen for 8 of the last 9 months with only June showing an increase with a net 11 new cases. The overall trend however is now very strong from the peak of 1,155 open cases in October 2020 to the new case load of 874 (24% down over the period). What is notable in the data is the very low number of cases opened in August 2021 at 38 compared to the 9 month average of 61 which is likely due to the impact of the COVID-19 Level 4 lockdown.



There have now been 7,790 contacts with the service with an overall increase of 6.5% across all contact methods.



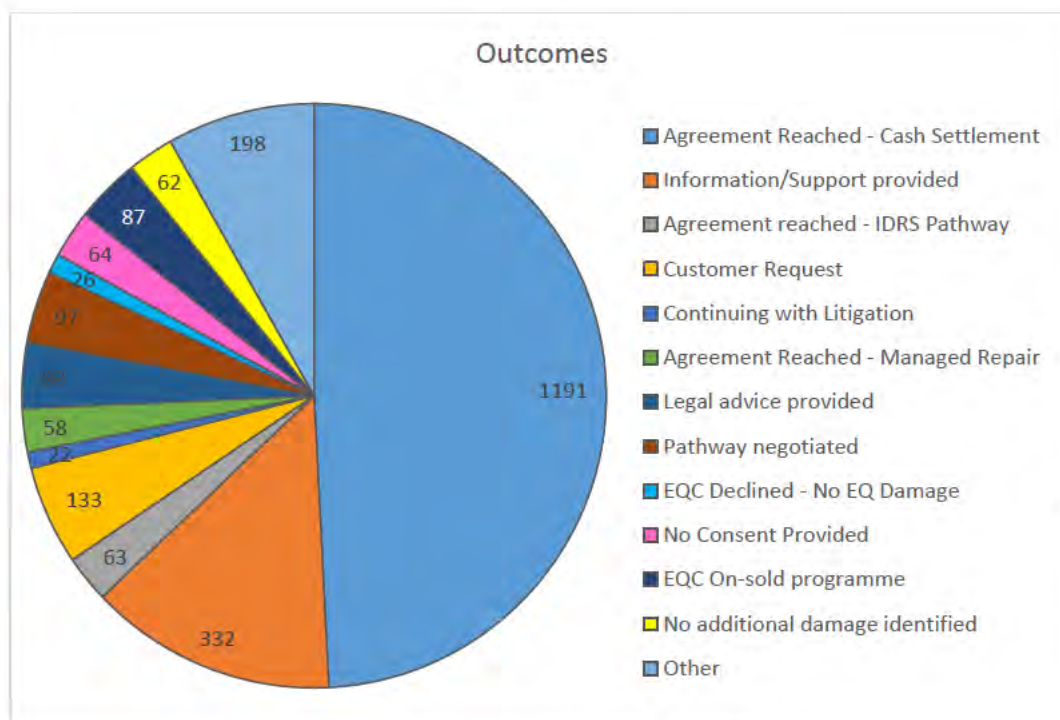
Outcomes

Of the 255 cases closed during this period, 112 cases were categorised as *“Agreement Reached Cash Settlement”* (44% of all claims slightly down from 49% last period), 35 cases were *“Information/Support Provided”* (13.8% of all cases for the period). Anecdotally GCCRS is noting a decline in the number of cases reaching cash settlement most likely due to the significant increase in the value of property across Christchurch. This is supported by a 28% increase in the *“Agreement Reached – Cost Incurred”* category for the period.

The *“EQC On Sold Programme”* continues to grow with a 31% increase in the category for the period. This is largely made up of homeowners who are already registered with the programme and are seeking assistance. There were 2 cases declined by EQC for the period due to *“No EQC Damage”* or 0.79% of all cases. EQC also declined 3 cases that had no claim lodged at the time of the event.

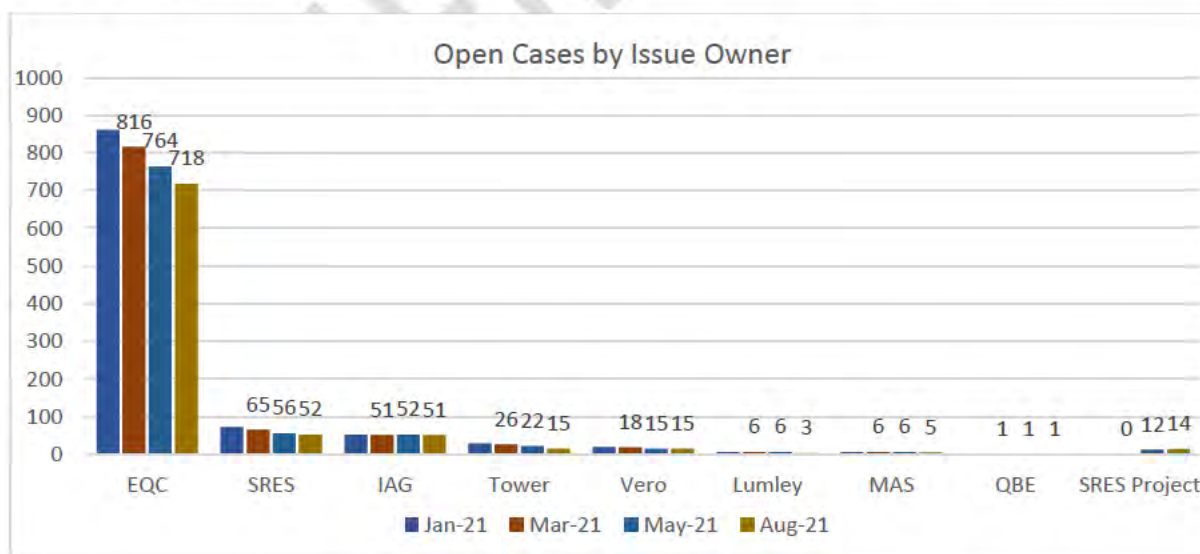
GCCRS spent a significant amount of time over this period reviewing cases in the portfolio and contacting homeowners who had not engaged. As a result of this work there was an increase in cases closed where the homeowner had disengaged or where the homeowner refused to provide GCCRS with a Consent Form. These two categories together accounted for 25 cases or 10% of all cases for the period.

*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.

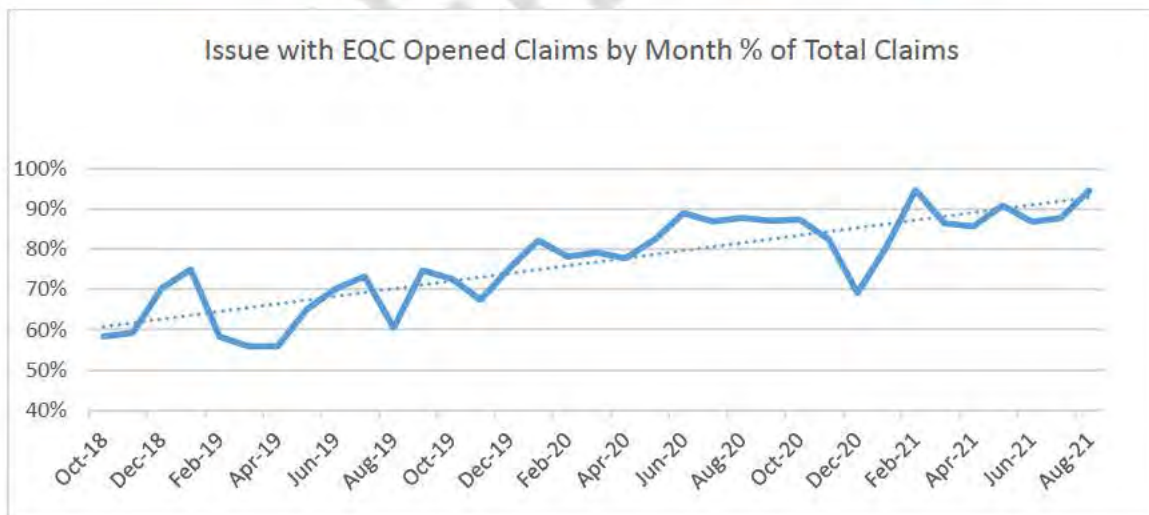
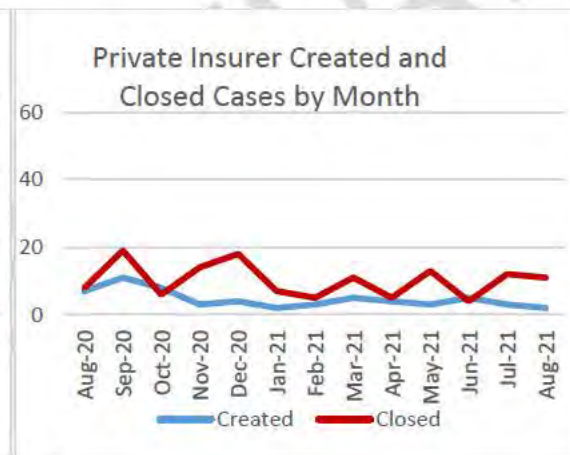
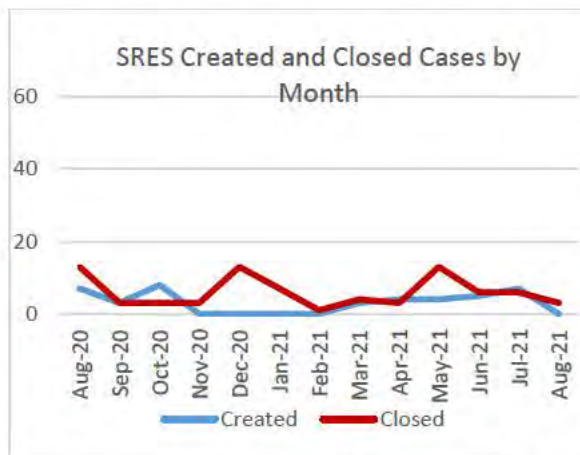
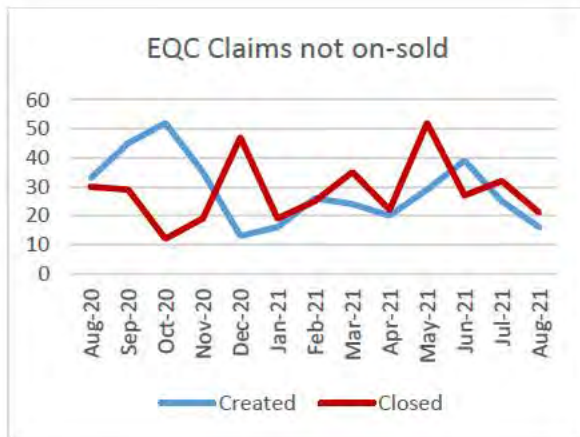


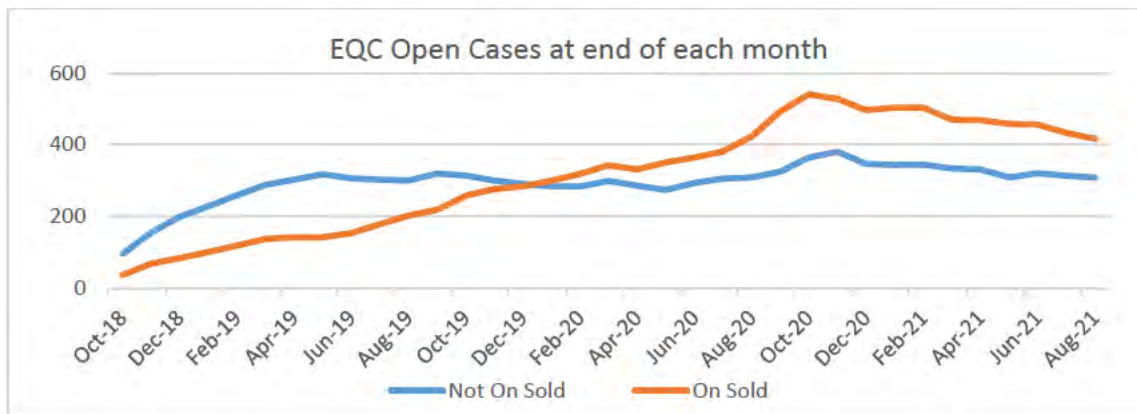
Case Inflow

EQC continues to dominate the cases coming into the service with 172 of the 194 new cases presenting with EQC issues. For August 2021 EQC cases alone made up 95% of all new cases coming into the service.



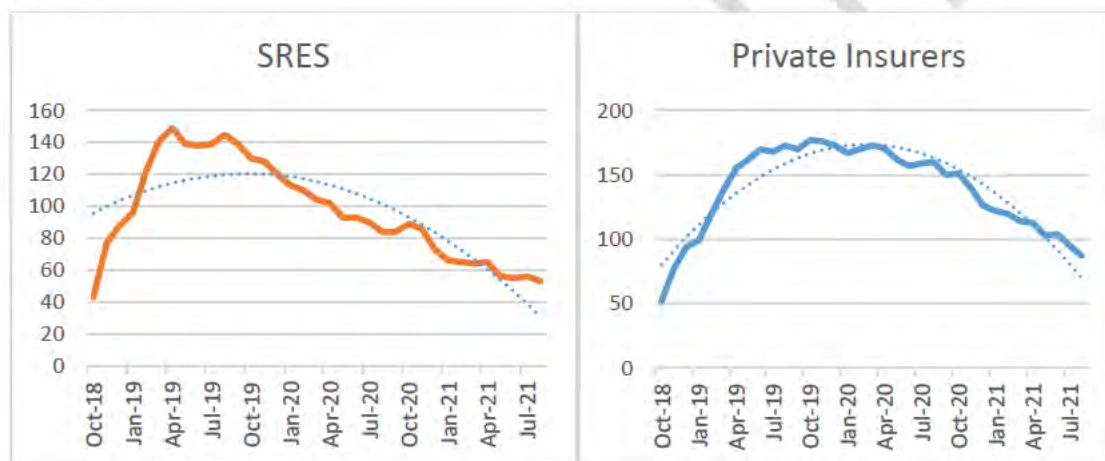
Overall EQC claims dropped only 6% for the period compared to SRES dropping 7%, IAG 2% and Vero unchanged at 15 cases. The largest drop however were in Tower cases in the service down 32%. The only case load to net increase across the period were the SRES Project cases discussed in the last report up 17% for the period, which are a different category to the BAU SRES cases reported above. These are the cases related to the Dodds claim in the High Court.





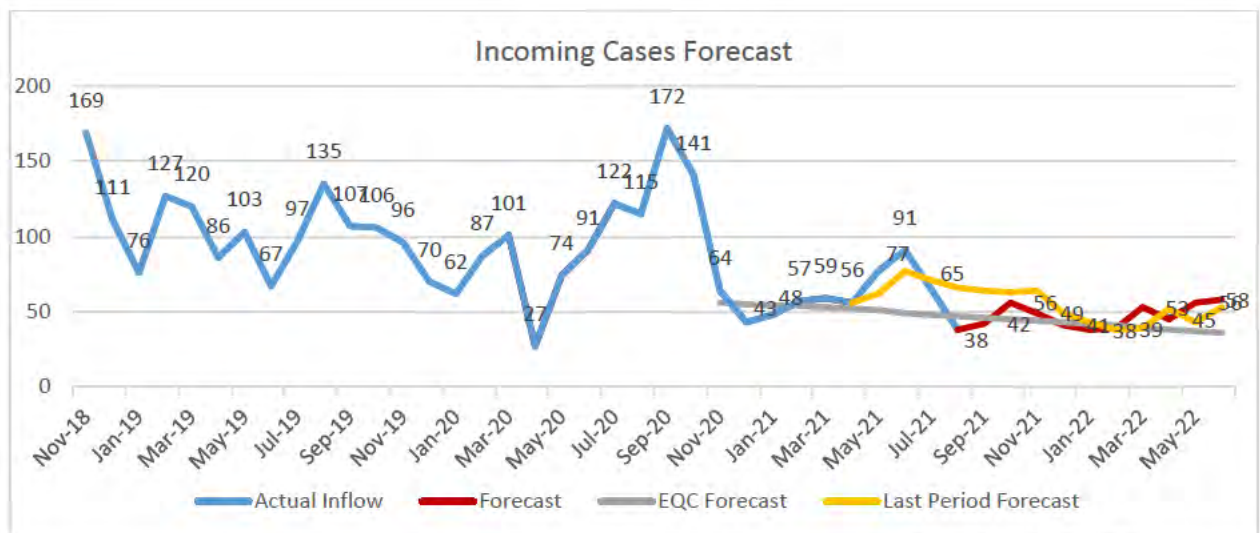
It is worth comparing the demand growth in EQC cases above with those of SRES and Private Insurers.

It is clear that the trend in settlement of all non EQC cases are progressing broadly as predicted at the establishment of GCCRS. Over the past twelve months the case opening rate for SRES has been 2.83/month with a closing rate of 5.4/month. Private insurers have opened 4.4/month and closed 10.4/month.

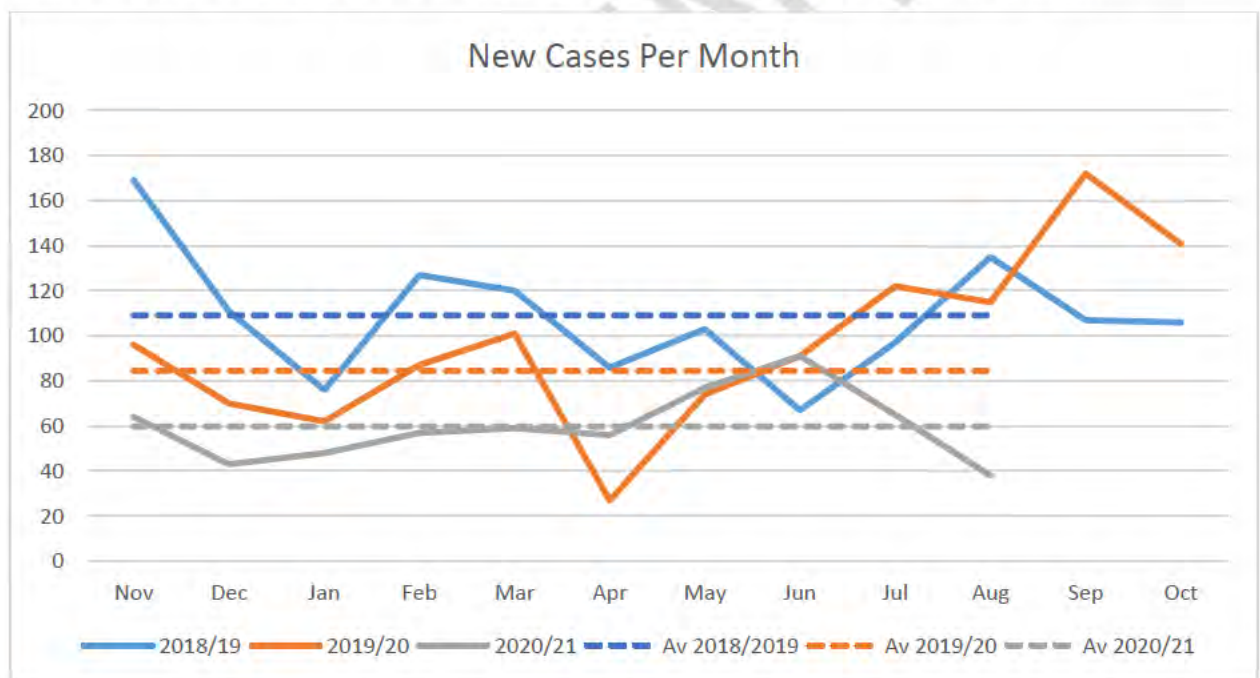


Forecasting

Forecasting demand remains extremely complex for GCCRS, especially given the impact of the COVID-19 lockdowns. Whilst overall demand is declining, June 2021 stands out with higher demand (91) as did May 2021 (77) than both GCCRS (71 for June 2021) and the EQC actuary (49 for June 2021) forecasts. It is notable that the spike in cases that started in July 2020 and peaked in October 2020 does appear to be reflected in the 2021 year with both May and July higher than expected although this was clearly impacted by COVID-19 in August.

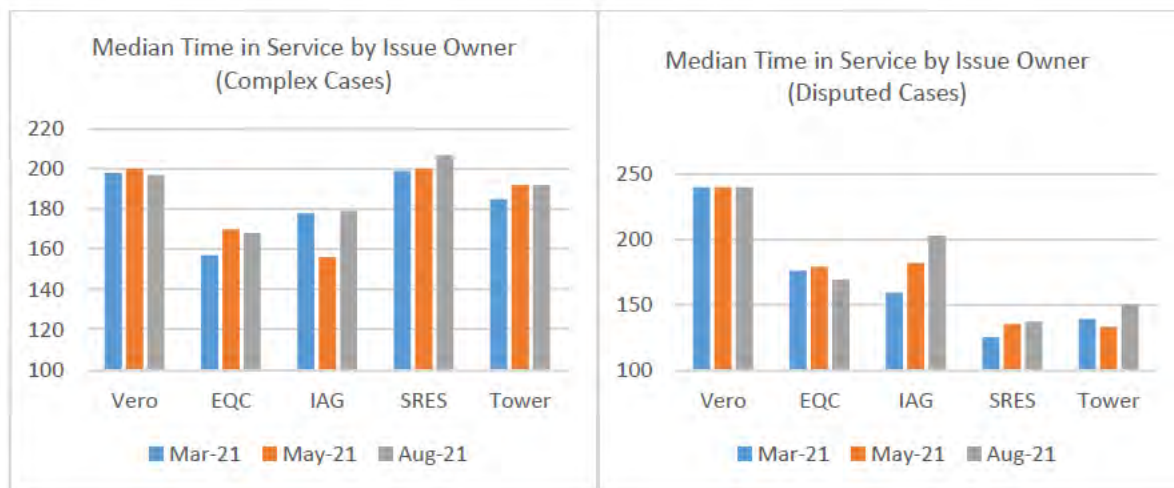


The somewhat random nature of the data is clear when we compare the year on year incoming case numbers as below. What is notable in this randomness however is the overall reduced demand year on year from an average of 109.1 cases per month in the 2018/2019 year to 84.5 for the 2019/2020 year and then 59.8 for the 2020/21 year to date. This reinforces our assessment that claim numbers are reducing and likely to complete close out during the 2022 calendar year.



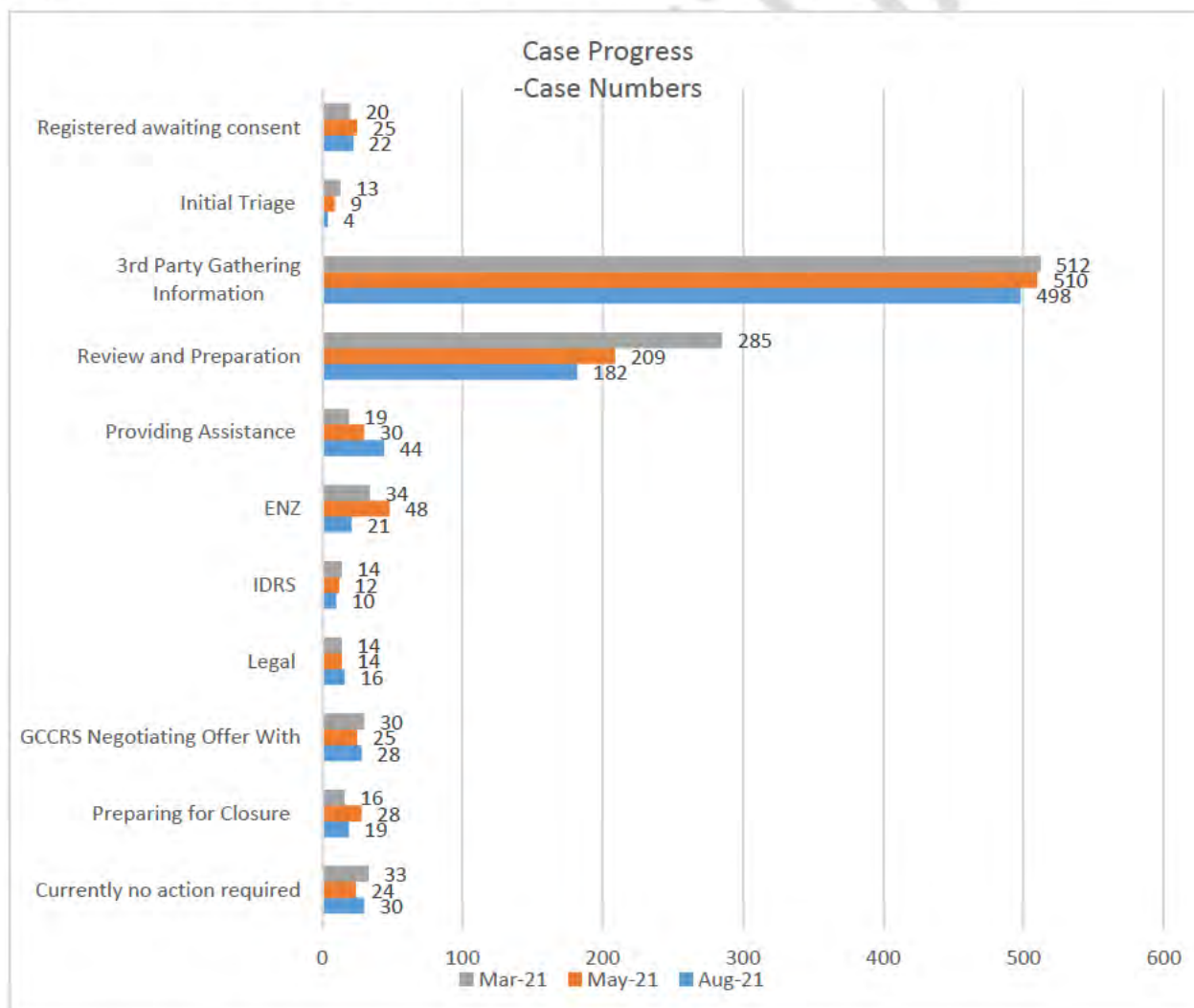
Time In Service

The following data looks at the time cases have been in the GCCRS service and is presented as the median number of days a case has been with GCCRS. Care needs to be taken with the Vero and Tower numbers due to the small number of cases but the data does show a fairly consistent median number of days across the different periods. It is worth noting that even though EQC has the largest number of cases in the service, the time they are spending in GCCRS is not inconsistent with other Insurers and has not increased since March 2021.



Case Progress Analysis

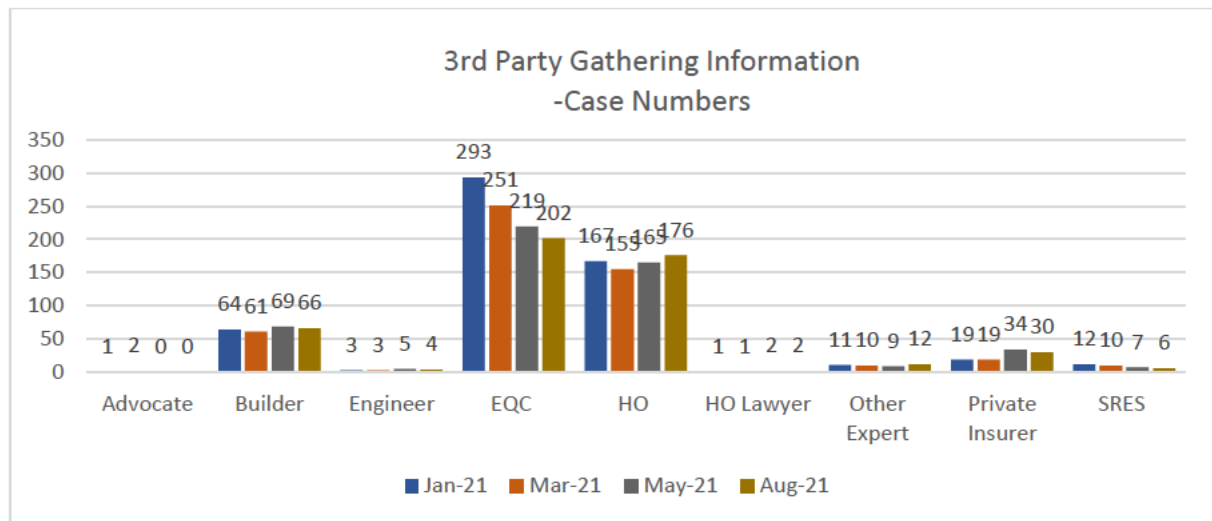
Case progress data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.



Notable is the ongoing and significant decrease in the number of cases in the “*Review and Preparation*” category down from 209 last period to 182 this period and down from the peak of 285 in Mar 2021 (down 36.1%). It is also evident that there is a decrease in the number of cases with

Engineering New Zealand down from 48 cases last period to 21 cases this period. Also notable is the decrease of the number of cases in “Preparing for Closure” from 28 to 19 this period.

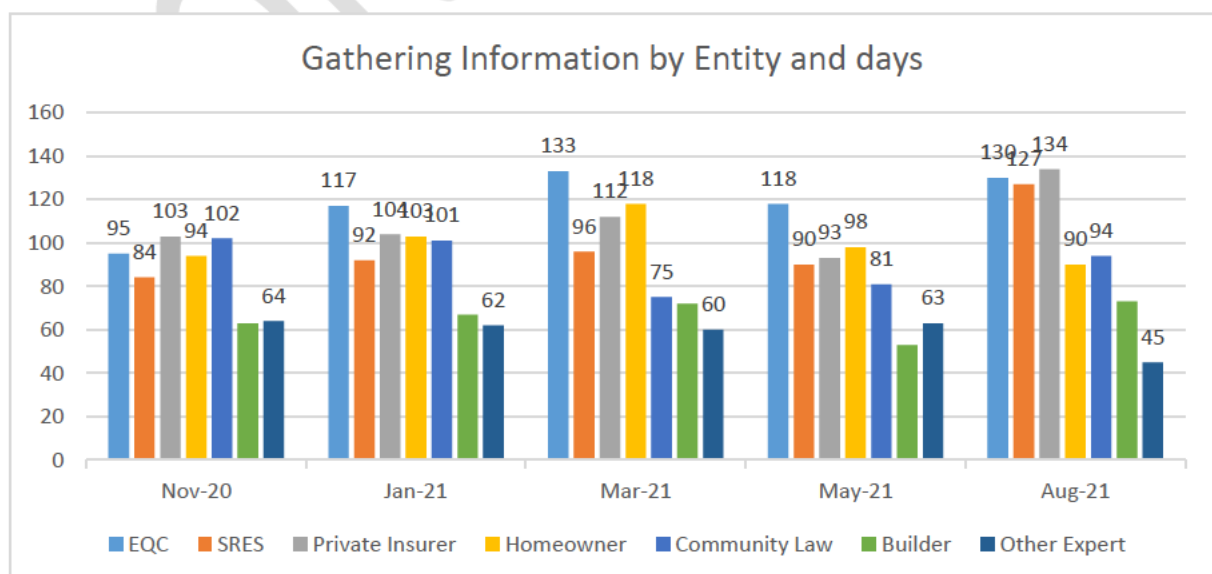
To look into this data further it is necessary to break the data down into its constituent parts:



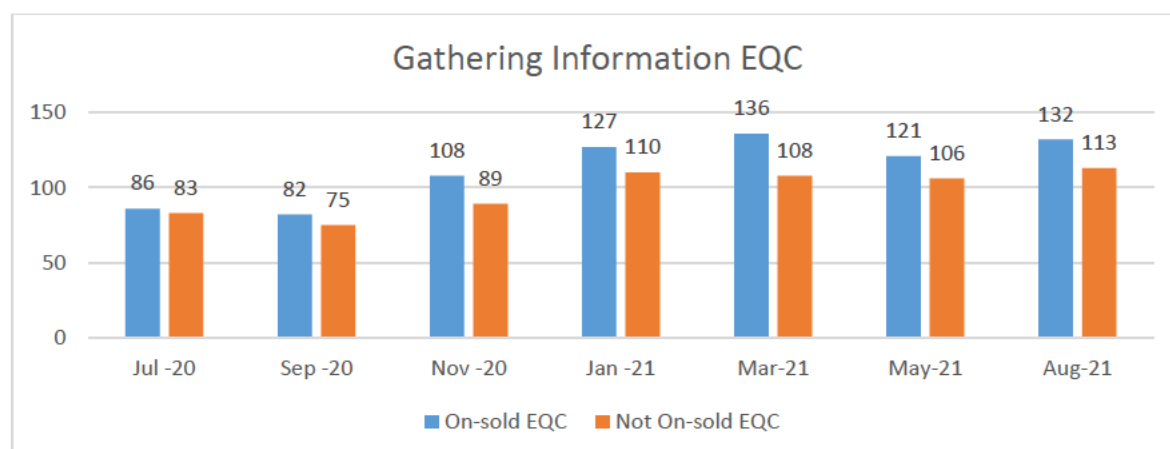
There has been another consistent drop in the number of cases sitting with EQC in the category “Gathering Information” (down from 219 cases to 202 cases). This is even more significant when acknowledging that from January 2021 (293 cases) to August 2021 (202) cases there has been a decrease of 31%.

To understand the impact of these case numbers, we also need to look at the time cases are taking in this category. The decrease in the number of EQC case numbers in this category is not reflected in a decrease in the time the cases are staying in the category with the average for EQC increasing from 118 days in May 2021 to 130 days in August 2021 (see below). It is important to note of course that this is likely impacted by the COVID-19 lockdown with all site visits cancelled over the period and all staff working from home.

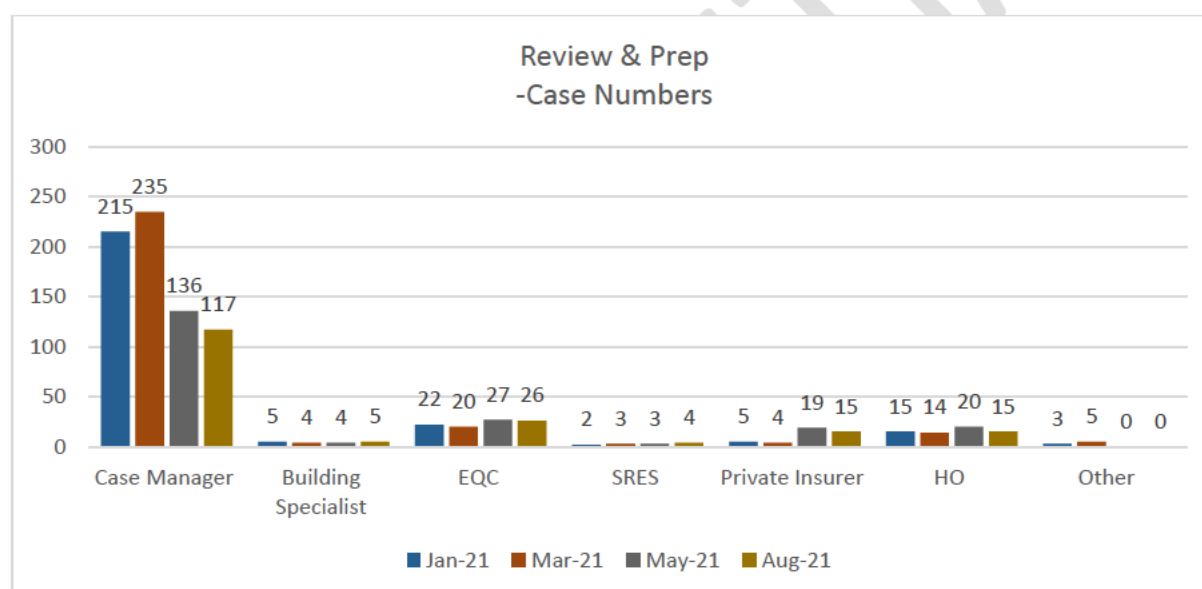
This trend is also reflected in the number of cases sitting with Private Insurers, Community Law and SRES, all have shown an increase in time taken for the period.



Below is the same data broken down by EQC as “Not On Sold” and “On Sold”. It is evident that the EQC increase in number of days is consistent across both BAU and the On Sold Programme. Again as above this is likely due to the impact of the COVID-19 lockdowns.

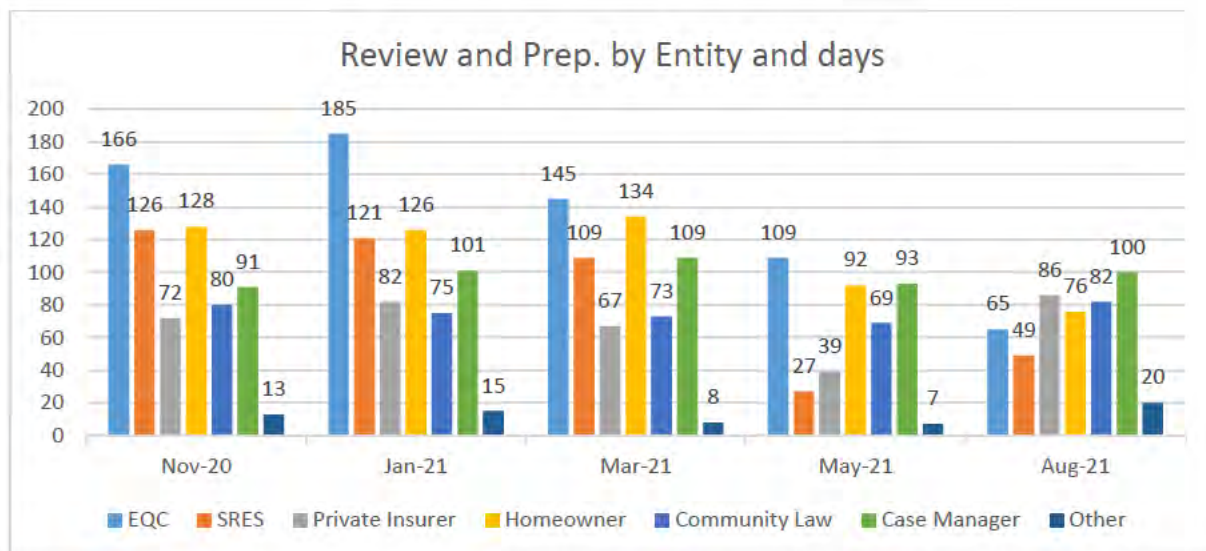


The other critical category monitored by GCCRS is “Review and Preparation”.

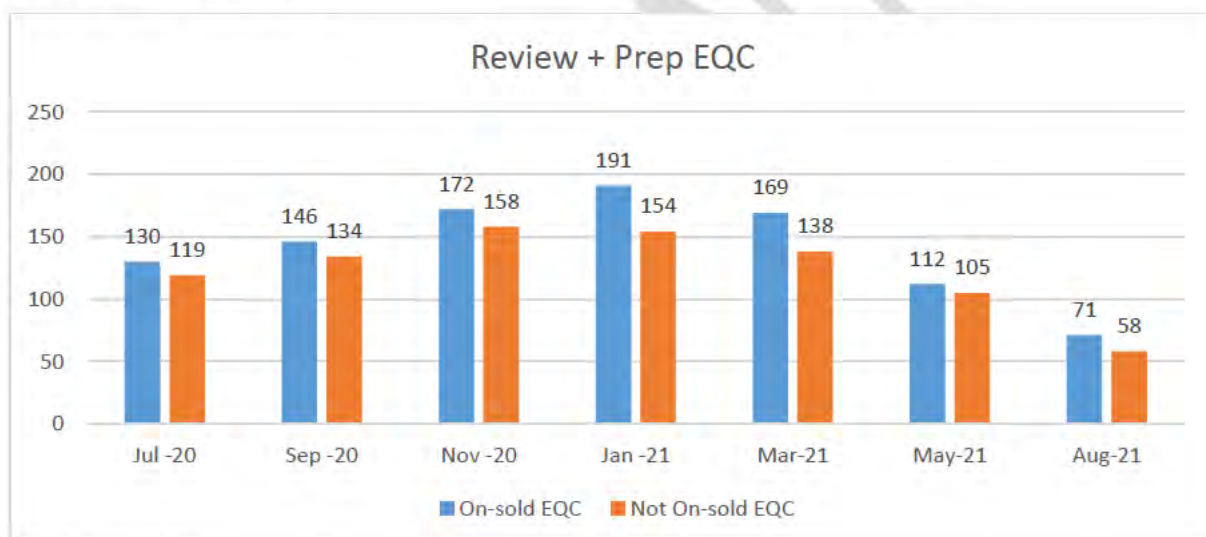


It is very encouraging to see a significant decrease in the number of cases sitting with GCCRS Case Managers down from 136 cases in May 2021 to 117 cases in August 2021. When looking at the data since GCCRS began focussing on this in March 2021 we see a 50.2% drop in cases.

Again, the most important factor is the time taken in each category (see below). Consistent with the “Gathering Information” above it is noted that the COVID-19 lockdown has likely had a major impact. The number of days a report was being reviewed by EQC in May 2021 was at 109 days which is down significantly in August 2021 to 65 days. Perhaps unsurprising is the slight increase in time taken by GCCRS as many staff were moved into other essential services (see later in this report).

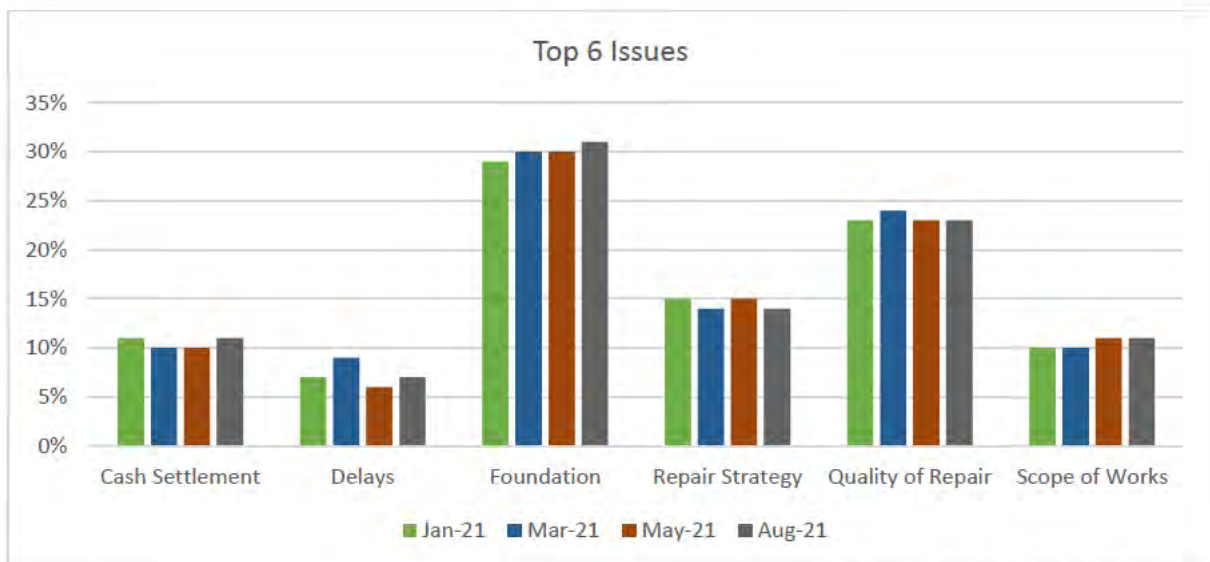


As can be seen below, the decreased number of days for EQC is equally split between On Sold (down 36%) and Not On Sold (down 45%) with both now the lowest since GCCRS started measuring this in Jul 2020. This factor is down a massive 63% for cases in the On Sold Programme since January 2021 and 62.3% for Not On Sold.

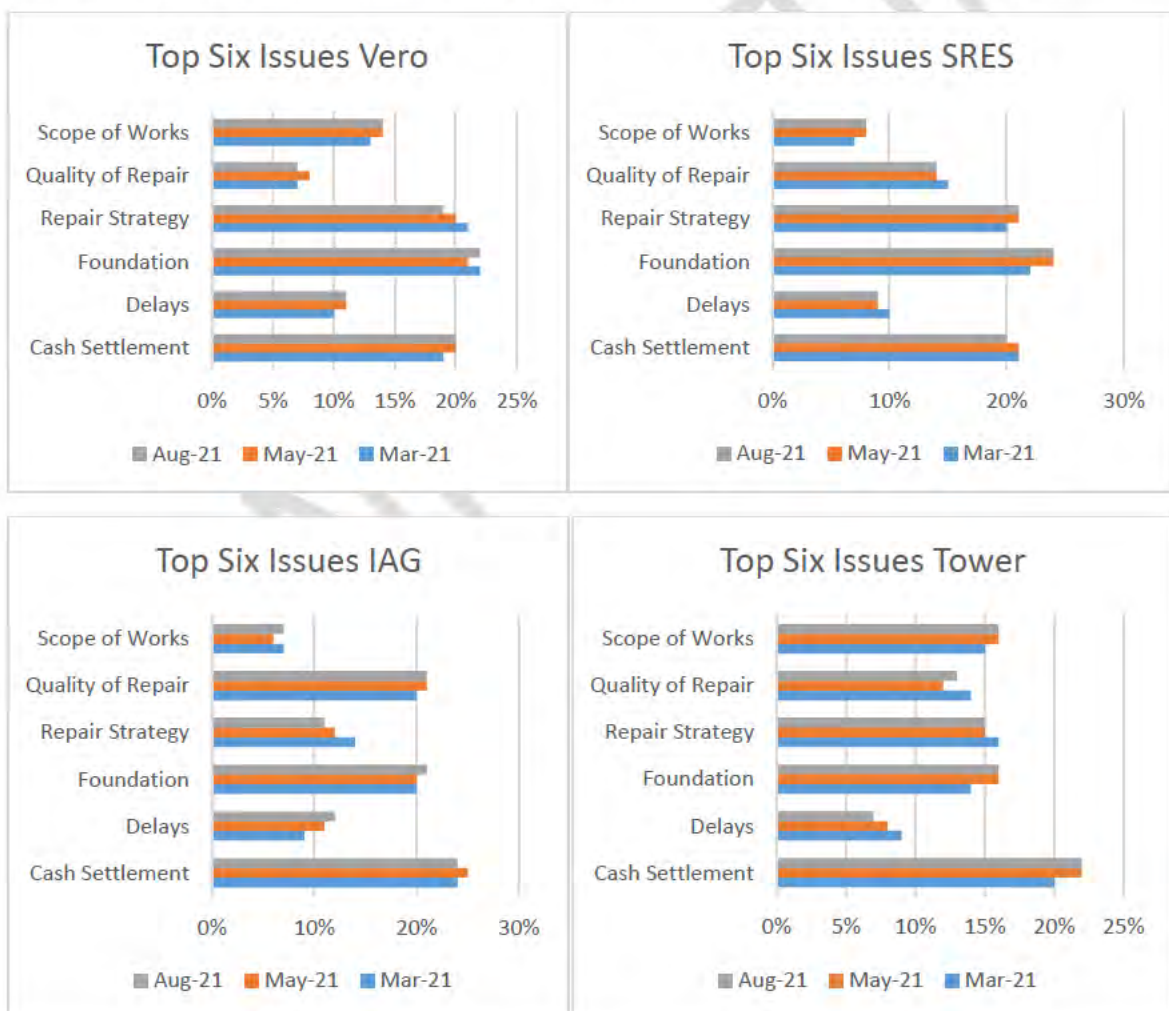


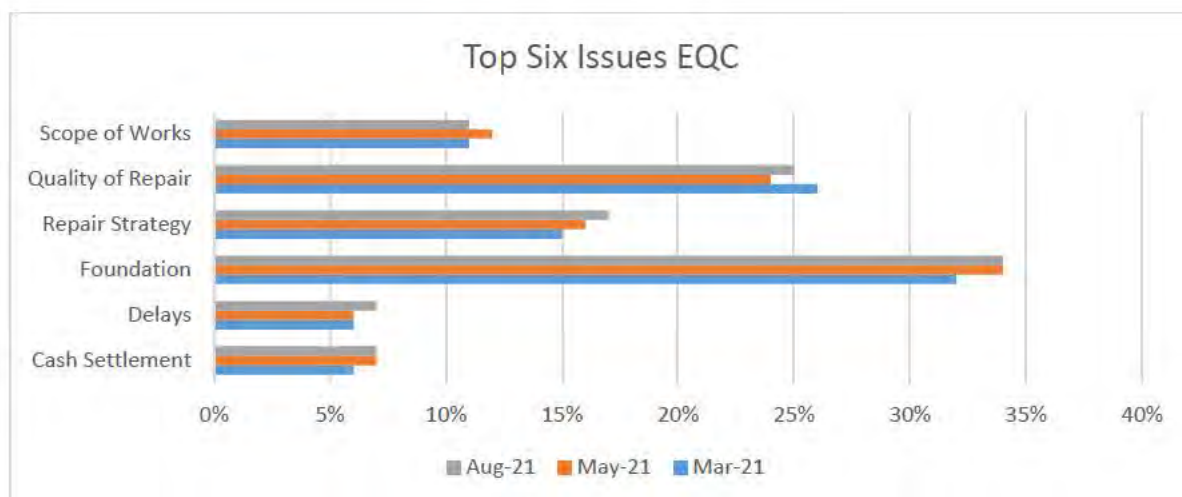
Property Issues

The August 2021 period showed a continued increase in the level of people presenting with “Foundation” issues along with “Cash Settlement”.



The top six issues by issues owner show the breadth of issues across Insurers and EQC.





GCCRS Exit Survey

Questions	Last Period	This Period	Average
1. Through GCCRS I was able to receive assistance with my claim.	94%	95%	87%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	97%	80%	85%
3. The guidance I was given by GCCRS was appropriate to my situation.	94%	80%	87%
4. I was kept informed of the progress of my case.	90%	80%	85%
5. My Broker acted in a professional manner.	100%	100%	92%
6. I felt my broker understood my situation.	100%	85%	88%
7. My wellbeing has improved as a result of using GCCRS.	90%	70%	75%
8. I would recommend GCCRS to others.	94%	85%	89%



Satisfaction Level - 89%

As can be seen above from the sample of homeowners who responded to our satisfaction survey their satisfaction remains very strong. In August 2021 85% of homeowner's who responded stated that they would recommend GCCRS to others, down from the previous period of 94% in May 2021. Whilst the data remains very strong and highly positive it is noteworthy that on all but two measures the satisfaction has fallen below the long term average. This may be an effect of the Covid lockdown as this uncertainty showed a similar reduction during the 2020 lockdown phase but this is something that will definitely be a focus for GCCRS in coming months. It is also likely that as GCCRS moves into the most complex and difficult claims the Insurance/EQC response may not be what the homeowner wants.

Homeowner Feedback

A sample of the feedback from homeowner's during April and May 2021 included:

"We were hesitant about going to GCCRS for what we thought was a minor matter - unrepaired piles but were encouraged to do so by a lawyer who felt that as we were older and may want to sell in years to come it would be worth getting the piles checked so it wouldn't cause a problem when selling in the future. As it turned out it was the best thing we have ever done because it was discovered there were a number of things wrong with the house as well as the piles.

All the people we dealt with from our Case Manager to the insurance and EQC staff to all the experts who came around to do investigations and do reports were all very professional, explained what part they played in the process, kept us informed and were always pleasant to deal with.

The settlement we received to do all the repairs required was fantastic so we can move forward, get

the repairs done and go into retirement with no concerns.

I would like to mention in particular our GCCRS Case Manager who is absolutely fantastic. There is nothing that happened during the process that she hadn't explained or advised us of and was always there in support.

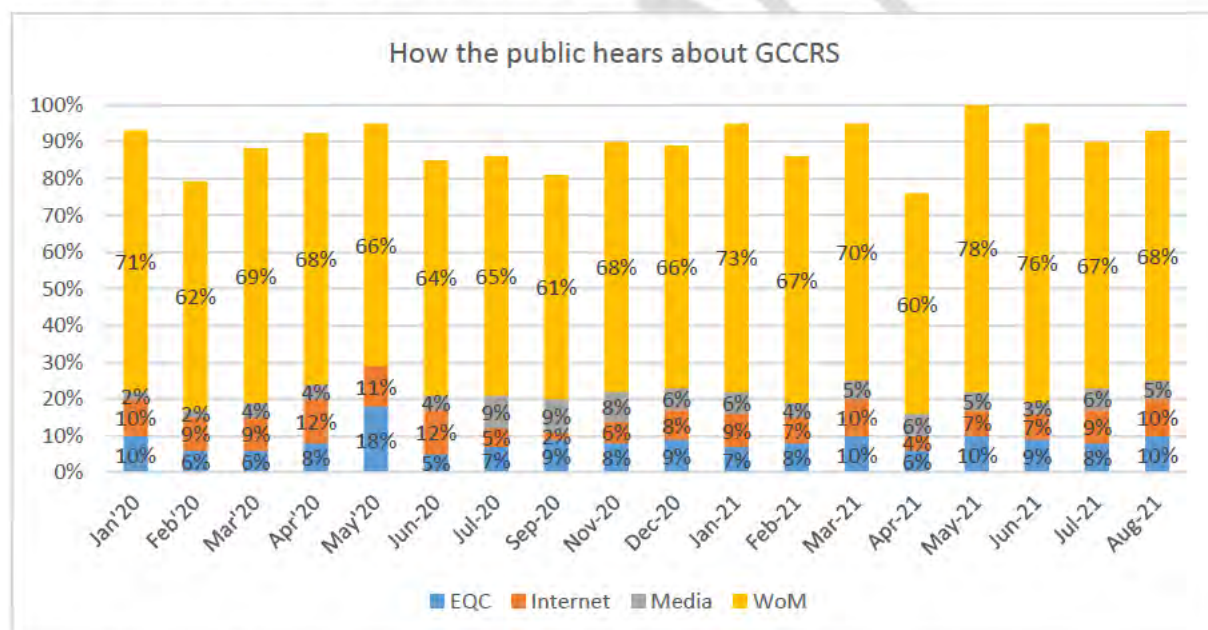
The process was quite long but we learnt a lot, met some great people and the outcome was better than we had hoped."

"Excellent communication from my Case Manager ensured I had all the information I needed. She was able to answer all my many questions confidently and concisely, ensuring our claim was fulfilled to an agreeable outcome."

"Thank you for all your assistance. This service has been invaluable for us."

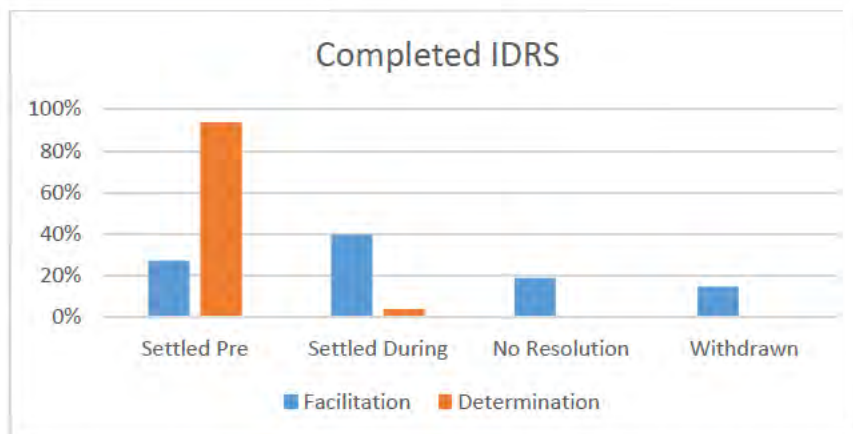
How the public hears about us

GCCRS tracks how people come into our service so that we can understand both the marketing and perhaps more importantly the performance of our service. "Word of Mouth" referrals into GCCRS remain strong at 68% of homeowners but down from the recent peak of 78% in May 2020. Referrals from "Internet" are up slightly from 7% in May to 10% in August.



2. IDRS Update

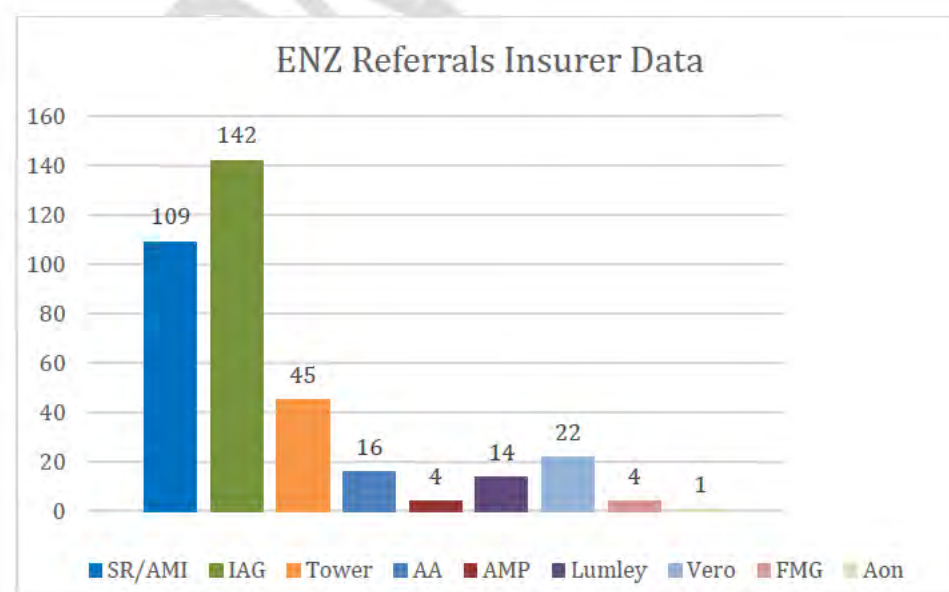
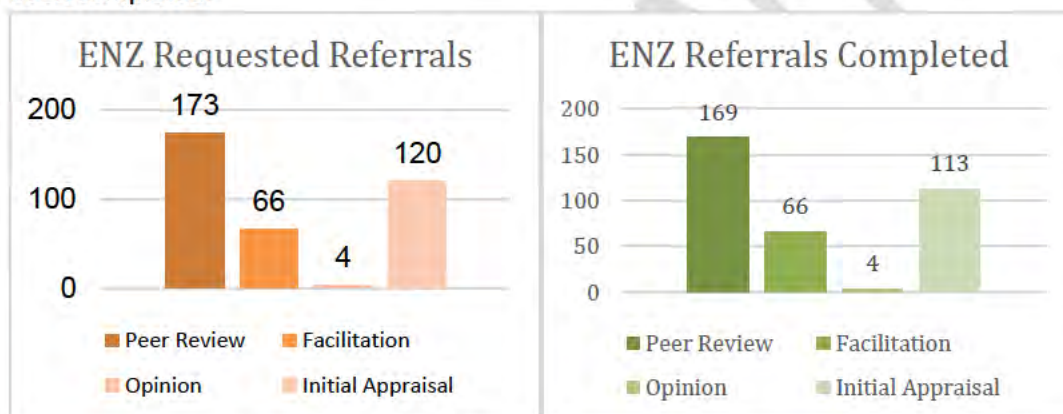
As at the end of August 2021 the GCCRS has one case booked for facilitation with dates confirmed, and five cases for facilitation that GCCRS are actively working on to confirm dates and members. Currently there are six determinations being worked on. Of these, two have confirmed dates for hearings. For the first time since the establishment of the service one of the cases being prepared for Determination is with a third party insurer.

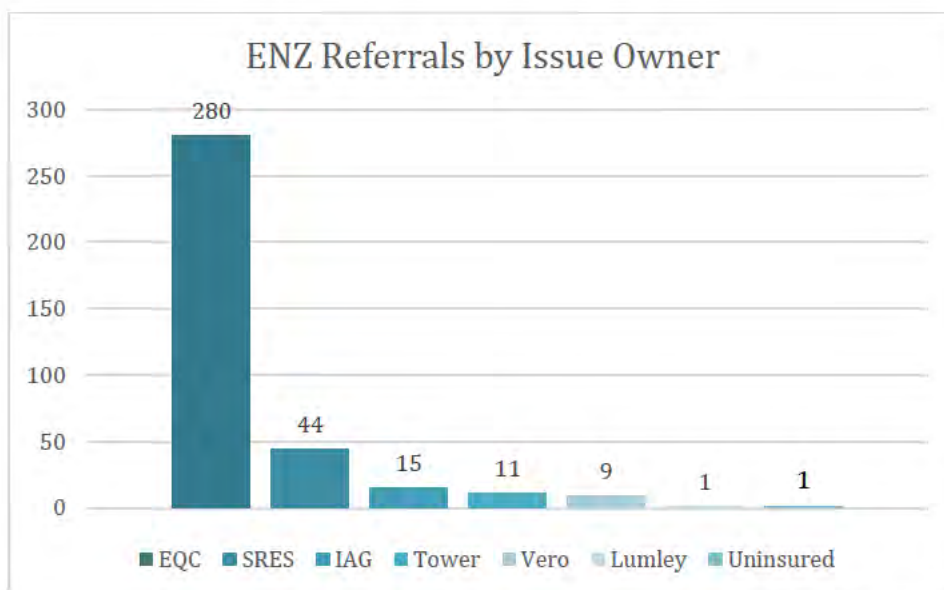


Of the seven cases set down for facilitation or determination during this report period: four settled during the facilitation, and three determinations settled before a hearing.

3. Engineering Update

As at 31 August 2021 there were 11 open cases that have been submitted to Engineering New Zealand, awaiting completion. Overall there have been 363 cases submitted and of these, 352 have been completed.

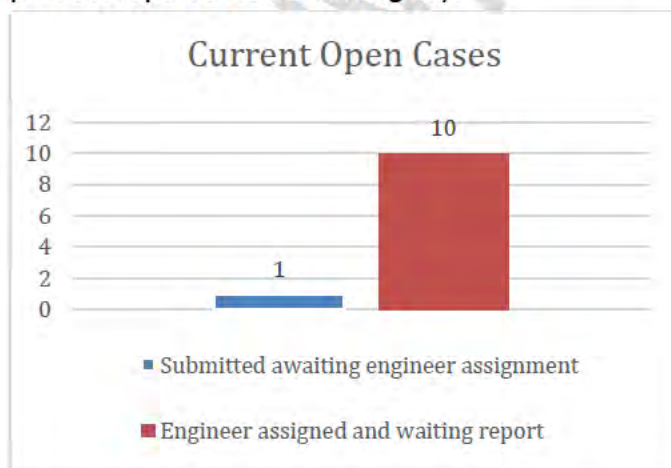




Peer reviews continue to be the most common type of referral with 169 of the 363 total submitted requesting this service.

The GCCRS have now begun sending homeowners who accessed the ENZ services a short survey to complete following the receipt of the ENZ report. The survey focuses on the homeowners questions being answered, clear outcomes, easy to understand language and impact on the claim progression. We have had a 25% response rate from the 12 surveys sent to date and hope to see this increase over the coming months. Feedback to date has been positive.

The average time taken to assign an engineer from when GCCRS provides a full submission is currently 21.30 working days up from the previous report of 17.59 working days. The average time taken from the date of assignment to provision of the report is 39.22 working days up from the previous report of 38.91 working days.



The above graph shows that of the 11 open cases submitted to ENZ, 1 is awaiting assignment to an engineer on the panel.

4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

In addition to the Pathways programme for homeowner's, GCCRS continues to run its staff wellbeing support package. This service has now been renewed through to June 2022 and continues to provide one on one, group and targeted support sessions.

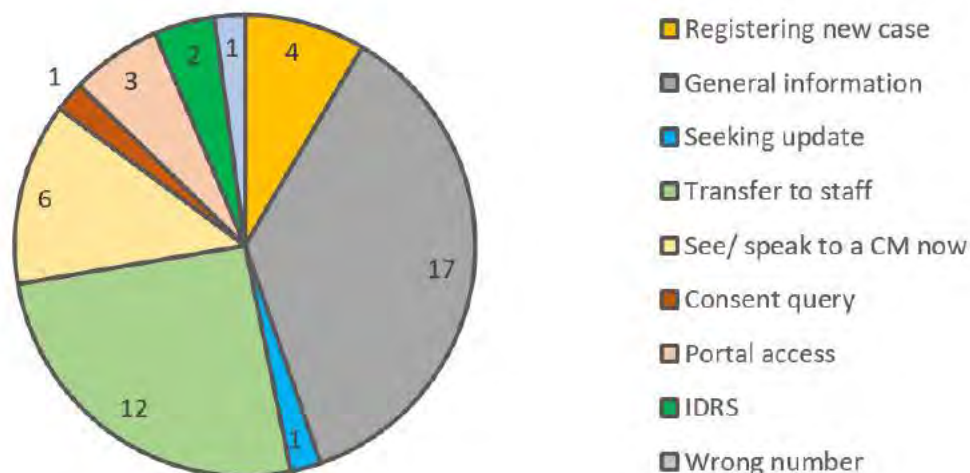
The GCCRS Change workshop has been delayed by COVID-19 but will be delivered as soon as possible on our return to Level 1.

5. Operational Update

a. Call Centre Update

During August 2021 the GCCRS Call Centre answered 99% of calls within 30 seconds (9 seconds average wait time). No calls overflowed to the main MBIE Service Centre. The abandonment rate was very low at 2.94%. Call volume was lower than usual due to the Level 4 Lockdown.

GCCRS 0508 Service - Aug 2021

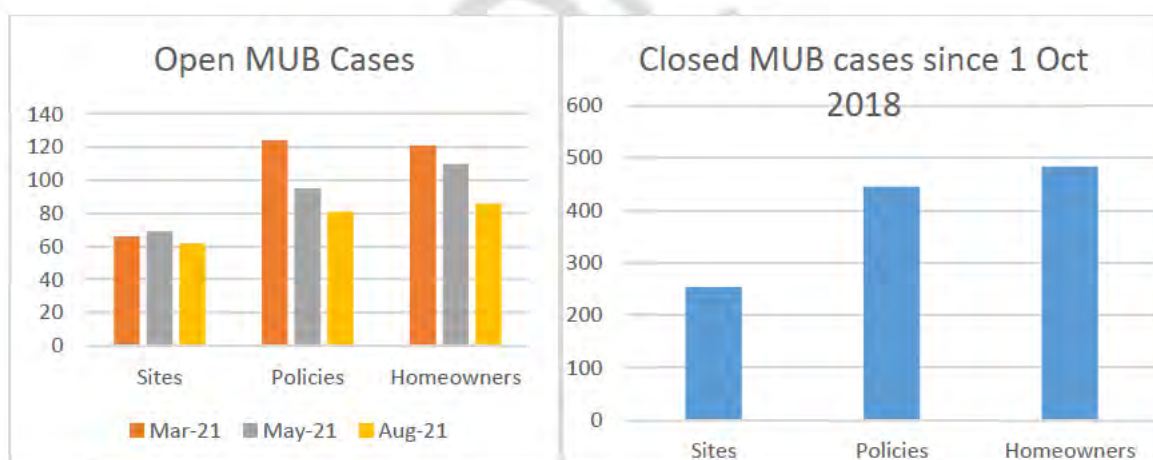
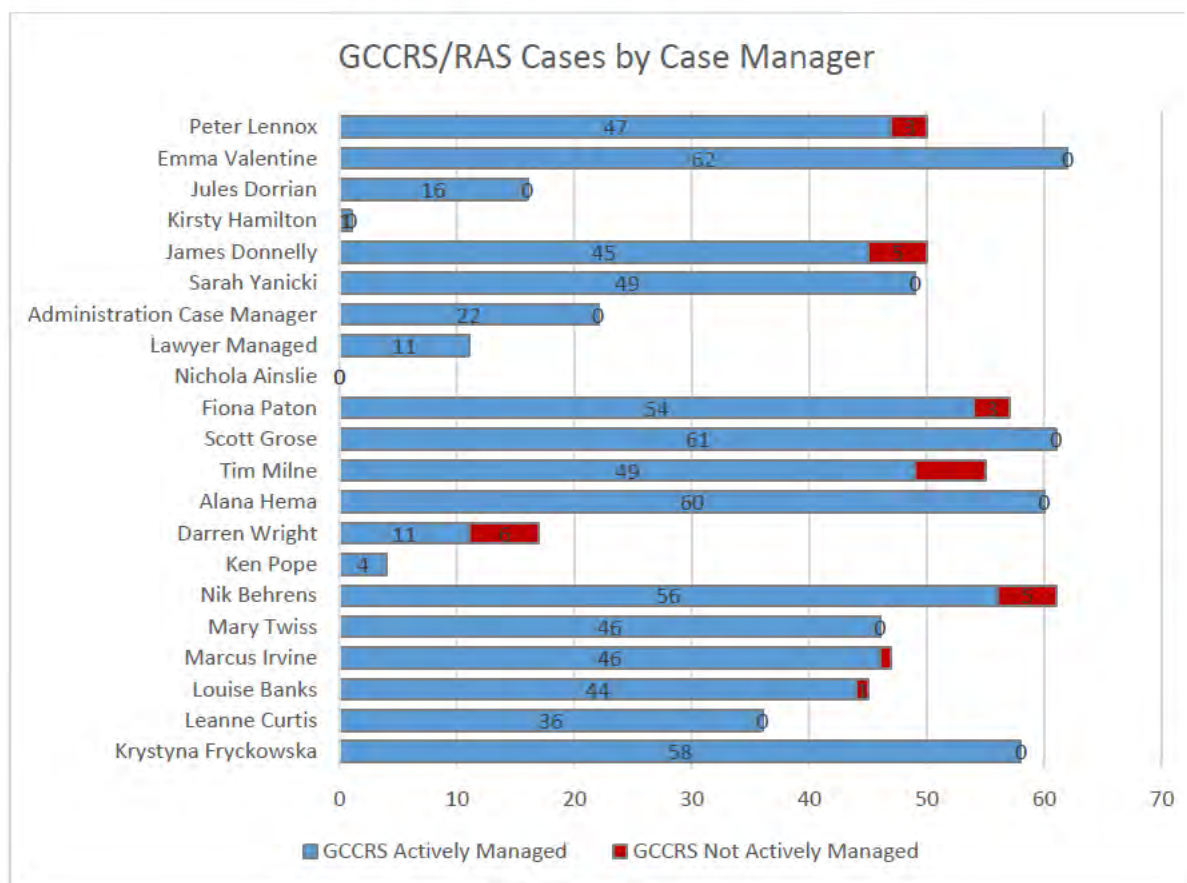


Online registrations during August were 18 which was up slightly from July at 13.

b. Case Manager Update

Work over the past couple of months continues to realign the previous disparity between case management loads of staff. Many Case Manager's now have loads in the high 40's which is a far better load given the increased complexity of those cases and the requirement for far higher workloads in the On Sold space as the homeowner leads the strategy.

The decrease in the claims in the Multi Unit Building space is consistent with reductions across all classes of claims including the number of sites, the policies covered in those sites and the number of homes under management.



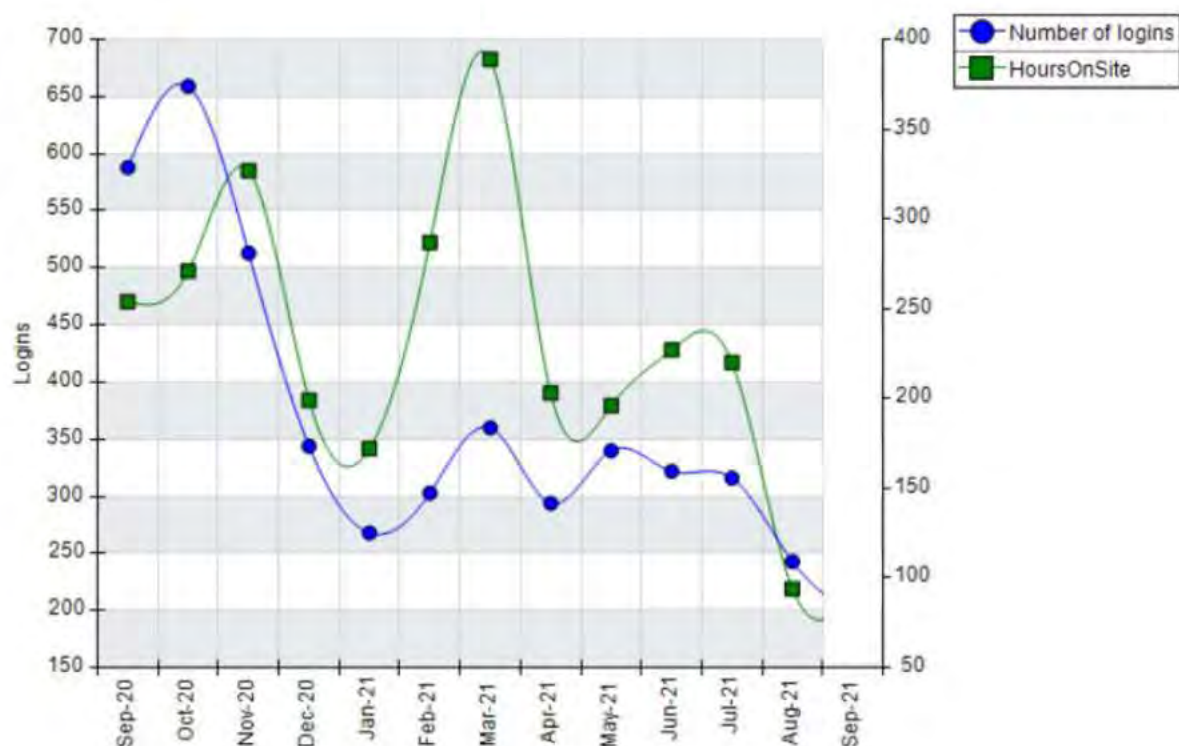
c. Portal Usage

There were 98 individual users of the portal in August compared to 110 last month.

August has recorded 243 logins to the portal compared with 316 in July 2021.

Combined hours of portal activity was down to 94 hours for the month compared to 220 last month.

Our data shows an average session time of 23 minutes per user for August 2021, compared to 42 minutes for July.



d. Health and Safety

There were no Health and Safety issues during the period. All staff continue to use the MBIE “Get Home Safe” application and iAuditor to manage the critical risks associated with working in the field.

e. COVID-19

The COVID-19 lockdown has had a real and immediate impact on GCCRS. Staff from across the business unit have been redeployed within MBIE and across other government agencies to support the response of the essential work streams including Travel Documentation, Police, Ministry of Health Contact Tracing. It is highly likely that this impact will continue until all areas of New Zealand return to Alert Level 1.

Staff have been put into a roster system with 50% in the Cashel Street office at any one time. All staff are now operating under the MBIE Site Visit protocols with Face to Face meetings in Cashel Street also operating under strict rules. IDRS Determinations and Facilitations continue to move online where possible, with some limited capacity still available in Cashel Street. As many of the Determiners are Auckland based it is expected that these restrictions will remain in place until at least Alert Level 2 for Auckland.

The GCCRS website was updated to inform homeowners of our decreased capacity and an email sent out to all open cases informing them of our work in the response and the potential impact on response times from GCCRS staff.

All walk ins to Cashel Street have been placed on hold, it is expected that this aspect will resume under Alert Level 1.

f. Westport

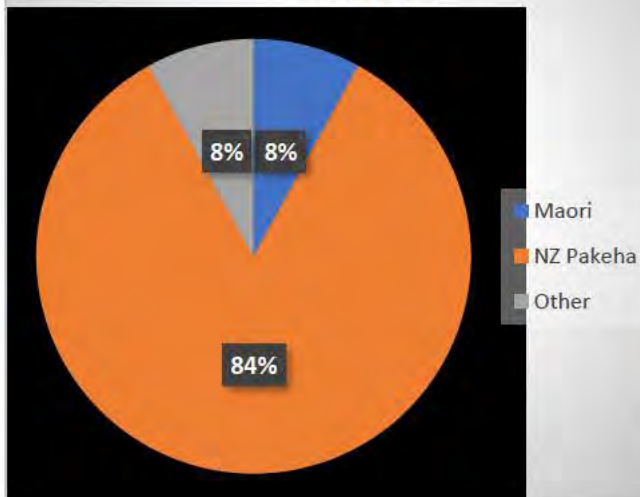
The Residential Advisory Service has been stood up to respond to the flooding in Westport. This involves several GCCRS staff working to support RAS, including travel to Westport to view damage and meet with homeowners. This work is at very early stages although demand is not expected to be significant given the number of houses damaged.

CONFIDENTIAL

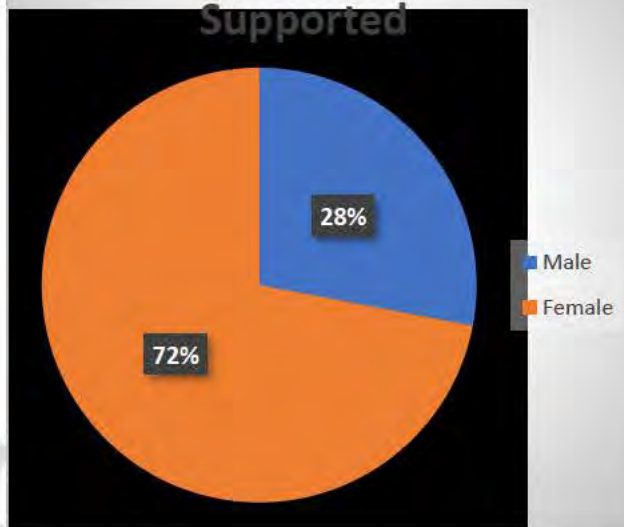
Greater Christchurch Claims Resolution Service Report

1st June to 31st July 2021

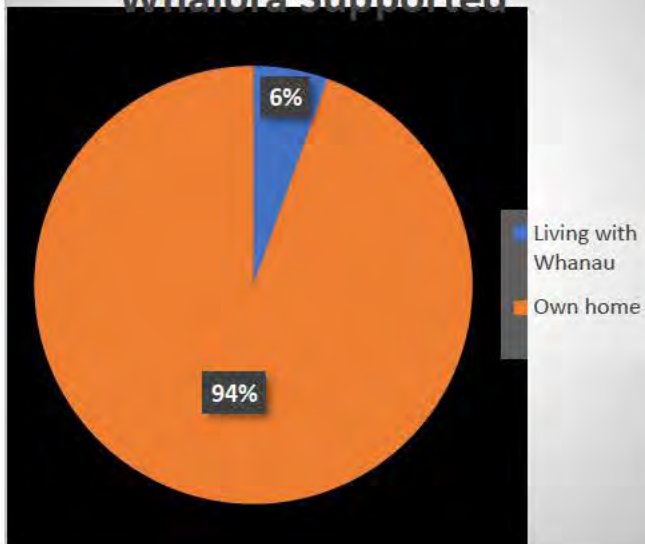
Ethnicity of Whaiora in Service



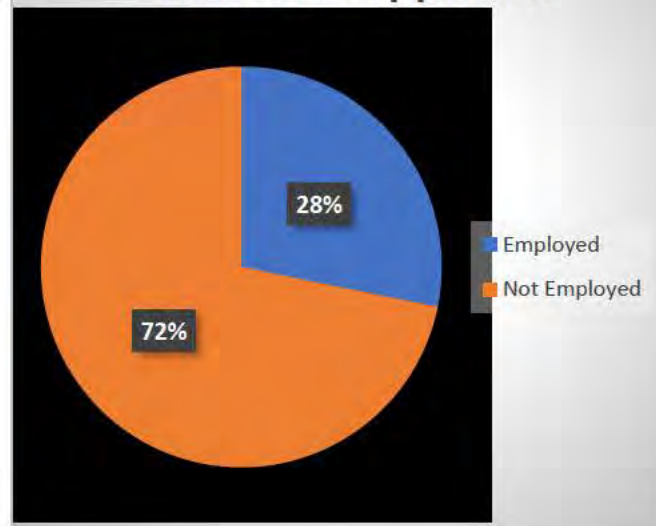
Gender of Whaiora Supported



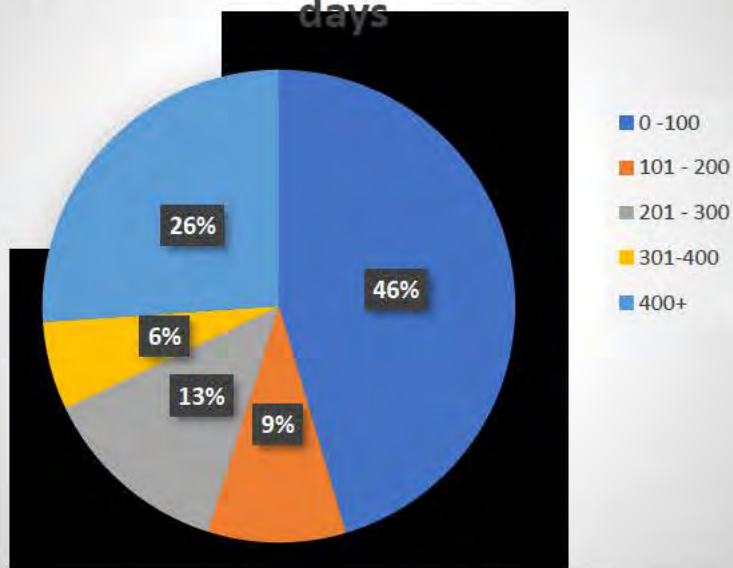
Living Situations of Whaiora Supported



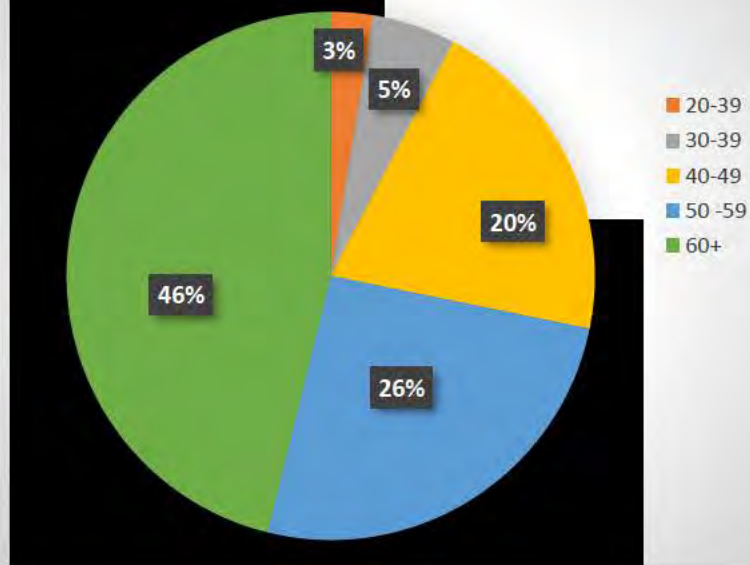
Employment Status of Whaiora Supported



Length of Time in Service - Average 245 days



Age of Whaiora Supported



Social Work Report:

A key focus recently for the Being Well Service is the complexity of needs for the people new to the service.

The team are noticing that many recent homeowners referred have complex issues affecting all areas of their wellbeing in some way. Their needs are more time intensive and cover many facets of their life.

As a team, we have focused on creating a solid plan for each, so they are able to receive consistent and safe services from both GCCRS and Pathways. We have also focused on how to support others in the team, inclusive of the GCCRS case managers. Another element which has developed is the benefits of a multi-agency approach, and we have often taken the lead in a collaborative approach where strong co-ordination and communication is vital for supporting the people, we work with to progress in having their needs met. This has allowed the team to build networks within the community and create robust relationships with other agencies.

Story:

One of the homeowners we support has an extensive mental health journey. They bring life experiences rich with connections to services. When EQC asked GCCRS to be involved, GCCRS ensured Pathways were brought in as part of the process. Pathways ensured that there is a solid plan for this homeowner so that all agencies that are currently involved, and those that will be involved in the future, are able ensure consistent practices and approaches. This has allowed for a successful start to the support journey.

Recently a GCCRS case manager, with the support of Pathways, was able to organise via social media for two of our homeowners to have some support from their local community with grocery shopping, food vouchers and home baking. It was heart-warming to see the community wrap around the two homeowners with much needed support in their lives.

6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

December 2021

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Call Centre Update
 - b) Case Manager Update
 - c) Portal Usage
 - d) Health and Safety
 - e) COVID-19
 - f) Westport
6. Key

GCCRS, Level 2, Grand Central Building, 161 Cashel Street, Christchurch 8140

Private Bag 4714 Christchurch 81840

Email: contact@gccrs.govt.nz Website: www.gccrs.govt.nz Phone: 0508 624 327



Greater Christchurch
Claims Resolution Service

Executive Summary

Over the past three months GCCRS has remained focussed on supporting homeowners in the service with their claims and has for the first time since July 2019 dropped below 820 open claims. GCCRS has now closed more claims than it has opened for 12 of the past 13 months, despite stronger than anticipated demand for our services.

EQC continue to dominate the case load coming into the service and when combined with their responsibilities to SRES accounted for 97% of all claims into the service over the past three months. GCCRS has now separated out the progress of cases in the On Sold Programme to allow us to better identify any barriers to settlement. At the time of writing GCCRS has 199 cases in the On Sold Programme, 151 not in the programme that are currently under cap and 48 that are not in the programme and over cap.

GCCRS has worked closely with EQC over the period to identify and focus on cases that have been with EQC for longer than twelve months and acknowledge the work by EQC for these homeowners, along with other changes to their processes supporting settlements.

Again the most important aspect of this report is the fact that our satisfaction survey data remains very strong. For the month of November 92% of homeowners who responded to our survey reported that they would recommend our service to others. Perhaps the greatest feedback a service can receive though are the individual comments made by homeowners:

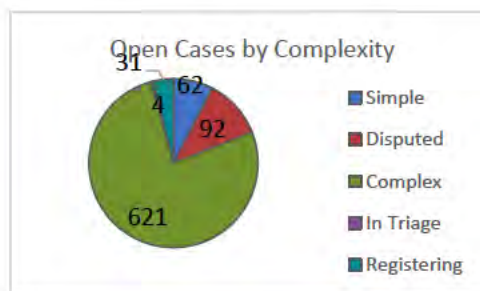
"I started the process in a very bad mental state as I had lost total faith in EQC. I basically broke on the 10th anniversary of the Feb Earthquake and believe the wrap around service of using Pathways combined with professional assistance through GCCRS made an exceptional difference..... This should not be underestimated as I didn't even realize how much the stress had affected my mental health and the effect it was having on my family, friends and work. I honestly believe I was on the verge of a massive melt down that possibly would have cost me my partner, and job as a minimum. I cannot thank the team enough as they have given me my life back in so many ways and I will be eternally grateful to all of those involved."

GCCRS will shut down on the 24th of December with a skeleton staffing crew back on the 5th of December.



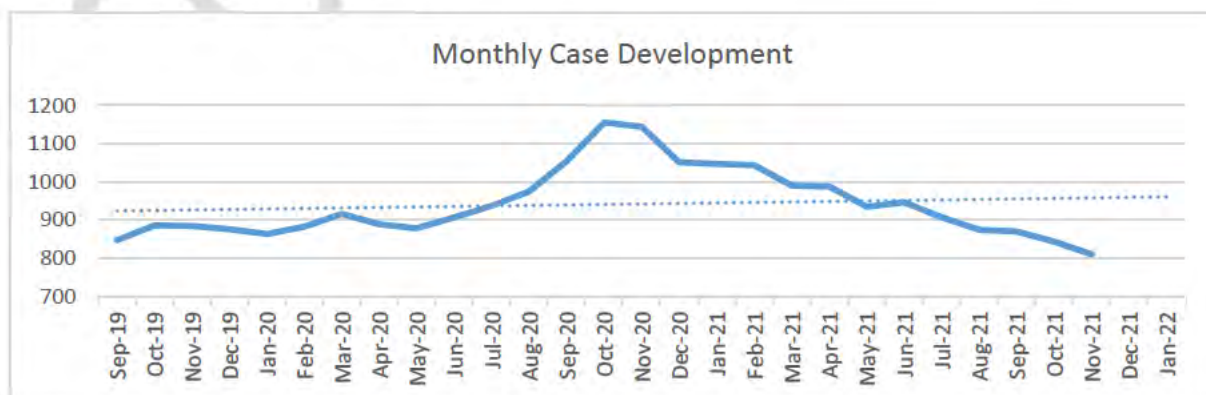
Darren Wright
Director, GCCRS

1. GCCRS Numbers



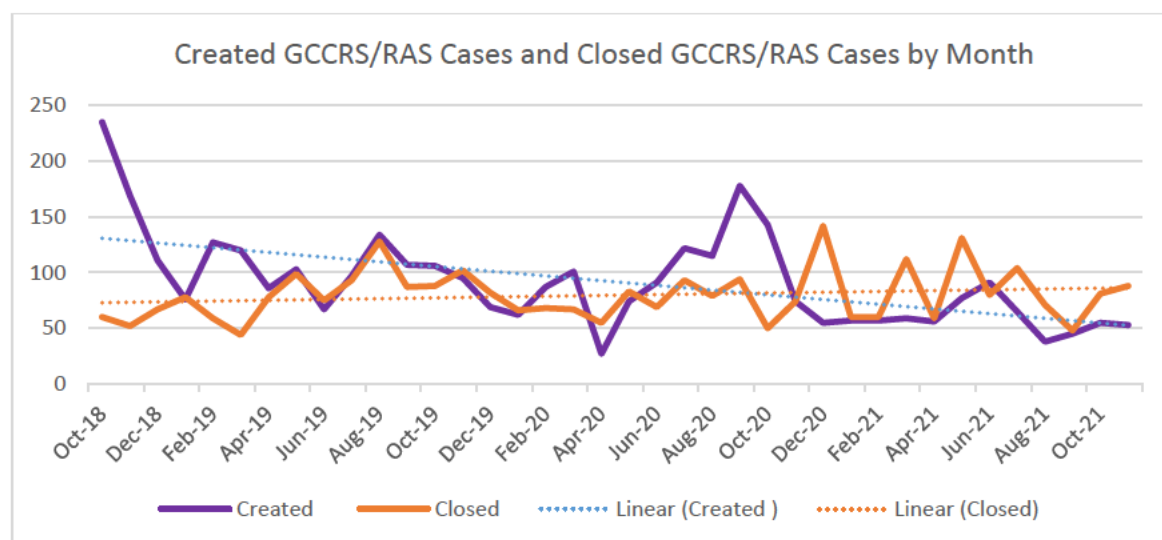
As at 1 December 2021 the Greater Christchurch Claims Resolution Service (GCCRS) has received 3,448 cases into the service and has closed 2,638 cases. GCCRS is currently managing 810 cases across 15 Case Managers, down from 874 in the previous period. It is encouraging to see the very low number of cases in Triage* and the final few RAS cases getting to settlement. Cases in the Canterbury Earthquake Sequence that were transferred from RAS at the establishment of GCCRS were down 41% for the period to 17 open cases meaning only 6.8% of cases remain open. GCCRS has established a new category of “Closed without engagement” following our focus on homeowners who are not engaging with the service. These cases are those who have registered with the service but have not provided enough information to allow the case to be transferred to a Case Manager and categorised for their complexity. These cases have been closed by the administration team following extensive attempts to contact the homeowner in line with our closure policy.

It is encouraging to see the ongoing overall trend continuing downwards with 153 cases created for the period compared to 217 closed.

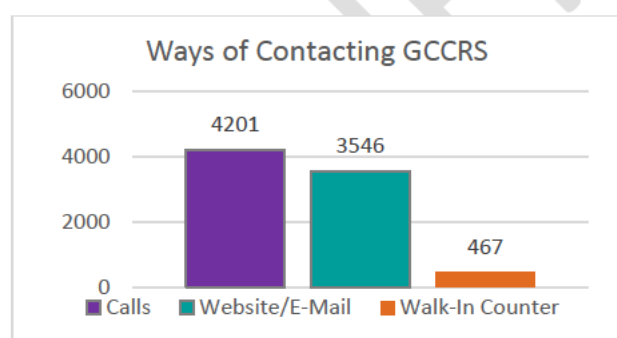


*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.

The monthly case development has now fallen for 12 of the last 13 months with only June 2021 showing an increase with a net 11 new cases. The overall trend however is now very strong from the peak of 1,155 open cases in October 2020 to the new case load of 810 down 30% for that timeframe (see chart below). This is the lowest open case load since July 2019. What is perhaps most pleasing from the data for the period is that for both October and November 2021 GCCRS closed 32% and 40% respectively more cases than were opened. It is also worth noting that the lower than expected new cases in August 2021 as a result of the Covid-19 lockdown does not appear to have resulted in any significant increase in case numbers for September to November 2021.



There have now been 8,214 contacts with the service with an overall increase of 5.4% across all contact methods. The website/email continues to show the greatest growth in contacts up 6.8% over the period compared to the 4.9% increase in calls. There has been no change to the numbers at the walk in counter due to it being closed as a result of the Covid-19 lockdown and ongoing MBIE and Building control protocols. It is hoped to get the walk in counter re-opened in December 2021.

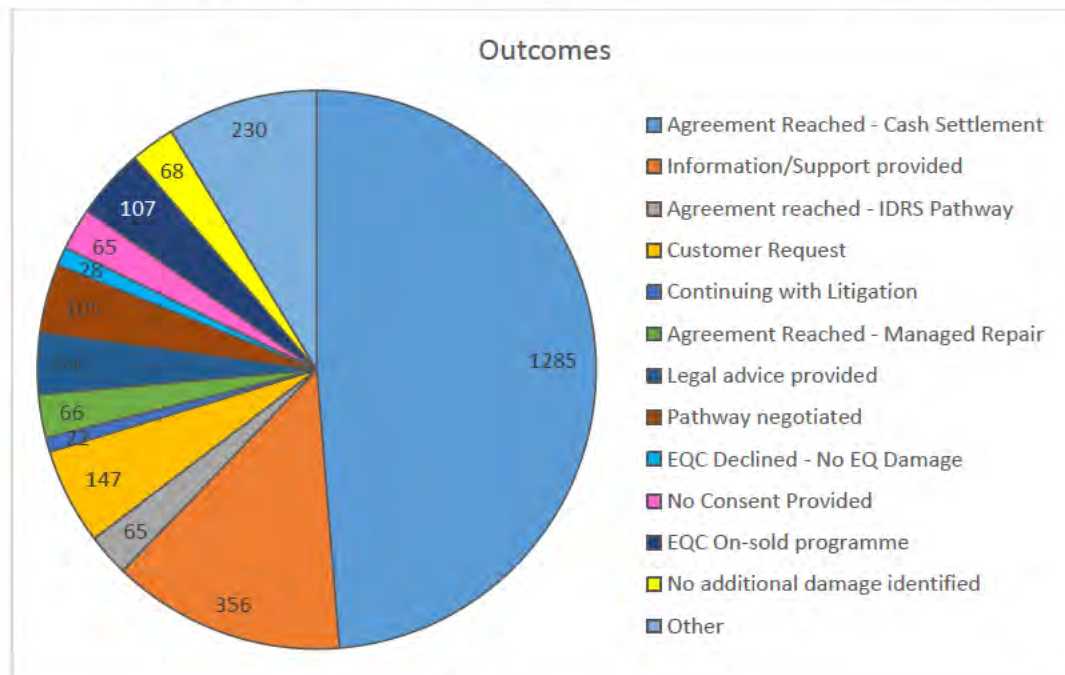


Outcomes

Of the 217 cases closed during this period, 94 cases were categorised as *“Agreement Reached Cash Settlement”* (43% of all claims slightly down from 44% last period), 24 cases were *“Information/Support Provided”* (11% of all cases for the period). It is worth noting the significant increase in cases closing in *“EQC On Sold Programme”* up 23% for the period and now making up 9% of all closed claims. It is anticipated that this will increase steadily as On Sold Programme cases now flow through the repair process.

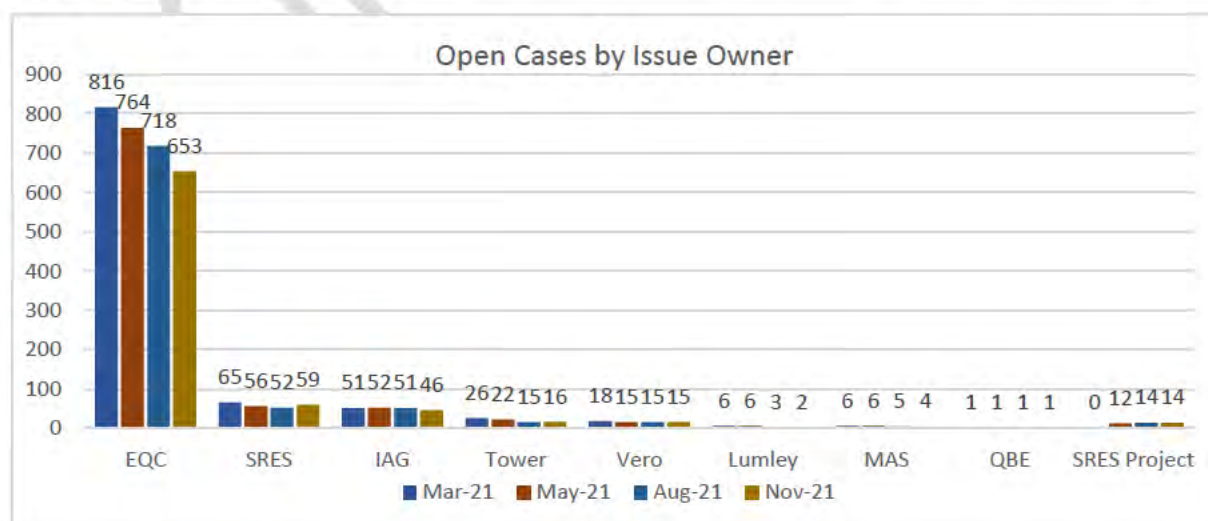
There were 2 cases declined by EQC for the period due to “No EQC Damage” or 0.9% of all cases, again supporting the view that GCCRS is successfully identifying earthquake damage and liability. EQC also declined 2 cases that had “No claim lodged at the time of the event”.

As noted above the On Sold Programme is starting to ramp up for GCCRS with 20 cases closed during the period, an increase of 20% of all cases closed in this category. See further on in this report for a breakdown of the cases in this On Sold category.

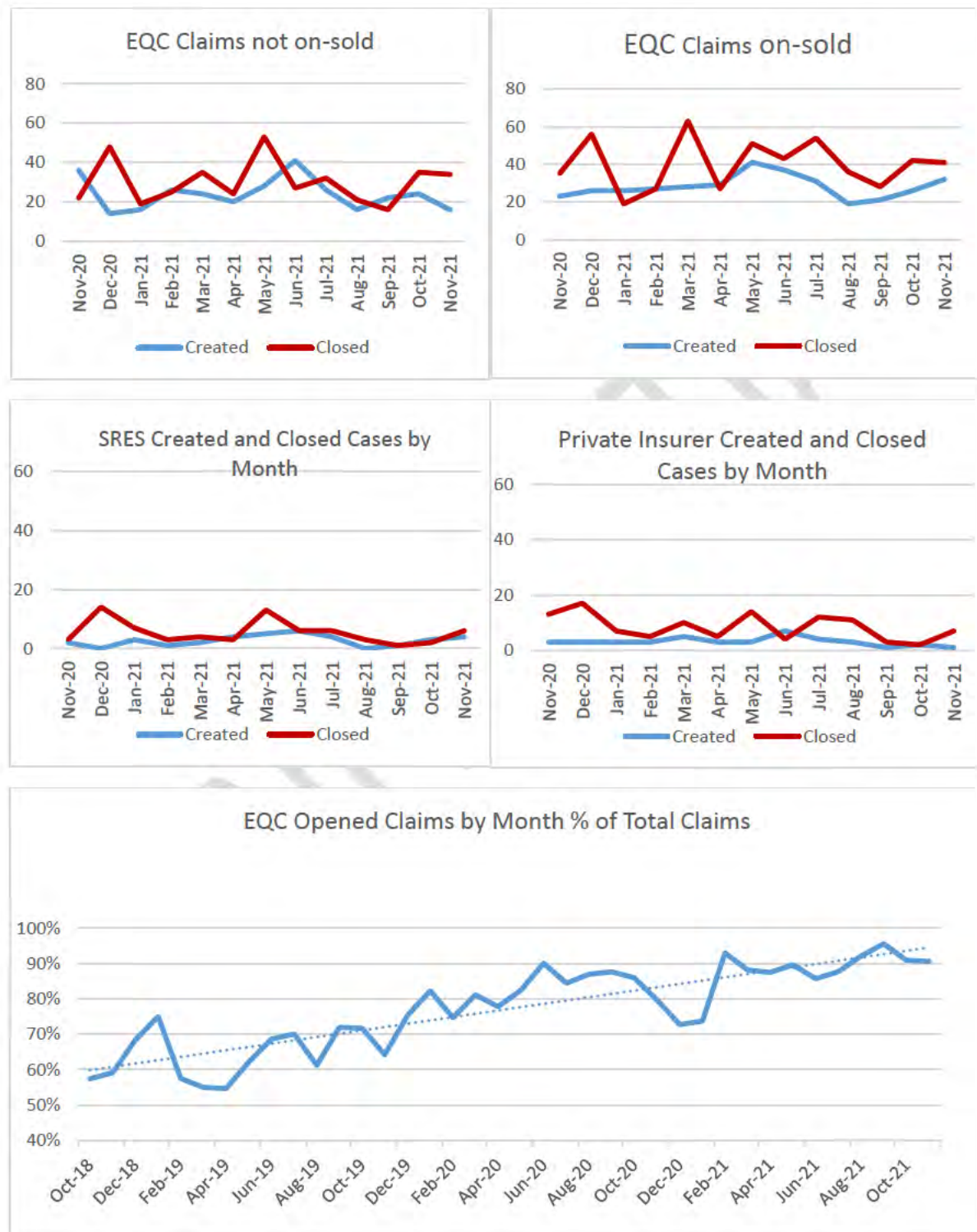


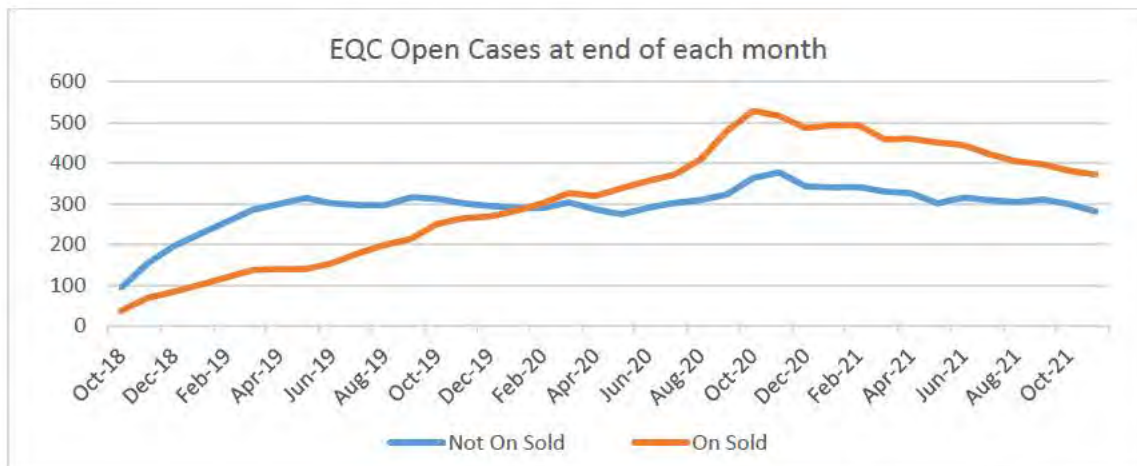
Case Inflow

EQC continues to dominate the number of new cases coming into the service with 141 of the 153 new cases presenting with EQC issues (92% of all cases). When considering the number of cases being managed by EQC it is also important to include the 8 cases for SRES that came into the service during the period meaning that EQC accounted for 97.4% of all cases that came into GCCRS during this period.



When looking at cases currently open with GCCRS (see above) overall EQC claims dropped by 9% for the period (653 open claims compared to 718 at the end of August). IAG showed the greatest reduction with 9.8% over the period with Tower increasing by 6.7%. SRES showed a net increase for the period of 13.5% finishing with 59 open cases from the 52 cases at the end of August 2021.



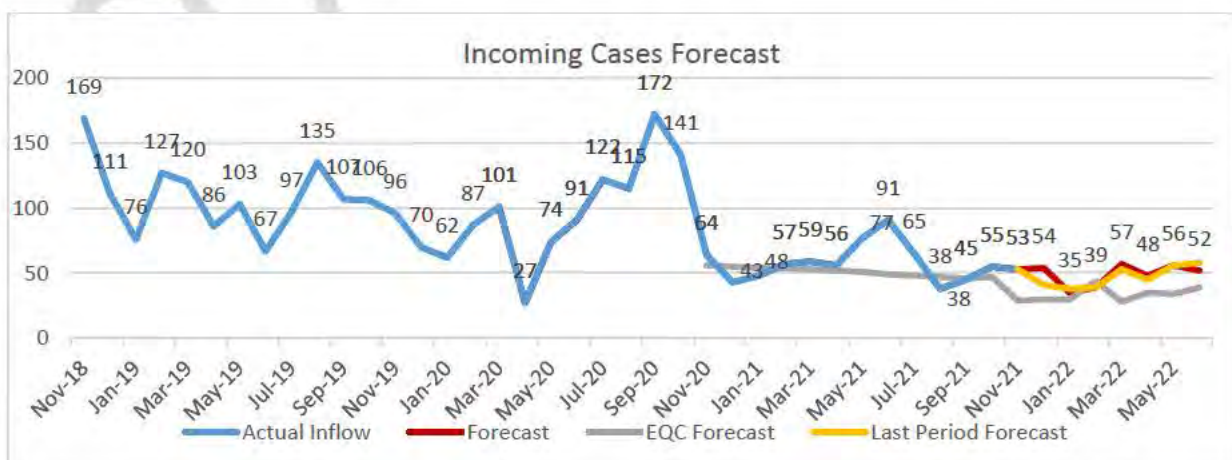


It is worth comparing the demand growth in EQC cases above with those of SRES and Private Insurers.

It is clear that the trend in settlement of all non EQC cases are progressing broadly as predicted at the establishment of GCCRS. Over the past twelve months the case opening rate for SRES has been 2.75/month with a closing rate of 5.7/month. Private insurers have opened 3.2/month and closed 8.1/month. EQC On Sold average opening rate was 28.6/month with closures of 40.6/month compared to EQC BAU opening of 22.8/month and closure of 30.8/month.



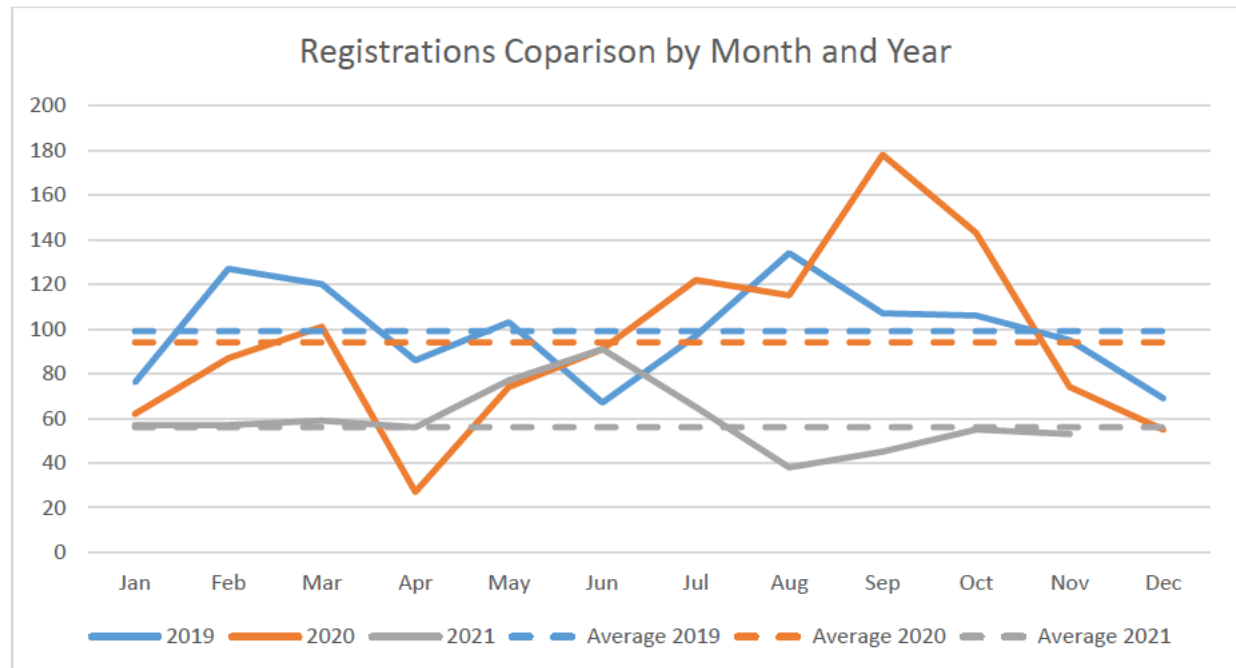
Forecasting



Whilst forecasting demand remains extremely complex for GCCRS, especially given the impact of the COVID-19 lockdowns, there does appear to be some overall trends developing.

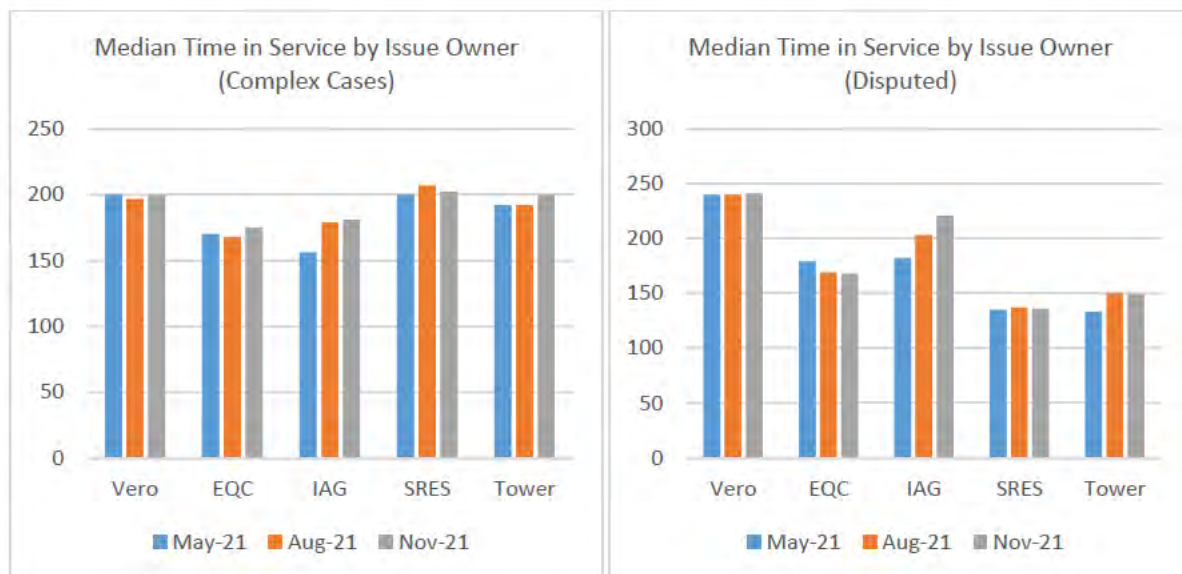
The data is clearer when comparing year on year incoming case numbers as below. When looking at the calendar years 2019, 2020 and 2021 we see the average number of new cases into the service per month dropping from 99 in 2019 to 94 in 2020 and 56 in 2021. Furthermore the average number of new cases in the first half of 2021 was 66.17/month compared to the average for the last 5 months of 51.2/month.

This reinforces our assessment that, subject to no major changes, claim numbers are reducing and likely to complete the bulk of close outs during the 2022 calendar year.



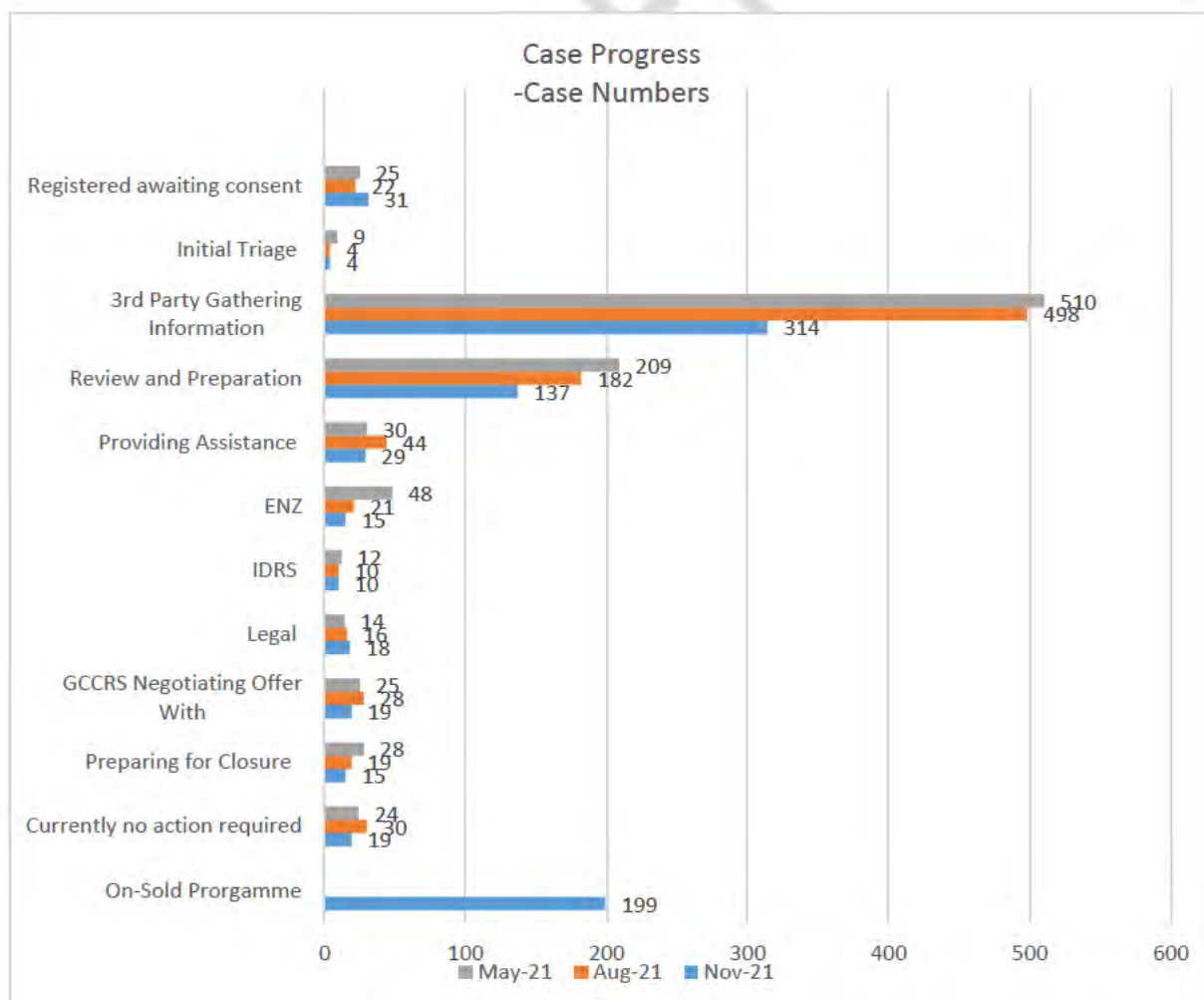
Time In Service

The following data looks at the time cases have been in the GCCRS service and is presented as the median number of days a case has been with GCCRS. Care needs to be taken with the Vero and Tower numbers due to the small number of cases but the data does show a fairly consistent median number of days across the different periods. It is worth noting that even though EQC has the largest number of cases in the service, the time they are spending in GCCRS is not inconsistent with other Insurers and continues its downward trend since March 2021.



Case Progress Analysis

Case progress data looks at the number of cases at each progress point in GCCRS. This data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.

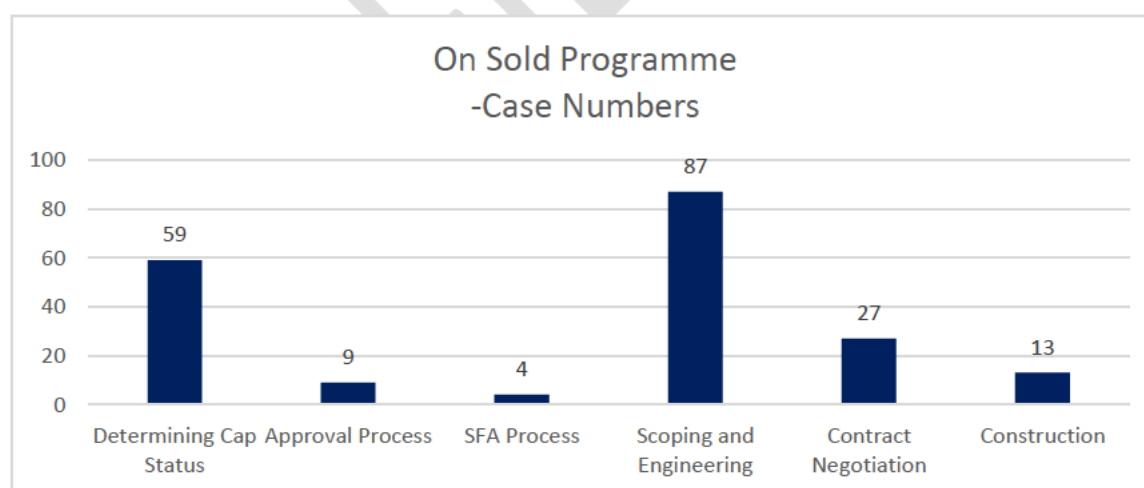


The number of cases going through an Engineering New Zealand process has reduced again, down to 15 cases in November 2021 from 48 in May 2021 and its peak of 71 in September 2019. This is likely due to a change in process at EQC where they now look to undertake further investigative works before a Peer Review or Initial Assessment is engaged. For example, EQC may now agree to engage a Critter Cam to investigate pile damage whereas in previous reporting periods GCCRS would have been required to undertake a Peer Review or Initial Assessment who would likely suggest a Critter Cam be completed. Anecdotally we are noting that these extra investigative works often result in EQC accepting further damage without the need for the Peer Review or Initial Assessment. EQC have also developed new policy where they are now more likely to accept an Engineering report provided by the homeowner without needing to engage their own engineering. GCCRS is supportive of these positive initiatives by EQC as they significantly reduce the likelihood of disputes between engineers and are more reflective of the Insurance process.

As with the last reporting period it can be noted the ongoing and significant decrease in the number of cases in the *“Review and Preparation”* category down from 182 last period to 137 this period and down from the peak of 285 in Mar 2021 (down 36.1%). There is also a large reduction in the number of cases in *“3rd Party Gathering Information”*, down from 498 in the previous period to 314.

These two reductions are in part due to the re-categorisation of claims in the On Sold Programme into their own specific Case Progress categories. This has been undertaken to provide more visibility of cases in the programme (see below). It is important to note that this is only for those cases that are registered with the programme, On Sold cases that did not qualify or missed the required registration dates remain in the main body of GCCRS data. As reported in previous months GCCRS continues to advise homeowners in this category to wait the outcome of the EQC review.

At the end of November 2021 GCCRS has 199 cases registered in the On Sold Programme and strangely also 199 cases that are On Sold but not in the programme. Of these cases not in the programme 151 are currently under cap with 48 over cap.

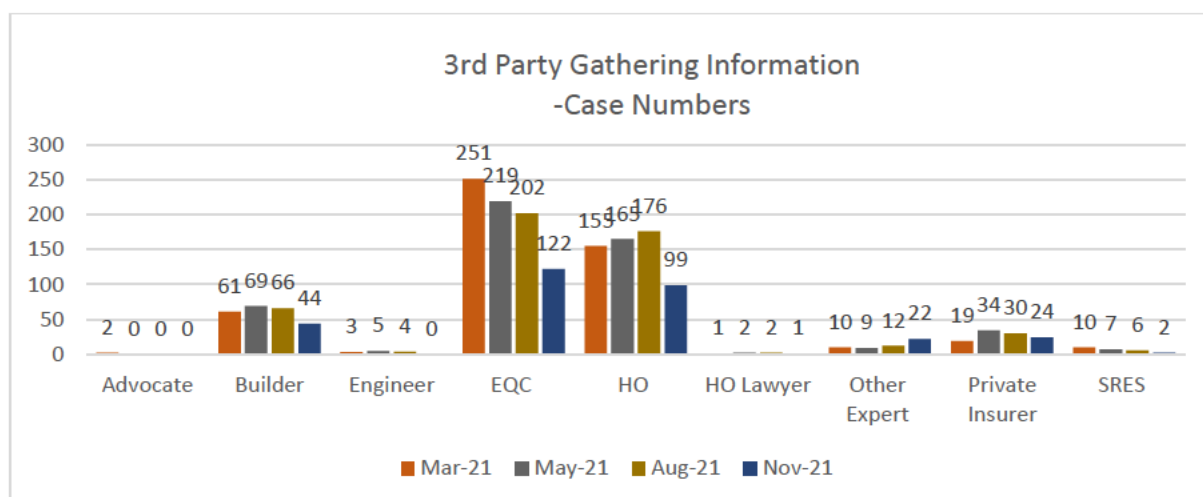


As can be noted above a significant number of the On Sold cases with GCCRS that are with the programme remain under cap with 59 of the 199 cases still *“Determining cap status”*. GCCRS will work with the EQC BAU team over the coming months to better understand why such a large number of cases are still awaiting cap status.

By far the bulk of cases remain in the scoping and engineering stage (43.7%) where the homeowner is working through with their Engineer and Builder as to the damage and repair works. It is encouraging to see very low numbers in the *“Approval Process”* (4.5%) or *“SFA Process”* (2.0%). This

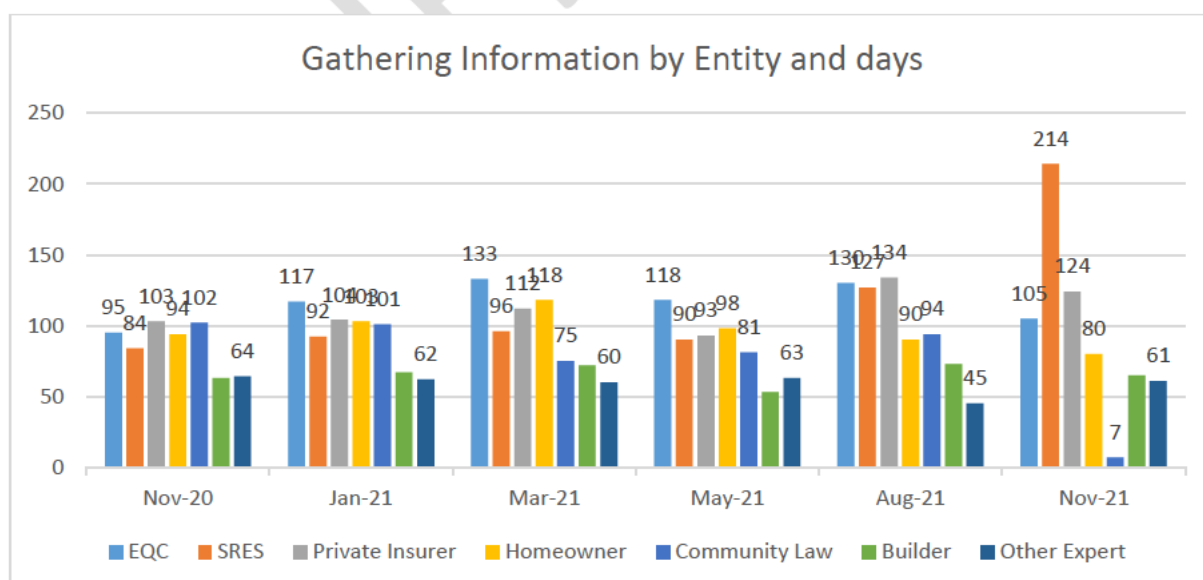
data supports our previous anecdotal evidence that the speed of resolution sits with the homeowner not EQC. Interestingly GCCRS is supporting 13 homeowners through the construction phase. This will be a focus for GCCRS over the coming months although it is likely that a small proportion will always require more in-depth support through construction.

To look into the Case Progress data further it is necessary to break the data down into its constituent parts (noting the impact of the re-categorization of the On Sold Programme data):

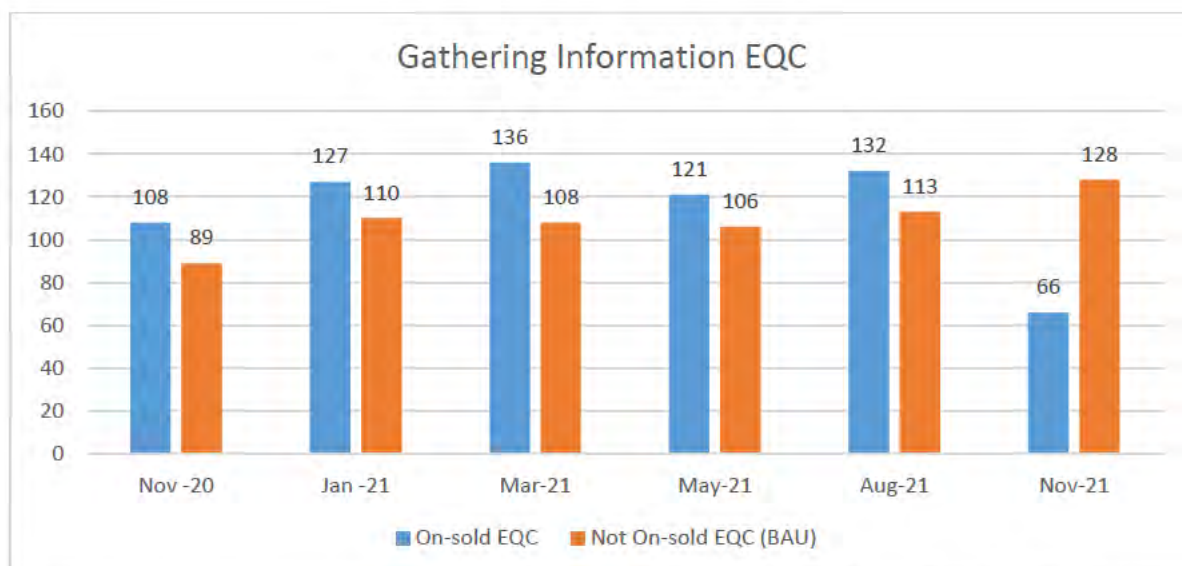


To understand the impact of these case numbers, we also need to look at the time cases are taking in this category. The decrease in the number of EQC case numbers in this category is also reflected in a decrease in the time the cases are staying in the category with the average for EQC decreasing from 130 days in August 2021 to 105 days in November 2021 (see below).

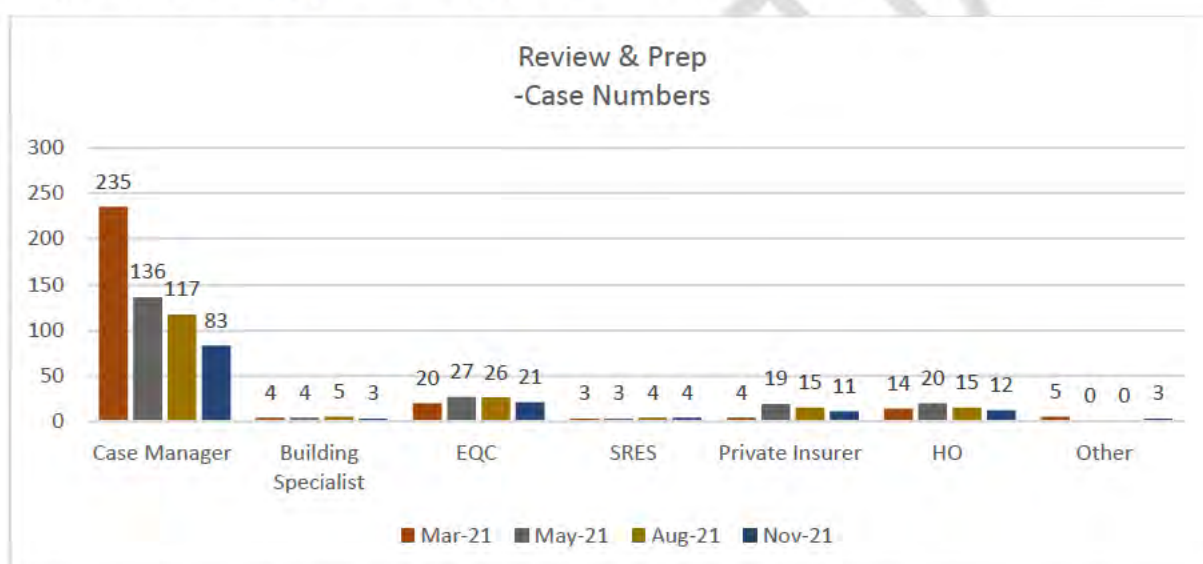
The number of days data for SRES (see below) is somewhat misleading as the number of cases have dropped from 6 in August 2021 to only 2 in November 2021. The number of days these two cases have been with GCCRS has significantly affected the data below.



Below is the same data broken down by EQC as "Not On Sold" and "On Sold". It is evident that the EQC decrease in number of days is consistent with the On Sold Programme but not EQC BAU. Cases with the EQC BAU team where EQC is "Gathering Information" have increased from 113 days in August 2021 to 128 days in November 2021.

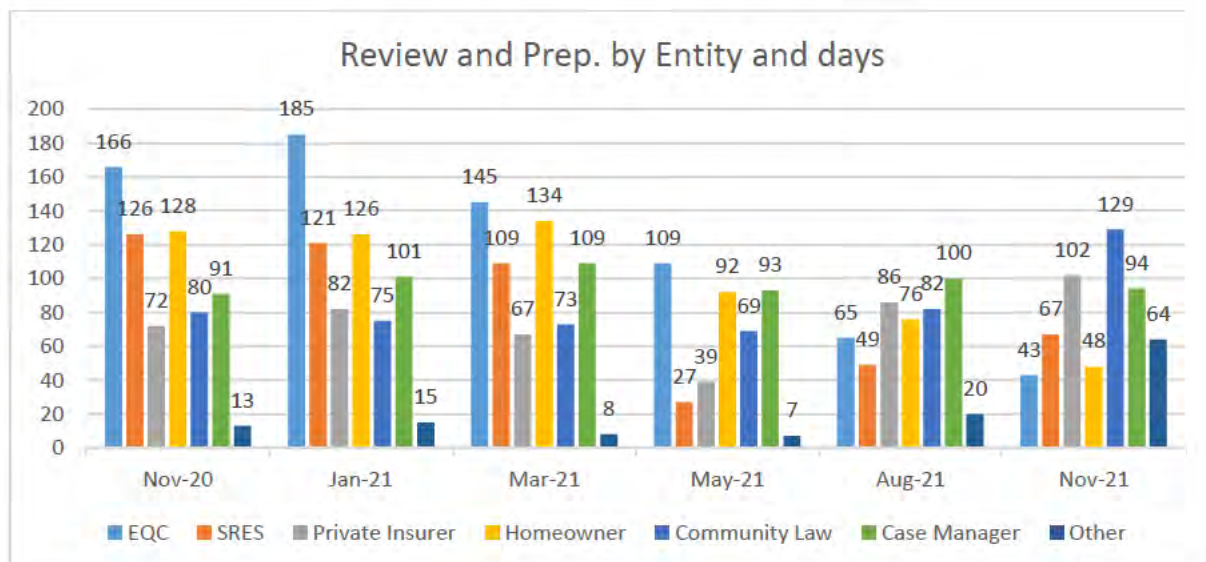


The other critical category monitored by GCCRS is *“Review and Preparation”*.

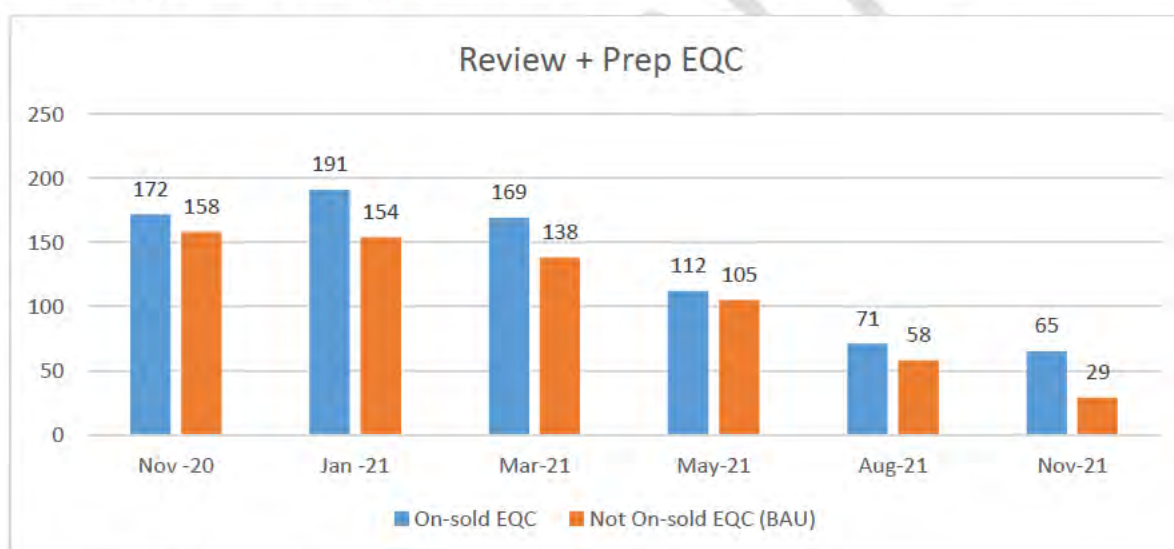


It is again very encouraging to see a significant decrease in the number of cases sitting with GCCRS Case Managers down from 117 cases in August 2021 to 83 cases in November 2021. The number of cases sitting with GCCRS Case Managers is now down 65.9% since its peak in September 2020 when 244 cases were sitting with GCCRS.

Again, the most important factor is the time taken in each category (see below). It is worth noting that the biggest change here is the increase in the number of days cases are sitting with Community Law up from 82 days in August 2021 to 129 days in November 2021. It is likely that this is a result of not being in the office due to Covid 19 but GCCRS will work with Community Law to understand the dynamics of this change. It is also notable the decrease in EQC from 65 days in August 2021 to 43 in November 2021. This time taken is now down 76.8% since its peak in January 2021 of 185 days and shows the focus that the EQC BAU team in particular have had on closing their aged claims.

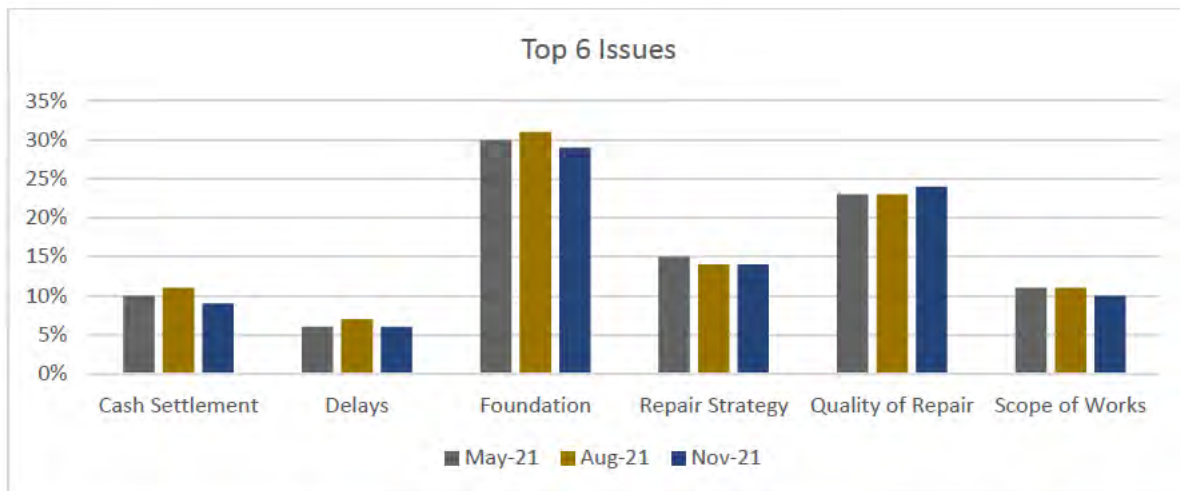


As can be seen below, the decreased number of days for EQC is split between On Sold (down 8%) and Not On Sold BAU (down 50%). This split supports the view above that the EQC BAU teams focus on closing aged claims is having a direct affect.

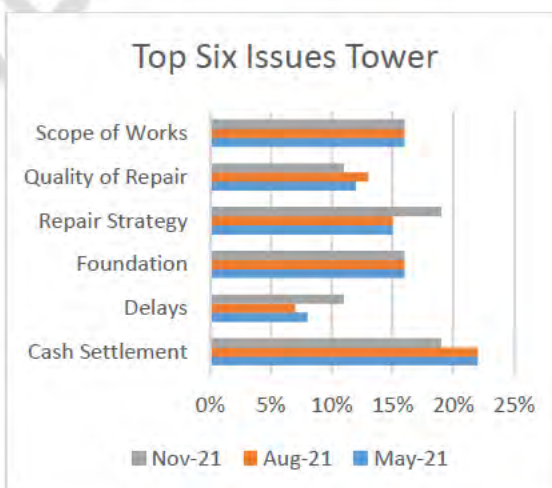
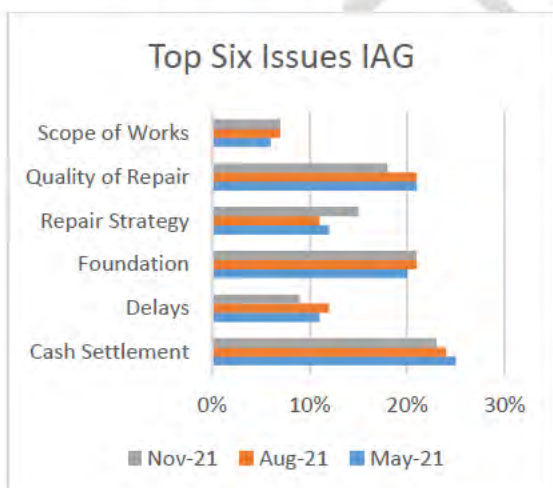
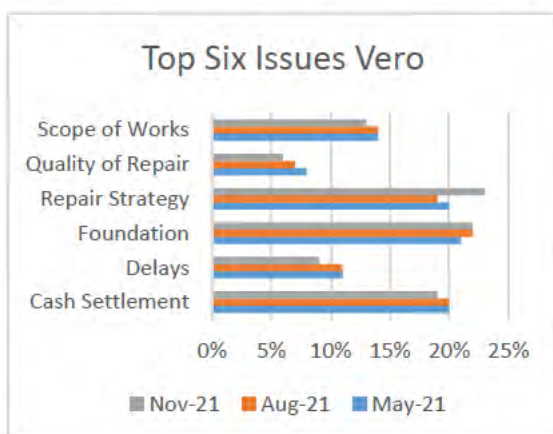


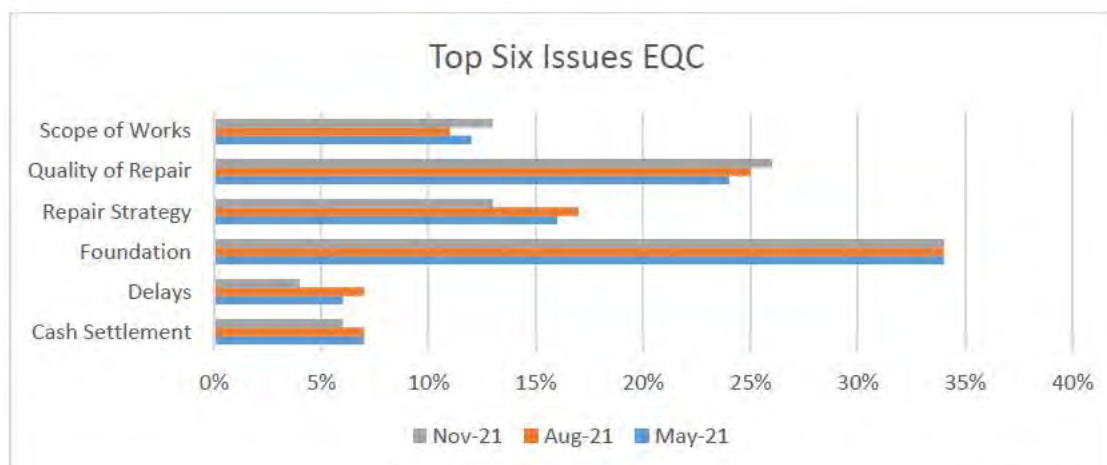
Property Issues

The November 2021 period showed a small decrease in the level of people presenting with "Foundation" issues along with "Cash Settlement". "Quality of Repair" increased slightly over the period.



The top six issues by issues owner show the breadth of issues across Insurers and EQC.





GCCRS Exit Survey

Questions	Last Period	This Period	Average
1. Through GCCRS I was able to receive assistance with my claim.	95%	88%	87%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	80%	92%	85%
3. The guidance I was given by GCCRS was appropriate to my situation.	80%	88%	87%
4. I was kept informed of the progress of my case.	80%	92%	85%
5. My Broker acted in a professional manner.	100%	100%	93%
6. I felt my broker understood my situation.	85%	100%	88%
7. My wellbeing has improved as a result of using GCCRS.	70%	85%	76%
8. I would recommend GCCRS to others.	85%	92%	89%



Satisfaction Level - 89%

As can be seen above from the sample of homeowners who responded to our satisfaction survey their satisfaction remains very strong. In the month of November 2021 92% of homeowner's who responded stated that they would recommend GCCRS to others, up from the previous period of 85% in August 2021. In the last report it was noted that a small decline in numbers showed ratings for all but two items below their long run average. It is encouraging to see this has turned around for this report with all showing a stronger rating than the long run average. Of particular note is 100% of those who responded to our survey reporting that "my broker acted in a professional manner" and "I felt by Broker understood my situation".

Homeowner Feedback

A sample of the feedback from homeowner's during September to November 2021 included:

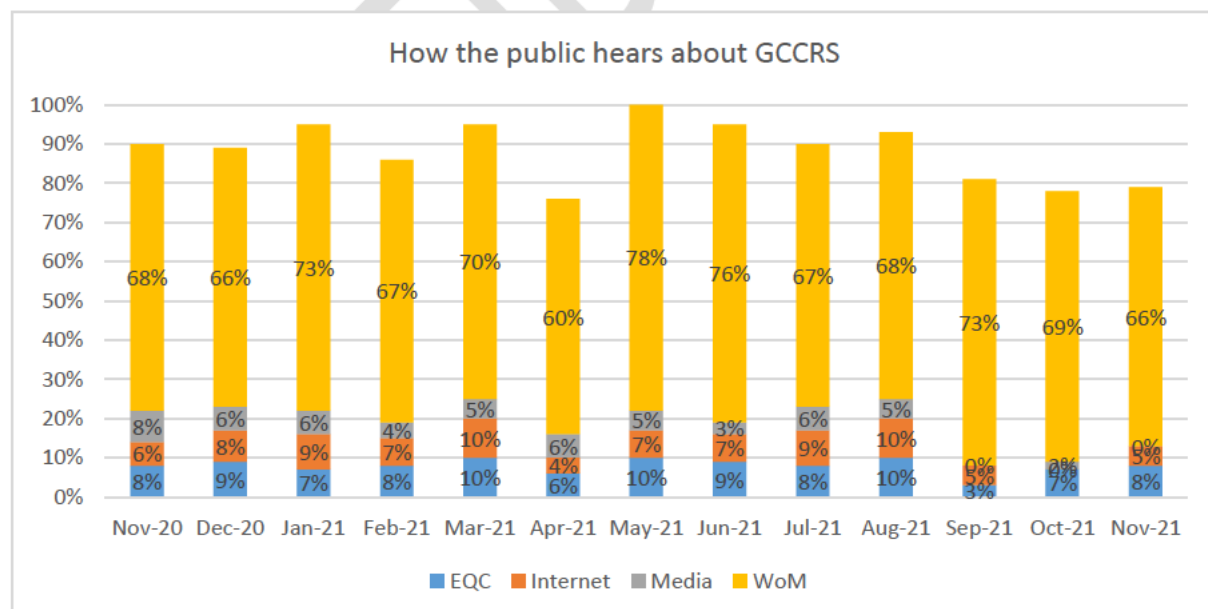
"My broker's competent help, good communication and calm manner meant that I could relax for the twelve months my claim was in process, instead of feel stressed. I am very grateful and have recommended GCCRS to several friends."

"Our broker Tim Milne provided great support and clarity throughout the entire process. He was able to respond to us quickly and given us updates and support us through the correct process to work through. It has enabled us to resolve our claim to a point where we are able to be in agreement with the proposed outcome. Without the services of Tim we would not of have the energy or ability to remedy our claim issues. Thank to Tim and the wider GCCRS team. Kind Regards"

"I started the process in a very bad mental state as I had lost total faith in EQC. I basically broke on the 10th anniversary of the Feb Earthquake and believe the wrap around service of using Pathways combined with professional assistance through GCCRS made an exceptional difference. All parties involved were professional and showed empathy to my situation and took the time to make sure I felt right about the process which was crucial to enable me to move forward. The GCCRS team have not only helped me get a resolution regarding the earthquake, they have been instrumental in restoring my faith in the system and more importantly assisted me with my mental health. This should not be underestimated as I didn't even realize how much the stress had affected my mental health and the effect it was having on my family, friends and work. I honestly believe I was on the verge of a massive melt down that possibly would have cost me my partner, and job as a minimum. I cannot thank the team enough as they have given me my life back in so many ways and I will be eternally grateful to all of those involved. If I had one comment I don't want forgotten it would be "please ensure the wrap around service currently provided by GCCRS is retained and also acknowledgement of all involved as they got it spot on...professional, respectful and well balanced....I cannot speak highly enough of them all."

How the public hears about us

GCCRS tracks how people come into our service so that we can understand both the marketing and perhaps more importantly the performance of our service. "Word of Mouth" referrals into GCCRS remain strong at 66% of homeowners but down from the recent peak of 68% in August 2020. Referrals from other sources remained steady during the period

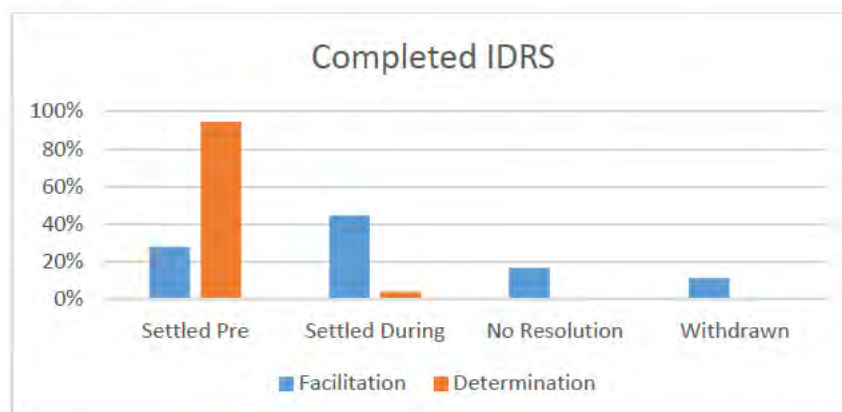


2. IDRS Update

As at the end of November 2021 the GCCRS has one case booked for facilitation with dates confirmed, and five cases for facilitation that GCCRS are actively working on to confirm dates and

members. Currently there are six determinations being worked on. Of these, three have confirmed dates for hearings.

Of the three cases set down for facilitation or determination during this report period: one settled during the facilitation, one settled before the facilitation, and one determinations settled before a hearing.



As per a request from the Home Owner Advisory Group the raw data for the period is as follows:

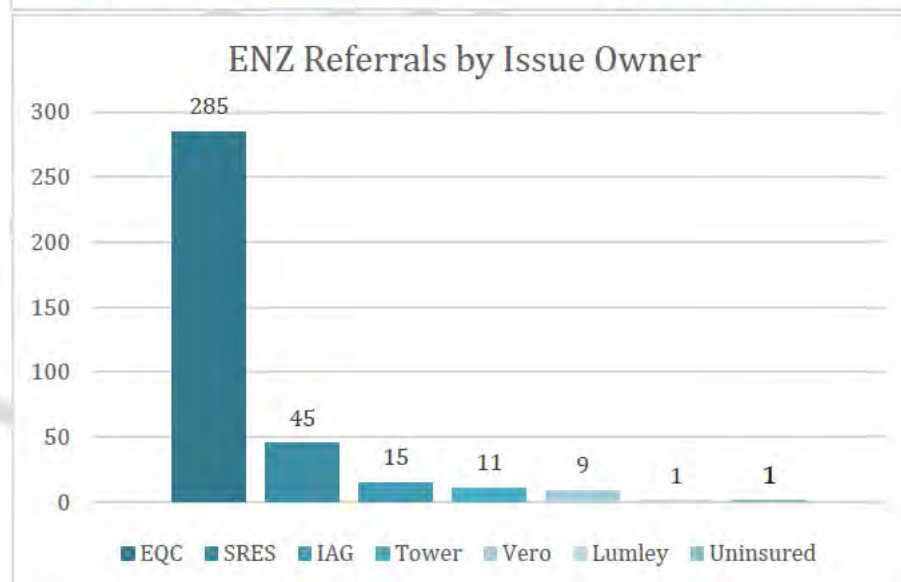
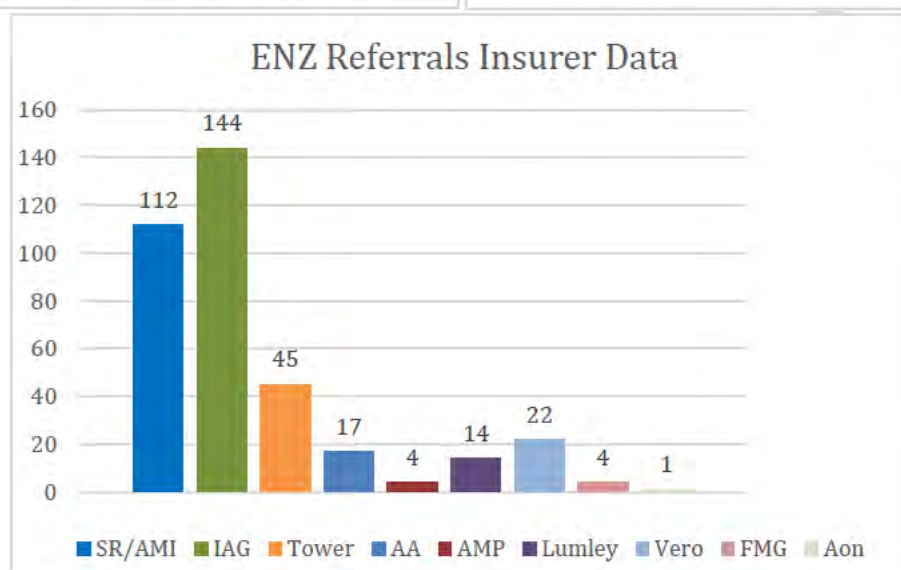
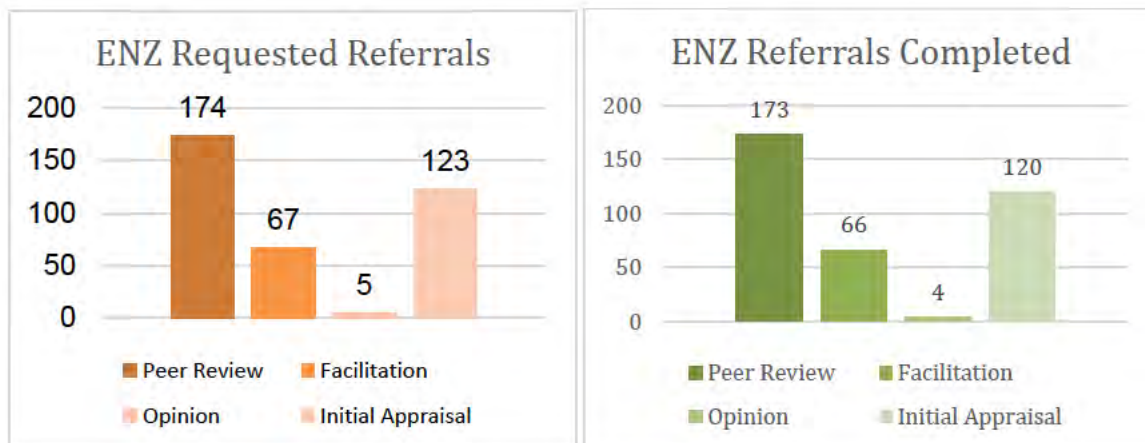
Total Open Facilitations	6
Total Open Determinations	6

Total Closed Facilitations	54
Settled during	24
Settled before	15
Withdrawn	4
Transferred	2
No Resolution	9

Total Closed Determinations	37
Settled during	3
Settled before	34
Withdrawn	0
Transferred	0

3. Engineering Update

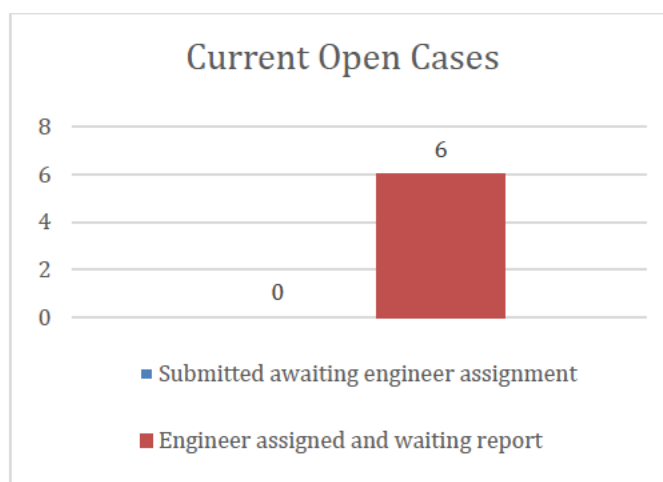
As at the 30th of November 2021 there were 6 open/active cases that have been submitted to Engineering New Zealand, awaiting completion. Overall there have been 369 cases submitted and of these, 363 have been completed.



Peer reviews continue to be the most common type of referral with 174 of the 369 total submitted requesting this service.

We have noted a decrease in the demand for the ENZ services over the past few months. We suspect this is due to EQC or the private insurer being more open to alternative ways of resolution e.g homeowners engaging an engineer with EQC meeting the costs.

The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 18.72 working days up from the previous report of 21.30 working days. The average time taken from the date of assignment to provision of the report is 38.41 working days up from the previous report of 39.22 working days.



The above graph shows that of the 6 open cases submitted to ENZ, all have been assigned to engineers and we are either awaiting site visits to take place or reports to be completed.

4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

In addition to the Pathways programme for homeowner's, GCCRS continues to run its staff wellbeing support package. This service has now been renewed through to June 2022 and continues to provide one on one, group and targeted support sessions.

The GCCRS Change workshop has now been delivered to all staff who wanted to participate. This course focussed on life after GCCRS and managing the changing environment of the workplace. Staff have continued to engage in the future training service with many staff now engaged in external 3rd party training programmes ranging from mediation training through to a US based course on Climate Change.

5. Operational Update

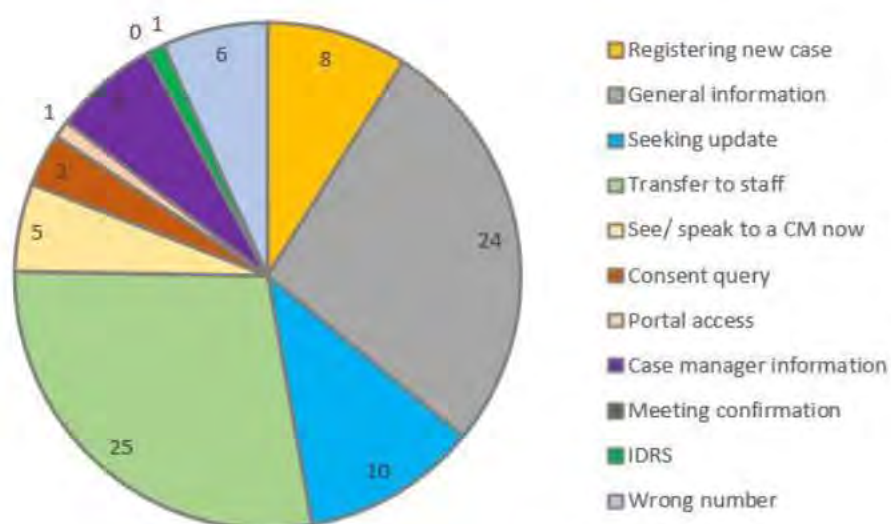
a. Call Centre Update

GCCRS answered 98% of calls within 30 seconds (88 second average wait time).

No calls overflowed to the main MBIE Service Centre.

Abandonment was low at 2.45%

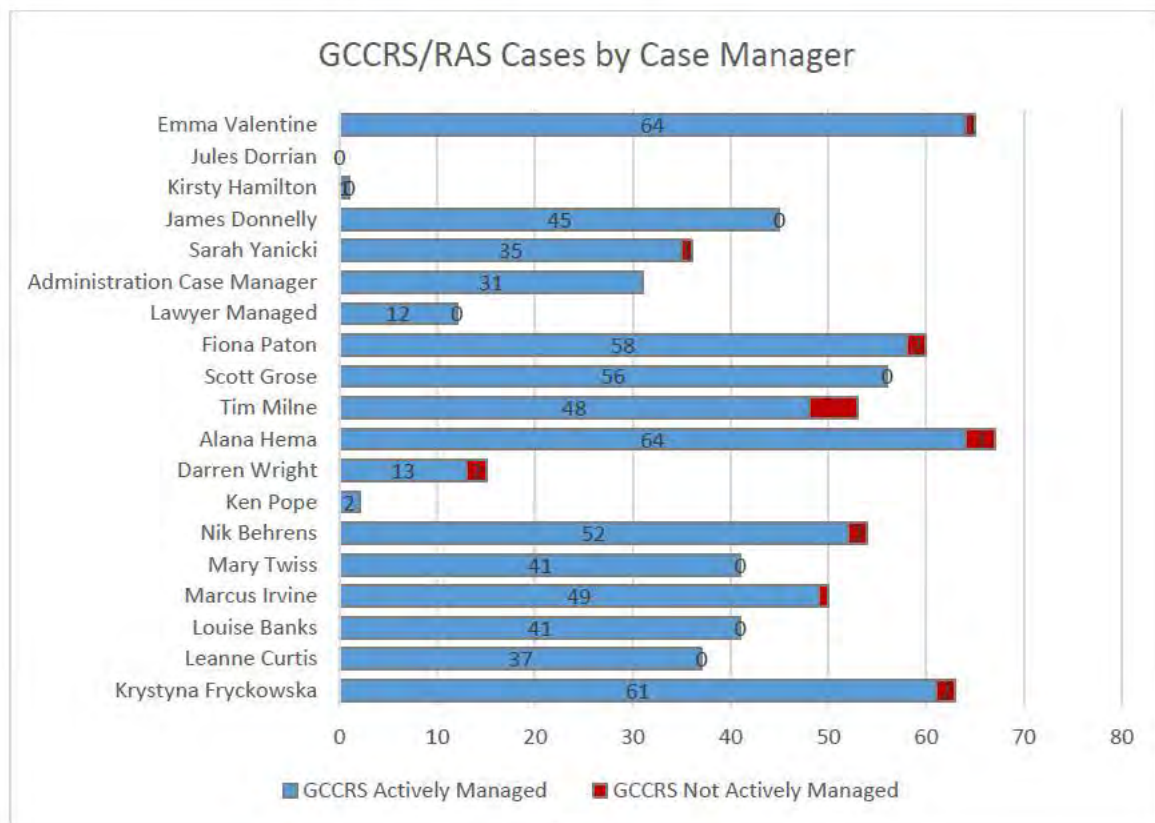
GCCRS 0508 Service - Nov 2021



b. Case Manager Update

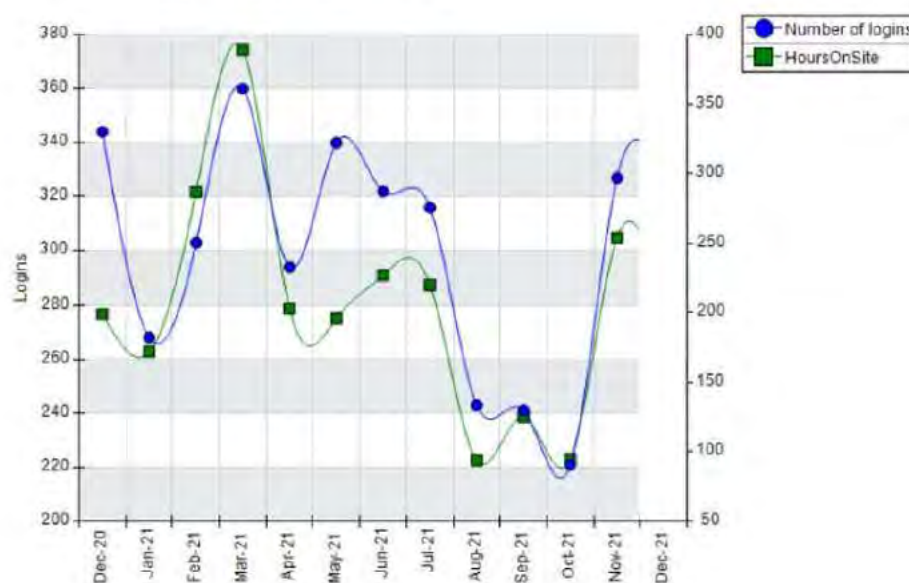
Due to the high closure rates and therefore decreasing case loads, GCCRS has begun the process of reviewing demand and Case Managers. One Case Manager left GCCRS at the beginning of November with cases being reallocated between existing staff. A further review of Case Manager numbers will be undertaken in the New Year. GCCRS has also reduced the call centre/admin team by one as demand from Case Managers reduces.

Case Managers demand are at manageable levels with only three above 60. Demand from the Residential Advisory Service (RAS) for support in Westport will be discussed further on in the report as it impacts on Case Numbers for two staff deployed to Westport.



c. Portal Usage

There were 75 individual users of the portal in November compared to 75 last month. November has recorded 327 logins to the portal compared with 221 in October. Combined hours of portal activity was up to 254 hours for the month compared to 95 last month. Our data shows an average session time of 47 minutes per user for November 2021, compared to 26 minutes for October.



d. Health and Safety

There were no Health and Safety issues during the period. All staff continue to use the MBIE “Get Home Safe” application and iAuditor to manage the critical risks associated with working in the field.

e. COVID-19

Following the COVID-19 lockdown all Case Manager GCCRS staff are now back off secondment and on GCCRS work. One staff member remains involved in supporting the Business Travel documentation process. The Walk In service remains closed under Alert Level 2 although this is being reviewed under the new traffic light system. As per MBIE policy GCCRS has been running a split office shift system with only 50% of all staff in the office at any time. This split shift will cease under the Orange light system with all staff back in the office from Monday the 13th of December.

f. Westport

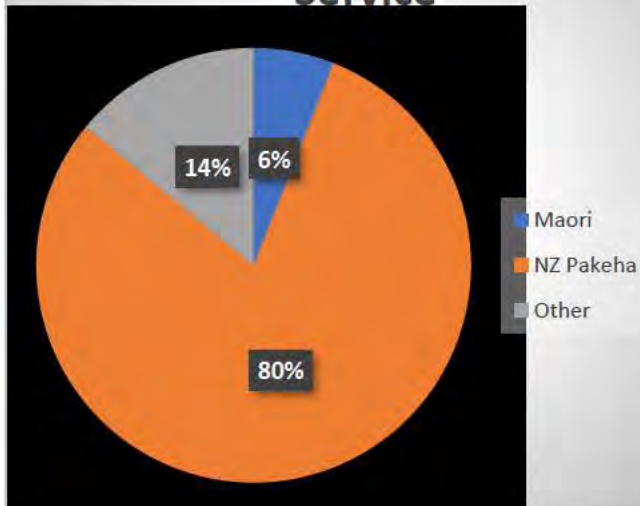
The Residential Advisory Service continues to provide support to the flooding event in Westport. This involves several GCCRS staff working to support RAS, including travel to Westport to view damage and meet with homeowners. As at the 29th of November 2021 RAS has registered 96 cases in Westport and has closed 29 cases. This is a significant proportion of the total claims for the event estimated to be around 300 houses affected. RAS work has been focussed on supporting homeowners with their scoping issues, working with Insurers to gain clarity and accuracy of damage. Build contracts have been presented to many homeowners without independent legal advice that at this stage cannot be delivered by Community Law. RAS has raised concerns with the insurers concerned as the build contracts appear to provide significant coverage to the insurance contract, in one case indemnifying the insurer and the loss adjustor even from negligence. Most properties have now completed the strip out and drying process and are awaiting builders for the repair. Initial discussions that Westport would be a managed repair process have not come to fruition as all insurers dealt with to date require the homeowner to take all responsibility for the build process and contracting. It is often very unclear as to the role and responsibility of the Loss Adjustor in these claims.

Some homeowners remain unrealistic as to timeframes to repair their properties often resulting in cash settlements being paid.

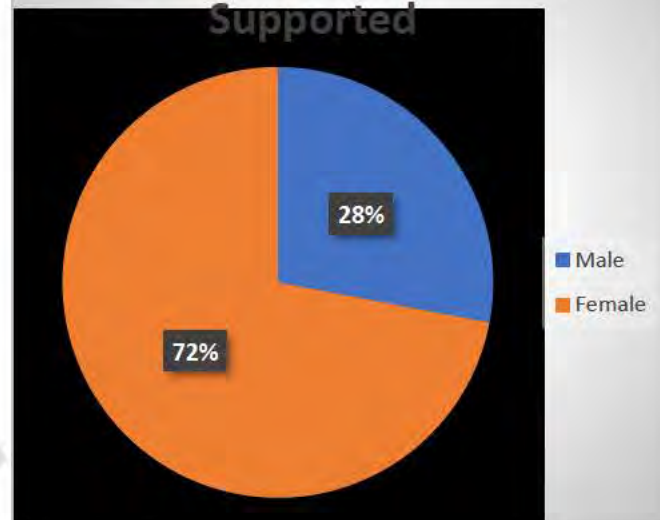
Greater Christchurch Claims Resolution Service Report

1st August to 30th September 2021

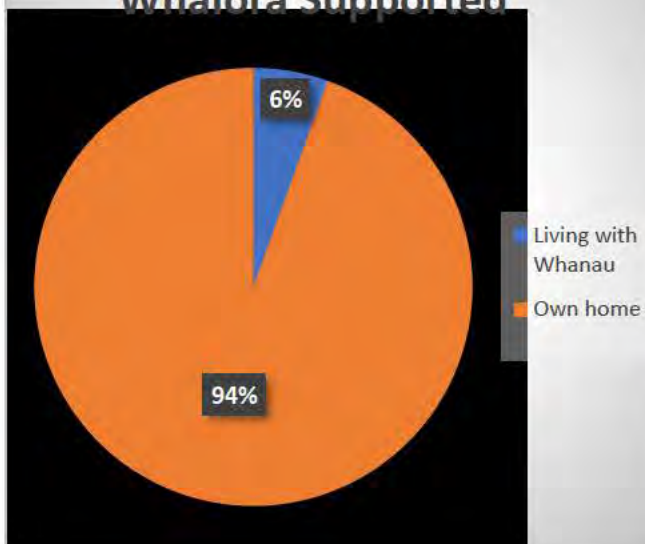
Ethnicity of Whaiora in Service



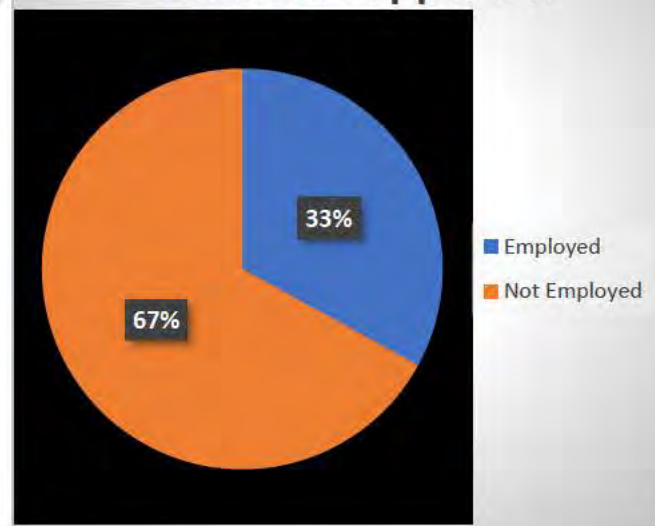
Gender of Whaiora Supported



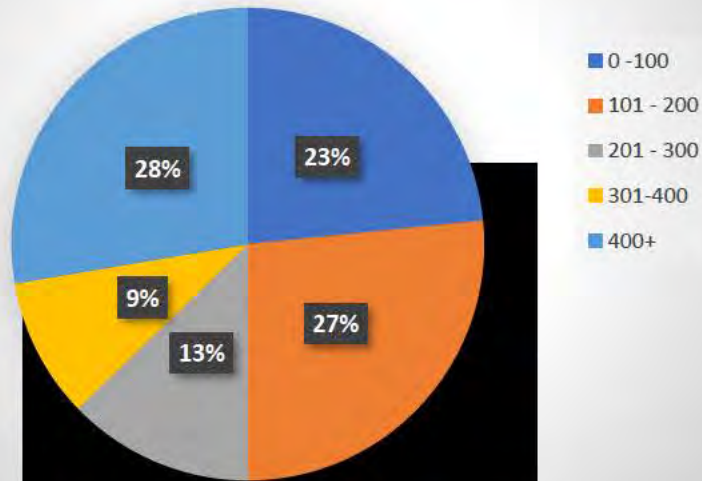
Living Situations of Whaiora Supported



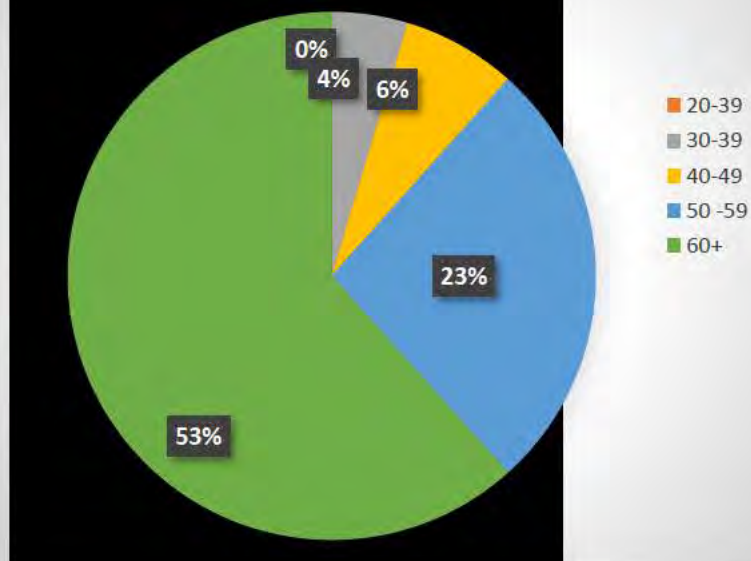
Employment Status of Whaiora Supported



Length of Time in Service - Average 291 days



Age of Whaiora Supported



Social Work Report; Resilience.

Walking alongside tangata whai ora to develop and maintain resilience will assist the implementation of coping strategies, if/when they experience significant stressors in the future.

GCCRS acknowledge and note, whai ora that we support have experienced significant stress with post-earthquake repairs, different whanau situations and/or the uncertainty of the current COVID-19 pandemic.

As a team, we have observed a significant improvement with the strategies our tangata whai ora have utilized and implemented in their lives. This relates to the most recent Covid-19 alert level changes (3 & 4), in comparison to the alert level changes in 2020 (3 & 4). The above has been achieved by the work our whai ora have done in conjunction with the support offered to them from the team and their personal/community support system whom continue to walk through their journey with them.

Alert level 2 brings it's own set of challenges at times as fear and anxiety re-emerge from different settings. This can be re-triggering for therefore, reititating and revising coping strategies is paramount for tangata whai ora to continue to thrive.

Story:

A couple we support, have had a series of unfortunate events which has led to a very complex situation. They have shown resilience by asking for help, open to be adaptable and have engaged well in the process. Although this situation may last awhile, they now have more tools to be able to cope, a network of both professionals and their community to support them.

A person that we support has a history of trauma around men. At the point where the GCCRS team entered she was unable to have contact with any male professionals. She has now had support to access counselling services. She has worked through this and has coping strategies which allow her to be actively involved in her claim.

6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

March 2022

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Call Centre Update
 - b) Case Manager Update
 - c) Portal Usage
 - d) Health and Safety
 - e) COVID-19
 - f) Westport
 - g) EQC Enquiry Response
6. Key

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Greater Christchurch
Claims Resolution Service

Executive Summary

Over the Christmas and New Year period GCCRS continued to provide support to homeowners both in the Canterbury region and through the Residential Advisory Service in Westport. Overall numbers have continued their downward trend with GCCRS dropping to 730 open claims as at the 28th of February 2022, the lowest level since March 2019 and significantly lower than the peak of the service in October 2020 with 1,155 open cases. GCCRS has now closed more cases than have been opened in 15 of the last 16 months. Most staff enjoyed an extended break over the holiday period and are refreshed and recharged for the final push in 2022.

EQC continue to dominate the cases coming into the service with 95% of all new cases coming from EQC and 98% of all cases being Crown based cases of either EQC or SRES.

Unsurprisingly with the impact of the Crown's On Sold Programme the number of cases cash settling as a proportion of overall closures continues to decline now down to 35% of cases settled during the period.

The time cases are spending in the service continues to track as expected although specific focus needs to remain on older claims with GCCRS, ensuring that cases are not getting stuck in different parts of the service.

Satisfaction data remains very strong with 82% of those people who responded to our survey in February stating that they would recommend our service. Survey data remains somewhat fickle and focus needs to remain on ensuring that the homeowners entering the service get the best possible support. A highlight of the period is the 17% of cases in February that came via a recommendation from EQC, this is the second highest number since GCCRS was established and shows the ongoing relationship between the services, despite the often challenging conversations that are needed.

GCCRS continues to monitor demand and staffing numbers and is now in a process of reducing the number of staff required for the service. This process will continue over the coming months subject to the budget outcome and the final recommendations regarding the response to the EQC Inquiry.

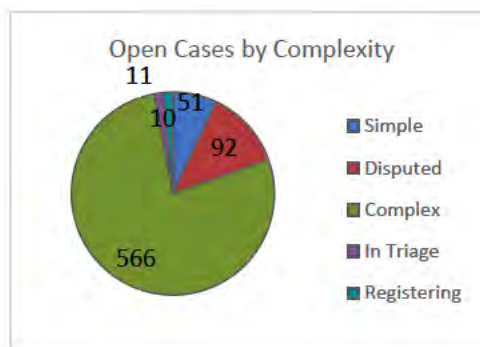
GCCRS and MBIE are finalising the advice to Ministers on the EQC Inquiry recommendation to establish a standing dispute resolution service. It is anticipated that this work will be completed by the end of June 2022.

Covid-19 remains as a challenge and is being managed through MBIE protocols and adherence to the health and safety standards of the service.



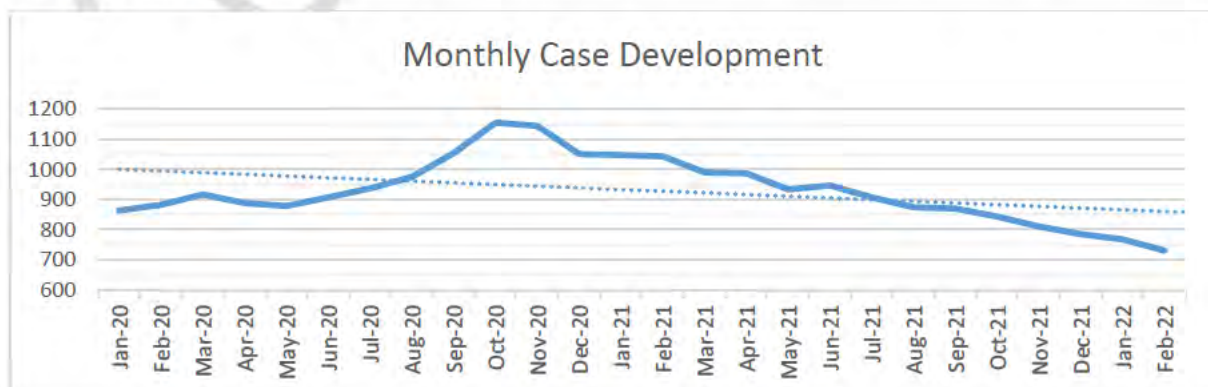
Darren Wright
Director, GCCRS

1. GCCRS Numbers



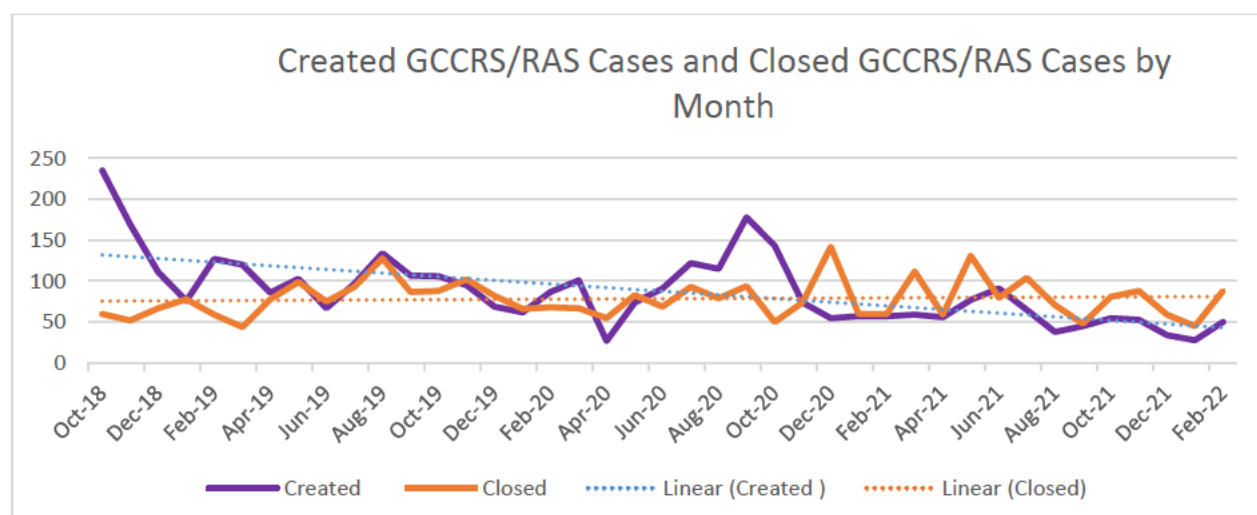
As at 1 March 2022 the Greater Christchurch Claims Resolution Service (GCCRS) has received 3,560 cases (up 112 cases or 3.2%) into the service and has closed 2,830 cases (up 192 cases or 7.3%). GCCRS is currently managing 730 cases across 14 Case Managers, down from 810 in the previous period. GCCRS has established a new category of “*Closed without engagement*” following our focus on homeowners who are not engaging with the service. These cases are those who have registered with the service but have not provided enough information, or have not completed a consent form, to allow the case to be transferred to a Case Manager and categorised for their complexity, increasing from 57 in the previous period to 70. These cases have been closed by the administration team following extensive attempts to contact the homeowner in line with our closure policy.

It is encouraging to see the overall trend continuing downwards with 112 cases created for the period compared to 192 closed. This amounts to a closure rate of 1.71 meaning 1.71 cases were closed for every new case opened. This rate is up from 1.42 for the December 2021 period and 1.31 for September 2021 period.

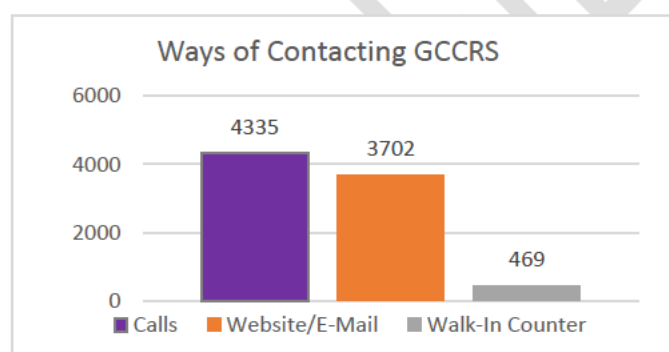


*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.

The monthly case development has now fallen for 15 of the last 16 months. The overall downward trend is now clear from the peak of 1,155 open cases in October 2020 to the new case load of 730, down 37% for that timeframe (see chart below). It is worth noting the 50 new cases created in February 2022 was higher than expected putting the monthly new cases back above the long run trend line, but equally the monthly cases closed rate for February 2022 of 88 is also above the long run trend line.



There have now been 8,506 contacts with the service with an overall increase of 3.6% across all contact methods. Perhaps unsurprisingly the increase from number of contacts with the service from the walk in counter is very low at 0.43% for the period compared to Calls at 3.2% and website/email at 4.4%. Covid-19 continues to play a significant role in people's willingness to access the GCCRS office although the front counter remains open with the on-call Case Manager available anytime the office is open.



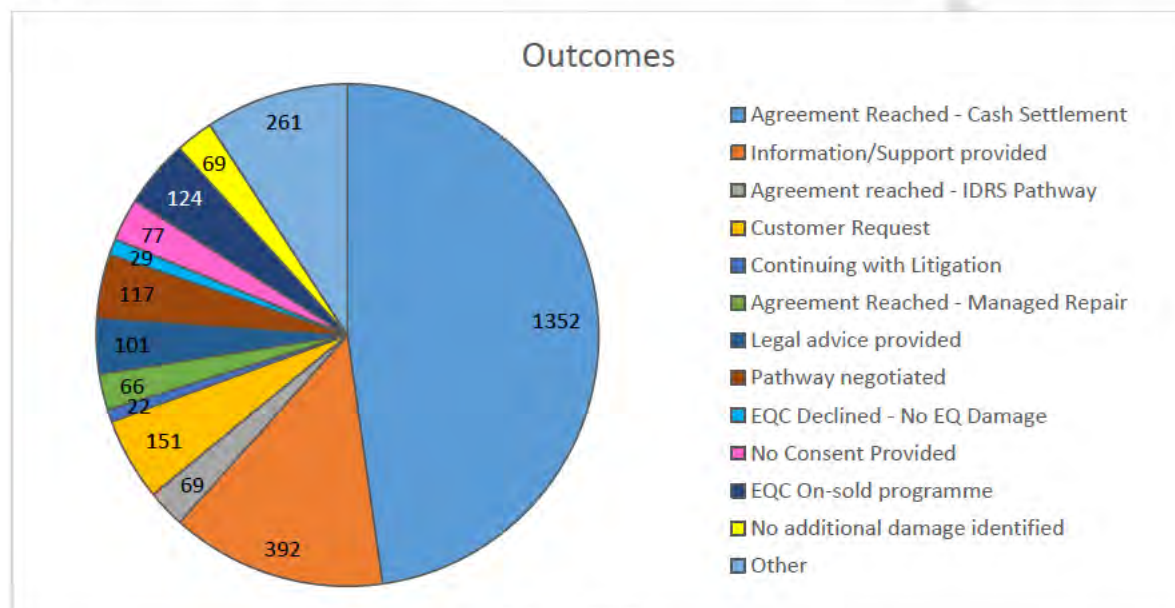
Outcomes

Of the 192 cases closed during this period, 67 cases were categorised as *"Agreement Reached Cash Settlement"* (35% of all cases settled for the period, slightly down from 43% last period), 36 cases were *"Information/Support Provided"* (18.8% of all cases settled for the period). Again, there are a significant number of cases closing in *"EQC On Sold Programme"*, 8.9% for the period. It is anticipated that this will stay as a significant number as On Sold Programme cases now flow through the repair process.

Of note during this period is the increase in the number of cases closing in the *"Other"* category (up 13% for the period). When breaking this data down it suggests that GCCRS is seeing an increase in the number of cases into the service that have challenging outcomes for the homeowner. Across

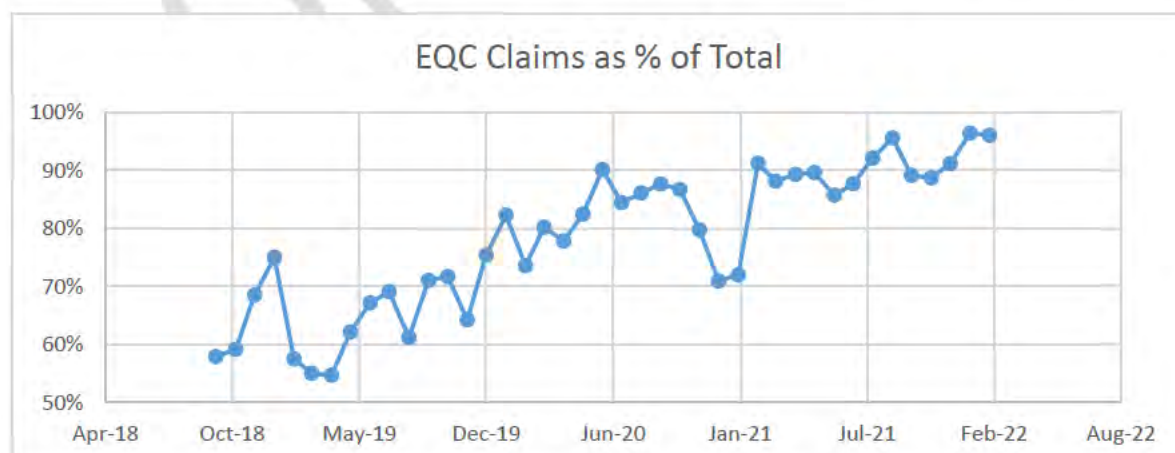
the period there was a 20% increase in the number of cases closed because they did not have a valid insurance policy at the time of the event, an 18% increase in those that refused to supply a signed consent form, an 11% increase where no agreement could be reached and a 12% increase where the homeowner simply disengaged from the process. As previously discussed, it has always been anticipated that as GCCRS gets towards the tail of this event there will be more challenging claims to settle that will likely have a direct impact on the satisfaction homeowners feel towards GCCRS (see later in the report).

There was 1 case declined by EQC for the period due to “No EQC Damage” or 0.5% of all cases for the period, supporting the view that GCCRS is successfully identifying earthquake damage and liability.



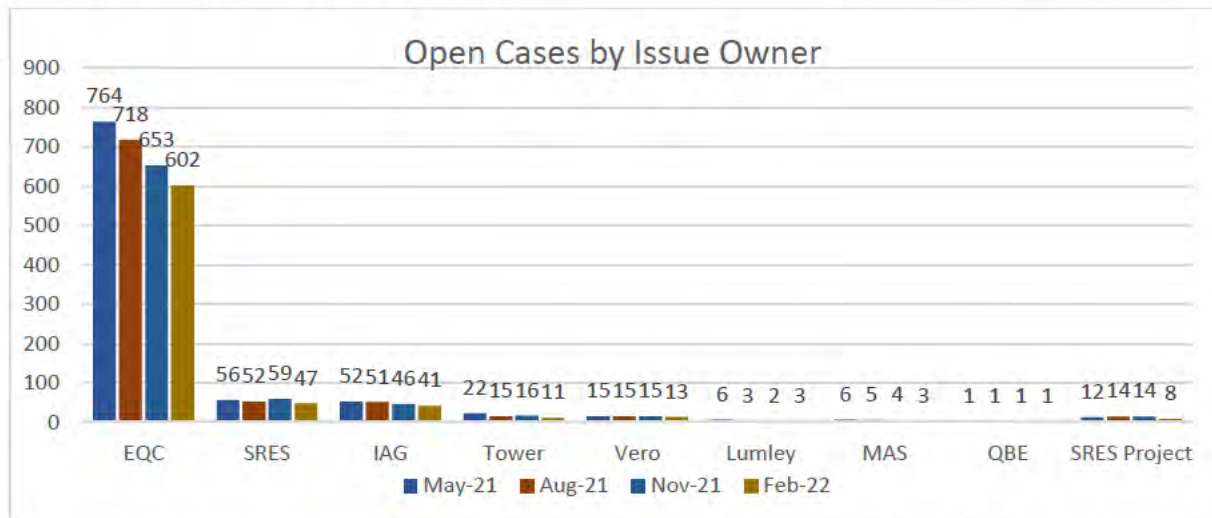
Case Inflow

EQC continues to dominate the number of new cases coming into the service with 106 of the 112 new cases presenting with EQC issues (95% of all cases). Of these cases 56 were On Sold and 50 EQC BAU.

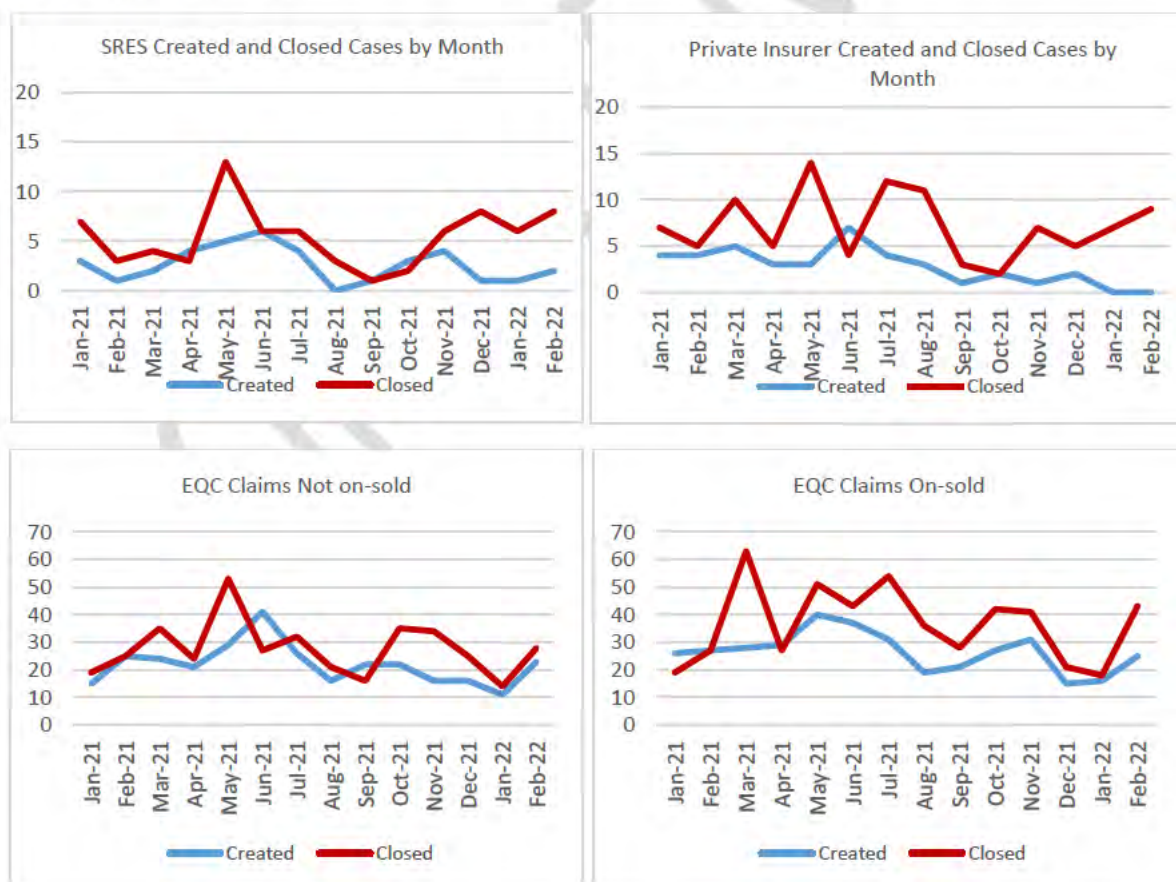


When considering the number of cases being managed by EQC it is also important to include the 4 cases for SRES that came into the service during the period meaning that EQC managed claims

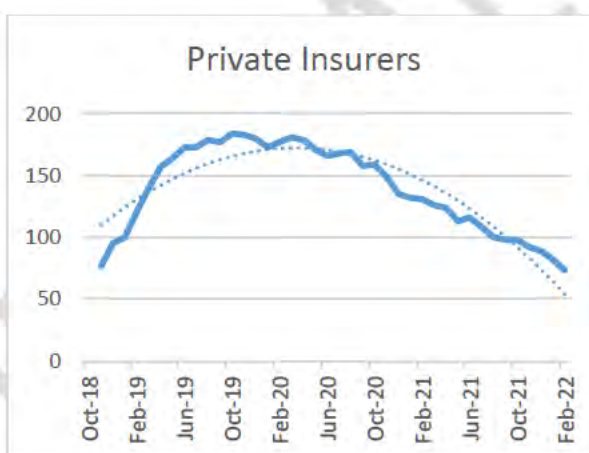
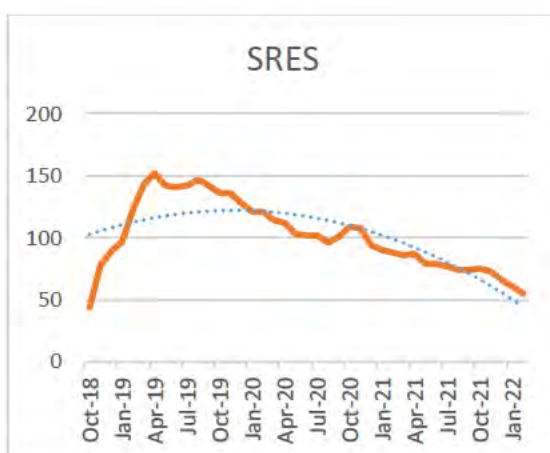
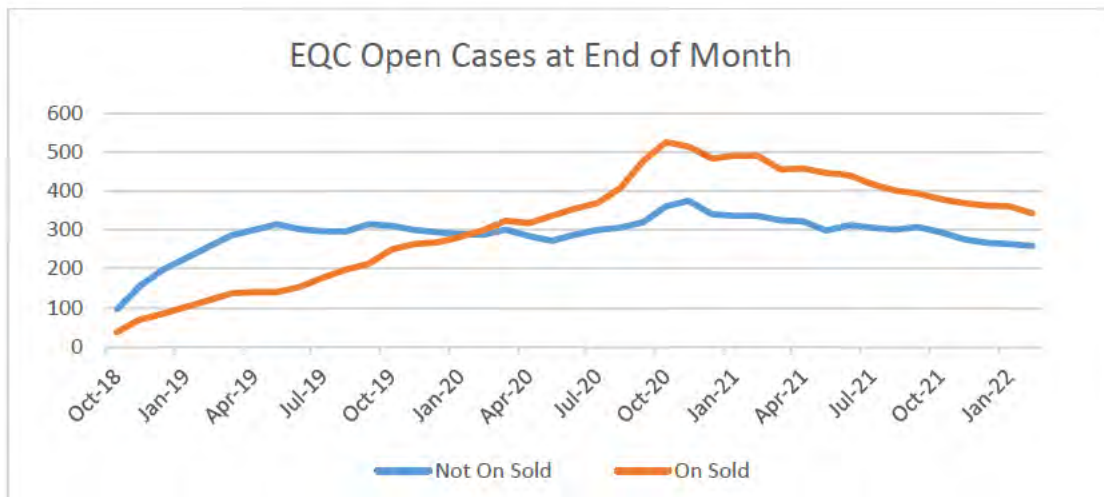
accounted for 98.2% of all cases that came into GCCRS during this period. Only 2 new cases were lodged for Private Insurers over the period.



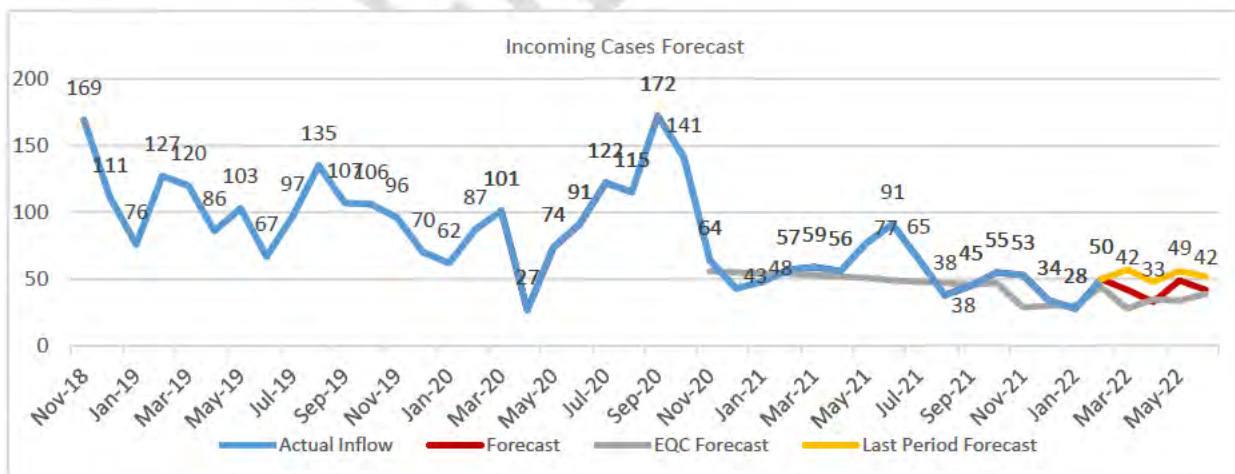
When looking at cases currently open with GCCRS by issue owner (see above) overall EQC claims dropped by 7.8% for the period, SRES by 24.7% with the largest drop coming from Tower at 31.3% of their open claims. All other insurers showed a net reduction over the period with IAG down 10.9% and Vero down 13.3%.



Average data over the past 12 months shows the strength of closures across the different entities with EQC BAU team closing 1.28 cases for every one that is opened, the On Sold Programme closing 1.46 cases for every one opened, SRES 2 and Private Insurers 2.87.



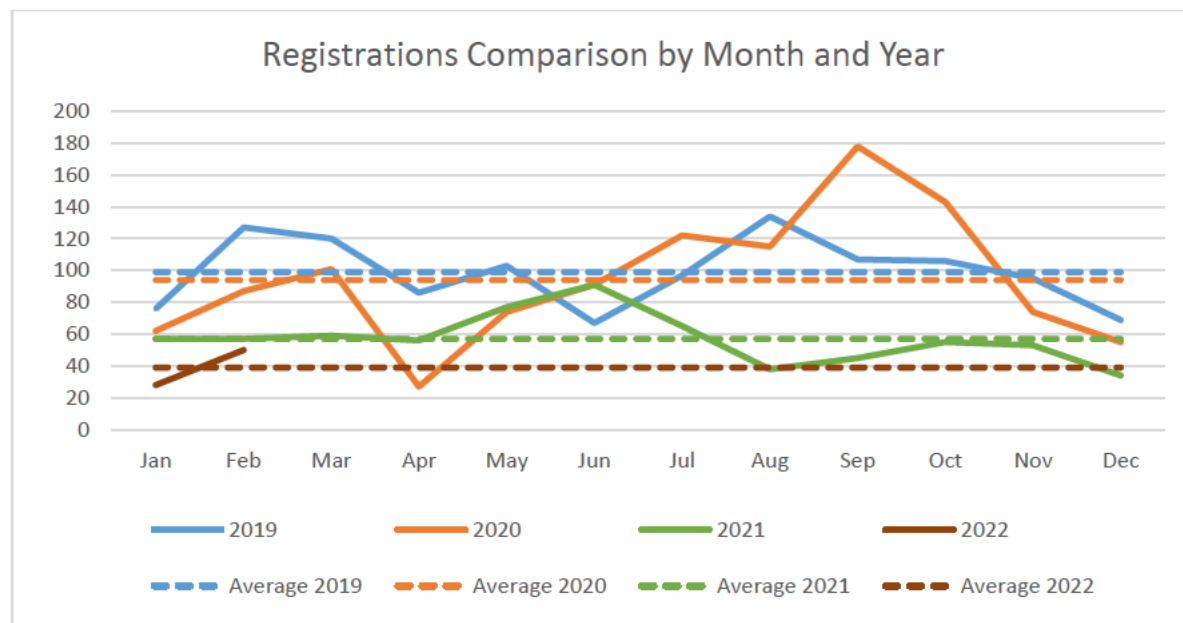
Forecasting



Whilst forecasting demand remains extremely complex for GCCRS, especially given the impact of the COVID-19 lockdowns, there does appear to be some overall trends developing.

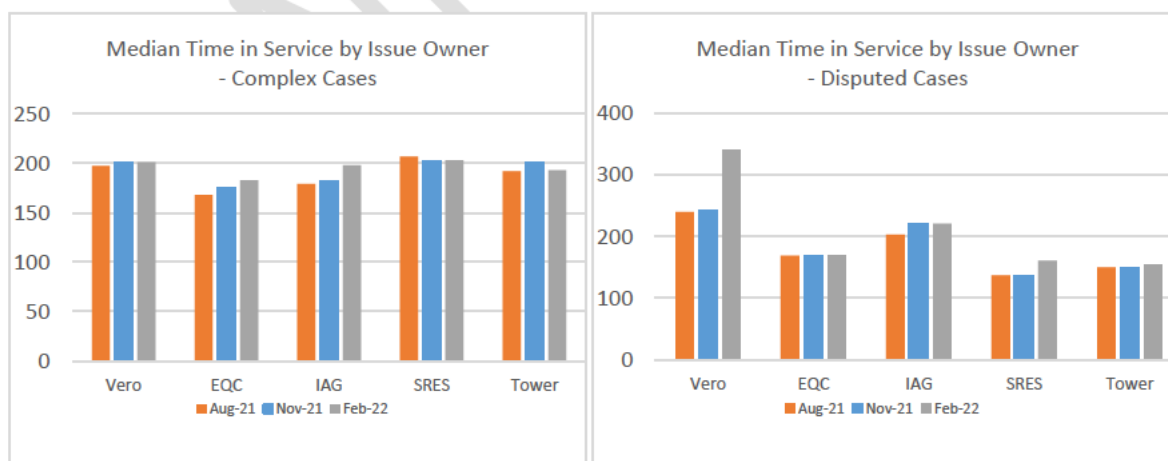
The data is clearer when comparing year on year incoming case numbers as below. When looking at the calendar years 2019, 2020 and 2021 we see the average number of new cases into the service per month dropping from 99 in 2019 to 94 in 2020 and 57 in 2021. Furthermore the average number of new cases in the first 6 months of 2021 was 66.17/month compared to the average for the last 6 months in 2021 of 48.33/month.

This reinforces our assessment that, subject to no major changes, claim numbers are reducing and likely to complete the bulk of settlements during the 2022 calendar year.



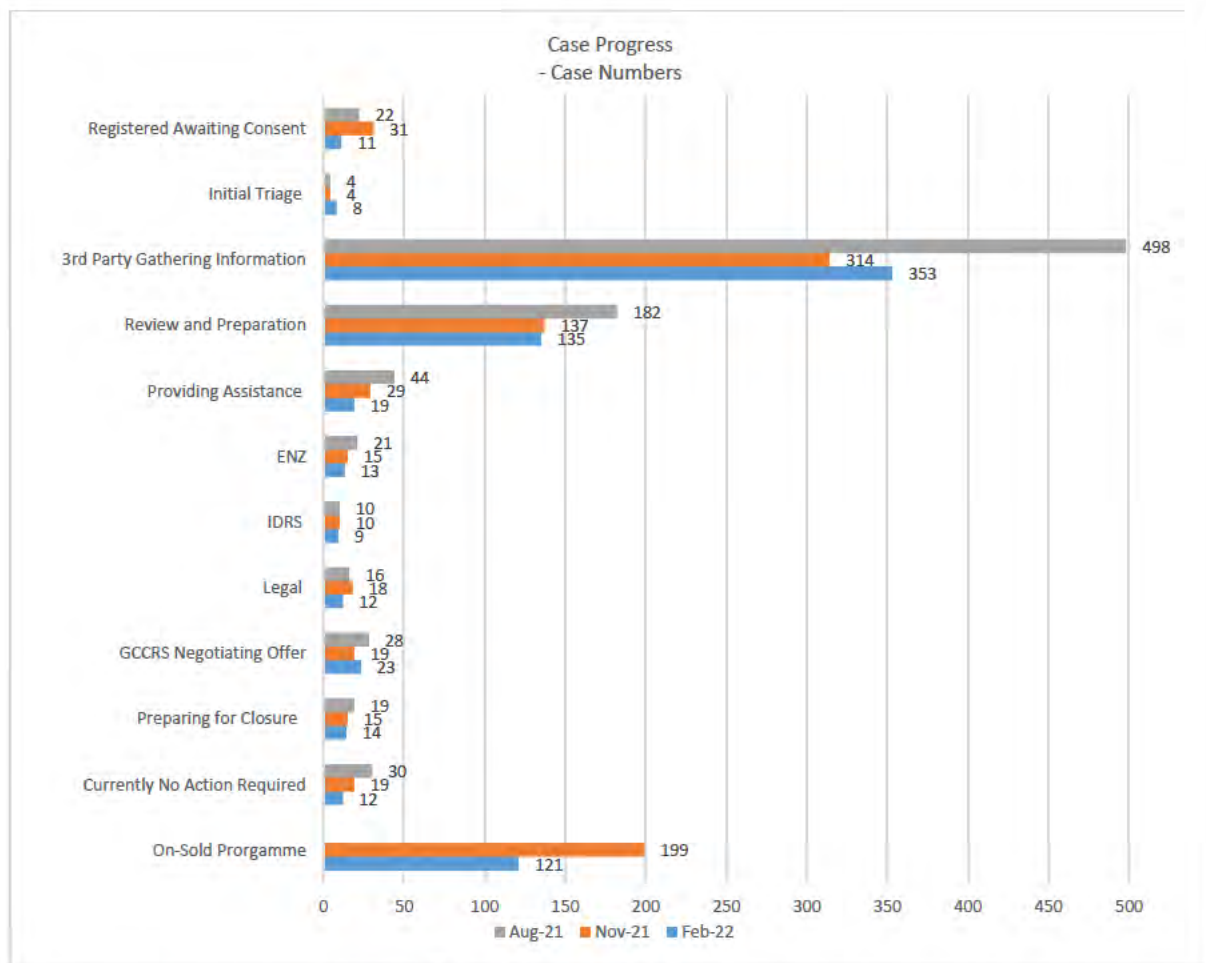
Time In Service

The following data looks at the time cases have been in the GCCRS service and is presented as the median number of days a case has been with GCCRS. Care needs to be taken with the Vero and Tower numbers due to the small number of cases but the data does show a fairly consistent median number of days across the different periods. It is worth noting that even though EQC continues to have the largest number of cases in the service, the time they are spending in GCCRS is not inconsistent with other Insurers. The slight increase in the time complex cases are spending in the service needs to be monitored as there has now been a consistent increase over the past three periods.



Case Progress Analysis

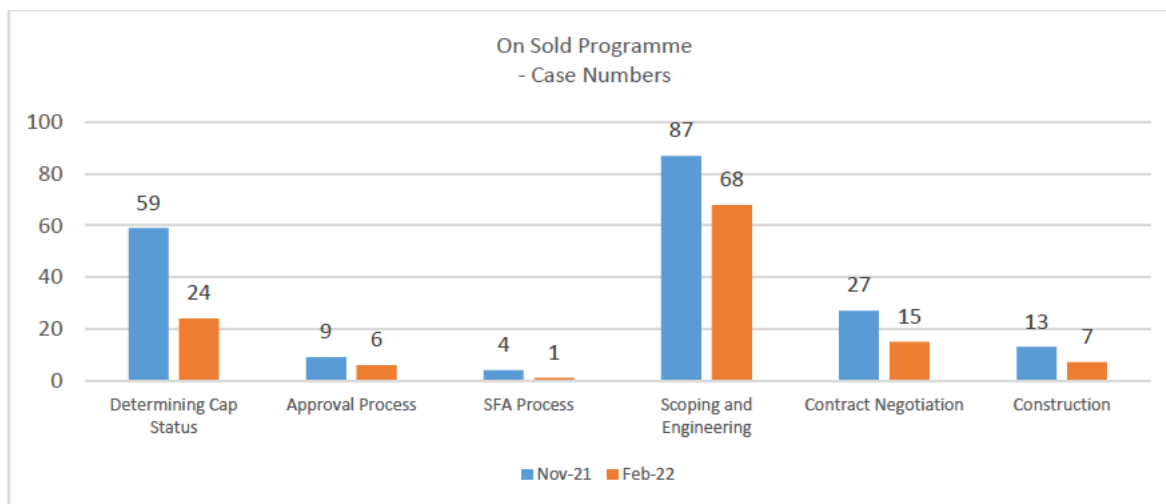
Case progress data looks at the number of cases at each progress point in GCCRS. This data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.



The number of cases going through an Engineering New Zealand process has reduced again, down to 13 cases in February 2022 from 15 cases in November 2021 from 48 in May 2021 and its peak of 71 in September 2019. As in the last reporting period this is likely due to a change in process at EQC where they now look to undertake further investigative works before a Peer Review or Initial Assessment is engaged. This has significantly reduced the need for ENZ to review and facilitate reports.

It is encouraging to see the ongoing decline in the number of cases in *“Review and Preparation”* down from 182 in August 2021 to 135 this period and down from the peak of 285 in March 2021. Attention will need to be given to the number of cases in *“3rd Party Gathering Information”*, up from 314 in the previous period to 353 this period. Whilst this is only a small increase GCCRS, spent the last part of 2021 focussed on reducing this number down from its peak of 571 in January 2021. This focus is clearly required on an ongoing basis. It is a possibility that this increase is due to the time taken by EQC to work through those cases not in the Crown’s On Sold Programme but does require further works. GCCRS is now working with EQC on these cases to bring them to a resolution following recent EQC decisions.

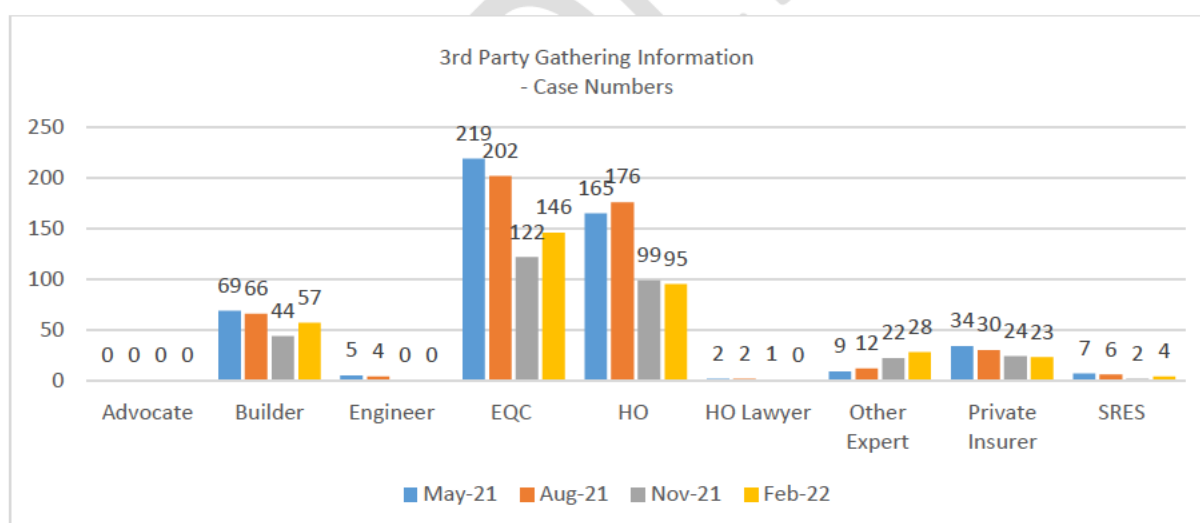
At the end of February 2022 GCCRS has 121 cases registered in the Crown’s On Sold Programme down from 199 in November 2021. GCCRS has focussed on assessing these claims more closely over the last period allowing us to better identify those claims that require us to continue to support the homeowner and those that can now be managed independently by the homeowner. GCCRS does not necessarily see a role for itself once a repair goes into construction other than for those homeowners with wellbeing or other significant impairment.



As can be noted above, a significant number of the On Sold Programme cases with GCCRS remain under cap with 24 of the 121 cases still “*Determining Cap Status*”. GCCRS will work with the EQC BAU team over the coming months to better understand why such a large number of cases are still awaiting cap status.

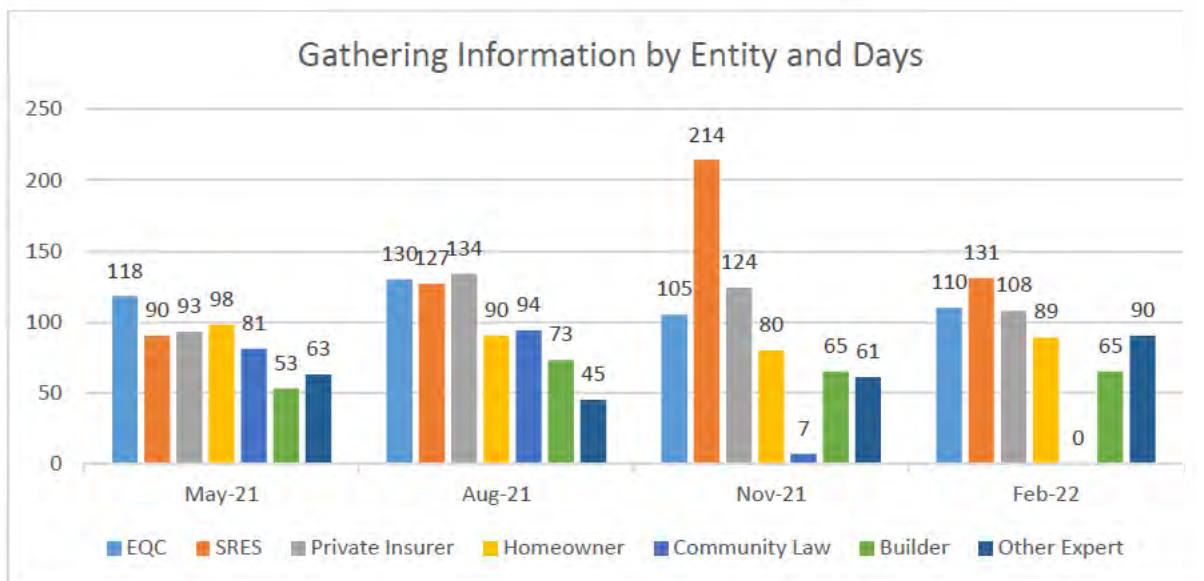
By far the bulk of cases remain in the scoping and engineering stage (56.2%) where the homeowner is working through with their Engineer and Builder as to the damage and repair works.

To analyse the Case Progress data further it is necessary to break the data down into its constituent parts in the below graphs.

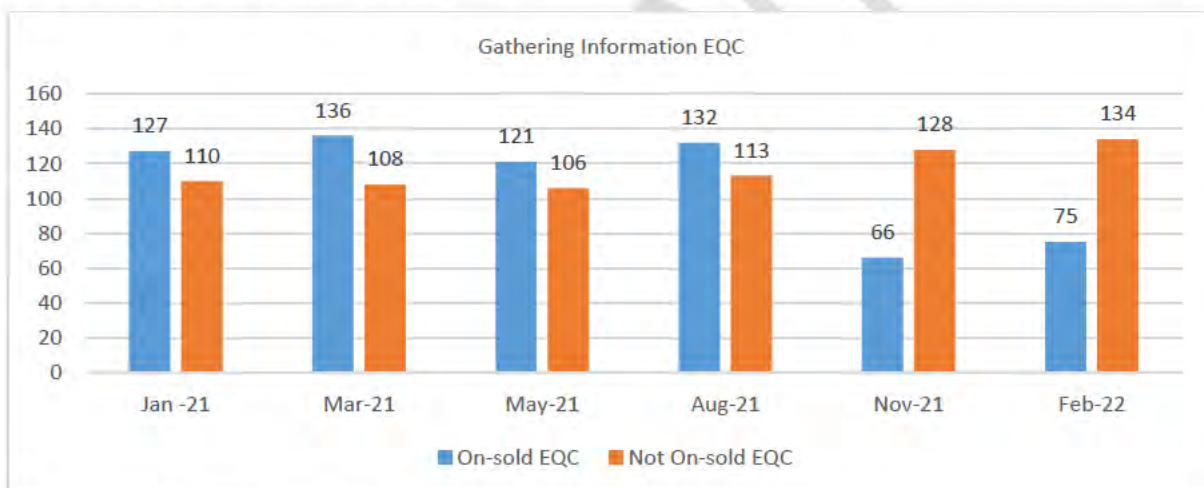


To understand the impact of these case numbers, we also need to look at the time cases are taking in this category. The increase in the number of EQC case numbers in this category is not reflected in a significant increase in the time the cases are staying in the category with the average for EQC increasing from 105 days in November 2021 to only 110 days in February 2022 (see below). This will stay a focus of GCCRS and EQC over the coming period.

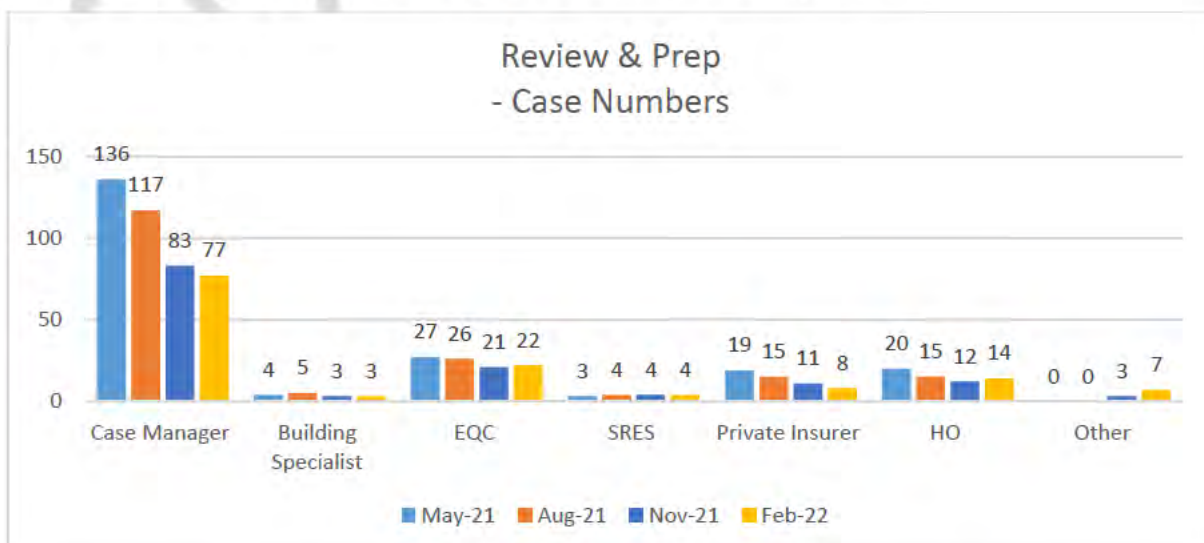
As discussed last period the number of days data for SRES (see below) is somewhat misleading due to the very small number of cases in this category (4 cases in February 2022) although the reduction is encouraging. Perhaps the most significant aspect of this data is the reduction in the number of days for Community Law to zero, an excellent result given this has been a focus for them over the past 6 to 9 months.



Below is the same data broken down by EQC as “Not On Sold” and “On Sold”. It is evident that the EQC increase in number of days is consistent with both the Crown’s On Sold Programme and EQC BAU although as stated above not significant.

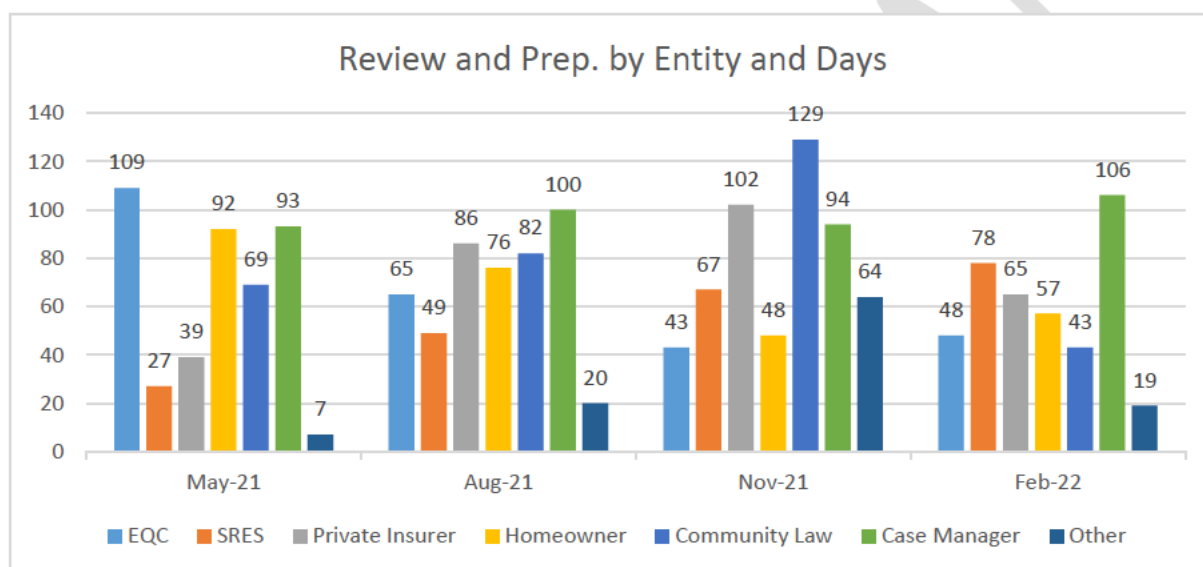


The other critical category monitored by GCCRS is “Review and Preparation”.



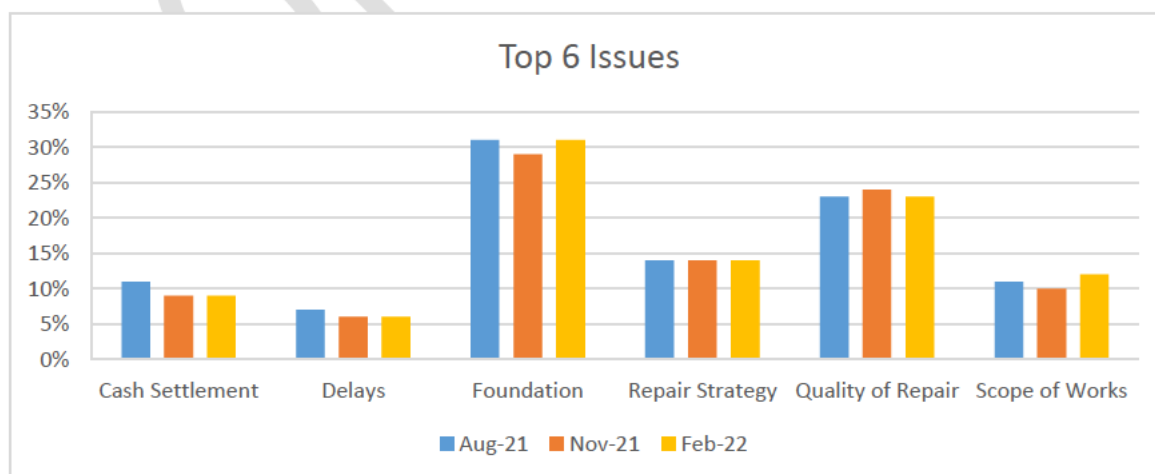
It is again very encouraging to see a significant decrease in the number of cases sitting with GCCRS Case Managers down from 83 cases in November 2021 to 77 cases in February 2022. The number of cases sitting with GCCRS Case Managers is now down 68.4% from its peak in September 2020 when 244 cases were sitting with GCCRS Case Managers.

Again, the most important factor is the time taken by each entity (see below). This graph again reflects the excellent work of Community Law bringing their number of days down from 129 days in November 2021 to just 43 days for February 2022. This follows a focus by Community Law on its older cases and reflects an enormous amount of work completed. On the other hand, of concern is the increase in the number of days cases are sitting with their Case Manager from 94 days in November 2021 to 106 this period. This is despite the number of cases in this category declining (see above). Whilst this is only a small increase and likely a result of the Christmas break, it will remain a focus for GCCRS in the coming months.



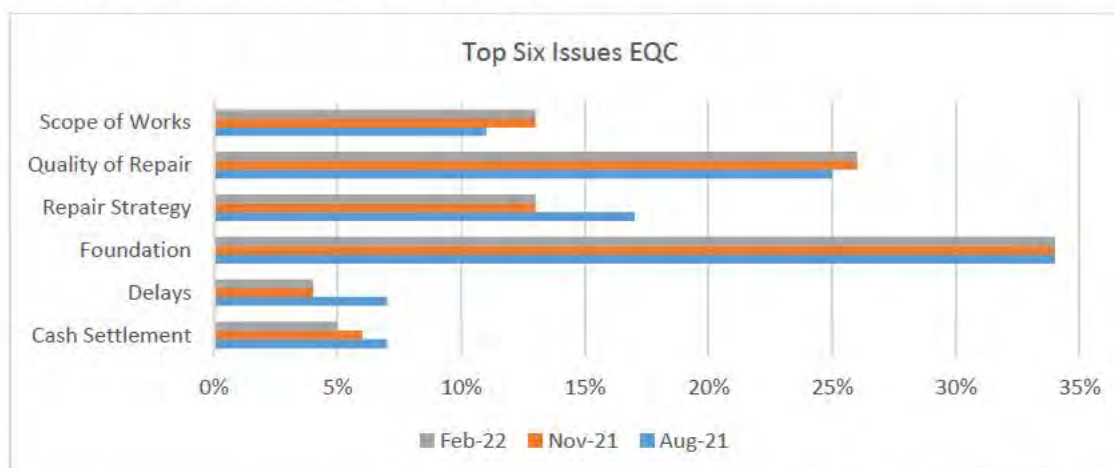
Property Issues

The February 2022 period showed a small increase in the proportion of people presenting with “Foundation” issues along with “Scope of Work”.



The breakdown of these issues by Insurer has not been included in this report due to the low number of cases in these categories although the EQC concerns remain static with “Foundations”

being 34% of all EQC cases with GCCRS, a slight rise in “Quality of Repair” to 26% and the “Scope of Works” and “Repair Strategy” equal on 13%.



The ENZ proposal on investigating rubble foundations has now progressed with EQC providing specific feedback on the proposal. This work is currently with ENZ who are reviewing the EQC feedback.

GCCRS Exit Survey

Questions	Last Period	This Period	Average
1. Through GCCRS I was able to receive assistance with my claim.	97%	82%	90%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	90%	73%	86%
3. The guidance I was given by GCCRS was appropriate to my situation.	94%	82%	89%
4. I was kept informed by the progress of my case.	93%	100%	87%
5. My Case Manager acted in a professional manner.	97%	100%	93%
6. I felt my Case Manager understood my situation.	90%	100%	91%
7. My wellbeing has improved as a result of using GCCRS.	74%	82%	77%
8. I would recommend GCCRS to others.	94%	82%	89%



Satisfaction Level - 89%

As can be seen above from the sample of homeowners who responded to our satisfaction survey their satisfaction remains very strong although there is a very mixed bag of results compared to the previous period. Whilst extremely satisfying results of 100% were achieved for “I was kept informed by the progress of my case”, “My Case Manager understood my situation” and “My Case Manager acted in a professional manner”, a lower level was achieved for other areas such as “I was able to make informed decisions ...”. As noted earlier in this report it is anticipated that as GCCRS gets into the tail of this recovery the claims presenting to the service will be more challenging from a wellbeing and legal perspective potentially having a direct impact on overall satisfaction rates. It is impossible to know if this is the start of that effect, this change will continue to be monitored by GCCRS going forward.

Homeowner Feedback

A sample of the feedback from homeowner's during December 2021 to February 2022 included:

"I have been incredibly frustrated over the last 11 years trying to resolve claim. My case manager dealt with my claims and did an amazing job. Without greater recovery I would still be fighting for a resolution."

"My case manager was a super hero - so professional, concerned, helpful and a great communicator. This service must be retained for the 1000+ people who, like us, have struggled to receive a fair outcome for 11 years."

"My case manager has been very respectful, patient and understanding of my situation, without his help I would have not dealt with the process on my own. I feel my case manager went over and above his duties to help me resolve what has been a long and stressful journey. My case manager is a credit to your organisation and deserves a special mention for the way he has helped me."

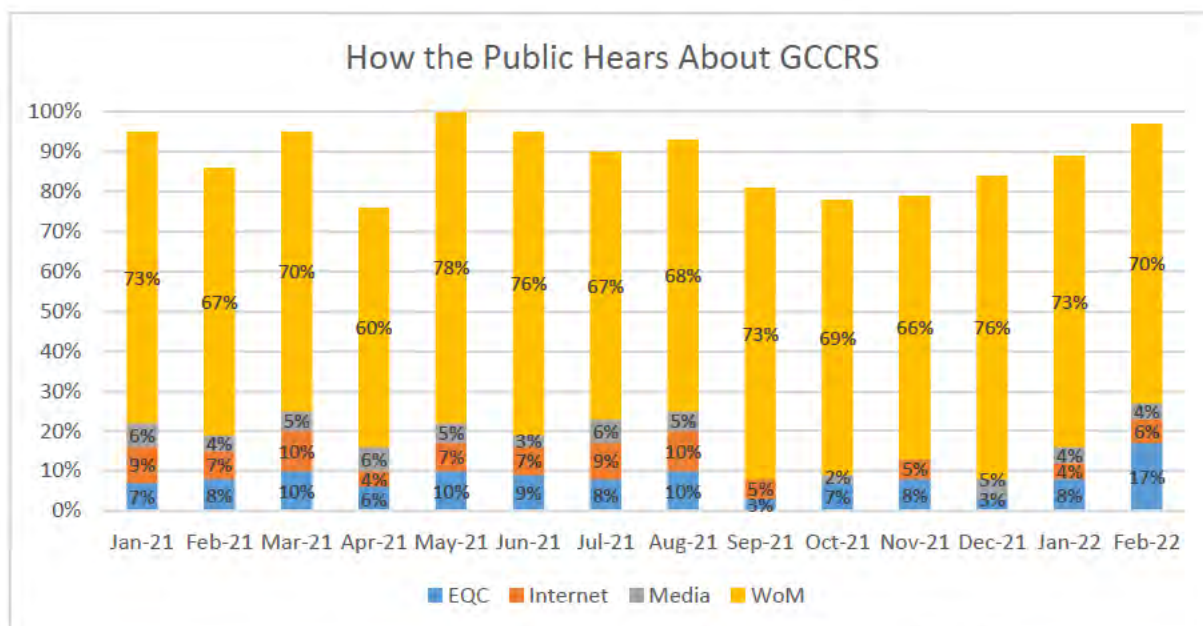
"We were so impressed by the case manager from GCCRS. My case manager kept us well informed, but did it in a way that was not overwhelming. My case manager was very considerate to keep the process as stress-free as possible and therefore kept my wellbeing positive. Informing us with significant updates, but not bothering us with the complex jargon. I have some health challenges and knowing that GCCRS were advocating and keeping an eye out on our claim was comforting. We now have contractors on site and with a great approved repair strategy for all parties, the house will hopefully remain for many more years to come."

"I found the service very useful. Our case manager was excellent and certainly helped us with the process. I have already recommended his services to two other people in a similar situation to us. Thanks."

"Extremely empathetic assistance who absolutely went the extra mile in a case that was hugely a long shot. Very appreciative of all efforts made."

How the public hears about us

GCCRS tracks how people come into our service so that we can understand both the marketing and perhaps more importantly the performance of our service. "Word of Mouth" referrals into GCCRS remain strong at 70% of homeowners which is an increase from the previous period in November 2021 of 66%. Perhaps most pleasing is the significant increase in the number of referrals from EQC up from 8% in November 2021 to 17% for February 2022. This is the second highest month since May 2020 when 18% of all referrals came from EQC and well above the long run average of 7.75% since September 2019.

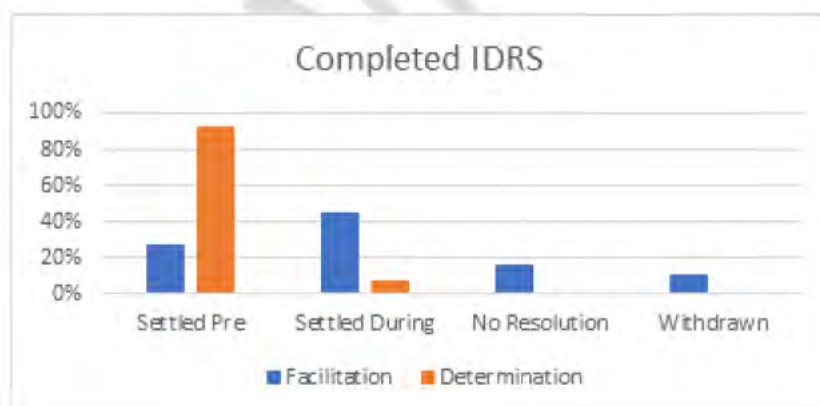


2. IDRS Update

As at the end of February 2022 the GCCRS has no cases booked for facilitation with dates confirmed; this is due to the parties deferring the facilitations. There are 5 cases for facilitation that the GCCRS is actively working on to confirm dates and members. Since the cut off for the end of this period 2 facilitations have been requested.

Currently there are 3 determinations being worked on. Of these, no cases have confirmed dates for hearings.

Of the 4 cases set down for facilitation or determination during this report period: 1 settled during the facilitation, 2 determination/s settled before a hearing, and one determination went to hearing.



As per a request from the Homeowners Advisory Group the raw data for the period is as follows:

Total Open Facilitations	5
Total Open Determinations	3

Total Closed Facilitations	55
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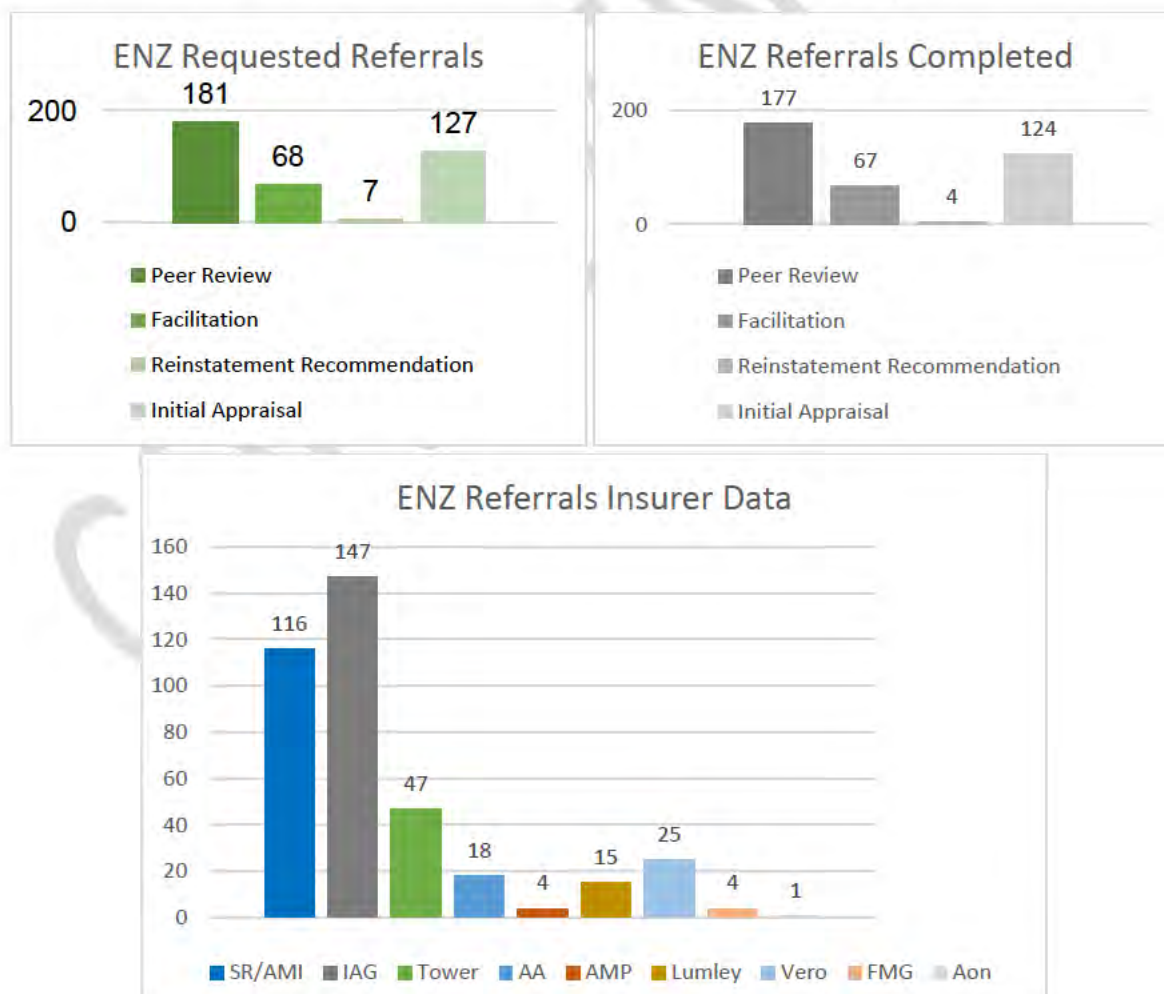
Settled during	25
Settled before	15
Withdrawn	4
Transferred	2
No Resolution	9

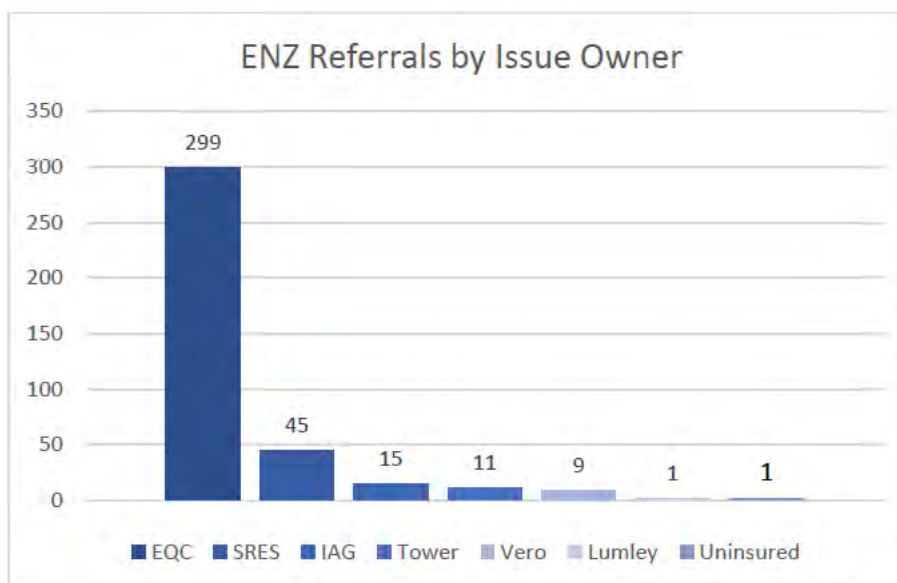
Total Closed Determinations	39
Settled during	3
Settled before	36
Withdrawn	0
Transferred	0

Total Closed Cases	94
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3. Engineering Update

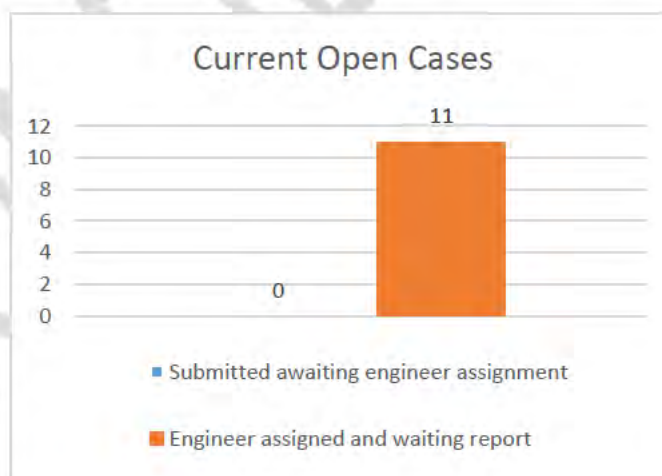
As at the end of February 2022 there were 11 open/active cases that have been submitted to Engineering New Zealand awaiting completion. Overall there have been 383 cases submitted and of these, 372 have been completed.





Peer reviews continue to be the most common type of referral with 181 of the 383 total submitted cases requesting this service. The demand for the Reinstatement Recommendation (formerly referred to as the Opinion piece) has increased from four to seven, with requests for this service also coming directly from EQC.

The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 17.18 working days down from the previous report of 21.30 working days. The average time taken from the date of assignment to provision of the report is 39.72 working days slightly up from the previous report of 39.22 working days.



The above graph shows that of the 11 open cases submitted to ENZ, all have been assigned to engineers and we are either awaiting site visits to take place or reports to be completed.

4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

In addition to the Pathways programme for homeowners, GCCRS continues to run its staff wellbeing support package.

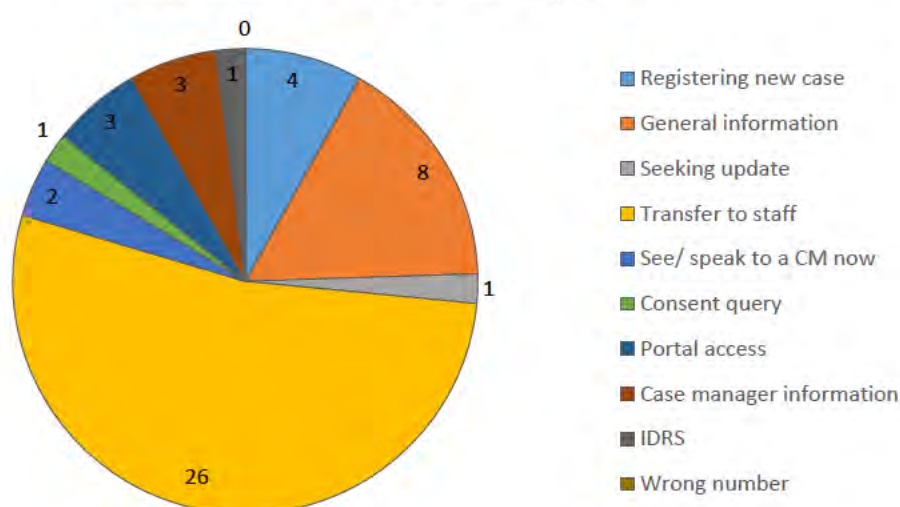
5. Operational Update

a. Call Centre Update

During February, GCCRS answered 49 calls with an average wait time of 42 seconds. Abandonment rate was low at 3.28%.

Call volumes have remained low, averaging 45 calls per month from December 2021 to February 2022. Over 50% of these calls were call transfers to staff. Work is currently underway to move the GCCRS phone line to voicemail. Calls will be responded to within one working day.

GCCRS 0508 Service - February 2022

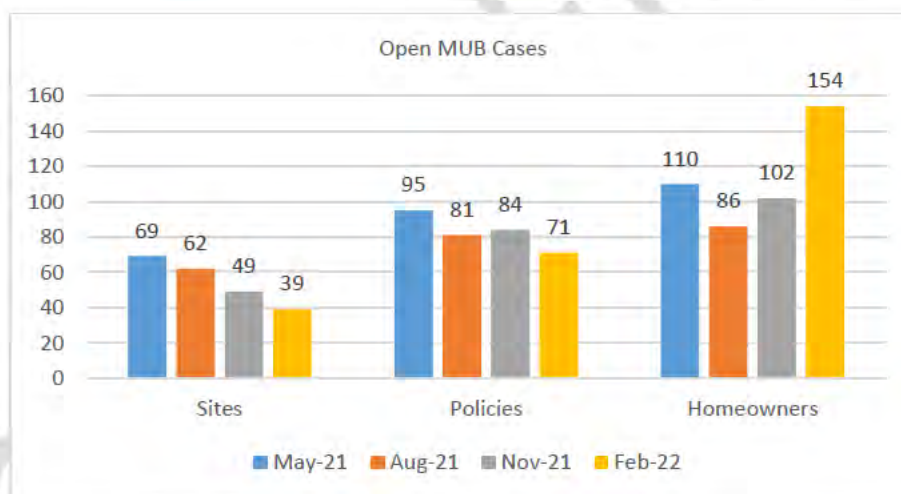
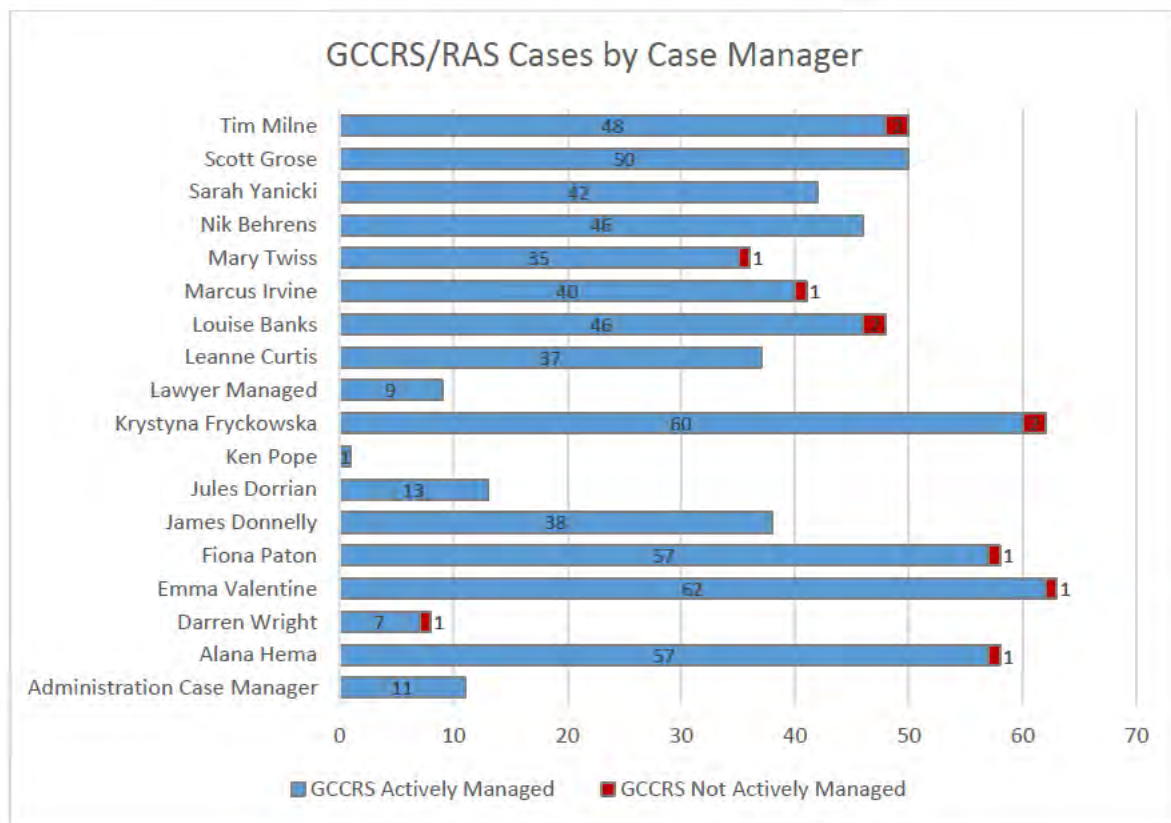


b. Case Manager Update

Due to the high closure rates and therefore decreasing caseloads, GCCRS continues to follow a process of reducing staff numbers. One Call Centre staff member has now been seconded elsewhere in MBIE, the Case Manager responsible for managing the ENZ relationship has given notice and will leave GCCRS at the end of March 2022 as will our iViis and systems Manager. These roles will not be replaced with functions being absorbed across the organisation.

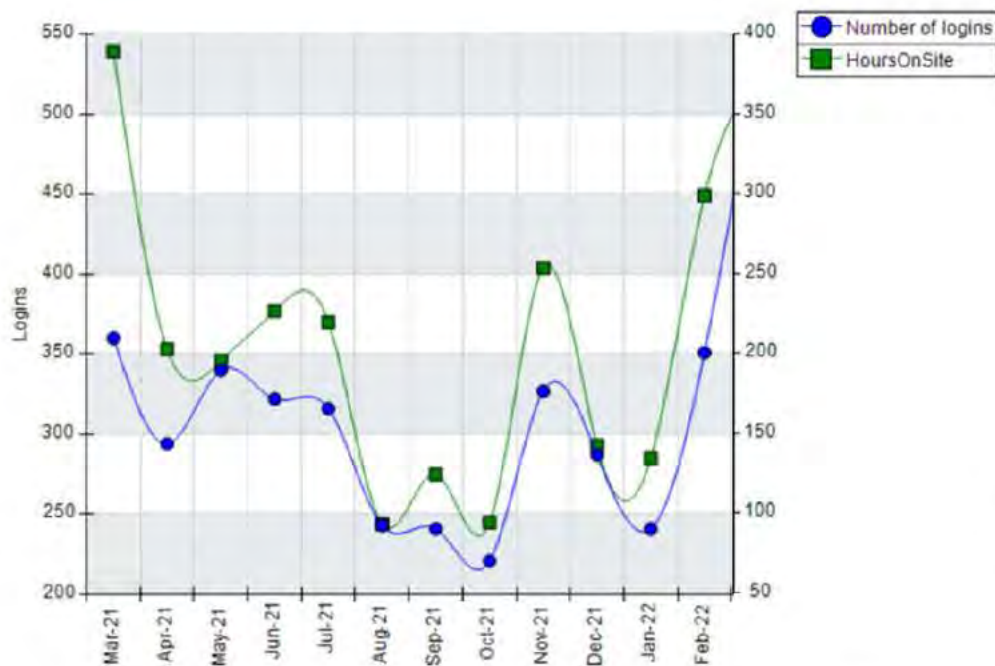
Given these reductions and following a review in early February 2022 all existing staff have now been confirmed through until the end of June 2022 when their current contracts expire.

Further analysis of staffing will be completed once clarity is received from the Budget process and the response to the EQC Inquiry (see further on in the report).



c. Portal Usage

There were 78 individual users of the portal in February compared to 61 in January. February has recorded 351 logins to the portal compared to 241 in January. Combined hours of portal activity was up to 299 hours for the month compared to 135 hours in January. Our data shows an average session time of 51 minutes per user for February compared to 34 minutes in January.



d. Health and Safety

There were no Health and Safety issues during the period. MBIE carried out an internal review of GCCRS safety during January 2022. This review identified some shortfalls in the use of the Get Home Safe App and iAuditor. Staff have been reminded of the compulsory nature of using these services to ensure their safety.

e. COVID-19

As with all organisations GCCRS continues to be affected by Covid-19. At the time of writing GCCRS has one staff member as a positive case isolating at home and three staff exposed to Covid-19 following a site visit with an EQC positive case. GCCRS now has RAT tests available for all front facing staff and continues to follow all MBIE guidelines.

f. Westport

The Residential Advisory Service continues to provide support to the flooding event in Westport. This has involved two GCCRS staff working to support RAS, including travel to Westport to view damage and meet with homeowners on a tri weekly basis. RAS work continues to focus on supporting homeowners with their scoping issues, working with Insurers to gain clarity and accuracy of damage. RAS attended Westport immediately after the flooding in February 2022 and is now providing support up to Granity and some surrounding farms affected by landslips and mass movement.

g. EQC Enquiry Response

MBIE was tasked with consideration of the EQC Inquiry recommendation to establish a standing dispute resolution service. This work continues at pace with further advice on the 1st of July 2022 for the establishment of a national standing advisory service expected to be provided to Ministers in April. This, along with the funding decisions, will have a significant effect on the future of the GCCRS service and staffing numbers. Ministers have given MBIE clear direction that support must continue

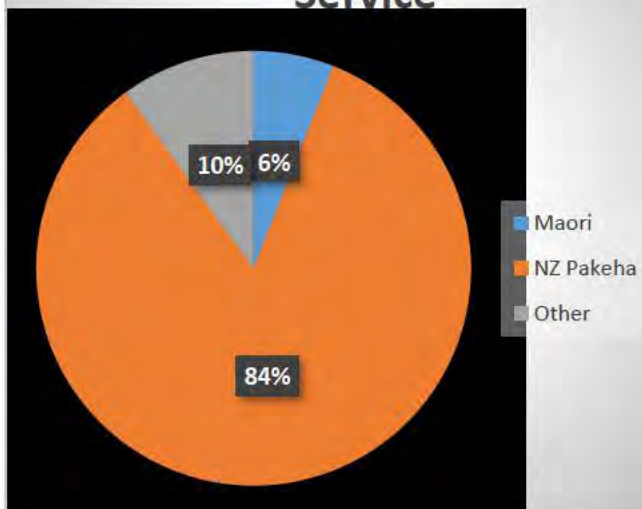
to be provided to Canterbury homeowners. Active cases at the time of transition to the new national service should see no significant change in the support service they receive.

CONFIDENTIAL

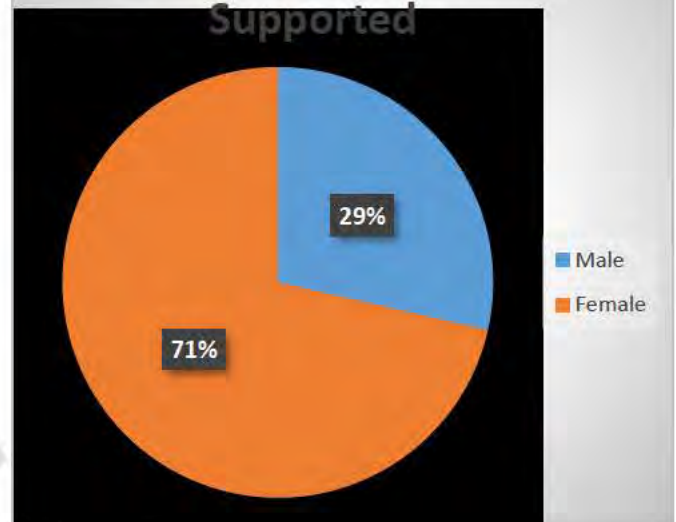
Greater Christchurch Claims Resolution Service Report

1st October to 30th November 2021

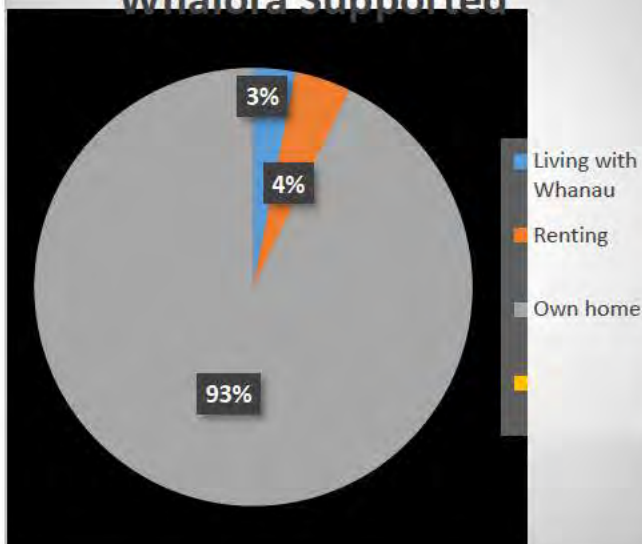
Ethnicity of Whaiora in Service



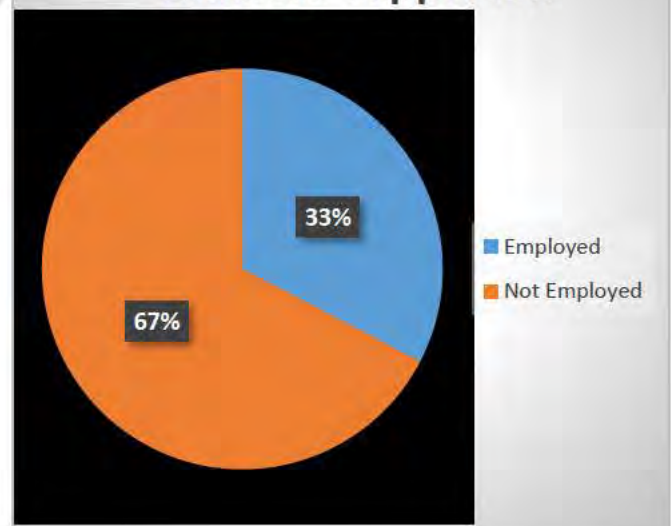
Gender of Whaiora Supported



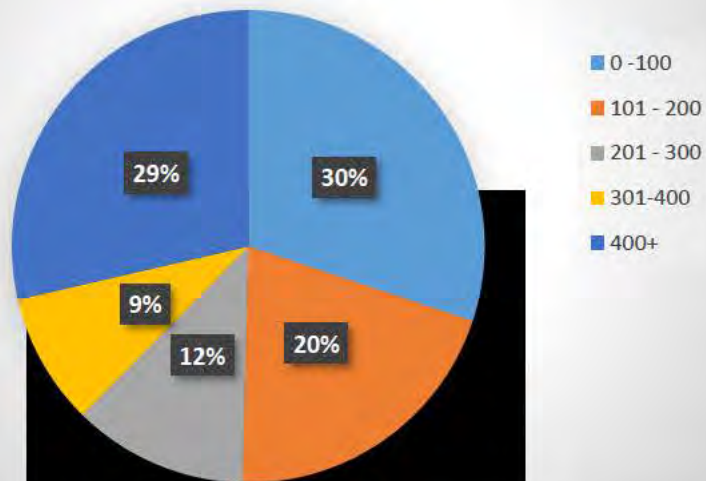
Living Situations of Whaiora Supported



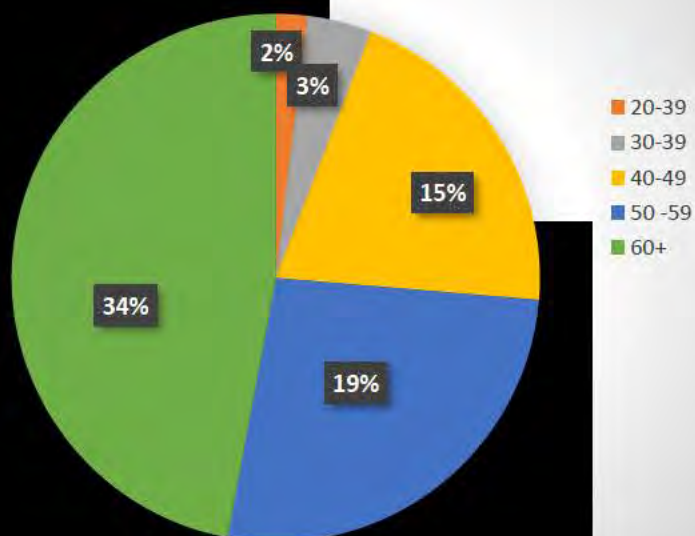
Employment Status of Whaiora Supported



Length of Time in Service - Average 300 days



Age of Whaiora Supported



*It takes a lot of
courage to
release the familiar
and seemingly
secure, to
EMBRACE
the new.*
-alan cohen

Social Work Report; Embracing Change.

The concept of embracing change is one of the hardest when you have limited resilience or practical coping strategies. Embracing change implies that you don't see change as adversity, but an opportunity to improve yourself or try new things. You need to be positive about your situation, capabilities, and ability to adapt to change.

After several years adversity the unknown can become the "normal" for the homeowners that are supported through this process. Therefore, when their situation starts lining up, this is enough of a change to cause more negative perceptions than positive. An important part of the GCCRS Wellbeing Team is to support homeowners to get to a stage in their journey where they can either embrace change or accept the outcome of their situation.

Story:

One of the homeowners that we support has been a part of a large process which has taken numerous years. He has been unable to accept the final resolution of the process and has struggled through the process to cope when changes have occurred. Through the support of the GCCRS wellbeing team, he has been given practical strategies to support his resilience and ability to see change as an opportunity to improve his situation.

6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

June 2022

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Call Centre Update
 - b) Case Manager Update
 - c) Portal Usage
 - d) Health and Safety
 - e) Westport
 - f) EQC Public Inquiry Response
 - g) Budget Announcement
6. Key

GCCRS, Level 5, Grand Central Building, 161 Cashel Street, Christchurch 8140

Private Bag 4714 Christchurch 8140

Email: contact@gccrs.govt.nz Website: www.gccrs.govt.nz Phone: 0508 624 327



Greater Christchurch
Claims Resolution Service

Executive Summary

Over the past three months GCCRS has continued to focus on supporting homeowners in the service with their claims and has for the first time since February 2019 dropped below 700 open claims. This is a fantastic achievement although this report does note some concerns with the lower net closure rates for this latest period of 1.24 cases per case opened, compared to the previous period where 1.71 cases were closed per case opened. There are a number of explanations and reasons for this reduction such as Covid-19 rates and public holidays, however the closure rate will need to stay a focus of attention going forward for GCCRS.

EQC continue to dominate the number of cases coming into the service with 94% in May 2022 alone. Whilst EQC overall numbers dropped by 5.5% for the period this was the lowest net drop in EQC cases since November 2020. GCCRS continues to engage with EQC to understand these issues.

Satisfaction survey data for the period has shown that 100% of respondents rate the success of GCCRS with either *"Agree"* or *"Strongly Agree"*. This data has been checked to ensure accuracy and broken down between the categories to allow a deeper understanding. This breakdown shows that for the question *"I would recommend GCCRS to others"* 100% of respondents replied *"Strongly Agree"* to this statement. This is an incredibly satisfying result and is further supported by the May 2022 result of 71% of people coming into the service through *"Word of Mouth"*.

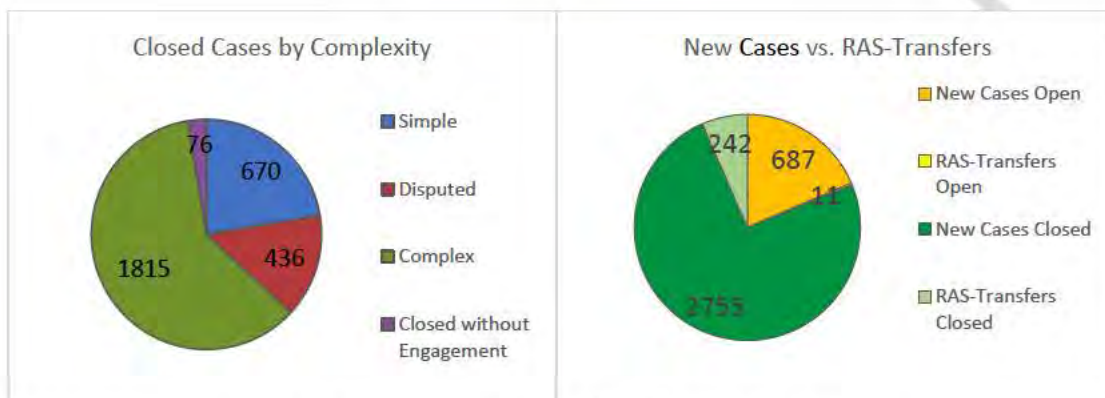
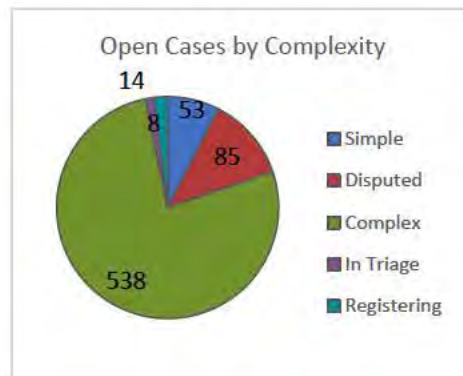
GCCRS continues to monitor the resource needs of the service as the number of cases continues to decline. This factor has resulted in a reduction of three Case Managers from 1 July 2022 and the potential for further reviews later in 2022.

GCCRS remains focussed on supporting MBIE with the response to the EQC Public Inquiry recommendation on the provision of a standing dispute resolution mechanism and looks forward to providing further advice to Ministers as the year progresses.



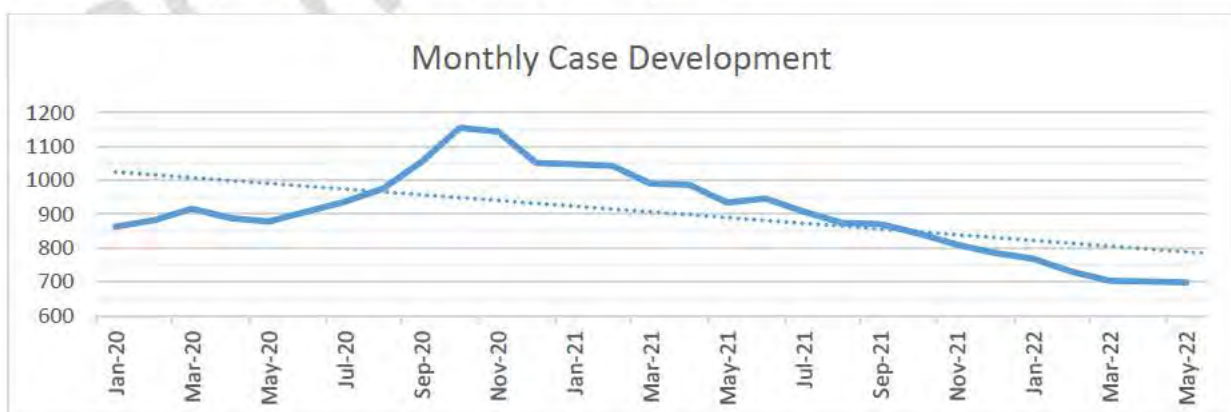
Darren Wright
Director, GCCRS

1. GCCRS Numbers



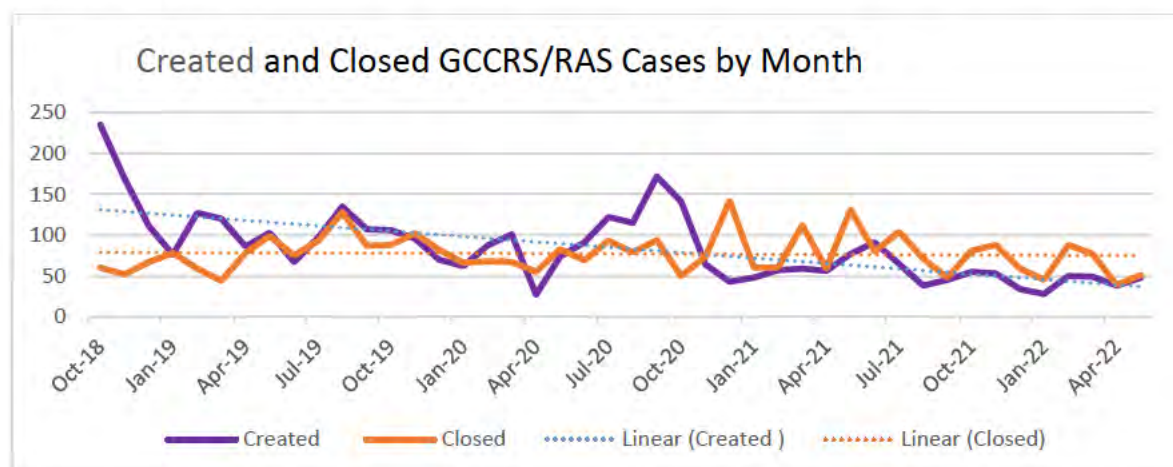
As at the 1st June 2022 the Greater Christchurch Claims Resolution Service (GCCRS) has received 3,695 cases (up 135 cases or 3.8%) into the service and has closed 2,997 cases (up 167 cases or 5.9%). GCCRS is currently managing 698 open cases across 13 Case Managers, down from 730 in the previous period and the lowest number of claims the service has had open since February 2019. The closure rate for March-May 2022 of 5.9% is lower than the previous period's rate of 7.3%.

It is encouraging to see the overall trend continuing downwards with a net 32 cases closed across the period, although it is notable that April and May 2022 showed a reduction in this trend with 86 cases opened and 90 closed. This amounts to a closure rate of 1.24 cases for each one opened, down significantly from the 1.71 rate for the previous period.



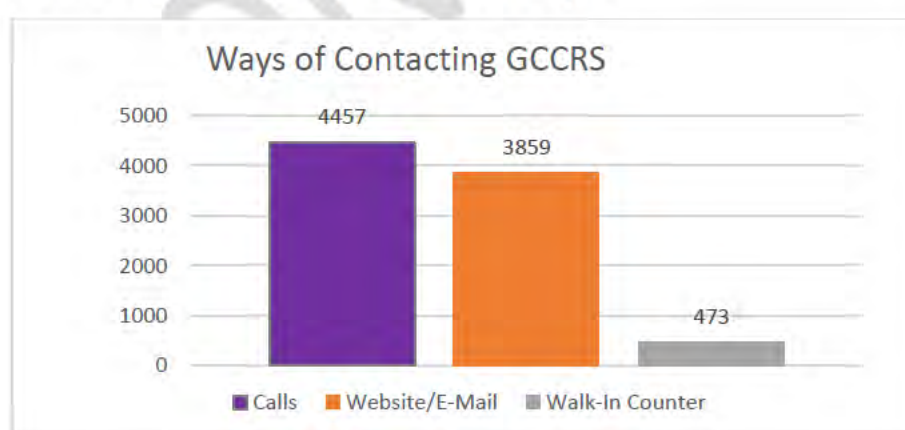
*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.

The monthly case development has now fallen for 18 of the last 19 months. As stated, whilst the downward trend remains, it is concerning to see the reduction in the net number of cases being closed for the period.



It is likely that this reduction in closure rates is the result of several factors impacting GCCRS at the same time. These include the extra holidays taken in April with most staff combining ANZAC and Easter into an extended leave, along with the impact of Covid 19, not only on GCCRS but perhaps more importantly on EQC, Engineers and Insurers, plus the recent staff changes at both EQC and GCCRS (see in Case Manager Update further on in this report). It is also possible that the building supply shortage is slowing the homeowners' ability to finalise costs and likewise their claims, particularly in the Treasury On Sold Programme. There is no doubt that the industry constraints are limiting homeowner's abilities to accept cash settlements from insurers due to the risk of price pressure.

There have now been 8,789 contacts with the service with an overall increase of 3.3% across all contact methods. The walk-in service remains in very low demand with only 4 homeowners coming into the service desk during the period. Covid-19 continues to play a significant role in people's willingness to access the GCCRS office, although the front counter remains open with the on-call Case Manager available anytime the office is open.

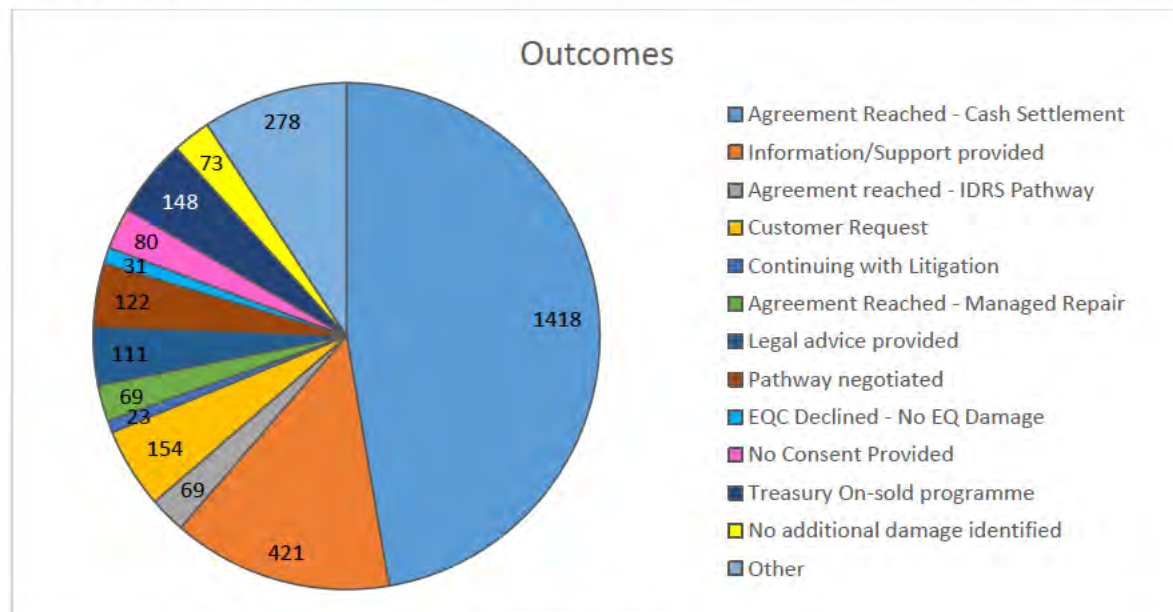


Outcomes

Of the 167 cases closed during this period, 66 cases were categorised as *"Agreement Reached Cash Settlement"* (39.5% of all cases settled for the period, slightly up from 35% last period), 29 cases were *"Information/Support Provided"* (17.4% of all cases settled for the period). Again, there are a

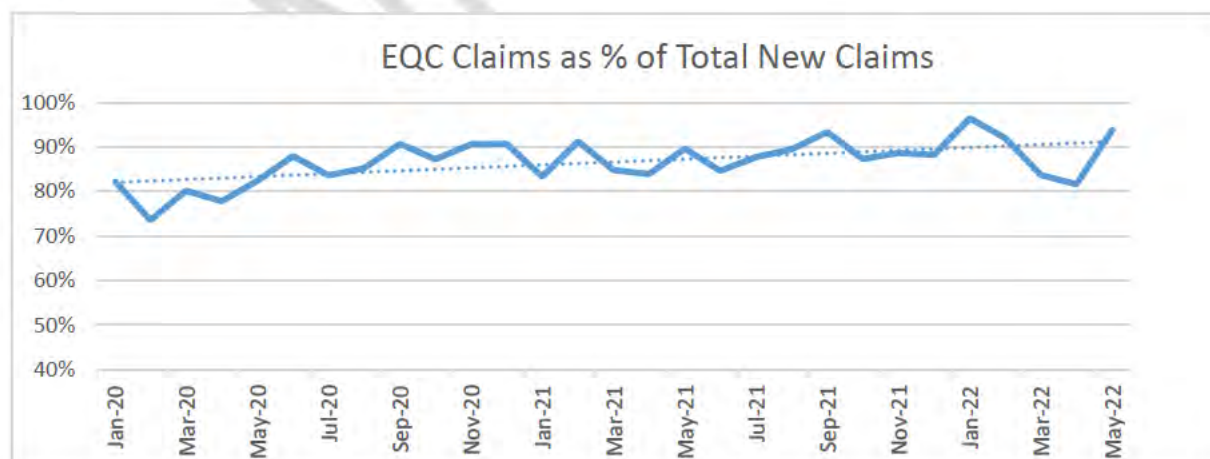
significant number of cases closing in “EQC On Sold Programme”, 14.4% for the period up from 8.9% for the last period. It is anticipated that this will remain a significant number as On Sold Programme cases now flow through the repair process.

Of note during this period is the very low number of cases where EQC ultimately declined the claim, with only 1 claim or 0.59% of claims closed being rejected by EQC. This indicates the strength of the GCCRS triage process.



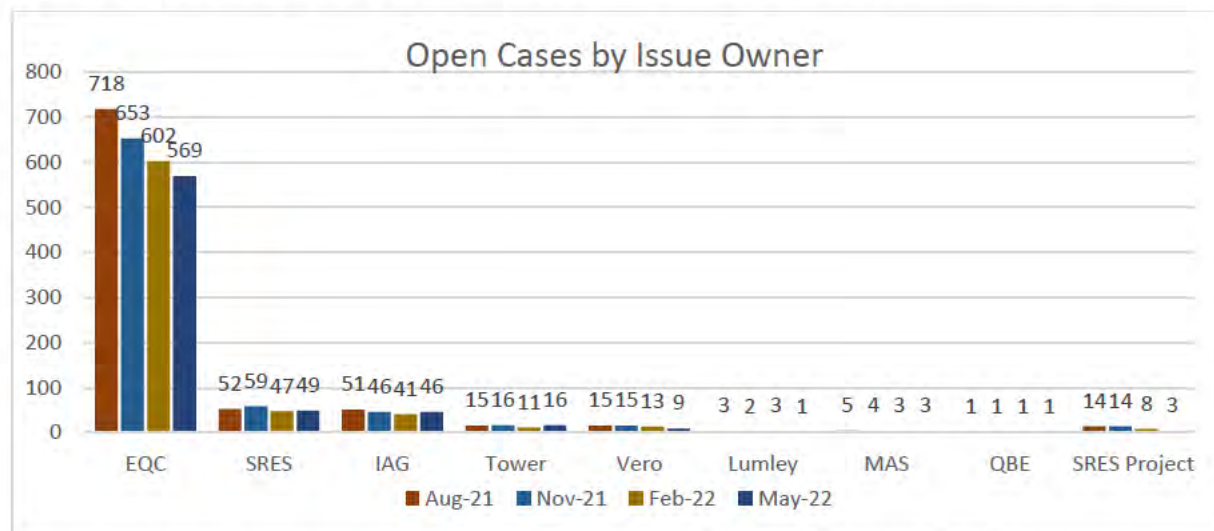
Case Inflow

EQC continues to dominate the number of new cases coming into the service with 117 of the 135 new cases presenting with EQC issues (86.6% of all cases). May 2022 alone showed 94% of cases coming from EQC. Of the total cases 62 were for the Treasury On Sold Programme and 55 were EQC BAU.

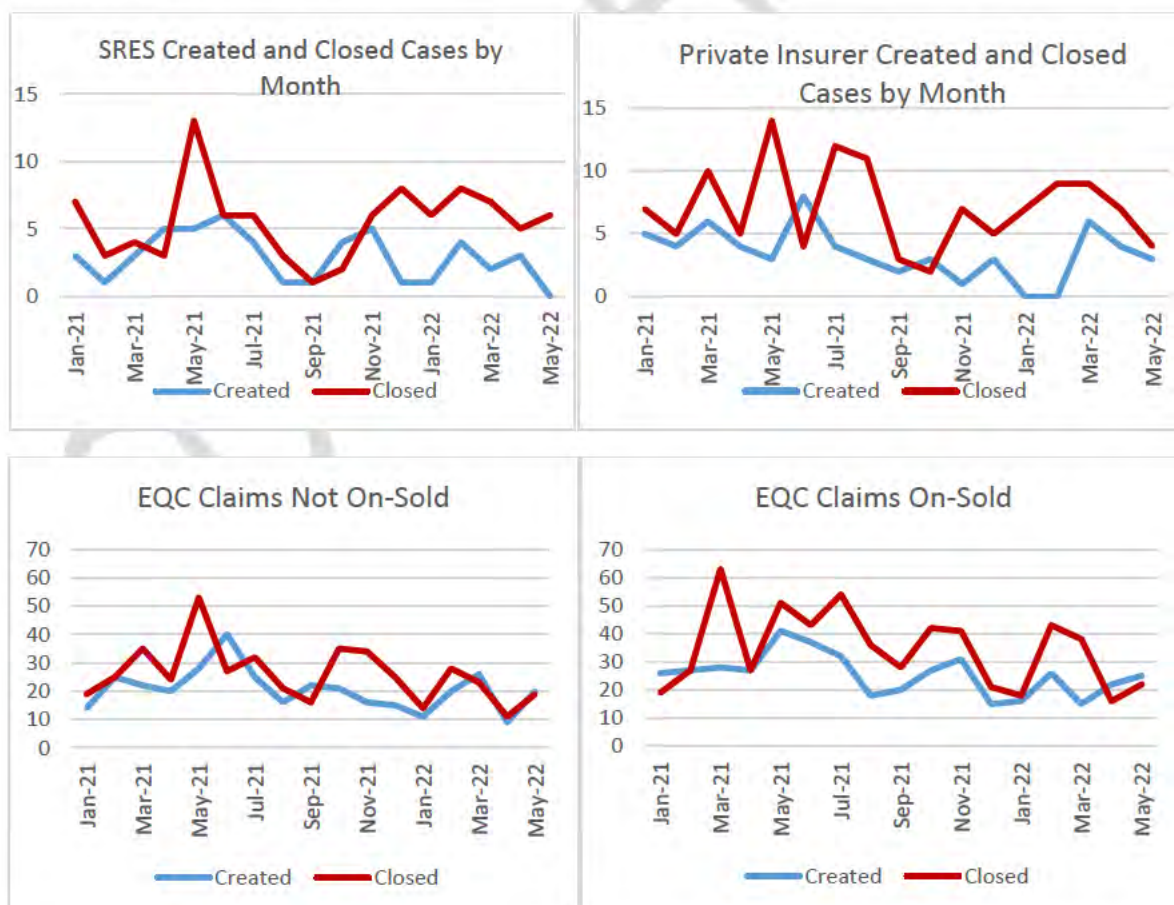


When considering the number of cases being managed by EQC, it is also important to include the 5 cases for SRES that came into the service during the period - meaning that EQC managed claims accounted for 90.4% of all cases that came into GCCRS during this period. Interestingly for the period there were 13 new cases lodged from 3rd party insurers, which is the highest number since the June 2021 period. 3rd party insurers equated to 9.6% of all new cases for the period, notably

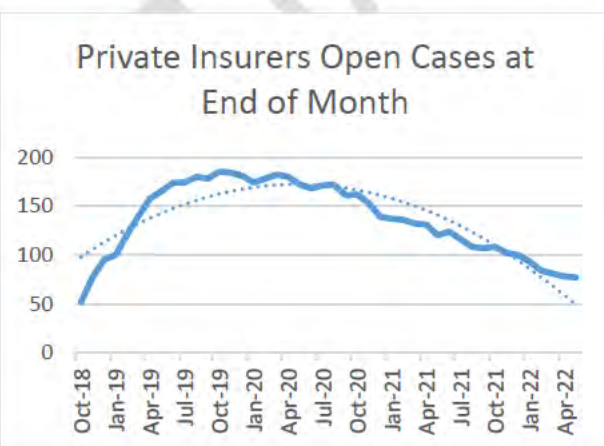
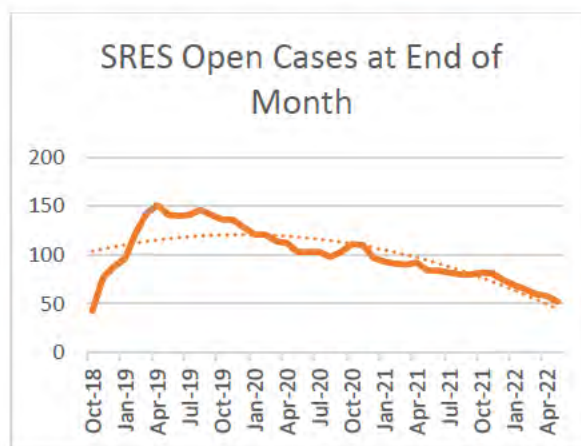
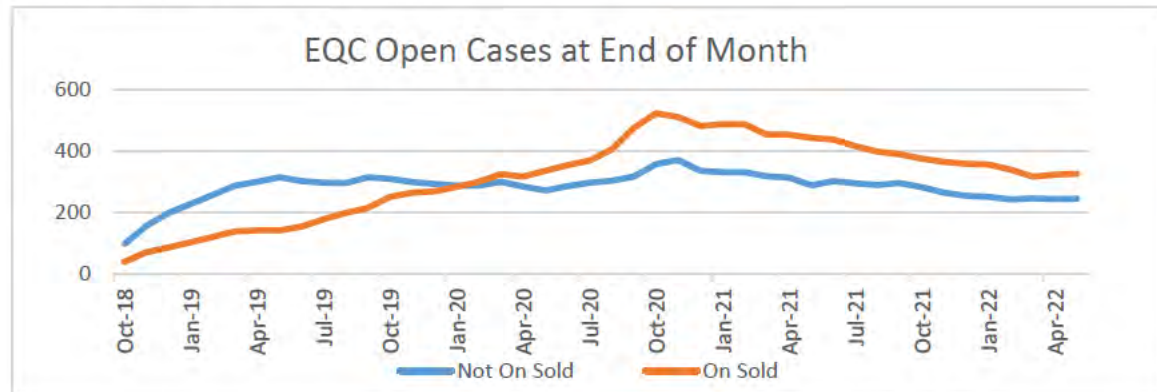
higher than the 2.7% for last period. This data supports anecdotal evidence from GCCRS case managers that we are seeing an increase in cases being referred to us by Insurers. This is likely the impact of the increasingly challenging nature of claims still to be resolved.



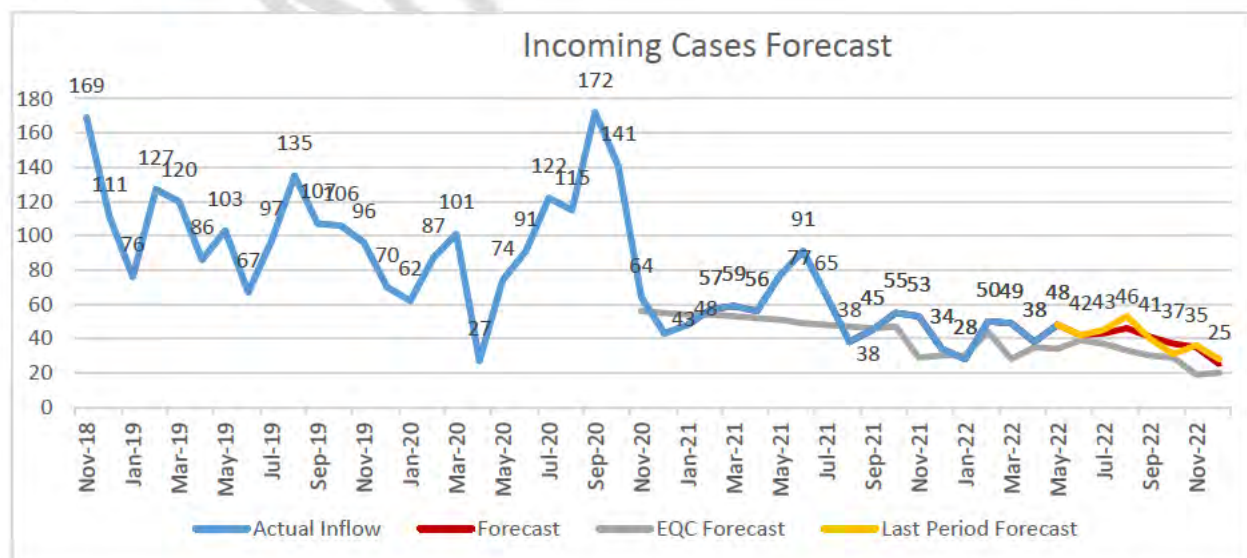
When looking at cases currently open with GCCRS by issue owner (see above) overall EQC claims dropped by 5.5% for the period, SRES increased by 4.3%, IAG at 4.3% with the largest increase coming from Tower at 45% of their open claims. The EQC reduction in claims is the smallest reduction since November 2020.



Average data over the past 12 months shows the strength of closures across the different entities with the EQC BAU team closing 1.18 cases for every one that is opened, and the On Sold Programme closing 1.41 cases for every one opened. The challenges of the past quarter are evident with EQC On Sold closing 1.22 cases for each one opened and EQC BAU team closing 0.96 cases for each one opened over the past three months.



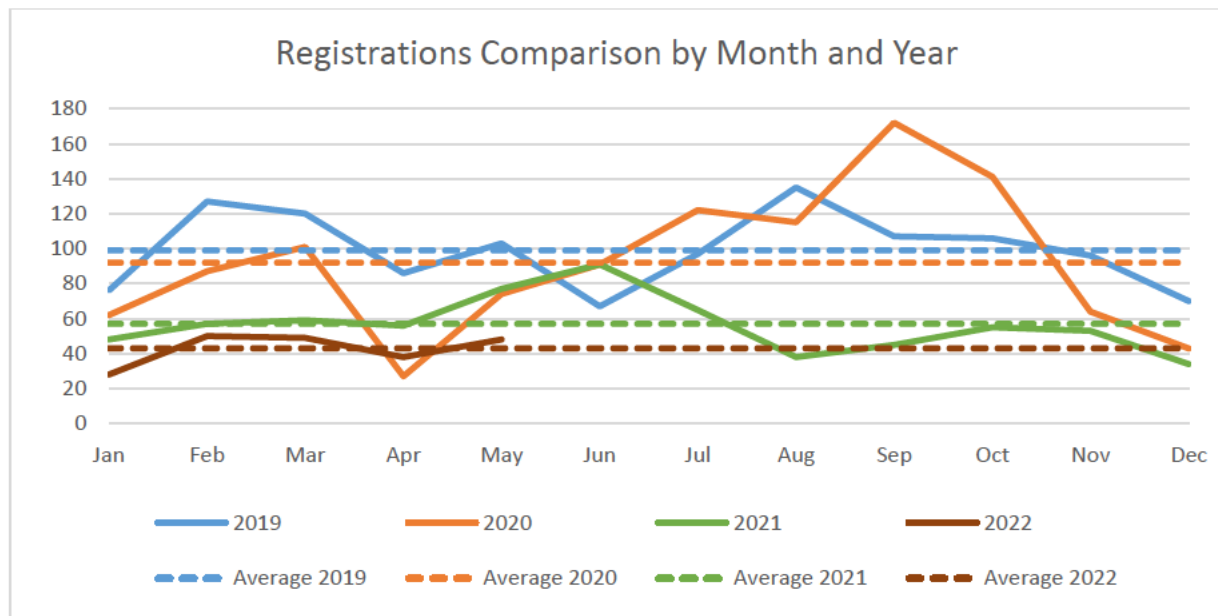
Forecasting



As with previous reports, forecasting demand remains extremely complex for GCCRS although there are some concerns developing in the demand side. In particular demand since August 2021 has

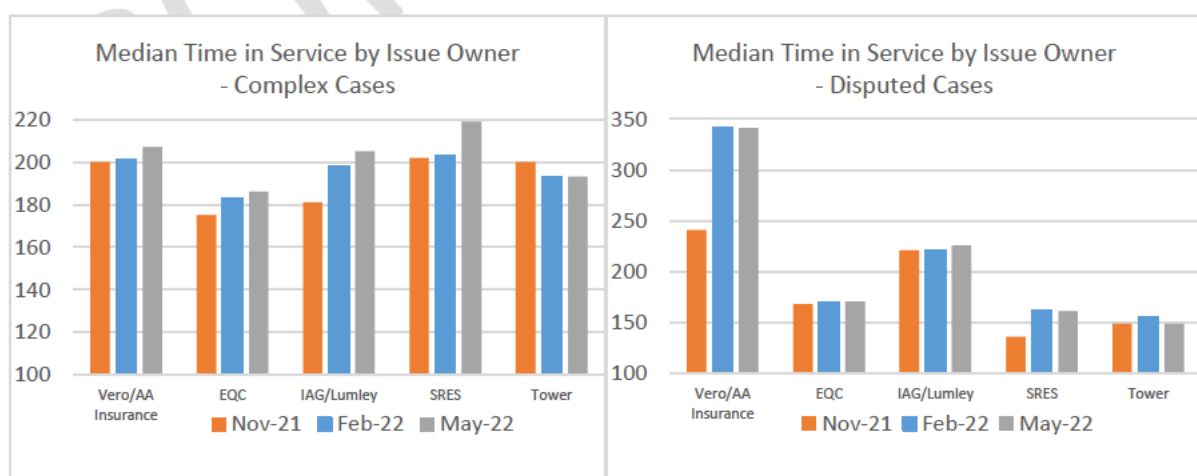
remained reasonably static with an average of 43.8 new cases per month when previous forecasts had shown a reduction by May 2022 to around 30 per month.

The data is clearer when comparing year on year incoming case numbers as below. When looking at the calendar years 2019, 2020 and 2021 we see the average number of new cases into the service per month dropping from 99 in 2019 to 94 in 2020 and 57 in 2021.



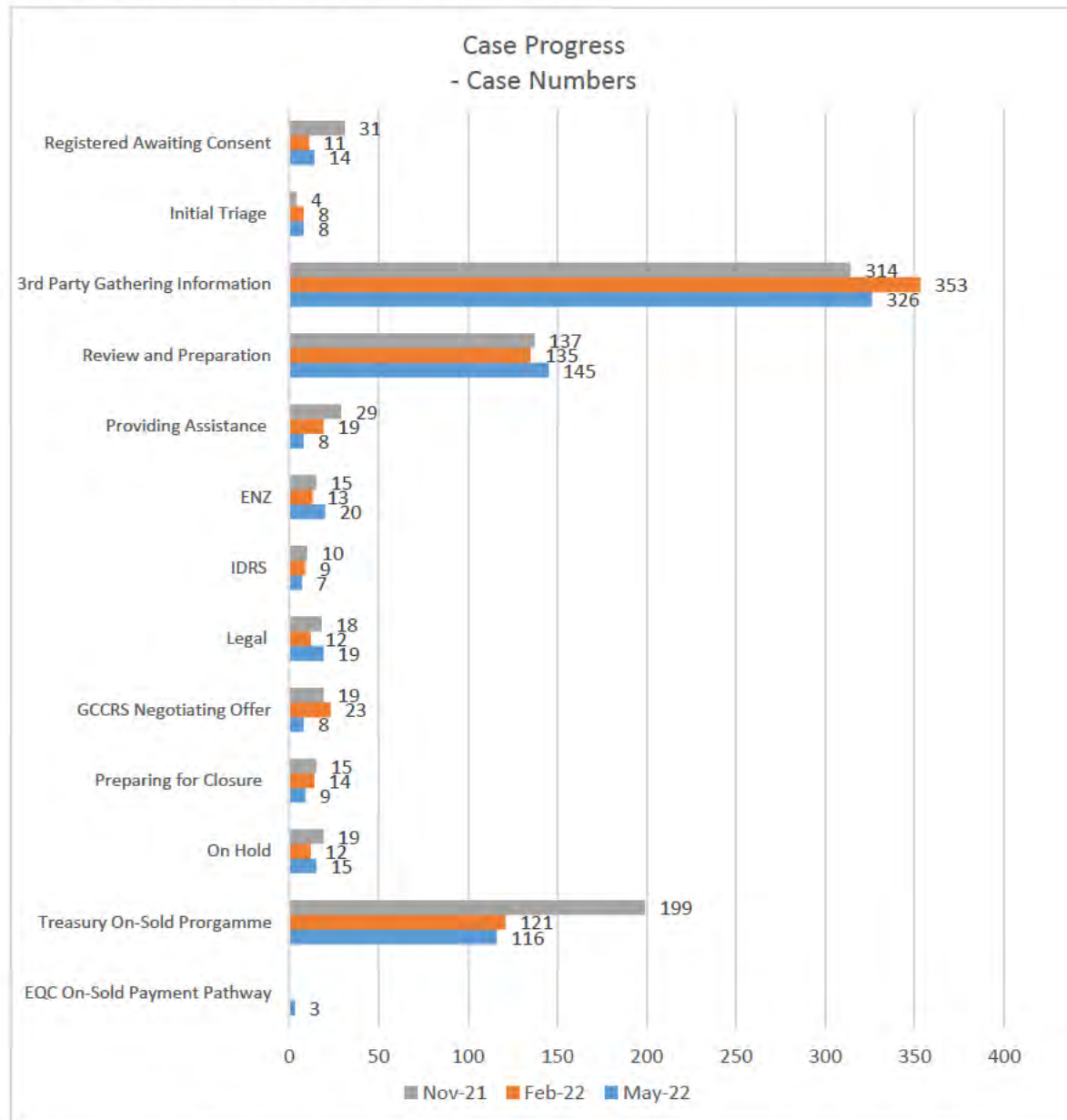
Time In Service

The following data looks at the time cases have been in the GCCRS service and is presented as the median number of days a case has been with GCCRS. Care needs to be taken with the Vero and Tower numbers due to the small number of cases but the data does show a fairly consistent median number of days across the different periods. It is worth noting that even though EQC continues to have the largest number of cases in the service, the time they are spending in GCCRS is not inconsistent with other Insurers, increasing slightly over the period. The slight increase in the time complex cases are spending in the service needs to continue to be monitored as there has now been a consistent increase over the past three periods.



Case Progress Analysis

Case progress data looks at the number of cases at each progress point in GCCRS. This data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.

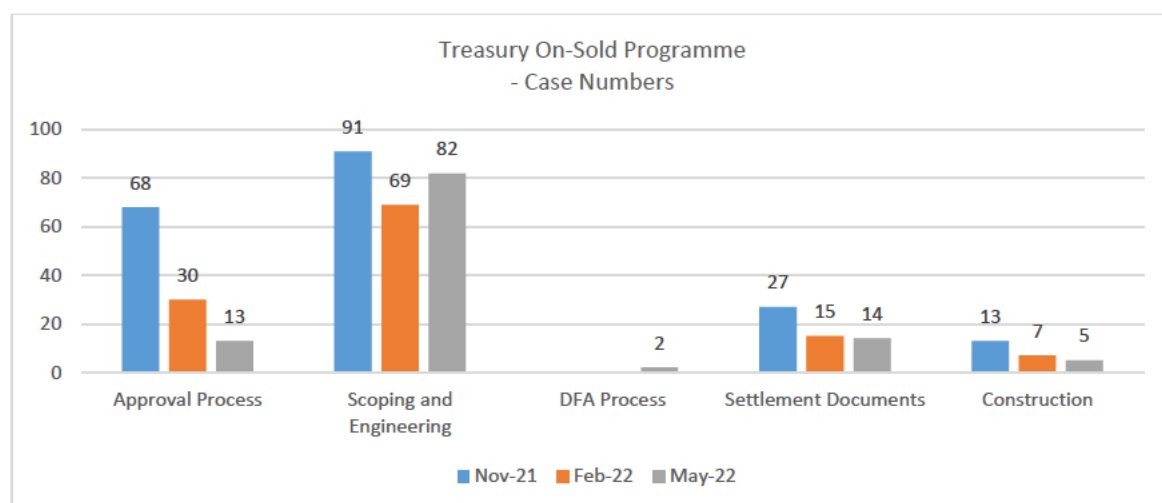


The number of cases going through Engineering New Zealand increased from 13 cases in February 2022 to 20 cases in May 2022 but still well below its peak of 71 in September 2019. As in the last reporting period this is likely due to a change in process at EQC where they now look to undertake further investigative works before a Peer Review or Initial Assessment is engaged. This has significantly reduced the need for ENZ to review and facilitate reports.

It is notable that there has been a slight increase in the number of cases in “Review and Preparation” from 135 in Feb 2022 to 145 in May 2022. This needs to be kept in context of its level of 182 in August 2021 and the peak of 285 in March 2021. As per the previous report some attention has been focussed on “3rd Party Gathering Information”, it is encouraging to see this turn around from

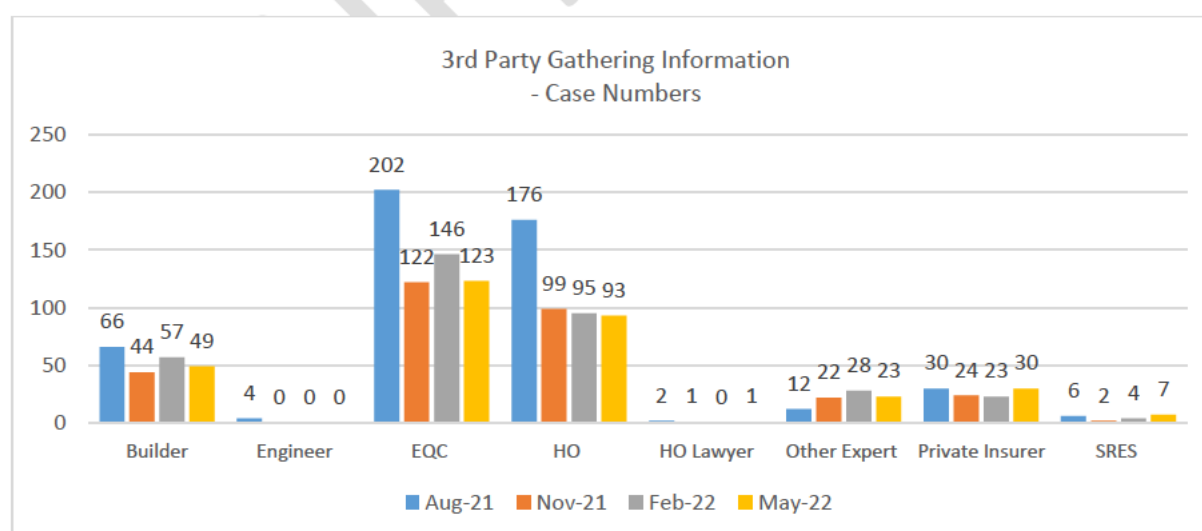
its increase to 353 in Feb 2022 now back down to 326 in May 2022. Again, for context, this was at a peak of 571 in January 2021. This focus is clearly required on an ongoing basis.

At the end of February 2022 GCCRS has 116 cases registered in the Treasury On Sold Programme down from 121 in the previous period.

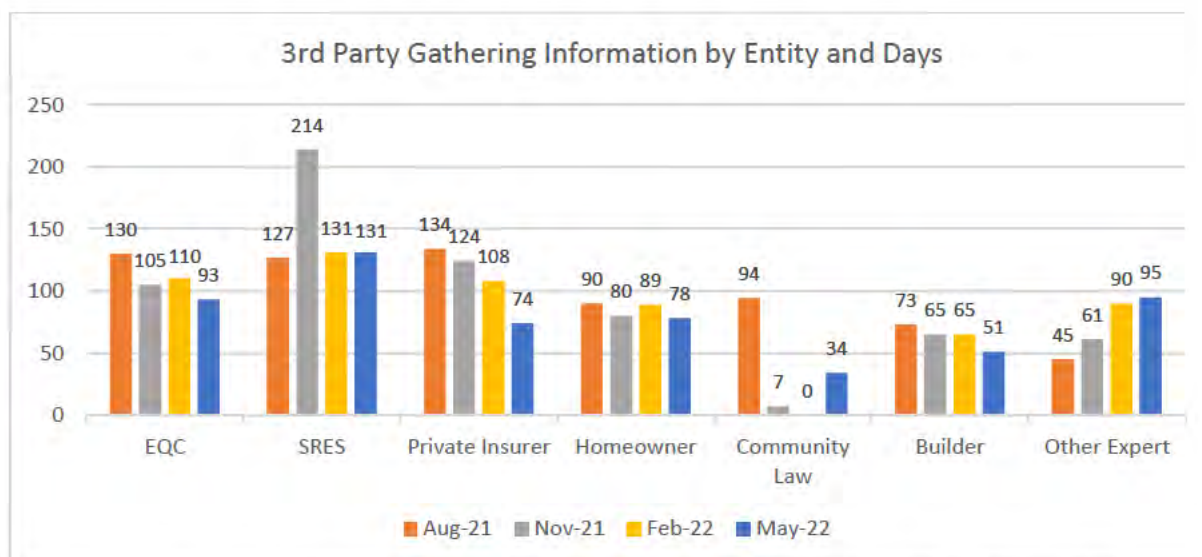


GCCRS has now reorganised the categorisation of claims in the Treasury On Sold Programme to better identify the status of a claim. The previous category of “*Determining Cap Status*” has now been absorbed into “*Approval Process*”. This area shows a clear reduction from an overall number of 68 in November 2021 now down to 13 for May 2022. This reduction can be seen to flow into the increase in “*Scoping and Engineering*” as homeowners now work through the technical aspects of their claims.

To analyse the Case Progress data further it is necessary to break the data down into its constituent parts in the below graphs. This graph shows the overall reduction in numbers is not concentrated in one aspect of the service.

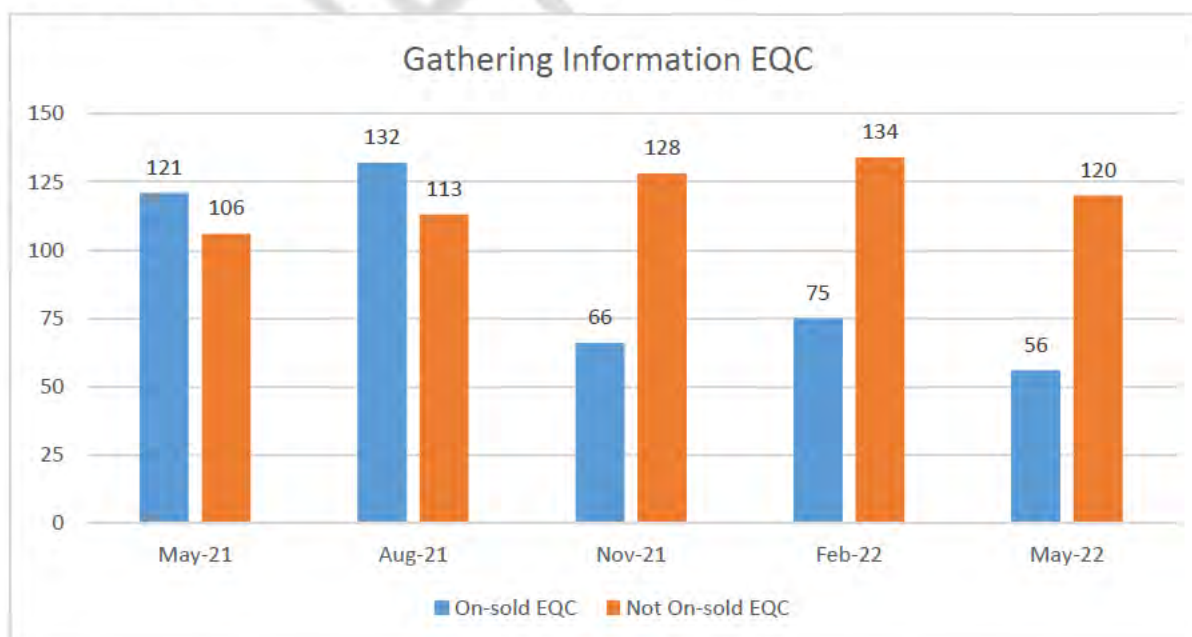


To understand the impact of these case numbers, we also need to look at the time cases are taking in this category.

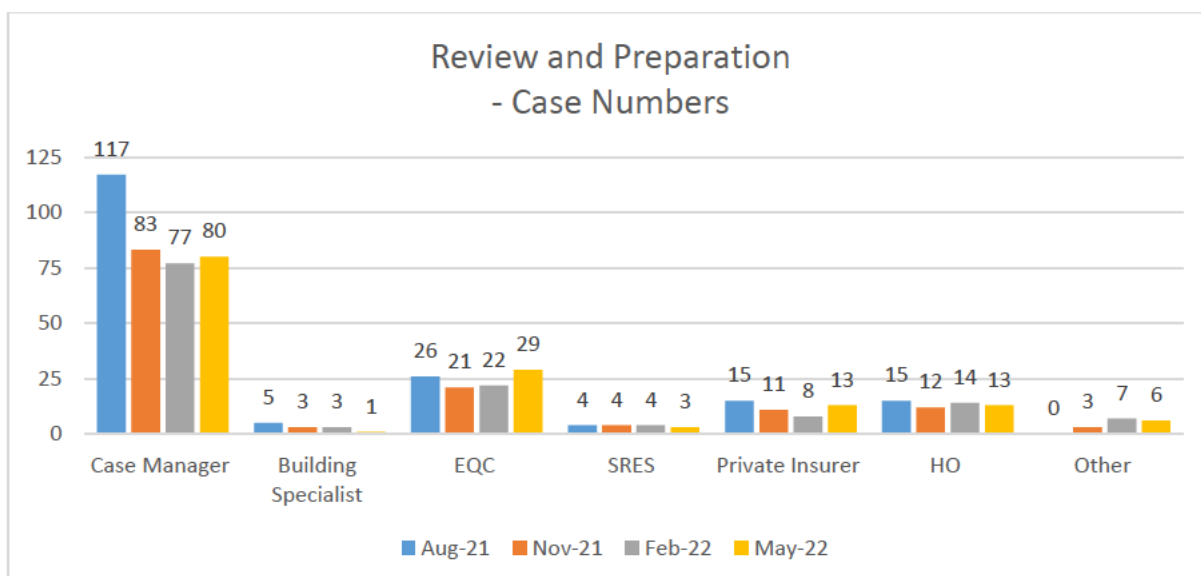


Clearly the reduction in the number of cases in this category is well reflected in the time cases are taking to move through the service. Not only have we noted a reduction in the overall number of cases in “3rd Party Gathering Information” but we can also see the reduction in the number of days this is taking. EQC have reduced from 130 days in August 2021 to just 93 days for May 2022. Private Insurers have noted a greater decline from 134 days in August 2021 to 74 days in May 2022, a reduction of 44.8%. Community Law have noted an increase from zero in the previous quarter to 34 days this quarter. This is likely due to the impact of some significant cases being heard in the Canterbury Earthquakes Insurance Tribunal and the workload from Westport.

Below is the same data broken down by EQC as “Not On Sold” and “On Sold”. It is evident that whilst both areas of EQC continue to decline in the number of days the On Sold Programme at 56 days is significantly lower than the BAU team at 120 days. Although it is worth noting that this is lower than the Feb 2022 time of 134 days.

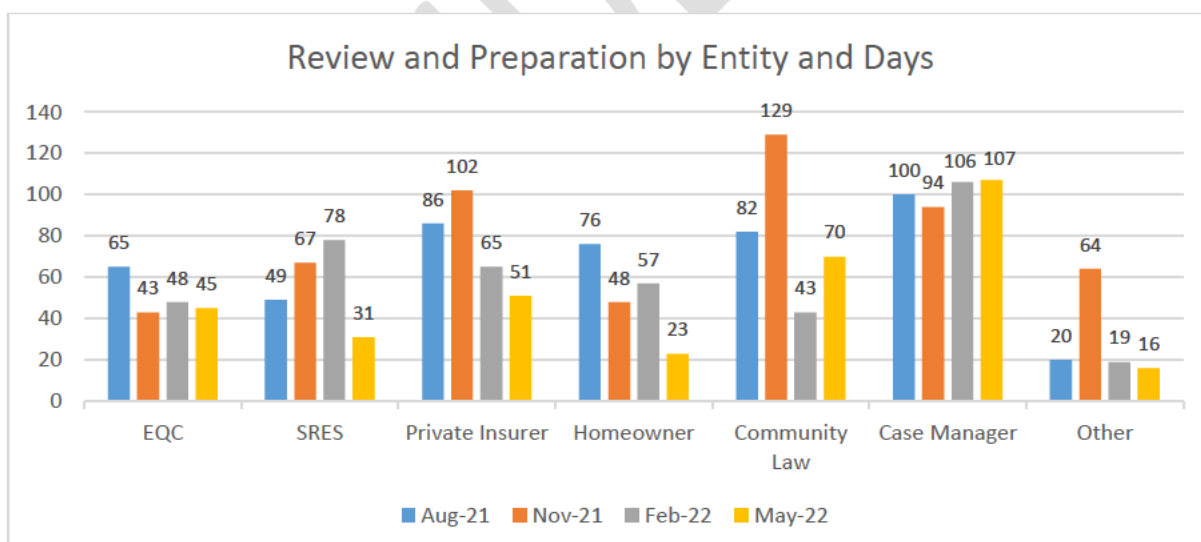


The other critical category monitored by GCCRS is “Review and Preparation”.

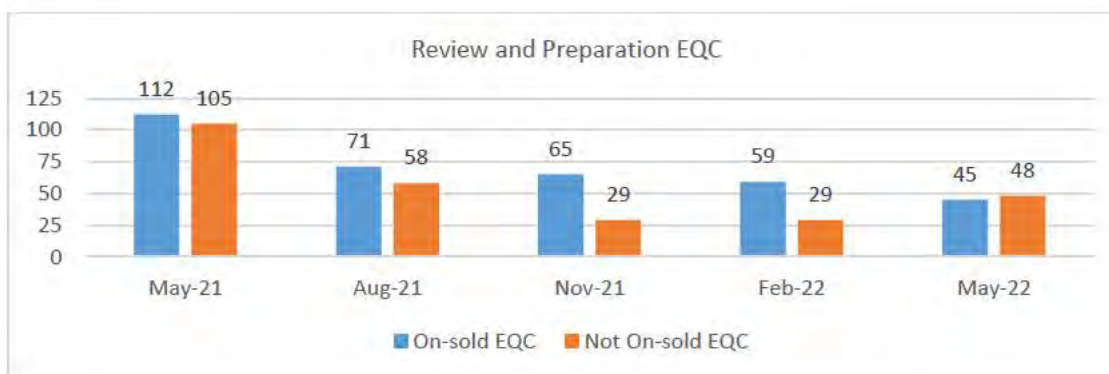


The number of cases sitting with GCCRS Case Managers remains steady at 80 from 77 cases last period (up 3.9%). The increase in the number of cases in this category is a mixed result with an increase of 31.8% for EQC and similar increase for Private Insurers.

Again, the most important factor is the time taken by each entity (see below). The numbers for SRES and private insurers are difficult to analyse due to the very low numbers although it is encouraging to see EQC hold on to the reductions achieved in 2021. The number of days cases are sitting with Case Managers remains an area of focus for GCCRS, as it remains the highest amongst the areas measured.

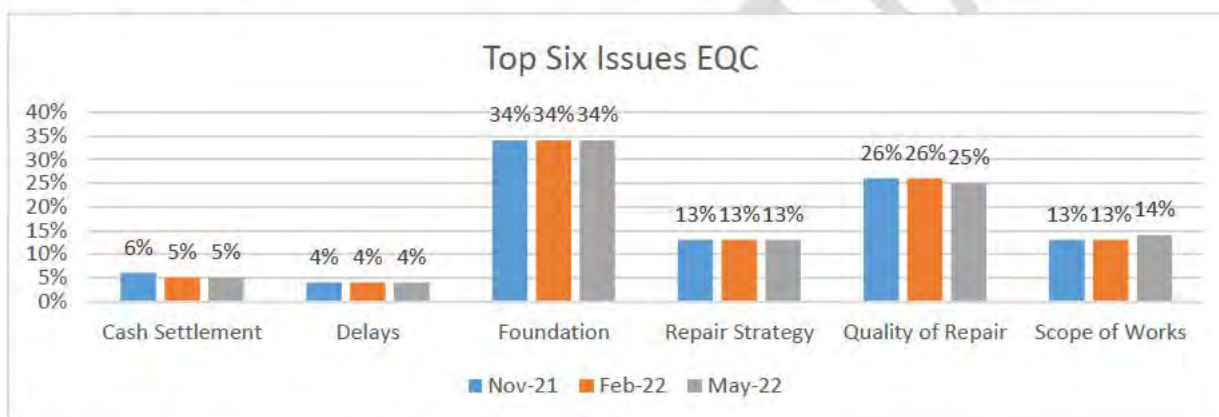


EQC data shows an even split between BAU and the On Sold Programme at 48 and 45 days respectively (see below). Focus will need to continue to be on the BAU work stream as the number of days have increased from 29 in Feb 2022 to 48 in May 2022. Likewise, the Treasury On Sold Programme has decreased from 59 days in Feb 2022 to 45 in May 2022.



Property Issues

Given the very high proportion of EQC claims coming into the service we have focussed attention onto the issues being presented by these claims. As can be noted *“Foundations”* remain as the key reasons homeowners contact GCCRS with a small reduction in *“Quality of Repair”* and increase in *“Scope of Works”*.



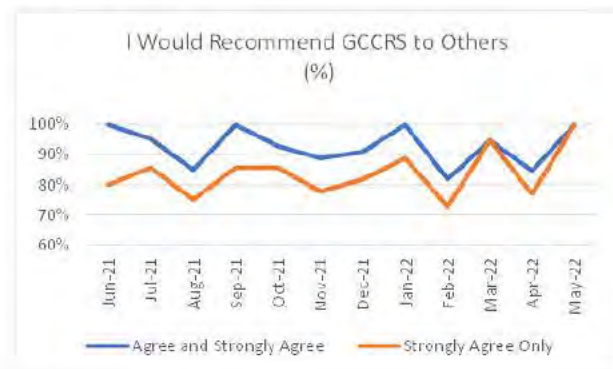
GCCRS Exit Survey

Questions	Last Period	This Period	Average
1. Through GCCRS I was able to receive assistance with my claim.	85%	100%	90%
2. I was able to make informed decisions because GCCRS provided me with the information I needed	85%	100%	87%
3. The guidance I was given by GCCRS was appropriate to my situation.	85%	100%	89%
4. I was kept informed by the progress of my case.	77%	100%	87%
5. My Case Manager acted in a professional manner.	83%	100%	93%
6. I felt my Case Manager understood my situation.	83%	100%	91%
7. My wellbeing has improved as a result of using GCCRS.	83%	100%	78%
8. I would recommend GCCRS to others.	85%	100%	89%



As can be seen above from the sample of homeowners who responded to our satisfaction survey their satisfaction remains very strong. Data for the previous quarter has been double checked for accuracy given the 100% response rate. As this rate reports on the combination of *“Agree”* and *“Strongly Agree”* we have separated these out to better understand the positioning of our service.

See below the breakdown of the data for our key measure “I would recommend GCCRS to others”. It is incredibly encouraging that 100% of respondents to this measure for the period “Strongly Agree” with this statement.



Homeowner Feedback

A sample of the feedback from homeowner’s during December 2021 to February 2022 included:

“My wife and I felt quite fortunate to end up with such a pragmatic, pleasant and professional case manager. Overall we felt cared for and reassured that what was fair and correct for both EQC and us will be done.”

“I have not given such high scores without strong reasons. I believe it was my case manager's approach to our complex situation in working with EQC that achieved the positive end results, Along the way, we needed assistance with various steps such as a full engineering report, input on the paperwork received by EQC, legal and construction advice and my case manager ably helped us with all such matters.”

“I wish to use this opportunity to acknowledge the strong, empowering leadership that must exist within GCCRS that supports the actions and decisions of its case managers. We wouldn't have been able to get to where we are at without the assistance of GCCRS.”

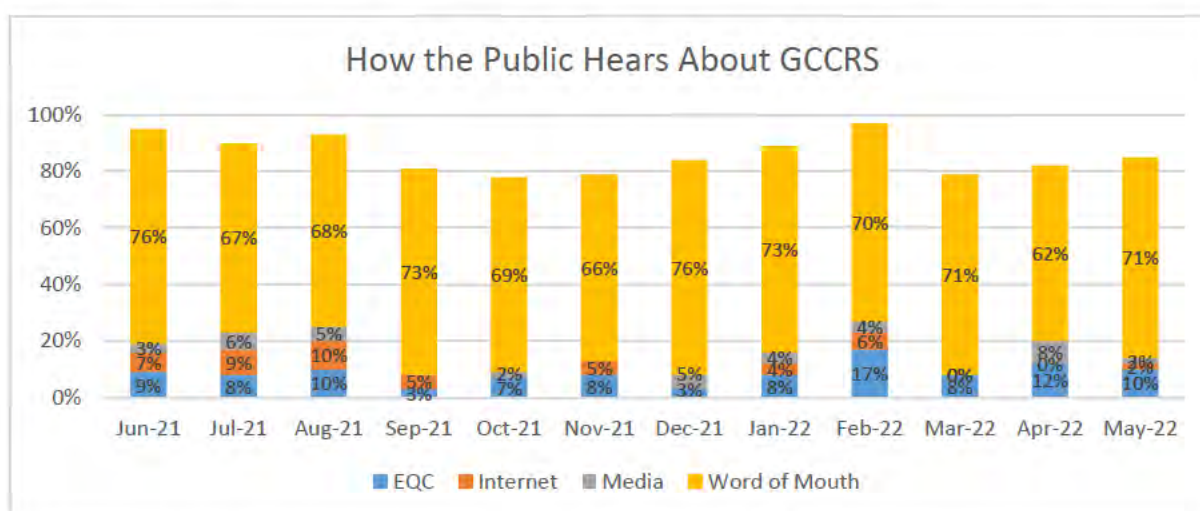
“My case manager was amazing. We have nothing but great things to say about him. We were always kept up to date. He was always acting in our best interests and we don't believe we could have gotten a better result. He left no stone unturned. We cannot recommend our case manager and the whole of GCCRS more highly.”

“My case manager assisted my wife and I with getting traction with Southern Response to address the failed repair of our house for the last 18 months. We finally reached a solution and we are very happy we can move forward. My case manager was knowledgeable, professional, and helpful through the whole process. We cannot speak highly enough of her assistance and service she has provided. Thank you to GCCRS.”

“My case manager was extremely professional and worked diligently to support us with our claim. He gave great advice, support and was instrumental in us receiving an appropriate settlement. He was calm and knowledgeable and we are most appreciative of his efforts and time.”

How the public hears about us

GCCRS tracks how people come into our service so that we can understand both the marketing and perhaps more importantly the performance of our service. “Word of Mouth” referrals into GCCRS remain strong at 71% for May 2022 which is a slight increase from the previous period in February 2022 of 70%. EQC referrals have returned to their long run average at 10% compared to the high of 17% in February 2022 with reductions also in “Media” and “Internet”. The high level of “Word of Mouth” referrals is testament to the excellent work of GCCRS Case Managers and the wider team.



2. IDRS Update

As at the end of May 2022 the GCCRS has no cases booked for facilitation with dates confirmed; this is due to the continued deferral of the facilitations we currently have open. There are 4 cases for facilitation the GCCRS is actively working on to confirm dates and members.

Currently there are 3 determinations being worked on. Of these, no cases have confirmed dates for hearings.

There were no facilitations completed during the last period, however 3 cases for facilitation were withdrawn.

Total Open Facilitations	4
Total Open Determinations	3

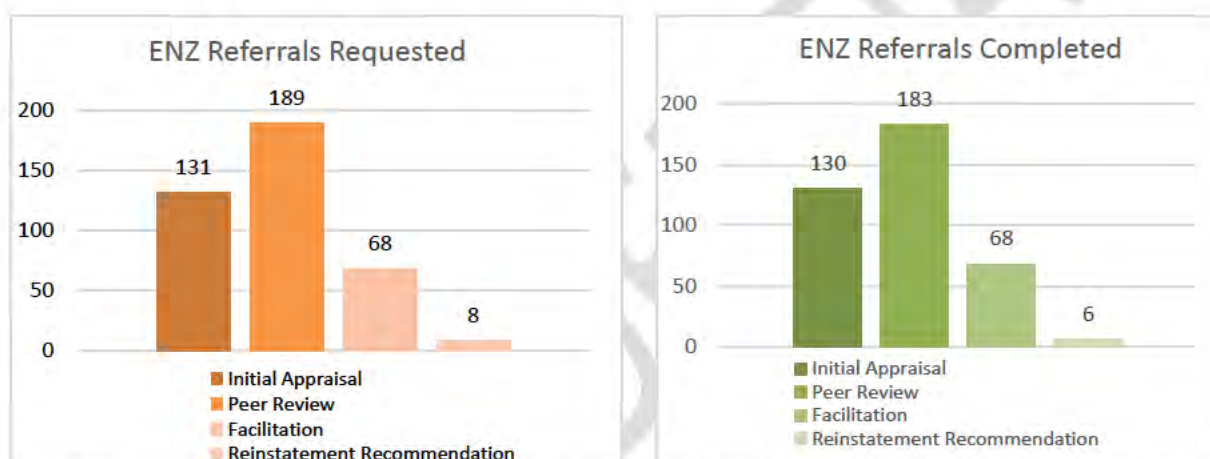
Total Closed Facilitations	58
Settled during	25
Settled before	15
Withdrawn	7
Transferred	2
No Resolution	9

Total Closed Determinations	39
Settled during	3
Settled before	36
Withdrawn	0
Transferred	0

Total Closed Cases	97
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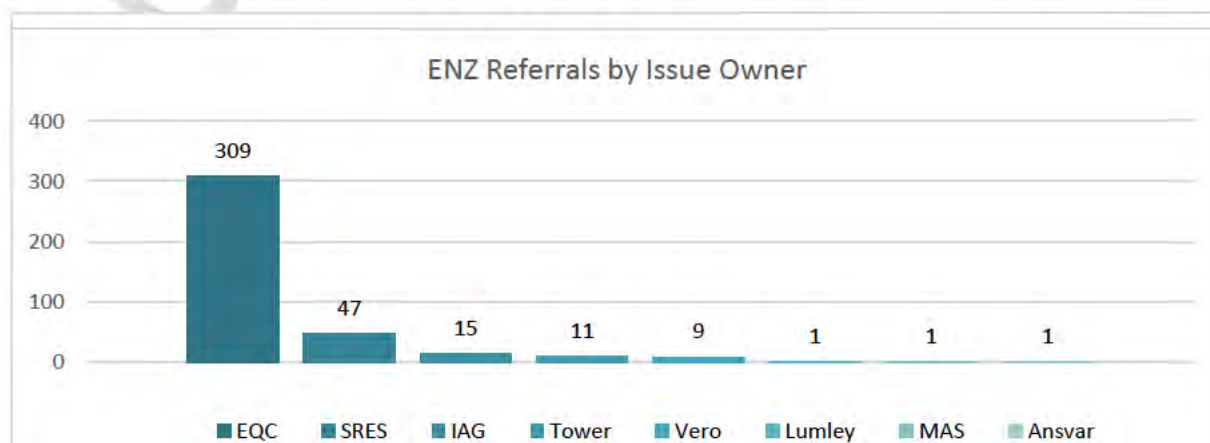
3. Engineering Update

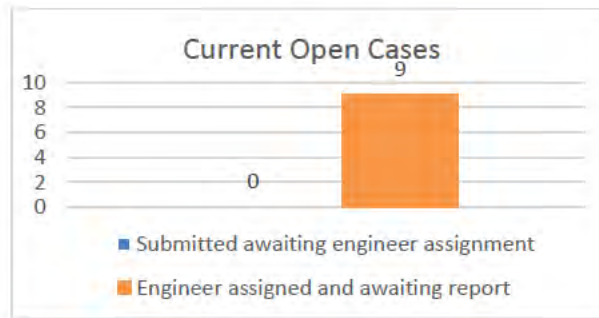
As at 31st May 2022 there were nine open cases submitted to Engineering New Zealand awaiting completion. Overall there have been 396 cases submitted and, of these, 387 have been completed.



Peer reviews continue to be the most common type of referral with 189 of the 396 total submitted requesting this service. There is increased demand for the Reinstatement Recommendation with three requests this year and eight total.

The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 16.19 working days, down from the previous report of 17.18 working days. The average time taken from the date of assignment to provision of the report is 39.90 working days slightly up from the previous report of 39.72 working days.





The above graph shows that of the nine open cases submitted to ENZ, all have been assigned to engineers and we are either awaiting site visits to take place or reports to be completed.

4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

In addition to this report see below a note from one of the GCCRS Case Managers on the service provide by Pathways and its importance to settling claims in the CES:

"Just wanted to do a shout out to Gabby after her recent (and ongoing work) with a long term client of mine, [REDACTED] who's insurance claim we just recently settled with [REDACTED]. Gabby has been instrumental in working with [REDACTED] to help her in the decision making process by helping her gain a better understanding of her own situation and the reality that comes with that. The cash settlement outcome was by far and away the best one for the client and last week the documents were signed. Without Gabby's invaluable expertise there is zero chance we would have ever achieved the outcome for the client that we did. For context, if Gabby had not been involved it is almost certain the claims would have been settled on an indemnity basis and without any real prospect of being able to organise these repairs in a timely manner – a demonstrably worse outcome for this client. This experience with Gabby has again highlighted to me the invaluable support the team provides for me personally, our service as a whole and our clients."

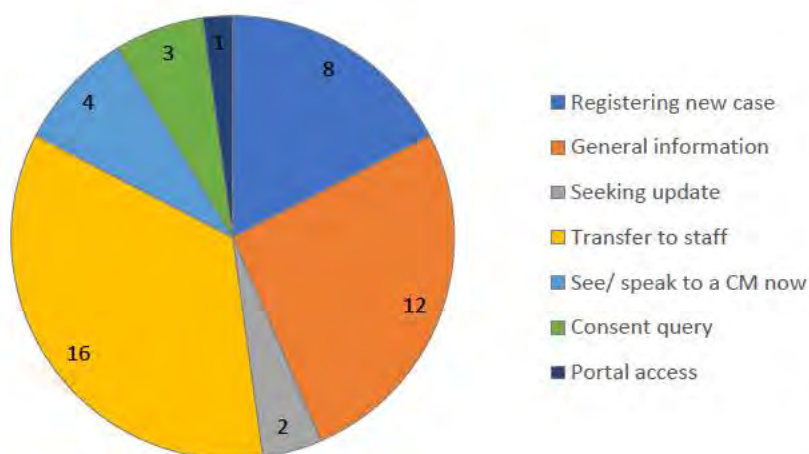
In addition to the Pathways programme for homeowners, GCCRS continues to run its staff wellbeing support package.

5. Operational Update

a. Call Centre Update

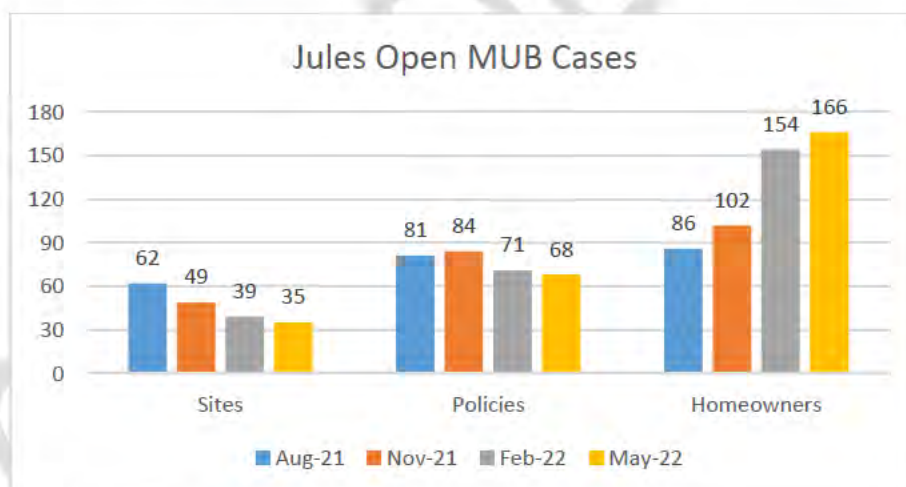
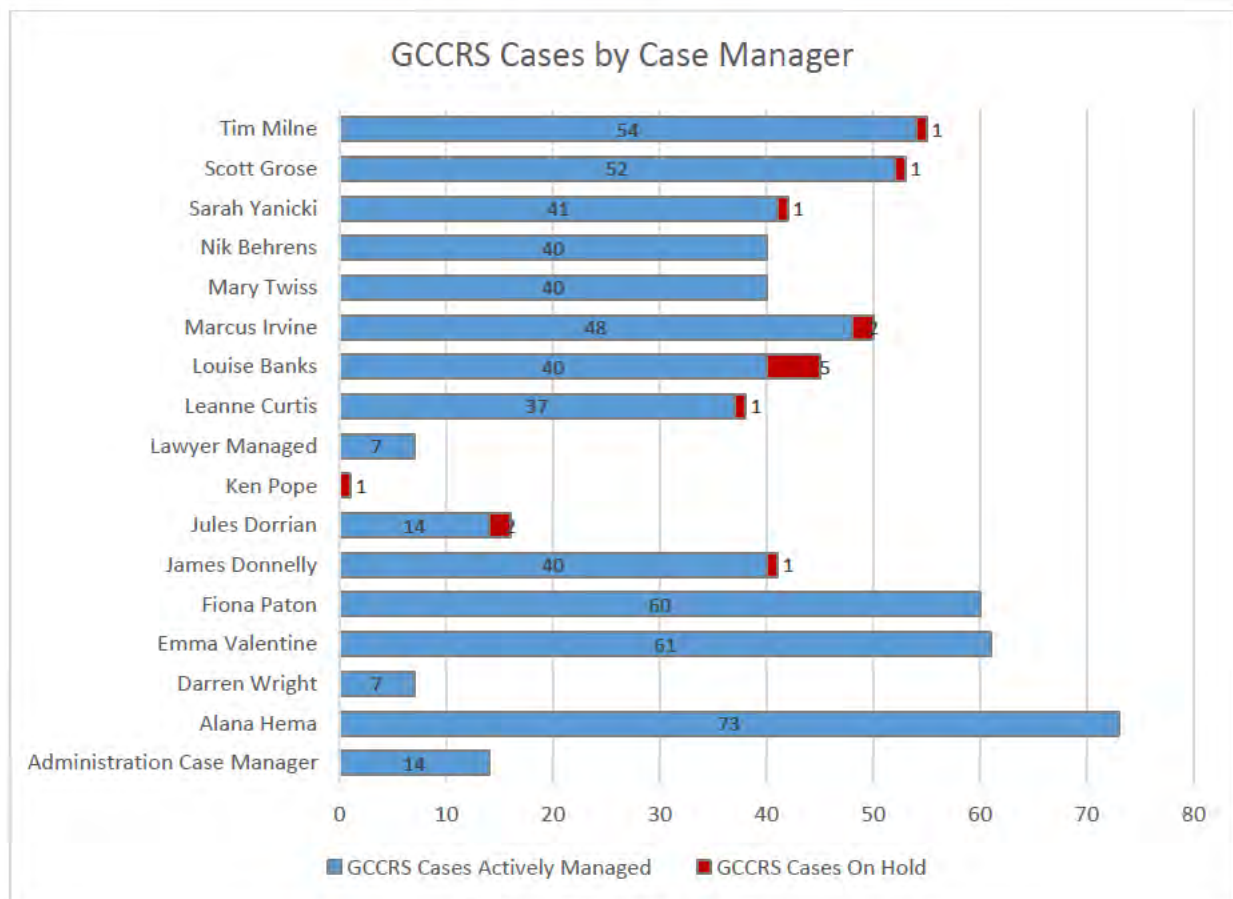
The GCCRS call centre answered 48 calls during May. Call volumes this year have remained low, averaging 46 calls per month from January to May. Call transfers to staff continue to be the main reason for phone calls and account for 41% of all calls this year.

GCCRS 0508 Service - May 2022



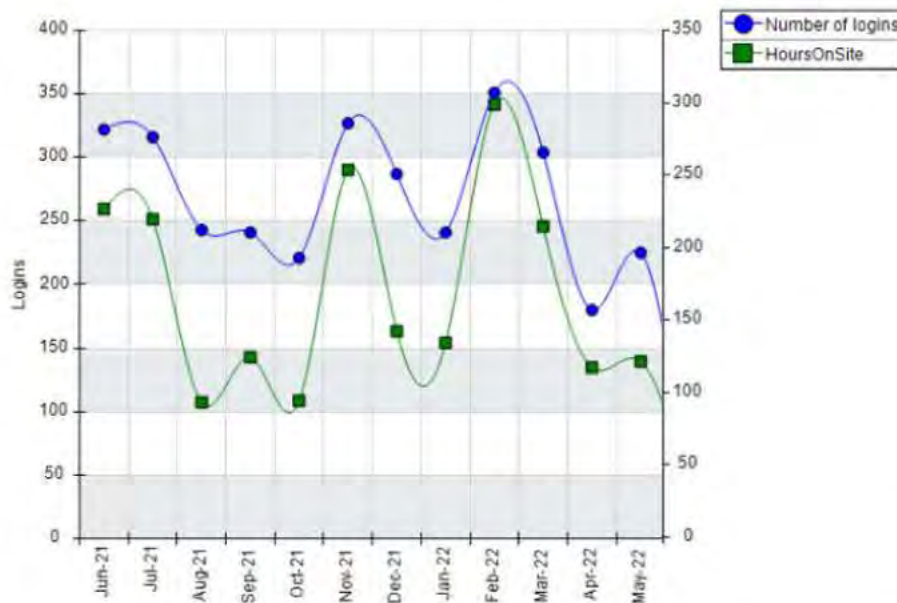
b. Case Manager Update

As previously indicated, GCCRS continues to balance the demands for the service with the number of case managers engaged to manage that demand. During the period of this report GCCRS undertook a review of the demand and forecast numbers. Following the Budget 22 announcement (see below), and based on a net closure rate of around 30 per month, the decision was taken in April to reduce the Case Manager (CM) numbers by three. Following an engagement process this was brought into effect in May 2022 with 10 of the 13 CM's offered extensions to their existing Fixed Term Contracts for a further 12 months. At the time of writing this report, cases have largely been transferred between CM's although noting this was prior to the data below being presented.



c. Portal Usage

There were 64 individual users of the homeowner portal in May compared to 47 in April. May recorded 225 total logins to the portal, up from 180 logins in April. There was 122 hours of combined portal activity across all users, slightly up from 118 hours in April. The average session time was 32 minutes per user for May compared to 39 minutes in April.



d. Health and Safety

There were no Health and Safety issues during the period.

e. Westport

The Residential Advisory Service (RAS) continues to provide support to the flooding event in Westport. This has reduced over the period as demand for services has declined. RAS has completed its drop-in service in Westport and is now focussing attention on responding to specific demand as and when required. As at the 1st of June 2022 RAS has supported 124 homeowners in Westport and surrounds, with 99 cases closed and 25 remaining open. It is expected that 15-20 of the remaining claims will take some time to work through due to their complexity but that most cases should be closed by the end of 2022. Some complex land cases have been lodged with the service following recent land slide events.

f. EQC Public Inquiry Response

GCCRS continues to work with MBIE in response to the EQC Public Inquiry recommendation for the establishment of a standing dispute resolution mechanism. Engagement with stakeholders has continued over the period with significant progress on potential design, scope, and scale. Proposals have been presented to Ministers and we await Cabinet approval.

g. Budget 22 Announcement

The Budget 22 announcement in May noted the ongoing need of RAS and GCCRS services through the provision of \$4 million for the 2022/2023 financial year. This will allow GCCRS and RAS to continue to operate and deliver services, whilst also meeting the requirements of the EQC Public Inquiry. The Budget request was lower than previous years due to the reduced demand and the reduced need for resources and external contracts.

Greater Christchurch Claims Resolution Service Report

1st November to 31st May 2022

Wellbeing Team Report: Decision Making

The ability to make decisions is a skill that under ideal circumstances is relatively easy to do. There are many things that can impact that seemingly easy task such as fatigue, motivation, grief, and anxiety. The Wellbeing team have seen an increase in the inability to make decisions and shift people into a proactive/ productive mindset. COVID-19 has added to this load and has caused many of our people to become more conservative in their decisions. The team have had to respond by being flexible, enable effective communication between groups of people and translate the parts of conversations that are not being heard or said.

Decision Fatigue

Decision fatigue is “the idea that after making many decisions, your ability to make more and more decisions over the course of a day becomes worse,” said Dr. MacLean, a psychiatrist. “The more decisions you have to make, the more fatigue you develop and the more difficult it can become.”

One of our people who has been in service for a number of years, has been so due to decision fatigue. She was overwhelmed by the amount of choices in front of her and felt backed into a corner regarding a life changing decision. She had to either trust someone to fix her house or take the money and move on. Her whanau were not adaptable to change and therefore she was often left feeling like the bad guy wanting to move on from the process. The wellbeing team were able to walk alongside her through this journey. They were able to advocate for the process to be at her pace, break off the decisions in bite sized chunks and make the process visual. Instead of having long conversations with lots of micro decisions, there were “whiteboard sessions” where she was enabled to think big picture and figure out her priorities. The team were able to take the lead and start with her own wellbeing before engaging in the process. She has recently been discharged from our service, with a resolution that will allow her and her whanau to move forward and enjoy life again.

Decision Motivation

Understanding what motivates a person and their actions is one of the key factors in supporting them to move forward with the decision-making process. Someone we support had lost all excitement in the process. She was no longer invested in moving forward because she had been down the road before and shut down just before the fun began. Our team were able to spend the time with her, talk through the past disappointment and shift her mindset to what the future could hold. The team were able to look behind the disruptive behaviour and find what was causing the defensiveness. They were able to break the decision-making process into smaller sections and focus on decisions that she had already made which could be transferred her decisions now. The team were able to show her another perspective and help her see what she could achieve one step at a time.

Making decisions while grieving

One thing that we have seen repeated is when a spouse passes away or moves on from the relationship who was the decision maker of the household. Many of our people are then trying to navigate grief and decision making. With one whanau in particular the wellbeing team were able to help facilitate the grieving process and enable to whanau to start looking forward while not losing the past. They did this by reconnecting whanau members who had grown distant and spending time reminiscing or making light of some of the past decision making. The team were also able to create space within the process. This allowed the whanau to really consider what they wanted to achieve and what the future could look like rather than only living in the past. Building that relationship enabled the team to gently push the whanau in a forward motion which is gaining momentum as time goes on.

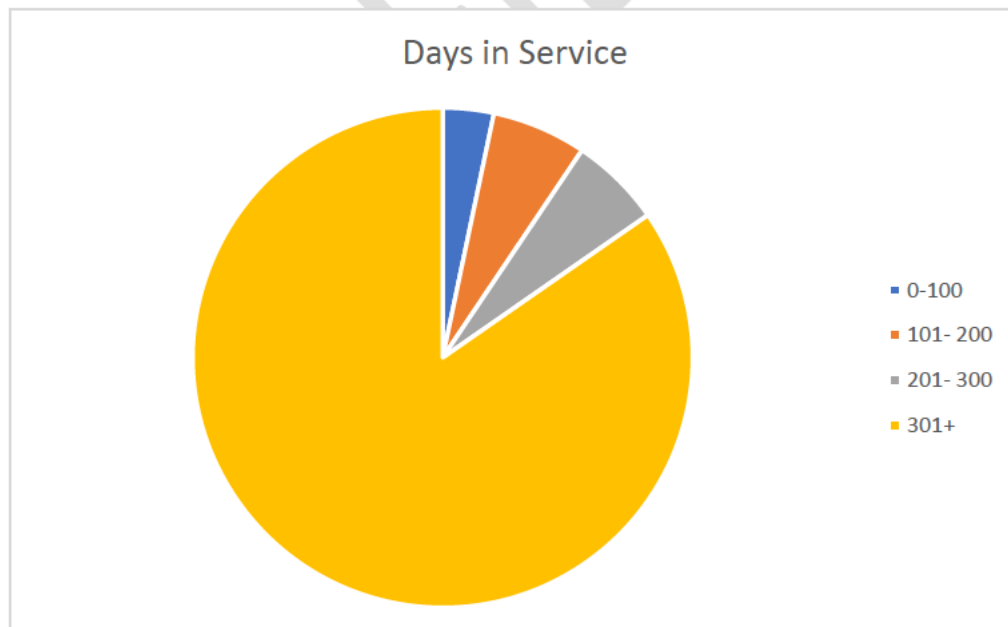
Decision Anxiety

One of the more recent referrals that we have received has really shown that being able to spend time with the person and their whanau to build trust and rapport is key to their ability to make decisions. This person that we are supporting has stalled the process for many years due to her anxiety around change. The team were able to walk alongside her and focus on one decision at a time. They were also able to slow the process down to a pace where she felt that she was in control. Although she has not been able to make the decision that would move her claim forward, she now has wrap around support that hopefully with time will enable her to make the decisions that need to be made.

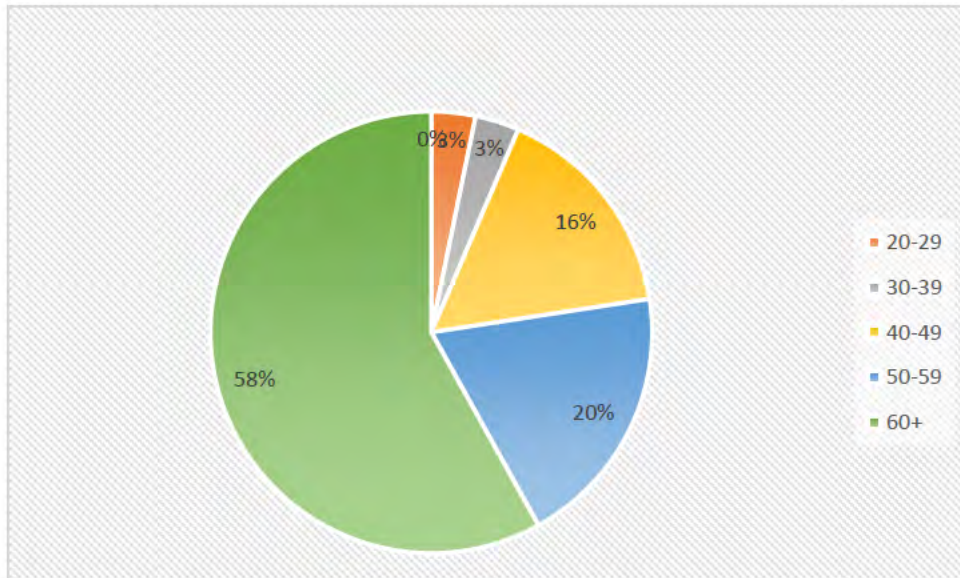
Days in Service

Median: 233

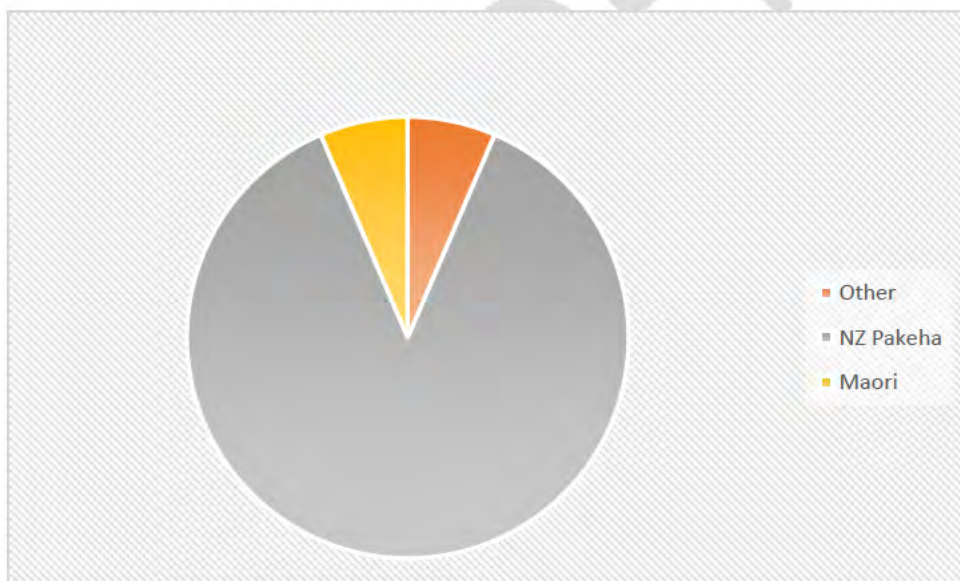
Average: 342



Age



Ethnicity Breakdown



6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquakes Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Homeowner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

September 2022

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Staff Changes
 - b) Call Centre Update
 - c) Case Manager Update
 - d) Portal Usage
 - e) Health and Safety
 - f) Westport / Gisborne / Nelson
 - g) EQC Enquiry Response
6. Key

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Greater Christchurch
Claims Resolution Service

Executive Summary

Over the past quarter the Greater Christchurch Claims Resolution Service (GCCRS) has continued its focus on supporting homeowners with their claims with overall claim numbers dropping to 656 open claims, down from 698 in the previous quarter. Due to the decreased number of cases under management, and short-term nature of the GCCRS, Case Manager numbers for the service have been reduced from 13 in the previous period to 10. This had an immediate impact on case numbers for each Case Manager but this peak has now been managed down. Case Managers have worked tirelessly to manage this increased case load and should be congratulated for this extra work.

GCCRS has noted the increase in the number of cases closing with the service where the homeowner has elected a Cost Incurred settlement. These cases have increased by 17% over the quarter where homeowners are choosing to incur the costs of the repair and let the insurer pay in instalments as the repair is undertaken. It is likely that this is a direct affect of the high inflation environment in the building sector.

Demand for our service remains stronger than previously anticipated with an average of 44 cases coming into the service over the last quarter compared to the forecast average of 36.

Satisfaction survey data is strong with 92% of people who responded to our survey indicating that their wellbeing had improved as a result of the service. GCCRS's key measure of *"I would recommend GCCRS to others"* also remained strong with 93% of respondents either agreeing or strongly agreeing with the statement.

Recent weather events in Nelson, Marlborough and Wellington, along with demand from the Gisborne event earlier this year, are placing increased demands on the Residential Advisory Service (RAS) and therefore also GCCRS. RAS is currently responding to weather events in Kaikoura, Westport, Nelson, Marlborough, Wellington, and Gisborne.

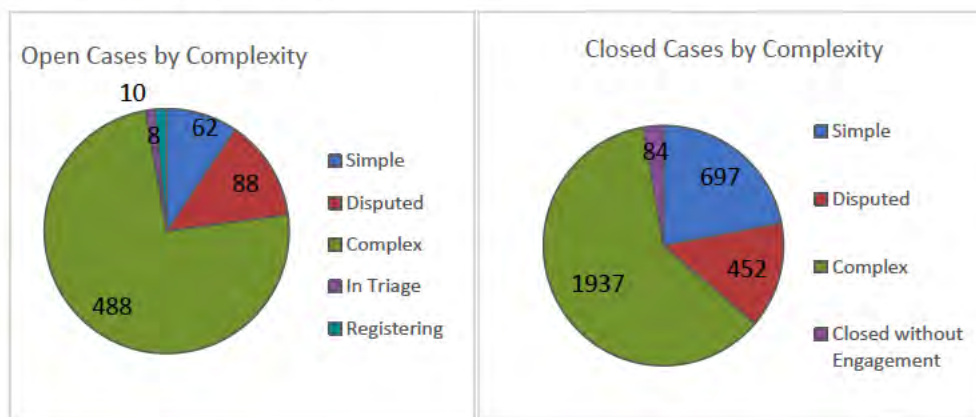
GCCRS remains focussed on supporting MBIE in its response to the EQC Inquiry recommendation on the provision of a standing dispute resolution mechanism. GCCRS looks forward to announcements on this recommendation in the coming months.



Darren Wright

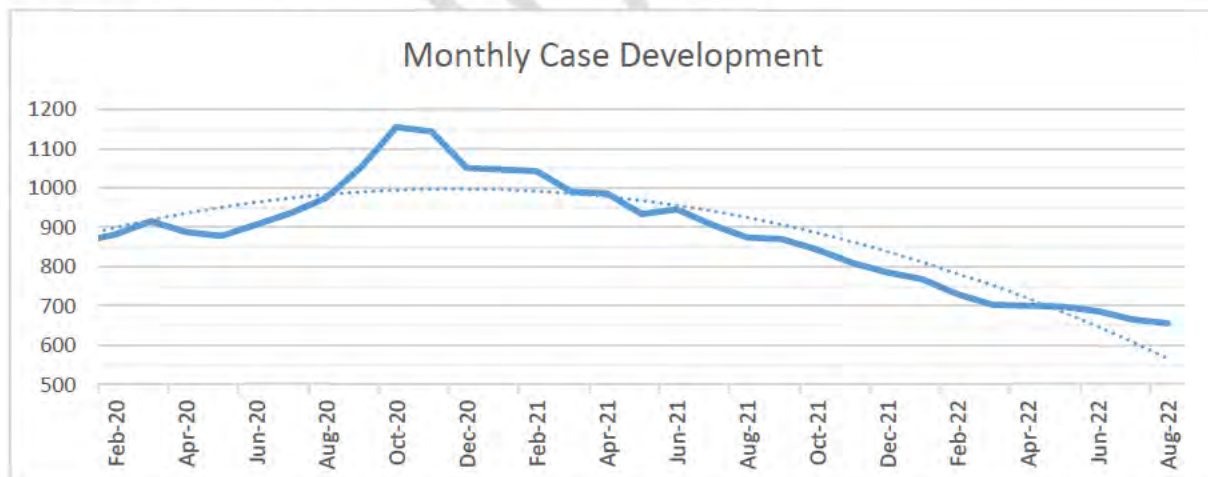
Director, GCCRS

1. GCCRS Numbers



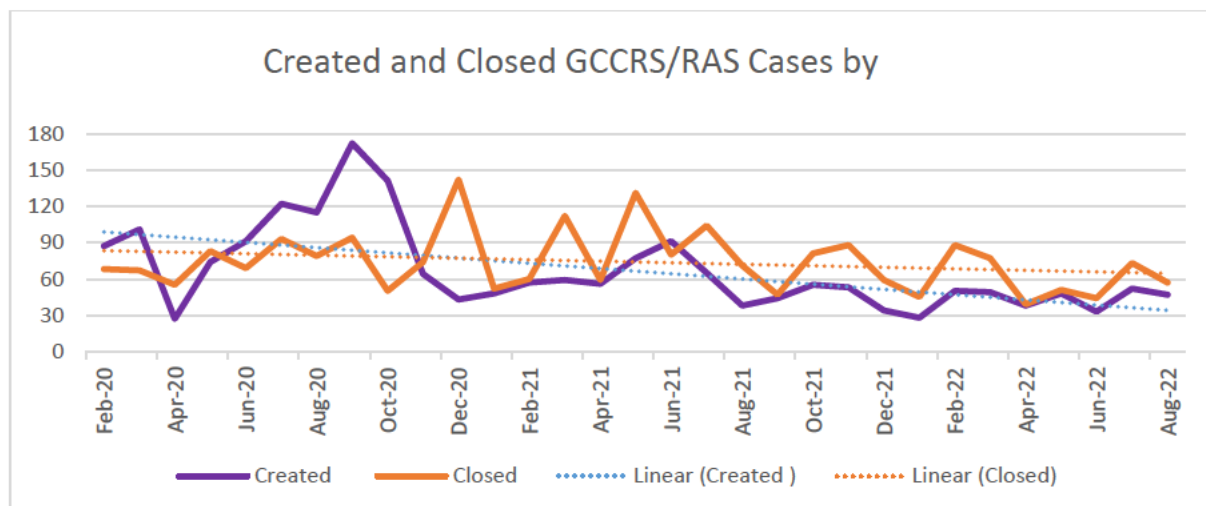
As at the 1st of September 2022, GCCRS has received 3,826 cases (up 131 cases or 3.5% since the previous period) into the service and has closed 3,170 cases (up 173 cases or 5.8%). GCCRS is currently managing 656 open cases across 10 Case Managers, down from 698 in the previous period and the lowest number of claims the service has had open since February 2019. The average number of cases closed across the quarter at 58 per month is only slightly lower than the 12-month average of 62.4, but marginally higher than the previous quarter at 55.7. It is important to note the reduction in Case Manager numbers noted on more detail further on in this report, and the direct impact this had on numbers for the quarter.

It is encouraging to see the overall trend continuing downwards with a net 42 cases closed across the period, up from 32 last quarter. This amounts to a closure rate of 1.32 cases for each one opened and is consistent with the 1.24 rate for the previous period.



*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.

The monthly case development has now fallen for 20 of the last 21 months, with a clear downwards trend across the claims.



It is likely that this reduction in closure rates relates to a number of factors impacting both RAS and GCCRS at the same time, although the impact of Case Manager changes cannot be underestimated (see further on in report). This change in Case Managers not only decreased the outright number of people to work on claims, but most critically created a spike in caseloads as cases were transferred to existing Case managers to manage. Immediately following the changes some Case Managers spiked to over 80 claims under management.

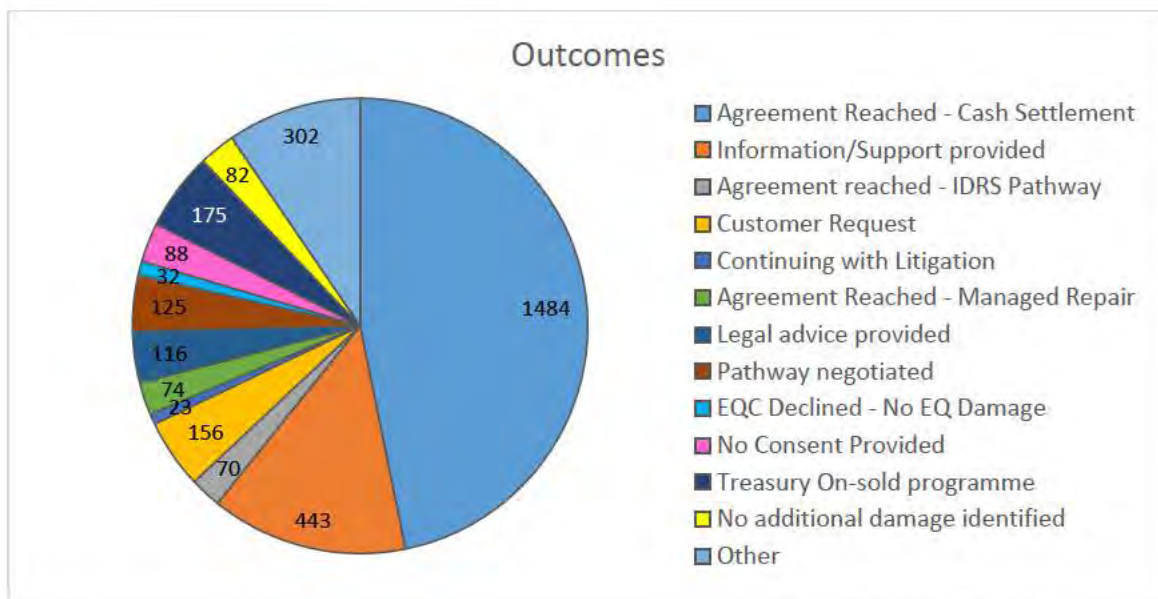
GCCRS continues to be impacted by the existing building supply shortage, particularly in the Treasury On Sold Programme as it slows the homeowner's ability to finalise costs and likewise their claims. There is no doubt that the industry constraints are limiting homeowner's abilities to accept cash settlements from insurers due to the risk of price pressure.

Outcomes

Of the 173 cases closed during this period, 66 cases were categorised as *"Agreement Reached Cash Settlement"* (38.1% of all cases settled for the period, down slightly from 39.5% last period), 22 cases were *"Information/Support Provided"* (12.7% of all cases settled for the period). Again, there are a significant number of cases closing in *"EQC On Sold Programme"* with 27 cases closed or 15.6% for the period. This stronger closure rate for the On Sold Programme now appears to be a consistent trend with 14.4% of claims last quarter also closing.

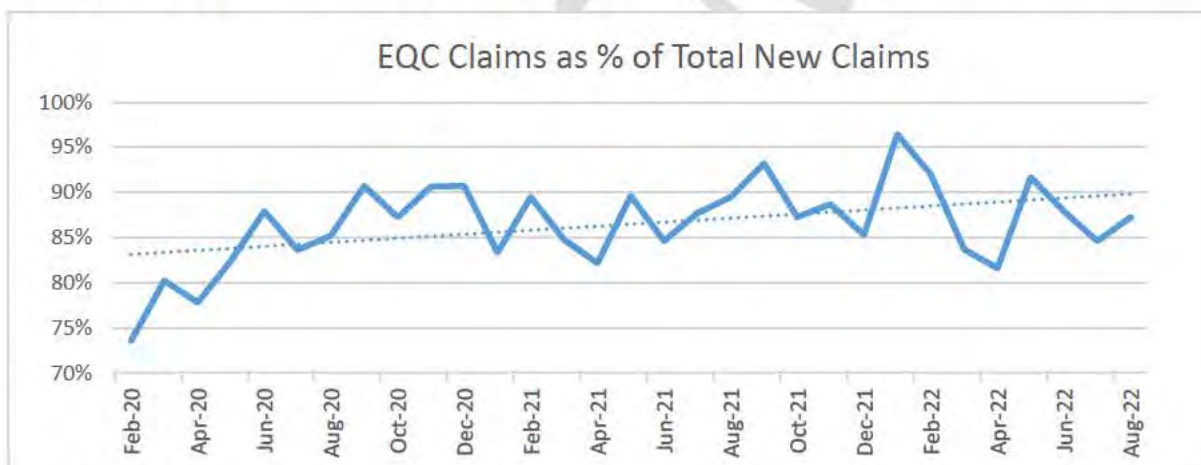
Auditing of the portfolio continues to be a priority with 8 cases closed for the quarter due to the homeowner's refusal to provide a signed consent form (a 10% increase across the quarter). Perhaps most significant is the number of cases where the homeowner has accepted a settlement based on a Cost Incurred repair, this increased by 9 cases for the quarter or 17.6%. These are the cases where the homeowner carries out the repair of their property with the incremental costs being met by the Insurer/EQC as per the policy/Act. It is highly likely that the current inflationary pressure on the building sector has resulted in a decreased risk profile for homeowners, resulting in the increased demand for Cost Incurred settlements.

Of note again during this period is the very low number of cases where EQC ultimately declined the claim, with only 1 claim or 0.58% of claims closed being rejected by EQC. This shows the strength of the GCCRS triage process.



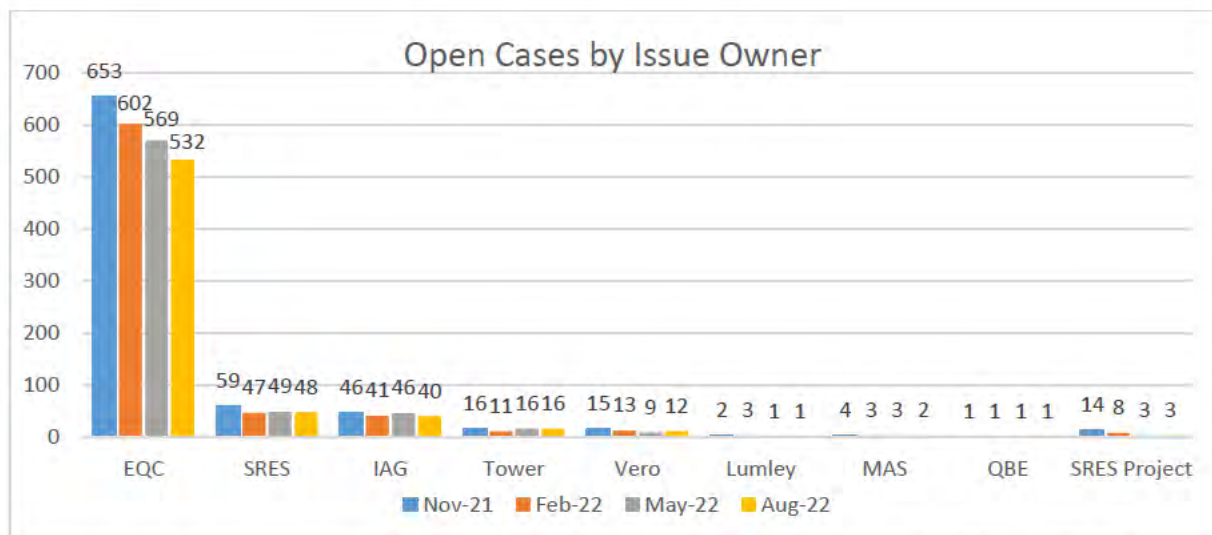
Case Inflow

EQC continues to dominate the number of new cases coming into the service with 114 of the 132 new cases presenting with EQC issues (87% of all cases). Of the total new cases, 59 were for the Treasury On Sold Programme and 55 EQC BAU.

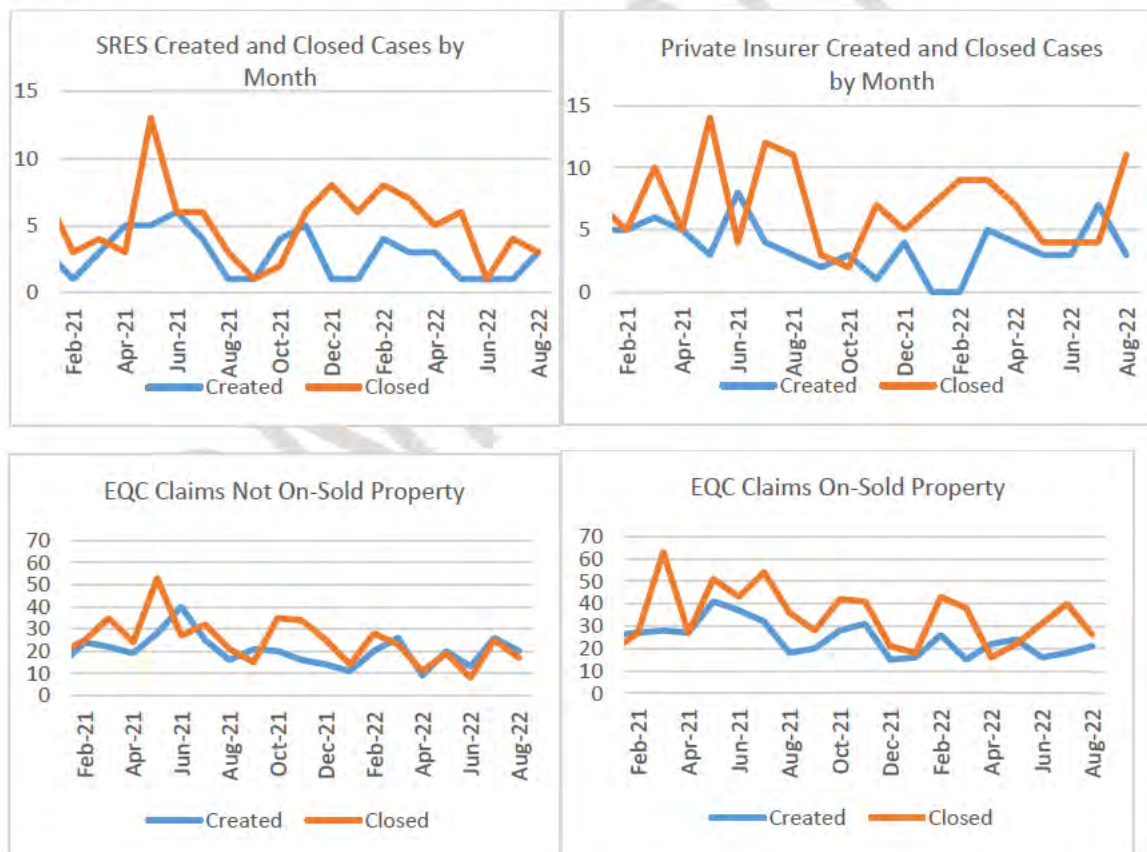


When considering the number of cases being managed by EQC it is also important to include the 5 cases for SRES that came into the service during the period, meaning that EQC managed claims accounted for 90.2% of all cases that came into GCCRS during this period.

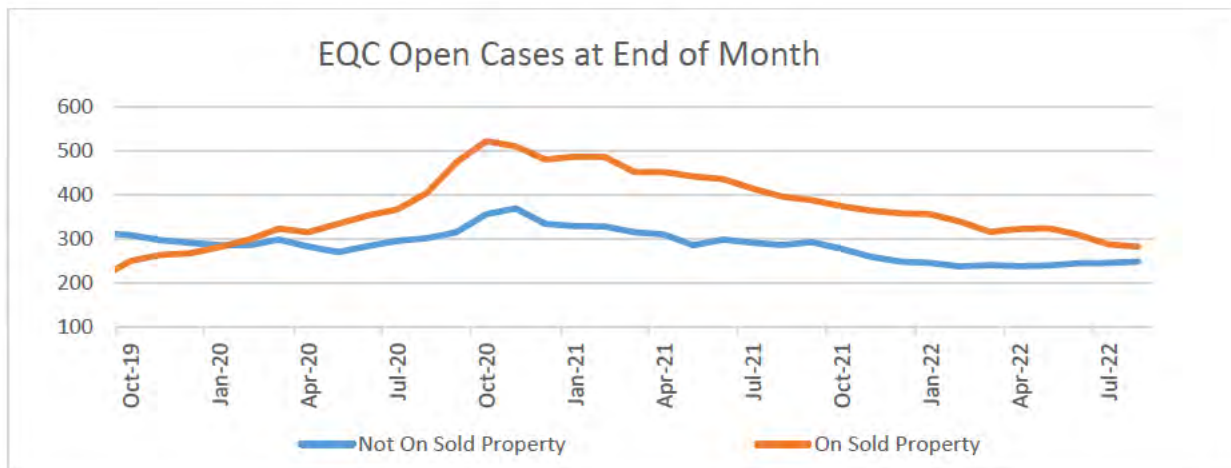
The number of cases for third party insurers also remained stronger than previous periods, with 13 new cases lodged with the service. This data supports anecdotal evidence from GCCRS Case Managers that we are seeing an increase in cases that are being referred to us by Insurers. This is likely due to the increasingly challenging nature of claims still to be resolved.



When looking at cases currently open with GCCRS by issue owner (see above) overall EQC claims dropped by 6.5% for the period, SRES decreased by 1 claim, IAG reversed its increase from the previous quarter down by 6 claims or 13%, with the largest proportional increase from Vero at 30% or 3 claims.

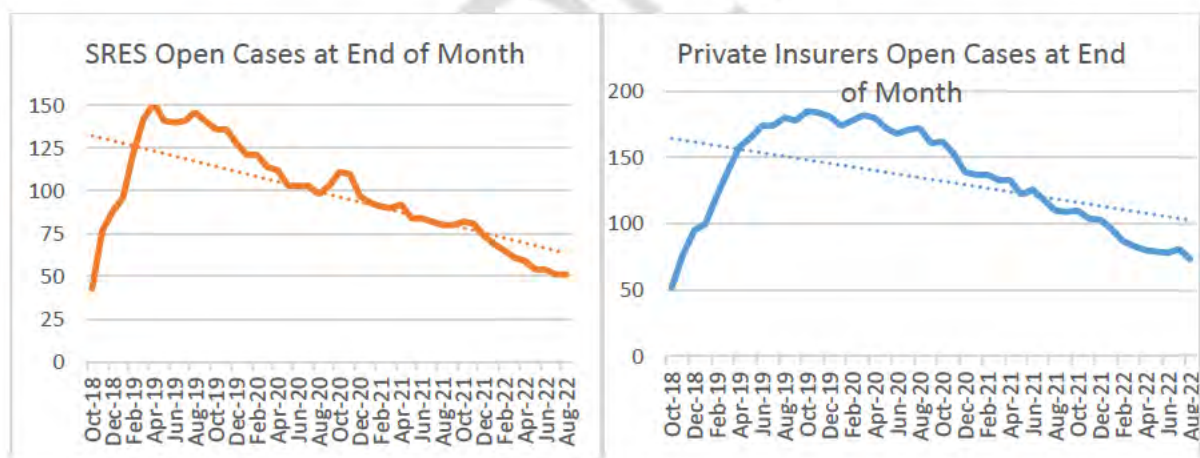


Average data over the past quarter shows the strength of closures for third party insurers across the different entities with 19 cases closed and 13 opened. EQC BAU team closed 0.84 cases for every one that was opened (down from 1.18 last period) with the On Sold Programme closing 1.76 cases for every one opened (up from 1.41 last period).

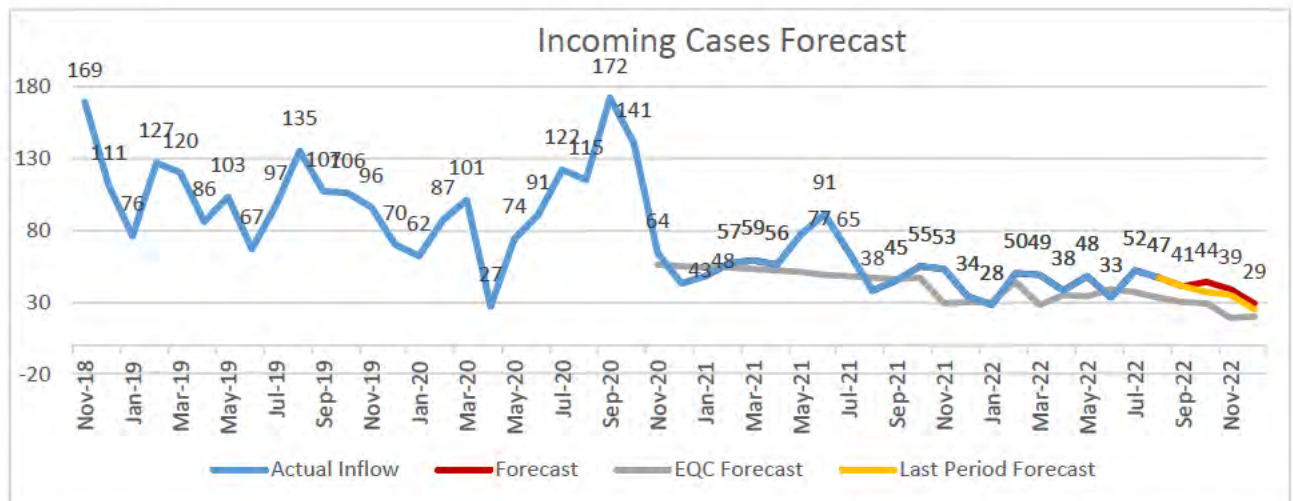


As can be noted above, On Sold cases with EQC continue the strong trend of net closure with 283 open cases at the end of August 2022, down significantly from the peak in October 2020 of 523 cases (down 45.9%). EQC BAU over the same period reducing from 357 open cases in October 2020 to 249 at August 2022 (decrease of 30.3%).

GCCRS and the EQC BAU team have agreed to trial a Claims Clinic to bring together Case Managers and management to review highly complex claims and jointly seek solutions to move the case forward. This process has been working for sometime at mid management level but will now also include senior management and decision makers at EQC.

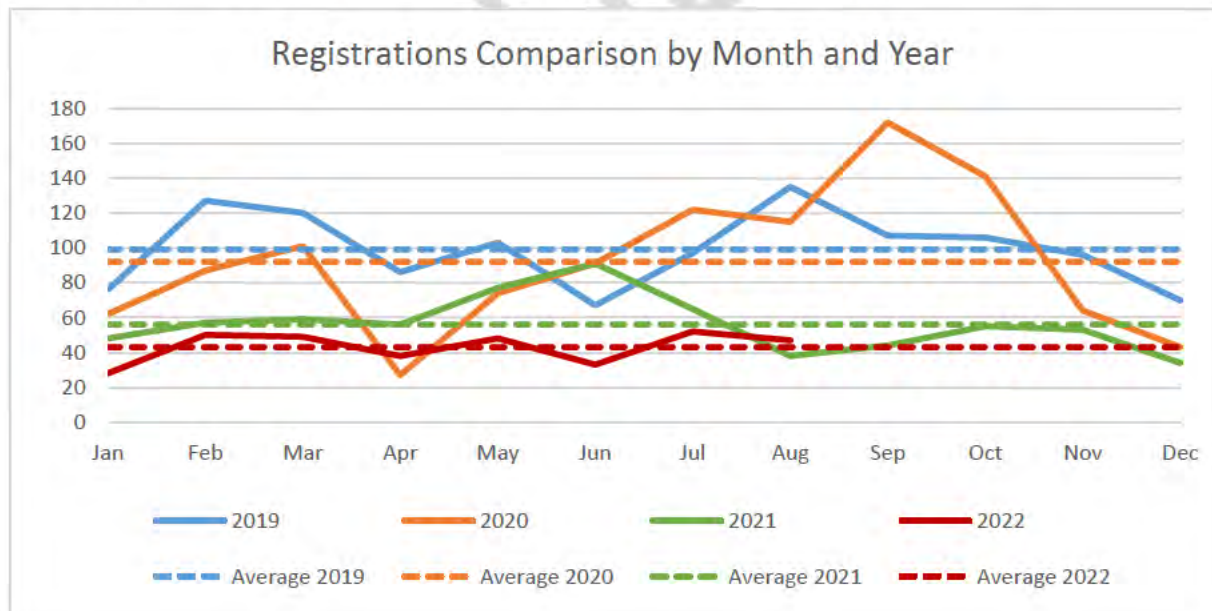


Forecasting



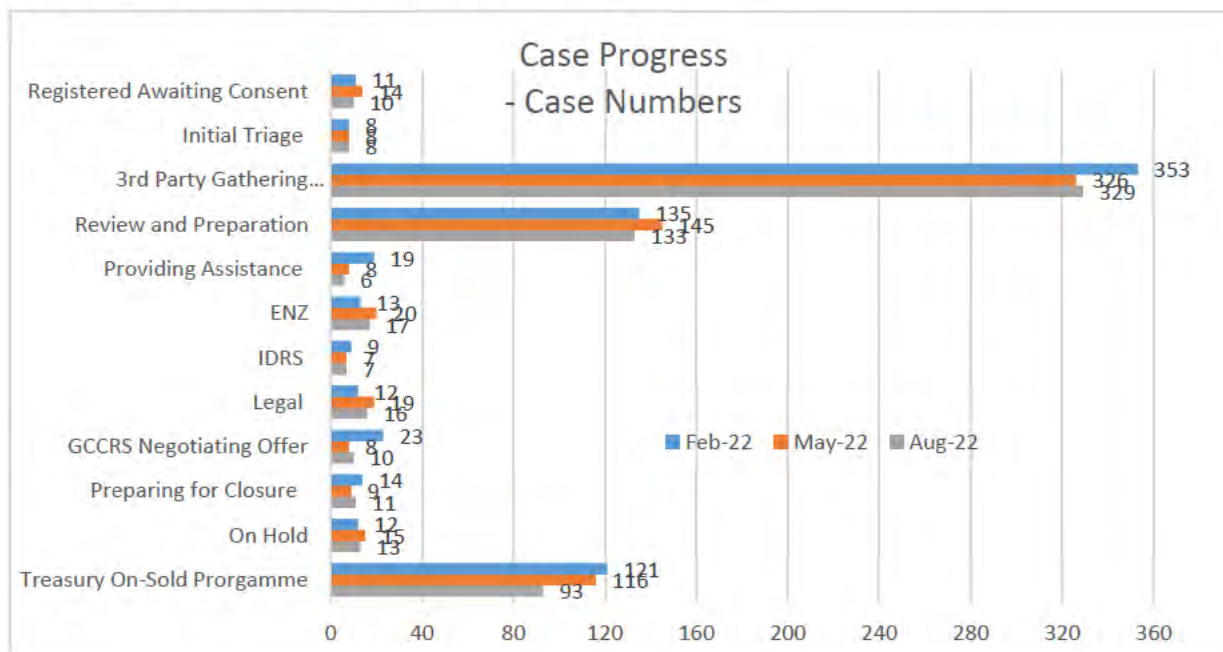
As with previous reports, forecasting demand remains extremely complex for GCCRS. As noted above new claims coming into the service remain well above the EQC Actuary forecast from late 2020. For the 12 month period Sept 2021 to August 2022 the actual demand was 44 cases per month into the service compared to the forecast 36 cases. This equates to an additional 96 cases over the period or 14.5% of existing open claims.

The data is clearer when comparing year on year incoming case numbers, shown below. When looking at the calendar years 2019, 2020 and 2021 we see the average number of new cases into the service per month dropping from 99 in 2019 to 94 in 2020 and 57 in 2021.



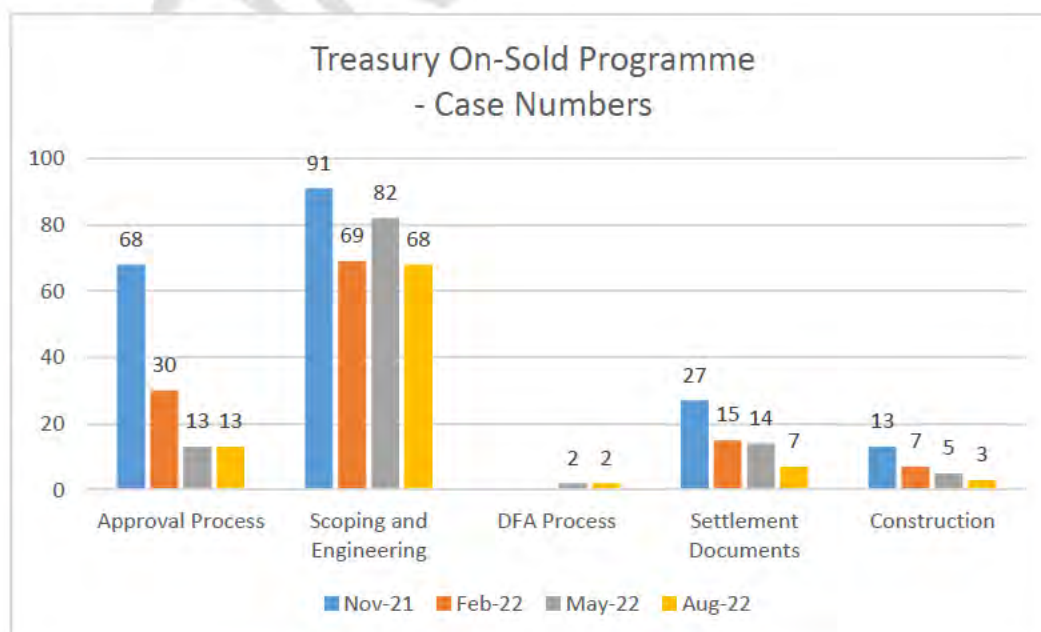
Case Progress Analysis

Case progress data looks at the number of cases at each progress point in GCCRS. This data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.



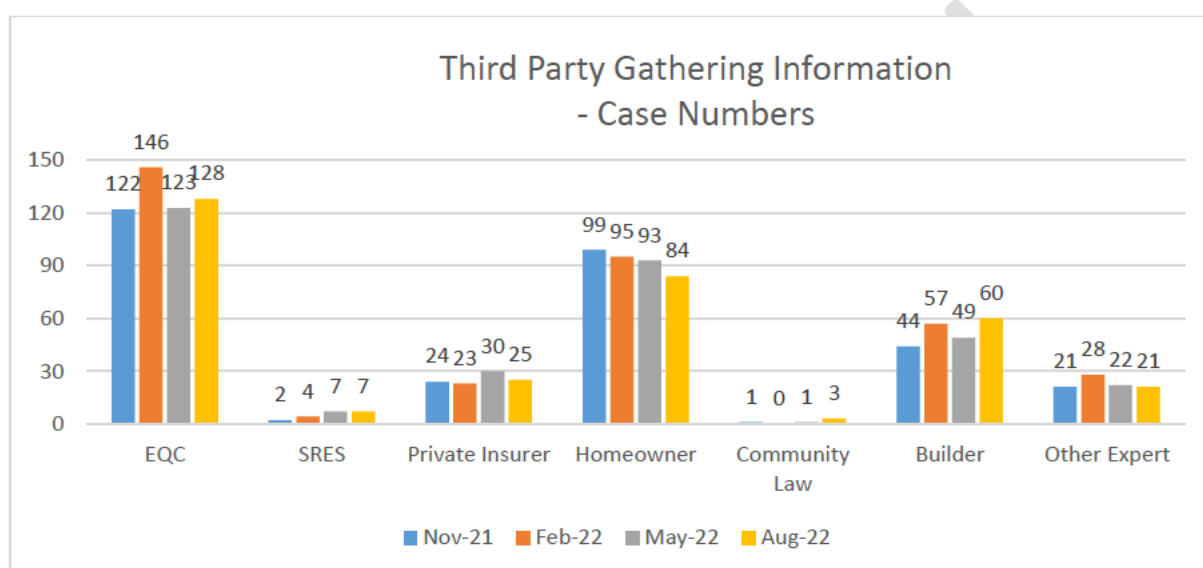
It is pleasing to see the reversal of the last quarter's increase with the number of cases in "Review and Preparation" reducing now from 145 in May 2022 to 133 in August 2022. This needs to be kept in context of its level of 182 in August 2021 and the peak of 285 in March 2021. As per the previous report, the attention focussed on "Third Party Gathering Information" has maintained the lower level of 329, compared to 353 in Feb 2022. Again, for context, this was at a peak of 571 in January 2021.

At the end of August 2022 GCCRS has 93 cases registered in the Treasury On Sold Programme down from 116 in the previous period.

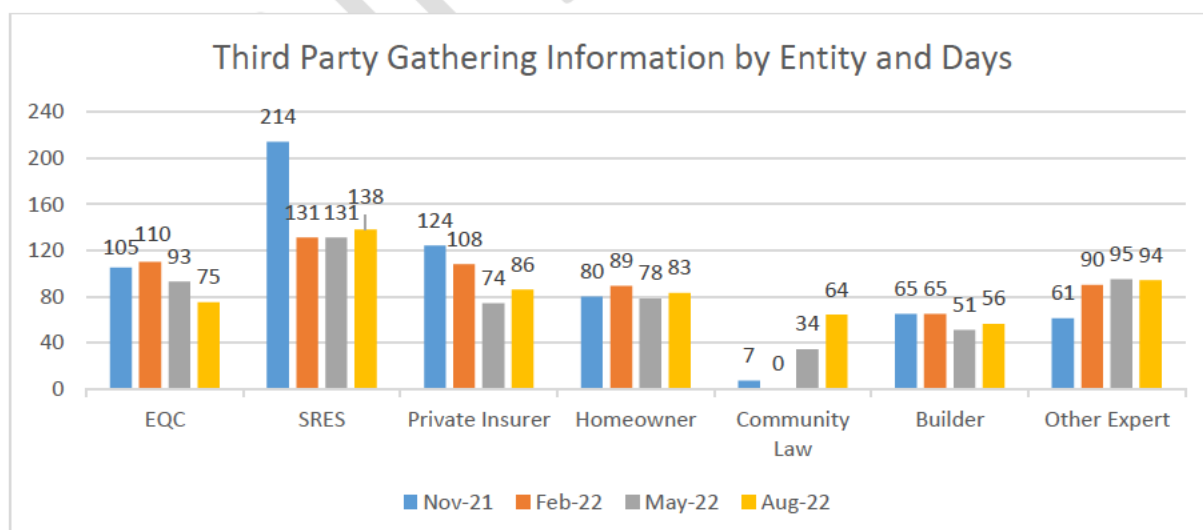


GCCRS has now reorganised the categorisation of claims in the Treasury On Sold Programme to better identify the status of a claim. The data above shows clearly the movement of claims through the process, from 68 waiting for approval in November 2021 to now only 13 in August 2022. Likewise, the number of homeowners 'scoping' and in 'engineering' has decreased from 91 in November 2021 to 68 in August 2022.

To analyse the Case Progress data further, it is necessary to break the data down into its constituent parts in the below graphs. These graph shows the cases are not concentrated in one aspect of the service, with EQC having the most cases at 128 followed by 84 sitting with the homeowner, and 60 with the builder. It is encouraging to see the downward trend in the number of cases with the homeowner now consistently reducing since November 2021.



To understand the impact of these case numbers, we also need to look at the time cases are taking in this category.

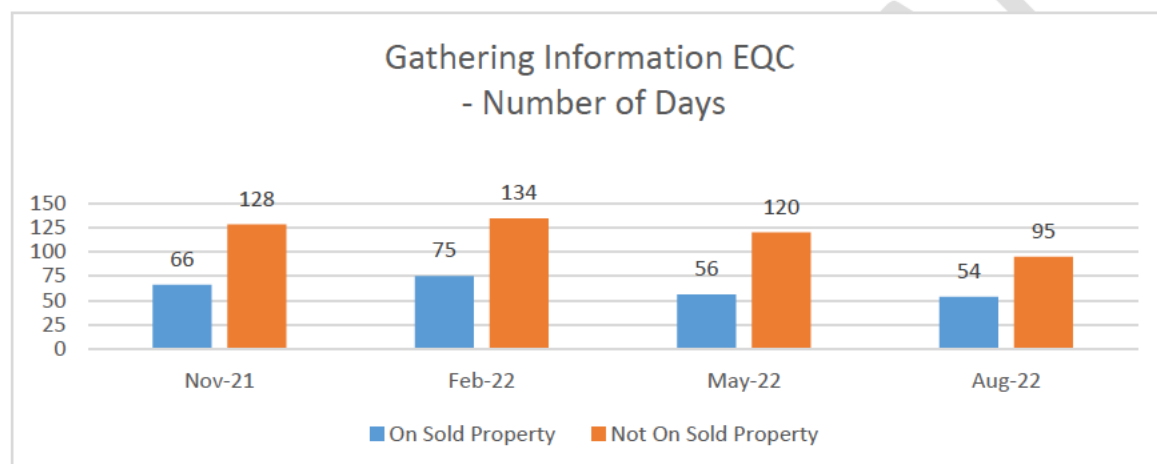


Whilst the total number of claims with EQC remains high at 128 it is important to note the time claims are sitting in this category have reduced to 75 days for August 2022 down from 93 in May 2022 and 110 days in February 2022.

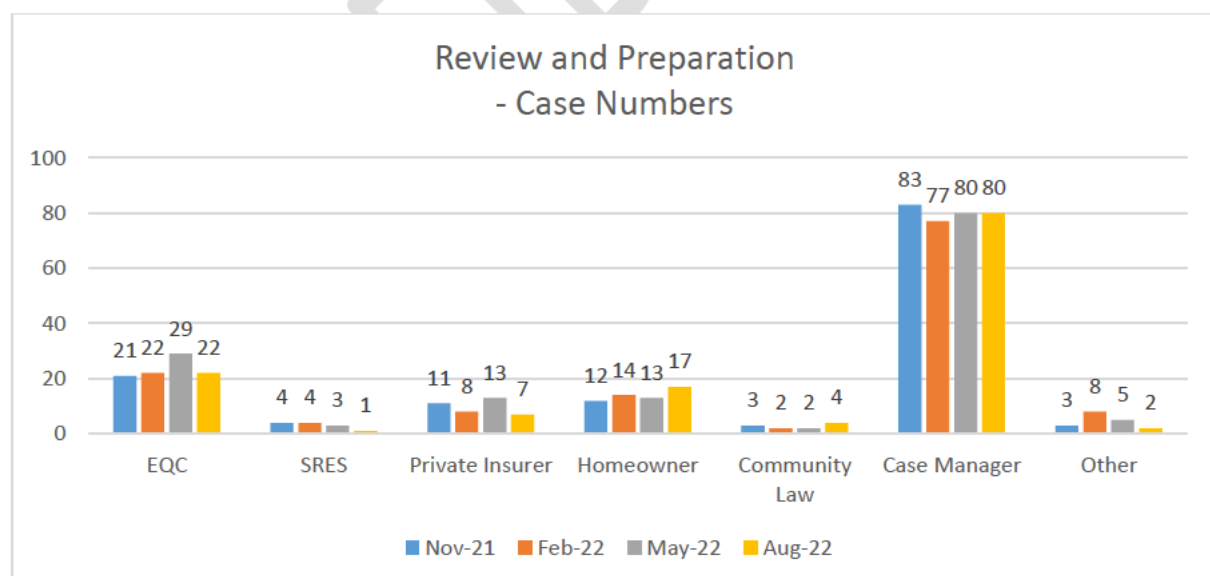
The impact of the small number of cases being managed through the Canterbury Earthquakes Insurance Tribunal (CEIT) by Community Law continues to impact the time in the category, with the number of days increasing from 34 in May 2022 to 64 in August 2022. It is important to note that only 3 claims currently sit in this category so the days will remain volatile until these claims are heard.

Westport and now Gisborne and Nelson demand will also impact on Community Law timeframes as the complex land damage starts to flow through (see later in report).

Below is the same data as above, broken down by EQC as “Not On Sold” and “On Sold”. It is evident that whilst both areas of EQC continue to decline in the number of days, the On Sold Programme at 54 days is significantly lower than the BAU team at 95 days. Although it is worth noting the downward trend for both entities since February 2022.



The other critical category monitored by GCCRS is “Review and Preparation”.

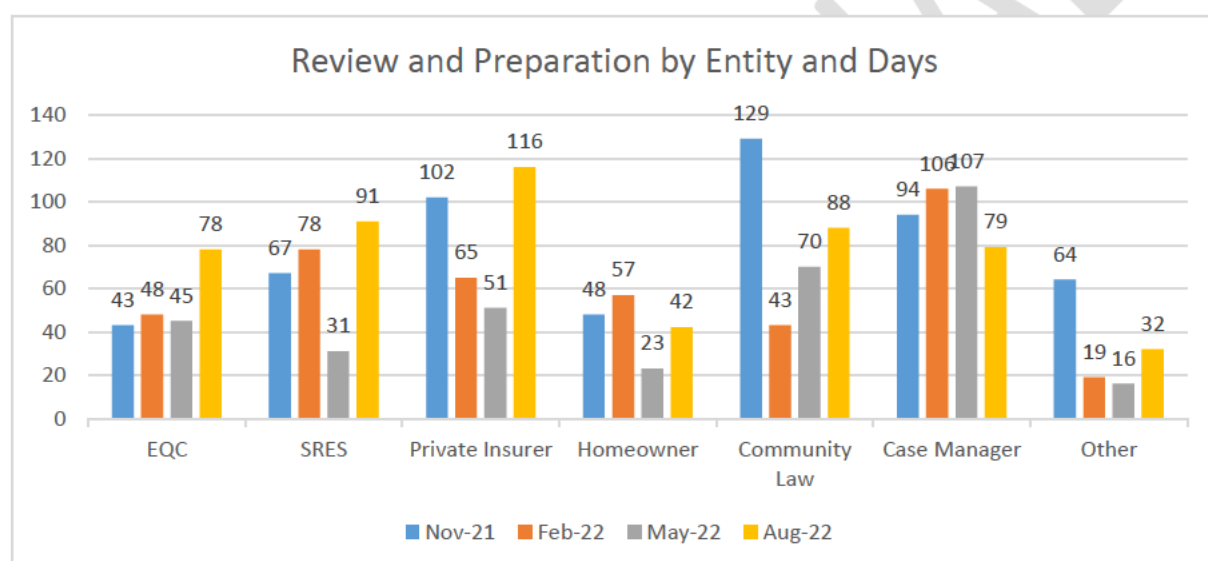


The number of cases sitting with GCCRS Case Managers remains steady at 80. EQC shows a good reduction from 29 to 22 (24%) with Private Insurers also down from 13 cases to 7. Perhaps the only area of concern is the increase in the number of cases sitting with homeowners, up from 13 to 17.

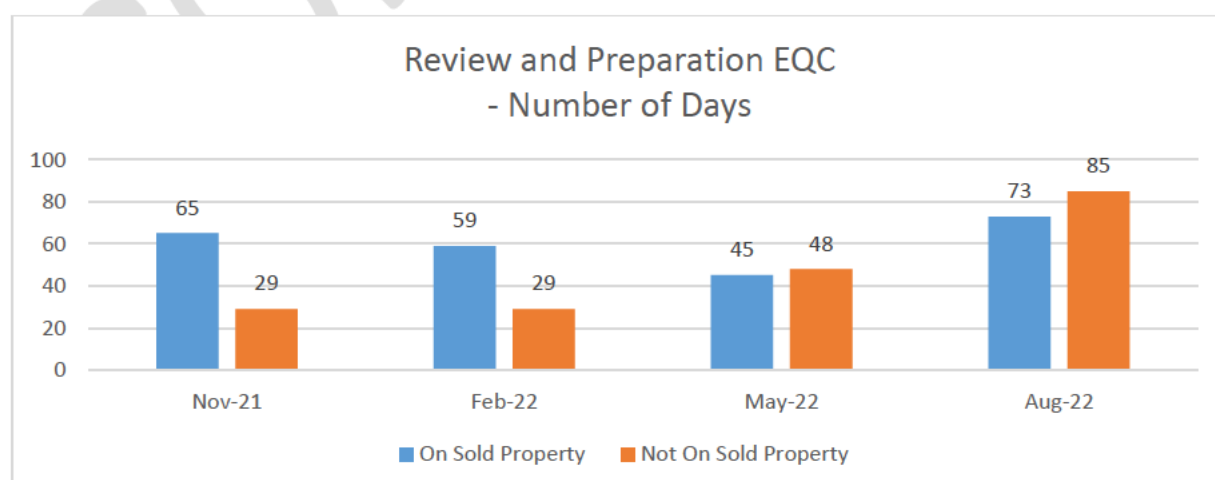
Again, the most important factor is the time taken by each entity (see below). The numbers for SRES and private insurers are difficult to analyse due to the very low numbers, although attention will need to focus on the large increases in these two categories from May 2022.

Interestingly the reduced number of cases with EQC is not reflected in the time cases are sitting with the entity, up from 45 in May 2022 to 78 in August 2022. The increase in the number of cases sitting with the homeowner and Community Law have both related to increases in time with homeowners increasing from 23 days in May 2022 to 42 days in August 2022, and Community Law from 70 days in May 2022 to 88 days in August 2022. Again, these numbers should be treated carefully due to the very low number of outright cases in each category.

Perhaps most pleasing is the reduction in the number of days cases are sitting with Case Managers at GCCRS. This has reduced from 107 in May 2022 to 79 in August 2022, reversing a recent trend in this area. This reduction is despite the overall number of cases in the category staying level at 80 cases.



EQC data shows that the overall increase is across both the BAU (85 days) and the On Sold properties (73 days). Focus will need to continue to be on the BAU workstream as a trend seems to have developed upwards from 29 in Feb 2022 to 85 in August 2022.



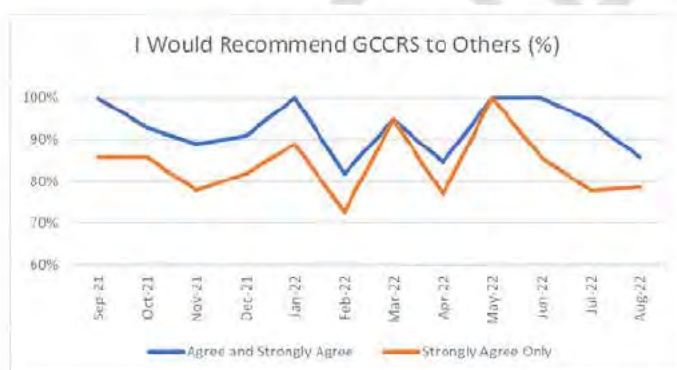
GCCRS Exit Survey

Questions	This Period	Last Period	Overall
1. Through GCCRS I was able to receive assistance with my claim.	91%	93%	91%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	91%	93%	87%
3. The guidance I was given by GCCRS was appropriate to my situation.	91%	93%	90%
4. I was kept informed by the progress of my case.	86%	90%	88%
5. My Case Manager acted in a professional manner.	96%	93%	93%
6. I felt my Case Manager understood my situation.	93%	93%	91%
7. My wellbeing has improved as a result of using GCCRS.	81%	92%	79%
8. I would recommend GCCRS to others.	93%	93%	89%



As can be seen above from the sample of homeowners who responded to our satisfaction survey, their satisfaction remains very strong. The last period measured showed higher than average responses across all categories with the most pleasing being the increase in wellbeing up from 81% last period to 92% this period. Again, caution is advised with these numbers due to fluctuations that can be noted from environmental factors, although the data is encouraging across the board. As this rate reports on the combination of “Agree” and “Strongly Agree” we have separated these out to better understand the positioning of our service.

See below the breakdown of the data for our key measure “I would recommend GCCRS to others”. Whilst numbers are down from the peak in May of 100% it remains humbling that 79% of homeowners “Strongly Agree” with this statement.



Following feedback from the Homeowner Advisory Group, GCCRS is currently undertaking a survey of homeowners who have changed their Case Manager as a result of the recent GCCRS people changes. This data will be available for the next quarterly report and will look at the experience of having claims transferred within GCCRS.

Homeowner Feedback

A sample of the feedback from homeowners during May 2022 to August 2022 included:

"GCCRS was recommended to me by a neighbour who had been in a similar situation. Really glad I engaged GCCRS and so lucky to have our Case Manager managing our case. Felt secure in her no nonsense approach, she knows her stuff and is fair and matter of fact. Would highly recommend. Thank you."

"I had a fantastic experience, and am now able to repair the earthquake damage to our home, all these years later. My initial EQC assessment was inaccurate, but through the GCCRS I was able to get a new start with EQC, and a resolution that I am happy with. I found my Case Manager really patient and helpful. Thank you!"

"My Case Manager went over and above to explain everything. I was new to issues related to earthquake damages and she was patient and kind in explaining damages and processes. Can't recommend her enough."

"We are absolutely grateful to GCCRS and our Case Manager. Until we were safely in her hands, we felt lost in the process and pretty much didn't know what our actions should be. Having our Case Manager and the backing of GCCRS gave us confidence that the tests and assessments getting done are professional and trustworthy, and that whatever their result is - it will be the test that EQC will have required. We had no contacts for builders and engineers to do any assessments and having the access to qualified trades people acceptable to EQC was a blessing. Having the funding for the assessments provided from EQC prior to the invoice having to be paid was another amazing help which wouldn't have happened if it wasn't for the assistance from GCCRS. Communication was excellent, and we felt confident that when the next action from us is going to be required - we will be well-informed. To be honest, if it wasn't for GCCRS, we probably would have given up on the process. I am so relieved and grateful that this service was available to us."

"My Case Manager has been amazing throughout the whole progress! The situation has been stressful but my Case Manager has been so helpful and explained every step in the process. His communication has been great and he knows what he's talking about."

"We were so pleased we discovered the GCCRS service, it helped us feel more confident in choosing a course of action. We really appreciated the access to the expert advice to validate and query the information and offer we were provided by EQC/Southern Response/Engineers. This is an excellent service!"

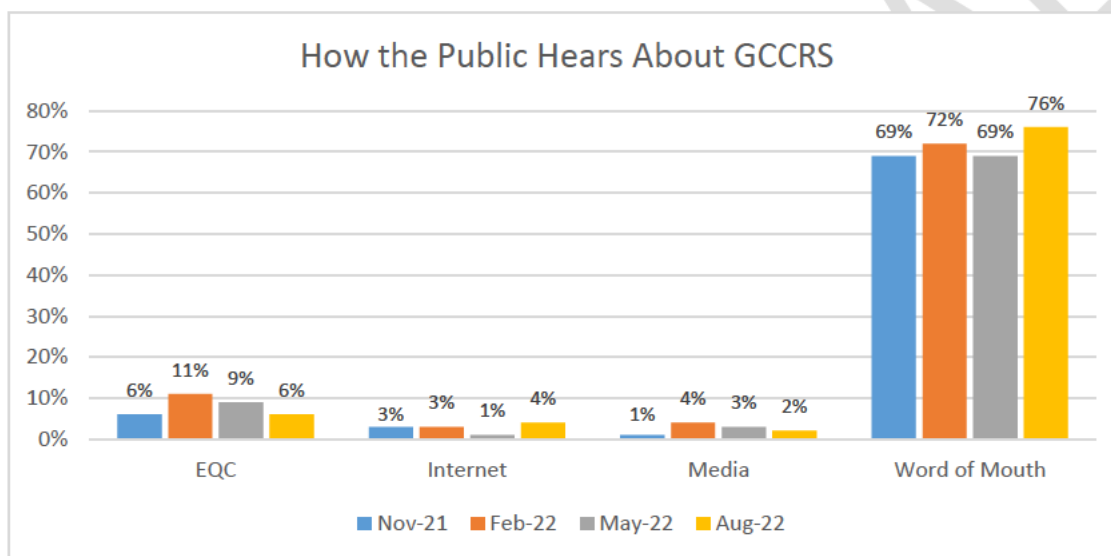
"I was quite daunted about the thought of having to deal with EQC again, but my Case Manager was extremely helpful. She provided all information and updated us as our claim progressed through the system. She calmly and professionally guided us through the process in spite of my sometimes stressed communications to her. Very happy to recommend both my Case Manager and your services."

"My Case Manager has supported me with negotiations with EQC after they shut down my claims of unresolved damage on my newly purchased property. As a first home buyer this was very hard to hear. EQC were belligerent and would not listen. Through my Case Manager's relationship building and communication she was able to negotiate a further site visit and now my house is being repaired. It's more than I could ever have dreamed. My Case Manager has been able to drive this when I have no longer had the energy to. She's been able to connect me with the right supports and contacts. Really grateful for this service. I can now move on with my life and close this chapter. Thank you."

"We couldn't have wished for a better service and outcome. Our Case Manager kept us informed throughout the process with clear and consistent information. After our previous terrible experience within the earthquake process our Case Manager allayed our fears and we found the GCCRS process brilliant which in turn has restored our faith throughout the past year. Thank you so much."

How the public hears about us

GCCRS tracks how people come into our service, so that we can understand both the marketing and perhaps more importantly the performance of our service. "Word of Mouth" referrals into GCCRS have increased to 76% for August 2022 from the previous period in May 2022 of 69%. EQC referrals have returned to below their long run average at 6% compared to the high of 17% in February 2022, with a small reduction in "Media" but a higher proportional increase in "Internet". The high level of "Word of Mouth" referrals is testament to the excellent work of GCCRS Case Managers and the wider team.

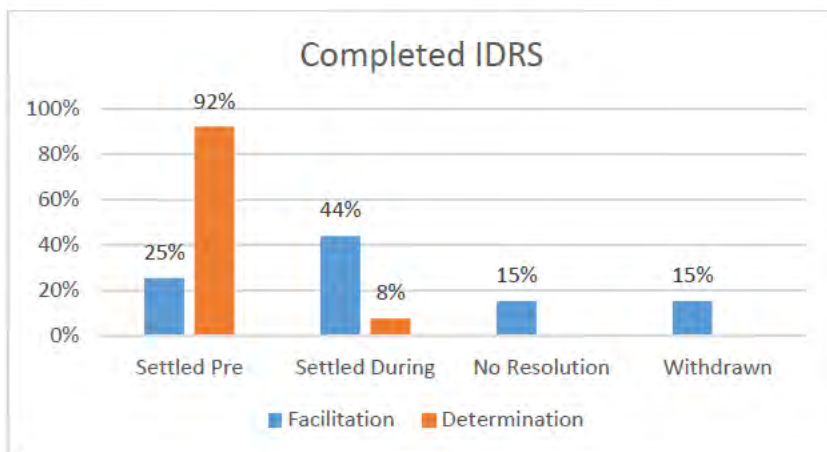


2. IDRS Update

As at the end of August 2022, the GCCRS has three cases booked for facilitation with dates confirmed. There are two cases for facilitation that the GCCRS are actively working on to confirm dates and members. Since the cut-off for the end of this reporting period, one facilitation has been requested.

Currently there are three determinations being working on. Of these, no cases have confirmed dates for hearings.

Of the two cases set down for facilitation during this report period: one settled during the facilitation, and one was withdrawn.



As per a request from the Homeowner Advisory Group, the raw data for the period is as follows:

Total Open Facilitations	5
Total Open Determinations	3

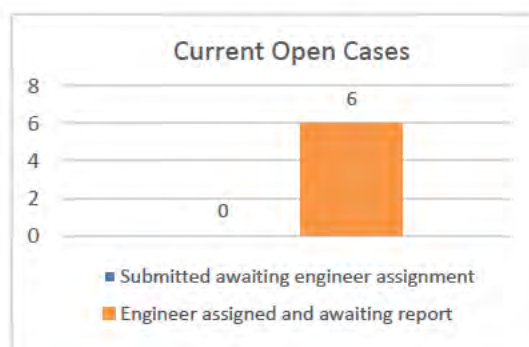
Total Closed Facilitations	59
Settled during	26
Settled before	15
Withdrawn	4
Transferred	2
No Resolution	9

Total Closed Determinations	39
Settled during	3
Settled before	36
Withdrawn	0
Transferred	0

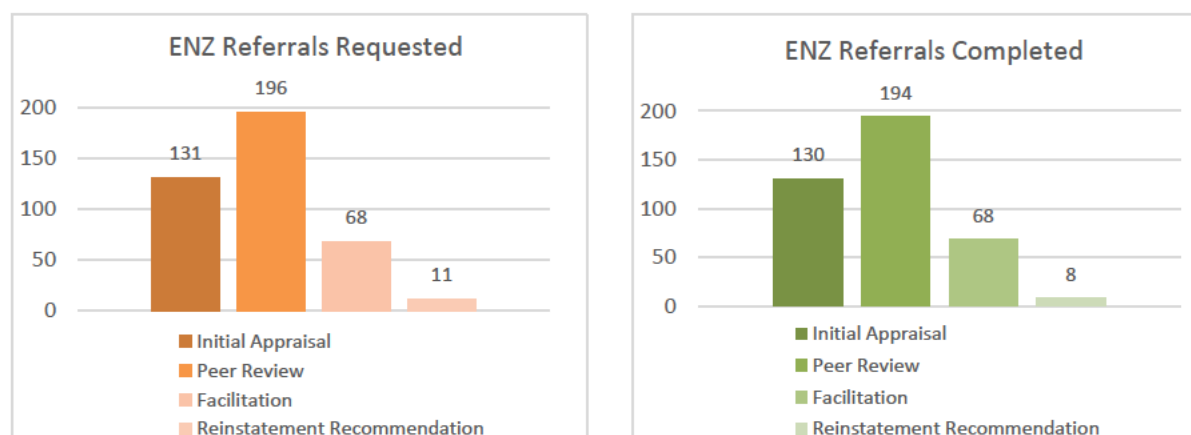
Total Closed Cases	98
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3. Engineering Update

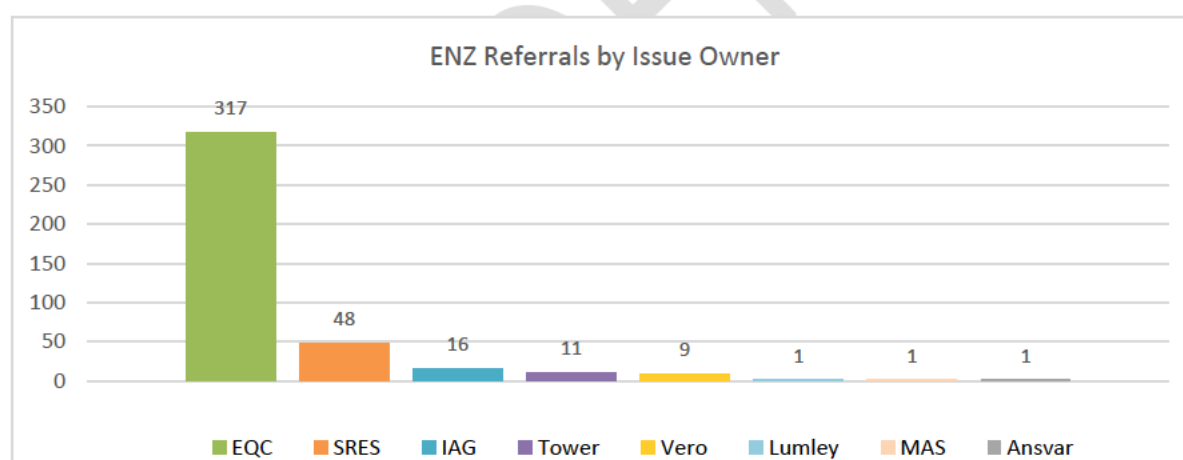
As at 31 August 2022 there were six open cases submitted to Engineering New Zealand awaiting completion. All open referrals have been assigned to engineers and are either awaiting site visits or reports to be completed.



Overall there have been 406 cases submitted and, of these, 400 have been completed. Peer reviews continue to be the most common type of referral with 196 of the 406 referrals submitted requesting this service. There is increased demand for Reinstatement Recommendations with three referrals this period and 11 in total.



The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 15.86 working days, down from the previous period of 16.19 working days. The average time taken from the date of assignment to provision of the report is 40.15 working days, slightly up from the previous reporting period of 39.90 working days.



4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

In addition to the Pathways programme for homeowners, GCCRS continues to run its internal wellbeing support package.

5. Operational Update

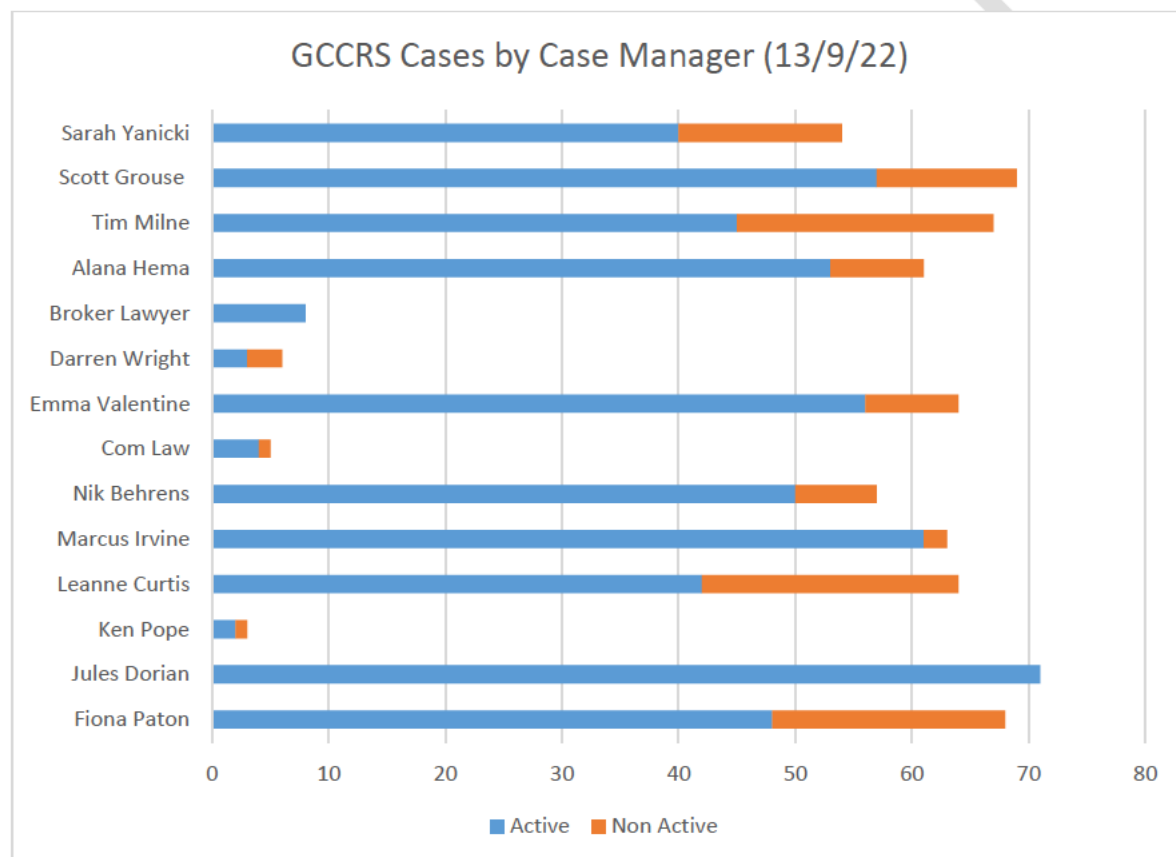
a. Call Centre Update

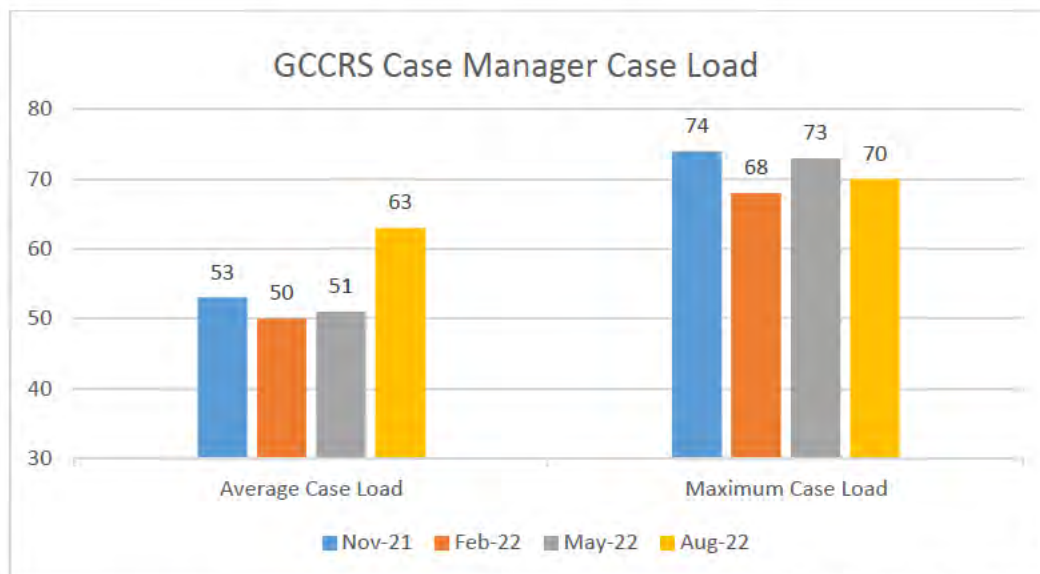
The GCCRS call centre answered 52 calls during August 2022. Call volumes this year have remained low, averaging 45 calls per month from January to August 2022, compared to the 2021 average of 81

calls per month. Call transfers to staff continue to be the main reason for phone calls and account for 46% of calls during August 2022.

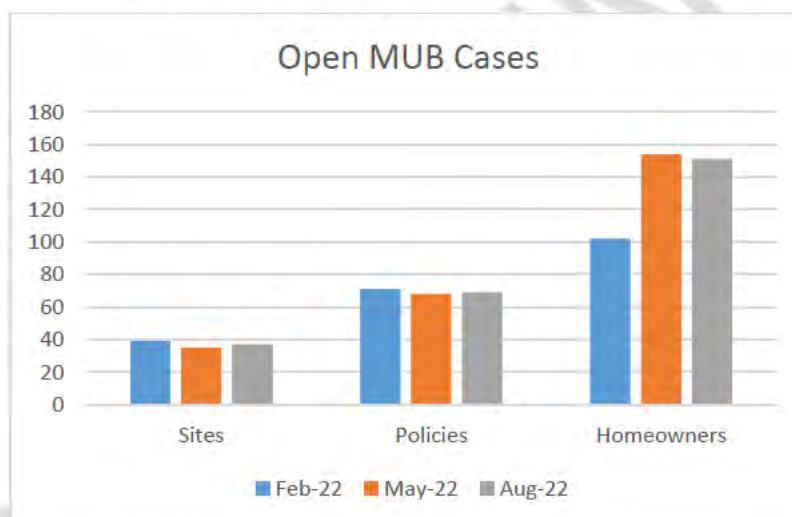
b. Case Manager Update

As previously noted, GCCRS reduced the number of Case Managers during this reporting period from 13 to 10. Whilst this resulted in a significant spike in cases for some Case Managers (peaking at 80 cases), this has now been brought back under control with all but one Case Manager now under 70 open cases. Work has been done to focus on the number of cases being actively managed, and those cases where we are awaiting reports or other aspect that is going to take longer than three months. As can be noted below, a significant number of cases are not currently requiring active management, a factor that is being keenly noted when considering a RAS response to other weather events.



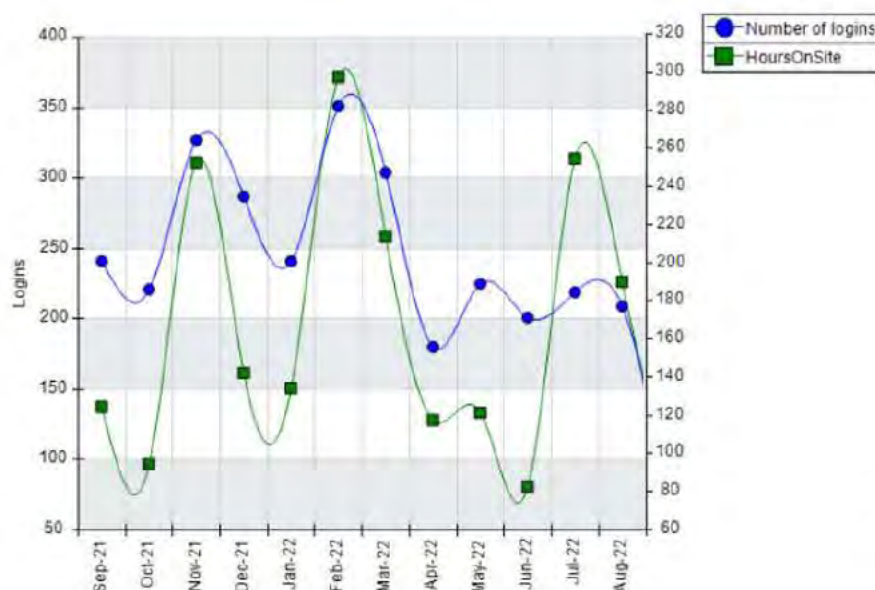


Multi-unit building (MUB) cases have remained steady over the previous period with no significant changes in the numbers being supported. Over the reporting period 7 MUB cases were closed affecting 9 homeowners. This closure rate remains consistent with overall numbers since the launch of the service in October 2018.



c. Portal Usage

There were 66 individual users of the homeowner portal in August 2022 compared to 64 in May 2022. August 2022 recorded 209 total logins, down from 225 logins in May 2022. There were 191 hours of combined portal activity across all users, significantly more than the 122 hours in May 2022. The average session time was 55 minutes per user for August 2022 compared to 32 minutes in May 2022.



d. Health and Safety

There were no Health and Safety issues during the period.

e. Westport / Gisborne / Nelson / Wellington

RAS continues to provide support to the flooding event in Westport. This has reduced over the reporting period as demand for services has declined. RAS has agreed to host an additional drop-in service in Westport during the week beginning the 19 September and continues to focus attention on responding to specific demand as and when required. As at the 1 September 2022, RAS has supported 127 homeowners in Westport and surrounds, with 104 cases closed and currently 23 open. It is expected that 15-20 of the remaining claims will take some time to work through due to their complexity but that most cases should be closed by the end of 2022. Some complex land cases have been lodged with RAS following recent land slide events. Landslip claims from Granity are approaching finalisation with RAS now receiving a number of queries around contract works insurance and future insurability. RAS is not aware of any homeowners unable to secure ongoing insurance in Westport, despite one insurer withdrawing from segments of the market there.

RAS had people on the ground in Nelson immediately following their natural disaster event in late August 2022. Staff attended community events along with the Insurance Council of New Zealand (ICNZ) and hosted homeowners at the temporary Nelson information hub. The key message from RAS to homeowners continues to be to contact their Insurer and come into the RAS service if support is required. It is anticipated that further on-the-ground support will be required in the next three to four weeks as RAS works with the local authorities and community groups to identify need. This weather event has also created some demand from Wellington, with one claim currently being managed by Community Law.

The Gisborne Regional Council has also approached RAS following their flooding event in March 2022. At the time of writing this report RAS has two people on the ground in Gisborne providing support to approximately 12 homeowners identified by the Gisborne Council.

f. EQC Enquiry Response

GCCRS continues to work with MBIE on the response to the EQC Public Inquiry recommendation to establish a standing dispute resolution service. Engagement with stakeholders has continued over the period with significant progress on scope and scale.

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Greater Christchurch Claims Resolution Service Report

Wellbeing Team Report: Courageous Conversations and Transition Planning

Courageous Conversations

Human nature is to protect therefore having the hard conversations can feel confronting. Courageous conversations are those conversations which you initiate to discuss the issues that you would rather avoid – the 'undiscussable'. They will often take the most courage and require you to speak candidly and listen openly and are often the ones that make the biggest impact. As a wellbeing team we have noticed that it has been a trend over the last quarter that both case managers, advocates and whanau members have struggled to have those conversations.

One example has been that one of the homeowners was not given the correct information about their claim. The decision around this was because it may cause impact to the homeowner and could tarnish the positive rapport that had been built. It took a courageous conversation from the case manager and wellbeing support to talk frankly about the claim. The homeowner, although, upset when the courageous conversation happened was given the space to reflect and come to terms with the reality of their situation. They now have been empowered to make decisions with the correct information and their claim is now moving forward. Without the courageous conversation this claim would not have moved forward, and the homeowner would have been making decisions that were unable to be achieved.

Transition Planning

A transition plan is a document that outlines what the homeowner wants to achieve over their time in service but also beyond. It should be created to support not only their claim but what life looks after the claim. A trend that we have seen over the last quarter has been the need for robust transition out of service. If we can be predictable and create a safe plan this helps the people that are being supported in service to look at what life looks like after the claim is resolved this is beneficial for all parties. This preplanning allows the homeowner to share where their values lie and can support both the case manager and support teams to gently shape a plan to achieve this. It supports the prioritisation of what we should be targeting in terms of repair strategy and preparing the homeowner for life after the claim.

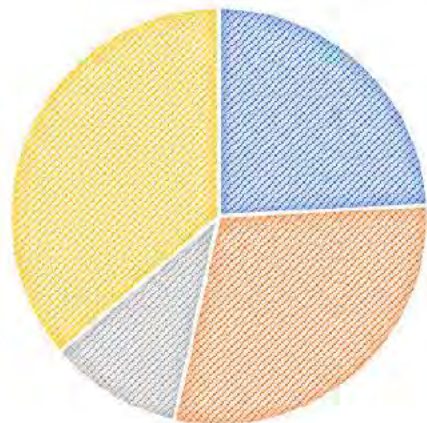
An example of this over the last quarter is a couple who have been within the GCCRS system for awhile, their claim did not go to plan and what supported their ability to cope was the ability to create a transition plan out of the services. They have now successfully been shifted out of the GCCRS system into mainstream social services where they are receiving the support they need to build back their lives.

Days in Service

Median: 157

Average: 329

DAYS IN SERVICE

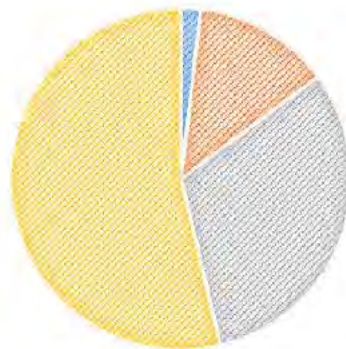


Categories ▾

- 0-100
- 101-200
- 201-300
- 300+

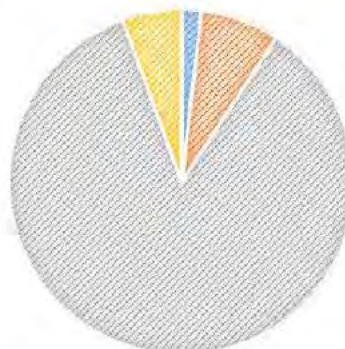
AGE BREAKDOWN

30-39 40-49 50-59 60+



ETHNICITY BREAKDOWN

Pacific Other NZ Pakeha Maori



6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Greater Christchurch
Claims Resolution Service

Director's Report

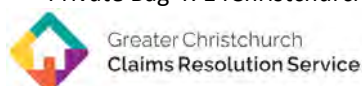
December 2022

1. GCCRS Numbers
2. IDRS
3. Engineering Update
4. Wellbeing Update
5. Operational Update
 - a) Call Centre Update
 - b) Case Manager Update
 - c) Portal Usage
 - d) Health and Safety
 - e) Restructure
 - f) Westport / Gisborne / Nelson
 - g) TOKA TŪ AKE EQC Enquiry Response
6. Key
7. Appendix A: Wellbeing Report
8. Appendix B: Case Manager Transfer Survey

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624 327



Greater Christchurch
Claims Resolution Service

Website: www.gccrs.govt.nz Phone: 0508



Executive Summary

Over the past quarter the Greater Christchurch Claims Resolution Service (GCCRS) has continued its focus on supporting homeowners with their claims from the Canterbury Earthquake Sequence (CES). The Residential Advisory Service (RAS) is active in supporting homeowners affected by the Westport, Gisborne and Nelson flooding events.

Work in the CES was challenging in the quarter with more cases coming into the service than were closed. September 2022 was particularly difficult with 37 cases opened and only 19 closed. November proved to be a more resilient month with 42 opened and 61 closed however the quarter as a whole saw a net increase of 5 claims.

Toka Tū Ake EQC continues to dominate the claims coming into the service with 91.2% of all claims. Third party insurers continue to close more claims than are being opened with Southern Response now down to 39 claims from its peak in November 2020 of 120 claims. Private insurers have 71 open claims from their peak in March 2020 of 182 claims.

GCCRS notes a move away from homeowners accepting full and final cash settlements with more focus on incurring the costs as per the Policy/Act. Anecdotally this is due to the impact of inflation on the construction sector and the risks associated with that.

Satisfaction survey data maintains its strength with 89% of homeowners who responded to our survey saying they would recommend GCCRS to others with 78% stating that their wellbeing had improved as a result of the support provided by GCCRS.

GCCRS and Toka Tū Ake EQC continue to run Claims Clinics to focus on the most challenging claims with GCCRS focussing attention on the claims that have been with us the longest. Individual reviews have been completed on all claims that came into the service prior to December 2020. Of the cases opened in 2018 only 2% remain open with GCCRS, 4% for 2019 and 7% for 2020.

GCCRS has completed a recent restructure with the retirement of Ken Pope after his 44 years service to the public. Nik Behrens is the new Manager Case Resolution with Kirsty Hamilton coming back to GCCRS as a Principal Advisor.

GCCRS remains focussed on supporting MBIE in its response to the Toka Tū Ake EQC Inquiry recommendation on the provision of a standing dispute resolution mechanism.

A handwritten signature in black ink, appearing to be 'D. Wright', enclosed within a large, loopy oval shape.

Darren Wright

Director, GCCRS

National Manager, RAS



1. GCCRS Numbers



As at the 1st of December 2022, GCCRS has received 3,956 cases (up 130 cases or 3.4% since the previous period) into the service and has closed 3,295 cases (up 125 cases or 3.9%). GCCRS is currently managing 661 open cases across 10 Case Managers, up from 656 in the previous period. The average number of cases closed across the quarter at 41.7 per month is lower than the 12-month average of 54.8 and significantly lower than the average for the same quarter last year of 72 cases per month. The last time GCCRS closed less cases than it opened for two consecutive months was October 2020.

There are a number of head winds facing GCCRS that may have contributed to this short term decline in case settlement. These include the reduction by 3 Case Managers in June 2022 which resulted in approx. 120 cases being reallocated across the remaining staff. This change has taken time to work through for Case Managers along with sickness and the impact of Covid, Westport and Nelson flooding events, stronger than forecast demand and changes to the economy, in particular building cost inflation which has resulted in less people accepting cash settlements and instead choosing to incur the costs. These cases often take longer to resolve as GCCRS involvement is required through to at least contract signing with the builder (see Outcomes in report).

It is encouraging that November closed 61 cases whilst opening only 41 but the September closure rate of 19 is the lowest closure rate since the launch of GCCRS.

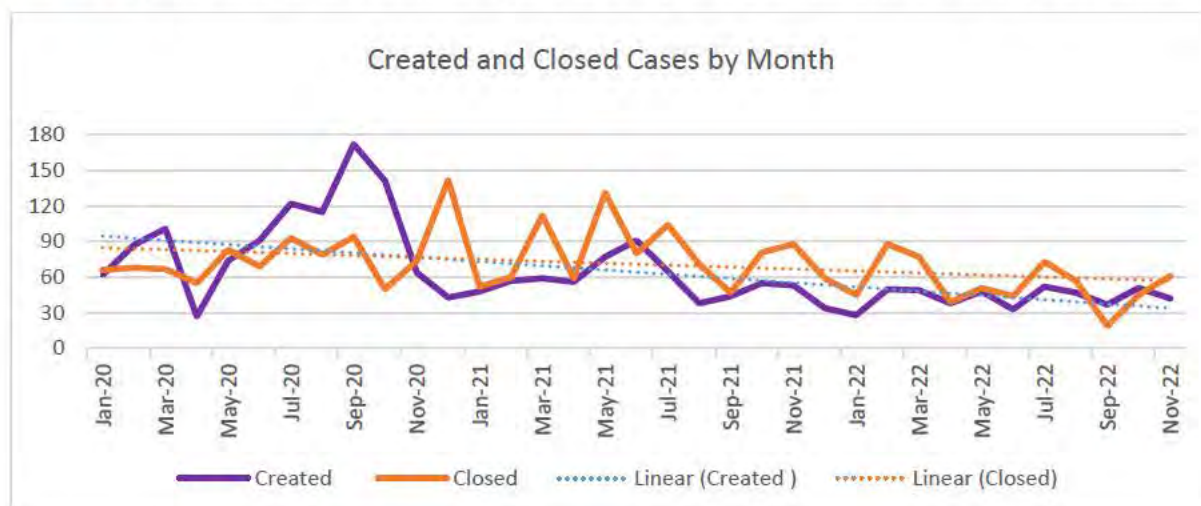
Despite the challenges in the quarter the overall trend remains firmly in a downward trajectory.



*Triage for GCCRS is the process of making an initial assessment of a claim and then using that assessment to decide the best mechanism for settling the claim. A Primary Triage is carried out by the call centre to assign the claim to a Case Manager followed by a Secondary Triage by the Case Manager to define the issues and set the claim settlement programme in place.



The monthly case development shows the impact of the very low September closure rates as set out above.



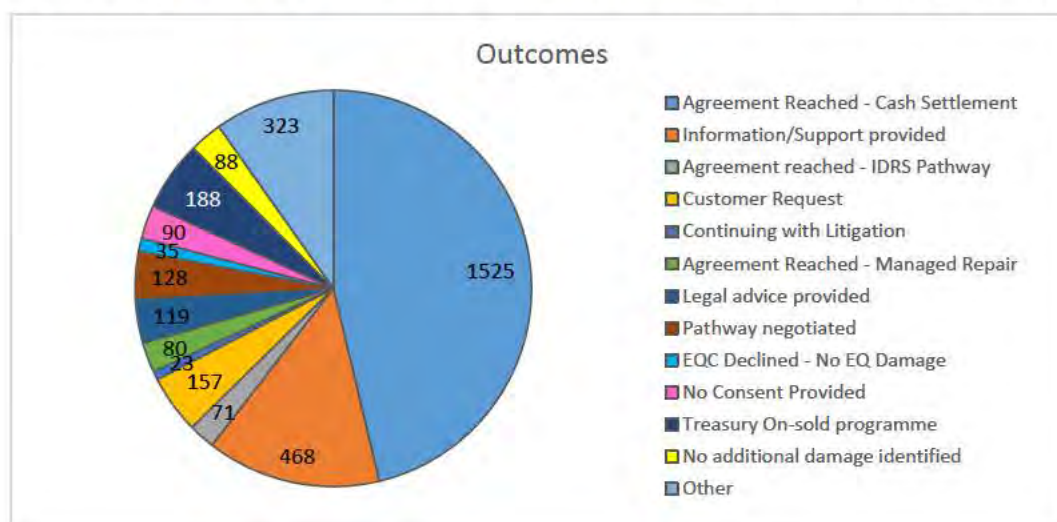
Outcomes

Of the 125 cases closed during this period, 41 cases were categorised as “*Agreement Reached Cash Settlement*”, accounting for 32.8% of all cases settled, down from 38.1% last period. This reduction now appears to be a trend as the long term average for this category is 48.1%. This trend supports anecdotal evidence that the impact of inflation on the construction sector has increased the nervousness for homeowners to accept cash. This period also showed 25 cases settled as “*Information/Support Provided*” (up 20.0% from the previous period).

Again, there are a significant number of cases closing in “*Treasury On Sold Programme*” with 13 cases closed or 10.4% for the period. This stronger closure rate for the On Sold Programme is a consistent trend with 14.4% of cases last quarter.

Auditing of the portfolio continues to be a priority with 2 cases closed for the quarter due to the homeowner’s refusal to provide a signed consent form. Perhaps most significant is the number of cases where the homeowner has accepted a settlement based on a Cost Incurred repair, this increased by 10 cases for the quarter, far higher than the long run average of 5.7%. This reinforces the point made above regarding the impacts of inflation and nervousness. These are the cases where the homeowner carries out the repair of their property with the incremental costs being met by the Insurer/ Toka Tū Ake EQC as per the policy/Act.

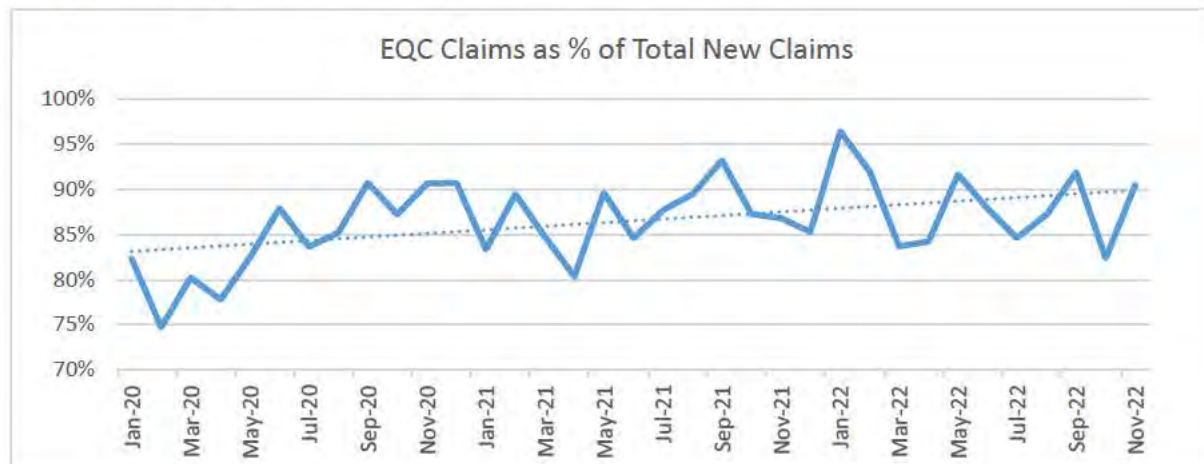
Of note is the very low number of cases where Toka Tū Ake EQC ultimately declined the claim, with only 3 cases or 2.4% being rejected by Toka Tū Ake EQC. This shows the strength of the GCCRS triage process.





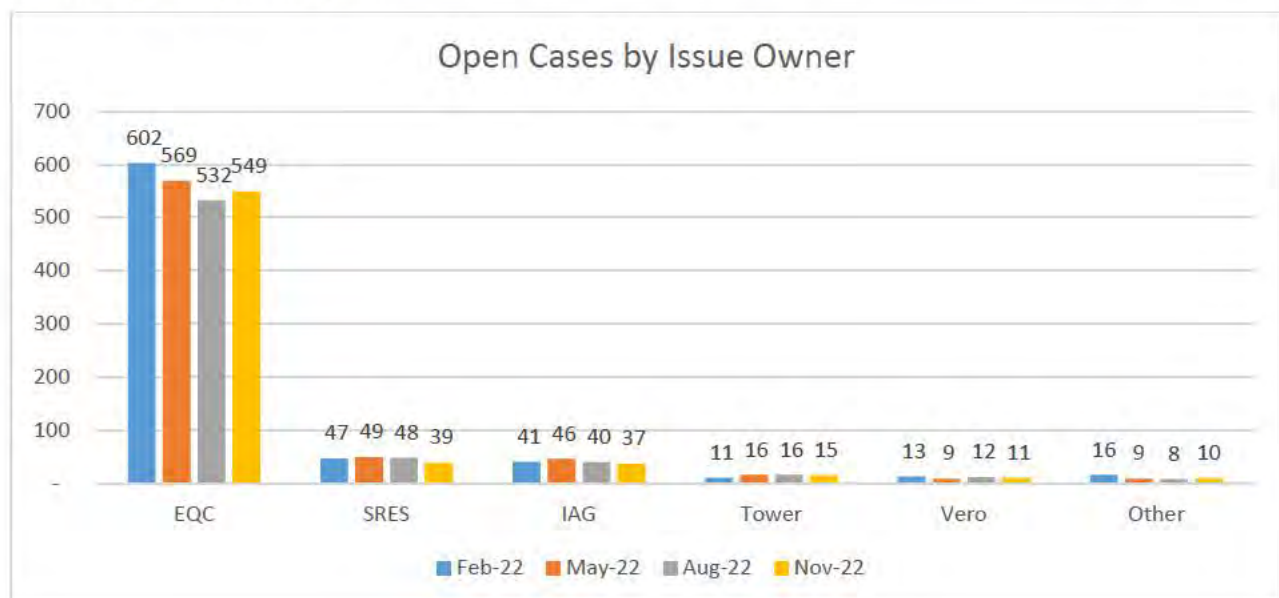
Case Inflow

Toka Tū Ake EQC continues to dominate the number of new cases coming into the service with 114 of the 125 new cases presenting with Toka Tū Ake EQC issues (91.2% of all cases). Of the total new cases, 69 were for on sold properties and 45 Toka Tū Ake EQC BAU.



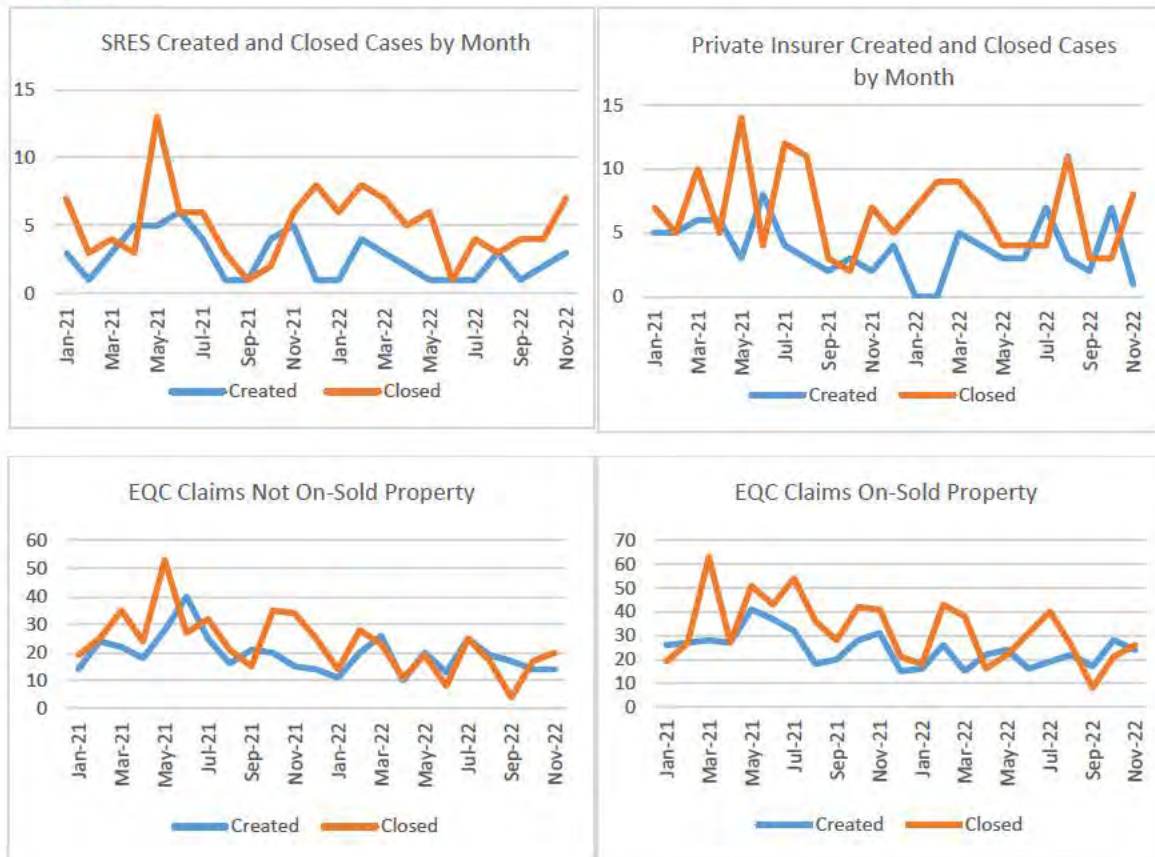
When considering the number of cases being managed by Toka Tū Ake EQC it is also important to include the 6 cases for SRES that came into the service during the period, meaning that Toka Tū Ake EQC managed cases accounted for 96% of all cases that came into GCCRS.

When reviewing the cases by issue owner it is evident that the challenges faced during the period are not equal across the sector. Of the net increase of 5 open cases, Toka Tū Ake EQC accounted for a net increase of 17, SRES a decrease of 9 and other insurers a net decrease of 3. Toka Tū Ake EQC open cases increased from 532 as at the 1st of September 2022 to 549 at the 1st of December. This compares to a 6.5% reduction in Toka Tū Ake EQC cases during the September quarter.



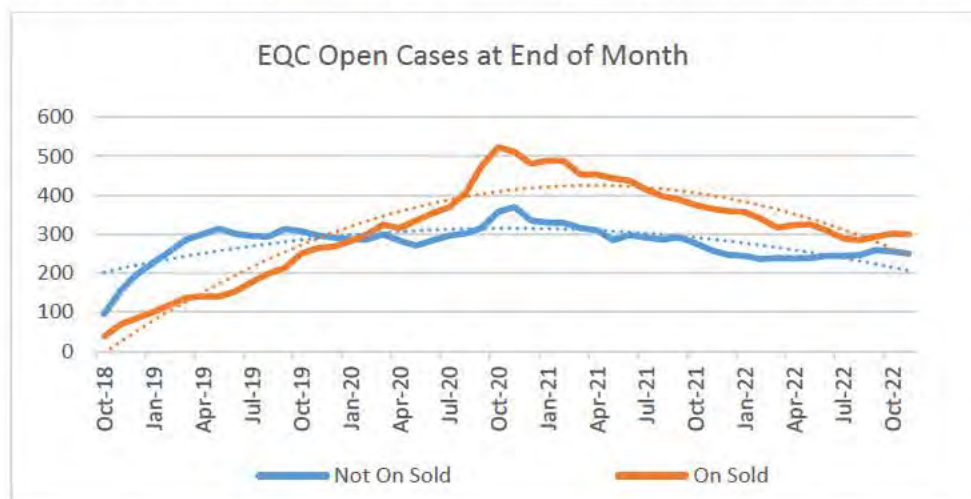


Greater Christchurch Claims Resolution Service



What is perhaps most evident when comparing the insurers is the impact of the slower than expected September numbers. In September alone 34 new cases were opened for Toka Tū Ake EQC compared to only 12 closures. On sold properties closed 8 cases with BAU closing 4. This is perhaps more evident when it is noted that the 12 month average closure for the on sold properties is 25.8 and the BAU 17.6.

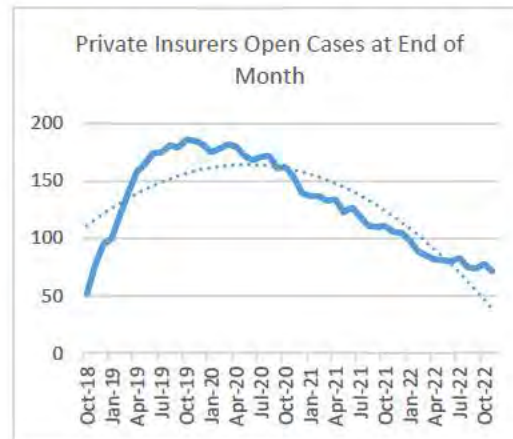
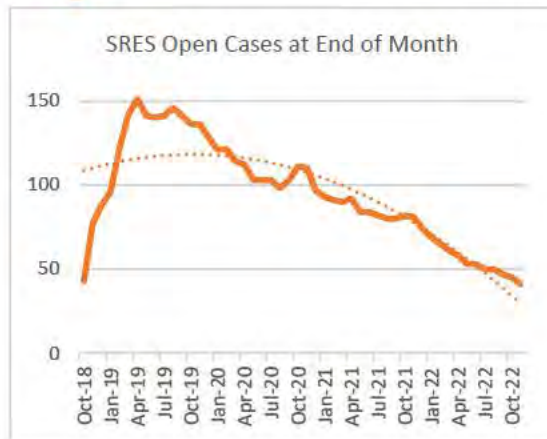
Toka Tū Ake EQC BAU closed 0.91 cases for every one that was opened (up from 0.84 last period) with the On Sold Programme closing 0.79 cases for every one opened (down from 1.76 last period).



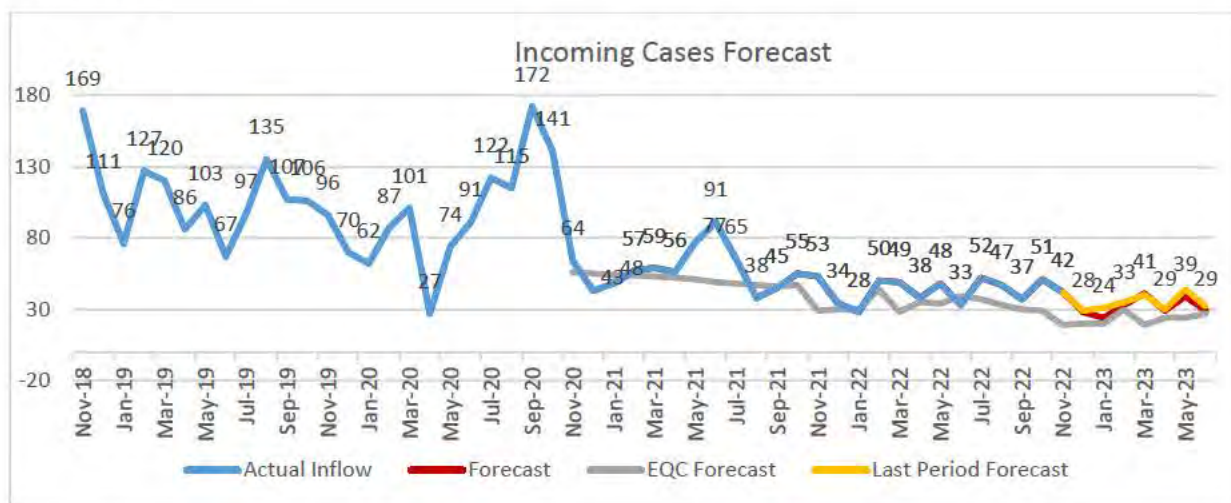
As discussed in the previous report GCCRS and the Toka Tū Ake EQC BAU team have been undertaking Claims Clinics to bring together Case Managers and management to review highly complex cases and jointly seek solutions to move the case forward. These meetings occur on a monthly basis and engage both entities to present challenging cases and work through a settlement process. This has been working well with all cases either settling or agreeing pathways forward. Claims Clinics will continue into 2023 as we look to also focus attention on the Aged Claims numbers in GCCRS.



Greater Christchurch Claims Resolution Service



Forecasting



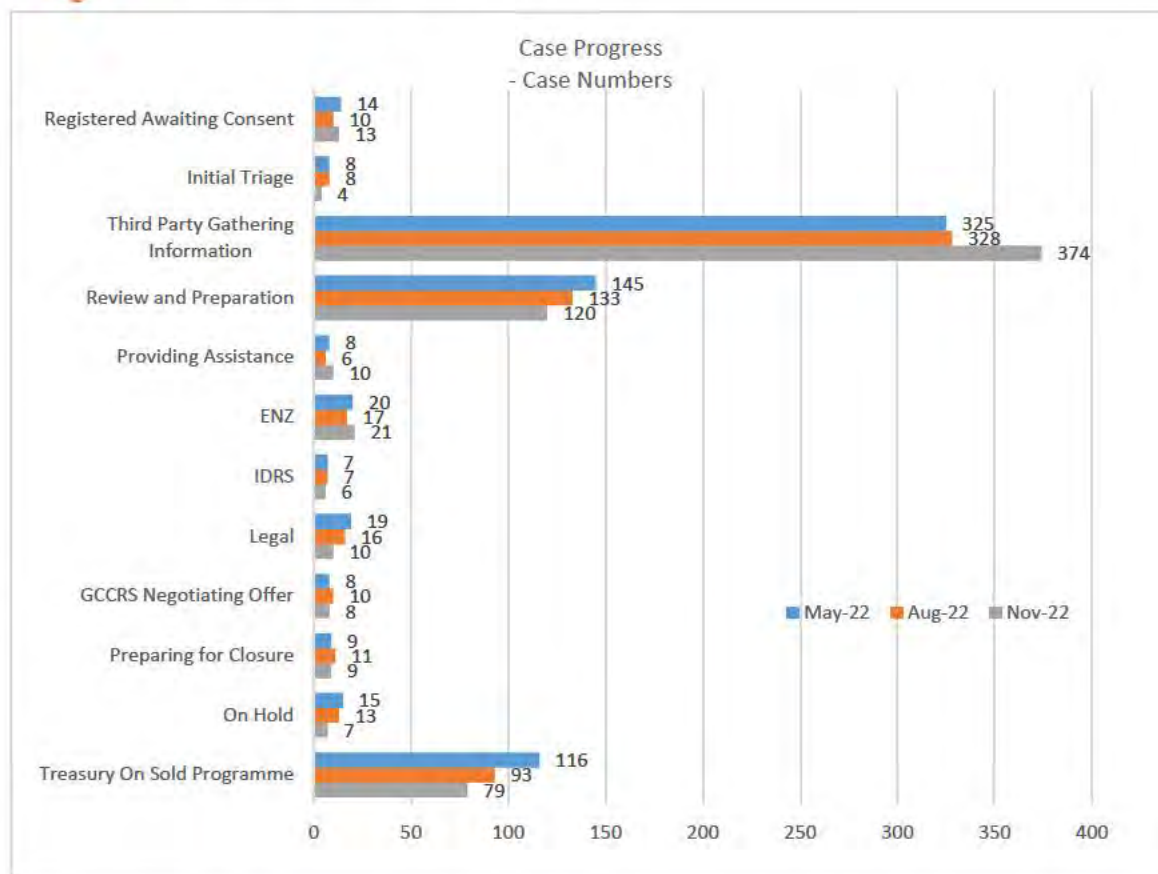
As with previous reports, forecasting demand remains extremely challenging for GCCRS. As noted above new cases coming into the service remain well above the Toka Tū Ake EQC Actuary forecast from late 2020. For the 12 month period Nov 2021 to Dec 2022 there were 509 new cases into the service compared to the forecast of 388. This increase equates to an additional 31.2% or 121 cases.

Case Progress Analysis

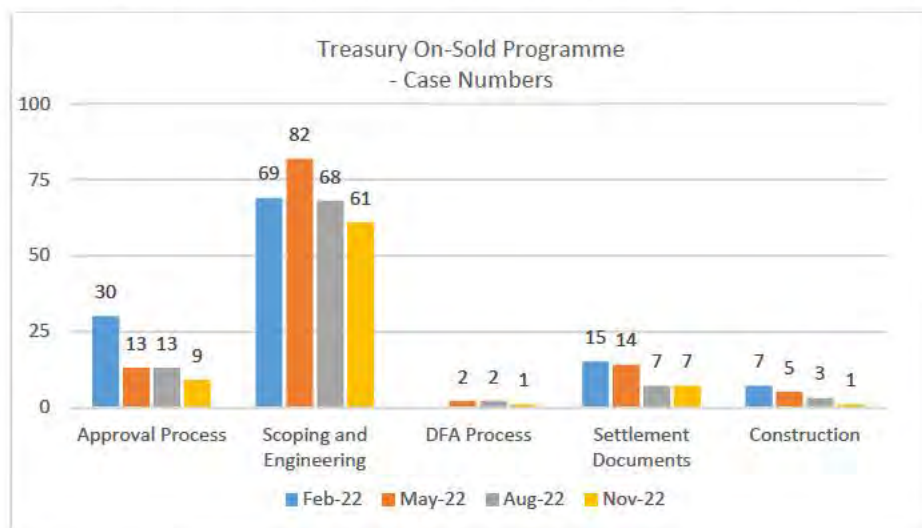
Case progress data looks at the number of cases at each progress point in GCCRS. This data continues to provide insight into the barriers that may exist in the settlement programme. These graphs represent the number of cases in each category.



Greater Christchurch Claims Resolution Service



It is pleasing to see the downward trend with the number of cases in “Review and Preparation” reducing from 145 in May 2022 to 120 in November 2022. This needs to be kept in context of its level of 182 in August 2021 and the peak of 285 in March 2021. The number of cases in “Third Party Gathering Information” has increased from 328 in August 2022 to 374 in November 2022. The reasons for this increase are explored below.

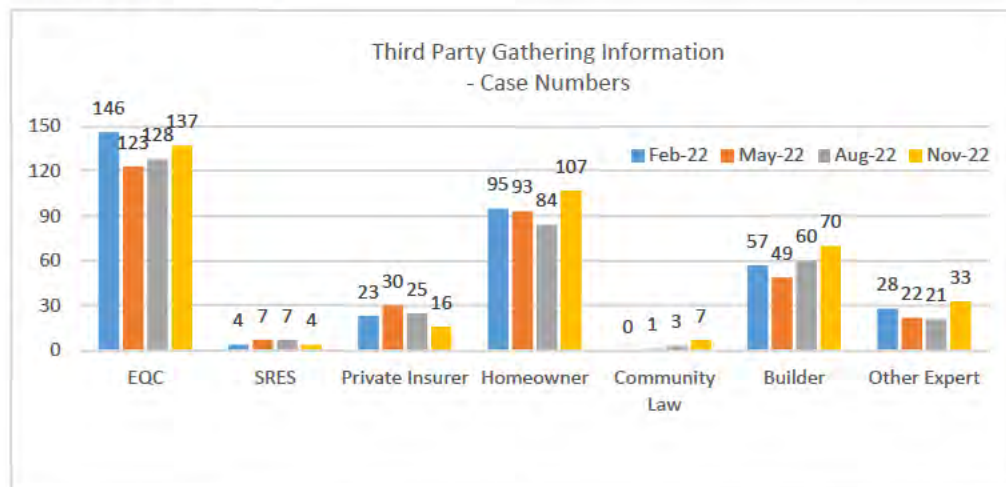


Following the recategorization of cases in the On Sold Programme the data above shows the movement of cases through the process, from 68 waiting for approval in November 2021 to now only 9 in November 2022. Likewise, the number of homeowners ‘scoping’ and in ‘engineering’ has decreased from 91 in November 2021 to 61 in September 2022.

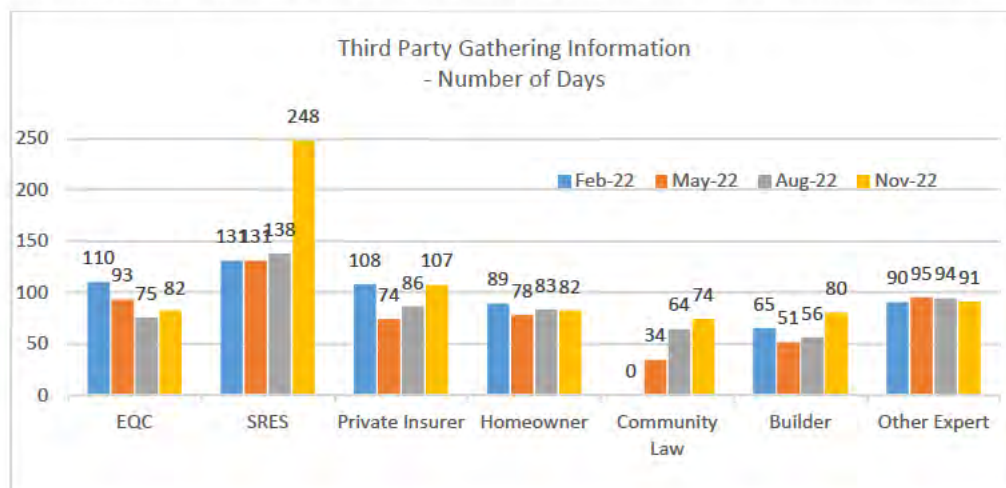
To analyse the Case Progress data further, it is necessary to look at where cases are sitting in each of the categories. These graphs show that cases are not concentrated in one aspect of the service, with Toka Tū Ake EQC having the most cases at 137 followed by 107 sitting with the homeowner, and 70 with the builder. The increase in the number of cases with the homeowner and builder is likely the impact of the On Sold Programme and the new approach being taken by Toka Tū Ake EQC for those on sold properties not in the Programme. For these cases homeowners are required to provide engineers reports, builder’s scopes and costings prior to Toka Tū Ake EQC assessing their liability issues. GCCRS has requested that Toka Tū Ake EQC consider the liability issue



prior to the undertaking of reports but Toka Tū Ake EQC have rejected this as an option. The key issue for GCCRS in these cases is that the homeowner is exposed to the full extent of the damage prior to any acceptance by Toka Tū Ake EQC of the liability.



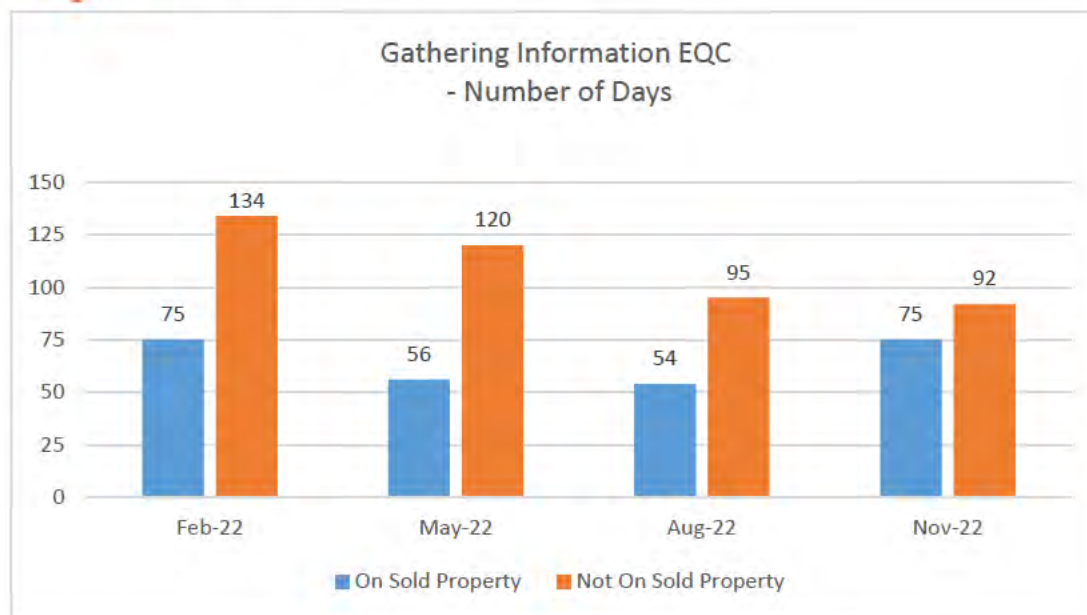
To further analyse the impact of these case numbers, we also look at the time cases are taking in this category.



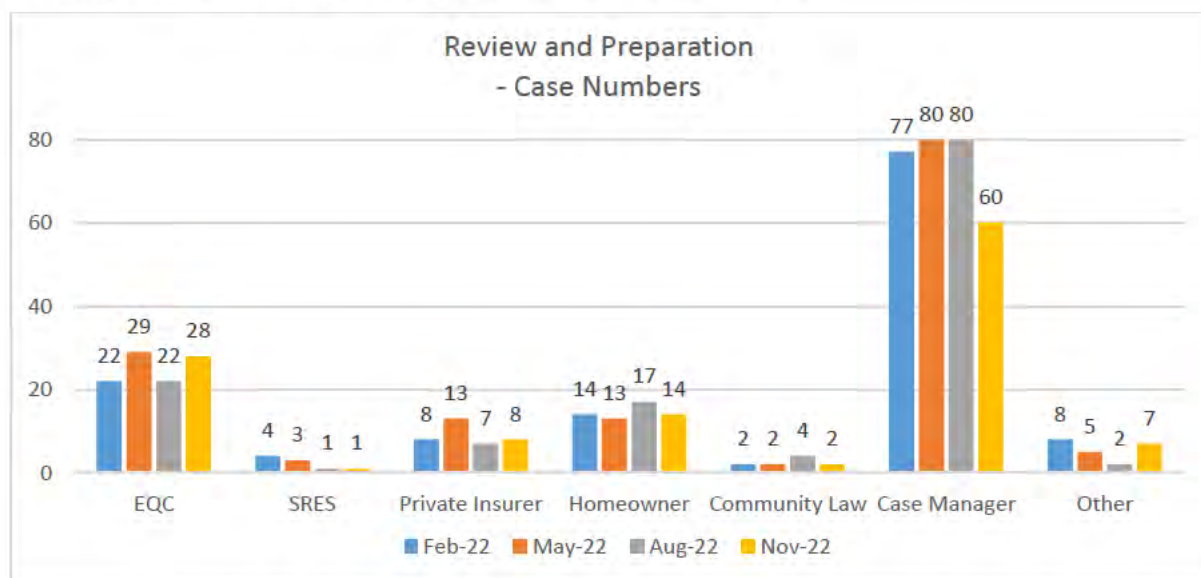
We note that both the number of cases with Toka Tū Ake EQC and the amount of time they are stuck in this process have increased. The time taken for Toka Tū Ake EQC to gather information has increased from 75 days in August 2022 to 82 days in November 2022. The large increase in the time taken for SRES cases needs to be balanced against the very small number of cases in this category (4 in November 2022). Further analysis shows that the change has come about due to the closure of lower period cases and the impact of one particular claim that has been in the system for a significant period of time. That claim is now in scoping and pricing but has had a significant amount of legal input from both parties.

The impact of the small number of cases being managed through the Canterbury Earthquakes Insurance Tribunal (CEIT) by Community Law and the complexity of cases continues to impact the time in the category, with the number of days increasing from 34 in May 2022 to 74 in November 2022. It is important to note the increase in cases that currently sit in this category for Community Law from 3 in August 2022 to 7 in November 2022.

Below is the same data as above, broken down by Toka Tū Ake EQC as "Not On Sold" and "On Sold". It is evident that there is an increase in the on sold properties from 54 days in August 2022 to 75 days in November. As previously noted this is likely due to the new Toka Tū Ake EQC policy on those who have on sold properties but are not in the On Sold Programme.



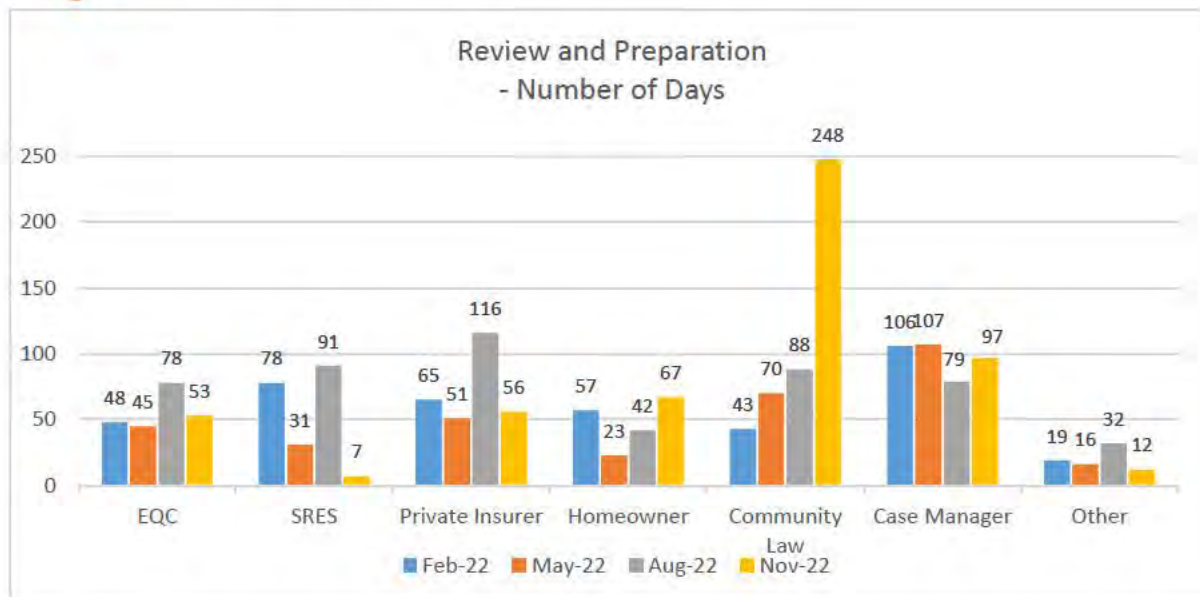
The other critical category monitored by GCCRS is *“Review and Preparation”*.



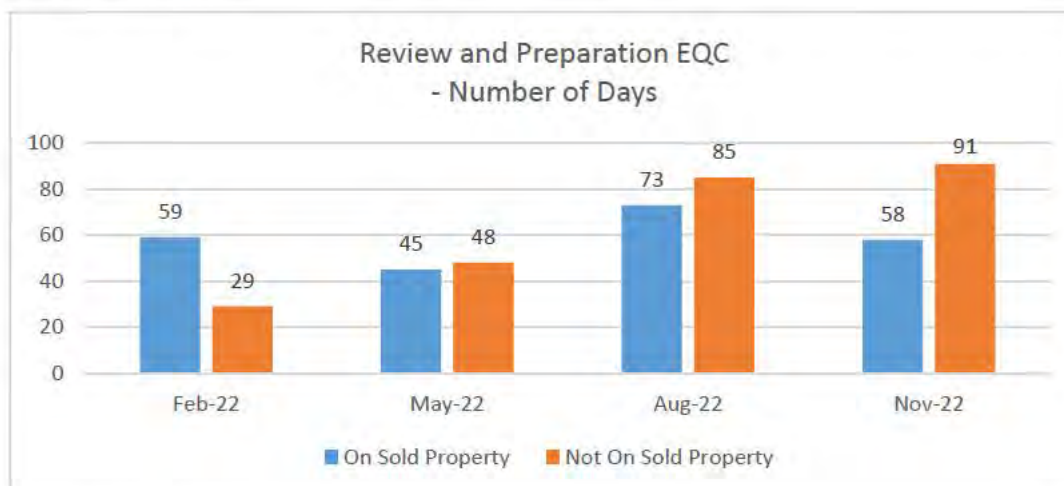
It is very pleasing to see the reduction in the number of cases sitting with GCCRS Case Managers from 80 in August 2022 to 60 in November 2022. Toka Tū Ake EQC shows a small increase from 22 to 28 with Private Insurers flat. It is encouraging to see the reversal of the previous period in the number of cases sitting with homeowners down from 17 to 14.

Again, the most important factor is the time taken by each entity (see below). It is notable that the increase in the number of cases with Toka Tū Ake EQC is not reflected in the time cases are staying in this category with Toka Tū Ake EQC time down from 78 days in August 2022 to 53 in November 2022. This suggests the large number of cases have only recently transferred to *“Review and Preparation”* for Toka Tū Ake EQC. Again, SRES and Insurer data is difficult to analyse given the very small numbers however the time taken with homeowners is significant, up from 42 days in August 2022 to 67 days in November 2022. This is likely down to the on sold issue previously discussed. The very large increase in the time taken with Community Law is heavily impacted by one case that has been with them for 314 days. This case has had a significant number of legal issues that Community Law has been engaging with the Insurers legal team.

The increase in the number of days cases are sitting with Case Managers at GCCRS is a concern and will need monitoring. This has increased from 79 days in August 2022 to 97 in November 2022. This increase will be a focus of the Aged Claims workstream set out later in this report.



Toka Tū Ake EQC data shows that the overall decrease is in the on sold cases from 73 days in August 2022 to 58 days in November.



GCCRS Exit Survey

Questions	This Period	Last Period	Overall
1. Through GCCRS I was able to receive assistance with my claim.	89%	91%	91%
2. I was able to make informed decisions because GCCRS provided me with the information I needed.	89%	91%	88%
3. The guidance I was given by GCCRS was appropriate to my situation.	89%	91%	87%
4. I was kept informed by the progress of my case.	95%	86%	88%
5. My Case Manager acted in a professional manner.	95%	96%	93%
6. I felt my Case Manager understood my situation.	89%	93%	91%
7. My wellbeing has improved as a result of using GCCRS.	78%	81%	79%
8. I would recommend GCCRS to others.	89%	93%	90%

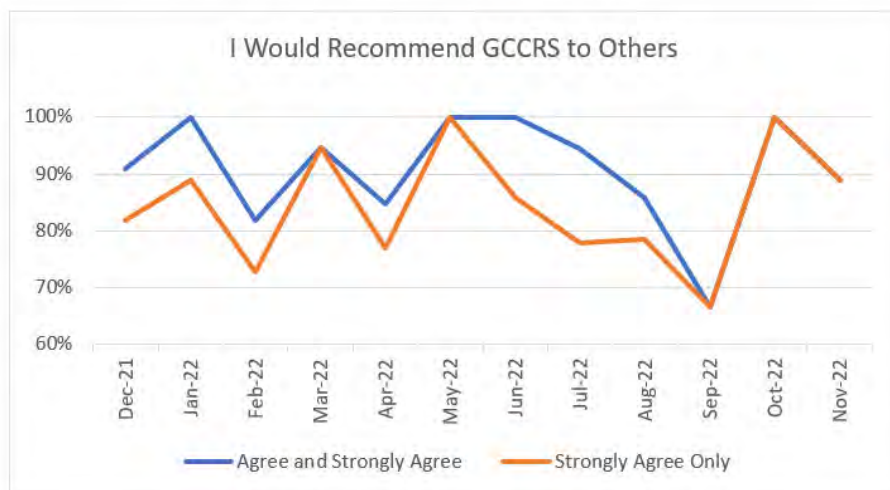


As can be seen above from the sample of homeowners who responded to our satisfaction survey, their satisfaction remains very strong. The last period measured showed a mixed bag of responses across all categories with the most pleasing being the increase in "I was kept informed by the progress of my claim" up from 86% last period to 95% this period. Again, caution is advised with these numbers due to fluctuations that



can be noted from environmental factors, although the data remains encouraging across the board. As this rate reports on the combination of "Agree" and "Strongly Agree" we have separated these out to better understand the positioning of our service.

See below the breakdown of the data for our key measure "I would recommend GCCRS to others". Whilst numbers are down from the peak in May of 100% it remains humbling that 79% of homeowners "Strongly Agree" with this statement.



What is perhaps most interesting is the link between the very low settlement numbers already reported for September 2022 above and the corresponding low satisfaction for that month. It is highly likely that this is a result of a small sample size but may also be due to the difficulty in settling cases during this period.

As discussed in the previous report following feedback from the Homeowner Advisory Group, GCCRS has undertaken a survey of homeowners who have changed their Case Manager as a result of the recent GCCRS people changes. This data is presented in Appendix B to this report.

Homeowner Feedback

A sample of the feedback from homeowners during September 2022 to December 2022 included:

"My Case Manager was incredible from the very get go and my parents and I are absolutely thrilled with the outcome. My parents are quiet and humble and would have never reached out about this if it wasn't for my Case Manager, so really happy she was a voice for my parents."

"My Case Manager was great throughout the entire process. It was not easy with a lot of back and forth with the insurance company however our Case Manager kept us updated enabling us to make well informed and timely decisions. A very big thank you to my Case Manager."

"My experience with you was excellent, and I wish we had involved you earlier! Thank you for your work in helping us bring our case to a conclusion. We feel deep appreciation for your assistance."

"I came late to the GCCRS - 12 years after the earthquake damage to my house, 8 years after the TOKA TŪ AKE EQC's inept attempts at repair and only after my insurers recommended that I make contact. I was so glad that I did as the helpful and reassuring contacts I had with my Case Manager eased the way through the settlement of my claim with the insurers. This is a great service, thanks to MBIE for the funding!"

"Having previously faced the challenges of dealing with TOKA TŪ AKE EQC we were delighted with the customer focussed support of GCCRS. We recommend your service unreservedly."

"We were provided with exceptional service and were able to get the claim resolved after more than two years of it originally being reopened. We were communicated throughout the process, explained all the intricacies, provided with advice and options. Thank you so much!"

"Thank you so much for your time, advice and support. Without it I probably would have buckled under ... pressure and always doubted that I was treated fairly. At least GCCRS involvement and hopefully the tribunal, will have

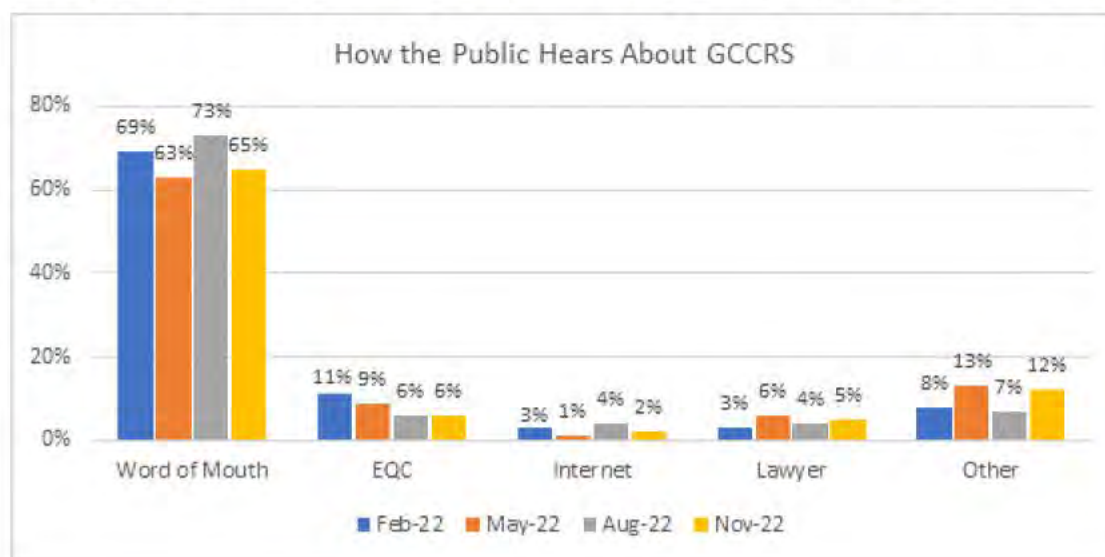


provided some respite and whatever the outcome I think I can be satisfied that it will be a fair process. Again thank you for your help."

"Thank you very much for all the support and guidance. We truly believe that your input has been invaluable in getting us repaired and home."

How the public hears about us

GCCRS tracks how people come into our service, so that we can understand both the marketing and perhaps more importantly the performance of our service. "Word of Mouth" referrals into GCCRS have decreased to 65% for November 2022 from the previous period in August 2022 of 73%. GCCRS has noted a significant increase in the number of cases being referred by builders, particularly for properties that are on sold. The high level of "Word of Mouth" referrals is testament to the excellent work of GCCRS Case Managers and the wider team.

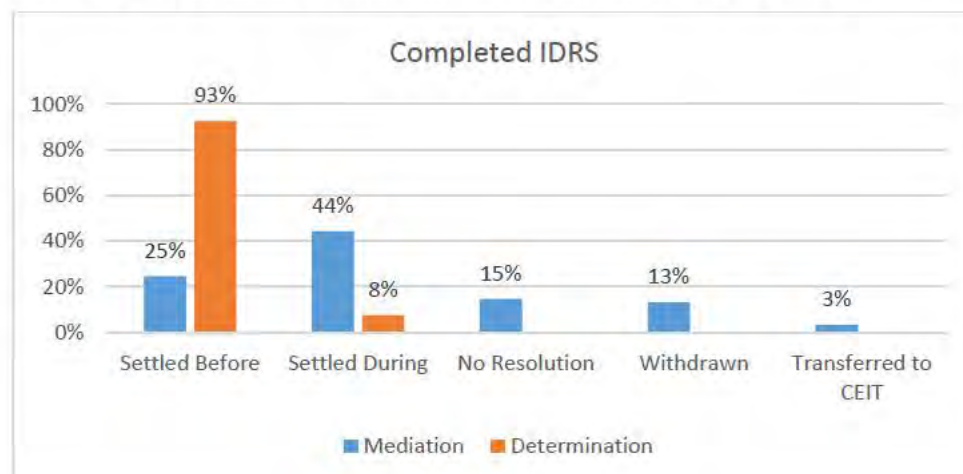


2. IDRS Update

As at the 1st of December 2022 the GCCRS has seven open mediation cases. One mediation has been booked in with a confirmed date in December and GCCRS are actively working on confirming a date and members for another case. There are five cases that currently require no action from GCCRS as we are either awaiting the signed IDRS agreement from all parties or the insurer is engaging with the homeowner directly to progress the claim.

Currently there is one determination being worked on with no confirmed date for a hearing.

During this report period we closed three IDRS cases: one mediation case settled during the mediation, one mediation was withdrawn, and one determination settled before the hearing.



As per a request from the Homeowner Advisory Group the raw data is as follows:

Total Open Mediations	7
Total Open Determinations	1

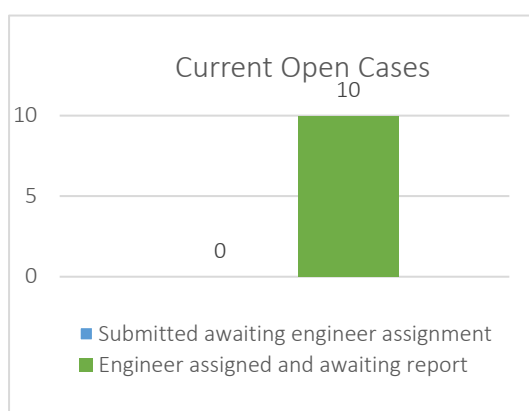
Total Closed Mediations	61
Settled During	27
Settled Before	15
Withdrawn	8
Transferred to CEIT	2
No Resolution	9

Total Closed Determinations	40
Settled During	3
Settled Before	37
Withdrawn	0
Transferred to CEIT	0

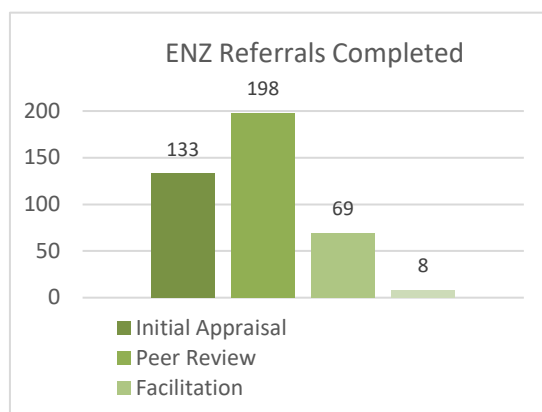
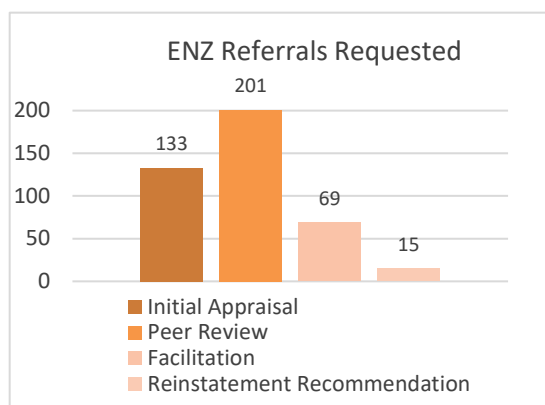
Total Closed Cases	101
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3. Engineering Update

As at the end of November there were 10 open cases submitted to Engineering New Zealand awaiting completion. All referrals have been assigned to engineers and are either awaiting site visits or reports to be completed.



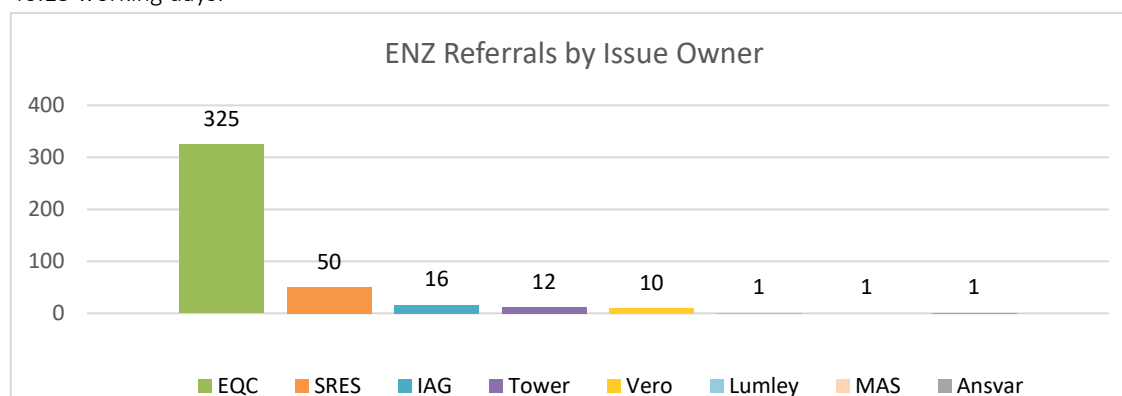
Overall there have been 418 cases submitted and, of these, 408 have been completed. Peer reviews continue to be the most common type of referral with 48% of referrals submitted requesting this service. There is increased demand for Reinstatement Recommendations with four referrals this period and 15 total.



The average time taken to assign an engineer from the date on which GCCRS provides a full submission is currently 15.44 working days, down from the previous period of 15.86 working days. The average time taken from the date



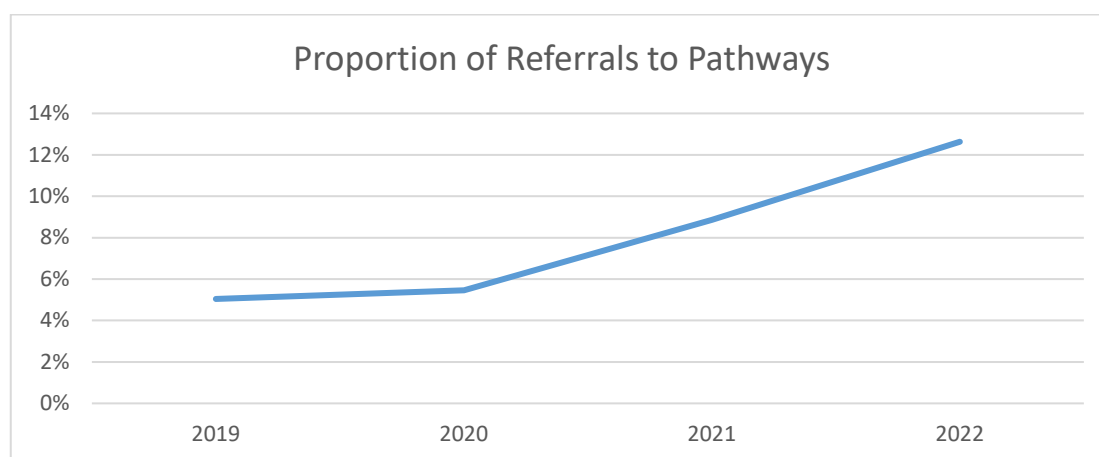
of engineer assignment to provision of the report is 40.07 working days, slightly down from the previous period of 40.15 working days.



4. Wellbeing Update

Pathways Report Update, see attached Appendix A.

Following a request from the Wellbeing Advisory Group analysis has been completed on the number of cases being referred to Pathways from GCCRS. Analysis shows that in 2019, 60 cases were referred, 2020 41 cases, 2021 36 cases and in 2022 (ytd) 38 cases. When comparing the total number of cases as a proportion we see a significant upswing in the cases being referred.



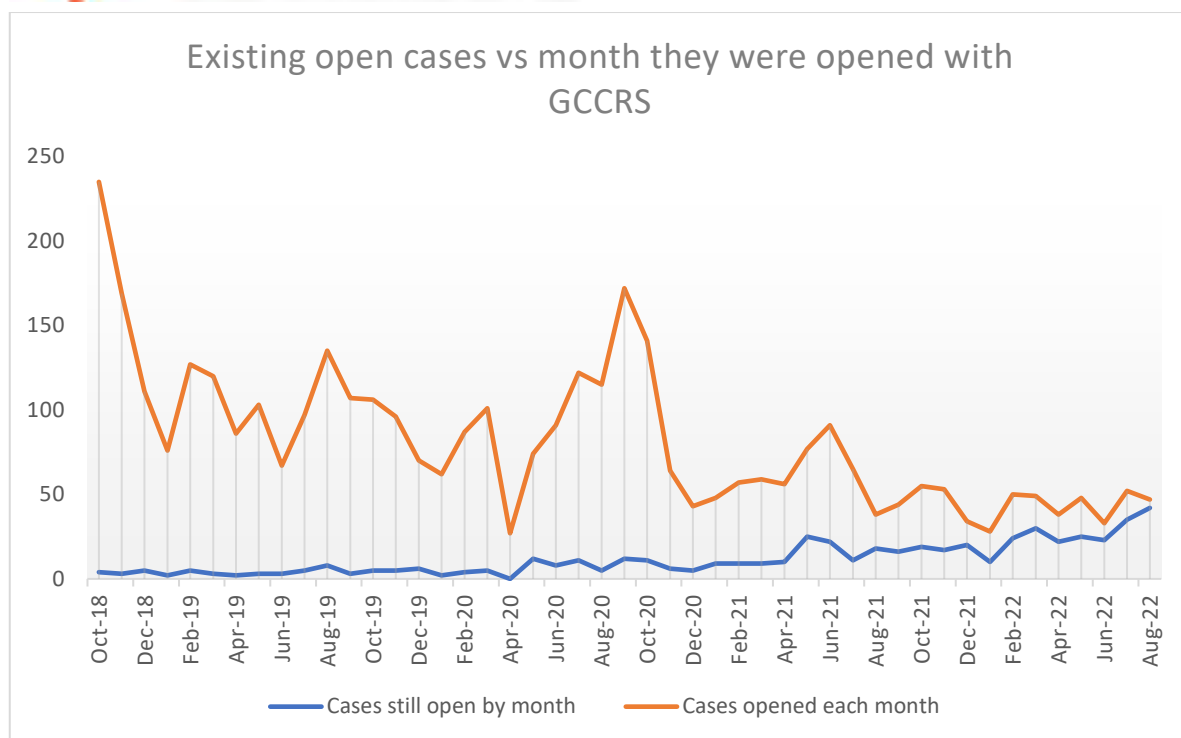
In 2022 13% of all cases into the service presented with challenging wellbeing issues requiring a referral to Pathways up from 5% in 2019. This supports anecdotal evidence to date of the increasing complexity of cases for the service and the corresponding challenges with settlement.

In addition to the Pathways programme for homeowners, GCCRS continues to run its internal wellbeing support package. All front facing staff will be participating in the CoLiberate Mental Health First Response refresher course in February 2022.

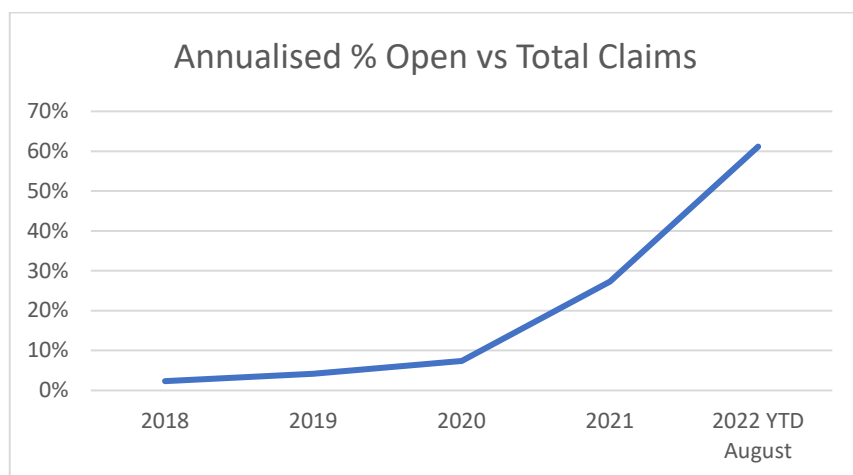
5. Operational Update

a. Aged Claims Study

Following the challenges of the previous quarter and a request from a member of the Advisory Panel GCCRS has now reviewed all cases in the service that registered prior to December 2020.



The graph above shows the cases opened by the month they came into the service and the relative number of those cases still in the service. Of the 515 cases registered in 2018 only 2% or 12 cases remained open as of the 1st of December 2022. Likewise 4% remain open from 2019 and 7% from 2020. By far the largest cohort of cases are from 2022 with 61% of all current open cases having registered during 2022 and 27% from 2021. Of all cases currently with the service 88% are from 2021 and 2022.



In order to understand this better the Director and Manager Case Resolution have now reviewed all 145 cases registered prior to December 2020.

Of the 12 cases registered in 2018, 33% are with the homeowner, 8% with Toka Tū Ake EQC and 34% with Insurers, including SRES. The majority of the cases with SRES and Insurers have recently gone over cap. 10 of the 12 cases are in the final stages of settlement, being either final scoping and pricing or settlement review, 1 case is with Community Law and 1 case is being transferred to the CEIT.

Of the cases registered during 2019 and 2020, 14% are with Toka Tū Ake EQC, 10% with the Insurer, 3% with SRES. 46% of cases are either with the homeowner or their builder and 10% with engineers. Many of these cases are in the On Sold Programme and were unable to move forward until the launch of the programme. In most cases GCCRS remains involved due to the complexity of the claim or the wellbeing of the homeowner.

Having reviewed all cases GCCRS are comfortable that all either have a pathway to resolution or will settle soon. These cases have dominated the Claims Clinics with Toka Tū Ake EQC and will remain a focus of attention going forward.



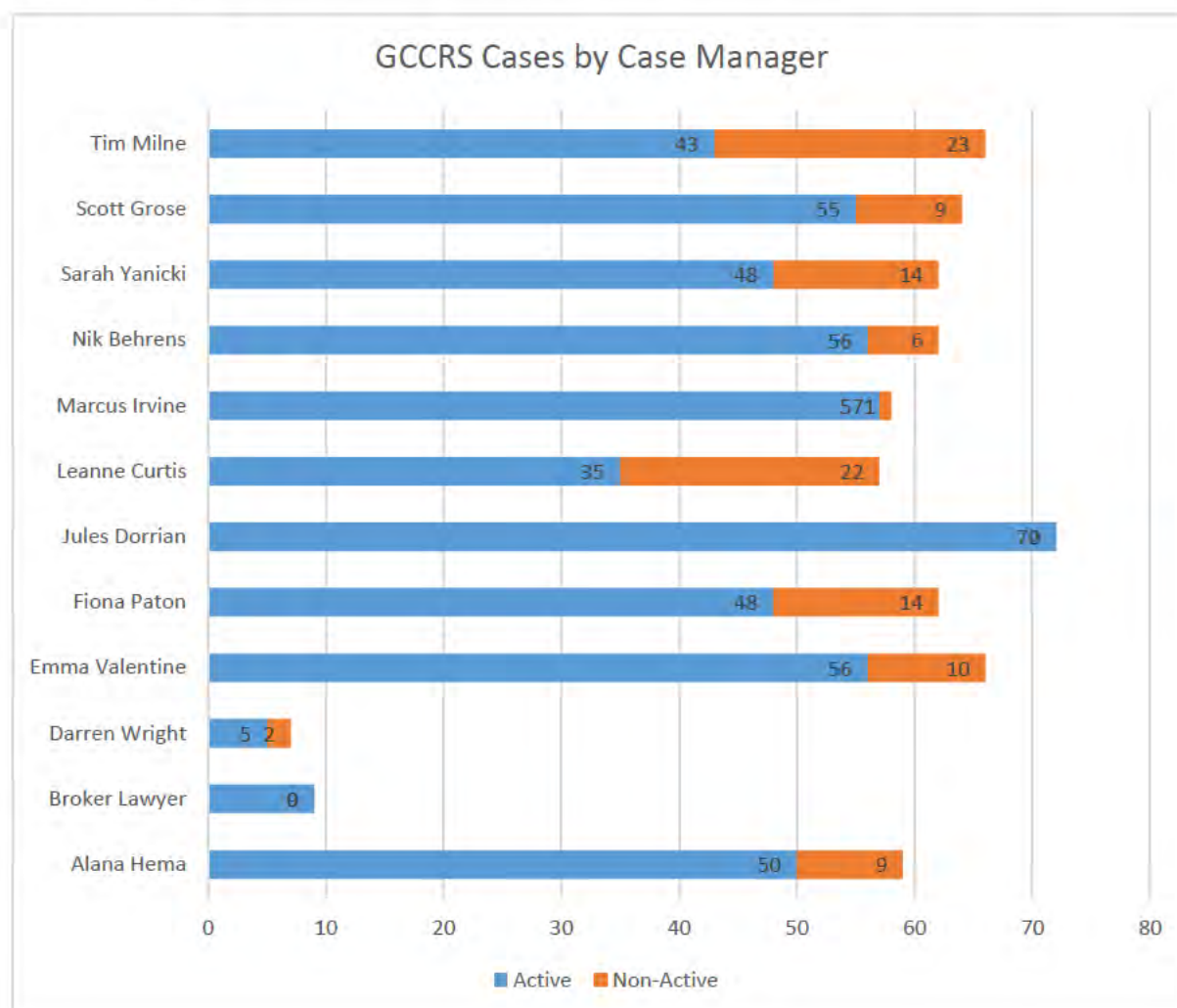
It is worth noting that a large proportion of the cases for 2018 to 2020 are sitting with the homeowner at 23%. GCCRS acknowledges that in many of these cases the homeowner is experiencing challenging circumstances that can make progress difficult. GCCRS remains committed to keeping the homeowner at the centre of what we do and travelling the pathway that best suits the homeowner. Where that pathway is necessarily long GCCRS will continue to support the homeowner as they require.

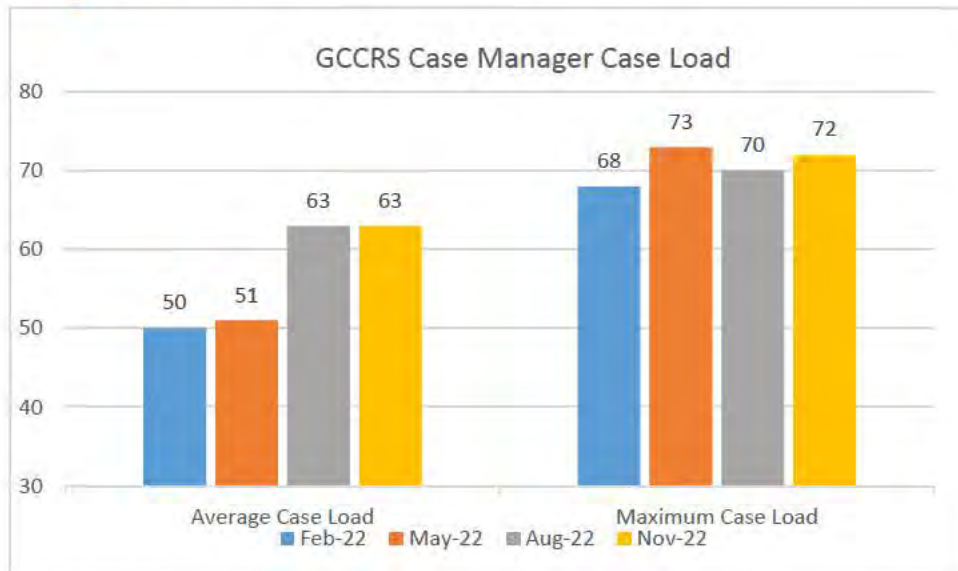
b. Call Centre Update

The GCCRS call centre responded to 35 calls and voicemails during November. Call volumes this year have remained low, averaging 43 calls per month compared to the 2021 average of 81 calls per month. The main reason for calls during November were homeowners wanting to speak to a Case Manager for initial advice over the phone. It is important to note that reduced call numbers have been matched by a significant decrease in staffing in this space for GCCRS. At the launch of the service GCCRS had five dedicated call centre staff compared to the 0.3 staff today.

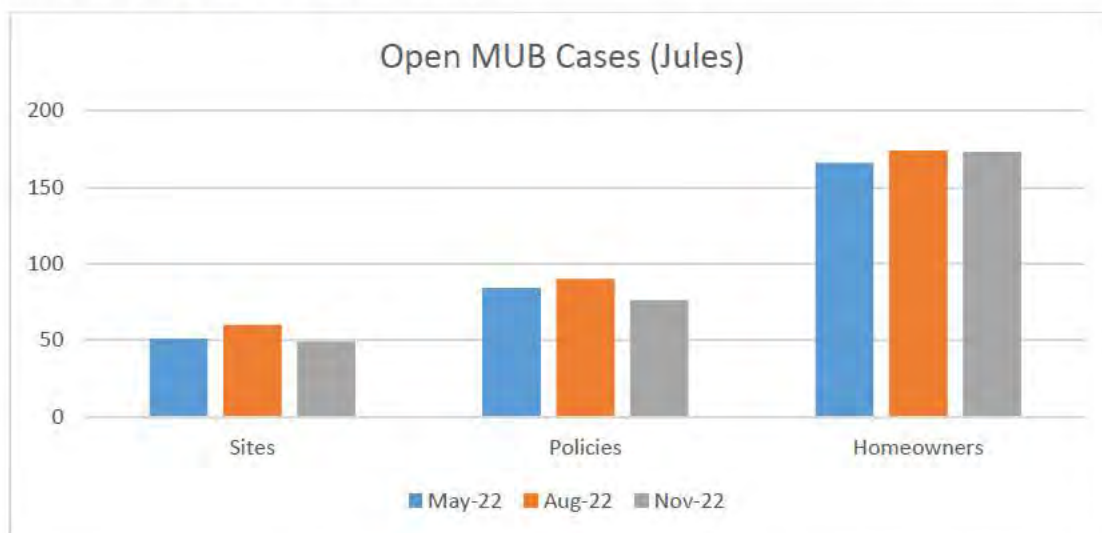
c. Case Manager Update

As previously noted, GCCRS reduced the number of Case Managers during the previous reporting period from 13 to 10. Whilst this resulted in a significant spike in cases for some Case Managers (peaking at 80 cases), this continues as a focus with all Case Managers now at or under 70 open cases. Work has been done to focus on the number of cases being actively managed, and those cases where we are awaiting reports or other aspect that is going to take longer than three months. As can be noted below, a significant number of cases are not currently requiring active management, a factor that is being keenly noted when considering a RAS response to other weather events.



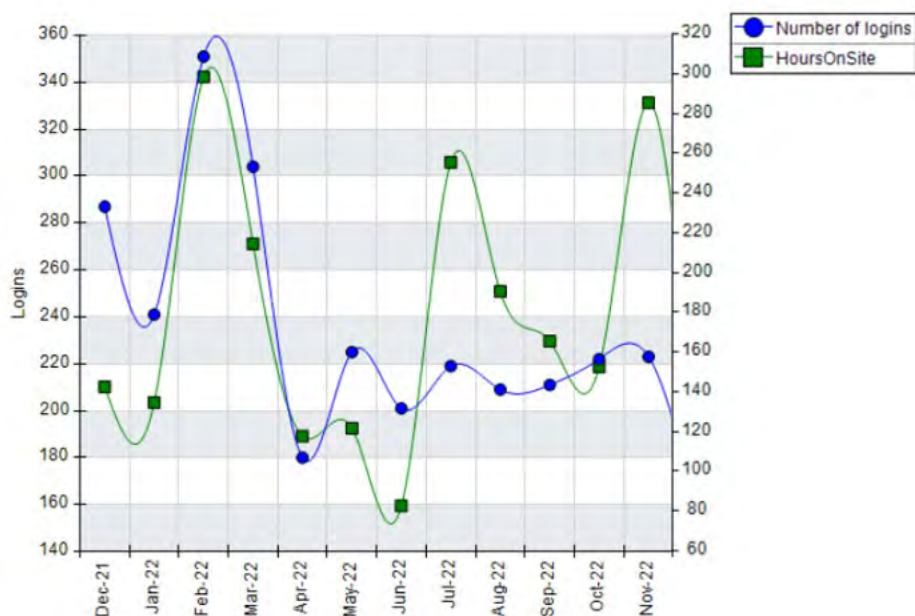


Multi-unit building (MUB) cases have reduced over the previous period with the number of overall sites reducing from 60 in August 2022 to 49 in November. Since the launch of GCCRS the MUB Specialist has now closed 304 sites supporting 545 individual homeowners.



d. Portal Usage

There were 66 individual users of the homeowner portal in November, the same number as August. November recorded 223 total logins, up from 209 logins in August. There was 286 hours of combined portal activity across all users, significantly more than August which recorded 191 hours. The average session time was 77 minutes per user for November compared to 55 minutes in August.



e. Health and Safety

There were no Health and Safety issues during the period.

f. Restructure

During the reporting period GCCRS carried out a restructure to ensure services are fit for purpose. With the retirement of Ken Pope as the National Manager of the Residential Advisory Service and Manager GCCRS after 44 years of public service a review has been undertaken. We are pleased to announce that as a result of that work Kirsty Hamilton has re-joined the team as Principal Advisor and Nik Behrens has taken up a new role as Manager Case Resolution. Darren Wright adds the National Manager RAS role to his Director GCCRS role. The Manager Case Resolutions key focus in early 2023 will be the progress of challenging cases through the service.

g. Westport / Gisborne / Nelson / Wellington

RAS continues to provide active support to homeowners in Westport, Gisborne and Nelson as a result of their weather events. RAS has now supported 128 cases in Westport with 2 remaining under management. In Nelson 49 cases have registered with the service with 23 having been closed and a further 26 with open cases. It is anticipated that land damage will pose the greatest challenges in the Nelson/Marlborough response with initial high level Geotech reports due out in late December with site specific reports to follow in late January 2023. RAS intends to have staff on the ground in Nelson throughout late January and early February 2023.

h. TOKA TŪ AKE EQC Enquiry Response

GCCRS continues to work with MBIE on the response to the TOKA TŪ AKE EQC Public Inquiry recommendation to establish a standing dispute resolution service. Engagement with stakeholders has continued over the period with significant progress on scope and scale.



6.0 KEY:

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
HO	Home Owner
TOKA TŪ AKE EQC	Earthquake Commission
SRES	Southern Response
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
MOJ	Ministry of Justice
HOAG	Home Owner Advisory Group
LAG	Legal Advisory Group
DOA	Deed of Assignment
RTM	Round Table Meeting
FT	Finalisation Triage
IA	Initial Assessment
MUB	Multi Unit Building



Appendix A: Wellbeing Report (the following report is Produced by Pathways)

Greater Christchurch Claims Resolution Service Report

GCCRS Quarterly Report

Increased Anxiety

This quarter there has been the highest number of people supported by our service. There has been a clear increase of need from the people being supported for temporary accommodation, community connection and planning for the future. Our team has been working on building effective relationships with short term accommodation service and other social services. This has increased our effectiveness for the people being supported as it takes some of the anxiety out of the process of trying to find short term rentals and moving companies.

The other clear source of anxiety for homeowners is the cost of living and building increase. All our staff have been facilitating conversations re cutting down costs, looking at best mortgage rates and consolidating loans. One of the pressure points that we have seen trend across the years but has become more of a strain in recent months are the large advocate bills that homeowners are paying off, this has meant that often they will use their pay out to pay off the advocates and then have to cover the shortfall with their own budget. This slows down the process of being able to effectively move on and have closure from the earthquake repairs process.

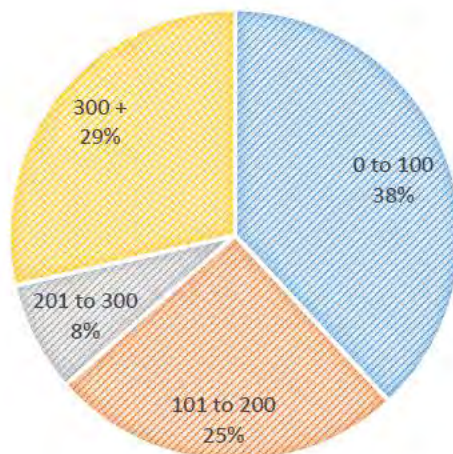
Feedback from the homeowners that we support, is that having the conversation/ brainstorm session with our staff not only allows them the space to process openly what is going on for them but gives them a holistic overview of their situation to help them prioritise where they should be putting their time and energy into. The positive outcomes that we have seen have been homeowners' ability to see the joy in their lives again, the ability to turn off the constant worry about their claim and take back some of the control that the claim had over their lives.



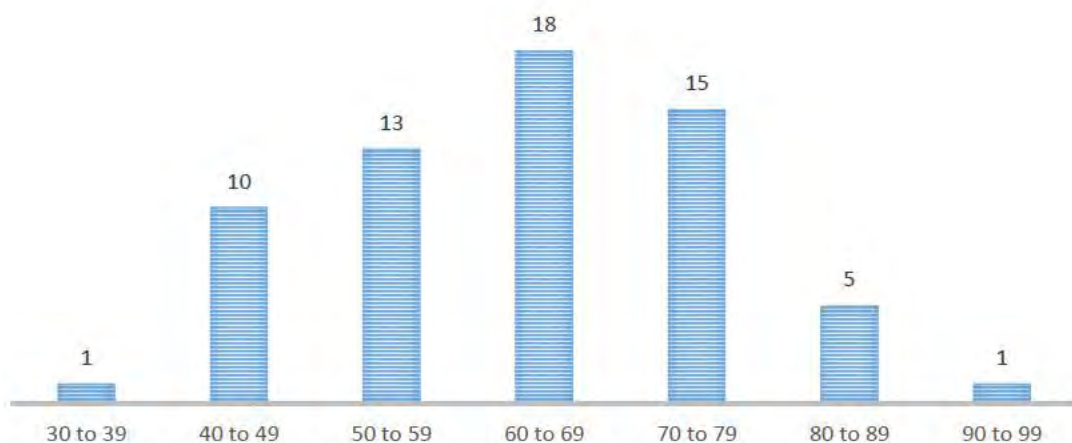


DAYS IN SERVICE

■ 0 to 100 ■ 101 to 200 ■ 201 to 300 ■ 300 +

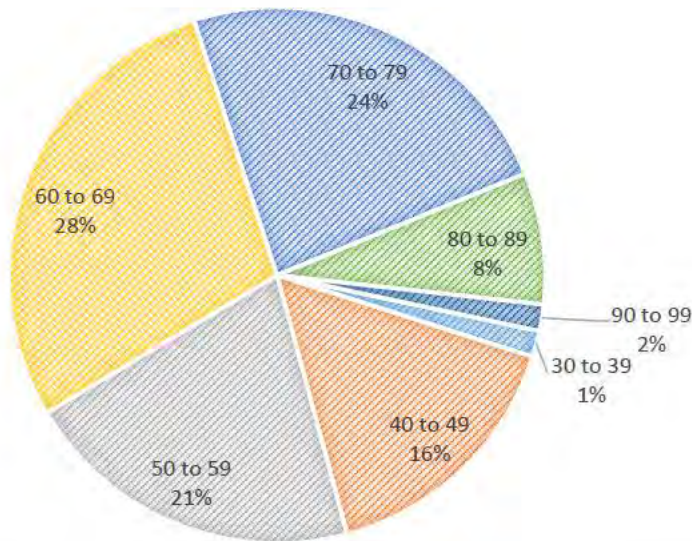


AGE BANDS

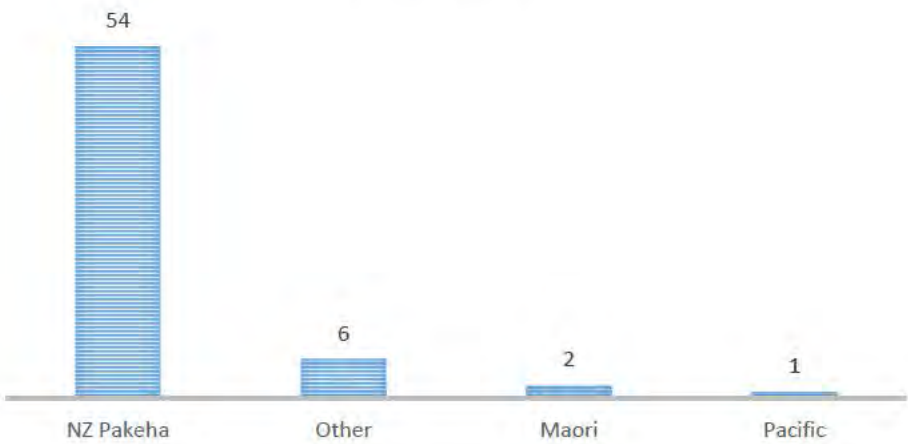




AGE BANDS

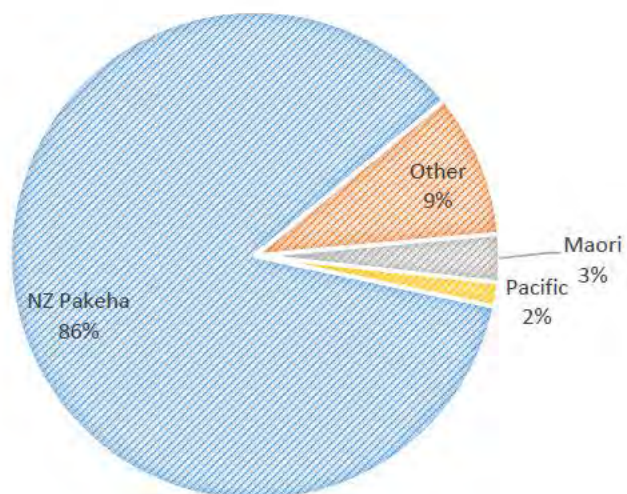


ETHNICITY





ETHNICITY





Appendix B:

Case Manager Transfer Survey

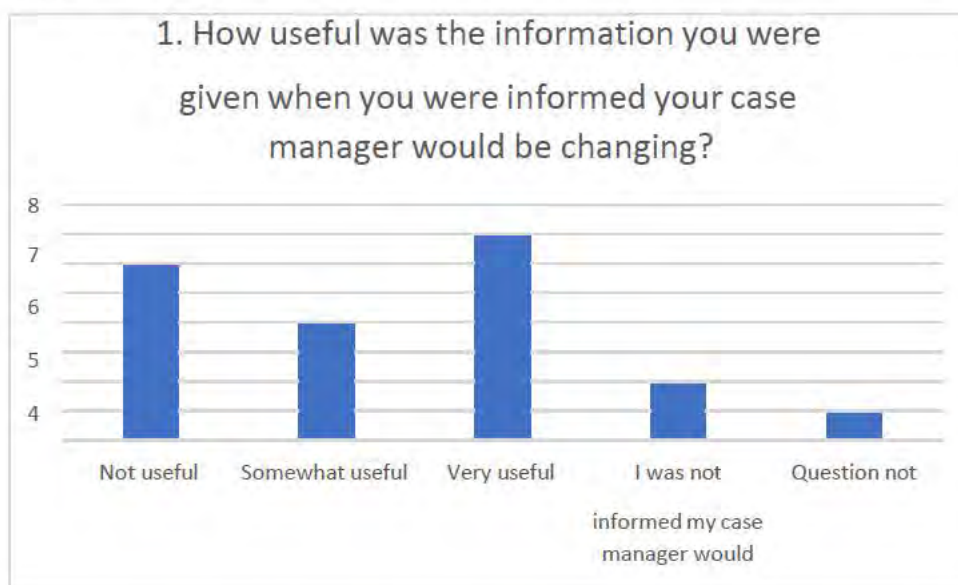
In response to a request by the Homeowner Advisory Group, GCCRS undertook to survey a select group of homeowners who had experienced a change in case manager due to the number of case managers being reduced from 13 to 10 in June 2022.

The goal was to obtain feedback from homeowners to improve the case manager transfer experience in the future.

The responses to the survey were anonymous, and participation in the survey was voluntary. The selected homeowners were advised of this.

The survey was sent to 114 homeowners affected by a change in case manager on 15th September 2022 and closed on 14th October 2022. The GCCRS received a 17.5% response rate (20 homeowners).

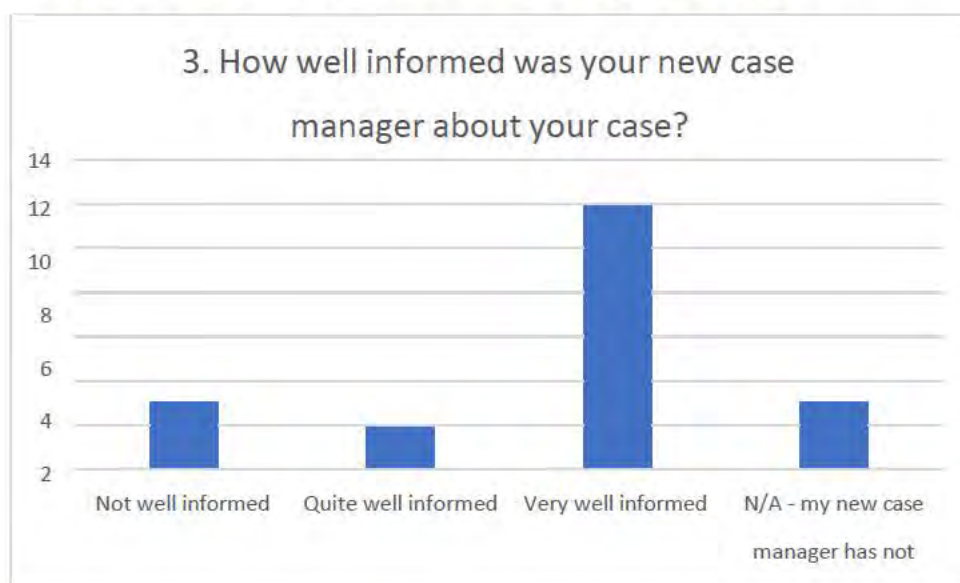
Survey Results



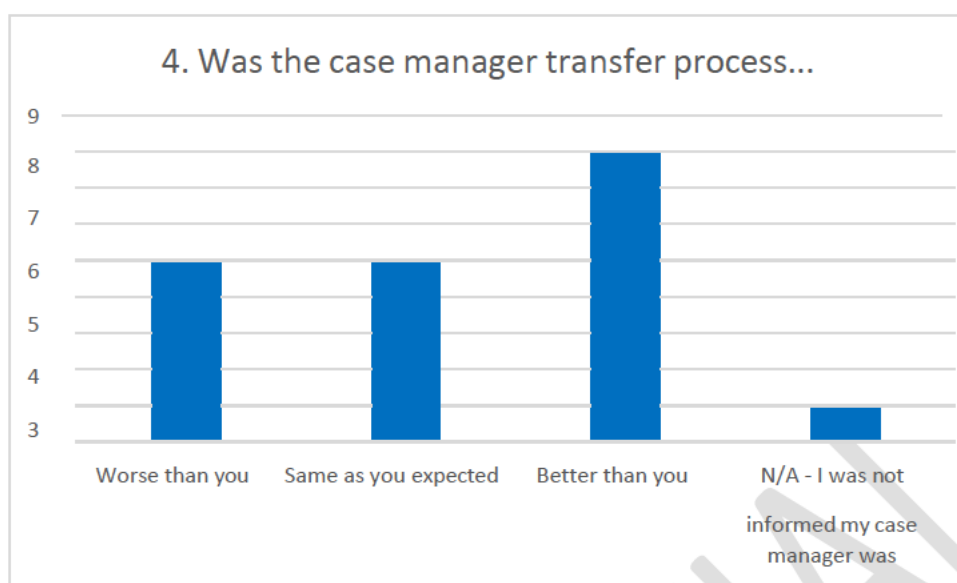
The response to this question was varied as indicated above. The approach case managers took to inform their homeowners of this change also varied, depending upon the homeowner's needs. For example, case managers may have met with homeowners in person for the introduction, versus those who were advised by phone or email. If the handover process occurred in person, then it could be argued that the information given was more 'useful' as this was a face to face meeting and presumably included discussion around the status of the claim and next steps.



Four homeowners stated they had not been contacted by their new case manager. Given that GCCRS has reviewed all cases that were transferred it is surprising that between June when the change in case manager occurred, and the survey closing date of October, that the homeowner believed there had been no contact. It is also possible that a bias exists where homeowners who did not receive a contact were more likely to respond to the survey than those who did get a response and were satisfied. This report will further comment on this below in terms of the timing of the survey and whether this may have had an impact.



It is pleasing to see the majority of homeowners found their new case manager was well informed about their cases. GCCRS were committed to ensuring a smooth and informative transition to the new case managers took place, and the response to this question reflects this. Transition of cases was a gradual process, with case managers meeting to discuss the details and particular homeowner needs.



In reviewing the survey results, we noted four homeowners responded 'N/A – I was not informed my case manager was changing' to question one, however one answered with this response to question four, indicating there may have been confusion around when the case manager had changed. Two case managers received phone calls from homeowners confused by the survey, who both thought their claim was transferring to another case manager again now, rather than being in response to the change in June 2022.

Learnings

It appears the timing of the survey caused confusion, given it was sent in October in relation to changes made in May/June. This is further supported by the phone calls received by case managers in relation to the survey. Should the GCCRS look to undertake a similar survey, then it being timely is crucial.

Communication included in the survey may have needed to have been clearer e.g. "this survey is in relation to your case manager changing from xx to xx". This may have led homeowners to believe their case manager was changing again.

The survey was anonymous, and homeowners were advised of this at the beginning. This means any written feedback provided cannot be followed up on with individual case managers to address any issues raised in the written feedback. We need to also acknowledge that the anonymity may have encouraged homeowners to be more honest about their experience than they may have prepared to be if their details were included. If we were to undertake such a survey again, we could give the homeowner the option of their feedback being anonymous or not.

Written feedback touched on the handover being smooth, and homeowners being very happy with the process and how 'on to it' and 'up to speed' their newly assigned case managers are. This is very positive as the intention was for homeowners to not be negatively impacted by the change.

The low participation rate for the survey could indicate the majority of the homeowners impacted were happy with the handover, progress and were well informed.



New Zealand
Claims Resolution Service

Director's Report

APRIL 2023



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

Executive Summary

The first quarter of 2023 has been a challenging period for the New Zealand Claims Resolution Service (NZCRS) due to the twin disasters of the Auckland flooding events of January 2023 and the impacts of Cyclone Gabrielle. These events, together, represent the second largest natural disaster in New Zealand's history with over 90,000 claims being made to insurers across the multiplicity of policies. The geographical spread of Cyclone Gabrielle is unprecedented. Claims now spread around the majority of the North Island with significant damage reported from Northland through Auckland and down as far as the Hawke's Bay.

NZCRS has been active since their launch on 20th February. Staff have been on the ground across the motu supporting those impacted by the Auckland flooding and Cyclone Gabrielle events (including in community hubs throughout greater Auckland, Tairāwhiti and the Hawke's Bay) while also continuing to support homeowners with claims resulting from the Canterbury Earthquake Sequence (CES), flooding in Nelson/Tasman/Marlborough and Westport floods. NZCRS now has open cases in 10 of the 16 regions across New Zealand.


Since the launch, NZCRS has registered 481 cases and closed 439. By far the majority of these claims have been from the Auckland and Cyclone events but demand has also remained strong from both Nelson and the CES. Whilst the CES is now some 12 years on, NZCRS still received 107 new cases into the service during the quarter. This demand in the CES is spread between those properties that were owned at the time of the earthquake and those that have been on sold since that time. Challenges exist in resolving these CES claims due to their technical nature not only in terms of engineering and wellbeing but also in terms of where the liability for the damage should sit.

Exit survey data remains strong with 88% stating they would recommend NZCRS to others, although challenges exist in this space. Those homeowners who felt their wellbeing has improved as a result of the service was 68% for this quarter and were down significantly in March 2023 (50%). We will continue to have a focus on this data and are considering whether any improvements can be made to the collection and reporting of this information in light of the launch of the new service.

Whilst CES claims remained high for Toka Tū Ake EQC with 81.7% of all claims open as at the 31st of March with Toka Tū Ake EQC, it is worth noting that this declined in the month of March 2023 with 56% of all CES claims coming in during that month from third party insurers.

Demand from Nelson claims has increased over the quarter with an uplift in cases coming from those with land damage claims. NZCRS has been active in this area and acknowledges the work being done by insurers to deliver land damage reports and settlements to homeowners. Land claims are incredibly complex and require significant resource to manage.

NZCRS would like to acknowledge the support of the multiple parties that have made the launch of NZCRS such a success. In particular we would like to recognise the support of Southern Response in providing emergency staff to the service at the time of the launch and to ICNZ for its ongoing support and collaboration across New Zealand. Of course any service is only as good as the people who deliver it. NZCRS would like to make a special mention of the staff who have gone above and beyond over the past couple of months to support the Director and deliver this service in often very challenging and difficult circumstances. In the words of Sir Mark Solomon "*He tangata, he tangata, he tangata*", it is the people, it is the people, it is the people.



Darren Wright MNZM

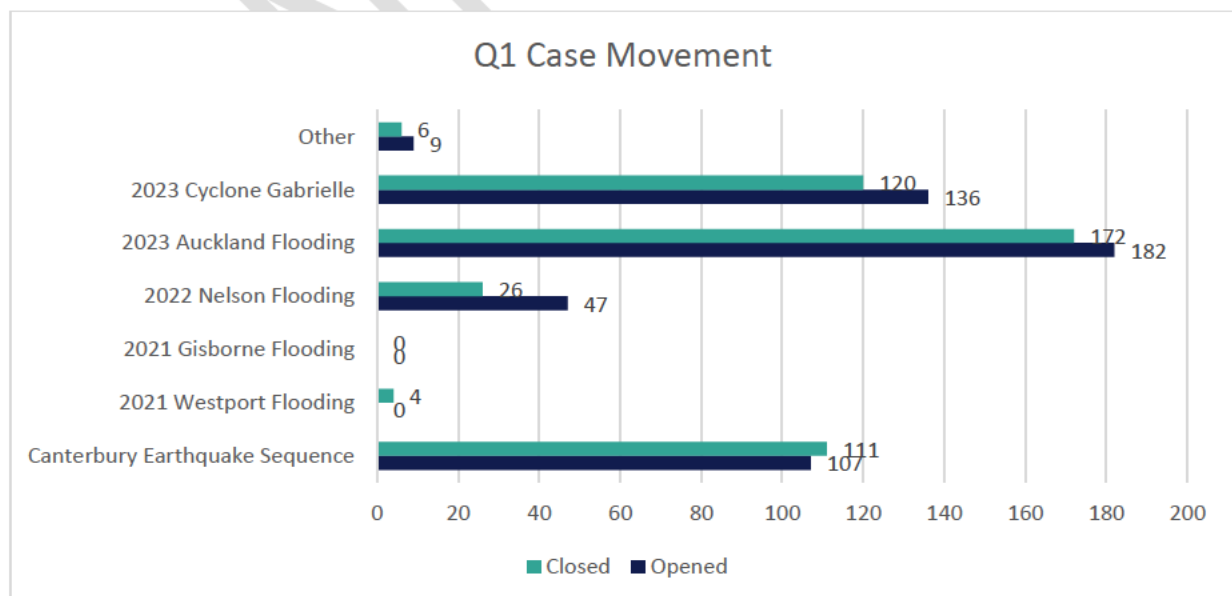
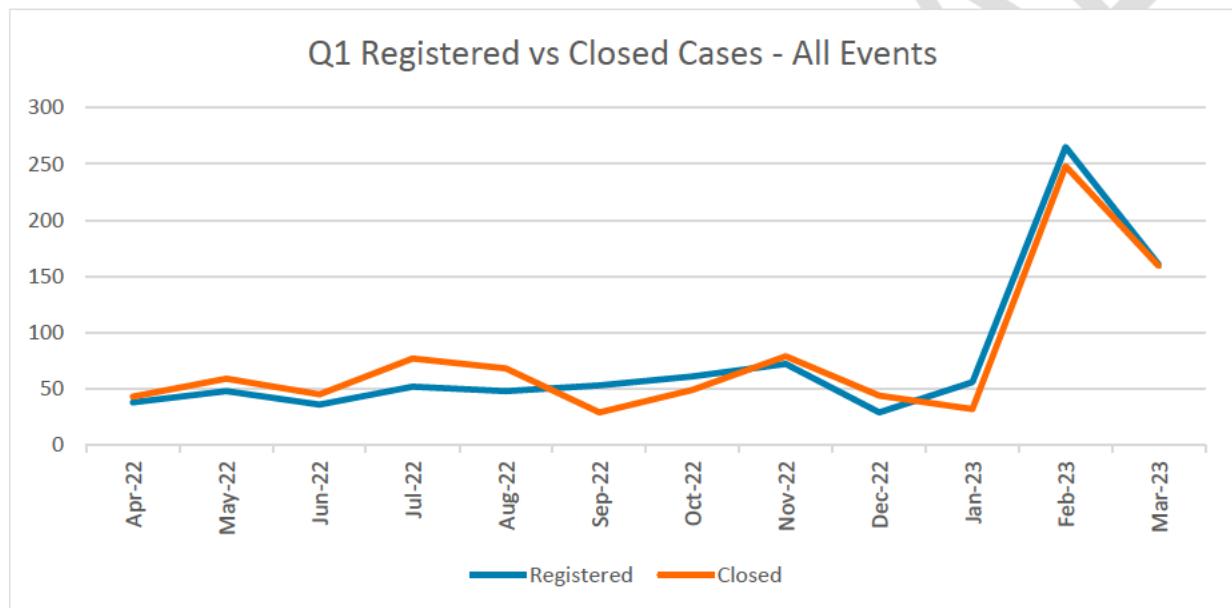
Director, NZCRS

1) NZCRS Overview Q1¹ 2023

The New Zealand Claims Resolution Service (NZCRS) was launched on the 20th of February 2023 and continues the work previously undertaken by the Residential Advisory Service (RAS) and later the Greater Christchurch Claims Resolution Service (GCCRS).

RAS launched in 2013 as a response to the Canterbury Earthquake Sequence (CES) and was originally jointly funded through the Canterbury Earthquake Recovery Authority (CERA), the Christchurch City Council and the Insurance Council of New Zealand. In 2018 the government launched GCCRS with additional functionality such as engineering advice, wellbeing support and an internal dispute resolution service, including mediation and determinations. From 2018 onwards, GCCRS focussed solely on cases as a result of the CES whilst RAS focussed on homeowners affected by natural disasters outside of the CES. These included the Kaikoura Earthquakes along with flooding events in Edgumbe, Rotorua, Gisborne, Westport and most recently Nelson. It is important to note that RAS was limited to providing legal advice only.

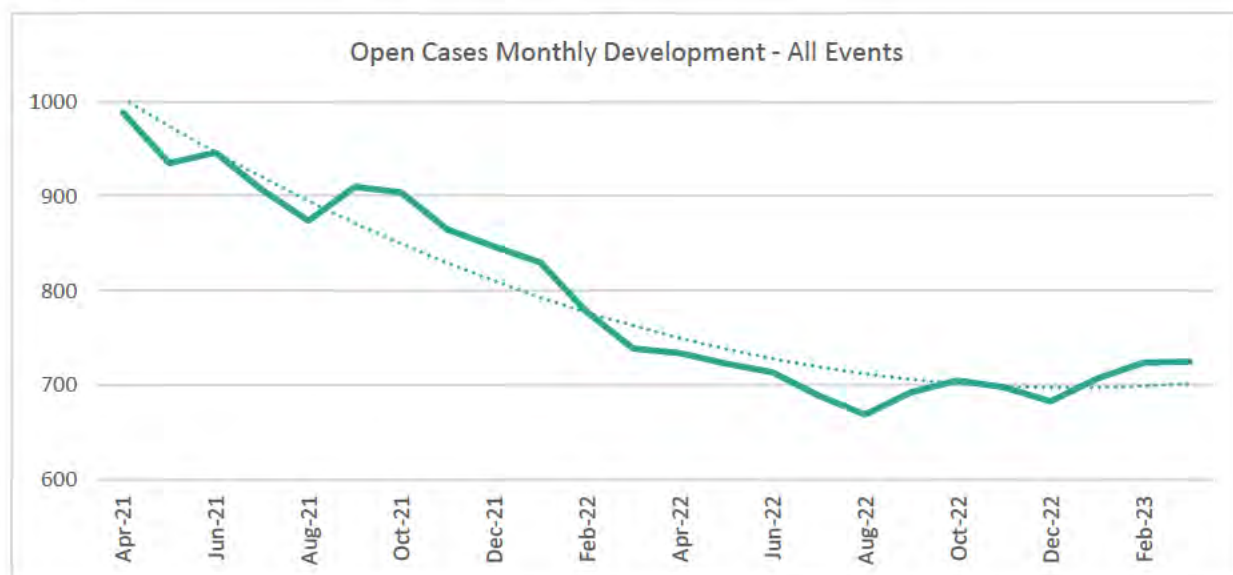
Where this report focuses solely on the Q1 period of 1 January 2023 to 31 March 2023 it undertakes to provide a seamless sequence between the RAS/GCCRS services and the new NZCRS service. This report will cover all three entities in the Q1 timeframe and treat GCCRS and RAS data as if it were NZCRS data.



During the Q1 period 481 cases entered the service with 439 cases closed. More CES claims were closed than were opened with 107 cases opened and 111 closed. 107 CES cases opened for Q1 2023 continues the downward trend in the CES with

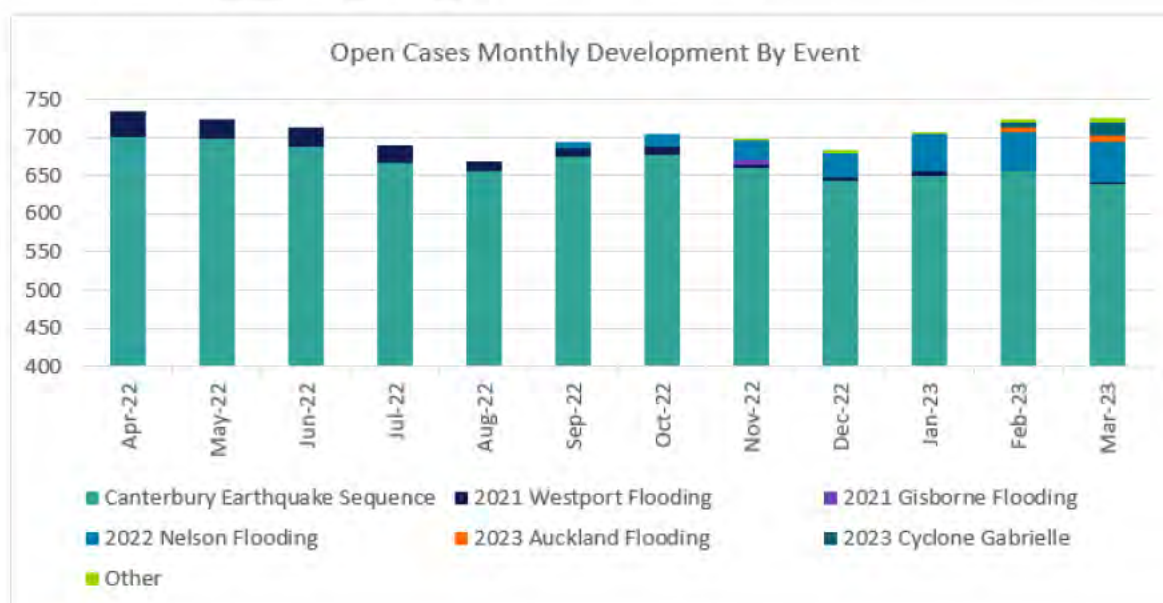
¹ Q1 Jan-Mar, Q2 Apr-Jun, Q3 Jul-Sep, Q4 Oct-Dec

2022 Q1 new cases of 127 and 2021 Q1 of 164. By far the largest impact in new cases for NZCRS were the 47 new Nelson² flooding cases with only 26 closed. This is a direct result of the number of land settlements starting to be presented in Nelson and the amount of support currently being provided by NZCRS with staff regularly active in hubs on the ground. Also to note the newer events in Cyclone Gabrielle (CG) and Auckland Flooding (AF) together contributing 318 new cases into the service with 292 being closed. It is expected that these numbers will increase significantly over the coming months.

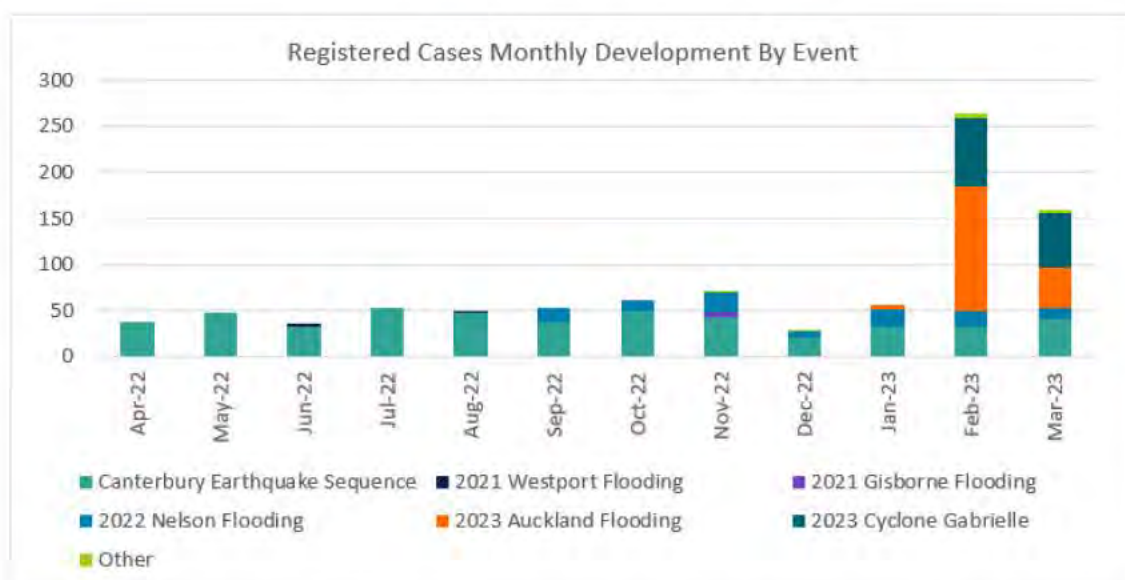
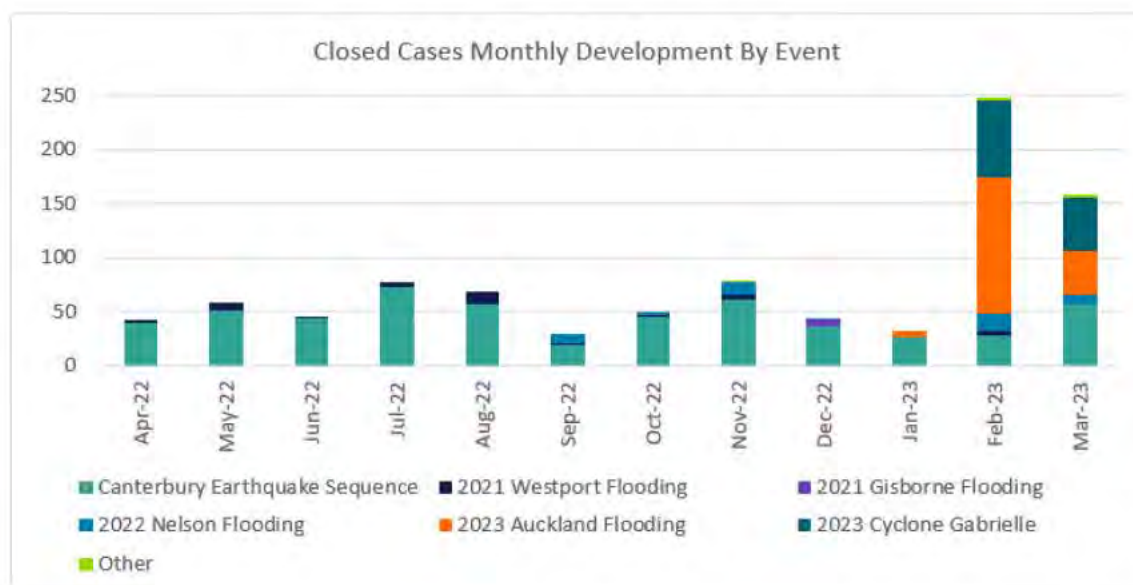


Across the motu the downward trend of open cases up to August 2022 has now been reversed due to the increase in cases from Cyclone Gabrielle and Auckland Flooding along with the challenging CES environment. Between August 2022 and November 2022 more cases were opened in the CES each month than were closed. For the CES this is largely due to higher than expected demand along with more difficulty in getting settlements. As discussed in previous GCCRS reports, NZCRS has now established settlement conferences with Toka Tū Ake EQC and a number of private insurers to ensure focus stays on the challenging and aged CES claims. This has now had a positive impact with CES closing more claims than were opened for 4 of the last 5 months.

Monthly case development as set out below clearly shows the impact of the Westport event on mid to late 2022 and now the increased flows from Nelson, Auckland and Cyclone Gabrielle. As at the 31st of March 2023 NZCRS had 4,650 cases registered with the service since October 2018 with 3925 closed and 725 open.



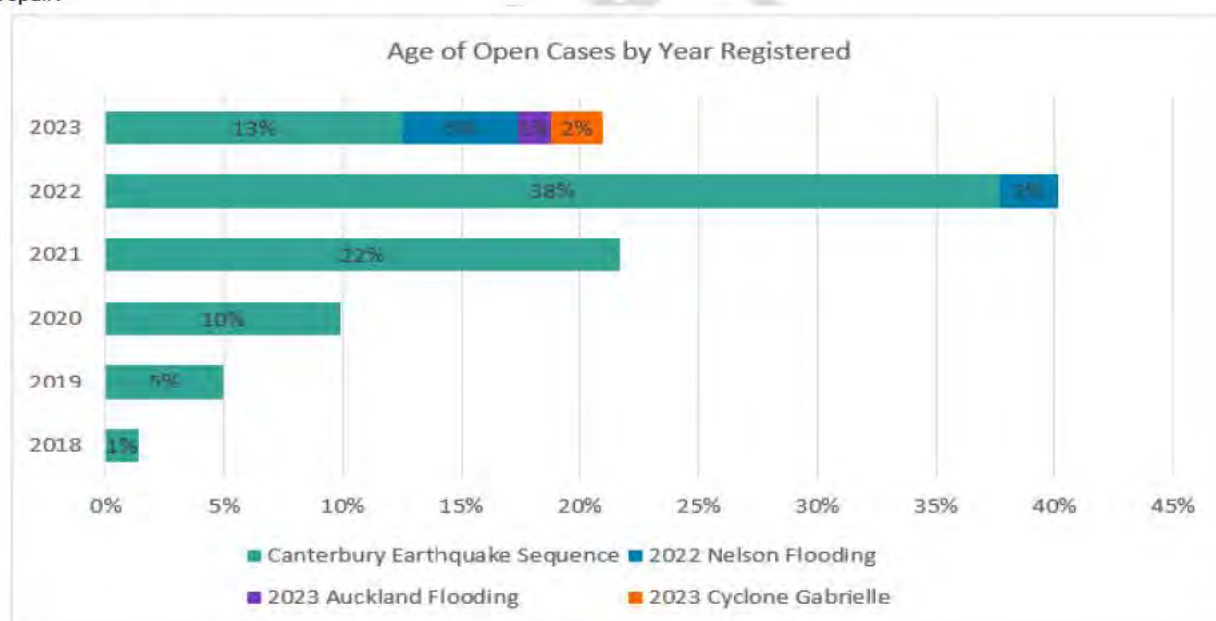
² Nelson event refers to Nelson, Marlborough and Golden Bay flooding events

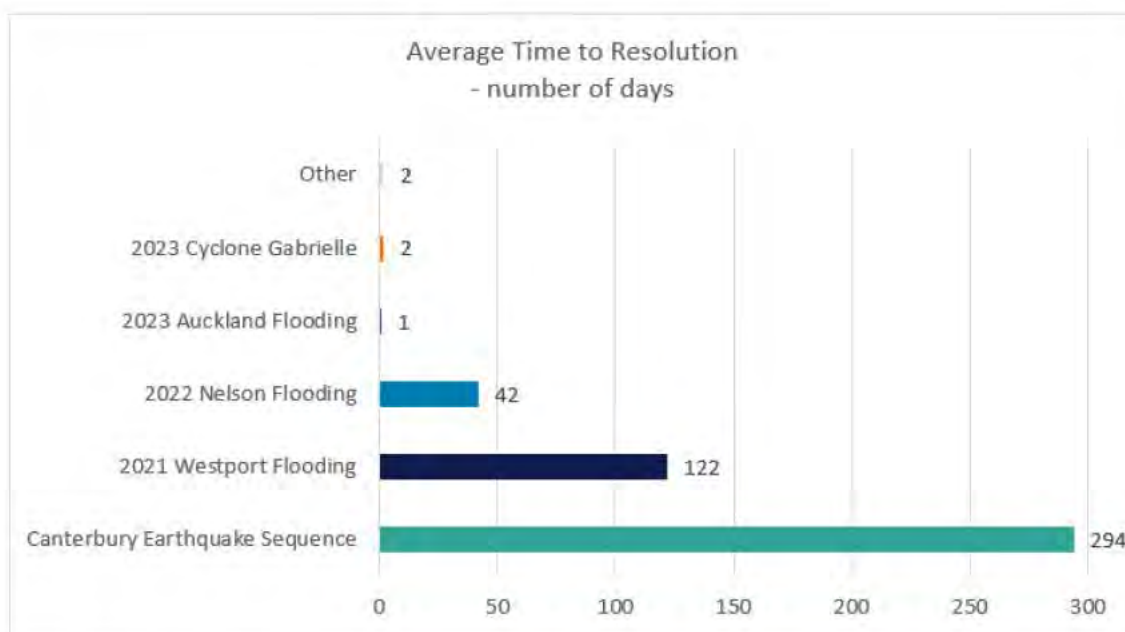


Whilst we have noted a significant increase in the number of cases registered in February and March 2023 at 425, there is a corresponding peak in closures of 407. Most cases closed were related to the Auckland Flooding event at 167 and Cyclone Gabrielle at 120. The majority of the claims were homeowners who wanted simple advice as to how their policy works with most either calling the service's free phone number or attending hub sessions in the communities. This can be noted in the graph below where 78.8% of all cases were closed as *"Information/Support Provided"*. Of this subcategory a key concern for homeowners has been the placarding system used by councils and how they relate to the insurance policy and then the EQC Act. This work has focussed on those areas with significant land damage including Muriwai, Piha, Titirangi, Karekare, Tairāwhiti and the Hawke's Bay, particularly Esk Valley.



When considering the age of claims in the service it is noted that 16% of open CES claims were registered prior to 2021. It is encouraging to see that only 1% of open CES claims currently with the service were registered when the service opened in 2018. NZCRS registered 515 claims in 2018 of which 10 remain open. Of these 10 claims 1 is with Community Law, 3 are being prepared for either the CEIT or IDRS, 1 has an agreed cash settlement and is awaiting payment and 5 are in the repair process but still needing post settlement assistance. It is notable that some of these claims remain with the service due to the complexity of the homeowners' wellbeing and the need to continue to provide support throughout the construction process. NZCRS is supporting one homeowner impacted by the 2021 Westport event, although noting that this claim has now been with the service for over 122 days. This is a very challenging post settlement support role where NZCRS are engaging closely with the insurer around the homeowner's ongoing concerns with the specific items in the standard of repair.





2) Exit Survey

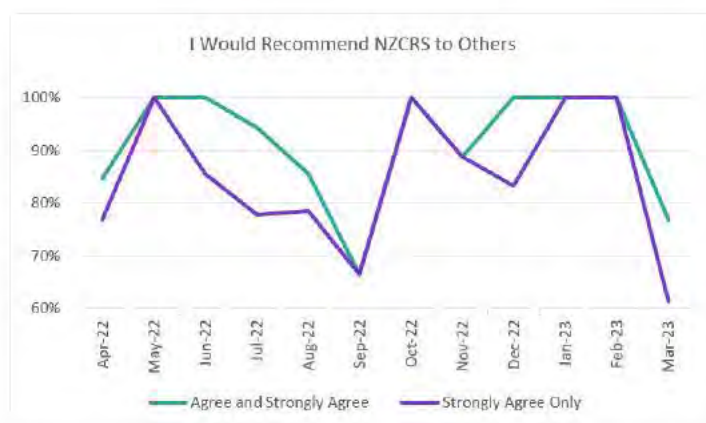
NZCRS continues to monitor its performance through a survey of closed cases. It is important to note that this survey is only issued to homeowners who complete a consent form, are actively managed by the service and only when their case is closed. Homeowners who only receive high level or “one touch” advice such as in a community hub or over the phone are not currently issued with a satisfaction survey. NZCRS remains focussed on the homeowner being at the centre of what we do and has taken a view that asking a homeowner to complete a satisfaction survey email when they have only sought high level advice, or they are still very much living in the event, is not in the best interests of the homeowner. We are currently looking at how we can capture the best possible feedback from our homeowners along with other considerations including whether immediately after the closure is the best time to present the survey. Consideration is being given to either moving the survey to 4-6 months after the closure, or alternatively, sending a second survey at the later date.

Despite this workstream it is satisfying to note that for Q1 2023 88% of respondents said they would recommend our service to others. March 2023 however does show a significant drop to 61.5% for “Strongly Agree” that they would recommend us to others with an additional 15.4% “Agreeing” with the statement. Of the total of 13 responses in March 2023 (average response rate over the past 12 months is 9.8) 8 strongly agreed, 2 agreed, 1 was neutral and 2 strongly disagreed. Of the 2 that strongly disagreed, both had received Engineering New Zealand Peer Reviews that had largely agreed with the position of the insurer and/or Toka Tū Ake EQC. These homeowners both expressed their frustration that the technical advice did not match their personal opinion of what constituted damage or the repair methodology.

It is anticipated that this trend may continue as NZCRS looks to transfer the aged claims and most challenging cases into the Canterbury Earthquake Insurance Tribunal (CEIT) or Internal Dispute Resolution Service (IDRS) to get finality.

NZCRS Exit Survey		
Questions	This Quarter	Last Quarter
1. I was able to make informed decisions because NZCRS provided me with the information I needed.	85%	95%
2. My Case Manager kept me informed of the progress of my case.	88%	95%
3. My Case Manager acted in a professional manner.	92%	95%
4. My wellbeing has improved as a result of the support/advice I was given by NZCRS.	68%	86%
5. I would recommend NZCRS to others.	88%	95%





3) Homeowner Feedback

A sample of the feedback from homeowners during January to March 2023 included:

"I am so thankful for the coaching I received from my Case Manager. It put the long timeframes into perspective which was very settling for my mental well-being. I got very sound advice on technical and strategic aspects of the claim. The engineering facilitation was a game changer. We are hoping to settle this year. Finally at negotiations with sound and transparent information. Thanks again" – Canterbury homeowner

"My Case Manager has been incredibly insightful and helpful navigating his way through very complicated issues. This service is needed and without it we wouldn't make any further progress with Insurance claims, Thank you very much." – Canterbury homeowner

"Dealing with our Case Manager during the claims process was impeccable. During the process our Case Manager made sure that all information was provided to us timely, concisely and articulated in a way that was easy to understand. This enabled us to make informed decisions about our claim and how each party involved contributed to the outcome required. Our Case Manager worked hard with all stakeholders, was engaged and ensured that this was a painless process for our family. Our Case Manager was meticulous with detail, knowledgeable and extremely supportive. We thank our Case Manager and NZCRS for getting us to a suitable outcome." – Canterbury homeowner

"My Case Manager was very helpful, kept me informed of all the actions and the possible timeframes of things happening. Prepared me for the fact that it could be quite a long winded exercise. Very pleased with final outcome." – Canterbury homeowner

"We came in feeling like the situation was out of our control but through the help of our Case Manager we were able to move towards a positive result. We were kept well-informed and able to use our Case Manager as a source of knowledge and guidance for nearly two years. We are very very grateful for the support!" – Canterbury homeowner

"Just wanted to say how nice it was to meet you both yesterday and to thank you so much. While we have felt gutted since Friday when our EQC material arrived and realised that we have no choice but to face this journey ahead, it is somewhat reassuring to know we have very competent and good women with us and helping alongside - In fact hugely reassuring and appreciated. Keep up the important work you do mana wāhine!" – Nelson homeowner

"Thank you for the meetings last week in Nelson, in person and on zoom...It was very helpful to me and I appreciate the work done on my behalf, the attention I was given and the knowledge which was shared in explaining the process with me." – Nelson homeowner

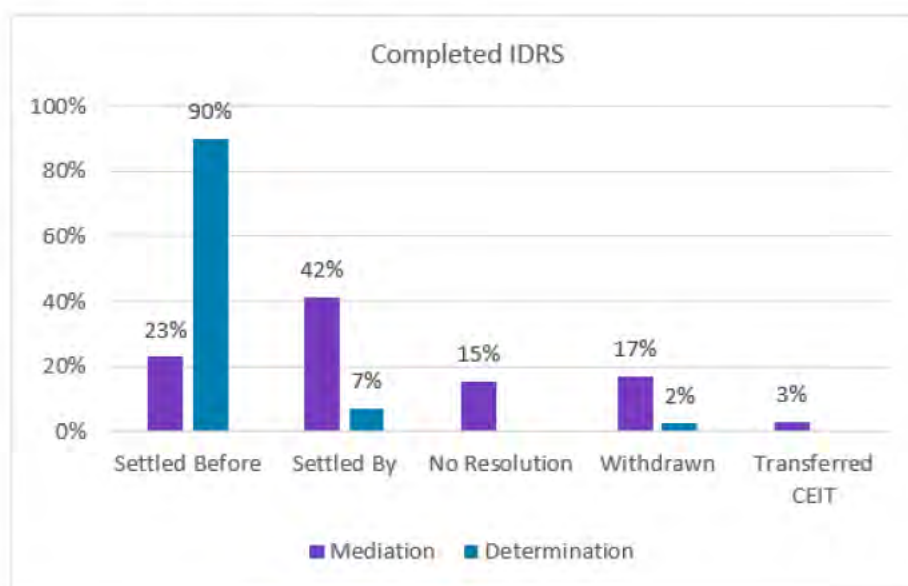
"We are incredibly grateful for the assistance today. These situations are full of so many unknowns and challenges, to have someone who understands and can reach out to the right people is key." – Auckland homeowner

"Thank you so much for your time, care and expertise...Look forward to staying in touch with you. Thank you for being such a compassionate and effective worker at this Muriwai coalface." – Auckland homeowner

4) Internal Dispute Resolution Service (IDRS)

Mediations and determinations continue to be available for those homeowners with unresolved Canterbury Earthquake claims. Mediations are also available for homeowners with claims relating to other events. NZCRS are currently working on a potential determinative service and are working in with Toka Tū Ake EQC, homeowners and the private insurers on what this will look like.

One NZCRS mediation is set down for May 2023, with two others currently awaiting further information from the parties involved before these are booked in. During this reporting period we closed four IDRS cases - three mediations and one determination were withdrawn. It is worth noting that 90% of all determinations in the IDRS settle prior to the determination taking place suggesting that the focus brought by the determinations has a significant and positive affect on bringing claims to an outcome.

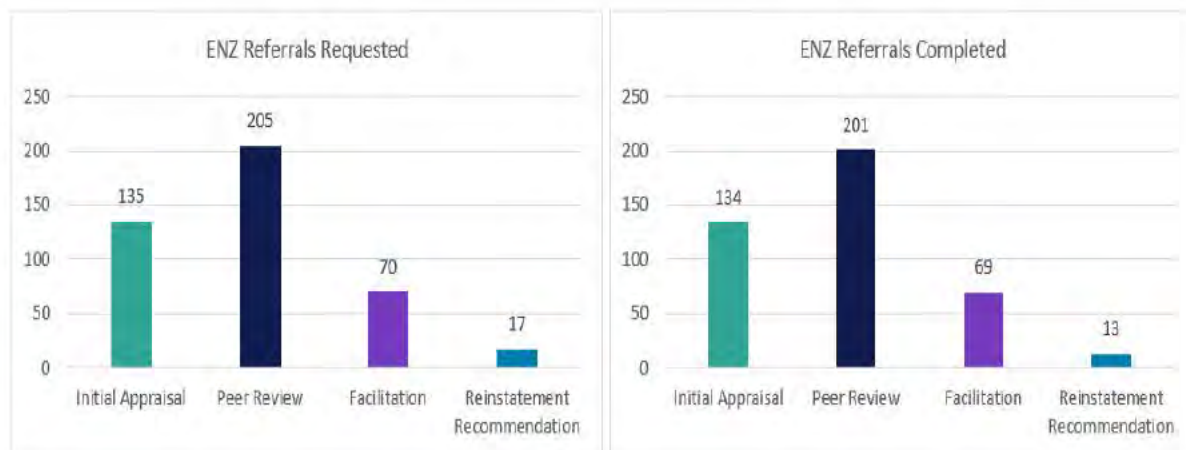


5) Engineering

The current services provided by Engineering New Zealand are now available to those homeowners supported by NZCRS in response to other natural disaster events. Engineering New Zealand's Christchurch Expert Panel will become the Natural Disaster Recovery Panel following the launch of NZCRS to ensure homeowners nationwide have support and access to technical expertise. Applications are currently open for this panel and it is expected to be standing by 1 August 2023.

As at 31 March 2023 there were 10 referrals submitted to Engineering New Zealand awaiting completion, all relating to the CES. All referrals have been assigned to engineers and are either awaiting site visits or reports to be completed.

Overall there have been 427 referrals submitted and, of these, 417 have been completed. Peer reviews continue to be the most common type of referral with 48% of referrals submitted requesting this service.

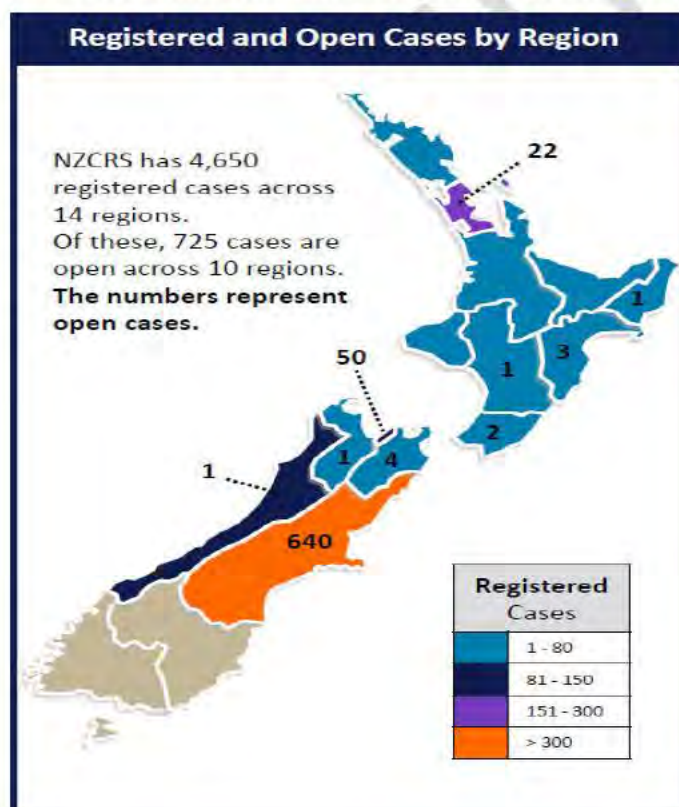


6) Wellbeing

NZCRS has established a bespoke wellbeing service for homeowners affected by the CES, see attached Appendix 1 for the latest report. Nelson is being managed from business as usual services with work still being completed for those affected by the Auckland and Cyclone Gabrielle events. At present it is anticipated that local services will suffice, however as we get a clearer picture of the demand resulting from these events, and the types of issues being addressed, we will consider whether there is a role for any specific NZCRS support. The NZCRS Wellbeing Advisory Group will advise as to the best way to meet any demand should it develop.

7) Events

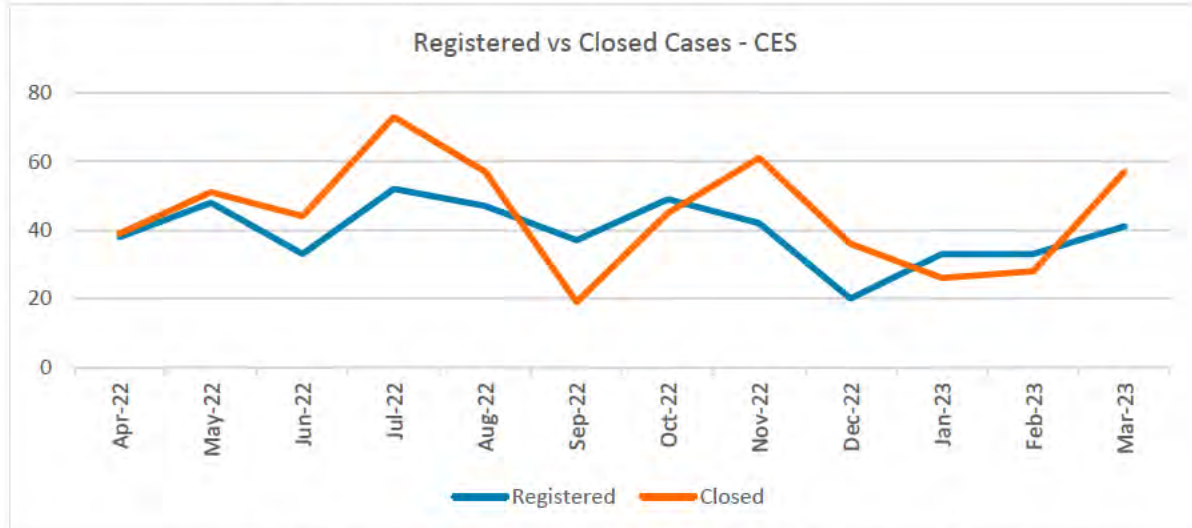
Whilst this report has focussed across the motu it is also important to look in some detail at each event currently being responded to by NZCRS. At present NZCRS has cases registered in 14 of the 16 regions across New Zealand with active cases in 10 of those regions. The numbers in each region below indicate the active cases as at the 31st of March 2023.



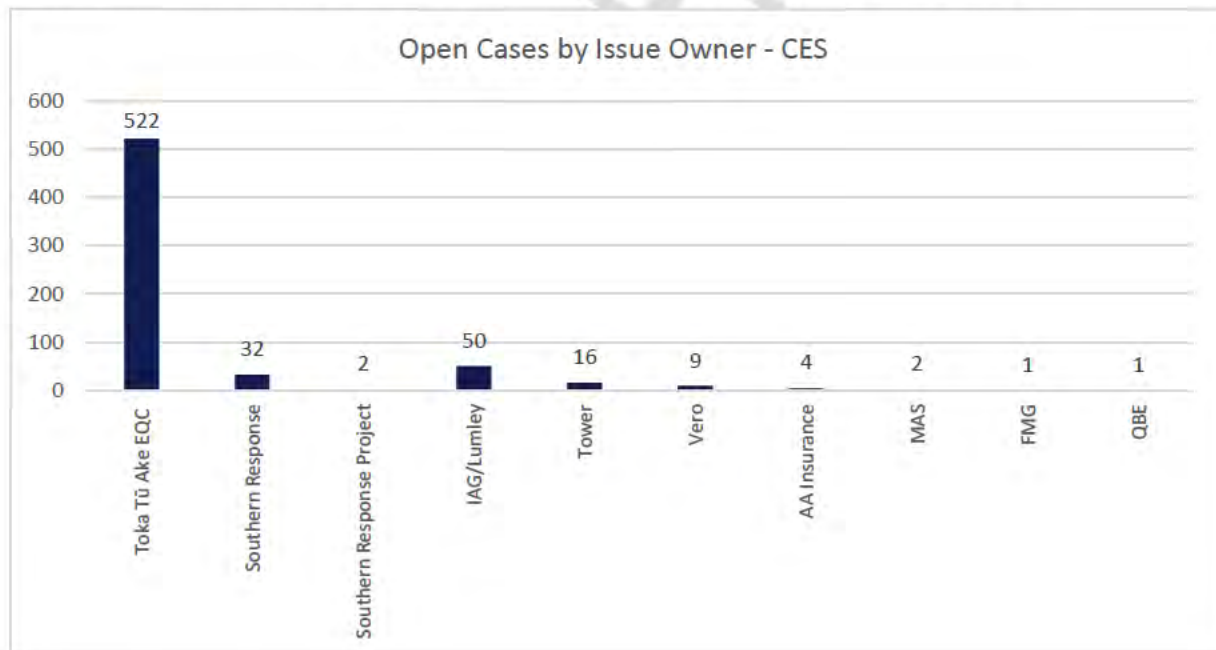
Further detail below is provided relative to the size of the event and/or the potential size of the event.

7.1) Canterbury Earthquake Sequence

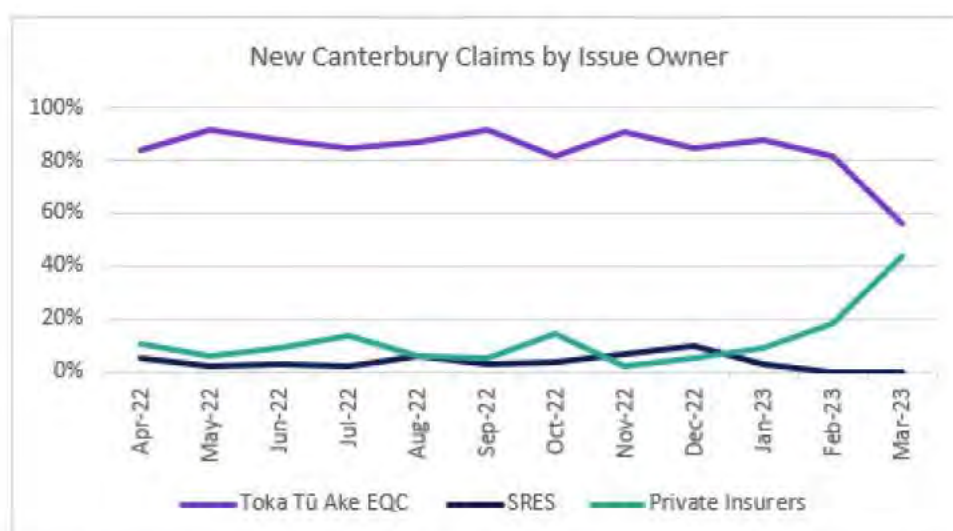
As has already been, noted NZCRS closed (111) more cases in Q1 2023 than it opened (107), with the majority of this activity in March (57 closed and 47 opened). The closure rate has been a challenge since Q3 2022 where 153 cases were opened and 149 closed, Q4 2022 rebounded with 111 opened and 142 closed although January/February 2023 saw 66 opened and 54 closed. NZCRS is working on identifying these challenges and the Manager Case Resolution is to now focus on CES cases only to identify barriers to settlement.



It is important to note that of the 639 CES cases open as at the 31st of March 2023 81.7% were Toka Tū Ake EQC, 5% SRES and 12.9% other insurers. Of the other insurers IAG made up 7.8% of all claims, Tower 2.5% and Vero 1.4%.

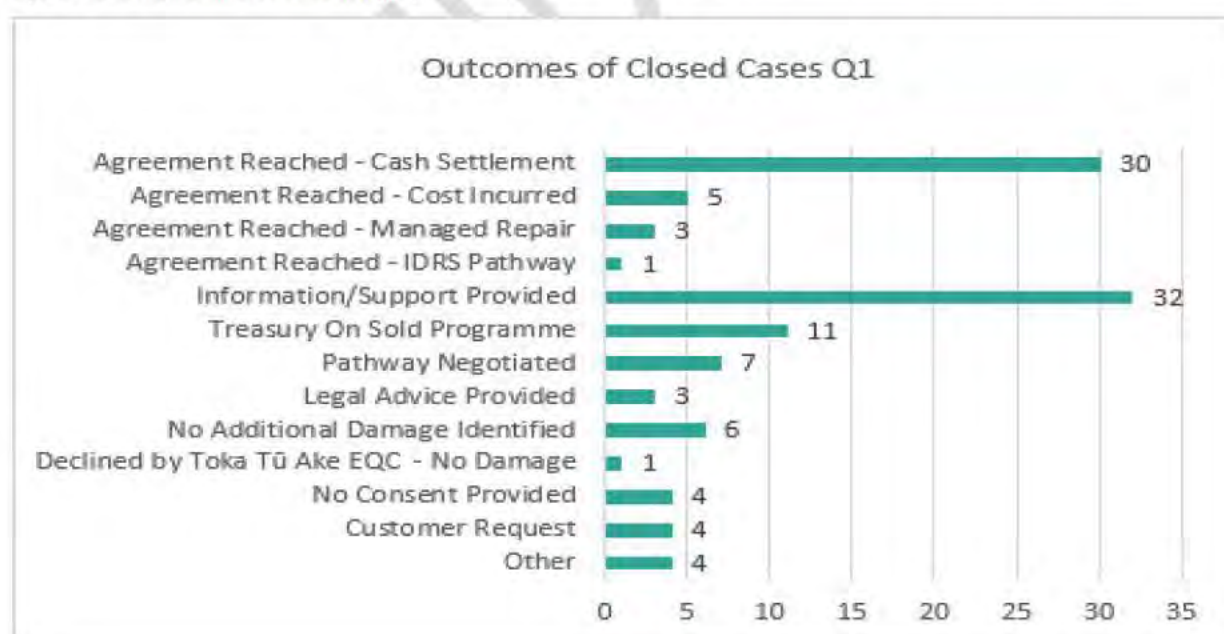


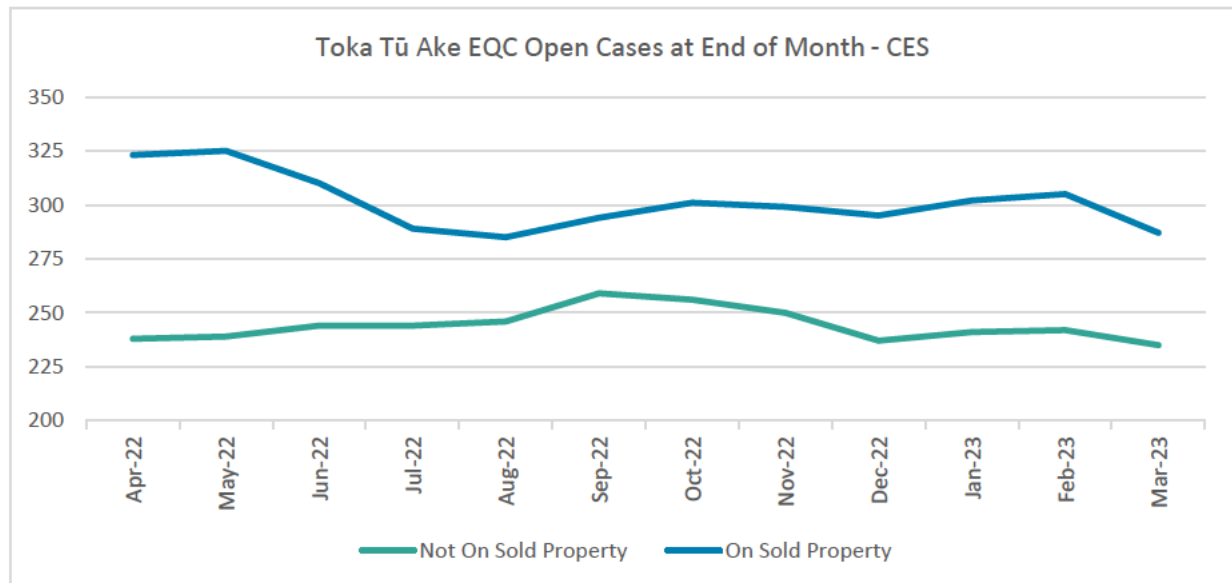
When looking at the monthly flow of cases into the service however we note a significant change in March 2023 with only 56% of March's new cases being from Toka Tū Ake EQC. This is lower than the previous 6 month average of 86% of new cases being from Toka Tū Ake EQC.



In looking at this further we note an uplift in the claims from IAG with 31.7% of new CES claims into the service being IAG claims. NZCRS has continued to develop its relationship with IAG and note that many of these claims have come into NZCRS as a result of referrals from IAG or have only very recently been put over cap by Toka Tū Ake EQC.

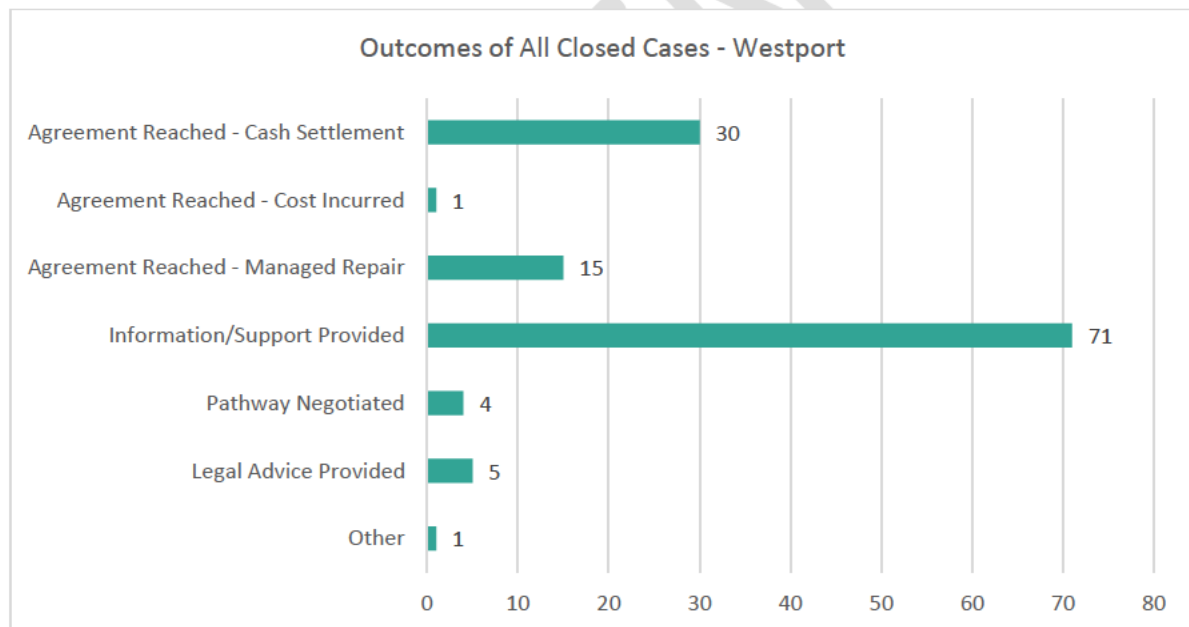
The split between Toka Tū Ake EQC On Sold cases and BAU or Not On Sold cases remains steady for the quarter with 235 cases not on sold as at the 31st of March 2023 and 287 that are on sold. Of those that are on sold 22.3% are in the Toka Tū Ake EQC administered On Sold Programme with the balance being worked through with Toka Tū Ake EQC as either under cap claims or over cap claims on a case by case basis. Toka Tū Ake EQC continues to work through all these claims with NZCRS but is not able to give any indication of liability until their legal team have reviewed the claims and only then after all costs have been identified. NZCRS continues to work with Toka Tū Ake EQC on this as it causes significant stress to the homeowner as they do not know whether the often significant costs are to be accepted or not. Cases that are not accepted by Toka Tū Ake EQC are often due to the issue of contributory negligence and referred by NZCRS for legal advice or to join the existing class action against Toka Tū Ake EQC. NZCRS has requested an outline of the criteria for contributory negligence from Toka Tū Ake EQC and Community Law are currently working on some general advice that can be provided by NZCRS to homeowners in this category.





7.2) 2021 Westport Flooding

As previously stated NZCRS has 1 case that remains open in the Westport event with Toka Tū Ake EQC. Whilst data was difficult to capture for this event under the previous RAS system it is notable that of the 127 claims into the service 55.9% were simple advisory services, 23.6% were supported through to a cash settlement and 11.8% to a managed repair.



7.3) 2022 Nelson/Marlborough/Golden Bay Flooding

NZCRS continues to work closely with insurers and Toka Tū Ake EQC as land settlements start to be delivered in the Nelson, Marlborough and Golden Bay regions some 8 months after the August 2022 events. As the first real test of the Natural Disaster Response Agreement between Toka Tū Ake EQC and private insurers for significant land damage this event has been important for NZCRS to both understand the process better and perhaps most importantly observe the likely timeframes for significant land damage to be finalised. This knowledge has been critical in the support and advice NZCRS has been able to offer those affected by the more recent North Island events.

Several issues have developed throughout the quarter although the most positive has been the work undertaken by insurers. Whilst the information homeowners are receiving is not always what they wanted to hear the manner in which it is being delivered and the background information provided has, on most occasions, been excellent.

NZCRS notes the following themes:

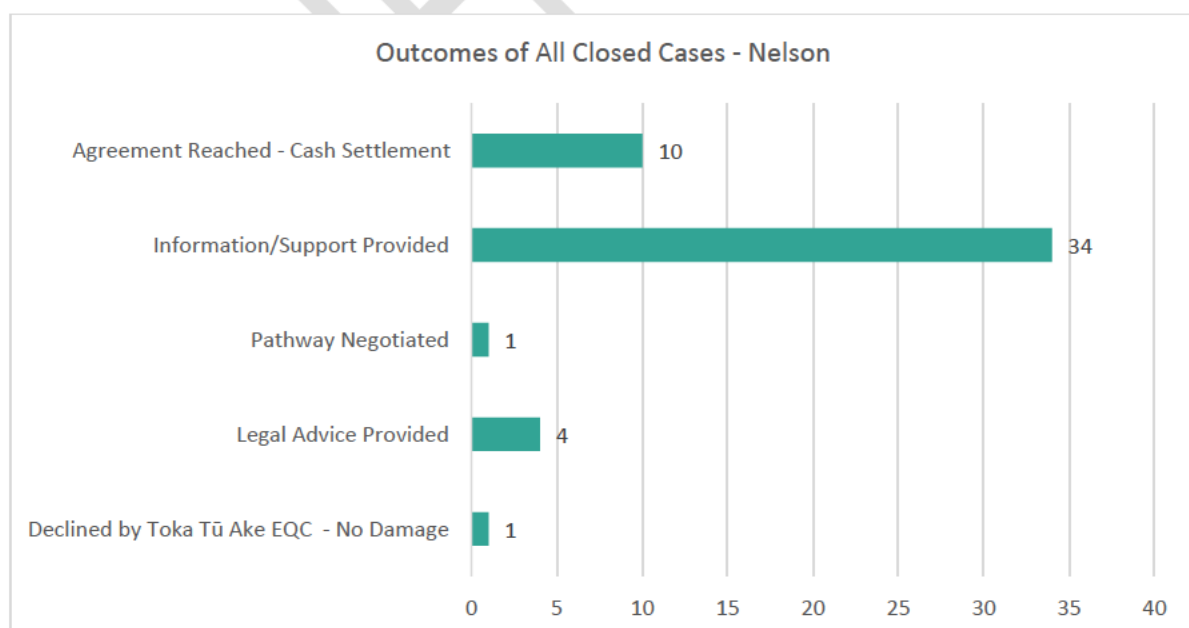
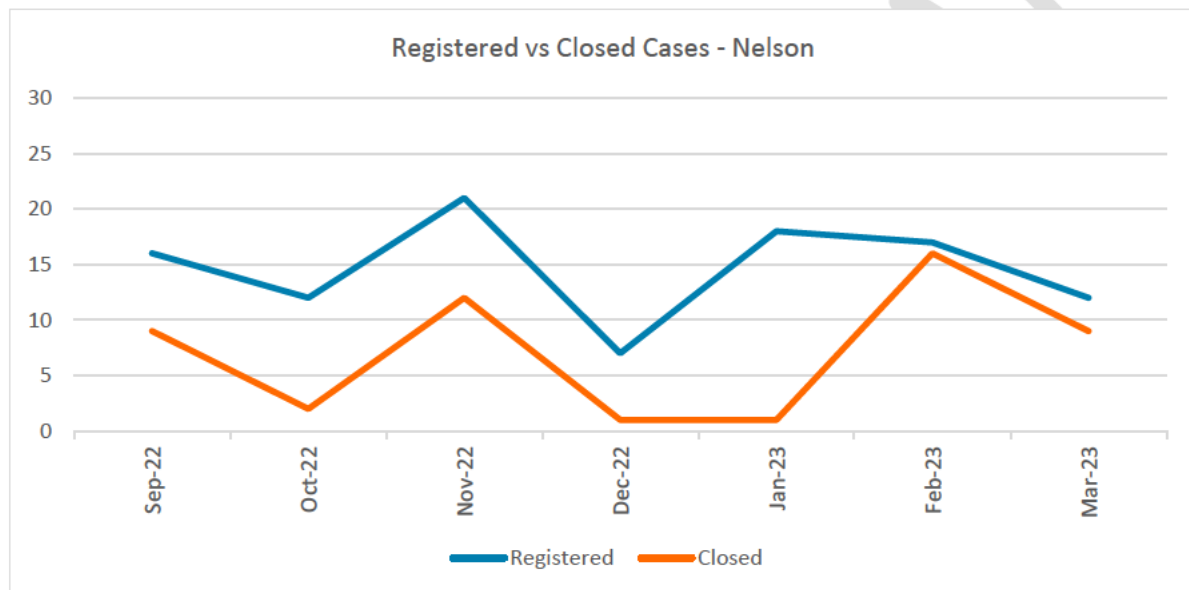
- 1) A lack of understanding of land cover by homeowners in general,

- 2) A significant gap between what homeowners believe the land cover to be and what is in the Act,
- 3) The extremely high complexity of land cover under the Act and the multiplicity of outcomes,
- 4) The lack of knowledge for homeowners on the impacts of Section 72 notices (or earlier versions) on their titles and the potential for this to lead to a full or partial declination of a land claim,
- 5) The difficulty in undertaking works required when the settlement is not enough to carry out the works, or, the works require collaboration between neighbours, or, the work cannot be physically completed.

NZCRS is working on how it can best support homeowners with these issues and how, over time, it can develop education and information packages for such events.

NZCRS also notes the increasing focus from homeowners on how the amounts paid out are determined. Under the Act Toka Tū Ake EQC pay the lesser of the value of the land that is damaged, or the cost of the repair for that land. Where land values are significantly higher (such as in Auckland) settlements will be higher compared to homeowners with low land values who may not receive enough to repair the damage.

Access to the Marlborough Sounds region is proving difficult for NZCRS and insurers. NZCRS continues to work with both homeowners and insurers as to how to best handle this issue.



Privacy of natural persons



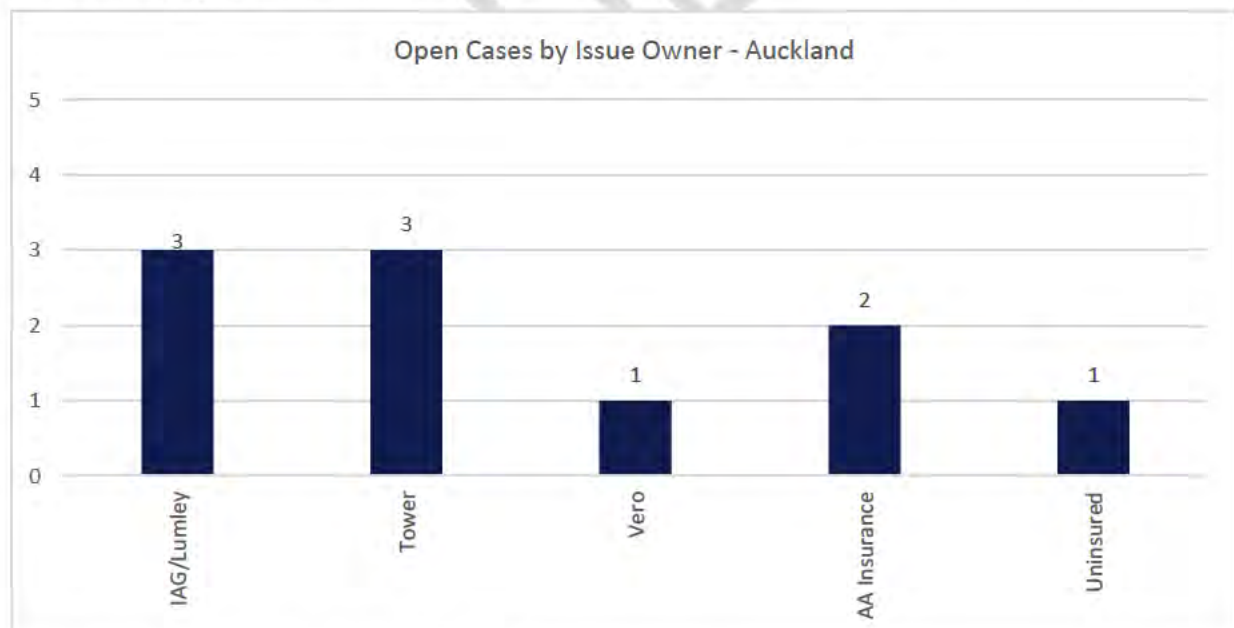
Photo taken inside a Nelson home.

Land inundation, Nelson.

7.4) 2023 Auckland Flooding

NZCRS has been on the ground in Auckland over the past quarter attending community hubs in Henderson, Māngere, Muriwai, Piha, Karekare and Titirangi. Hubs have been well attended by homeowners with ongoing requests from the Auckland Recovery Authority to attend additional hubs and in other locations. The key theme for these visits have been advice on the placarding system and how it relates to the insurance policy and EQC Act. Requests for support in obtaining accommodation allowances from insurers with some limited offers now starting to come through, particularly for those affected by flood waters only.

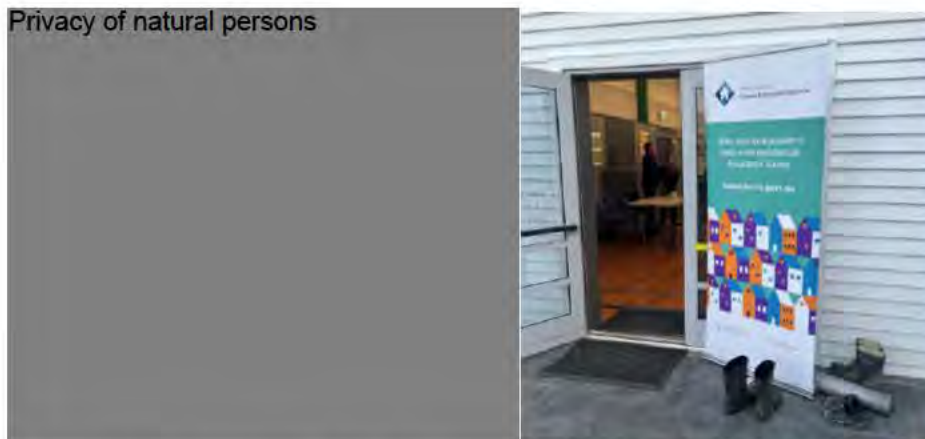
Of the 182 cases lodged with the service relating to the Auckland flooding by the 31st of March 2023, 10 are currently being case managed. Anecdotally these case managed claims are mostly due to issues with land damage or particular vulnerabilities of the homeowner. NZCRS has supported several homeowners to lodge their claims with insurers and have offered further support to the homeowner when they need it.



7.5) 2023 Cyclone Gabrielle

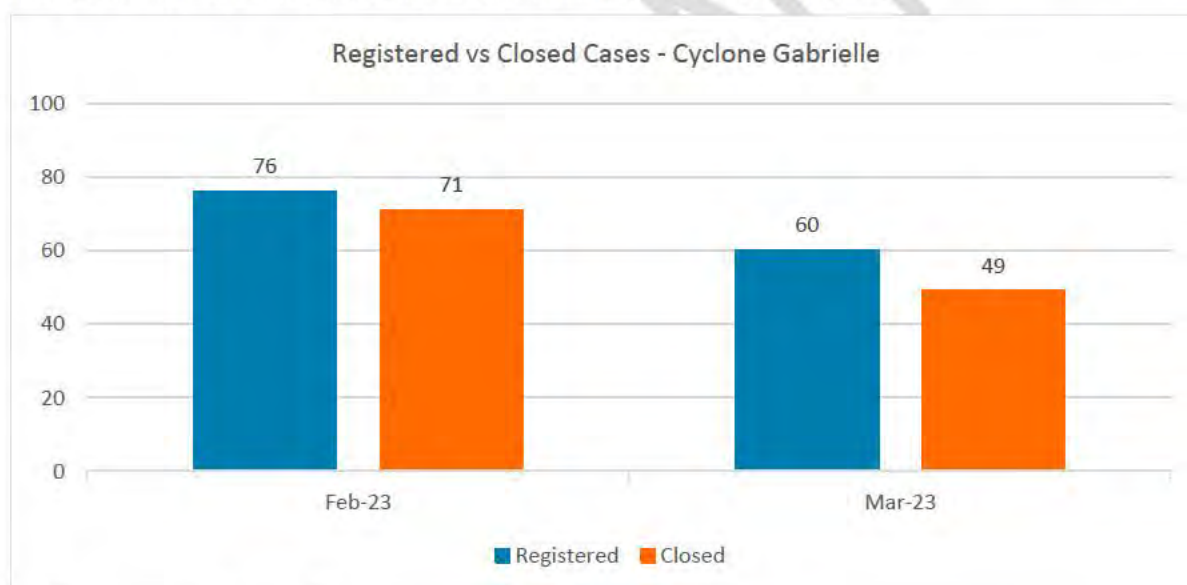
NZCRS has been on the ground in the Hawke's Bay and Tairāwhiti since the cyclone event visiting multiple communities as previously noted. In addition to this NZCRS has been working with local iwi, particularly in Te Karaka to support those affected.

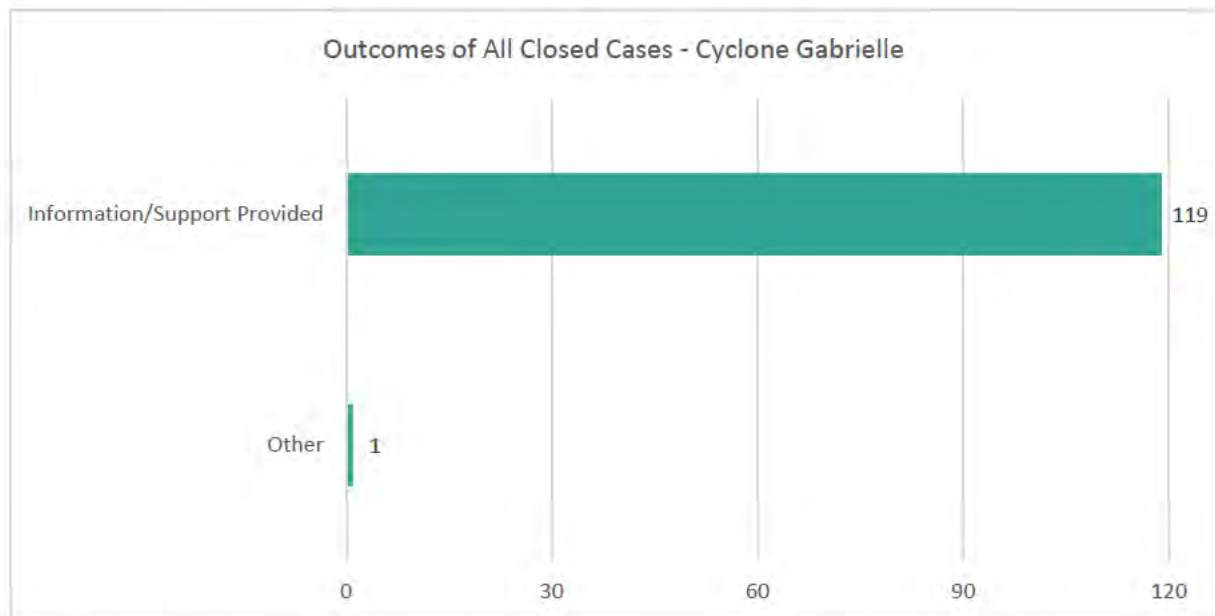
Privacy of natural persons



Te Karaka School Presentation - Tairāwhiti

As at the 31st of March 2023 NZCRS has received 145 cases into the service from this region and has resolved 120. As can be noted below all but 1 of those claims received simple advice on their claims. It is anticipated that as the recovery progresses, NZCRS will receive a far higher proportion of homeowners needing case management services as opposed to the one touch advice. At present many homeowners have concerns around their perceptions of what might happen with their claim or concern as to how their policy works. As homeowners are presented with settlements from their insurers and/or scopes of works, the chances of disputes or technical challenges will increase with a corresponding increase in the number of cases requiring more in-depth case management. It is also likely that as insurers work through their portfolio's they will identify those homeowners with vulnerabilities and refer them through to NZCRS.

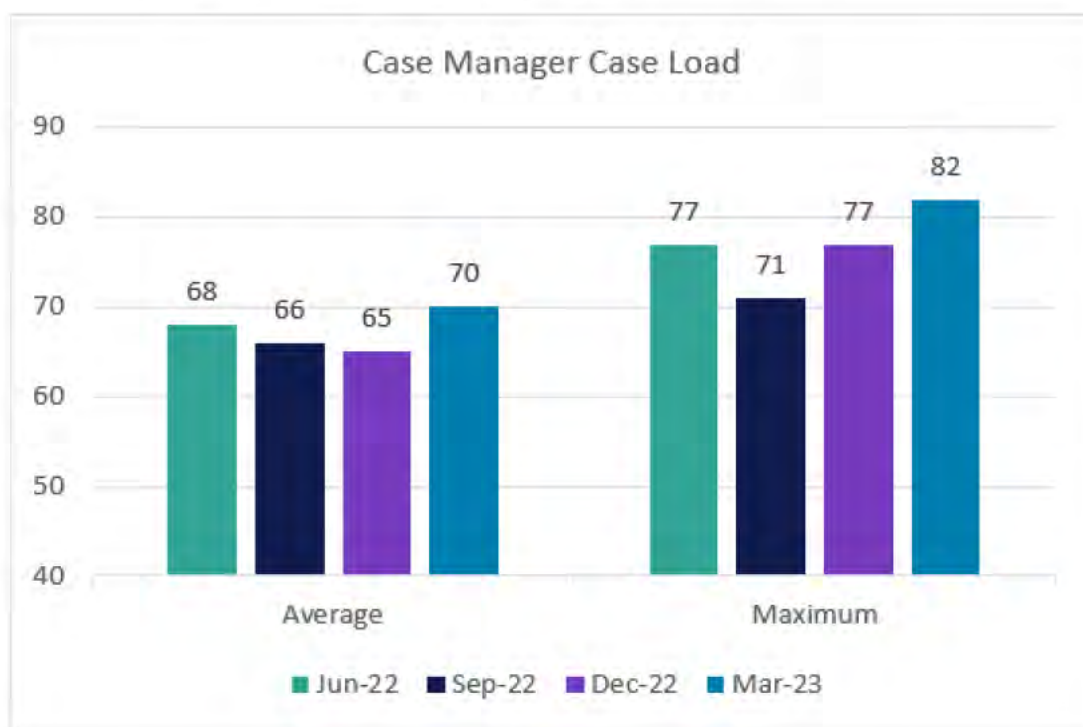




8) Operational Update

8.1) Case Managers

NZCRS is in the process of securing additional resourcing to deliver the expanded national service and in particular to deliver the demand both now and anticipated as a result of the North Island events. At present case management is being delivered from Christchurch with all Case Managers seeing an increase in the number of cases under management. The average number of cases per Case Manager has increased through the quarter with the maximum number of claims now standing at 82 compared to September 2022 of 71. At the time of writing NZCRS is advertising for 4 additional Case Managers; 2 in Christchurch, 1 in Auckland and 1 in the Hawke's Bay. 1 existing NZCRS Case Manager has agreed to relocate to the Hawke's Bay and NZCRS are in discussions with a second Case Manager regarding a move to Auckland. As the recovery continues it is expected that additional Case Managers will be recruited (likely based in Auckland) along with additional staff to support administration and iwi liaison.



8.2) Call centre

During the reporting period, 385 phone calls were answered by the call centre. Call volumes have increased significantly since the launch of NZCRS, compared to call volumes received by the GCCRS. The majority of calls received since NZCRS launch are from homeowners in the North Island impacted by the Auckland flooding and Cyclone Gabrielle weather events.

8.3) Iviis Upgrade

NZCRS is working with its supplier (iViis) to upgrade the operating system to allow for a national focus. This work is being undertaken by a taskforce of NZCRS and other MBIE staff to build a fit for purpose system that can operate across New Zealand.

8.4) MOU

NZCRS is currently finalising memorandum of understandings with EQC and Insurers.

Appendix A – CES Wellbeing Report



pathways
whānau te ahua

Christchurch
21 Birmingham Drive, Middleton
PO Box 22105 Christchurch 8140
03 339 3780 j.christchurch@pathways.co.nz

Pathways Wellbeing – Quarterly Report to NZCRS

Theme: Facilitating Closure

When we seek closure, we are looking for answers as to the cause of a certain loss in order to resolve the painful feelings it has created. In doing this, we appear to form a mental puzzle of what's happened – examining each piece and its relationship to the overall puzzle. Closure is achieved when we are satisfied that the puzzle has been assembled to our satisfaction, that the answers have been reached and it is therefore possible to move on.

When people most need closure it is usually because whatever has ended is significant to them and holds particular value and meaning. Ultimately, having answers about past endings can help us maintain our identity and learn something about the behaviour of ourselves and others. This has been hard throughout the nature of claim resolution, as the events around the Earthquake were some of the largest impacts in the last few decades.

As a wellbeing team we are definitely having more conversations as a team about closure for the people we support in service. Closure in this instance is not just about closing their claim but also finding a way forward and feeling that they can now leave their claim or experience behind them.

Example One:

We are supporting a person in service who has a long way to go with their claim but the team have been able to support her through a divorce which has allowed her closure to an abusive long term relationship. She is now able to heal and move on with her claim. The ultimate outcome is that she continues to grow in herself and her identity and figures out what the future holds for her.

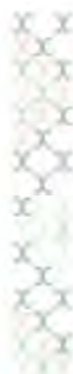
Example Two:

We supported a person to move out of their home, get the repairs done and move into a retirement village. Her whānau were unable to support her to move before this as she couldn't move on in her mind until the claim was closed. She is now able to focus on her own wellbeing and enjoy her twilight years doing the activities that she wants to do.

www.pathways.co.nz | www.rea.co.nz

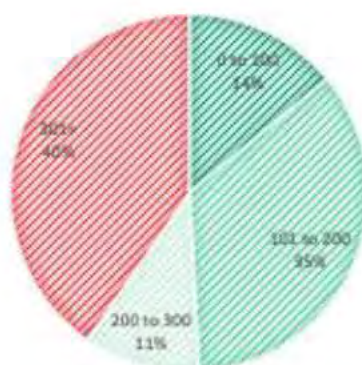
Pathways is a registered provider of services under the Oranga Tamariki Act 2021.

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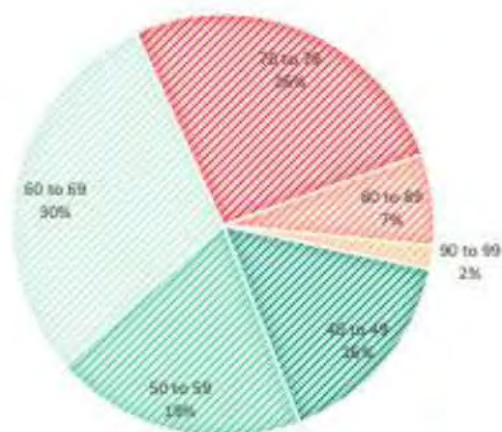


DAYS IN SERVICE

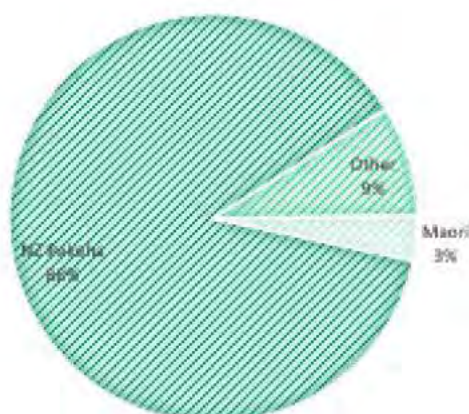
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AGE BANDS



ETHNICITY



Appendix B – Key

GCCRS	Greater Christchurch Claims Resolution Service
CEIT	Canterbury Earthquake Insurance Tribunal
ENZ	Engineering New Zealand
RAS	Residential Advisory Service
TOKA TŪ AKE EQC	Earthquake Commission
SRES	Southern Response Earthquake Services Limited
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
NDRA	Natural Disaster Recovery Agreement between Toka Tū Ake EQC and private insurers for the management of Toka Tū Ake EQC claims
NZCRS	New Zealand Claims Resolution Service

CONFIDENTIAL



New Zealand
Claims Resolution Service

Director's Report

JULY 2023



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

Executive Summary

The second quarter of 2023 has remained a challenging period for NZCRS with strong demand increasing the caseloads of Case Managers from an average of around 66 per Case Manager in September 2022 to 90 in June 2023, with one Case Manager peaking at 114 cases. The demand for the quarter of 494 is above that of Q1 2023 at 480 and well above the same period in 2022 of 122 new cases. This demand has impacted on the ability of Case Managers to close claims with the closure rate reducing in Q2 2023 to 201 claims, down from Q1 2023 of 439. Whilst this lower closure rate is likely due to a number of factors, including the increased complexity of new cases coming in from the North Island weather events in early 2023, there is no doubt that the high caseloads are also having an impact. It is a huge credit to NZCRS staff that despite the huge pressure they still closed 106 Canterbury Earthquake Sequence cases during this period, down only 10% from the same period last year.

In direct response to the increased case numbers NZCRS has implemented a phased approach focusing on recruitment and marketing. Phase one is now complete with two Case Managers relocating to cover the Auckland Flooding and Cyclone Gabrielle events and new Case Managers and Iwi Liaison employed in Ahuriri/Napier, Tairāwhiti/Gisborne, Tāmaki Makaurau/Auckland and Ōtautahi/Christchurch during Q2 2023. Phase two is well underway with recruitment underway for five additional Case Managers across Tāmaki Makaurau/Auckland and Te Matau a Māui/Hawke's Bay and a new Team Leader role for the NZCRS support functions in Ōtautahi/Christchurch. Phase three is being finalised with a significant marketing campaign to be launched late Q3 2023 to coincide with the recruitment and training of new staff.

Despite the very high demand on services it is pleasing to note the very strong rating from homeowners who have been using the service, with 92% saying they would recommend NZCRS to others during June 2023, up from 88% in April 2023. This strong result is even more impressive when the high caseloads set out above are taken into consideration, although this will require ongoing attention and focus over the coming months to ensure that homeowners stay the centre of our attention.

NZCRS would like to acknowledge the work being undertaken by Engineering New Zealand/Te Ao Rangahau (ENZ) to expand their expert panel to make it more representative across the motu and to ensure that it is balanced across structural and geotechnical disciplines. Perhaps the most striking evidence of the collaboration between ENZ and NZCRS is the fact that core to the training package for new and existing members is the inclusion of a Trauma Informed Care module to be taught in Te Whanganui-a-Tara or Poneke/Wellington in the coming weeks. This is perhaps the best example of lessons being learned from the Canterbury Earthquake Sequence (CES) experience.

Work continues at pace across the motu with NZCRS having open cases 13 of the 16 regions across New Zealand. Particular focus during Q2 2023 has been on Whakatū/Nelson, Tairāwhiti/Gisborne, Ahuriri/Napier and Tāmaki Makaurau/Auckland. NZCRS has attended multiple hāpori/community, council and stakeholder engagements and will continue to grow capacity in these regions during the 3rd quarter.

I would like to take this opportunity to recognise the staff and whānau of NZCRS who have continued to deliver above and beyond over the past quarter. The staffs' commitment and dedication during this difficult time has been humbling and has allowed us to support hundreds of homeowners with resolution of their claims and perhaps more importantly, their wellbeing.

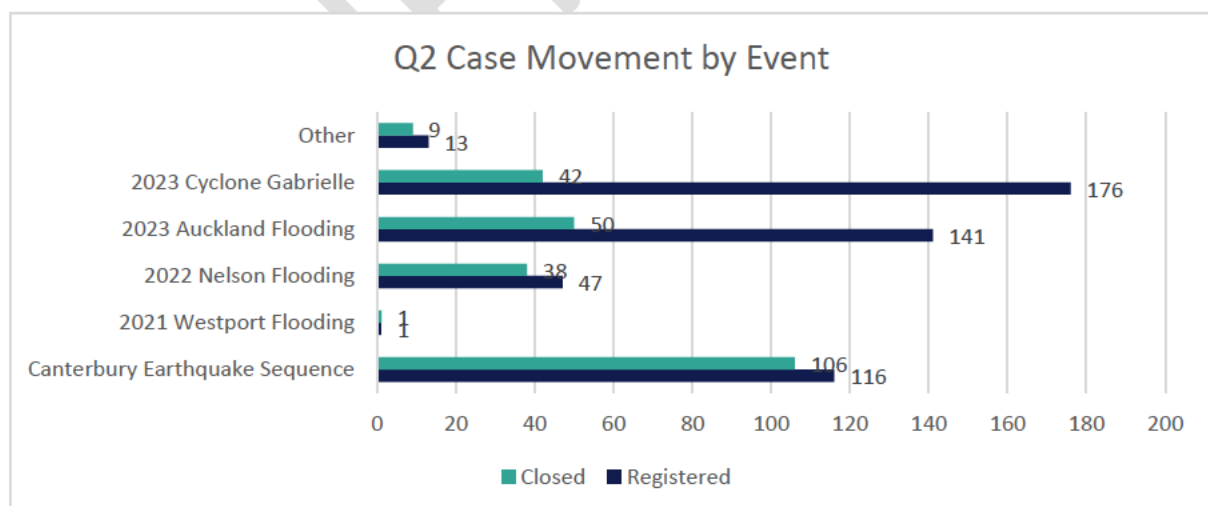
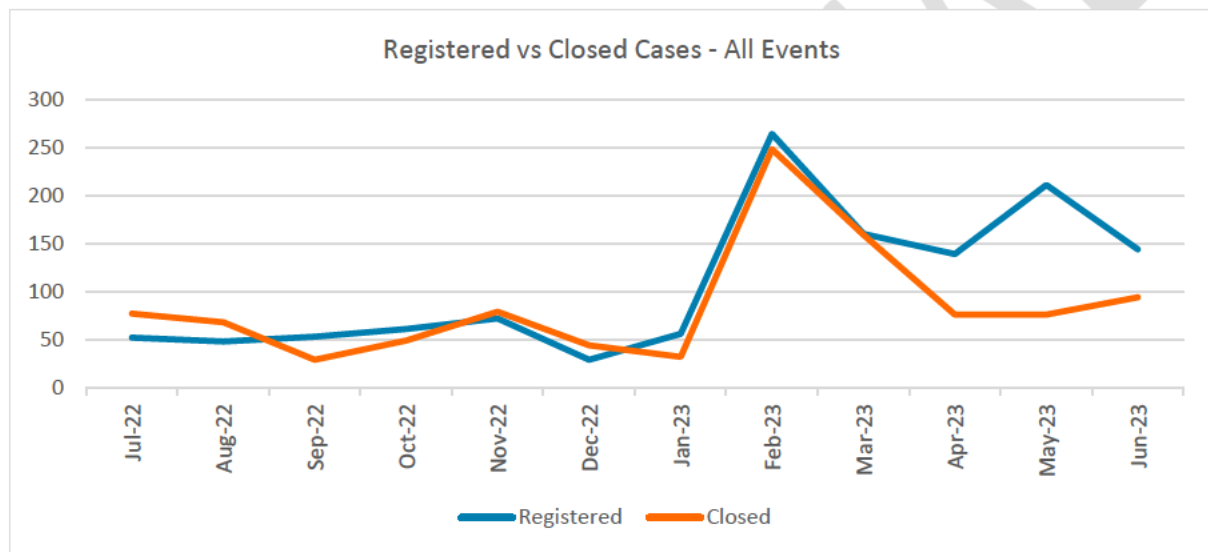


Darren Wright MNZM
Director, NZCRS

1) NZCRS Overview Q2¹ 2023

Following the launch of the New Zealand Claims Resolution Service (NZCRS) on the 20th of February 2023 demand has continued well above previous periods. This increase has been driven by the Auckland Flooding and Cyclone Gabrielle weather events which now make up the second and third largest natural disaster events in New Zealand's history as far as insurance claims are considered. At the time of writing this report the Insurance Council of New Zealand (ICNZ) are reporting in excess of 107,000 insurance claims with approximately 53,000 relating to residential dwellings. For NZCRS this has been directly reflected in demand for support with Q2 2023 seeing 494 new cases into the service, above the Q1 2023 level of 480 new claims, both quarters up significantly from 2022 with Q2 up 75% compared to Q2 2022 and Q1 2022 up 71% compared to 2023. During the quarter NZCRS opened more cases than were closed with 494 opened and 201 closed respectively.

As can be noted from the graph below, the first quarter of 2023 was dominated by one touch or simple advisory claims going through the service with 91% of claims closed during the quarter compared to Q2 2023 with only 49% of claims being closed. This indicates that claims coming in during the second quarter have increased in complexity with a larger number requiring case management services from NZCRS. It is expected that this trend will continue in the coming months as homeowners affected by these disasters work through their insurance and complex land claims.



As can be noted above the demand from the CES continues with 116 opened for the period and 106 closed. This is now a fairly consistent trend and compares to Q2 2022 where the Greater Christchurch Claims Resolution Service (GCCRS) opened 119 new claims and closed 134. The CES demand remains consistent and strong, despite nearing the 13-year anniversary for this event. The average claims opened per month for Q2 were 38.6 only slightly below the previous 12-month average of 39.9. The single remaining claim for the 2021 Westport Flooding event was closed during the quarter, although a new claim has now been registered. NZCRS expects the high demand levels from Cyclone Gabrielle and Auckland Flooding to

¹ Q1 Jan-Mar, Q2 Apr-Jun, Q3 Jul-Sep, Q4 Oct-Dec

increase over the coming months, particularly as NZCRS increases its profile with the marketing strategy outlined below in phase 3.

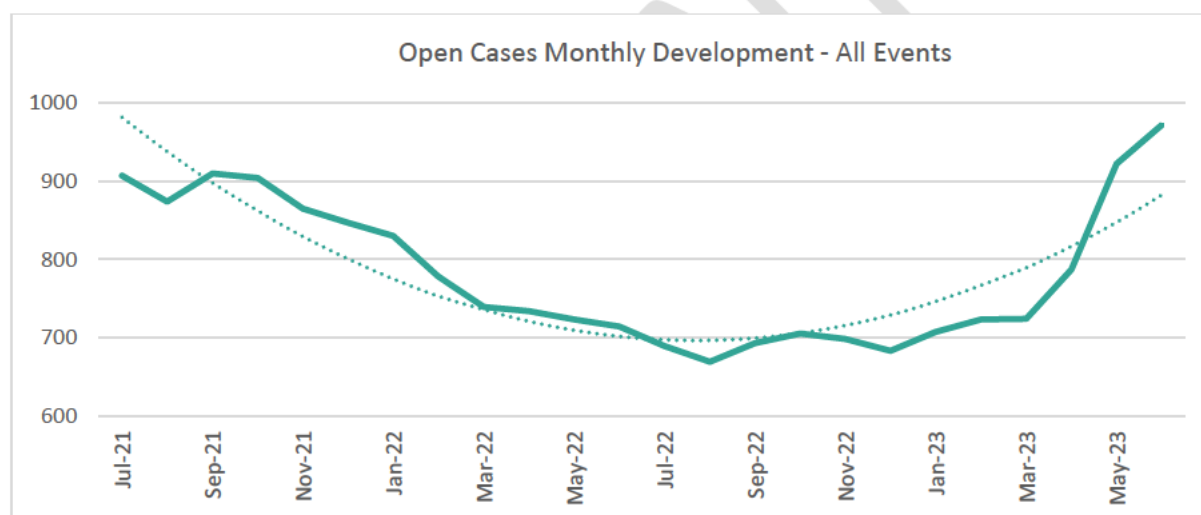
Demand for support for the 2022 Nelson Flooding event has started to peak with land settlements now being presented to homeowners. NZCRS staff have been on the ground in Whakatū/Nelson, Te Taihū-o-te-waka/Marlborough over the past quarter supporting homeowners in their engagements with insurers.

During Q2 NZCRS has been focussed, amongst other things, on recruitment and retention of staff along with the development of an integrated marketing and advertising campaign. These work streams ensure NZCRS can reach out to those homeowners who need our help and then meet the needs of those homeowners as they come into the service.

Phase One of the rollout is now complete with two NZCRS staff agreeing to temporarily relocate to the affected areas. One Case Manager has relocated to the Te Matau a Māui/Hawke's Bay along with a new secondment from within MBIE and a new external recruit who started in June 2023. One Case Manager is in the process of relocating to Tāmaki Makaurau/Auckland and one new external Case Manager will start in July. In Ōtautahi/Christchurch the team has been strengthened with two new Case Managers to backfill the relocations to the North Island starting in June and one new Case Manager starting in July. This team has also been strengthened with a secondment from MBIE in a Personal Assistant/Team Administration role.

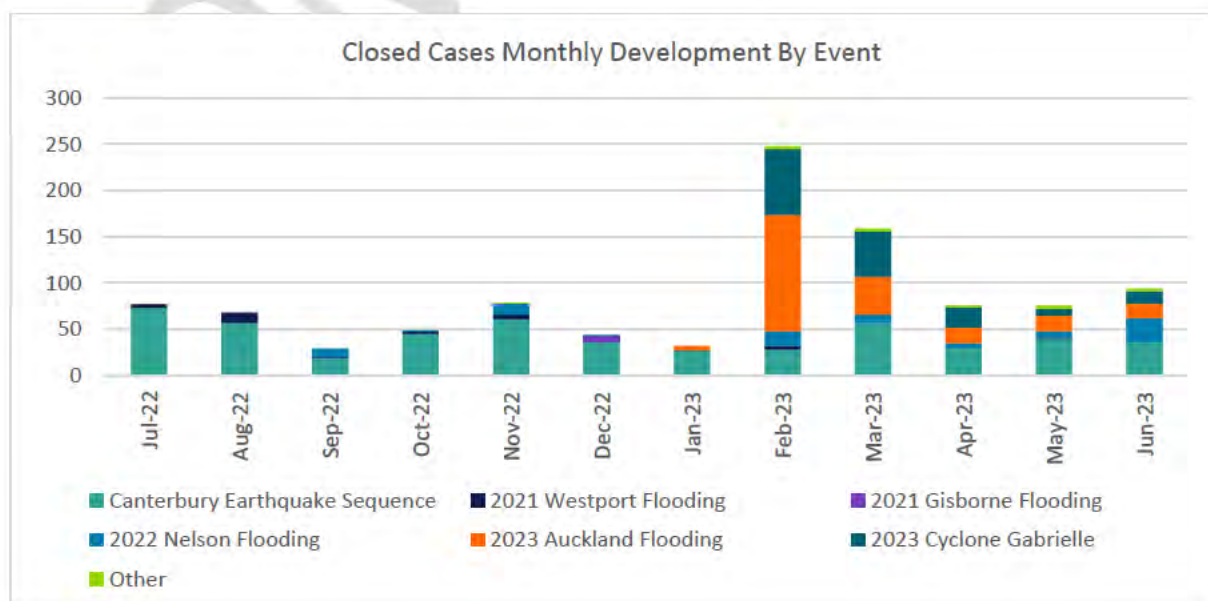
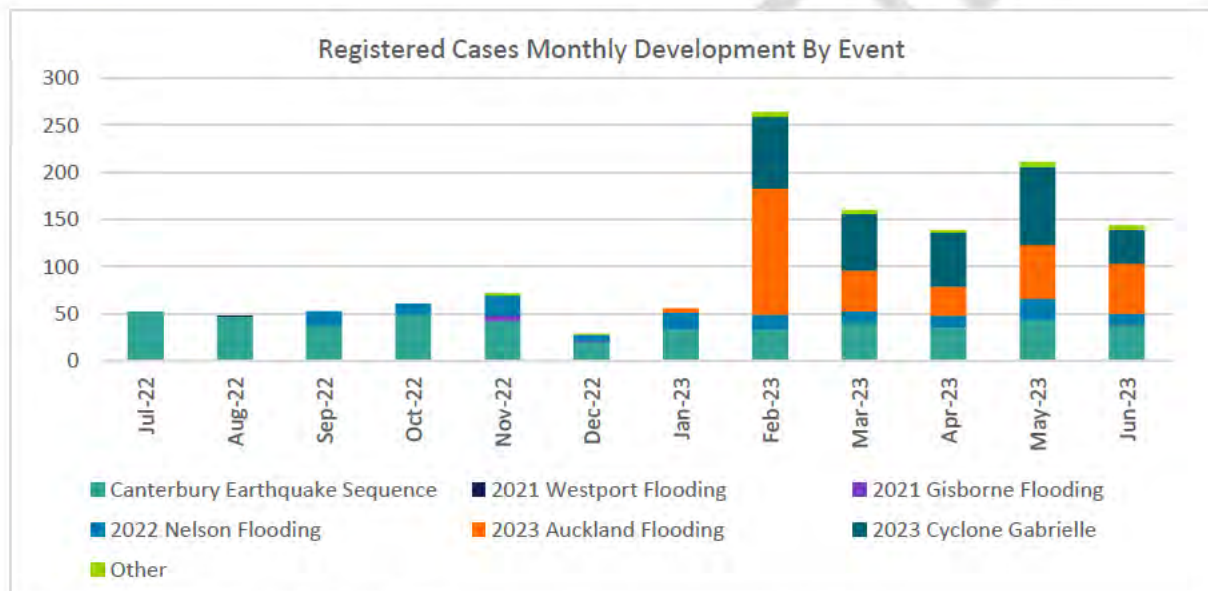
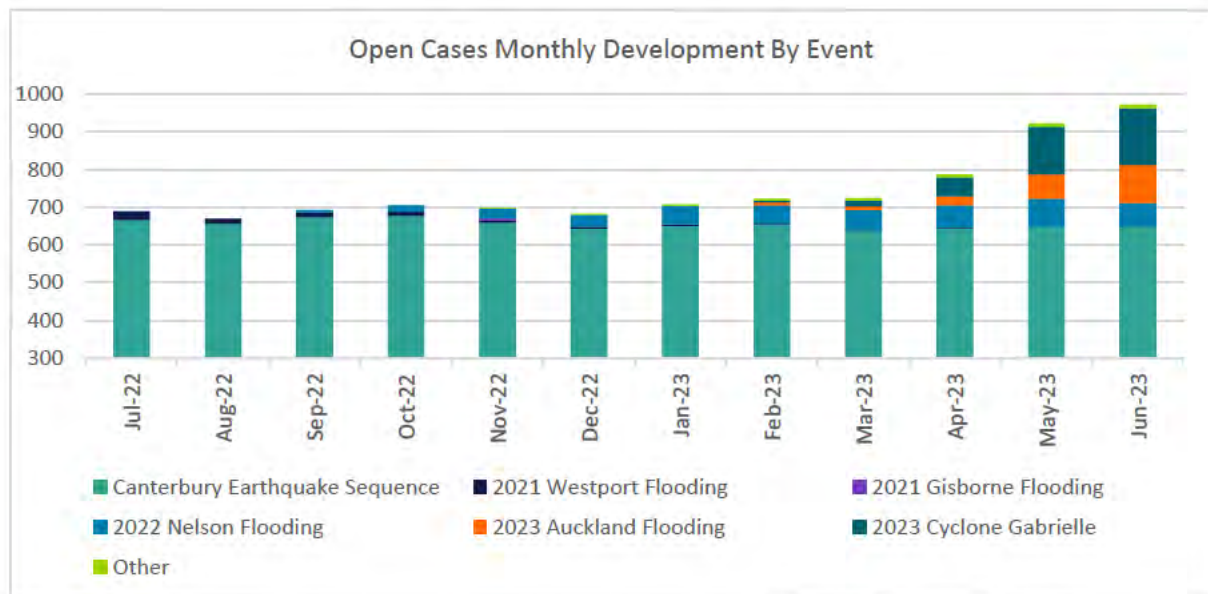
Phase Two will see up to four new Case Managers starting in Tāmaki Makaurau/Auckland during late August, 1 new Case Manager in Te Matau a Māui/Hawke's Bay and the establishment of a new Team Leader Support role to support the call centre, finance and administration support functions in Ōtautahi/Christchurch. By the end of August 2023 NZCRS is expected to have doubled its staff capacity to deal with the new events.

Phase Three will see a significant marketing campaign across the motu to ensure that homeowners who need to use the service know it exists and how to access it. This will include community-based outreach into the affected regions.



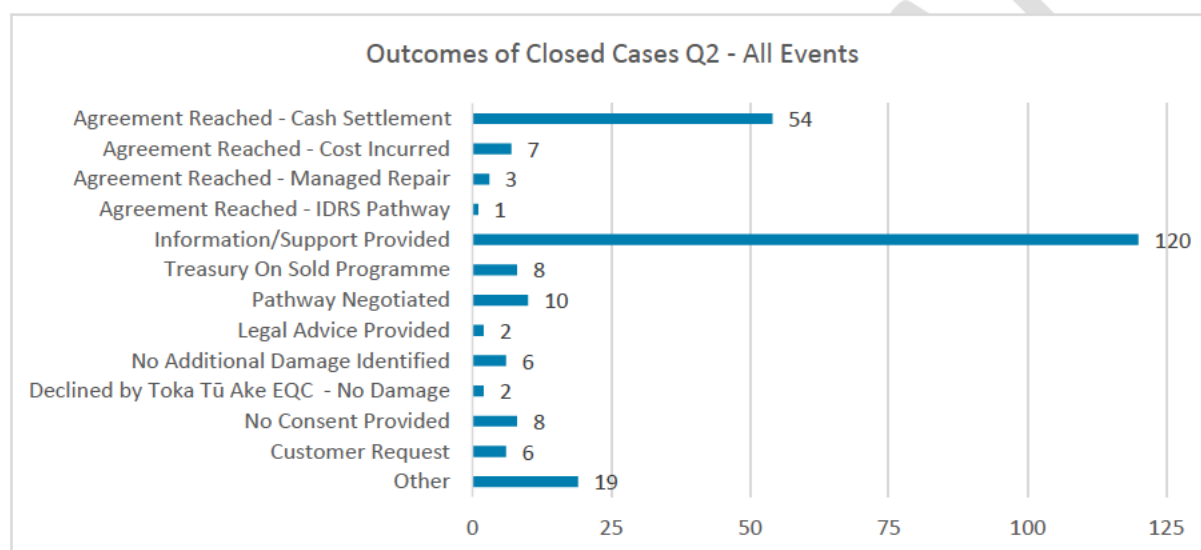
In June 2023 NZCRS reached a key milestone of over 5,000 claims registered with the service (including GCCRS). As at the 30th of June 2023 NZCRS has now registered 5,143 cases into the service, closed 4,126 and reached a new peak of 1,017 open claims. This is the first time that NZCRS has had more than 1,000 open claims since a very short period in early 2021.

Key to these case numbers is the impact on staff and in particular Case Managers. Prior to the North Island weather events caseloads averaged at 66 per Case Manager in September 2022 and 65 in December 2022. This number peaked during June 2023 at circa 90 per Case Manager (one Case Manager at 114), well above the long-term average. New staff noted in phases one and two above have now reduced these case load levels and will reduce further with the addition of new staff still to come on board. Marketing strategies will be managed to support the ongoing maintenance of caseloads going forward.

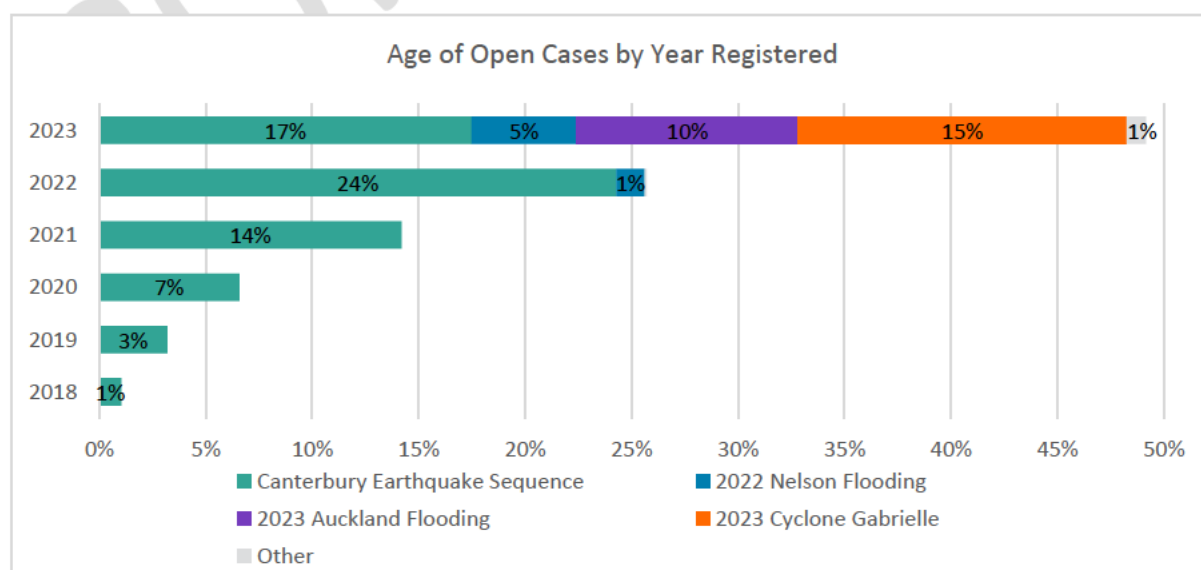


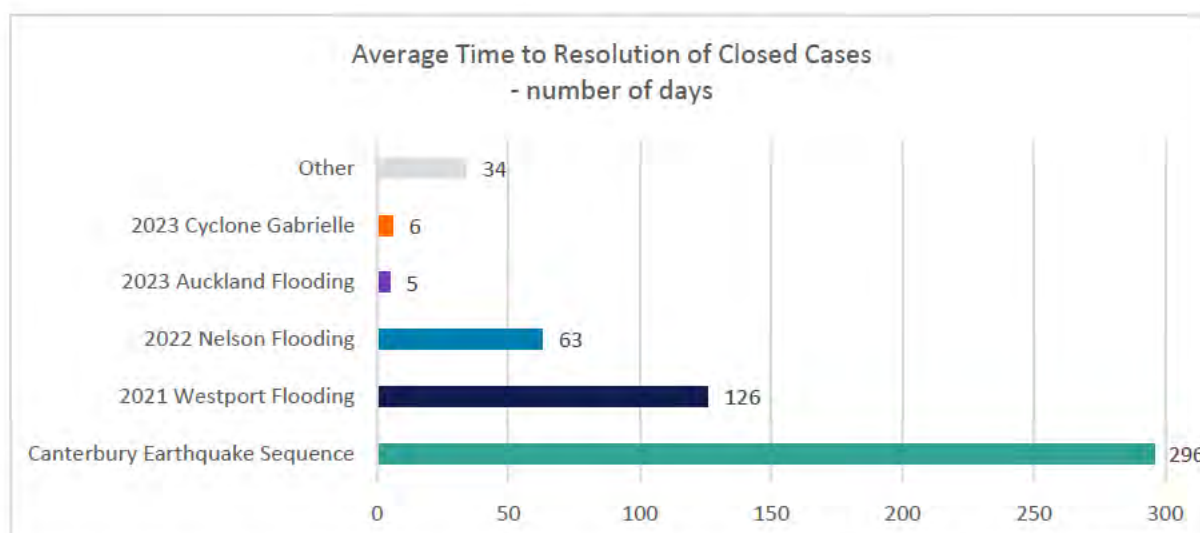
Whilst we have noted a significant increase in the number of cases registered in Q2 2023 at 494, there has been a corresponding weaker closure rate of 201. Whilst this is above the same period last year of 147, it is well below the Q1 2023 rate of 439 closed claims. As noted above the majority of new demand during Q1 2023 was related to the Auckland Flooding event whereas the Q2 2023 demand showed the impact of Cyclone Gabrielle. The reduced closure rate between Q1 and Q2 2023 was however not consistent across events with the CES down 5%, Nelson Flooding up 68%, Auckland Flooding down 71% and Cyclone Gabrielle down 65%. This suggests that the overall demand on Case Managers has had a broad impact across the service but in addition the increased complexity of Auckland Flooding and Cyclone Gabrielle is resulting in more case management and less simple advice being delivered. It will be important to monitor this effect over the coming quarters to ensure the demand on Case Managers returns to more manageable levels. It is interesting to note the large proportional increase in Nelson Flooding claim closure rates which is a direct consequence of the increase in land settlements being presented to homeowners. This event is now 11 months on suggesting the peak for the North Island demand may be in late 2023 or early 2024.

The reduction in the number of cases closing as “Information/Support Provided” from 346 cases in Q1 2023 to 120 cases in Q2 2023 provides further support to the assumption made above that the decreased closure rate is likely due to the increased complexity of claims.



During Q1 2023 it was noted that 16% of claims with NZCRS were registered prior to 2021. It is pleasing to see this number has dropped significantly to 11% for Q2 2023. Claims registered in 2020 are down 3% with claims in 2019 down 2%. This is a significant achievement and down to the work being undertaken by Case Managers and in particular the Manager Case Resolution who remains focussed on CES claims and in particular our aged claims. This is even more significant when you consider the overall demand on staff and that these are often the most complex claims in the system often requiring the most case management to reach resolution. NZCRS and Toka Tū Ake EQC continue to operate regular claims clinics where claims are openly discussed and resolved. NZCRS also continues to engage with both Toka Tū Ake EQC and Southern Response at the Chief Executive and Director level to ensure the ongoing collaboration of the entities.





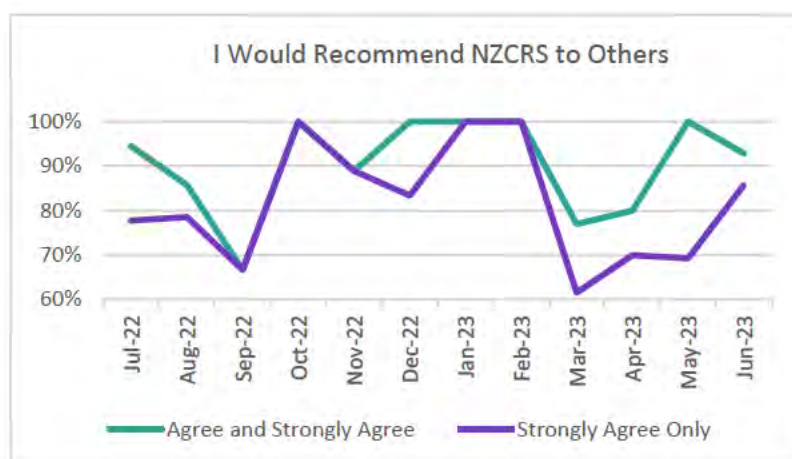
2) Exit Survey

NZCRS continues to monitor its performance through a survey of closed cases. It is important to note that this survey is only issued to homeowners who return a consent form, are actively managed by the service and only when their case is closed. Homeowners who only receive high level or “one touch” advice such as in a community hub or over the phone are not currently issued with a satisfaction survey. NZCRS remains focussed on the homeowner being at the centre of what we do and has taken a view that asking a homeowner to complete a satisfaction survey email when they have only sought high level advice, or they are still very much living in the event, is not in the best interests of the homeowner. We are currently looking at how we can capture the best possible feedback from our homeowners along with other considerations including whether immediately after the closure is the best time to present the survey. Consideration is being given to either moving the survey to four-six months after the closure, or alternatively, sending a second survey at the later date.

During Q2 2023 the key performance measure “I would recommend NZCRS to others” has increased from 88% in the first quarter to 92% for this period. Perhaps most important is the increase in those responding with “Strongly Agree” (see below graph) to this measure. There has been a slight improvement in “My wellbeing has improved as a result of the support/advice I was given by NZCRS” although as noted in previous reports this measure can be impacted by a number of factors, often outside the control of NZCRS.

NZCRS Exit Survey		
Questions	Q1	Q2
1. I was able to make informed decisions because NZCRS provided me with the information I needed.	85%	88%
2. My Case Manager kept me informed of the progress of my case.	88%	80%
3. My Case Manager acted in a professional manner.	92%	89%
4. My wellbeing has improved as a result of the support/advice I was given by NZCRS.	68%	74%
5. I would recommend NZCRS to others.	88%	92%





3) Homeowner Feedback

A sample of the feedback from homeowners during April to June 2023 included:

"My Case Manager was exceptional. She was nothing but kind, caring, concerned and considerate. She has an exceptional gift of compassion and empathy and anyone who has her working on their behalf is well blessed. Question 4 my wellbeing was vastly improved after the process was completed and we received a payout. During the process it was incredibly stressful but not due to anything my Case Manager did, simply the process we went through and who we were dealing with from insurance and EQC. Again my Case Manager was amazing support and had excellent advice. She kept me going and was always encouraging and kind. She is amazing!!" - Ōtautahi/Christchurch homeowner

"Our Case Manager was amazing! There was no way we could have navigated this process without him. He did an amazing job of making a highly complicated process, involving so many stakeholders, as simple and stress free as possible. We felt at all times that he was advocating for the best possible outcome for us." - Ōtautahi/Christchurch homeowner

"My Case Manager was amazing, such a calm well mannered person with a heart of gold. She was so helpful during the whole process. Without my Case Manager I would be lost, thank you so much for all the meaningful support you have given during the process." - Ōtautahi/Christchurch homeowner

"In all our dealings with our Case Manager he acted in a very professional and competent manner. He had a thorough understanding of the process and took away all the stress of dealing with the insurance company ourselves. Our Case Manager is very articulate and managed to get an excellent result on our behalf." - Ōtautahi/Christchurch homeowner

"Our Case Manager was outstanding and worked with us every step of the way with honesty and experience to come to a fair solution for us. I cannot speak more highly of her professionalism and care." - Ōtautahi/Christchurch homeowner

"Thank you for tonight's meeting. By some distance, the clearest and most progressive meeting I have attended on this matter. The 'people' management of the discussion was superb." - Ōtautahi/Christchurch homeowner (complex multi-unit building)

"Meeting with a Case Manager to discuss my claim in general terms was enlightening and reassuring. She has in-depth knowledge and confidence and is sincere in her role. What an asset she is to NZ as we move into the climate of climate claims." - Whakatū/Nelson homeowner

"I used this service post having the claim accepted. However knowing it exists is great to be informed around how claims are settled and advice for the future." - Whakatū/Nelson homeowner

"When I was feeling absolutely wretched about losing our beloved home in the Sounds XXXXXXX my Case Manager was there for me." - Te Taihū-o-te-waka/Marlborough homeowner

"Thank you for meeting with me at Muriwai. The information you provided was very informative and useful." - Tāmaki Makaurau/Auckland homeowner

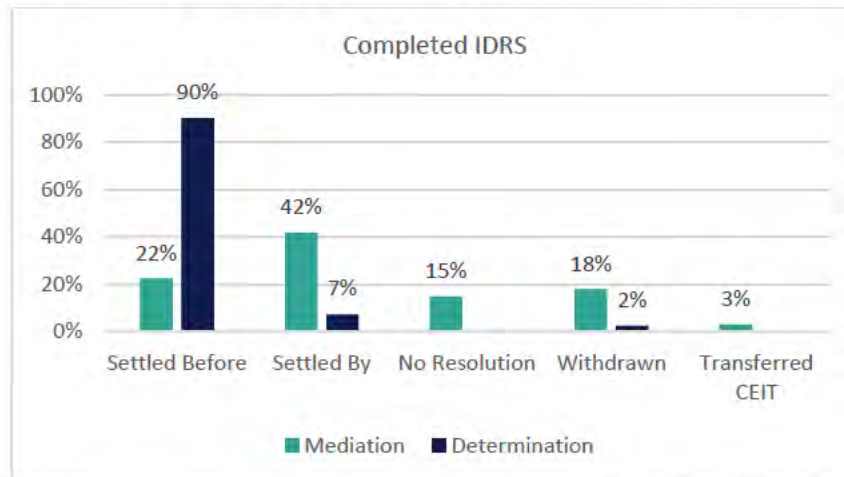
"I really appreciate your help in sorting out our mess. I wonder why I have to complain to get attention. I was just asking what they themselves have promised to give. Thanks to you, I got an email from my insurer stating that they will chase the report and pay next 8 weeks rent. Hopefully, whole thing gets resolved ASAP. We lost quite a lot of childhood memories of our daughter. Things that are gone, are gone no point winging about it anymore. Sooner it gets resolved we can look forward to rebuilding our home as well as life." - Tāmaki Makaurau/Auckland homeowner

"Thank you for your time today and your advice." - Te Matau a Māui/Hawke's Bay homeowner

4) Internal Dispute Resolution Service (IDRS)

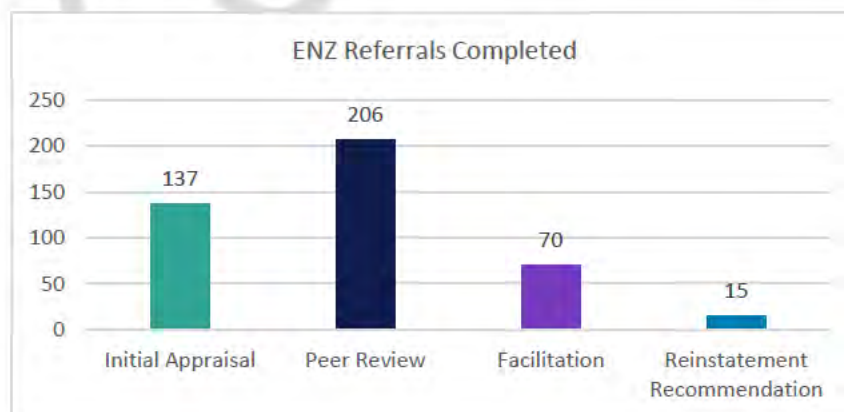
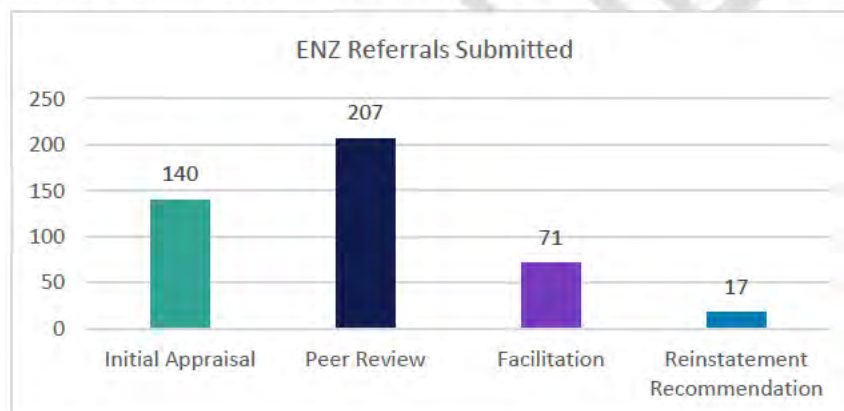
Stakeholder engagement commenced this quarter on the dispute resolution mechanisms to be available nationwide by NZCRS with the potential of this system meeting the requirements of the Natural Hazards Insurance Act, which comes into force 1 July 2024. To date NZCRS have engaged with Toka Tū Ake EQC, Insurance Council of New Zealand (ICNZ), Canterbury Homeowner Advisory Group, iwi leads and homeowners who accessed the Determination service under GCCRS to get their input into the service design. Determinations and mediations remain available for those homeowners affected by the CES.

One mediation was held during the quarter and another mediation was withdrawn.



5) Engineering

There have been 435 referrals submitted to Engineering New Zealand/Te Ao Rangahau, of these, 428 have been completed. Peer reviews continue to be the most common type of referral with 48% of referrals submitted requesting this service.



Natural Disaster Recovery Panel

ENZ's Christchurch Expert Panel will become the Natural Disaster Recovery Panel on 1 August 2023. ENZ received 78 applications, with 45 moving to the evaluation stage. These 45 had met regional and Chartered Professional Engineer registration requirements and were allocated to the technical evaluation team for review. Following the technical review, a cross-stakeholder evaluation panel met, consisting of legal, insurer and homeowner representatives. NZCRS also attended this meeting.

11 new members were appointed by ENZ with both geotechnical and structural engineering expertise and spread geographically across the motu:

- Three will be based in the Tāmaki Makaurau/Auckland region,
- Two in Te Matau a Māui/Hawke's Bay,
- One to cover Waikato, Te Moana a Toi/Bay of Plenty, Tairāwhiti/East Coast,
- One to cover Taranaki, Manawatu-Whanganui, Pōneke/Wellington,
- Three to cover Whakatū/Nelson, Te Taihū-o-te-waka/Marlborough and Te Tai Poutini/West Coast, and
- One to cover Otago/Ōtākou, Murihiku/Southland and Rakiura/Stewart Island.

16 of the current Christchurch Expert Panel will continue on with the national panel and are already geographically spread across Ōtautahi/Christchurch, Tāmaki Makaurau/Auckland, Waikato and Taranaki.

A training and induction workshop with the expanded panel will take place late July to provide members with an understanding of the NZCRS and the context of natural disaster insurance claims from a legal, regulatory and technical perspective. NZCRS will present at this workshop along with a member of our Canterbury Homeowner Advisory Group to speak to the homeowner's experience.

Legacy Project

In 2022 the Engineering Advisory Group (EAG) asked NZCRS to develop legacy documentation for engineering services to support homeowners, insurers and engineers involved in residential damage assessments resulting from natural disasters, capturing and consolidating the key process elements and documentation from the CES residential repair and rebuild experience for future events. The documentation was intended to also include guidance for service administrators in setting up an expert panel, after a future significant event.

The development of the legacy documentation was broken down into stages:

Stage One

- Establish a working group, comprising 1 EAG member, 2 Panel members and the Panel Advisor
- Identify cross party stakeholders

Stage Two

- Develop Letters of Engagement templates for other natural disasters
- Incorporate lessons learnt to develop briefs/instructions for engineers providing advice
- Develop briefs/instructions for setting up an expert panel service after a significant event
- Targeted consultation with stakeholders

Stage Three

- Working group final review
- Present to enduring committee

NZCRS funded this project and stakeholder consultation is currently underway with a review of the documentation that has been put together. NZCRS would like to take this opportunity to thank ENZ and those involved with this project.

6) Wellbeing

NZCRS has established a bespoke wellbeing service for homeowners affected by the CES, see attached Appendix 1 for the latest report.

All existing staff for NZCRS have now completed the Mental Health First Aid Responder recertification and the Trauma Informed Care course. All new fixed term staff will complete the Trauma Informed Care course as will the new members of the ENZ Natural Disaster Recovery Panel.

The wellbeing support service provided to Ōtautahi/Christchurch based staff has been extended to include staff across the motu, now based in Ahuriri/Napier, Tairāwhiti/Gisborne and Tāmaki Makaurau/Auckland.

NZCRS is currently engaging with Te Whatu Ora/Health New Zealand, Pathways and local suppliers such as Te Kupenga Trust (Tairāwhiti/Gisborne) to ascertain what services will best suit delivery in the North Island. The key components of the service will mirror those services provided to CES homeowners, including phone-based triage, low level phone/internet based support services, face to face support where needed and acute mental health referral.

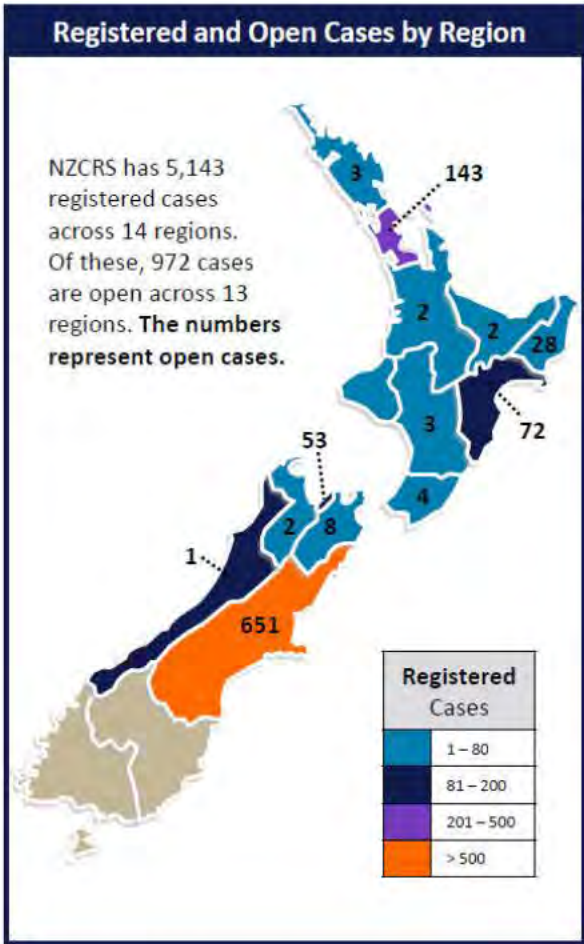
7) Engagement

NZCRS has been active across the motu promoting the service and engaging with stakeholders, local councils and iwi. In the past quarter formal engagement has included the Chief Ombudsman, Financial Markets Authority, Financial Ombudsman’s Office, Palmerston North City Council, Hastings District Council, Auckland City Council, Tararua District Council, Communities of Practice for Northland, Student Volunteer Army, Community Housing Aotearoa, Hawke’s Bay Engineer Leadership Group along with MP’s from across the affected regions.

Iwi engagement has been ongoing with the support of both MBIE iwi liaison staff and a member of the Canterbury Homeowner Advisory Group. The CHOAG member is of Ngā Hau Whā National Marae/Te Rūnanga o Nga Maata Waka has been supporting in the Tairāwhiti/Gisborne and Te Matau a Māui/Hawke’s Bay regions along with the NZCRS Lead Case Manager whose whakapapa connects back to the East Coast. Recruitment in this region has focussed on ensuring representation of local communities. NZCRS has established an Iwi liaison role to assist with the ongoing development of our iwi engagement strategy across the motu.

8) Events

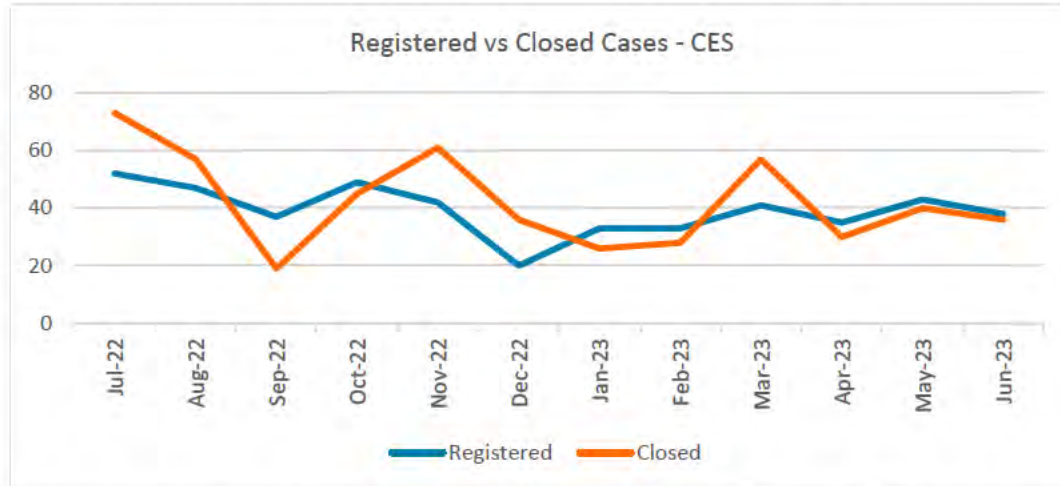
Whilst this report has focussed across the motu it is also important to look in some detail at each event currently being responded to by NZCRS. NZCRS has cases registered in 14 of the 16 regions across New Zealand with active cases in 13 of those regions. The numbers in each region below indicate the active cases as the 30th of June 2023.



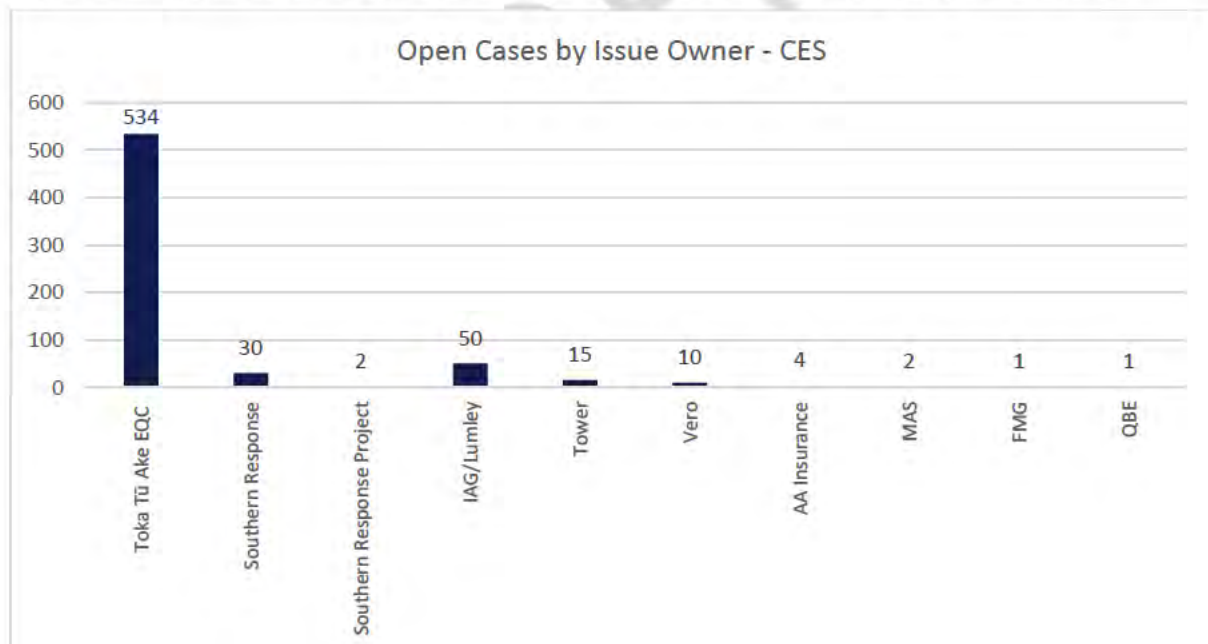
Further detail below is provided relative to the size of the event and/or the potential size of the event.

7.1) Canterbury Earthquake Sequence

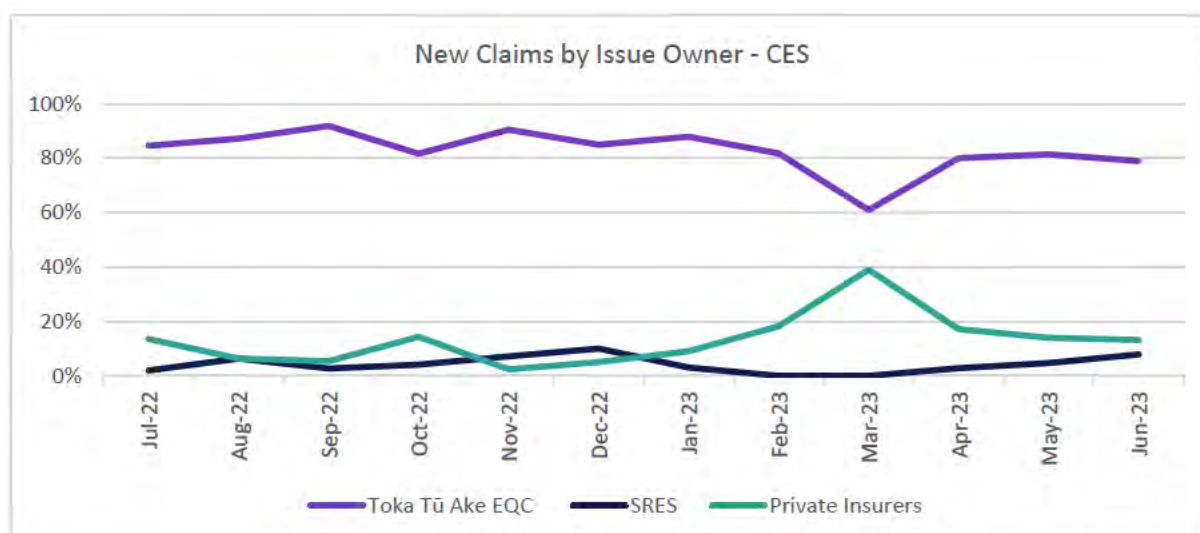
As has already been noted NZCRS opened 116 CES cases in Q2 2023, more than it closed at 106. This result is not a surprise given the high level of case load being carried by Case Managers during the quarter. The impact of the North Island weather events are perhaps most notable when reviewing the CES closure rates. Between January 2021 and January 2023 NZCRS closed more CES claims than it opened on 21 of the 24 months (87.5%). Since the weather events in January 2023 NZCRS have closed more CES claims than it has opened in only 1 of the 6 months (16.7%).



It is important to note that of the 649 CES cases open as at the 30th of June 2023 82.3% were Toka Tū Ake EQC, 4.6% SRES and 7.7% the IAG group. Other insurers made up Tower 2.3%, Vero 1.5% and other insurers 1.5%. Again a large proportion of IAG claims were referred by IAG into NZCRS reinforcing the ongoing relationship between the NZCRS and New Zealand's largest insurer. Recent work has also been undertaken to reinforce links with the Suncorp group, Tower and FMG.

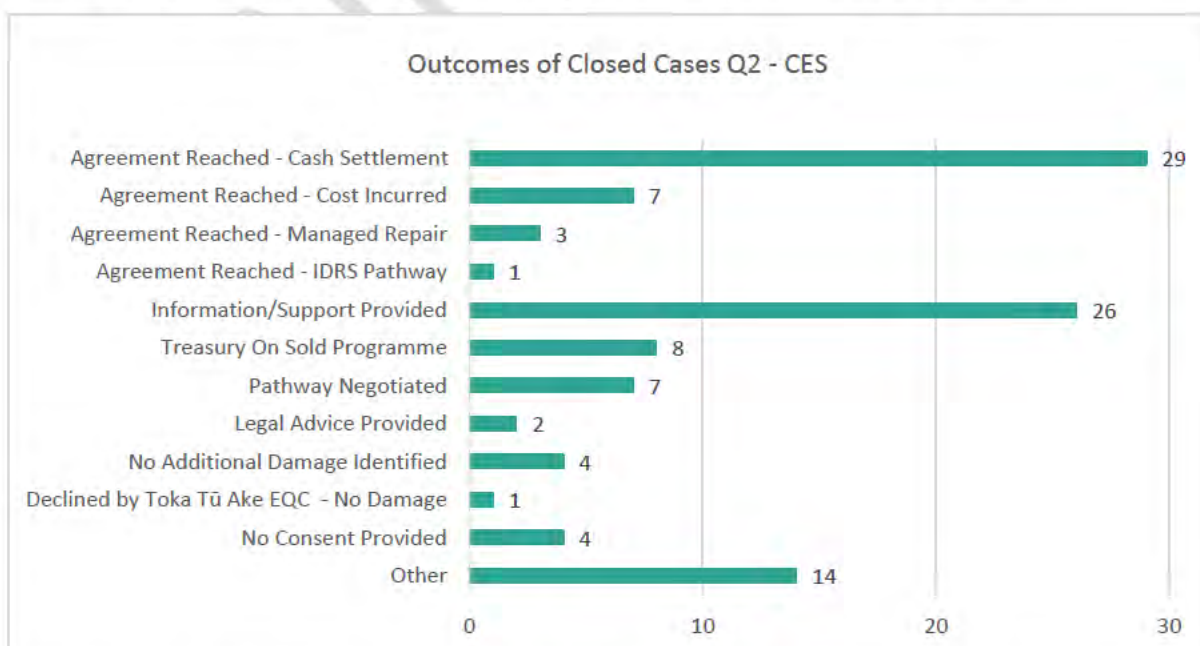


When looking at the monthly flow of cases into the service we note a level of consistency with the number of Toka Tū Ake EQC cases. The average new cases per month for the past 12 months stands at 31 cases per month this compares to April 2023 at 28, May 2023 at 35 and June 2023 at 30. This trend reinforces the anecdotal view that the CES tail will continue for some time into the future, reinforcing the need for the new national and permanent service.



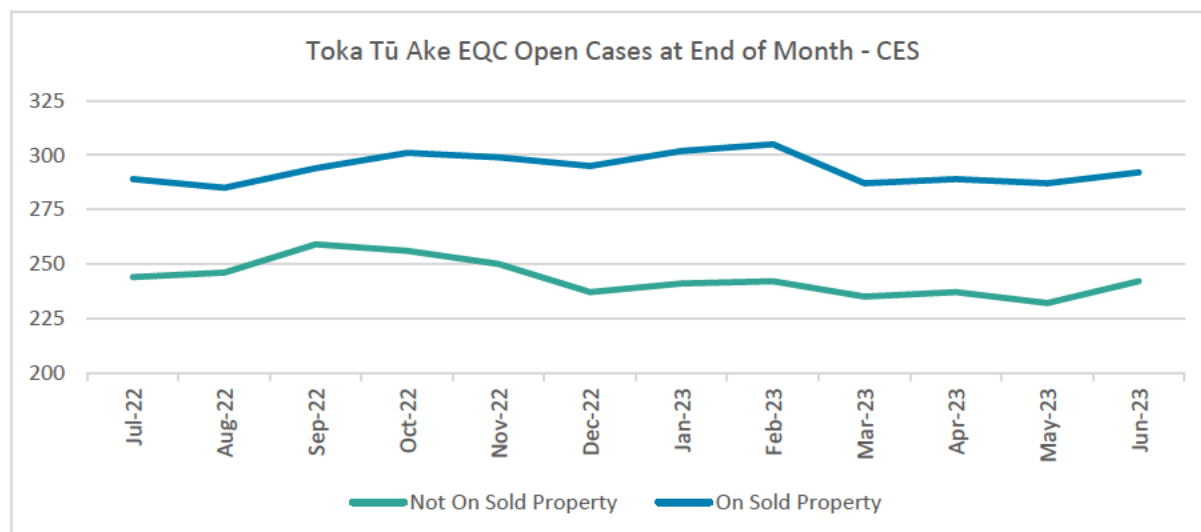
Cash settlement remains the preferred settlement option for homeowners and insurers in the CES with 27% of claims settling for an out of policy cash agreement. The recent focus on aged claims (see below) has resulted in a number of claims (24.5%) closing following further support/information being provided by NZCRS.

Following a request from the Canterbury Homeowner Advisory Group NZCRS has reviewed its aged claims that came into service during 2018 and 2019. Of the 60 cases open at the end of Q1 2023, 31.7% closed during Q2 2023. 24 of the remaining 41 cases are awaiting further information from either the homeowner, Toka Tū Ake EQC or the insurer. These range from obtaining further technical advice on the extent of the earthquake damage, to procuring detailed design plans in order to develop a comprehensive scope of works for settlement. As this information becomes available NZCRS Case Managers are actively looking for opportunities to utilise the IDRS or the CEIT to assist in resolving claims where parties cannot reach agreement on an informal basis. Five cases have been referred for legal advice and are either being prepared for the IDRS, CEIT or have been filed. NZCRS is working on five cases by assisting homeowners with review and preparation of their cases for any next steps or settlement outcomes. Four cases are within the Treasury Onsold Programme where NZCRS are actively supporting owners their applications. These are not straightforward applications and by way of example, involve a situation where eligibility has been met for the programme, but monies have been previously paid to previous owners, but work has not been completed. NZCRS works closely with our homeowners and Toka Tū Ake EQC to find bespoke solutions to resolve these claims. NZCRS is assisting two homeowners with cases in negotiating claims settlement outcomes. In one case NZCRS is providing assistance to two vulnerable homeowners who are currently going through a third major repair. NZCRS has been providing intensive case management to progress this since 2018.



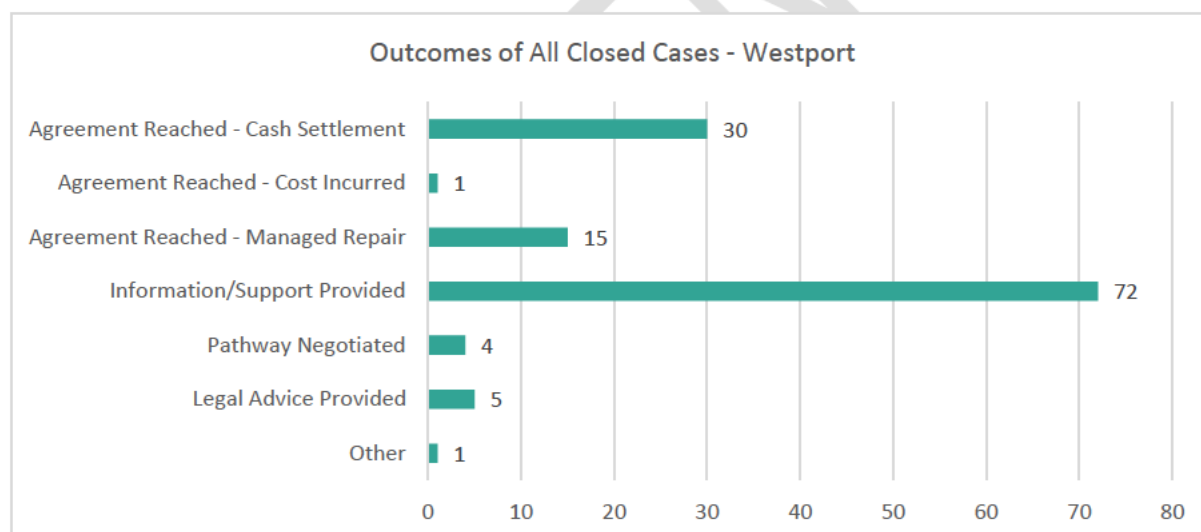
The split between Toka Tū Ake EQC managed On Sold cases and BAU (not on sold) cases remains steady for the quarter with 242 BAU cases as at the 30th of June 2023 and 292 that were not owned at the time of the event. The inability of Toka

Tū Ake EQC to provide visibility on the liability of on sold cases that are not eligible Toka Tū Ake EQC managed On Sold Programme remains an issue for NZCRS and has been escalated to CEO level in the organisation. NZCRS and Toka Tū Ake EQC are working through specific examples to move the issue forward.



7.2) 2021 Westport Flooding

As previously stated NZCRS closed the last case in Westport during Q2 but has now had another new claim opened.



7.3) 2022 Nelson/Marlborough/Golden Bay Flooding

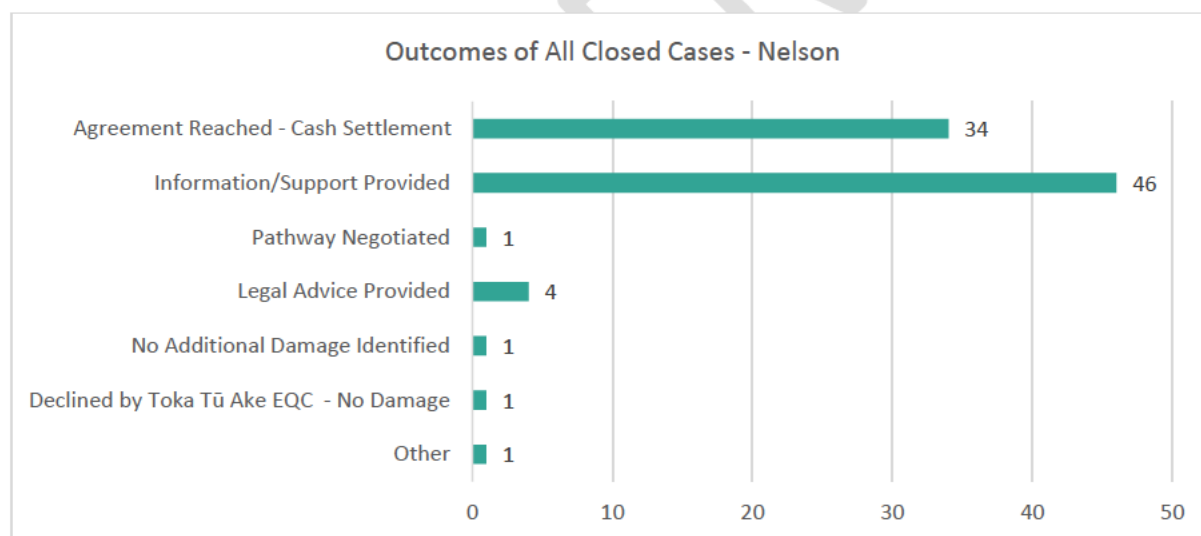
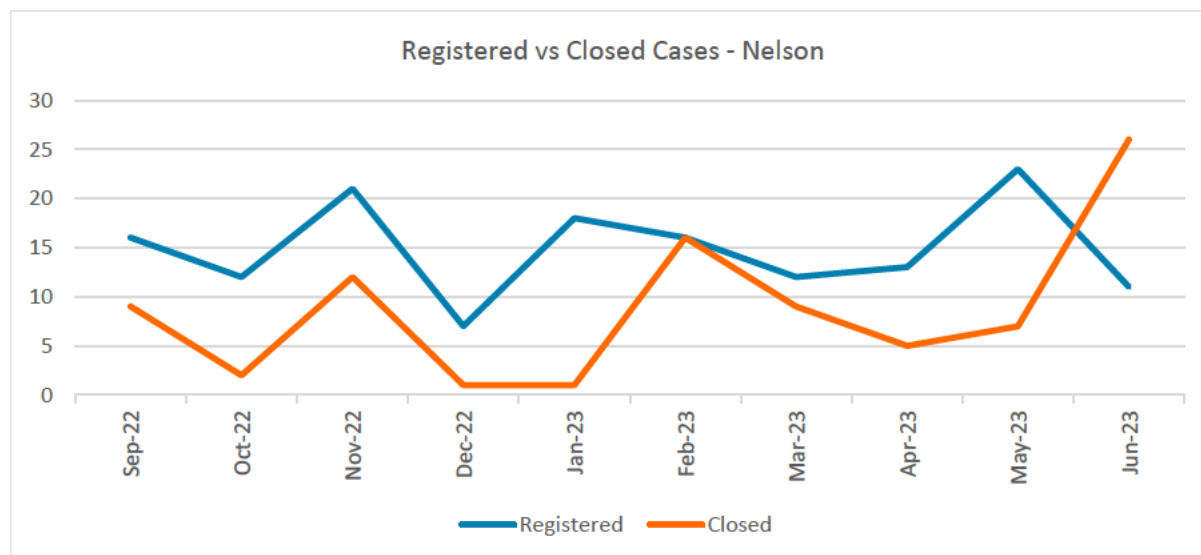
As at the 30th of June 2023, NZCRS has received 149 cases into the service from this region and have resolved 88. NZCRS Lead Case Manager returns to the region frequently to provide on the ground support and attending meetings with navigators, insurers and homeowners. Joint settlement meetings involving both the insurer and NZCRS have proven successful and good for the homeowners' wellbeing and ability to hear and process sometimes difficult news.

NZCRS has increased escalations to insurers as geotechnical and loss adjusting resources have been focused on the Auckland response. Homeowners have experienced a breakdown of communications as a result of this.

The reality of land settlements is starting to hit with some homeowners able to start the process of engaging experts to design the remediation of land and building. Others have been settled via valuation of damaged land and now have to consider how they can do the most to remediate damage with a budget, often substantially less than what is needed. This creates a lot of uncertainty for these people as they try to understand their obligations and how best they can retain any ongoing cover for their land.

Ongoing land movement and little to no access for heavy machinery is making reinstatement options for homeowners in Kenepuru Sound limited. Settlements are low in value due to valuations. NZCRS are supporting homeowners impacted by these complexities.

NZCRS has noted significant changes to ongoing insurance cover for some homeowners in Te Taihū-o-te-Waka/Marlborough Sounds. This has included increased exclusions, significant excesses (up to \$10,000) and in some cases 300% increases in premiums.

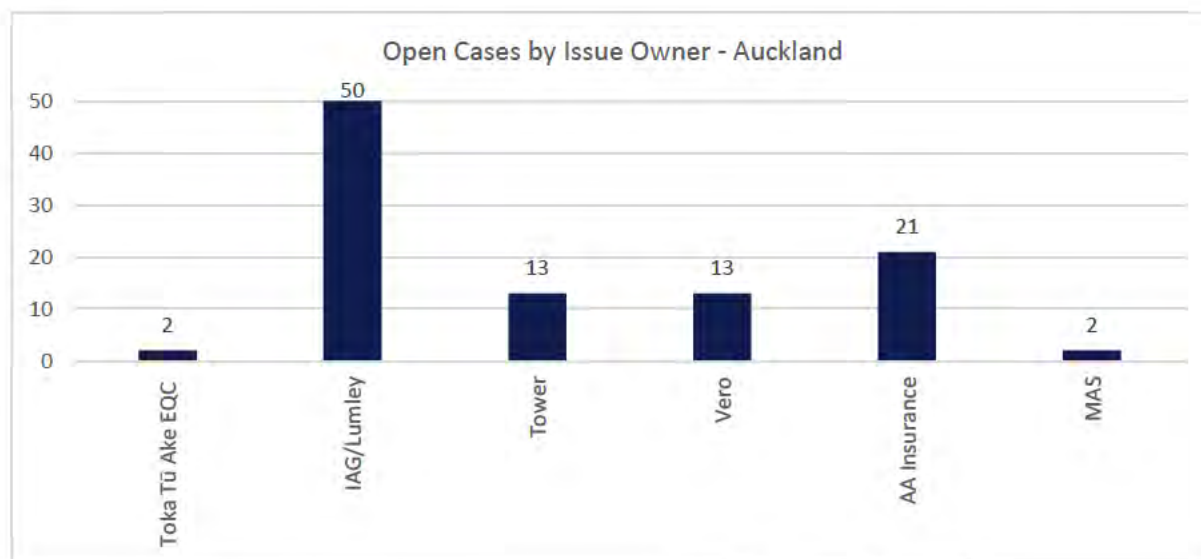


7.4) 2023 Auckland Flooding

NZCRS has been on the ground in Tāmaki Makaurau/Auckland over the past quarter attending community hubs throughout the region including Glenfield, Muriwai, Piha, Mt Roskill, Titirangi and Māngere. A Lead Case Manager has been appointed whom will be based in Tāmaki Makaurau/Auckland along with an additional Case Manager who commences her role in July.

NZCRS has been discouraging homeowners from accepting full and final settlements without seeking independent advice or support. In addition, NZCRS is working with homeowners commencing repair works to ensure they understand all the issues, particularly the impact of a potential council buyout processes. Managed retreat and understanding councils' liability are common themes homeowners are seeking NZCRS assistance on. Auckland Council have been employing Navigators to work with homeowners of affected properties, NZCRS is focussed on ensuring strong linkages with these individuals. Referrals to the NZCRS have started coming through direct from this service. NZCRS will meet with the Navigators in the coming months to speak to their experience and provide an overview of the service offerings.

Of the 323 cases registered with the service relating to the Auckland Flooding event, 101 are currently being case managed. NZCRS have continued to educate homeowners on the claims process in terms of insurers acting on behalf of Toka Tū Ake EQC.

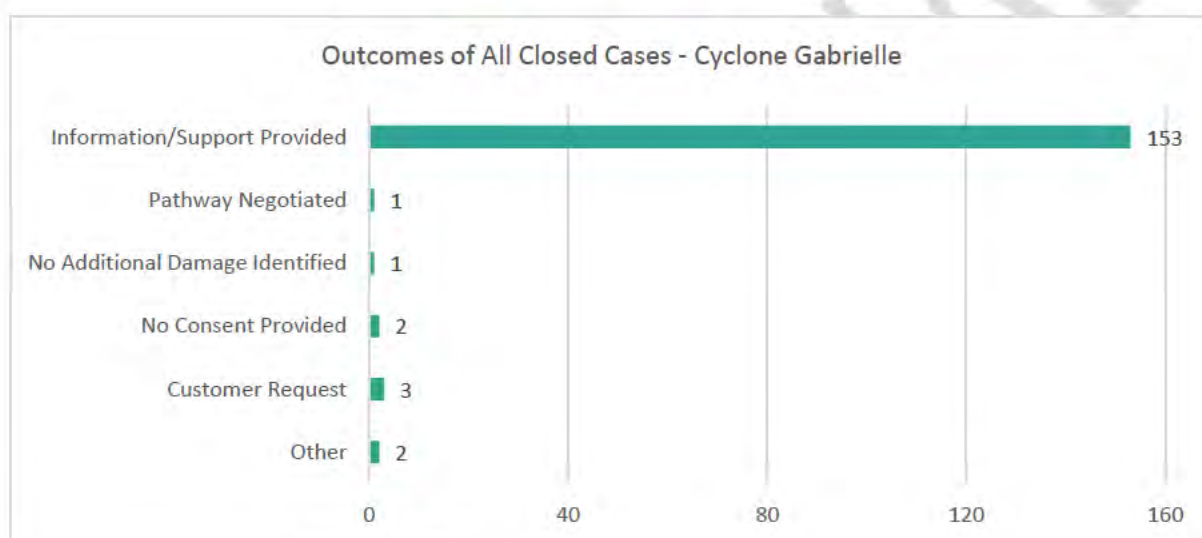
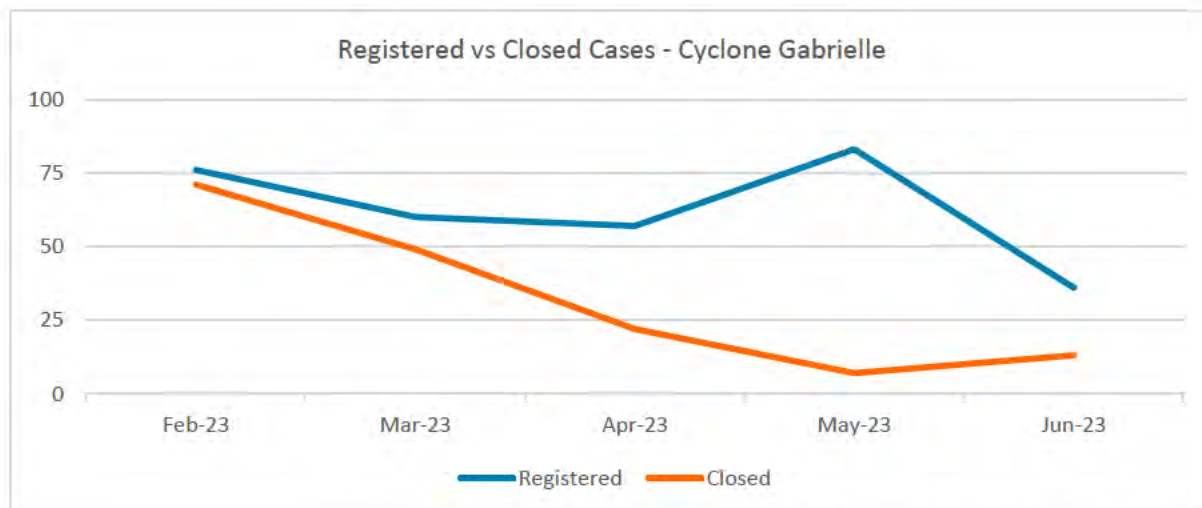


7.5) 2023 Cyclone Gabrielle

The NZCRS Director and four staff provided on the ground support in April, meeting with whānau in Te Karaka, Tolaga Bay, Tokomaru Bay, Te Puia Springs, Ruatoria, Te Araroa and Hicks Bay. Since June, NZCRS now have a permanent presence in the Te Matau a Māui/Hawke's Bay and Tairāwhiti/Gisborne regions following the appointments of a Lead Case Manager based in Ahuriri/Napier and an Iwi Liaison based in Tairāwhiti/Gisborne. As touched on above, iwi engagement has been a focus in this area with NZCRS making connections and relationships with whānau and local iwi leads. Work continues in this space to ensure meaning relationships continue and whānau are enabled to make informed decisions and to reach resolution at their pace.

As at the 30th of June 2023 NZCRS has received 312 cases into the service from this region and has resolved 162. As anticipated as the recovery progresses, NZCRS is receiving a higher proportion of homeowners needing case management services as opposed to the one touch advice. Whānau are realising they do need support as some have not yet lodged claims. NZCRS is assisting them with this process. Whānau have expressed frustration at a lack of apparent cohesion between the district and regional councils within Ahuriri/Napier and Heretaunga/Hastings with conflicting messaging for whānau in red or yellow placarded homes. NZCRS are working with councils to improve this messaging. They are also reminding whānau that whilst they are unable to control the timeframes, they can control working with their builder and insurer to reach a fair and reasonable settlement whilst they await further announcements.

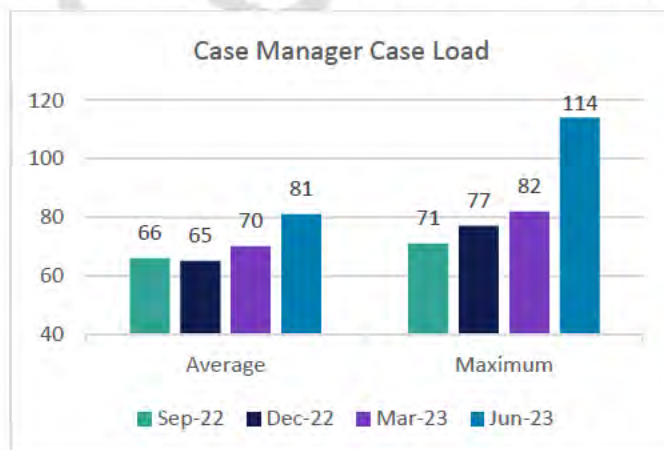
It was pleasing to note recent feedback where NZCRS was praised for how they are approaching claims resolution in the East Coast, by being a partner and collaborator instead of a "government speed bump".



8) Operational Update

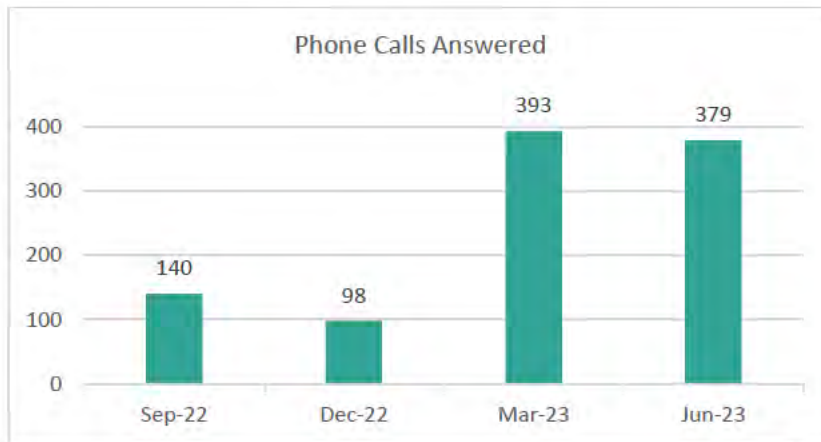
8.1) Case Managers

As already noted, NZCRS is recruiting additional staff across the motu to deal with the large volume of cases both now and as the events unfold. Caseloads have been discussed above but is expected to reduce with the addition of new staff. The marketing campaign being finalised will allow for tweaking as it is delivered to ensure caseloads are manageable.



8.2) Call centre

During the reporting period, 379 phone calls were answered by the call centre. Call volumes have increased significantly since the launch of NZCRS, compared to call volumes received by the GCCRS. The majority of calls received since NZCRS launch are from homeowners in the North Island impacted by the Auckland Flooding and Cyclone Gabrielle weather events.



8.3) iViis Upgrade

The NZCRS taskforce continues to work with its customer relationship management (CRM) supplier iViis Limited on enhancing the system to suit the now permanent national service. iViis is the CRM tool utilised by NZCRS staff to store, manage and report on its data.

At the time of launch, minor enhancements were made to ensure access to the homeowner portal was available nationwide to those homeowners receiving case management. Monthly enhancements will be released with the initial focus on being oversight for Case Managers for their portfolios and improved reporting tools and access.

8.4) MOU

MOU work with Toka Tū Ake EQC and Insurers has not advanced during the previous quarter.

Appendix A – CES Wellbeing Report



Christchurch
21 Birmingham Drive, Middleton
PO Box 22105 Christchurch 8140
03 339 3780 | christchurch@pathways.co.nz

Pathways Wellbeing – Quarterly Report to NZCRS

Theme: Impact of increasing mental distress

Over the last quarter, there has been a great rise in the mental distress experienced by homeowners who are working alongside the NZCRS on their home claims. A major factor that has resulted in this increase is inflation in the cost of living. This has been an added weight on the shoulders of the homeowners attempting to work on financial planning along with balancing everyday life expenses. Various other factors have also increased over the last quarter including family violence, worsening of mental health symptoms, divorce settlements etc. The added stress has resulted in the homeowners requiring a lot more mental health support before they are ready to or while working on their claim. Staff at NZCRS have used networking and connections to link the homeowners up to other services that support those going through mental health distress, domestic violence etc. With providing access and connection to other necessary support services being a part of the service provided, staff are able to support them with issues that the homeowners may not realize they need assistance with amidst the stress of working on their claim and the increased cost of living. This not only allows the people to work on their claims, but also ensuring they have the right supports for other aspects of their life which will result in a better outcome over-all.

The rise in stressor factors has resulted in the process of working through and coming to closure of an insurance claim becoming a longer and less straightforward process than it was in the past. Networking and connections have been great tools for the staff to have in their kete when faced with these situations. Feedback from homeowners working alongside the team has indicated that having someone to focus on and walk the journey of insurance claims, repairs etc. has been a great stress reliever for them.

Example one:

Currently supporting a person who is going through a divorce proceeding, and also been recently assaulted by a mentally unwell family member. Supports provided by connecting them with Aviva and Yellowbrick, while providing them with regular phone check-ins and working with them to create a well-being/safety plan.

Example two:

Currently supporting with a person who is exhibiting signs of mental un-wellness and family court involvement. Staff supporting the NZCRS case manager and the project manager on how to positively engage with the homeowner.

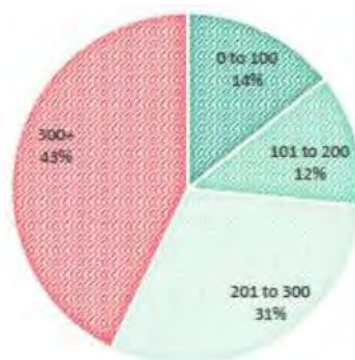
www.pathways.co.nz | www.real.org.nz
Pathways Health Ltd. Part of the Wise Group.



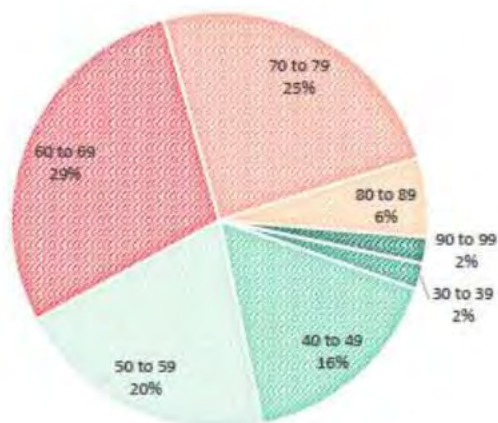


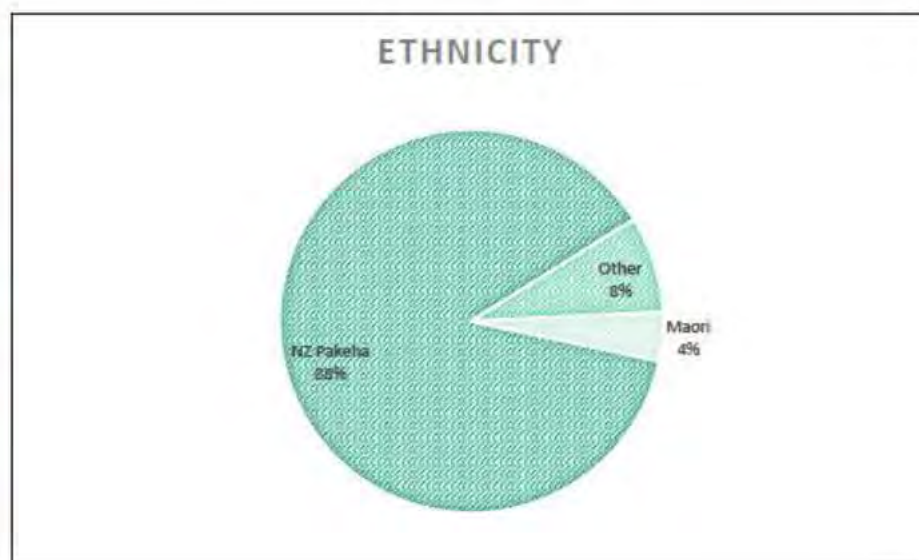
DAYS IN SERVICE

■ 0 to 100 ■ 101 to 200 ■ 201 to 300 ■ 300+



AGE BANDS





Appendix B – Key

GCCRS	Greater Christchurch Claims Resolution Service
BAU	Business as usual
CEIT	Canterbury Earthquakes Insurance Tribunal
ENZ	Engineering New Zealand/Te Ao Rangahau
RAS	Residential Advisory Service
TOKA TŪ AKE EQC	Earthquake Commission
SRES	Southern Response Earthquake Services Limited
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
NDRA	Natural Disaster Recovery Agreement between Toka Tū Ake EQC and private insurers for the management of Toka Tū Ake EQC claims
NZCRS	New Zealand Claims Resolution Service

CONFIDENTIAL



New Zealand
Claims Resolution Service

Director's Report

OCTOBER 2023



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

Executive Summary

The third quarter of 2023 has been one of consolidation as NZCRS has worked to meet the demand from the North Island weather events of earlier in the year. NZCRS has focussed on training these new staff and engaging across the motu to allow us to connect with communities and iwi affected by the natural disasters. Now six months into the new service, overall demand has remained strong and we are focussing on ensuring the average number of cases per Case Manager has moved into a more manageable level.

NZCRS notes a small downward trend in the number of cases coming into the service but perhaps most pleasing is the increase in the number of cases being resolved and closed. This is most notable in the Canterbury Earthquake Sequence (CES) where NZCRS closed more cases than it opened during the quarter and turned around what has been a difficult trend over the past few quarters. This is despite an increase in the number of CES cases coming in during this quarter. The impact of the Auckland Flooding event remains with 146 new cases opened and only 77 cases closed. As noted in the report this indicates a move away from simple 'one touch' cases towards more complex cases requiring hands on, case management services. Demand from Cyclone Gabrielle appears to have peaked with 89 new cases in for this quarter compared to 176 in quarter 2.

Satisfaction with NZCRS services remain solid with 91% of homeowners who responded to our exit survey in September 2023 indicating they would recommend NZCRS to others. Slightly lower than June 2023 result of 92% but still significantly higher than the operational target of 75%.

NZCRS has completed a review of its oldest cases (aged cases) that entered the service before December 2020 and is pleased to see a steady reduction. It is noteworthy that during the previous quarter, 33% of all aged cases were closed within NZCRS representing 25% of cases prior to December 2019, 42% prior to 2020 and 28% prior to 2020. This will remain a key focus for NZCRS over the coming months.

Work continues at pace across the motu with NZCRS having open cases in 13 of the 16 regions. Particular focus during Q3 2023 has remained on Whakatū/Nelson, Tairāwhiti/Gisborne, Ahuriri/Napier and Tāmaki Makaurau/Auckland and Te Tai Tokerau/Northland. NZCRS has engaged with multiple hapori/communities, councils and stakeholders and will look to consolidate these relationships during the 4th quarter.

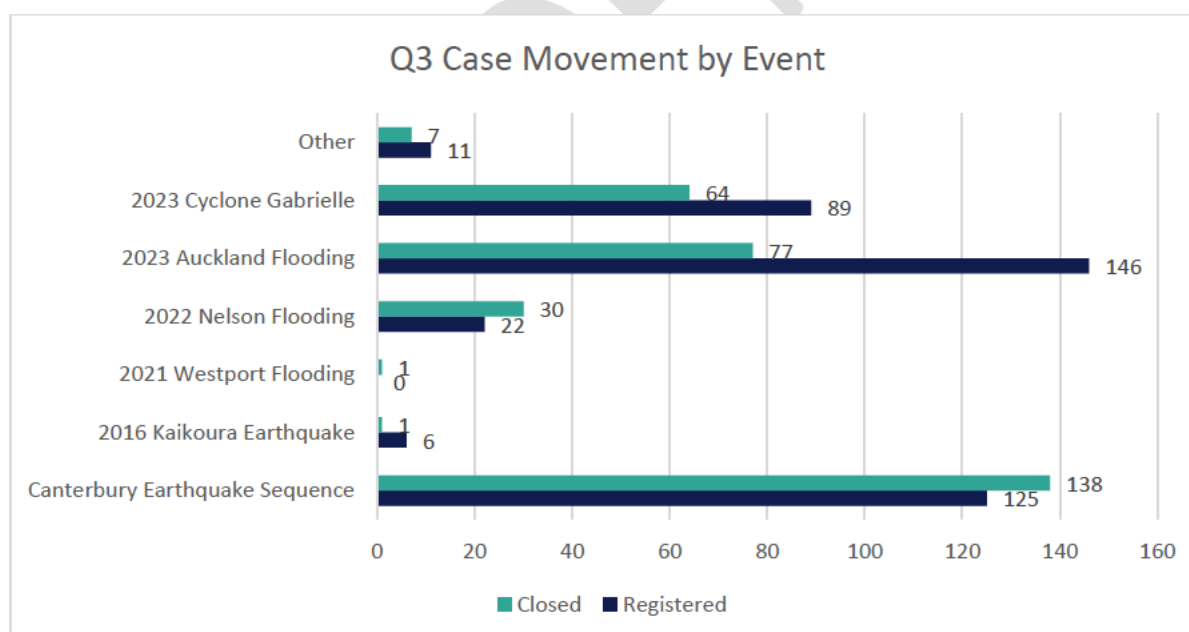
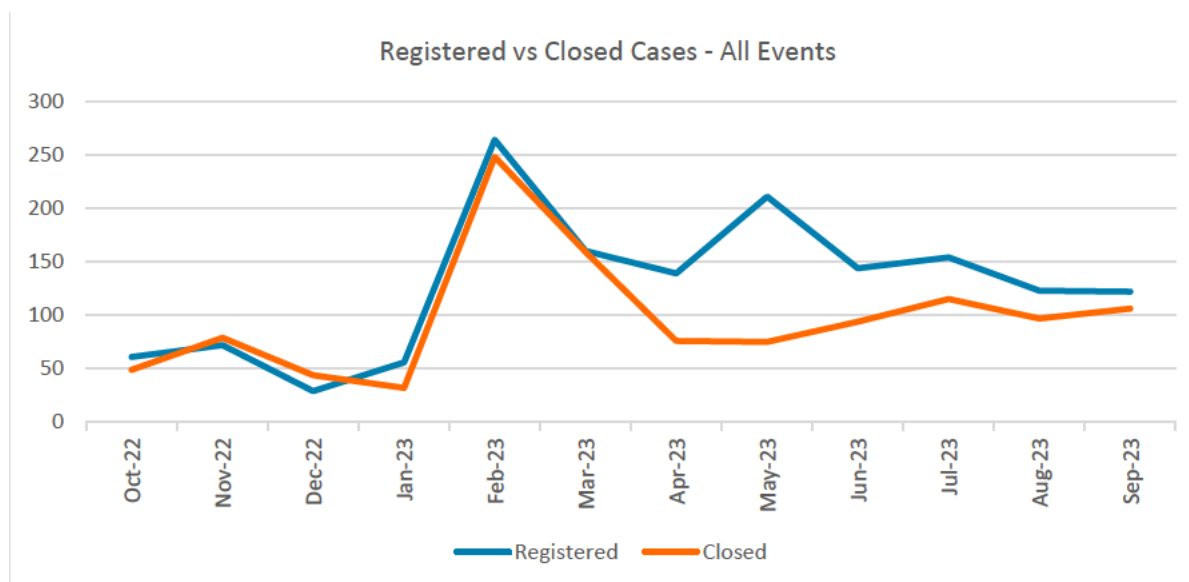
I would like to take this opportunity to recognise the staff and whānau of NZCRS who have continued to deliver above and beyond over the past quarter. The staffs' commitment and dedication during this difficult time has been humbling and has allowed us to support hundreds of homeowners with resolution of their cases and perhaps more importantly, their wellbeing.



Darren Wright MNZM
Director, NZCRS

1) NZCRS Overview Q3¹ 2023

Demand for NZCRS services during Q3 2023 has remained strong, although lower than the peak in Q1 2023 where NZCRS experienced very high demand from the initial response to the Auckland Flooding and Cyclone Gabrielle weather events. What is notable is the downward trend, albeit small, since the beginning of the year in new cases coming into the service and an upward trend in the number of cases being closed. This trend will likely be affected in the coming quarters as homeowners move into the final stages of scoping and repairing and as NZCRS begins its marketing campaign (see item 9.4).



Demand for the NZCRS continues to be heavily impacted by the Auckland and Cyclone Gabrielle weather events along with the Canterbury Earthquake Sequence (CES). The number of new cases into the service during the 3rd quarter of 2023 was 399, down from Q2 2023 of 494 and Q1 2023 of 480 new cases. Demand from the CES is up for the third quarter in a row with 125 new cases compared to 116 in Q2 and 107 in Q1. Incoming Auckland Flooding cases remains consistent with 146 new cases compared to 141 in Q2 and Cyclone Gabrielle cases showing a significant decline at 89 new cases compared to the 176 in Q2.

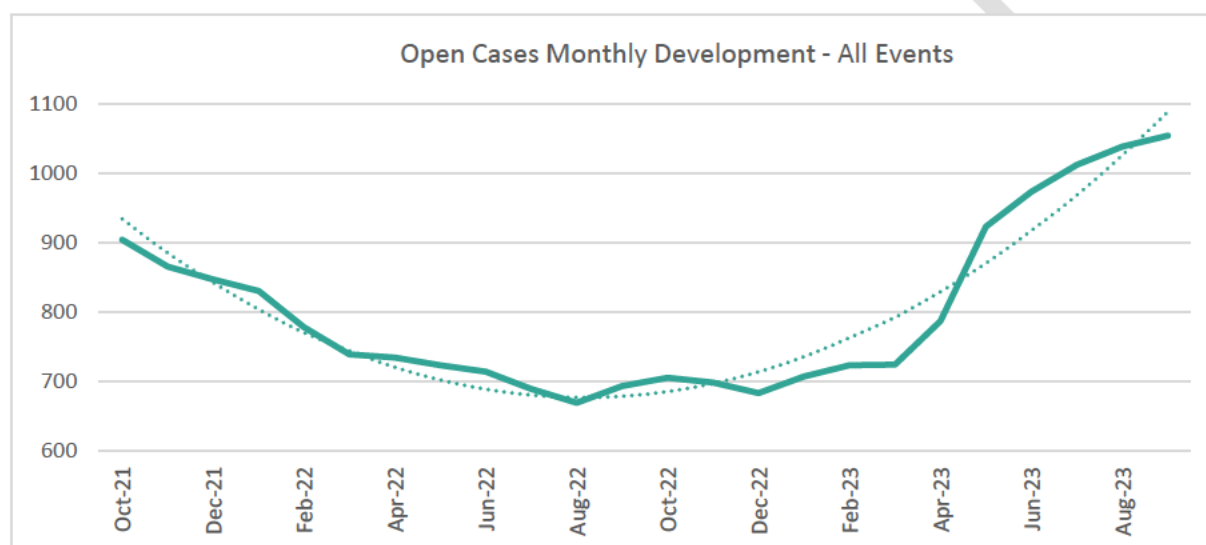
Closure rates are trending up across the service with 318 cases closed during the 3rd quarter up from 245 in the 2nd quarter. What is perhaps most pleasing is that during Q3, the NZCRS closed more CES cases than were opened with 125 new cases opened and 138 closed. This reflects the new staffing levels coming on board and the release of CES based staff away from

¹ Q1 Jan-Mar, Q2 Apr-Jun, Q3 Jul-Sep, Q4 Oct-Dec

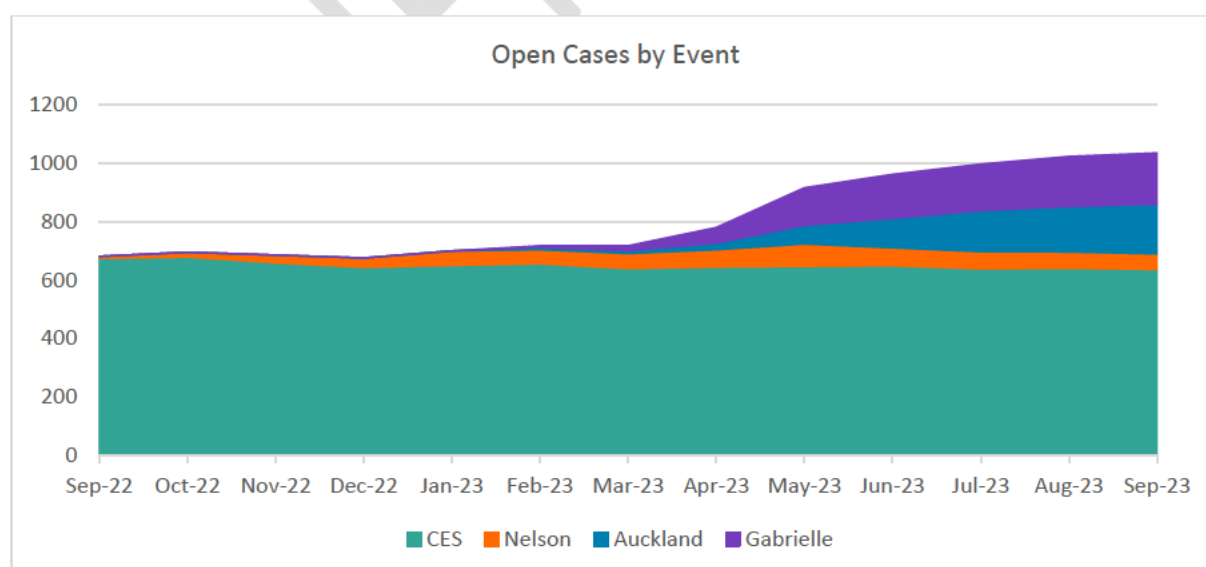
North Island events response. The impact of the Auckland Flooding cases is most stark when you consider that 146 new cases were opened and only 77 closed. This indicates that we are moving into a new phase with Auckland Flooding where the complexity of the cases are changing with the simple 'one touch' cases are being replaced by more complex cases requiring case management.

It is also encouraging to see the one-year anniversary of the 2022 Nelson flooding event coincides with a reduction in the number of new cases down from 47 last quarter to 22 this quarter although the closure rate has also slowed with 38 in Q2 down to 30 for this quarter. The flow of land settlements continues in Whakatū/Nelson with closure rates expected to increase in the coming Q4.

As per the previous Director's Report, NZCRS has now completed Phase 2 and is currently in Phase 3 of its response with marketing underway and additional staff now on board. The Team Leader Support role has now been filled and Case Manager roles are now filled across the motu. One Case Manager role in Tāmaki Makaurau/Auckland is currently on hold subject to the impact of the upcoming increased marketing.

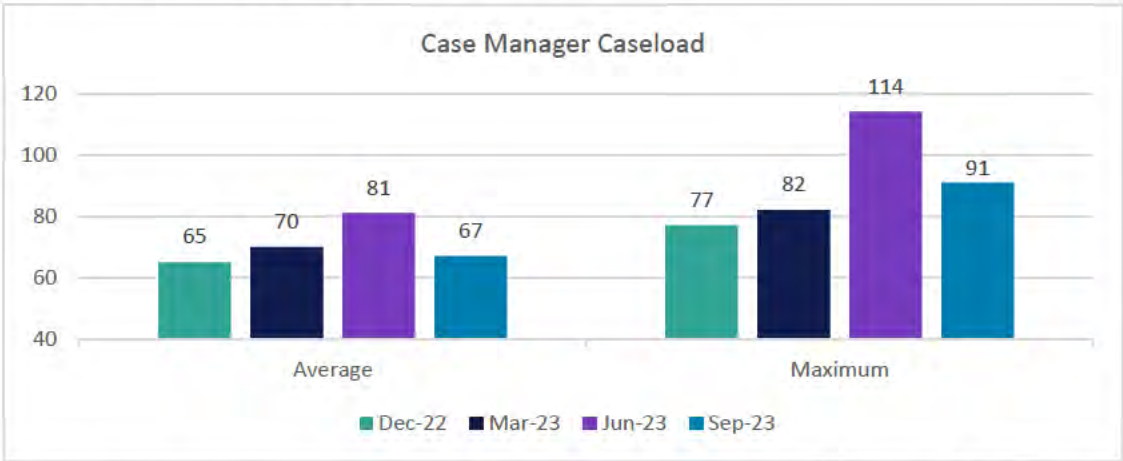


The upward trend in the number of open cases has continued as per above although the curve has started to level off. When comparing this data over the previous twelve-month period the impact of new events and the overall mass of cases from the CES become evident.

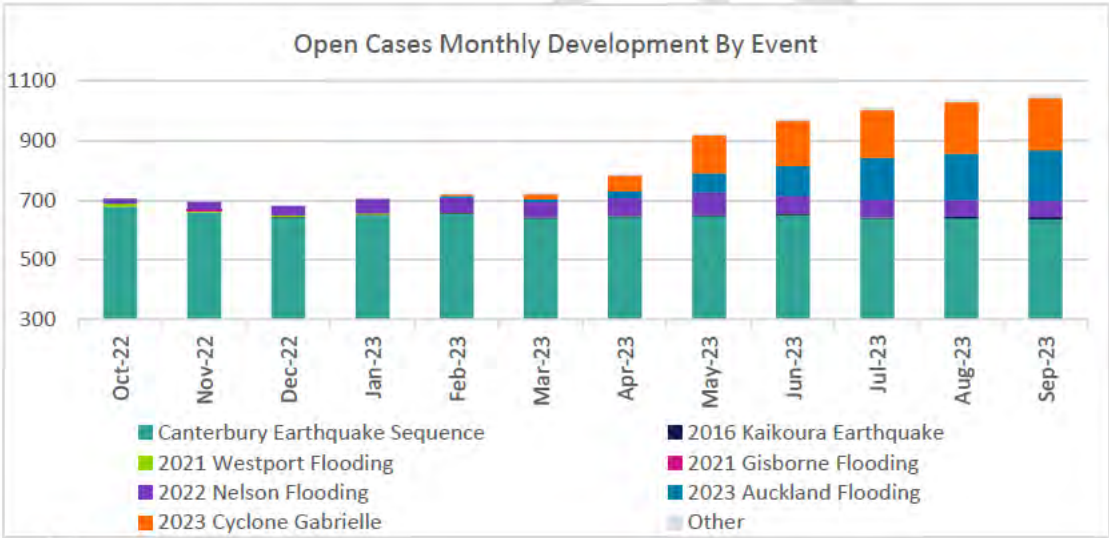


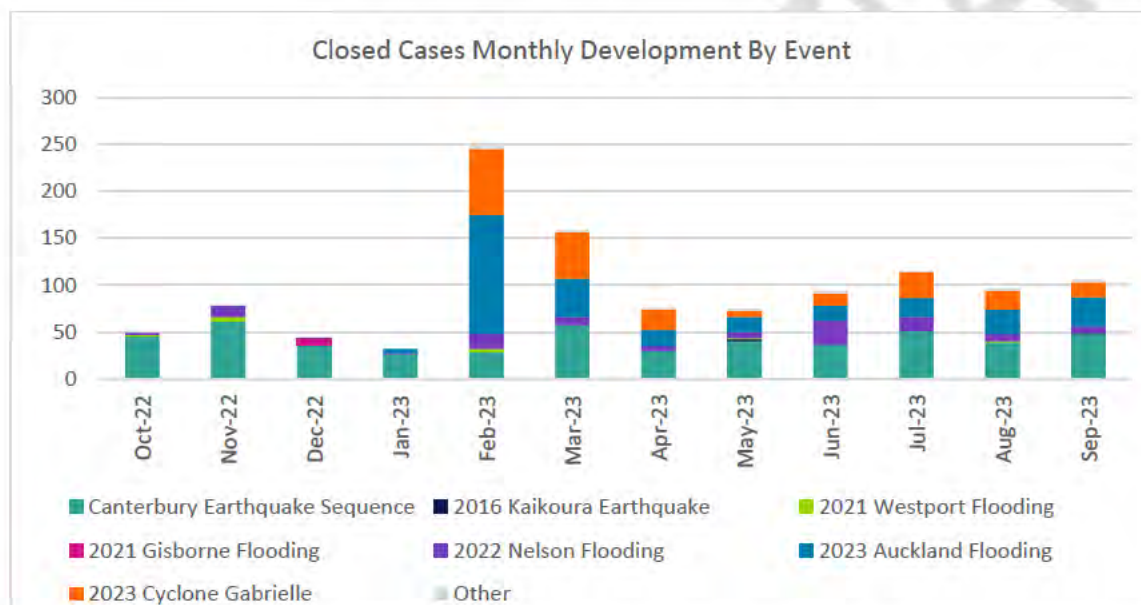
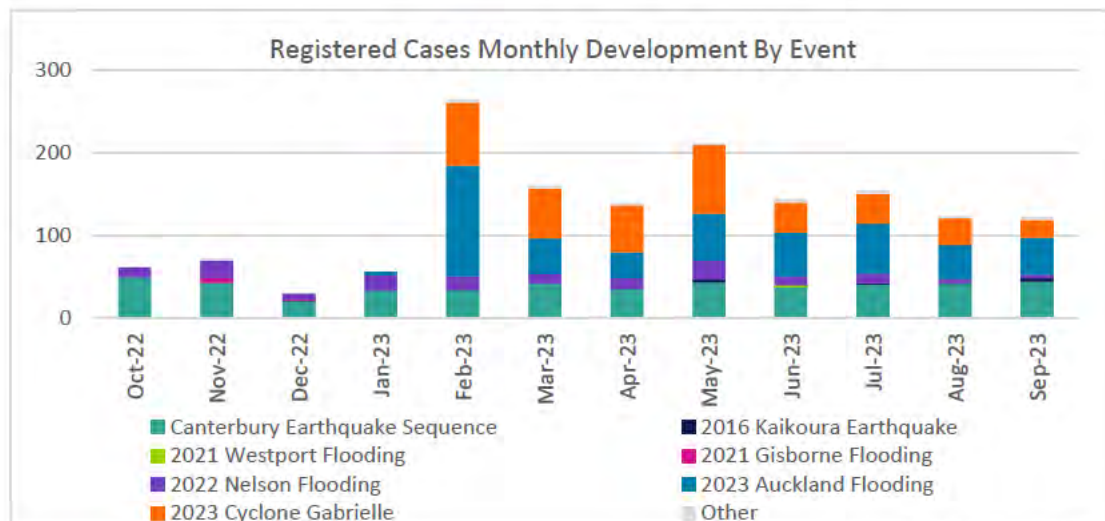
Whilst this overall level has increased it is encouraging to see the impact of the new Case Managers coming on board with the average caseload reducing during Q3 to 67 cases per Case Manager down from its peak in Q2 of 81 cases (see below). The maximum number of cases has also decreased from 114 cases in Q2 to 91 cases in Q1. At the time of writing this report, the peak has continued to decrease and now stands at 83 cases. The average of 67 cases per Case Manager is deemed manageable by NZCRS and compares to the pre-weather events of 65 in December 2022 and 66 in September

2022. Caseloads will likely be impacted by the upcoming Phase 3 marketing but will be monitored to ensure staffs' wellbeing is maintained as much as possible.

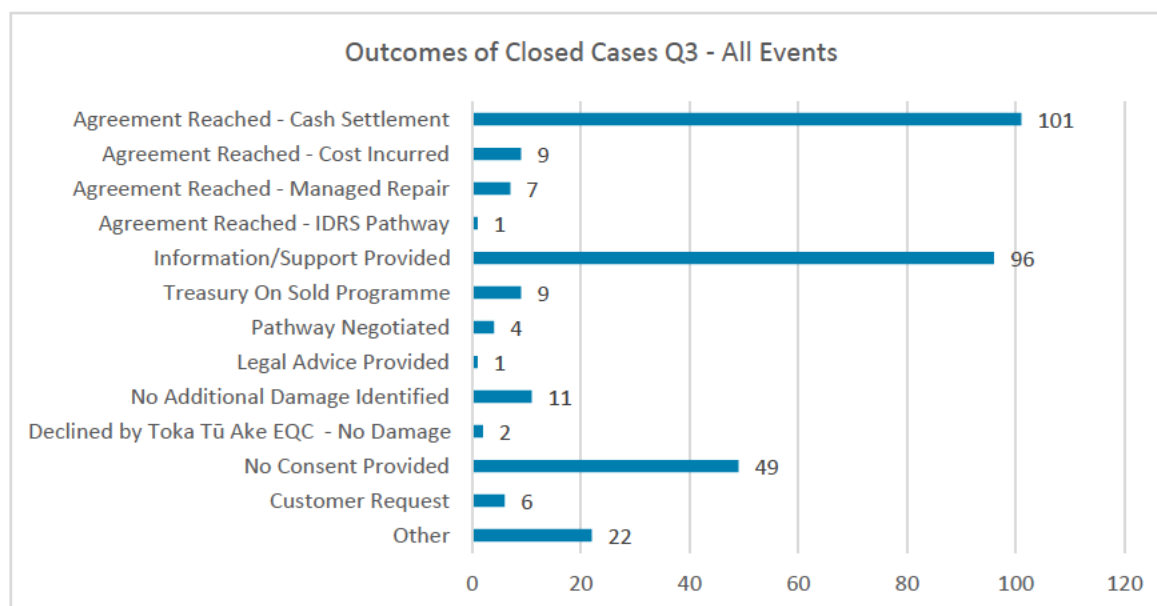


It is worth noting that in a recent MBIE survey, NZCRS staff welfare was rated highly with a score of 89% for the Employee Engagement Index. This measures the extent to which staff feel passionate about their jobs, are committed to NZCRS and are willing to help us achieve our goals. This is a significant rating and was matched by 100% of staff rating the NZCRS mahi (work) as giving them a feeling of personal accomplishment and further that 100% of staff reported that the organisation cares for the hauora (wellbeing) of its people. It was also noted that the lowest score for NZCRS staff was only 69% stating that their workload demands were manageable. This was the only measure where NZCRS scored lower than the MBIE averages and represents an ongoing challenge to be managed as we move through this and potential future events to ensure staff remain supported.



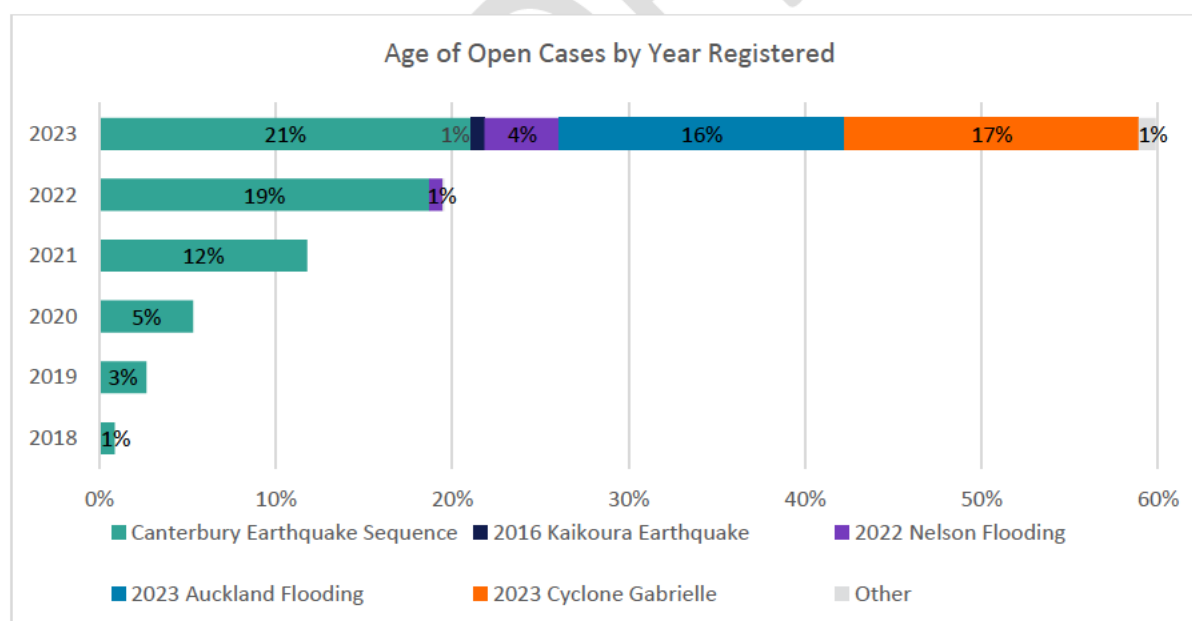


The impact of complexity is evident when considering the outcomes of closed cases. “Cash settlements” accounted for 32% of all closed cases in Q3 up from 22% in Q2 and “information/support provided” reduced to 30% in Q3 compared to 49% in Q2. This suggests, as already noted in this report, a move away from simple ‘one touch’ cases where advice is given, to a more complex case where NZCRS is involved all the way through to the cash settlement being agreed. What is perhaps concerning is the large increase in the number of cases who register with the service then, despite multiple efforts by staff, never re-engage to provide a consent form (“no consent provided”). This category has risen from 3.2% of all closed cases in Q2 to 15.4% of all cases in Q3. When looking into this data further it is evident that the impact has been from Cyclone Gabrielle (4.4%) and Auckland (7.2%) with the balance being the CES (3.8%). Further work is required to understand this increase and to understand what is driving homeowners to contact NZCRS but then not take their case with us further.



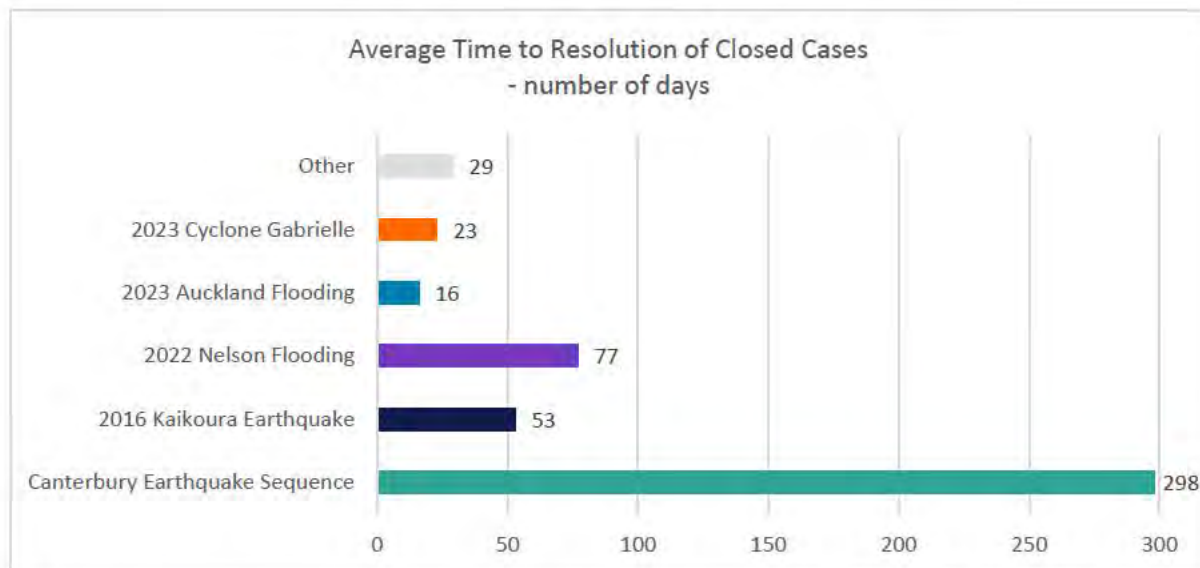
As per the request of the NZCRS Advisory Committee meeting it is noted that two cases from the CES event were declined by Toka Tū Ake EQC accounting for 0.6% of cases for the quarter. This is where NZCRS has referred a case to Toka Tū Ake EQC, who after a full review, have declined the claim. This compares to 11 cases or 3.5% that were not referred through to Toka Tū Ake EQC as no further damage could be identified by NZCRS. These cases represent those cases where NZCRS reviews the claim and informs the homeowner that we do not see recourse for a claim with Toka Tū Ake EQC. This data suggests that the triage process being undertaken by NZCRS staff is working well and identifying natural hazard damage,

Note the 'aged cases' are covered in detail further on in this report in response to a specific query from the NZCRS Legal Advisory Group.



The average time cases are with the NZCRS gives further evidence of complexity. Notable is the increase in Whakatū/Nelson cases up to an average of 77 days in Q3 from 63 days in Q2 and Cyclone Gabrielle cases up from six days in Q2 to 23 days in Q3. This again supports the conclusion of increasing complexity across the motu as the land cases progress and are worked through in Whakatū/Nelson.

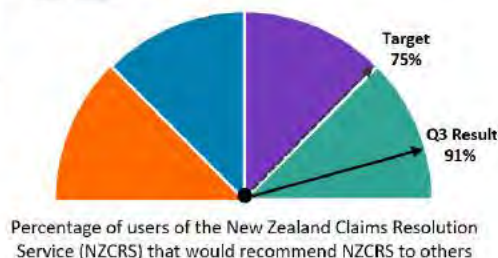
It is expected that Auckland Flooding and Cyclone Gabrielle cases coming into the service will continue to increase over the coming quarters as the impact of land categorisation in the regions is felt. Due to the complexity of land categorisation homeowners are encouraged to consider the best timing for the repair of their properties pending clarity of land outcomes. This may mean cases remain with the NZCRS for longer as homeowners look for ongoing support.



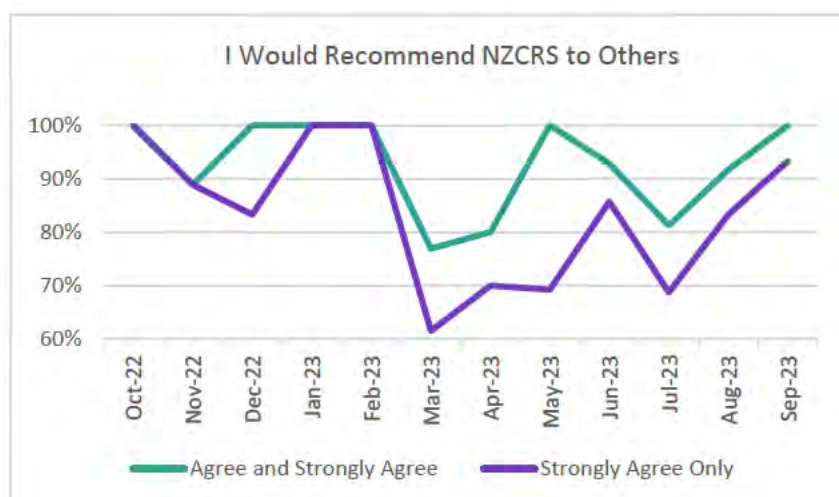
2) Exit Survey

NZCRS continues to monitor its performance through a survey of closed cases. It is important to note that this survey is only issued to homeowners who return a consent form, are actively managed by the service and only when their case in the NZCRS system is closed. Homeowners who only receive high level or “one touch” advice such as in a community hub or over the phone are not currently issued with a survey. NZCRS remains focussed on the homeowner being at the centre of what we do and has taken a view that asking a homeowner to complete a survey when they have only sought high level advice, or they are still very much living in the event, is not in the best interests of the homeowner. We are currently looking at how we can capture the best possible feedback from our homeowners along with other considerations including whether immediately after the closure is the best time to present the survey. Research is underway to determine the best practice for NZCRS.

NZCRS Exit Survey		
Questions	Q2	Q3
1. I was able to make informed decisions because NZCRS provided me with the information I needed.	88%	86%
2. My Case Manager kept me informed of the progress of my case.	80%	90%
3. My Case Manager acted in a professional manner.	89%	91%
4. My wellbeing has improved as a result of the support/advice I was given by NZCRS.	74%	88%
5. I would recommend NZCRS to others.	92%	91%



During Q3 2023 the key performance measure “I would recommend NZCRS to others” has remained steady from 92% in the second quarter to 91% for this period. Perhaps most important is the increase in those responding with “Strongly Agree” (see below graph) to this measure.



3) Homeowner Feedback

A sample of the feedback from homeowners during July to September 2023 included:

"Our Case Manager at NZCRS was extremely helpful and professional during the whole process. Our Case Manager kept us fully informed and helped to push our case. Our Case Manager went over and above everything to help us, for which we were truly grateful. It has been a very successful outcome for us. Our Case Manager put us in contact with Pathways who also have been very helpful."

- Ōtautahi/Christchurch homeowner

"The service provided by NZCRS and specifically by my Case Manager has been exceptional. Always positive and easy to work with, my Case Manager has worked miracles getting a consensus from 40 unit owners. Her energy and her level of involvement certainly exceeded my expectations. I wouldn't wish anyone to be in a position to need NZCRS's help but if they are then I can't recommend their services highly enough."

- Ōtautahi/Christchurch homeowner

"We are very appreciative of the support we received from your service and in particular our Case Manager. Right from the early beginnings our Case Manager was wonderfully helpful, took the time to explain things, advocated for us when needed and in spite of her busyness always got back to us in a short period of time. We have told many Christchurch people about the great service we have had and have encouraged them to use your service to get their earthquake related matters sorted."

- Ōtautahi/Christchurch homeowner

"Our Case Manager was supportive, practical, knowledgeable, and proactive. He advocated strongly for us at times and counselled us on concessions it was appropriate to make. Without him we would still not have settled. Our only regret is he did not cross our path 10 years ago. This is a fantastic service and we are very grateful for the help our Case Manager provided us."

- Ōtautahi/Christchurch homeowner

"It was an extreme relief to have everything put into layman's terms and even then if I was unsure, to have a direct line to my representative for help."

- Ōtautahi/Christchurch homeowner

"My Case Manager was very thorough and was able to explain the intricacies of our EQC claim. Her assistance eased my mind considerably and certainly felt like we had a partner on our side."

- Whakatū/Nelson homeowner

"My Case Manager did a superb job with getting an insurance settlement that allowed me to move on from a very stressful experience. Her dealings with my insurance company, EQC and NCC clearly benefited from her past experiences and contacts. This helped with pushing action from often slow, non-communicative individuals (e.g. the loss adjuster) that were supposed to be progressing the insurance claim. The result was an outcome that would have been impossible for me to achieve if I had to handle the claim process alone. I found my Case Manager easy to talk to and she listened to my many questions and concerns despite her heavy workload. She interacted well with the Nelson City Council Navigator. So 100% satisfied with my Case Manager and NZCRS, and a big thank you!"

- Whakatū/Nelson homeowner

"Our Case Manager is just FANTASTIC, and she's got everything we needed to deal with this challenging & distressing situation: she is a strong communicator, straight to the point and really detailed oriented, very kind and understanding, and of course very resourceful, and seek advice from internal or external stakeholders if cannot answer the question. I cannot speak highly enough of our Case Manager and your organisation. Thank you from the bottom of our heart for everything you are doing and the support provided to us and the community at large."

- Tāmaki Makaurau/Auckland homeowner

"Due to the length of time that had passed regarding our claim, we were beginning to doubt we had cause for complaint. Your service reassured us and we are so glad we made contact with you. Thank you so much for your assistance!"

- Tāmaki Makaurau/Auckland homeowner

"I found my Case Manager to be a most professional support in a situation that we were finding very frustrating. We found dealing directly with our insurer to be nigh on impossible as they would not listen."

- Te Tai Tokerau/Northland homeowner

"I was in a state of mind after the flood that I was quite prepared to let it go. e.g. not think about doing anything about claiming the insurances due to us. There was so much going on at the time that it was completely emotionally and physically draining and the last thing we wanted was to think of battling with an insurance company till we met your representative at the aftermath meeting we were told to attend ... She was an angel sent from heaven after all that she did to help our community. We have now settled with the insurance company and now have the financial means to at least try and get back to some sort of normality. We are still a long way from getting back to normal but thanks to you guys there's now a light at the end of the tunnel."

- Tairāwhiti/Gisborne homeowner

"It was so great to have someone else deal with the insurance company for me and took all the stress regarding that away from me, which greatly improved my wellbeing. Also many thanks to my Case Manager who acted very professionally and always kept me in the loop with what was happening."

- Te Matau-a-Māui/Hawke's Bay homeowner

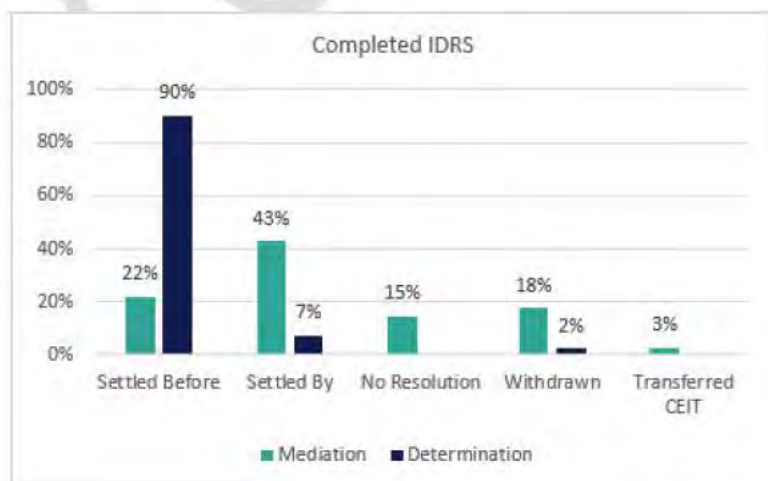
"I wanted to say thank you so much, you can imagine the stress I have been under with this whole situation and I just want to say a very heart felt thank you for fighting for me on this deck drama. If it wasn't for you I would still be fighting and probably getting nowhere, so I really appreciate the time and effort you put in to getting this resolved for me."

- Te Matau-a-Māui/Hawke's Bay homeowner

4) Internal Dispute Resolution Service (IDRS)

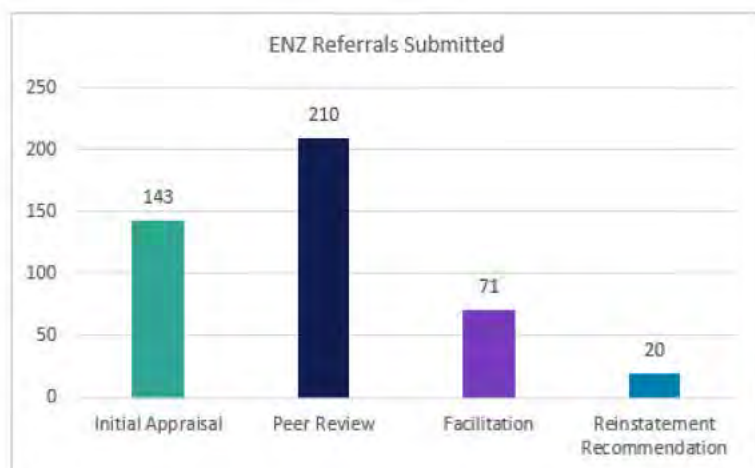
Stakeholder engagement concluded this quarter on the dispute resolution mechanisms to be available nationwide by NZCRS with the potential of this system meeting the requirements of the Natural Hazards Insurance Act coming into force 1 July 2024. NZCRS provided our Minister with advice on the proposed high-level model. Feedback was received and more detailed work and further engagement is now underway.

During the quarter, one mediation was held. There is currently one mediation and one determination scheduled for the next quarter.



5) Engineering

There have been 444 referrals submitted to Engineering New Zealand/Te Ao Rangahau, of these, 438 have been completed. Peer reviews continue to be the most common type of referral with 47% of referrals submitted requesting this service. NZCRS has seen an increase in the demand for Reinstatement Recommendations, with eight referrals over the past 12 months. NZCRS staff are currently working on seven further referrals and Engineering New Zealand has informed NZCRS that with the Christmas period approaching, reports for any new referrals will likely be provided in the new year.



Legacy Project

Engineering New Zealand's Legacy documentation, referred to in last quarters' report, is in the final stages of stakeholder consultation with Toka Tū Ake EQC conducting their review. Once this is completed, the material will be published on the NZCRS and Engineering New Zealand/Te Ao Rangahau websites.

6) Wellbeing

NZCRS has established a bespoke wellbeing service for homeowners affected by the CES, see attached Appendix 1 for the latest report.

The focus for NZCRS over the past quarter has been to get all new staff through the in-house wellbeing packages, including the Trauma Informed Care workshop and the Self Care & Professional Practice workshops. All existing staff will have completed refresher courses by the end of this year.

NZCRS continues to engage with Te Whatu Ora/Health New Zealand, Pathways and local suppliers to ascertain what services will best suit delivery in the North Island. The key components of the service will mirror those services provided to CES homeowners, including phone-based triage, low level phone/internet-based support services, face to face support where needed and acute mental health referral.

7) Engagement

NZCRS' Iwi Liaison commenced her role this quarter. Alongside the Director, the Iwi Liaison has been focused on the continued engagement promoting the service across the motu, engaging with stakeholders, local councils and iwi, to ensure the consistency of engagement being delivered.

The Iwi Liaison is currently developing the Māori Capability and Engagement Strategy for the NZCRS and its staff in line with MBIE's commitment in honouring the Treaty of Waitangi. The strategy will support the successful delivery of building NZCRS staffs' capability in Māori-Crown relations. The core kaupapa/principle of the NZCRS is '*he tangata, he tangata, he tangata*' – it is the people, it is the people, it is the people.

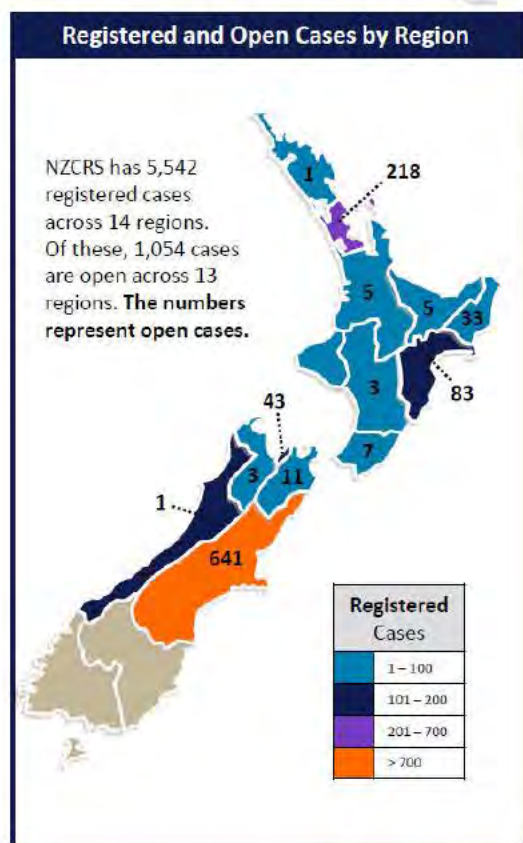


In September the Director, Iwi Liaison, Lead Case Manager for Tāmaki Makaurau/Auckland and the Principal Advisor – Māori for the Building and Tenancy Branch, undertook a Northland hikoī to connect with councils and iwi, educating them in the service offerings NZCRS can provide their people. This included an impromptu session on the Ngāti Hine radio station promoting the service (pictured). It should be noted that a number of homeowners across Northland are uninsured posing significant challenges for the community and iwi to progress repairs.

In the past quarter formal engagement included (but not limited to) the Chief Ombudsman, Auckland Council Recovery Team, Te Hiku Connect, Te Roroa Development Trust, Te Rūnanga o Ngāti Rēhi, Ngāti Hine, MSD Whangerei, Kaipara Council.

8) Events

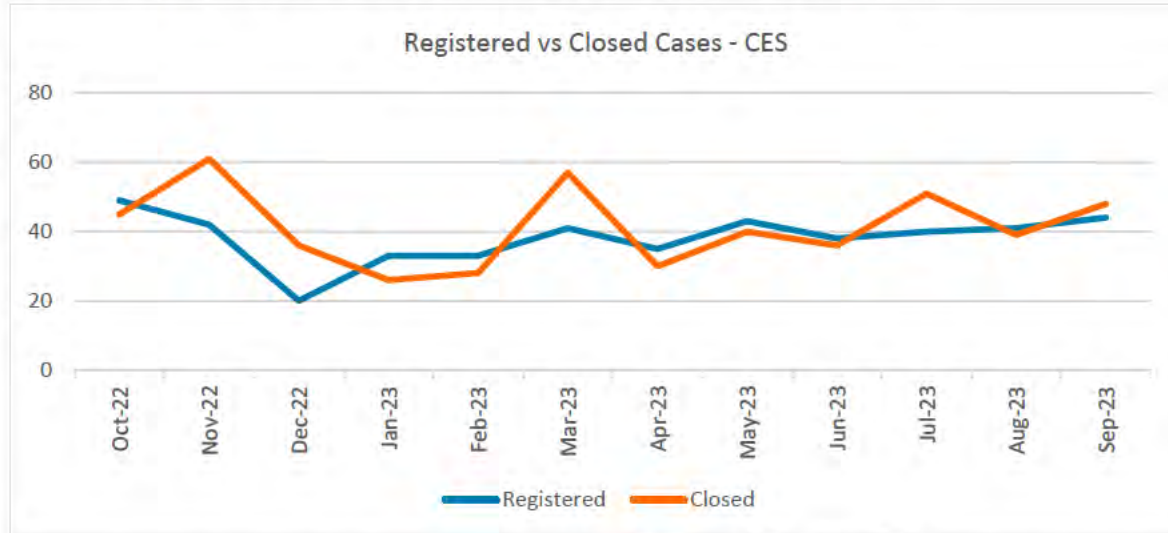
Whilst this report has focussed across the motu it is also important to look in some detail at each event currently being responded to by the NZCRS. NZCRS has cases registered in 14 of the 16 regions across New Zealand with active cases in 13 of those regions. The numbers in each region below indicate the active cases as the 30th of September 2023.



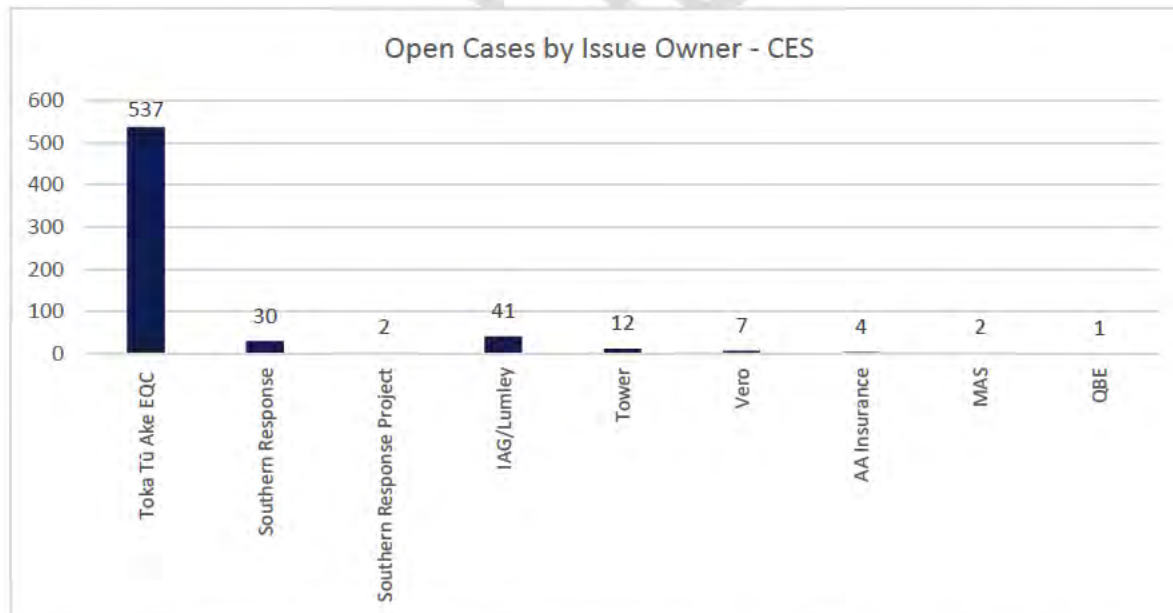
Further detail below is provided relative to the size of the event and/or the potential size of the event.

8.1) Canterbury Earthquake Sequence

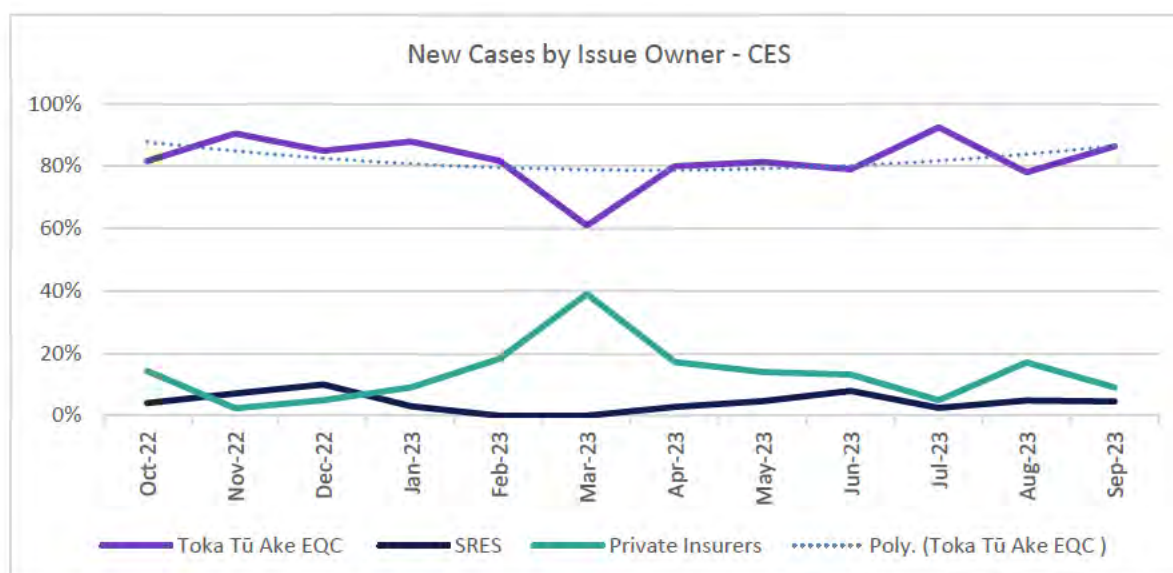
As has already been noted NZCRS opened 125 CES cases in Q3 2023, slightly up on Q2 at 116 and most importantly less than it closed at 138. This is a fantastic result and turns around the recent trend over the past two quarters of opening more than closed. As has already been noted this is largely due to the increased number of staff on board at NZCRS across the motu taking the pressure of Canterbury based staff and allowing a greater focus on CES cases.



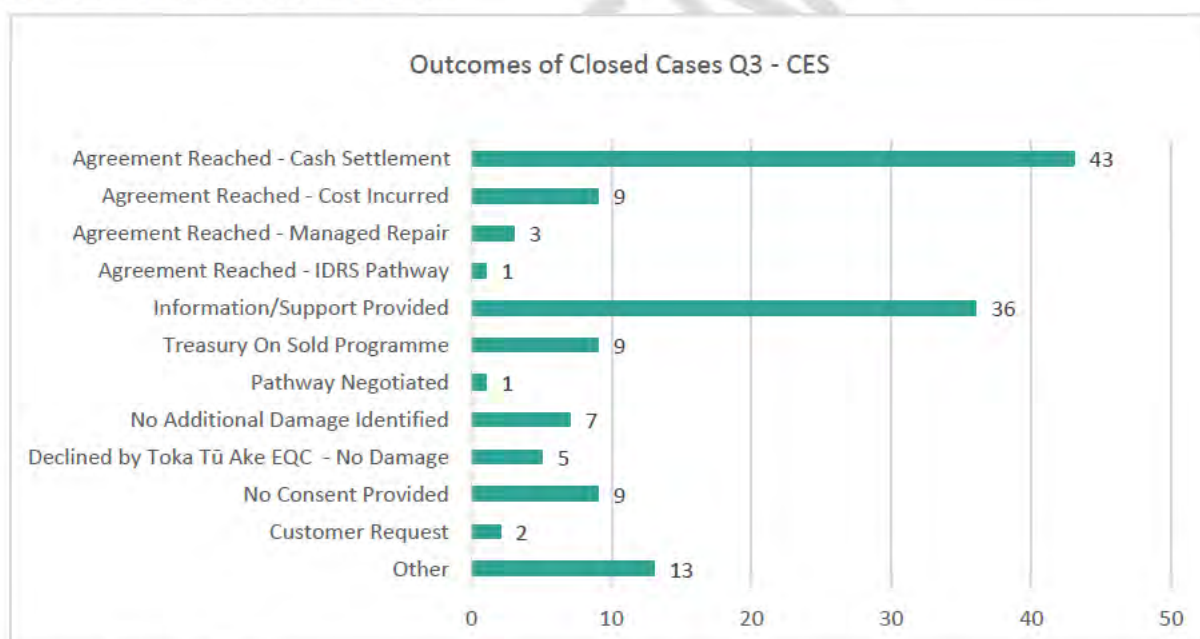
It is important to note that of the 636 CES cases open as at the 30th of September 2023 84.4% were with Toka Tū Ake EQC, up from 82% last quarter, 4.7% with SRES and 6.4% with the IAG group, down 1% from last quarter. Other insurers made up Tower 1.8%, Vero 1.1% and other insurers 1.5%. A large proportion of IAG cases were referred by IAG into NZCRS reinforcing the ongoing relationship between the NZCRS and New Zealand's largest insurer. Work is ongoing to reinforce links with the Suncorp Group, Tower and FMG. All insurers now receive monthly updates on their claim numbers across the motu.



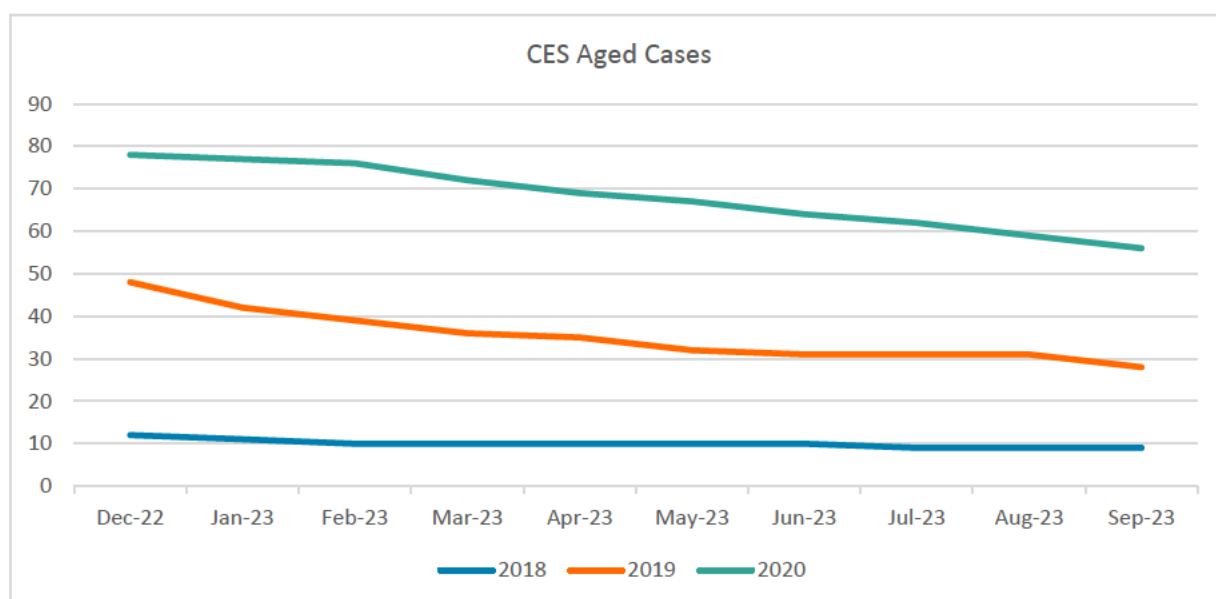
When looking at the monthly flow of cases into the service we note a slight uptick in the trend of new cases from Toka Tū Ake EQC. The average new cases per month for the past 12 months stands at 38.25 cases per month this compares to July 2023 at 40, August 2023 at 41 and September 2023 at 44. This trend increase appears to be from a corresponding increase in the number of On Sold cases coming into the service as opposed to first time cases (see below).



Cash settlement remains the preferred settlement option for homeowners and insurers in the CES with 31.2% of cases settling for an out of policy cash agreement, up from 27% last quarter. This is likely also the impact of the proportional increase in the number of On Sold cases coming in as Toka Tū Ake EQC looks to cash settle the under cap portion of the claim. Over cap On Sold cases remain a significant challenge for NZCRS and are being managed on a case by case basis with Toka Tū Ake EQC. The Class Action window for registration has now closed with NZCRS referring a number of cases this way as homeowners had little or no other options.



Following requests from the NZCRS Legal Advisory Panel, the IDRS Advisor has been engaged over the last quarter to review aged cases (cases received earlier than 31 December 2020) and consider opportunities for dispute resolution. NZCRS' Manager Case Resolution has now completed a full review and notes that, although at a slow pace, the trend is steadily proceeding downwards. Overall claim numbers in this category have decreased by 33% in the last nine months with 2018 cases down 25%, 2019 cases down 42% and 2020 cases down 28% (see chart below).



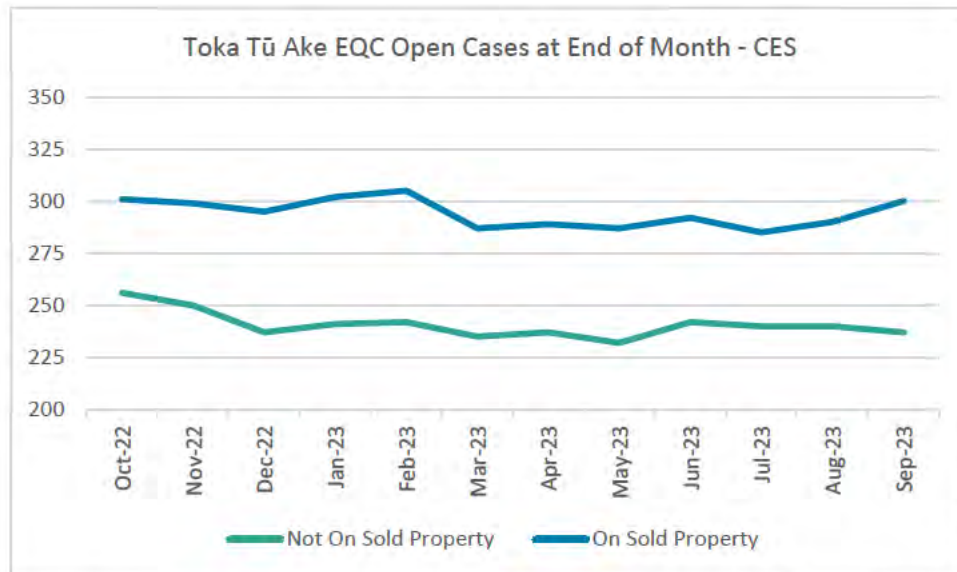
In looking at these in more depth we can see where these cases are sitting in the overall settlement landscape. NZCRS has broken the cases into the following categories:

1. CM Negotiating offer (5) – informal negotiations to move a matter forward/negotiated cash settlement offer.
2. Gathering information (35) – This can involve gathering expert reports, preparing scopes of works, costings, background information and so on.
3. Legal (10) – Where an owner is obtaining legal advice or is otherwise seeking assistance on a legal issue.
4. Preparing for closure (4) – Where the issue is resolved but some further work is required by NZCRS such as making sure paperwork is executed.
5. Providing Assistance (3) – Ongoing assistance to a homeowner – such as during the construction phase.
6. Review and Preparation (13) – Once information is gathered, preparing a claim for the next step.
7. Treasury On Sold Programme (23) – Case is in the Treasury On Sold Programme but NZCRS is offering support.

The cases continue to be complex with the largest category being “Gathering further information” at 37.6% which means some form of further technical input is being sought for these cases. This can be experts such as structural or geotechnical engineers or building surveyors required for the homeowner to reach agreement with Toka Tū Ake EQC or an insurer. It is worth noting that this information, once obtained, will still then require a scope of works or costing to be completed before any final quantum of dispute can be finalised. These inputs are also often required to reasonably enter a dispute resolution process such as IDRS or the Tribunal. Those cases in the Treasury On Sold Programme continue to work their way through the service with 24.7% of aged cases being in the Programme. NZCRS expects this number to decrease in the coming months as a number of cases work towards finalising their repair strategies.

10 cases or 10.7% of aged cases are seeking legal advice either from Community Law or through external legal services with 13 or 13.9% currently gathering information so as to prepare the claim for next steps. NZCRS will continue to work through all aged cases and monitor them closely to consider settlement or dispute resolution options appropriate.

As stated above the split between on sold cases and BAU (owned at the time of the event) cases remains steady for the quarter with 237 BAU cases as at the 30th of September 2023 and 300 on sold. The proportion of On Sold vs BAU has now remained steady with the average proportion of on sold cases over the past 12 months being 55% compared to the Q3 proportion at 56%. Perhaps the most critical fact in this analysis is that NZCRS continues to receive a large number of cases from homeowners who were impacted by the 2010/2011 events and have not yet managed to settle their cases. Over the past 12 months NZCRS has received 226 new cases into the service that were BAU at an average of 18.83 new cases per month. This high number goes a long way to explain why the complexity of overall cases is increasing for NZCRS as these cases often have multiple technical reports and in some cases 3-4 different engineering reports.



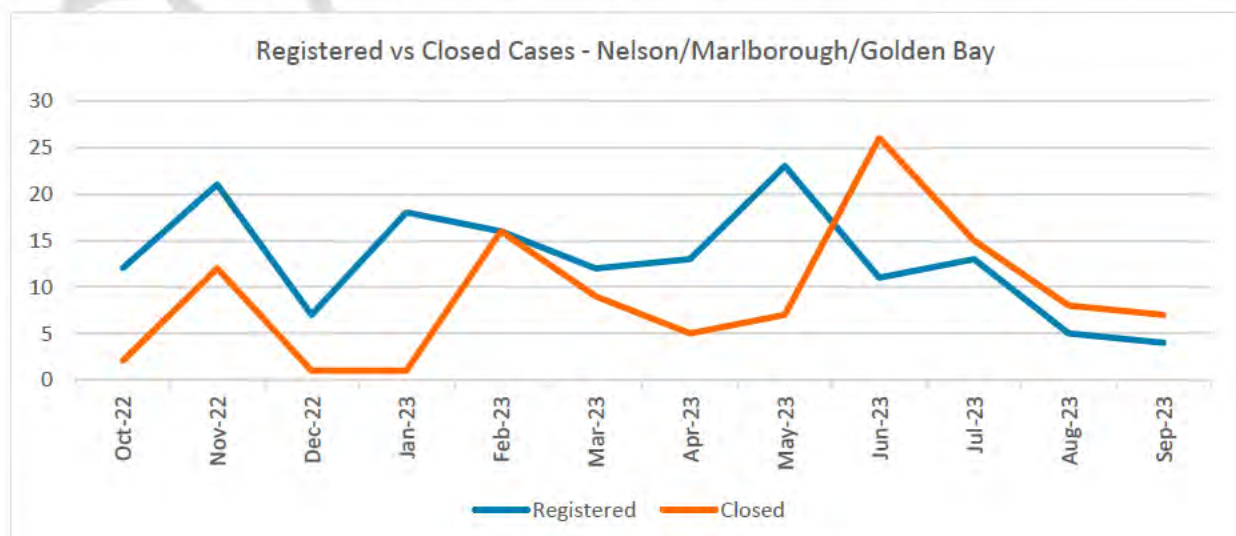
8.2) 2022 Nelson/Marlborough/Golden Bay Flooding

As at the 30th of September 2023, NZCRS has received 171 cases into the service from this region and have resolved 118. The NZCRS Lead Case Manager returns to the region frequently to provide on the ground support and attend meetings with navigators, insurers and homeowners. The majority of the landslip settlements have been presented to homeowners by Insurers with only the more complex cases still to be presented. Face to face support has been coordinated with insurers and homeowners have been appreciative of this approach and have reported having more confidence in the outcomes when both parties are there.

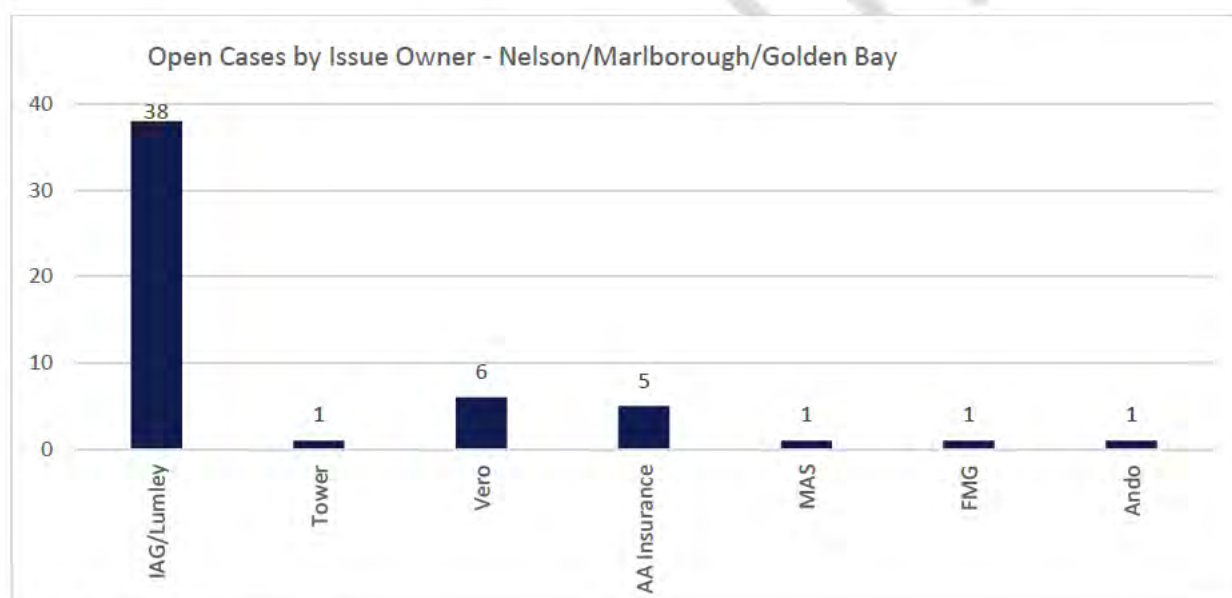
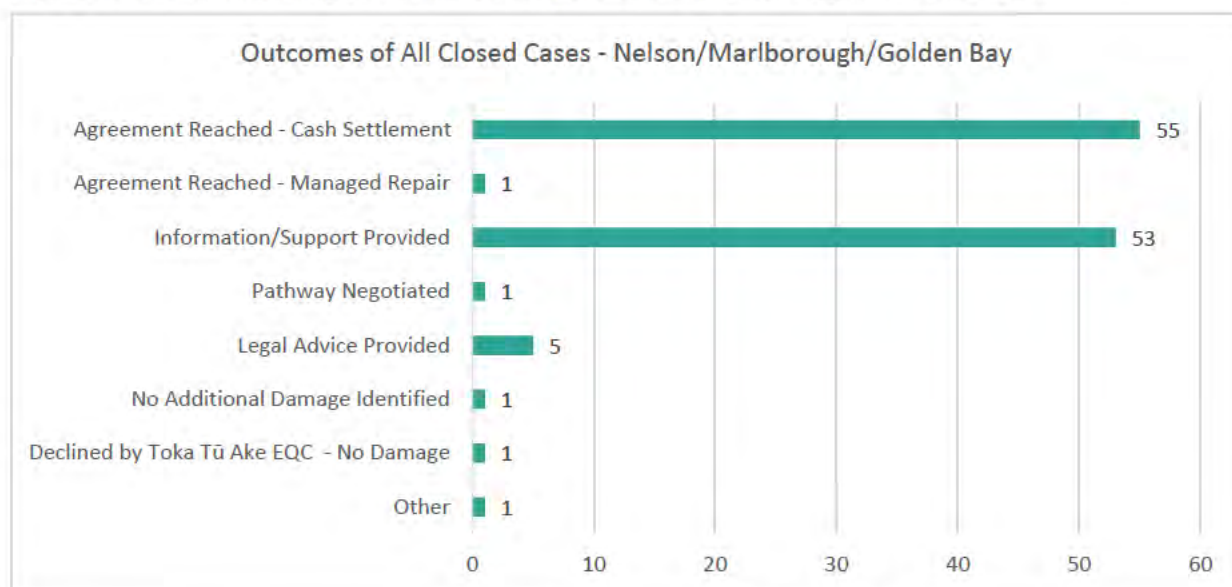
This quarter saw the Government extend the cost share offer to the Nelson City Council for up to 14 properties and a maximum of \$6m as well as the Temporary Accommodation Support. Access to the Temporary Accommodation starts in October 2023 and the council are meeting later in the month to discuss the cost share agreement. The worst affected homeowners who currently do not have financial or technically viable options to remediate their land have welcomed the announcement and NZCRS has supported the council to understand the issues these homeowners are facing.

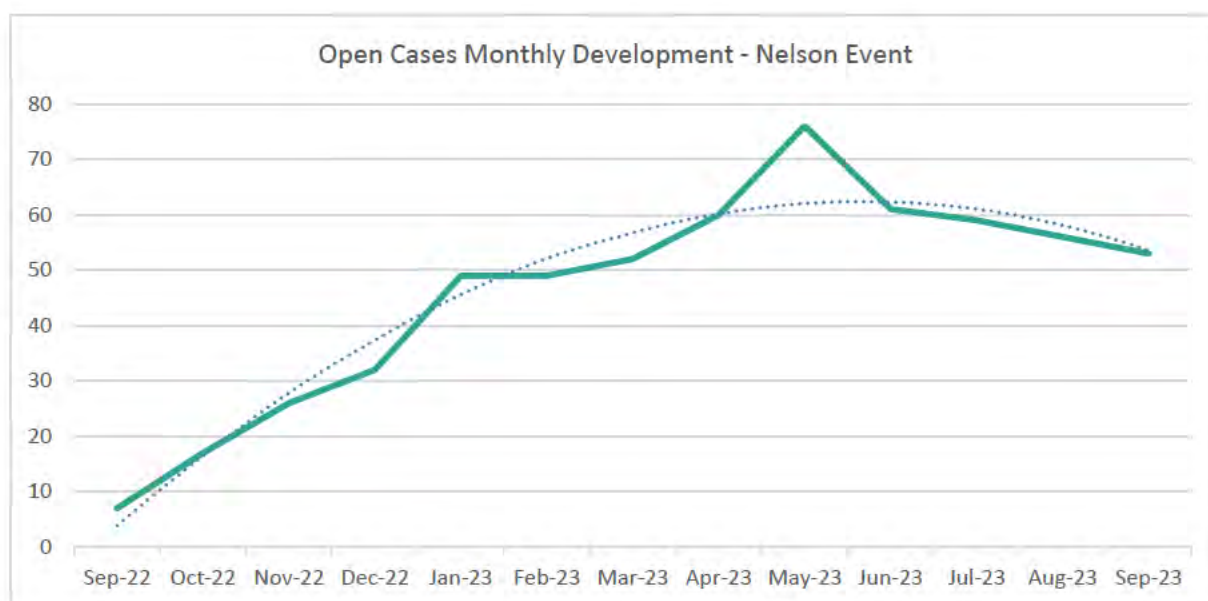
Te Taihū-o-te-waka/Marlborough homeowners have complex cases, many having a claim for the 2021 and 2022 events, and these settlements are coming out at a slower rate than Whakatū/Nelson settlements. The necessary land remediation in Te Taihū-o-te-waka/Marlborough is often cost prohibitive and homeowners are having to make difficult decisions about the viability of reinstating properties. As roads are still closed there is also the added difficulty of getting machinery to site to repair both land and houses. NZCRS are doing what they can to support to support these homeowners.

NZCRS sought legal advice on a number of issues which have become apparent as settlements have been presented. These issues relate to how the insurers are interpreting their policy response for non-EQC cover after a natural disaster event. Community Law Canterbury have been supporting NZCRS to provide this advice to homeowners.



Cash settlements reflect the number of land cases in the service from the Nelson flooding that are cash settled by Toka Tū Ake EQC. NZCRS is working with insurers and Toka Tū Ake EQC on a highly vulnerable homeowner requesting a managed repair process for his land damage, or, for them to accept the costs of project management for the repair.





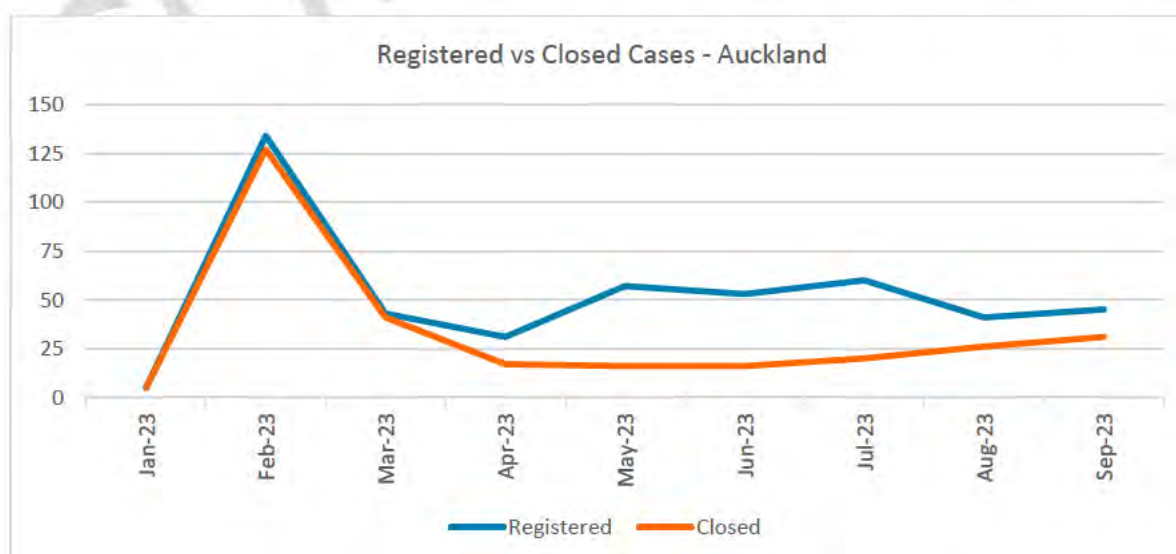
8.3) 2023 Auckland Flooding

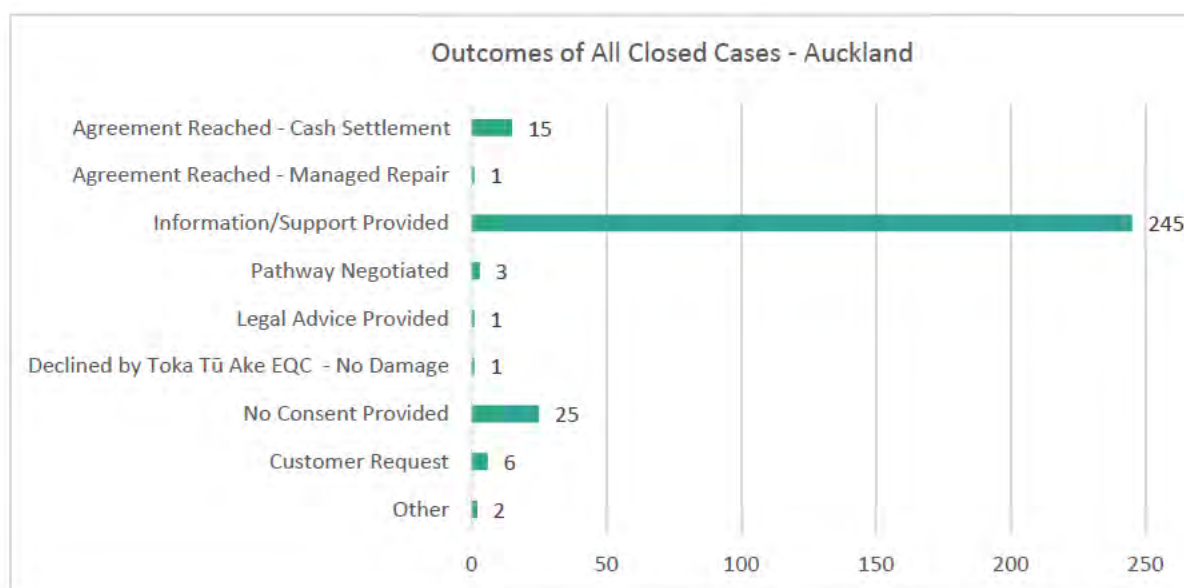
NZCRS now have a permanent presence in Tāmaki Makaurau/Auckland with a Lead Case Manager and two Case Managers being based there. Recruitment is in the final stages for one more Case Manager for the team.

Of the 469 cases registered with the service relating to the Auckland Flooding event, 170 are currently being case managed.

A key focus in August was attending council community meetings in Muriwai where the council had been providing homeowners an understanding of what the landslide risk assessment reports were going to look like for them. Draft geotechnical results were provided to the community in August and one on one sessions were held to discuss their preliminary categorisation which NZCRS also attended at the request of the council to assist homeowners with any insurance related questions. Categorisation release dates for Piha and Karekare are in October and the Tāmaki Makaurau Recovery Office has asked NZCRS to attend the council arranged clinics for homeowners to ensure support is available face to face.

Insurers across Tāmaki Makaurau/Auckland have continued to cash settle flood damaged cases over the quarter, as per the policy. NZCRS has been working with homeowners to understand the basis of these settlements and informing homeowners of how a “to pay” policy works and their related rights and obligations. In particular NZCRS are ensuring that homeowners understand that they can come back to the insurer for top payments if required. NZCRS has provided education on how to engage a builder and what fair and reasonable costs mean under the insurance policy. NZCRS continues to discourage homeowners from accepting full and final settlements without seeking independent advice or support.





Privacy of natural persons

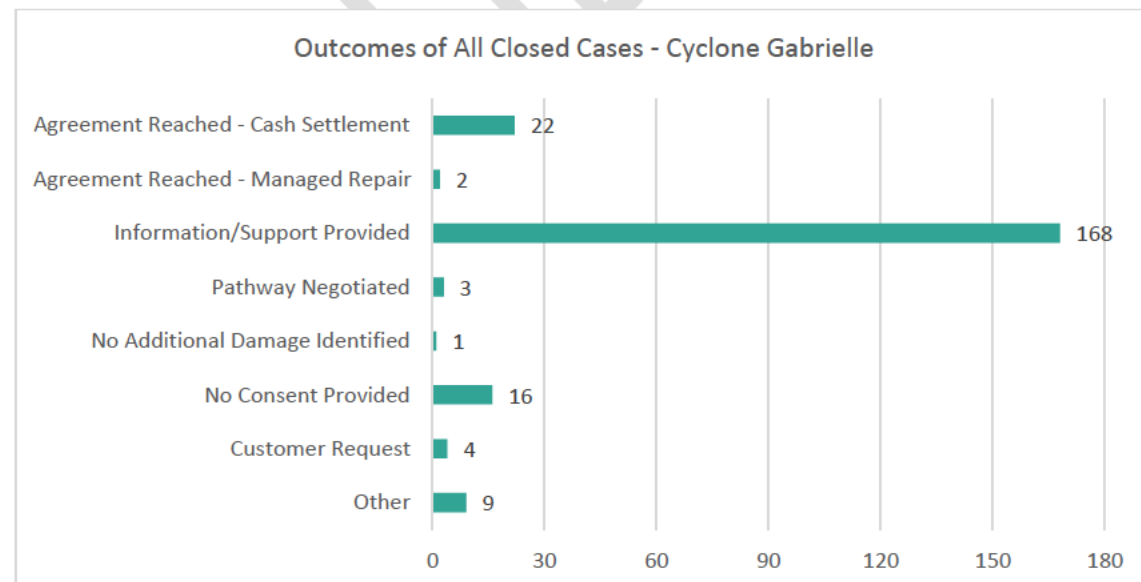
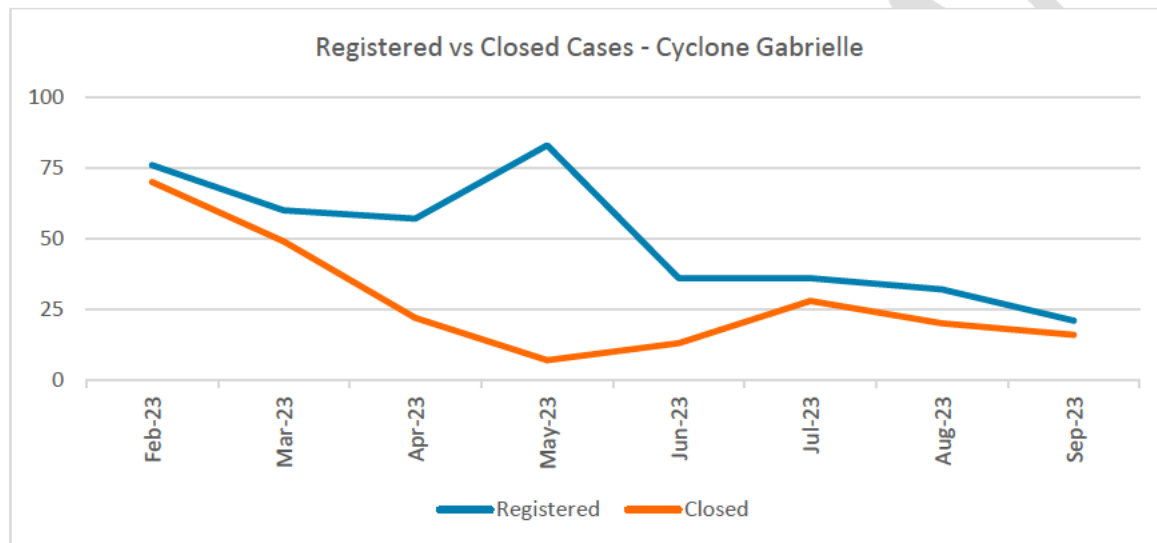
NZCRS ran an Insurance-101 workshop for the Tāmaki Makaurau Recovery Office Storm Recovery Navigators so they could get a better understanding of how the insurance process works. This presentation was well received by Auckland Council staff with comments noting the high level of detail and complexity presented. NZCRS continues to work closely with Auckland Council and community groups across the region.

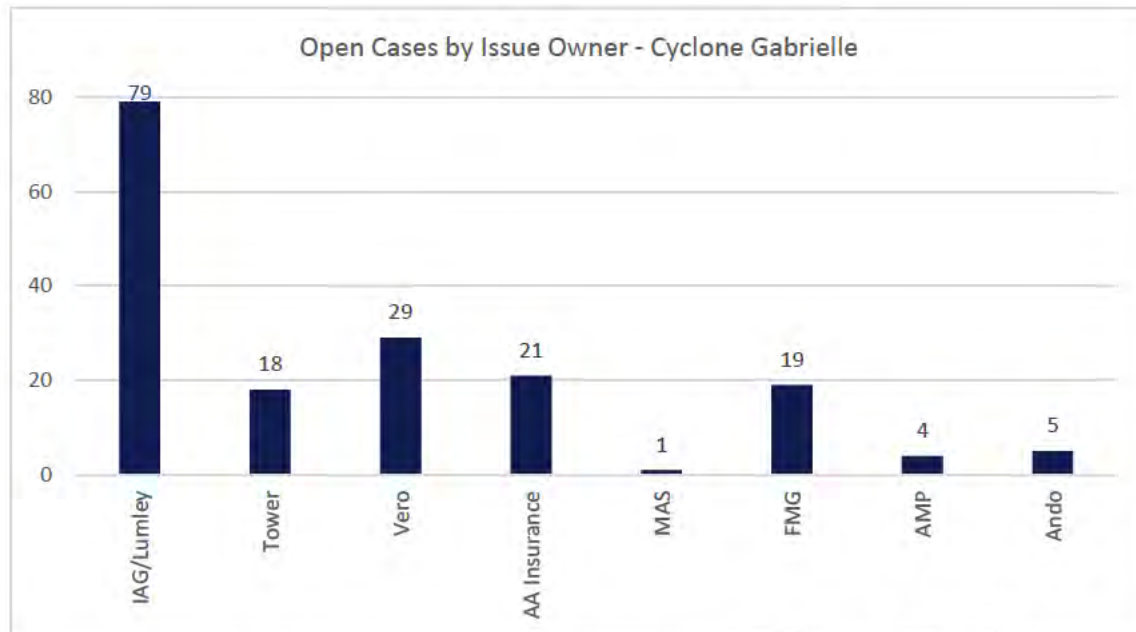
8.4) 2023 Cyclone Gabrielle

As at the 31st of September 2023, NZCRS has received 401 cases into the service from this event and has resolved 225 cases. NZCRS over the quarter completed recruitment for the locally based team, with a Lead Case Manager and three Case Managers now on the ground.

Category 3 land announcements were released in Te Matau a Māui/Hawke's Bay in September. NZCRS has been working with Te Matau a Māui/Hawke's Bay District Council, Recovery Minister, Iwi, Ministry of Social Development and Wairoa Council to continue supporting homeowners and ensuring their insurance entitlements are met so they can make informed decisions.

Although the whānau have their own way of dealing with the pressures of insurance cases and NZCRS have support services in place, the continued unpredicted weather events with the forecast of a drought this summer is going to have a major impact on the communities in this region. NZCRS is very conscious of this and has deliberately included the conversation in all interactions with whānau. NZCRS continues to reach out to local organisations to ensure it has a good understanding of the services available to whānau.





9) Operational Update

9.1) Natural Hazards Insurance Act Dispute Resolution Scheme

NZCRS has now completed the initial engagement on the future of our Dispute Resolution Service across the motu and have identified the key decision points for Ministers to consider. Work to refine this advice continues to ensure a fit for purpose and integrated service availability.

To support ongoing integration across the dispute resolution landscape NZCRS is currently considering the Toka Tū Ake EQC dispute resolution requirements under the new Act and considering how existing services could work within or with those services. At the time of writing this report NZCRS has now received the tender documentation for these services and is considering advice to MBIE and Ministers.

9.2) Call centre

During the reporting period, 364 phone calls were answered by the call centre. Call volumes have increased significantly since the launch of NZCRS although as with case numbers, have trended downwards in the last couple of quarters.



9.3) iViis Upgrade

The NZCRS taskforce continues to work with its customer relationship management (CRM) supplier iViis Limited on enhancing the system to suit the now permanent national service. iViis is the CRM tool utilised by NZCRS staff to store, manage and report on its data.

Monthly enhancements are being rolled out across the service to meet new system demand and develop the service offering to its national focus.

9.4) Marketing Campaign

During the past quarter NZCRS has carried out a low level marketing campaign focussed on areas affected by the North Island weather events, particularly in Tāmaki Makaurau/Auckland, Te Tai Tokerau/Northland, Te Matau a Māui/Hawke's Bay and Tairāwhiti/Gisborne. This marketing has focussed on social media platforms to get the basic message of support into the regions.

During the fourth quarter of 2023 NZCRS anticipates a step up in our presence in the market to build awareness of NZCRS services and to develop a full suite of promotional assets including advertising, print and video collateral.

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Appendix A – CES Wellbeing Report



Christchurch

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03 339 3780 | christchurch@pathways.co.nz



Pathways Wellbeing – Quarterly Report to NZCRS

Theme: Advocacy

Advocacy in our service involves actively representing and supporting individuals to receive the appropriate services, support, and resources to enhance their overall well-being whilst going through an earthquake claim. We aim to advocate for the people we support by identifying their needs so that we can understand their well-being needs and concerns. We empower them to express their needs and make informed decisions around their well-being. We promote their self-advocacy and encourage them to advocate for themselves effectively. Through our collaboration with other professionals and organisations we are able to raise the awareness of those professionals involved with the claims by advocating for changes in their services that will improve the well-being of the people we support.

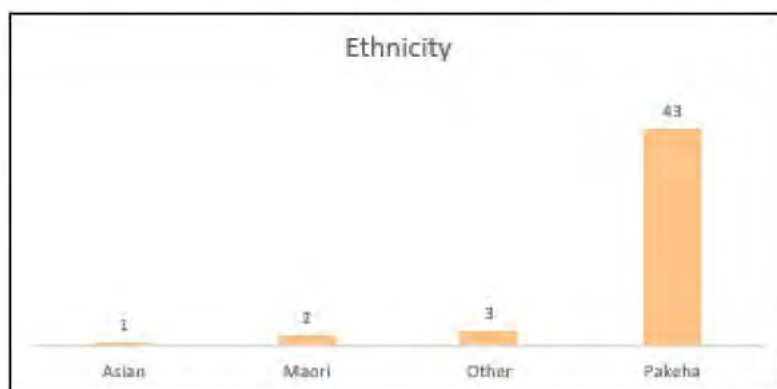
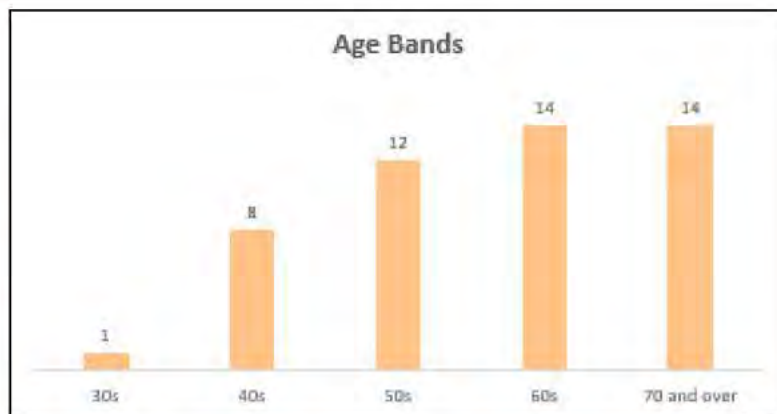
This quarter, many of the people we support felt like their voices aren't being heard by EQC and other professionals involved in their claim or they have lost all their hope and given up trying to fight for what they need. Advocating for some of our clients has looked like us writing them letters of support, supporting them at site visits to make sure that their voices are heard and that they are happy with the decisions that are being made, referring them onto relevant agencies such as specialist mental health services, and advocating for access to project managers to make their building process smoother and so that they have another voice advocating for what they need.

One person we have supported would not settle their claim because of their large accumulation of belongings and they were unable to let EQC into their home due to this. What made them feel comfortable settling their claim was that our team would stay on to advocate for them when builders and contractors come into their home. Our team have continued to do this and now they have a brand-new kitchen and bathroom, and they are working on other areas of their home to repair. Without the advocacy and support of the wellbeing team they would still be in the claims process living in an earthquake damaged home.



www.pathways.co.nz

Pathways Health Ltd. Part of the Wise Group



Appendix B – Key

GCCRS	Greater Christchurch Cases Resolution Service
BAU	Business as usual
CEIT	Canterbury Earthquakes Insurance Tribunal
ENZ	Engineering New Zealand/Te Ao Rangahau
RAS	Residential Advisory Service
TOKA TŪ AKE EQC	Earthquake Commission
SRES	Southern Response Earthquake Services Limited
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
NDRA	Natural Disaster Recovery Agreement between Toka Tū Ake EQC and private insurers for the management of Toka Tū Ake EQC cases
NZCRS	New Zealand Cases Resolution Service

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New Zealand
Claims Resolution Service

Director's Report

FEBRUARY 2024



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

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Executive Summary

The fourth quarter of 2023 continued the consolidation of NZCRS as we have worked to meet the demand from the North Island weather events and the ongoing requests for support from the Canterbury Earthquake Sequence (CES) and Nelson flooding events. Overall demand has reduced over the period with 343 new cases into the service compared to 399 in the 3rd quarter and 494 in the second quarter of 2023. NZCRS is now managing 1,095 cases in 12 of the 16 regions across the motu with 4,790 closed.

Whilst we note the downward trend in the number of cases registering with the service it is pleasing to see an increase in the trend of homeowners moving forward and having their cases closed with NZCRS. During Q4 2023 NZCRS closed 303 cases compared to 317 in Q3 2023 and 245 in Q2 2023. When the impact of the holiday season is considered this is a great result. Perhaps even more pleasing is the overall downward trend in CES cases with 119 opened for the quarter and 126 closed. The ongoing strength of CES cases being registered with the service continues to surprise when we note the 13th anniversary of the event is in February 2024.

The high level of homeowners being settled with interim cash payments from the North Island events has influenced this quarters numbers with 41% of all cases closed as *"Agreement reached- cash settlement"*. This report notes how new policies are having an effect on these outcomes and the importance of homeowners seeking independent advice before signing any agreements.

Aged cases have remained a key focus area for NZCRS during this quarter. This report looks into the progress in this area, including the ongoing reduction in the number of cases that joined the service between 2018 and 2021. Whilst this progress is pleasing to note the overall time cases are spending in NZCRS has started to increase. This suggests that cases coming in after 2021 are increasing in complexity and new cases from the North Island weather events are now requiring case management resources. This report undertakes a deeper dive into Toka Tū Ake EQC cases in the service and the challenges that exist for those cases that are on sold. Of the 183 cases still with NZCRS since 2021, 141 are with Toka Tū Ake EQC and of those 73 are for homeowners who owned their house at the time of the earthquake and have been trying to settle their claim for between 2 and 6 years.

Satisfaction data remains strong with 88% of homeowners reporting that they *"would recommend NZCRS to others"*. Whilst this is pleasing and well above our KPI of 75% it is down slightly from the 91% in Q3 2023 and along with the lower wellbeing score suggests some ongoing monitoring and focus will be needed in the coming quarters.

Marketing for NZCRS continues across the motu with specific focus on growing awareness of the service in Canterbury, Auckland, Northland and the East Coast of the North Island.

I would like again take this opportunity to thank the staff of NZCRS and the wider MBIE team who have supported the service during this challenging time. The team's focus on the homeowner at the centre of our service continues to deliver for the people of New Zealand in their time of greatest need.

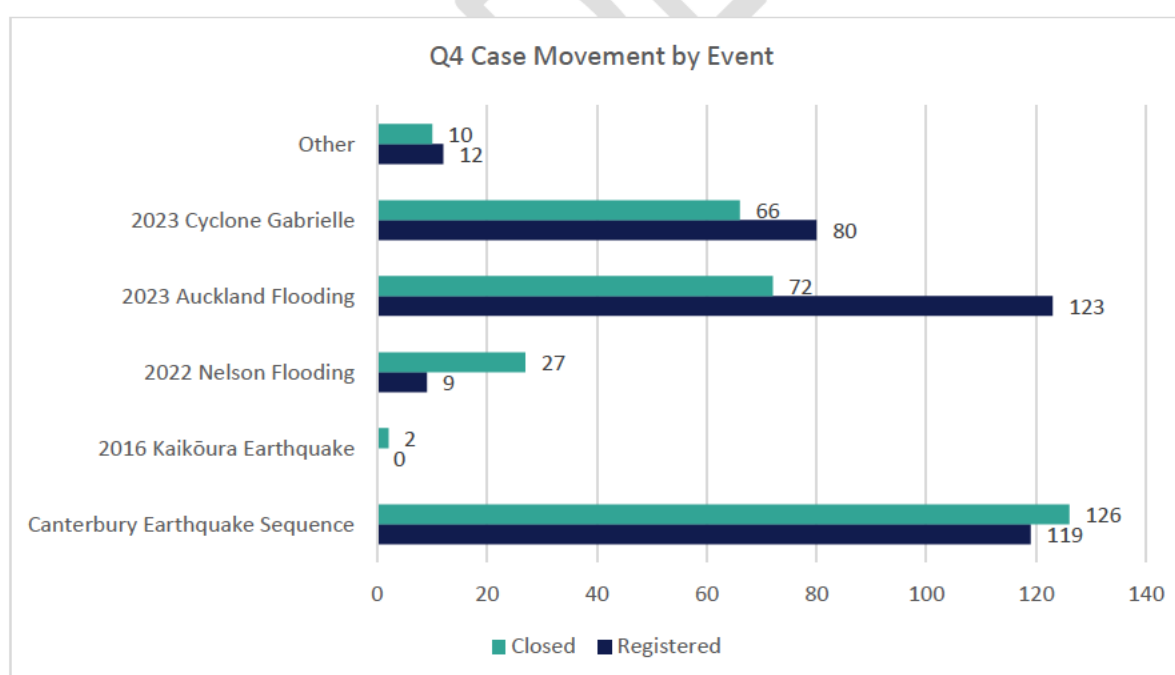
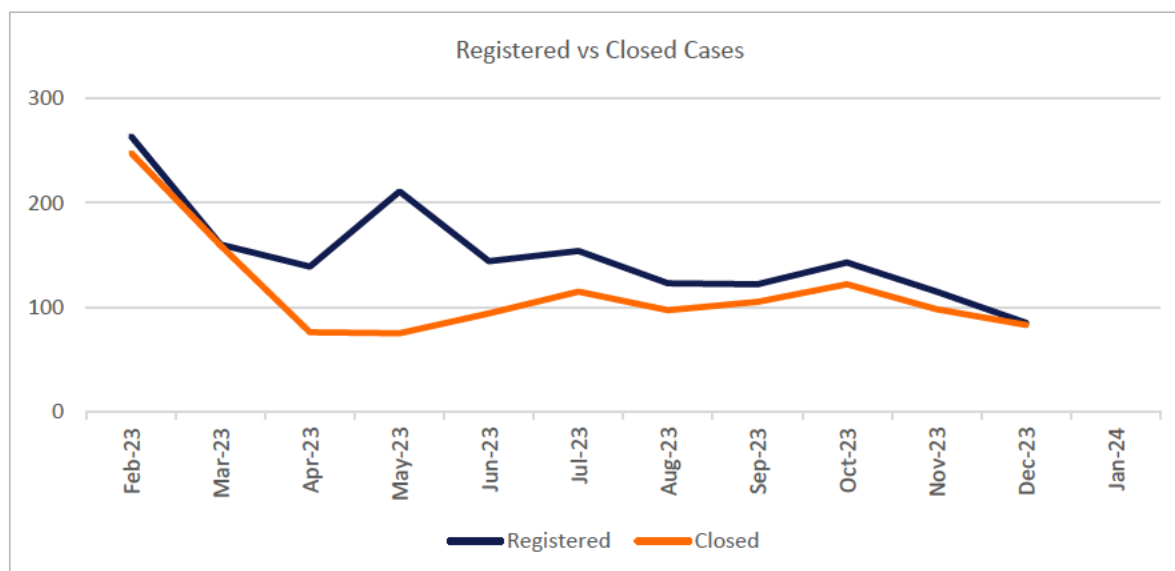


Darren Wright MNZM

Director, NZCRS

1) NZCRS Overview Q4¹ 2023

Demand for NZCRS services during Q4 2023 continues to decline in line with expectations with 343 new cases into the service compared to 399 in Q3 2023 and 494 in Q2 2023. NZCRS is now managing 1,095 cases with 4,790 closed. The number of closed cases peaked in October 2023 with 122 closed in the month with the overall quarter showing 303 cases closed. This compares to Q3 2023 at 317 cases closed and Q2 2023 at 245. It is pleasing to see the gap between new cases opening and closing getting narrower with 85 new cases opened in December 2023 compared to 83 closed. December is always a challenging month with homeowners and insurers focussing on the holiday season although the impact on 2023 of the North Island weather events are clear when we note an overall increase in new claims of 193% when comparing December 2022 to December 2023.



Demand for the NZCRS continues to be heavily impacted by the Auckland Flooding and Cyclone Gabrielle weather events (203 new cases) although the ongoing strength of the Canterbury Earthquakes Sequence (CES) cases continues to surprise. The number of new cases into the service during the quarter for the CES was 119 compared to 125 in Q3 2023 and 116 in Q2 2023. CES cases have consistently averaged 40 new cases per month since August 2021. This ongoing strength in new cases and the often extremely high levels of complexity now 13 years after the event add to a challenging and busy portfolio.

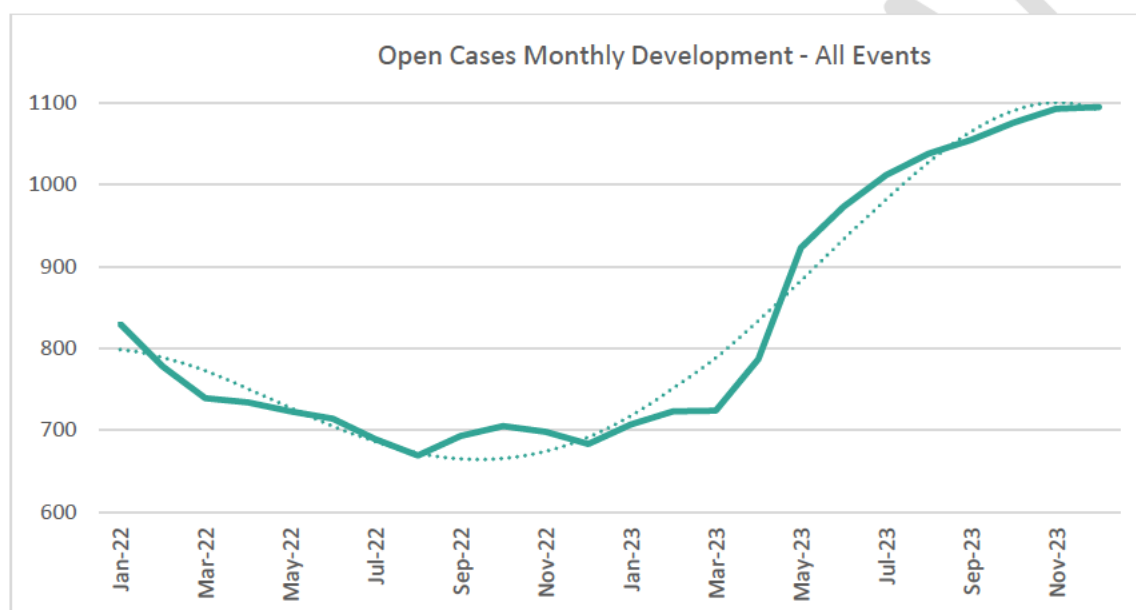
¹ Q1 Jan-Mar, Q2 Apr-Jun, Q3 Jul-Sep, Q4 Oct-Dec

Whilst closure rates were trending up during 2023, we note a slight decline in Q4 2023 with 303 cases closed compared to 345 in Q3. Total open cases (1,095) have now been above the 1,000 level since June 2023. It will be important to note any impacts of the marketing campaign carried out during both the 4th quarter of 2023 and the 1st quarter of 2024.

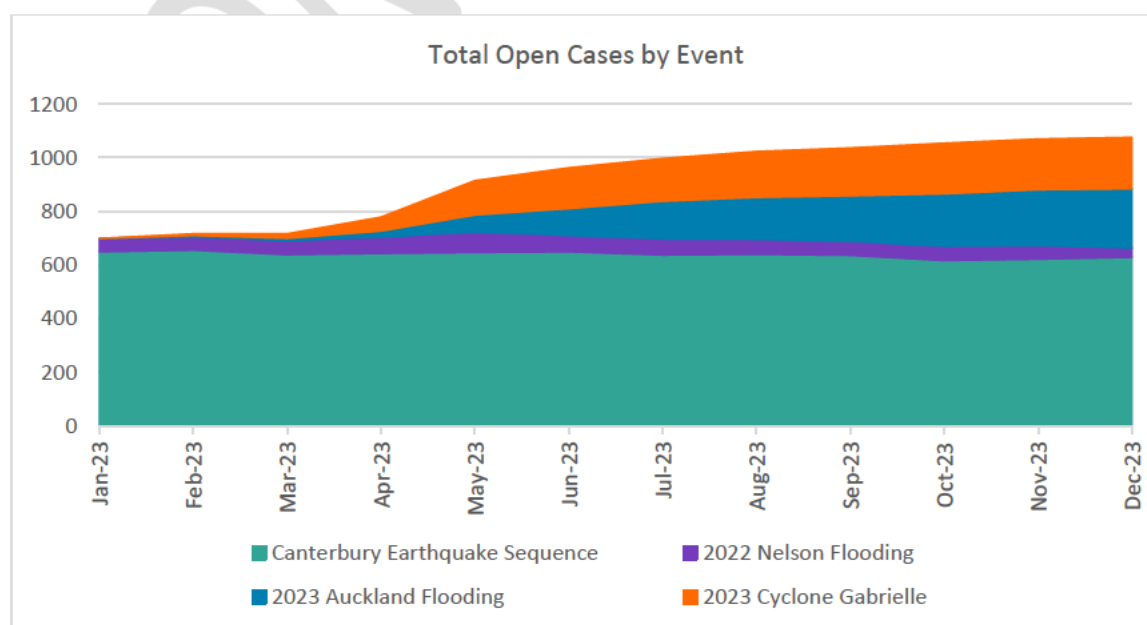
Most encouraging for the service is that despite the high complexity of CES cases, more were closed during the quarter than were opened with 126 closed and 119 opened. This reflects the excellent work being undertaken in the CES space and the impact of more staff availability through the increased funding. This continues the trend noted in the previous report with 138 cases closed for the CES during the 3rd quarter and 125 opened.

The Nelson event is now clearly in its final stages with nine new cases opened during the quarter and 27 closed. The expected increase in case closure noted in the previous report has been realised and we anticipate seeing the majority of Nelson cases closed out during the first two quarters of 2024.

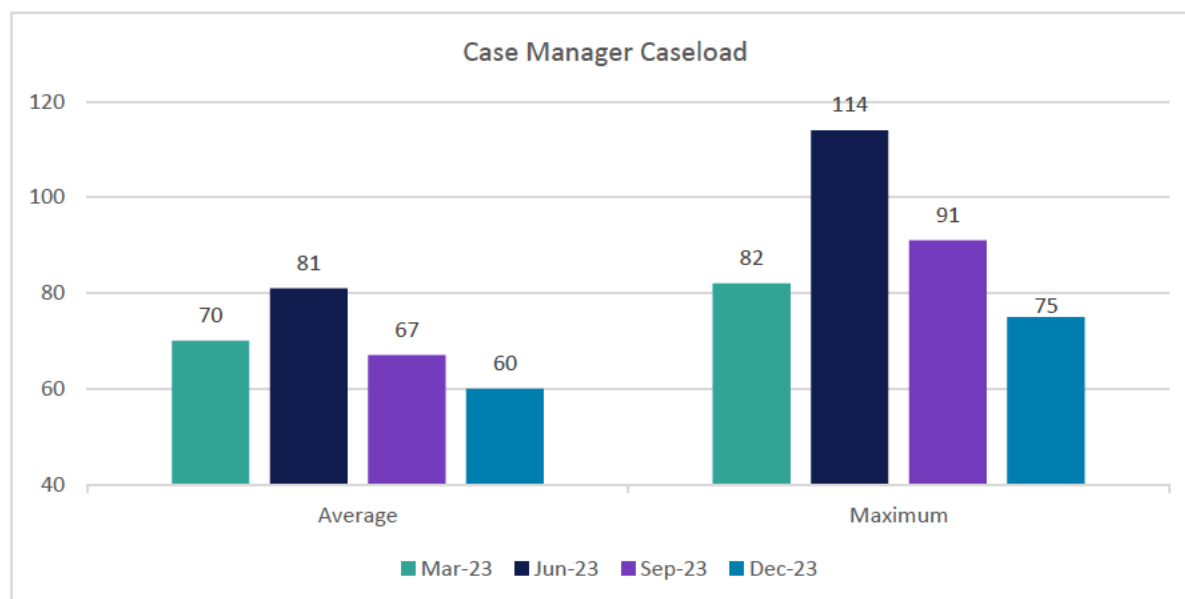
As per the previous Director's Report, NZCRS is now well into Phase 3 of its response to the North Island weather events with marketing underway (see later in report) and all additional staff now on board. One Case Manager role in Tāmaki Makaurau/Auckland will not be recruited due to the lower than expected demand and more efficient NZCRS processes that have been put in place.



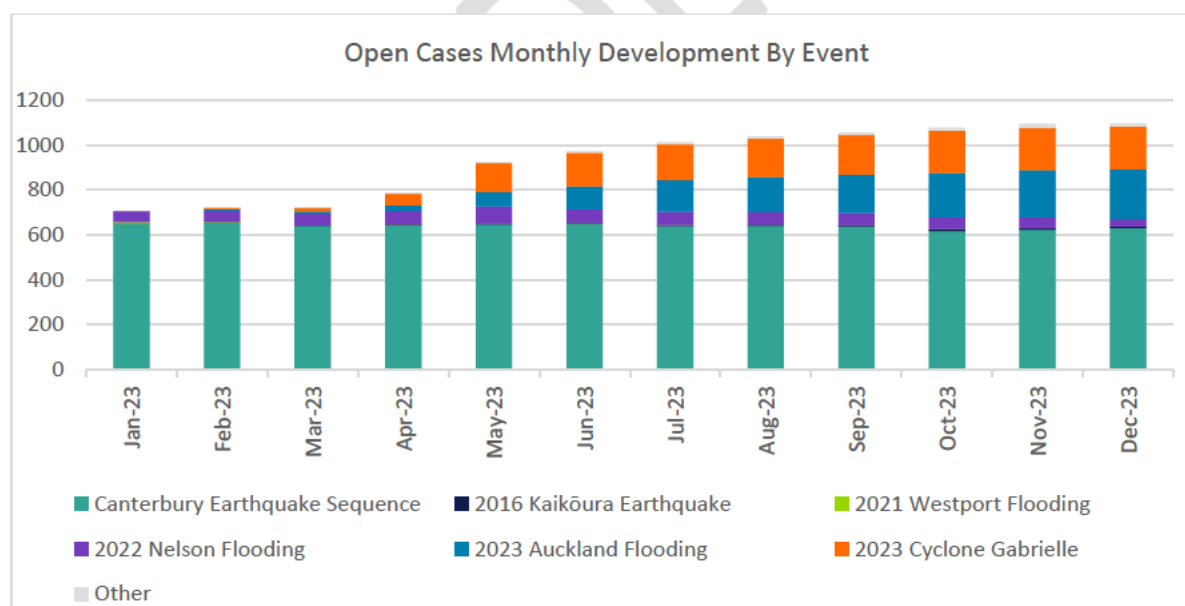
As noted above the upward trend in the number of open cases has continued albeit we now note a flattening of the curve as we start to get ahead of the new cases coming in. It is expected that this curve will continue to flatten during the first quarter of 2024 with significant declines in the 2nd and 3rd quarters.

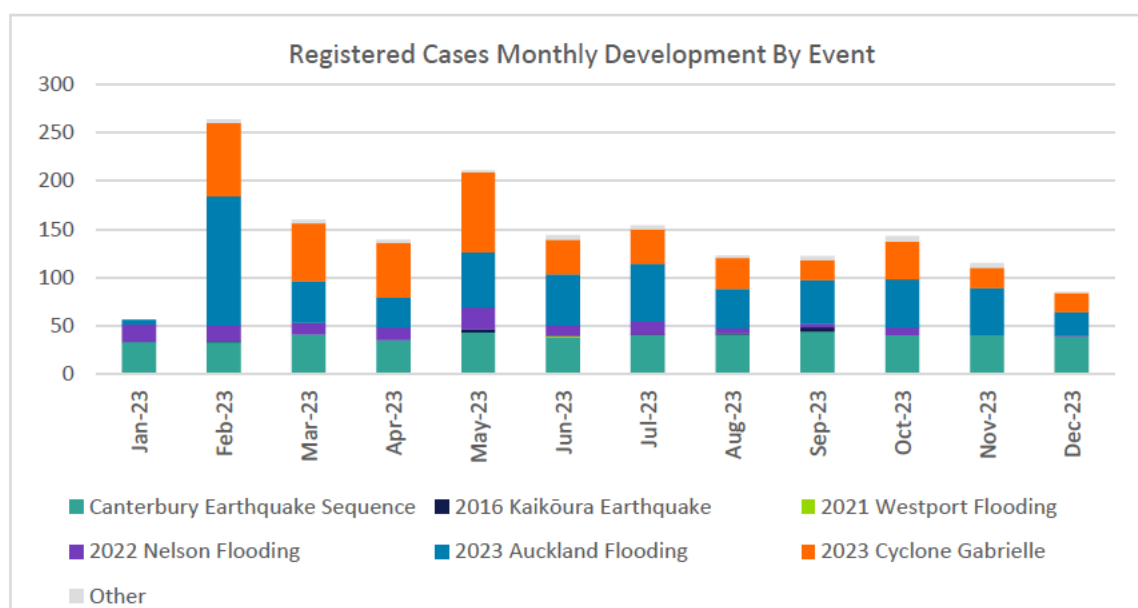


Whilst the overall number of cases under management has increased it is encouraging to see the impact of the new Case Managers being bedded into the NZCRS kaupapa with the average caseload reducing during Q4 to 60 cases per Case Manager down from its peak in Q2 of 81 cases (see below). The maximum number of cases has also decreased from 114 cases in Q2 to 75 cases in Q4. At the time of writing this report, the peak has continued to decrease and now stands at 69 cases. The average of 60 cases per Case Manager is manageable by NZCRS and compares to the pre-weather events of 65 in December 2022 and 66 in September 2022.

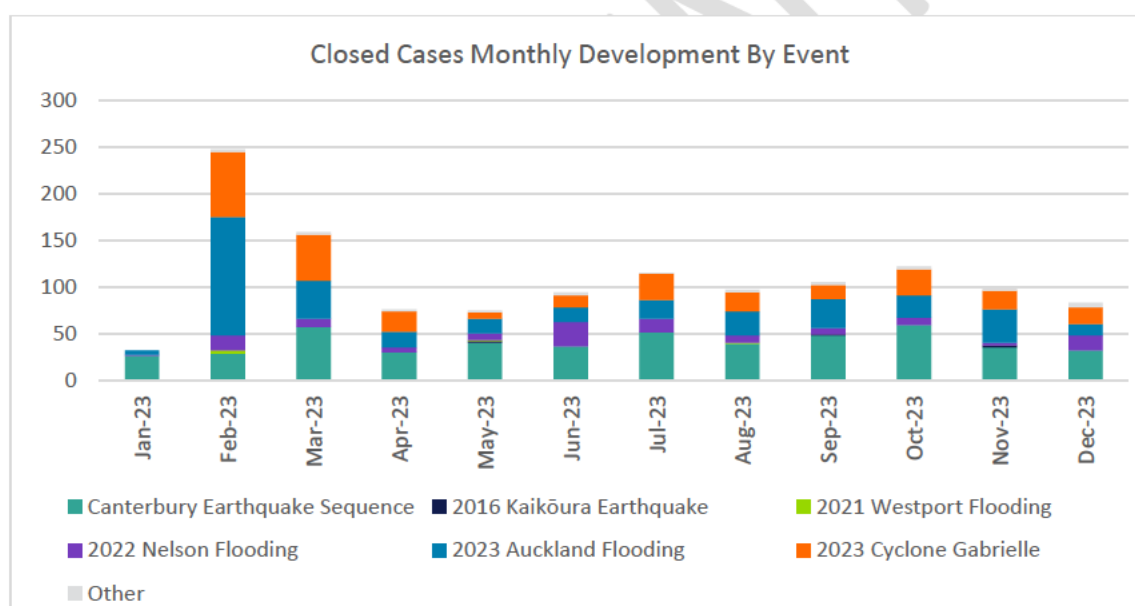


It is noteworthy that NZCRS continues to receive cases from across New Zealand with 12 cases registered for the service not related to one of the major events above. These have ranged from Wellington to the Waikato and reinforces the fact that NZCRS is now managing claims in 12 of the 16 regions across New Zealand.



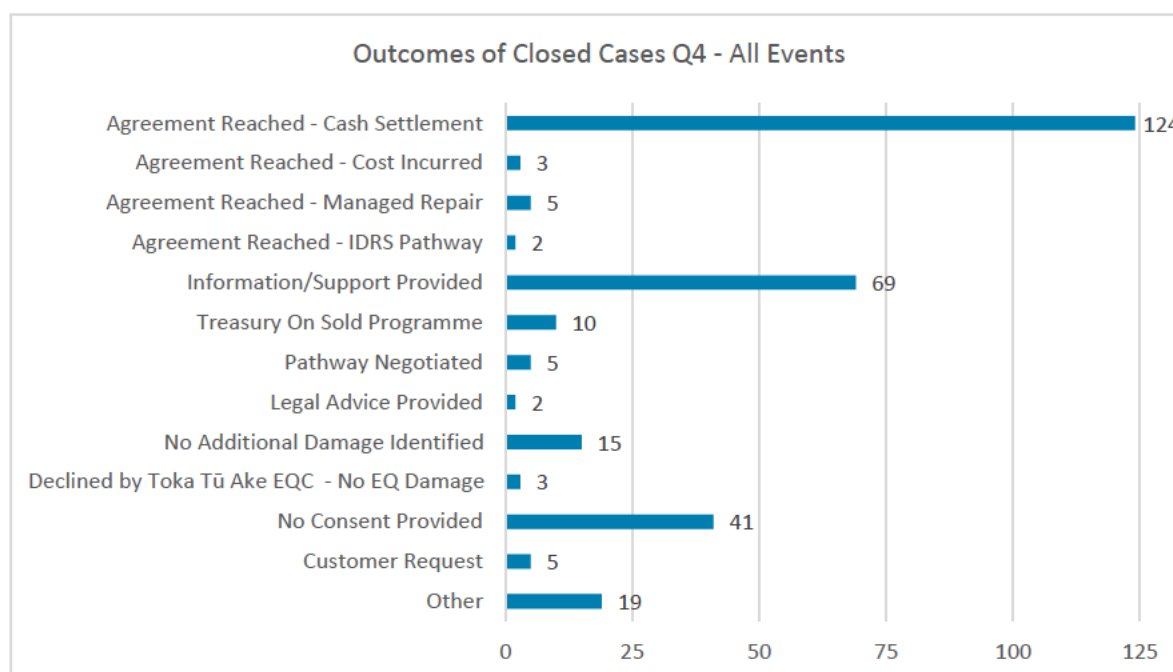


The reducing trend in the number of cases entering the service from Cyclone Gabrielle continues with 20 cases registered in December 2023 compared to the peak of 83 in May 2023. NZCRS staff in the East Coast are now supporting the Auckland team by taking on claims from that event, whilst also providing ongoing support in the East Coast. It is likely that this trend will continue although the localised impacts in areas such as Wairoa remain a key focus for NZCRS (see later in this report).

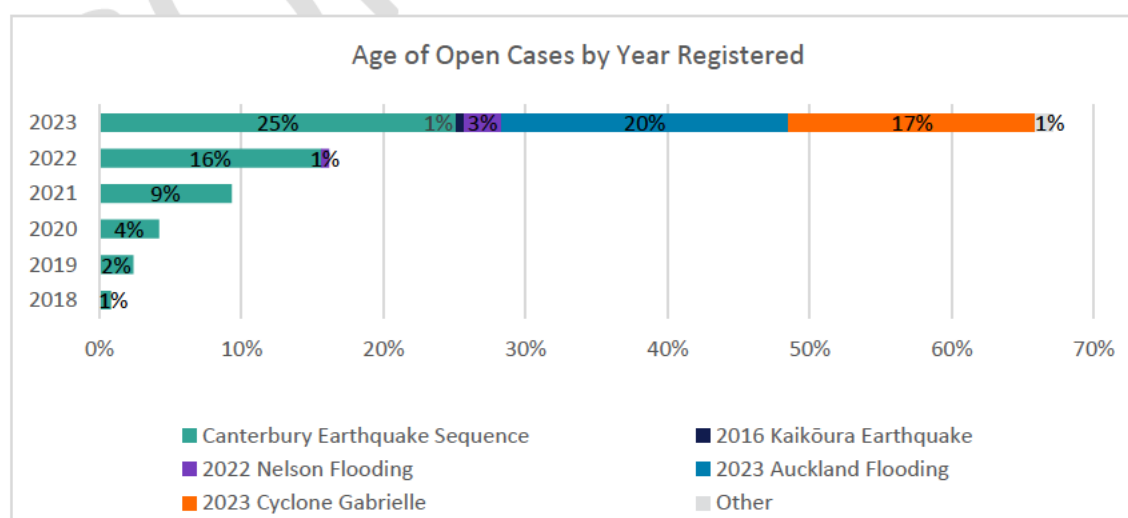


The impact of complexity is evident when considering the outcomes of closed cases (see graph below). “Cash settlements” accounted for 41% of all closed cases in Q4 up from 32% in Q3 and 22% in Q2. This reflects the impact of settlements from the North Island weather events as insurers look to pay the costs of the repairs rather than undertake a managed repair programme. The changing nature of insurance policies in New Zealand are having a significant impact with the IAG group now largely operating “to pay” policies. These policies do not often give the insurer the right to choose the repair method and require the homeowner to largely manage the repair. NZCRS is working on messaging such as brief videos and online content to support homeowners through this process, including understanding their rights and obligations for settlement of these claims. NZCRS notes the increase in the number of homeowners being presented settlement agreements for these cash payments and the inherent risks that exist for homeowners. Whilst this appears to be limited to one insurer NZCRS is monitoring these settlements and strongly advise all homeowners asked to sign agreements to seek independent advice before doing so. Focus will also need to move to the loss adjusting processes being utilised as these are often not in sync with the insurance policies being settled. For example, we have noted loss adjustors in the North Island insisting that homeowners repair to their assessment of the damage rather than the homeowner engaging their own experts to assess the damage. This can lead to confusion and delay as homeowners wait for the loss adjustor to produce a scope and costing rather than presenting their own scope and costing to the insurer. It should be noted that most of these cash settlements are interim payments by the insurer may result in cases coming back into the service during the repair stage or new cases

coming in due to missed scope or insufficient repair funds. It will be interesting to see if this results in a longer tail for NZCRS to these weather events compared to previous events such as Nelson, Westport and Edgcombe. Closed cases where “information/support provided” reduced to 23% in Q4 compared to 49% in Q2 and 30% in Q3. This reinforces the anecdotal evidence already discussed in this report that we are seeing a move away from simple ‘one touch’ cases where advice is given, to more complex cases where NZCRS is involved in case management to support the homeowner. As with the previous quarter the number of cases who register with the service then, despite multiple efforts by staff, never re-engage to provide a consent form (“no consent provided”) remains high at 13.5%. This category has risen from 3.2% of all closed cases in Q2 although is slightly lower than 15.4% of all cases in Q3. When looking into this data further it is evident that the impact has been from Cyclone Gabrielle (4.6%) and Auckland (5.9%) with the balance being the CES and other events (3.0%). Work is ongoing to understand this increase and what is driving homeowners to contact NZCRS but then not take their case with us further.



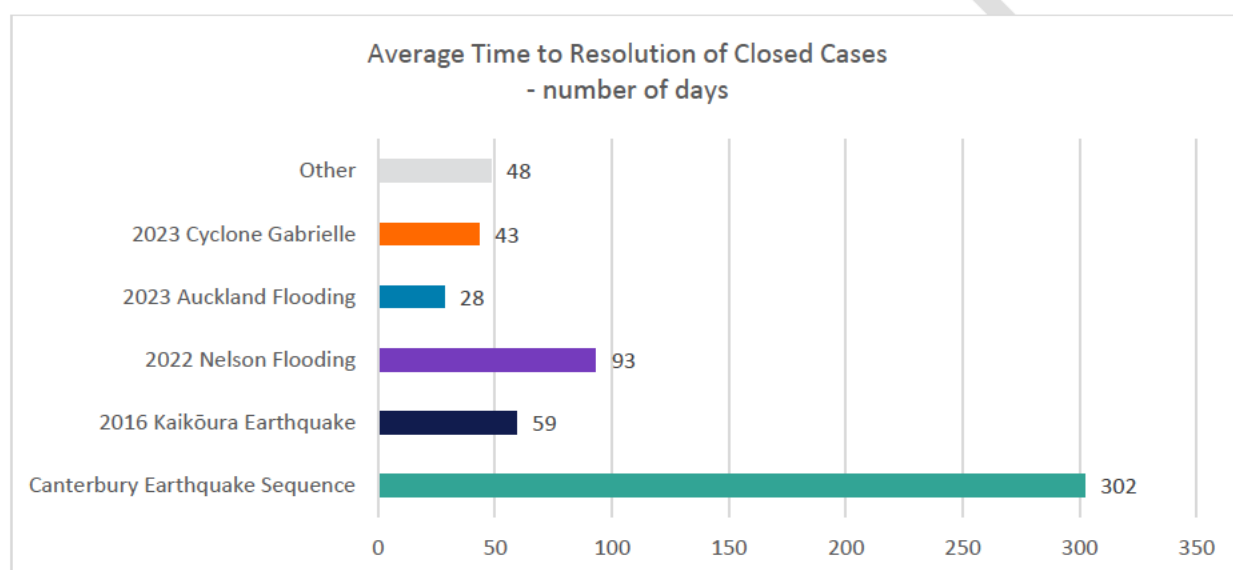
As per the request of the NZCRS Advisory Committee it is noted that three cases from the CES event were declined by Toka Tū Ake EQC accounting for 0.9% of cases for the quarter. This is where NZCRS has referred a case to Toka Tū Ake EQC, who after a full review, have declined the claim. This compares to 15 cases or 4.9% that were not referred through to Toka Tū Ake EQC as no further damage could be identified by NZCRS. These are cases where NZCRS completes a review and informs the homeowner that we do not see recourse for a claim with Toka Tū Ake EQC or the insurer. This data suggests that the triage process being undertaken by NZCRS staff such as ENZ Initial Reviews is working well and identifying natural hazard damage where appropriate. 99.1% of all cases referred to Toka Tū Ake EQC or the insurer during Q4 2023 were accepted and received some form of settlement.



The age of cases in the service gives NZCRS key markers of performance of the system and our ability to keep claims moving through potential blockages. This has been a focus area for NZCRS during 2023 and shows good progress. Between January 2023 and December 2023, the number of cases that entered the service in 2018 reduced by 18%, 2019 by 38% and 2020 cases by 40%. This is an excellent achievement although it does mean we still have nine homeowners from 2018 and 26 from 2019 that are still to settle their claims.

Whilst the aged cases have continued to reduce the overall time taken in the service has increased across the events. The CES is up 1.3%, Kaikoura up 11.3%, Nelson up 20.8%, Auckland up 75% and Cyclone Gabrielle up 86.9%. These increases broadly reflect the move away from the simple “one touch” cases as noted previously and the need to case manage what are now more complex cases presenting to the service.

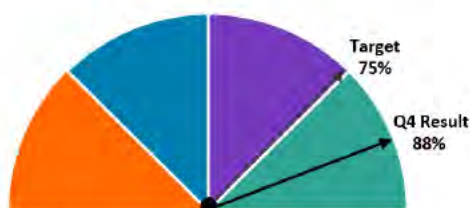
As noted in the previous report Auckland Flooding and Cyclone Gabrielle cases coming into the service continue to increase as the impact of land categorisation in the regions is felt. Due to the complexity of land categorisation homeowners are encouraged to consider the best timing for the repair of their properties pending clarity of land outcomes. This may mean cases remain with the NZCRS for longer in these regions as homeowners look for ongoing support.



2) Exit Survey

NZCRS continues to monitor its key performance indicator (KPI) through a survey of homeowners who have used the service and their case has been closed. It is important to note that this survey is only issued to homeowners who return a consent form, are actively managed or given advice by the service and only when their case in the NZCRS system is closed. Homeowners who only receive high level or “one touch” advice such as in a community hub or over the phone are not currently issued with a survey. NZCRS remains focussed on the homeowner being at the centre of what we do and has taken a view that asking a homeowner to complete a survey when they have only sought high level advice, or they are still very much living in the event, is not in the best interests of the homeowner.

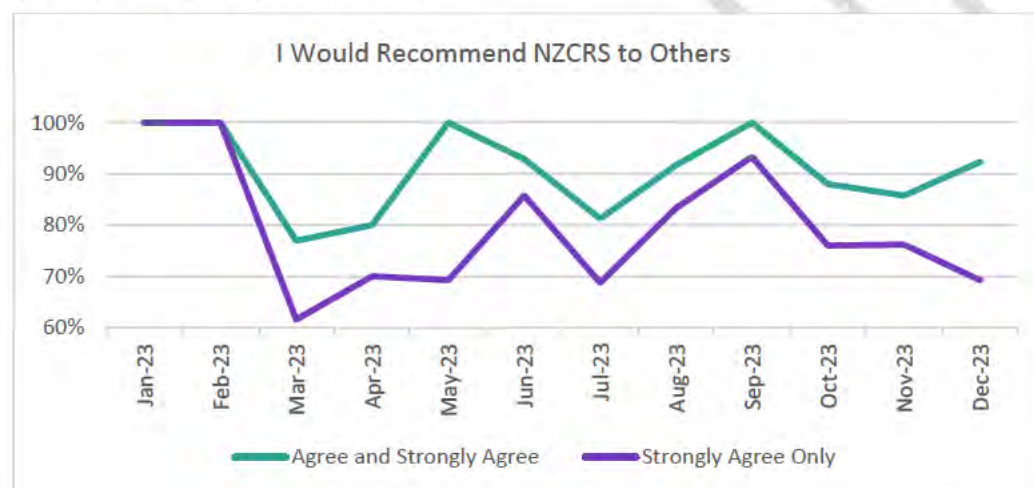
NZCRS Exit Survey		
Questions	Q3	Q4
1. I was able to make informed decisions because NZCRS provided me with the information I needed.	86%	85%
2. My Case Manager kept me informed of the progress of my case.	90%	85%
3. My Case Manager acted in a professional manner.	91%	92%
4. My wellbeing has improved as a result of the support/advice I was given by NZCRS.	88%	69%
5. I would recommend NZCRS to others.	91%	88%



Percentage of users of the New Zealand Claims Resolution Service (NZCRS) that would recommend NZCRS to others

During Q3 2023 the key performance measure (KPI) *"I would recommend NZCRS to others"* has reduced slightly from 91% in the second quarter to 88% for this period. Perhaps most important is the split between those responding with *"Strongly Agree"* (see below graph) to this measure or *"Agree"*. As can be noted below there is an overall decrease in the number of homeowners strongly agreeing with this question down from 92% in September 2023 to 70% in December 2023. This may be due to general fluctuations in the responses but will need to be closely monitored over the coming quarters to ensure this trend is not a systemic change in outcomes for homeowners.

It is also worth noting the decline in the rating of *"My wellbeing has improved as a result of the support/advice I was given by NZCRS"* from 88% last quarter to 69% this quarter. Historically this measure has varied significantly from report to report and is often heavily influenced by outside factors such as the Land Categorisation process. Of the 59 homeowners who responded to this measure 41 rated NZCRS *"agree"* or *"strongly agree"*, 10 were neutral and 8 were either *"disagree"* or *"strongly disagree"*. Whilst 69% is still a strong result this measure will need to be closely watched in the coming quarters, including a deep dive into this result.



3) Homeowner Feedback

A sample of the feedback from homeowners during July to September 2023 included:

"I found that a lot of stress and pressure was taken off us by using this service. Our Case Manager was on the ball all the way and got us the very best outcome possible for our situation and it was much appreciated."

- Ōtautahi/Christchurch homeowner

"My Case Manager was very professional and calm and informed. I have used the service twice and am very pleased at the service. The information and manner of delivery was excellent. My Case Manager convened a meeting with Toka Tū Ake EQC and was clear on our options, rights and what outcomes we could expect. She was firm and clear that the option, we had negotiated, on the table could not be improved. Having calm and neutral advice was helpful both professionally and for peace of mind. The process by Toka Tū Ake EQC is very long and drawn out, and very stressful but my Case Manager brought a relaxed and realistic presence to the table. I cannot speak highly enough of her. Thank you most sincerely."

- Ōtautahi/Christchurch homeowner

"Having our Case Manager advocate for us towards a fantastic outcome after having previously hit a brick wall was absolutely life changing. We finally felt listened to and the final result allows us to move on with life. We honestly feel like we couldn't have done this without her."

- Ōtautahi/Christchurch homeowner

"Our Case Manager was very professional and incredibly helpful in getting us a resolution to a long drawn-out issue that had been going on for a long time. We are so very grateful for his determination and ability to find the solution for what seemed to be a hopeless situation."

- Ōtautahi/Christchurch homeowner

"Our Case Manager was superb. He was knowledgeable and responded to our questions immediately. He cleared our path through the legal and engineering minefields and put us in touch with the experts we needed to talk with. He also put our mind at rest when we had to make, to us, complex decisions such as who pays for what. He was able to tell us what was normal and what was not. Without NZCRS and our Case Manager the whole process would be extremely stressful, slow and unpleasant."

- Ōtautahi/Christchurch homeowner

"Our Case Manager was good at interpreting the technical/legal jargon used by Toka Tū Ake EQC staff. This improved our understanding and reduced our stress levels. Our time with our Case Manager was greatly appreciated. Thank you NZCRS."

- Te Taihū-o-te-waka/Marlborough homeowner

"I felt completely helpless dealing with my insurance company alone and didn't really know where to start or who to talk to. I knew the settlement offer my insurance company fell a long way short of what I knew to be realistic but it wasn't until I had my first conversation with NZCRS that I became clear of processes that I could go through to resolve all my unanswered questions, I am eternally grateful for all of your help. Thank you!"

- Tāmaki Makaurau/Auckland homeowner

"NZCRS have been awesome in helping us navigate a complex situation due to insurance and Toka Tū Ake EQC claims that have arisen due to damage sustained during Cyclone Gabrielle. I have highly recommended to others to contact NZCRS if they need help sorting out their insurance situations."

- Tāmaki Makaurau/Auckland homeowner

"My Case Manager was very prompt in keeping in contact with me. Answered all my questions and queries and has been helpful. This is a long drawn out process so I will be needing his ongoing services until the matter is resolved."

- Tāmaki Makaurau/Auckland homeowner

"My Case Manager was super helpful and went above and beyond what was required in providing guidance around our insurance claim. She tried as best as she could to get things actioned in a timely manner from both our insurance company and Work and Income/MSD, followed up where things were at with us in a general sense then followed up our multiple requests for information from government departments. While it's yet to be seen whether those government departments action her request, the thought is there and we feel we have at least one person on our side."

- Te Matau-a-Māui/Hawke's Bay homeowner

"They handled this matter very professionally and effectively. It was my surprise that it has been solved so quickly. I am very pleased with the outcome, again, thank you so much!!"

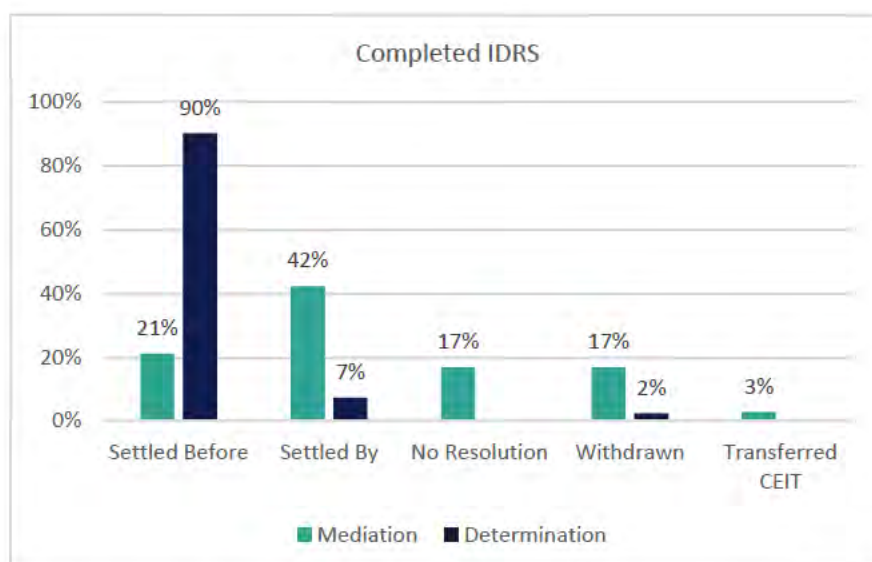
- Pōneke/Wellington homeowner

4) Internal Dispute Resolution Service (IDRS)

With Toka Tū Ake EQC becoming the Natural Hazards Insurance Act from 1 July 2024, there is a requirement for the Act to have a dispute resolution scheme. NZCRS were invited to submit a tender for this work and were advised in December 2023 that it was not the chosen provider. Public consultation is currently underway, and Toka Tū Ake EQC have expressed their preferred supplier as being Fair Way Resolution. Public consultation on the scheme closes 6 March 2024.

In early 2024, NZCRS will finalise advice for its Minister on the dispute resolution mechanisms to be offered as part of its service offerings. Mediation and determination services are currently only available for those impacted by the CES.

During the quarter, two mediations were held. There are currently two determinations scheduled for the next quarter.



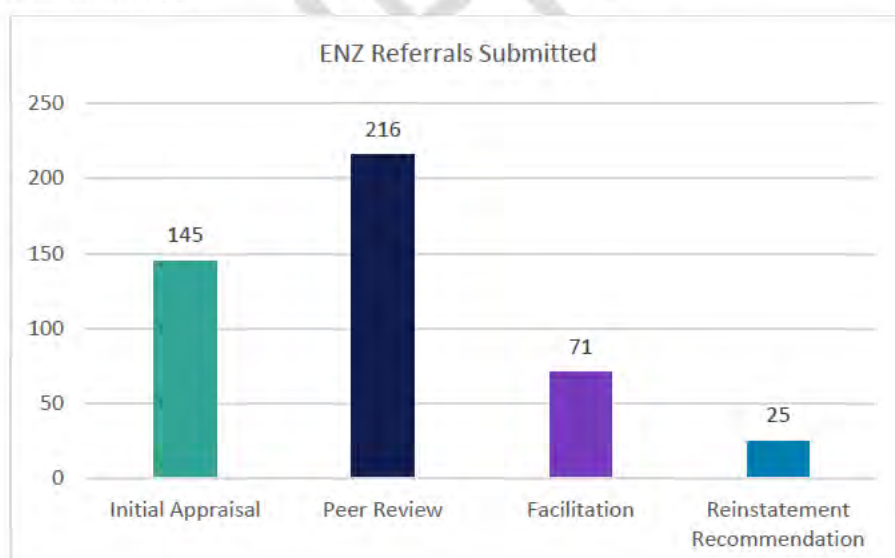
5) Engineering

There have been 457 referrals submitted to Engineering New Zealand/Te Ao Rangahau, of these, 450 have been completed. Peer reviews continue to be the most common type of referral with 47% of referrals submitted requesting this service. NZCRS has seen an increase in the demand for Reinstatement Recommendations, with 10 referrals over the past 12 months.

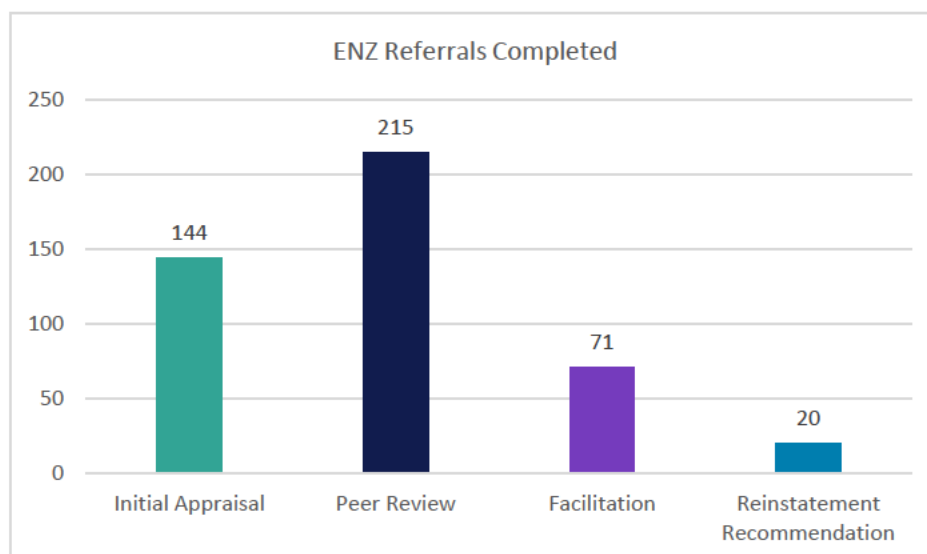
NZCRS has not currently submitted any referrals for any cases relating to the North Island weather events. NZCRS is currently considering alternative services that could be offered to homeowners in these areas and will work with Engineering New Zealand/Te Ao Rangahau in the coming months to develop these services.

Engineering New Zealand's Legacy documentation, has now been published on the NZCRS and Engineering New Zealand/Te Ao Rangahau websites. This documentation provides great guidance for homeowners and engineers alike as they navigate the insurance claims process.

Over the past quarter there have been two Initial Appraisals submitted, six Peer reviews and five Reinstatement Recommendations.



During the quarter ENZ has completed two Initial Appraisals, six Peer Reviews and four Reinstatement Recommendations.



6) Wellbeing

NZCRS has established a bespoke wellbeing service for homeowners affected by the CES, see attached Appendix 1 for the latest report.

The focus for NZCRS over the past quarter has been to get all new staff through the in-house wellbeing packages, including the Trauma Informed Care workshop and the Self Care & Professional Practice workshops. All existing staff will have completed refresher courses by the end of the first quarter of 2024.

NZCRS has now contracted with Te Whatu Ora/Health New Zealand, Pathways and local suppliers to deliver wellbeing services in the North Island. The key components of the services mirror those provided to CES homeowners, including phone-based triage, low level phone/internet-based support services, face to face support where needed and acute mental health referral.

NZCRS through its Wellbeing Advisory Group discussed support services for the East Coast area, with the parties agreeing a local provider should be appointed with an iwi-based focus, rather than Pathways. Te Kupenga Net Trust (TKNT) has been identified by Te Whatu Ora as the appropriate provider. TKNT has now been engaged to provide support from 1 January 2024 – 30 June 2024.

7) Engagement

NZCRS's Iwi Liaison continued engagement work this quarter, working with iwi in Tamaki Makaurau/Auckland, Te Matau a Māui/Hawke's Bay and Northland. The Iwi Liaison has been focussing on connecting with iwi across the motu that were impacted by the weather events in 2023 and growing relationships.

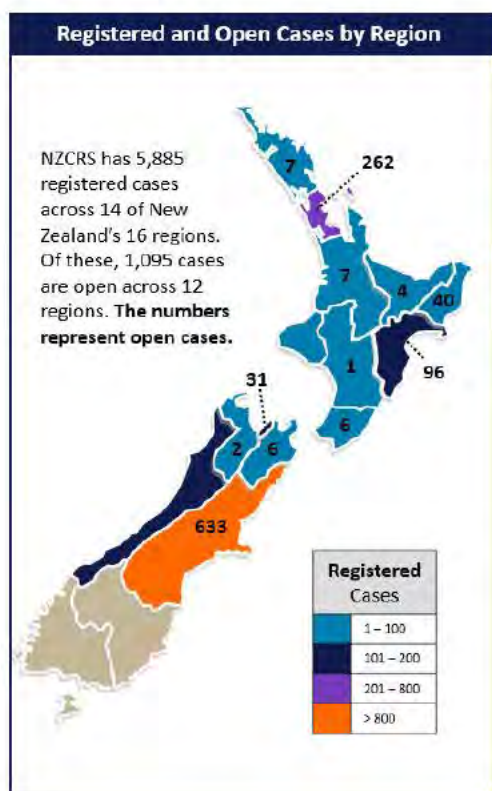
The Iwi Liaison has been working within the Building and Tenancy Māori Engagement and Capability team on the NZCRS engagement strategy. Through ongoing engagement with iwi we are able to give first hand and on the ground knowledge of how this best works and feed this back into the team.

In December 2023, the Iwi Liaison engaged with a number of Iwi and stakeholders in Tamaki Makaurau / Auckland, making meaningful connections as well as educating them on what NZCRS provides as a service. This included a meeting with Te Puni Kokiri Director who has vast knowledge and contacts within the area.

In the past quarter formal engagements included Ngāti Whatua, Te Kawerau a Maki and Ernst & Young Tahi Limited.

8) Events

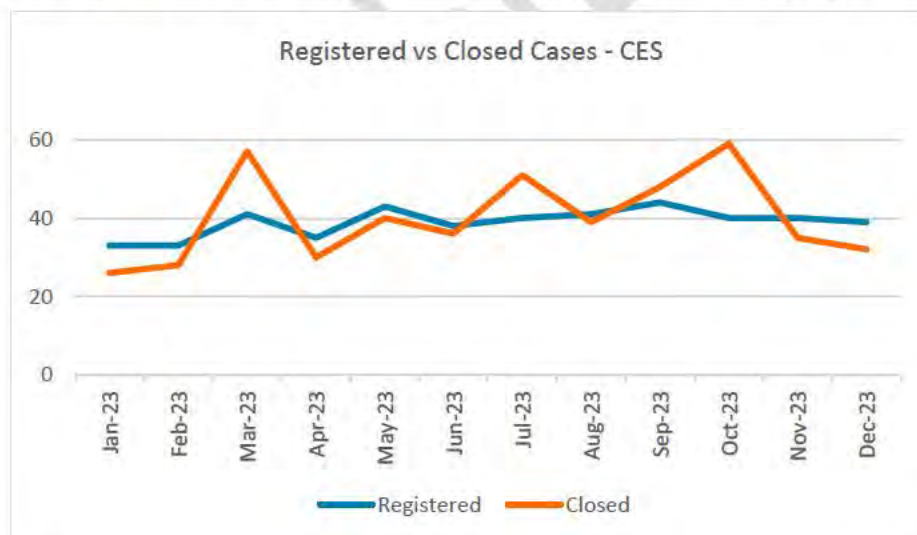
Whilst this report has focussed across the motu it is also important to look in some detail at each event currently being responded to by the NZCRS. NZCRS has managed cases in 14 of the 16 regions across New Zealand with active cases in 12 of those regions. The numbers in each region below indicate the active cases as the 31st of December 2023.



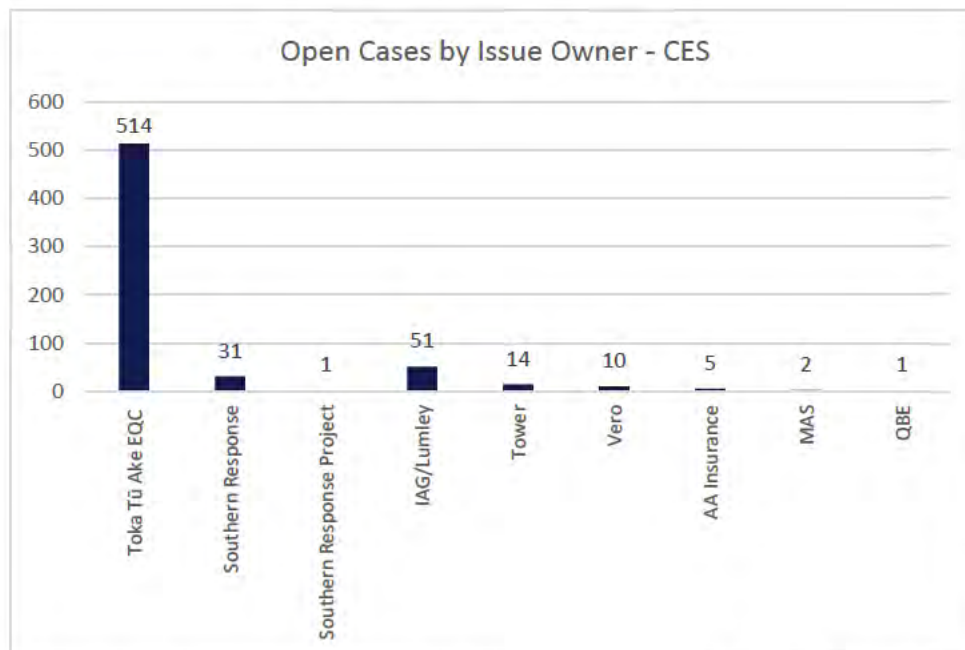
Further detail below is provided relative to the size of the event and/or the potential size of the event.

8.1) Canterbury Earthquake Sequence

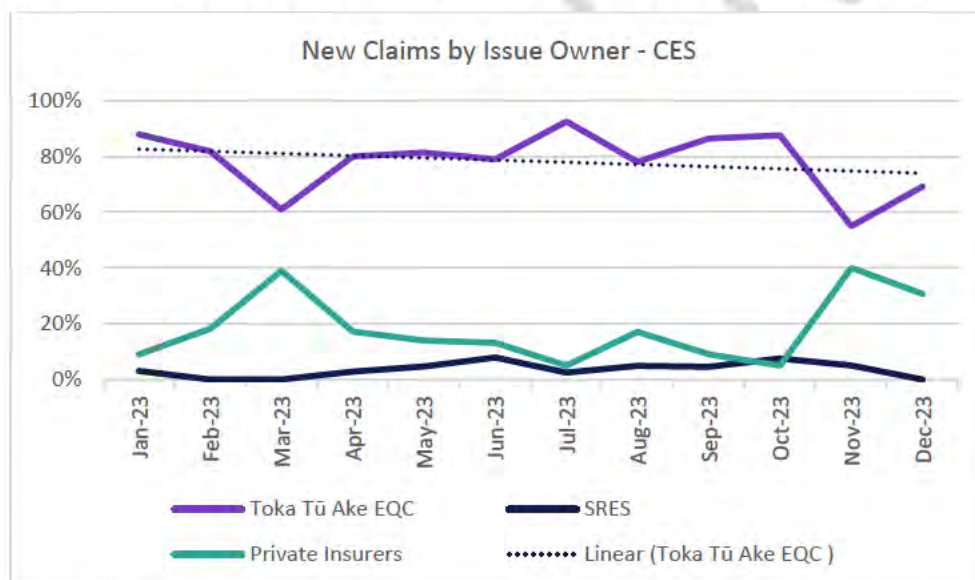
As has already been noted NZCRS opened 119 CES cases in Q4 2023, slightly down on Q3 at 125 but most importantly less than it closed at 126. This is a fantastic result with the last two quarters now closing more cases than have been opened. As at 31 December 2023, NZCRS has 629 open CES cases down from the 2023 peak of 655 in January 2023. This result reflects the increased staff across the motu and the focus on aged cases in the CES space.



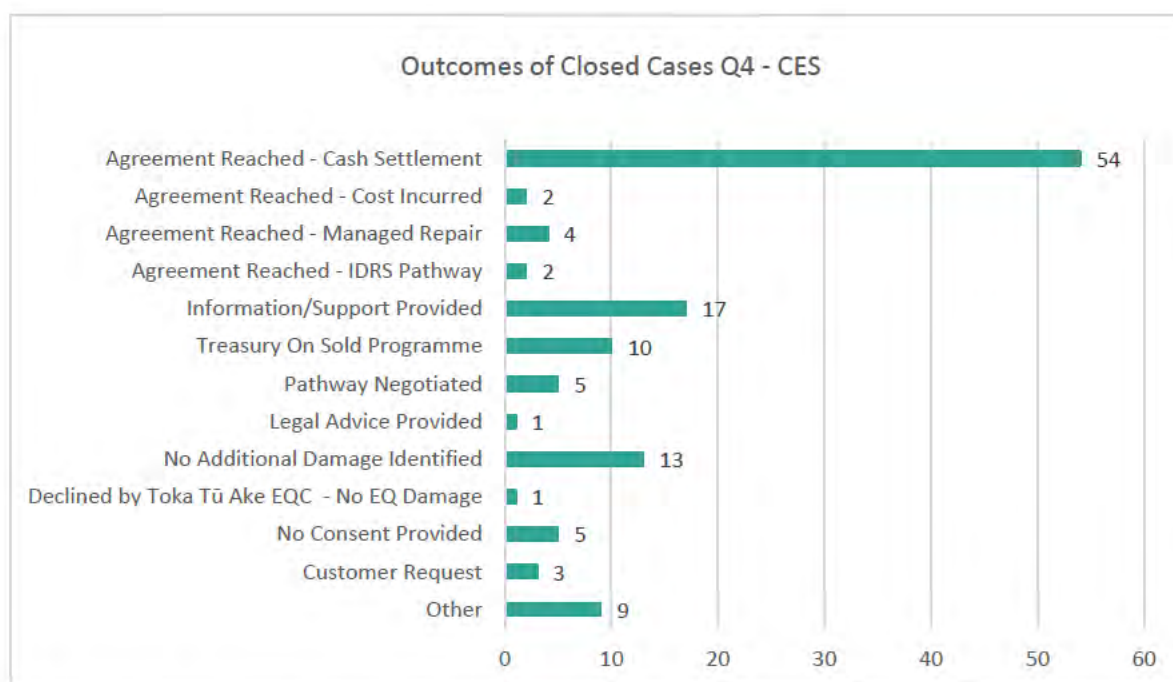
It is important to note that of the 629 CES cases open as at the 31st of December 2023 81.7% were with Toka Tū Ake EQC, down from 84% last quarter, 4.9% with SRES and 8.1% with the IAG group, up 2% from last quarter. Other insurers made up Tower 2.2%, Vero 1.5% and other insurers 1.6%. As with the previous quarter a significant proportion of IAG cases were referred by IAG into NZCRS reinforcing the ongoing relationship between the NZCRS and New Zealand's largest insurer. All insurers now receive monthly updates on their claim numbers across the motu.



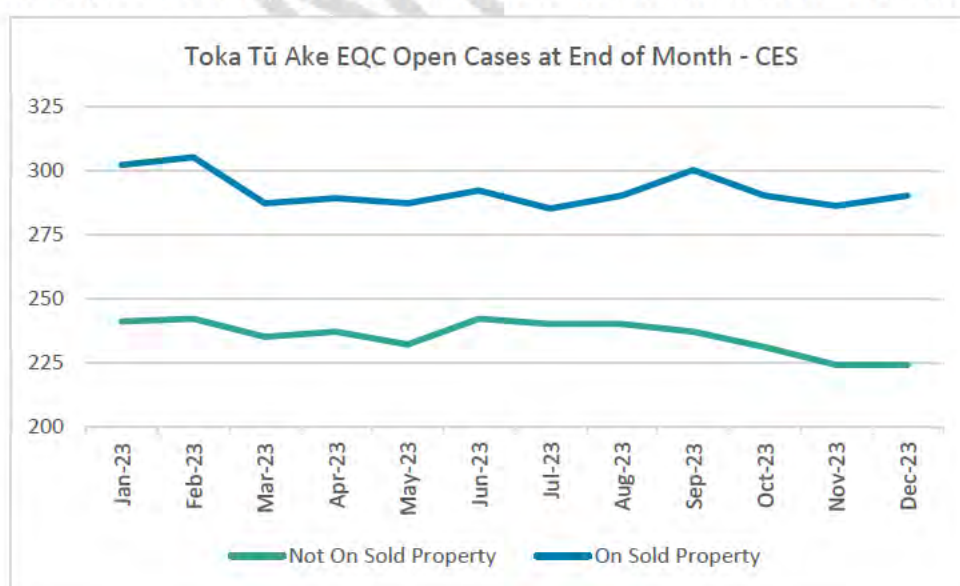
When looking at the monthly flow of cases into the service we note the ongoing downward trend of new cases from Toka Tū Ake EQC although an uptick in December 2023 bucking that trend. The average CES new cases per month for the past 12 months stands at 38.89 cases per month which appears to now be a very steady state with October 2023 at 40, November 2023 at 40 and December 2023 at 39. Notable was the increase in cases from insurers during November and December as both insurers and homeowners looked to try and move claims forward leading into the holiday season.



Cash settlement remains the preferred settlement option for homeowners and insurers in the CES with 42.8% of cases settling for an out of policy cash agreement, up from 31% last quarter and 27% in Q2 2023. This is likely the ongoing impact of On Sold cases coming in as Toka Tū Ake EQC looks to cash settle the under-cap portion of the claim.

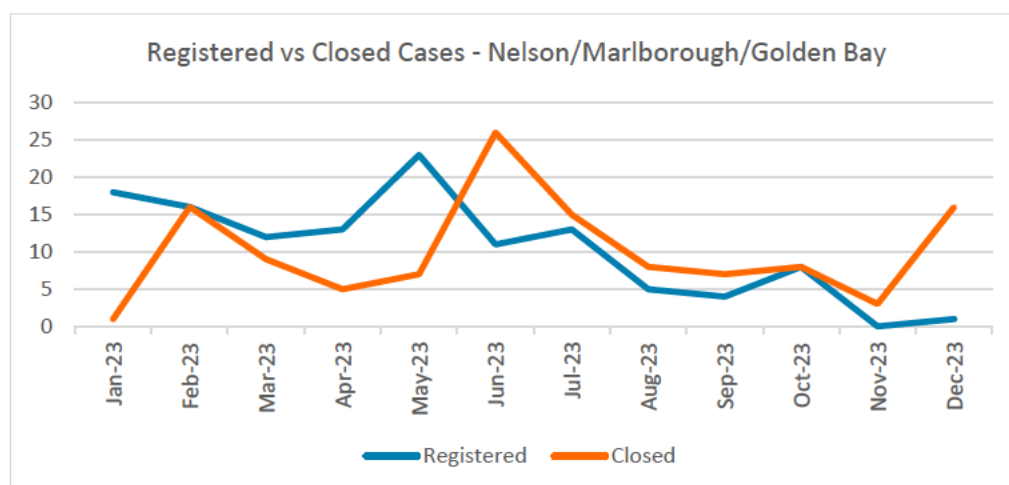


Over cap on sold cases remain a significant challenge for NZCRS and are being managed on a case by case basis with Toka Tū Ake EQC. These are cases where the homeowner has purchased the property since the earthquake and has subsequently discovered either damage that was missed by Toka Tū Ake EQC in the original repair, damage that was not repaired correctly, or as in some cases, damage that was found by Toka Tū Ake EQC but not repaired for a variety of reasons. These homeowners are often in a position of significant negative equity and/or insolvency due to the unknown damage and its impact on their property value. As at the 31st of December 2023 NZCRS were managing 224 cases with Toka Tū Ake EQC where the homeowner owned them at the time of the earthquake (BAU) and 290 that have been on sold. During the quarter 42% of registrations were for BAU with 57% for on sold. It is important to note that of the 290 cases that have been on sold 29.6% or 86 cases are in the Treasury On Sold Program (OSP) administered by Toka Tū Ake EQC and 61.7% or 179 cases are not registered with the Program (NOSP), the remaining 8.7% are yet to be categorized. NZCRS is noting increasing challenges in on sold cases going through the Toka Tū Ake EQC processes, particularly those that are NOSP as Toka Tū Ake EQC works through their legal liabilities. This portion of claims are further complicated by the Mathias Class Action against Toka Tū Ake EQC that is currently before the courts. Many homeowners' expressed concerns that this case may delay settlement on their NOSP claims as Toka Tū Ake EQC awaits the outcome of the case that could then be appealed and take up to three years to reach a resolution. Homeowners are often faced with the challenging problem of not being able to afford repairs but also concerned about construction inflation over the next three odd years.

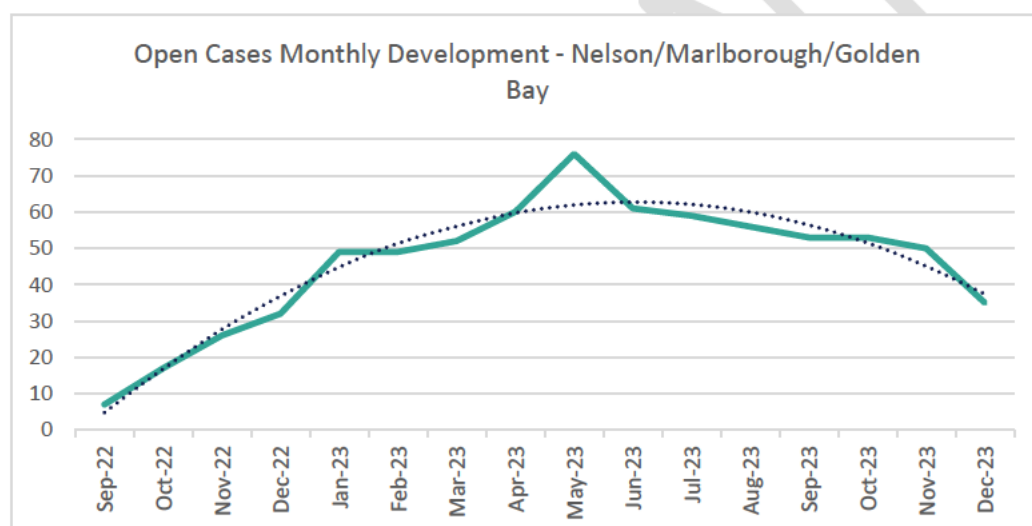


8.2) 2022 Nelson/Marlborough/Golden Bay Flooding

As at the 31st of December 2023, NZCRS has received 180 cases into the service from this region and have resolved 145. As previously noted there has been a significant increase in the number of cases closed for this event with 27 cases closed and only nine registered for the quarter.



The case development now shows a clear downward trend with the remaining 35 cases expected to be resolved during the first half of 2024.



NZCRS has a number of homeowners needing post-settlement support in this region. This is for a variety of reasons, including:

1. Vulnerabilities and the capacity of the homeowner to move through the reinstatement phase of their claim independently;
2. Homeowners gaining and presenting quotes to insurers for review and top ups; and
3. Homeowners needing clarification on implications of reinstatement and ongoing insurance cover.

NZCRS is concerned about a number of homeowners who are obligated (under the EQC Act settlement) to remediate and mitigate further natural disaster damage but in doing so, attract a hazard notice (section 72-74 of the Building Act) as part of those consented works onto their titles. This notice may result in future claims being declined by Toka Tū Ake EQC. This creates a situation that by repairing the property the homeowner is potentially in a worse position than if they do not carry out the repair. NZCRS is meeting with Toka Tū Ake EQC in early 2024 to better understand their process to ensure NZCRS staff can advise and support homeowners appropriately. This issue will have a significant impact on a homeowners' decision making in relation to reinstatement works and the future of the affected housing stock.

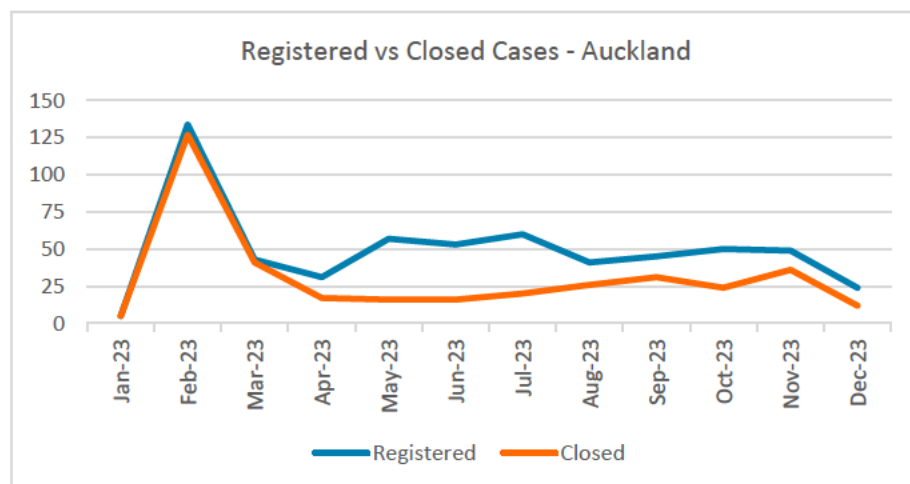
The Government extended the cost share offer to the Nelson City Council for up to 14 properties and a maximum of \$6m as well as additional temporary accommodation support. Access to the temporary accommodation commenced in October. The worst affected homeowners who currently do not have financial or technically viable options to remediate their land have welcomed the announcement and NZCRS has provided information to help council understand the issues these

homeowners are facing. There are a small number of homeowners supported by NZCRS who have been informed that the Nelson City Council is required to engage the community regarding the Government Buyout Programme as part of the Long-Term Plan in March/April 2024. Although the potential programme is welcomed, the additional delay and uncertainty is causing distress and financial strain on these families.

NZCRS now has a case manager permanently based in Nelson to provide on the ground support and attend meetings with navigators, insurers and homeowners.

8.3) 2023 Auckland Flooding

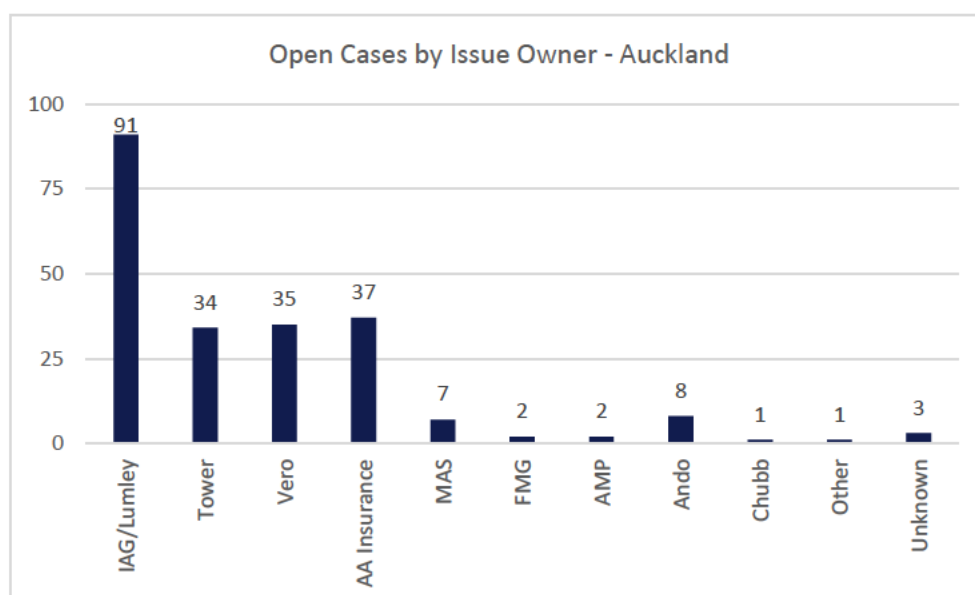
Of the 592 cases registered with the service relating to the Auckland Flooding event, 371 have been closed with 221 currently being case managed. The majority of cases are being managed by the team based on the ground in Auckland. Demand continues to be strong in Auckland with 123 cases opened during the quarter and 72 closed.



Some Auckland residents, particularly those in the West Coast communities are experiencing similar hazard notices issues to those noted above in the Nelson event.

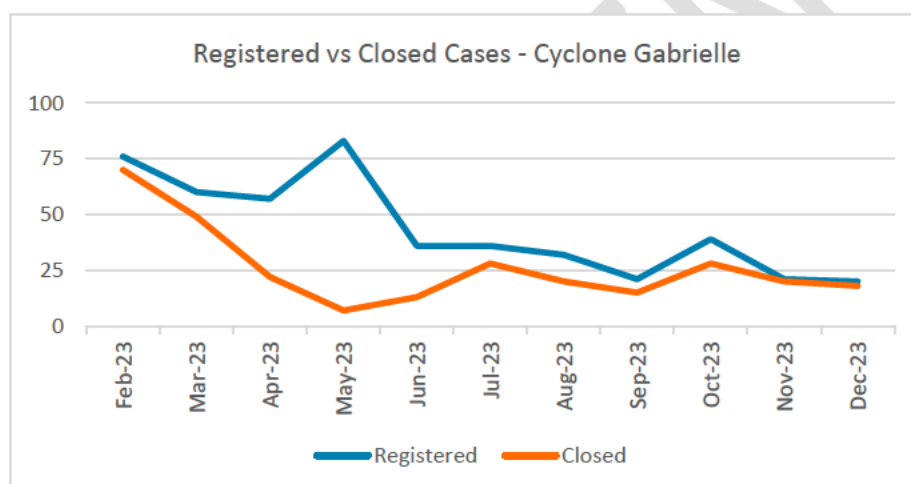
There has been some media coverage of homeowners being notified at the time of settlement that they may not receive future insurance although NZCRS is not aware of any specific examples. It is clear that insurers are not looking to offer ongoing insurance to those homeowners of Category 3 land and that Category 2 will be dealt with on a case by case basis. NZCRS has raised this with ICNZ and suggested individual insurers inform homeowners as soon as possible in relation to ongoing insurance to ensure homeowners are able to make informed decisions before it comes to the settlement of their claim.

NZCRS was made aware of some insurers trying to settle flood claims based on a loss adjustor's estimate but informing homeowners they can come back during the remediation phase. NZCRS is providing education to homeowners on how to engage a builder, what fair and reasonable costs are under an insurance policy and continue to discourage homeowners from accepting full and final settlement offers without first seeking independent advice.



8.4) 2023 Cyclone Gabrielle

As at the 31st of December 2023, NZCRS has received 481 cases into the service from Cyclone Gabrielle, has resolved 290 and has 191 cases open. It is pleasing to note that during November and December 2023 NZCRS closed almost as many Cyclone Gabrielle cases than it opened with 41 opened and 38 closed.



NZCRS noted common issues in Wairoa including lack of qualified trades along with challenges with process and communication from local Councils. It is evident there is still work to do on the understanding of consequences to the community when some are insured and some are not yet receive iwi/community funding. There are clear examples of those not insured making quicker progress than those who carry insurance as a result of the community support for the uninsured.

Category 3 announcements were released in Hawke's Bay and Gisborne during the quarter. NZCRS remained focused on supporting homeowners and ensuring their insurance entitlements are met so they can make informed decisions. Stress and anxiety were reported in the Wairoa community whilst homeowners await confirmation of their land categorisation. NZCRS is recommending homeowners settle their insurance claims on an interim basis to provide them with mortgage relief whilst they await these outcomes, to reduce financial stress where possible. Settlements remain open subject to the repair being carried out in a "reasonable" timeframe, including the ability to seek inflation related costs.

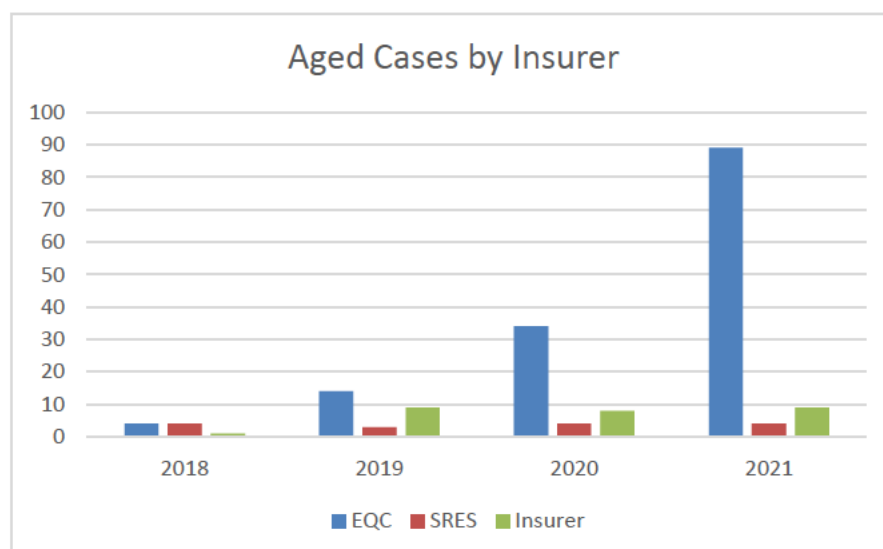
Shortages of builders and subtrades are beginning to have an impact on timeframes for repairs. NZCRS continued to engage with local providers, councils and recovery agencies to find a solution to this. The NZCRS East Coast team is actively engaging with builders/sub trades/drain layers/electricians to ensure homeowners receive the best outcome possible.

9) Operational Update

9.1) Aged Cases

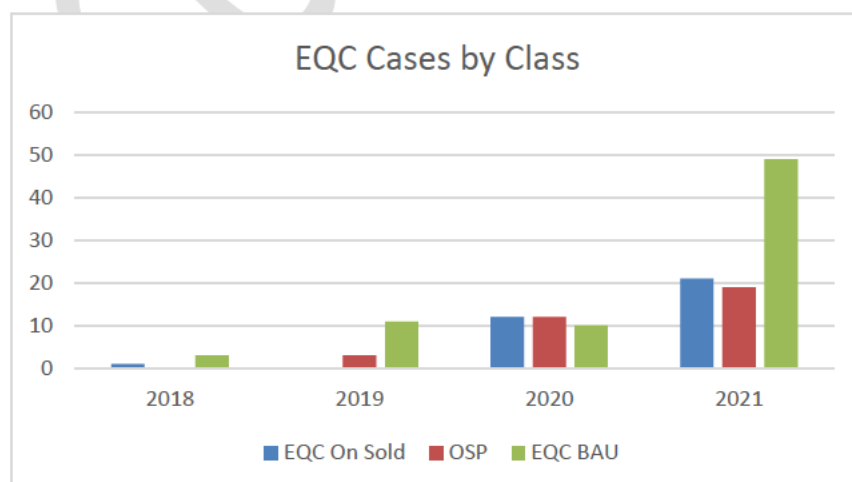
As noted earlier in this report NZCRS has now completed a deep dive into aged cases to understand the allocation of those cases that have been with the service for more than two years.

Of the 183 cases that registered with NZCRS between 2018 and 2021, 77% or 141 are with Toka Tū Ake EQC, 8% are SRES and 15% are third party insurers. What is also of note is the variability across the years with Toka Tū Ake EQC making up 44% of the 2018 cases, 54% of the 2019 cases, 74% of the 2020 cases and a large 87% of the 2021 cases. This suggests that Toka Tū Ake EQC cases are not only taking longer to settle than third party insurers but that the issue is getting worse as time goes on.



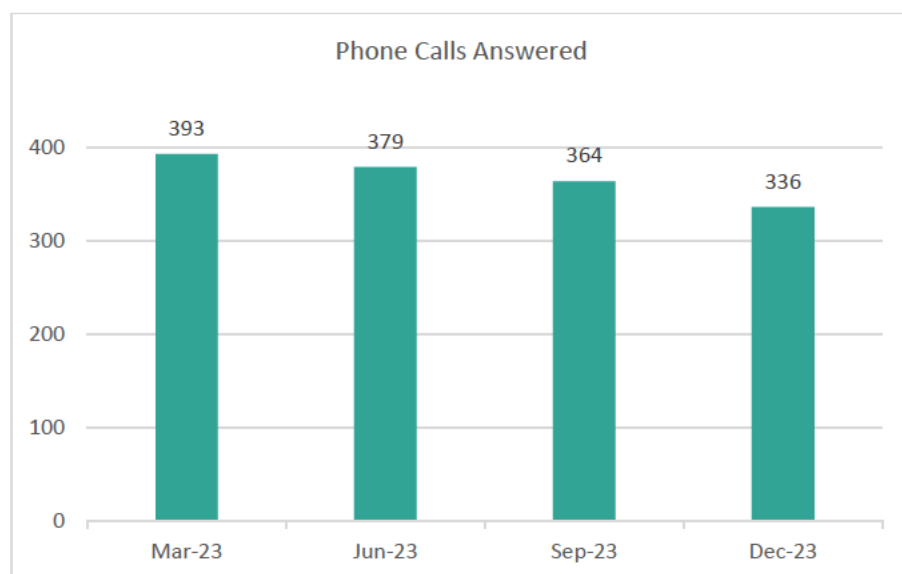
In breaking the Toka Tū Ake EQC aged cases down further it is evident that a surprising number are for first time cases where the homeowner making the claim is the same owner at the time of the CES. Of the 141 Toka Tū Ake EQC cases registered over the period 51.8% owned the house at the time of the earthquake, 24.1% are in the Treasury On Sold Programme (OSP) operated by Toka Tū Ake EQC and 24.1% were not owned at the time of the earthquake, are not in the OSP but have valid business as usual (BAU) claims. This means that NZCRS are managing at least 73 cases that are first time owners, are with Toka Tū Ake EQC and have been working with their claim for between 2 and 6 years. Another 68 homeowners who did not own their properties at the time of the earthquake are still working through their claims, noting that half of these are in the OSP so may be going through the construction phase of their repair.

NZCRS is continuing to work on all aged cases to bring finality for the homeowner and the insurer or Toka Tū Ake EQC. This includes considering what dispute resolution services might be available such as the Chief Ombudsman, IFSO, CEIT or IDRS. NZCRS is currently supporting seven homeowners into the CEIT and knows of at least two homeowner's who has chosen to seek support from the Chief Ombudsman. Whilst NZCRS cannot support homeowners into a hearing it does set out to homeowners all their options for resolution and will support them to prepare referrals where appropriate.



9.2) Call centre

During the reporting period, 336 phone calls were answered by the call centre. Call volumes have increased significantly since the launch of NZCRS although as with case numbers, have trended downwards in the last couple of quarters.



9.3) Marketing Campaign

During the past quarter NZCRS has carried out a low level marketing campaign focussed on areas affected by the North Island weather events, particularly in Tāmaki Makaurau/Auckland, Te Tai Tokerau/Northland, Te Matau a Māui/Hawke's Bay and Tairāwhiti/Gisborne. This marketing has focussed on social media platforms to get the basic message of support into the regions and to raise overall awareness of the service.

Suburbs targeted in Auckland during the quarter included Henderson, Mangere, Hillsborough, Mt Eden, Northshore, Muriwai, Piha, Karekare and Titirangi.

Website data from 1 November to 10 December 2023 noted a total of 36,656 website views, 26,418 of which were from Auckland and a somewhat surprising 5,792 from Canterbury.

During the first quarter of 2024 NZCRS anticipates a step up in our presence in the market to build awareness of NZCRS services and to develop a full suite of promotional assets including advertising, print and video collateral.

9.4) ISO Certification and QMS

Work continues towards gaining ISO9001 certification. Our focus has been documenting of work procedures to ensure standardised approach and best practice achieved within the team. Priorities have been set and are reported in a tracking tool to ensure timeframes are met.

9.5) Tim Grafton Retirement

NZCRS would like to take this opportunity to acknowledge the retirement of Tim Grafton from the role of Chief Executive Officer of the Insurance Council of New Zealand. Tim has been involved with NZCRS in its many different forms of RAS and GCCRS since the inception of the service in 2013, serving as a governance member during its establishment.

Tim's commitment to the insurance industry of New Zealand has been immense with over ten years at the helm of ICNZ and navigating significant disaster events such as the Canterbury Earthquake Sequence, 2016 Kaikoura Earthquake and most recently the Auckland and Cyclone Gabrielle weather events.

Tim has always advocated for the homeowner to have support in the insurance process and the challenges faced by homeowners when their most valuable asset has been damaged.

NZCRS would like to wish Tim well in his next endeavours and thank him for his support over the past 11 years.

Appendix A – CES Wellbeing Report

Christchurch

21 Birmingham Drive, Middleton

PO Box 22105 Christchurch 8140

03 339 3780 | christchurch@pathways.co.nz

pathways
atukon te ora

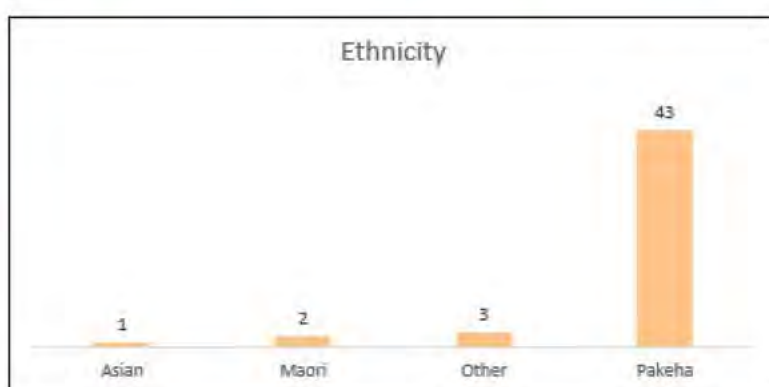
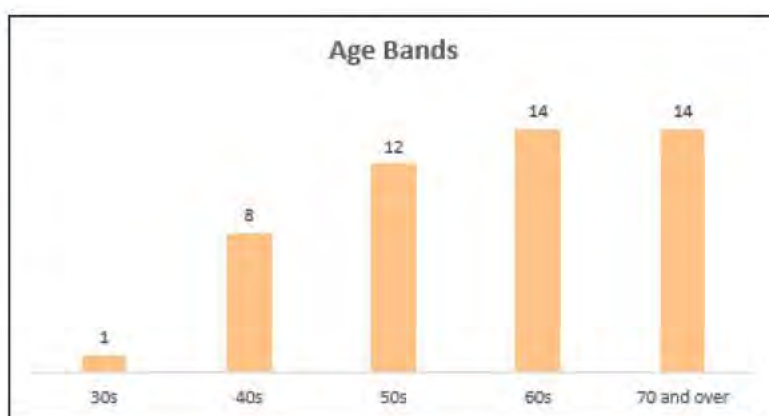
Pathways Wellbeing – Quarterly Report to NZCRS

Theme: Advocacy

Advocacy in our service involves actively representing and supporting individuals to receive the appropriate services, support, and resources to enhance their overall well-being whilst going through an earthquake claim. We aim to advocate for the people we support by identifying their needs so that we can understand their well-being needs and concerns. We empower them to express their needs and make informed decisions around their well-being. We promote their self-advocacy and encourage them to advocate for themselves effectively. Through our collaboration with other professionals and organisations we are able to raise the awareness of those professionals involved with the claims by advocating for changes in their services that will improve the well-being of the people we support.

This quarter many of the people we support felt like their voices aren't being heard by EQC and other professionals involved in their claim or they have lost all their hope and given up trying to fight for what they need. Advocating for some of our clients has looked like us writing them letters of support, supporting them at site visits to make sure that their voices are heard and that they are happy with the decisions that are being made, referring them onto relevant agencies such as specialist mental health services, and advocating for access to project managers to make their building process smoother and so that they have another voice advocating for what they need.

One person we have supported would not settle their claim because of their large accumulation of belongings and they were unable to let EQC into their home due to this. What made them feel comfortable settling their claim was that our team would stay on to advocate for them when builders and contractors come into their home. Our team have continued to do this and now they have a brand-new kitchen and bathroom, and they are working on other areas of their home to repair. Without the advocacy and support of the wellbeing team they would still be in the claims process living in an earthquake damaged home.



Appendix B – Key

GCCRS	Greater Christchurch Cases Resolution Service
BAU	Business as usual
CEIT	Canterbury Earthquakes Insurance Tribunal
ENZ	Engineering New Zealand/Te Ao Rangahau
RAS	Residential Advisory Service
TOKA TŪ AKE EQC	Earthquake Commission
SRES	Southern Response Earthquake Services Limited
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
NDRA	Natural Disaster Recovery Agreement between Toka Tū Ake EQC and private insurers for the management of Toka Tū Ake EQC cases
NZCRS	New Zealand Claims Resolution Service
OSP	Treasury On Sold Programme
BAU	Toka Tū Ake EQC cases that are still owned by the same owner at the time of the event.

CONFIDENTIAL



New Zealand
Claims Resolution Service

Director's Report

APRIL 2024



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

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Executive Summary

The first quarter of 2024 closed out a quieter 12-month period for NZCRS with no new natural hazard events over the period. NZCRS remains focussed on demands from the Auckland and Cyclone Gabrielle weather events along with the ongoing demands from the Canterbury Earthquakes Sequence and Nelson flooding events. Overall demand has reduced with 275 new cases into the service down from 343 in Q4 of 2023 and 399 in Q3 2023. NZCRS is now managing 1,071 cases in 12 of the 16 regions across New Zealand with 5,089 closed. During the 1st quarter NZCRS reached the milestones of over 6,000 cases registered and 5,000 closed across NZCRS and the former entity GCCRS.

The increase in the number of homeowners able to move on with their repairs was pleasing during the period with 299 cases closed across the motu, 135 closed in March 2024 alone, the highest closure rate since March 2023. Demand for services in the Cyclone Gabrielle area continued to decline with 27% more cases closed in the period than were opened.

The proportion of claims being cash settled by EQC Toka Tū Ake and Insurers has continued its increase with the number of homeowners needing simple information or advice reducing. This changing settlement profile reflects the maturing of the North Island weather events as homeowners move from needing insurance advice through to the more complex case management with legal and/or technical support.

Satisfaction data remains strong for NZCRS with 85% of people who responded to our survey stating that *"They would recommend NZCRS to others"*, down slightly from 88% in the previous quarter. Whilst this is a pleasing result and above our KPI of 75% we do note the downward trend since Q3 2023 where 91% was achieved.

Marketing for NZCRS has now been completed with just under 4m views and 44,639 clicks. The bulk of the marketing collateral has now been launched and is shown in Appendix C of this report.

NZCRS continues its journey towards a comprehensive Quality Management System with ISO 9001 certification being sought to ensure consistency and continuous improvement are imbedded in our culture and systems.

I would like to take this opportunity to thank the staff of NZCRS and the Advisory Groups for their support over the past quarter. I would particularly like to recognise the work being undertaken by the Homeowner Advisory Group and the support offered by the Chair Mr Thomas McBrearty.



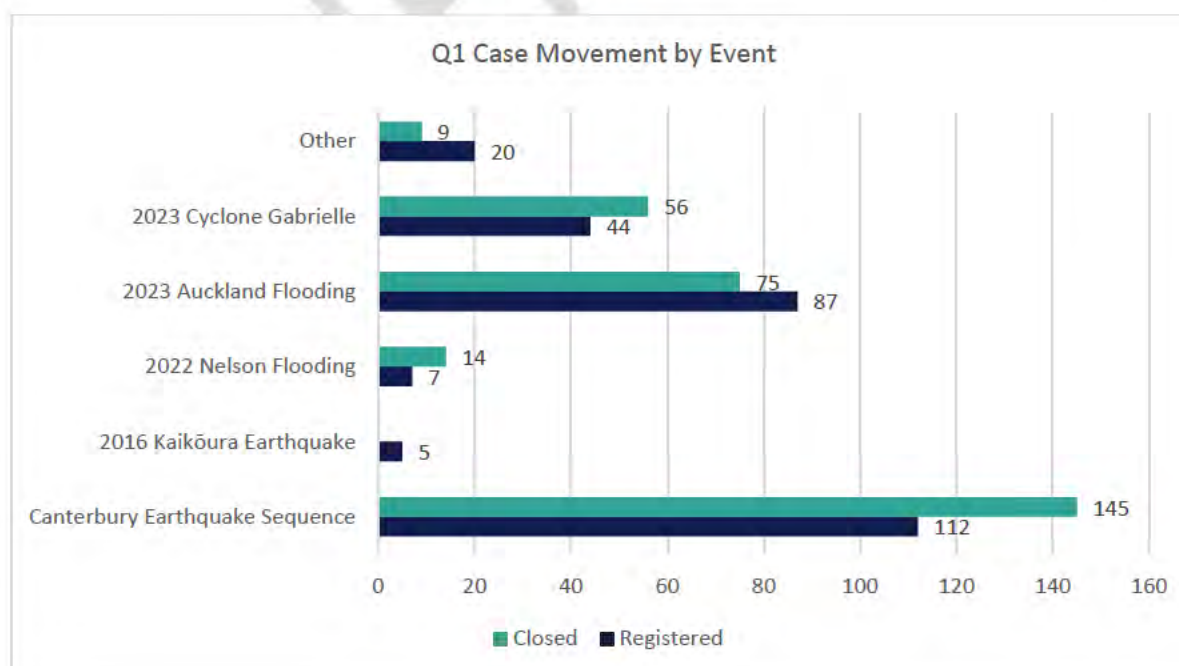
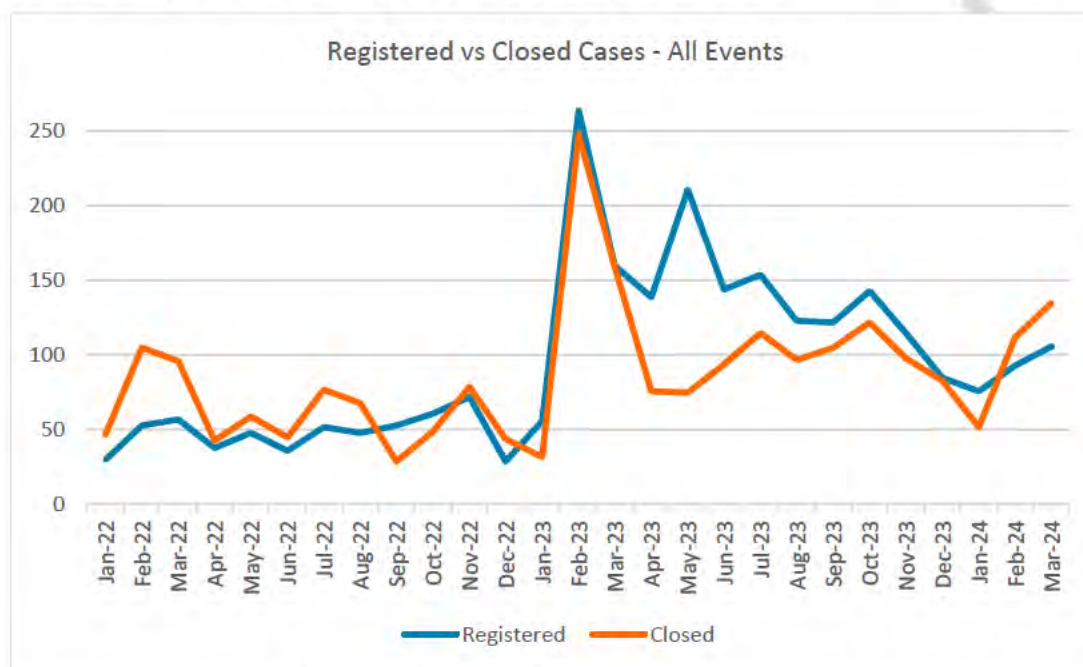
Darren Wright MNZM

Director, NZCRS

1) NZCRS Overview Q1¹ 2024

Demand for NZCRS services during Q1 2024 continues to reduce in line with expectations with 275 new cases into the service compared to 343 in Q4 2023 and 399 in Q3 2023. Whilst there will be seasonality in these numbers with a very low number of new cases for January 2024 of 76, we do note that both February and March 2024, 93 and 106 respectively were also lower than the 12-month average of 125 cases per month. January demand was the lowest monthly demand since the North Island weather events began in February 2023. NZCRS is now managing 1,071 open cases, down from the peak of 1,119 in January 2024 with 5,089 closed. It is worth noting the achievement of having now opened over 6,000 cases and closed over 5,000 for the service and its predecessor GCCRS.

As at 31st of March 2024 NZCRS has 595 open cases for the Canterbury Earthquakes Sequence (CES) the lowest number since January 2019, 12 from the Kaikoura earthquake, 28 from the Nelson flooding of 2022, 232 from the Auckland weather event, 180 from Cyclone Gabrielle and 24 from other events across the motu.



¹ Q1 Jan-Mar, Q2 Apr-Jun, Q3 Jul-Sep, Q4 Oct-Dec

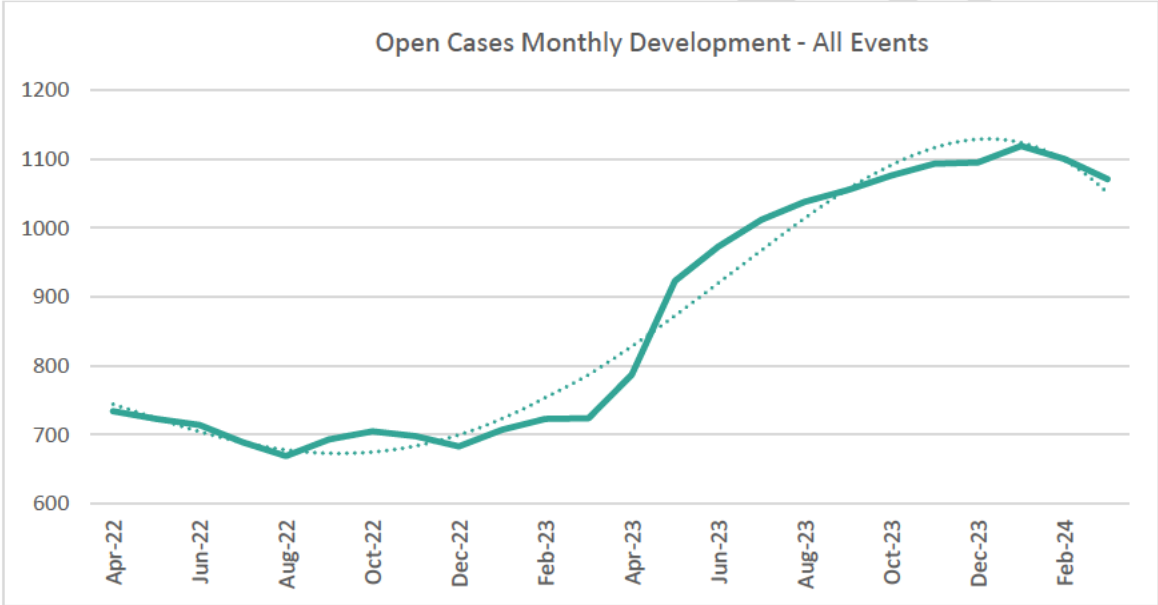
What is most pleasing is the uptick in closure rates for the first quarter with 299 cases closed across the motu with 135 closed in March 2024 alone, the highest closure rate since March 2023. Significant closure in the CES and Cyclone Gabrielle drove these results with March 2024 closing 68 cases which is the highest closure rate for a single month since July 2022 for the CES. The average monthly closure rate for Q1 2024 is 48.3 cases, some 30.6% higher than the same period in 2023. Cyclone Gabrielle results are also strong with 29 cases closed in March 2024, also the highest closure rate since March 2023. For Cyclone Gabrielle, NZCRS closed 27% more cases than it opened for the quarter.

The Auckland weather event continues to buck this trend with 87 cases opened and 75 closed for the quarter. The strength in the Auckland demand is likely a combination of the increased marketing in the area during the first quarter along with the beginning of the land categorisation across the region.

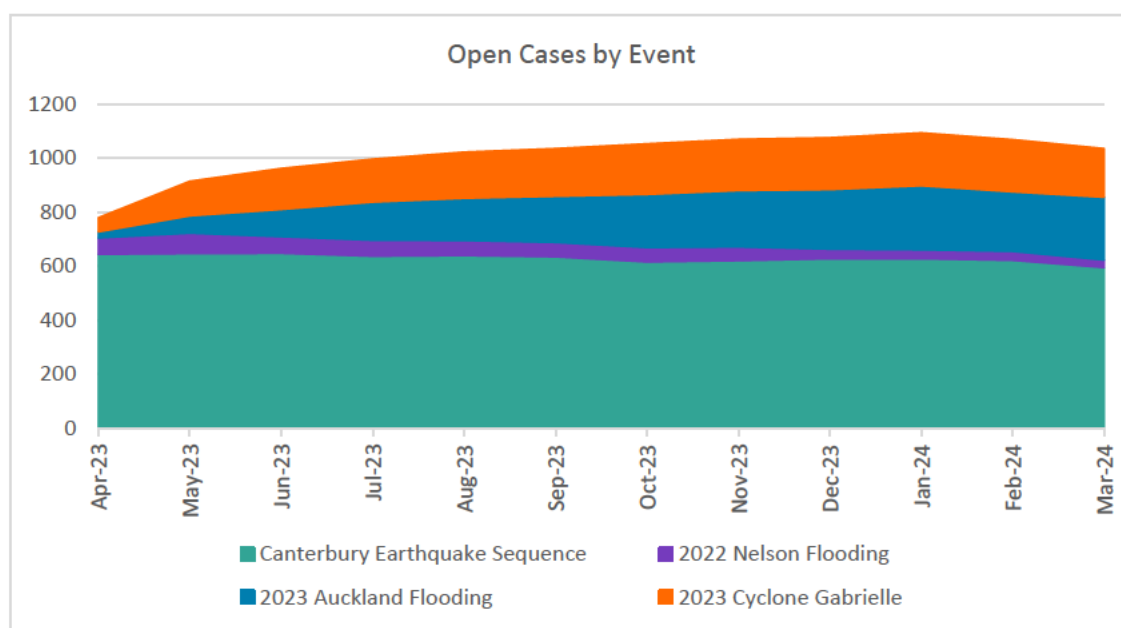
We have noted a slight uptick in the number of cases registered from the Kaikoura earthquake with five new cases registered compared to zero in Q4 2023 and the average for the past 12 months of 0.91 per month. This, as with other events, is likely due to the better market penetration as knowledge of the service increases through our marketing campaigns.

The Nelson event continues to progress with 14 cases closed and only seven opened for the quarter. We also note the impact of the wider NZCRS marketing campaign with 20 cases opened across other areas within New Zealand nearly twice as many as in previous quarters.

The overall strong result for the service is pleasing and is a direct result of the increased focus on aged claims and the case reviews carried out through the NZCRS Quality Management System (QMS), see later in this report.

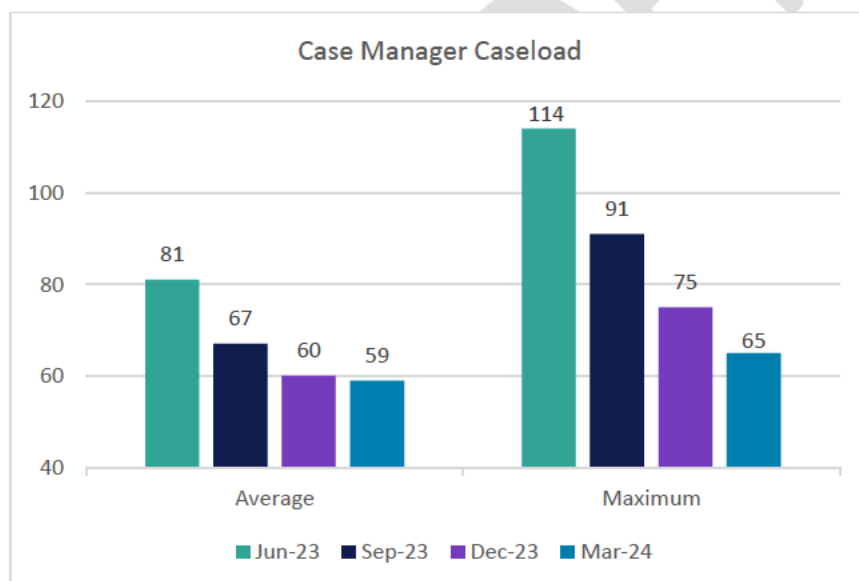


As anticipated in the previous report the trend of ever-increasing overall case numbers has now turned negative with more cases closed during the quarter than were opened (299 vs 275). This change is pleasing and has impacts for the overall operation of the service which is noted further on in this report.

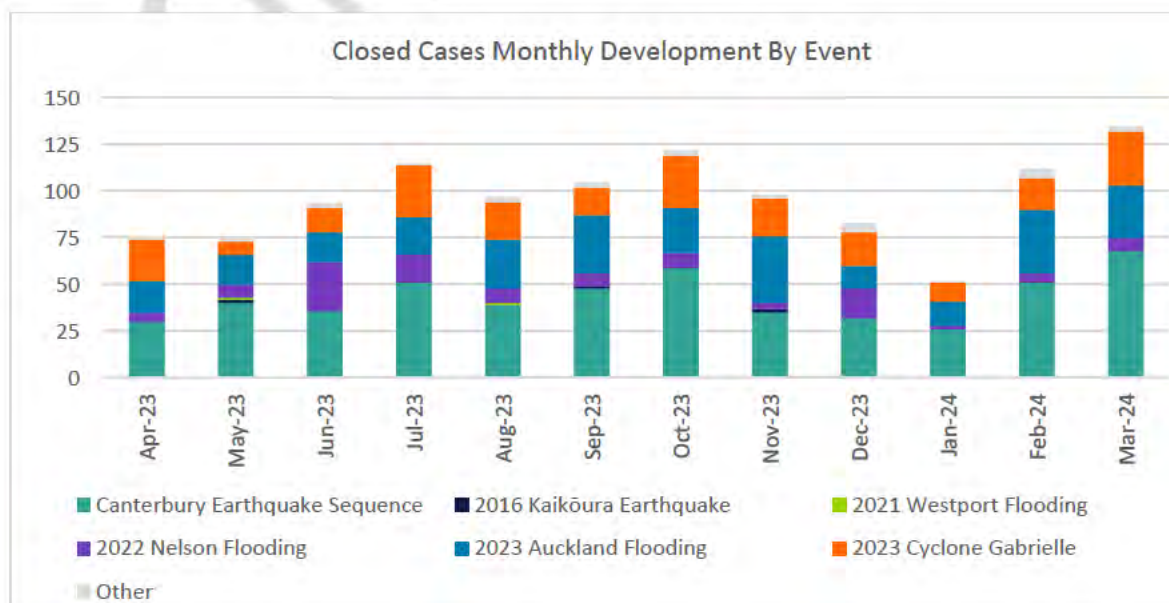
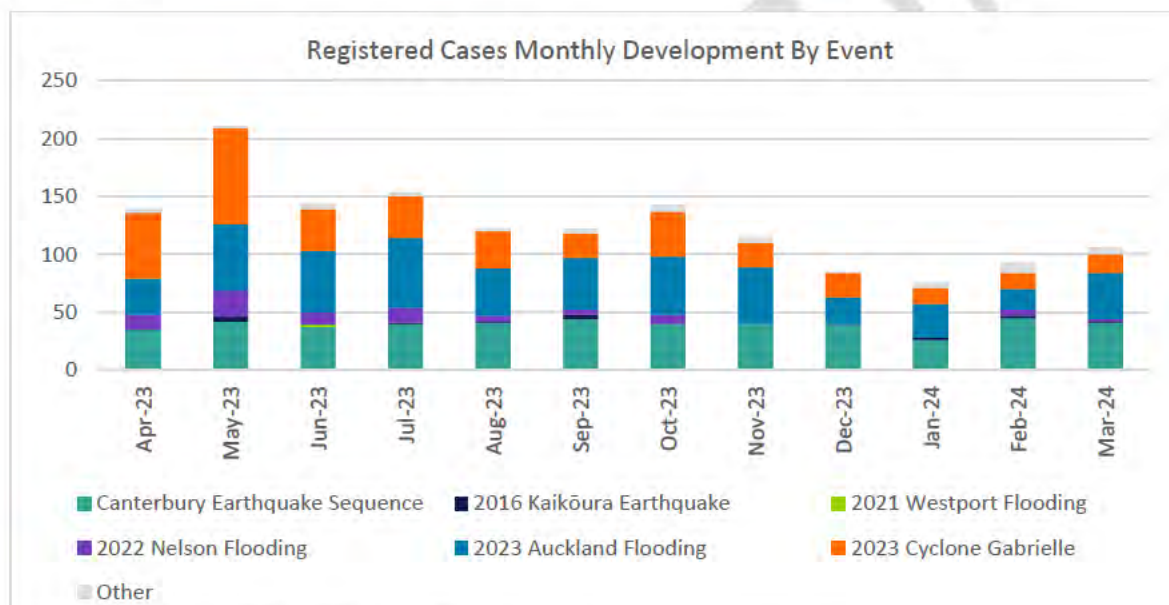
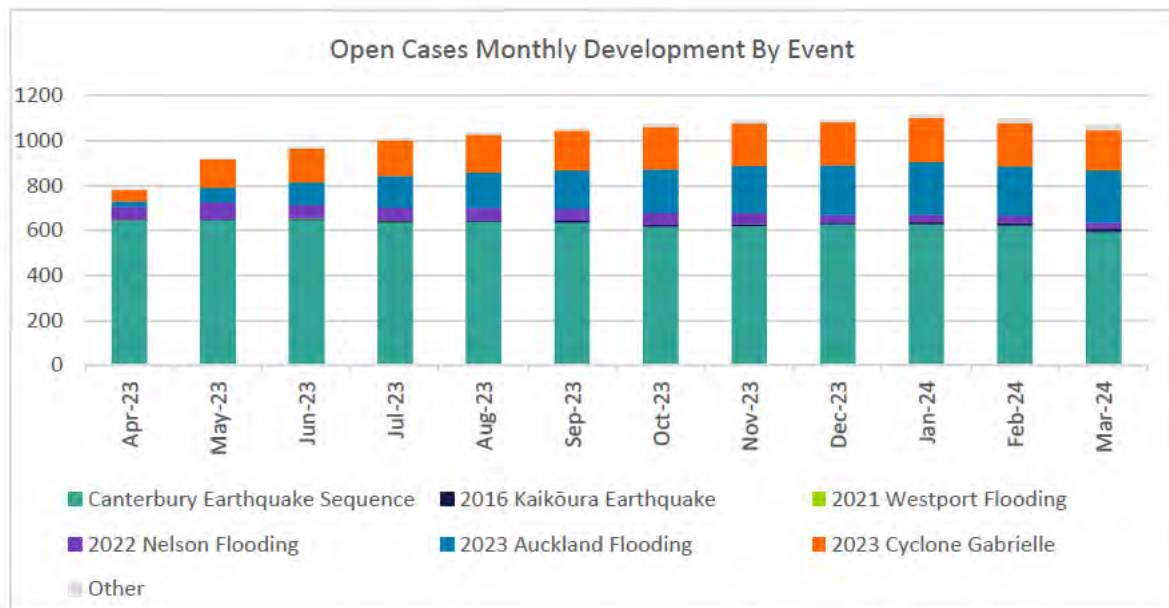


The total proportion of CES claims remains steady at 56% of all claims for March 2024, down significantly from March 2023 where the CES made up 88% of claims. The CES has been steady at 56-57% since September 2023.

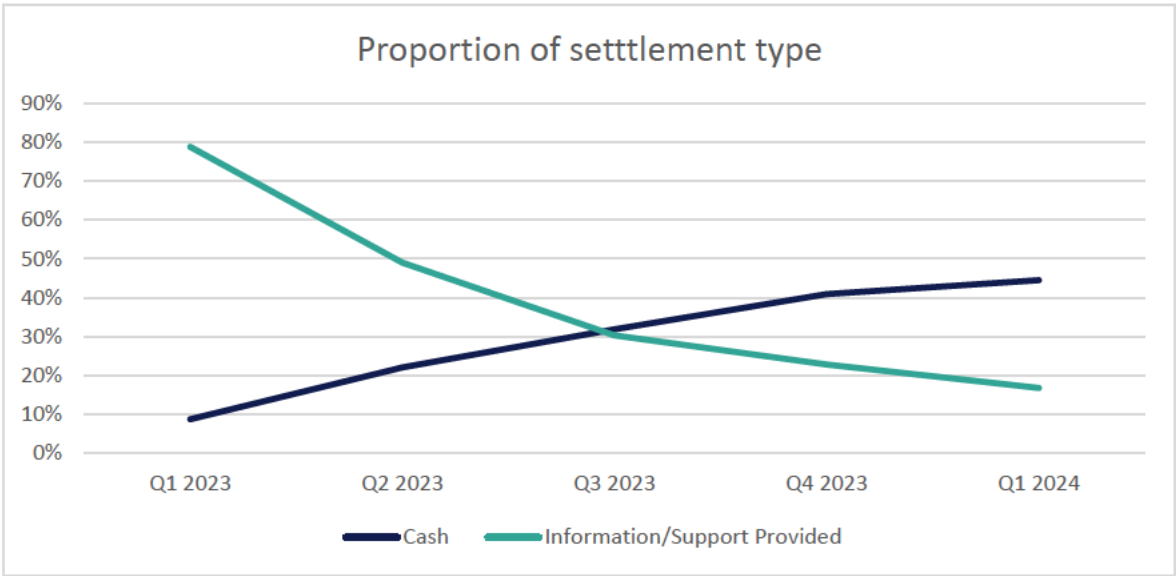
Whilst the overall number of cases under management has decreased it is also encouraging to see the impact of the increased staff around the motu with the average caseload reducing during Q1 to 59 cases per Case Manager down from its peak in Q2 of 81 cases (see below). The maximum number of cases has also decreased from 114 cases in Q2 to 65 cases in Q1 2024 significantly reducing pressure on staff. This average is very pleasing and compares to the pre-weather events of 65 in December 2022 and 66 in September 2022.



It is noteworthy that NZCRS continues to receive cases from across New Zealand with 20 cases registered for the service not related to one of the major events above. These have included cases from Tauranga, Paraparumu, Newlands, Upper Hutt, Rongotea (Manawatu) and Lake Rotoma (Bay of Plenty) and reinforces the fact that NZCRS is now managing claims in 12 of the 16 regions across New Zealand.



The impact of complexity is evident when considering the outcomes of closed cases (see graph below). “Cash settlements” accounted for 44% of all closed cases in Q1 up from 31% in Q3 and 9% in Q1 2023. In contrast to that movement “information/support provided” reduced from 79% in Q1 2023 to 17% in this quarter (Q1 2024).

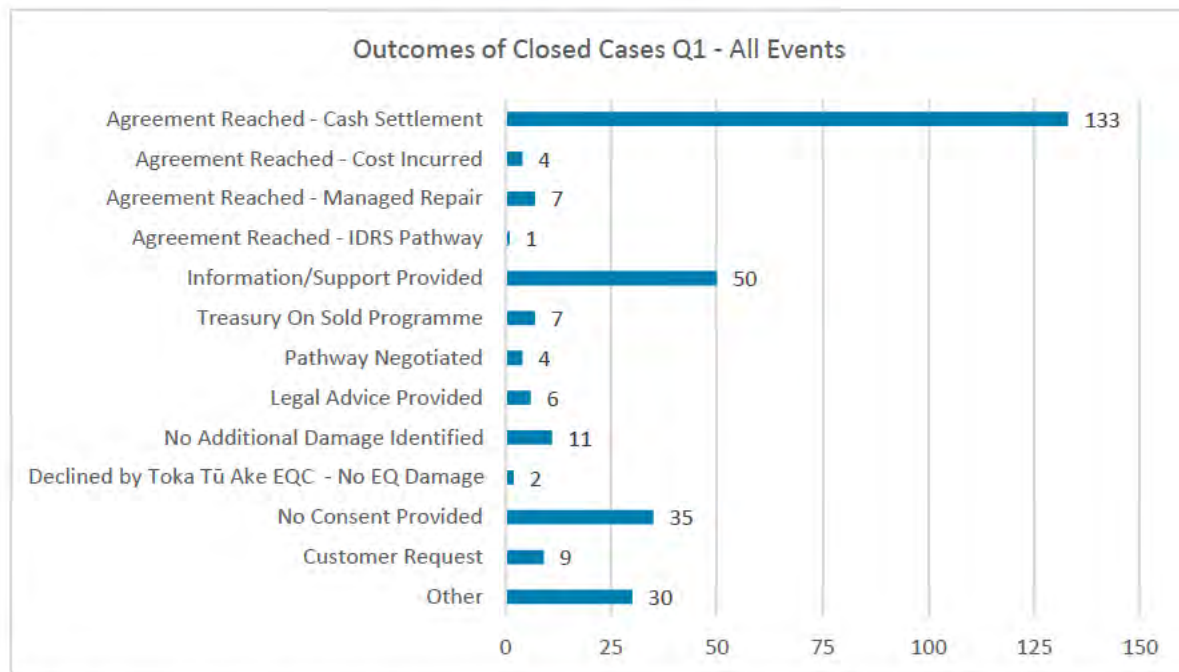


This change in settlement reflects that in the early stages of an event there is significant demand for simple one touch advice (such as advice on how to lodge a claim or what to expect from the settlement process) whereas when an event matures and time passes more and more homeowners require case management services (such as independent reviews of their scope of works or assistance with understanding the terms of any settlement agreements) that often result in cash settlements or managed repairs. This data supports what was anecdotally noted in the Westport and Edgumbe events and informs staffing and demand profiling for future events. NZCRS needs to respond rapidly to events as a large number of homeowners require guidance in the early stages of a response but that as time progresses the demand for the more time-consuming case management services increase.

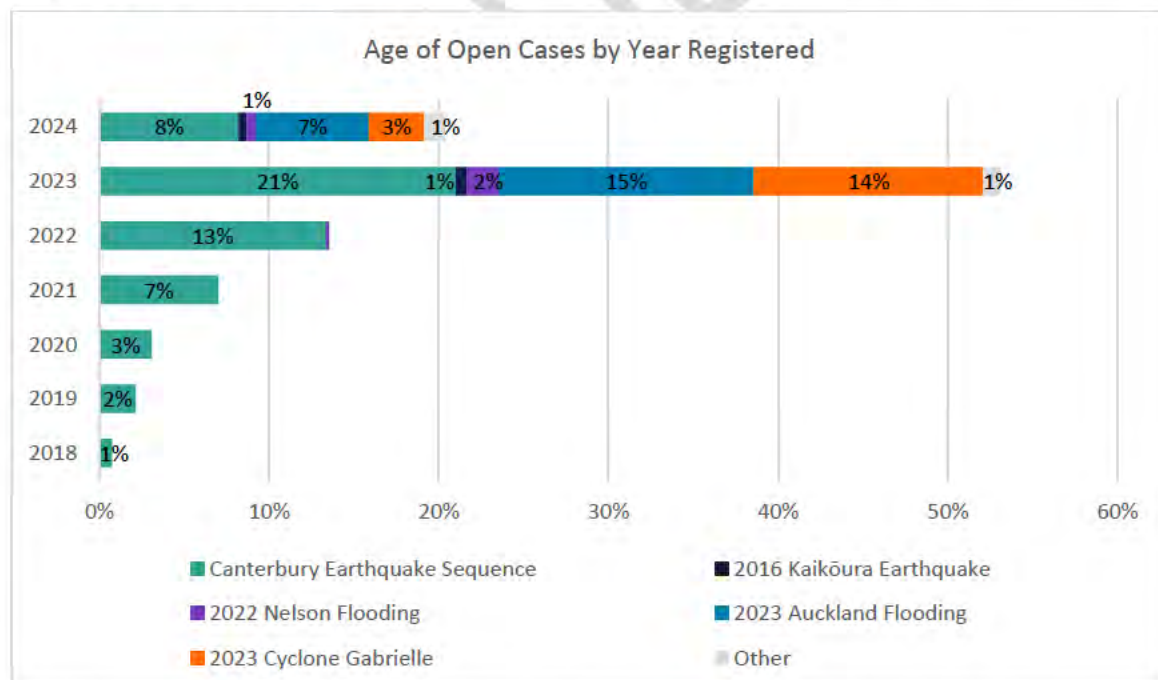
We also note the ongoing settlement of North Island claims through the payment of cash by the insurer as they look to elect for the homeowner to repair under their policies. NZCRS is working with the Insurance Council of New Zealand (ICNZ) and individual insurers to understand the barriers to settlement and how we might better support homeowners in future events as the lifecycle of the claim evolves.

As with the previous quarter the number of cases who register with the service then, despite multiple efforts by staff, never re-engage to provide a consent form (“no consent provided”) remains high at 11.7%, although lower than the previous quarter at 13.5%. This category has risen from 3.2% of all closed cases in Q2 2023.

When looking into this data further it is evident that the impact has been from Auckland where 25.3% of cases withdrew by not providing a consent, Cyclone Gabrielle 12.5% didn’t provide the consent, with the balance being the CES and other events. Anecdotally we understand that the marketing campaign in Auckland resulted in several homeowners registering for the service even though they did not require support. In further discussions with these homeowners, we informed them that they can enter the service at any time so closed their cases and invited them to contact us again if they have any concerns or issues with their settlements.



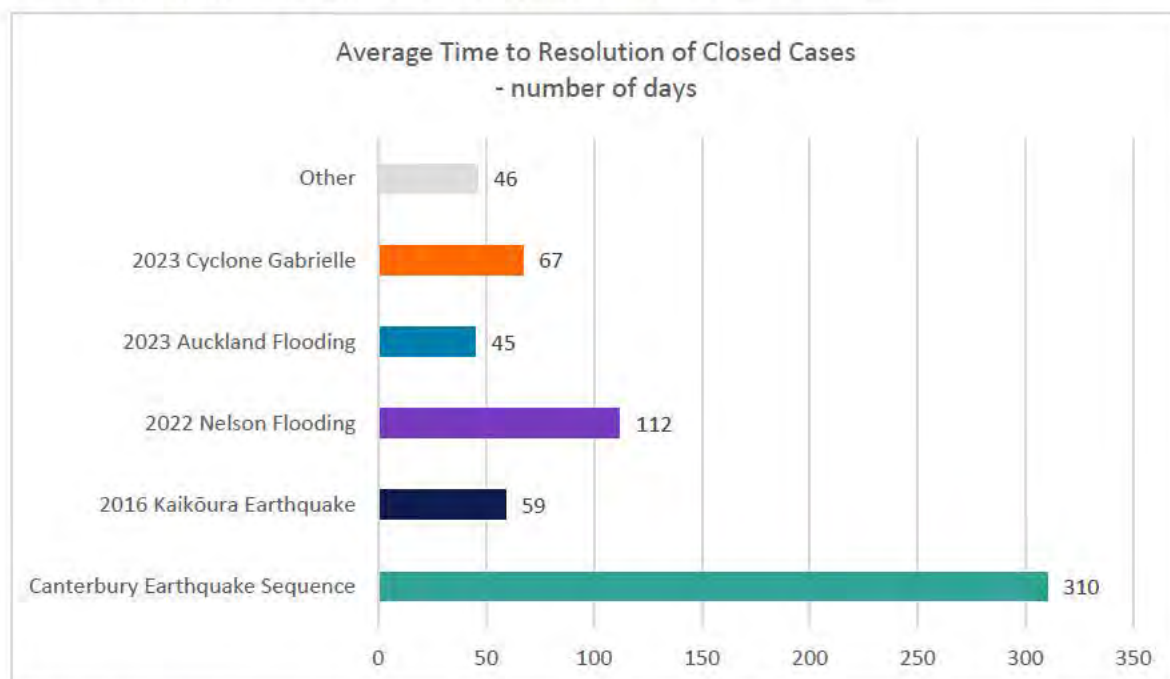
As per the request of the NZCRS Advisory Committee it is noted that two cases from the CES event were declined by EQC Toka Tū Ake accounting for 0.7% of cases for the quarter. This is where NZCRS has referred a case to EQC Toka Tū Ake, who after a full review, have declined the claim. This compares to 11 cases or 3.7% that were not referred through to EQC Toka Tū Ake as no further damage could be identified by NZCRS. These are cases where NZCRS completes a review and informs the homeowner that we do not see recourse for a claim with EQC Toka Tū Ake or the insurer. This data suggests that the triage process being undertaken by NZCRS staff, such as ENZ Initial Appraisals, is working well and identifying natural hazard damage where appropriate. 99.3% of all cases referred to EQC Toka Tū Ake or the insurer during Q1 2024 were ultimately accepted and received some form of settlement.



The age of cases in the service gives NZCRS key markers of performance of the system and our ability to keep claims moving through potential blockages. This has been a focus area for NZCRS during late 2023 and early 2024 and shows good progress. Cases that entered NZCRS during 2018 remained steady at 1% but there were significant reductions in cases in 2020 down from 4% in Q4 2023 to 2% in Q1 2024 with 2021 reducing from 9% to 7%. These may not seem like large changes but given the complexity of these cases it is pleasing to see the movement.

Whilst the aged cases have continued to reduce the overall time taken in the service has increased across the events. The CES is up 2.6%, Nelson up 20.4%, Auckland up 60% and Cyclone Gabrielle up 55.8%, Kaikoura no change. Whilst these increases are significantly lower than the last quarter reflecting the overall focus on this area these increases broadly reflect the move away from the simple “one touch” cases as noted previously and the need to case manage what are now more complex cases presenting to the service.

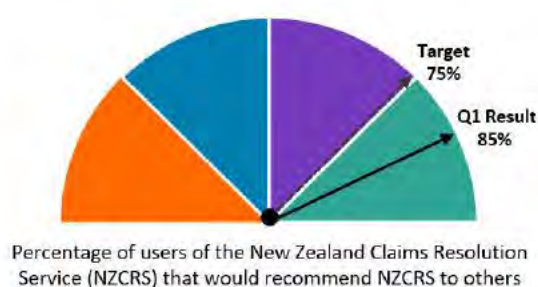
Following the request from the Advisory Committee in the previous quarter NZCRS is working with EQC Toka Tū Ake to identify and jointly consider all aged cases to identify opportunities to advance these claims.



2) Exit Survey

NZCRS continues to monitor its key performance indicator (KPI) through a survey of homeowners who have used the service and their case has been closed. It is important to note that this survey is only issued to homeowners who return a consent form, are actively managed or given advice by the service and only when their case in the NZCRS system is closed. Homeowners who only receive high level or “one touch” advice such as in a community hub or over the phone are not currently issued with a survey. NZCRS remains focussed on the homeowner being at the centre of what we do and has taken a view that asking a homeowner to complete a survey when they have only sought high level advice, or they are still very much living in the event, is not in their best interests.

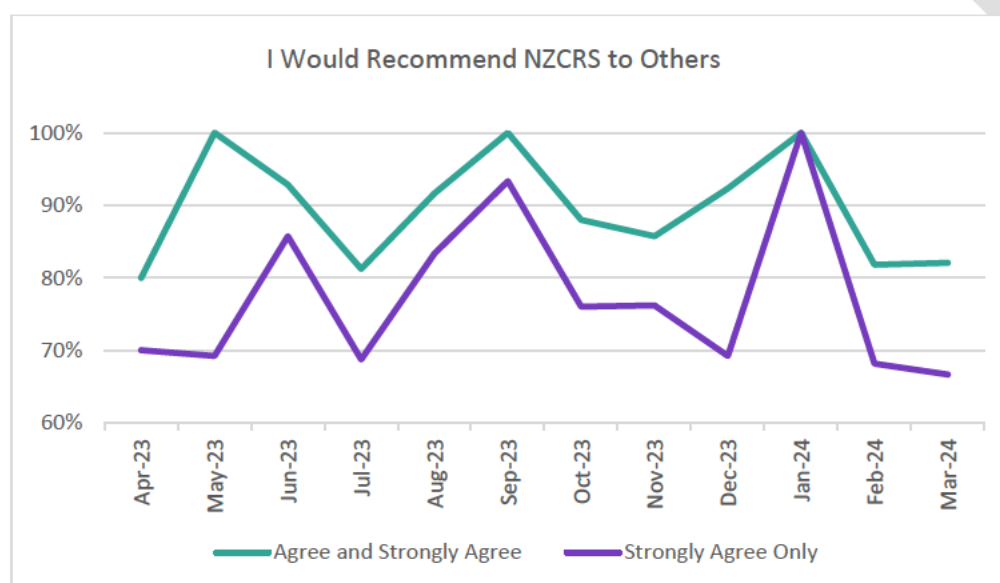
NZCRS Exit Survey		
Questions	Q4 2023	Q1 2024
1. I was able to make informed decisions because NZCRS provided me with the information I needed.	85%	83%
2. My Case Manager kept me informed of the progress of my case.	85%	81%
3. My Case Manager acted in a professional manner.	92%	90%
4. My wellbeing has improved as a result of the support/advice I was given by NZCRS.	69%	79%
5. I would recommend NZCRS to others.	88%	85%



During Q4 2024 the key performance measure (KPI) “I would recommend NZCRS to others” has reduced slightly from 88% in the fourth quarter to 85% for this period. This measure has now reduced for two consecutive quarters down from 91% in

Q3 2023. Whilst this is still well above the performance target of 75% this will need to be watched carefully to ensure we are not following a downward trend. Perhaps most important is the split between those responding with “Strongly Agree” (see below graph) to this measure or “Agree”. As can be noted below this data has moved around during the quarter with 100% in January indicating that they would “Agree” or “Strongly Agree” this reduced during March 2024 to 82% and 67% respectively. This may be due to general fluctuations in the responses, the changing settlement profile as we move from simple advice to case management or increasing frustration with the overall response times to the recovery in the North Island, but it will need to be closely monitored over the coming quarters to ensure this trend is not a systemic change in outcomes for homeowners. Whilst the key indicator for March is down the overall response rate is up with 29% of closed cases responding to the survey up from 8% in March 2023 and above the 12-month average of 18% of responses.

It is worth noting the significant increase in the rating of “My wellbeing has improved as a result of the support/advice I was given by NZCRS” from 69% last quarter to 79% this quarter. Historically this measure has varied significantly from report to report and is often heavily influenced by outside factors such as the land categorisation process.



3) Homeowner Feedback

A sample of the feedback from homeowners during July to September 2023 included (we have included one response from a local Territorial Authority):

"This is a fantastic service and needs to be continued as a way of helping homeowners deal with some of the most critical and heartbreaking situations they might ever face in relation to their properties. People who dealt with the Christchurch earthquakes alone before this service was established were astounded by the support, I received from NZCRS. All kudos to the service and my Case Manager."

- Ōtautahi/Christchurch homeowner

"I would like to take the opportunity to thank our Case Manager for her wonderful support through the process of resolving our claim. We honestly could not have done this process without her expertise and guidance. Through the whole process our Case Manager kept us up to date, organised meetings with our insurance, lawyer and gave us wonderful guidance. She really made it as stress free for us as possible. Our grateful thanks and appreciation."

- Ōtautahi/Christchurch homeowner

"Good communication from our Case Manager and kept informed at each stage. Grateful for his efforts even though it wasn't the outcome we had hoped for."

- Ōtautahi/Christchurch homeowner

"Had I not been given your contact details I would never have been in a position to achieve the results I did. My Case Manager was amazing and I appreciated her expertise in the situation and her guidance - incredibly professional and caring. Thank you for your support and services, it has meant a lot to me and I am extremely grateful."

- Ōtautahi/Christchurch homeowner

"After the August 2022 weather event our insurer was very slow with a response but after NZCRS came on board the communication improved and things moved forward. It was necessary to take things slowly to get all the scientific data required to plan a repair. We were told not to rush by our Case Manager and over time this became clearer and a decision

has been made that we are comfortable with."

- Whakatū/Nelson homeowner

"This service is invaluable for the average person who feels mired & confused in the bureaucracy of EQC. My Case Manager and her team restored my confidence in human nature and we felt someone who we could trust had had our back."

- Whakatū/Nelson homeowner

"My Case Manager's tenacity and willingness to escalate the matter to senior management was remarkable. Thanks to his tireless advocacy, I finally received the resolution I needed after over a year of frustration. I'm truly grateful to my Case Manager for his exceptional service and support throughout the process. He is an asset to the NZCRS, and I have no doubt that anyone fortunate enough to work with him will be in the most capable hands."

- Tāmaki Makaurau/Auckland homeowner

"My Case Manager did a tremendous job of advocating for us which was greatly appreciated. His communication was straight to the point without waffle which is what you need when you're under a fair amount of stress. I have already recommended NZCRS to others based on our experience with our Case Manager. Can't speak highly enough about him and his professional and empathic ethics."

- Tāmaki Makaurau/Auckland homeowner

"The whole process was made stress free because of our Case Manager. Our Case Manager was most responsive to any queries we had and kept us up to date throughout the entire time. What could have been quite a worrying and unsettling time was made easy because of our Case Manager."

- Te Matau-a-Māui/Hawke's Bay homeowner

"Was reassuring to know someone was working for us as we were in a totally unfamiliar situation."

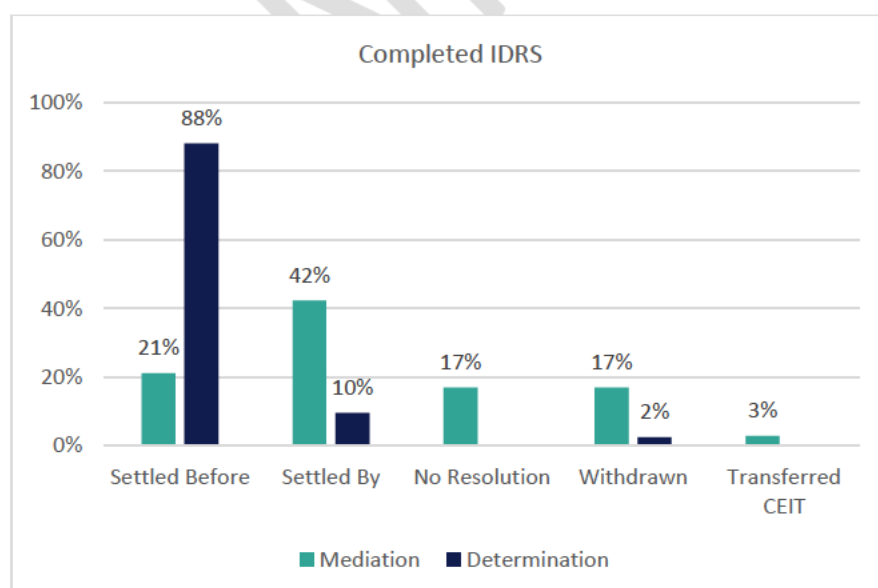
- Te Matau-a-Māui/Hawke's Bay homeowner

"A big thanks back to you all too, your assistance to property owners has made a meaningful difference to helping people move on and get them into the voluntary buy-out process."

- Heretaunga/Hastings District Council

4) Internal Dispute Resolution Service (IDRS)

NZCRS is working with its stakeholders in relation to the future of its dispute resolution services, as mediations and determinations are currently only available to homeowners impacted by the Canterbury Earthquakes Sequence. Less than 1% of cases handled by NZCRS progress to a formal dispute resolution pathway, usually because agreement can be reached between the parties with some advice, information, or support. The briefing highlighted that the residential insurance dispute resolution landscape is extremely busy which can be confusing for homeowners trying to resolve their insurance claims. There are multiple providers offering similar services but with differing rules and regulations.



During the quarter, a determination on the papers was completed. This determination shows the flexibility inherent in the NZCRS IDRS services and resulted in significantly lower costs to the homeowner. Case management conferences were held for two determination referrals.

5) Engineering

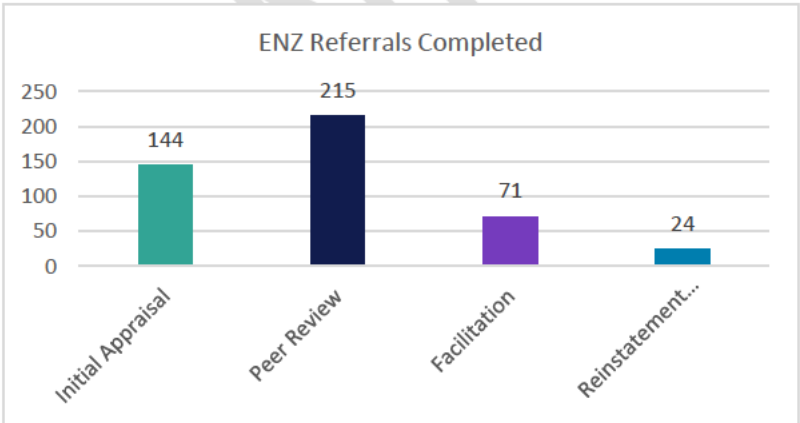
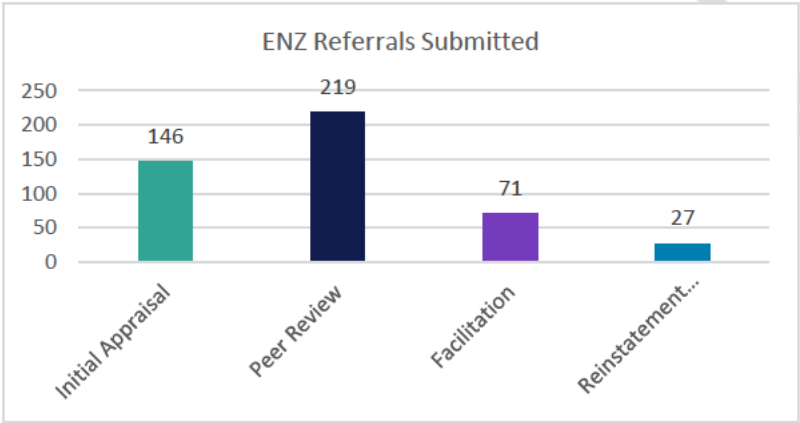
There have been 463 referrals submitted to Engineering New Zealand/Te Ao Rangahau (Engineering New Zealand), of these, 454 have been completed.

NZCRS has not yet submitted any referrals for any cases relating to the North Island weather events. NZCRS is working closely with Engineering New Zealand to explore a possible Rapid Appraisal service to support and assist those homeowners needing to prove their loss to their insurers. NZCRS has raised with ICNZ the need to better understand the engagement and reimbursement of technical reports such as Engineering reports and from an insurer’s perspective.

The NZCRS Director presented in an Engineering New Zealand webinar on the lessons learnt following the Canterbury Earthquakes Sequence, alongside an NZCRS Legal Advisory Group member. This recording has been posted to both the Engineering New Zealand and NZCRS websites.

The Engineering Advisory Group discussed the number of direct referrals being received by EQC Toka Tū Ake and the funding arrangements in place to cover the services provided. Reinstatement Recommendations are the most requested service.

Over the past quarter there have been four Peer reviews and two Reinstatement Recommendations submitted to Engineering New Zealand. During the quarter four Reinstatement Recommendations were completed.



6) Wellbeing

NZCRS has established a bespoke wellbeing service for homeowners affected by the CES, see attached Appendix A for the latest report. The North Island Wellbeing support is now fully operational with cases being referred across the motu.

NZCRS staff have now completed the in-house wellbeing packages, including the Trauma Informed Care workshop and the Self Care & Professional Practice workshops.

7) Iwi Liaison Report

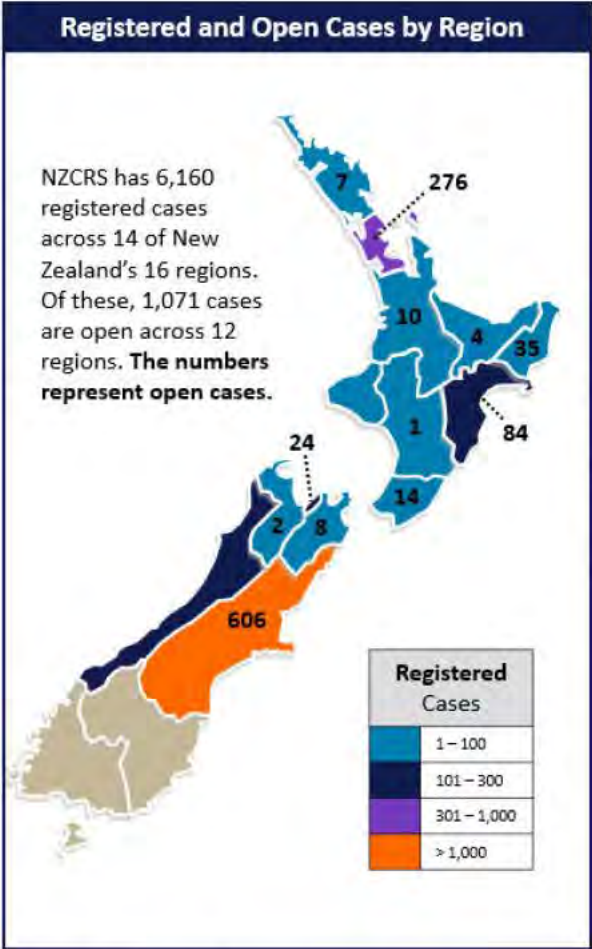
NZCRS’s Iwi Liaison continued work within the Building and Tenancy Māori Engagement and Capability (MEC) team.

The Iwi Liaison continues to build the cultural capability of NZCRS staff, working alongside staff to complete the online MBIE Māori modules through Learn@MBIE.

In the past quarter the Iwi Liaison has attended a number of hui with the Tairāwhiti Social Leads at Manaaki Tairāwhiti ensuring NZCRS has a presence on the ground in Te Tairāwhiti/Gisborne and working alongside relevant stakeholders.

8) Events

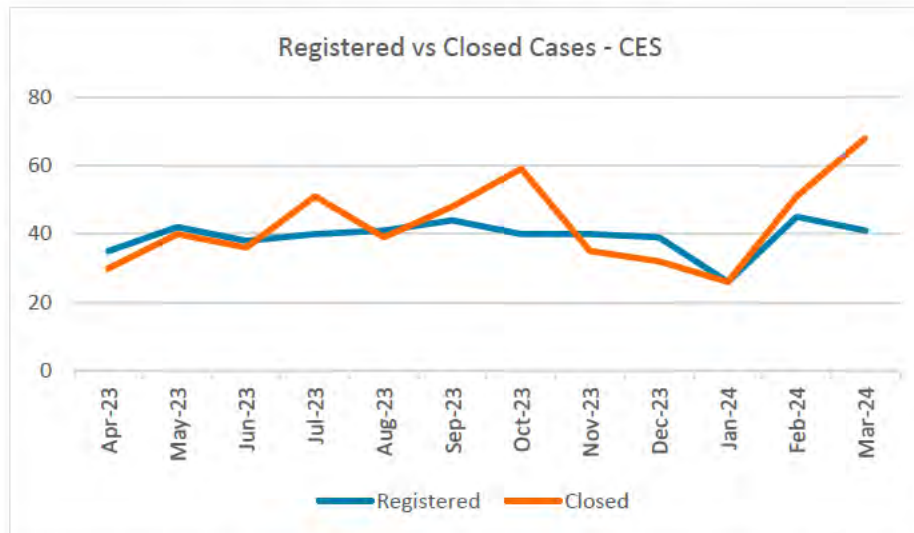
Whilst this report has focussed across the motu it is also important to look in some detail at each event currently being responded to by the NZCRS. NZCRS has managed cases in 14 of the 16 regions across New Zealand with active cases in 12 of those regions. The numbers in each region below indicate the active cases as the 31st of March 2024.



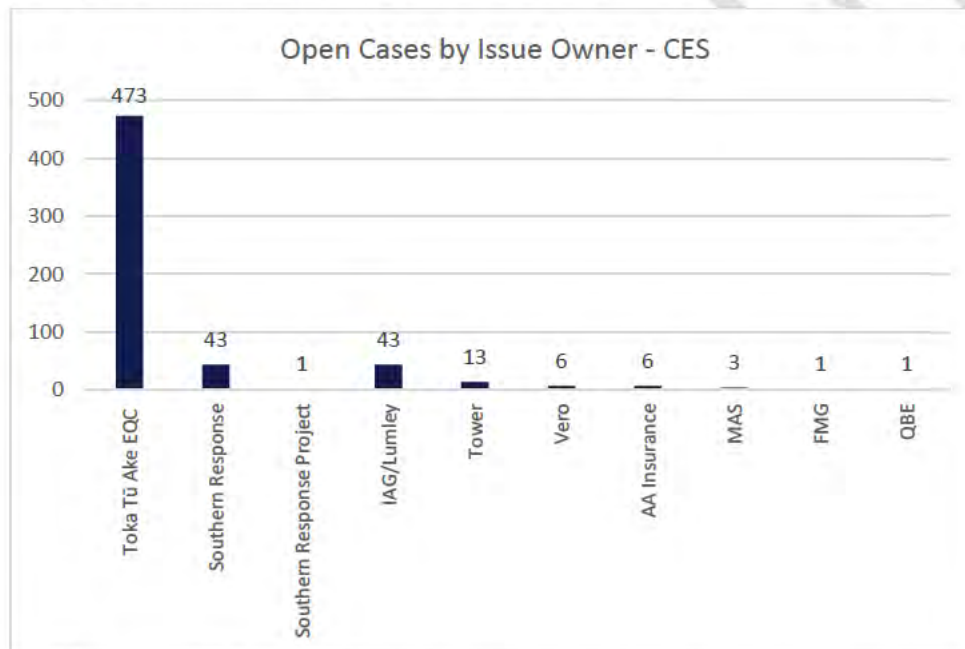
Further detail below is provided relative to the size of the event and/or the potential size of the event.

8.1) Canterbury Earthquake Sequence

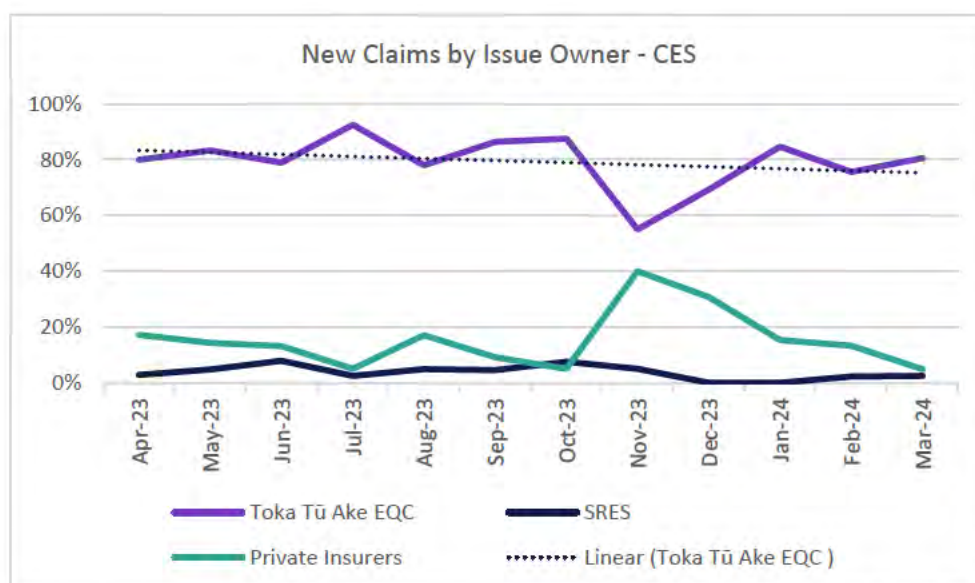
As has already been noted NZCRS opened 112 CES cases in Q1 2024, slightly down on Q4 at 119 but most importantly less than it closed at 145. This is a fantastic result with the last three quarters now closing more cases than have been opened. As at 31 January 2024, NZCRS has 595 open CES cases down from the 2023 peak of 655 in January 2023. This result reflects the increased staff across the motu and the focus on aged cases in the CES space.



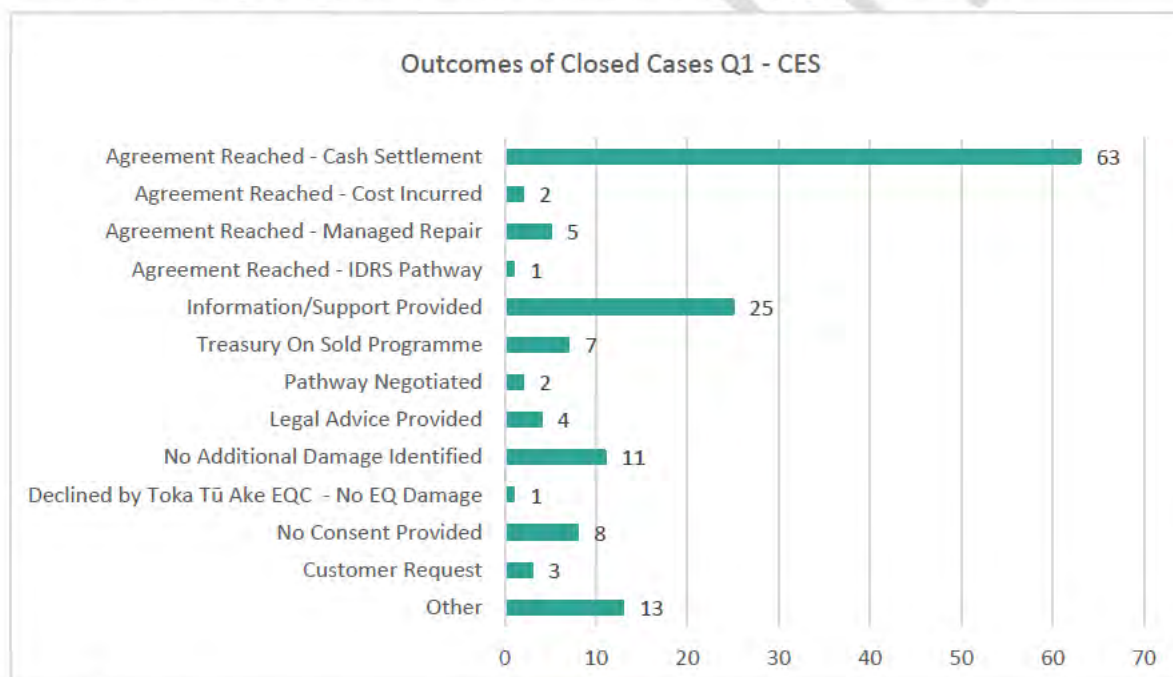
It is important to note that of the 595 CES cases open as at the 31st of March 2024 79.5% were with EQC Toka Tū Ake, down from 81% last quarter and 84% in Q3 2023. Of the open cases 7.2% are with SRES (up from 4.9%) and 7.2% with the IAG group, down 1% from last quarter. Other insurers made up Tower unchanged at 2.2%, Vero 1.0% and other insurers 2.9%. All insurers now receive monthly updates on their case numbers with NZCRS across the motu.



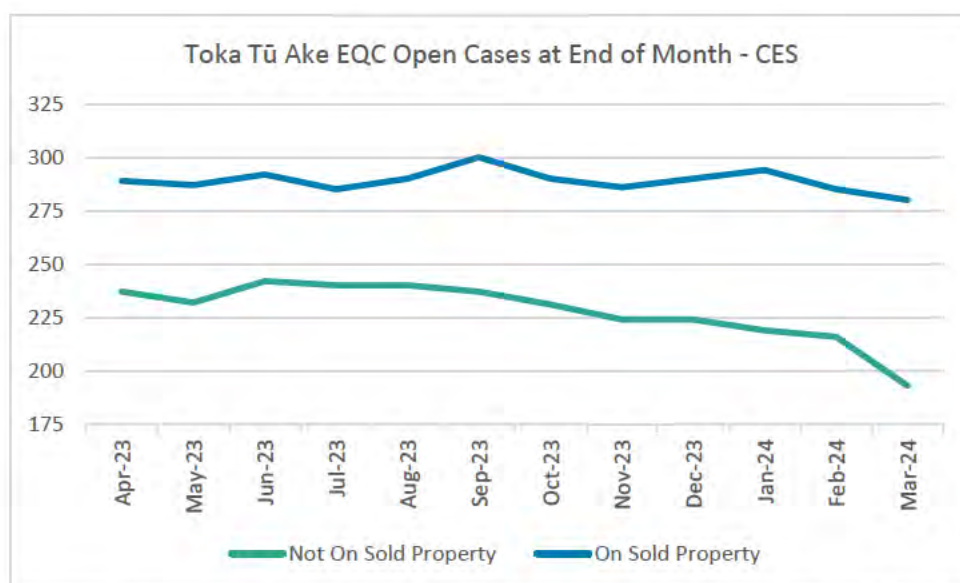
When looking at the monthly flow of cases into the service we note a slight uptick in the proportion of cases coming in from SRES and a return to more normal levels for other insurers such as IAG, Tower and Vero. The downward trend for EQC Toka Tū Ake cases noted in the previous quarter has turned with Q1 2024 averaging 80% of all new cases with EQC Toka Tū Ake compared with 71% from the previous quarter. The lower than average new EQC Toka Tū Ake cases during November and December 2023 of 27 and 22 respectively have now changed to 33 in March 2024 and 34 in February 2024.



Cash settlement remains the preferred settlement option for homeowners and insurers in the CES with 43.4% of cases settling for an out of policy cash agreement, up from 41% last quarter and 31% in Q3 2023. This is likely the ongoing impact of On Sold cases coming in as EQC Toka Tū Ake looks to cash settle the under-cap portion of the claim.



Over cap on sold cases not in the Treasury Program remain a significant challenge for NZCRS and are being managed on a case-by-case basis with EQC Toka Tū Ake. These are cases where the homeowner has purchased the property since the earthquake and has subsequently discovered either damage that was missed by EQC Toka Tū Ake in the original repair, damage that was not repaired correctly, or as in some cases, damage that was found by EQC Toka Tū Ake but not repaired for a variety of reasons. These homeowners are often in a position of significant negative equity and/or insolvency due to the unknown damage and its impact on their property value. As at the 31st of March 2024 NZCRS were managing 193 cases with EQC Toka Tū Ake where the homeowner owned them at the time of the earthquake (BAU) down from 224 in December 2023 and 280 that have been on sold down from 290 in December 2023.

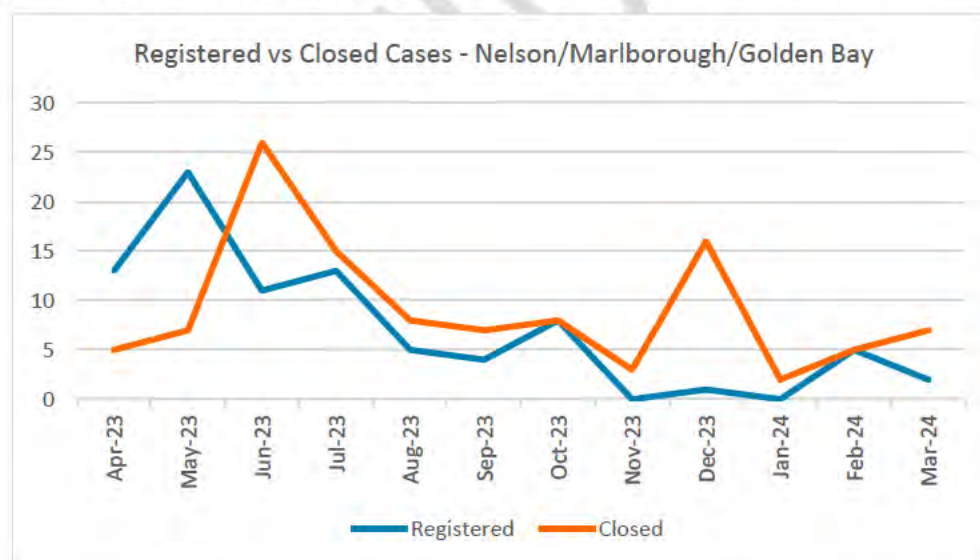


8.2) 2022 Nelson/Marlborough/Golden Bay Flooding

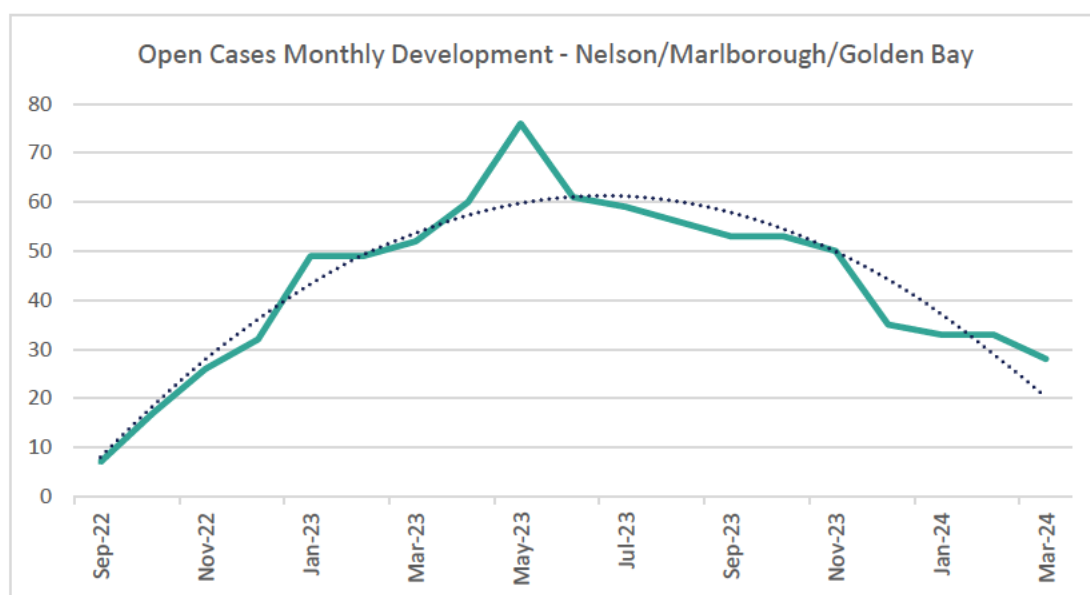
As at the 31st of March 2024, NZCRS has received seven cases into the service from this region and have resolved 14.

There are only two (of the 28) open cases, waiting for presentation of their settlements for either EQC Toka Tū Ake or private insurer entitlement. The rest are in various phases of homeowner's proving their loss and the EQC Toka Tū Ake review of what's been presented or are being supported by NZCRS in the post-settlement remediation phase due to personal circumstances and needs.

NZCRS is continuing to identify lessons learned and issues raised throughout the process of this event that might inform better outcomes and a more streamlined process for homeowners in other events. Examples relate to definition, assessment, and settlement of retaining walls, settlement agreement wording, and support for homeowner's experts to present easily reviewable quotes and reports.

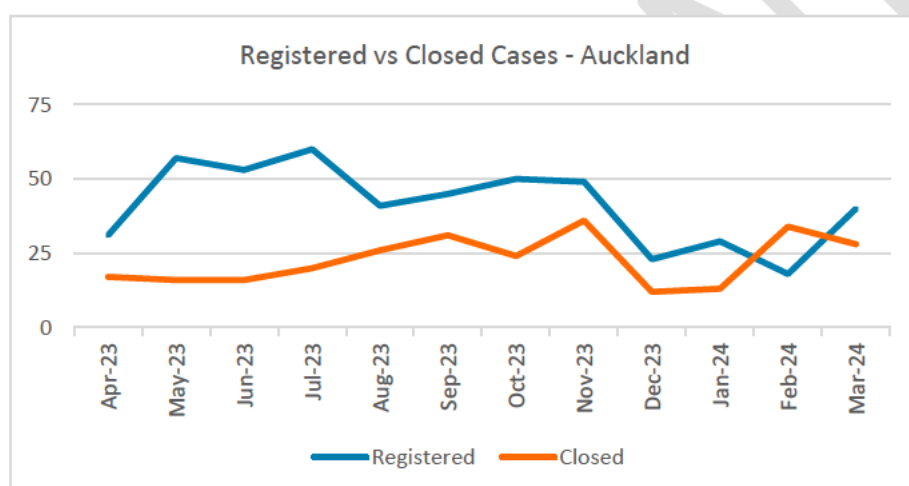


The case development now shows a clear downward trend with the remaining 28 cases expected to be resolved during the first half of 2024.



8.3) 2023 Auckland Flooding

NZCRS opened 87 new cases in the quarter and closed 75. As at the 31st of March 2024 NZCRS has 232 cases registered with the service relating to the Auckland Flooding event.

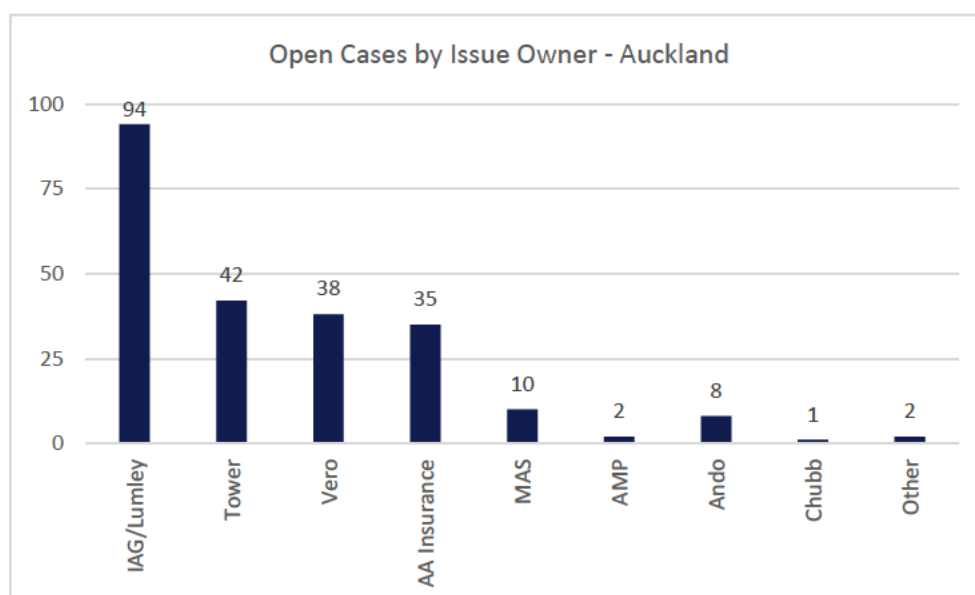


As the settlement process progresses, NZCRS has noted an increase in homeowners having claims declined based on hazard notices on the titles. These are more prevalent in landslip areas such as Muriwai, Piha and Titirangi. NZCRS reviewed (and continues to review) these declinations and when appropriate are referring these homeowners to Community Law for independent legal advice.

As more homeowners are receiving their EQC Toka Tū Ake land settlements, considerable financial shortfalls are being identified due to the EQC Act response. NZCRS is educating homeowners on the Act response and highlighting to homeowners, where appropriate that the settlements are as per the Act. NZCRS is offering Community Law support to those homeowners who require independent legal advice and is working on land resources to feature on its website to assist in educating homeowners for future events.

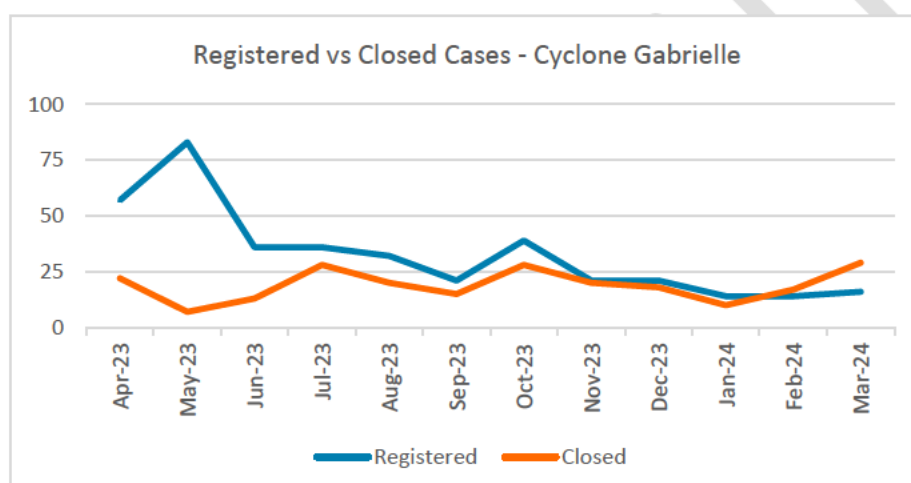
NZCRS noted an increase in cases where homeowners have carried out repairs to their properties and subsequently been determined as being Category 3. NZCRS continues to educate homeowners of the risks involved in carrying repairs out before their land categorisation has been confirmed. NZCRS collaborated with EQC Toka Tū Ake, ICNZ and Auckland City Council during the quarter, and fortnightly meetings were set up to ensure consistency of communications to the communities. Specific focus has been on hazard notices, future insurance and the categorisation process.

During March, homeowners in the Auckland region made up 54% of the views on the NZCRS website.



8.4) 2023 Cyclone Gabrielle

As at the 31st of March 2023, NZCRS has received 526 cases into the service from this event and has resolved 346 cases.



During the quarter NZCRS noted stress being experienced by whānau who have received substantial settlements from their insurers whilst they await the 2A categorisation buy-out process. NZCRS connected with local counselling services to provide education around fiscal awareness and made sure homeowners could access this assistance. As anticipated, NZCRS noted an increase in case management being required by homeowners. Wellbeing issues, domestic abuse, truancy, and unemployment has risen in the East Coast regions. This impacted NZCRS case managers in the time spent with whānau in order to meet their needs and best support them with their insurance claims.

NZCRS has maintained a good working relationship with Gisborne District Council in relation to the category 3 buyout scheme, working alongside the navigators to ensure consistent messaging is provided to the communities. The Tairāwhiti government buyout scheme commenced and NZCRS are supporting homeowners in this space to ensure that the insurers' offer is fair and reasonable. House lifting of 150 properties is still in the investigation phase and is likely to take some time to resolve.

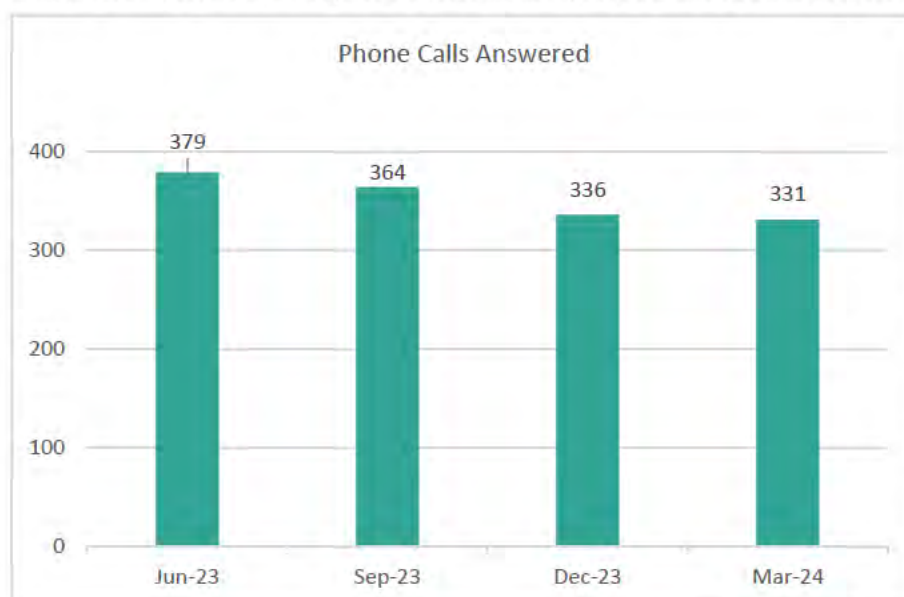
NZCRS identified a number of process issues regarding claims from an individual insurer. A clear election does not appear to always be made, causing confusion for not only NZCRS staff but the homeowners they support. Case specific examples were presented to the insurers management to address this issue and significant progress has now been made to gain clearer pathways for homeowners.

NZCRS acknowledged the one-year anniversary of this event with media coverage associated with the event focused on the insurance challenges still being faced by residents affected by Cyclone Gabrielle and the support received from NZCRS.

9) Operational Update

9.1) Call centre

During the reporting period, 331 phone calls were answered by the call centre. Call volumes have increased significantly since the launch of NZCRS although as with case numbers, have trended downwards in the last couple of quarters.



9.2) Marketing Campaign

During the past quarter NZCRS has looked to close out its marketing campaign as Phase 3 of the response to the North Island weather events. During the period the adds were shown on 3,826,535 occasions resulting in 44,639 clicks. In addition, there were 34,664 clicks on the video campaigns with 527,289 individuals reached through the campaign (Meta data only).

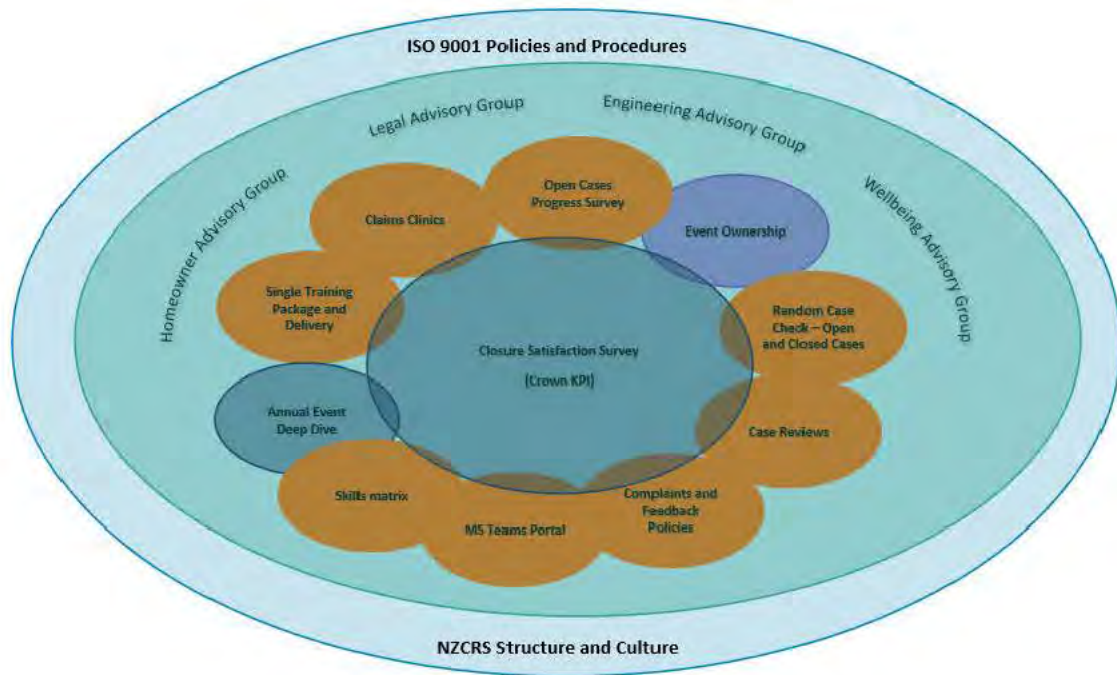
The one-year anniversary of NZCRS resulted in a media release from NZCRS which was picked up by local media, including Insurance News.

NZCRS launched a short video on navigating the insurance process after a natural disaster during the quarter. This is a short 2.5-minute video featured on our website, that outlines how to lodge a claim, the basics of settling an insurance claim and what to look out for when dealing with your insurer.

See attached Appendix B for a full outline of the campaign designs.

9.3) ISO Certification and QMS

Work continued toward gaining an ISO 9001 accreditation. Focus over the quarter has been on the customer satisfaction survey processes and reporting, with research commenced to determine the drivers of satisfaction from a homeowner's perspective, and when the best time to survey them is given their experiences. The NZCRS Quality Assurance Model was finalised with framework to be delivered to the team in April.



QMS is a multi-layered approach in NZCRS with the core indicator of the Satisfaction Survey supported by a number of ancillary performance checks to ensure consistency of service and best practice. As is noted above ISO 9001 certification works as the overarching performance test with Advisory Groups, Structure and Culture providing the independent check and balance.

Management is also implementing additional Key Performance Indicators (KPI's) to track and measure the progress of the service and to gain insights for how our services could improve. It is expected that these will be tested throughout the balance of 2024 and be worked into individual performance targets during early 2025.

Several policies and procedures were finalised, including the Complaints and Feedback policies, with clear guidance and framework captured and delivered to the team. NZCRS remains committed to continuous improvement and relies on the feedback and learnings of its homeowners and staff to improve on the quality of its service offerings.

Appendix A – CES Wellbeing Report

Pathways Wellbeing Report: Report to NZCRS for Quarter One 2024

Pathways are currently supporting 31 people with approximately 4 pending discharges in the next quarter.

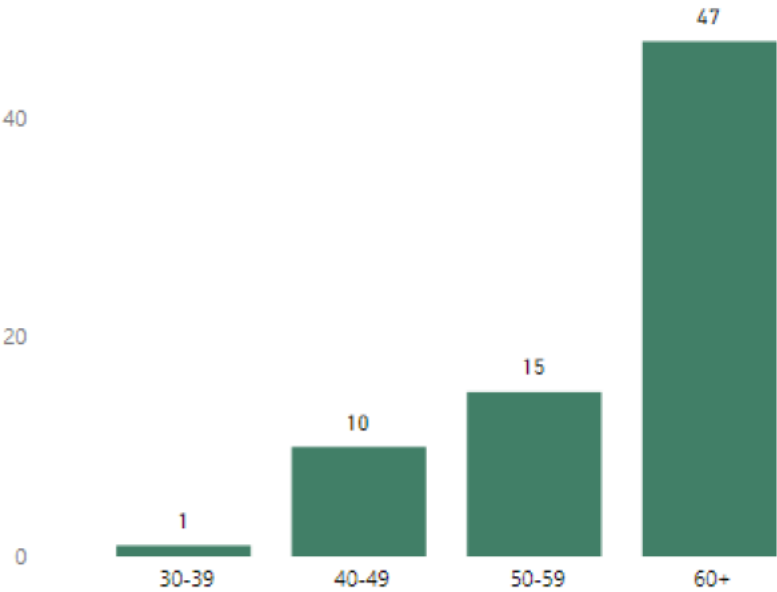
One family who have had an open earthquake claim for the last 13 years which has reached 98% completion rate.

Pathways staff are wanting to connect with the other regions where Pathways is providing NZCRS wellbeing support to understand the similarities and differences across regions. This is a piece of work in progress for quarter two 2024.

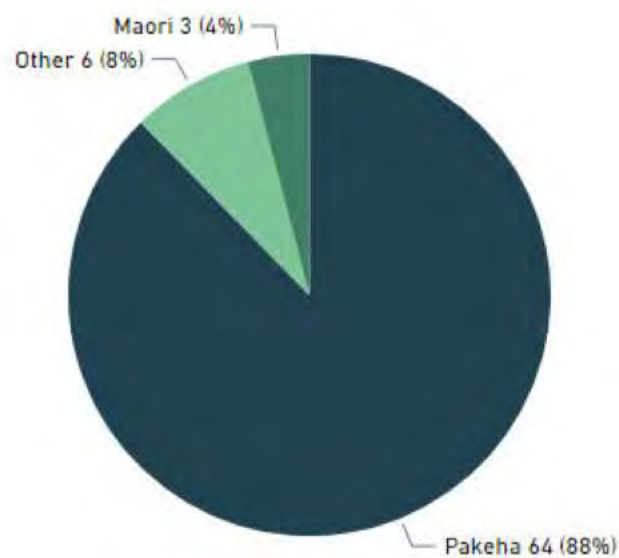
Pathways staff continue to work in partnership with the families they are supporting looking for solutions for these families to move forward with their claims. A current example has been a lady who has mobility issues requiring a rental which is wheelchair accessible both getting into the house and then utilising the rooms inside the house. A rental property has been sourced and this person has been able t move out of the house requiring repairs to a house which will temporarily meet their needs.

Pathways staff have been able to refer people to other services within Pathways or our other NGO partners where appropriate for community support work support.

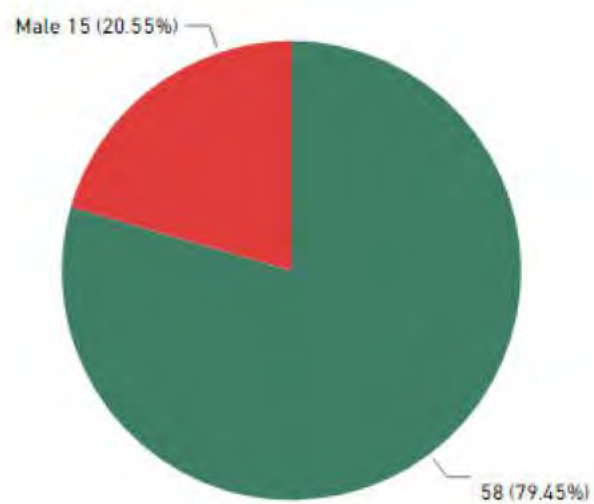
Age Bands of People Supported



Ethnicity of People Supported



Gender of People Supported



Appendix B – Key

GCCRS	Greater Christchurch Claims Resolution Service
BAU	Business as usual
CEIT	Canterbury Earthquakes Insurance Tribunal
ENZ	Engineering New Zealand/Te Ao Rangahau
RAS	Residential Advisory Service
EQC TOKA TŪ AKE	Earthquake Commission
SRES	Southern Response Earthquake Services Limited
IDRS	Internal Dispute Resolution Service
MBIE	Ministry of Business Innovation and Employment
NDRA	Natural Disaster Recovery Agreement between EQC Toka Tū Ake and private insurers for the management of EQC Toka Tū Ake cases
NZCRS	New Zealand Claims Resolution Service
OSP	Treasury On Sold Programme
BAU	EQC Toka Tū Ake cases that are still owned by the same owner at the time of the event.

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Appendix C – Advertising Creative

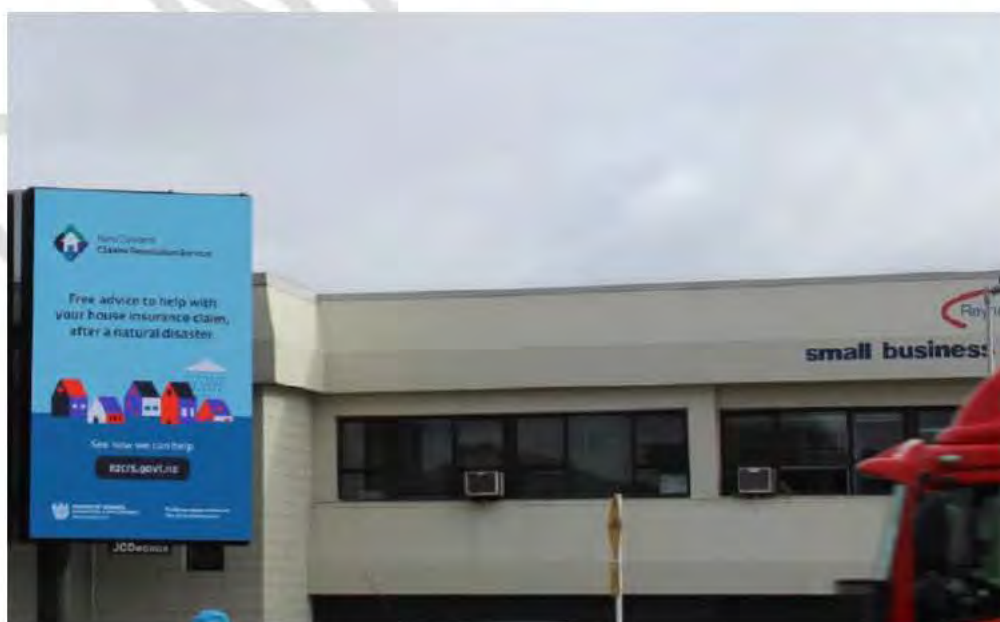
Social Media Tiles



Static tiles that can be used individually or together in a carousel ad.



Public Marketing





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New Zealand
Claims Resolution Service

Director's Report

JULY 2024



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

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Executive Summary

The second quarter of 2024 remained quiet from an insurance response perspective with just the Wairoa flooding in the later part of June. NZCRS has staff on the ground in Wairoa providing support for homeowners who have been affected.

NZCRS is working to finalise the Nelson flooding event and remains focussed on demands from the Auckland and Cyclone Gabrielle weather events along with the ongoing demands from the Canterbury Earthquake Sequence. Overall demand has reduced with 206 new cases into the service down from 275 in Q1 of 2024 and 343 in Q4 2023. NZCRS is now managing 912 cases in 12 of the 16 regions across New Zealand down from the peak of 1,149 in January 2023. NZCRS has now closed 5,453 across the motu.

The downward trend in the number of open cases was pleasing during the quarter with 364 cases closed, the highest 2nd quarter number closed since 2018. The number of cases closed has again exceeded the number of cases opened for the fourth quarter in a row showing a clear downward trend since the peak of the North Island Weather events in January of 2023. This increased closure rate has been driven by a number of factors including more manageable case loads for Case Managers, a focus on the aged cases relating to the Canterbury Earthquakes Sequence (CES), the completion of national case audits by the Manager Case Resolution through our new Quality Management System and the lowest number of insurance related events in New Zealand since 1993.

The ongoing reduction in case numbers has allowed NZCRS to reconsider our staffing levels with the decrease of four FTE's across the motu at the end of June. NZCRS has now reduced by two Case Managers in the East Coast, one in Christchurch and one administrative role also in Christchurch.

The focus on aged cases has continued in NZCRS with significant reductions in the cases that came into the service during 2022 and 2023. NZCRS has met with the Natural Hazards Commission (NHC)* to work through aged cases in the CES and has identified key areas of difference in the way these cases are accounted for.

Satisfaction data for the quarter remained above the key target of 75% but did record our lowest rating since the service began at 78%. This report investigates that change in data in more depth, notes that this is being driven by an increase in the number of homeowners reporting they are "neutral" and notes some alterations being made to the service to address this trend.

Engineering New Zealand responded to the first requests for technical support from the North Island Weather Events and continues to support NZCRS in our work with homeowners across the motu. I would like to recognise Barry Brown for receiving his King's Birthday Honours for service to structural engineering, Barry is a member of the NZCRS Engineering Advisory Group.

NZCRS notes the winding down of our response to the Nelson Flooding event from 2022 as we transition this event into our business-as-usual model. I would like to acknowledge the work of Case Manager Leanne Curtis as the event lead for the past two years and recognise the incredible work carried out in this community.

NZCRS continues its journey towards a comprehensive Quality Management System with ISO 9001 certification being sought to ensure consistency and continuous improvement are imbedded in our culture and systems.



Darren Wright MNZM

Director, NZCRS

**Note: This report notes the change in naming from EQC Toka Tu Ake to the new Natural Hazards Commission (NHC). This change came into effect on 1 July 2024, this report will refer to the new name NHC.*

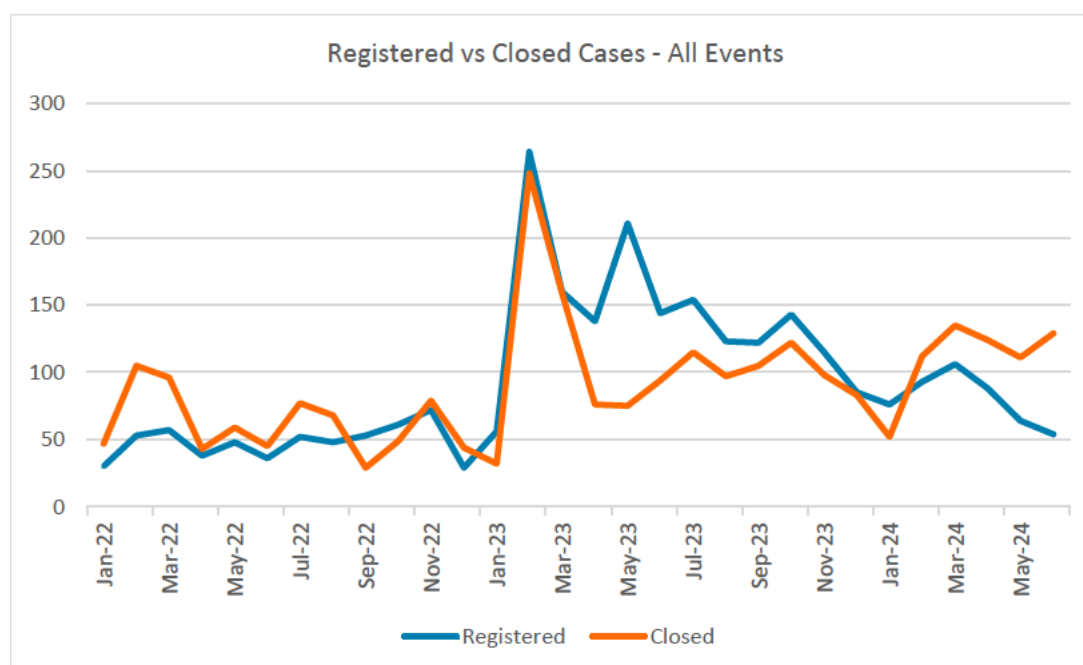
1) NZCRS Overview Q2¹ 2024

Demand for NZCRS services during Q2 2024 continues to reduce in line with previous quarters with 206 new cases into the service compared to 275 in Q1 2024 and 343 in Q4 2023. June 2024 was the lowest month for new claims into NZCRS since December 2022, prior to the North Island Weather events. Of particular interest were the Canterbury Earthquake Sequence (CES) numbers, with 23 new cases in during June 2024, the lowest for that event also since December 2022. For CES claims this is the lowest second quarter since the GCCRS was established in 2018.

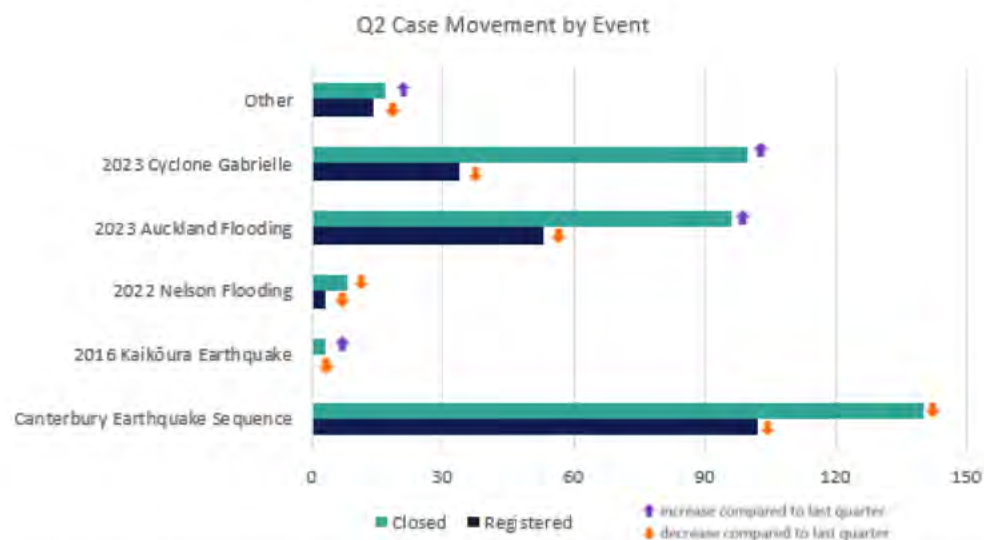
Closure rates have continued to increase with 364 cases closed during the quarter up from 299 in Q1 2024 and 303 in Q4 2023. This is an extremely pleasing result and is the highest number of cases closed in a second quarter since 2018. This increased closure rate has been driven by a number of factors including more manageable caseloads for Case Managers due to the recruitment during 2023 (see page 7), a focus on the aged cases in the CES through our work with NHC, the completion of national case audits by the Manager Case Resolution through our Quality Management System (refer 8.2) and the lowest number of insurance related events in New Zealand since 1993 (see page 6).

NZCRS is now managing 912 open cases, down from the peak of 1,119 in January 2024 with 5,453 closed. It is pleasing to see the overall number of open claims drop below the 1,000 mark and now back to pre-North Island event levels in April 2023.

As at 31st of July 2024 NZCRS has 556 open cases for the CES, the lowest number since January 2019, 10 from the Kaikōura Earthquake, 23 from the Nelson Flooding of 2022, 189 from the 2023 Auckland weather event, 113 from Cyclone Gabrielle and 21 from other events across the motu.

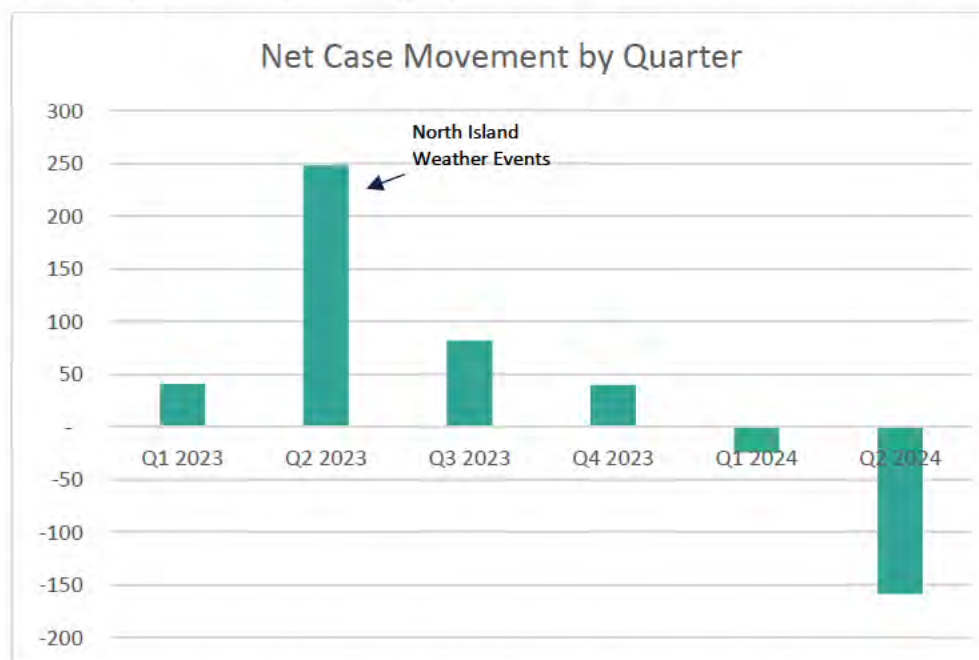


¹ Q1 Jan-Mar, Q2 Apr-Jun, Q3 Jul-Sep, Q4 Oct-Dec



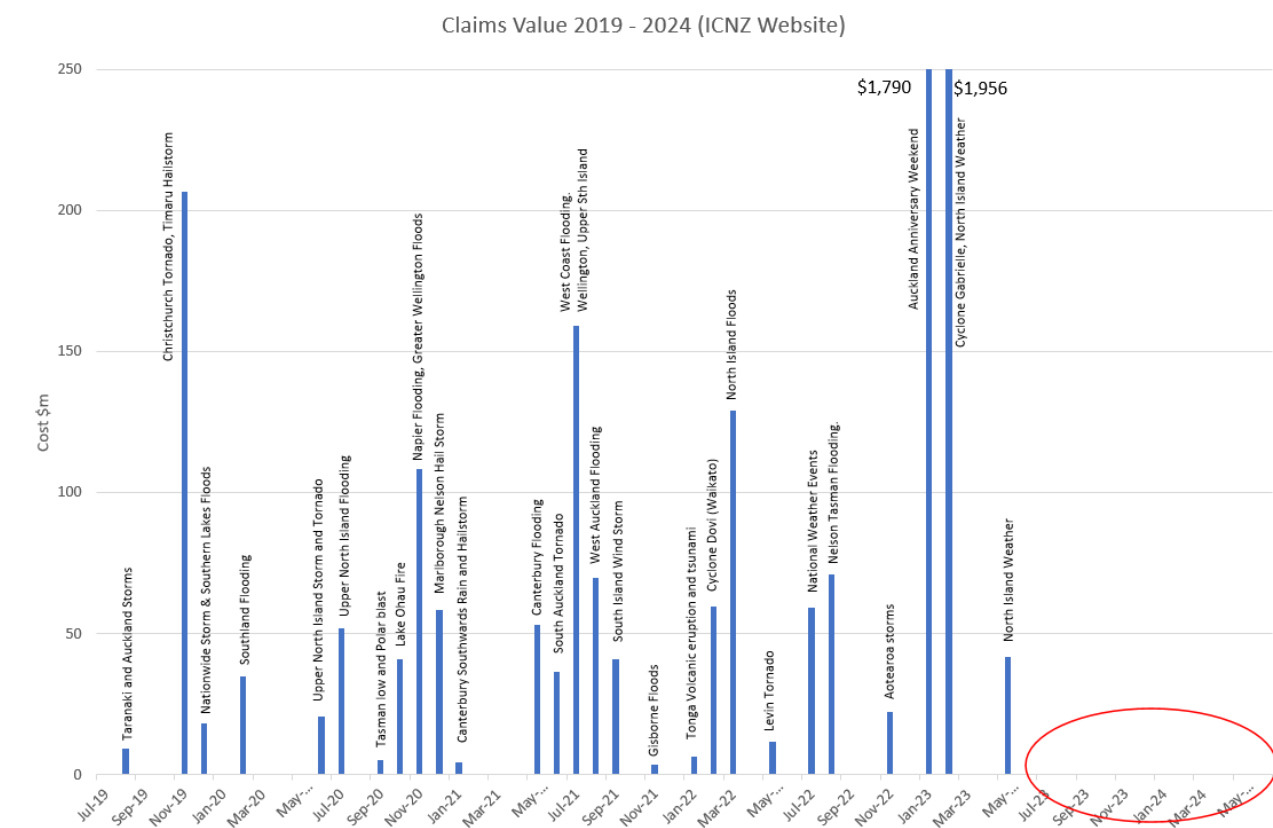
As is noted above all events registered a decrease in new cases being registered compared to the previous quarter, an increase in closed cases for Kaikōura, Auckland, Cyclone Gabrielle and Other with a slight decrease in closed cases in the CES.

The best way to view the impact of the past quarter across NZCRS is to view the net movement of claims during Q2 2024.

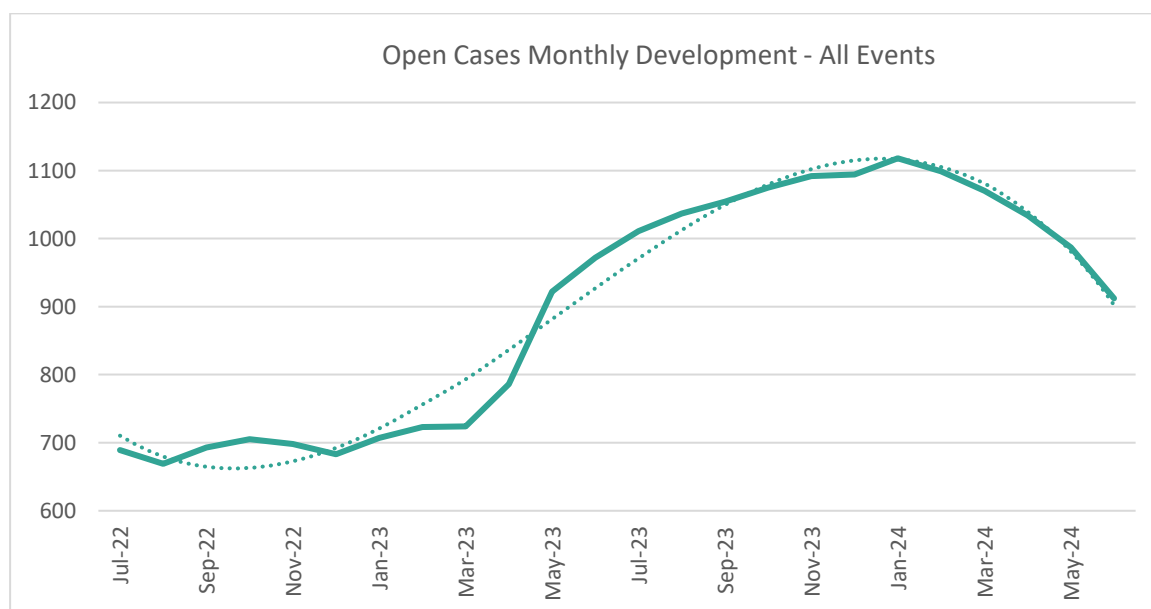


The average monthly closure rate for Q2 2024 is 121.3 cases, some 48% higher than the same period in 2023. Cyclone Gabrielle results were particularly strong with 29 cases closed in March 2024, also the highest closure rate since March 2023. For Cyclone Gabrielle, NZCRS closed 27% more cases than it opened for the quarter.

The net downward movement of claims into the service has been supported by the lower than usual number of natural hazard events across New Zealand. As is noted in the following graph there has not been a significant event in New Zealand since the May 2023 North Island Weather events which is the longest period of no claims since 1993 (source ICNZ Website). The impact of the Wairoa floods in very late June have not been included in this as the data is not yet available from ICNZ.



The overall strong result for the service is pleasing and is a direct result of the increased focus on aged cases (those that registered with GCCRS prior to 2021), the decreased demand for services and the case reviews carried out through the NZCRS Quality Management System (QMS).



As noted in the previous report there is now a clear downward trend of overall case numbers with more cases closed during the quarter than were opened (364 vs 206). This trend is pleasing and has had a direct impact for the overall operation of the service which is noted further on in this report.

NZCRS has now implemented its QMS with an increased focus on understanding the key metrics within the entity. Over the past quarter we have identified what the team consider a “manageable” case load for Case Managers, estimated to be between 45-65 active cases. An active case is defined as a case that will require action from NZCRS within the next two months. An example of a non-active case might include a homeowner undertaking an engineer’s report that will take

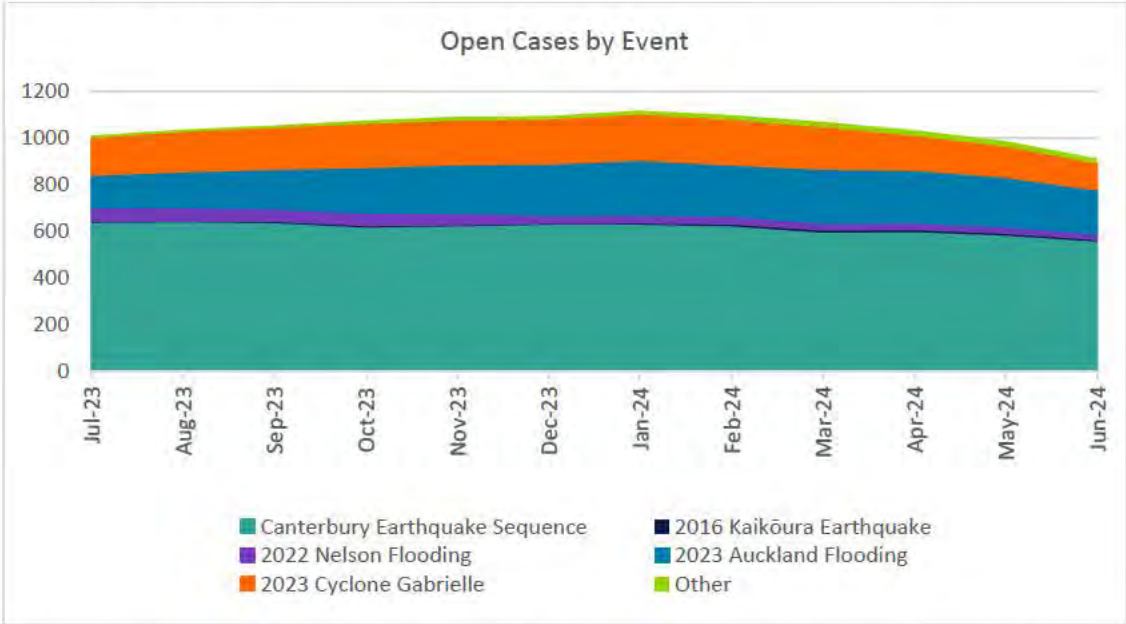
longer than two months to provide, or a health issue resulting in the homeowner needing extended time to deal with issues. In each of these cases NZCRS will leave the case open with our service but will note that it is not currently active.

At the time of writing this report NZCRS have 26 staff spread across Auckland, Napier, Gisborne, Nelson and Christchurch. Due to the falling demand noted above this number decreased from the 1st of July with 3 staff returning to their substantive roles in MBIE and one fixed term contract ending. In addition to this NZCRS currently has one permanent Case Manager on extended sick leave. The speedometer graph below includes the transfer of these cases to new Case Managers within the service. Whilst the overall demand has decreased in the quarter the cases per Case Manager has increased due to the lower number of Case Managers. It is anticipated that this transfer of cases may impact case management numbers into Q3 2024 as Case Managers get to terms with the transfer of new cases.

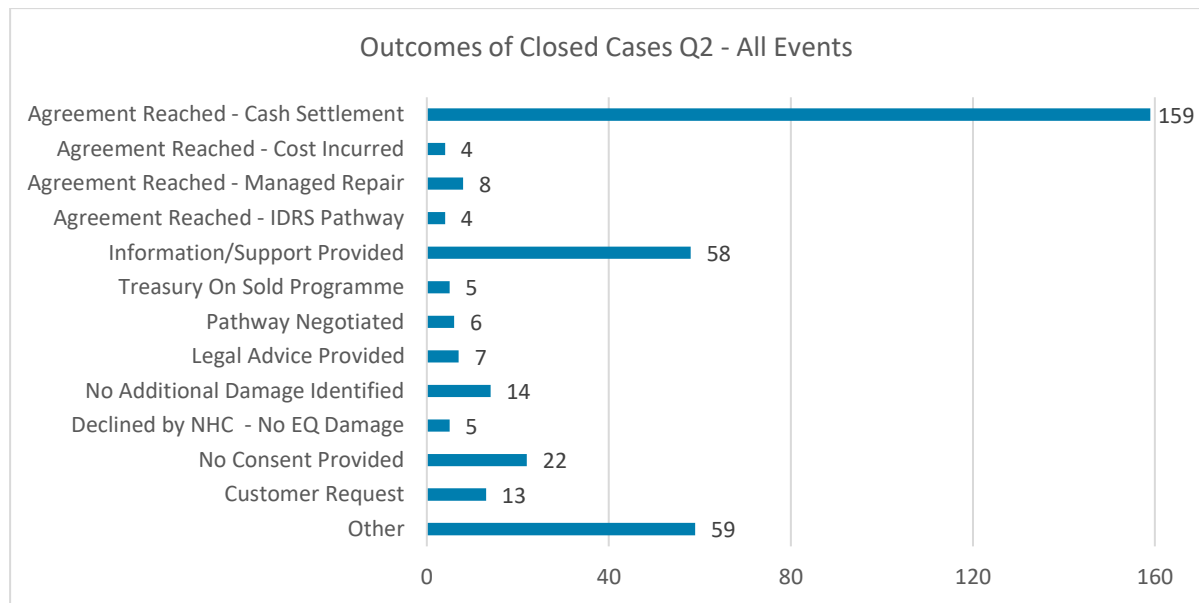


The speedometer graph above will be utilised going forward for demand forecasting and as a key indicator of system performance both in terms of the over and underutilisation of Case Managers.

It is noteworthy that NZCRS continues to receive cases from across New Zealand with 14 cases registered for the service not related to one of the major weather or earthquake events. These have included cases from Napier, Pukekohe, Duvauchelle, Wellington, Tauranga and Westport, reinforcing the true national focus of NZCRS as we manage claims in 12 of the 16 regions across New Zealand.



The impact of complexity is evident when considering the outcomes of closed cases (see graph below). “Cash settlements” accounted for 44% of all closed cases in Q2 the same as Q1 2024 and up slightly from Q4 2023 at 41%. In contrast to that movement “information/support provided” reduced from 79% in Q1 2023 to 16% in this quarter (Q2 2024). This change clearly shows the movement from simple advice given immediately after the weather events to the more complex case management required now.

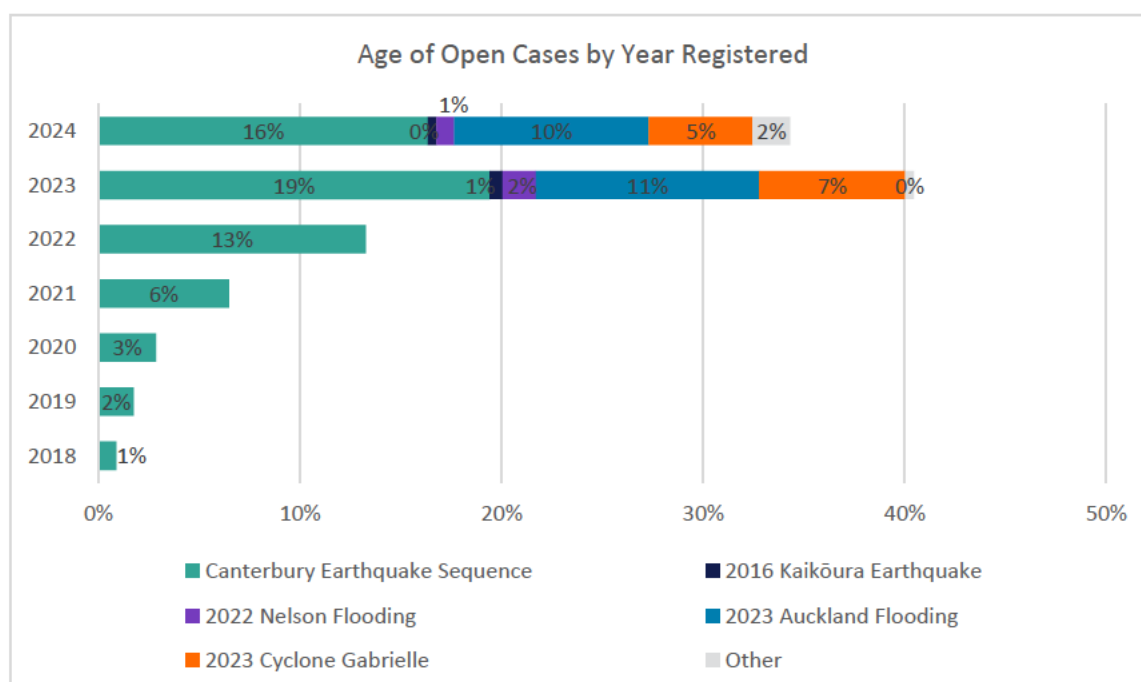


The number of cases who register with the service then, despite multiple efforts by staff, never re-engage to provide a consent form (“*no consent provided*”) remains high at 9.62%, although now appears to be a downward trend with 11.7% in Q1 2024 and 13.5% in Q4 2023.

“*Agreement Reached – Cash Settlement*” increased from 40.92% in Q1 2024 to 43.68% for this quarter whilst the “*Information Provided*” decreased from 22.77% to 15.93% for this quarter. This trend continues to support the view that these events are now maturing from homeowners needing simple “one touch” advice to one where complex disputes are arising and homeowners need more in depth case management support as noted above.

As per the request of the NZCRS Advisory Committee it is noted that five cases from the CES event were declined by NHC accounting for 1.37% of cases for the quarter. This is where NZCRS has referred a case to NHC, who after a full review, have declined the claim. This compares to 14 cases or 3.85% that were not referred through to NHC as no further damage could be identified by NZCRS. These are cases where NZCRS completes a review and informs the homeowner that we do not see recourse for a claim with NHC or the insurer. This data suggests that the triage process being undertaken by NZCRS staff, such as Engineering New Zealand (ENZ) Initial Appraisals, continues to work well and identifying natural hazard damage where appropriate. 98.63% of all cases referred to NHC or the insurer during Q2 2024 were ultimately accepted and received some form of settlement.

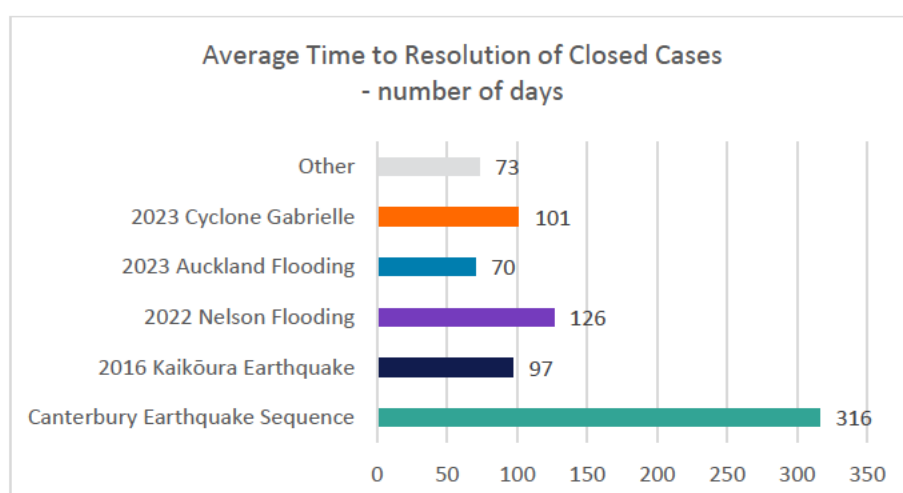
In the coming months NZCRS is focusing on its data and reporting to ensure it can continue to make informed business decisions from the findings. This will include looking at the various closed reasons identified above and determining if better alignment can be made. NZCRS has commenced capturing data on the number of cases accessing our various service offerings (wellbeing through Pathways or legal advice through Community Law for example), to analyse how many cases are accessing one or more of our service offerings, to ensure service improvements can continue to be made and offered to the homeowners it supports.



The age of cases in the service gives NZCRS key markers of performance of the system and our ability to keep cases moving through potential blockages. This has been a focus area for NZCRS during late 2023 and early 2024 and shows good progress. Cases that entered NZCRS during 2018 remained steady at eight cases but there were significant reductions in cases in 2019 down from 23 in Q1 2024 to 16 in Q1 2024, a reduction of 30.43%. The largest reduction in cases was for 2023 where the overall number of cases reduced from 569 in Q1 2024 to 369 in Q2 2024, a reduction of 35.15%. Other reductions included 2020 cases down by 21.21% and 2022 cases down by 16.55%. These may not seem like significant changes but given the complexity and sometimes entrenched nature of these cases, this is a great result.

The age of cases in the North Island weather events continues to reduce with 2023 cases for the Auckland event down 37.27% and the cases from Cyclone Gabrielle down 54.48%.

Whilst the aged cases have continued to reduce the overall time taken in the service has increased across the events. The CES is up 1.8%, Nelson up 10.3%, Auckland up 35.7% and Cyclone Gabrielle up 33.6%. Whilst these increases are significantly lower than the last quarter reflecting the overall focus on this area these increases broadly reflect the move away from the simple *“one touch”* cases as noted previously and the need to case manage what are now more complex cases presenting to the service.



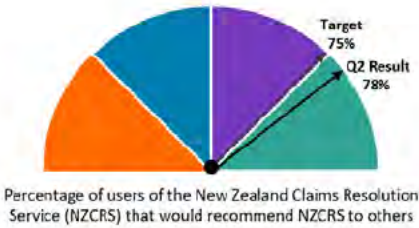
Following the request from the Advisory Committee in the previous quarter NZCRS has completed its review of aged cases with NHC. This process has identified a number of opportunities to resolve cases with an uptick in the number of cases being referred to IDRS and the CEIT. It is worth noting that the review has also highlighted a different approach between the organisations for the categorisation of cases. NZCRS will leave a case open in our service until resolution is completed

whereas NHC will close a case for a multitude of reasons, including that the homeowner may not have responded to requests for information, and reopen when this information is provided.

2) Exit Survey

NZCRS continues to monitor its key performance indicator (KPI) through a survey of homeowners who have used the service and their case has been closed. It is important to note that this survey is only issued to homeowners who return a consent form, are actively managed or given advice by the service and only when their case in the NZCRS system is closed. Homeowners who only receive high level or “one touch” advice such as in a community hub or over the phone are not currently issued with a survey. NZCRS remains focussed on the homeowner being at the centre of what we do and has taken a view that asking a homeowner to complete a survey when they have only sought high level advice, or they are still very much living in the event, is not in their best interests.

NZCRS Exit Survey		
Questions	Q1 2024	Q2 2024
1. I was able to make informed decisions because NZCRS provided me with the information I needed.	83%	77%
2. My Case Manager kept me informed of the progress of my case.	81%	79%
3. My Case Manager acted in a professional manner.	90%	88%
4. My wellbeing has improved as a result of the support/advice I was given by NZCRS.	79%	66%
5. I would recommend NZCRS to others.	85%	78%



During Q2 2024 the key performance measure (KPI) “I would recommend NZCRS to others” has reduced from 85% in the first quarter to 78% for this period. This measure has now reduced for three consecutive quarters down from 91% in Q4 2023. Whilst this is still above the performance target of 75% it is concerning to see what appears to be a downward trend.

A deeper dive into the data is difficult due to the necessity for homeowners to have the option of providing their feedback anonymously. Of the 93 responses during the quarter 62 were identifiable and 31 were anonymous.

Question 5	Total	Identifiable	Anon
Strongly Disagree	7.5%	6.5%	9.7%
Disagree	3.2%	3.2%	3.2%
Neutral	10.8%	4.8%	22.6%
Agree	20.4%	22.6%	16.1%
Strongly Agree	58.1%	62.9%	48.4%

The data shows that the less positive feedback is generally provided anonymously with 85.48% of identifiable cases being either “agree” or “strongly agree” but only 64.52% for the anonymous claims. What is also evident is that the level of outright negative feedback remains low with only 10.7% stating they “disagree” or “strongly disagree” with the statement “I would recommend NZCRS to others”. 10.8% of respondents were “neutral” on the question with that number increasing to 22.6% for the anonymous cases. This data indicates that the change in performance level is more closely linked to the increase in the number of homeowners who respond that they are “neutral” rather than an increase in negative sentiment.

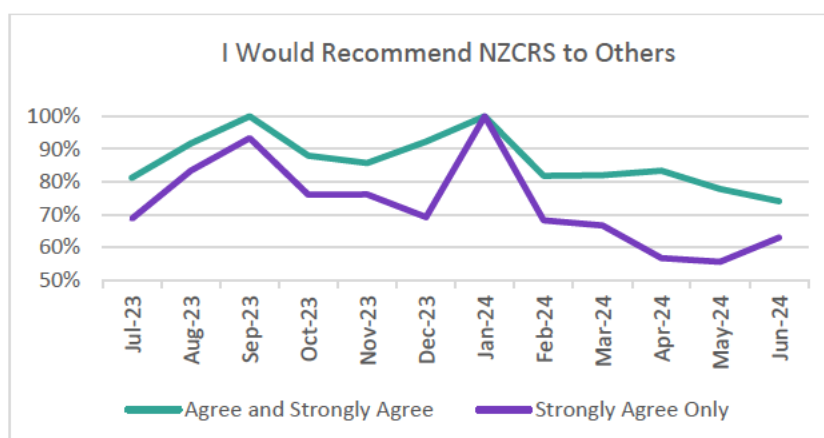
Question 5	Auckland	Christchurch	East Coast	Other
Strongly Disagree	10%	0%	9%	25%
Disagree	0%	4%	5%	0%
Neutral	0%	8%	5%	0%
Agree	50%	19%	18%	0%
Strongly Agree	40%	69%	64%	75%

As above an analysis by region (only possible for identifiable cases) shows a very consistent approach across the motu with Auckland on 90%, Christchurch 88%, East Coast 82% and "Other" locations 75% who either "agree" or "strongly agree" with the statement. "Other" locations data is very difficult to analyse as there were only 4 responses in these regions.

When considering this response in the context of the other questions asked in the Survey it is evident that homeowners are happy with the service being provided by NZCRS staff with 88% stating they felt the "Case Manager acted in a professional manner". Only 4% of respondents to this question were negative with 8% being neutral. Question 1 "I was able to make informed decisions because NZCRS provided me with the information I needed" and Question 2 "My Case Manager kept me informed of the progress of my case" had similar findings with 11% and 12% reporting negative for these, 77% and 79% being positive and 12% and 9% neutral. As has been noted in previous reports the question "My wellbeing has improved as a result of the support/advice I was given by NZCRS" remains challenging with only 66% positive, 20% negative and 14% neutral. These results indicate that overall homeowners are happy with the service, our staff are acting professionally but that we need to focus more on ensuring we keep homeowners updated and be clear on the services we can provide. NZCRS have indicated for some time now that we expect to see a degradation in the numbers as we get into the tail of the current events and we attempt to match the reality of the EQC Act and Insurance Policies with expectations.

The question remains as to what this means for NZCRS and what is being done about the downward trend. NZCRS is taking a multi disciplined approach to identifying and dealing with this trend:

- 1) All Case Management staff and People Leaders are being provided their individual data when it is lodged with NZCRS, giving the staff member and People Leader the opportunity to deal with issues as they arise,
- 2) All Case Management staff are being provided their individual data as part of their annual performance review process,
- 3) The case review process is nearing completion, to identify any inconsistencies in approach in our push for continuous improvement,
- 4) NZCRS has added and is promoting the feedback button on the homeowner platform. This allows us to get real time feedback from homeowners as their case progresses and inform changes or solutions that may be required,
- 5) NZCRS has implemented its feedback and complaints policies and processes in accordance with ISO 9001 requirements and has completed its first internal audit of these processes. This requires negative feedback to be dealt with at a management level to look for potential improvements or lessons learned.
- 6) NZCRS has updated the data collection portal to reduce the likelihood of incorrect responses. There have been occasions where we have noted a very positive comment from the homeowner but a very negative rating. A good example of this is a case where the homeowner in the East Coast rated NZCRS "Strongly Disagree" and yet the free text feedback stated "My experience with dealing with XXXXX at nzcrs was second to none. It was a weight off our shoulders and much appreciated. I will recommend nzcrs to anyone". NZCRS has now added smiley and sad face indicators to accompany the ratings to try and avoid this happening in the future. It is worth noting that the ratings have not been altered by NZCRS even when an error has been found as this would impact on the validity of the data.



3) Homeowner Feedback

A sample of the feedback from homeowners during April to June 2024 included:

"We had an extremely helpful and proactive Case Manager who looked after our interest with an EQC related issue. The favourable outcome was indeed due to our experienced and knowledgeable Case Manager."

- Ōtautahi/Christchurch homeowner

"I appreciated the professional, efficient and effective support of my Case Manager without whom I couldn't get my case over the line. The frustrating side of it all was how long the process took which seemed to be down to the insurance company. Overall very happy with the outcome."

- Ōtautahi/Christchurch homeowner

"Our Case Manager has been fantastic to work with over the whole process. Keeping us up to date, ensuring we understood what we were doing at any one point, what the next steps were and making sure the process didn't stall. We would strongly recommend her and NZCRS to others for resolving disputes with EQC. Thank you so much."

- Ōtautahi/Christchurch homeowner

"My need for EQC and your service came at a critical point as I was about to have my house on the market and move into a residential village. It was therefore a very stressful time. The provision of this advocacy service was invaluable because of the intricacies of the situation I was neither prepared for nor equipped to handle. Our advocate was reassuring, knowledgeable, very professional and enabled a very satisfactory outcome. Thank you."

- Ōtautahi/Christchurch homeowner

"I visited the tent set up by NZCRS at South Piha immediately after the Cyclone. Best thing I ever did for my wellbeing with what I had to deal with in the many months ahead. The clear, calm advice I received that day reassured me there was someone there to support me. Whenever I contacted NZCRS they communicated promptly. As things panned out the advice I was given initially that first day at the tent was spot on. I can't express how much better I felt having my Case Manager there for support and advice."

- Tāmaki Makaurau/Auckland homeowner

"Our Case Manager gave us emotional support when we felt no one else was listening. It made a great difference to our outlook."

- Tāmaki Makaurau/Auckland homeowner

"My Case Manager has been extremely helpful over the last 12 months as we have navigated the outcome of a landslide on our property in Tauranga. It was not straightforward with many twists and turns, and my Case Manager was always helpful with explanations that were easily understood, and even when questions went beyond his reach he went in search of answers and came back to us in good time. It was very reassuring to have him there to ask questions and explain process. He is very personable, patient and easy to communicate with. We have appreciated our Case Manager's work and the service the NZCRS has provided. A sincere thank you."

- Tauranga homeowner

"Thank you for your support and encouragement. We are so grateful and appreciative. We can move forward with some peace of mind. Thank you again for your support."

- Tairāwhiti/Gisborne homeowner

"My experience with dealing with my Case Manager at NZCRS was second to none. It was a weight off our shoulders and much appreciated. I will recommend NZCRS to anyone."

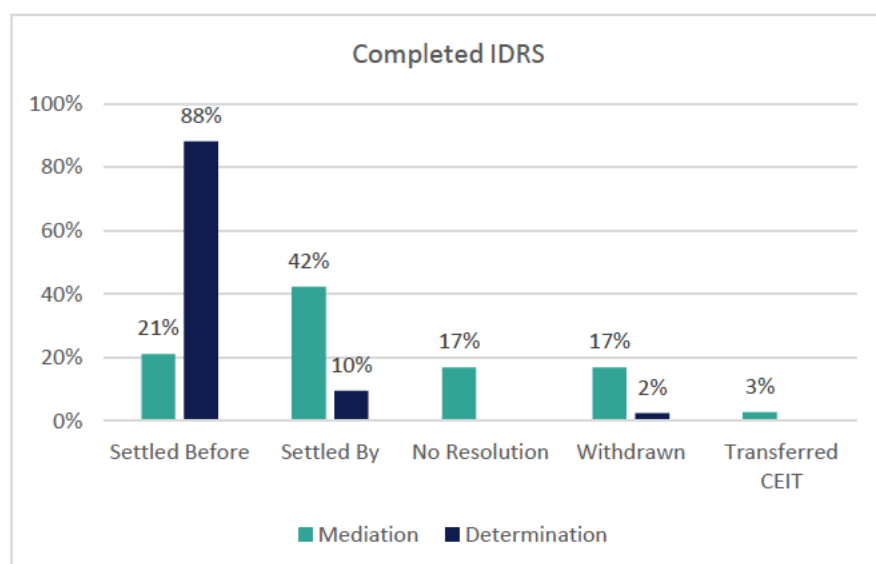
- Te Matau-a-Māui/Hawke's Bay homeowner

"We are very thankful we had this service. Your support gave me confidence when I was being pushed back in the insurance process. Very approachable and responsive service. My Case Manager was amazing. Thank you."

- Te Matau-a-Māui/Hawke's Bay homeowner

4) Internal Dispute Resolution Service (IDRS)

NZCRS provides mediation and determination services to homeowners impacted by the CES. NZCRS is working with its staff to upskill and educate them on the various dispute resolution schemes available to homeowners across New Zealand for any natural hazard related house claims. An overview of the differences between the various schemes and the information required to apply is underway and NZCRS will look to provide this information to staff and homeowners on its website.



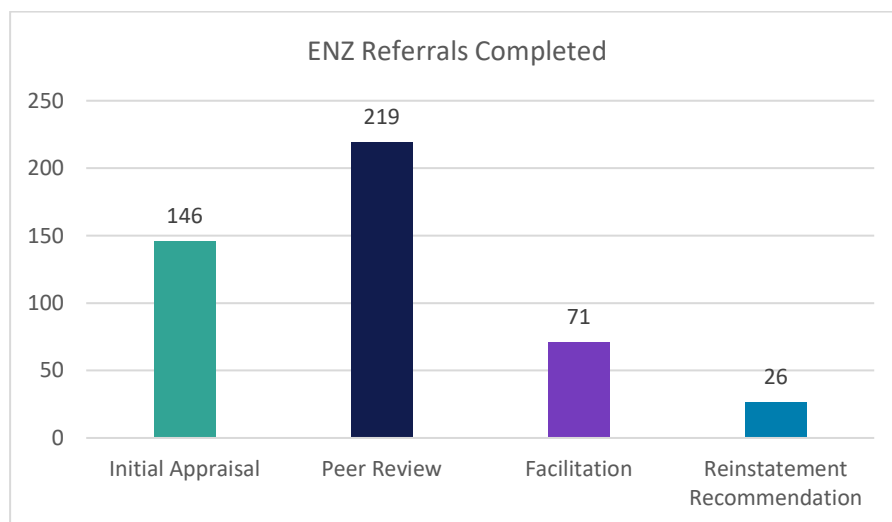
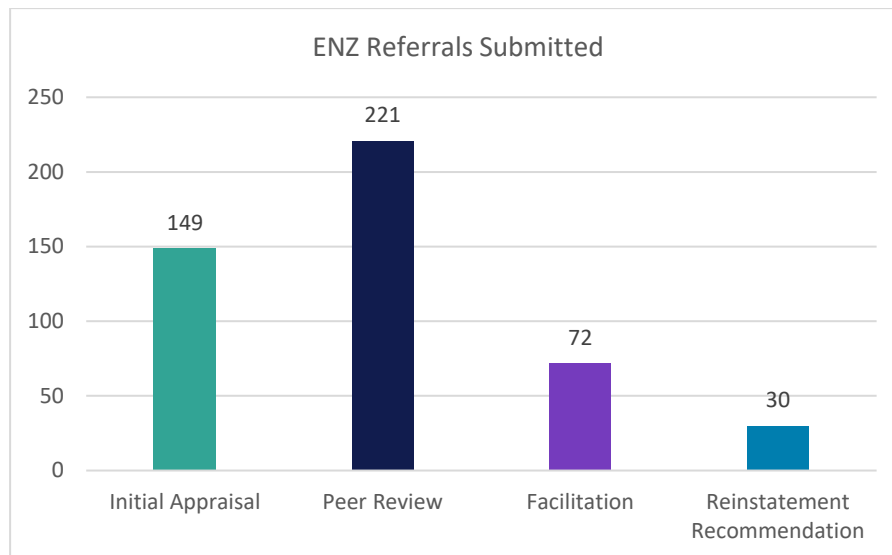
The IDRS Advisor has been actively working with NZCRS on cases in dispute and discussing ways to progress and resolve these. NZCRS wish to recognise the efforts of the Advisor John Hardie for the success of the IDRS as it continues to be successful. NZCRS currently has three determinations and a mediation scheduled to take place in the coming months.

5) Engineering

There have been 472 referrals submitted to Engineering New Zealand (ENZ), of these, 462 have been completed.

The quarter saw two cases relating to Cyclone Gabrielle referred to ENZ for technical advice and input. NZCRS has worked with ENZ to adapt and adjust the Reinstatement Recommendation Service so this can be utilised by homeowner impacted by other events. To date, the 26 Reinstatement Recommendations completed related to the CES and have been successful in progressing the claims due to the detailed assessment reports provided and quality produced by the panel. Three referrals are being worked on by NZCRS for properties in Wairoa and Wellington impacted by the Cyclone and Kaikōura Earthquake Sequence.

The Engineering Advisory Group (EAG) and Natural Disaster Recovery Panel met during June and focused on flood damaged homes, rapid building assessments and quality assurance. NZCRS would like to recognise EAG member Barry Brown for receiving his recent King's Birthday Honours for services to structural engineering – congratulations Barry, this is well deserved.



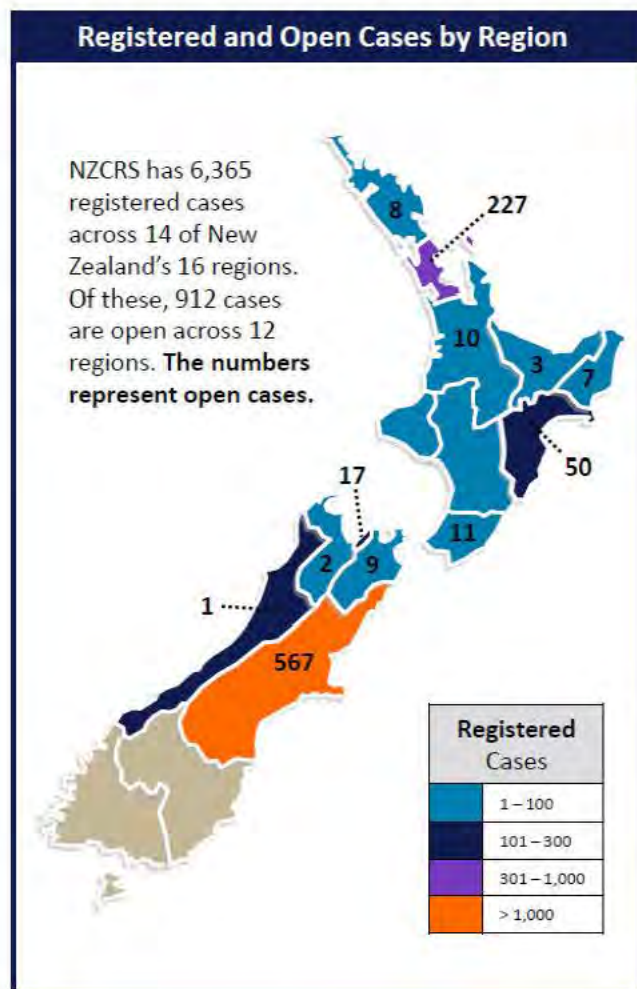
Over the past quarter, NZCRS submitted one Initial Appraisal, two Technical Reviews, two Peer Reviews, one Facilitation and three Reinstatement Recommendations to ENZ. During the quarter one Initial Appraisal, one Technical Review, four Peer Reviews and two Reinstatement Recommendations were completed.

6) Wellbeing

NZCRS has established a bespoke wellbeing service for homeowners affected by the CES, see attached Appendix A for the latest report. The North Island Wellbeing support is now fully operational with cases being referred across the motu.

7) Events

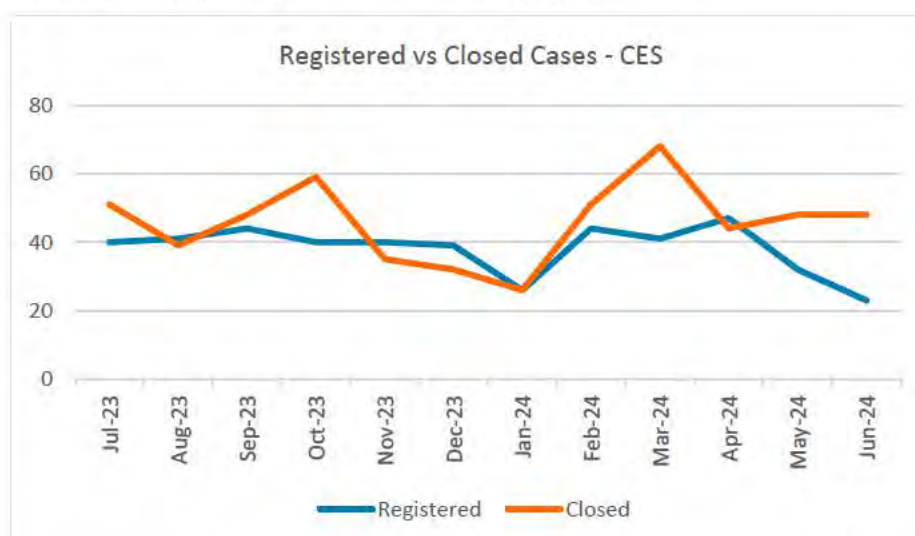
Whilst this report has focussed across the motu it is also important to look in some detail at each event currently being responded to by the NZCRS. NZCRS has managed cases in 14 of the 16 regions across New Zealand with active cases in 12 of those regions. The numbers in each region below indicate the active cases as the 31st of March 2024.



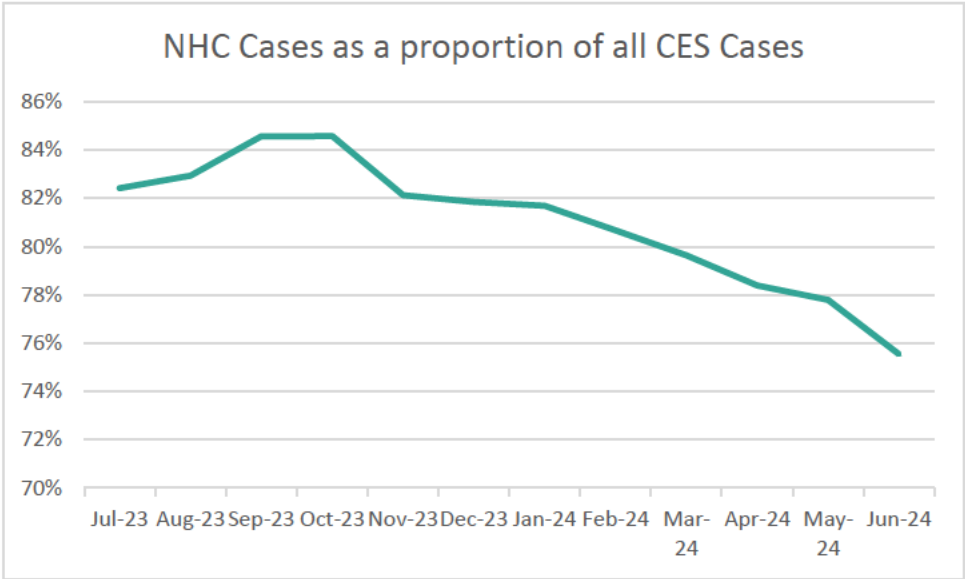
Further detail below is provided relative to the size of the event and/or the potential size of the event.

7.1) Canterbury Earthquake Sequence

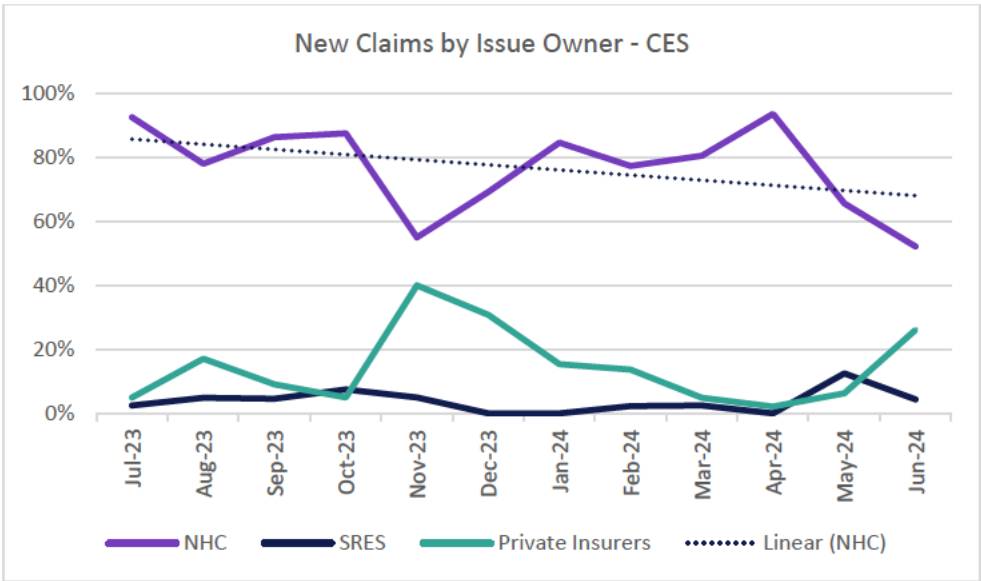
As has already been noted NZCRS opened 102 new CES cases in Q2 2024, slightly down on Q1 at 111 and Q4 2023 at 119 but most importantly less than it closed at 140. This is an encouraging result with the last four quarters now closing more cases than have been opened. As at 30 June 2024, NZCRS has 556 open CES cases down from the 2023 peak of 655 in January 2023. This result reflects the increased focus on aged cases in the CES space and the freeing up of Christchurch based staff from supporting the North Island Weather events.



It is important to note that of the 556 CES cases open as at the 30th of June 2024 75.5% were with NHC, down from 79.5% last quarter and 81% in Q4 2023. Of the open cases 9.2% are with SRES (up from 7.2%) and 7.6% with the IAG group, up 0.4% from last quarter. Other insurers made up Tower unchanged at 2.2%, Vero up slightly to 1.6% and other insurers 3.9%. This data is now showing a significant downward trend for NHC cases.

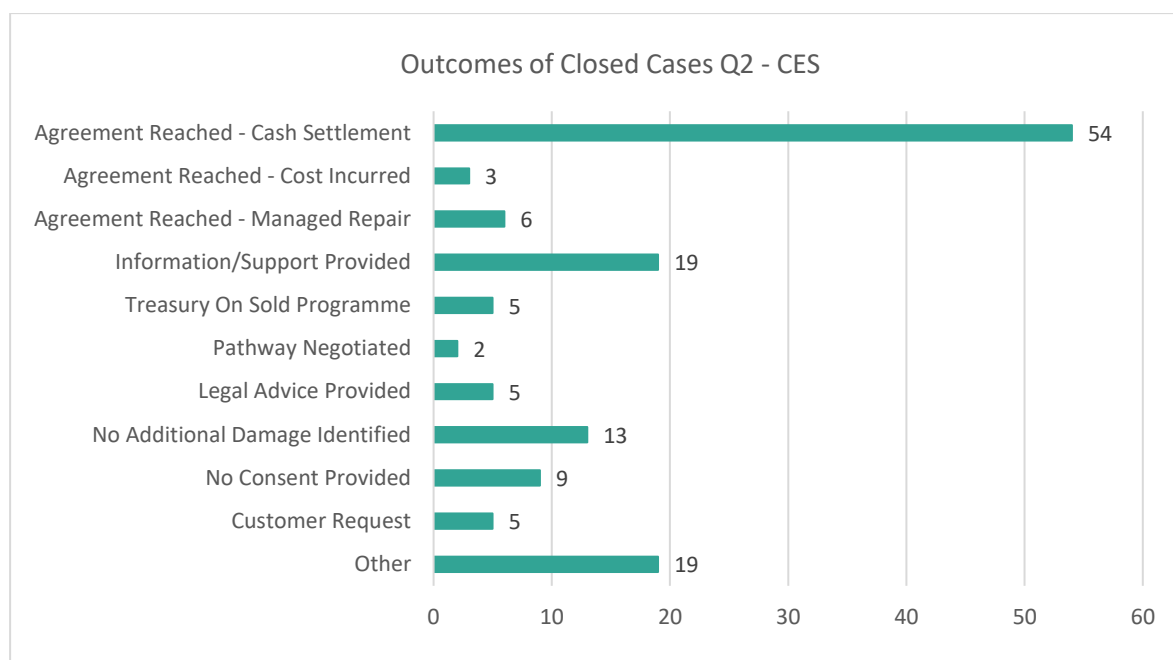


This trend indicates that cases with NHC are progressing at a faster rate than cases with third party insurers. This trend will perhaps accelerate as the proportion of new cases coming into NZCRS is also decreasing for NHC compared to the insurers (see below). These two trends together are encouraging and may indicate early signs of CES cases starting to come to an end for NZCRS.

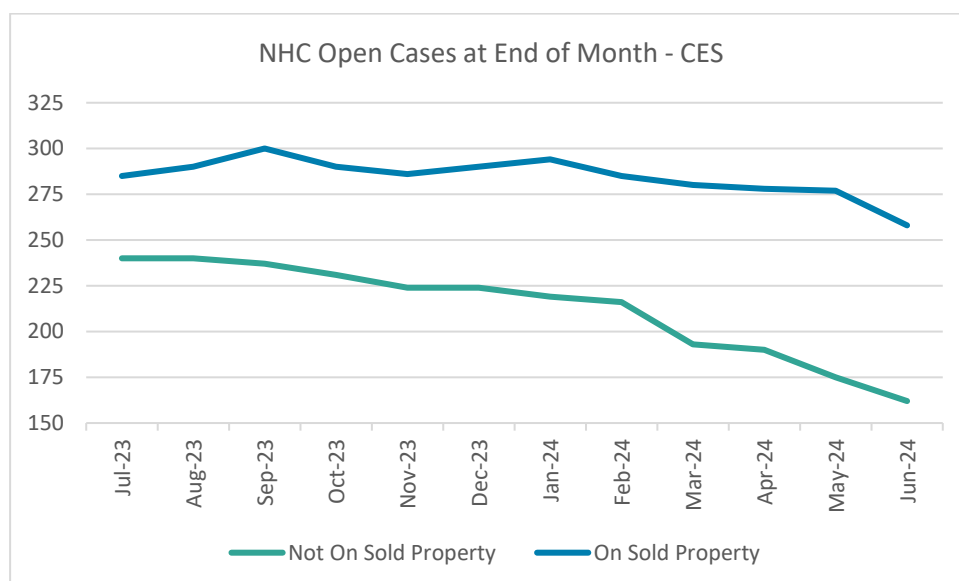


When looking at the monthly flow of cases into the service we note a settling of the uptick in the proportion of cases coming in from SRES noted in the previous quarterly report and an increase for other insurers such as IAG, Tower and Vero.

Cash settlement remains the preferred settlement option for homeowners and insurers in the CES with 52.9% of cases settling for an out of policy cash agreement, up from 43.4% last quarter and 41% in Q4 2023. This is also now a noticeable trend from 31% in Q3 2023 suggesting NHC’s movement to cash settlement of cases is increasing both the speed and cadence of settling cases with NZCRS. This is partly the ongoing impact of On Sold cases coming in as NHC looks to cash settle the under-cap portion of the claim.



Over cap on sold cases not in the Treasury Programme remain a significant challenge for NZCRS and are being managed on a case-by-case basis with NHC. These are cases where the homeowner has purchased the property since the earthquake and has subsequently discovered either damage that was missed by NHC in the original repair, damage that was not repaired correctly, or as in some cases, damage that was found by NHC but not repaired for a variety of reasons. These homeowners are often in a position of significant negative equity and/or insolvency due to the unknown damage and its impact on their property value. As at the 30th of June 2024 NZCRS were managing 162 cases with NHC where the homeowner owned them at the time of the earthquake (BAU) down from 193 in March 2024 and 258 that have been on sold down from 280 in March 2024.

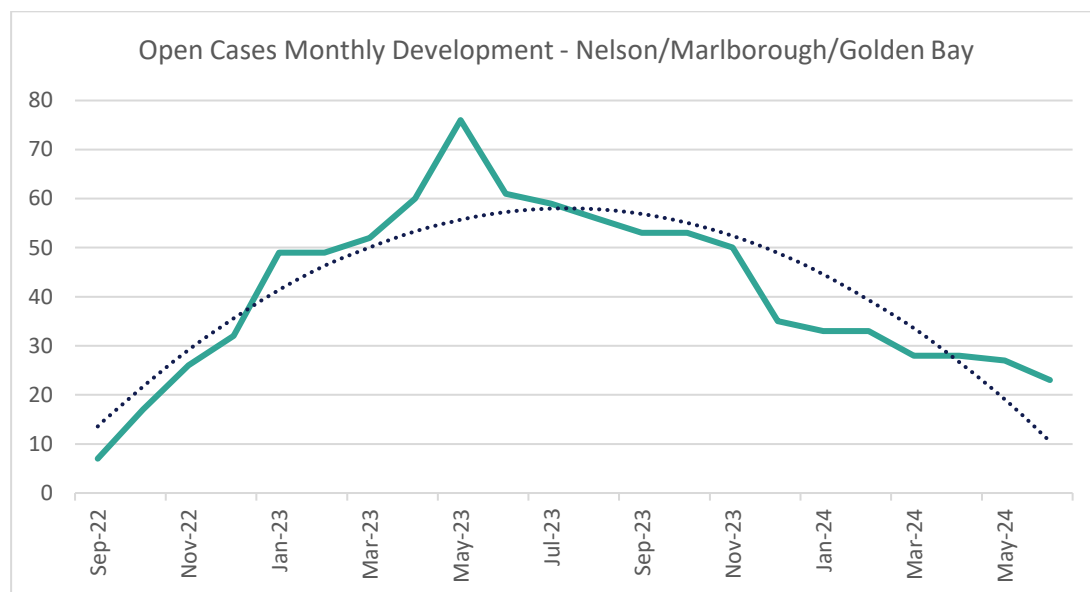


7.2) 2022 Nelson/Marlborough/Golden Bay Flooding

As at the 30 June 2024, NZCRS has resolved 167 cases and has 23 open to resolve. Of the 23 open, the majority of homeowners are trying to prove the actual costs of remediating their land damage. This is an ongoing challenge when insurer reviews are generally desktop reviews. The remaining open cases are being supported through reinstatement for reasons of vulnerability.

During the quarter the Nelson Lead Case Manager and Building Support Specialist identified and compiled documentation on the lessons learnt from this event, identifying the successes, opportunities for improvement and education required for

staff, homeowners and stakeholders. NZCRS Management is working through these recommendation and scheduling in this work to its work programme for 2024/2025. The NZCRS Director would like to take this opportunity to acknowledge Lead Case Manager Leanne Curtis for her incredible mahi (work) in the recovery in the Nelson region.



This is the last Director's Report to include the Nelson event as the balance of the cases are being transferred to business as usual and will be reported as part of the "Other" location category from Q3 2024.

7.3) 2023 Auckland Flooding

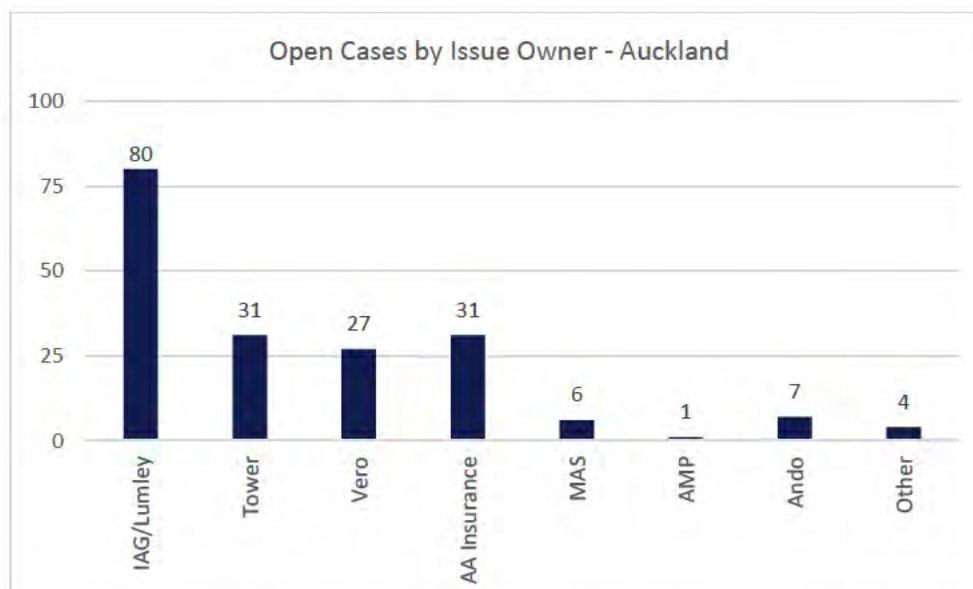
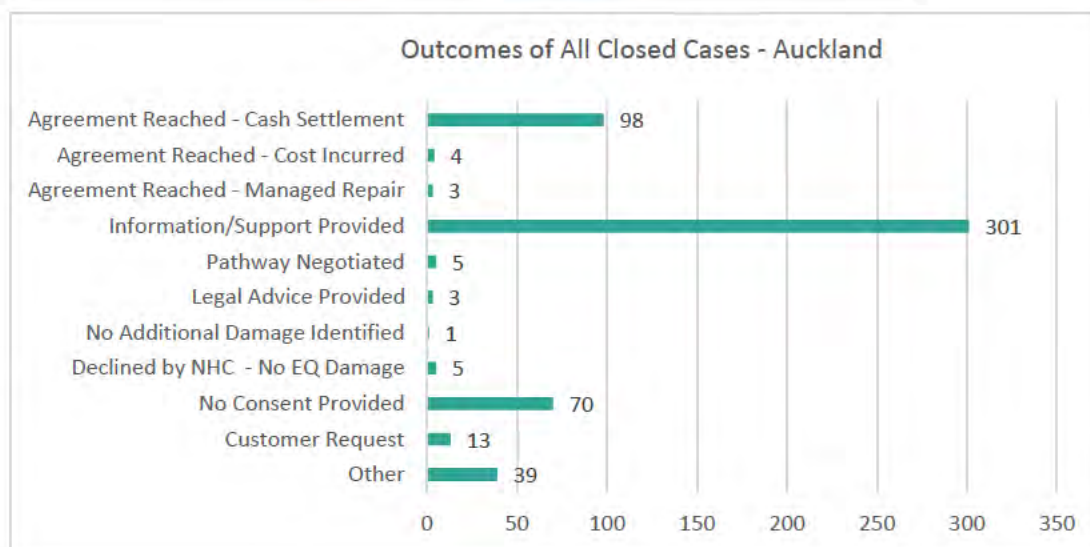
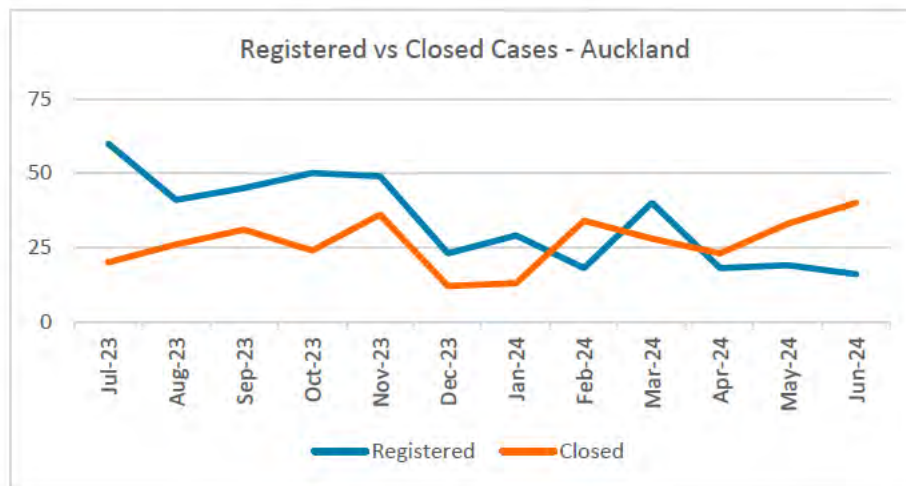
As at 30 June 2024 NZCRS has 187 open cases and has resolved 542 cases relating to the Auckland Flooding event.

NZCRS attended a webinar early May hosted by the Auckland City Council as a panel member with representatives from NHC and ICNZ answering any insurance related questions impacted homeowners may have. Over 400 people registered for this webinar and the questions and answers were published in the Auckland Council recovery newsletter.



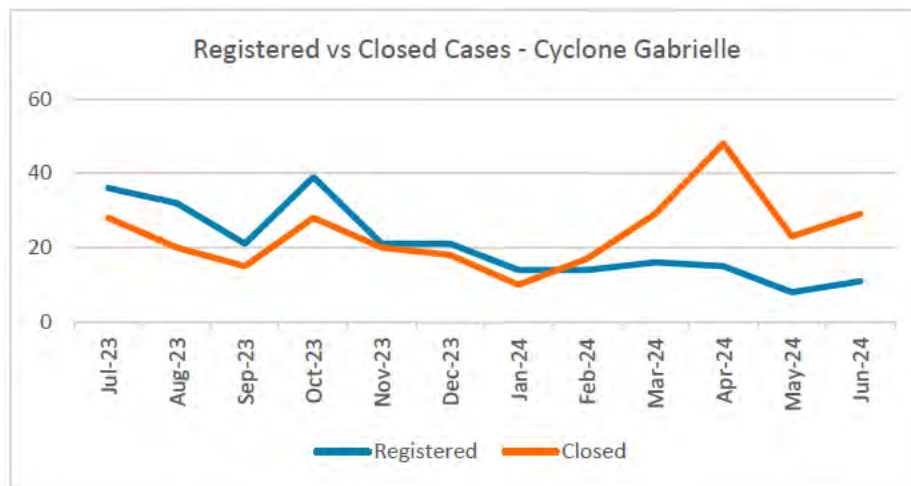
Pictured above is the panel (L – R) – Tania Heke (Auckland Council), Sean Fullan (ICNZ), Eddie Tuiavii (Auckland Council), Andrew Martin (NHC) and NZCRS Director Darren Wright

NZCRS attended various community meetings in the Auckland region in June organised by Auckland Council. Common themes continue to be the frustration in relation to land classification delays, with some homeowners learning their classifications will not be confirmed until 2025. Generally speaking, homeowners are not wanting to commence repairs until categorisations are confirmed, which NZCRS continues to discuss with Auckland Council. Ongoing insurance whilst awaiting categorisations has also been expressed as a concern by homeowners, with NZCRS raising with ICNZ.

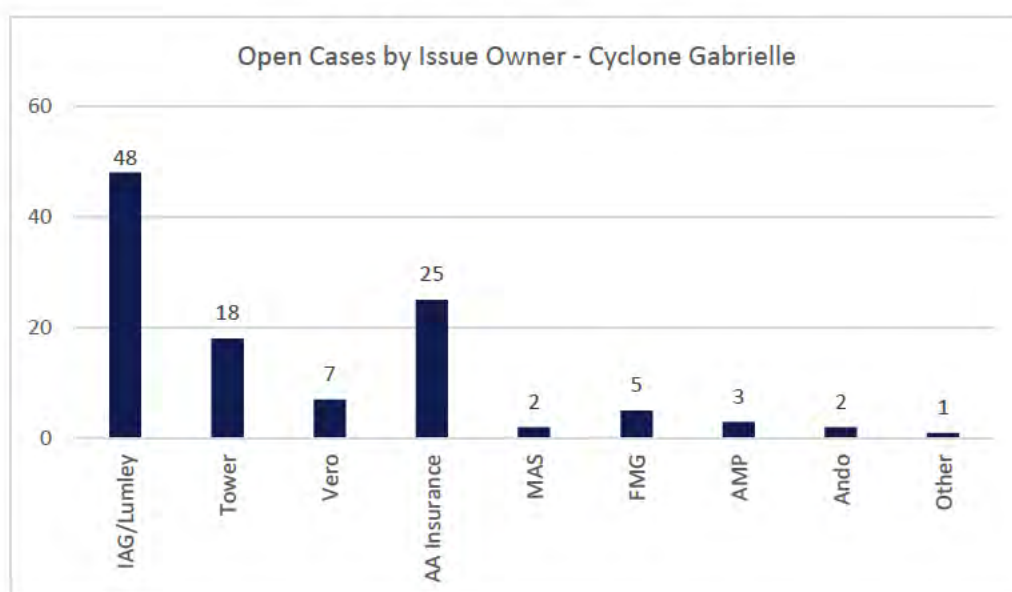
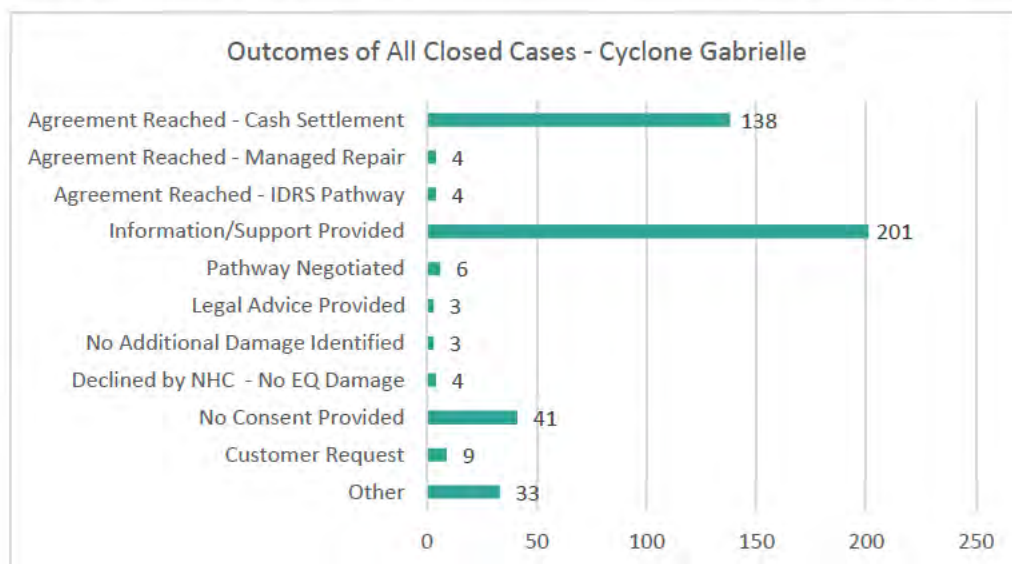


7.4) 2023 Cyclone Gabrielle

As at 30 June 2024, NZCRS had resolved 446 cases, and continue to support homeowners with 113 open cases.



During the quarter NZCRS continued to support homeowners in receiving fair and reasonable settlements from their insurers. This ensured the costs the government were responsible for were minimised in relation to the buyout top-up aspect. House lifting of 150 properties is still in the investigation phase and is likely to take a few months.



In May, NZCRS supported Wairoa District Council and their coordination of repair assistance for both insured and uninsured homeowners. NZCRS is working with the Council’s project manager to determine exactly what this will look like. This has been instigated to gain some transparency after another local organisation had received funding and stripped out walls in some insured homes with no plan to reinstate.

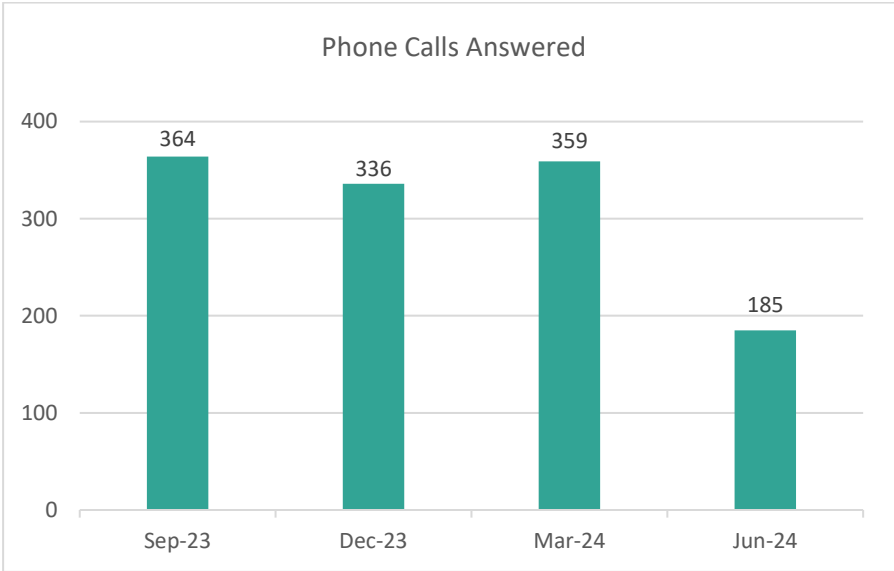
Wairoa Council employed a new Recovery Manager who commences their role in July. NZCRS anticipate momentum and general organisation will be better with this position being filled as it has been vacant for some time.

8) Operational Update

8.1) Contact Centre

During the reporting period, NZCRS partnered with the MBIE Contact Centre and finalised a process for incoming calls. The Contact Centre now answer the calls first, collecting key information for NZCRS, and the NZCRS Support Team determine next steps e.g. refer to a case manager for a further conversation. The purpose of this was to streamline the customer experience, ensure calls were answered promptly and limit the number of homeowners registering with the service if their issues were outside of the NZCRS remit e.g. related to a residential house burglary claim. The NZCRS Support Team worked with the Contact Centre to provide relevant training and is monitoring this process to ensure its success. The NZCRS Support Team reduced by one staff member during the quarter, with them returning to their MBIE substantive role.

185 phone calls were answered by the Contact Centre during the quarter. Call volumes have decreased significantly since early 2023 as the North Island Weather events have evolved.



8.2) ISO Certification and QMS

As per the NZCRS QMS model the Manager Case Resolution has now completed the annual Case Reviews of all cases across Canterbury, Nelson and Auckland events. During the quarter he met with all Case Managers in these events and reviewed each claim under management. This process is undertaken to ensure consistency and quality across NZCRS and to ensure continuous improvement of systems and processes. As noted above this quality assurance process identified a number of cases that could be closed and supported Case Managers to identify alternative pathways for resolution.

The Manager Case Resolution is travelling to the East Coast in the first part of the 3rd quarter to review cases from that event.

ISO certification continues to be a priority. Focus over the quarter has been QMS model and the multilayered approach it provides for ensuring consistency and quality of service to the homeowner. Presentation of this model was well received by the team and Canterbury Homeowner Advisory Group.

To build on consistency of service and continuous improvement, change management framework is nearing implementation phase and to be finalised once further policies and guidelines have been developed. Internal audits were held on three work procedures, with acceptable and high compliance achieved.

The success of NZCRS’ ISO journey process is an absolute credit to the NZCRS Team Leader Support Susan Rolton and her drive to achieving this certification for the business. NZCRS staff now have a better understanding of the ISO certification,

but more importantly, the QMS model and how this assists them in their day-to-day roles, providing them with guidelines, policies and processes but also encouraging utilisation of their valuable skills.

Appendix A – CES Wellbeing Report

Pathways Wellbeing Report: Report to NZCRS for Quarter Two 2024

At the time of writing this report has not been received. It will be provided as a separate report as soon as we receive it from Pathways.

Appendix B – Key

GCCRS	Greater Christchurch Claims Resolution Service
BAU	Business as usual
CEIT	Canterbury Earthquakes Insurance Tribunal
ENZ	Engineering New Zealand/Te Ao Rangahau
RAS	Residential Advisory Service
EQC TOKA TŪ AKE	Earthquake Commission
NHC	Natural Hazards Commission (replaced EQC on 1 July 2024)
SRES	Southern Response Earthquake Services Limited
IDRS	Internal Dispute Resolution Service
ICNZ	Insurance Council of New Zealand
IFSO	Insurance and Financial Services Ombudsman
MBIE	Ministry of Business Innovation and Employment
NDRA	Natural Disaster Recovery Agreement between NHC and private insurers for the management of NHC cases
NZCRS	New Zealand Claims Resolution Service
OSP	Treasury On Sold Programme



New Zealand
Claims Resolution Service

Director's Report

FEBRUARY 2025



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

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A message from the Director

This NZCRS Director's Report will be my last as I finish up with NZCRS at the end of March 2025. The decision to step down was not an easy one, but I knew it was time for me to move on after living and breathing the Canterbury Earthquakes experience for over 14 years now. I am looking forward to spending some quality time with my family before I decide on my next endeavour.

Looking back on the journey from the Residential Advisory Service (RAS), Greater Christchurch Claims Resolution Service (GCCRS) and now NZCRS, I am immensely proud of what we have achieved and accomplished to date. Our success has only been possible by the dedication and efforts by our staff and the collaborative spirit. Each of you reading this report has played a crucial role in shaping the NZCRS. For this, I thank you.

To our stakeholders, including but not limited to the NHC, ICNZ, Engineering New Zealand, Pathways, I extend my deepest gratitude for your continued trust and support. Your belief in our homeowner at the centre ethos has been instrumental in driving our success and growth. It has been a privilege to work alongside you.

Thank you to our governance groups – the Engineering Advisory Group, Legal Advisory Group, Wellbeing Advisory Group, Canterbury Homeowners Advisory Group and the overarching Advisory Committee. You played a key role in the establishment of our services, our Homeowner Charter and ethos. I have valued each and every one of you and your feedback, holding NZCRS and me to account, ensuring the best outcomes for homeowners. The NZCRS governance arrangements are going to change soon following a review, an update will be provided in the next NZCRS report.

I would like to take this opportunity to thank our Building & Tenancy General Manager, and my People Leader Ingrid Bayliss. Ingrid, I thank you for your unwavering support, guidance and trust in me – I know I didn't exactly fit the public servant mould! I know I have grown personally and professionally under your leadership and am grateful for the opportunities that have come my way.

Lastly of course I would like to thank and acknowledge my NZCRS team. Thank you for always striving to be the best for the people you support. Thank you for your mahi, loyalty and the unforgettable memories we have created together. It has been an honour to lead and work with such a remarkable team.

My replacement is due to be announced in the coming weeks and I know the NZCRS team will continue to thrive under their leadership.

While I will no longer be with the team, I will always remain an advocate and supporter of NZCRS. In the words of Sir Mark Soloman "*He tangata, he tangata, he tangata*" – it is the people, it is the people, it is the people. I leave NZCRS and MBIE with an immense sense of pride and complete faith in the team who will continue to support the people of Aotearoa, putting them at the centre of all that this service does.



Thank you and best wishes,

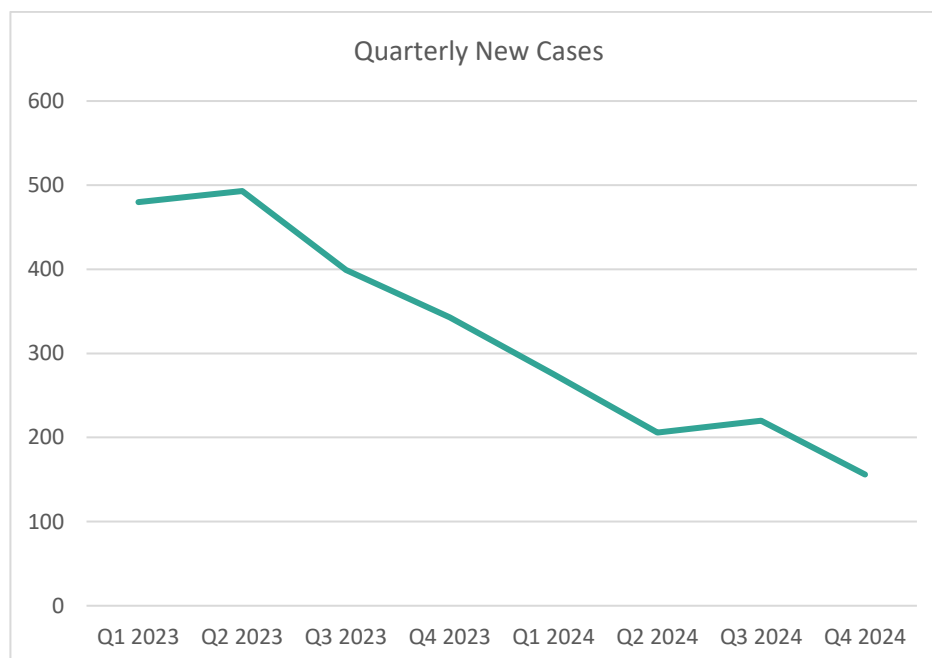


Darren Wright MNZM

Director, NZCRS

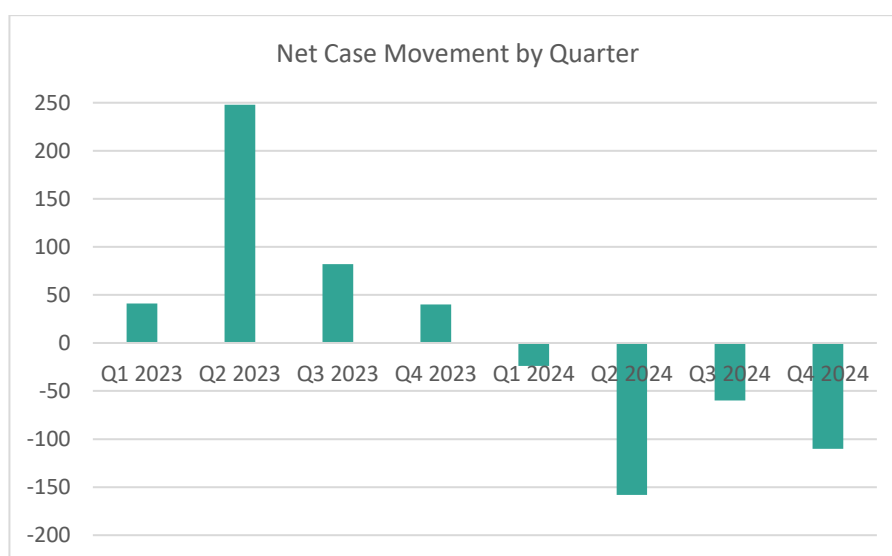
1) NZCRS Overview Q4¹ 2024

Demand for NZCRS services during Q4 2024 returned to a downward trend from previous quarters with 156 new cases into the service compared to 220 in Q3 2024 and 206 in Q2 2024. The number of new cases has now decreased in five of the last six quarters and is now 60% lower than the peak of 493 new cases following the North Island Weather Events (NIWE) in Q2 2023 (see below).



This reduction has been noted across the NZCRS portfolio with the number of new cases from all areas reducing. Whilst this would be expected during the Christmas period, the 4th quarter of 2024 was the lowest 4th quarter since GCCRS was established in October 2018 (2018: 515, 2019: 272, 2020: 248, 2021: 213, 2022: 162 and 2023: 343). The low level of new cases is reflected across the insurance industry with very low levels of natural disaster claims in New Zealand since the NIWE in January 2023. ICNZ data indicates that 2024 may have been the lowest cost to insurers for catastrophe claims since 2009. Recent media attention has reinforced this *“Tower reported no major weather-related disasters during FY24, significantly reducing its large event costs”*.

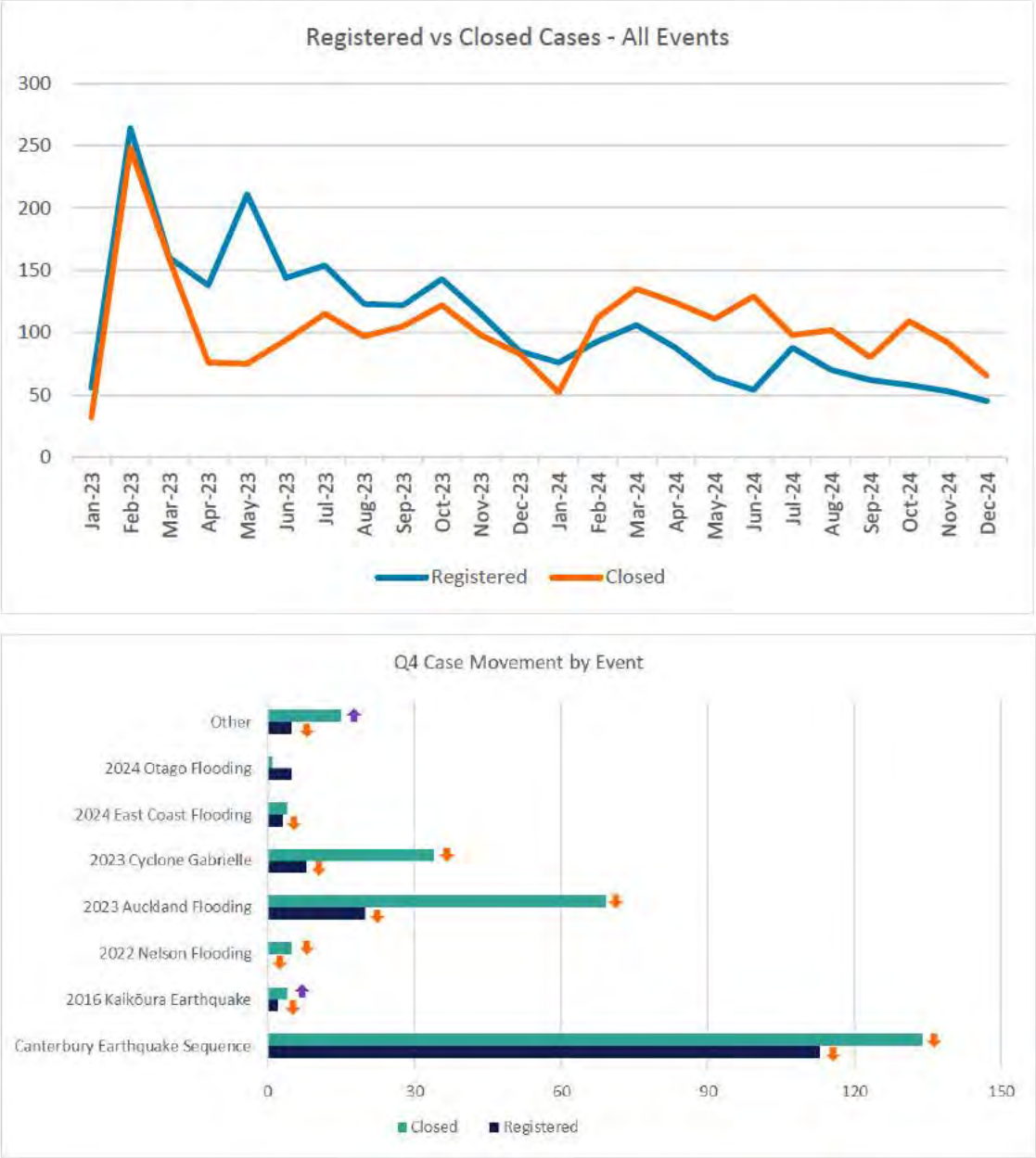
Closure rates were also down for the 4th quarter with 266 cases closed compared to 280 in the 3rd quarter of 2024. When considering the impact of the Christmas period this is a fantastic result with a net closure rate of 110 cases up from 60 in the 3rd quarter. This is the 4th quarter in a row of a net positive closure rate with 352 more cases closed than opened during the calendar year 2024.



¹ Q1 Jan-Mar, Q2 Apr-Jun, Q3 Jul-Sep, Q4 Oct-Dec: ² www.insurancebusinessmag.com/nz/

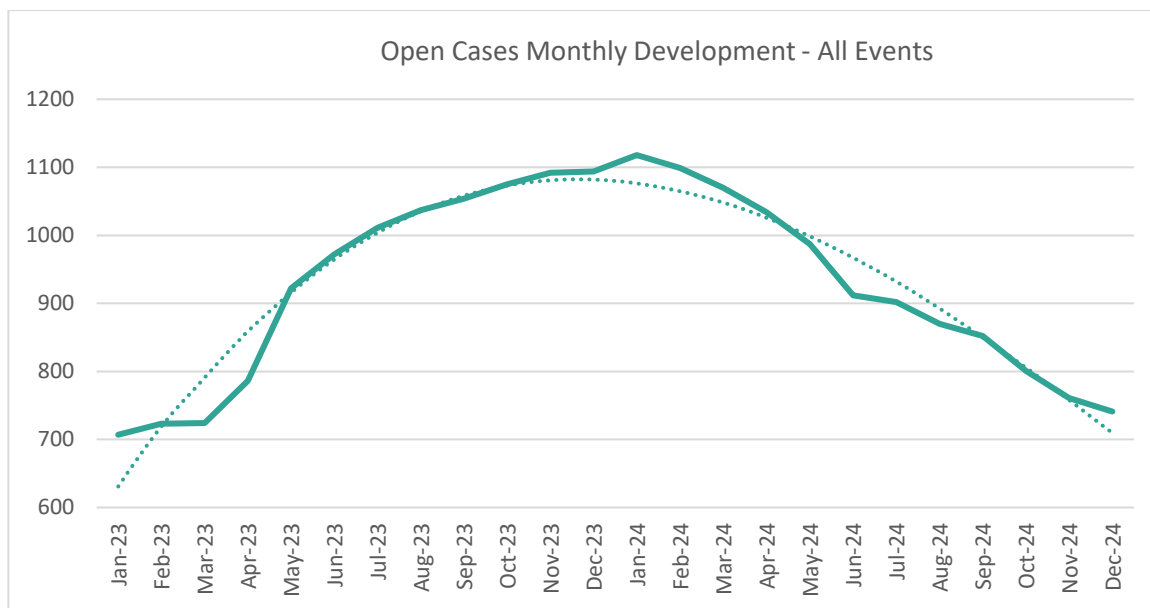
NZCRS is now managing 741 open cases, down from the peak of 1,119 in January 2024 with 5,999 closed as at 31 December 2024. It is positive to see the overall number of open claims reducing with 741 cases being the lowest number under management since March 2023.

As at 31st of December 2024, NZCRS has 515 open cases for the Canterbury Earthquakes Sequence (CES) (the lowest number since December 2018), nine from the Kaikōura Earthquake, 11 from the Nelson Flooding event of 2022, 113 from the 2023 Auckland Weather event, 59 from Cyclone Gabrielle, four from the Otago Flooding event in October 2024 and 19 from other events across the motu.



As is noted above all events registered a decrease in the number of closures compared to the previous quarter with no change for the Otago Flooding event. There was wide range of new claims being opened with increases in Kaikōura and Other events cases and decreases in East Coast Flooding, Cyclone Gabrielle, Auckland, Nelson and the CES.

The overall strong outcome is a direct result of the increased focus on aged cases, the decreased demand for services and the case reviews carried out through the quality management system (QMS).

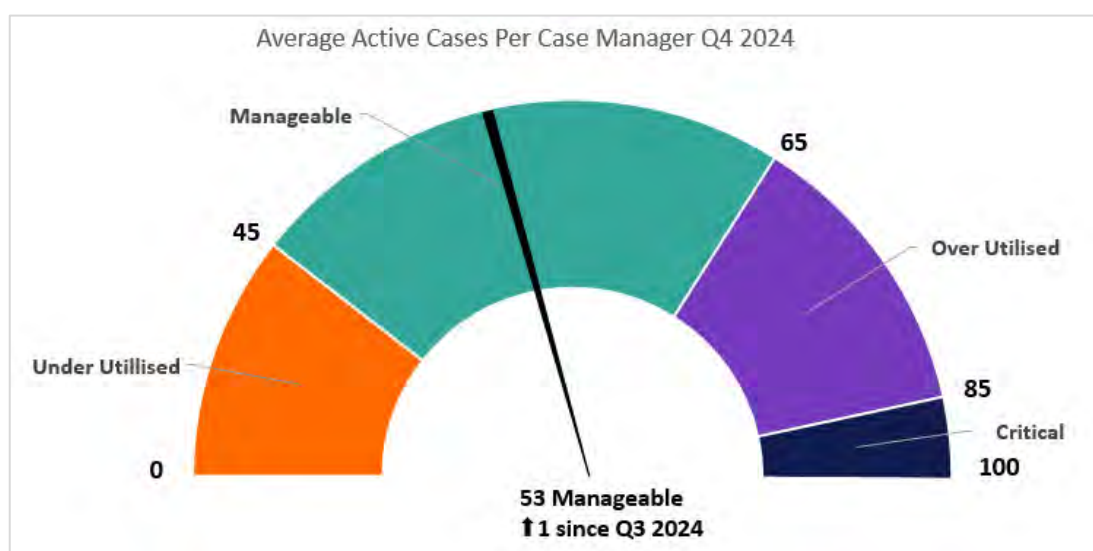


NZCRS continues to work on implementing its QMS with a focus on understanding the key metrics within the entity. Over previous quarters we have identified what the team consider a 'manageable' case load for Case Managers, estimated to be between 45-65 active cases. An active case is defined as a case that will require action from NZCRS within the next two months. An example of a non-active case might include a homeowner undertaking an engineer's report that will take longer than two months to provide, or a health issue resulting in the homeowner needing extended time to deal with issues. In each of these cases NZCRS will leave the case open with our service but will note that it is not currently active.

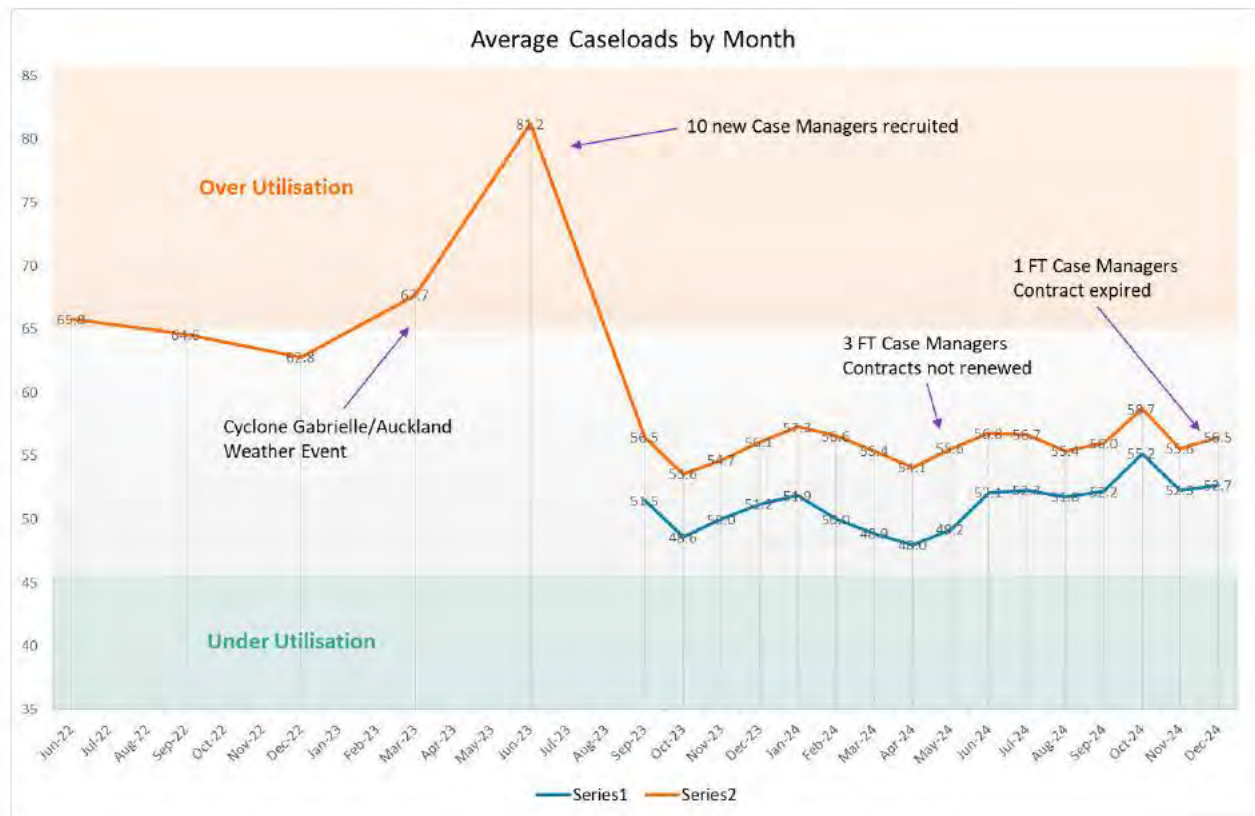
At the time of writing this report NZCRS have 17 staff spread across Auckland, Napier, Nelson and Christchurch, a reduction of two staff. This reduction resulted in a slight uptick in the cases per Case Manager data from 52 last quarter to 53 this quarter.

The event Lead for Cyclone Gabrielle has now returned to the CES event reverting to her substantive role as a Case Manager. This has provided additional capacity into the system for the CES.

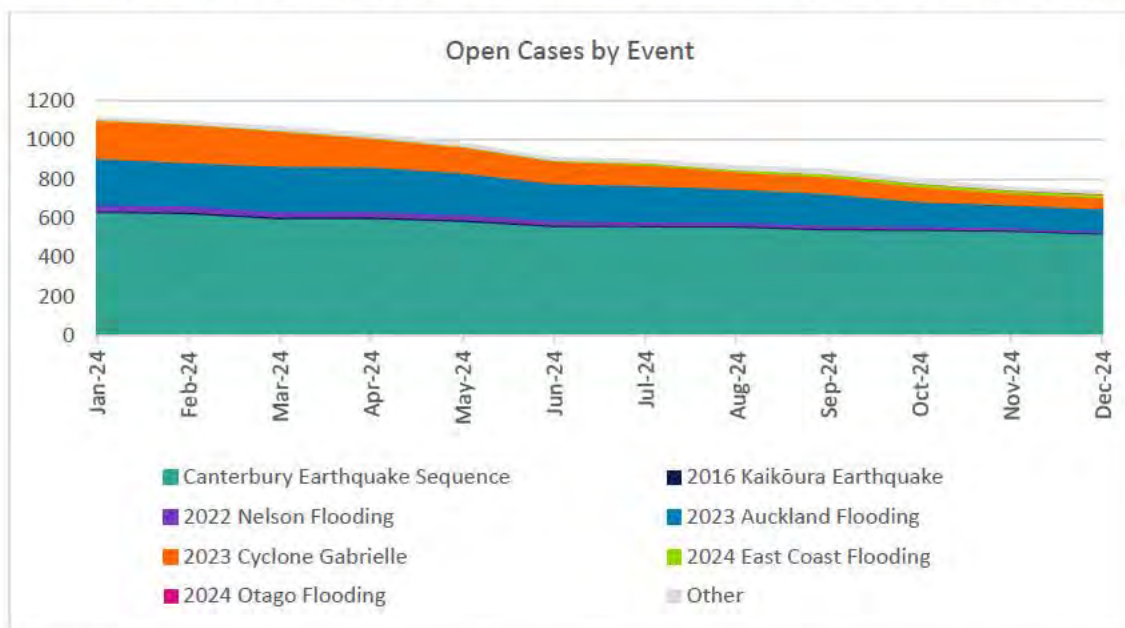
It is pleasing to note that despite the reduction in staff and the transfer of a large number of cases we have still managed to retain a manageable caseload for our Case Managers. The People Leaders review case numbers regularly to ensure this remains accurate.



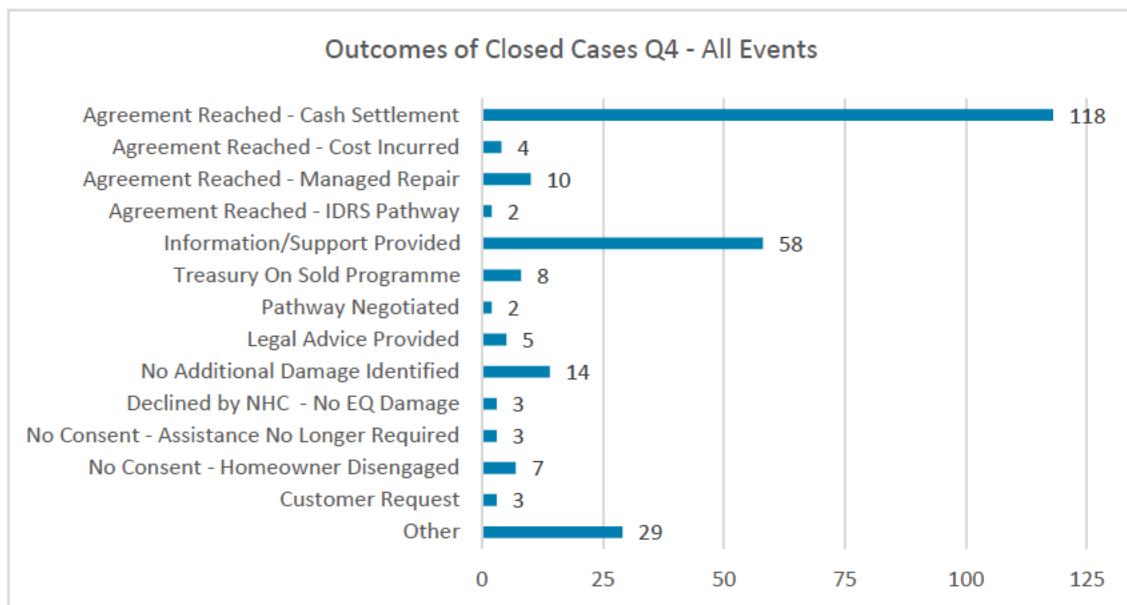
The speedometer graph above will continue to be utilised going forward for demand forecasting and as a key indicator of system performance both in terms of the over and underutilisation of Case Managers, along with the month-by-month progress of these numbers as set out below.



NZCRS continues to receive cases from across New Zealand with five cases registered for the service not related to one of the major weather or earthquake events. At NZCRS as we now managing claims in 12 of the 16 regions across New Zealand.

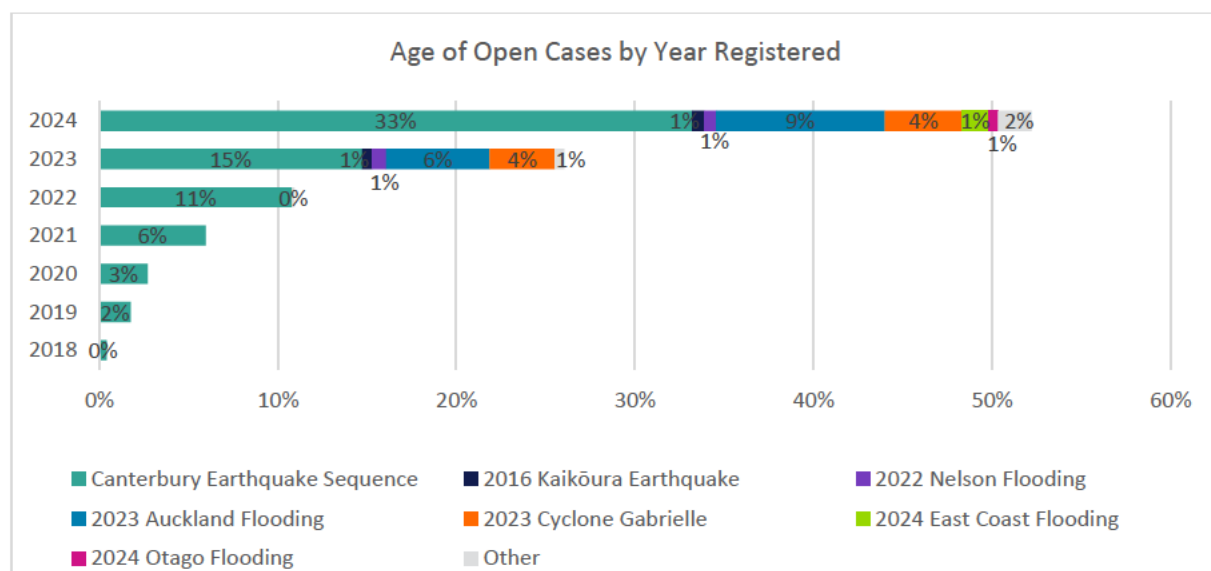


The impact of complexity is evident when considering the outcomes of closed cases (see graph below). “Cash settlements” accounted for 44% of all closed cases in Q4 up from Q3 2024 at 41%. “Information/support provided” increased again this quarter to 22% from 20% in Q3 2024 and 16% in Q2 2024, although still well below the 79% in Q1 2023. This trend change clearly shows the movement from simple advice given immediately after the weather events to the more complex case management required now as claims progress through the insurance process.



The number of cases who register with the service then, despite multiple efforts by staff, never re-engage to provide a consent form (“no consent provided”) reduced to 3% down from 4.62% in the previous quarter continuing the downward trend noted in previous reports. This result is encouraging and indicates that the triage process carried out by the Support Team and On Call Case Manager is working well to identify those homeowners who need support.

As per the request of the NZCRS Advisory Committee it is noted that only three cases from the CES event were declined by NHC accounting for 1.13% of cases for the quarter. This is where NZCRS has referred a case to NHC, who after a full review, have declined the claim. 14 cases or 5.26% that were not referred through to NHC as no further damage could be identified by NZCRS. These are cases where NZCRS completes a review and informs the homeowner that we do not see recourse for a claim with NHC or the insurer. This data suggests that the triage process being undertaken by NZCRS staff, such as Engineering New Zealand (ENZ) Initial Appraisals, continues to work well and identifying natural hazard damage where appropriate. 99% of all cases referred to NHC or the insurer during Q4 2024 were ultimately accepted and received some form of settlement.



The age of cases in the service gives NZCRS key markers of performance and and signals when interventions need to be introduced to progress through to resolution. This continued to be a focus area for NZCRS.

Changes over the past quarter have included a 40% reduction for cases that registered in 2018, 7% for 2019 and 17% for those registered in 2020. NZCRS now only has 3 cases registered from 2018, 13 from 2019 and 20 from 2020 making up only 4.86% of the overall NZCRS portfolio of cases. For those registered in 2018:

- One is in the IDRS Determination service with SRES,
- One is in the CEIT with the settlement conference for December referred to April this year,

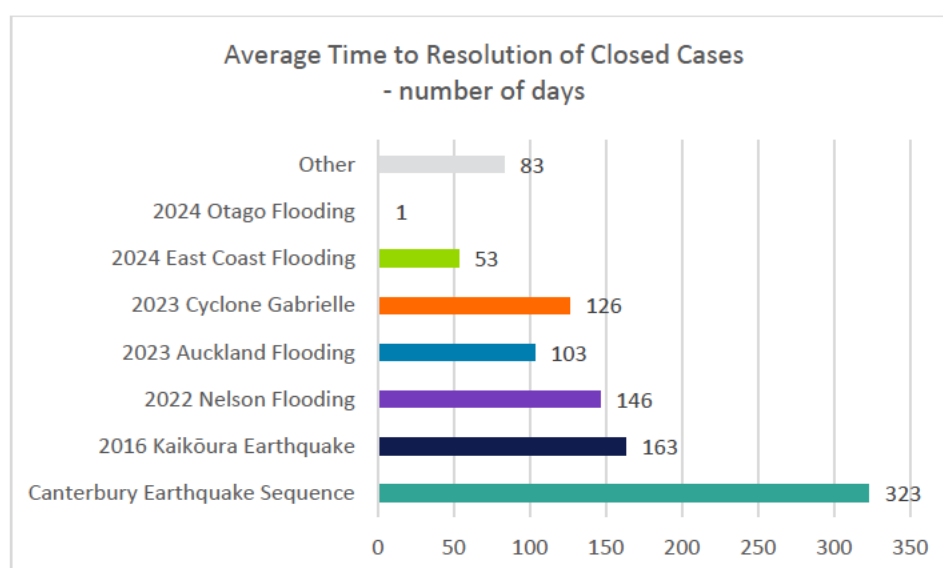
- One is in final settlement through remediation of the property, and we expect it to close in the next quarter.

The age of cases in the NIWE continues to reduce with 2023 cases for the Auckland event down 38.6% and the cases from Cyclone Gabrielle down 34.2%.

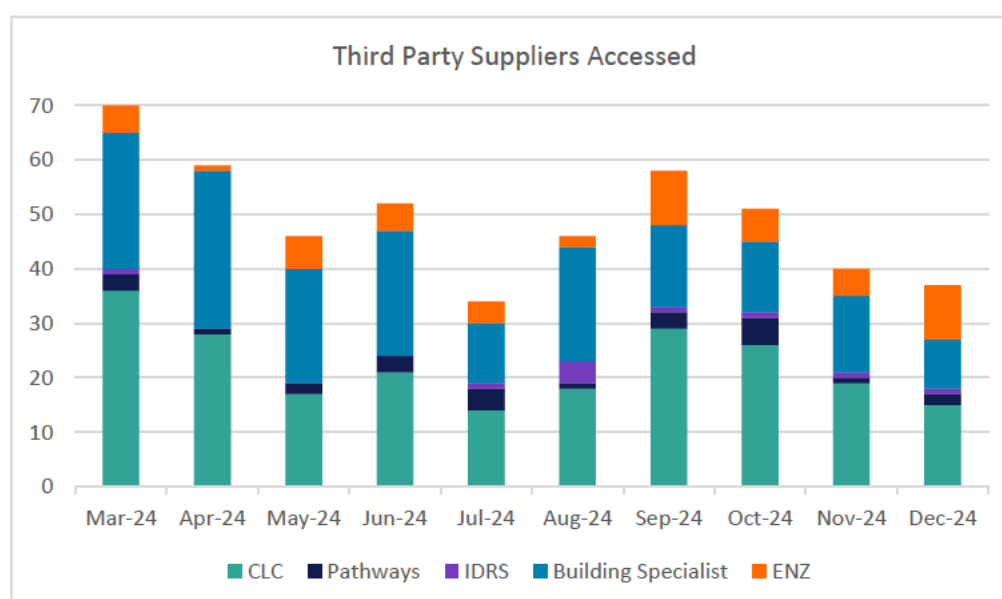
As per the previous request from the Legal Advisory Group, the breakdown of the additional aged claims for 2019 and 2020 are as follows:

- 2019: Seven are with NHC and six with insurers (one case went over cap in the last quarter).
- 2020: 16 are with NHC and four with Insurers (two cases went over cap in the last quarter).

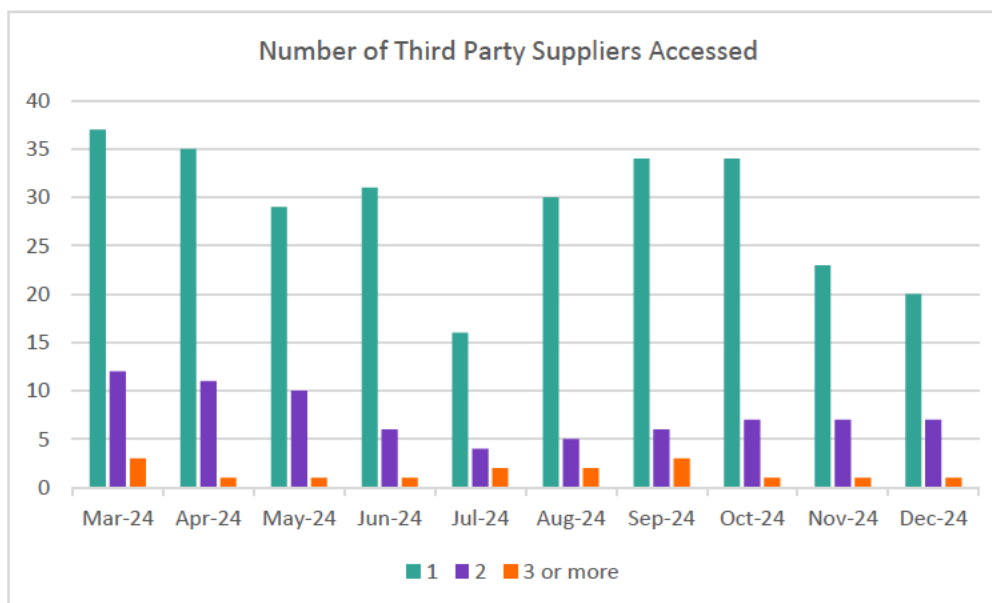
Whilst the aged cases have continued to reduce the overall time taken in the service has increased across the events, albeit at a much slower rate. The CES is up 0.94%, Nelson up 3.55%, Auckland up 18.39% and Cyclone Gabrielle up 9.57%. Whilst these increases are lower than the last quarter reflecting the overall focus on this area these increases broadly reflect the move away from the simple “one touch” cases as noted previously and the need to case manage what are now more complex cases presenting to the service.



As noted in the previous report NZCRS has commenced capturing data on the number of cases accessing our various service offerings (wellbeing through Pathways or legal advice through Community Law for example), to analyse how many cases are accessing one or more of our service offerings, to ensure service improvements can continue to be made and offered to the homeowners it supports (see below).

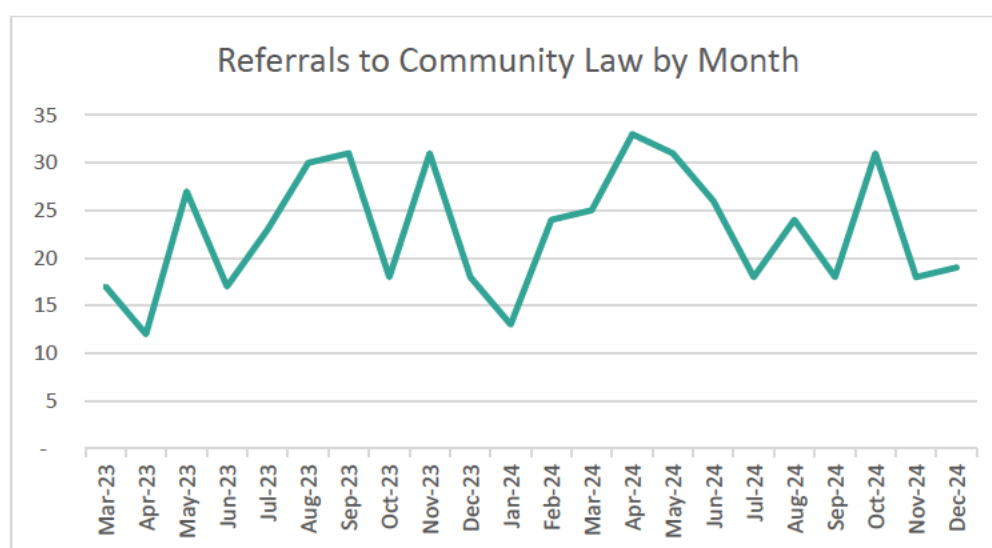


The importance of these services is evident when considering the support they provide to the settlement of cases in the service. Of those who accessed a third-party supplier, 47% utilised Community Law, 28% the Building Specialist and 16% Engineering New Zealand services. 6% accessed the wellbeing support service and 2% IDRS (available for CES only).

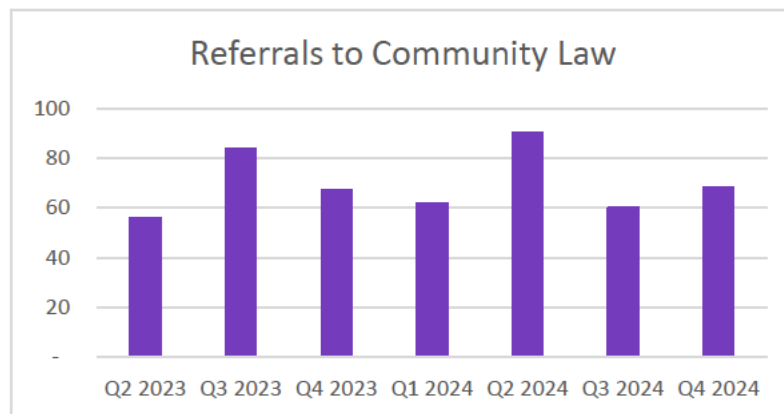


Perhaps most interesting in this data is the number of cases that utilise more than one of our services. Between March 2024 and December 2024 28% of all closed cases have accessed at least one service, 7% accessed two with 2% utilising three or more services within NZCRS.

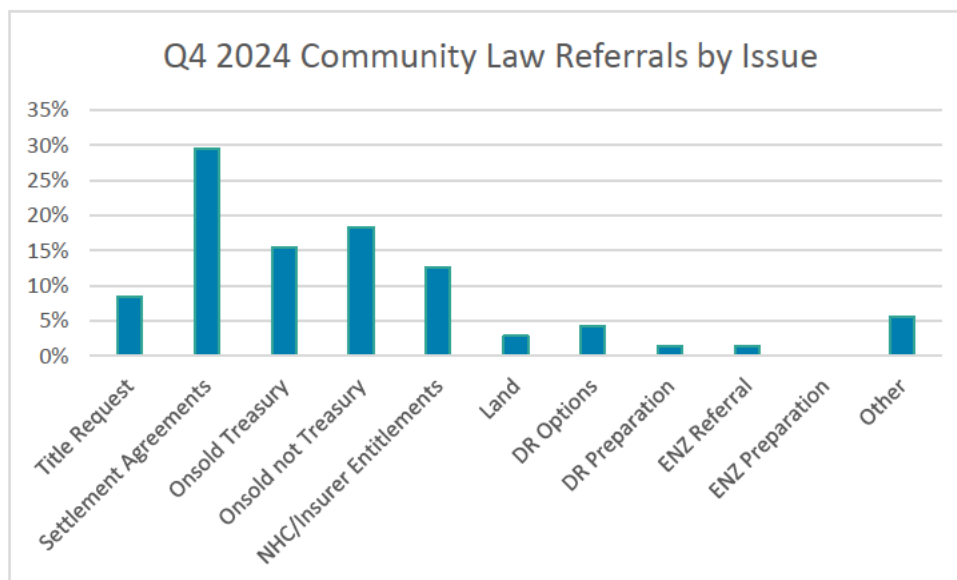
As part of a deeper dive into referrals to Community Law carried out during the quarter we note the referrals by month since March 2023:



Presented quarterly this shows the consistent nature of referrals:

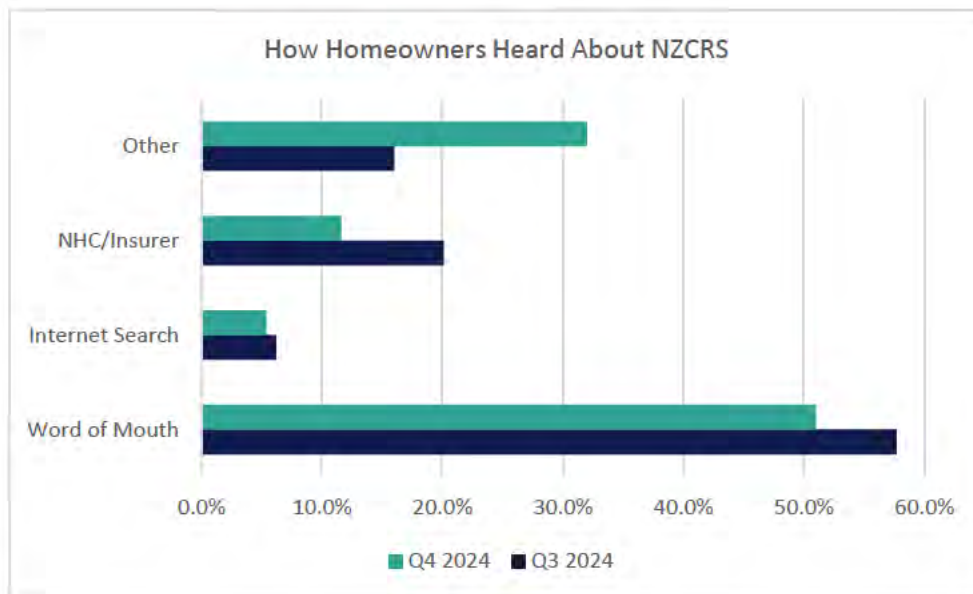


Perhaps the most important aspect to consider is the issue that has been referred to Community Law for support. As is noted below by far the greatest referral is advice on *“Settlement Agreements”* (30%) with *“NHC On Sold Treasury Programme”* at 18%, *“NHC On Sold properties not in the Programme”* 15% and the relationship between *“NHC and Insurer”* responsibilities 13%. This data has only been collected since April 2024 so longitudinal comparison is not yet possible, but this data will be important to understand for future events as the service evolves. What is interesting however is the low proportion of cases being referred for dispute resolution services indicating that Case Managers are still able to work through the issues with NHC without said services. NZCRS expects this proportion to change over time as more homeowners seek legal support in formal dispute resolution services.



2) Access to the Service

During the 4th Quarter of 2024 68% of all new cases into the service reported the detail on how they found out about NZCRS (see below). It is notable that for both Q3 and Q4 2024 over 50% of all new cases came into the service through *“Word of Mouth”*. This is a very pleasing result as it supports our satisfaction data that homeowners are happy with the service and are recommending us to their friends and whānau. It is also worth noting the increasing collaboration between insurers and NZCRS with 11.6% being referred by either NHC or the insurer in the 4th quarter down from 20% in the 3rd quarter. This supports previous anecdotal evidence that insurers recognise the value add of NZCRS in supporting their customers to a fair and enduring settlement.



3) Exit Survey

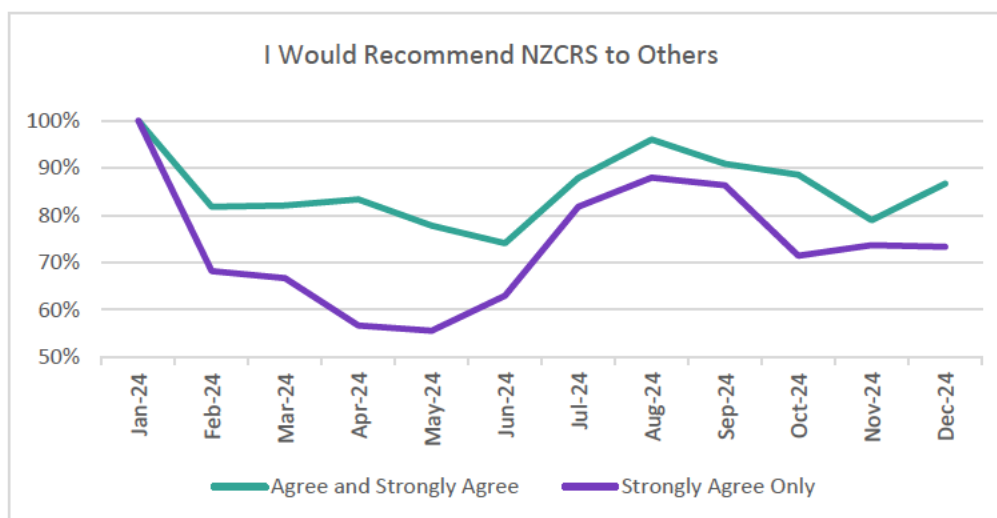
NZCRS continues to monitor its key performance indicator (KPI) through a survey of homeowners who have used the service and where their case has been closed. It is important to note that this survey is only issued to homeowners who return a consent form, are actively managed or given advice by the service and only when their case in the NZCRS system is closed. Homeowners who only receive high level or “one touch” advice such as in a community hub or over the phone are not currently issued with a survey. NZCRS remains focussed on the homeowner being at the centre of what we do and has taken a view that asking a homeowner to complete a survey when they have only sought high level advice, or they are still very much living in the event, is not in their best interests.

NZCRS Exit Survey		
Questions	Q3 2024	Q4 2024
1. I was able to make informed decisions because my Case Manager provided me with the information I needed.	87%	89%
2. My Case Manager kept me informed of the progress of my case.	90%	87%
3. My Case Manager acted in a professional manner.	94%	93%
4. I would recommend NZCRS to others.	91%	86%



During Q2 2024 the key performance measure (KPI) “I would recommend NZCRS to others” has decreased slightly from 91% in the third quarter to 86% for this period. This is still a very positive result and turns around the downward trend of mid calendar year 2024. The rating moved across the three months of the quarter with October at 86%, November at 76% and December at 87%. Of the low rating for November, it is worth pointing out that one homeowner does not seem to have understood the rating. Whilst the claim was rated the ‘Strongly disagree’ on all questions the narrative from the homeowner was clearly positive “The support I have received from XXXX has been not only amazing, the knowledge she openly shared around EQCs processes, expectations and legislations has been given me given me tools to understand how this beast (EQC) functions”. Had this rating been what we expect was meant to be ‘Strongly agree’, the overall satisfaction for November would have increased to 84.2% and the quarterly rating closer to 90%.

This result is directly related to the multi disciplined approach mentioned in the previous quarterly reports and is testament to the incredible mahi of the team at NZCRS.



4) Homeowner Feedback

A sample of the feedback from homeowners during April to June 2024 included:

"I never could've navigated this process on my own, I am beyond grateful for the help and having the one person I could contact throughout. If this service didn't exist, I would've been completely done for and had ongoing anxiety about the state of my house. Thanks so much!"

- Ōtautahi/Christchurch homeowner

"Great to be able to draw on the knowledge and advice from your professional team. Very very helpful and worthy to work through what is an incredibly stressful situation."

- Ōtautahi/Christchurch homeowner

"My Case Manager was very good from the first phone call and filling in many of the gaps I was unaware of. Thanks for a great service, much needed for those who haven't lived through any disaster or claims. Thank you."

- Ōtautahi/Christchurch homeowner

"I was most impressed by the timeliness and responsive of XXXXX. I did not expect the service to be as efficient as it was after some of the long and painful stories I have heard others had experienced. An excellent service even though I'd hoped for a different result."

- Ōtautahi/Christchurch homeowner

"My Case Manager asked the right questions, listened to my answers, sought out and passed on to me the information I needed to make an informed decision. I found her to be, polite, professional and a pleasure to deal with and cannot thank her or your service enough for your help."

- Tāmaki Makaurau/Auckland homeowner

"XXXXX, as a case officer, was excellent!! He managed the case with absolute professionalism. He was calm, composed and sympathetic at all times. He always came back with answers for every query I had and worked with the team handling our case at State Insurance. I would recommend NZCRS to anyone who requires this service!"

- Tāmaki Makaurau/Auckland homeowner

"XXXXX was great and helped me resolve a few issues. She provided a valuable service to me helping me navigate the process."

- Tāmaki Makaurau/Auckland homeowner

"It's a huge learning curve if you find yourself in this situation. The personal contact from someone expert who can guide you through is the most important thing. Understand the emotions."

- Tāmaki Makaurau/Auckland homeowner

"XXXXX provided an excellent service, and nothing was too much trouble. Highly recommend him and NZCRS. Thank you."

- Whakatū/Nelson homeowner

"Our rep was more than helpful with our dealings with the insurance company. Without her the insurance company bias and unreasonable approach would have prevailed. Many thanks."

- Te Matau-a-Māui/Hawke's Bay homeowner

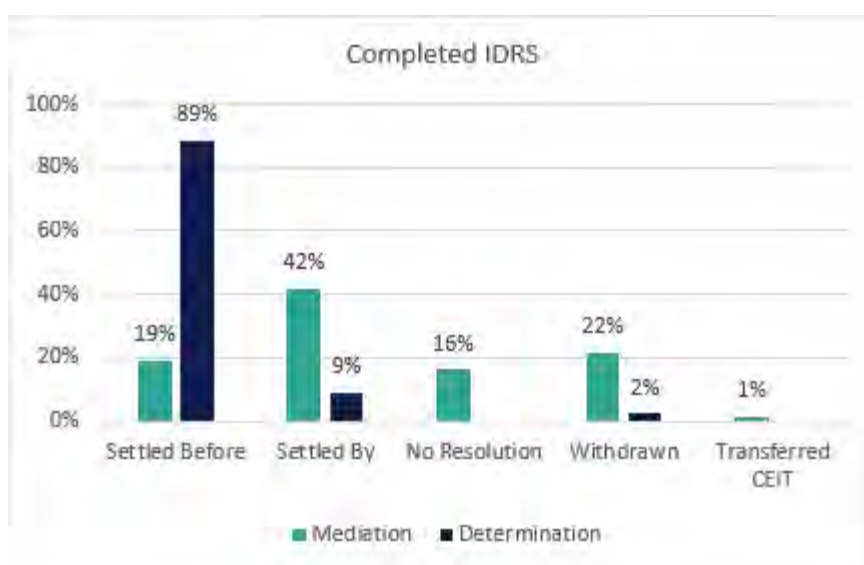
5) Internal Dispute Resolution Service (IDRS)

During the quarter two determinations were scheduled with both achieving resolution prior to the hearings. There is currently one mediation scheduled for Q1, 2025.

The IDRS Advisor has been focusing on the time it is taking for determinations to be completed. In discussing this with the decision makers involved in these cases, they explained that the parties were often not ready for a determination and they needed time to obtain new evidence. This has taken a long time, meaning agreed timetables were not met and so the cases have been delayed. The decision makers say they are not prepared to hear the cases until the parties are ready, which is not an unreasonable position for them to adopt.

In the coming quarter, the Advisor is going to meet the decision makers to discuss any further delays, and NZCRS will make adjustments to its operational processes and now require the parties to meet with the Advisor before a decision maker is assigned to ensure the cases are ready. It was always intended that the cases would be ready because they had to be ready for mediation, which is a prerequisite to determination. The determinative process is supposed to take a maximum of three months, so at the time of signing the Dispute Resolution Agreement, both parties are supposed to be ready to file their evidence and a submission setting out the issues for determination.

The Advisor will be monitoring this closely to ensure an improvement to timeframes.



6) Engineering

There have been 490 referrals submitted to Engineering New Zealand (ENZ), of these, 480 have been completed. During the quarter, one Initial Appraisal, one Technical Review, three Peer Reviews and four Reinstatement Recommendations were completed.

The quarter saw two referrals submitted for Initial Appraisals, two Peer Reviews and seven Reinstatement Recommendations.

The Engineering Advisory Group (EAG) and Natural Disaster Recovery Panel met in November. Discussion was held regarding NHC's On Sold letters, enforcing strict timeframes on homeowners to complete outstanding actions. The groups discussed the implication on Engineering New Zealand services, with NHC confirming the 20-working day timeframe in relation to engineering would not apply to these referrals. Panel members expressed concern regarding the timeframes for direct engagement reports with the EAG questioning the level of detail expected within these timeframes.

NZCRS progressed co-funding arrangements with NHC given the increase in direct requests for Engineering New Zealand's panel services involving cases NZCRS are not assisting with. As a result of this arrangement, NHC representatives will attend both EAG and Panel quarterly meetings going forward.

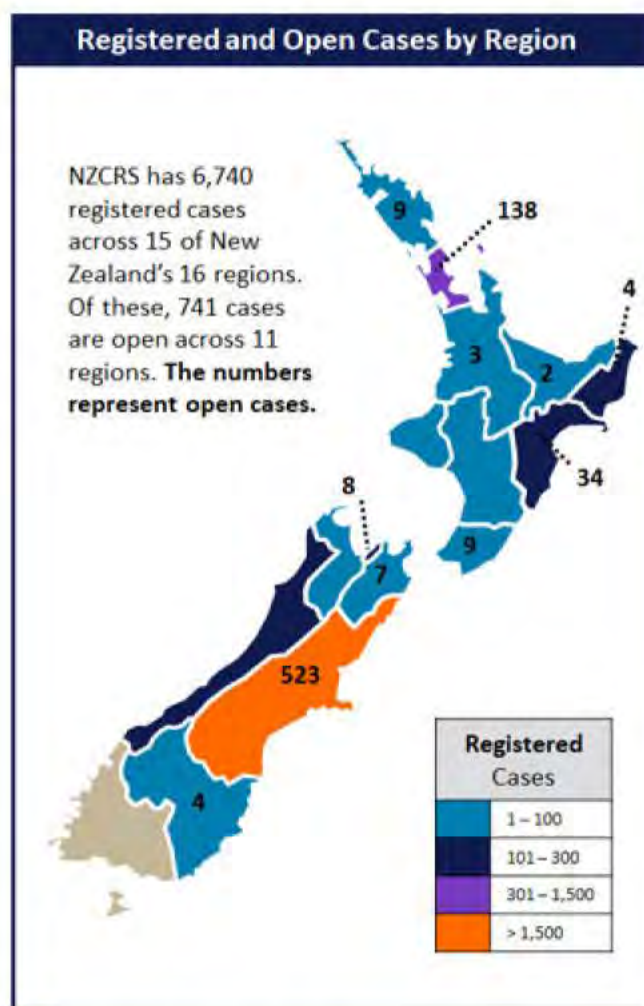


7) Wellbeing

NZCRS has established a bespoke wellbeing service for homeowners affected by natural disaster events, see attached Appendix A for the latest report.

8) Events

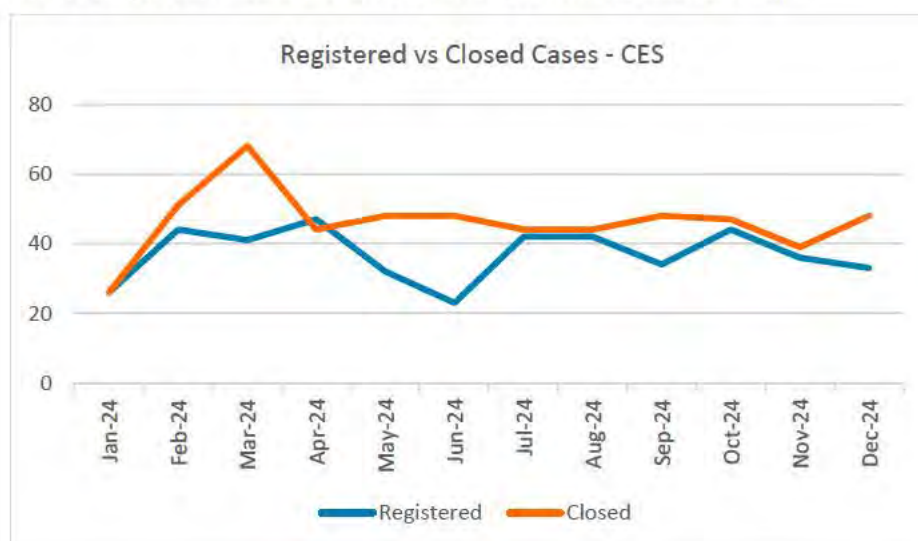
Whilst this report has focused across the motu it is also important to look in some detail at each event currently being responded to by the NZCRS. NZCRS has managed cases in 15 of the 16 regions across New Zealand with active cases in 11 of those regions. The numbers in each region below indicate the active cases as the 31st of December 224.

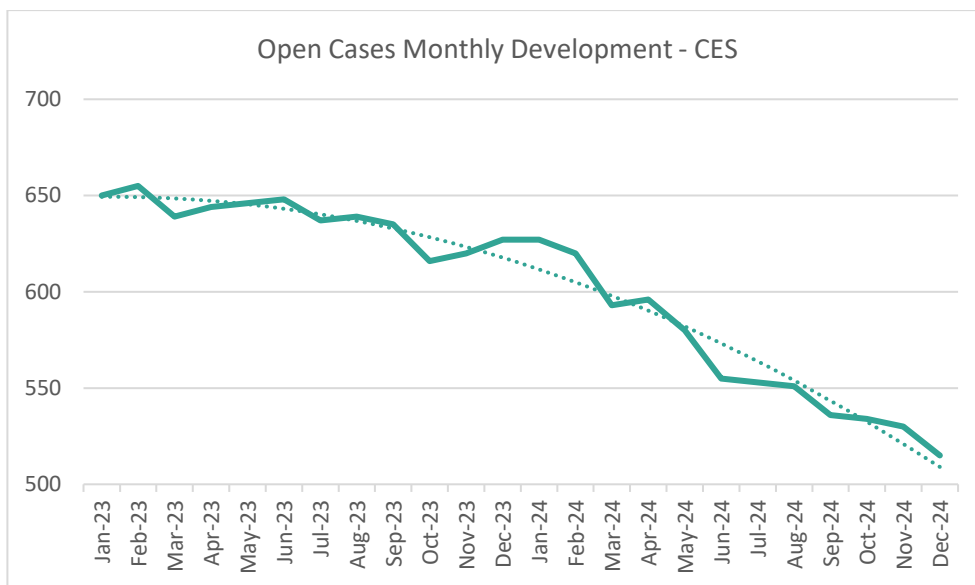


Further detail below is provided relative to the size of the event and/or the potential size of the event.

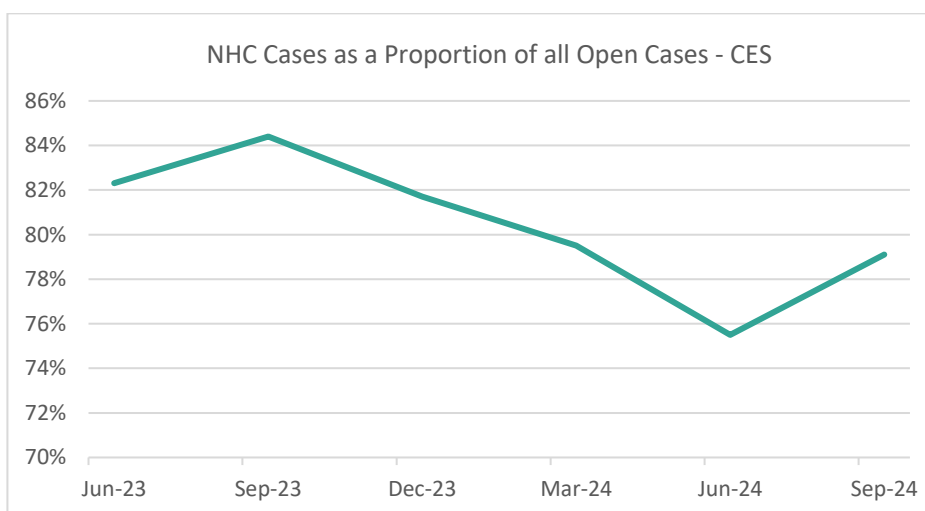
8.1) Canterbury Earthquakes Sequence

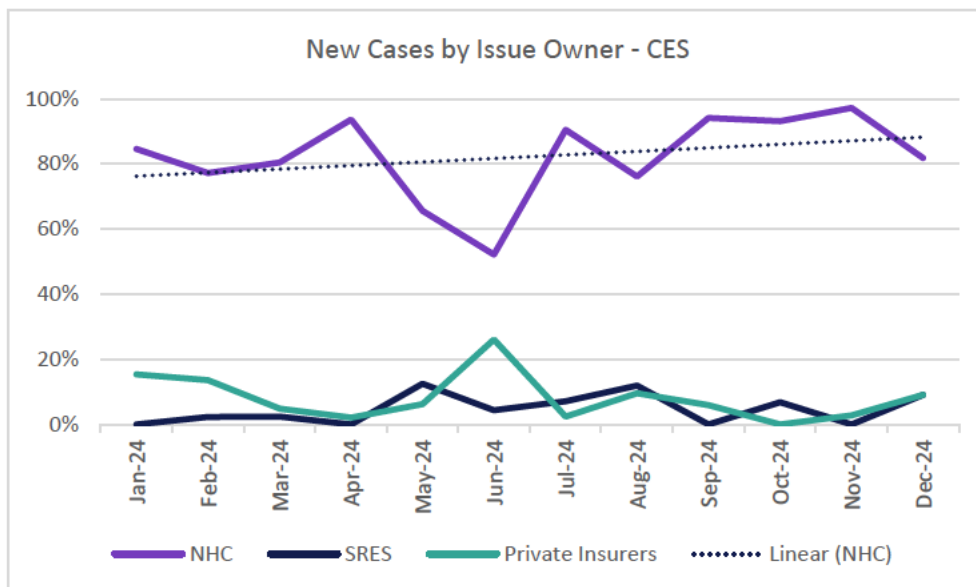
As has already been noted NZCRS opened 113 new CES cases in Q4 2024, slightly down on Q3 at 118 but most importantly less than it closed at 134. As at 31 December 2024, NZCRS has 515 open CES cases down from the 2023 peak of 655 in January 2023 and 536 in September 2024. This result reflects the increased focus on aged cases in the CES space as noted above and the freeing up of Christchurch based staff from supporting the NIWE. NZCRS has now closed more CES cases than it has opened for the past nine months and in 11 of the past 12 months, a fantastic result.



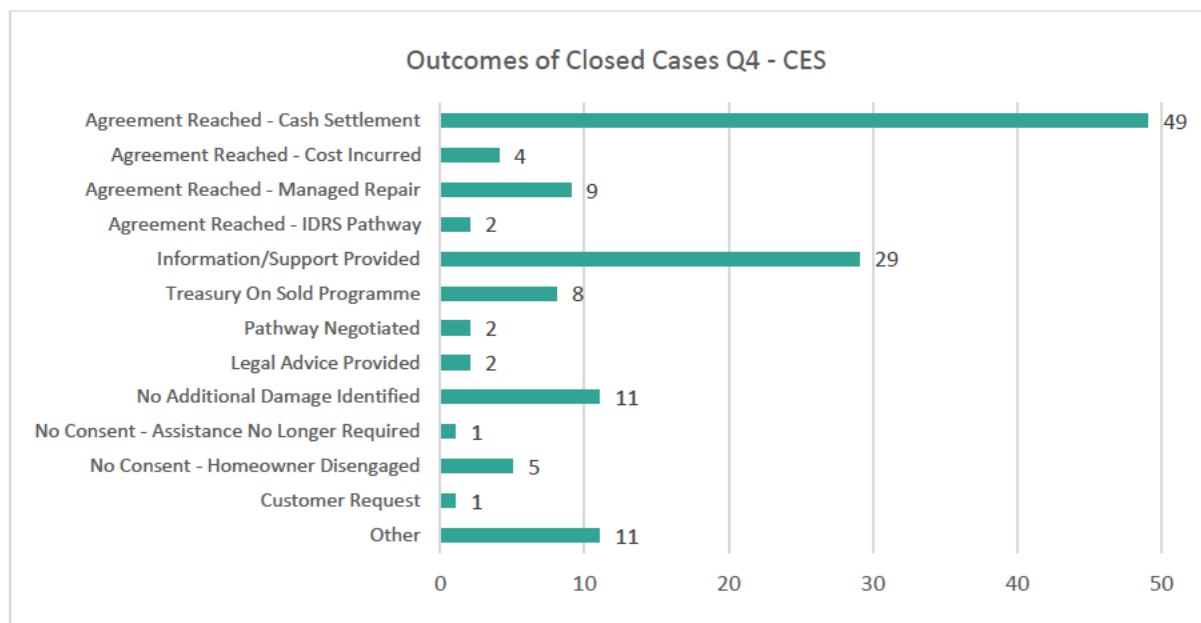


It is important to note that of the 536 CES cases open as at the 31st of December 2024 82.1% were with NHC. This represents a change in the trend for this event as it is up from 79.1% last quarter and 75.5% in Q2 2024. Of the open cases 7.4% are with SRES (down from 8.8%) and 5.05% with the IAG group, down 1.2% from last quarter. Other insurers made up Tower again down slightly at 1.9%, Vero down to 1.2% and other insurers 1.6%.





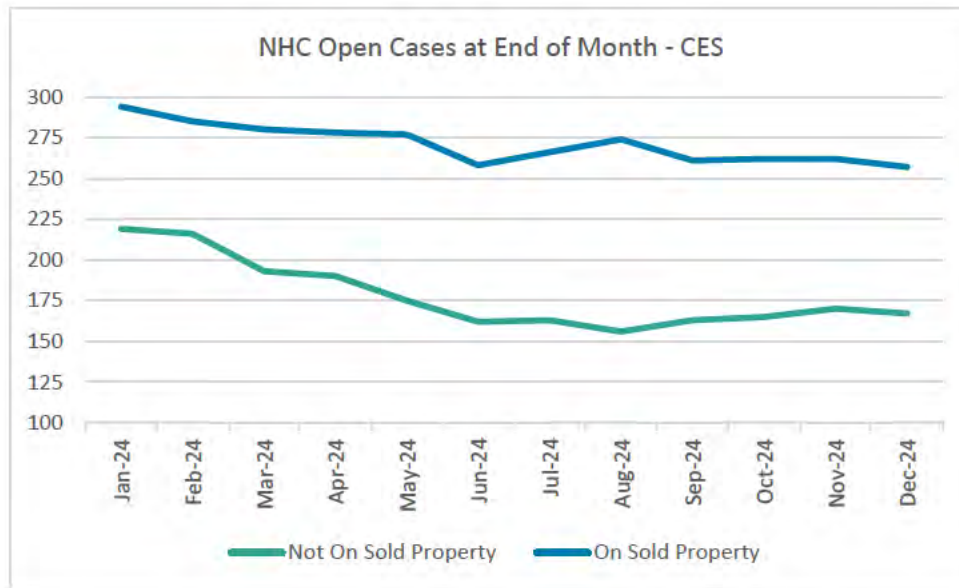
Cash settlement remains the preferred settlement option for homeowners and insurers in the CES with 44% of cases settling for an out of policy cash agreement, up from 36.0% last quarter. This returns to the previous increasing trend suggesting NHC's movement to cash settlement of cases is increasing both the speed and cadence of settling cases with NZCRS. This is partly the ongoing impact of On Sold cases coming in as NHC looks to cash settle the under-cap portion of the claim.



Over cap on sold cases not in the Treasury Programme remain a significant challenge for NZCRS and are being managed on a case-by-case basis with NHC. These are cases where the homeowner has purchased the property since the earthquake and either not registered for the Programme, or missed the Programme cut-off date (applications closed October 2020). These homeowners have subsequently discovered either damage that was missed by NHC in the original repair, damage that was not repaired correctly, or as in some cases, damage that was found by NHC but not repaired for a variety of reasons. These homeowners are often in a position of significant negative equity and/or insolvency due to the unknown damage and its impact on their property value.

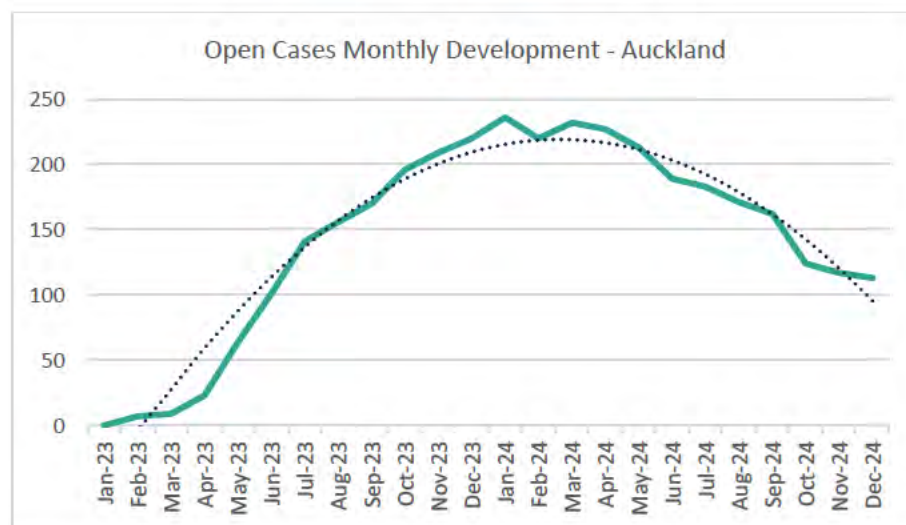
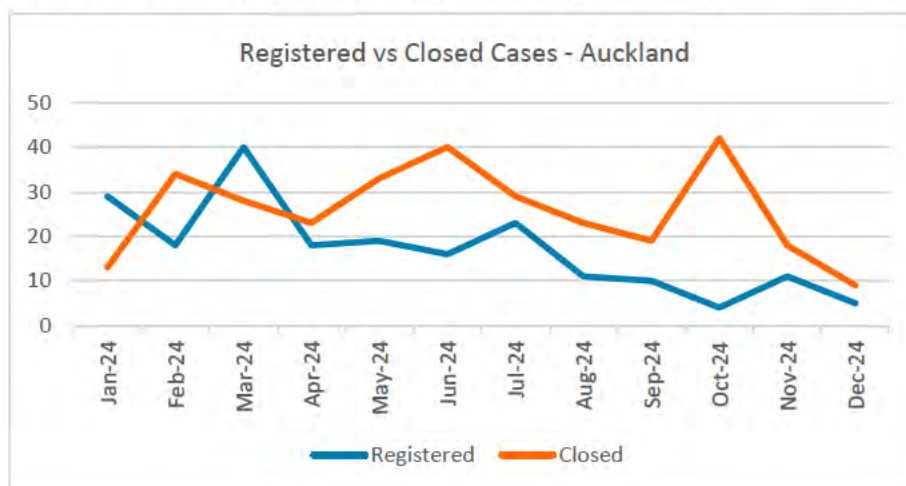
As at the 31st of December 2024 NZCRS were managing 167 cases with NHC where the homeowner owned them at the time of the earthquake (BAU) unchanged from 163 in September 2024 and 257 that have been on sold down slightly from 261 in September 2024.

NZCRS has noted a shift by NHC on these cases that then go overcap with NHC less willing to negotiate a settlement resulting in more homeowners considering alternative dispute resolution services. We understand from local lawyers in this area that there has been an increase in the number of cases being filed in the High Court against NHC.



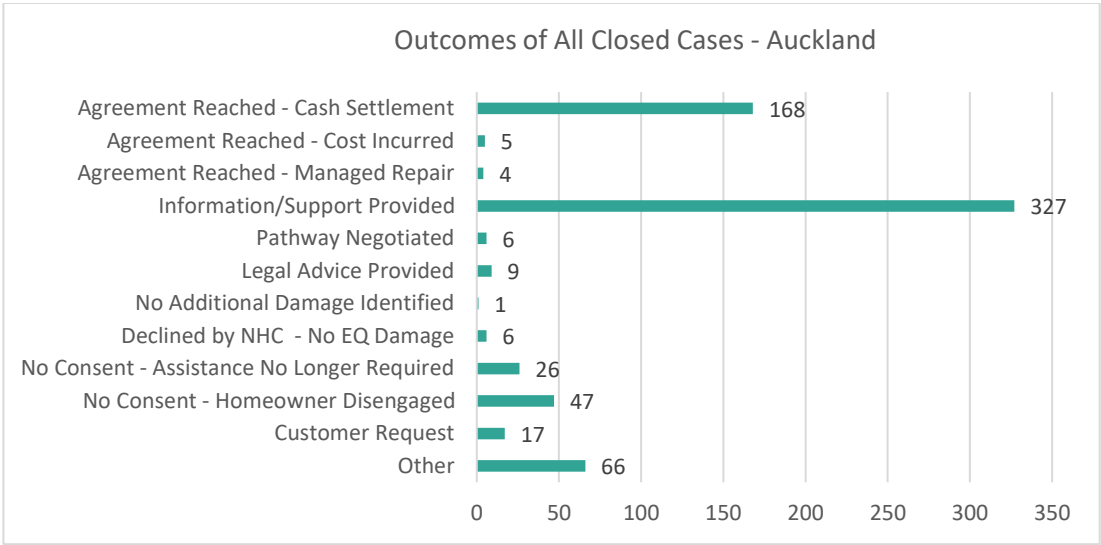
8.2) 2023 Auckland Flooding

As at 31 December 2024, NZCRS has 113 open cases and has resolved 682 cases relating to the Auckland Flooding event.



Over the quarter, NZCRS noted an increase in Category 3 homeowners advising that the Council were requesting their insurance claims be reopened, or information relating to the insurance settlement be provided. NZCRS worked with the

Council to ensure there was a valid reason for reopening the insurance claim to ensure this did not cause confusion for the homeowner. Where appropriate, NZCRS supported the homeowner in providing the relevant insurance documentation to the Council to aid the buyout process.



In December, NHC’s National Reference Group (NRG) met, and the Auckland Recovery Office and community leaders were invited to attend and present on their experiences in relation to the weather event. NHC advised NZCRS that the presenters were incredibly complimentary of NZCRS. The NZCRS Canterbury Homeowner Advisory Group (CHOAG) Chair Tom McBrearty is a member of the NRG and provided the following feedback:

“Tania Heke and Linda Greenalgh (Auckland Recovery Office), Tanya Bidois and Nina Mardell (community leaders and homeowners) were our guest presenters, and they were excellent. At times you could see the emotional toll and you could hear it in their voices. There were five members in attendance who were from Canterbury including myself and each of us were left in no doubt that the response process and the support process has vastly improved and NHC/EQC delivers for the people with NZCRS providing the claimant support.

Fiona, this is where your name became the face of NZCRS and the go to person for the people below. As the Chair of the NZCRS Homeowner Advisory Group it made me very proud that your focus on services, accessibility and knowledge combined with humility and professionalism was highlighted by each of these people individually and collectively to our group. Linda Greenalgh summed it all up by saying “If we could clone Fiona Paton, we would like at least three of her”. Tania, Tanya, and Nina agreed, and they endorsed the need for NZCRS in any major event anywhere in NZ. Without NZCRS they felt they would still be seeking answers to complex issues, and they said you reduced the complex to simple bite sized chunks that could be understood.

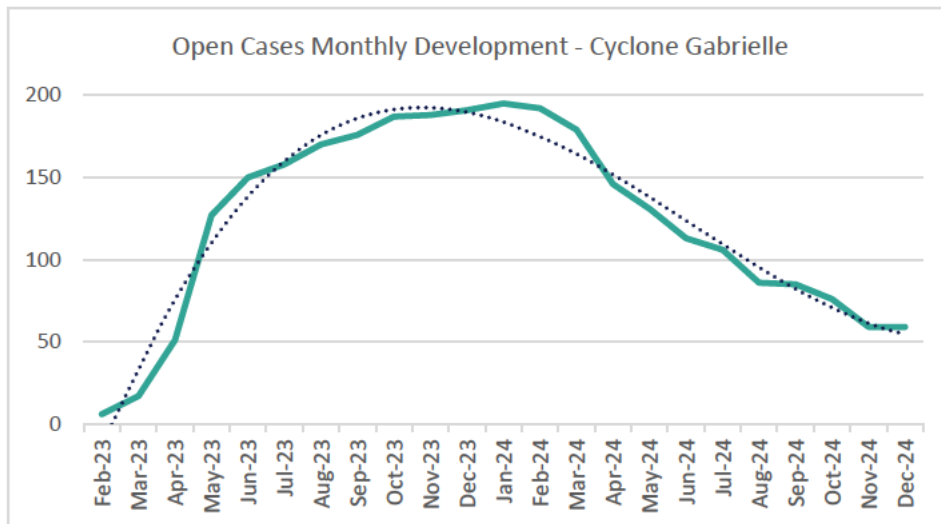
From me personally Fiona, Thank You. It makes my day to hear that people such as yourself deliver with heart”.

In line with NZCRS’ Activation Guidelines, the Auckland Flooding event will be considered BAU as of 1 March 2025. What this means is NZCRS will still be available to assist those affected homeowners, but reporting lines for Auckland based staff will change and the Lead will return to reporting to the Manager Case Resolution.

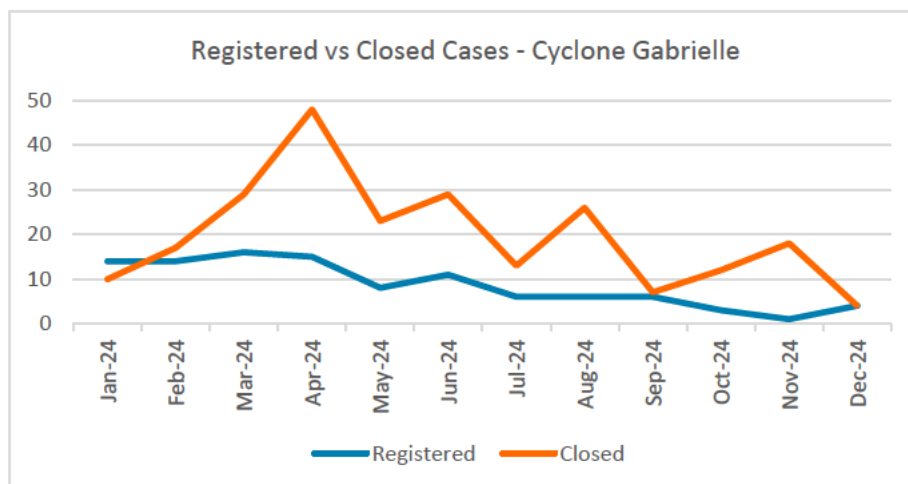
I would like to take this opportunity to thank Fiona Paton for taking on the role of Lead for the Auckland event and echo the comments made by the CHOAG Chair above. She relocated to Auckland temporarily following the event and successfully lead the team on the ground. In the coming months, Fiona will prepare a Lessons Learnt document capturing what went well in the response, and what considerations the service should make next time for this region in future events to ensure NZCRS continues to grow and adapt to the needs of the homeowners and communities it supports.

8.3) 2023 Cyclone Gabrielle

As at 31 December 2024, NZCRS has resolved 526 cases and continues to support homeowners with 59 open cases. This open case load is down from 83 in the previous quarter and continues the incredible work of our Case Managers on the ground in the region.



NZCRS is now clearly dealing with the tail of this event as the number of cases into the service has decreased and the number of cases being closed has also reduced due to the complexity. NZCRS has closed more cases than it has opened for this event for the past 13 months with staff reducing in the East Coast from four fulltime equivalent (FTE) at the peak of the event to now only having one FTE on the ground. Support is being provided from the Christchurch office although this is also expected to reduce in the coming quarter.

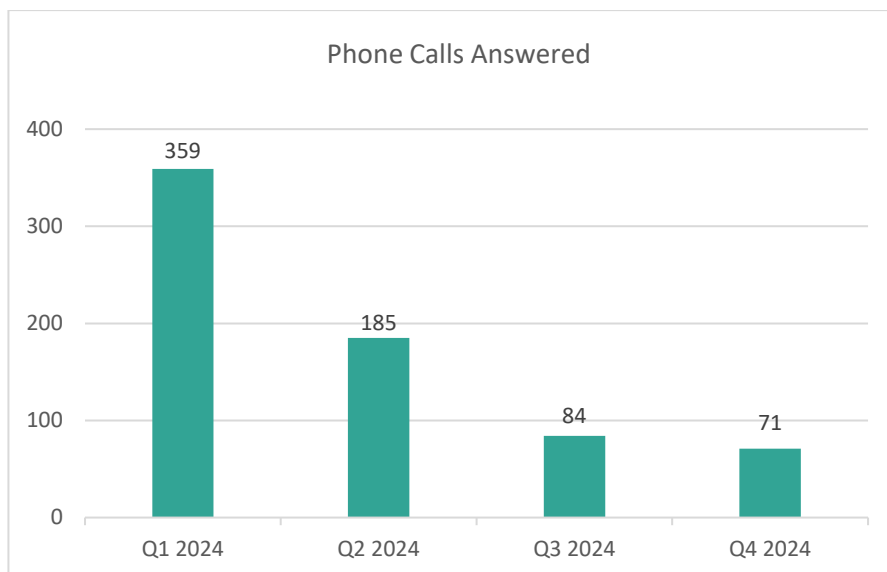


NZCRS continues to support the Wairoa District Council for the recent flooding event there. NZCRS is working with the Council's project manager to determine exactly what this will look like. This has been instigated to gain some transparency after another local organisation had received funding and stripped out walls in some insured homes with no plan to reinstate.

9) Operational Update

9.1) Contact Centre

In line with the lower number of events within New Zealand as noted earlier in this report NZCRS continues the downward trend in the number of calls into the service with 71 this quarter down from 84 in Q3 2024 and 185 in Q2 2024. Adjustments were made to the registration process, meaning people filling in this form online or with our Contact Centre staff were aware of the support NZCRS could provide. We have since seen a decrease in the number of calls and queries relating to claims outside of our remit such as car claims.



9.2) Staff

As noted previously in this report NZCRS has decreased the number of FTE within the service by two over the quarter. This has been in line with the decreasing demands for the service as the number of natural disaster events have decreased across New Zealand. NZCRS is currently assessing future demands given the recent Dunedin weather event and the impact of potential changes coming to the Treasury On Sold Programme. In terms of Fixed Term staff NZCRS currently has two in the CES, one in Auckland (down from three in the previous quarter) and one in the East Coast.

9.3) ISO Certification and QMS

NZCRS continues to work towards ISO 9001 certification and operationalising continuous improvement across the organisation.

As indicated in previous reports, NZCRS is focussed on embedding its quality management system (QMS), making sure we are meeting the expectations/requirements of the homeowners we support and enhances their satisfaction levels.

One key function of the QMS model are case audits, which are carried out on a monthly basis. Three open and three closed cases are randomly selected, with the Manager Case Resolution reviewing the claim and marking it against the following criteria:

1. *Understanding the case*
2. *Communication*
3. *Responsiveness*
4. *Review and resolution*
5. *Information provision*
6. *Expert engagement*
7. *Documentation*

Each of the above criteria are weighted, with sub-topic weightings e.g. under Expert engagement, the criteria included 'Has identified the relevant issues and the necessary expertise required to progress'. This holds a 5% weighting. Once all criteria are granted a weighting, the case receives an overall score out of 100%.

The average score for Q4 was 90% adherence. The Manager Case Resolution identified that this score was driven down due to the full service offering not being clearly communicated to all homeowners e.g. ability to access free legal and wellbeing support. To mitigate this in the future, NZCRS is working on a supporting document Case Managers will take their homeowners through to ensure their understanding of the full suite of services.

The Manager Case Resolution is due to discuss the findings of these audits further as part of his quarterly performance conversations with staff.

Full case reviews of all open cases (in addition to these monthly audits) in NZCRS' portfolio are carried out six monthly and will be completed in the coming months. NZCRS will continue to monitor the accuracy of its data, any systemic issues needing to progress with stakeholders, actions and system improvements made as a result of the QMS.

9.4) Systemic Issues

Given the very low level of demand there are currently no new systemic issues being managed by NZCRS.

9.5) Governance Review

At the establishment of NZCRS, governance arrangements were established that considered the involvement of Homeowner Advisory Groups (HOAG) to ensure the service remained focused on the homeowner at the centre and to ensure best practice for engagement with communities affected by natural hazard events.

The underlying Kaupapa was that for each event NZCRS responded to, a HOAG would be established and that a representative from that group would have a seat on the overarching NZCRS Advisory Committee to ensure good governance and connectivity with affected communities.

Following the Canterbury Earthquakes Sequence (CES), the Greater Christchurch Claims Resolution Service (GCCRS) established a CES HOAG (CHOAG) which has proven itself to be effective in holding NZCRS to account whilst providing direct feedback from those affected or working with homeowners. CHOAG was a central pillar to the establishment of the NZCRS as a national service.

The formation of NZCRS was based on the proven success of GCCRS in supporting homeowners not just effectively and efficiently but also by reducing lengthy and costly litigious court based judicial hearings.

NZCRS did not establish a HOAG in either the Nelson, Auckland or Cyclone Gabrielle events due to both the perception that one was not required and the lack of clear guidelines.

During this quarter NZCRS has been reviewing the ongoing nature of the CHOAG and the wider governance structure. A report is being prepared and will be discussed with individual governance members over the coming month.

9.6) Effectiveness and Efficiency

NZCRS continued to work on better demonstrating the effectiveness and efficiency of the services being provided.

As at the 31st of December 2024 NZCRS is currently supporting homeowners house values of \$706m down from the previous quarter level of \$808m, which makes sense given the reduced number of cases.

Following on from the pilot project detailed in the Q3 2024 report, NZCRS staff categorised their closed cases for Q4 period to further test the categories suggested. These categories include:

1. Made the process easier – NZCRS educated the homeowner, provided information/support/guidance, and the homeowner was empowered to proceed with their claim without NZCRS active involvement, knowing they could return to NZCRS at any stage.
2. Ensured the right outcome – NZCRS involvement confirmed the insurer/NHC position was correct and the policy entitlement was being offered. This category covers a number of different scenarios also including the Council buyout scheme.
3. Financial increase – NZCRS' case management saw the value of the claim increase. This is when our direct involvement saw a change in the scope of works and therefore increased the settlement value.



If financial increase is selected, the Case Manager is also to enter the value added. When this relates to a confidential settlement such as a mediation or determination outcome, this remains as 'Confidential'.

There is also a 4th category to be used by the Support Team only – 'Not applicable'. This is used when the homeowner does not engage from the outset and does not return a consent form.

Of the 267 cases closed during Q4, NZCRS made the process easier for homeowners through self-guided resolution (made the process easier) for 27%. 39% of the closed cases ensured the right outcome was reached, and 26% resulted in a financial increase. The financial increase due to NZCRS' involvement over the quarter was \$15.03m.

This workstream is still under review, with NZCRS ensuring its parameters are clearly documented and an internal audit to commence to validate the findings.

Appendix A – CES Wellbeing Report



Pathways Health Limited – NZCRS Wellbeing Team August-December Report 2024

Over the quarter Pathways NZCRS Teams supported 36 Homeowners.

Trends:

Physical health

Physical health is fundamental to overall well-being. This quarter there was a real focus on the physical health needs of homeowners accessing NZCRS wellbeing support. The wellbeing team made the most of conversation by taking the opportunity to discuss the prioritisation of physical health. During these conversations there was a focus on homeowners' engagement with primary health providers. Where appropriate, support was offered to ensure homeowners are receiving regular health checks and preventative screening. Following one such conversation, a homeowner completed a physical health screen with wellbeing staff. Initially, the homeowner thought little of the results. However, the following week, they shared with staff that on reflection the screen had drawn attention to some health issues that they had ignored for some time. Following this discussion staff were informed they had sort help for their sleep hygiene and oral health.


When we become stressed, our bodies need to be active is often neglected. Over the summer months, there has been a real focus on getting homeowners more active wherever possible.

Connection and whanau

This quarter there was also a strong focus on connection and whanau. Staff worked with homeowners to connect them with whanau and friends this festive season. Stories were shared about memorable holiday moments, traditions and plans for the 2024 Christmas and New Year period were discussed. One elderly homeowner, after a wonderful morning spent reminiscing on their childhood, decided they were going to put up their Christmas decorations; a task they had put aside because they felt there was 'no point'. When staff visited the next week, the home was transformed and full of Christmas joy. They also shared they had rung family members overseas with whom they had not spoken to in some time.

Spending time with loved ones provides a source of emotional support and can be particularly comforting during difficult times. One homeowner hosted a Christmas meal for their whanau. This was the first time they had had whanau in their home for 6 years. They proudly showed off the renovations they had managed to have completed over the year with the support of the Pathways Team.

For some homeowners, having whanau or friends during this festive season was not an option. The wellbeing team ensured that they were contacted over this period and visited by staff. Information on community events and support was provided.

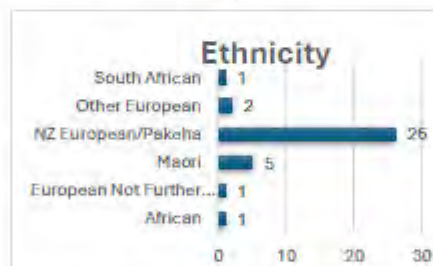
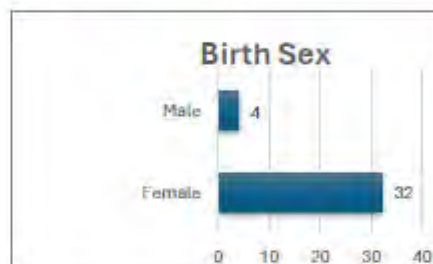
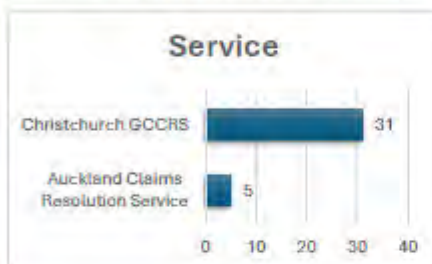


www.pathways.co.nz

Pathways Health Ltd, Part of the Wise Group

Success stories:

Staff worked with a homeowner who had significant issues with hoarding to the point where it was impacting substantially on their physical and mental wellbeing. The clutter was so extensive the homeowner only had enough space to sleep and the risk of falls was significant, maintaining good personal hygiene was difficult and there was no space for meal preparation. The Homeowner identified stress and anxiety, motivation and a lack of support as being the barriers to implementing change in the past. The Homeowner was met with compassion, understanding and encouragement and after sometime a plan was put in place. Changes have been remarkable in both the living environment and the Homeowner's persona.



Appendix B – Key

GCCRS	Greater Christchurch Claims Resolution Service
BAU	Business as usual
CEIT	Canterbury Earthquakes Insurance Tribunal
ENZ	Engineering New Zealand/Te Ao Rangahau
RAS	Residential Advisory Service
EQC TOKA TŪ AKE	Earthquake Commission
NHC	Natural Hazards Commission (replaced EQC on 1 July 2024)
SRES	Southern Response Earthquake Services Limited
IDRS	Internal Dispute Resolution Service
ICNZ	Insurance Council of New Zealand
IFSO	Insurance and Financial Services Ombudsman
MBIE	Ministry of Business Innovation and Employment
NDRA	Natural Disaster Recovery Agreement between NHC and private insurers for the management of NHC cases
NZCRS	New Zealand Claims Resolution Service
OSP	Treasury On Sold Programme