

**Meeting notes for the meeting of the CERA Community Forum
Thursday 02 February 2012, 7.30pm
Christchurch Netball Centre, Hagley Avenue**

Present:

Community Forum Members

Withheld under section 9(2)(g)(i)

Jane Bryden, Office of the Hon Gerry Brownlee, Minister for Earthquake Recovery

Apologies:

Richard Ballantyne, Marty Braithwaite, Leah Carr, Leanne Curtis, Rachel Fonotia, Kath Fox, Wendy Gilchrist, Brian Parker, Suzanne Vallance.

Chair:

Trevor McIntyre

1. Notes of last meeting 1 December

Accepted as a true and accurate at the time of the meeting, with the following amendments:

- Jocelyn Pappriell: 5th point; clarify it is "section 124 houses" and the second to last bullet point – "timelines" not "time zones"
- Note the intention that Tony Marryall gave a commitment to attend Forum meetings on a regular basis to maintain ongoing liaison with the Forum, and consideration of a potential media release from Forum on that basis.

ACTION: Jane to discuss the 2012 Forum meeting dates with the Minister

2. Minister's Office

- 2.1** The Minister wishes to ensure the environment in which the Forum meets enables free and frank discussions and does not want limitations on discussions, and so has asked officials for advice about how best to meet statutory obligations, public expectations, and Forum's requirements, in terms of posting of Forum meeting Minutes.
- 2.2** "*Pop-Up*" picnics and outdoor movies. The events have been a huge success, in many cases re-energising communities and their representative groups, and creating a positive diversion for many during a difficult time.

To the suggestion that the branding wasn't strong, the Minister's office noted that the events were intended to be low-key and were about getting people together, the priority was not branding the events "CERA" or "Government".

2.3 The Forum requested a CERA update at the meeting on 16 February and Jane suggested they issue an invitation to Roger Sutton, or Warwick Issacs if Roger is unavailable.

2.4 *Potential issues/expertise:* The Forum held a brief discussion on potential issues/expertise that can be accessed for Forum meetings throughout the year.

The Minister's office noted that following the Forum's previously expressed concerns about the EQC/Fletchers alliance, EQC has requested time to brief the Forum and discuss the same with them. This request had been passed to the Forum's leadership team.

Other suggestions discussed:

- o EQC (Reid Stieven) re inspections and claims progress
- o Kelvin Berryman re seismic activity
- o CERA's Mike Shatford re CERA media and communications
- o Christchurch City Council, particularly Tony Marryatt
- o Briefings about the CBD and wider recovery plans

2.5 *Retirement Villages in the red zone:* The Minister's office informed the Forum that Government had agreed to extend its policy regarding payments to red zone residential homeowners to also include the owners of the four rest homes in the residential red zone. The Retirement Villages had previously been excluded because they are commercial businesses, and the owners have now been sent a letter to this effect.

The offer is made available to **owners of the establishment** and the onus is on them to reach settlements with their residents and make exit payments in a legal and moral way under the terms of their specific contracts.

3 CERA Update

3.1 CERA's key land zoning focus is the orange and white zones.

East Parklands - CERA is planning to provide an update in late February.

Brooklands red zone meetings are coming up, details on the CERA website.

3.2 Demolitions in the residential red zone have started. The Minister's office noted the concern expressed from previous owners and clarified Government policy.

LB noted that people were well-informed with 80 people at CERA's community meeting the previous week, that in her view the negative feedback came from a small group and the comment appeared to be media-driven.

The Forum expressed a view that the approach taken by the Minister and CERA was the right approach.

4.0 Issues and Questions from the forum

- 4.1 RJ – to what degree does CERA's Community and Well-being Team work with communities of interest, in addition to communities defined by more tangible criteria such as geography or age? For example, the disabled community has developed a disabled persons' recovery strategy.

The Minister's Office suggested the Forum invite Michelle Mitchell, CERA's GM Community and Well-being to a future meeting.

ACTION: Forum to invite Michelle Mitchell to attend a Forum meeting.

- 4.2 TB – Advice from insurance companies and lawyers is inadequate, is it possible to revisit chosen options shown to be based on bad advice?

Advice was given that there was no formal process for such circumstances. Government and CERA continually advises property owners to seek good advice and a range of advice. Such cases could only be considered on a case-by-case basis.

- 4.3 BV – There is concern in the hospitality industry about a perceived lack of progress with convention centre and stadium decisions, and as a result there is a high risk of a flight of capital, particularly among big hotel chain owners.

It was noted that these are CCC facilities but the Government is monitoring these considerations and decisions.

- 4.4 JP – Forum members should perhaps have been invited to the meeting providing a seismic update after the 23 December aftershocks, in order that they take the information back to their communities?

The Minister's Office noted that the GNS briefing referred to was a CCC-hosted meeting and therefore CCC's guest list, but that Forum members were present.

- 4.5 ET – There is a need for the CCC to understand that the Forum wants to help improve the Council's communication with the city.

It was noted that Tony Marryatt has, since his meeting with the Forum, shared a view that he found the meeting valuable, and this was positive.

- 4.6 ET – Terms of Agreement for the Forum provides for one third of Forum members to be rotated annually, and requested consideration be given to extending this period to two years. There was general agreement that the Group felt it was beginning to work well together and would like to continue with the current mix in the meantime.

ACTION: Jane to discuss with the Minister.

- 4.7 PJ – Statistics about insurance company complaints would be useful so the Forum can get an understanding of the extent of any issues and their relative performances.

ACTION: Jane to talk to CERA about what information relating to insurance complaints and insurance company performance might be available.

[Redacted]

4.8 ET – St Albans feeling like the lost suburb, with a rumour it is going to be zoned red.

The Minister's office confirmed the areas being referred to are zoned green with TC3, and await confirmation from DBH about the foundation design guidelines for TC3.

4.9 LM – increasing concern about crime in the red zones.

ACTION: Jane to ask CERA to provide some further information about liaison with Police.

4.10 MG-W – frustration within the Woolston community waiting for zoning decisions.

4.11 GB – waiting for a response from CERA to her enquiry about a couple in her community. Jane requested Glenda email her with the details.

ACTION: Glenda to email Jane for follow up.

5. Media policy

5.1 There was a consensus that the integrity and legitimacy of the Forum must be maintained but a division of opinion about how to deal with the communications issue.

Marty presented a discussion paper attached as Appendix One.

ACTION: Chair to collate these notes.

ACTION: WS, DM, DW, ME, TM and PL to re-draft Communications guidelines in light of comments, disseminate and comment on at next meeting

5.2 It was agreed that requests for a comment from the Forum be directed to those designated to speak on the Forum's behalf, and requests to Forum members as individuals should be dealt with by individuals adhering to individual areas of expertise and qualifying views expressed as those of the individual.

LM asked that the meeting notes record her potential conflict of interest in light of her employment with NewsTalkZB.

6 Themes and Issues for future focus and work streams

Forum to undertake three steps in developing their work programme:

- Identify challenges/priorities
- Division of issues into subcommittees, Resources sourced, person with relevant expertise contacted to talk to Forum about each challenge

- Feedback from Forum on each challenge to be put together as a statement and/or recommendation to be provided to the Minister

Each of these was discussed and developed further, a summary document is attached as Appendix Two.

7 EQC/Fletchers opt out option

The Forum suggested EQC run a publicity campaign on opting out process.

Cashing out to build – what questions do people need to ask about this to get the right info that they need.

There was consensus from the Forum to forward these proposals to EQC and further propose EQC to discuss.

ACTION: Forum to formally request EQC runs a publicity campaign on the opting out process.

8 Funding pools

What is available? There is a need to marry up the money that comes through many and varied channels with those that need it.

It was agreed a list of these, including contacts, would be useful for Forum individuals working within their communities.

ACTION: Patricia to create a list of the earthquake related funding available across greater Canterbury

9 Other items

9.1 Meeting attendance.

9.2 Rotation issue to be discussed at next meeting.

9.3 Should those who have showed little interest in attending be replaced?

9.4 Rules around terms of reference

9.5 Felicity Price re CCC Communications Review

- Forum to consider requesting a meeting at next meeting.

Next meeting – 16 February

Meeting closed 9.30pm

Appendix One

(meeting of 2 February 2012)

Two sets of communications:

- From the Forum as a single entity where communication should be structured and designated people from the Forum to speak on the Forum's behalf, and
- more informal communication on an individual level within each community in a way that does not undermine the integrity of the Forum but which respects the decisions and opinions of the Forum as a whole.

Comments:

- the Press article on the Forum and a journalist trying to find negative comment on the Forum suggests a tight discipline around what is said, and by whom, is required, especially as the Forum raises its profile
- if Forum members are going to speak as individuals, they should use their own name and own their comments as representative of their own opinion
- the Forum owes feedback to its communities, and needs to tell people what they are doing to build credibility
- meeting notes on the internet are detailed enough to provide information to communities generally
- when there is a particular issue the Forum could make a press release
- even when commenting as an individual, it is likely comments made will end up being quoted as the Forum's opinion, so members should pass requests for comment to the Chair to redirect appropriately
- the most important component of the Forum is that they bring a wide range of views, so where it can bring a collated view, it can be very powerful
- how does the Forum define "agreement"? What is the threshold? 75%?
- there is a balance of responsibility of individuals to their communities and responsibility of the collective Forum – be clear which hat you are wearing
- discussions are important to the public, they form part of the rebuild, Forum members are community representatives so debate and discussion should be open – counter argument, not everything can be transparent and a spokesperson would focus comment and position Forum comment more effectively
- Forum's main role is challenging authorities; its important to be proactive and be seen to change/improve things by bringing to the Forum the opinions of communities, and creating a holistic view of the issues concerned to present to the Minister or other relevant party
- Forum's role is also to support authorities when appropriate
- if there is a vacuum it will be filled if the Forum is not speaking and communicating to communities, the vacuum will be filled by others and this will be disadvantageous
- if the Forum has the ear of the Minister, and if they continue to build up this relationship, there is the opportunity to be able to make a real difference – media relationships should be seen in that context
- the Forum does not need to have a high profile, does not need to make comment on everything, and does not need to court the media - it is a highly privileged position and there really should only be one person speaking for the Forum
- the level of influence the Forum has is directly related to the level of trust in the Forum from the community, CERA CEO and the Minister
- there was positive feedback from EQC based on the list of questions collated and sent through to EQC by the Forum, the role of the Forum shouldn't be underestimated
- Forum members can consider some media training
- an "In Committee" process to assist differentiate public comment from sensitive information inappropriate to the public domain could be used

Appendix Two

(meeting 2 February 2012)

Identifying challenges/priorities:

- challenges document needs to be refreshed, but can be used as a guidance document in identifying challenges and priorities
- need to map residential communities and communities of concern and create a matrix of who is living where and what the issues are
- Forum would like access to the in-depth mapping of community done by CCC
- division of short, medium, long term when prioritising
- challenges and priorities can be broken down and each specific area requires a snapshot from those living and breathing that issue
- everyone needs to be responsible for those in your community
- Forum to provide feedback on priority challenges
- specific groups of Forum members to look at specific issues, access relevant people with expertise and organise to talk to Forum, provide information, services and support
- what about those who were already disadvantaged before the earthquake?

ACTION: Forum to request summary of mapping information from CCC which might be available

Challenges/priorities:

- insurance and statistics re the satisfied and dissatisfied customers across the different companies
- Fletchers monopoly/lack of consistency and transparency
- uninsured properties
- part insured and contract works insurance - although the number of uninsured is relatively small, they are a large part of a particular socio-economic group
- house prices – rebuilding can not be done for those in 250,000 bracket - what happens when they have to move out of their houses to get them fixed?
- cost of moving – bonds, TV, power, reconnections, removals, etc.
- temporary workforce - where is the temporary work force going to live?
- Housing and Land challenges cross over

ACTION: Wally and Maria to put draft a paper for next meeting around housing issues, in consultation with Martin who represents landlords and tenants

Land issues

- TC3 zoning - DBH guidelines, when they are going to happen?
- Information from GNS about what they think we are facing, as it underlies everything
- White zones - when are the property owners going to get an answer?

The shape of the city and how things are changing

Definition of sustainability request from Tony Warratt

CBD plan

Business as usual attitude from Council

Local community spaces

Transport flows – have we got public transport going in the right places?

City migration

Community hubs

Tourism

Cost of using community facilities

Public facilities, eg. AMI Stadium

Social funding

Violence in the city, crime and domestic violence

Sporting arena – what sports fields are available and what is happening with those that aren't?

Arts facility, cultural events – what facilities are available and what is happening with those that aren't?

Youth – more young representation on Forum required

Recovery plans, including CCP

Heritage

Education

Health

Work programmes within CERA

ACTION: Ideas to be collated and disseminated amongst Forum for comment