

**Community Forum**  
Private Bag 4999  
Christchurch 8140

**Meeting notes for the meeting of the CERA Community Forum**  
**Thursday 20 September 2012, 6.00pm**  
**Christchurch Netball Centre, Hagley Avenue**

**Present:**

Community Forum members:

Lynne Ball, Richard Ballantyne, Marty Braithwaite, Leah Carr, Joseph Chamberlain, Leanne Curtis, Gill Cox, Martin Evans, Maria Godinet-Watts, Peter Jenkins, Ruth Jones, Tom McBrearty, Deborah McCormick, Lesley Murdoch, Jocelyn Pappill, Faye Parfitt, John Peet, Bruce Russell, Patricia Siatage, Emma Twaddell, Suzanne Vallance, John Wong, Darren Wright

**Apologies**

Weng Kai Chen, Wendy Gilchrist, Wally Stone

**Chair**

Trevor McIntyre

**In Attendance**

Lynn Smith, Secretary for the Community Forum  
Jacinda Lean, Manager, Ministerial and Chief Executive Support, Office of the Chief Executive, CERA

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

Benesia Smith, General Manager, Office of the Chief Executive, CERA  
Jane Bryden, Advisor, Office of the Hon Gerry Brownlee  
Bruce Emson, General Manager Customer Services. EQC

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

Steve Wakefield, CERA Economic Recovery Group

**1. EQC Presentation, Bruce Emson**

**1.1 Fletchers EQR Process**

- Fletchers EQR are the agent of EQC for the repair programme of residential houses under the \$100k cap. EQC remain responsible for the repair programme.
- Management of the timing for the repair/rebuild process includes the homeowners expectations
- The Fletchers EQR supervisor is primarily responsible during the repair process
- An initial scope is prepared with a further scope being carried out just prior to commencement of repair
- Home-owners can nominate an accredited builder and should book at the time of the first scope (Fletchers EQR will advise the home-owner when their property is in the queue for starting)
- Builders are accredited to the programme, not to a particular hub

**1.2 Completion Of Repairs Process**

- The EQR supervisor, contractor and property owner are all involved in the completion process

- In the case of Scope of Works disagreements:
  - There is an appeal process in place, led by a Disputes Resolution Team
  - Timeframes for resolution cannot be confirmed, as every case is different
  - It is important to note that Fletchers EQR job is to only repair damage caused by the earthquakes – expectations that pre-existing works will be included in the works programme are a challenge
- Foundation repairs are monitored throughout the process
- Once the job is complete a formal handover takes place
- Home owners have a 90 day sign off period once repair works are completed

### 1.2 Project Management Process

- Documentation includes assessment, scope of works, pricing, works order, variations and sign off
- Homeowners receive an uncosted Scope of Works, variation report and will be asked to sign off on the repairs once completed by Fletchers EQR
- Performance management is constantly monitored and managed
- A full quality control process is in place
- EQC noted that Christchurch is New Zealand's largest ever construction site
- The Fletchers EQR accreditation process thoroughly vets contractors applying for accreditation, with 20% of applicants failing at the initial screening process, and a further 40% declined at the interview phase

### 1.3 Identifying The Vulnerable

- EQC are currently working on building a vulnerable model (EQC is working with CERA on this issue).
- As Christchurch moves into year 3 post the first quake, real stress is now being seen, and appeals are being sent out through the community to identify those most vulnerable

### 1.4 General

- EQC are constantly being audited to ensure they are working within the processes
- Communication to people is constantly improving, both via media and public meetings
- Call centres are staffed with speakers of other languages
- Some review of written material production in other languages is likely

**ACTION: CF members to send any feedback on the EQC presentation to Lynn by Wednesday 26 September**

2.

Withheld under section 9(2)(f)(iv)

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**3. CERA Economic Recovery, Steve Wakefield**

- It was agreed that this session was provided **in confidence and under embargo** to Community Forum members. Forum members agreed to these conditions.
- The economic goal is to revitalise greater Christchurch as the heart of a prosperous region for business, work, education, and increased investment in new activities
- S Wakefield outlined why there is an Economic Recovery programme, how it has been developed, who has been involved, and where it is currently at
- The Christchurch economy has proved to be very resilient
- The population of Christchurch dropped by 2% but is slowly starting to climb again
- The aim of the Economic Recovery Programme is to lift the growth path while avoiding a 'boom and bust' scenario, with a focus on long term levers, not just construction
- Consultation with a wide range of stakeholders has resulted in a group of 20 projects, which fall into 8 groups
- Those 8 groups fall into 3 groups – Leadership, People, and Business Environment

**ACTION: CF members to send feedback on the draft Economic Recovery Programme to Lynn by Wednesday 26 September**

**4. Notes Of The Last Two Meetings**

Moved: Bruce Russell      Seconded Faye Parfitt  
*That the notes from the meeting of 2 August 2012 and 16 August 2012 were confirmed as accurate records.* **Carried**

**5. General Business**

- The next meeting will be a catch-up with the following items on the agenda:
  - Feedback from EQC presentation
  - Submissions from CERA's Strategy, Planning & Policy team
  - Submissions for CERA's Economic Recovery team
  - CF Plan and Annual Calendar
  - Education Renewal Plan – accessing input into blueprint
  - Youth Forum

- The Forum noted that Ross Breton has tendered his resignation from the Community Forum

**6. Next Meeting – Thursday 4 October 2012**

Meeting closed 8.00pm

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## canterbury home repair programme

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### CERA Community Forum

Thursday 20 September 2012



### EQC Response: Vital Statistics

#### EQC Workforce

- 3 Sept 2010: 22
- 3 March 2011: 1650
- 31 May 2012: 860
- 31 Aug 2012: 1006

Public meetings attended 250+

#### EQR Workforce

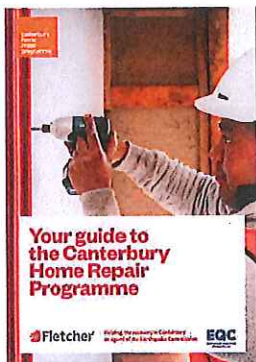
- Hubs established: 20
- Contracting Firms: 1,109  
(accredited to date)
- Tradespeople: 16,662

Total Claims Lodged	459,261
Made up of	
• Building Exposures	414,257
• Contents Exposures	183,361
• Land Exposures	93,473
Total Exposures	691,091
Full Assessments of Houses Completed	264,613
Rapid Assessments of Houses Completed	182,838
Clean Heat Installations	17,259
Emergency house repairs completed/paid	151,251
Full house repairs completed	23,082
Completions per day	95
Total Payments by EQC to date	\$NZ 3.7B

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## The Process For Starting Repairs

- Information packs are sent when confirmed as part of the Canterbury Home Repair Programme (CHRP).



EQR quantity surveyors recommend the costs provided by contractors, and EQC estimators approve these.

Works orders are approved after EQC's endorsement. Then customers advised on start dates/times for repairs.

EQR informs customers of anticipated start and finish dates for repairs.

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## During The Repair Process

- EQR supervisor is required to complete site checks during the repair process.
- Variations to repairs are approved by EQC staff working out of the EQR hubs.
- Agreed-upon scope changes during the repair process, are advised by the EQR supervisor. This is particularly important where home owners or tenants are residing in temporary accommodation during the repair process.

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## Completion Of Repairs

- Once complete, the EQR supervisor and contractor, along with the property owner, inspect the repair work.
- Then, provided all parties are satisfied with the work completed, the repairs are signed off by the home owner.
- There is 90-day defects liability period - all repairs must comply with the Building Act 2004.



- If a property owner isn't happy with the work they contact EQR in the first instance. If they remain dissatisfied, they can then contact EQC.

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## Completion Of Repairs

- Some contractors may ask home owners to undertake an inspection with them prior to the EQR sign off, forming part of the contractor's quality assurance process.
- Formal sign off that the repairs have been completed is carried out with the home owner, contractor and EQR representative present.

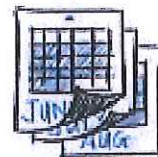


- EQC advises customers not to sign off on repairs before all of the work has been completed.

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## Payment Of Contractors

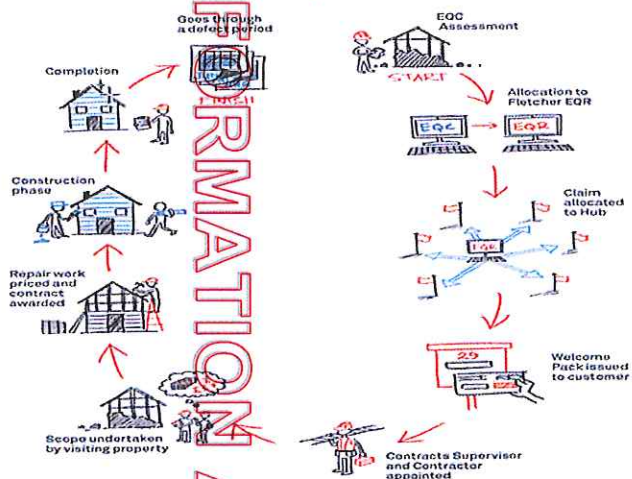
- EQC is paying contractors on a weekly basis.
- If tradespeople have concerns in regard to payment, their first point of contact is the Project Manager who engaged them.
  - For main contractors, EQR should be contacted directly. Where the tradespeople are sub-contractors, they should contact the main contractor.
- Retentions are held until the end of the 90-day defects liability period.



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## Project Management Process

What should I expect?



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## Documentation

- Fletcher Construction is EQC's agent and acts in that capacity in executing contracts
- Documentation includes assessment, scope of works, pricing, works order, variation/s and sign off.
- As part of the accreditation process, a formal contract between EQC and the contractor is struck. Each work order is referenced back to that main contract.

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## Initial EQR Accreditation

- Contractors register their interest online, and complete a series of questions (covering questions on their business, health and safety etc.) with a minimum "pass criteria", to date:



1. Approximately 20% of applicants have been declined at the initial stage.
2. Successful applicants are invited to interview, provided they have an acceptable health and safety policy. Of these applicants, approximately 40% have been declined.
3. References and qualifications are checked.

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## Performance Management

- Performance is monitored and managed through:
  - The sign-off process on each job
  - Annual contractor performance reviews
  - Project Improvement Notice process – a formal recognition of minor faults to be rectified
  - Three Strike process – formal disciplinary investigation and removal from the project, where appropriate.



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## Training

- EQR offers support to contractors in the form of coaching by Contracts Supervisors, Technical Advisors and Monitoring Officers.
- Regular contractor meetings and forums are held both in each hub and centrally.
- One-on-one coaching and training is offered to contractors through Recover Canterbury.



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## Quality Management

- EQR has a quality system and a set of standard operating procedures designed to ensure a consistent approach across the programme.
- Customer involvement is included, where appropriate, such as in the scoping and sign off processes.
- EQC has ultimate responsibility for the quality assurance process.
- Home owners have additional protection under the Building Act, building code and consents, trade and supplier warranties.

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## Tenancies

- Tenancies are treated the same way as owner-occupied properties
- Home owners are asked to pre-scope whether they will be able to proceed with repairs within the next 6-8 weeks
- If not, the claim returns to the pool
- A future date for the start of repairs is not pre-determined.



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