

# Earthquake recovery update

**CERA**  
Canterbury Earthquake  
Recovery Authority



Clara Miles, left, and Rosa Opie, both 8 year old pupils from St Martins School, with the book of Christchurch children's earthquake stories to which they both contributed. Photo courtesy of The Press.

## COMING UP

**5 NOV.** Start of Canterbury's NZ Cup and Show Week.

**5 NOV.** First public bus visits to CBD red zone.

See details page 2.

**7 NOV.** Canterbury Earthquakes Royal Commission begins public hearings on unreinforced masonry buildings. St Teresa's Church hall, corner of Puriri Street and Riccarton Road. See details page 6.

**13 NOV.** Last day for public feedback on future of education in the area. Can be done online at <http://shapingeducation.minedu.govt.nz>

**26 NOV.** Election day. Information page 2.

**28 NOV.** Royal Commission begins public hearings into the PGC building.

**2 DEC.** Deadline for schools' photo competition.

See details page 2.

**3 DEC.** Santa Claus at Kaiapoi Carnival.

See details page 5.

**5 DEC.** Royal Commission begins public hearings on Forsyth Barr and Hotel Grand Chancellor buildings.

**EARLY DEC.** City Council aims to remove chlorine from the water supply. See details page 8.

**12 DEC.** Royal Commission begins hearings on other buildings that caused loss of life.

**NOV. – DEC. 2011** – CERA considers public comments and prepares revised Recovery Strategy.

**CHRISTMAS** – A further reduction of the CBD red zone cordon is anticipated as work continues. The cordoned area can be viewed online at [www.cera.govt.nz](http://www.cera.govt.nz) and is updated regularly. (See NEXT YEAR page 5)

### Pools reopening

Seven of Christchurch's outdoor swimming pools are on track for summer opening:

**EARLY NOV.** Jellie Park 50-Metre Outdoor Pool

**12 NOV.** Halswell Aquatic Centre, Botanic Gardens, Spencer Park and Edgar MacIntosh paddling pools

**3 DEC.** Belfast Pool

**12 DEC.** Templeton Pool

For opening hours, or any changes to these dates, please see [www.ccc.govt.nz/outdoorpools](http://www.ccc.govt.nz/outdoorpools)

Pools still closed due to earthquake damage include Waltham Lido Pool, Lyttelton Norman Kirk Memorial Pool, and the paddling pools at Scarborough, New Brighton and Abberley Park. Governors Bay community outdoor pool requires further assessments before a decision can be made.

*When My Home Shook* records the stories, poems and artwork of children collected on a website set up in the days following the September 2010 earthquake to encourage children to talk about their experiences, and by viewing other children's stories to realise there were many others who also felt scared. The book is an unedited record of the personal accounts of Canterbury primary and intermediate school children.

## Ideas wanted for exciting learning future

### Schools as "community hubs", more "seamless education" and innovative ways to enhance the value of technology and e-learning opportunities...

These are just some of the things the community is being asked to consider during development of a draft Education Renewal Recovery Plan, the second of the six recovery plans that will sit underneath the Recovery Strategy for greater Christchurch.

There will need to be significant investment across the education system over the medium to long term to rebuild the education system in the wake of the quakes.

Because it is important that money is spent wisely, the Ministry of Education and Tertiary Education Commission are asking the community for their views on: the things they liked about the way things were, the things they might like to change, and new ideas they might like to see introduced.

This feedback will help determine the overall direction for education, from early childhood to tertiary, and how it should be delivered across greater Christchurch in the future.

Given the extent of the damage to land and property, and the number of children and young people who have moved away, things won't be able to be put back together again exactly as they were.

While that's sad, it also offers the community a unique opportunity to explore the possibilities of new places, spaces and technologies to deliver a unique and exciting learning future that will ultimately deliver a distinctive social, cultural and economic advantage to the people of Christchurch and surrounds.

Remember feedback is being sought on the overall direction for education, from early childhood to tertiary, and how it should be delivered across greater Christchurch in the future.

While decisions on land and where people live are still being made, it is too early to talk about which school or early childhood service is needed where.

Log onto the shaping education website <http://shapingeducation.minedu.govt.nz> and give your thoughts by 5pm, 13 November.

There will be opportunity for further discussion once the draft Education Renewal Recovery Plan is released for consultation in the new year. ■

## Infrastructure rebuild pushes ahead

**Work** on the rebuild of Christchurch's earthquake-damaged roads, sewer and water services is building up, with more than 40 individual construction projects underway in the city.

Christchurch City Council General Manager Capital Programme Kevin Locke says emergency response and infrastructure repair work has been ongoing across the city since the 22 February earthquake. The priority so far has been to restore temporary services to homes and complete work to make the roads safe and repair critical parts of the underground infrastructure.

At the same time, the Stronger Christchurch Infrastructure Rebuild Team has been planning for the roll-out of the \$2 billion infrastructure repair job.

"There are a number of factors that need to be prioritised when preparing the work programme for the coming five years and the team is working on this right now.

"An overarching plan for the rebuild is also being prepared which will help explain to the community how we will tackle the big job ahead of us," Mr Locke says.

Keeping residents informed about work happening in their neighbourhoods is a key part of the rebuild. You can find out more at [www.strongerchristchurch.govt.nz](http://www.strongerchristchurch.govt.nz)

See list of some of the major projects underway on page eight. ■



*Gerry Brownlee*

**Gerry Brownlee**  
Canterbury Earthquake  
Recovery Minister

**W**e recently announced the rezoning of over 6400 residential properties from orange to green, representing nearly 80 percent of the remaining number of orange zoned properties in Canterbury.

This means these properties can be either built on as is or built on with individual remediation to damaged parts of their land. I appreciate many have been waiting a very long time for this decision. Earlier decisions to zone land green or red were more straightforward. The length of time it has taken to reach these zoning decisions reflects the myriad of complexities that needed to be sorted before any decisions could be made about the land.

These property owners will now need to work with EQC to repair their land, if required, and with their insurer or EQC to repair and rebuild their homes.

A key part of these solutions was the new technical categories for residential foundation design developed by the Department of Building and Housing. All flat land in the residential green zone in Canterbury has now been divided by engineering experts into three new technical categories (TC1 or TC2 or TC3).

More information about the zoning decisions and the technical categories for foundation design can be found in the CERA information published last weekend and on the CERA website [www.cera.govt.nz](http://www.cera.govt.nz)

Many property owners will still have some significant considerations to deal with, but they can now get started and identify a way forward.

Last weekend the Prime Minister John Key officially launched Re:START in Cashel Mall. This temporary shopping centre uses shipping containers converted into colourful shops and cafes and provides a welcome first-step back to CBD retail shopping.

It was with sadness we learned of the decision by the Anglican Diocese of Christchurch to deconsecrate and partially deconstruct the Christchurch Cathedral. This would have been a difficult decision for the Diocese, knowing as it does the importance of the Cathedral to the people of Christchurch. We must all support the Diocese as it now plans for a permanent Cathedral we will all be proud of.



**Roger Sutton**  
CERA Chief Executive

**I**mproving and enhancement are two key words in CERA's founding legislation, and each will become more widely used, I believe, over the next few months.

The Canterbury Earthquake Recovery Act 2011, which set up CERA in April, defines recovery as including both restoration and enhancement. In other words recovery is not limited to putting things back the way they were. In many cases, of course, it may not be practicable or desirable to "put things back". Whenever possible, we will try to improve infrastructure resilience, in the long term, and also quality of life.

Another important word in the Act is rebuilding and this covers rebuilding communities as well as "extending, repairing, improving, subdividing or converting any land, infrastructure, or other property". This update has a major focus on rebuilding; especially rebuilding communities and also discusses rebuilding in terms of improving and enhancement.

On the front page of this Earthquake Recovery Update, the Ministry of Education promotes its draft Education Renewal Recovery Plan, the second of six recovery plans (following the draft Central City Plan developed by the Christchurch City Council) to sit within the Recovery Strategy for greater Christchurch. As the Christchurch City Council did with its draft Central City Plan, the Ministry of Education is not proposing to merely restore but to improve. In the Ministry's words, it hopes for "new places, spaces and technologies" promising "a unique and exciting learning future". I urge people to give feedback before the deadline of 13 November 2011.

We're pushing ahead with these draft plans because we want to move quickly from planning to implementation and reach our goals of restoration and/or enhancement much earlier. However, I realise for thousands of people concentrating on having to move, or those who are still waiting for decisions about their land, it is difficult discussing long-term planning for the region.

I urge people from the residential red zones who have identified areas they would like to relocate to in Canterbury to focus on suggestions for those new communities. New Canterbury communities are more likely to provide an enhanced way of life – with exciting, innovative schools for example – if the ideas, as much as possible, come from you.

You can submit your views on the Education Renewal Plan by 13 November by visiting the website: <http://shapingeducation.minedu.govt.nz>. ■

## Briefs

### *Visits to CBD Red Zone*

These public bus visits are an opportunity for people to reconnect with the Christchurch CBD. The visits will run on Saturday afternoons and on Sundays from 5 November to 11 December. For bookings call 0800 RING CERA (0800 7464 2372), Monday – Friday 8am-5pm. Safety considerations mean that terms and conditions apply. People under the age of 15 must be supervised on a 1:1 ratio by a parent or legal guardian. Departures will be from Cranmer Square. A gold coin donation towards the cost of the bus visits would be appreciated at check-in. A map and further information can be found at [www.cera.govt.nz](http://www.cera.govt.nz).

### *Port Hills meetings*

A series of street meetings is being held in areas of the Port Hills affected by geotechnical issues, to update residents on hazards facing their homes. The meetings started in October and give residents an opportunity to talk directly with geotech engineers, City Council staff and others. They have been coordinated by local resident groups and CanCERN. Go to [www.ccc.govt.nz/porthillsgotech](http://www.ccc.govt.nz/porthillsgotech) or email [porthillsgotech@ccc.govt.nz](mailto:porthillsgotech@ccc.govt.nz).

### *Interim report*

The interim report of the Royal Commission of Inquiry into Building Failure caused by Canterbury Earthquakes has been released by the Attorney-General, Christopher Finlayson. It can be found online at: <http://canterbury.royalcommission.govt.nz/Interim-Report>

### *Schools' photography competition*

CERA is inviting schools in greater Christchurch to take part in a photography competition focused on reflecting students' vision of recovery – what greater Christchurch will be like in the future.

### *Thanks to Shirley Boys*

Shirley Boys High included a charge of \$1 per ticket for a recent year 9 and 10 dance and the school's subsequent donation of \$306 to the Christchurch Earthquake Appeal will be put to good use.

### *Correction*

During the publishing process, the number "1" dropped from a figure quoted in September's Earthquake Recovery Update. Rather than 24km of water mains being damaged in the earthquakes, the real figure is 124km.

## Have your say on 26 November

**The** Electoral Commission wants to make it as easy as possible for the people of Canterbury to vote in the Saturday 26 November General Election and Referendum on the Voting System.

Things have changed since the 2008 General Election, and many buildings used as polling places in the past are no longer available. It will be important to check ahead before going to vote, to make sure you know where your nearest polling place will be.

Information about when, where and how to vote will be available from 0800 36 76 56 and [www.elections.org.nz](http://www.elections.org.nz) from 2 November. This information will also be included in the Easyvote packs which will be sent to Christchurch voters in mid November.

If getting to a polling place on election day might be difficult, you can vote in advance from 9 November. Mobile advance voting facilities will also be available in some electorates. Advance voting locations and timetables will be advertised locally.

But the first step is making sure you're enrolled correctly. Visit [www.elections.org.nz](http://www.elections.org.nz) or call 0800 36 76 56 to check your enrolment or find out more about enrolling and voting in Christchurch. ■

## Changes to speed up urban planning

**Changes** to Canterbury's Regional Policy Statement could pave the way for the building of more than 45,000 new houses.

The Government has made the changes to enable local authorities and developers to make land available for post-earthquake residential development, Canterbury Earthquake Recovery Minister Gerry Brownlee has announced.

It means Christchurch's urban growth plan has been fast-tracked and large areas of rural land – earmarked for development by 2041 – is opened up now, instead of possibly being stalled for two years in the Environment Court.

Mr Brownlee said the changes revoked Proposed Change 1 to the Canterbury Regional Policy Statement and inserted a new chapter 12A.

The new chapter:

- identifies areas available for urban development
- specifies residential densities
- makes provision for businesses
- requires local authorities to provide for sequencing of developments, and
- provides for form, design and development plans to enable integrated management

This approach, made using the powers available in the Canterbury Earthquake Recovery Act 2011, will consolidate and intensify growth in certain areas to reduce reliance on road transport while identifying environmental challenges, including risks such as liquefaction and rock-fall.

It is part of wider work underway to address housing supply across the greater Christchurch area. ■

# Ngāi Tahu rises to the challenge



The second intake of He Toki ki te Rika students, who have just started in carpentry and masonry, pictured at the CPIT Trades Innovation Institute.

**Te Rūnanga o Ngāi Tahu** has an earthquake recovery working group called *Te Awheawhe Rū Whenua*.

As well as providing advice on planning for the rebuild, Te Awheawhe Rū Whenua is charged with coordinating a special earthquake fund, set up for the purpose of assisting whānau, rūnanga and those in need. Te Rūnanga o Ngāi Tahu provided \$1.1 million and another \$500,000 has come in through donations, including from other iwi. Te Awheawhe Rū Whenua says it would like to thank everyone for their support following the earthquakes. Alongside donations, around 150 individuals and businesses offered or provided their time, services, goods and products. Some have even set up automatic payments of \$10 per week, others have made much larger contributions.

Organisations such as the Tuahiwi and Rapaki Maori Women's Welfare Leagues, Nga Maata Waka Enterprises Ltd and Charitable Trusts including Te Puawaitanga Ki Ōtautahi, KidsCan and

Whakaoranga have received grants from Te Awheawhe Rū Whenua, to help relieve the extra pressure on their services and support their on-going earthquake recovery work.

A new initiative which picks up on the awesome post-quake response of the Māori Wardens, who worked so hard door-knocking as many people as possible in the eastern suburbs, is Rū Whenua Kaitoko Whānau. Kaitoko Whānau (support people) help by providing longer term support and assistance to earthquake affected vulnerable Māori whānau and those most in need. This service is available to papatipu rūnanga, whānau and the wider community by calling 0800 KAI TAHU. Rū Whenua Kaitoko Whānau is a He Oranga Pounamu initiative sponsored by Te Puni Kōkiri and supported by Te Awheawhe Rū Whenua.

The Māori trades initiative to help rebuild Canterbury, He Toki ki te Rika, is also supported by Te Awheawhe Rū Whenua. More than 130 Māori trade students have signed up to the programme, which

builds whanaungatanga (kinship) amongst Māori in trades and creates employment opportunities for trainees. He Toki ki te Rika, Inspiring Māori Leadership in Trades, is a partnership between Te Rūnanga o Ngāi Tahu, Te Tapuae o Rehua, CPIT and the Built Environment Training Alliance (BETA) workgroup, with support from Ngāi Tahu Property and funding from Te Puni Kōkiri.

Ngāi Tahu Property is preparing for increased demand for its residential sections and commercial office space. The iwi's specialist property investment, management and development business has fast tracked more than \$300 million in property development at Wigram Skies, Lincoln and Prestons subdivisions. This commitment will bring 5000 sections to the market. These sections will be in modern master-planned communities that include a wide range of community facilities. Each section will have geotech certification. These new subdivisions will ensure that homes will be available for families who are in the red zone or who are seeking a new home. ■

## The expert report on CBD buildings can be seen on website

**The** Department of Building and Housing has released the first report from its technical investigation into four Christchurch buildings, which covers the PGC, Forsyth Barr and Hotel Grand Chancellor buildings. It has also released a report that details its response to the findings.

Key findings are:

- Strong ground shaking and high vertical accelerations were among the principal reasons that Christchurch's PGC, Forsyth Barr and Hotel Grand Chancellor buildings failed in the aftershock of 22 February 2011.
- When the PGC, Forsyth Barr and Hotel Grand Chancellor buildings were built, design requirements were not as rigorous as they are now.
- In the case of the PGC building, where there was tragic loss of life, the shaking was much more intense than the building was designed for in 1963 and the building lacked resilience and the ability to move and respond without losing strength.

The Department is taking action on all the recommendations with immediate focus on the panel's priority recommendations.

The Department has issued an alert to structural engineers and local authorities to ensure that owners of multi-storey buildings have all the main exit stairs checked. This is to ensure they have sufficient allowances for movement. It is also working with the Structural Engineering Society of New Zealand (SESOC), the design profession, and Standards New Zealand on aspects of design, building detailing and construction.

The Expert Panel Report and Department's report are available from the Department's website <http://www.dbh.govt.nz/canterbury-earthquake-technical-investigation>.

The second report will include the technical investigation into the Canterbury Television (CTV) building and final recommendations from the experts involved in the investigation. This investigation is still ongoing and the report will be released when it is complete. It is important the Department takes time to conduct a thorough investigation and that the findings are robust. The families of people who died in two of the buildings deserve nothing less.

Reaching a firm conclusion on the reasons the CTV building failed is not a simple process. There are several possible reasons the building failed and additional analysis is necessary to carefully examine the possibilities. ■

## A moment in time



**CERA** aims to document the process of clearance and rebuild of some CBD buildings with time lapse photography. The project is starting with the National Bank on Hereford Street.

A video “micro doodle” will be posted on our website each week showing the activity on the site. We aim to film the rebuild on the site in the same way to give a complete timeline.

The cameraman is Lance Hastie, shown setting up his time lapse camera a block from the Hotel Grand Chancellor. He used a Nikon D 200 DSLR which runs on solar power, so it needs minimal attention. It has a day timer and an intervalometer; a device which counts intervals of time, and it’s set up to take a frame every five minutes

The first stage of the project is set for completion late November. ■

## Progress in Selwyn District

**Selwyn** District Council reports its roads are in good condition and it has completed work on all other Council infrastructure affected by the earthquakes. While there was some building damage, no lives were lost and at this stage only three community halls are left to repair.

The Council has introduced a fast-track system for earthquake-related building consents. For information, ring the Council’s building department on 03 347 2839.

Fletcher’s EQR hubs are operating well, with 884 house repairs completed in the district and an estimated 3000 to go.

The first house replacements have been completed by insurance companies. Soon at least 8800 sections will be zoned and ready to be built on as the need arises over the next six months to several years.

Selwyn’s Earthquake Community Recovery Support Officer Jenny Harkerss (03 347 2800) is available to discuss any difficulties residents are experiencing as a result of the earthquake.

Neighbourhood Support Groups operate in the district – contact [n.support@selwyn.govt.nz](mailto:n.support@selwyn.govt.nz), or ring 347 2800 / Darfield 318 8338; or if you’re new, join the Selwyn Newcomers Group, contact Joyce Davey, [jdavey@slingshot.co.nz](mailto:jdavey@slingshot.co.nz).

For information about activities, food and wine trails and living/working in Selwyn, visit [www.selwyn.govt.nz](http://www.selwyn.govt.nz). ■

## Financial decision guide

A **financial** decision guide for Canterbury red zone residents has been launched by the Commission for Financial Literacy and Retirement Income (formerly known as the Retirement Commission).

The Commission has been funded by the Christchurch Earthquake Appeal Trust to develop the tailored information for red zone residents who have received offers from CERA, on behalf of the Government, to buy their house and land.

The Commission’s “Financial Decision Guide” booklet is designed to help people make their financial decisions about the CERA offer and what to do with their settlement payment. It also gives guidance on who to talk to and where to get financial advice.

Retirement Commissioner Diana Crossan said red zone residents shouldn’t rush their financial decisions.

“People who are being made an offer by Government to purchase their house and land need to make some of the most important financial decisions of their lives. They have nine months to make that decision. It’s important that they take time to consider all the implications of their choices. What people decide now could have a lifetime impact.

“Our tailored information is designed to help them work through the decision making process.

“As CERA suggests, red zone residents need to discuss their position with their bank, insurer and lawyer to ensure they fully

understand the offer and what it means for them. And, if people are looking for financial advice, they need to make sure they are dealing with a properly qualified professional financial adviser,” Ms Crossan said.

Christchurch Earthquake Appeal Trustee Dr Rod Carr said the decisions red zone residents need to make about the CERA offers could have a life-time impact.

“We saw a need for better information on how to go about making these choices.

“The Commission is known for providing free, independent and trusted information on its Sorted website. The Trust saw the Commission as well placed to fill this gap and approached them to produce tailored information for red zone residents.

“It’s important that red zone residents make the right decision for their own situation, and I strongly encourage all red zone residents to use the financial decision guide to help guide them through their decision process,” Dr Carr said.

The booklet is available online on Sorted, on a special landing page for red zone residents ([www.sorted.org.nz/redzone](http://www.sorted.org.nz/redzone)). This page has tailored information, in the form of a checklist, to give red zone residents some guidance on what to start thinking about and doing, and who to talk to.

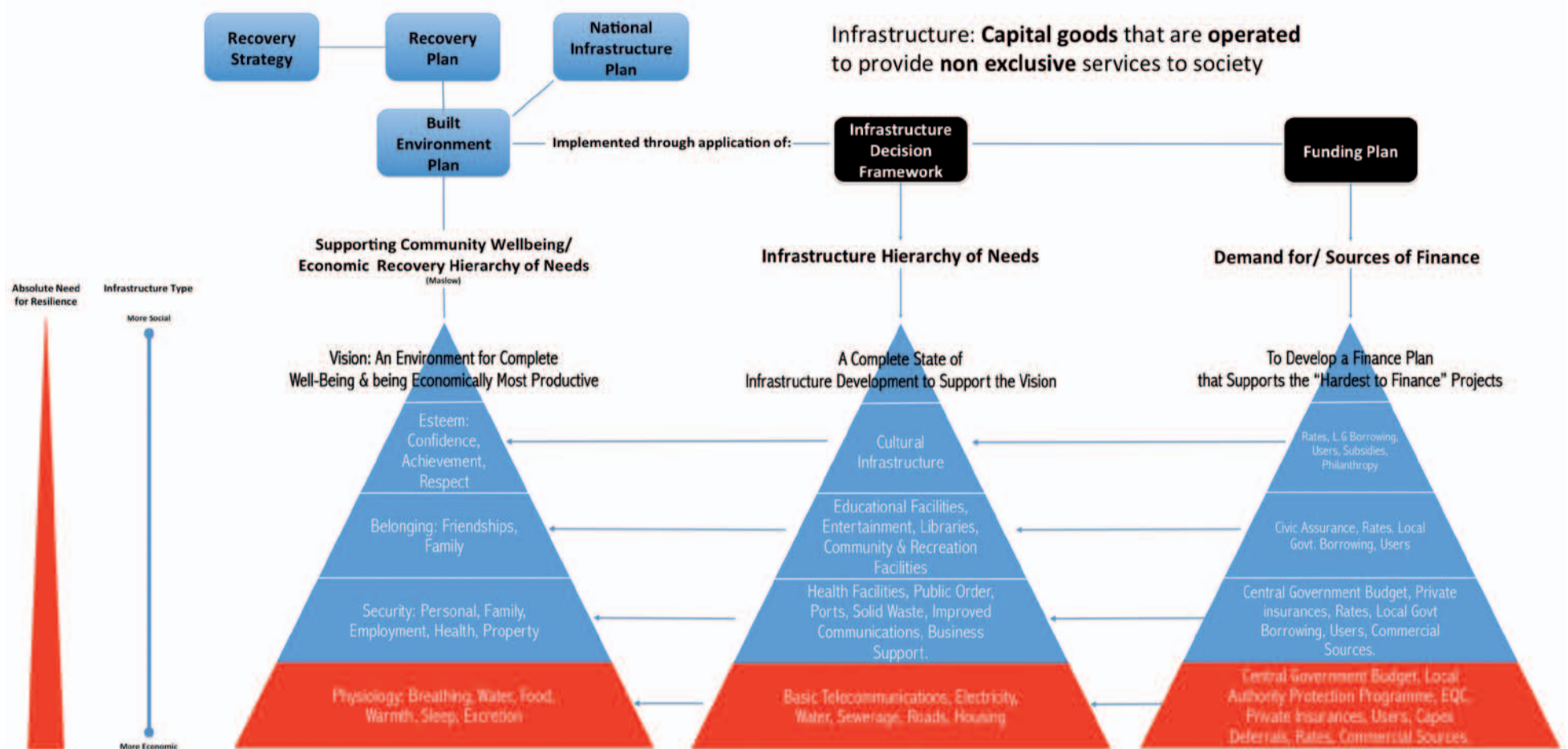
It is also available in hardcopy from CERA earthquake hubs and other community organisations in Canterbury. ■



The Governor General Sir Jerry Mateparae and Lady Janine Mateparae visited the CBD red zone recently with several families of people who died on 22 February. Following the visit, there was a brief ceremony at the Bridge of Remembrance where His Excellency laid a wreath followed by several family members and the Christchurch Mayoress Jo Parker.

# Moving up and out of the red

## A Conceptual Model for Infrastructure Recovery & Enhancement



Greater Christchurch is on the way to a recovery peak in this infrastructure model, one of many visioning charts considered with a wide range of other public feedback, as CERA drafts a Recovery Strategy for the area over the next two months.

## Santa Claus coming to Kaiapoi

The Kaiapoi Carnival in December is promising to be entertainment for all ages and a celebration for the community. For well over 50 years the Carnival has been a way to celebrate Kaiapoi's township, residents and businesses communities.

The main street in Kaiapoi, Williams Street, will be blocked off for the Carnival which will run from 9am-4pm on Saturday, 3 December. The Crossing carpark on the corner of William and Hilton Street and the carpark behind the old Kaiapoi Library will both be packed with market stalls, food stalls and entertainment.

As a not-for-profit event, donations are being welcomed by the Kaiapoi Promotion Association by contacting Jocelyn Larsen on 03 327 5527, 027 241 9987 or at kaiapoipromo@xtra.co.nz. ■

## Support systems work well in Waimakariri

The Waimakariri District has many support systems in place in the community – two of which are working closely with affected red zone residents.

The Waimakariri Earthquake Support Service (WESS) has been in operation since January 2011 and currently has 609 active cases. In addition, a total of 94 families have left the WESS following a move from the Kaiapoi area or when a resolution for an issue or concern is provided.

There are 13 WESS coordinators who are committed to supporting earthquake affected residents. They are based at the Kaiapoi Service Centre, 24 Sewell Street and can be contacted on 327 5621.

The Kaiapoi Earthquake Hub opened on 19 September 2011 and is based at 11 Cass Street, Darnley Square. The Hub hosts a number of representatives from earthquake agencies and organisations including the Waimakariri District Council, Canterbury Earthquake Recovery Authority (CERA), the Earthquake Commission (EQC), Community Law and the Canterbury Earthquake Temporary Accommodation Service (CETAS).

The Hub provides information, assistance, updates and official agency and community organisation material for all earthquake affected residents. Active monitoring has shown that since the Hub opened, more than 300 Waimakariri District residents have made appointments with the service.

The Hub is open Monday through Friday 9am-5pm with a late night Thursday from 5pm-6.30pm by appointment only. Residents can phone 0800 639 000 to make an appointment. ■

## Next year 2012

**EARLY 2012** Revised Recovery Strategy referred to Canterbury Earthquake Recovery Minister for consideration.

Draft Education Renewal Recovery Plan released for consultation.

**7 FEB** Royal Commission begins public hearing on the subject of new building technologies.

**FEB** Deadline for submitting your letters/drawings to be included in the Canterbury Time Capsule. The capsule was created by a group of volunteers to record people's earthquake experiences and their hopes for the future. The Capsule will be sealed after the anniversary of February's 'quake and opened again in 2060 as part of celebrations of how far Canterbury has come. Submissions can be emailed to: canterburytimecapsule@gmail.com or printed/written on acid-free paper and posted to PO BOX 29482, Fendalton, Christchurch.

**7 – 11 MARCH** Ellerslie Flower Show, North Hagley Park.

**MARCH** Provisional date for Royal Commission to begin public hearing on CTV building.

**APRIL** Expected timeframe for CBD red zone to be largely gone, but a few sites will remain restricted due to ongoing work.

Canterbury Earthquakes Royal Commission will deliver its report with final recommendations.

# Royal Commission inquiry continues

**The** Canterbury Earthquakes Royal Commission is inquiring into earthquake-related building failure in the Christchurch CBD and the adequacy of relevant building codes and standards for all New Zealand CBDs.

The CTV, PGC, Forsyth Barr and Hotel Grand Chancellor and other buildings in and outside the CBD whose failure caused loss of life are being investigated, as well as a representative sample of buildings which performed well or poorly in the earthquakes. The building “stickering” or “placarding” process after the 4 September 2010 and 26 December 2010 Boxing Day earthquakes is included but not matters of liability or the search and rescue effort after the 22 February earthquake.

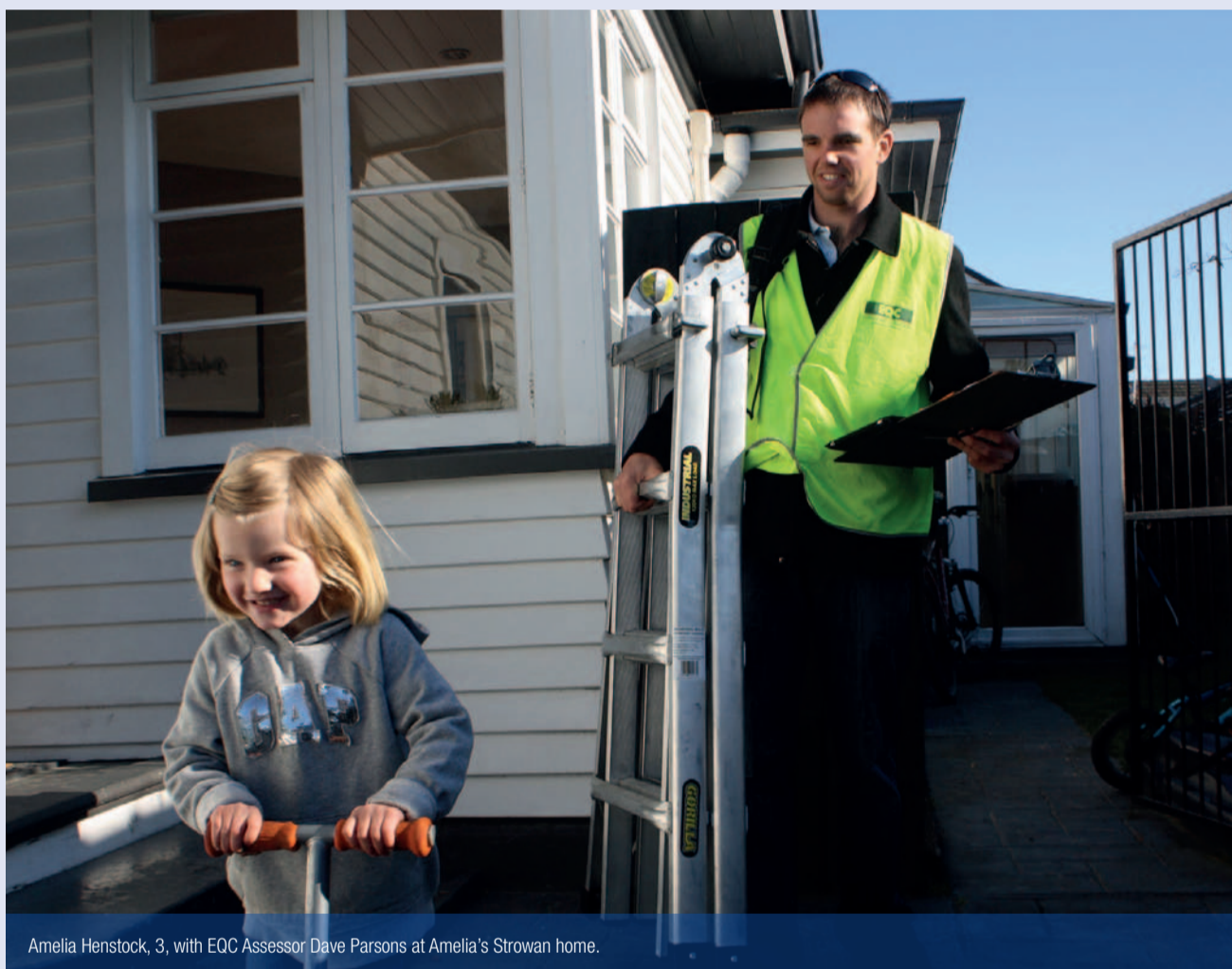
Established under the Commissions of Inquiry Act 1908, the Commission is independent from the Government and has significant powers to acquire information. The inquiry began on 4 May 2011 gathering and analysing significant amounts of information from a wide range of organisations and individuals, commissioning expert technical advice and calling for public expressions of interest.

On 10 October the Commission provided the Governor-General with an interim report. It called for urgent action in respect of some aspects of the current building design practice, both in Christchurch and elsewhere to make some buildings’ elements (particularly stairs and floors in multi-storey buildings) more

resilient. The Commission also recommended immediate action to strengthen parts of unreinforced masonry buildings.

As part of its ongoing inquiry, the Commission is holding public hearings at St Teresa’s Church Hall on the corner of Puriri Street and Riccarton Road in Riccarton. A full hearings schedule is available on the Commission’s website <http://canterbury.royalcommission.govt.nz>. The hearings are also live streamed on <http://canterbury-hearings.royalcommission.govt.nz>.

The Commission will deliver a final report in April 2012 with final recommendations. The Government decides what action is taken on the Commission’s recommendations. ■



Amelia Henstock, 3, with EQC Assessor Dave Parsons at Amelia’s Strowan home.

## Insurance & Savings Ombudsman steps up Earthquake Response

**The** Insurance & Savings Ombudsman’s (ISO) Office is continuing to step up its response to earthquake affected Cantabrians.

“We are starting to deal with an increasing number of earthquake related calls. To date, we’ve received 305 phone enquiries but only 10 of these have gone on to be investigated by our Office. Dealing with consumer enquiries is a very important part of our role. We provide information to help people understand and resolve issues themselves,” says Insurance & Savings Ombudsman Karen Stevens.

In Wellington, Iain Opray leads the ISO’s Earthquake Team of up to 10 case managers. “We have an excellent team – with significant strength and breadth in terms of our industry and legal knowledge. We also bring our 16 years’ of experience and expertise in handling insurance complaints. It’s important that people remember the Insurance & Savings Ombudsman can only formally investigate complaints *after* they have been reviewed by their own insurer,” said Mr Opray.

“People are asking us about: repair costs; insurers’ decisions to build or repair, what ‘replacement’ means (especially in relation to materials); business interruption claims, availability of cover, loss of rents; salvage issues and questions about EQC. We expect there will be more emerging issues as the enquiries increase,” said Mr Opray

“The best advice I can offer Cantabrians is *check your insurance policy*. Know what you’re entitled to and understand the terms of the contract with your insurer. If you have a complaint, take it up with your insurer first as they will have an internal complaints process. If, at the end of this process, you and your insurer cannot agree, then the ISO may be able to help,” said Mr Opray at a recent meeting in Christchurch.

Information sheets for earthquake affected residents and business owners are published by the ISO on its website [www.iombudsman.org.nz](http://www.iombudsman.org.nz). ■

## Done by Christmas

**Around** 126,000 homes have now been assessed by the Earthquake Commission (EQC) as part of its commitment to assess all homes damaged since 22 February by Christmas.

EQC General Manager Customer Services Bruce Emson says around 38,000 homes – which EQC believes have suffered minor damage – remain to be assessed.

“That’s why we’ve adopted a suburb-by-suburb approach so that assessments of all earthquake damaged homes can be completed by Christmas. This strategy involves allocating all remaining uninspected properties on a street to assessment teams who start at one end of the street and work their way to the other end. It’s aimed at increasing assessment rates by eliminating travelling time between assessments and allowing more completed assessments per team per day. It also provides customers with a better idea of when they will be seen.”

Mr Emson says the change of strategy is a “natural progression” because the worst earthquake damaged houses in Canterbury have now been seen and the remaining houses are predominantly in the minor category. “We have always said we would be finished the inspection process by Christmas. The suburb-by-suburb strategy will help make sure this happens,” says Mr Emson.

“The rapid assessment of all properties in Christchurch identified where the worst damage was located. EQC adopted a ‘worst first’ strategy to ensure those homes with the worst damage would be seen first. Houses with severe structural damage, over the EQC cap of \$100,000, and those with major structural damage were seen on-target by mid July.

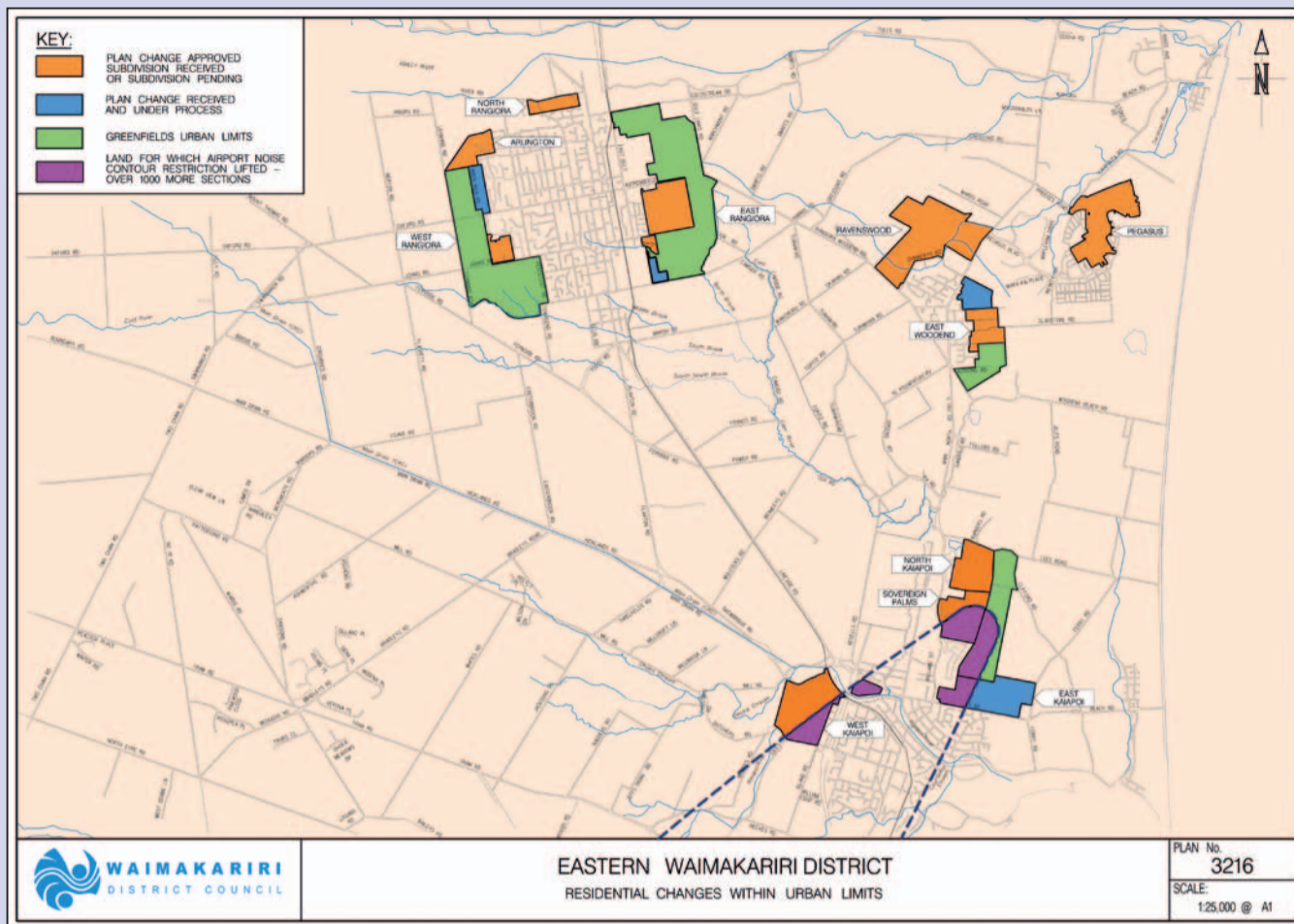
“Along the way we had to re-prioritise our assessment process to accommodate all properties in the red and orange zones. This allowed the Government to give home-owners in these areas some certainty and to make offers to those people in the red zone.”

Mr Emson says the next phase will be rebuilding or repairing damaged property. “People need to understand the complexity and scale of the job ahead as we start scaling up for the actual reconstruction of Christchurch and Canterbury.”

However, he urged anyone who believes their home has been severely damaged, but who has not yet been seen, to contact EQC immediately on 0800 DAMAGE (0800 326 243).

To see EQC’s full suburb-by-suburb assessment schedule, visit <http://canterbury.eqc.govt.nz> ■

# Exemption will deliver over 1000 more sections



"Aircraft noise contour" land opened up by the Government is depicted in red in this map showing urban expansion in the Waimakariri District.

Canterbury Earthquake Recovery Minister Gerry Brownlee has announced restrictions on residential development under the 50 decibel aircraft noise contour would be amended to address the urgent need for additional housing in Kaiapoi.

The announcement came after agreement was reached between the Waimakariri District Council, Christchurch International Airport and Environment Canterbury. South-western Kaiapoi now has the potential for approximately 300 new sections with as many as three times that number in the north-east, which means there are options for Kaiapoi people to remain in their own town.

The Waimakariri District Council will work with CERA and developers to make the necessary amendments to the Council's District Plan to enable development to start as soon as possible. ■

## Re:START precinct underway

Retailers are returning to the Christchurch central city with the opening of the City Mall Re:START precinct, supported by the ASB Bank.

The innovative landscaped precinct features 27 shops and cafes built from new shipping containers. The area has free wi-fi so that visitors to Re:START's pop-up precinct will be able to surf the internet via a wireless network. It will be available to everyone with wi-fi capability on their phone, laptop or tablet within the coverage area.

The pop-up precinct sits alongside and opposite Ballantynes in the Cashel Mall, anchored by the iconic retailer and Kathmandu. As well as reopening its existing store, Ballantynes has also taken space in the relocatables (containers) to showcase many of its premium brands including Karen Walker as well as GStar, Industrie, Ben Sherman, and Ketze. ASB will be the first bank to re-open in central Christchurch, with a portacom branch in the precinct.

The ASB Performing Arts Series, a programme of weekend concerts in the precinct, will run for the seven weekends before Christmas.

Full list of tenants is:

- Ballantynes
- Kathmandu
- Hunters & Collectors
- Ruby
- Trelise Cooper
- Contemporary Lounge
- Infinite Definite
- Kingan Jones
- Scorpio Books
- Storm
- Yoobee (Apple concept store)
- Johnson's Grocery Store
- Barkers Clothing
- Minnie Cooper
- Dfusion
- 3 Wise Men
- Maher Shoes
- Kooky
- Hot Damn
- Plush
- Hapa
- Cosmic
- Toi Toi
- Simply NZ Gifts
- Hummingbird Coffee
- Crafted Coffee Ltd
- ASB



Part of the Re:START site just before opening.

## Stories and images become valuable record

Many Canterbury people have written down experiences since 4 September last year, have used home videos to document what has happened to their properties and taken thousands of photographs.

An official initiative was launched on 27 October to create a permanent digital repository for such earthquake stories and images. It collates material being collected already; for example a year of commentary about 10 people's personal experiences has been commissioned through the Alexander Turnbull Library and the National Library commissioned Ross Becker, a photographer with an engineering background to spend a year photographing Christchurch and its changing landscape (see photographs at <http://cera.govt.nz/gallery>). Meanwhile a government website, part of the official history project, has started collecting personal stories at <http://www.quakestories.govt.nz>. People who don't want stories available to the public can request they be kept for academic studies or can stipulate a time restriction for public access.

CERA is a founder member of this "CEISMIC" project together with the University of Canterbury, Canterbury Museum, Christchurch City Libraries, Ministry for Culture and Heritage, the National Library of New Zealand, Ngāi Tahu Research Centre, NZ On Screen and Te Papa. CEISMIC incorporates all facets of communication and its acronym stands for Canterbury earthquakes images, stories and media integrated collection. The project is led by Canterbury University's Digital Humanities Programme and is modelled on The September 11 Digital Archive, administered by the US Centre for History and New Media at George Mason University near Washington D.C. That collection records experiences of people affected by attacks by al-Qaeda on the United States on 11 September 2001. ■

# Major Christchurch projects underway

- **Fitzgerald Avenue (Central City)** Good progress is being made on the ground strengthening work in Fitzgerald Avenue. Of the 500 stone columns that are needed for ground strengthening, 270 have been installed. This will support the rebuild of the riverside retaining wall. The road surface will be reinstated early 2012.
- **Woodham Road (Wainoni)** The existing wastewater line is being replaced and connected to the pump station on Woodham Road. A section of water main and submain are also scheduled to be installed. Work is scheduled to be completed by March 2012.
- **Chrystal Street (Richmond)** A new water main is being installed along Chrystal Street. It is expected to complete the work this month. There will be temporary lane closures and priority give way signage will be in place.
- **Main Road (Redcliffs)** The replacement of the wastewater main from Barnett Park to Redcliffs Park began in early October and work will take approximately six weeks to finish.
- **Huntsbury and McCormacks Bay reservoirs** Major repair works on the water reservoirs is underway. Repair and the initial part of the rebuild of Huntsbury reservoir is expected to finish mid-December. Works on McCormacks Bay reservoirs will be completed by mid-March 2012. The construction of a new pump station in Huntsbury reserve is also expected to finish mid-December.
- **Estuary Road/Union Street (South New Brighton/ New Brighton)** The replacement of the pressure wastewater main from Mountbatten Street to Beatty Street is complete. The replacement of the gravity main line from Bridge Street to the pump station has begun and is scheduled for completion in mid-December.



Contractors replace a water main on Willyryan Avenue, New Brighton.

- **North New Brighton water mains** The water main and submain in Orrick Crescent, Briarmont Street, Cowes Street, Marine Parade, Allstone Place, Sinclair Street, Marriotts Road and Corhampton Street are currently being replaced. The average time to replace a water main is six to eight weeks.
- **Mervyn Drive and Waddell Lane (Avondale)** The wastewater line on part of Mervyn Drive (between Avondale Road and Scoular Place) and Waddell Lane is being replaced. Work began in mid-October for about four weeks.
- **Dacre Street (Linwood)** A new water main is scheduled to be installed in Dacre Street from Worcester Street to Buckleys Road for about five weeks. There will be no left turn into Dacre Street from Buckleys Road during construction.
- **Sabys Road (Halswell)** The permanent repair and replacement of approximately 600m of damaged wastewater main is underway and is scheduled to be completed by the end of November. While the work is being completed traffic is restricted to residents' vehicles only.
- **Kennedys Bush Road (Halswell)** The permanent repair and replacement of approximately 400m of damaged wastewater mains is progressing well and is scheduled to be completed by mid-November.
- **Beachville Road (Redcliffs)** The wastewater pipe has been replaced. The replacement of the water main is scheduled to start soon and will take approximately six weeks to finish.

## Understanding Option 2

**Option 2** of the Crown's offer to homeowners in the residential red zone is not well understood by a wide cross section of people with an interest in the offer process.

Option 1 and Option 2 are the same in that the Crown is offering to buy the land plus any buildings and fixtures that sit on the residential red zone property.

The difference is how insurance, both EQC and private, is handled.

Option 1 is the simpler process. The Crown makes an offer for the registered value of the land, buildings and fixtures and takes over all insurance claims to the land and any buildings and fixtures. The homeowner is paid one cheque from the Crown on settlement.

Option 2 is slightly trickier. The Crown is still taking over the land, buildings and fixtures, but the way payment is structured is different as is dealing with the insurers. The homeowner will receive a payment from the Crown for the registered value of the land, but is left to negotiate with both EQC and the private insurer for all insurance claims for the buildings and fixtures on the property. Payment will be from these organisations.

Option 1 is probably the better option if the amount that the insurer has agreed to pay is less than the rateable value for the land, buildings and fixtures.

Option 2 is probably the better option if the amount that the insurer has agreed to pay is more than the rateable value for the buildings and improvements. However CERA suggests red zone residents discuss their position with their bank, insurer and lawyer to ensure they fully understand the offer and what it means for them. ■

## 10,000 packets of seeds help Garden City bloom

A *New Zealand Gardener* idea, with nationwide support, has produced about 10,000 packets of seeds for Canterbury gardeners affected by earthquakes.

In August, the magazine's editor Jo McCarroll called on people from around the country to send spare seeds for gardeners who had lost plants, trees or entire gardens. Other firms and groups joined the project, with Hamilton's Chartwell Garden Club raising \$1000 for example, and using it to send seed trays and liquid fertiliser. South Hort donated 400 bags of potting mix, while the Waimate branch of the Country Women's Institute collected hundreds of trees, flowers and shrubs struck from cuttings. Together with the 10,000 packets of seeds it was all given away to some 3500 local gardeners recently at the South Island Daffodil Show.

Said Canterbury Horticultural Society manager Shirley Russ: "This sharing of love and care has encouraged Canterbury gardeners to recover their gardening mojo." ■

## Chlorine to be removed from water

**Christchurch** City Council is on track to remove chlorine from the water supply by early December.

Shortly after the 22 February earthquake, chlorine was introduced to the water supply to address potential contamination issues caused by damage to underground water and sewer services. Good progress has been made on repairs and, in coming weeks, the gradual process of removing chlorine from water will go ahead.

Council's Water and Waste Manager Mark Christison says it will take up to six weeks to completely remove chlorine and this has to be done in a staged and controlled manner to ensure no bugs are getting into the system.

"We will take water samples and tests as the roll-back progresses to ensure quality standards are met or exceeded across the city. We expect to have finished removing chlorine by early December. Obviously, this timeline would be affected if there were any further significant aftershocks.

The Canterbury District Health Board drinking-water testing programme does not include private wells and bores. Well and bore owners must organise ongoing private testing.

"Chlorination is a safe and effective way of managing water supply related health risks. The majority of supplies in New Zealand have chlorine in them on a permanent basis. We are lucky here in Christchurch that our standard water quality levels are so high, this is not required on an ongoing basis," Mr Christison says.

Residents are reminded water-use restrictions are in place and urged to conserve water to ensure our earthquake-damaged supplies last throughout summer. ■