

Earthquake recovery update



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Three-year-old twins Eleanor, left, and Amelia O'Brien enjoy the re-opened New Brighton beach with their dad Jonathan.

Beaches open for summer

City beaches, rivers and the Avon/Heathcote Estuary have been reopened to the public in time for summer.

Earthquake repair work to damaged sewer pipes was completed in November, stopping overflows into city waterways.

Christchurch Mayor Bob Parker says the completion of this work was a major milestone for earthquake recovery in the city. “I know our teams and contractors have been working tirelessly to repair damaged pipes and get the system back up and running.

“There is still a lot of work to do on the rest of the sewer system throughout the City, but this is a great sign of progress. Christchurch’s waterways play a huge role in the lives of our residents and it is wonderful news they can once again be opened for recreational use.”

Canterbury Medical Officer of Health Dr Alistair Humphrey says water in these areas is once again suitable for recreational use. “This is great news for those of us who had been avoiding the water following the high levels of contamination. With summer weather here, those who want to can now get back on or in the water at these locations without the risk of illness.”

However, there is likely to be bacteria and viruses in sediments of the rivers and estuary. Recreational users are advised to avoid contact with water containing sediment they have stirred up. People should also avoid contact with all these waterways for 48 hours after heavy rainfall.

Christchurch City Council Water and Waste Manager Mark Christison says there were around 12km of major sewer pressure mains that needed to be completely replaced before the sewer overflows could stop.

“We gave ourselves a deadline of having the waterways and beaches reopened in time for summer – it’s been a tough challenge but the teams on the ground have worked hard and achieved our goal.”

Mr Christison says the situation will continue to be monitored carefully over coming months, and it is likely some small repair jobs will still be required to address isolated leaks.



ALSO OVER SUMMER

- Free ice creams at pool parties
- Carols by Candlelight
- New Year’s Eve Concert
- World buskers festival, Hagley Park

See page 2 for details

MILESTONES

29 March Prime Minister announces creation of CERA as new single authority to provide leadership and coordination of recovery effort.

3 May Major business Alliance announced to rebuild infrastructure.

12 May State Services Commission announces appointment of Roger Sutton as Chief Executive, to start in mid-June.

25 May Hotel Grand Chancellor demolition contract awarded.

4 July EQC passes \$1 billion mark in pay outs for claims for earthquake damage to residential property.

8 July CERA seeks views for Draft Recovery Strategy for greater Christchurch.

Mid July CBD red zone is half its original size.

22 July Canterbury Earthquake Recovery Minister Gerry Brownlee announces all of Selwyn District and large parts of Waimakariri reclassified from white to green.

11 August Christchurch City Council releases draft recovery plan for CBD.

18 August Waimakariri land rezonings announced including red zone categories for 860 properties in Kaiapoi and 80 in Pines Beach.

5 September Draft Recovery Strategy for greater Christchurch released for review. More than 9700 residential properties in Port Hills rezoned white to green.

4 October Education Minister Anne Tolley seeks public feedback for an Education Renewal Plan.

17 October Canterbury Earthquakes Royal Commission begins public hearings with one on NZ’s geological setting and the nature and severity of the earthquakes.

28 October Nearly 80 percent of remaining 8096 orange zoned properties rezoned green.

29 October Prime Minister launches Re:START project in Cashel Mall.

5 November CERA starts public visits by bus into the CBD.

8 November 22,000 people attend Cup Day at Addington.

10 November Record crowd of 18,000 at opening of Canterbury A&P Show.

17 November Further 758 orange properties rezoned, including 417 in Brooklands zoned red, while 8300 non-residential properties zoned green.

21 November National Bank Regional Trends data shows Canterbury has recorded the country’s strongest growth.

26 November CERA starts the first weekend walking visits for the public to Cathedral Square.

28 November Royal Commission begins hearing on PGC building.

6 December Royal Commission begins hearing on Hotel Grand Chancellor.



Gerry Brownlee

Gerry Brownlee
Canterbury Earthquake
Recovery Minister

At Christmas time we naturally look back on the year that was, and for many of us it has been a year we would prefer to forget. Some of us have lost homes, some their jobs, and some their peace of mind as the earth continues to rumble from time to time.

In particular at this time we remember our fellow citizens who lost their lives on 22 February. However, it is testimony to our collective courage, resilience and commitment that there are many positive examples of recovery. Communities badly affected by the earthquakes and aftershocks are looking ahead and planning the rebuild of their communities.

The success of Re:START heralds a new beginning for central city retail, and interest from business to re-establish in the city ensures its growth. A temporary stadium in Addington will ensure Cantabrians don't have to miss out on major sporting and music events for another year. Tourism received a considerable boost with the announcement that 80 cruise ships will visit Akaroa harbour this summer, and hotel operators are exploring opportunities created by the loss of beds in the city.

And for the past two quarters Canterbury's economic growth has been the strongest of any region in the country, an astonishing result under the circumstances and one which is testimony to the collective effort put in by employers and employees alike.

2012 promises more progress.

The City Council will continue progress on the Central City Plan, which along with CERA's Recovery Strategy will provide the framework for the region's recovery and rebuild. The economy will continue to grow as reconstruction gains momentum and insurance cover for new projects becomes more available. International insurance brokers and underwriters are already visiting Christchurch to assess opportunities to write cover and new business is already being written. We will continue to increase the availability of land for residential development to ensure there is adequate supply to meet the demand of those who need to move.

I am proud of what we as a region have achieved in the 15 months since September 2010, and I am confident and determined we will continue to achieve much more.

Cantabrians' determination to succeed will provide the foundations for its recovery, rebuild and continuing success.

*I wish you all every success for 2012,
and a happy and safe Christmas. ■*



Roger Sutton
CERA Chief Executive

It's been a very challenging year for us in Christchurch, as we've all had to deal with the aftermath of the earthquake on personal and professional levels. For many that has involved grieving for a loved one, and for others grieving for a city. So it was no doubt with mixed emotions that many of you made your way into Cathedral Square for the first time on foot on 26 November.

There were tears for many and a lot of quiet reflection as you saw, with your own eyes, the devastation of the Cathedral itself and the city around it.

It's clear that this opportunity has been incredibly important for many of you to have; on that first weekend alone 20,000 people made the walk from the Re:START mall to the Square.

I think it will have also been a huge step forward collectively for Christchurch and I also hope the experience has allowed people to take an individual psychological step forward as we work towards the rebuild of our city.

Of course before the rebuild really begins we have to bring down many buildings, and over the past month, one in particular has been a focal point.

From my office in CERA I have watched as level by level of the Hotel Grand Chancellor has disappeared – perhaps most poignantly the removal of the hotel's name from its 28th floor.

This is not the only major building that we need to remove before our city can start opening its streets further, but the Hotel Grand Chancellor has been such a symbol of the quake damage our city suffered, that seeing it stealthily disappear is an indication that we are moving forward in our work.

I hope you all have the chance to rest and refresh over the Christmas break. It's a good time to reflect on what a hell of a year we have had, but to also look ahead to a better, brighter 2012 in our Garden City. ■

CCC adopts Rebuild Plan

Christchurch City Council has adopted a plan which sets out how the city will roll-out the rebuild of our earthquake-damaged roads and underground services.

The Stronger Christchurch Infrastructure Rebuild Plan sets out how the city will fix its earthquake-damaged roads and underground services. It has been prepared over past months with input from the elected Council, CERA, New Zealand Transport Agency and the Stronger Christchurch Infrastructure Rebuild Team. It can be viewed at www.ccc.govt.nz/earthquake

Christchurch Mayor Bob Parker says the plan will help the community understand how we will go about fixing all the infrastructure that was damaged in the earthquake.

"This is a massive project that will affect the lives of all our residents over the next five years and involving our community in the rebuild will be key to the success of our work.

"As well as outlining how we will make the rebuild happen,

the plan also sets out how the community will be involved. The vast majority of work is carried out underground to rebuild damaged pipes and services, however roads are also a big part of this rebuild, and where changes are made to the look and feel of a neighbourhood there will certainly be an opportunity for input from the community and local residents."

Council General Manager Capital Programme Kevin Locke says the plan has been developed to align with recovery strategies for the city being developed by the Canterbury Earthquake Recovery Authority.

"The infrastructure rebuild plan explains how we are preparing a programme of work for the next five years. This is a complex piece of work and we need to consider a range of priorities and external influences.

"We have put robust processes in place to ensure we are delivering the best outcome for the city. We have made good progress so far with the focus on emergency repairs and temporary solutions. The next step is planning for the long-term repair of damaged infrastructure." ■

Coming up:

Housing expo in Kaiapoi

Waimakariri District Council, with support from Enterprise North Canterbury (ENC) and CERA, is holding a "Mainpower My Housing Options Expo" at Kaiapoi High School on Saturday 10 December from 12pm-6pm and Sunday 11 December from 10am-4pm.

Further to the My Housing Options Expo held by CERA in Christchurch in July, the expo is an opportunity for people to learn about residential opportunities in Kaiapoi and the wider Waimakariri district, and gain information about building and buying, insurance, finance and banking. Forty five organisations are on site, including local property developers and housing firms, banks and insurance companies. The District Council, CERA and the Earthquake Commission (EQC) are also present.

The main focus is to provide the best information and advice for red zone homeowners in Kaiapoi, The Pines Beach and Kairaki and to people thinking of living north of the Waimakariri River. Seminars will be presented covering insurance, land assessments, green building, financial considerations, building a house post-earthquake and conveyancing.

There will also be a seminar on the new Department of Building and Housing (DBH) technical categories; specifically for technical category 3 "green/blue" households and what this categorisation means for homeowners.

Laughs and surprises promised by world buskers

For 10 days and 11 nights from January 19, the Hagley Park Events Village is hosting the Stronger Christchurch World Buskers Festival, where acts from 12 countries will represent the gamut in street and circus skills with more than 500 performances.

"This city needs a good deep belly laugh and that's what we're going to give them with this festival", says creative director Jodi Wright. "It's all about having some fun and letting our hair down after what's been a very tough year."

City Council family-friendly events

MORE FM and Streets Ice Cream Summer Pool Parties

[Halswell Aquatic Centre and Jellie Park Recreation and Sport Centre](#)

Pool parties will celebrate the official opening of the Council's summer pools. MORE FM and Streets Ice Cream will entertain with games, prizes, special guests, live music and free ice creams. Check out www.ccc.govt.nz/outdoorpools for dates and venues.

YMCA Carols by Candlelight, Saturday 24 December

[Christchurch Events Village in North Hagley Park](#)

Bring a picnic, a blanket, family and friends for this celebration of Christmas and community spirit.

Fresh Up New Year's Eve Concert, Saturday 31 December

[North Hagley Park Event Triangle](#)

After an evening of musical acts for all ages, fireworks from Lake Victoria at midnight will herald the new year and families will be encouraged to join hands and sing Auld Lang Syne. ■

Former 'red-zoner' gives tips on moving



Ashleigh Dingwall

Accentuate the positive. That message comes loud and strong when you talk to automotive technician Ashleigh Dingwall about earthquakes.

"I could think of all the bad things that have happened over the past year but that is offset by the result. A lot of negativity can drag you down. If everyone is negative you can just start sinking into doom and gloom. You need to be positive."

Ashleigh and his wife Robyn are testimony to this. Their future retirement house of seven years in Pacific Park, Bexley, was fractured on 4 September. Just over a year later they have happily made a transition from the red zone to a purchased home of comparable size and value in Pegasus township.

They took the second buy-out option, with their insurance covering their former house and the Government buying the land. It was a "fair" outcome, says Ashleigh.

Ashleigh says he was initially frustrated by the bureaucracy of earthquake recovery. Now he cannot speak highly enough of the assistance he received from his bank, his insurance company and CERA.

"We said what we wanted to do, where we wanted to go and they worked with our lawyer. So when we were ready to go everything was done. There was no hassle at all." And Ashleigh has some tips for those also wanting to facilitate their move from a red zone property to a new home. Here are some of them:

- **FOCUS.** "You need to focus on the fact you are in the red zone and on what is best for you and what you can afford."
- **DON'T PROCRASTINATE.** "If you dilly-dally, at the end of the day, delays happen and you have to focus on what you need to do to move on. There is no point dwelling on the situation. You have to make that decision and move forward."
- **COMMUNICATE.** "What you need to do is to make sure they (earthquake-related agencies) are aware of what your requirements and needs are."
- **FACTS.** "It's important to weed out the facts about what someone down the street is saying, otherwise what other people are saying is not relevant."
- **PERSISTENCE.** "What you have to do is ring and ring again if they (earthquake authorities) do not ring back. You have to be proactive."
- **A GOOD LAWYER.** "You need to have a switched-on lawyer who really has your interests at heart and you can communicate with 24/7."
- **A GOOD EMPLOYER.** Ashleigh is grateful for the support his employer of 38 years, the motor firm Blackwells, gave his family. "Without my employer it would have been a lot harder." ■

Relationship Services can help prepare for Christmas

Mention Christmas and so many ideas and feelings may come to the surface, which for most people are mixed and varied.

Excitement for the festive season, hopes of seeing loved ones and reconnecting (or hopes of not seeing particular people), joys of giving and receiving, enjoyment of longer days and warmer weather, and relief that there might be moments of peace and relaxation.

And yet, as Relationship Services knows, there is always the flip side of any situation...worries about money, worries over expectations of gift giving, pressures of balancing our needs and wants with those of others around us, managing personalities and personal politics of loved ones (also the interesting dynamics that may flair up at the most inconvenient times), and for some the sadness that may come from reflecting back over the previous year.

All of the above are common experiences even at Christmas during a non-eventful year.

For most Cantabrians, this Christmas season is different. Different for obvious reasons, which residents have all have had enough of. For most, people's resources are lower than they would want them to be, and yet the typical pressures of this time of year remain, if not have increased. Making this

next part of our journey together is an important one in terms of support and self care.

Right now many people may not be able to be everything and do everything that in their eyes usually makes a successful Christmas and New Year.

Relationship Services Clinical Leader Pablo Godoy suggests: "Think about what Christmas means for you, your family, and your friendships – what gives you a sense of belonging and feeling cared about. Then talk with your loved ones about what's truly important - just one or two manageable things. Manageable in terms of time, money, and energy.

"For the children in our lives let's make this Christmas a time to enjoy the fun of getting together with family friends and lazy summer days."

Relationship Services has the following tips for getting through the Christmas season:

1. Christmas is a season, not just one day so spread the celebrations out.
2. Most good memories are about feelings not gifts.
3. Ask for help. Offer help. Share the load.
4. Take time out as well as time off, allow some time just for you.



Members of the RS earthquake response team (from left, rear) Diana Bradley, Loretta Dixon, Andy O'Malley, Sue Baker, Liz Ford, Tess Ward, Jeff Saunders, Toni Stewart, Frances Young, Kerrylea Sampson, Moira Underdown at their Linwood premises. RS is due to move to new premises in Bealey Avenue in the New Year.

For more tips go to Relationship Services website, www.relate.org.nz. ■

KEY FACTS

- 8000** people have attended 50 CERA hosted community meetings.
- 173,000** individual letters have been sent out to home owners advising them of their zones.
- 185,500** homes received a monthly update via local publications.
- 366,000** homes received land zoning and foundation guidance info. via local publications.

- 20,500** people walked into the CBD red zone to see the Cathedral on opening weekend.
- 30,000** people have visited the CBD red zone on a bus.
- 20,000** people visited the Re:START, Cashell Mall, on the first weekend.
- 15,000** people attended a housing expo at Addington.

- 2700** people have sought advice at the Avondale Earthquake Assistance Centre.
- 67,000** people have watched the CBD red zone bus trip video.
- 10,000** watched the Cathedral walk video.
- 5000** people a day visit the CERA website.

Answers to your questions about residential

1 Liquefaction damage appears worse in some areas in TC2 properties when compared with neighbouring properties zoned TC3. Are people going to be able to review their technical classification?

The categories, and the areas they apply to, are based on ground conditions, including the susceptibility to future liquefaction, not just the extent of land and building damage caused by the recent earthquakes.

Not all properties in TC3 will require complex engineered foundation design. Site specific geotechnical investigation will help your designer identify the best foundation solution for the property.

2 It has been suggested some insurers may only restore the property to pre-September conditions and property owners must pay to improve the foundations to meet the new guidelines. Is this correct?

Insurers will generally only pay for a new foundation if the old foundation was damaged.

Insurance policies vary between different insurers and in many cases with the same insurer. Generally where foundations have been damaged or where the damage is so bad the insurer is liable to replace a house, the insurer will have to work with the standards that apply at the time the repair or rebuild is done. The insurance industry, EQC, Councils and Government are working closely together to give greater clarity to affected homeowners.

In deciding what needs to be done for foundations, insurers will also work with EQC to understand the condition of your land and what, if any, work EQC will do to repair any damage to that land.

EQC covers damage to a building up to the limit of \$100,000 + GST per event, to bring it back to the state it was in before the damage occurred. For most Canterbury houses, this is prior to 4 September 2010. EQC also covers damage to the land under and within eight meters of the building up to the value of the minimum lot size before the event in the relevant area.

3 How will the land be remediated, who will organise it and who will pay?

To avoid confusion, we need to be clear that TC categories apply only to foundation systems, not land remediation.

EQC is responsible for remediating the land under a house and within eight metres of the buildings. Land within 60 metres of the house which forms the main accessway is also covered. EQC advises it only looks to return the land to the condition it was in before the earthquake.

In general, EQC will either pay for the repairs to any land damage caused by the Canterbury earthquakes, or if repair is not possible or not economic, EQC will pay the landowner the maximum insured value of the land which is calculated by reference to the value of the minimum lot size prior to the earthquake in the area you live in.

For example if you have:

1. Minor land damage – EQC may settle your claim directly with you.

2. House damage and minor land damage – if your house repair is being managed by EQC through Fletcher Construction then land repairs will be managed as part of the whole property rebuild.

3. Opted out of Fletcher repair process – EQC will work with you to determine who manages the repairs to your land.

4 Who organises and pays for the specific foundation design and build?

This will depend on your individual insurance policy. You should talk to your insurer about what your policy will cover.

Properties in TC1 and TC2 areas can build according to the recently released Department of Building and Housing guidelines, while properties classified TC3 will require site-specific geotechnical investigations and specific engineering foundation designs.

EQC covers damage to a building up to the limit of \$100,000 + GST per event, to bring it back to the state it was in prior to the event.

If new or repaired foundations are required EQC has advised it will cover this cost under its dwelling cover but only up to its \$100,000 + GST per event limit for dwelling claims.

In such cases EQC will pay out this maximum amount to the homeowner and mortgagee. It is then up to the owner to work with their insurer to resolve the claim.

5 When will the land be remediated?

For repairs being managed through EQC's Fletcher EQR programme, land repairs will be managed as part of the overall repair programme on each property, and the timeframe for land repairs is essentially the same as for other repairs. EQC and Fletcher EQR hope to make an announcement on specific timeframes soon, but this is a project on a very large scale, and it could be several years before all work is completed.

6 Will EQC decide that it's too difficult (or costly) to remediate my land and will they then feed this back to CERA and make the green TC3 land red?

EQC will cash settle with the homeowner (or mortgagee) if the repairs to the land exceed its maximum liability for land damage (which equals the value of the minimum lot size in the relevant area). The homeowner will still own the land and it will be up to the homeowner and their insurer to decide what course of action to take, depending on the individual insurance policy and if there are any other options for repairing the land.

EQC is not referring properties to CERA for rezoning in any circumstance.

7 Will EQC just pay out the maximum lot value and walk away and not remediate? If EQC does this, where does this leave a property owner in terms of repair of land and repair/rebuild of the house?

EQC advises that it is highly unlikely that land zoned green will be in such a state that it cannot be restored to pre-earthquake condition economically, however this will depend on the nature and extent of damage to the land.

If EQC has paid out its maximum land payment (generally referred to as the value of the minimum lot size in the relevant area) repairs to the house will be a matter for the homeowner and insurer to decide.

8 Minister Brownlee stated "In some areas, small area-wide or coordinated land repair works may be more cost effective and it would make sense for property owners to work together". The question here is how? There are different insurance companies and different scenarios around repair/rebuild. What will working together achieve?

This has been done elsewhere in New Zealand especially in relation to landslips. CERA is considering if there are any other things government can do to help this process.

In some cases, for example, neighbours working together may be able to pool their resources to achieve a better remediation solution than working individually, though this would depend on the particular circumstances.

9 Will land be built up following a geotech report?

If your property is in a TC3 area, site specific geotechnical investigation and specific engineering design will identify the best foundation solution for your property.

Whether the land has to be raised may depend on the flood risk in your area as the Building Code requires that the floor level of the house be sufficiently high so that surface water from a one in 50 year event does not enter the building. If there is a flood risk and it is a result of the earthquake, EQC will consider this when determining its liability for land damage.

10 Can properties change colour e.g. to red or change TC rating after a geotech report is completed?

The land in the residential red zone is unlikely to be suitable for continued residential occupation for a considerable period of time. It generally suffers from thin crust issues and/or lateral spreading which makes the land too weak or unstable to support residential dwellings, without major area wide land remediation which would take years to design and implement and involve massive costs and disruption. This means permanent repairs to the infrastructure in these areas can also not proceed at this time.

While there is a risk of liquefaction-related land damage for properties in TC3 from any future earthquakes, homes in this category can be rebuilt and repaired on an individual basis providing the foundations are specifically designed to meet the land conditions.

11 Why would anyone buy in a TC3 zone, especially if insurers advise they won't rebuild there. Will land be rezoned?

While there is a risk of liquefaction-related land damage for properties in TC3 from any future earthquakes, homes in this category can be rebuilt and repaired on an individual basis providing the foundations are specifically designed to meet the land conditions. If rebuild or repair to the foundations is not required, the technical category will only apply if work involving foundations is done on those homes for other reasons (such as renovations).

12 Who pays for the demolition of a house?

If your insurer deems that your house is a rebuild they will generally pay for its demolition. This will depend on your specific insurance policy.

13 What are the timeframes for when decisions will be made on EQC and insurance assessments?

EQC hopes to make an announcement on timeframes by the end of the year, once the last assessments are complete.

Insurance companies are working hard to ensure that they are also able to give customers certainty going forward.

With the release of the technical land categories for flat, green zoned land, insurers can now have more certainty of the standards required so they can advance their assessment process. Councils also have a good basis on which to approve building consents.

14 Have fiscal pressures meant areas have been zoned green rather than red because no further funding is available?

No. Properties have been zoned green because the best advice is that there are options available for these properties to be repaired or rebuilt.

green zone technical categories

15 Will there be government compensation for properties that are a repair only and don't require new foundations to take into account the loss in sale value?

The EQC and insurance process is intended, where possible, to return properties to the condition they were in before the earthquakes.

There is no other compensation available to account for loss of property value as a result of the earthquake.

16 Shouldn't geotech reports for each property have been completed fully before determining that the land should be zoned TC3?

Since the first earthquake on 4 September 2010 there has been extensive scientific and geotechnical investigation and research undertaken by a range of experts to identify land issues and ways to reduce the risk of injury to people and damage to homes in any future earthquakes. Each significant aftershock has provided new information.

The technical categories, and the areas they apply to, are based on ground conditions, including the susceptibility to future liquefaction, and the extent of land and building damage caused by the recent earthquakes. The classification of areas has been undertaken on an area-wide basis.

Geotechnical engineers may recommend that a TC2 type foundation is able to be used for many of the properties in TC3 areas. The appropriateness of this will only be able to be identified once the individual geotechnical assessment is undertaken. It has not been possible in the time since 13 June and finalisation of the foundation guidelines to complete individual land assessments, and given the area-wide nature of the decision made by the Government it would be incorrect to assume that individual geotech assessment would have altered those decisions.

17 Can we start foundation repairs in the TC3 areas before the Department of Building and Housing (DBH) foundation report is complete?

The DBH report is just one component of the information required to begin repairs in the TC3 areas.

EQC advises that if it has not yet assessed your land and determined how the damage to your land can be repaired, it is recommended you wait until that happens. EQC is on track to complete land assessments before Christmas. This land assessment is undertaken by a geotech engineer for land claims settlement purposes.

Your insurer or the Fletcher repair team are responsible for repair/rebuilding of your damaged house. If geotechnical design work is necessary for this work then this is undertaken by your insurer or Fletchers. They will organise for another geotech engineer to assess your property to make recommendations and provide a report that will be used by structural engineers for designing foundations.

DBH's foundation report will provide information on possible foundations to meet the TC3 category. However, homeowners can proceed with foundation repairs now if their insurance company agrees.

18 At the moment we are being told there are two different solutions for properties in TC3 areas. The first is to get a geotech report and then based on the results to have an engineer design a suitable foundation systems solution. The second solution is that DBH is currently testing foundations and coming up with a solution. Which of these is correct?

Both of these answers are correct. The site specific geotech investigation will help your designer/engineer identify the right foundation solution for your individual property.

DBH is currently testing other innovative foundation systems that have the potential to offer cost effective solutions for TC3. The results of these tests will not change the requirement for site specific geotechnical investigation and specific engineering foundation design in TC3.

If your section or those of your immediate neighbours have suffered obvious land damage, it is recommended you wait for the outcome of the EQC land assessments before progressing your site specific geotech investigation.

If you are on TC3 land with undamaged foundations, you do not need a geotech report to continue the repair process.

19 Do I work with my insurance provider or with EQC?

This will depend on the level of earthquake damage your property sustained in the earthquakes.

EQC provides cover for the first \$100,000 + GST per event of damage to your home ("the EQC cap").

If the damage to your house is less than the EQC cap you'll be referred to the Fletcher EQR repair programme.

If the damage to your house exceeds the EQC cap you'll work with your private insurer and EQC in relation to the house, plus EQC relative to land damage.

EQC and/or your insurer will be in touch about which option applies to your property.

20 Who will repair the land?

Land repairs are EQC's responsibility up to the terms provided under the EQC legislation. They are likely to be done as part of the total programme of repair to your property. If your house repair is being managed by your insurer then the land repair may be managed by EQC or your insurer on behalf of EQC.

If your land damage is minor, you may have the option of managing the repairs yourself.

21 What if the cost of repairing the damaged land exceeds EQC's maximum liability under the EQC Act?

If the necessary repairs to your land exceed EQC's maximum liability for land damage EQC will cash settle your land claim with you, for the amount of EQC's maximum liability. You will still own the land and you will then work with your insurer to decide what course of action to take with respect to the repair or rebuilding of your house.

Just because the cost of repairing the land exceeds the amount of EQC's cover, does not necessarily mean the land cannot be built on.

22 What happens if foundations slip and the house is only a partial rebuild? Does the whole house need to meet the current standards or just the damaged part?

Most insurance policies only apply to the damaged parts. How your foundation needs to be repaired or replaced will be determined by a structural engineer on a case-by-case basis. Insurers are working with the Councils to agree on the details around this aspect of repair work.

23 Will insurance companies meet the extra costs to meet the current Building Code?

If the cost to repair damage to your home is over the EQC cap, you will work with your insurance company and in many cases the company will meet any additional costs of compliance. If the cost to repair damage is under the EQC cap, EQC will cover the costs of compliance.

24 Will the loss of value on my property due to the TC classification be reflected in my rates?

There are many factors that influence value, including foundation requirements that reflect what is now known about some land in Christchurch. If there are material changes in value not offset by new building solutions those changes will be captured as part of the regular updating of rating valuations which councils use to set rates.

25 Who pays for building consents?

Who pays for consents is up to the individual, EQC and the private insurer.

26 Undamaged properties in TC3 areas will not meet the new foundation system requirements because they did not need any work done on them. Will this affect insurance cover?

At this stage most insurance companies advise that as long as the property was compliant with the Building Code at the time it was built, cover will continue to be available to the homeowner. However, it is not possible to predict the terms on which insurance will be available in the future.

27 Are insurance companies likely to categorise properties based on the TC area they are in?

At this stage no, however there are risk assessments carried out annually on everything an insurance company insures so there is a possibility that this may be the case in the future. Insurance companies advise that they are still reviewing the full implications of the technical categories.

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IMPORTANT CONTACTS

CERA.....	0800 RING CERA (0800 7464 2372)	www.cera.govt.nz
EQC.....	0800 DAMAGE (0800 326 243)	www.eqc.govt.nz
Christchurch City Council	03 941 8999	www.ccc.govt.nz
Waimakariri District Council	0800 639 000	www.newfoundations.org.nz
Selwyn District Council	03 347 2800	www.selwyn.govt.nz
Department of Building and Housing	0800 24 22 43	www.dbh.govt.nz



Strength in community helps Lyttelton

Lyttelton exemplifies the adage that out of adversity comes opportunity. The harbour township has long been noted for its community spirit and it is this and a determined resilience which has come to the fore as locals work to recover from the 22 February earthquake damage.

Take a stroll along London Street, traditionally Lyttelton's major retail and entertainment thoroughfare. Lyttelton Harbour Information Centre chairperson Wendy Everingham likens it to a "mouth with the teeth extracted" and it's not hard to understand this comment.

Iconic buildings are gone. The town no longer has a supermarket, a public bar (remarkable in a port city) and numerous other amenities or facilities taken for granted in most communities.

Even the information centre has operated since June out of a temporary portacabin. But has all this dampened the enthusiasm of locals to rise again from the damage? Not one bit!

In one respect Lyttelton is fortunate. Even before the 'quake damage occurred, there existed a myriad of community groups, volunteers (many themselves now with damaged homes) and networks, which the township could build on.

"Even before the earthquake we were strong," notes Wendy. That has been evident in recent months, whether it be the local businessman who used his bus to take residents shopping, the hospitality industry workers displaced by 'quakes who cook meals for the elderly at the Community

House or the enthusiasm for the community-based Project Lyttelton and the community garden. And those are just a few examples of the emphasis on a vibrant, caring and sustainable community.

Moving ahead, the Lyttelton Draft Master Plan, co-ordinated by the Christchurch City Council and now out for submissions, has a range of innovative ideas suggested by residents. One priority will be rebuilding the town's business base, both for locals and to encourage visitors to come to Lyttelton. Among the many other rebuilding ideas include a new civic square, an arts precinct and improving access from the town to the harbour.

"The other thing I love is that you feel you have the pioneer spirit, so the opportunities for creativity are huge," says Wendy.

Art and culture across the whole gamut of genres have always been to the fore in Lyttelton, so it should be no surprise that these also feature in the community response to the 'quakes. Local organisers and theatrical or musical entertainers are arranging a raft of entertainment events over summer to help lift the spirits of residents and encourage other Cantabrians to visit Lyttelton and other harbour communities.

Among the planned attractions over summer are two performances of The Clinic's play "Hold on to your Horses", Juliet Neill and her team's play "Pirates of Corsair Bay", a Christmas party and a New Year's Eve party. And more summer entertainment is being planned.



Wendy Everingham outside her portacabin office.

"There is tons going on," says an enthusiastic Wendy, and that sounds like an understatement. ■

CBD recovery forges ahead

The repairs and replacement of infrastructure, as well as work on demolition sites, will be key considerations in further reducing the CBD red zone cordon.

CERA operations have been focusing work in the eastern and south-east areas of the cordon.

CERA General Manager Operations, Warwick Isaacs says making sites safe through the demolition or partial demolition of buildings is only part of the equation in deciding when and where the cordon can be reduced.

"The basics of water, sewerage, telecommunications and electricity are needed to make buildings safe to re-enter. The streets and roads also need to be repaired and in good condition.

"There is no point in taking down a cordon fence, only to put up another fence to block an area where a pipe is being worked on.

"I'm confident that CERA, Christchurch City Council, Orion and Telecom are all pulling together for the people of Christchurch."

View a timeline of the CBD red zone cordon: visit www.cera.govt.nz/maps

Family Court returns to central city

Family Court hearings are to return to the central city courthouse on Armagh Street.

The Family Court building has been used as office space by judges and Ministry of Justice staff since early August. With street and transport access becoming more established, and other court buildings likely to become available for office accommodation, the building can return to its former purpose.

Ministry of Justice Earthquake Strategic Recovery Manager Murray Smith says a small number of hearings have already been held at the court. A large amount of advance information, including meeting point instructions and transport suggestions is provided to lawyers and court users.

"Bringing the public back to the central city is a significant step. The Ministry has the support of the judiciary to take this step which will benefit the Christchurch community.

"We will provide information to alleviate any concerns that any member of the public may have about coming to the court. We anticipate that through sharing information about our structural engineering reports, and advance work with court users and lawyers, we will provide people with all the

For more information:

www.justice.govt.nz/media/christchurch-earthquake-response-2011/christchurch-earthquake-justice-services

Email: canterburyearthquakerecoveryprogramme@justice.govt.nz

information they may need to have the confidence to enter our facilities."

Mr Smith says during past months Family Court hearings have been spread over the city at Wigram Air Force Museum, Riccarton Racecourse as well as in Ashburton. Holding hearings in a single location will benefit all involved with the Family Court.

- The Family Court is also known as the Magistrates Court and is a heritage listed building dating from 1880.
- The building has been used as a "judicial hub" since early August 2011.
- The building sustained low to moderate damage from the earthquake and aftershocks on 22 February. The Ministry of Justice undertook structural strengthening work on the Court in 1998.
- Court operations may need to be suspended during periods of demolition or construction in surrounding areas. The building may be inaccessible, or court hearings could be affected by noise or vibrations.

CHRISTMAS HOURS

Kaiapoi Earthquake Hub

The Hub at 11 Cass Street will close on 22 December 2011 at 5pm and reopen on Wednesday 4 January 2012 at 9am.

Kaiapoi Service Centre

The Centre will close on 23 December 2011 at 1pm and reopen Wednesday 4 January 2012 at 9am. An after-hours service for emergencies only will operate via the 375 5009 number.

Waimakariri Earthquake Support Service (WESS)

WESS will close on 23 December 2011 at 12.30pm and reopen Wednesday 4 January 2012 at 9am. The WESS answering service will have contact details for support coordinator Jude Archer who will be contactable by mobile throughout the Christmas break.

Avondale Centre

The Earthquake Assistance Centre at the Avondale Golf Club on the corner of Breezes and Wainoni Roads will close midday on 23 December and reopen 4 January at 10am.

Learning from each other a key to recovery

It is easy to see the physical signs of recovery after a disaster - roads are repaired, homes are rebuilt and rubble is cleared away. But what isn't so obvious is the social recovery – the rebuilding of the wellbeing of people and communities. No-one knows more the importance of building a connected and supported community than Michelle Mitchell, CERA's General Manager of Community Wellbeing.

Michelle was the Regional Commissioner for the Ministry of Social Development (MSD) for Canterbury and worked on the initial response after the 4 September earthquake. She led the Social Environment Taskforce Group and was appointed to head the secretariat of the Canterbury Earthquake Recovery Commission.

After February's earthquake the work escalated. Michelle continued to lead the work in the community wellbeing area and was officially appointed as a General Manager for CERA in August.

The wellbeing team works with the community and helps coordinate across government, non government organisations and community groups to ensure social supports are in place for individuals, families and communities in the recovery. Social infrastructure includes the provision of essential services through the key agencies - councils, MSD, health

and education - and the provision of community services and facilities as well as access to arts, culture, sports and recreation.

"The earthquakes have demanded that we work together differently. We have had to share facilities and resources and coordinate services to better support people. We have learnt from each other and are working together on flagship pieces of work which may become best practice for the public service and communities across the country," Michelle says.

"We have been supporting those who have to leave their homes and resettle. We need to build a social infrastructure that is appropriate for what is now and will be a changed community," Michelle says. "This recovery is a long process and it is important that vulnerable individuals are not left behind – especially the 'new vulnerable' people - those who have lost jobs, homes, schools, support services and their peace of mind.

"Community engagement is about listening and being involved where we are needed," says Michelle. "Together, we want to see a sense of life, energy and hope. People want to see that greater Christchurch has a future and they are part of that future. I want to make sure this is a city that my children feel connected to – that this is the place they want to call home." ■



Safety helped by radio-operated Bobcat

The National Bank in Hereford Street is thought to be the first entire building in New Zealand to be stripped using a special remote-controlled bobcat.

Mark Brown of Shilton and Brown Demolition is shown with the radio-operated Bobcat T180, the first in New Zealand, and the machine is also pictured clearing a floor from the former bank. Using the machine greatly reduces the risks in and around this CBD building, as previously this kind of operation was done by hand.

City Council opening hours

Service Centres

Close at 4pm Friday 23 December

Reopen Wednesday 4 January.

Libraries

Open Saturday 24 December

Closed Christmas Day – Tuesday 27 December.

Opened on reduced hours from Wednesday 28 December – Saturday 31 December.

Closed New Year's Day – Wednesday 4 January.

Kerbside Collection

Services on Monday 26 December and Monday 2 January will occur as normal.

Botanic Gardens

Open seven days a week, 7am – 9pm

The Info Centre will be closed Christmas Day

Christchurch Art Gallery Shop

Closed Christmas Day

Jellie Park, Pioneer and Graham Condon Recreation and Sport Centres

Closed Christmas Day

Close at 6pm Christmas Eve and New Year's Eve

Open at 10am New Year's Day

Otherwise, holiday hours (7am – 8pm) will apply Saturday 24 December – Sunday 8 January.

Building and resource consent processing

The Building Act 2004 and Resource Management Act 1991 stops the "working days" clock for consent processing during the Christmas period, which for this year is 20 December 2011 – 10 January 2012.

The Council's Hereford Street office will be closed from Wednesday 28 – Friday 30 December 2011 (inclusive). Customers can submit applications electronically or by mail over this period. Consents will not be lodged in the system until 4 January 2012.

Applicants seeking a resource consent should factor this into the statutory 20-working-day

turnaround period.

Building Consent Applications: buildingconsentapplication@ccc.govt.nz

Resource Consent Applications: resourceconsentapplications@ccc.govt.nz

Project Management Office (PMO) building consent applications via Aconex or email address: pmoinbox@ccc.govt.nz

For more information please phone 941 8999 or visit www.ccc.govt.nz

Jan tells it as it is

He's CERA's chief geotechnical engineer, but German/Czech-born Dr Jan Kupec, who shifted to New Zealand in 2005 after a globe-trotting career, is most certainly no austere scientific boffin.

Jan has become a familiar figure around Christchurch this year, speaking at post-'quake community meetings to explain topics such as liquefaction and rock falls.

"That is one of my primary jobs with CERA, to communicate technical and complicated information to people who will require it in layman's terms."

The various rockfall and landslide threats in the Port Hills suburbs are a case in point, with Jan fronting a video to help explain in understandable terms the science involved. Jan is well aware that for affected residents, notably those whose properties have been red-placarded, this is a highly sensitive time. Several frustrated residents have even said that they will refuse to leave their homes.

"I understand and completely appreciate the frustration that is going on. The problem is that we are very much in the middle of our technical assessments".

Jan also notes that in international terms the damage caused by the quakes in an urban area like the Port Hills is "pretty much unprecedented" and people should understand that the Port Hills are a very active geological environment.

"Even if you switched the earthquakes off there will still be a heightened risk of rock falls".

An obvious question is whether fences or barriers could be used to provide protection. Jan travelled to Europe to study international best-practice in this area. The reality is that protection was possible but several stages of decision-making were required.

"Even if you put in the biggest, gruntest fence you can buy on the market, will it stop all the rocks coming down?" If the answer was "yes", the economic viability and the time required



to provide protection would have to be considered.

The valuable expertise of Jan, originally seconded to CERA in May for just three weeks, seems set to continue to be called on for some time to come. ■

Summer safety and security tips from the Police

Keeping your neighbourhood safe

- Keep your home secure at all times.
- If possible park vehicles off the street, and don't leave valuables where they can be seen.
- If neighbours are away, or their home is unoccupied, help them out by keeping an eye on their house.
- Report any suspicious activity to your local police station: for example, watch out for cars driving slowly around your streets, or unfamiliar people looking up driveways.
- Don't hesitate to check the credentials of anyone who comes calling at your door - a high-vis. jacket is no guarantee of authority.
- Police are making extra visits to at-risk areas, and will follow up on reports of suspicious activity.
- Make contact with any Neighbourhood Support groups operating in your area.
- If you think someone is committing a crime, or people or property is in danger, **dial 111 immediately** and ask for the Police.

If you have to vacate your property

- Talk to trusted neighbours about what you're doing and where you're going. Tell them how to get in touch with you, whether you will be back and if you're expecting any visitors.
- Take all possible steps to secure your house, including boarding up any broken doors and windows.
- Make arrangements to keep your lawns mowed - an unkempt lawn is a good sign that someone's away.
- Redirect your mail so your letterbox doesn't overflow.

- Consider removing your hot water cylinder - metal is a common target for thieves.

Family violence

In stressful times family relationships can become strained. Family violence is a crime, and Police will take action against offenders.

- **In an emergency dial 111** and ask for the police.
- Assistance is available from a number of organisations:
 - www.areyouok.org.nz – information about family violence, and where to get help.
 - Family Violence Information Line (0800 456 450) - self-help information and connections to appropriate services.
 - Child, Youth and Family. Phone 0508 FAMILY (0508 326 459) if you are concerned about a child or young person.

Road safety

- Many streets around the region remain dangerous with potholes, subsidence, damaged buildings and rubble creating hazards.
- Drive cautiously and observe lowered speed limits. Journeys may take longer than usual so please be patient, and allow extra time for your travel.
- Don't drink and drive. Police are continuing patrols throughout the city and are actively enforcing all the road laws.

Contacting Police

- **In an emergency: Dial 111**
- Christchurch Central Police station is open, phone (03) 3637400
- Other local Police stations are listed in your phone book



ON THE MOVE

The first residential red zone property clearances will begin in Bexley, Dallington and Kaiapoi in early 2012.

Clearing properties can include demolishing or relocating structures, salvaging materials, and levelling and tidying a site.

Operations in these suburbs will demonstrate plans to cluster work where possible and to carry out a two-stage clearance process, says CERA General Manager Operations Warwick Isaacs.

"By clearing properties in groups we can achieve two things – reduce disruption to neighbours and be more efficient in terms of cost. We'll also work closely with the insurance sector to schedule their clearance work with CERA's, where it makes sense to do this.

"There will be a two-phase process. Built structures such as houses and garages will be removed first. Remaining fences, vegetation, driveways and paths will be removed later. We may leave established trees because they might help stabilise the soil, however the long term use of the land is still to be determined. People should remove favourite trees and plants before settlement. Giving them to family or friends may be a good option."

Cleared land will continue to be managed by the Crown until its future has been determined.

When operations begin in your area: safety first

- Never enter a fenced or vacant site. All practical steps will be taken around safety but risks and dangers will be present, e.g. unstable buildings.
- Talk with children and teenagers about staying clear of sites, and about taking care around heavy vehicles travelling through the area. Consider new routes to school or the shops. Supervision is important.