

Media Release

In The Know initiative keeping the community informed

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The launch of a new community-driven assistance website has been applauded by Canterbury Earthquake Recovery Authority chief executive Roger Sutton.

Called In the Know, the new site is a question-and-answer based service that aims to make it easier and faster for residents to get information about the residential rebuild and repair process. Instead of having to go to different websites to find information, residents can ask their question once, and access the answer from one site.

"There was a forerunner to In the Know which was hosted on CERA's Canterbury Residential Rebuild website and CanCERN's website. Now that it's been up and running for more than a year we're relaunching the service to help boost awareness about it and what it can offer," Mr Sutton says.

"The service has a new look and a website that's much easier to use. It's a useful resource for residents and I'm really pleased that CERA is supporting this community-led initiative."

The community representatives involved in the development and implementation of In the Know include: Brian Parker and Leanne Curtis from CanCERN; Bob Henderson, community worker; Chris Greengrass, Waimakariri; Nicki Goss, Manager - Earthquake Support Coordination Service; Carmel Jaggar from the TC3 Group; Linda Rutland, Port Hills; and Helen Gatonyi from the Tenants Protection Association.

This group review the questions before they are sent to the various recovery agencies to provide answers. CERA's role is to administer the website.

Recovery agencies that are working together to provide answers to residents' questions include insurers, government and local government agencies and banks.

Brian Parker from CanCERN says that the collaboration between community groups and recovery agencies better enables communications to address the specific needs of the residents with clear and consistent information on the rebuild that can help them make informed decisions.

"When it comes down to it, many residents are asking the same sorts of questions, so we're bringing together information from a range of agencies and making it available in one place. Our hope is that In The Know will make it easier for people to find what they need."

In The Know can be found online at www.intheknow.org.nz



The *In The Know* community representatives team