

Community Forum
Private Bag 4999
Christchurch 8140

Meeting notes for the meeting of the CERA Community Forum
Thursday 2 May 2013, 6.00pm
Canterbury Club, Durham St North

Present:

Community Forum members:

Lynne Ball, Richard Ballantyne, Weng Kei Chen, Martin Evans, Tom McBrearty, Trevor McIntyre, Lesley Murdoch, Jocelyn Pappill, Faye Parfitt, John Peet, Bruce Russell, Emma Twaddell, Brian Viecelli, John Wong

Apologies

Belinda Charteris, Leanne Curtis, Gill Cox, Wendy Gilchrist, Maria Godinet-Watts, Peter Jenkins, Ruth Jones, Paul Lonsdale, Deborah McCormick, Rachel Vogan

Chair

Darren Wright

In Attendance

Hon Amy Adams, Associate Minister for Canterbury Earthquake Recovery

Ian Simpson, Chief Executive, EQC

Brett Solvander, Senior Stakeholder Advisor, EQC

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

Jacinda Lean, General Manager, Office of the Chief Executive, CERA

Amanda Shaw, Senior Advisor, Office of the Chief Executive, CERA

Lynn Smith, Secretary, Community Forum

1. Notes Of The Last Meeting

Moved

That the meeting notes from the 18 April 2013 meeting be confirmed as an accurate record.

Carried

2. Matters Arising

Forum members agreed to defer the discussion of the Hagley Oval until a more suitable time, given that the issue is currently before the courts.

3. Meeting Times

The Chair tabled a proposal to start some of the Forum meetings at a later time, probably 7pm or 7.30pm. The Hon Amy Adams must seek Leave from the House in order to attend meetings starting at 6.00pm, and this is not always possible. The Forum agreed it is

valuable for the Associate Minister to attend and agreed that where agenda items indicate the Associate Minister's participation is particularly important, a later start time of 7.30pm will be set. This assessment will be made on a meeting-by-meeting basis.

4. Presentation by John Peet – Sustainable Otautahi Christchurch

- Sustainable Otautahi Christchurch's (SOC) goal is working towards a future-proof Christchurch.
- SOC's visions are linked with CERA's in recognising the relationship of the city to its environs and people.
- SOC's ethics are for basic needs to be satisfied by living in dignity, in healthy societies while having minimum adverse impacts on natural systems, now and in the future.
- A systems approach is required to bring this together within the framework known as Strong Sustainability.
- Policy spheres (social, economic, and natural systems) all interact along with system regulation. When these interact with the imperatives of justice, democracy, care, eco-efficiency, access and burden sharing the result is strengthened participation, competitiveness, cohesion, and limited throughput.
- Reviewing and monitoring of strong sustainability includes determining the extent to which basic needs of the total system are being satisfied and making it a priority to meet unsatisfied needs.

5. Presentation by Faye Parfitt

- Faye is involved in a variety of aspects of community life.
- The work by the Lincoln Envirotown Trust has resulted in:
 - changing attitudes to enviro sustainability within the community
 - environmental business award recipient
 - enviro schools.
- The impact on the real estate industry of the big business model and the changes to industry regulation have been disappointing. House prices are increasing at an alarming rate.
- Faye has been involved with the Halswell Residents Association for the past 18 years and has had mixed results from their campaigns, including:
 - unsuccessful in fighting the green corridor
 - successful in bus route changes
 - the first suburb to have broadband rolled out
 - huge challenges in the earthquake recovery and is now seeing the learned patience turning into apathy.
- Faye noted that current challenges in Selwyn and Halswell include:
 - issues with geotechnical determination of land categories
 - rebuild/repair works on land that is still moving
 - property owners being told by contractors that only visible damage is to be repaired and that they should not inspect repair work during the project, just at the end.
- Faye noted that people need to hear positive feedback about progress in the recovery so that they feel empowered not disempowered. It would also help if there was more explanation of all the work that sits behind progress to date, for example, the plan changes and processes that take time to complete.

6. Community Activities

The Chair noted that he had received, from I. Curtis, a draft letter to CERA and the Christchurch City Council regarding community-led recovery projects. The members agreed that the draft letter will be an agenda item for discussion at the next meeting, 16 May 2013.

7. Ian Simpson – EQC Update

Ian Simpson, Chief Executive, EQC thanked the Community Forum for the opportunity to speak and noted the following:

- The misdirected email containing a spreadsheet resulted in a complete shutdown of all EQC's email systems:
 - This was a privacy breach (human error), not a security breach (such as if the system had been hacked).
 - The systems are regularly tested and are secure.
 - Consequently, all information is now being run through an intense checking process before being sent out by hard copy only at this point.
 - At the same time as they are fixing the original issue, EQC are also reviewing current processes. It is hoped that a significantly more efficient service will result from this.
 - The objective now is to contact all claimants individually within the next 3 months to provide an update on the current status of their claim.
- Objectives for Canterbury's recovery include:
 - Leaving a legacy of strong housing stock for Canterbury.
 - All home repairs completed by the end of 2015.
 - Keeping the rebuild spending in Canterbury.
 - Maintaining confidence of re-insurers
 - It was noted that they have been supportive with the recovery and although premiums have gone up, they are still offering cover and see it as a positive that people are re-insuring.
- The challenges EQC has faced stem in large part from pre-earthquake assumptions about the EQC model which have been challenged, including:
 - common understanding of the roles and scope in the relationship between EQC and private insurers
 - the pattern of seismic activity would be shorter and less destructive
 - that EQC would not have a role managing a repair programme such as the EQR
 - the basis for the payout of the \$100,000 ie, one event vs multiple events (2011 High Court decision).
- Update from EQC noted:
 - 36,000 homes have been repaired.
 - 50,000 emergency repairs have been carried out.
 - This has been the biggest catastrophe worldwide from an insurance point of view.
 - The home repair programme is the second largest construction project to be undertaken in New Zealand.
 - Contracting firms are facing significant challenges and will need business support not only now but in the future as the work winds down.
 - The land mapping exercise is nearly complete and the unique land damage is being used for research around the world.
 - There has been a structural shift in the structure of insurance cover, both private and commercial.
 - Challenges being faced include:
 - continuing to build momentum in the repair programme (focussing on severely damaged houses first)

- quality and consistency of repairs
 - inflation of building costs
 - health and Safety, particularly of small companies, however a new programme, 'Safe 6', is being rolled out
 - settling land damage
 - providing information of such things as soil testing results in an understandable way.
- EQC have learnt the following:
 - the EQC scheme has generally worked very well considering it was not designed for this scale of multiple events.
 - \$12,500,000,000.00 liability has been picked up by EQC.
 - 90% of the community has cover.
 - The lack of clarity on how EQC cover applied to multiple events (2011 court decision changed this understanding) and about the relationship between EQC and private insurers, created some confusion and delays.
 - Unrealistic expectations of time and outcome for repairs.
 - It is anticipated that the current review of the Earthquake Commission Act 1993, led by Treasury, may address some of these issues. EQC are currently looking at the EQC hub structure. The North New Brighton and Aranui hubs are being merged so that more permanent premises can be put in place with better quality and consistency of service.

In response to queries from Forum members, Ian Simpson noted that:

- There are systems in place to prioritise the vulnerable which involve three tiers of vulnerability. EQC are aware of approximately 1500 people in the first tier (age 80+ and/or suffering from chronic illness) whose needs are yet to be addressed. EQC still needs assistance from people in the community to alert them to people who are vulnerable, many of whom do not self-identify.
- The auditing process post-repair requires more effort, and an increased sample size is to be introduced.
- Some clarity is required for property owners who had temporary repairs done at the time of the earthquakes, regarding the ongoing responsibility for these in relation to substantive repairs. Ian Simpson noted that there is a presumption of some responsibility on the part of property owners to ensure that their property is maintained and this potentially means also for some level of emergency repairs.

ACTION: CF members to send comments or questions on the EQC presentation to the Chair by Wednesday 8 May 2013.

7. Next Meeting – Thursday 16 May 2013, Canterbury Club, Durham St North

Meeting closed 8.00pm



sustainable
otautahi christchurch

Towards a Future- Proof Christchurch

John Peet



The strong sustainability think tank



NETWORK Waitangi OTAUTAHU



the sustainability society
a technical interest group of IPENZ

Visions for Christchurch

CERA Vision for Recovery

- *Greater Christchurch recovers and progresses as a place to be proud of - an attractive and vibrant place to live, work, visit and invest*

SOC Vision

- *Recognising the relationship of a city to its environs, the people of Otago/ Christchurch in Aotearoa/New Zealand practise, live and demonstrate sustainability in all that they do*

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Comparison of Ethics

CERA/TRONT

*Mo tatou, a, mo ka uri
ake nei
For us and our children
after us*

ECAN

*Everything is connected
to everything else*

SOC

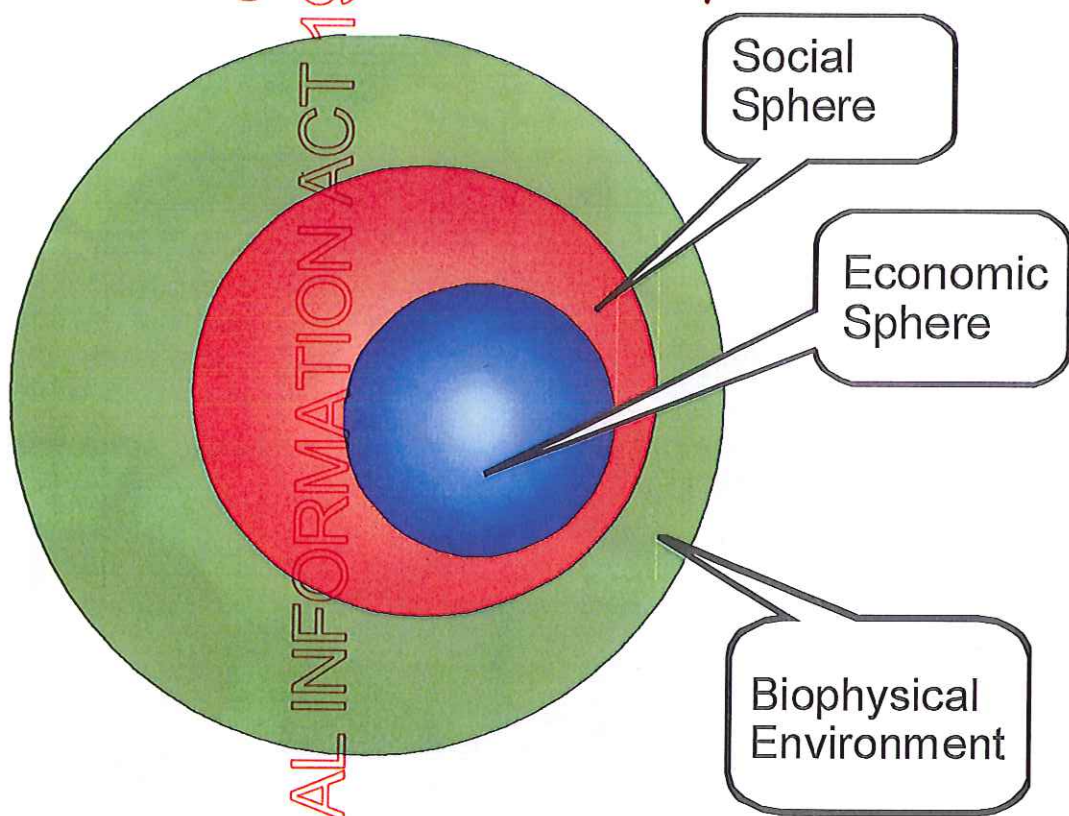
*... seek to ensure that all
people have their basic
needs satisfied, so that
they can live in dignity,
in healthy communities,
while having the
minimum adverse
impacts on natural
systems, now and in the
future*

A Systems Approach

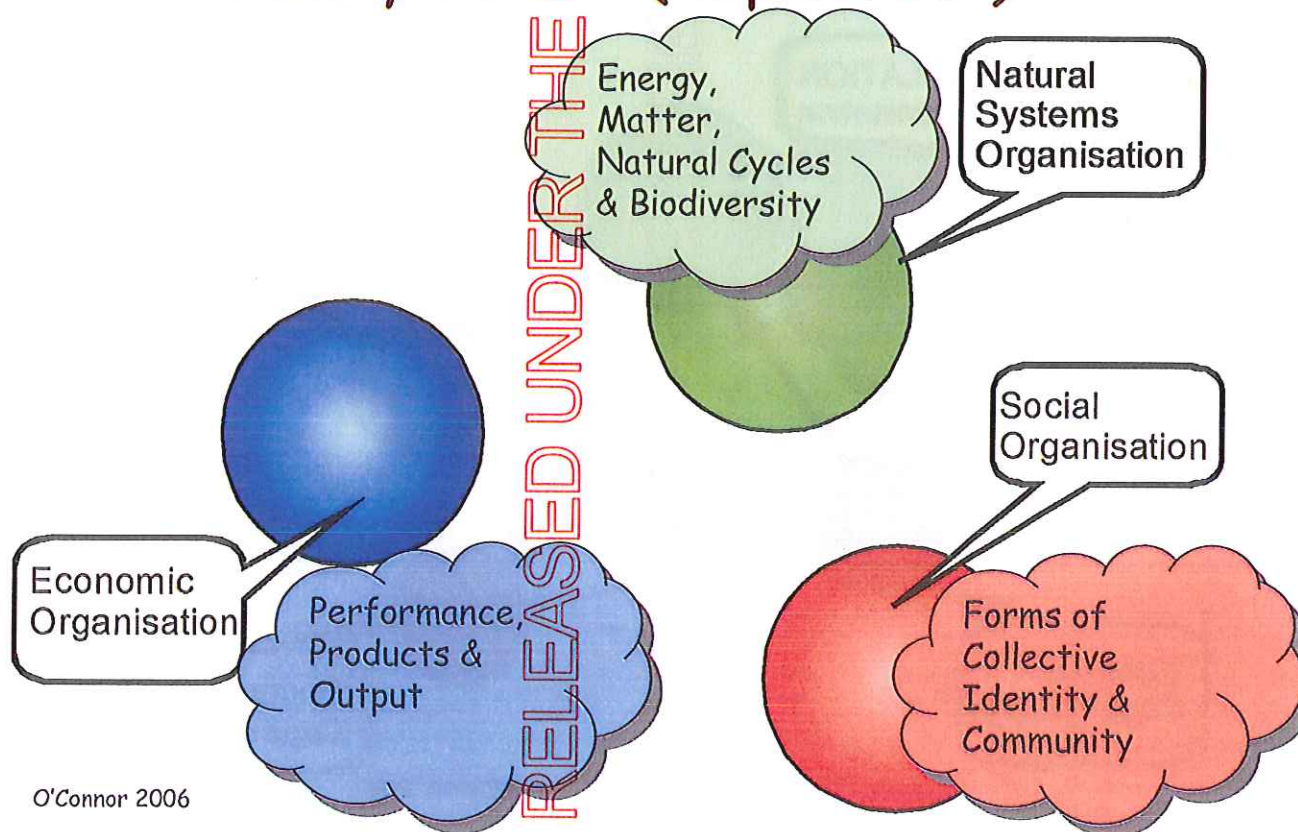
- Complexity
- Multiple Perspectives
- Systems Thinking
- Social Ethics
- Human Needs
- System Needs
- Stakeholder Involvement

*These all come together within
the framework known as
Strong Sustainability*

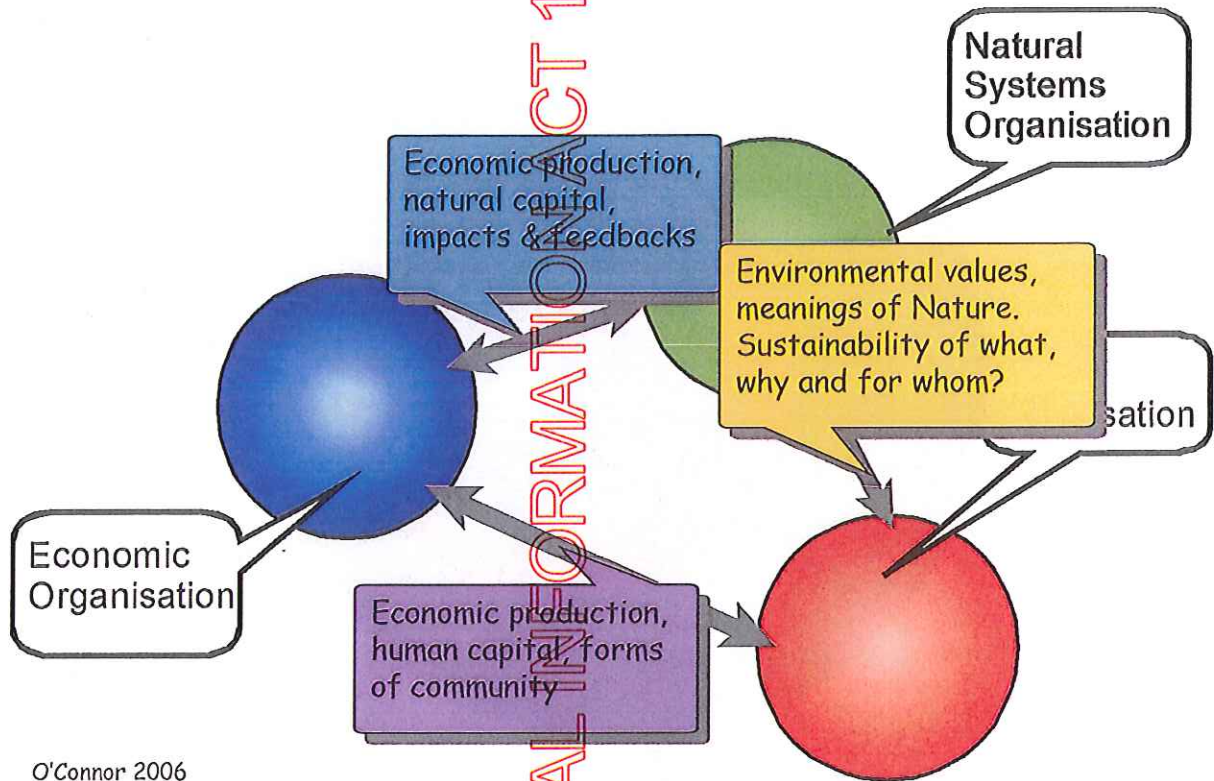
Strong Sustainability



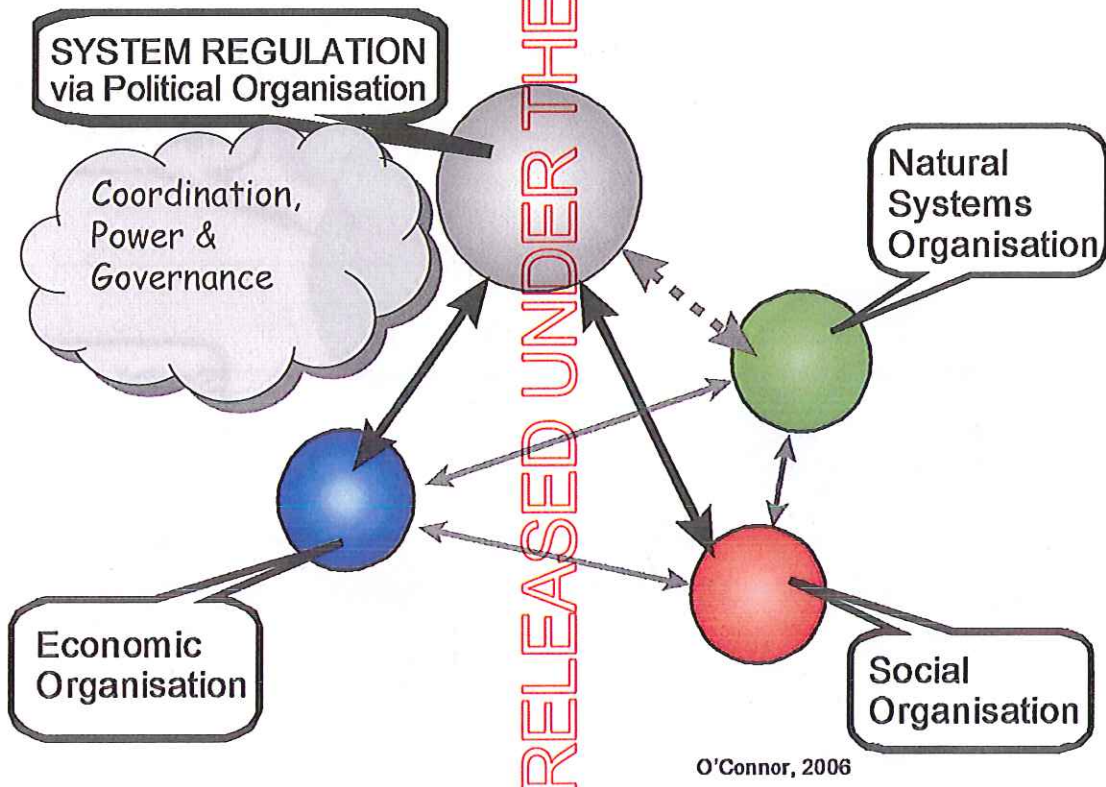
Policy Areas ("Spheres")



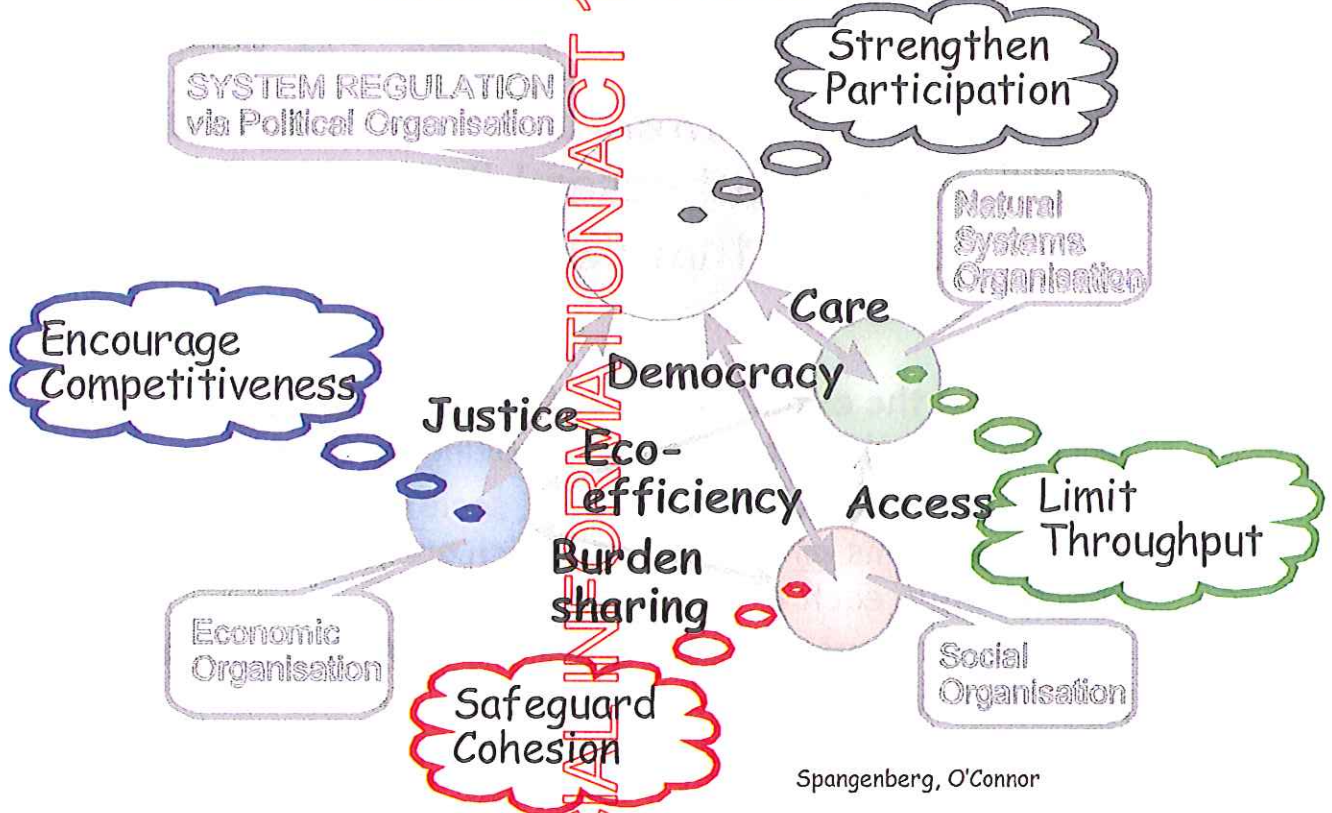
Interfaces of the Spheres



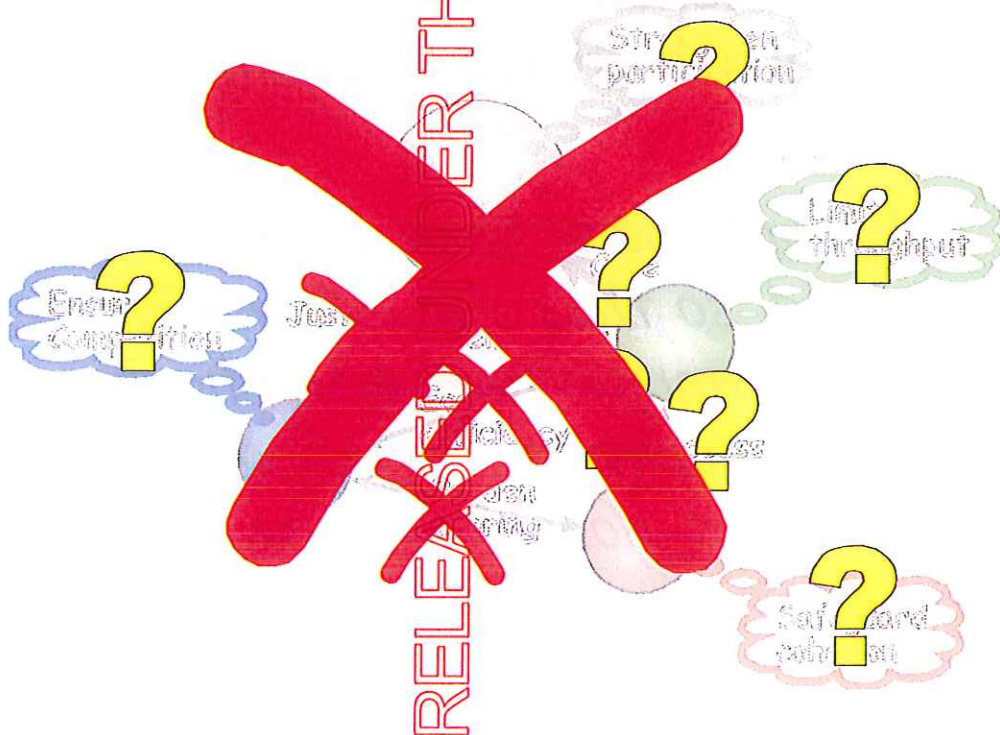
The Fourth (Institutional) Dimension



Four Policy Imperatives And Six Interactions



(draft) Broad-brush NZ Sustainability assessment



SO ... How do we review and monitor in a consistent, coherent way the state - sustainability, viability, health - of each Sphere and each Interface - and hence of the Whole, without assembling a mountain of data that swamps us?

- Determine the extent to which the *basic needs* of each part of the total system are being satisfied.
- Individuals, families, communities, societies, economies and ecosystems all have needs, which are closely interrelated, each to each other.
- *Any unmet need indicates a Poverty, which should be satisfied as a priority action.*

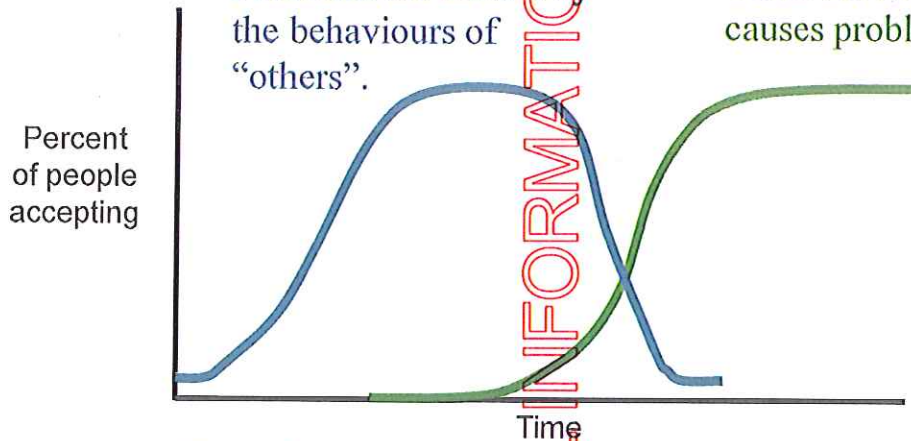
A guiding total system ethic for the socio-economic-environmental-institutional system

All people have their basic needs satisfied, so they can live in dignity, in healthy communities, while having the minimum adverse impact on natural systems, now and in the future

Shifting Mindsets

- Growth is always good.
- Markets alone can solve all problems.
- We are separate from nature.
- Problems are caused by the behaviours of "others".

- We exist in a world of limits.
- Markets don't measure everything that is important.
- We are an integral part of nature.
- Often the structure of systems causes problems.



Dominant Mindset

Emerging Mindset

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