

Why are Contractor's Quotes and cost estimates kept confidential?

If you are rebuilding or repairing with Southern Response and Arrow International and would like to request information from your claim file, please be advised that all requests for contractor's quotes and cost estimates held by Southern Response will be considered under the requirements of the Official Information Act 1982. This information will be kept confidential in cases where the construction has not been completed yet.

How does the Official Information Act 1982 apply to confidentiality of Costs Estimates?

Sections 6 to 9 of the Official Information Act 1982 allow Southern Response to choose to withhold information if there is good reason to. Section 9(2)(j) refers to allowing negotiations to be carried out without prejudice or disadvantage including commercial negotiations as a good reason to withhold this information. Relevant negotiations such as awarding contracts for repairs include contractor quotes which must be independent. In order to ensure their independence and individual assessment, cost quotation information remains confidential.

Under the Official Information Act, Southern Response must review any other considerations which may render this information in the Public Interest to disclose. In providing the detailed quotes and cost estimates of intended works, Southern Response does not consider that you will be limited in assessing whether the proposed settlement represents proper settlement of your claim. Where customers consider additional damage or issues arise through instruction of an independent assessor, comparison or re-assessment can be conducted if appropriate. All repairs managed by Arrow International must be carried out in accordance with strict guidance irrespective of cost in any event.

Despite being a Crown owned company rather than commercial entity, Southern Response remains responsible for protection of the commercial interests of re-insurers and tax payers in ensuring the correct entitlements are received.